

**EBI, LLC (d/b/a Biomet Spine & Bone Healing Technologies)**  
**PATIENT BILL OF RIGHTS AND RESPONSIBILITIES**

**Recipients of our medical equipment have the right to:**

1. Be given information about your rights and responsibilities relative to Biomet's equipment.
2. Refuse service or receipt of equipment supplied after the consequences of refusal are fully presented.
3. Choose a health care provider and/or supplier of equipment.
4. Be informed of any financial benefits when referred to an organization.
5. Be informed of provider service/care limitations.
6. Receive a timely response from Biomet regarding your request for equipment.
7. Be given information on the Company's ownership, policies, procedures and charges for services, including your eligibility for third party reimbursement.
8. Be fully informed in advance about services to be provided by Biomet and any modifications to the treatment plan.
9. Participate in the development and periodic revision of the treatment plan.
10. Be given appropriate and professional quality equipment without discrimination due to your race, creed, color, religion, sex, national origin, sexual preference, handicap or age.
11. Be treated with courtesy, respect and privacy by all who issue equipment to you.
12. Be free from physical and mental abuse, neglect and exploitative practices.
13. Be given proper identification by name and title of everyone who provides services to you.
14. Register any complaints regarding service or supplies with us and/or the appropriate state agencies. The Compliance Manager will utilize grievance procedures and respond to your complaint within three (3) working days.
15. Receiving privacy, and confidentiality with respect to your personal property, patient information and medical or home care visits.
16. Voice grievances with staff without being discriminated against.

**As a recipient of our medical equipment you have the responsibility to:**

1. Give accurate and complete health and other patient information.
2. Request further information concerning anything you do not understand.
3. Give information regarding concerns and problems you have to a Biomet representative.

**Any complaints may be addressed to:**

Jim Bechtold - HIPAA Privacy Officer

Biomet (EBI) 100 Interpace Parkway Parsippany, NJ 07054 (800-526-2579 x 3030)

**or you may voice any complaint to:**

Accreditation Commission for Health Care, Inc. (ACHC)

4700 Falls of the Neuse Road - Suite 280

Raleigh, NC 27609 Telephone: 919-785-1214 Fax: 919-785-3011 ([www.achc.org](http://www.achc.org))