



DW McMILLAN

Home Medical Equipment

People You Know. Healthcare You Trust.

Patient Information Booklet

D.W. McMillan Home Medical Equipment

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ABOUT DW MCMILLAN HOME MEDICAL EQUIPMENT

PATIENTS

D.W. McMillan Home Medical Equipment is dedicated to providing home medical equipment services, and clinical respiratory services, rehab services, and pharmacy services to patients with the utmost quality and professionalism. The company will accept only patients whose health care needs, as identified by the referring source, can be met by the services offered by this company.

After Hours Emergency Service: Special emergency assistance is available to our patients/caregiver through a 24-hour phone number.

Reimbursement Assistance: Medicare, Medicaid, and other third party payers are pre-qualified for direct payment.

Discharge Assistance: We work directly with physicians and/or hospital discharge planners to ensure smooth transitions from hospital care to home care.

Patient Instruction and Training: A trained staff of home medical equipment professionals ensures that each patient is fully trained on the operation and care of equipment. Instruction is carried out in the convenience and comfort of the patient or caregiver's home.

Patient Assessment: A trained professional meets with and determines the needs of the patient with respect to the services and equipment to be used to ensure that services are timely and up to date.

Delivery Service: Delivery service, setup, and patient instruction and training are not charged to the patient.

Consultation: Staff professionals will meet, as required, with referral personnel or with the patient/caregiver to solve any matter involving home care equipment or service.

Geographic Scope of Service: The company will provide the services stipulated within the following geographic boundaries: A 100-mile radius surrounding the office location.

SCOPE OF SERVICES

An appropriate qualified health professional will compare patient needs to company services to insure that the company can fully comply with the physician's order through the personnel, equipment, and services it provides:

Home Medical Equipment Ambulatory Accessories

- Bariatric
- Canes
- Commodes/ shower chairs
- CPM (Continuous Passive Motion)
- Crutches, forearm crutches
- Diabetic blood glucose monitoring system and supplies
- Enteral food pumps and nutrition
- Grab bars
- Hospital beds
- Lift chairs/recliners
- Low air loss system
- Power/wheelchair scooters
- TENS units
- Transfer benches
- Trapeze bars
- Walkers
- Wheelchairs

Home Respiratory Equipment

- Aspirators/suction machines
- Clinical respiratory services
- CPAP and BIPAP
- Liquid oxygen
- Nebulizer/compressor medications
- Oxygen concentrators
- Oxygen conserving devices
- Portable oxygen
- Ventilators
- Mastectomy supplies
- Orthopedic supplies
- Prosthetics supplies
- Diabetic supplies

For more information on any of these services or equipment, please contact a service representative.

STATEMENT OF PATIENT'S RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

The patient has the right to

- Know that if he/she is found unresponsive, the Company's policy is for staff to call 911 for emergency medical intervention.
- Be treated with dignity, consideration and respect
- Receive reasonable coordination and continuity of services from the home medical equipment company, the home pharmacy company, and/or others involved in the provision of home care.
- Receive a timely response to your request for service on a 24 hour/day, 7 day/week basis.
- Be fully informed. On admission, of the care/service that will be provided by the Company, how much it will cost, and how payment will be handled in a language or form fully understood.
- Know in advance if you will be responsible for any payment.
- To receive proper identification from personnel providing your care/service.
- To know the names and responsibilities of those providing your care/service.
- To expect a quick response to a report of an adverse reaction, side effect, symptom, pain, other incidents, or any dissatisfaction or problems with your care/service.
- Consent to or refuse care/service and to be told the consequences of your action.
- Expect confidentiality of all information related to your care, within required regulations.
- Access all health records pertaining to you and to challenge and have your records corrected for accuracy.
- Be informed within a reasonable time of anticipated termination of service.
- Express dissatisfaction and suggest changes in any service without fear of coercion, discrimination, reprisal, or unreasonable interruption in service.
- Receive information on the company's policy for receiving, reviewing, and when possible, resolving your complaints and concerns.
- Have an advance directive, such as a Living Will or the designation of a surrogate decision maker, respected to the extent provided by the law and company policy.
- When appropriate, families are informed about the outcomes of care, and services, including unanticipated outcomes.
- To have the company to respect the safety and security of the patient and their property.
- To have the right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- To be involved in decisions and resolve dilemmas that may arise about care/services.

PATIENT RESPONSIBILITIES

The patient has the responsibilities to

- Provide complete and accurate information concerning present complaints, past illnesses, hospitalizations, medications (including prescribed and non-prescribed medications and herbals), allergies, and other pertinent information as appropriate to the care/services provided.
- Provide to the company all requested insurance and financial information.
- Sign the required consent and release forms for billing purposes for care/service and/or video, audio purposes (if applicable).
- Participate in your care/service by asking questions and expressing concerns.
- Participate in your care/service by being present in the home to receive deliveries and provide access to the home for such deliveries and pick-ups.
- Provide a safe home environment in which your care/service can be provided.
- Cooperate with your doctor, our staff, and other caregivers and express any concerns about care/service you don't understand.
- Accept consequences for care or services or for refusal of care or service.
- Treat the Company personnel with respect and consideration.
- Abide by the Company's policies and procedures.
- Use home medical equipment with reasonable care, in conjunction with the physician's orders, not altering or modifying the equipment such that it is returned in good working condition.
- Accept all financial responsibility for home medical equipment, and medications furnished by the Company.
- Notify the Company of any change in address, telephone number, physician, information regarding scheduled appointments, changes in prescriptions, changes in financial information, or any other changes in information related to the provision of care/services.
- Notify the Company of any variations in continuity of care/service including unscheduled hospitalizations, adverse reactions, side effects, symptoms, pain, other incidents, or any dissatisfaction or problems with your care.

The rights and responsibilities can and should be exercised on the patient's behalf by a parent, guardian, designated surrogate, or proxy decision-maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

EMERGENCY PREPAREDNESS - NATURAL HAZARD

Things To Do Now

Phone your physician and discuss what he recommends you do in case of a natural hazard.

Consider:

- Frequency of treatments if short of breath.
- Substitution of portable inhalers and/or nebulizers for your aerosol treatments if electricity fails.
- Prescriptions for sufficient medications to last for at least seven days.
- Your oxygen requirements and storage of extra oxygen.
- Procedures such as exercises, pursed lip breathing, etc. that will help your breathing.

Use that information to develop a personal action plan, which describes what you will do in case a natural hazard threatens your area.

- Will you enter a hospital?
- Which one?
- How will you get there?
- Will you stay at home?
- Will you stay with friends or relatives?
- Will you temporarily leave the area during the threat?
- Will you go to a Red Cross shelter?
- How will you get there?

If hospitalization is not needed, you should assemble a portable survival kit which includes:

- An adequate supply of medication (a small cooler with frozen gel packs is handy for packing refrigerated items)
- Extra oxygen
- Substitute breathing equipment such as hand nebulizers, portable inhalers, etc. in case of electrical failure
- Supplies for cleaning respiratory equipment:
 - Mild liquid detergent
 - One bottle brush
 - One large dish pan
 - White vinegar
 - Alcohol and cloth
 - Paper or cloth towel
 - Distilled water

- If you decide to stay at home, phone or write your local power company and ask for a representative to explain their life sustaining medical equipment program (refer to your electric bill for information concerning your local power company).
- If evacuation may be necessary, try to arrange transportation with friends or relatives.
- If that can't be done, phone or write the
- Emergency Preparedness Office (Civil Defense) and request to be placed on their disabled list. 334-297-9895

Practical Points

- Have your action plan items including portable survival kit items on hand at all times during hurricane or tornado season, winter or thunderstorms, or flash floods.
- Keep handy your medical identification cards, physicians' names and phone numbers, and all papers bearing pertinent information.
- Know your medication and keep an extra week's supply on hand. Know how to clean your respiratory therapy equipment.
- Have plenty of tissue.

Reminders

- Make sure you have all items on your checklist. Do not wait until the last minute to shop.
- Try to stay relaxed to decrease oxygen consumption
- Evacuation and/or preparation efforts should be completed before the storm hits.
- Stay indoors during the storm.
- Keep your television set or portable radio tuned for weather advisories.
- Do not go outdoors after rain and winds subside. You may be in the eye of the storm and the violent weather will soon return. After the storm passes there may be downed electrical wires, dangerous debris, snakes seeking high ground, etc.
- There is a possibility that you may be without electricity and/or phone service several days or longer. (have flashlight, portable radio and extra batteries on hand).

Remember ... Be prepared

For evacuation information and location of Red Cross shelters, contact your local Emergency Management Agency (Civil Defense). 334-297-9895