



Code of Ethics Statement

1. We always strive to provide the highest quality services to our clients/patients while meeting the highest professional and ethical standards possible.
2. We provide home medical equipment and services in a prompt and reliable manner, ensuring that the equipment and services are safe and meet the client/patient's health care needs.
3. We do not discriminate, either regarding clients/patients or employees, on the basis of any characteristic prohibited by law.
4. We conduct our business professionally and ethically, and set up mechanisms to prevent fraud.
5. We apply the highest standards of integrity in our advertising, marketing, and billing practices.
6. We treat our clients/patients with respect, support their freedom of choice, and ensure that they are aware of their rights and responsibilities.
7. We instruct each patient/client and/or caregiver in the correct operation of the equipment and services provided.
8. We protect the confidential nature of client/patient health care records.
9. We provide the appropriate insurance coverage for employees and clients/patients.
10. We screen staff via several means, including professional reference checks, before offering employment, and ensure that all staff members continue to improve their knowledge and skills so that they are able to provide home medical products and services competently.
11. We provide employee orientation and continuing education opportunities to ensure that staff skills are current.
12. We comply with all relevant federal, state, and local laws and regulations, as well as the requirements of federal, state, and private-payer health care programs and accreditation agencies.