

## LIFELINE BILL OF RIGHTS AND RESPONSIBILITIES

As a Lifeline subscriber, you have the right to:

1. Choose your ERS (Emergency Response System) provider.
2. Receive a timely response from us regarding your request for ERS.
3. Be given information on our policies and procedures and charges for services, including any third party reimbursement.
4. Be given appropriate and professional quality ERS without discrimination due to your race, creed, color, religion, sex, national origin, handicap, or age.
5. Be treated with courtesy and respect by all who provide ERS to you.
6. Receive proper identification by name and title from everyone who provides ERS to you.
7. Be given data privacy and confidentiality.
8. Review your ERS record at your request.
9. Be given information regarding anticipated transfer of your ERS to another health care facility and/or termination of your ERS.
10. Voice your grievances and/or suggest changes in ERS services and/or staff without being threatened, restrained, or discriminated against.

As a Lifeline subscriber, you (or the party responsible for payment) have the responsibility to:

1. Protect the Lifeline unit from preventable damage caused by heat, moisture, insects, or careless handling. The unit is the property of Lifeline, Northeast Georgia Medical Center. As a Lifeline subscriber you or the responsible party may be required to reimburse the Medical Center if the unit is lost or becomes inoperable due to preventable damage as described above. You will not be charged for replacement of a unit that becomes inoperable due to equipment failure. You will also not be charged for replacing the first lost help button, but you will be charged for additional lost help buttons.
2. Acquire and install the necessary DSL filter on the telephone line for your Lifeline unit if you have a DSL telephone line for your computer.
3. Give accurate and complete health information concerning your past illnesses, hospitalizations, medications, allergies, handicaps, primary physician, and preferred hospital.
4. Inform Lifeline of any changes in physical address, telephone number, responder information, or health information by calling the Lifeline Coordinator at 770-219-8899 or 1-888-520-3640 or by pressing your help button and telling the Lifeline Associate who answers your call.
5. Assist in developing and maintaining a safe environment.
6. Turn your Lifeline unit to the "away" position when you will not be home.
7. Use your Lifeline unit only as a device to assist you in an emergency.
8. Use your Lifeline unit according to the written and verbal instructions given at the time of installation.
9. Pay all invoices from Lifeline promptly. **Service will be disconnected after two consecutive months of nonpayment.**
10. Call the Lifeline Coordinator at 770-219-8899 or 1-888-520-3640 for anything you do not understand or any other concerns or problems you have.

A copy of the Lifeline Bill of Rights and Responsibilities has been given and explained to the subscriber or other responsible party.

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Signature of Subscriber or  
Party Responsible for Payment

Date

Signature of Installer