

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.
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 and help button 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 or help button is lost or becomes inoperable due to preventable damage as described above. You will not be charged for replacement of a unit or help button that becomes inoperable due to equipment failure. The charge for replacing a lost or damaged unit or help button varies depending on the standard or mobile unit.
2. Give accurate and complete health information concerning your past illnesses, hospitalizations, medications, allergies, handicaps, primary physician, and preferred hospital.
3. 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 by pressing your help button and telling the Lifeline Associate who answers your call.
4. Assist in developing and maintaining a safe environment.
5. Make a test call with your Lifeline unit once a month or after the unit is disconnected or loses power.
6. Use your Lifeline unit according to the written and verbal instructions given at the time of installation.
7. Pay each invoice from Lifeline no later than the due date on the invoice. **Service will be disconnected after two consecutive months of nonpayment.**
8. Call the Lifeline Coordinator at 770-219-8899 for anything you do not understand or any other concerns or problems you have, or by pressing your help button and telling the Lifeline Associate who answers your call.

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

Signature of Subscriber or
Party Responsible for Payment

Date

Signature of Installer