

Client Rights and Responsibilities

You have the right to:

1. refuse care, treatment, and services in accordance with law and regulation
2. receive a clear and concise explanation about the function of the products and services provided
3. be fully informed on the use, and care of all equipment in your home provided to you by National Seating and Mobility.
4. have National Seating & Mobility staff communicate in a manner that is understandable. If a client does not understand English, NSM will, if possible, assist in meeting translation needs.
5. expect that all information will be kept in strictest confidence.
6. have your personal privacy respected
7. expect all equipment to be clean and in good repair.
8. have your property respected during visits
9. have any questions answered promptly, correctly and courteously.
10. have personal, cultural, and ethnic preferences considered.
11. participate in planning how service will be provided to you
12. expect a resolution to any problem or complaint.
13. understand that each patient has the right to self-determination regarding life-sustaining equipment and resuscitative services, while being aware that if he/she is found unresponsive, National Seating & Mobility's policy is for staff to call 911 for emergency medical intervention and/or decision making in that regard.
14. express dissatisfaction and suggest changes without coercion, discrimination, reprisal, or unreasonable interruption in service.
15. contact the Office of Quality Monitoring of the Joint Commission if you have any concerns about patient care and safety that National Seating & Mobility has not addressed. The Joint Commission can be reached by calling 800-994-6610 or emailing complaint@jointcommission.org. (Matters concerning billing, insurance and payment disputes are not within the authority of the Joint Commission.)

You have the responsibility to:

1. be aware that, while National Seating & Mobility will make every attempt to modify it to meet your needs, medical equipment cannot be returned.
2. understand that if you refuse delivery of the equipment, you may be responsible for paying a restocking fee.
3. give accurate and complete health information concerning your past use of equipment and any change in address, doctor, insurance carrier, prescription.
4. ensure that someone is present at the time of evaluation, delivery, or repair who can understand English and can translate the information to you if you do not speak, understand or read English. If possible, NSM will assist in meeting translation needs.
5. assist in developing and maintaining a safe environment
6. follow instruction in care and use of all equipment.
7. request further information concerning anything you do not understand
8. treat National Seating & Mobility associates with respect, courtesy, and consideration
9. have someone present that can transfer the client, if necessary at the time delivery or repair of equipment is scheduled.
10. promptly pay all invoices that are due not covered by their insurance including any collection or attorney fees associated with collections on your account
11. accept the consequences of any refusal or choice of noncompliance, including changes in reimbursement eligibility

Client concerns are an important form of feedback for our company. Any questions or concerns regarding service, equipment, or safety should be directed to your NSM representatives or you may contact an NSM corporate representative through the NSM website at www.nsm-seating.com, send an e-mail to ComplaintResolution@nsm-seating.com, or call NSM at 615-595-6752.

