

## **OUR MISSION AND PURPOSE**

ORTHOTIC SOLUTIONS, INC. IS A PRIVATELY OWNED COMPANY WHICH PROVIDES the highest quality orthotics, therapeutic footwear, home healthcare equipment, supplies, and service to all of our patients regardless of race, creed, sex, color, religion, method of payment, or medical diagnosis.

## **PATIENT INFORMATION**

Our normal business hours are BY APPOINTMENT Monday through Friday from 8:30 am-2:30 pm. A voice message system will answer the Orthotic Solutions, Inc.'s phones after normal business hours. However, most services will be performed during normal service hours. If your call is an emergency and cannot wait until normal business hours, it is suggested that the patient or caregiver dial "911" for professional emergency services.

## **PATIENT COMPLAINTS**

Any patient who feels his/her rights have been denied, who desires further clarification of rights, or who desires to lodge a complaint or express contentment with any aspect of service or equipment, including concerns about patient safety and the risk of falls, should contact us through our main telephone number, without fear of reprisal by the Orthotic Solutions, Inc. or by any of its employees. If the issue cannot be resolved via a telephone call with a patient service representative, the matter will automatically be forwarded to the President/CEO.

## **JCAHO INFORMATION**

The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling 1/800-994-6610 or emailing [complaint@jcaho.org](mailto:complaint@jcaho.org).

## **PATIENT RIGHTS – YOU HAVE THE RIGHT TO:**

- Be given timely, appropriate, and quality professional health care services without discrimination.
- Be provided with proper products and services as ordered by a qualified health care professional.
- Receive products in proper operating condition according to the manufacturer's specifications.
- Receive fair treatment, including honoring cultural, spiritual, and personal preferences.
- Request a detailed explanation of your bill for products and services.
- Be communicated with in a way that you can reasonably understand.
- Refuse equipment and services, accepting full responsibility for that refusal.
- Choose your provider of health care services.
- Be assured of confidentiality, to review your records, and to approve or refuse the release of records.
- Have competent and qualified people carry out the services for which they are responsible.
- Voice your grievances and recommend changes without fear of reprisal.
- Report concerns about patient safety without fear of reprisal.
- Be given reasonable notice of discontinuation of service.

## **PATIENT RESPONSIBILITIES – IT IS YOUR RESPONSIBILITY TO:**

- Dial "911" whenever a life threatening medical emergency arises.
- Provide complete and accurate information regarding your medical history and billing information.
- Comply with your physician's orders and plan of care.
- Use and care for the equipment provided and not allow use by anyone other than the authorized patient.
- Contact us about any equipment malfunction or defect, and allow our staff to correct the problem.
- Advise us of any changes in your status, including address, medical condition, and billing information.
- Assume payment responsibility for services not covered by your insurance carrier, except when not allowed by law.
- Maintain a safe home environment for the proper utilization of equipment.
- Pay for the replacement costs of any equipment damaged, destroyed, or lost due to misuse, abuse, or neglect.

## **WARRANTY INFORMATION**

Orthotic devices and home medical equipment sold by Orthotic Solutions, Inc. carries a one (1) year manufacturer's warranty. Therapeutic Footwear sold by Orthotic Solutions, Inc. carries a thirty (30) day manufacturer's warranty. Orthotic Solutions, Inc. notifies all Medicare beneficiaries of the warranty coverage and we honor all warranties under applicable State law. Orthotic Solutions, Inc. will repair or replace, free of charge any Medicare covered item that is under warranty.