

Hospital Bed

Thank you for choosing DASCO to provide you with your hospital bed. Hospital beds are primarily used for positioning of the body in ways not feasible with a regular home bed or to permit the attachment of other pieces of equipment that cannot be attached to a home bed. While a prescription is not required to dispense a hospital bed, it is necessary if DASCO is going to bill your insurance. Both the patient and the caregiver(s) should become familiar with all the basic operations of the hospital bed.

OPERATING INSTRUCTIONS

Semi-Electric Hospital Bed:

A semi-electric hospital bed is a bed that has electronic function of elevating the head and the leg portions, but the overall height (ground to mattress) must be adjusted manually (with a crank or pegs). The pendant has 4 buttons: one pair to operate the head spring and the other pair to operate the foot spring. With each pair of buttons, one lowers and the other one raises. If you have a crank bed, you can still operate the head & foot of the bed manually if the electric goes out.

General Tips on your Hospital Bed:

- The bed height can be raised to prevent bending or stooping by the caregiver(s) when assisting the patient either with a crank or height adjusting pegs.
- We recommend before you elevate the head section, you elevate the leg section slightly; this prevents the patient from sliding down the bed. This is also generally more comfortable.
- The bed should be adjusted to allow the best possible position to get the patient into and out of bed.
- When transferring into a wheelchair or commode, raise the height of the bed slightly when getting out and lower the bed slightly for transfers back into bed, this allows a "down hill" transfer which is easier because of the assistance of gravity.
- Patients who are unstable should not attempt to transfer into or out of the hospital bed without assistance.
- The wheels on the bed contain locks, which should always be engaged any time the patient is transferring into or out of the bed.
- The caster locks should also be "locked" when turning the patient in the bed.
- The side rails should be elevated when turning a patient in bed; the patient should be turned towards the caregiver, never roll the patient towards the opposite side of the bed.
- Do not move the bed on your own, rather call 800-892-4044 and a DASCO Associate will assist you.

Remember to Contact DASCO if:

- Your Hospital Bed malfunctions. It is important to call as soon as possible.
- You are unable to keep a scheduled appointment.
- Your physician changed your prescription.
- You move or your phone number changes.
- You have a change in insurance or physician.

Please Note: This equipment belongs to DASCO until it is purchased. If it is no longer needed, please contact DASCO at 1.800.892.4044. If equipment is not returned, charges may apply.

Hospital Bed

Infection Control - Take Everyday Preventative Actions

Everyday preventive actions are steps that people can take to help slow the spread of germs that cause respiratory illnesses, like flu. These include the following personal and community actions:

- Cover your nose and mouth with a tissue when you cough or sneeze. This will block the spread of droplets from your mouth or nose that could contain germs.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub. Scrub hands with soap or sanitizer thoroughly for 30 seconds. Rinse thoroughly when using soap and dry with a clean paper towel. Turn faucet off with a paper towel.
- Avoid touching your eyes, nose, and mouth. Germs spread this way.
- Try to avoid close contact with sick people.
- If you or your child gets sick with a respiratory illness, like flu, limit contact with others as much as possible to help prevent spreading illness. Stay home (or keep your child at home) for at least 24 hours after the fever is gone except to seek medical care or for other necessities. Fever should be gone without the use of a fever-reducing medicine.
- If an outbreak of flu or another illness occurs, follow public health advice. This may include information about how to increase distance between people and other measures.

Thank you for choosing DASCO Home Medical Equipment.

If you have any questions about your Hospital Bed, do not hesitate to contact us at www.goDASCO.com or call 800-892-4044

We also recommend...



Bedside Commode



Gel Overlay Mattress



Wheelchairs

If you are interested in these items of any of our other products DASCO offers, please contact us at 800-892-4044

Rental Equipment FAQ

Commonly Rented Equipment

Oxygen machine, tanks, and
all related equipment

Nebulizers

Non-Invasive Ventilation

Wheelchairs

CPAP/BiPAP Machines

Suction Machines

Enteral Pumps

Hospital Beds

Patient Lifts

Compressors

Air Mattresses

Q: Why is my equipment a rental?

A: Insurance determines whether or not your equipment will be rented or purchased. In most cases, your equipment will rent monthly until it meets purchase price. DASCO owns the equipment until it is purchased.

Q: How long will my equipment rent?

A: It depends on your insurance company's guidelines. Most items above rent for 10 - 36 months. There are a few items that rent continuously. Your insurance company determines how many months they will rent an item.

Q: Will my rental copay be the same each month?

A: The amount you are billed may vary and is dependent on a few things:

- ✓ If your insurance processes more than one monthly bill at a time, you may be billed for more than one month's copay at a time.
- ✓ Some insurance companies pay a higher rate in the first few months of the rental. If that happens, your monthly copay may decrease over time.
- ✓ If your insurance initially covers your equipment as a rental, then converts it to a sale shortly thereafter, your final copay bill may be higher.
- ✓ If your insurance policy includes a deductible, your billed amount may be higher until the deductible has been met. For information about your deductible, please contact your insurance company.
- ✓ Rates vary by insurance. If your insurance changes, it may affect your billed amount and / or the rental status of your equipment. Please contact us at 1-800-892-4044 immediately if your insurance changes.

Q: Do I need to return my equipment if I stop using it?

A: Yes. If you are not sure if your equipment is still renting, please contact us at 1-800-892-4044, so we can verify that information for you. **If you fail to return it and it is renting, you may be charged.**

Q: How do I pay my monthly bill?

A: Due to the reoccurring nature of billing rental equipment, DASCO requires a credit card for automatic payments.

DASCO offers a variety of programs to make managing your monthly bills easy and convenient, including an online portal and paperless statements. Visit www.goDASCO.com for details.

Patient Rights & Responsibilities

Deliveries: Please anticipate your oxygen needs for the next 3 months and place your order in advance. All delivery pricing applies to routine quarterly office hour deliveries only. Additional fees may apply on nights, weekends, and holidays.

Limited Warranty: Goods are being selected by you or are prescribed by a physician. They are not being manufactured by us, the supplier, therefore we have no express warranty on the goods being furnished beyond description of the goods contained herein. In no event shall we, the supplier, be liable for damages in connection with the consumer's use of the product. Implied warranties, including any warranty of merchantability of fitness for a particular purpose are excluded to the extent permitted by law. Some states do not allow limitations on how long an implied warranty lasts or the exclusion of limitations of incidental or consequential damages so the above may not apply to you. The warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Medicare Equipment and All Payor Equipment Under Warranty: Products sold or rented by DASCO, or supplier may carry a manufacturer's warranty. DASCO or supplier will notify all beneficiaries of warranty coverage, and we will honor all warranties under applicable law. DASCO or supplier will repair or replace free of charge Medicare-covered equipment that is under warranty. Owner manuals are available online at www.goDASCO.com or upon request.

Return Policy: All sales are final 30 days after receipt of purchase. We cannot accept returns of any open supplies, or any items considered personal in nature.

Privacy Notice: DASCO Privacy Notice is posted at www.goDASCO.com or a copy is available upon request.

YOUR RIGHTS

1. Access to Healthcare Services

You have the right to equal access to any medically appropriate service provided by this company without regard to race, creed, gender, age, handicap, psychosocial condition, spirituality, personal values and beliefs. You have the right to have your privacy, safety, and security respected, the right to be free of pain as a result of treatment or equipment use, and the right of being free of abuse.

2. Informed Consent

We encourage you to participate in all decisions regarding your care. You have the right to complete information regarding your diagnosis and treatment plan and will not be subjected to any treatment without your voluntary competent consent. You have the right to receive this information in a manner that you can understand. If there is a language or other communication barrier, we will attempt to provide an interpreter or other communication device to assist in our mutual understanding of one another.

3. Refusal of Service

You have every right to refuse treatment. However, you also have the right to be informed of the possible risks involved in such a refusal and assume responsibilities for any consequences.

4. Respect

You have the right to be treated with dignity and respect and to have your cultural or ethnic preferences addressed. We also feel that you deserve to be treated courteously under all conditions and circumstances.

5. Customer Confidentiality

It is our policy to maintain strict confidentiality regarding all customer information. Privacy concerning your care is a fundamental right. Your information will only be released for treatment, payment and health care operations. DASCO or supplier may record phone calls for quality assurance purposes.

6. Billing

You have the right to expect care, accuracy and attention to detail when it comes to processing your bill. You have the right to be informed of charges for our services and of our policies regarding payment for services.

7. Continuity of Care

You have the right to receive the required service in a timely manner. If, for some reason, we are unable to meet your needs, you will be promptly informed and referred to alternate services.

8. Complaints

You have the right to voice concerns, to complain when our services do not meet your expectations and to expect a solution to your complaint or problem without discrimination, coercion, reprisal or unreasonable interruption of services. To register a complaint, please call or write DASCO Home Medical Equipment Company, 375 N West Street, Westerville, OH 43082. Attn: Privacy Officer. 1-800-892-4044. DASCO or supplier is accredited by the Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. 1-630-792-6800.

Continued on next page.

Patient Rights & Responsibilities

9. Capped Rental Items

DASCO or supplier does accept and follow all capped rental guidelines. Medicare will pay a monthly rental fee for a period to not 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. Examples of this type of equipment include hospital beds, wheelchairs, alternating pressure pads, nebulizers, suction pumps, CPAP devices, patient lifts and trapeze bars. If an item is not available for rent, you may opt for an alternative provider. Equipment in this category can be purchased or rented; however, the total amount paid for monthly rentals cannot exceed the fee schedule purchase amount. Examples of this type of equipment include canes, walkers, crutches, commodes, and seat lift mechanisms.

YOUR RESPONSIBILITIES

1. Information

Provide DASCO or supplier with complete and accurate information regarding your health, communicable infections, insurance and demographics, DASCO or supplier 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 or supplier 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 normal wear and tear. This includes but is not limited to bug infestations, water damage, fire and theft.

4. Delivery and Service Calls

Be at home for scheduled 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 DASCO or supplier immediately so billing may be adjusted.

7. Financial

You are responsible for:

- Payment of all co-pays, deductibles and claims not paid by your insurance company.
- You will be charged a \$20.00 NSF fee for any returned check.
- If your account is not paid in a timely manner further collection action including interest, late charges, credit reporting and equipment repossession may occur.
- Questions regarding your insurance coverage should be directed to your insurance company.
- Questions regarding your DASCO or supplier invoice should be directed to our billing department at 1-855-564-9014.

8. Insurance

- 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.
- Your insurance company has the right to rent or purchase the equipment. Medicare beneficiaries may have the option of choosing, depending on the equipment.
- Notify DASCO or supplier 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.

MEDICARE SUPPLIER STANDARDS

The product and/or services provided to you by DASCO HME, or supplier are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57C. These standards concern business professional and operational matters (e.g. honoring warranties and hours of operation). An abbreviated version of these standards may be found at www.goDASCO.com. Upon request we will furnish you with a written copy of the standards.