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**ATHOME MEDICAL MISSION STATEMENT**

***Designing and delivering high quality, innovative and personalized care to build healthier communities***

***and improve lives for patients, consumers, and caregivers.***

**ADVANCED DIRECTIVE**

AtHome Medical, Inc. is a wholly owned and operated subsidiary of AHS Investment Corporation. As providers of Respiratory services and durable medical equipment, we are committed to providing service that meets or exceeds the standards of our industry to provide patient services based on our respect of patient rights, while remaining fiscally responsible. AtHome Medical pledges to continue to enhance our knowledge within our scope of practice through employee in-service training, staff education, seminars, equipment preventative maintenance programs, response to patient satisfaction surveys, knowledge of community resources and adherence to federal regulations that govern the homecare industry.

AtHome Medical has provided patients with a Bill of Rights and shall honor those rights. We understand that the formation of an Advanced Directive and or living wills are part of your rights as a patient. The staff at AtHome Medical will not assist in the formation advanced directives. Please contact an attorney or your physician to create your advanced directive.

We will honor those advanced directives that have been directed by your physician to the best of our ability. In an emergency situation where medical assistance is required and there is not an advanced directive in place, in a visible location, or when an advanced directive is not communicated our therapists and delivery teams will call 911 and wait for the emergency medical assistance to arrive. If our onsite staff is trained in CPR, they may also provide CPR.

AtHome Medical bills and accepts Medicare, Medicaid, and most major commercial insurance carriers. Before we can do this, the patient or guardian must sign an assignment of benefits. In addition, you will need to provide us with the information about your INSURANCE coverage by completing the insurance questionnaire. If you do not complete these documents when your delivery was made, please complete and return them to us in the enclosed, stamped envelope provided.

Your cooperation in completing and returning these forms is appreciated and required to properly process your claims. If you have any questions about your bill or about the information requested, our reimbursement department can be reached at 800-287-0643 during regular business hours.

**HOURS: Monday – Friday 8:30 AM - 5:00 PM**

**24 Hour Emergency Service**

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| **Item** | **HCPC** | **Warranty Length** **(start from the original DOS)** | **Exclusions** |
| Apnea Monitor | E0619 | 1-year warranty, power cord not covered under warranty | patient misuse or abuse |
| APP | E0181 | 6-months on the mattress, 1-year limited warranty on the pump | patient misuse or abuse |
| BIPAP/VPAP & ST Units | E0471 | 2-years- Resmed includes power cords, Respironics/Philips 90 days on power cords  | Excludes misuse or abuse including water damage |
| Capnograph, EMMA | E1399 | 2-year | patient misuse or abuse |
| Compressor, 50 PSI | E0565 | 1-year | patient misuse or abuse |
| Compressor/Nebulizer | E0570 | 5-years | patient misuse or abuse |
| Compressor/Nebulizers-Portable | E0570 | 3-yr warranty on unit, 1yr warranty on battery | patient misuse or abuse |
| Cough Assist/In-exsufflator | E0482 | 1-year | patient misuse or abuse |
| CPAP | E0601 | 2-years- Resmed includes power cords, Respironics/Philips 90 days on power cords (infestations are not covered under warranty) | Excludes misuse or abuse including water damage-infestations are not covered |
| End Tidal CO2 Monitor/Capnograph | E1399 | 2-year | patient misuse or abuse |
| Feeding Pumps | B9002 | Infinity- 2 years includes power cord, Joey- 3 year- does not include power cord | patient misuse or abuseIf multiple exchanges over the warranty period treat as pt owned |
| Gel Overlay Mattress |   | 1-year | patient misuse or abuse |
| Heated humidifier/CPAP-BiLevel | E0562 | 1-year | Unit must be brought in for evaluation prior to any exchanges - loaners not available. Excludes misuse or abuse including water damage |
| Heated humidifier-Ventilator | E1399 | 1-year | Excludes misuse or abuse including water damage |
| Hospital Bed | E0260 | Welds – 5-years, electrical/mechanical is 2- years. Bed rails cannot be repaired only replaced. | no warranty on mattress |
| IPV Unit | E0481 | 1 year warranty | patient misuse or abuse |
| IV Pole | E0776 | Not repairable, only can be replaced |   |
| Low Air Loss Mattress | E0277 | APP-1-year on ACU, 5 years on mattress and 1 year on the cover. Supreme Air- 1 year on pump & mattress | patient misuse or abuse |
| Patient Lift | E0630 | 1-year | patient misuse or abuse |
| Pulse Oximeter | E0445 | 2-year with power cord  | patient misuse or abuseIf multiple exchanges over the warranty period treat as pt owned |
| ROHO Mattress/Cushion | Multiple | Cushion-2-year, Mattress -2 year. Limited to defects of material or workmanship -- not wear. Softflex (18mth), Prodigy (1 yr) | normal wear and tear not covered under warranty, no cushion loaners |
| Suction, Portable | E0600 | 2-years | patient misuse or abuseIf multiple exchanges over the warranty period treat as pt owned |
| Suction, Stationary | E0600 | 5-years | patient misuse or abuse |
| Walkers/Commodes/Bath Benches | Multiple | Lifetime on frames/defects, 90 days for wearable parts (rubber tips, wheels) | patient misuse or abuse |
| Wheelchair | Multiple | 5-years on the frame, 1 year on all other components including upholstery | patient misuse or abuse, tires and casters are excluded |
| Wheelchair, Transport | E1038 | Warranty on welds only. | patient misuse or abuse |