



Advanced Medical Group

WMS A Wilmington Medical Supply Company

Customer Rights & Responsibilities

Customer / Patient Rights:

1. The customer has the right to considerate and respectful service.
2. The customer has the right to obtain service without regard to race, creed, national origin, sex, age, disability, diagnosis or religious affiliation.
3. Subject to applicable law, the customer has the right to confidentiality of all information pertaining to his/her medical supply, equipment, or prescription service. Individuals or organizations not involved in the customer's care may not have access to the information without the customer's written consent.
4. The customer has the right to make informed decisions about his/her care.
5. The customer has the right to privacy and security.
5. The customer has the right to reasonable continuity of care and service.
6. The customer has the right to return any unused HME supply or equipment, for any reason, within thirty days (30) of delivery or pick up from a Retail Location.
7. The customer has the right to voice grievances without fear of termination of service or other reprisal in the service process. Any issue that cannot be resolved by working with the Patient Care Coordinator, HME Specialist, or Store staff can be reported to the Compliance Officer by phone at 877-645-3506, Email at Compliance@amguro.com or by Fax at 678-689-1459.

Customer / Patient Responsibilities:

1. The customer should promptly notify Advanced Medical Group of any equipment or supply failure or damage.
2. The customer is responsible for any equipment that is lost or stolen while in their possession and should promptly notify Advanced Medical Group in such instances.
3. The customer should promptly notify Advanced Medical Group of any changes to their address or telephone.
4. The customer should promptly notify Advanced Medical Group of any changes concerning their physician, and to follow the care, treatments, and services as planned.
5. The customer should notify Advanced Medical Group of discontinuance of use.
6. Except where contrary to federal or state law, the customer is responsible for any rental and sale charges which the patient's insurance company/companies does not pay.
7. The customer should assure that our staff is treated in a considerate and respectful manner.