

BioHorizon Medical, Inc. will provide a copy of the Client/Patient Bill of Rights and Responsibilities to each client/patient upon admission or written information on where to find the information on the company website. The Client/Patient Bill of Rights and Responsibilities shall be discussed with the client/patient and/or the client's/patient's family and/or other responsible party, with documentation of receipt and understanding of the information. Copies of the Client/Patient Bill of Rights and Responsibilities will be made available to anyone requesting a copy or be distributed to any client/patient without access to a website.

For a minor or a client/patient needing assistance in understanding these rights, both the client/patient and the parent, legal guardian, or other responsible person must be fully informed of these rights.

All staff members will understand and be able to discuss the Client/Patient Bill of Rights and Responsibilities with the client/patient and caregiver(s).

The Client/Patient Bill of Rights and Responsibilities shall address, at a minimum, the following:

- Be fully informed in advance about product/service to be provided.
- Be informed, both orally and in writing, in advance of product/service being provided, of the charges, including payment for product/service expected from third parties and any charges for which the client/patient will be responsible.
- Receive information about the scope of products/services that the organization will provide and specific limitations on those services.
- Participate in the development and periodic revision of the product/ service.
- Refuse product/services after the consequences of refusing care or treatment are fully presented.
- Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
- Be able to identify visiting personnel members through proper identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
- Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information
- Be advised on the Company's policies and procedures regarding the disclosure of clinical records.
- Receive appropriate patient-centered care in accordance with physician or allowed practitioner orders if applicable.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one's responsibilities.



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CLIENT/PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

- All Medicare beneficiaries will receive a copy of the DMEPOS Supplier Standards, or instructions on where to find the information on the company website.

Patient Responsibilities include:

- All forms required to receive services are completed
- Provide accurate medical and contact information, and report in a timely manner any changes to this information.
- Notified the referring healthcare provider at the time the product/services are provided.
- Communicate and report any concerns, should they arise, regarding the product/services provided by the company.