



Patient Responsibilities

1. **INFORMATION:** Provide DASCO with complete & accurate information regarding your health, communicable infections, insurance and demographics. DASCO is to be notified immediately of any changes or updates to the items listed.
2. **COMPLIANCE:** Follow the treatment plan, as ordered by your physician and consent to the proposed care plan. If you do not understand the treatment plan, it is your responsibility to let us know. Insurance does not cover non-compliance and equipment not being used. Contact DASCO when equipment is no longer being used at 1-800-892-4044.
3. **EQUIPMENT:** You agree to use the products as instructed. Any damage to the equipment placed in your care becomes your responsibility, beyond the normal wear and tear. This includes but is not limited to bug infestations, water damage, fire and theft.
4. **DELIVERY & SERVICE CALLS:** Be at home for scheduled deliveries or service calls.
5. **RESPECT:** You are responsible for respecting the rights of those professionals providing your service, care and billing. Disrespectful language and actions are not tolerated.
6. **IN PATIENT:** Report hospital or nursing home admissions to DASCO immediately so billing may be adjusted.
7. **FINANCIAL:** You are responsible for...
 - a. Payment of all co-pays, deductibles and claims not paid by your insurance company.
 - b. You will be charged a \$20.00 NSF fee for any returned check.
 - c. If your account is not paid in a timely manner, further collection action including interest, late charges, credit reporting and equipment repossession may occur.
 - d. Questions regarding your insurance coverage should be directed to your insurance company. Questions regarding your DASCO invoice should be directed to our billing dept. at 855-564-9014.
 - e. You understand that if you do not pay for this product or service upon receipt of an invoice, you may receive autodialed, pre-recorded calls, or both, from or on behalf of DASCO at the telephone or wireless number(s) provided. I consent to receiving future calls at those number(s) by autodialed calls, pre-recorded calls, or both, and understand that my consent to such calls is not a condition of purchasing any goods or services.
 - f. Any request to stop and/or cancel an EZ Pay transaction must be received by the DASCO Billing office 5 days prior to the transaction date. Please call 800-892-4044 to inquire.
8. **INSURANCE:**
 - a. Medical documentation and testing are often required for insurance coverage. It is your responsibility to respond in a timely manner to any necessary requests to avoid insurance denials and full financial burden.
 - b. Your insurance company has the right to rent or purchase the equipment. Medicare beneficiaries may have the option of choosing depending on the equipment.
 - c. Notify DASCO with any insurance updates, changes and terminations.
9. **UNINTENDED CONSEQUENCES:** You are responsible for accepting the unintended consequences of not following safety guidelines, equipment directions or your plan of care.

HOME SAFETY GUIDELINES

General Safety Guidelines

Stairways:

- keep free of clutter (this includes hallways and exits) and well lit
- surfaces should be non-slip
- should have safe and sturdy railings or banisters

Floors:

- throw rugs should have non-slip backing and be avoided in high traffic areas
- avoid heavy wax or polish as this can be a slip hazard
- wipe up spilled liquids, grease and food particles right away
- wear shoes or slippers rather than going barefoot when walking (if shoes have laces, it is recommended that they be tied to prevent tripping)
- avoid hurrying

Storage:

- store all poisons, dangerous chemicals and cleaning agents away from food items and out of reach of small children
- clearly label all chemicals

Miscellaneous:

- place emergency numbers within easy reach of telephone
- nightlights should be used in bedrooms, bathrooms and hallways
- doorways and exits should be clear of furniture and clutter

Fire Safety Guidelines

Smoking:

- lighted matches and cigarettes should be put out completely before throwing them away
- do not use shallow ashtrays
- avoid smoking in bed

Stoves:

- stoves should not be by curtained windows
- pot handles should be turned toward back of stove
- be certain that long sleeves and loose clothing are away from flames or burners when cooking

Miscellaneous:

- smoke detectors should be placed on each level of the home
- when space heaters are in use, be sure room is well ventilated
- bright lights should never be covered with material to dim the light. Instead, use a smaller watt bulb or nightlight

In Case of Electrical Fire:

- Get everyone out of the area.
- Report the fire.
- If the fire is small, such as a piece of equipment:
 - a. Pull the plug, turn off the switch, or trip the circuit breaker
 - b. Extinguish the fire with a "Class C" fire extinguisher (made specifically to put out electrical fires).
- If the fire is large or threatens flammable materials: DO NOT ATTEMPT TO FIGHT THE FIRE YOURSELF.
- NEVER use water on an electrical fire.

Electrical Safety Guidelines

Outlets:

- plugs and sockets should fit firmly
- all unused outlets should have child-proof caps inserted
- unplug any plugs from outlets that form a connection that is warm to the touch. Do not use them until replacement or repair has been performed.
- grasp the plug to remove it from the outlet. Never pull on the cord.

Cords:

- avoid use of extension cords
- if extension cord is in use, avoid overloading them
- check cords for fraying, hard wires or other defects (especially at point which cord attaches to equipment)
- keep cords away from oil or grease and avoid use in high traffic areas

Electrical Appliances / Equipment:

- all electrical devices should be properly grounded. *NOTE:* "cheater plugs" (which convert 3-prong plugs into 2-prong plugs) must be properly installed if used.
- never touch an electrical appliance and plumbing at the same time
- disconnect equipment that sparks, stalls, blows a fuse, or gives the slightest shock
- report equipment malfunctions to your home medical equipment supplier

Circuits:

- make sure circuits are not overloaded
- repairs to wiring and circuits should be done by a qualified electrician only

Oxygen:

- oxygen increases the flammability of other material
- take precaution to prevent sparks in oxygen therapy areas

In Case of Electrical Shock:

- DO NOT TOUCH the person shocked. If you touch the victim, you could be shocked too.
- Turn off the power or pull the plug to the machine, appliance, or equipment.
- If you are unable to cut off the power, call your electric company.
- Call your local emergency services to treat the victim.

Bathroom Safety Guidelines

Bathtub / Shower:

- do not use electrical appliance in or near tub or shower
- rubber mats or non-slip strips on tub or shower floor are recommended
- avoid use of oil as this will make the tub slippery
- soap holder handles or towel racks should not be used as support bars when getting in or out of tub
- be sure feet are dry before stepping onto tile floors

Medicine Cabinet:

- medicines should be clearly labeled
- prescription medicines should be thrown away when date on container is old