

# Consumer Bill of Rights and Responsibilities

**All people who have experienced a disability have the right to:**

- Receive comprehensive, clear information about the medical, surgical and rehabilitative aspects of care;
- Participate fully in all decisions concerning their health, well being and the development of a personalized rehabilitation plan;
- Establish goals for optimal functioning, physical and emotional well being, and prevention of secondary conditions and complications;
- Have access to peer support, funding information and vocational/recreational resources;
- Be informed about appropriate and available prosthetic and orthotic services and devices, including new technologies;
- Become knowledgeable consumers of safe, effective products and services;
- Select from certified practitioners, and
- Voice concerns about quality of care, billing practices, services or products, and seek redress if the highest quality standards are not met.

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