

Patient Rights and Responsibilities

1. The patient has the right to considerate and respectful care at all times and under all circumstances
2. The patient has the right to receive accurate, easily understood information to assist in making informed decisions about their supplies, equipment and footwear.
3. The patient is not discriminated against in the marketing or admission or in the provision of supplies, equipment and footwear, consistent with the benefits covered in their policy and/or as required by law, based on race, ethnicity, national origin, religion, sex, age, current or anticipated mental or physical disability, sexual orientation, genetic information or source of pay.
4. The patient has the right to communicate with The Diabetic Shoppe personnel in confidence and to have the confidentiality of their individually-identified health care information protected.
5. The patient has the right to a fair and efficient process for resolving differences with The Diabetic Shoppe. Complaints may be expressed to any staff of The Diabetic Shoppe. If the patient feels that a complaint has not been resolved after working with the staff of The Diabetic Shoppe, complaints may be referred to 1-800-MEDICARE (1-800-633-4227), or the insurance provider of the patient. Complaints may be submitted to The Joint Commission at 1-800-994-6610.
6. The patient has the responsibility to inform The Diabetic Shoppe of any changes in demographic information, health status, and changes relative to insurance or physician data that may impact the provision of services and/or products.
7. The patient is responsible for understanding and following the orders of their health care provider.
8. The patient is responsible for understanding payment responsibilities. The patient is responsible for paying deductibles, co-pays and other charges not paid by insurer.