

WinCare, Inc.

CLIENT RIGHTS AND RESPONSIBILITIES

Mission Statement:

Our Mission is to serve our customers in a professional, efficient, cost effective manner, while providing the resources to support the appropriate use of nutritional products, home medical equipment, and services and the accurate submission of claims for reimbursement.

Scope of Services:

WinCare, Inc. is a Home Medical Equipment Company, specializing in tube feeding formulas, oral nutrition supplements, pre-thickened beverages, walkers, wheelchairs, and other home medical products. 24 –hour clinical on-call support by our registered dietitians. Serving NC and surrounding areas.

WinCare, Inc. Your Medical Nutrition Experts!

1. A client has the right to respectful care given by competent workers.
2. A client has the right to know the names and the jobs of his or her caregivers.
3. A client has the right to privacy with respect to his or her medical condition. A client's care and treatment will be discussed only with those who need to know.
4. A client has the right to have his or her medical records treated as confidential and read only by people with a need to know or as authorized by the client or responsible party. Information about a client will be released only with permission from the client or as required by law.
5. A client has the right to good quality products and services and high professional standards that are continually maintained and reviewed.
6. A client has the right to make informed decisions regarding his or her care and has the right to include family members in those decisions.
7. A client has the right to information from his or her doctor regarding ordered services and products in order to make informed decisions about his or her care.
8. A client has the right to services without regard to race, color, religion, disability, sex, sexual orientation, national origin or source of payment.
9. A client has the right to be given information in a manner that he or she can understand.
10. Upon request, a client has the right to access all information contained in the client's medical records within a reasonable timeframe. This access may be restricted by the client's doctor only for sound medical reasons. A client has the right to have information in the medical record explained to him or her.
11. A client has the right to a copy of his or her bills. A client also has the right to have the bill explained.
12. A client has the right to seek help in finding ways to pay his or her medical bills.
13. A client has the right to access people or agencies to act on the client's behalf or protect the client's rights under law.
14. A client has the right to be informed of his or her rights at the earliest possible time in the course of his or her services.
15. A client has the right to be free from all forms of abuse or harassment.

16. A client has the right to have his or her complaints about care resolved.

17. A client and his or her family have the right to contact WinCare's ethics committee to ask for help about ethical issues, such as a change in a service or stopping a service that may have a medical affect on the client.

Children & Adolescents

1. The family/guardian of a child or adolescent client has the right and responsibility to be involved in decisions about the care of the child. A child or adolescent has the right to have his or her wishes considered in the decision making as limited by law.

2. A child or adolescent client has the right to expect that services and products are appropriate to his or her age, size and needs.

Client Responsibilities

1. Clients are responsible for providing correct and complete information about their health and past medical history.

2. Clients are responsible for reporting changes in their general health condition, symptoms or allergies to the responsible caregiver.

3. Clients are responsible for reporting if they do not understand the instructions for products and equipment, or the plan of care.

4. Clients are responsible for following the recommended plan of care and proper use of products and equipment, including instructions from WinCare staff and other health personnel.

5. Clients are responsible for reporting to WinCare staff of a hospital or nursing home stay.

6. Clients are responsible for reporting to WinCare staff if hospice is involved in the plan of care.

7. Clients are responsible for treating others with respect.

8. Clients are responsible for following instructions and safety rules for all equipment.

9. Clients are responsible for what happens if they refuse the plan of care, or the misuse of products or equipment.

10. Clients are responsible for paying for their care.

11. Call 1-800-850-0483 to inform WinCare, Inc. if injury occurs due to our equipment or services.

How to issue a complaint about our services:

WinCare, Inc– Management

PH: 800-850-0483

FX: 252-937-4660

Mailing or Physical Address:

P. O. Box 7276

1558 S. Winstead Ave

Rocky Mount, NC 27803

Beneficiary Hotline/Office of Inspector General:

1-800-447-8477