

DIRECTIONS FROM THE UNIVERSITY OF MICHIGAN MEDICAL CENTER TO HOME CARE SERVICES

From parking structure A or B, turn right onto East Medical Center Drive. Turn left onto Observatory and continue to Washtenaw Avenue. Turn left onto Washtenaw Avenue and drive approximately one (1) mile to Brockman. Turn right onto Brockman (please note that the speed limit is 25 M.P.H. or less) and proceed to Stadium Boulevard (approximately ½ mile). Turn right onto Stadium Boulevard and drive approximately ¾ mile to S. Industrial Hwy. Turn left onto S. Industrial Hwy., then:

- If you are going to **MedEQUIP**, turn left into the driveway at 2705 S. Industrial Hwy., and then turn right when you get to the parking lot. Proceed through the parking lot until you reach the end of the building where the entrance doors are located. If you need further directions, please call us at 800-530-0174.
- If you are going to **HomeMed**, turn right into the driveway at 2850 S. Industrial Hwy., stay to the right and proceed to Suite 50. HomeMed is located near the end of the building. Call 800-862-2731 for further directions if necessary.
- If you are going to **Wheelchair Seating Service**, turn right into the driveway at 2850 S. Industrial Hwy. Veer to the left and proceed to Suite 200. Call 800-862-2731 for further directions if necessary.

DIRECTIONS FROM MAJOR HIGHWAYS TO HOME CARE SERVICES

From Flint, Lansing and the North, take US-23 South to I-94 West (Exit 35 West/Chicago). Proceed west on I-94 to Exit 177 (State Street). Turn right onto State Street. (See below for further directions from State Street).

From Jackson, Chelsea and the West, take I-94 East to Exit 177 (State Street). Turn left onto State Street. (See below for further directions from State Street).

From Dearborn, Metro Airport and the East, take I-94 West to Exit 177 (State Street). Turn right onto State Street. (See below for further directions from State Street).

From Toledo, Milan and the South, take US-23 North to I-94 West (Exit 35 West/Chicago) to Exit 177 (State Street). Turn right onto State Street. (See below for further directions from State Street).

From Livonia, Plymouth and Farmington area, take M-14 West to US-23 South. Continue South on US-23 to I-94 West (Exit 35 West/Chicago). Proceed west on I-94 to Exit 177 (State Street). Turn right onto State Street. (See below for further directions from State Street).

After turning onto State Street continue north to Eisenhower Parkway, turn right. Take Eisenhower Parkway to S. Industrial Hwy., turn left.

- If you are going to **MedEQUIP**, turn right into the driveway at 2705 S. Industrial Hwy., and proceed. Call 800-530-0174 for further directions if necessary.
- If you are going to **HomeMed**, turn left into the driveway at 2850 S. Industrial Hwy. Stay to the right and proceed to Suite 50. HomeMed is located near the end of the building. Call 800-862-2731 for further directions if necessary.
- If you are going to **Wheelchair Seating Service**, turn left into the driveway at 2850 S. Industrial Hwy. Veer to the left and proceed to Suite 200. Call 800-862-2731 for further directions if necessary.

HOW TO USE YOUR RIGHTS UNDER THIS NOTICE

If you want to use your rights under this notice, you may call us or write to us at:
University of Michigan Health System Privacy Office
P.O. Box 0625
Ann Arbor, MI 48109
Phone: 866-482-1252

If your request to us must be in writing, we will help you prepare your written request, if you wish.

- **Complaints to the Federal Government** If you believe that your privacy rights have been violated, you have the right to file a complaint with the federal government. You may write to:

Office for Civil Rights
U.S. Department of Health and Human Services
233 N. Michigan Ave., Suite 240
Chicago, Ill. 60601

Voice Phone (312) 886-2359, FAX (312) 886-1807, TDD (312) 353-5693.

E-mail OCRComplaint@hhs.gov

You will not be penalized for filing a complaint with the federal government.

- **Complaints and Communications to Us** If you want to exercise your rights under this notice or if you wish to communicate with us about privacy issues or if you wish to file a complaint, you can write to us at the University of Michigan Health System Privacy Office listed above. You will not be penalized for filing a complaint.

ADDITIONAL INFORMATION

More detailed versions of this notice can be found at our website at www.med.umich.edu/hipaa, at our outpatient clinic reception desks, in our test and treatment waiting rooms, or by calling 866-482-1252. You have the right to receive additional copies of the detailed notice at any time by contacting any of these representatives.

This notice is available in other languages and alternate formats that meet the guidelines for the Americans with Disabilities Act (ADA).

Esta notificación está disponible en otras lenguas y formatos diferentes que satisfacen las normas del Acta de Americans with Disabilities (ADA).

YOUR PRIVACY RIGHTS

You have the following rights regarding the health information that we have about you. Your requests must be made in writing to us at University of Michigan Health System Privacy Office, P.O. Box 0625, Ann Arbor, MI 48109.

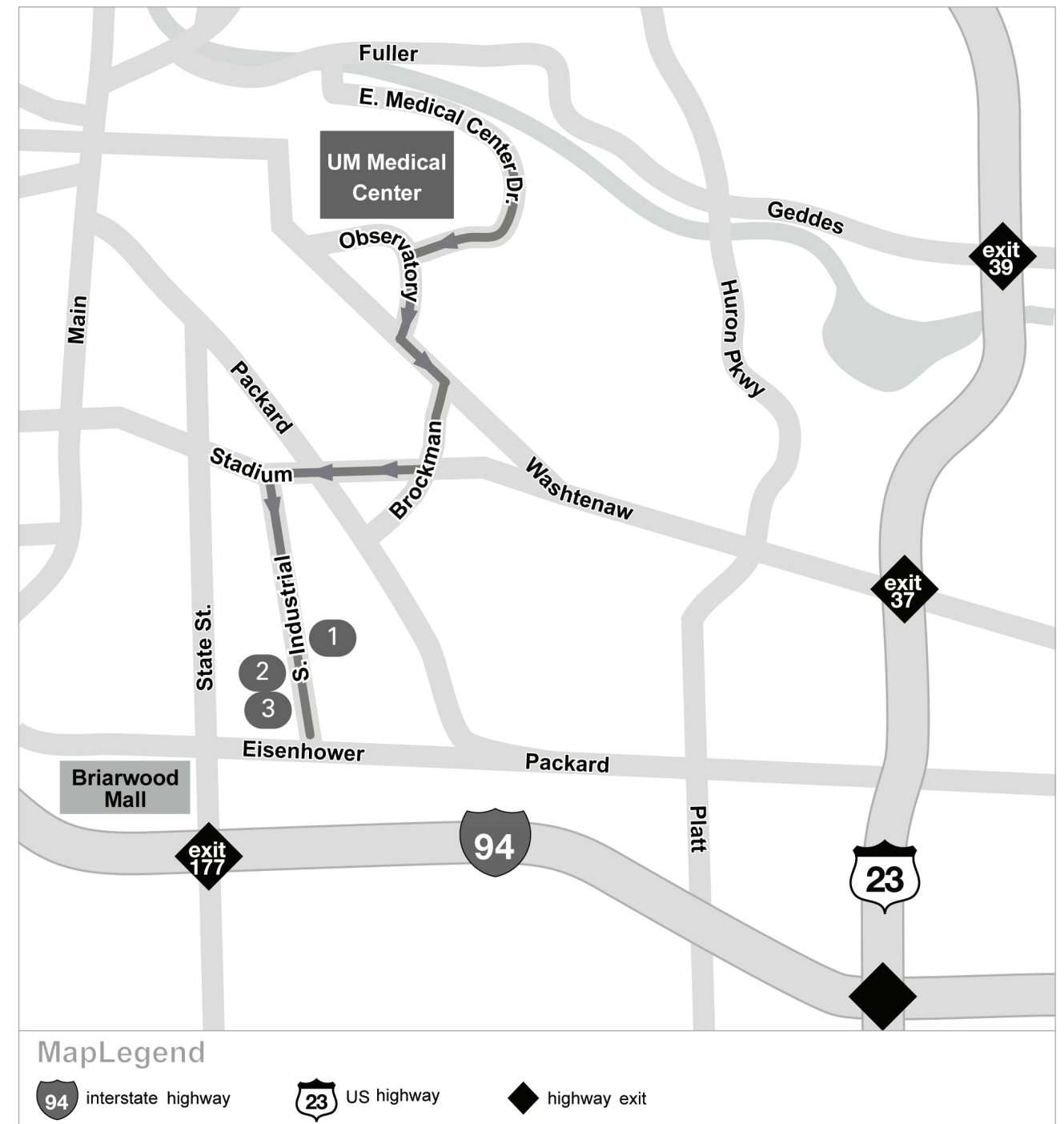
- **Your Right to Inspect and Copy** In most cases, you have the right to look at or get copies of your medical records. You may be charged a fee for the cost of copying your records. (You may need to make an appointment to look at your record to assure that we will have it available for you.)
- **Your Right to Amend** You may ask us to change your records if you feel that there is a mistake. We can deny your request for certain reasons, but we must give you a written reason for our denial.
- **Your Right to a List of Disclosures** You have the right to ask for a list of certain disclosures made after April 14, 2003. This list will not include the times that information was disclosed for treatment, payment, or health care operations. The list will not include information provided directly to you or your family, or information that was sent with your permission. It will not include information released without your name or other data that would identify you.
- **Your Right to Request Restrictions on Our Use or Disclosure of Information** You can ask for limits on how your information is used or disclosed. We are not required to agree to such requests, but can if we believe it is reasonable to do so.
- **Your Right to Request Confidential Communications** You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send information to your work address instead of your home address. We will do our best to accommodate such a request.

CHANGES TO THIS NOTICE

We reserve the right to revise this notice. A revised notice will be effective for medical information we already have about you as well as any information we may receive in the future. We are required by law to comply with whatever notice is currently in effect. Any changes to our notice will be published on our web site. Go to <http://www.umich.edu/hipaa>. If the changes are material, a new notice will be posted in our facilities before it takes effect.

Map to University of Michigan Health System Home Care Services

- 1 **MedEQUIP**, 2705 S. Industrial Hwy.
- 2 **HomeMed**, 2850 S. Industrial Hwy., Suite 50
- 3 **Wheelchair Seating Service**, 2850 S. Industrial Hwy., Suite 200





Home Care Services

HomeMed • MedEQUIP • Wheelchair Seating Service

Hello!

Thank you for selecting Home Care Services as your home care provider. Home Care Services is a University of Michigan owned, non-profit organization serving patients in Michigan, northern Ohio, and other areas. We, along with the physicians and clinicians at the University of Michigan Hospitals and Health Centers, are dedicated to providing you with the highest quality home care services. The Home Care Services staff would like to share with you:

Our Mission

- To pursue home care services excellence using the latest technologies and the finest, qualified health care professionals
- To work with your physician to provide a personalized care and treatment plan that responds to your unique needs

Our Values

- To consider Patients and Families first
- To demonstrate respect for individuals
- To be culturally competent so as to best serve our diverse population
- To pursue continuous improvement

Our Commitment

- To enable you, the home care patient, to maintain dignity and an optimal level of independence at home
- To encourage you to voice your concerns and recommendations about your care/service without fear of reprisal or discrimination
- To encourage the active participation of patients and families in care planning and treatment to support the highest quality care in the safest manner
- To meet your treatment needs in the comfort and privacy of your own home

Please review this *Patient Handbook*. It will serve as a resource to you or your caregiver while you receive Home Care Services.

Please contact the Home Care Services staff should you have questions or concerns. We are available 24 hours per day; seven days per week to ensure that you receive the highest quality home care services. That is part of our Michigan Difference.

Sincerely,

The Management and Staff
Home Care Services
University of Michigan Hospitals & Health Centers

national security purposes, subpoenas or other court orders, communicable disease reporting, disaster relief, review of our activities by government agencies, to avert a serious threat to health or safety or in other kinds of emergencies.

- **Public Health and Safety** We may use or disclose information about you as necessary to prevent or reduce a serious threat to the health or safety of a person or the public. For example, we or our contractors may disclose information about immunizations and certain diseases to public health officials.
- **For Research** We may use or disclose medical information about you to perform research. We will either ask for your permission or get permission from an Institutional Review Board or Privacy Board before using or disclosing your information for research.
- **Fundraising** We may contact you to ask you for contributions or help in raising money.
- **Facilities Directories** We keep the name, location, general condition (e.g., critical, stable), and religious affiliation of patients staying in our hospitals or other facilities and disclose this information to members of the clergy and others who might ask for you by name. You can ask us to remove your name from the directory when you are hospitalized.
- **Family and Friends** We may disclose your information to family members, friends or others you identify to the extent it is relevant to their involvement with your care or payment for your care, or to let them know about where you are and your condition.
- **After Death** We may disclose your information to coroners or medical examiners and funeral homes after you are deceased.
- **With Your Permission** If you give us permission in writing, we may use and disclose your personal information for purposes you list. If you give us permission, you have the right to change your mind and revoke it. This must be in writing, too. We cannot take back any uses or disclosures already made with your permission.

Our use and disclosure of your personal health information must comply not only with federal privacy regulations but also with applicable Michigan law. Michigan law provides different protections to your personal health information. For example, Michigan provides extra protection for sensitive information, like HIV/AIDS information and mental health information.



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THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

UNDERSTANDING THE TYPE OF INFORMATION WE HAVE

We get information about you when you visit us. It includes your name, date of birth, sex, financial information, insurance information and other personal information. We also get enrollment information from your health insurers and medical information from your other health care providers. When you see us, we also collect information about your condition, diagnosis and treatment.

OUR PRIVACY COMMITMENT TO YOU We care about your privacy. The information we collect about you is private. We are required to give you a notice of our privacy practices. Only people who have both the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for purposes of treatment, payment, business operations, when we are required by law to do so, or for the other reasons listed below.

- **Treatment** We may use or disclose medical information about you to provide and coordinate your health care. For example, we may notify your regular doctor about care you get in our emergency room.
- **Payment** We may use and disclose information so the care you get can be properly billed and paid for. For example, we may send your health insurer a bill for our services that explains what treatment we gave you and why.
- **Business Operations** We may need to use and disclose information for our business operations. For example, we may use information to educate our medical students or review the quality of care you and others get at the University of Michigan.
- **Exceptions** For certain kinds of records, your permission may be needed even for release for treatment, payment and business operations.
- **Appointment Reminders** We may contact you to give you appointment reminders or information about treatment alternatives or other services that may be of interest to you.
- **As Required By Law and for Other Government Functions** We will release information when we are required by law to do so or for other government functions. Examples of such releases would be for law enforcement or

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To Patients and Families:

Federal law requires us to disclose our Privacy Practices to you. We trust that by taking a few moments to read our Notice, you will have a better understanding of how we strive to protect the information you entrust to us.

Types of Information We Collect

In the day-to-day operations of our Health System and in some other specific units of the University, health care and related information such as your name, address, social security number, date of birth, medical history, diagnosis, treatment, health plan or payer information and financial responsibility are collected. This 'personal health information' (PHI), is also known as 'protected health information'.

Confidentiality and Security of Your Personal Information

We restrict access to PHI to those who need the information to provide services, products or benefits to our patients, employees, health plan members and their dependents. We have policies that restrict unauthorized use and disclosure.

The *Notice of Privacy Practices* (attached) applies to you as a person receiving health or benefit services at or through the University of Michigan.

CMS MEDICARE DURABLE MEDICAL EQUIPMENT, PROSTHETICS, ORTHOTICS, AND SUPPLIES (DMEPOS) SUPPLIER STANDARDS

(Continued)

12. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare-covered items, and maintain proof of delivery.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair directly, or through a service contract with another company, Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these supplier standards to each beneficiary to whom it supplies a Medicare-covered item.
17. A supplier must disclose to the government any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e. the supplier may not sell or allow another entity to use its Medicare Supplier Billing Number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and implementing regulations.
22. All suppliers of DMEPOS and other items and services must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment for those specific products and services.
23. All DMEPOS suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All DMEPOS supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill the Medicare.
25. All DMEPOS suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. All DMEPOS suppliers must obtain a surety bond in order to receive and retain a supplier billing number.

HOME CARE SERVICES

Home Care Services is a department of the University of Michigan Hospitals and Health Centers that consists of three divisions:

- **HomeMed** provides home infusion and specialty injectable medications, products and services.
- **MedEQUIP** provides respiratory and home medical equipment and medical supplies.
- **Wheelchair Seating Service** provides mobility devices and custom seating systems.

In this *Patient Handbook*, you will find the hours of operation plus a detailed explanation of the products, services, and operation of each division.

To assure *Quality Care*, the work of Home Care Services is overseen by:

The Medical Director - a member of the faculty of the University of Michigan Medical School and a physician at the University of Michigan Hospitals and Health Centers.

The Home Care Services Leadership Team – oversees operations and develops and implements the home care Performance Improvement Plan and compliance initiatives.

The Patient Care Advisory Committee (PCAC) - a multidisciplinary committee charged with the responsibility of reviewing clinical practice and performance improvement activities.

The Joint Commission - a nationally recognized accrediting body for health care organizations.

Home Care Services maintains compliance with applicable Federal and State laws and regulations, the Medicare Supplier Standards, and the policies, procedures and ethical standards of the University of Michigan, the University of Michigan Health System, and the University of Michigan Hospitals and Health Centers.

Payment: Home Care Services accepts payment for the rental or purchase of equipment and services from Medicare, Medicaid, Workers' Compensation and most private insurances subject to the rules and regulations of the insurer. We will inform you and your family or caregiver of all charges and methods of payment before or upon receipt of your equipment, supplies, or service. If your insurance changes, you must notify Home Care Services directly as this may affect your costs.

We hope that during your course of treatment with Home Care Services, you will experience the highest quality care and best possible outcome.

PATIENT RIGHTS AND RESPONSIBILITIES

The University of Michigan Hospitals and Health Centers - Home Care Services (UMHHC-HCS) is committed to supporting and protecting your fundamental human, civil and legal rights. We will not condition the provision of your care, or otherwise discriminate against you, based on whether you have exercised your rights. Recognizing the unique and individual needs of each person, we strive to extend the highest level of respect and care to our patients and their families. As a member of your healthcare team, in addition to your rights, you also have certain responsibilities.

Your Rights as a Patient

- You have the right to receive quality care regardless of race, sex, religion, national origin, marital status, sexual orientation, functional ability, age or source of payment.
- You have the right to be treated with courtesy, dignity and respect in a manner that preserves your privacy and respects your property.
- You have the right to be informed, in a language and form understandable to you, about health care needs and available treatment options, so you may make informed decisions and actively participate in care planning and treatment.
- You have the right to be informed of the names and titles of the persons providing your care.
- You have the right to have information provided to you from a pharmacist regarding the medications that have been dispensed to you. A pharmacist can be contacted by calling **(800) 862-2731**.
- You have the right to accept or refuse services and treatments and be informed of the consequences of those choices, including your right to accept or refuse to participate in research, investigational and experimental studies, or clinical trials.
- You have the right to pain management information and resources.
- You have the right and are encouraged to prepare an *Advance Directive* to legally document your medical decisions if you become unable to direct your own care and to appoint a *Patient Advocate* to represent those decisions (*Durable Power of Attorney for Health Care*).
- You have the right to depend on home care services staff to respect and honor your decision regarding the withdrawal and/or withholding of resuscitative and life sustaining treatment, allowing you the opportunity to reverse your decision at any time.
- You have the right to have complaints heard, reviewed and, if possible, resolved.
- You have the right to depend on home care services staff to maintain confidentiality about your health care information in compliance with Federal regulations.
- You have the right to access any portion of your patient record, to question discrepancies, and to have corrections made if appropriate.
- You have the right to be informed of the cost and your financial responsibility for your care, services, and products.

CMS MEDICARE DURABLE MEDICAL EQUIPMENT, PROSTHETICS, ORTHOTICS, AND SUPPLIES (DMEPOS) SUPPLIER STANDARDS

Effective July 2009

Note: This list is an abbreviated version of the application certification standards that every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. pt. 424, sec 424.57.

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. An authorized individual (one whose signature is binding) must sign the application for billing privileges.
4. A supplier must fill orders from its own inventory, or must contract with other companies for the purchase of items necessary to fill the order. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or from any other Federal procurement or nonprocurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare-covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site.
8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards. The supplier location must be accessible to beneficiaries during reasonable business hours, and must maintain a visible sign and posted hours of operation.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, or cell phone is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations. Failure to maintain required insurance at all times will result in revocation of the supplier's billing privileges retroactive to the date the insurance lapsed.
11. A supplier must agree not to initiate telephone contact with beneficiaries, with a few exceptions allowed. This standard prohibits suppliers from calling beneficiaries in order to solicit new business.

Your Responsibilities as a Patient

- You have the responsibility to have a physician and remain under medical supervision during the course of your care.
- You have the responsibility to provide complete and accurate information, including your medical history, changes in your condition, complications or side effects, and any changes in care and prescribed treatments.
- You have the responsibility to communicate your needs and expectations of care to your healthcare team, including a need for further explanation when you do not understand a course of treatment or what is expected of you.
- You have the responsibility to participate in the planning and provision of your care and to follow through with the prescribed treatments.
- You have the responsibility to assist in providing and maintaining a safe environment for care and protecting property owned by the University of Michigan Hospitals and Health Centers - Home Care Services.
- You have the responsibility to be considerate of the rights of your healthcare team members, treating them with dignity, courtesy and respect.
- You have the responsibility to notify the appropriate office if you will not be available for scheduled services or deliveries.
- You have the responsibility to sign for each delivery received or return the delivery signature letter by mail when deliveries are left.
- You have the responsibility to return rental equipment when your services end.
- You have the responsibility to provide accurate and timely information about sources of payment, ability to meet financial obligations, and any changes in this information, including a change of insurance, during the course of your care.
- You have the responsibility to pay for any care, services, and products, which are not covered by your insurance when you are billed.

Compliments, Concerns, Complaints

- If you have a compliment, please share it with us so that we will repeat that action for other patients and families.
- We are committed to continuous improvement. Please respond to our phone or written Patient Satisfaction Survey to tell us how you experienced our care and what suggestions you have for service improvements and patient safety.
- As part of our commitment to providing the best care and service, we encourage patients and families to express concerns or complaints directly to a Home Care Services representative. If you do not receive a satisfactory response, please contact our Quality and Compliance Manager toll free at (800) 862-2731. If you are not satisfied with the resolution of the concern or complaint at the Home Care Services level, you may contact Patient Relations at (877) 285-7788.
- If your concern or complaint is not resolved after using these options, you may contact The Joint Commission at (800) 994-6610 or www.jointcommission.org.
- Please know that you may voice your compliments, concerns, or complaints without fear of reprisal, discrimination, or interruption of service. Our goal is to work with you to provide excellent care and service.

THE HOME CARE SERVICES TEAM

Our team of professional and experienced home care staff takes pride in the care and service we deliver. Each team member involved with your care is your Home Care Services Representative. Our Home Care Services Team includes:

- ◆ Dietitians
- ◆ Home Care Service Technicians
- ◆ Nurses
- ◆ Office and Support Staff
- ◆ Patient Service Assistants (PSA)
- ◆ Pharmacists
- ◆ Pharmacy Technicians
- ◆ Rehabilitation Technology Suppliers
- ◆ Reimbursement Specialists
- ◆ Respiratory Therapists

Home Care Services patients, their families, caregivers, physicians, and other healthcare providers are also part of the Home Care Services Team.

Home Care Services is committed to the University of Michigan Health System philosophy of putting patients and family first. This is expressed by our significant emphasis on quality care, customer service, and effective patient, family, and caregiver education.

Our dedication, together with the vast and expert resources of The University of Michigan Hospitals and Health Centers, results in superior professional care and the highest quality of home care service available.

Wheelchair Seating Service Patient Travel

When traveling with your power wheelchair or scooter, it is very important to make sure that your batteries meet all current transportation regulations. Wheelchair Seating Service can assist you before travel, offering inspection of your equipment, and reference material to assist you for safe travel.

- Wheelchair Seating Service exclusively distributes batteries which are A-67 DOT/FAA/IATA Standard approved for airline and public transportation.
- When a battery is labeled with the wording “ICAO, IMDG, IATA, DOT Air Transport Approved”, this means the product is classified as “non-dangerous”; is not restricted for air transport; and is exempt from the hazardous materials regulations.
- Batteries must be labeled as “Non-Spillable” or “Non-Spillable Battery”.
- A visual inspection of the battery must show no obvious defect or damage.
- The battery must be protected against short circuits.
- If the battery is mounted to a wheelchair or scooter, it must be disconnected and the terminals must be insulated to prevent short circuits.
- The battery must be securely attached to the wheelchair or scooter, or it must be removed and placed in a strong rigid packing with the packing marked “Non-Spillable” or “Non-Spillable Battery”.
- Note: Each airline has its own policy and requirements about traveling with mobility system batteries. Please visit the website of the airline you are traveling with for more information.

Wheelchair Seating Service Equipment Pick-Up

If you are renting equipment from Wheelchair Seating Service, or if your equipment is on-loan, you must call Wheelchair Seating Service to arrange to have the equipment picked-up when you are finished using the rental or on-loan equipment.

- If your equipment needs repair or requires some type of maintenance, call our Repair Service Department at **(734) 971-8286** during business hours to schedule an appointment.
- We try to accommodate unscheduled appointments but cannot guarantee the availability of a service technician without an appointment.
- Most service appointments are scheduled at our location. This allows us to complete most repairs and maintenance requirements in one visit because parts and tools are more readily available. Please understand there may be occasions where we will be required to order parts. We will contact you when the part has arrived to schedule the completion of your repair or maintenance.
- We do offer in-home repair services. There is a fee for this service and **most insurances do not pay for this service. Payment is due upon completion of your order.** Please call or refer to our “*Service Policy*” brochure for current pricing. Multiple visits may be required to complete your repair. We will be unable to anticipate your service requirements until we have evaluated your equipment. For some, this can be a valuable service even though it does require an out-of-pocket expense. To avoid most out-of-pocket expenses and to expedite your repair or maintenance, try to schedule your appointment at our office whenever possible.

Custom Equipment Returns

Most of the equipment obtained from Wheelchair Seating Service is patient specific. One or more of the following return policies may apply:

- A 20% restocking fee may be charged.
- Custom equipment is generally not returnable.
- Any return request will be reviewed and decided by the management of Wheelchair Seating Service.
- Any equipment, which has been modified, or is damaged and/or worn significantly, may not be returned.
- All refunds will be issued to the entity (party) that paid for the equipment or service.

If you feel your equipment is not meeting your needs, please contact the Rehabilitation Technology Supplier (RTS) that you have worked with within 30 days after receipt of your equipment. We will do everything possible within reason to accommodate the needs of our patients.

HOME ASSESSMENTS AND CARE MANAGEMENT

Home Assessments: Our goal is to provide you with a safe and positive home care experience. We will evaluate whether your home can support the products and equipment provided to you. Our trained clinicians or technicians may assess for electrical, structural, fire, and general safety requirements necessary to operate your equipment and/or maintain your medications and/or supplies safely and effectively. Due to our emphasis on patient safety, our staff may take this opportunity to review safety tips for a safe home with you.

Care Management: Your Home Care Services Team will work with you and your physician to manage and customize your care. Home Care Services offers the latest technologies and products according to your physician’s orders to meet your individual needs and ensure the best possible outcome.

Your individualized Plan of Care or Plan of Treatment will be developed for you based upon your physician’s orders for you, identified problems, needs and goals, and your environmental requirements. We will provide necessary information to facilitate and encourage your participation in planning and treatment.

The plan is reviewed and updated as needed, based on your changing needs.

Please notify your Home Care Services Representative of:

- Changes in your health or condition.
- Changes made in your medication, equipment, or supplies provided.
- Changes in your address for care.
- Changes involving the person caring for you (if not yourself).
- Changes with the physician managing your care.
- Changes in your insurance coverage.
- Problems or questions concerning the medication, equipment, or supplies provided to you.
- Interruptions in service (e.g., hospitalizations, vacations, etc.).

Pain Management: Pain can become part of any patient’s experience. We will plan, support, and coordinate activities and resources to assure that pain is recognized and managed appropriately. Your right to pain management will be respected and supported by the University of Michigan Hospitals and Health Centers - Home Care Services.

PATIENT SAFETY IN THE HOME

HOME SAFETY: Serious injuries are caused by accidents in or around the home more than most people realize. Approximately 90% of all accidental deaths are preventable. Please take time to check your surroundings for potential hazards. Follow these simple home safety guidelines to reduce or eliminate unnecessary emergency medical treatment.

Fire Safety: Make sure you plan an adequate fire escape route and conduct home fire drills routinely. Make sure all family members are aware of fire safety, prevention, and response.

- **IDENTIFY** at least two fire escape routes. Keep these routes and exits clear at all times. Identify a place to meet when you are safely outside your home.
- Place smoke alarms and fire extinguishers on each floor.
- **CHECK** smoke alarm batteries at least twice per year. (Hint: remember to do this when you change your clocks for Daylight Savings Time).
- Attach fire decals to bedrooms occupied by children, elderly, or handicapped persons. You can obtain these decals from your local fire department.
- Keep a fire ladder available in each upstairs bedroom. These ladders can be purchased at local hardware stores. Teach your family members how to use the ladder.
- Teach your family members to “Stop, Drop, and Roll” should your body/clothing catch on fire.
- Avoid wearing long or loose clothing around stoves or open flames.
- Never smoke in bed or when taking medications that make you drowsy.
- Keep oxygen away from open flames and heat sources.
- **DO NOT SMOKE IN AREAS WHERE OXYGEN IS IN USE.**
- Keep matches away from children’s reach.
- Keep combustible solutions and paints away from heat sources.
- Use portable heaters with extreme caution and always follow the manufacturer’s guidelines.
- Contact your local fire department for more information.

Orders and Deliveries

Evaluation and recommendation for new and/or modifications to existing Mobility and Postural Seating systems

- To obtain an evaluation for your mobility or seating requirements, Wheelchair Seating Service requires a prescription from your physician that states: “Evaluate seating and mobility needs”. This enable us to review your existing equipment or to obtain new equipment.
- Once we have received your prescription, a Patient Service Assistant will contact you to schedule an appointment for your evaluation.
 - ◆ We are unable to provide an evaluation without an appointment.
 - ◆ Your appointment may be scheduled at the hospital, the Wheelchair Seating Service office, a clinic, or a school.
 - ◆ For special circumstances, we will need to perform an additional evaluation at your home due to the type of equipment being recommended. This type of appointment would be coordinated with you at the time of your initial evaluation.
- After the evaluation, any recommended equipment or services will be processed. Please refer to the Wheelchair Seating Service “*Timeline Letter*” which is provided to you during your evaluation or you may request a letter at any time. This letter outlines the process that your order has to go through before we are able to deliver your equipment. As noted in the letter, the average timeframe for delivery of your equipment is 120 days after your evaluation. We will only contact you if we have experienced a problem processing your order. If you would like to know the status of your order, call us anytime during business hours. When calling, it’s helpful if you know who or what team is processing your order.
- Your Rehabilitation Technology Supplier (RTS) or Patient Service Assistant (PSA) will contact you to schedule the delivery of your equipment after it is completed. This may be scheduled at WSS or one of the previously mentioned locations. Some deliveries may require multiple appointments depending on the level of complexity of your equipment. Additional appointments will be coordinated with you at your initial delivery appointment.

Equipment Repair Service

- Wheelchair Seating Service requires a prescription from your physician in order to bill your insurance for repair services performed.
 - ◆ If you purchased your equipment through WSS, we will have your prescription on file. You will need to call for a repair appointment.
 - ◆ For all orders where your equipment was not originally purchased through WSS, a prescription will be required before services can be provided.

Products and Services

Your Wheelchair Seating Service clinical team member will perform an assessment, plan and design your special equipment, order the equipment and necessary accessories, monitor the construction of the equipment, and supervise the delivery and set-up of the equipment for you. This team member will teach you and your caregiver how to safely and effectively use the equipment so that you achieve maximum benefit from your customized mobility equipment and/or seating system.

The staff at Wheelchair Seating Service offers products and services for both adult and pediatric patients. Wheelchair Seating Service offers:

Products

- Manual Wheelchairs
- Power Wheelchairs
- Reclining Wheelchairs
- Indoor and Outdoor Scooters
- Bathroom Safety Equipment
- Lightweight Wheelchairs
- Tilt-in-space Wheelchairs
- Standing Wheelchairs and Frames
- Beds and Patient Lifts
- Ambulation Equipment
- The Tongue Touch® Key Pad Drive System
- Custom Seating and Positioning Systems
- Custom Scooter Seating
- Custom Electronics and Driving Systems
- Specialized Sport Equipment for Cycling, Racing, or Skiing

Services

- Patient Assessment and Evaluation
- Innovative Solutions for Mobility and Positioning
- Home Assessment and Modification Suggestions
- Product Research
- Equipment Maintenance and Repair
- Billing and Reimbursement Services and Information
- Equipment Planning and Development
- Coordinated Care with Various Health Care Providers

Electrical Safety: Unsafe use of equipment can be the cause of electrical injuries and accidents. When using medical equipment, always use extreme caution and follow the manufacturer's guidelines.

- Use equipment only for the intended purpose.
- **DO NOT** operate heavy equipment or drive when using medications that make you drowsy.
- **DO NOT** place or use electrical equipment around sinks, bathtubs, showers, or other areas where they could come in contact with water.
- **DO NOT** touch electrical equipment with wet hands or when standing on a wet floor.
- **DO NOT** operate equipment with electric cords that are damaged or are not working properly. Always grasp the plug by the head to remove from an outlet, never pull by the cord itself. Check electric cords on your equipment often. If electrical cords are damaged, call HomeMed at **(800) 862-2731** or MedEQUIP / Wheelchair Seating Service at **(800) 530-0714** immediately for service. **DO NOT** try to repair these yourself.
- **DO NOT** place electrical cords under rugs, near heat sources, or on hot surfaces. Avoid using extension cords and power strips if at all possible.
- **DO NOT** overload electrical circuits. Make sure equipment is properly grounded. Use adapters if you do not have three prong outlets. Be sure to securely attach the ground wire by following the proper instructions.
- **DO NOT** cover air vents on equipment. Keep vents free of lint or dirt.
- **ALWAYS** unplug equipment before cleaning and follow the manufacturer's instructions.

Home Security: We remind you to "be aware" and follow these safety precautions:

- Keep your doors and windows locked.
- Do not let strangers enter your home. **Note:** All University of Michigan Hospitals and Health Centers - Home Care Services staff wear identification badges with their picture on the front.
- Try not to set a pattern of activities and appointments. By changing your daily routine, it is less likely that someone could determine a period when you would be the most vulnerable.
- Keep outdoor areas around your home well lit.
- Never walk alone at night.

Child Safety: Accidents are a leading cause of injury and death among children. To help assure your child's safety, crawl around on your hands and knees to get a "child's view" of the many dangerous opportunities available to them in your home. Take the following precautions to childproof your home.

- Poisoning and accidental ingestion are the most common type of household accidents among children.
 - ◆ Keep Poison Control (800) 222-1222 and other emergency numbers near your phones.
 - ◆ If a child does ingest a poison, contact Poison Control immediately.
 - ◆ Poison Control will direct you in the appropriate emergency measures. **DO NOT ATTEMPT TO GIVE THE CHILD ANYTHING OR CAUSE THE CHILD TO VOMIT WITHOUT DIRECT INSTRUCTIONS FROM POISON CONTROL.**
 - ◆ Keep a bottle of Ipecac syrup in your home as a precautionary measure.
 - ◆ Check expiration dates on foods and medicines regularly.
 - ◆ Keep all medications, needles, household cleaners, and other hazardous substances in their original containers and away from children's reach.
- Attach child safety latches to all doors.
- Use safety electrical outlet covers on exposed outlets.
- Dispose of medical and hazardous waste properly into a container with a tight fitting lid and away from children's reach.
- Swimming pools should be completely enclosed by a fence with a self-closing gate that locks. Do not allow children to play in or around the pool area unsupervised at any time. Raise or remove above-ground pool ladders when the pool is not in use.
- In the car, use properly fitting seat belts at all times for all children. Use proper child safety seats for children 4 and under. Do not place children less than 5 feet tall in the front passenger seat of cars equipped with airbags.
- Use safety gates at stairways.
- Use safety belts for swings and high chairs.
- Never leave infants or toddlers unattended.

WHEELCHAIR SEATING SERVICE

Wheelchair Seating Service provides mobility devices and custom seating systems for patients with special mobility, seating, and ambulation needs. Wheelchair Seating Service offers long-term support and service for the equipment it provides.

When receiving assistance from Wheelchair Seating Service, you will be working with a Wheelchair Seating Service Home Care Services team. Although all team members are Home Care Services Representatives, your main contact will be with a Patient Service Assistant and a Rehabilitation Technology Supplier or a Rehabilitation Service Technician.

The Wheelchair Seating Service staff work closely with your physician, and frequently a Physical Therapist, to evaluate each patient's special needs. The evaluation appointment may be scheduled at the hospital, the Wheelchair Seating Service office, a clinic, or a school. Depending upon the type of equipment being recommended, there may also be a home evaluation to assure that the equipment will be suitable and beneficial in the home environment.

Concurrent with this evaluation, a Patient Service Assistant will be verifying your health insurance or other coverage to determine your benefits. The Patient Service Assistant will help you obtain documentation, such as a Prior Authorization or Letter of Medical Necessity, to maximize your coverage. Once your specialized equipment has been identified, you will be provided with payment information. This information can be found on your **Estimate of Cost** sheet. If your out-of-pocket costs will be different due to a change in your therapy or insurance requirements, a new Estimate of Cost sheet will be sent or given to you.

Wheelchair Seating Service team members, who are reimbursement specialists, will file the health insurance claims for you. It is very important that you notify Wheelchair Seating Service if your insurance changes.

Regular hours of operation for Wheelchair Seating Service are 8:30 a.m. to 5:00 p.m. Monday through Friday. The Wheelchair Seating Service phone number is **(734) 971-8286** or **(800) 530-0714**. Wheelchair Seating Service does not offer on-call or after hours service. However, calls are answered through the MedEQUIP answering service and a Wheelchair Seating Service team member will follow up with you on the next business day.

Falls: Falls are caused by a person's physical condition or environmental hazards. Injuries due to falls occur at a surprising rate, especially among frail, elderly, or chronically ill patients.

A person's physical condition is weakened by an accident or illness. Advancing age causes changes in physical ability. Various medications can cause drowsiness, dizziness, or unsteadiness especially when first taken or when a dose changes.

Environmental hazards include inadequate lighting, cluttered passageways, and slippery or uneven surfaces.

The following suggestions will help minimize the risk of falls and help prevent unnecessary injuries.

- Know and understand the side effects of any medication you are taking.
- Be aware of any "trip hazards" around your home. Remove or reduce the trip hazard to the extent possible.
- Keep walkways and paths free of clutter.
- Avoid placing cords across walkways and paths.
- Keep stairs and entries well lit with sturdy rails. You may apply white tape to steps for increased visibility.
- Make sure that there is adequate lighting in stairwells and halls.
- Keep a flashlight next to your bed.
- Carpets and rugs should be free of holes and firmly secured, especially around the edges. Avoid using lightweight, throw rugs on bare floors.
- Make your bathrooms safe. You can use rubber mats in baths and showers. Install grab bars, seats, and other assistive equipment in your bathroom, tub, or near the toilet. These assistive devices can be purchased through MedEQUIP or neighborhood retail stores.
- Emergency Call Buttons are available for use by frail and elderly patients who may live alone and may be at risk for falls and injuries. Contact your Home Care Services Representative if you would like help finding these items.
- Select well-fitting shoes with non-skid soles.
- Sit on the edge of the bed or chair for a few minutes before rising.
- Stand slowly and get your balance before taking a step.
- Use a cane, walker, or other assistive device if you feel unsteady.
- Store items within your reach to avoid climbing on a stool or chair.
- Abstain from or minimize the consumption of alcohol.

Medication Safety: Problems related to overdose or accidental ingestion of medications are more likely to occur when medications are managed improperly in the home. Please follow these safety precautions with medications.

- **DO:**
 - ◆ **KNOW** the name, purpose, and dose of the medications you are taking. Ask if you should avoid any foods, drinks, or activities while taking certain medications.
 - ◆ Read and follow the instructions provided with your medications. Take your medication with a light on so you can read the label. If you have any questions or concerns regarding your medications, contact your doctor or pharmacist.
 - ◆ Tell each health care provider about drug or food allergies you may have and other medical treatments you are receiving. Report medication side effects to your health care providers.
 - ◆ When receiving medications from our pharmacy, remember to tell us all of the other medications you are taking, including prescription medications, nonprescription medications (e.g., aspirin, vitamins, laxatives), home remedies (e.g., St. John's Wort, Valerium, etc.) and nutritional supplements so our pharmacist can assess for potential dangerous interactions between drugs, and/or other products.
 - ◆ **ALWAYS** check medications and solutions for correct name, dose, date of expiration, and clarity of fluid.
 - ◆ Store medications in a cool, dry location, unless otherwise directed. Check the instructions on the label. **AVOID** bathrooms and other humid areas.
 - ◆ Use tamper resistant lids and keep medications away from children and confused adults.
 - ◆ Discard any unused medications or medications past their expiration date per your community's regulations, **except Chemotherapy**.
 - ◆ **ALWAYS** discard Chemotherapy agents, tubing, and supplies in designated **Chemotherapy Waste Containers**.
- **DON'T:**
 - ◆ **DO NOT** use alcohol when you are taking medications.
 - ◆ **DO NOT** change the dosage or stop taking medications without your health care provider's approval, even if you are feeling better.
 - ◆ **DO NOT** store different medications in the same container.
 - ◆ **DO NOT** crush medications without first checking with your pharmacist or other Home Care Services Representative.
 - ◆ **NEVER** take medications prescribed for another individual.

Equipment Pick-up

All rented equipment should be returned when you no longer need it or you may continue to be charged for the rental equipment.

Please contact your MedEQUIP Representative to schedule a pick-up for equipment that is no longer needed.

MedEQUIP Patient Travel

MedEQUIP makes every effort to accommodate delivery requests for customer travel and MedEQUIP team members will be happy to assist you with any travel plans. If you will be traveling, call your MedEQUIP Patient Service Assistant to discuss your unique travel plans at least two weeks in advance. Each individual travel situation requires review. Please remember that if shipping is possible, advance planning is required. In the event that you will be away for an extended period, we may transfer your care to another provider in the area of your travel destination.

- Insurance typically does not cover costs associated with travel. You may be responsible for these costs.
- The Federal Aviation Administration regulates air travel. If you are in need of oxygen while traveling, you must contact the airline at least two weeks prior to departure.
- The airline or MedEQUIP can provide any oxygen needed for your flight.
- The airline can charge for this service which is not covered by insurance.
- In the event that you may require oxygen during any layover, you must make additional arrangements.
- When traveling, we recommend that you carry a copy of your physician's orders. Please contact our office should you need any additional assistance.

Travel for ventilator-assisted individuals: Ventilator-assisted individuals require significant planning and consideration when traveling. We recommend you contact your Respiratory Care Clinician before making any arrangements. Your Respiratory Care Clinician can assist you with special considerations for equipment and supply availability, insure proper operation of your equipment, and provide you with important reference material to better prepare you for safe travel.

- Ventilator-assisted individuals require an external battery for transport. Please reference the next section titled "WSS – Traveling with batteries" for important information that applies to your external vent battery.
- MedEQUIP distributes batteries which are A-67 DOT/FAA/IATA/Standard approved for airline and public transportation.
- When traveling by air, pre-planning and coordination with the airline is necessary.
- We recommend you take a letter from your treating physician stating your medical diagnosis, ability to travel, the need to use ventilation in-flight and that the medical equipment must stay with you. With strict new security regulations and screening, these documents can help ease the passage through security checkpoints when they ask for more information.

PLANNING FOR AN EMERGENCY

Weather emergencies, local disasters, or other events may cause a disruption in the care or service provided to you. By being prepared, you may help to maintain the continued service you need.

- Keep emergency phone numbers in an obvious location near the telephone. Or refer to the refrigerator magnet provided by Home Care Services.
- Familiarize yourself with the emergency requirements for your area and have household members know how and when to call **911**.
- Listen to the local radio and TV stations for weather broadcast information and instructions.
- Keep a well-stocked first-aid kit available.
- Be sure you know the location of gas, water, and electrical shut off locations and how to turn them off in an emergency.
- Plan for back-up systems in an emergency or power failure. Identify an emergency contact person. Have ready at all times: flashlight, batteries, ice, radio, blanket, etc.
- Keep any electrical equipment with an internal battery system and/or battery charger plugged in at all times to be sure it is fully charged. You may have been provided with back-up systems (battery packs, back-up oxygen tanks, etc.) based on the type of equipment for use in an emergency, power failure, or equipment malfunction. In the event of a **local area emergency, disaster or other event** that results in damage, safety risk, or personal injury:
 - ◆ Attempt to access your emergency system (**911**) or local hospital for emergency health care assistance.
 - ◆ Report power outages to your utility company. Then contact us when electrical equipment, oxygen, or refrigerators are provided by us. Call **HomeMed at (800) 862-2731** or **MedEQUIP/Wheelchair Seating Service at (800) 530-0714**.
 - ◆ We will make every attempt to contact you; however, this may not be possible due to loss of phones or power. If your phone service is working, you can help by contacting our office. We will make additional plans based on your specific emergency needs.
 - ◆ Use needed back-up systems (e.g., flashlight, ice, radio, cell phone, battery packs, back up oxygen tanks, portable generator). **Do not use candles near oxygen.**
 - ◆ If you lose power and you refrigerate your medication, please remove the medication from your refrigerator and store in a portable cooler with ice. This method will safely store your medications for at least 24

hours. Please call **(800) 862-2731** for any questions or further instruction on medication use and storage.

- ◆ If you should leave your home during this time, contact our office with your temporary address and phone number. If you remain in your home, please inform Home Care Services whether travel routes to your residence are still accessible.
- ◆ In a flood or severe disaster, water systems can become contaminated. If your water is contaminated, you and/or your caregiver should wash your hands with rubbing or isopropyl alcohol, hydrogen peroxide, or waterless soap before performing any sterile procedures. Do not expose catheters, trachs, or wound sites to dirty or contaminated water.
- ◆ In the event of a fire, **turn off oxygen (if in use)**, escape from the fire, and call **911**. Let the Fire Department know if there is oxygen in the home. Do not attempt to extinguish the fire. If unable to evacuate, move to a distant location, close door and place wet towels/blankets along bottom edge of the door. Lie on the floor until help arrives; remember smoke rises.
- ◆ In the event of severe weather or tornado threat, go immediately to a basement or an inside hallway located on the lowest level of your home. Do not go near windows. Sit on the floor with your head placed between your legs.

Orders and Deliveries

MedEQUIP delivers items to patients' homes daily using our own delivery vehicles or commercial carriers. Our delivery staff, known as Home Care Service Technicians, will set-up and instruct you on the proper use of the equipment ordered for you by your physician.

- For health insurance to cover your home medical equipment and supplies, your doctor will have to write a prescription for the item. This is frequently referred to as a "physician's order".
- You and/or your caregiver should call the MedEQUIP office to place an order during business hours 3-5 business days prior to a needed delivery.
- Please allow 3-5 days for items to arrive at your door. If these items are urgently needed, please inform a Patient Service Assistant.
- Some products purchased from MedEQUIP are sent by commercial carriers to your home.
- If you will not be home for a delivery, a commercial carrier may or may not leave the package for you. You can leave a note on your door for the carrier to leave the package according to your instructions, (e.g., leave with a neighbor or on the back porch).
- After three unsuccessful attempts to deliver your package to your home, the carrier will return your package to MedEQUIP.
- If your package is not delivered within the promised time, **contact our office immediately to have the package tracked**. MedEQUIP will contact the commercial carrier about your shipment and call you back to let you know when your order will arrive.
- You and/or your caregiver should report damaged or questionable products to your MedEQUIP team member. The team member will advise you on whether the product should be returned or discarded.
- **Oxygen Equipment and Oxygen Cylinders:** Oxygen equipment may be considered a rental or sale item. Please contact our offices at **(734) 971-0975** or **(800) 530-0714** as soon as possible when this equipment is no longer needed. Your failure to return all rental oxygen equipment and cylinders could result in a charge to you for the equipment replacement.
 - ◆ Federal Regulations state that oxygen cylinders cannot be used on other patients; thus we cannot credit any unused oxygen cylinders. If you have any questions on this topic, contact our office and we will be happy to discuss this policy.
- MedEQUIP has emergency service available around the clock for clients experiencing equipment failure and those with problems or questions concerning the equipment they are using.
- Once the home medical equipment is no longer needed, you will need to contact us and schedule a pick-up of the item.

Products and Services

Your MedEQUIP team member will provide complete delivery, set-up, and instruction on how to use your home medical equipment. MedEQUIP provides:

Home Medical Equipment

- Home Oxygen Therapy
- Home Ventilation Therapy
- Tracheotomy Equipment
- CPAP and BiPAP® Devices
- Apnea Monitors
- Suction Equipment
- Home Nebulizers
- TENS Units
- Mini-Doppler Devices
- Patient Lifts
- Hospital Beds
- Pressure Reduction Products and Bed Surfaces
- Bedside Commodes
- Bath Aids
- Pulse Oximetry Equipment
- Blood Pressure Monitors
- Lymphedema Pumps
- Continuous Passive Motion Devices
- Difficult to Find and Special Order Items
- Wheelchairs and Accessories
- Wheelchair Ramps
- Ambulatory Aids: Walkers, Canes, Crutches
- Diagnostic Testing Equipment
- Breast Pumps
- Phototherapy Equipment
- Infant Scales

Home Medical Supplies

- Diabetic Supplies
- Oxygen Supplies
- Diagnostic Testing Supplies
- Ventilation Supplies
- Wound Care Supplies
- Diapers
- Orthopedic Supplies and Aides
- Difficult to Find Items
- Ostomy Supplies
- Incontinence Supplies
- Catheters and Related Supplies
- Special Order Items

Home Medical Services

- Equipment Maintenance and Repair
- Physician Ordered Clinical Respiratory Assessments
- Service to Walk-in Customers
- Travel Oxygen Service
- Coordinated Care Planning
- Scheduled Delivery for Supplies and Portable Oxygen
- Special Delivery Arrangements
- Equipment Set-up and Training for the Patient, Family, and Caregivers
- Billing and Reimbursement Services and Information
- Home Evaluation for Complex Discharge Situations
- 24 Hour, 7 days per week, On-Call Service for Equipment Emergencies and Urgent Issues

INFECTION CONTROL

Germs that cause infection can be found in many areas of your home such as on tabletops, doorknobs, telephones, and even your pets. The following is a list of ways to reduce or prevent germs that cause infections:

- Washing your hands is one of the best ways to prevent the spread of infections. Before doing any procedure, **ALWAYS** wash your hands with an antibacterial soap. You may also use a waterless soap.
- Work at a comfortable pace. The risk for contamination increases if you rush through the procedure.
- Sterile equipment should be in sealed packages. Needles and tubing ends may have protective covers, which keep them sterile during handling. Avoid letting a sterile item touch a non-sterile item. If this should happen, throw it out and use new, sterile supplies.
- If your package has been damaged or opened and you believe the supplies are contaminated, throw them out. Contact your Home Care Services Representative before your next delivery.
- **ALWAYS** clean insertion ports with an alcohol wipe prior to inserting a needle/syringe.
- **ALWAYS** clean your work surface with a household cleaner such as bleach, alcohol, dish soap or place a clean paper towel on your work surface.
- Keep pets away from medical supplies and the area that you use for mixing medications or doing procedures.
- Do dressing changes and catheter care on schedule and as directed by your nurse, physician, or pharmacist.

SELECTING YOUR WORK AREA

- Select an area in your home that is free from drafts, visible dirt, clutter, and distractions.
- Avoid using the bathroom because this area is often contaminated with germs.
- Select a smooth, nonporous table, countertop, or tray that can be cleaned with rubbing alcohol, household cleaners, or bleach. Acceptable surfaces include those made of plastic or metal. **DO NOT** use a wood surface.
- Select an area that has enough space and good light.
- Place a wastebasket nearby to keep clutter off the work area.
- Keep pets out of the area during catheter care or medication preparation.

SAFE DISPOSAL OF MEDICAL WASTE

When you receive your order, store your medical supplies in a clean and dry area off the floor and away from children and pets.

Medical waste requires careful planning for safe, proper disposal. Follow these guidelines to avoid accidental exposure to children, pets, or others in your home.

- Dispose of sharp objects (e.g., needles) in the **Sharps Container** or the **Chemotherapy Waste Container** that was included in your delivery. Never try to re-cap, remove, or break needles.
- Dispose of any unused, expired chemotherapy drugs, other toxic medications still in their original IV container, and contaminated supplies in the **Chemotherapy Waste Container** provided. ANY equipment or objects such as needles, syringes, gloves, pads, medication bags, and IV tubing which come into contact with chemotherapy **MUST** be disposed of in the **Chemotherapy Waste Container**. **DO NOT** put any chemotherapy items in a regular sharps container.
- **Containers should be replaced when they are 3/4 full.** To dispose, call your trash hauler, local Household Hazardous Waste Collection Agency or the Michigan Department of Environmental Quality (DEQ) at (517) 335-2690 or visit the DEQ website www.michigan.gov/deqwaste.
- If you receive lancets from MedEQUIP, you will not be provided with a sharps container. Use a puncture resistant container such as a liquid laundry soap or plastic milk bottle. Make sure the lid is securely tightened. Place the container in a location that is out of the immediate reach of others. Dispose of the container in your regular trash.
- To safely dispose of unused, unneeded or expired prescription drugs take them out of their original containers and mix the drugs with kitty litter or used coffee grounds. Place in an empty can or re-sealable bag to protect children, pets and our water supply. Before discarding, check with your local waste management system to determine if these items may be placed into regular household trash or if your community requires special waste handling.
- Carefully flush any body wastes down the toilet or a drain connected to a sanitary sewage system. In rural areas, call your County Health Department for proper disposal instructions.
- Throw soiled dressings, gloves, paper towels, and other disposables **NOT contaminated with chemotherapy** into a plastic lined trash container. Keep soiled dressings and used supplies out of the reach of children and pets.
- If blood or body drainage spills should occur, wear gloves and wipe up the spill with absorbent paper towels or pads. Disinfect the area of the spill with a minimum concentration of 1:100 bleach solution (about 1 teaspoon bleach to 2 cups of water) or other antibacterial cleaning solution. Allow the area to air dry. Place soiled towels and gloves in double plastic bags before discarding in trash.
- Chemotherapy spills should be cleaned using a chemo spill kit with gown, gloves, and goggles as necessary. Dispose of soiled articles in the **Chemotherapy Waste Container** provided. Call your Home Care Services Representative to obtain further instructions.

MEDEQUIP

MedEQUIP is a full-service provider of home medical equipment, supplies, and related services. MedEQUIP offers complete and comprehensive training on how to use home medical equipment. MedEQUIP's Clinical Respiratory Services include coordinated and customized care planning to ensure that home care needs are identified and addressed prior to hospital discharge.

While receiving MedEQUIP products and services, you will be working with a MedEQUIP Home Care Services team. Although all team members are Home Care Services Representatives, your main team contacts will be with a Patient Service Assistant and a Home Care Service Technician. If you are receiving Clinical Respiratory Services, your main team contact will be with a Respiratory Therapist.

The MedEQUIP Home Care Services team works closely with your physician to provide you with equipment, education, monitoring, and follow-up to make your treatment as comfortable and beneficial as possible.

MedEQUIP serves most of southeast Michigan. In addition, MedEQUIP can ship your supplies to you. Working with UPS and other trusted carriers, we are able to ensure the safe and timely delivery of your supplies.

Home medical equipment can be either rented or purchased. Home medical supplies are always purchase items. MedEQUIP team members will work with you and your health insurance company to determine your benefits and maximize your coverage. At the start of your home care service, you will be provided with payment information. This information can be found on the **Estimate of Cost** sheet given to you or included in your delivery. If your out-of-pocket costs increase due to a change in therapy or insurance requirements, a new Estimate of Cost sheet will be sent to you.

MedEQUIP team members who are reimbursement specialists will file the health insurance claims for you.

Regular hours of operation for MedEQUIP are 8:30 a.m. to 6:30 p.m. Monday through Friday. A MedEQUIP staff member is available on call 24 hours per day, seven days per week at **(800) 530-0714** for urgent problems or emergencies.

your HomeMed Pharmacy Technician or Clinician to explore if alternate care and services can be arranged.

- Depending upon your request for an alternate delivery location, you may incur an out-of-pocket expense when the shipping and handling costs exceed the usual and customary costs.
- If it is determined that HomeMed is able to accommodate your request to ship to an alternate location, then it will be necessary for you to take a quantity of medications and supplies with you at the time of your departure. This action will serve as a safety precaution to prevent delayed or missed therapy in case any delay of the shipment/delivery to your alternate location should occur. Please take a copy of your current prescription for reference purposes.
- If the expected duration of your stay is extensive, your care may need to be transferred to another provider. HomeMed will assist you in making all arrangements as needed.
- For mass transit travel, upon request, a HomeMed Clinician will supply you with a Letter of Medical Necessity for medical equipment and supplies for security and custom purposes. You may also need medical necessity documentation from your physician.

Equipment Pick-up

All rented equipment should be returned when you no longer need it or you may continue to be charged for the rental equipment.

Please contact your Pharmacy Technician to schedule a pick-up for equipment that is no longer needed.

Contacting Your Visiting Nurse

If you have visiting nurse services, you should contact your nurse for any of the following problems:

- If you are unable to flush your intravenous (IV) line or if your IV line is sluggish.
- If you have a hole or break in your IV line.
- If you are unable to administer your IV medication.
- If your arm (on the same side of your IV line) becomes swollen, cool, or painful.
- If the visiting nurse changes your IV dressing and it needs to be replaced.
- If you have a scheduled nursing visit and you cannot keep the appointment.

If you do not have visiting nurse services, call HomeMed at **(800) 862-2731** if you have any problems with your IV therapy. HomeMed should also be contacted if any of your instructions are unclear.

ADVANCE DIRECTIVES

The policy of The University of Michigan Hospitals and Health Centers - Home Care Services (UMHHC-HCS) - encourages individuals and their families to participate in decisions regarding care and treatment. This policy acknowledges that all persons have a fundamental right to make decisions about their own medical treatment, including the right to accept or refuse medical care. UMHHC-HCS will not condition the provision of care nor discriminate against an individual based on whether or not the individual has executed an advance directive.

Advance directives are documents signed by a competent person giving direction to health care providers about treatment choices in certain circumstances. Competent means you understand your condition and the results your decision to accept or not accept treatment may have.

There are two types of advance directives. A **Durable Power of Attorney for Health Care** allows you to name a "patient advocate" to act for you and to carry out your decisions. A **Living Will** allows you to state your decisions in writing, but does not necessarily name a patient advocate.

DURABLE POWER OF ATTORNEY FOR HEALTH CARE

A Durable Power of Attorney for Health Care is a legal document that allows you to name anyone at least eighteen years old to be your advocate and to make health care decisions to accept or refuse treatment for you. You may pick a family member, friend or any other person you trust. You must be sure the person you choose is willing to serve in this capacity. If you want your appointed patient advocate to be able to refuse any treatment for you or let you die, you must state that specifically in the Durable Power of Attorney for Health Care document. A Durable Power of Attorney for Health Care goes into effect only when you are not able to make decisions for yourself.

LIVING WILL

A Living Will is a written statement in which you inform doctors and family members what type of medical care you wish to receive should you become terminally ill, or permanently unconscious, and unable to make or communicate decisions about your continued care.

What is the difference between a Durable Power of Attorney for Health Care and a Living Will?

The focus of a **Durable Power of Attorney for Health Care** is **who** makes the decision; the focus of a **Living Will** is **what** the decision is. A Durable Power of Attorney for Health Care may be applicable during a temporary disability; a Living Will is limited to care during terminal illness or permanent unconsciousness.

Withholding Or Withdrawal Of Resuscitative And Life-Sustaining Treatment

Home Care Services supports a patient's right to withhold or withdraw resuscitative and life sustaining treatment based on decisions made by the patient, family, and/or primary physician to the extent permitted by law.

- Resuscitative and life sustaining treatment may include the use of fluids, solutions, equipment, and procedures such as IV medications, IV fluids, intubation, ventilation support, and cardiopulmonary resuscitation (CPR).
- If you do not wish to be resuscitated or intubated, you may request Do Not Resuscitate (DNR) or Do Not Intubate (DNI) orders from your physician. These orders will be followed to the extent permitted and required by law. These orders may be cancelled or re-evaluated at any time. In the absence of an advance directive or DNR/DNI orders, UMHHC-HCS will provide appropriate care according to the plan of treatment authorized by your physician.

Resources for Advance Directives at the University of Michigan Hospitals and Health Centers

Pamphlet:

"Making Health Care Choices: Advance Directives at the University of Michigan"
(This will be provided by your Home Care Services Representative, at your request.)

Phone Assistance

The University of Michigan Hospitals and Health Centers offer voice-recorded information regarding various hospital and health matters. Using your Touch-Tone telephone, call (800) 742-2300, Category #1510 for up-to-date information about Advance Directives 24 hours a day.

UMHHC Web Resources and Sample Forms:

Advance Directives /Living Wills:

<http://www.med.umich.edu/1libr/aha/umadvdir.htm>

Questions and Answers About Advance Directives:

<http://www.med.umich.edu/1libr/aha/umlegal01.htm>

Do Not Resuscitate Order –What is it?:

<http://www.med.umich.edu/1libr/aha/umlegal05.htm>

letter and/or a pre-paid business post card that you will need to send back to HomeMed confirming that you received our delivery. This process assures quality shipments to our patients and fulfills insurance requirements.

- Please double check your order and send the letter/post card back to HomeMed stating that you did, or did not, receive all the items on your patient order invoice.
- Check labels on all medication and solutions for instructions on **storage**. Some items may require refrigeration, or protection from light or humidity. Refrigerated supplies should have a designated area in the refrigerator such as a clean shelf or clean drawer.
- Place newly received supplies and solutions behind those you already have.

At the start of your home care service, you will be provided with payment information. This information can be found on the **Estimate of Cost** sheet given to you or included in your delivery. If your out-of-pocket costs increase due to a change in therapy or insurance requirements, a new Estimate of Cost sheet will be sent to you.

Periodically, your medical equipment (e.g., infusion pumps) will need to be exchanged for **annual equipment maintenance**. Federal and State laws and regulations and The Joint Commission standards require regular maintenance of medical equipment. Most importantly, annual maintenance is required to maintain the proper functioning of your equipment to avoid any malfunctions or potential patient harm. Your Pharmacy Technician will arrange with you to pick-up your equipment and to deliver replacement equipment. Please make every attempt to have someone home at the time of the scheduled exchange so the equipment transfer can be made properly.

HomeMed Patient Travel

- HomeMed makes every effort to accommodate delivery requests for customer travel. However, HomeMed is not able to ship all therapies and is not able to ship to all locations. Each individual travel situation requires review. If you will be traveling, call your HomeMed Pharmacy Technician or Clinician to discuss your unique travel plans. Please remember that if shipping is possible, advanced planning is required.
- Please inform HomeMed of your travel plans at least two weeks prior to your departure.
- If you will be traveling within the United States and need to have your supplies delivered to an alternative location, you will need to inform HomeMed at least one week prior to your next scheduled delivery.
- HomeMed is unable to ship medications and supplies internationally. Please discuss your international travel plans as soon as possible with

All **infusion products** that are necessary for your therapy such as pumps, poles, or sterile tubing will be provided to you. Prior to delivery, a HomeMed Representative will contact you or your caregiver to review health status, drug and supply usage, the delivery schedule, and to address any of your needs or concerns.

Your HomeMed medications and supplies will be packaged in a way to meet storage and shipping requirements. Any medications that require refrigeration will be packaged and shipped in a cooler. Non-refrigerated medications and supplies will be packaged in a box and/or shopping bag.

Delivery dates and times are established by location to best meet your needs and are coordinated with other care providers.

Each delivered order will include a **Pick Ticket** (a packing list) that describes the product(s) and quantities ordered and delivered.

- Please review your **Pick Ticket** carefully. This document serves as our packing list and describes the products sent with the quantities ordered and shipped. This will be included with all of your deliveries. If there are any problems with your order, call HomeMed at **(800) 862-2731** (during business hours if possible), ask for the Pharmacy Technician listed on your order, and report your findings.

Note: In the top section of the patient order invoice, you will see the letters **NXT DLIV**: followed by a date. This date is your next delivery date if another delivery is planned. A HomeMed Representative will contact you at least two days prior to this date to review your drug and supply usage and finalize your delivery. If you will not be available to receive our phone call or anticipate that you will need supplies prior to this date, please call HomeMed as soon as possible at the telephone number listed above.

If you discover that you are short of supplies before your next scheduled delivery, please contact your Pharmacy Technician (during business hours if possible) at least 24 hours in advance of when you require delivery of the item(s).

- Inspect all products when you receive your delivery. Check your order to make sure it is complete and accurate before signing the delivery ticket. Check products for any broken or torn seals/packaging, cloudiness or discoloration, and expiration dates.
- Report damaged or questionable products to your Pharmacy Technician or HomeMed Clinician who will instruct you on whether the product should be returned or discarded.
- HomeMed understands that you may be unable to be at home to receive all deliveries. If this happens, contact your Pharmacy Technician, prior to the delivery date, to make special delivery arrangements.
- If you are unexpectedly not able to be home, our delivery personnel, after speaking with a HomeMed Representative, may leave the order with a

HOME CARE SERVICES RETURN POLICY

If you are not satisfied with an item received from HomeMed, MedEQUIP or Wheelchair Seating Service, please telephone your Home Care Services Representative for assistance. The telephone number is listed on the cover of this Handbook.

If an item is delivered in error, is damaged, or is requested to be returned by a Home Care Services Representative, the item may be replaced or credited to your account as appropriate. Please note the following general information regarding medications, supplies, and equipment.

Medications

Many factors are involved in deciding on the amount of medication(s) shipped and the frequency of deliveries. Other items are provided in quantities to match the amount of medication(s) sent to you.

- **Unfortunately, we are unable to accept any unused medications or supplies for credit. We do, however, make every effort to be sure you receive the right amount of supplies without unnecessary waste. Inform your Home Care Services Representative if you are accumulating too much of an item.**
- By law, once a medication is sent out it cannot be returned to the pharmacy, *except* to be discarded or returned to the manufacturer in the event of a recall.
- All medications that are no longer needed should be discarded following the instructions provided in this handbook in the section "Safe Disposal of Medical Waste" or as directed by a Home Care Services Representative.

Supplies

A sufficient quantity of supplies is provided as ordered by your physician and according to the frequency of your deliveries. Typically, small quantities of extra supplies (e.g., 1-2 days) are provided with your first delivery to cover any accidental waste that may occur. Afterwards, items will be individualized to ensure that you receive supplies in quantities matching your use, while still maintaining a little extra amount to cover unexpected use.

Equipment

Equipment is often rented but may be purchased for you by your insurance provider/carrier. You should assume that all equipment provided to you is the property of the University of Michigan Hospitals and Health Centers - Home Care Services unless otherwise stated. If the equipment has been purchased, you will receive an invoice or letter stating this. All rented equipment should be returned when you no longer need it or you may continue to be charged for the rental equipment.

Please contact your Home Care Services Representative to schedule a pick-up for equipment that is no longer needed. Please return all equipment to your designated Home Care Services Representative. This include pumps, pump chargers, power cords, carrying cases, and refrigerators. Do not return equipment to the hospital.

Additional return/pick-up information is available in each specific section (HomeMed, MedEQUIP, and Wheelchair Seating Service) of this handbook.

WHEN YOUR THERAPY ENDS

- All rented equipment and medical waste containers should be scheduled for pick-up when your home care service ends or the item(s) is no longer needed.
- IV poles, medications, and supplies **should not** be returned.
- Medical supplies can be donated to a charitable organization such as World Medical Relief (313) 866-5333, your local Red Cross, or hospice organization.
- All medications that are no longer needed should be discarded following the instructions provided in this handbook in the section “Safe Disposal of Medical Waste” or as directed by a Home Care Services Representative.

If you have any questions or desire assistance about end of therapy or treatment issues, please contact a Home Care Services Representative.

HOMEMED

HomeMed is a home infusion provider and a licensed pharmacy. HomeMed offers an extensive range of services to best accommodate individual patient needs. To ensure a smooth transition to home care, HomeMed has established a hospital-based training and education team for infusion therapy. This team works with patients to ensure that home care needs are identified and addressed prior to hospital discharge.

When discharged to home, you will be working with a HomeMed Home Care Services team. Although all team members are Home Care Services Representatives, your main team contacts will be a HomeMed Pharmacy Technician and a Clinician (Dietitian, Nurse, or Pharmacist).

Regular hours of operation for HomeMed are 8:00 a.m. to 5:30 p.m. Monday through Friday. A HomeMed nurse and pharmacist are available on-call 24 hours per day, seven days per week at **(800) 862-2731** for urgent problems related to your home infusion therapy.

Products and Services

HomeMed provides infusion products for the following therapies:

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|---------------------------------------|------------------------------|--------------------------------|
| • Antibiotic Therapy | • Chemotherapy | • Infusion equipment |
| • Antifungal Therapy | • Enteral Nutrition | • Inhalation Therapy |
| • Antiviral Therapy | • Factor Replacement Therapy | • Injection Therapy |
| • Blood component stimulating factors | • Heparin Therapy | • Irrigation Therapy |
| • Cardiovascular Therapy | • Hormonal Therapy | • Low molecular weight heparin |
| • Catheter care supplies | • Hydration Therapy | • Pain Control Management |
| • Chelation Therapy | • Immunosuppressant Therapy | • Parenteral Nutrition |

In addition to products, HomeMed offers professional services including:

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|---------------------------------------------|-----------------------------|------------------------------------------------------------------|
| • Pharmacy Planning and Dispensing Services | • In-Home Infusion Nursing | • Infusion Equipment Set-up plus Maintenance and Repair Services |
| • Care Coordination and Management | • Nutrition Counseling | • Insurance Coordination and Billing Services |
| | • Vascular Access Placement | |

Orders and Deliveries

Therapeutic **infusion products** are dispensed in compliance with your physician’s orders. HomeMed consistently provides infusion products of the highest quality due to our state-of-the-art technology and continuing staff education programs.