

QOL dtec

Patient Information Packet

Committed to meeting your
medical supply needs so you can
achieve the lifestyle you desire.



Patient Information Packet

QOL DTec

1501 Belle Isle Ave. Suite 110 Mount Pleasant, SC 29464

843-252-0993

Hours of Operation:

Monday-Friday

8:00AM-5:00PM

Lunch from 12:00-1:00

Welcome! Thank you for choosing QOL DTec. to be your Medical Supplies and Equipment Supplier. This packet provides you with information for your overall health care. Please keep this packet handy for reference. Please call our office at any time if you have questions.

We are dedicated to providing professional and comprehensive medical products to our patients. We provide the most up-to-date quality products available, and we genuinely care for the patients we serve.

Our services include the following:

- 24 hours, 7 days-a-week emergency services by calling our 843-252-0993 number
- Patient instruction and training
- Assessment and/or in-service training visits, as ordered by your physician
- Qualified and knowledgeable staff
- Trackable USPS or UPS Delivery
- Assistance with your reimbursement and billing questions in relation to your insurance carrier requirements

This packet provides the following information:

- Your Rights and Responsibilities as a patient
- Our Service, Delivery and Warranty Policies
- Our Financial/Billing and Payment Policies
- Medicare Supplier Standards
- Guidelines for Infection Control in the Home
- Emergency Preparedness Information
- Notice of Privacy Practices
- Our Grievance and Complaint Procedures
- Patient Communication Form

Patient's Bill of Rights and Responsibilities

Patient Rights - You have the right:

1. Be fully informed in advance about service to be provided, including the disciplines that furnish care and the frequency of visits as well as any modifications to the service plan.
2. Participate in the development and periodic revision of the plan of service.
3. Informed consent and refusal of service after the consequences of refusing service are fully presented.
4. Be informed, both orally and in writing, in advance of service being provided, of the charges, including payment for service expected from third parties and any charges for which the patient will be responsible.
5. Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
6. Be able to identify staff members through proper identification.
7. Voice grievances/complaints regarding service, lack of respect of property or recommend changes in policy, staff, or service without restraint, interference, coercion, discrimination, or reprisal.
8. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
9. Choose a health care provider.
10. Confidentiality and privacy of all information contained in the patient record and of Protected Health Information.
11. Be advised on agency's policies and procedures regarding the disclosure of patient records
12. Receive appropriate service without discrimination in accordance with physician orders.
13. Be informed of any financial benefits when referred to an organization.
14. Be fully informed of one's responsibilities.
15. Be informed of provider service limitations.

Patient Responsibilities - You have the Responsibility:

1. To ask questions about any part of the plan of service or plan of care that you do not understand
2. To protect the equipment from fire, water, theft or other damages while it is in your possession
3. To use the equipment for the purpose for which it was prescribed, following instructions for use, handling, care, safety and cleaning.
4. To supply us with needed insurance information necessary to obtain payment for services and assume responsibility for charges not covered. You are responsible for settlement in full of your account.
5. To be at home for scheduled visits or notify us to make other arrangements
6. To notify us immediately of:
 - a. Equipment failure, damage or need of supplies
 - b. Any change in your prescription or physician
 - c. Any change or loss in insurance coverage
 - d. Any change in address or telephone number, whether permanent or temporary

- e. Any discontinued equipment or services
- 7. To be respectful of the property owned by our company and considerate of our personnel
- 8. To contact us if you acquire an infectious disease during the time we provide service.

Service, Delivery and Warranty

Business Hours

Our hours of operation are listed for our location on page one (1) of this packet. 24-hour emergency service is available by calling 843-252-0993 after hours and on weekends and holidays.

Delivery

All orders are delivered directly to patient's home via a Patient Care Technician. QOL dtec provides its patients with the option to enroll in email shipping and tracking updates. If any product received is damaged, please call our patient support team at 843-252-0993.

Rental Equipment

Patients are responsible for routine maintenance and cleaning of equipment according to the instructions provided. Service, parts and labor are provided free of charge on rental equipment (except in the case of misuse or abuse). If the rented equipment has been damaged through misuse or abuse, the maintenance and repair costs become the patient's responsibility.

FOR INEXPENSIVE OR ROUTINELY PURCHASED ITEMS: Equipment in this category can be purchased or rented; however, QOL dtec does not provide rental options.

- 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, pneumatic compressors (lymphedema pumps), bed side rails, and traction equipment.

Purchased Equipment and Warranties

New equipment is subject to the manufacturer's warranty. Refer to the warranty information provided to you at the time of delivery of the purchased item. All warranties will be honored under applicable State laws.

Service and Repair -N/A

Service or repair on equipment purchased from our company that is no longer covered by the manufacturer's warranty will be subject to current labor charges. The patient will be informed of their responsibilities regarding the ongoing care and service of the equipment and will be provided with maintenance instructions and how to obtain any service required. All service and repair must be scheduled by calling the office during business hours.

Returns

Merchandise may be accepted for exchange or refund within 14 days of purchase when accompanied by a sales receipt. To receive a refund the item must be new and in the original packaging. Refunds are subject to management discretion. Personal items or items worn next to the skin or any opened sterile or packaged goods WILL NOT be accepted for return, refund or credit, unless the item is substandard or otherwise defective.

Financial Policy

All new equipment setups going on account require prior verification of insurance coverage before equipment is setup. If this is not possible due to a weekend or other after hours setup, verification must be done on the next business day.

- We do not guarantee coverage of, or payment of insurance claims.
- We do not guarantee any time frame for processing of insurance claims or subsequent billing from our office. It will be done in as timely a manner as possible.

Insurance Coverage

Patient's Responsibility:

- Provide us with all insurance information necessary to file your claim
- Notify our office of any changes or loss of insurance coverage
- Pay all deductible and balance remaining after secondary insurance is filed
- Patient is responsible for payment in full of all claims not covered by insurance. You will be informed before delivery if we know that an item is not covered and assignment will not be accepted.

Medicare Claims

If Medicare is your insurance carrier and denies payment, you will be notified. At that time, if you wish to keep the equipment, it may be converted to private rental. If Medicare assignment is accepted, at no time will the charges on those items be more than the yearly deductible plus the 20% that Medicare does not pay. In many cases, the deductible amount and the 20% is paid by other insurance. We will follow through with the appeal process on Medicare claims that are denied. This will be done on non-assigned claims at the patient's request.

The patient is also advised that:

- Inexpensive, routinely purchase durable medical equipment may be rented or purchased.
- There will be a minimum of one-month rental on all equipment rentals.
- Rental charges will be assessed until we are notified to pick up the equipment.
- Any charges will be assessed until we are notified to pick up the equipment.
- Any charges incidental to the use or operation of the equipment (such as electricity) is the responsibility of the patient.
- There is no charge for delivery or pickup of rental equipment.
- All claims, assigned or non-assigned, will be filed on behalf of the patient.

Billing and Payment Policy

Our mission at QOL dtec is to offer our clients outstanding service and simplify the way that medical supplies are ordered and received. QOL dtec customer service representatives help clients determine their insurance coverage and bill the insurance(s) on their behalf. Patients are responsible for payment in accordance with our company's terms. Assignment of Benefits to a third party does not relieve the patient of the obligation to ensure full payment. Billing third party is not an obligation, but rather a service we offer if all necessary billing information and signatures are provided.

Medicare

We may accept Medicare Part B assignment, billing Medicare directly for 80% of allowed charges and billing the beneficiary the 20% payment and any deductible. We offer Electronic Claims Transmission for billing non-assigned orders. Presentation of your Health Insurance Card is necessary.

Medicaid

We may provide equipment to Medicaid recipients upon verification and approval of coverage status and medical justification. Presentation of your State Beneficiaries Identification Card and Personal ID are required.

Private Insurance

We may bill private insurance carriers upon verification and approval of coverage status and medical justification. You are responsible for providing our billing department with all necessary insurance information. Presentation of your insurance card and personal ID required.

Managed Care

We will provide equipment upon approval and authorization from the managed care representative. Presentation of your insurance card may be necessary. Remember, billing a third party insurance DOES NOT guarantee payment. Financial responsibility remains with you, the patient.

HOW TO MAKE YOUR HOME SAFE FOR MEDICAL CARE

At QOL dtec, we want to make sure that your home medical treatment is done conveniently and safely. Many of our patients are limited in strength or unsteady on their feet. Some are wheelchair - or bed- bound. These pages are written to give our patients some easy and helpful tips on how to make the home safe for home care.

Fire Safety and Prevention

- Smoke detectors should be installed in your home. Make sure you check the batteries at least once a year.
- If appropriate, you may consider carbon monoxide detectors as well. Ask your local fire department if you should have one in your home.
- Have a fire extinguisher in your home, and have it tested regularly to make sure it is still charged and in working order.
- Have a plan for escape in the event of a fire. Discuss this plan with your family.
- If you use oxygen in your home, make sure you understand the hazards of smoking near oxygen. Review the precautions. If you aren't sure, ask your oxygen provider what they are.
- If you are using electrical medical equipment, make sure to review the instruction sheets for that equipment. Read the section on electrical safety.

Electrical Safety

- Make sure that all medical equipment is plugged into a properly grounded electrical outlet.
- If you have to use a three-prong adapter, make sure it is properly installed by attaching the ground wire to the plug outlet screw.
- Use only good quality outlet "extenders" or "power strips" with internal Circuit breakers. Don't use cheap extension cords.

Safety in the Bathroom

Because of the smooth surfaces, the bathroom can be a very dangerous place, especially for persons who are unsteady.

- Use non-slip rugs on the floor to prevent slipping.
- Install a grab-bar on the shower wall, and non-slip footing strips inside the tub or shower.
- Ask your medical equipment provider about a shower bench you can sit on in the shower.
- If you have difficulty sitting and getting up, ask about a raised toilet seat with arm supports to make it easier to get on and off the commode.
- If you have problems sensing hot and cold, you should consider lowering the temperature setting of your water heater so you don't accidentally scald yourself without realizing it.

Safety in the Bedroom

It's important to arrange a safe, well-planned and comfortable bedroom since a lot of your recuperation and home therapy may occur there. Ask your home medical provider about a hospital bed. These beds raise and lower so you can sit up, recline, and adjust your knees.

A variety of tables and supports are also available so you can eat, exercise, and read in bed.

- Bed rails may be a good idea, especially if you have a tendency to roll in bed at night.
- If you have difficulty walking, inquire about a bedside commode so you don't have to walk to the bathroom to use the toilet.
- Make sure you can easily reach the light switches, and other important things you might need through the day or night.
- Install night-lights to help you find your way in the dark at night.
- If you are using an IV pole for your IV or enteral therapy, make sure that all furniture, loose carpets, and electrical cords are out of the way so you do not trip and fall while walking with the pole.

Safety in the Kitchen

Your kitchen should be organized so you can easily reach and use the common items, especially during your recuperation while you are still a bit weak:

- Have a friend or health care worker remove all common small appliances and utensils from cabinets, and place them on your counters where you can easily use them.
- Have a chair brought into the kitchen to the counter work area if you have difficulty standing.
- Make sure you are careful lifting pots and pans. Not only might they be hot, but they can be heavy as well. Use padded mitts to firmly grasp pans and pots on both sides.
- Ask your kitchen or hardware store about utensils for manually impaired or arthritic persons, including:
 - Basic electric can openers
 - Bottle and jar openers
 - Large-handled utensils
- When working at your stove, be very careful that intravenous, tube feeding tubing, or oxygen tubing do not hang over the heat. They can be flammable.

Getting Around Safely

If you are now using assistive devices for ambulating (walking), here are some key points:

- Install permanent or temporary guardrails on stairs to give you additional support if you are using a cane or are unsteady.
- If you are using a walker, make sure that furniture and walkways are arranged to give you enough room.
- If you are using a walker or wheelchair, you may need a ramp for getting into or out of the house. Ramps can be purchased ready-made, or may be constructed for you. Talk to your home medical equipment provider about available options.

Tips for Infection Control in the Home

Contact with infected body fluids, such as, blood, urine, feces, mucous or the droplets sprayed into the air when a person coughs or sneezes can spread illnesses from one person to another. Some infections are spread through items that have been contaminated by drainage from infected sores or discharges from the nose, mouth, eyes or genital/rectal area.

Controlling the spread of infections means interrupting the way illness travels from one person to another.

Maintaining a clean environment helps to keep infections under control. Maintaining personal hygiene is important to your health.

- Wash your hands frequently and thoroughly
- Clean contaminated household and medical equipment thoroughly
- Meet your health needs

Good hand washing is the single most important way to control infection.

Emergency Preparedness

In case of emergency, get medical help (first aid/CPR) quickly: DIAL 911

- GIVE THE LOCATION OF THE EMERGENCY (FULL ADDRESS)
- CLEARLY EXPLAIN WHAT HAPPENED
- TELL HOW MANY PEOPLE NEED HELP
- DON'T HANG UP

Be prepared for emergencies:

1. Refill medication renewals promptly to ensure you have adequate supplies on hand.
2. Be sure you have an emergency back-up source/supply for any medical equipment requiring electricity.
3. Always keep a list of emergency telephone numbers available, including your medical equipment supplier(s).
4. Have someone such as a family member or neighbor who will check on you if an emergency situation occurs.
5. Determine an evacuation route and alternatives.
6. Arrange for a friend or relative in another town to be a communication contact for the extended family.
7. Make a habit to listen to daily weather forecasts. Be aware of changing conditions.
8. Find out where the main utility switches are in your home and assign someone to turn them off in an emergency situation.
9. Have a flashlight and extra batteries nearby for power outages. Keep extra blankets available in case the power goes out.

Patient Grievance and Complaint Procedure

Our patients are very important to us. We follow comprehensive Patient Grievance and Complaint procedures to help resolve problems that arise in a rapid and effective manner.

1. When you have a concern that does not need to be addressed immediately, you may speak to the person delivering your equipment at the next visit.
2. If you do not want to wait to speak to the delivery person, or if the issue you have involves one of our employees, call our office to speak with a manager.
3. If you wish to contact us in writing, we have included a Patient Communication Form for you to complete and mail.

QOL dtec is accredited with Accreditation Commission for Health Care (ACHC). If you have any feedback, questions, concerns, or wish to file a complaint against our facility with them, you may contact them at 919-785-1214 and request the Complaint Department. Their office hours are Monday through Friday 8:00 a.m. to 5:00 p.m., Eastern Time (ET).

To report abuse, neglect, or exploitation of a disabled adult or an elderly person, please call toll free the ELDER HELP LINE - 1-800-96-ELDER.

Any feedback, questions, concerns, or wish to file a complaint against our facility directly to Medicare call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Compliance Commitment to our Patients

QOL dtec, LLC. is committed to complying with all federal and state regulations. If you have any questions or concerns regarding any of our activities, please contact us at 843-252-0993. If, after speaking with us, you still feel that we are not in compliance with regulations or that fraud has occurred, you can call the Medicare Fraud Hotline at 1-800-633-4227. If you feel you have complaints about the quality of products or services provided that you have been unable to resolve with us, you may contact the Accreditation Commission for Health Care at 919-785-1214.

Patient Communication Form

We genuinely strive to provide the highest quality health care services to all our patients. That's why your concerns are our concerns. To ensure that our services meet your total satisfaction, we ask you to describe any complaint, problem, concern or compliment you may have.

Our Compliance Officer will ensure that each concern is researched in order to resolve all complaints and/or problems.

We appreciate your candid comments as well as your assistance in helping us to continually improve our service(s) to our valued patients.

Name of Patient: _____ Date: _____

Address: _____

City, State: _____

Telephone Number: _____

Please describe your compliment/concern: _____

*****OFFICE USE ONLY*****

Action Taken: _____

Action Date: _____

QOL dtec is pleased to have been selected as your medical supplies provider. Please do not hesitate to let us know if you have any other questions or needs.

We specialize in:

- Continuous Passive Motion (CPM) Devices (DM03)
- Heat & Cold Applications (DM08)

Product Instruction: TO BE SPECIFIC TO THE PRODUCT(S) THAT ARE SHIPPED TO THE PATIENT.