HOME CARE SERVICES
Patient Handbook

HomeMed
Hours of Operation: 8:00 a.m. to 5:30 p.m. (M-F)
Phone: (734) 971-2070 or (800) 862-2731
Fax: (734) 975-3079

MedEQUIP
Hours of Operation: 8:30 a.m. to 6:30 p.m. (M-F)
8:00 a.m. to 4:00 p.m. (Sat.)
Walk-in Service: 8:30 a.m. to 6:00 p.m. (M-F)
8:30 a.m. to 3:30 p.m. (Sat.)
Phone: (734) 971-0975 or (800) 530-0714
Fax: (734) 971-1004

Wheelchair Seating Service
Hours of Operation: 8:30 a.m. to 5:00 p.m. (M-F)
Phone: (734) 528-7888 or (877) 868-8889
Fax: (734) 232-2277

The University of Michigan Hospitals and Health Centers – Home Care Services is accredited by The Joint Commission.
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 Statement**

The University of Michigan Home Care Services enhances the quality of life for our patients and their families by designing and providing innovative, high quality programs and services extending the continuum of care into the home and community.

**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
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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.

Access to Respectful Care
1. Receive necessary quality care regardless of race, sex (includes gender identity and gender expression) color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, disability, special disabled veteran and Vietnam-era veteran status, and height or weight. Reasonable accommodation will also be provided to persons with disabilities, to disabled veterans, and to accommodate religious practices.
2. Receive considerate and respectful care in a smoke-free environment while in our facility.
3. Receive information about rules involving your care or conduct.
4. Proper assessment and management of pain or Pain management information and resources.
5. Be free from mental, physical, sexual, and verbal abuse, neglect and exploitation.
6. Access protective and advocacy services.
7. Request an ethics committee consultation for guidance on health care decision making. For adult ethics questions, call 734-615-1379 (Monday – Friday, 8 AM – 5 PM) and for pediatric or after hours questions, contact the hospital paging operator at 734-936-4000 and ask for the consultant on call for the appropriate ethics committee.
8. Privacy

Involvement in Care Decisions
1. Information about your diagnosis, health status, condition, treatment, prognosis and unanticipated outcomes of care.
2. Know who is taking care of you and their professional titles.
3. Education about safe use of medications, medical equipment.
4. Be involved in the planning, completion and review of your plan of care, including as applicable pain management and your plan of care for after you no longer receive services from Home Care Services.
5. Refuse treatment to the extent permitted by law.
6. Participate in health care decisions, including advance directives.
7. Request treatment. However, your right to make decisions about health care does not mean you can demand treatment or services that are medically inappropriate or unnecessary.
8. Information concerning research procedures proposed as part of your care. You have the right to refuse to participate in research without jeopardizing your access to continuing care.

Your Medical Records
1. See your medical record at a time suitable for both you and the staff. You may request and obtain a copy of your medical record for a reasonable fee.
2. Request changes to your protected health information (PHI). You have the right to ask that your information not be given out.
3. Confidentiality, privacy and security of your records, both personal and medical. We may use or disclose PHI without your permission as described in our Notice of Privacy Practices, for example to coordinate your care or submit a claim to your insurance company.
4. You have a variety of other rights related to your medical records that are explained in the University of Michigan Hospitals and Health Centers Notice of Privacy Practices. You may obtain a copy of the Notice of Privacy Practices by contacting the Office of Patient Relations at (877) 285-7788.
Concerns about Care/Service or Compliments, Concerns, Complaints
1. Have health care information provided in a manner and form that you can understand.
2. Receive care in a safe setting.
3. If you have a compliment, please share it with us so that we will repeat that action for other patients and families.
4. We are committed to continuous improvement. Please respond to our Patient Satisfaction Survey to tell us how you experienced our care and what suggestions you have for service improvements and patient safety.
5. Speak-up to identify uncomfortable situations, confusion about the care provided or to be provided, or issues where real or perceived safety concerns are identified. Legal guardians and visitors also have this right.
6. 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 Director 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 UMHHHC Patient Relations at (877) 285-7788.
7. If your concern is not resolved to your satisfaction, you can file a complaint with any of the following organizations:
   • Michigan Department of Community Health – Bureau of Health Systems, Complaint Intake, PO Box 30664, Lansing, MI 48909. (800) 882-6006
   • Medicare Quality Improvement Organization for the State of Michigan (MRO), Beneficiary Complaint Department, 22670 Haggerty Road, Suite 100, Farmington Hills, MI 48335 (800) 365-5899
   • The Joint Commission Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, at (800) 994-6610 or www.jointcommission.org.

Billing Concerns
1. Details about all items on your bill. Upon request, information concerning financial help will be given to you. Questions about billing or insurance, contact us immediately.
2. Informed of the cost and your financial responsibility for your care, services, and products.

AS A PATIENT, you are responsible for:
1. Following the rules involving patient care and conduct. These include UMHHHC no smoking policy. Have a physician and remain under medical supervision during the course of your care.
2. Providing a complete and accurate medical history. This history should include all prescribed and over-the-counter medications you are taking.
3. Telling us about all treatments and interventions you are involved in.
4. Following the suggestions and advice prescribed in a course of treatment by your health care providers. If your refusal of treatments prevents us from providing appropriate care according to ethical and professional standards, we may need to end our relationship with you after giving you reasonable notice.
5. Being considerate of the rights of other patients and UMHHHC personnel and property.
6. Providing information about unexpected difficulties you may have involving your health care.
7. Telling us if you clearly understand your plan of care and the things you are asked to do.
8. Providing and maintaining a safe environment for care and protecting property owned by the University of Michigan Hospitals and Health Centers – Home Care Services.
9. Notify the appropriate office if you will not be available for scheduled services or deliveries.
10. Return rental equipment when your services end.
11. Meeting any financial obligations agreed to with Home Care Services, including providing us with correct information about your sources of payment, ability to pay your bill and a change of insurance.
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  ♦ Pharmacists
♦ Home Care Service Technicians ♦ Pharmacy Technicians
♦ Nurses ♦ Rehabilitation Technology Suppliers
♦ Office and Support Staff ♦ Reimbursement Specialists
♦ Patient Service Assistants (PSA) ♦ 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.
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 all-purpose 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).
- 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.
**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.
**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, Velorium, 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.
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.
- 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.
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.
- Cover your mouth and nose with tissue when coughing or sneezing. Put your used tissue in the waste basket. If you don’t have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- 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, syringes, etc.) 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.
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 legal documents signed by a Competent person giving direction to health care providers about who can speak for the patient when they are unable to speak for themselves and to express their choices for treatment. Legal Advance Directives in Michigan are limited to Durable Powers of Attorney for Health Care and Do-Not-Resuscitate declarations.

1. Durable Power of Attorney for Health Care (DPOA-HC): Allows the patient to name a Patient Advocate to act on behalf of the patient when it is documented that the person is unable to make decisions for himself. This can be a family member, friend or any other person the patient appoints as long as they are at least 18 years old and competent.

2. Do-Not-Resuscitate (DNR) Declaration: DNR declarations are written legal documents intended to be used in non-hospital settings. It allows a person to prohibit attempts to restore respiration and circulation, once both have stopped, in a non-hospital setting.

Living will: A “living will” is recognized as a legal document in many states but not in Michigan. Patients may incorporate their wishes regarding care and treatment in this DPOA-HC in the form of a living will that has instructions and guidance for their appointed Patient Advocate.

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, you may request Do Not Resuscitate (DNR) Declaration from your physician. Advance Directives will be followed to the extent permitted and required by law, and may be cancelled or re-evaluated at any time. In the absence of Advance Directives, UMHHC-HCS will provide appropriate care according to the plan of treatment authorized by your physician.
Resources:

You can get printed copies of the Advance Directives Durable Power of Attorney for Health Care booklet at:

- Your health center or clinic
- Guest Assistance Program (GAP) - 800-888-9825
- Office of Patient Relations - 877-285-7788

For additional information, visit:

- www.UofMHealth.org/advancedirectives
- UMHHC Policy 03-07-010 Advance Directives
- UMHHC-HCS Policy 200.021 Provision and Withholding and/or Withdrawal of Resuscitative and Life Sustaining Care
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**

- 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:

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

In addition to products, HomeMed offers professional services including:

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

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.
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 shipped.

- 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
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 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.
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.
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
- Trachectomy 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 Aids
- 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
**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.
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 to cover any costs beyond what MedEQUIP agrees to cover.
- All soft goods such as cannulas, tubing and adapters should be taken with you.
- If you are using CPAP or BiPAP, take those equipment and accessories with you.
- The Federal Aviation Administration regulates air travel. If you are in need of oxygen while traveling, you must make your own in-flight arrangements with the airline. You must contact the airline at least two weeks prior to departure and are responsible for the transportation of oxygen to and from the airport.
- 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.

**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.
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 (877) 868-8889. 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.
**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
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.
• 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.
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.
MEDICARE DMEPOS SUPPLIER STANDARDS

Effective September 2010

Note: This is an abbreviated version of the supplier standards 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. 424.57(c).

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements and cannot contract with an individual or entity to provide licensed services.

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 non-procurement 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. This standard requires that the location is accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.

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 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, answering service or cell phone during posted hours 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.

11. A supplier must agree not to initiate telephone contact with beneficiaries, with a few exceptions allowed. This standard prohibits suppliers from contacting a Medicare beneficiary based on a physician’s oral order unless an exception applies.

12. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare covered items, and maintain proof of delivery.
MEDICARE DMEPOS SUPPLIER STANDARDS

(Continued)

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 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 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 of those specific products and services (except for certain exempt pharmaceuticals). Implementation Date – October 1, 2009.

23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.

24. All supplier locations, whether owned or subcontracted, just meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.

25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.


27. A supplier must obtain oxygen from a state-licensed oxygen supplier.

28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 C.F.R. 424.516(f).

29. DMEPOS suppliers are prohibited from sharing a practice location with certain other Medicare providers and suppliers.

30. DMEPOS suppliers must remain open to the public for a minimum of 30 hours per week with certain exceptions.
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.