

*We  
Care*

As a nationwide provider of rehabilitation products and a leader in Electrotherapy products and services, JACE feels privileged that you and your physician have selected us to serve your rehabilitation needs.

We pledge to provide you with the finest and most advanced rehabilitation equipment and support. Our professionally trained representatives provide the highest quality service backed by a committed Customer Service Team.

We believe that the ultimate success of each patient's service plan depends on comprehensive support and follow through. Therefore, we provide extensive support through your JACE representative who will familiarize you with the device prescribed by your physician.

We will monitor your progress with the equipment and be available to answer any questions that might arise concerning its use as well as provide reports to your physician.

Our representative will explain all charges. Our administrative staff handles all billing and will submit forms to your insurance company.

If you have questions, concerns or complaints regarding your equipment operation or your account, we encourage you to call our Customer Service Center at:

**(800) 800-4276 9AM – 6PM EST**

**Patients Rights Include:**

The right to considerate and respectful service.

To serve all patients regardless of race, creed, national origin, sex, age, disability, diagnosis or religious affiliation.

Patient has the right to refuse the products supplied.

The right to be informed in advance of charges expected from third parties and any charges the patient will be responsible for.

Be able to identify JACE personnel.

Patient has the right to choose a provider.

Subject to applicable law, the patient has the right to confidentiality of all information pertaining to his/her medical equipment service.

The patient has the right to make informed decisions about his/her service.

The patient has the right to reasonable continuity of care and service.

To provide quality rehabilitation equipment and services as prescribed by your physician.

The patient has the right to voice grievances without the fear of termination of service or other reprisals.

The patient has the right to be informed of their rights and responsibilities in the service process.

The patient has the right for all complaints to remain confidential and be handled professionally and quickly.

*Your  
Commitment  
to Your Care*

**Patient Responsibilities:**

The patient must promptly notify JACE of any equipment failure or damage.

The patient is responsible for any equipment that is lost or stolen while in his/her possession and must promptly notify JACE in such instances.

The patient should promptly notify JACE of any changes to their address or telephone.

The patient should promptly notify JACE of any changes concerning his/her physician.

The patient must notify JACE of discontinuation of use.

***What does this mean to you?***

**Assurance of the best effort possible to provide you with quality equipment and service!!**

**J·A·C·E SYSTEMS™**  
SUPERIOR BY DESIGN

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