



## CLIENT BILL OF RIGHTS AND RESPONSIBILITIES

CAIRE Inc. ("CAIRE") believes that open and honest communication is a foundation of effective health care and client satisfaction; therefore, we provide the following:

At a minimum, you have the right:

- to be fully informed of your rights and responsibilities;
- to have this statement read and a copy of this statement provided to you in a language that you understand if you cannot read this statement of rights and responsibilities;
- to be fully informed in advance about the products and services to be provided to you, including the disciplines that furnish the services;
- to receive information about the scope of products and services that CAIRE will provide and any specific limitations on those products and services;
- to decide who will provide your health care products and services;
- to be able to identify visiting personnel members through proper identification;
- to receive prescribed products and services in a professional manner without regard to your age, race, gender, religion, national origin, linguistic preference, sexual preference or physical or mental disability;
- to be treated, and to have your property treated, professionally, courteously, and respectfully by all individuals representing CAIRE who provide products and services to you and to be treated with full recognition of your dignity and individuality;
- to participate in making decisions about the products and services you will receive;
- to express concerns or grievances regarding your products and services, lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, or fear of discrimination or reprisal. You may call the CAIRE Customer Service Department at 1-833-203-2473;
- to have any grievances or complaints regarding products and services that are or fail to be furnished, or lack of respect of property, fully investigated.
- to have your product repaired under warranty in any of the 50 states according to the Consumer Limited Warranty Statement. You may call the CAIRE Customer Service Department at 1-833-203-2473 to request a Return Material Authorization (RMA) number.
- to receive products and services free from mistreatment, abuse, neglect, exploitation, or maltreatment, including injuries of unknown source and misappropriation of your property, without fear of discrimination or reprisal. You may call CAIRE's Corporate Compliance Officer at (770) 721-7700. You may call your state's Adult Protective Services agency or your local law enforcement agency to report abuse or neglect.
- to be informed of CAIRE's policies and practices concerning the disclosure of clinical records that relate to you;
- to be informed, both orally and in writing, in advance of products and services being provided, of charges for products and services and the availability of known financial resources for your products and services;
- to refuse products and services to the extent permitted by law after the consequences of refusing products and services are fully presented;

- to expect all health care communications pertaining to your care will be treated as confidential;
- to confidentiality and privacy of all information in your records and to have access to your medical records as defined by state and federal guidelines;
- to communicate with CAIRE's service staff at its toll-free telephone number: 1-833-203-2473;
- to access and use CAIRE's forms from its website. You may access CAIRE's website at [www.cairemedical.com](http://www.cairemedical.com).

Your responsibilities to CAIRE and its employees include, but are not limited to:

- providing full information about your illness or condition;
- demonstrating courtesy and respect to the CAIRE employees;
- communicating with your physician if your condition worsens or isn't following the expected course;
- understanding the part that your own health behavior plays in your treatment;
- ensuring that you complete the CAIRE Oxygen Concentrator Setup Checklist with a CAIRE representative upon receipt of your product;
- reading and using your product in accordance with all manuals, warnings, and other literature related to your product provided by CAIRE;
- not smoking or using open flames while in the same room as your oxygen concentrator and/or oxygen accessories;
- having a backup source of oxygen and a backup cannula available;
- ensuring all required preventative maintenance is performed on your product at your sole expense;
- informing CAIRE promptly of any adverse events or injuries that may have been attributed to the use of your product (or, if the event was repeated, may cause injury), after you have sought any necessary medical attention;
- paying for shipping to and from a USA-based CAIRE repair facility when sending your product in for repair or preventative maintenance;
- paying for shipping to and from a USA-based CAIRE repair facility when sending your product in for any reason, including warranty, from outside the USA;
- paying for all products, services and associated fees promptly and in accordance with any agreement you have made with CAIRE;
- paying for CAIRE's service fees and associated freight charges when your product is returned for a warranty claim, but no defect is found, the product meets performance specifications, or any damage to the product is excluded from warranty coverage as set forth in the Consumer Limited Warranty Statement as a condition to CAIRE returning your product;
- returning your defective product to us as a condition to receiving a replacement product or a refund, at CAIRE's sole option, when your product is returned for a warranty claim.