

- 1. Information Disclosure.** Patients 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 patient's financial obligations to RespirTech, if any, prior to shipment. Patients 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 patient's behalf from their third party payer(s). RespirTech employees or representatives visiting patients will present proper identification.
- 2. Participation in Treatment Decisions.** Patients have the right and responsibility to fully participate in all decisions related to their health care. Patients who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators. Patients may refuse care or treatment after the consequences of refusing such care or treatment has been fully presented to the patient.
- 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 patient's health in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.
- 5. Respect and Non-Discrimination.** Patients 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 RespirTech. RespirTech will not discriminate against or harass any customer for services because of race, color, creed, religion, national origin, sex, sexual orientation, disability, diagnosis or disease, age, marital status, or status with regard to ability to pay.
- 6. Confidentiality of Health Information.** Patients 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. Patients 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](mailto:privacyofficial@respirtech.com), or call the toll free number for assistance.
- 7. Alleged Grievances and Abuse.** All patients 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. An alleged grievance or abuse violation should be directed to the RespirTech Privacy/Compliance Officer via phone at 1-651-379-8960; e-mail ([privacyofficial@respirtech.com](mailto:privacyofficial@respirtech.com)); or to the company address:

Respiratory Technologies, Inc.

Attn: Privacy Official

2896 Centre Pointe Drive

St. Paul, MN 55113

A Company representative will respond back to the patient within five (5) days to confirm receipt of the notification of concern and will initiate an investigation of the alleged grievance or abuse concern.

**FOR MEDICARE BENEFICIARIES:** Within fourteen (14) days of receipt of the beneficiary's alleged grievance or abuse concern, RespirTech will provide a written investigation response, to the beneficiary. Concerns regarding grievances or alleged abuse may also be submitted to the Accreditation Commission for Health Care, Inc. (ACHC) at 4700 Falls of the Neuse Road, Suite 280, Raleigh, North Carolina 27609. Telephone: (919) 785-1214. Website: [www.achc.org](http://www.achc.org)

**8. Patient Responsibilities.** In a health care system that protects patients' rights, it is reasonable to expect and encourage patients to assume reasonable responsibilities. Greater individual involvement by patients in their care increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost-conscious environment.