

# Client Rights & Responsibilities

If you have a question, concern, or a recommendation on improving Soundview Medical Supplies policies for promoting enrollee responsibilities and rights, contact us through our website at [www.soundviewmed.com](http://www.soundviewmed.com) or call Customer Service at 1-800-845-4925.

## You have a Right to:

- Be treated with respect and with due consideration for his or her dignity and privacy.
- Receive information about on available treatment options and alternatives, presented in a manner appropriate to the enrollee's condition and ability to understand.
- Participate in decisions regarding his or her health care, including the right to refuse treatment.
- Privacy of your health care and claims information. Your Protected Health Information will be used to pay claims, as permitted by HIPAA and as described in your Notice of Privacy Practices. Protected Health Information will not be disclosed to others without your authorization, except as permitted by HIPAA and state law.
- Freedom from abuse, neglect, and exploitation.
- Ask questions, raise concerns, make complaints, and appeal denials.
- To make recommendations about Soundview Medical Supplies Enrollee Rights and Responsibilities Policy.

## You have a Responsibility to:

- Provide information that facilitates care.
- Ask questions when they don't understand information presented to them.
- Follow instruction, policies, rules, and regulations.
- Be respectful and civil in language and conduct.
- Meet financial commitments.

## Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site [www.soundviewmed.com](http://www.soundviewmed.com).

To submit a written complaint or request more information, write to:

Attn: Privacy Officer, Soundview Medical Supply, 8423 Mukilteo Speedway #202 Mukilteo WA 98275

## Medicare DMEPOS Supplier Statement

DMEPOS suppliers have the option to disclose the following statement in order to satisfy the requirement outlined in Supplier Standard 16 in lieu of providing a copy of the standards to the beneficiary.

The products and/or services provided to you by Soundview Medical Supply are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). The full text of these standards can be obtained from the U.S. Government Printing Office website. Upon request we will furnish you a written copy of the standards.

To report concerns about patient safety and quality care to The Joint Commission, please call customer service at 1-877-223-6866 or visit <https://jcrinc.com/contact-us/>.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html) or view a complete HIPAA Notice of Privacy Statement at [www.soundviewmed.com/soundview-hipaa.aspx](http://www.soundviewmed.com/soundview-hipaa.aspx)

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