

## SANDCREEK MEDICAL CUSTOMER PACKET

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### **ABOUT US:**

Sandcreek Medical is a locally owned durable medical equipment (DME) and respiratory equipment company, owned and operated by Gary and Tammi Rench. We provide medical /respiratory equipment, both for rent and for sale. Our service area is North Idaho from the Northern part of Kootenai, Bonner and Boundary Counties.

### **HOURS:**

Monday through Friday 9 am to 5 pm, after hours for emergencies.

### **CONTACT:**

Main telephone line is (208) 263-3713. After hours, in case of emergency, call that number and ask the representative to have the on call employee contact you.

### **LODGING A COMPLAINT:**

We take customer service very seriously. If you have a complaint, we encourage you to contact us. Complaints can be used by us to make sure we are doing our best, and some times complaints are misunderstandings that need to be cleared up. Please let us know if you have a complaint.

### **WHEN TO CALL SANDCREEK MEDICAL AND WHEN TO CALL YOUR MEDICAL PROVIDER:**

If you are having a medical emergency, you need to call 911 or your physician or the hospital. If you have equipment problems, you need to call us. Do not call for a delivery if the equipment is needed to get to the hospital. For example, do not call for a portable oxygen tank, so you can go to the hospital. If in doubt, call 911.

### **SCOPE OF SERVICE:**

Sandcreek Medical is a full line DME company with services including, but not limited to:

Ambulatory: Canes, Crutches, Walkers, Knee Rollers, Hands Free Crutches

Bath: Bath Chairs, Shower Chairs, Transfer Seats

Commodore: Bedside, Bariatric, Drop Arm

Mobility: Wheelchairs, Wheelchair Cushions and Backs

Respiratory: Oxygen Concentrators, Portable Oxygen, Portable Oxygen Concentrators, CPAP, BiPAP,

Beds: Manual, Semi-Electric, Fully Electric, Low Beds,

At this time we are not providing: Apnea Monitors, Diabetic, Liquid Oxygen, Clinical Respiratory, Mobility Products requiring Assistive Technology Professional, Ostomy

**SERVICES:**

Charges for services are available. Eligibility for receiving services are determined by patients insurance carrier, medical records and medical needs, home location, and ability to pay. This is done on a case by case basis. Referrals for clients we are unable to serve, may be handles by the referral source, the client, the physician, social workers or another DME company.

**MEDICARE DMEPOS SUPPLIER STANDARDS:**

DME suppliers have the option to disclose the following statement to satisfy the requirement to outline in Supplier Standard 16, in lieu of providing a copy of the standards to the beneficiary.

*The products and/or services provided to you by Sandcreek Medical are subject to the supplier standards contained in the Federal Regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (eg. Honoring warranties and hours of operations). The full text of these standards can be obtained at <http://www.ecfr.gov>. Upon request we will furnish you with a copy of these standards.*

**WARRANTY:**

Every new product sold, carries a manufacturers warranty. Items that are being rented carry an implied warranty and we will repair or replace, at no charge. When rental items are converted to a sale, beneficiaries can request warranty information.

Verbal operational instructions, written instructions, or owner manuals are provided at setup. You can request an owners manual. For Medicare beneficiaries, Equipment Purchase Certificates will be sent to you when rental equipment has reached the purchase price and is converted to sale.

**MEDICARE CAPPED RENTAL, OR RENT TO OWN:**

Medicare has determined that some items are rented monthly and the rent applies to the purchase price. For Medicare it is 13 months of rental and then it becomes a purchase. Many private insurances use 10 months.

After the ownership of the equipment is transferred, it is the beneficiaries responsibility to arrange for any required service or repair. Equipment that is commonly considered rent to own are, hospital beds, wheelchairs, low air loss mattresses, nebulizers, suction pumps, CPAP, BiPAP, patient lifts, heavy duty walkers, and trapeze bars.

**MEDICARE INEXPENSIVE OR ROUTINELY PURCHASED ITEMS**

Medicare has determined that some items are inexpensive and therefor can be either rented or purchased. This equipment can be billed as a sale when delivered. Sandcreek Medical will sell those

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items at the time of purchase. You have the right to rent those types of equipment, but you will have to find a different DME company that will rent those items to you. We are required to explain the policy and give you a choice, we are not required to rent those items. Usually these items rental rates do not reimburse adequately for the delivery, pickup and cleaning. Please ask if you have questions.

### **EMERGENCY PROCEDURES:**

**OXYGEN:** Please call us a minimum of 24 hours in advance if you need an oxygen delivery. We are available 24 hours a day, however, if you have an emergency need for oxygen, it could take several hours to get to your home. If possible it is best to call ahead.

**POWER OUTAGES:** In the case of a disaster or extremely severe weather, which results in a long term power outage, we will try to call you assess both your needs and our ability to serve you safely. Remember that with the storms we have in the North Idaho area, we have a hard time knowing who has power and who does not. You need to call us and let us know your situation. Remember you are ultimately responsible for residing in a location that has adequate electrical service. Please develop a plan, to take your equipment with you k, to a location that has adequate electrical service. We also want to remind you that you should have a portable battery powered radio and working flashlight.

### **EMPLOYEE IDENTIFICATION:**

For your safety, we try to wear identification badges with our name and picture on them. We also try to drive Sandcreek Medical vehicles that are marked with our name. However, we may come to your home in a personal vehicle and not have our badge. We will always identify ourselves as Sandcreek Medical employees and the reason we are there.

### **ANSWERING SERVICE:**

Every evening and weekend, we forward our phones to our answering service. If you call the answering service please give us time to respond. However if we do not respond, please call the answering service back and let them know you have not been contacted. If you call our number and it does not go to the answering service, please call password at (509) 624-5235 and explained to them that the Sandcreek Medical line is not being answered.

Our after hours and weekend service is for true emergencies. Please call during normal hours if you have questions that are not emergencies. Or staff will be glad to serve you then.