



Irondequoit
892 East Ridge Road
(585) 338-1000

Visit us online at www.FonteSurgical.com

FONTE'S MISSION PHILOSOPHY

Fonte Surgical Supply, Inc. was incorporated in the fall of 1992 to provide quality durable medical equipment and supplies to the people of our area. Our sales staff are professional and qualified, and our prices fair. Our customers will be fully informed about the products they receive. All customers will be treated with dignity regardless of the level of reimbursement received (private pay, private insurance, Medicaid, Medicare). All customer's information will be kept in confidence according to HIPAA Standards. By providing customers with quality products at fair prices, by employing courteous, knowledgeable sales force, our organization will grow and prosper and a service will be provided for the community.

FONTE'S MISSION STATEMENT

To provide durable medical equipment, orthosis and ancillary products to our customers in a manner which enables them to "Get the Most Out of Life." To this end, we will provide quality products, at fair prices, presented by highly qualified professionals.

We respect each individuals rights to be informed about the product they are purchasing so that informed decisions may be made. We respect our customers rights to privacy and to confidentiality of their medical information.

NOTICE OF PRIVACY PRACTICES

We are committed to preserving the privacy of your personal health information. In fact, we are required by law to protect the privacy of your medical information and provide you with a notice describing how medical information about you may be used and disclosed and how you can access this information.

We use health information about you for services, to obtain payment for services, for administrative purposes and to evaluate the quality of care that you receive. We do not give out, exchange, barter, rent, sell, lend, or disseminate any information about you that is considered patient confidential, restricted by law.

We may be required or permitted by certain laws to use and disclose your medical information for other purposes without your consent or authorization. As our customer, you have important rights relating to inspecting and copying your medical information that we maintain, amending or correcting that information, obtaining an accounting of our discloser of your medical information, requesting that we communicate with you confidentially, requesting that we restrict certain uses and discloser of your health information, and complaining if you think your rights have been violated.

We have available a detailed Notice of Privacy Practices which fully explains your rights and our obligations under the law. We may revise our notice from time to time. The effective date at the bottom right hand side of this page indicates the date of the most current Notice in effect.

You have a right to receive a copy of our most current Notice in effect. If you have not yet received a copy of our current Notice, please ask the front desk and we will provide you with a copy.

If you have any questions, concerns or complaints about the Notice or your medical information, please contact us at 585-338-1000.

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892 East Ridge Road
Rochester, New York 14621
585-338-1000

At Fonte Surgical Supply, we genuinely strive to provide the highest quality in health care services for our customers. Your concerns are our concerns. To insure that our service meets your total satisfaction, we ask you to let us know about any problem you may have. Contact us by phone at (585) 338-1000 or email us at info@fontesurgical.com.

CUSTOMER BILL OF RIGHTS

As an individual receiving home health care equipment from Fonte Surgical Supply, Inc., let it be known that you have the following rights.

1. To select those who provide you home care services.
2. To be provided with identification by any person who enters your residence to provide home care.
3. To receive the appropriate service in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap.
4. To be promptly informed if the prescribed care or services are not within the scope, mission, or philosophy of Fonte Surgical Supply, Inc., and therefore be provided with transfer assistance to an appropriate organization.
5. To be dealt with and treated with friendliness, courtesy and respect by each and every individual representing Fonte Surgical Supply, Inc., and be free from neglect or abuse be it physical or mental.
6. To have your privacy and your property respected at all times.
7. To assist in the development and planning of your equipment and supplies that will satisfy, as best as possible, your current needs.
8. To be provided with adequate information from which you can give your informed consent for the commencement of service, the continuation of service, the transfer of service, or the termination of service.
9. To express concerns or grievances or recommend modifications to your equipment and supplies without fear of discrimination or reprisal.
10. To receive products and services within the scope of your health care plan, promptly and professionally while being fully informed as to our policies, procedures and charges.
11. To refuse product, within the boundaries set by law, and receive professional information relative to the ramifications or consequences that will or may result due to such refusal.
12. To request and receive information regarding equipment, supplies and cost privately and with confidentiality.
13. To request and receive the opportunity to examine or review your medical records.
14. To expect that all information received by this organization shall be kept confidential and shall not be released without written consent.
15. To be involved in discussions and resolutions of conflicts and ethical issues related to your care.

CUSTOMER RESPONSIBILITIES

1. To notify Fonte Surgical Supply, Inc. prior to changing your residence or telephone number or insurance companies.
2. To notify your physician when you feel ill, or encounter any unusual physical or mental stress or sensations.
3. To review Fonte Surgical Supplies safety materials and participate in maintaining a safe environment in your home.
4. To request additional assistance or information on any aspect of your equipment you do not fully understand.
5. To notify Fonte Surgical Supply, Inc., when encountering a problem with equipment.
6. To make a conscious effort to properly care for equipment supplied.
7. To speak respectfully and omit the use of foul language when addressing members of said organization.

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