

- 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. Respiratory Technologies, Inc., d.b.a. RespirTech will strive to provide clearly understood billing information both verbally and in writing, including estimates of expected billed charges, third party payments and patient's financial obligations to RespirTech, if any, prior to shipment/delivery for all care/services provided. 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 the development and revision of all decisions/care plans related to their health care, including the right to be fully informed in advanced about the care/services and frequency of care/services being provided by RespirTech and its employees and representatives. 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 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 receive considerate, respectful care from all employees and representatives of RespirTech, free from mistreatment, neglect and verbal, mental, sexual and physical abuse, 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 be advised of RespirTech's policies regarding the disclosure of patient's records. 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 [respirtech\\_compliance@philips.com](mailto:respirtech_compliance@philips.com), or call 1.844.649.7730.
  
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 1.844.649.7730; e-mail: [respirtech\\_compliance@philips.com](mailto:respirtech_compliance@philips.com); or to the company address:

RespirTech  
Attn: Privacy Official  
5905 Nathan Lane North  
Suite 200  
Plymouth, MN 55442

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.

You may also submit a complaint to the U.S. Department of Health and Human Services by contacting [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov) or your state's regional office at:

**New England Region - (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont)**

Office for Civil Rights  
U.S. Department of Health and Human Services  
Government Center  
J.F. Kennedy Federal Building - Room 1875  
Boston, MA 02203  
Voice phone 800.368.1019  
FAX 202.619.3818  
TDD 800.537.7697

**Eastern and Caribbean Region - (New Jersey, New York, Puerto Rico, Virgin Islands)**

Office for Civil Rights  
U.S. Department of Health and Human Services  
Jacob Javits Federal Building  
26 Federal Plaza - Suite 3312  
New York, NY 10278  
Voice Phone 800.368.1019  
FAX 202.619.3818  
TDD 800.537.7697

**Mid-Atlantic Region - (Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia)**

Office for Civil Rights  
U.S. Department of Health and Human Services  
150 S. Independence Mall West  
Suite 372, Public Ledger Building  
Philadelphia, PA 19106  
Main Line 800.368.1019  
FAX 202.619.3818  
TDD 800.537.7697

**Midwest Region - (Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, Wisconsin)**

Office for Civil Rights  
U.S. Department of Health and Human Services  
233 N. Michigan Ave., Suite 240  
Chicago, IL 60601  
Voice Phone 800.368.1019  
FAX 202.619.3818  
TDD 800.537.7697

**Kansas City**

Office for Civil Rights  
U.S. Department of Health and Human Services  
601 East 12th Street - Room 353  
Kansas City, MO 64106  
Voice Phone 800.368.1019  
FAX 202.619.3818  
TDD 800.537.7697

**Pacific Region - (Alaska, American Samoa, Arizona, California, Commonwealth of the Northern Mariana Islands, Federated States of Micronesia, Guam, Hawaii, Idaho, Marshall Islands, Nevada, Oregon, Republic of Palau, Washington)**

Office for Civil Rights  
U.S. Department of Health and Human Services  
90 7th Street, Suite 4-100  
San Francisco, CA 94103  
Voice Phone 800.368.1019  
FAX 202.619.3818  
TDD 800.537.7697

**Southeast Region - Atlanta (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)**

Office for Civil Rights  
U.S. Department of Health and Human Services  
Sam Nunn Atlanta Federal Center, Suite 16T70  
61 Forsyth Street, S.W.  
Atlanta, GA 30303-8909  
Voice Phone 800.368.1019  
FAX 202.619.3818  
TDD 800.537.7697

**Southwest Region - (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)**

Office for Civil Rights  
U.S. Department of Health and Human Services  
1301 Young Street, Suite 1169  
Dallas, TX 75202  
Voice Phone 800.368.1019  
FAX 202.619.3818  
TDD 800.537.7697

**Rocky Mountain Region - (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)**

Office for Civil Rights  
U.S. Department of Health and Human Services  
1961 Stout Street  
Room 08-148  
Denver, CO 80294  
Voice Phone 800.368.1019  
FAX 202.619.3818  
TDD .800.537.7697

**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 139 Weston Oaks Ct., Cary, North Carolina 27513. 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.