

The following summarizes areas of consumer rights and responsibilities adopted in 1998 by the President's Advisory Commission on Consumer Protection and Quality in the Health Care Industry. RespirTech has adopted these principles:

- 1. Information Disclosure.** Consumers have the right to receive accurate, easily understood information and some may require assistance in making informed decisions about their purchase. RespirTech will strive to provide clearly understood billing statements and the consumer's financial obligations to RespirTech, if any, prior to shipment. Consumers will also have a thorough understanding of the appeals process, if any. RespirTech does not receive any financial incentive from any source other than required payments made on the consumer's behalf from their insurer(s).
- 2. Participation in Treatment Decisions.** Consumers have the right and responsibility to fully participate in all decisions related to their health care. Consumers who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.
- 3. The Right to Choose.** Patients have the right to a choice of health care providers that is sufficient to assure access to appropriate high-quality health care including giving women access to qualified specialists such as obstetrician-gynecologists and giving patients with serious medical conditions and chronic illnesses access to specialists.
- 4. Access to Emergency Services.** Patients have the right to access emergency health services when and where the need arises. Health plans should provide payment when a patient presents himself/herself to any emergency department with acute symptoms of sufficient severity "including severe pain" that a "prudent layperson" could reasonably expect the absence of medical attention to result in placing that consumer's health in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.
- 5. Respect and Nondiscrimination.** Consumers have the right to considerate, respectful care from all employees and representatives of RespirTech at all times and under all circumstances. An environment of mutual respect is essential to maintain a quality experience with our company. Our organization will not discriminate against or harass any customer for services because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, or status with regard to public assistance.
- 6. Confidentiality of Health Information.** Consumers have the right to communicate with RespirTech employees and representatives in confidence and to have the confidentiality of their individually identifiable health care information protected. Consumers also have the right to review and copy their own medical records and to request amendments to their records. Please contact the HIPAA Privacy Official with any questions or concerns at: privacyofficial@respirtech.com, or call the toll free number for assistance.
- 7. Complaints and Appeals.** All consumers have the right to a fair and efficient process for resolving differences with RespirTech, including a rigorous system of internal review. Differences can be resolved through respectful discussion, written notification of the issues, and a thorough investigation process. Results of investigations will be reported within 15 days of receipt.
- 8. Consumer Responsibilities.** In a health care system that protects consumers' rights, it is reasonable to expect and encourage consumers to assume reasonable responsibilities. Greater individual involvement by consumers in their care increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost-conscious environment.

RespirTech Business Hours:
M-F 8 am - 5 pm CST
Business Hours Toll Free Number: 800-793-1261
24 Hour Product Technical Assistance Hotline: 612-695-8406