

Early Light Pharmacy LLC

1746 N Milpitas Blvd Suite 2

Milpitas, CA 95035-2713

(408) 780-2882

Education Booklet

This package is meant to inform you of your Rights and Responsibilities, Supplier Standards, HIPPA Information and how you can file a complaint or give compliments.

Our Mission Statement

It is our mission at Early Light Pharmacy LLC to provide the best care to our patients by showing compassion, professionalism, and respect. Early Light Pharmacy LLC strives to incorporate new products to ensure our patients benefit from what our industry has to offer. Early Light Pharmacy LLC takes pride in educating our patients so that they may make the best-informed decision about their care. Thank you for choosing Early Light Pharmacy LLC as your supplier for durable medical equipment. We appreciate your business and look forward to serving you and providing you with quality equipment and service

Location, Hours of Operation and Emergency Service

Early Light Pharmacy LLC is located at 1746 N Milpitas Blvd Suite 2, Milpitas, CA 95035-2713; our hours of operation are posted on our door. We can be reached by phone at (408) 780-2882 during our normal business hours. Should you need our assistance after-hours, please call (408) 780-2882. Please be ready to provide your name, phone number and reason for the call. In the case of a medical emergency please call 911.

Insurance Coverage and Payment of Services

Early Light Pharmacy LLC will bill your insurance company for the equipment they provide to you in most cases. Coverage and payment for our equipment will be based on your insurance policy. When possible, we will inform you of your financial responsibility regarding expected co-payments and deductible at the time of delivery. As the patient, you will be responsible for all deductibles, co-insurance, and non-covered charges that are not reimbursed by their insurance company.

Medicare Reimbursement Policies

Once your Medicare Part B deductible is met, Medicare pays 80% of their allowable charges for covered equipment and services leaving the patient with a 20% co-payment. If you do not have a supplemental policy or Medicaid that covers this 20% co-payment and/or your deductible, we are required by Medicare to bill you for the remaining unpaid allowable amount.

Inexpensive or Routinely Purchased Medical Equipment

Medicare requires us to inform you that you have an option to either rent or purchase inexpensive or routinely purchased medical equipment. These items typically have a purchase price of less than \$150.00. Examples of this type of equipment include: canes, walkers, crutches, commode chairs, low pressure and positioning equalization pads, home blood glucose monitors, seat lift mechanisms, bed side rails, and traction equipment. Early Light Pharmacy LLC may choose to not rent certain items!

Capped Rental Items

Items such as hospital beds, wheelchairs, alternating pressure pads, air-fluidized beds, nebulizers, suction pumps, continuous airway pressure (CPAP) devices, patient lifts, and trapeze bars are defined by Medicare as capped rental items. Medicare will pay a monthly rental fee for a period not to exceed 13 months, after which ownership of the equipment is transferred to the Medicare beneficiary. After ownership of the equipment is transferred to the Medicare beneficiary, it is the beneficiary's responsibility to arrange for any required equipment service or repair.

General Home Safety Information

Here are some helpful guidelines to help you keep a careful eye on your home and maintain safe habits. The safe way is always the right way to do things. Shortcuts may hurt. Correct unsafe conditions before they cause an accident. Take responsibility. Keep your home safe. Keep emergency phone numbers handy.

Medicines

- If children are in the home, store medications and poisons in childproof containers and out of reach.
- All medicines should be labeled clearly and left in original containers.
- Do not give or take medicines that were prescribed for other people.
- When taking or giving medicines, read the label and measure doses carefully.
- Know the side effects of the medicines you are taking.
- Throw away outdate medicines by pouring down a sink or flushing down the toilet.

Mobility items

When using mobility items to get around such as canes, walkers, wheelchairs or crutches you should use extra care to prevent slips and falls.

- Use extreme care to avoid using walkers, canes or crutches on slippery or wet surfaces.
- Always put the wheelchairs or seated walkers in the lock position before standing up or sitting down.
- Wear shoes when using these items and try to avoid obstacles in your path and soft and uneven surfaces.

Slips and Falls

Slip and falls are the most common and often the most serious accidents in the home. Here are some things you can do to prevent them in your home.

- Arrange furniture to avoid an obstacle course
- Install handrails on all stairs, showers, bathtubs and toilets.
- Keep stairs clear and well lit.
- Place rubber mats and/or grab bars in showers and bath tubs.
- Use bath benches or shower chairs if you have muscle weakness, shortness of breath or dizziness.
- Wipe up all spilled water, oil or grease immediately.
- Pick up and keep surprises out from under foot, including electrical cords and throw rugs.
- Keep drawers and cabinets closed
- Install good lighting to avoid groping in the dark.

Electrical Accidents

Watch for early warning signs – overheating, a burning smell, sparks. Unplug the appliance and get it checked right away. Here are some things you can do to prevent electrical accidents.

- Keep cords and electrical appliances away from water.
- Do not plug cords under rugs, through doorways or near heaters. Check cords for damage before use.
- Extension cords must have a big enough wire for larger appliances.
- If you have a broken plug, outlet or wire, get it fixed right away.
- Use a ground on 3-wire plugs to prevent shock in case of electrical “fault.”
- Do not overload outlets with too many plugs.
- Use three-prong adapters when necessary.

Smell Gas?

- Open windows and doors.
- Shut off appliance involved. You may be able to refer to the front of your telephone book for instructions regarding turning off the gas to your home.
- Don't use matches or turn on electrical switches.
- Don't use telephone – dialing may create electrical sparks.
- Don't light candles.
- Call Gas Company from a neighbor's home.
- If your gas company offers free annual inspections, take advantage of them.

Fire

Pre-plan and practice your fire escape. Plan at least two ways out of your home. If your fire exit is through a window, make sure it opens easily. If you are in an apartment, know where the exit stairs are located. Do not use the elevator in a fire emergency. You may notify the fire department ahead of time if you have a disability or special needs. Here are some steps to prevent fires:

- Install smoke detectors. They are your best early warning. Test frequently and change the battery every year.
- If there is oxygen in use, place a "No Smoking" sign in plain view of all persons entering the home.
- Empty wastebaskets and trashcans regularly.
- Do not toss matches into wastebaskets. Wet down first or dump into toilet.
- Have your chimney and fireplace checked frequently. Look for and repair cracks and loose mortar. Keep paper, wood and rugs away from area where sparks could hit them.
- Be careful when using space heaters.
- Follow instructions when using heating pad to avoid serious burns.
- Keep a fire extinguisher in your home and know how to use it.

If you have a fire or suspect fire

1. Take immediate action per plan –Escape is your top priority.
1. Get help on the way – with no delay. CALL 9-1-1.
2. If your fire escape is cut off, close the door and seal the cracks to hold back smoke. Signal help from the window.

*****IF YOU ARE DEPENDENT ON UTILITIES (gas, phone, electricity),
REGISTER AS A HIGH PRIORITY CUSTOMER WITH EACH*****

Emergency Preparedness Plan

Early Light Pharmacy LLC has a comprehensive emergency preparedness plan in case a disaster occurs. Disasters may include fire to our facility, ice storms, tornadoes and community evacuations. Our primary goal is to continue to service your health care needs. It is your responsibility to contact Early Light Pharmacy LLC regarding any medications or supplies you may require when there is a threat of disaster or inclement weather so that you have enough medication or supplies to sustain you. If a disaster occurs, follow instructions from the civil authorities in your area. There may be circumstances where Early Light Pharmacy LLC cannot meet your needs due to the scope of the disaster. In that case, you must utilize the resources of your local rescue or medical facility.

Disaster Prevention – Plan Ahead and Be Prepared

In the event of a natural disaster or severe weather, we recommend the following actions:

- Listen to your local radio stations for weather condition updates.
- Have a list of emergency telephone numbers including fire, police, ambulance, health care providers and utility companies available.
- Keep emergency supplies (blankets, extra water, flashlights, candles and matches and portable radio) on hand.
- Develop an alternative plan of escape from your home.

If there is a medical emergency:

- Attempt to contact local emergency services.
- Attempt to call "911".
- If equipment exists, attempt to contact us at **(408) 780-2882** during regular business hours or at **(408) 780-2882** after hours.
- Poison Control number is 1-800-222-1222.
- If unable to make needed telephone contact, make your way to the nearest hospital.

Infection Control Information

1. Always wash your hands prior to working with equipment and/or medication delivery devices.
1. Wipe off exterior surface of equipment with lint free cloth.
2. Dispose of oxygen tubing on a regular basis, as directed or following an illness.
3. Consult the written educational material provided to you at the time of set-up for further information specific to your equipment.

Abuse & Neglect

Employees of Early Light Pharmacy LLC must report the abuse or neglect of clients, where the employee knows or suspects that such abuse or neglect has occurred. This includes children, dependent adults, elders, spousal or partner abuse.

In the event a company employee observes suspected abuse or physical neglect in his or her professional capacity, the company shall report it to the appropriate local agency or authorities (i.e., law enforcement, county welfare department).

Healthcare professionals are not liable for either civil damages or criminal prosecution as a result of making such a report unless it is proven they made a false report with malice.

The responsibility of Early Light Pharmacy LLC ends with the reporting of the observation to the appropriate agency.

Call 1-800-422-4453 if you suspect you or know someone who has been abused or neglected.

Advance Directives

The best person to make decisions about your medical care is you. The best time to make decisions about what kind of medical care you would like, should you become terminally ill, is in advance, while you are healthy and able to make your wishes known.

What is an Advance Directive?

An advance directive is a written or oral statement that is made and witnessed in advance of serious illness or injury describing your wishes with regard to medical decisions. An advance directive allows you to state your choices about healthcare or to name someone to make those choices for you should you become unable to make decisions about your medical treatment or care.

What is a Living Will?

A living will generally describes the type of medical care you want or do not want if you are unable to make your own decisions. It is called a *Living Will* because it takes effect while you are still living. You may wish to speak to an attorney or physician to be certain you have completed the living will in a way that your wishes will be understood.

What is a Healthcare Surrogate Designation?

A "healthcare surrogate designation" is a signed, dated and witnessed document naming another person such as a spouse, child or close friend as your agent to make medical decisions for you should you become unable to make them for yourself. This designation is often included in the Living Will.

You may wish to name a second person as an alternate, should your first choice for healthcare surrogate not be available. Be sure, however, to notify these persons that you have named them as healthcare surrogates, and inform them of your wishes. It is also a good idea to give them, as well as your physician and attorney, a copy of both your living will and the healthcare surrogate designation documents.

Do I have to complete an Advance Directive under (state) law?

No, there is no legal requirement to complete an advance directive. However, if you have not completed an advance directive or designated a healthcare surrogate, healthcare decisions may be made for you by a court appointed guardian, your spouse, your adult child, your parent, your adult sibling, an adult relative or a close friend, in that order.

What if I change my mind after I have completed a Living Will and/or designated a Healthcare Surrogate?

You can change or cancel these documents at any time, either orally, or in writing.

What should I do with my Advance Directive?

Make sure that someone, such as your physician, lawyer or family member knows that you have an advance directive and where it is located.

If you have designated a healthcare surrogate:

- Give that person a copy or the original.
- Give your physician a copy for your medical file.
- Keep a copy of your advance directive in a place where it can be found easily.
- Keep a card or note in your wallet or purse that states that you have an advance directive and where it is located.

If you change your advance directive, make sure your physician, lawyer and/or family member has the latest copy.

Early Light Pharmacy LLC

BILL OF RIGHTS AND RESPONSIBILITIES

Home care clients have a right to be notified in writing of their rights and obligations before treatment is begun. The client's family or guardian may exercise the client's rights when the client has been judged incompetent. Home care providers have an obligation to protect and promote the rights of their clients, including the following rights:

You have the right to:

- Be treated with dignity, courtesy and respect
- Have relationships with home care providers that are based on honest and ethical standards of conduct
- Privacy in treatment and personal care
- Reasonable coordination and continuity of services from referring agency to home medical equipment service provider, timely response when home care equipment is needed or requested and to be informed in a timely manner of impending discharge
- Be fully informed upon admission of the company's policies, procedures, ownership or control of the local facility and the process for receiving, reviewing and resolving your complaints or concerns
- Receive complete explanations of charges for services and equipment including eligibility for third-party reimbursement and an explanation of all forms you are requested to sign
- Receive quality homecare equipment and services that meet or exceed professional and industry standards regardless of race, religion, political belief, sex, social status, age, or disability
- Receive homecare equipment and services from qualified personnel and effective operation of equipment and your responsibilities regarding home care equipment and services including pain and pain management modality
- Participate in decisions concerning the nature and purpose of any technical procedure which will be performed and who will perform it, the possible alternatives and/or risks involved and your right to refuse all or part of the services and to be informed or expected consequences of any such action
- Confidentiality of all your records (except as otherwise provided for by law or third-party payer contracts) and to review and even challenge those records and to have your records corrected for accuracy
- Express dissatisfaction and to suggest changes in any service without discrimination, reprisal, or unreasonable interruption of services
- Be advised of any changes in the plan of care before the change is made
- Participate in the planning of the care and in planning changes in the care and to be advised that you have the right to do so
- Accept or refuse medical treatment while competent and to make decisions about care/services to be received should you lose competency
- Be free from mental and physical abuse
- Refuse experimental treatment

Client Responsibilities:

- Adhere to the plan of treatment or services established by their physician
- Participate in the development of an effective plan of care which will involve the management of pain, if appropriate
- Provide medical and personal information necessary to plan and provide services
- Communicate any information, concerns and/or questions related to pain
- Be available at the time deliveries are made and to allow Early Light Pharmacy LLC's representative to enter their residence at reasonable times to repair or exchange equipment or to provide care
- Notify the company if he/she is going to be unavailable
- Treat company personnel with respect and dignity without discrimination
- Provide a safe environment for staff to provide care and services
- Care for and safely use equipment, according to instructions provided, for the purpose it was prescribed and only for/on the client for whom it was prescribed
- Monitor the quantity of oxygen, nutritional products, medication and supplies in their homes and reorder as required to assure timely delivery of the required items
- Protect equipment from fire, water, theft, or other damage. The client agrees not to transfer or allow his/her equipment to be used by any other person without prior written consent of the company and further agrees not to modify or attempt to make any repairs of any kind to equipment
- Except where contrary to federal or state law, the client is responsible for equipment rental and sales charges which the client's insurance company or companies does not pay. The client is responsible for settlement in full of his/her accounts
- The company should be notified of any changes in the client's physical condition, physician's prescription or insurance coverage.
- Notify the company immediately of any address or telephone changes whether temporary or permanent
- Inform agency of any changes in Advance Directives

After-Hours Services: An answering machine will answer Early Light Pharmacy LLC's phone after normal business. You may leave a message for a return call during regular business hours or you may call our after-hours assistance number at (408) 780-2882. In the event of an emergency, please call 911.

Complaint Procedure: Early Light Pharmacy LLC has a formal grievance procedure that ensures that your concerns shall be reviewed and an investigation started within 48 hours. Every attempt shall be made to resolve all grievances within 14 days. You will be informed in writing of resolution.

Early Light Pharmacy LLC

NOTICE OF PRIVACY PRACTICES

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

USES AND DISCLOSURES

Treatment. Your health information may be used by staff members or disclosed to other health care professionals for the purpose of evaluating your health, diagnosing medical conditions, and providing treatment. For example, results of laboratory tests and procedures will be available in your medical record to all health professionals who may provide treatment or who may be consulted by staff members.

Payment. Your health information may be used to seek payment from your health plan, from other sources of coverage such as an automobile insurer, or from credit card companies that you may use to pay for services. For example, your health plan may request and receive information on dates of service, the services provided, and the medical condition being treated.

Health care operations. Your health information may be used as necessary to support the day-to-day activities and management of Early Light Pharmacy LLC. For example, information on the services you received may be used to support budgeting and financial reporting, and activities to evaluate and promote quality.

Law enforcement. Your health information may be disclosed to law enforcement agencies to support government audits and inspections, to facilitate law-enforcement investigations, and to comply with government mandated reporting.

Public health reporting. Your health information may be disclosed to public health agencies as required by law. For example, we are required to report certain communicable diseases to the state's public health department.

Other uses and disclosures require your authorization. Disclosure of your health information or its use for any purpose other than those listed above requires your specific written authorization. If you change your mind after authorizing a use or disclosure of your information you may submit a written revocation of the authorization. However, your decision to revoke the authorization will not affect or undo any use or disclosure of information that occurred before you notified us of your decision to revoke your authorization.

ADDITIONAL USES OF INFORMATION

Equipment and/or Supplies reminders. Your health information will be used by our staff to send you equipment and/or supplies reminders.

Information about treatments. Your health information may be used to send you information that you may find interesting on the treatment and management of your medical condition. We may also send you information describing other health-related products and services that we believe may interest you.

INDIVIDUAL RIGHTS

You have certain rights under the federal privacy standards. These include:

- The right to request restrictions on the use and disclosure of your protected health information
- The right to receive confidential communications concerning your medical condition and treatment
- The right to inspect and copy your protected health information
- The right to amend or submit corrections to your protected health information
- The right to receive an accounting of how and to whom your protected health information has been disclosed
- The right to receive a printed copy of this notice

Early Light Pharmacy LLC Duties

We are required by law to maintain the privacy of your protected health information and to provide you with this notice of privacy practices.

We also are required to abide by the privacy policies and practices that are outlined in this notice.

RIGHT TO REVISE PRIVACY PRACTICES

As permitted by law, we reserve the right to amend or modify our privacy policies and practices. These changes in our policies and practices may be required by changes in federal and state laws and regulations. Upon request, we will provide you with the most recently revised notice on any office visit. The revised policies and practices will be applied to all protected health information we maintain.

REQUESTS TO INSPECT PROTECTED HEALTH INFORMATION

You may generally inspect or copy the protected health information that we maintain. As permitted by federal regulation, we require that requests to inspect or copy protected health information be submitted in writing. You may obtain a form to request access to your records by contacting **Intake Personnel** or **Privacy Officer**. Your request will be reviewed and will generally be approved unless there are legal or medical reasons to deny the request.

COMPLAINTS

If you would like to submit a comment or complaint about our privacy practices, you can do so by sending a letter outlining your concerns to:

**Privacy Officer
Early Light Pharmacy LLC
1746 N Milpitas Blvd Suite 2
Milpitas, CA 95035-2713**

If you believe that your privacy rights have been violated, you should call the matter to our attention by sending a letter describing the cause of your concern to the same address.

You will not be penalized or otherwise retaliated against for filing a complaint.

CONTACT PERSON

The name and address of the person you can contact for further information concerning our privacy practices is:

**Privacy Officer
Early Light Pharmacy LLC
1746 N Milpitas Blvd Suite 2
Milpitas, CA 95035-2713
(408) 780-2882**

EFFECTIVE DATE

This notice is effective on or after **01/01/2019**

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 sign and posted hours of operation.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll-free number available through directory assistance. The exclusive use of a beeper, answering machine, 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 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.
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, 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. Must meet the surety bond requirements specified in 42 C.F.R. 424.57(c). *Implementation date- May 4, 2009*
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.

Equipment Operating Instructions

Cane/Quad Cane

Fitting: The height should be adjusted so that the top of the cane is even with the break in your wrist and/or your hip joint. Place the cane 6 inches in front of you and 6 inches to the side. Your elbow should be bent at a 20 – 30 degree angle. Adjust height for cane by aligning snap button with appropriate adjustment hole and tighten outer cane sleeve lock

Use: The cane should be used in the hand opposite of your injured or weaker leg. Stand in a triangular position. Place your good foot behind your body and your weak/injured foot in front of you opposite of the cane, forming the three points of a triangle. The toe of your weak/injured foot should line up with the cane. Move the good foot first to the front of your body and maintain a triangular position. Then move your weak/injured foot and the cane together in front of your good foot. Make sure that the cane tip meets the floor flatly. Take short steps to maintain your balance.

General Safety: Prior to use check the spring buttons to ensure they are properly engaged and make sure cane sleeve lock is tight. Make sure walkways are clear.

Walker

Fitting: The height should be adjusted so that the top of the walker is even with the break in your wrist and/or your hip joint. Your elbow should be bent at a 20 – 30-degree angle. Adjust height for walker by aligning snap button of each leg extension with appropriate adjustment hole in leg frame. Ensure snap buttons are fully engaged into adjustment hole of each leg frame and are at the same height before using.

General Safety: Prior to use check the spring buttons to ensure they are properly engaged and that the walker is locked open (will not fold). Make sure walkways are clear.

Crutches

Height Adjustment:

1. Adjusting Handle Position – Remove the wing nut and bolt securing the handle to the crutch. Align the handle with the desired set of adjustment holes. Secure with wing nut and bolt. Repeat for other crutch.
2. Adjust the Leg Extension – Depress both snap buttons on the leg extension and allow them to snap through the desired adjustment holes on the crutch leg frame. Make sure snap buttons are fully engaged and locked in place before use. Repeat for other crutch.

Installation Warnings: Proper height adjustments must be made to both the leg extension and the hand grip. Be sure that snap buttons are fully protruding through the same respective adjustment hole of each leg extension. This ensures that the adjustable legs are securely locked into position and an even height adjustment is obtained. Wing nuts must be tight at all times. Ensure that rubber crutch tips are not ripped, worn or missing. Replace before using the crutches.

Bedside Commode (3 in 1)

Leg Height Adjustment:

1. Select desired height for commode by aligning snap button of each leg extension with appropriate adjustment hole in leg frame.
2. Ensure snap buttons are fully engaged into adjustment hole of each leg frame and are at the same height before using.

General Warnings: Leg extensions with rubber tips must be in contact with the floor at all times. Commode seat must be down before sitting on the commode. Pail holders are not constructed to support the weight of an individual, only the pail and its contents.

Installation Warnings: Ensure that the snap buttons fully protrude through the same respective adjustment hole of each leg extensions are securely locked in position and an even height adjustment is achieved. Make sure all screws, nuts and/or bolts are tight at all times. Inspect rubber tips on the leg extensions for rips, tears, cracks or wear or if they are missing. Replace them immediately if any of these conditions exist.

Braces/Splints/Supports

Fit should be snug enough to stay in place but not tight enough to decrease circulation in affected area.

Hospital Bed

Operating Instructions:

1. Ensure outlet is grounded and plug in power cord.
2. Use manual crank to change bed height to desired level.
3. Use hand control to change head and/or foot elevation.

General Safety: When operating/moving bed, always ensure that the individual utilizing the bed is positioned properly within the confines of the bed. Do not let any extremities protrude over the side or between the bed rails when

performing these functions. Keep rails in raised position when patient is in the bed. Keep all moving parts, including the main frame, mattress deck (head and foot springs sections) and all drive shafts, free of obstruction (i.e. blankets/sheets, heating blankets/pads, tubing, wiring, etc. and other types of products using electric cords which may get tangled around the bed, side rails or legs during operation of the bed. When transferring into or out of the bed, always engage the wheel locks. Inspect the wheel locks for correct locking action before actual use. Do not allow any individual under the bed at any time. When using liquids of any kind in or around the electric bed, care should be taken to ensure that they are not spilled. If a liquid is spilled in or around the electric bed, unplug the electric bed immediately. Clean up the spill and allow the electric bed or the area around the electric bed to dry thoroughly before using the electric controls again. Do not use the side rails as push handles for moving the bed. Electric beds are equipped with three-prong (grounding) plugs for protection against possible shock hazards. Do not, under any circumstances, cut or remove the round grounding prong from any plug. Never operate if the unit has a damaged cord or plug. Keep all electrical cords away from heated or hot surfaces.

Patient Lift

Operation:

1. Using the steering handle, push the patient lift underneath the bed.
2. Open the base legs for optimum stability and safety.
3. Lower the patient lift for easy attachment of the sling hardware or straps.
4. Attach the color-coded straps, chains, O-rings or D-rings to the strap hooks or the chain hooks.
5. Pump the lift handle or turn the handle clockwise (clicking sound is normal) to raise the patient above the bed. The patient should be elevated high enough to clear the bed and their weight supported by the lift.
6. When the patient is lifted from the bed (with the patient's head supported), he/she will be raised to a sitting position.
7. When patient is clear of the bed surface, swing their feet off the bed.
8. Using the steering handles, move the patient lift away from the bed.
9. When moving the patient lift away from the bed, turn patient so that he/she faces attendant operating the patient lift.
10. Open control valve lowering patient so that his/her feet rest on or over the base of the lift, straddling the mast.

Close control valve.

11. Pull the patient lift away from the bed and push from behind with both hands.
12. Once the patient is in front of the object on which they are to sit/lay, the patient should be elevated high enough to clear the object and their weight supported by the lift. (The base legs of the lift should be open.)
13. With the help of the attendants, guide the patient onto the object.
14. Lower the patient onto the object leaving the sling attached to the swivel bar.
15. When complete, recheck for correct attachment and then raise the patient off the object.
16. To return patient to bed, reverse the procedures concerning lifting the patient, operation and sling attachment.

General Safety: Do not attempt any transfer without the approval of the patient's physician, nurse or medical attendant. Use common sense in all lifts. Special care must be taken with physically challenged individuals who cannot cooperate while being lifted. Use a sling that is recommended by the patient's physician, nurse or medical attendant for the comfort and safety of the individual being lifted. Do not use any kind of plastic back incontinence pad or seating cushion between the patient and sling material that may cause the patient to slide out of the sling during a transfer. When using an adjustable base lift, the legs must be in the maximum opened/locked position before lifting the patient. Before transferring a patient from a stationary object (wheelchair, commode, bed, etc.), slightly raise the patient off the stationary object and check all sling hardware for secure attachment to include swivel bar, straps, S-hooks, and D or O-rings. If any attachment is not correct, lower the patient and correct the problem, then raise the patient and check again. During transfer, with patient suspended in a sling attached to the lift, do not roll caster base over objects such as carpets, raised carpet bindings, door frames, or any uneven surfaces or obstacles that would create an imbalance of the patient lift and could cause the patient lift to tip over. Use steering handles on the mast at all time to push or pull the patient lift. Do not exceed maximum weight limitation of the patient lift. Do not use the rear locking casters when patient is in the lift. Patient's arms should be inside the chains or straps. Adjustments for safety and comfort should be made before moving the patient.

Overlays

Gel Overlay

Place gel overlay on top of mattress and attach to mattress using corner straps.

Alternating Pressure Pad and Pump

Place APP on top of mattress and attach to mattress using corner straps. Ensure electric cord of the pump is plugged into properly grounded electric outlet. Ensure tubing is securely attached from pump to pad. Turn power on pump on.

Trapeze Bar

Bar should be attached at a height above the patient's head but within arms' reach. Patient should grab bar and hold on tightly while pulling to adjust their position as desired. Trapeze bar should not be used as a toy nor should it be used as a swing.

Manual Wheelchair/Transport Chair

Operating Information: Always keep hands and fingers clear of moving parts to avoid injury. Do not traverse, climb, or go down ramps or slopes greater than 9 degrees. Do not attempt to move up or down an incline with a water, ice or oil film. Do not operate on roads, streets or highways. Do not attempt to ride over curbs or obstacles. Doing so may cause your wheelchair to tip over and cause bodily harm to you or damage to the wheelchair. Do not attempt to reach objects if you have to move forward in the seat. Do not attempt to reach objects if you have to pick them up from the floor by reaching down between your knees. Do not lean over the top of the back upholstery to reach objects behind you, as this may cause the wheelchair to tip over. Do not shift your weight or sitting position toward direction you are reaching as the wheelchair may tip over. Do not attempt to stop a moving wheelchair with wheel locks. Wheel locks are not brakes. Do not tip the wheelchair without assistance. Do not use an escalator to move a wheelchair between floors. Serious bodily injury may occur. Before attempting to transfer in or out of the wheelchair, every precaution should be taken to reduce the gap distance. Turn both casters parallel to the object you are transferring onto. When transferring to and from the wheelchair, always engage both wheel locks. Do not attempt to lift the wheelchair by any removable (detachable) parts. Lifting by means of any removable (detachable) parts of the wheelchair may result in injury to the user or damage to the wheelchair. Do not stand on the frame of the wheelchair. Do not use the footplate as a platform. When getting in or out of the wheelchair, make sure that the footplates are in the upward position. Always wear your seat positioning strap. Always use the hand rims for self-propulsion (this does not apply to transport chair as there are no hand rims).

Wheelchair Cushions

Place cushion in wheelchair, either in seat for seat cushion or at back for back cushion, and attach using straps attached to cushion.

Power Wheelchair and Scooter

Operating Information: Always shift your weight in the direction you are turning. Do not shift your weight in the opposite direction of the turn. Do not engage or disengage the motor release levers until the power is in the off position. Before performing any maintenance, adjustment or service verify that the On/Off switch is in the off position. Always keep hands and fingers clear of moving parts to avoid injury. Do not traverse, climb, or go down ramps or slopes greater than 9 degrees. Do not attempt to move up or down an incline with a water, ice or oil film. Do not operate on roads, streets or highways. Do not attempt to ride over curbs or obstacles. Doing so may cause your wheelchair to tip over and cause bodily harm to you or damage to the wheelchair. Do not attempt to lift the wheelchair by any removable (detachable) parts. Lifting by means of any removable (detachable) parts of the wheelchair may result in injury to the user or damage to the wheelchair. Do not stand on the frame of the wheelchair. Avoid storing or using the wheelchair near open flame or combustible products. Serious injury or damage to property may result. Do not attempt to recharge the batteries and operate the wheelchair at the same time. Do not operate wheelchair with extension cord attached to the AC cable. Do not attempt to recharge the batteries when the wheelchair is outside. Do not attempt to recharge the batteries when the wheelchair has been exposed to any type of moisture. Do not sit in the wheelchair while charging the batteries. Do not attempt to recharge batteries using both the on-board battery charger and an independent battery charger at the same time. Do not under any circumstances cut or remove the round grounding plug from the charger AC cable plug or the extension cord plug.

Compressor/Nebulizer

1. Ensure outlet is grounded, use adapter if required and plug power cord into outlet.
2. Place compressor on flat surface so that controls can be reached while seated and air vents are not blocked. Make sure there is at least 6 inches clearance on all sides of the unit.
3. Attach tubing to compressor outlet and the other end to the nebulizer.
4. Remove the top of the nebulizer and fill with medication according to physician's prescription. If you have any questions regarding the medication or prescription, please call your pharmacist.
5. Attach the mouthpiece to the nebulizer.
6. Turn the compressor on.
7. Observe the nebulizer as the air flow begins. If you cannot visually observe an aerosol mist coming out of the nebulizer, replace the nebulizer with another.
8. As the medication turns into an aerosol, place nebulizer mouthpiece in mouth and inhale slowly and deeply, exhale through the mouthpiece. Repeat the procedure until the nebulizer is empty and the aerosol mist is no longer coming out of the nebulizer. If you must take a break or are interrupted, turn the compressor off until the treatment can be finished. Treatment should take approximately 10 to 12 minutes.
9. Turn compressor off.
10. Clean nebulizer according to the instructions supplied with your nebulizer.

11. Check the filter on the compressor at least once a month and replace if significant discoloration is noticed around the middle of the filter or when the color begins to change.

Note: Always wash your hands before you begin treatment.

Oxygen

Safety: Users must not smoke while using this device. Keep all matches, lighted cigarettes or other sources of ignition out of the room in which this product is located. No smoking signs should be prominently displayed. Textiles and other materials that normally would not burn are easily ignited and burn with great intensity in oxygen enriched air. Failure to observe this warning can result in severe fire, property damage and cause physical injury or death. A spontaneous and violent ignition may occur if oil, grease or greasy substances come in contact with oxygen under pressure. These substances must be kept away from the oxygen concentrator, tubing and connections, and all other oxygen equipment. Do not use any Vaseline or other petroleum-based products on your skin or lips. Never permit oil, grease, or other petroleum-based products to come in contact with oxygen cylinders, valves, or regulators. Keep the oxygen tubing, cord, and unit away from heated or hot surfaces, including space heaters, blankets, stoves and similar electrical appliances. Do not move or relocate concentrator by pulling on the cord. Ensure that the concentrator is at least 9 inches away from walls, draperies of furniture to assure sufficient air flow. Avoid deep pile carpets and heaters, radiators or hot air registers. Do not overfill humidifier. Do not change the L/min setting on the flow meter unless a change has been prescribed by your physician or therapist. The concentrator must be located in another room at least seven feet away from the bath. Do not come in contact with the concentrator while wet. This equipment is to be used as an oxygen supplement and is not considered life supporting or life sustaining. Avoid creation of any spark near medical oxygen equipment. This includes sparks from static electricity created by any type of friction. Do not have any other item plugged into the outlet with the oxygen concentrator. Always keep concentrator in well-ventilated areas. Do not use more than 50 feet of oxygen tubing with oxygen concentrator and only a 7-foot cannula with a conserver. The patient must breathe through their nose to receive oxygen through a nasal cannula. Turn off concentrator and tanks when not in use. In the event of a power outage or concentrator malfunction, users should use tank oxygen (see below for Regulator & Conserver Instructions below) until power is restored or the concentrator is repaired or replaced.

Concentrator: Push the power switch to On. An alarm may sound for several seconds while the oxygen concentrator builds up to normal pressure. The green operating light should come on and the machine will begin to pressurize and produce oxygen. For humidification, add distilled water to the bubble humidifier. Fill to the bottom of the line on the humidifier. Refill humidifier with distilled water as necessary without over filling. The nasal cannula fits into the patient's nose with the tubing of the cannula running over and behind their ears. Keep it in place by sliding the adjuster under the chin. Make sure the prongs are face upward and follow the curve of the patient's nostrils. Never operate concentrator without filters or with dirty filters. In the event of power outage or malfunction, use oxygen tanks until power is restored or concentrator is repaired or replaced.

Regulator & Conserver Instructions: Tear white tape off the top of the oxygen tank. Position tank so the valve outlet is pointing away from the user and any other person. Take the green wrench, place it on the top of the oxygen tank, and slowly rotate counterclockwise to "crack" tank valve by opening the valve slightly and closing. Be sure the regulator or conserver is in the Off position. Place regulator/conserver on the oxygen tank so that the regulator or conserver prongs are correctly placed in the holes at the top side of the tank. Tighten the T-handle to attach the regulator or conserver onto the tank. Position tank so the valve outlet is pointing away from the user and any other person. Take the green wrench, place it on the top of the oxygen tank, and slowly rotate counterclockwise to open the flow of oxygen. Place fitted end of cannula tubing on cone shaped tip of regulator or conserver. Ensure tubing is free from any knots or kinks. Set regulator or conserver to prescribed liter flow.

CPAP/BiPAP

Operation

Ensure mask and tubing are securely attached to equipment and are free of holes, moisture, and tears. If using humidifier attached to equipment, add distilled water as necessary, but do not fill above max fill line. Ensure the electrical cord is securely plugged into a properly grounded electrical outlet and that the cord is not frayed. Put mask on the patient's face. Adjust headgear to secure mask to face. Turn on the CPAP or BiPAP. Adjust mask for leaks if necessary.

Maintenance

Check filter at least monthly. Change as necessary. Wash mask, headgear, and water chamber with mild soap (such as Ivory liquid), rinse, and air dry (not in direct sunlight). Replace tubing and/or mask whenever holes, tears, or rigidity develop and replace following respiratory illnesses. Replace headgear when elasticity is lost or Velcro no longer adheres. If using humidifier, replace all water in water chamber at least weekly.

Feeding Pump

Plug the pump into properly grounded electrical wall outlet. Fill the feeding bag prior to setting up the pump. Close roller clamp on pump set. Press "ON". Wait while pump performs systems check. To clear the volume delivered, press "VOL"; then immediately press "CLR". Set delivery rate pressing the increase arrow or decrease arrow. Set dose, if desired

pressing "DOSE" button, then immediately press appropriate arrow to set desired dose. Note: Setting the dose is not required to operate pump. Open loading arm by pressing the latch from the rear of the pump and rotating it downward into the fully open position. Insert bottom of drip chamber into lower drip chamber guide. Insert top of drip chamber into upper drip chamber guide. Insert tubing into loading arm. Slowly open clamp and fill entire line with fluid. If the pump is being used in a stationary setting such as an IV pole, then fill the drip chamber to the fill line of the drip chamber. If the pump is in an ambulatory setting, such as in its carrying case, only fill the drip chamber to the line indicated by the label behind the drip chamber. Close clamp. Attach pump set connector to feeding tube. Close loading arm by rotating upward counterclockwise until it latches shut. Open roller clamp, press "START HOLD." While pump is running, dots will flash across display.

Suction Machine

Place the suction machine on a sturdy surface that will support its weight. Plug the cord from the compressor into a properly grounded (three prong) electrical outlet. Before treatment, wash your hands with soap and water and dry completely. Connect the tubing to the outlet port on the lid of the collection bottle. Attach the suction catheter (Yankaur) to the other end of the connecting tubing.

Turn on the suction machine and check for negative pressure. To do this, kink the connecting tubing with the machine running and note the reading on the gauge. Adjust the pressure by turning the adjustment knob on the suction machine. Insert the suction catheter into the mouth advancing slowly to the back. If patient starts to cough or gag wait until the patient recovers before continuing. NEVER SUCTION FOR LONGER THAN 15 SECONDS. After suctioning the patient, suction water through the suction catheter until the catheter and tubing are clear. NEVER ALLOW THE SUCTION CONTAINER BOTTLE TO RISE ABOVE THE FILL LIMIT LINE. Turn machine off and wash your hands.

Seat Lift Mechanism

Place seat lift mechanism into chair. Plug electric cord into properly grounded outlet. Ensure electric power cord is not a tripping hazard and is not in a position to be cut or pinched. After you have set on the seat lift mechanism, push or pull the lever or levers to raise or lower the seat lift mechanism.

Lift Chair

Ensure electric power cord is plugged into properly grounded electric outlet. Ensure that electric power cord is positioned to get cut or pinched. Ensure hand control is within your reach. Once seated, use the buttons on hand control to raise or lower the chair as needed. Replace batteries in the battery backup after each use without electrical power to ensure proper operation without electrical power.

Glucometer

Operation

Ensure glucometer is coded to same code listed on the bottle of strips you are using. Ensure lancet is in lancing device. Place strip into glucometer, prick finger using lancet with lancet device, apply blood to strip, dry finger, wait on results, and record results in log book.

Diabetic Shoes

Wipe excess dirt off shoe using a soft cloth. Change inserts as needed (3 pair of moldable inserts are provided at time of shoe purchase).