

PATIENT INFORMATION
MEDICAL EQUIPMENT SERVICES



Table of Contents

Our Mission and Vision 3

Services 4

Patient Rights / Responsibilities 5-6

Injuries In the Home 7

Home Safety 8-10

Infection Control 12

Home Fire Evacuation 13

Emergency Preparedness 15-16

Protected Health Information (PHI) 17-18

Protocol for Resolving Complaints 20

Equipment Warranty Information 20

Contact Us

To reach our customer service, billing or warehouse departments, please contact our Service Center:

Phone:
1-800-250-4468

Fax:
1-866-930-8001

Our regular business hours are Monday through Friday 8:00 am to 5:00 pm.

If you have equipment emergencies after regular business hours, call 1-800-250-4468 and press option 6 to be routed to our on call technician.

Corporate Office:
**3403 W. Waters Avenue
Tampa, Florida 33614**

If you have patient care or safety concerns and have previously contacted Medicor’s management team without resolution, you may contact the Joint Commission at **800-994-6610** or by e-mail at **complaint@jcaho.org**.





Medicor Healthcare is a home health agency that delivers services and support to those who require ongoing home medical care. We alleviate hardships by bringing together all the necessary resources for proper treatment and by working hand in hand with family members, caregivers and payers to more quickly and easily meet the needs of our patients. With Medicor Healthcare on their side, people can feel better knowing they have someone to help them handle all the details that are part of effective care.

Our Mission

We are dedicated to planning, organizing and providing the complete care and personal assistance that allows patients to more easily recover in the comfort of their own homes.

Our Vision

We want to become a preferred choice for home health services by continuously developing new methods to more easily, and personally, assist patients with their needs.

Our Services

Medical Equipment:

- Oxygen and Respiratory Equipment
- CPAP/BIPAP
- Nebulizers
- Ventilators
- Diabetic Equipment and Supplies
- Suction Machines
- Wheelchairs
- Power Mobility Devices
- Walkers, Canes and Crutches
- Patient Lifts
- Hospital Beds
- Alternating Pressure Pads
- Commodes, Urinals and Bedpans
- Heat and Cold Applications
- Enteral Nutrition

Home Health Services:

- Skilled Nurse Visits (RN / LPN / LVN)
- Home Health Aide Visits
- Medical Social Worker Visits
- Physical Therapy
- Occupational Therapy
- Speech Therapy

Pharmacy Services:

- Same Day and Urgent Prescription Delivery
- On-Call Pharmacists
- Electronic Prescription Ordering

*Home healthcare and pharmacy services may not currently be offered at all locations. Please call us at **1-800-250-4468** to find out if these services are available in your area.*



Patient Rights / Responsibilities

Patient Rights

As a patient/client of our company, you have rights which include, but are not limited to, the following:

1. To be given information about your rights for receiving homecare services.
2. To receive a timely response from our company regarding your request for homecare services.
3. To be given information about our company policies, procedures, and charges for services.
4. To freely choose your homecare provider(s).
5. To be given appropriate and professional quality homecare services without discrimination in regards to your race, color, creed, religion, sex, national origin, sexual orientation, handicap, or age.
6. To be treated with courtesy and respect by all who provide homecare services to you.
7. To be free from physical or mental abuse and/or neglect.
8. To be given proper identification by name and title of everyone who provides homecare services to you.
9. To be given the necessary information regarding treatment and choices concerning rental or purchase options for durable medical equipment so you will be able to give informed consent for service prior to the start of any service.
10. A plan of care / service that will be developed to meet your unique service needs.
11. To participate in the development of your plan of care / service.
12. To be given an assessment and update of your developed plan of care / service as needed.
13. To be afforded privacy and confidentiality of medical condition, medical records, and billing records.
14. To review your clinical record at your request.
15. Be given information regarding anticipated transfer of your homecare to another healthcare facility and /or termination of homecare service to you.
16. To voice grievance with and / or suggest change in homecare service and / or staff without being threatened, restrained, and discriminated against.
17. To refuse treatment within the confines of the law.
18. To be given information concerning the consequences of refusing treatment.
19. To have an advance directive for medical care, such as Living Will or the designation of a surrogate decision maker, respected to the extent provided by law.
20. To participate in the consideration of ethical issues that arise in your case.



Patient Responsibilities

As a patient/client you also have certain responsibilities. These responsibilities include the following:

1. To give accurate and complete health information concerning your past illnesses, hospitalization, medications, allergies, and other pertinent information.
2. To assist in developing and maintaining a safe environment within your home.
3. To inform our company when you will not be able to keep a homecare visit / appointment.
4. To participate in the development and update of your homecare plan of service / treatment.
5. To adhere to your developed / updated homecare plan of service / treatment.
6. To request further information concerning anything you do not understand.
7. To contact your doctor whenever you notice any change in your condition.
8. To contact our company whenever your insurance company or plan changes.
9. To contact our company whenever you have an equipment problem.
10. To contact our company whenever you have received a change in your homecare prescription(s).
11. To contact our company whenever you are to be hospitalized.
12. To contact our company prior to any change of address.
13. To contact our company if you acquire an infectious disease during the time you are receiving services and /or care from our company, except where exempted by law.



Injuries In the Home

If you are over age 65, your chances of obtaining a life-threatening injury from an accident are almost twice as likely as that of any other age group. By taking the right precautions, you can protect yourself and those around you and prevent serious injury.

Why is injury a common problem among older people?

During the aging process certain physical, mental and emotional changes occur. What was considered a “minor” accident in your younger years may be serious now due to:

- Less physical strength
- Impaired eyesight
- Impaired hearing
- Slower physical reaction
- Poor balance and coordination
- Lower resistance to disease
- Slower healing
- Bones that are brittle
- Your particular illness or disease

Home Safety

General Safety

1. Stairways should have safe and sturdy railings or banisters.
2. Keep stairways, halls, and exits free of clutter such as shoes, tools, toys, etc.
3. Stair surfaces should be non-slip.
4. Throw rugs should have non-slip backing and should not be used in traffic areas.
5. Stairways and halls should be well lit.
6. Waxed and highly polished floors can be a hazard.
7. Use night lights in bedrooms, bathrooms, and hallways.
8. Do not block doorways with furniture.
9. Storage places for often-used items should be within easy reach.
10. Emergency phone numbers should be placed by the telephone.
11. Wipe up spilled liquids and grease right away. Clean up any dropped food particles right away.
12. Store all poison and dangerous chemicals, such as cleaning agents, separate from food items and out of reach of small children. All chemicals should be clearly labeled.
13. Wear shoes or slippers when up and about rather than going barefoot.
14. If shoes have laces, they should be well tied to prevent tripping.
15. Be alert to unsafe conditions.

Bathroom Safety

1. Use rubber mats or non-slip strips on the floor of the bathtub or shower.
2. Do not use soap-holder handles or towel racks as a grab bar for support when getting in or out of the tub.
3. Avoid use of oil in the bath; this can make the tub slippery.
4. Make sure feet are dry before stepping onto tile floor.
5. Make sure water temperature is not too hot before getting into tub or shower.
6. Do not use electrical appliances in the bathtub or shower.

Patient Care Safety

1. Bed rails should be raised and securely fastened when the patient is in bed.
2. Assure that the patient is safely positioned while seated in a chair. Use a safety belt if necessary.
3. If restraints are used, make sure that they do not interfere with circulation, are properly applied, do not cause irritation to the skin, are comfortable, and are removed frequently.
4. Make sure wheelchair locks are secured before getting in or out. Move footrest out of the way before trying to stand. Do not stand on footrests. Place feet firmly on the floor before trying to stand.
5. Clear room of extra equipment that might block a pathway, especially at night.
6. Keep electric heating pads at low-medium heat. Place the pad on or over the patient, rather than the patient on the pad.

Fire Safety

1. Never cover a bright light with material to try to dim the light. Instead, use a smaller watt bulb or a night light.
2. Lighted matches and cigarettes should be completely extinguished before throwing them away.
3. Do not use shallow ash trays.
4. Do not smoke in bed.
5. Stoves should not be placed by curtained windows.
6. Turn pot handles toward back of stove.
7. Establish an evacuation plan.
8. Make sure long sleeves and loose parts of clothing are out of the way of the fire when cooking.
9. When heaters are in use, make sure room is well ventilated.
10. Smoke detectors should be placed on each level of the home and checked periodically for proper functioning, and change the batteries at least 2 times per year.
11. Call the local fire department if elderly or bed bound person is in the home.

Electrical Safety

1. Plugs and sockets should fit firmly and require some force to insert and remove.
2. If children are present in the home, all unused outlets should have childproof caps inserted.
3. Unplug any plugs or outlets that form a connection which is warm to touch. Do not use them until they have been repaired or replaced.
4. Always grasp the plug to remove it from the outlet. Never pull the cord.
5. All electrical devices should be properly grounded unless they are double insulated.
6. Cheaters, which convert three-prong plugs into two prong plugs, should not be used.
7. Avoid using extension cords and never overload them.
8. Check cords for fraying bare wires or other defects, especially at the point where the cord attaches to the equipment.
9. Keep cords away from oil, grease, or any material that causes deterioration.
10. Never touch an electrical appliance and plumbing at the same time.
11. Never run a cord across the sink or across a wet floor.
12. Make sure circuits are not overloaded.
13. Disconnect equipment that sparks, stalls, blows a fuse or gives the slightest shock.
14. Report equipment malfunctions to your equipment supplier.
15. Repairs to wiring and circuits should be done by a qualified electrician only.

In Case of Electrical Fire

1. Get everyone out of the area and report the fire.
2. If the fire is small enough, and you are physically able, pull the plug, turn off the switch or trip the circuit breaker of the piece of equipment causing the fire, and extinguish the fire with a “Class C” fire extinguisher made to put out electrical fires.
3. If the fire is larger than you are physically able to manage or threatens flammable materials, DO NOT attempt to fight the fire yourself.
4. Never use water on electrical fires.

In Case of Electrical Shock

1. DO NOT touch the person. If you touch the victim with hands, you can get shocked as well.
2. Turn off the power or pull the plug to the machine, appliance, or equipment.
3. If you are unable to cut off the power, call the electric company.

Oxygen Safety

1. Oxygen increases the flammability of other materials. Take precautions to prevent sparks in oxygen therapy areas.
2. Oxygen, including the tubing carrying the oxygen to your nose or mouth, MUST be at least 5 feet away from any source of heat or flame.
3. Do not use oil or grease of any kind on cylinder valves, gauges, regulators, or other fittings.
4. Use water-based lubricants to moisten your lips and nostrils. Never use oil-based products like petroleum jelly.
5. Do not smoke or allow others to smoke near you when using oxygen.
6. Post “Oxygen in Use” signs to display in front of the house and the room in which the oxygen is being stored.
7. Do not store oxygen equipment in poorly ventilated areas such as a closet or the trunk of your car.
8. Secure oxygen cylinders to a fixed object. Upright storage of cylinders requires a cylinder base or cart, and cylinders laying flat should be stored out of pathways.
9. Do not change the flow rate without consulting with your nurse or physician (oxygen is a prescription drug).

Medication Safety

1. Medicines should be clearly labeled.
2. Take exactly the amount of the drug prescribed by your doctor and follow the dosage as closely as possible.
3. Ask your doctor or pharmacist about side effects that may occur, special rules for storage, and foods or beverages (if any) to avoid.
4. Always call your doctor promptly if you notice unusual reactions.
5. Never take drugs prescribed for another person.
6. Make reasonable efforts or safely store medications out of the reach of children.
7. Discard or destroy prescription medications when the illness is over or if the date on the container has expired unless directed otherwise by your health care professional.
8. Keep a record of the drugs you are currently taking, including prescription, non-prescription, and home remedies. This is important information that must be shared with you doctor, pharmacist, and other health care providers.
9. Always tell your doctor or pharmacist about past problems you have had with medications.

Hypodermic Needle and Syringe Safety

Dispose of used needles carefully! Hypodermic needles and syringes (sharps) used outside of a medical facility must be handled as follows:

1. Avoid recapping needles.
2. Place used needles directly in a puncture resistant container such as a plastic detergent bottle, empty bleach bottle, or heavy duty plastic container.
3. Tightly seal the container.
4. Place in household trash.
5. Never use a glass container for needle disposal.



Infection Control

Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.

1. Clean Your Hands

- Use soap and warm water. Rub your hands vigorously for at least 15 seconds. Rub your palms, fingernails, in between your fingers, and the backs of your hands.
- If your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill, or play with a pet.

2. Make Sure Health Care Providers Clean Their Hands Or Wear Gloves

- Doctors, nurses, dentists, and other health care providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.
- Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids, and examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.

3. Cover Your Mouth And Nose

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel 3 feet or more! Cover your mouth and nose to prevent the spread of infection to others.

- Use a tissue! Keep tissues handy at home, at work, and in your pocket. Be sure to throw away used tissues and clean your hands after coughing or sneezing.
- If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away.

4. If You Are Sick, Avoid Close Contact With Others

- If you are sick, stay away from other people or stay home. Don't shake hands or touch others.
- When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

5. Get Shots To Avoid Disease And Fight The Spread Of Infection

Make sure that your vaccinations are current – even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent diseases such as Chicken Pox, Mumps, Measles, Diphtheria, Tetanus, Hepatitis, Shingles, Meningitis, Flu (also known as influenza), Whooping Cough (also known as Pertussis), German Measles (also known as Rubella), Pneumonia (Streptococcus Pneumoniae) and Human Papillomavirus (HPV).

Home Fire Evacuation

At The First Sign Of Fire

- Exit the home by the shortest route that is not blocked by smoke and/or fire. Stay low to the floor since the air there is cleaner and cooler.
- Do not go back for anything and do not stop for anything along the way.
- Do not try to get dressed or gather possessions.
- Determine at least two ways out of each room in your home by making a floor plan before fire strikes. Make sure that all family members know the evacuation route and know how to operate each window and door within your home/apartment.
- Practice your escape plan and conduct the drills as realistic as possible: hold some at night, practice crawling under smoke, etc.
- If your clothing catches fire, do not run. STOP, DROP, AND ROLL, covering your face with your hands. Running will fan the flames and intensify the fire.

Things To Consider When Planning Your Escape Route

Taking a few simple precautions can prevent fires caused by cigarettes:

- Windows and doors should be properly maintained so that you can exit through them quickly. Make sure they have locks and everyone within the home/apartment can open them, even in the dark. Know how to operate each window and door within your home/apartment.
- Have a working fire extinguisher and a working smoke detector.
- Check your smoke alarm (or have it checked) on a monthly basis.
- If you live in a high-rise building, never use the elevator – always use the stairs.

For Cigarette Smokers

- Do not leave lit cigarettes, cigars, or pipes unattended.
- When putting out a lit cigarette, make sure it is completely extinguished.
- Never smoke while in bed.
- Avoid smoking when tired or while consuming alcohol.
- Keep matches and lighters away from children.
- Have a functional alarm on each floor level in your home.
- If you are on oxygen or a ventilator, check to make sure you are registered with your local fire department and hospitals.



Save Lives: Be Prepared

- Designate someone to check on you if an emergency situation occurs. This could be a neighbor or family member.
- Determine an evacuation route and have several alternatives.
- Arrange for a friend or relative in another town to be a communication contact for extended family.
- Make a habit of watching daily weather forecasts to always be aware of changing conditions.
- Locate the main utility switches and assign someone to turn them off in an emergency.
- Have a flashlight and extra batteries nearby for power outages. Keep extra blankets available in case of heat failure.
- Keep a back-up supply of medications and rotate them often so they do not expire.
- If you have oxygen or other medical equipment, keep a back-up source in case of disaster.
- Have a list of emergency phone numbers available, including your medical equipment supplier(s).



Preparing for Emergencies

Emergency Plan Mission Statement

The Emergency Management Plan is designed to ensure continuity of services and patient safety during periods of emergency operations. It will also provide direction pertaining to communication, transportation and patient care concerns.

For clarification, “emergency” can mean an incident of fire, flood, hazardous materials incident, tornado, hurricane, severe weather/winter storm, earthquake, communications failure, civil disturbance or any other “emergency” situation. The word “disaster” has been left out of this document because it lends itself to a preconceived notion of a large scale, usually “natural disaster”. Each event must be addressed within the context of the impact it has on the individual and the community.

Remember, the first step in an emergency situation is to ensure everyone’s safety. After everyone is safe contact “911”, or follow the proper notification processes.

Local Emergencies

Fire: Residents should follow fire evacuation plans and practice the “RACE” procedures. “RACE” stands for Rescue, Alarm, Contain and Extinguish. Individuals should alert everyone in the building at any point a fire is discovered and should leave the premises immediately. Fire department notification should follow. Shut all doors before leaving to assist in containing the fire. Lastly, if the fire is small and you are comfortable operating a fire extinguisher, you may attempt to extinguish the fire. You should not re-enter the structure until it has been deemed safe for entry. **Note:** All oxygen patients should ensure “No Smoking” signs are posted and are visible from the road to notify emergency personnel of the presence of oxygen in the dwelling.

Hazardous Material Incident: In the event of a hazardous material incident, individuals should follow directions given by emergency management personnel.

Communications/Utility Failures: All power failures and telephone difficulties should be reported to the proper agency for repair as soon as they are identified.

Civil Disturbance: In the event of civil unrest, individuals should stay in their homes unless it is necessary to travel outside. Keep all doors and windows locked.

Flood: In the event of localized or large scale flooding, individuals should refrain from entering any area under water or in a potential flood area. Practice safety precautions at all times. Medicor cannot service customers residing in flood areas until the area has been deemed safe for entry. If communications are disrupted, follow the communication emergency procedures above.

Severe Weather/Winter Storm: In the event of severe weather, everyone should seek shelter until such time it is safe to resume regular functions. If driving, you should pull off the road to a safe area and wait for the storm to pass. If communications/utilities are disrupted, follow the communication emergency procedures above.

Hurricane: All Medicor customers are required to have an evacuation plan in effect and to update it annually. In case of emergency, individuals should know where they are and where to evacuate if a storm threatens the area. All vehicles should be filled with fuel when a hurricane warning is issued. Once a hurricane warning is issued, Medicor employees will begin contacting all home oxygen patients to ensure the patients have evacuation plans prepared and have ample supply of emergency oxygen. Our service technicians will cease all duties other than ensuring our customers are supplied with emergency oxygen. Individuals should take care of their families first and provide secure lodging until such time as the storm has passed and the “all clear” has been given. During the storm, Medicor will not be completing any deliveries or emergency calls – all such calls should be routed to local “911”. After the “all clear” has been given and it is safe to travel, Medicor will begin contacting our customers to determine if further oxygen supplies are necessary due to power outages. If communications/ utilities are disrupted follow the communication emergency procedures above.

Tornado: Tornadoes usually strike without much warning. When a tornado watch or warning is issued, individuals should seek shelter in a safe area until such time as the threat passes. If communications/utilities are disrupted, follow the communication emergency procedures above.

Earthquake: In case of an earthquake, individuals should seek safe shelter until such time as it is safe to emerge. If communications/utilities are disrupted, follow the communication emergency procedures above.

There are many potential emergency situations not listed in this plan. In the event of any unlisted emergency, individuals should always practice personal safety first and follow directions given by emergency management personnel. At no time should anyone risk their own personal safety.

The time to prepare for an emergency is now. Everyone should have a full emergency/evacuation plan in place. You should know **(1)** where you are going in the event of an emergency evacuation; **(2)** how you will get there (arrange transportation); **(3)** to think about your pets, as most shelters will not accept pets; **(4)** it is always a good idea to have extra food, water, batteries and medications on hand as a precaution for any possible emergency situation.

Emergency Provisions

Wherever you decide to seek refuge during an evacuation or other emergency, at a friend or a relative’s home, a motel/hotel, an emergency public shelter, you must take provisions with you. The following suggested items will make your temporary stay more comfortable.

- Canned goods and non-perishable foods
- Drinking water in a non-breakable container (1 gallon per person per day)
- Special dietary food (if required)
- Identification, valuable papers, and photos
- Personal hygiene items (soap, deodorant, tooth-brush, toothpaste, aspirin, antacid, etc.)
- Utensils, such as manual can-opener, disposable plates, cups, forks, knives, spoons, etc.
- Prescription medicines and written prescription for refills
- Specific medical information
- Road maps
- Carrying container for items
- Books, magazines, cards, toys, and games for adults and children
- Infant care items such as formula, food, and disposable diapers
- Battery operated radio
- Flashlight or lantern
- First aid kit
- Spare batteries
- Personal aids (eyeglasses, hearing aids, prosthetic devices)
- Change of clothing (including rain wear)
- Sleeping bag or blanket, sheet, and pillow

Protected Health Information (PHI)

This notice describes how medical information about you may be used and disclosed and how you can obtain access to this information. Please review it carefully.

MHC (Medicor Healthcare) is required by law to adhere to a federally mandated set of security requirements and privacy provisions covering the sharing and transmitting of patient information whether written, spoken, or computerized. Please review our policy carefully.

Prologue

MHC reserves the right to change our privacy practices and the terms of this notice at any time, provided such changes are permitted by applicable law. We reserve the right to make changes in our privacy practices and the new terms of our notice effective for all health information that we maintain, including health information we created or received before the changes were made. Before a significant change is made in privacy policy, we will change this notice and make the new notice available on our website at www.medicorhealthcare.com and upon verbal or written request.

Uses and Disclosures of PHI

Information that can be used to identify an individual that is directly related to that individual’s health and is used by a covered entity in electronic transactions and maintained or transferred in any medium (including paper documents) is considered PHI. MHC uses and discloses PHI about its patients for purposes of treatment, payment, and healthcare operations. For example:

Treatment: MHC may disclose information about you to a physician, nursing service, or other healthcare professional involved in your care.

Payment: It may be necessary to use and disclose your health care information in order to obtain payment for services rendered to you or for pre-authorization purposes. When applicable, disclosure of limited PHI to consumer reporting agencies may be necessary.

Healthcare Operations: MHC may use and disclose your healthcare information as it pertains to our healthcare operations. Examples of this would be for purposes of performance improvement, outcomes analysis, evaluating professional staff performance, accreditation, certification, licensing, or credentialing activities.

Requirements: When required by federal, state, or local law, we may use or disclose your health care information. This may also include response to a court ordered subpoena, lawsuit proceedings and compliance with civil rights laws and the health care system in general.

Marketing Related Services: MHC does not sell patient data to third party sources for marketing purposes.

Health Risks: MHC may disclose PHI to public health authorities that are authorized by law to collect information for the purposes of reporting suspected abuse and neglect or maintaining vital records such as birth and death. Also, PHI may be disclosed in order to notify patients of potential exposure to communicable disease or risk of spreading or contracting a disease.



National Security: MHC may disclose your PHI to federal officials for intelligence or national security purposes. If you are a member of the military your PHI may be disclosed if required by appropriate command authorities.

Family and Friends: MHC may disclose your PHI to family or friends involved in your care; however, a signed authorization or legal document must be on record prior to disclosure. In instances where the patient’s authorization is unable to be obtained and a good faith effort was made, MHC staff will use their professional judgment to disclose and will only disclose PHI required for immediate care or service.

Patient Authorization: In addition to MHC’s use of your PHI for purposes of treatment, payment, and healthcare operations, the patient may also give signed authorization to disclose PHI to any individual or entity. However, disclosure is not a guarantee and it will be MHC’s discretion to proceed or not with disclosure.

Patients’ Rights Regarding Their PHI

Confidential Communications: You have the right to request that MHC communicate with you about your health and related issues in a particular manner or location. A written request must be made and MHC will attempt to accommodate all reasonable requests.

Requesting Restrictions: You have the right to request a restriction in our use and disclosure of your PHI. Additionally, you have the right to request that MHC limits the disclosure of your PHI to family and friends. MHC is not required to abide by your request but every effort will be made to accommodate. Your request must be made in writing and specify clearly the information that you want restricted if there are limits to the use and disclosure and to whom the limits apply.

Inspection and Copies: You have the right to inspect and obtain a copy of the PHI that is used to make decisions about you. You must submit your request to examine in writing. Records will be available by appointment only and during MHC operating business hours.

Amendment: You may ask MHC to amend your PHI if you believe it is incorrect or incomplete. To request an amendment, you must submit, in writing, the reasons why the PHI should be amended. Requests for amendment may be denied by MHC if the request is for information that is undeniably correct, not part of the original record, information not created by MHC, or if the amended information was not part of the PHI which you were permitted to inspect.

Accounting Disclosures: All MHC patients have the right to request an “accounting of disclosures” which is a list of certain disclosures MHC has made to your PHI. To obtain this accounting of disclosures, a written request must be submitted. Requests must state a time period and cannot exceed 6 years prior. Charges for requests may be issued for information greater than 12 months old.

Right to a Paper Copy of this Notice: You are entitled to receive a paper copy of MHC’s privacy policies. If you receive this notice via our website or e-mail, you may contact MHC’s corporate offices at 1-800-250-4468 for a paper copy.

Right to File a Complaint: If you believe that your privacy rights have been violated, you may file a complaint with MHC or with the U.S. Department of Health and Human Services. All complaints must be made in writing and there will be no penalty for doing so.

Right to Provide an Authorization for Other Uses and Disclosures: MHC will obtain your written authorization for uses and disclosures that are not identifiable by this notice or permitted by applicable law. Any authorization you provide to us regarding the use and disclosure of our PHI may be revoked at any time in writing. After you revoke your authorization, MHC will no longer use or disclose your PHI. However, MHC is required to retain your records of care.

Summary

MHC patients have the right to expect that their PHI will be held in the strictest confidence and will not be disclosed to entities outside the realm of care and/or payment. As your health care provider, MHC respects your expectation of privacy and has instituted safeguards within the organization to meet this expectation. Patient records are secured and protected through various internal processes and procedures.

Consent and authorization to disclose PHI must be granted by the patient prior to performing services or submitting for third party payment of services. Consent to disclose PHI is obtained through patient authorization on the Consent for Assignment and Disclosure form, a signed work-order receipt and/or Consent for Disclosure of Confidential Information form.

Individuals seeking further information should contact the MHC Lead Compliance Officer at 1-800-250-4468.



Protocol for Resolving Complaints

The patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, equipment, and billing complaints will be communicated to management and upper management. These complaints will be documented in the Medicare Beneficiaries Complaint Log, and completed forms will include the patient’s name, address, telephone number, and health insurance claim number, a summary of the complaint, the date it was received, the name of the person receiving the complaint, and a summary of actions taken to resolve the complaint. All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone by a manager within a reasonable amount of time after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified progressively and up to the president or owner of the company. The patient will be informed of this complaint resolution protocol at the time of service set-up.

Equipment Warranty Information

Every product sold or rented by our company carries a 1-year manufacturer’s warranty. Medicor Healthcare will notify all Medicare beneficiaries of the warranty coverage, and we will honor all warranties under applicable law. Medicor Healthcare will repair or replace, free of charge, Medicare-covered equipment that is under warranty. In addition, an owner’s manual with warranty information will be provided to beneficiaries for all durable medical equipment where this manual is available.

CMS Medicare DMEPOS Supplier Standards

Note: Below is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain 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.
- 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 enrollment 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 and must maintain a visible sign with posted hours of operation. The location must be 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.
- 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 business 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 is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR 424.57 (c) (11).
- 12. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare covered items and maintain proof of delivery and beneficiary instruction.

- 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 standards to each beneficiary it supplies a Medicare-covered item.
- 17. A supplier must disclose 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).
- 23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
- 24. All supplier locations, whether owned or subcontracted, must 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.
- 26. A supplier must meet the surety bond requirements specified in 42 C.F.R. 424.57(c).
- 27. A supplier must obtain oxygen from a state-licensed oxygen provider.
- 28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 C.F.R. 424.516(f)
- 29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
- 30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848 (j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.

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