



Patient Rights

Specific rights are listed below.

As a patient, I, or my legally authorized representative, have the right to:

- Receive care no matter what my race, creed, color, national origin, ancestry, religion, gender, sexual orientation, marital status, age, newborn status, handicap, or source of payment.
- Be able to identify visiting personnel members through proper identification.
- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- Be informed in advance of care/service being provided and their financial responsibility.
- Receive information about the scope of services that the organization will provide and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment of care that is (or fails to be) furnished, or lack of respect of property investigated.
- Receive communication in regards to any filed grievance/complaint within the time frames as dictated by federal regulation.
- Have all communication and records about my health care kept private.
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- Be able to choose my own health care provider.
- Upon admission to the Mayo Clinic Store, receive a Patient Rights and Responsibilities statement and be allowed to ask any questions pertaining to the statements contained therein.
- Be informed of any financial benefits when referred to an organization.
- Receive competent language translation, and interpretation free of charge. For those who are hard of hearing or have difficulty seeing, we will use techniques or aides to effectively communicate with you to the best of our ability.

Patient Responsibilities

Specific responsibilities are listed below.

As a patient, I, or my legally authorized representative, have the responsibility to:

- Law requires that any copays or deductibles determined by your insurer must be paid.
- Notify us immediately if your insurance provider changes to ensure accurate and timely claims filing.
- All insurers now require a minimum, annual, in person visit with your provider in order to continue receiving maintenance supplies.
- Non-compliance with therapy plans will result in nonpayment from your insurance company. You will be responsible for all charges. If you decide to discontinue therapy, notify us immediately and we will note your account accordingly.
- Notify us immediately if you enter a skilled nursing facility or have home health services. Mayo Clinic Stores cannot supply durable medical equipment until you are discharged from these services.

Patient Rights and Responsibilities (continued)

- Reorder supplies only when your current supply is nearly exhausted, damaged, or broken.
- Take part in my care.
- Ask questions when I do not understand what I have been told about my care.
Use questions listed below if you do not know what to ask.
 - What is my primary focus of care?
 - What do I need to do next?
 - Why is it important for me to do this?
- Be honest with personnel if I do not understand instructions or if I will not be able to do them at home.
- Call my care provider or doctor about changes in my condition.
- Accept the outcomes of my actions if I choose not to take part in the plan of care as directed by my care provider.
- Obey safety rules.
- Not threaten or harm other patients or personnel.

Complaint Management Process

If we fail to meet your expectations, we invite you to share your concerns regarding your safety and quality of care. You may tell your concerns to:

- Any employee
- The manager and/or director of any store
- The Office of Patient Experience

We encourage you to tell us of complaints right away (at the time of service). If you feel that any of your concerns or complaints have not been resolved as you wish, you may start a formal complaint and notify the Office of Patient Experience by calling 507-284-4988 or email at officeofpatientexperience@mayo.edu. If you wish to mail in a notice of your complaint you may mail it to:

Office of Patient Experience
200 First Street SW
Rochester, MN 55905

You will be contacted by the Office of Patient Experience to discuss your concerns and start the review process. The information will be reviewed by the appropriate staff and leadership involved in your care. A letter will be sent to you within 5 working days with a review outcome or notification that the review is in process. Within 14 days you will be sent the result of your complaint in writing.

If you are of limited English proficiency (LEP), an interpreter or written materials will be made available to you.

You can also ask for a list of resource agencies from the Office of Patient Experience. If you choose not to use Mayo Clinic Store's complaint process, or if we are unable to resolve a concern(s) to your satisfaction, you also have the right to contact the following agencies:

Accreditation Commission for Health Care (ACHC)	1-855-937-2242
The Joint Commission (TJC)	1-800-994-6610
Medicare	1-800-633-4227

DMEPOS Supplier Standards

The products and/or services provided to you by Mayo Clinic Stores are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (eg, honoring warranties and hours of operation). The full text of these standards can be obtained from the U.S. Government Printing Office website. Upon request we will furnish you a written copy of the standards.