

A close-up photograph of a woman with blonde hair, wearing a patterned sweater, smiling warmly at a young child with curly hair. The child is laughing joyfully, with their mouth wide open and eyes closed. The background is a bright, clear blue sky.

HOME CARE

Personalized Care for
Your Child at Home



*Savannah, 2, and her
mom, Karen*

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WELCOME

Dear Parent or Caregiver,

The staff of Children's Hospital of Philadelphia Home Care welcomes you and your family to our program. Our goal is to help make the transition to home care as smooth as possible. The combination of our expertise with your love, care and special knowledge of your child will provide your family with the best possible care at home.

Our Home Care team, including doctors, nurses, social workers, pharmacists, respiratory therapists, dietitians and delivery personnel, work together to ensure your child receives high-quality care at home. Our clinicians are easily accessible and supported by our office staff. A nurse, pharmacist, respiratory therapist, delivery person, medical director, and administrator are on-call any time the office is closed to address any problem or concern you may have about your child's home care needs.

This booklet contains information to answer many of your questions about home care and provides important phone numbers and educational information. If you have additional questions, please ask a home care staff member.

Sincerely,

The Staff of Children's Hospital Home Care

OUR MISSION AND VISION

Our Mission

Children's Hospital Home Care is dedicated to providing safe, expert and compassionate services in partnership with our healthcare colleagues, patients and families. We are committed to superior patient-centered care and service while supporting our patients and families in attaining their best health outcomes and quality of life at home.

The goal of Children's Hospital Home Care is to provide safe, high quality, comprehensive home care services to the patients and families we serve.

In support of the mission and values of Children's Hospital of Philadelphia (CHOP), our interdisciplinary team provides an important link in the continuum of care between the hospital and the community. As we strive to deliver excellent and safe care to our patients and their families, we value the differences among individuals and build upon strengths from each group.

Our Vision

Children's Hospital Home Care strives to become the global leader in pediatric home care services by establishing unique care models, adopting new technologies to advance our mission and elevating the overall patient experience.

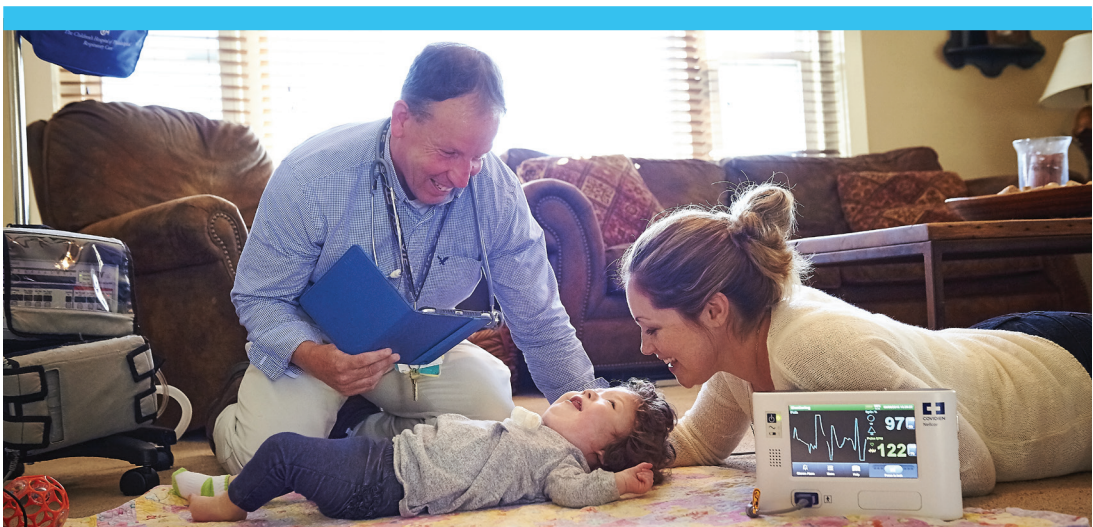
Advance Directives

In compliance with the Patient Self-determination Act, all patients 18 years of age and older have the right under state law to make decisions about their own medical care.

An advance directive is a written document used to tell others what care you would like to receive or not receive in the event you become unable to express your wishes.

A competent adult has the right to accept, reject or discontinue medical care and treatment. As an adult, if you do not wish to undergo a certain treatment or procedure, you have the right to make your wishes known to your doctor or other healthcare providers, and to have those wishes respected.

If you have any questions about advance directives, a social worker at Children's Hospital Home Care will be glad to help you.



NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you or your child may be used and disclosed, and how you can get access to this information. If you would like a written copy of the full document please contact Children's Hospital Home Care at **800-866-1242** or visit www.chop.edu/patients-and-visitors/protecting-patient-privacy.

What is a Notice of Privacy Practices?

Children's Hospital of Philadelphia (CHOP) knows your medical information is personal and private. Your medical information may include notes from doctors' appointments and hospital stays, reports from surgery, test and lab results, and copies of X-rays. These are just a few examples. Other types of information about your medical information may also be included.

By law, we must maintain the privacy of your medical information and provide this Notice of Privacy Practices that tells you:

- How CHOP may use and share your medical information without your written permission
- Your rights concerning the privacy of your medical information, including how you may look at or get a copy of your information from CHOP.

If you are a parent or legal guardian receiving this Notice because your child receives care at CHOP, please understand that when we say you in this notice we are referring to your child. We are talking about the privacy of his or her medical information.

How do we use and share your information for purpose of treatment, payment and to manage our healthcare facilities?

Healthcare providers may use and share your medical information for certain reasons without your written permission. The most common reasons are listed below, along with some examples and exceptions.

- The members of your CHOP healthcare team may use and share your medical information to provide you with care.
- Staff at CHOP may use and share your medical information so we can get paid for your care.
- We may share your medical information electronically to ensure that your healthcare providers outside of CHOP have access to your medical information.
- Staff may use or share your medical information to help us manage our facilities.

NOTICE OF PRIVACY PRACTICES (CONTINUED)

What are your privacy rights?

You have the following rights concerning your medical information. If you would like to make use of any of these rights, contact your doctor or other healthcare providers at Children's Hospital of Philadelphia, our Health Information Management department or our Privacy Officer. You may need to send your request in writing in some cases.

- Right to look at and obtain a copy of your records
- Right to request a change to your medical information
- Right to a list of certain disclosures of your medical information
- Right to request a restriction
- Right to request confidential communication
- Right to revoke an authorization to share your medical information
- Right to paper copy of this notice and the location of this notice on our website
- Right to receive notification of a breach of your information
- Revisions to this notice

Whom do you contact if your privacy rights have been violated or if you have a question?

If you believe the privacy of your or your child's medical information has been violated, you may file a complaint directly with the Children's Hospital of Philadelphia Privacy Officer by telephone or in writing. We respect your right to file a complaint and will not take any action against you for doing so. All complaints we receive are fully investigated.

You may also file a complaint with the U.S. Department of Health and Human Services by visiting their website [hhs.gov/hipaa/filing-a-complaint](https://www.hhs.gov/hipaa/filing-a-complaint) or calling **800-368-1019**.

CONTACT THE PRIVACY OFFICER

Phone:
215-590-1000

By mail:
Children's Hospital of Philadelphia
Attn: Privacy Officer
3401 Civic Center Blvd.
Philadelphia PA 19104

OUR COMMITMENT TO DIVERSE POPULATIONS

Children's Hospital of Philadelphia complies with all applicable federal civil rights laws and does not discriminate on the basis of race, color, religion, sex, age, national origin, ancestry, sexual orientation, gender identify/expression, genetic information, marital status, disability, victim of domestic or sexual violence status, covered veteran status, or other protected classifications to the extent required by applicable laws.

Children's Hospital of Philadelphia:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languagesIf you need these services, contact 800-879-2467.

If you believe that Children's Hospital of Philadelphia has failed to provide these services

or discriminated against you or your child on the basis of any protected class mentioned above, you can file a grievance with:

The Family Relations Office
c/o Children's Hospital of Philadelphia
3401 Civic Center Blvd., Philadelphia, PA 19104
Phone: **267-426-6983**
Email: **familyrelations@chop.edu**

You can file a grievance in person, by phone, email or complete the online form (link below). If you need help filing a grievance, our Family Relations team is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave.
SW Room 509F, HHH Building
Washington, D.C. 20201
Phone: **800-368-1019, 800-537-7697 (TDD)**
Complaint forms are available at hhs.gov/ocr/office/file.

CHOP IS COMMITTED TO LANGUAGE ACCESSIBILITY

To access CHOP main services from 8 a.m. – 5 p.m. call the below number and get connected to Interpreter Services.

If you speak another language, assistance services, free of charge, are available to you.

Español-Spanish ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-879-2467.

繁體中文-Chinese 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-879-2467。

العربية -Arabic ملحوظة: إذا كنت تتحدث اللغة العربية فإن خدمات المساعدة اللغوية تتوفر لك بالمجان- اتصل بالرقم 1-800-879-2467.

Tiếng Việt-Vietnamese CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-879-2467.

Français-French ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-879-2467.

Português-Portuguese ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-879-2467.

नेपाली-Nepali ध्यान दिनुहोस्: तपाइने नेपाली बोल्नुहुन्छ भने तपाइको निम्ति भाषा सहायता सेवाहरु नि:शुल्क रुपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-879-2467 ।

ខ្មែរ-Cambodian ប្រសិនបើ អ្នកនិយាយភាសាខ្មែរ, មានសេវាប្រយោជន៍ភាសាឥតគិតថ្លៃសម្រាប់អ្នក។ ទូរស័ព្ទ 1-800-879-2467។

বাংলা-Bengali লক্ষ্য করুন যে আপনি বাংলা, কক বাংলা গভার, কখনো নিয়মিত কক স্যাহায্য সেবাসহ ইনফ্রম ছাড়া। ফোন নম্বর 1-800-879-2467।

Русский-Russian ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-879-2467.

한국어-Korean 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-879-2467 번으로 전화해 주십시오.

Bahasa Indonesia-Indonesian PERHATIAN: Jika Anda berbicara dalam Bahasa Indonesia, layanan bantuan bahasa akan tersedia secara gratis. Hubungi 1-800-879-2467.

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال نمبر 1-800-879-2467 کریں۔

Türkçe-Turkish DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-800-879-2467 irtibat numaralarını arayın.

Polski-Polish UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-879-2467.

Italiano-Italian ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-879-2467.

हिंदी-Hindi ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-879-2467 पर कॉल करें।

ગુજરાતી-Gujarati સુચન: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે, ફોન કરો 1-800-879-2467.

Tagalog-Tagalog-Filipino PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-879-2467.

日本語-Japanese 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-879-2467 まで、お電話にてご連絡ください。

Deutsch-German ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-879-2467.

Deutsch-Pennsylvania Dutch Wann du Deutsch (Pennsylvania German / Dutch) schwetzschst, kannsch du mit'aus Koschte ebber gricke, ass dihr helfft mit die englisch Schprooch. Ruf selli Nummer uff: 1-800-879-2467.

CONTACTING HOME CARE USING INTREPRETER SERVICES

“CHOP Speaks Your Language” Program

There are 2 options to call CHOP Home Care using an Interpreter.

877-463-7907 (*Available 24 hours a day/7 days a week)

Option 1: CHOP provides an interpreter for families that speak 1 of these 9 languages.

1. When you call the number above, you will hear instructions in these 9 languages. You need to wait until you hear instructions in your language and then select the number for your specific language.
1 = Spanish 4 = Cantonese 7 = French
2 = Arabic 5 = Vietnamese 8 = Russian
3 = Mandarin 6 = Portuguese 9 = Nepali
2. Once you enter your specific option, you will be connected to an interpreter who speaks your language.
3. When the interpreter is on the phone line with you, you will be asked to provide the phone number of the Home Care office or staff member that you need to call.
4. The interpreter will initiate a conference call, assist you with connecting to the correct person in CHOP Home Care, and continue to help you though the end of the encounter.

Option 2: CHOP Home Care staff can arrange for an interpreter.

Call **800-866-1242**. This is the Home Care Department at CHOP.

- Ask us to call you back with an interpreter.
- Specify the language you need.
- Tell us your child’s name.
- Leave the phone number for us to call you back.

Once we get this basic information, we will hang up the phone.

1. We will call an interpreter.
2. Then, we will call you back using a conference call between you, the interpreter and CHOP Home Care to help you.
3. This process can take up to 15-20 minutes, but is usually competed in less time.

SERVICES

Home Infusion Services

- Antibiotics
- Biological modifiers
- Catheter care
- Chelation therapy
- Chemotherapy
- Enteral nutrition
- Enzyme replacement
- Growth hormone
- Hemophilia factor
- Immunoglobulin therapy
- Injectable medications
- Intravenous medications
- Milrinone
- Pain management
- Parenteral nutrition
- Other parenteral medication

Home Health Agency Services

- Skilled nursing visits
- Dietitian consultations and visits
- Social work consultations and visits

Respiratory Therapy and Home Medical Equipment

- Respiratory therapist visits
- Respiratory equipment such as ventilators, CPAP, BiPAP, oxygen therapy, infant monitors and pulse oximetry
- Home medical equipment
- Home patient supplies
- Enteral formula and feeding supplies

YOUR CHILD'S TEAM

Registered Nurse

Provides care and educates patients and families in the home setting and coordinates the services needed to carry out the physician's plan of care, with the overall goal of promoting family independence

Clinical Nurse Coordinator

Plans your child's home care needs through coordination with the care team

Pharmacist

Prepares your medications and manages the medication regimens your child receives at home

Respiratory Therapist

Teaches you and your child how to use the equipment, supplies or medications your doctor prescribes to improve your child's outcome

Patient Access Coordinator

Helps you and the clinical team coordinate services, equipment and supplies

Physician

Orders and oversees the care, medications and special equipment your child needs at home

Registered Dietitian

Helps you and the home care team evaluate and monitor your child's special nutritional needs

Social Worker

Helps families cope with the stress of caring for a child who needs healthcare services at home. Provides support and resources to help you do your best to provide safe home care for your child

Patient Financial Services

Communicates with your insurance company to verify insurance coverage and bills for home care services

Delivery Technicians

Delivers supplies and equipment needed to give your child their prescribed home care therapy

CONTACT US

Home Care office hours of operation: Monday through Saturday 8:30 a.m. to 5 p.m.

For emergent needs after 5 p.m. and all-day Sunday, you will be connected to the Home Care After Hours Call Center when you call **800-866-1242**. State your child's name, your name and your phone number and give a brief description of your question/need to the After-Hours nurse. The After-Hours nurse will contact Home Care, and you will receive a call back.

An on-call Home Care staff member will return your call. If you do not hear from the on-call person within 30 minutes, call the After Hours Call Center again.

Canceling Visits

To cancel your home visit, please call **800-866-1242** or dial extension 4-2282 from a Children's Hospital phone.

Reordering Supplies

To reorder your supplies, call **800-866-1242**, Monday through Saturday between 8:30 a.m. and 5 p.m. Deliveries may be made up to 8:30 p.m. Please plan ahead and contact us when you have one week of supplies remaining.

We will contact you once a month seven to 10 days before your delivery via phone or MyCHOP to review your child's order and needs. As part of this process, we will review your child's supply usage. We cannot make a delivery without making contact with you about the order. If you do not hear from us, please call our office at **800-866-1242** to place your order. We assign you to a patient access coordinator based on the first letter of your child's last name.

First Letter of Last Name	Call	Extension
A-B, X-Z and Global Patient Services	800-866-1242, press 1	59056
C – D	800-866-1242, press 1	59054
E – G	800-866-1242, press 1	59085
H – L	800-866-1242, press 1	59053
M – O	800-866-1242, press 1	59048
P – S	800-866-1242, press 1	59049
T – W	800-866-1242, press 1	59010

If you are running low on supplies, please call us immediately so we can process and deliver your order and meet your child's needs in a timely fashion.

Home Health Department Contact Information

Administrator: Lori Ciardi, RPh, PharmD 267-425-9089
Clinical Manager: Kelly Monacella, MSN, RN 267-425-9088

RIGHTS AND RESPONSIBILITIES

As a home care patient, you have the right to:

1. Be given information about your rights and responsibilities for receiving home healthcare services, in terms and language you can reasonably be expected to understand.
2. Receive a timely response from the Home Healthcare Agency regarding your request for home healthcare services.
3. Be given information of the Home Healthcare Agency charges and policy concerning payment for services, including your eligibility for third-party reimbursement.
4. Choose your home healthcare providers.
5. Be given appropriate and professional quality home healthcare services without discrimination against your race, creed, color, religion, sex, national origin, sexual preference, handicap or age.
6. An appropriate assessment and management of pain.
7. Be treated with courtesy and respect by all who provide home healthcare services to you; to have your property treated with respect.
8. Be given proper identification by name and title of everyone who provides home healthcare services to you.
9. Be given the necessary information so you will be able to give informed consent for your treatment prior to the start of any treatment.
10. Formulate Advance Directives, as appropriate to the care and services.
11. Choose whether to participate in research, investigational or experimental studies, or clinical trials.
12. Participate in the development of your home healthcare plan, and be informed in advance about the care to be provided and/or any changes in the care to be provided, including anticipated transfer of your care to another healthcare facility and/or termination of home healthcare services. (A full copy of Policy PC.01.01: Patient Admissions/Transfer/Discharge is available upon request.)
13. To be advised of the disciplines that will provide care, and the frequency of visits to be provided.
14. Be given data privacy and confidentiality; review your clinical record at your request.
15. To voice grievances and/or concerns regarding safety, treatment or care that is (or fails to be) provided, or regarding any lack of respect for property by anyone who is providing services on behalf of the Home Healthcare Agency, without being subject to discrimination or reprisal for doing so, call 215-590-2282 or 800-866-1242.
 - a. If the patient care and/or safety concerns are not resolved through the Home Healthcare Agency, you may contact the Office of Quality and Patient Safety at The Joint Commission at 800-994-6610 or email to complaint@jointcommission.org.
 - b. Medicare/Medicaid patients may also call their State Department of Health Complaint Hotlines to report a grievance.
 - i. PA Department of Health: 800-254-5164
 - ii. NJ Department of Health: 800-792-9770
 - c. Medicare/Medicaid patients may also call their State Quality Improvement Organization (QIO) to report a complaint or concern.
 - i. PA Beneficiary and Family Centered Care QIO-Livanta: 1-888-396-4646
 - ii. NJ Beneficiary and Family Centered Care QIO-Livanta: 1-866-815-5440
16. Refuse all or part of your care to the extent permitted by law; to be informed of the expected consequences of such action

RIGHTS AND RESPONSIBILITIES (CONTINUED)

As a home care patient, you have the responsibility to:

1. Give accurate and complete health information concerning present complaints, past illnesses, hospitalizations, medications, allergies and other pertinent items relating to your health.
2. Report perceived risks in your care and unexpected changes in your condition.
3. Help the organization understand your environment by providing feedback about service needs and expectations.
4. Assist in developing and maintaining a safe environment.
5. Participate in the development and update of your home healthcare plan.
6. Request further information concerning anything you do not understand about your care, treatment and service, or what you are expected to do.
7. Adhere to your developed/updated home healthcare plan and accept responsibility for the outcomes if you do not follow the care, treatment and service plan.
8. Give information regarding safety concerns and problems you have to a Home Healthcare Agency staff member.
9. Follow the rules and regulations of Children's Hospital Home Care.
10. Inform the Home Healthcare Agency when you will not be able to keep a home healthcare visit.
11. Be considerate of the organization's staff and property.
12. Inform the Home Healthcare Agency if you have a change in your insurance coverage and promptly meet any financial obligation agreed to with the organization.
13. Return all rented equipment.

Children's Hospital Home Care will provide care regardless of race, color, age, sex, gender identity or expression, sexual orientation, national origin, religion, disability, who pays for care or your ability to pay as stated in the Pennsylvania Human Relations Act (Act of Oct. 27, 1955, PL 744, as amended).

Complaints may be filed within 90 days of an alleged act of discrimination to the Pennsylvania Human Relations Commission, 110 N. 8th St, Suite 501, Philadelphia, PA 19107, 215-560-2496.

What if I cannot pay?

CHOP offers Financial Assistance for medically necessary care to eligible patients. To learn more about Financial Assistance and obtain copies of the Financial Assistance Policy and a Financial Assistance Application, please visit chop.edu/services/financial-assistance or contact CHOP's Family Health Coverage Program at 800-974-2125.

INFECTION PREVENTION

We care about the health and safety of your child and family. We want to be sure that you have the information you need to stop the spread of germs and help to prevent infections. Listed below are ways you can work with us to keep your family healthy.

Hand Washing

Hand washing is the best way to prevent the spread of infection. While it sounds simple, there are a few steps you will need to follow to make sure you wash your hands properly.

When to wash your hands:

- When hands are visibly dirty
- Before or after caring for your child
- After contact with any body fluids like blood, urine, vomit or mucous
- Before eating and food preparation
- After changing diapers, using the bathroom and touching pets

How to wash your hands:

- Wet hands with water and apply soap to hands (lotion soap is best).
- Rub hands together for at least 20 seconds.
- Cover all surfaces of hands, fingers and thumbs.
- Rinse hands well to remove all soap.
- Dry hands gently with a towel (paper is best).

Alcohol-based hand products are available in stores for routine hand hygiene when your hands are not visibly dirty. Use a dime-sized amount and rub hands together until dry.

Respiratory Infections

Respiratory infections are common in children. Following these suggestions can help stop the spread of germs that make you and others sick.

- Wash hands as explained above.
- Cover your mouth and nose with a tissue when you cough or sneeze. If tissues are not available, cough or sneeze into your upper sleeve, not your hand.
- Avoid contact with others when sick. If sick, you may be asked to wear a mask to protect others.
- If your child uses respiratory equipment at home, follow maintenance instructions as reviewed by your respiratory therapist to keep equipment and supplies clean and free of germs.

Contact Precautions

Contact precautions are safety measures that are used to prevent the spread of germs between people. If the doctor says your child has an infection that can be spread by contact, your child will need to be on Contact Precautions. This means that when a nurse or respiratory therapist enters your home, they may need to wear a gown, mask, gloves or goggles.

REMEMBER: Hand washing can protect your child and prevent the further spread of infection.

SAFETY IN YOUR HOME

Medication Safety

Prior to each medication administration check all medication labels to confirm the patient name, the medication name, medication dose and the expiration date are correct. Visually inspect medication for clarity or particles. Do not use if cloudy or if particles are present. Contact a Home Care Pharmacist for instructions.

Sharp Object Disposal

Children's Hospital Home Care will supply you with a hard plastic, red container with a top that locks, called a sharps container, when necessary. This container is used to safely dispose of all syringes and needles.

Place used syringes and needles directly into the sharp's container immediately after use. Do not recap needles or separate them from the syringe after use. Keep the sharps container in a safe place and out of the reach of children.

Call Children's Hospital Home Care during business hours when the container is about half full. We will bring you a new one. Do not place the red sharps container with your regular trash. One of the Home Care delivery staff will pick up and safely dispose of the container.

Medical Waste Hamper

A cardboard box with a lid and a red plastic liner will be provided by Children's Hospital Home Care when necessary. This medical waste hamper is used to dispose of all used medical supplies, except syringes and needles.

Place the hamper in a safe place out of the reach of children. Please empty any liquids from intravenous bags into your sink or toilet before placing the bags into the hamper. This will prevent liquids from leaking out of the hamper onto your floor.

Please call Children's Hospital Home Care during business hours when the hamper is about half full. One of our drivers will pick up and safely dispose of the hamper. When needed, a new one will be provided.

SAFE TRAVEL

Be Prepared When You Travel

Please inform Children's Hospital Home Care at 1-800-866-1242 as soon as you are aware you may be traveling so we can assist you with planning and preparation.

Before you travel:

- Ensure you have adequate supplies, oxygen, formula and medications before you leave.
 - If needed, is there a local place to get oxygen or medical supplies?
- Be aware of local hospital and emergency numbers at your destination.
- Consider the route of travel.
 - Will you need anything special to get to your destination?
- Remember to use a car seat in all moving vehicles including airplanes and trains.
- Consider battery backup for pumps.
 - Will it cover the length of travel time?
- Ensure proper storage of medications.
 - Do they need refrigeration?
- Pack backup equipment if possible

Traveling with Oxygen

- Before traveling with oxygen, contact your home care company and ask them how much oxygen your child will need for safe travel.
- To calculate the amount of oxygen, answer the questions below with your home care provider:
 - What is the highest prescribed liter flow that is needed for your child?
 - What is your travel time?
 - What is double that travel time? This calculation is required to safely determine how much oxygen you will need to take with you in your vehicle.
- Map out your travel route; identify area hospitals and avoid major highways to reduce the risk of traffic delays.
- The Home Care respiratory therapist will help you determine the amount of oxygen that can be safely transported in your vehicle to meet your child's needs.

TRAVELING WITH OXYGEN

- Oxygen needs to be secured in your vehicle when traveling.
 - Oxygen needs to be visible to the caregiver while it is secured in your vehicle.
 - Do not place oxygen in the trunk of the vehicle.
- All tanks need to be securely fastened in the car to avoid injury. Portable liquid oxygen tanks must be secured in an upright position to prevent them from spilling if tipped over.
- Avoid sparks, flames or smoking in the vehicle with oxygen.
- Keep a window opened slightly to allow air to move through the vehicle.
- Keep oxygen out of direct sunlight and away from any heat sources. Do not store oxygen in vehicle when unattended, especially in excessive heat.
- Have adequate back up oxygen and oxygen supplies (i.e., cannula, mask, etc.) available.
- Identify and review applicable traffic laws when traveling with oxygen (i.e., tunnel restrictions for hazardous materials).



OXYGEN SAFETY IN THE HOME

Oxygen must be handled with care. It makes things burn faster and ignite easier. Anything that sparks or catches fire will burn faster with oxygen present. You must follow these safety guidelines to prevent a fire and/or injury to yourself or others.

General Oxygen Safety

- Post a sign that says Warning: No Smoking. No Open Flame. Oxygen in Use on the front door or the door used as the entrance to your home. Oxygen signs should also be posted where oxygen is stored in the home. These signs will be provided by your home care agency.
- Do not allow anyone to smoke, light a match or use a cigarette lighter in the home or car when oxygen is in use.
- Keep oxygen tanks at least 3 feet away from electrical outlets. Be aware of the potential for sparks from outlets, medical equipment or battery-operated toys.
- Keep oxygen tanks at least 10 feet away from open flames. Be aware of gas stoves, space heaters, lit birthday candles or lit fire places as oxygen can fuel a fire.
- Do not use electrical appliances such as electric razors or hair dryers while using oxygen.
- Make sure you have working smoke detectors in your home.
- Use only nonpetroleum-based or water-based products on the face or upper body when oxygen is in use.
- To prevent falls, be careful to not to run oxygen tubing across walkways in the home.
- Turn off the oxygen when it is not being used.
- Notify your fire department that you have oxygen in your home.
- Be aware of the potential risk to neighbors from oxygen hazards in your home.
- Always be sure to have a functioning back-up oxygen system.
- Try to use clothes and bedding made of cotton material to limit static electricity.
- Never touch liquid oxygen. Its' cold temperature can cause frostbite.
- Keep oxygen tanks away from hot surfaces like radiators.

Oxygen Storage

- Store oxygen in a well-ventilated area.
- Keep oxygen cylinders stored in their stands or lying flat on their side.
- Do not store or use flammable products such as spray cans, nail polish remover, gasoline, kerosene, rubbing alcohol, paint thinners and other oil-based lubricants near oxygen.
- Do not store oxygen in closed vehicles or car trunks.
- Identify your full, partially-full and empty oxygen tanks.

Oxygen Emergency

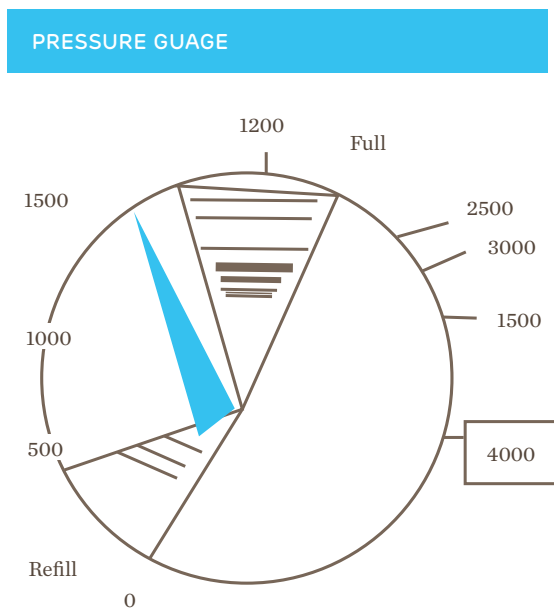
- If there is a fire near your oxygen, do not try to fight the fire. Get away from the oxygen and get everyone out of the house.

OXYGEN DURATION CHART

M-TANK CHART (FIGURED ON COTINUOUS USAGE)

	PSI	2200	2000	1800	1600	1400	1200	1000	800	600	400	200
LPM (FLOW RATE)	1	2 days 8 hrs	2 days 3 hrs 30 min	1 day 22 hrs	1 day 17 hrs 45 min	1 day 12 hrs 36 min	1 day 4 hrs	1 day 1 hr 13 min	20 hrs 24 min	15 hrs 36 min	10 hrs 27 min	5 hrs 12 min
	2	1 day 3 hrs 30 min	1 day 1 hr 30 min	22 hrs 30 min	20 hrs 24 min	18 hrs	15 hrs 30 min	13 hrs	10 hrs 27 min	8 hrs 12 min	5 hrs 12 min	2 hrs 42 min
	3	1 day	16 hrs 30 min	15 hrs 30 min	13 hrs 30 min	12 hrs 18 min	10 hrs 27 min	8 hrs 42 min	6 hrs 54 min	5 hrs 12 min	3 hrs 27 min	1 hr 42 min
	4	14 hrs	13 hrs	12 hrs 45 min	10 hrs 27 min	9 hrs 9 min	7 hrs 38 min	6 hrs 30 min	5 hrs 12 min	3 hrs 54 min	2 hrs 36 min	1 hr 18 min
	5	11 hrs 30 min	10 hrs 27 min	9 hrs 24 min	8 hrs 21 min	7 hrs 18 min	6 hrs 15 min	5 hrs 12 min	4 hrs 9 min	3 hrs 6 min	2 hrs 3 min	1 hr
	6	9 hrs 30 min	8 hrs 42 min	7 hrs 51 min	6 hrs 57 min	6 hrs 6 min	5 hrs 12 min	4 hrs 26 min	3 hrs 27 min	2 hrs 36 min	1 hr 42 min	56 min
	7	8 hrs 12 min	7 hrs 27 min	6 hrs 12 min	5 hrs 57 min	5 hrs 12 min	4 hrs 27 min	3 hrs 57 min	2 hrs 57 min	2 hrs 12 min	1 hr 27 min	42 min
	8	7 hrs 12 min	6 hrs 30 min	5 hrs 57 min	5 hrs 12 min	4 hrs 33 min	3 hrs 54 min	3 hrs 15 min	2 hrs 36 min	1 hr 57 min	1 hr 18 min	39 min

Full tank is 2200 PSI • 1/2 tank is 1100 PSI • Refill at 500 PSI



LPM	D-TANK	E-TANK
.25	—————	37.0
.50	14.0	23.0
.75	—————	13.7
1.0	7.0	11.5
2.0	3.5	5.5
3.0	2.5	4.0
4.0	1.7	3.0
5.0	1.4	2.3
6.0	1.2	1.9
10.0	Not Recommended	60 min

LIQUID OXYGEN REFERENCE GUIDE - DURATION CHART

Flow Setting ltrs/min	Portable Units**			Stationary Units**			
	Comp. 500	Comp. 550*	Comp. 1000/T*	Comp. 21	Comp. 31	Comp. 41	Comp. 46
0.25	28.0 hrs		44.0 hrs	720.0 hrs	1063.4 hrs	1406.5 hrs	1608.0
0.50	18.0 hrs		27.0 hrs	576.3 hrs	850.7 hrs	1125.2 hrs	1108.0
0.75	12.0 hrs		19.6 hrs	384.2 hrs	567.1 hrs	750.1 hrs	753.3
1.0	9.0 hrs	13.5 hrs	15.5 hrs	288.1 hrs	425.3 hrs	562.6 hrs	843.0
1.5	6.0 hrs	10.5 hrs	11.4 hrs	192.1 hrs	283.5 hrs	375.0 hrs	605.2
2.0	4.6 hrs	8.5 hrs	8.5 hrs	144.0 hrs	212.6 hrs	281.3 hrs	432.0
2.5	3.6 hrs	7.4 hrs	6.7 hrs	115.2 hrs	170.1 hrs	225.0 hrs	330.0
3.0	3.0 hrs	6.5 hrs	5.8 hrs	96.0 hrs	141.7 hrs	187.5 hrs	253.2
3.5			5.0 hrs	82.3 hrs	121.5 hrs	160.7 hrs	215.2
4.0	2.2 hrs	5.1 hrs	4.3 hrs	72.0 hrs	106.3 hrs	140.6 hrs	181.4
5.0	1.8 hrs	4.2 hrs	3.4 hrs	57.6 hrs	85.0 hrs	112.5 hrs	112.5
6.0	1.5 hrs	3.6 hrs	2.6 hrs	48.0 hrs	70.8 hrs	93.7 hrs	
8.0			2.1 hrs	36.0 hrs	53.1 hrs	70.3 hrs	
10.0			1.7 hrs	28.8 hrs	42.5 hrs	56.5 hrs	
15.0			1.1 hrs	N/A	N/A	N/A	

*In demand mode at 18 BPM and 1:15 1:E ratio

**Values obtained from empirical data will vary with ambulation

***Values obtained by dividing gaseous capacity by flow setting

SAFETY ASSESSMENT

The Family Room

- Smoke alarms are installed on every level and in every sleeping area. Alarms are tested once a month and batteries are replaced at least once a year.
- Several fire escape routes from each room and the home are planned and practiced, and an outside meeting place has been identified.
- Safety gates are used at the top of stairs.
- All window blind and drapery cords are tied up, or the ends are cut and fitted with safety tassels.
- Children play with age-appropriate toys according to safety labels. A certified small parts tester is used to determine if a toy or toy part is a choking hazard.
- Poisonous plants are kept out of a child's reach.
- All firearms are stored unloaded and locked up, with ammunition locked in a separate location out of a child's reach.

The Bedroom or Nursery

- A smoke alarm is properly installed and maintained in every sleeping area.
- Carbon monoxide detectors are installed and maintained on every level of the home.
- The crib meets national safety standards (JPMA certification label).
- There is no more than 2 3/8 inches of space between the slats or spindles and no corner post extensions or protrusions greater than 1/16 inch.
- All toys, pillows, soft bedding and plastic materials have been removed from the crib.
- All window blind and drapery cords are tied up or the ends are fitted with safety tassels.
- Window guards are installed on all windows unless designated as emergency fire exits.
- Tall and heavy furniture is secured to walls and sharp edges are cushioned.
- Safety covers are placed over all unused electrical outlets

The Kitchen

- The Poison Control Center and emergency numbers are posted near telephones.
- Back burners are used and pot handles are turned to the back of the stove when cooking.
- Appliance cords are kept wound up, out of a child's reach and unplugged when not in use. Covers are placed over all electrical outlets.
- A fire extinguisher is easily accessible.
- Guards are installed on stove knobs.
- All detergent, household products, pet supplies, medicines and vitamins are locked out of a child's reach.
- Knives and other sharp utensils are stored in drawers or cabinets secured with safety latches.
- Round, hard foods like grapes, raw carrots, hard candies, nuts and raisins are kept away from young children.

The Bathroom

- Children are never left alone in the bathroom, even for a few seconds.
- Safety locks are placed on all toilet lids.
- The water heater thermostat is set to 120 degrees Fahrenheit or less.
- Electrical appliances are kept away from water and out of a child's reach. Covers are placed over all unused electrical outlets.
- All medicines, vitamins, cosmetics, razors and scissors are kept locked out of a child's reach.
- First aid supplies are kept in a locked cabinet.

SAFETY

The Safe Kids Coalition of Southeastern Pennsylvania led by Children's Hospital of Philadelphia urges parents and caregivers to follow these basic safety tips:

Air Bags

Air bags are extremely effective in saving adult lives in motor vehicle crashes when combined with lap and shoulder belts. However, air bags were not designed for children.

To prevent air bag-related injuries and deaths to children, all children ages 12 and under should be properly restrained in the back seat of a car.

- Never put an infant in the front seat of a vehicle with a passenger air bag.
- Properly restrain children ages 12 and younger in the back seat whenever possible.
- When children are 4 feet, 9 inches tall and have outgrown booster seats, they should ride in the car with a lap/shoulder belt fitting comfortably across the center of their chest and low across their hips.

Car Seat Safety

Child car seats and safety belts, when used and installed correctly, can prevent injury and save lives. It's important to remember children should ride in the back seat of the car, protected by child safety seats. All child safety seats should be properly installed and used according to the manufacturer's directions.

Follow these simple safety tips for safer travel:

- All children, ages 12 or younger should ride in the back seat.
- Babies should remain rear-facing in the back seat of the car until 2 years of age or until they reach the highest weight or height limit allowed by the manufacturer of the child safety seat.
- Children 2 years of age and older should be secured in a forward-facing child safety seat with a harness in the back seat of the car. They should stay in the child safety seat for as long as possible, up to the highest weight/height allowed by the manufacturer of the safety seat.
- For children with special medical needs, please discuss safe traveling with your children; alternative restraints may need to be used to safely restrain your child in the car.
- Call the National Highway Traffic Safety Administration's Auto Safety Hotline at 800-424-9393 to inquire about product recalls or safety notices on your car seat.
- Look out for local car seat checks in your area or call your local SAFE KIDS Coalition.

SAFETY (CONTINUED)

Falls

Falls are the leading cause of unintentional injury for all ages, especially for children. Falls are so common among children that they are the leading cause of Emergency Department visits. Most falls occur from furniture, stairs, windows, baby walkers, shopping carts and playground equipment.

Always:

- Stay at the side of a child on a changing table or any other type of furniture that places the child at a height above floor level.
- Strap your child into highchairs and strollers.
- Move chairs, cribs, beds and other furniture away from windows.
- Stay with children when on high porches and balconies.
- Keep steps and stairs well-lit and clear of clutter.
- Use safety gates where appropriate

Home Injury

Other home safety tips:

- Keep hot liquids and foods out of a child's reach.
- Never leave a child alone in the bathtub or around water.
- Keep your infant off waterbeds, pillows and thick blankets to prevent suffocation.
- Lay your child on their back to sleep; never on their stomach.
- To prevent choking, avoid balloons, hot dogs, hard candy and small toys; cut all foods into very small pieces.
- Do not use a baby walker with wheels.
- Store guns unloaded and locked away.
- Keep cleaning supplies, pills, vitamins, alcohol, paints, perfume and bug spray in a locked cabinet or closet.
- Don't allow children to play on the stairs.

SAFETY (CONTINUED)

Fire Safety

Children, especially those ages 5 and younger, are at the greatest risk from home fire-related death and injuries.

Outdoor cooking safety

- Always supervise children near a barbecue grill, campfire or portable stove.
- Always keep a bucket of water and a shovel beside the fire or grill.
- Keep matches and lighters out of a child's reach.
- Never burn charcoal, or use portable camping heaters, lanterns or stoves inside of residential homes, tents, campers or vehicles.

Residential fire safety

- Install smoke detectors on every floor of the home and test them monthly.
- Never remove the battery from the smoke detector (unless changing the battery).
- Avoid plugging several appliance cords into the same electrical socket.
- Replace old or frayed appliance cords.
- Store all flammable liquids, such as gasoline, outside of the home.
- Plan and practice two escape routes out of every room in the house and designate an outside meeting place.

Teach children what steps to take in the event of a fire.

INSTRUCT THEM TO:

- Crawl low under smoke and cover their mouths and noses.
- Touch doors to check for heat before opening them.
- Never return into a burning house or building.
- Call 911 or the fire department after leaving the building, not while in a burning one.
- "Stop, drop and roll" while covering their faces with their hands if their clothes catch on fire.

SAFETY (CONTINUED)

Firearm Injuries

Children love to role play. It is not uncommon for kids to play cops and robbers or act out scenes from their favorite action film. Unfortunately, young children can have a hard time distinguishing the difference between real and make-believe. A loaded handgun kept in the home can easily be mistaken for a toy gun, turning an innocent game deadly.

Follow these basic firearm safety rules:

- Store firearms unloaded and locked up, with ammunition locked in a separate location out of reach of children.
- Make sure your firearms are equipped with gun locks and other safety devices. Gun locks will prevent the gun from being fired.
- Teach children to never touch a gun and tell an adult if they find one.
- Teach children the difference between a toy gun and a real gun. Make sure they understand that real guns can seriously hurt or kill a person.

Poisoning

Ordinary household products and medications can be deadly if left within a child's reach.

Follow these poison prevention tips:

- Store and lock all medications and toxic household products out of a child's reach, and store them in the original container.
- Use childproof bottles correctly.
- Avoid taking medications in front of children because kids tend to mimic adult actions.
- Never describe medicine as candy or food.
- Do not keep toothpaste, soaps, shampoos or other frequently used items in the same cabinets as dangerous products.
- List the Poison Control Center phone number (800-222-1222) and emergency medical service number near every telephone. **See Emergency Contacts on pg. 26.** Be sure any babysitters know how to use these numbers.

For poison emergencies, call **800-222-1222**.

SAFETY (CONTINUED)

Sports-related Injuries

A sports injury prevention program should include:

- Proper physical and psychological conditioning
- Use of the appropriate safety equipment (i.e. helmets, mouth guards, protective goggles, knee and elbow pads, etc.)
- A safe playing environment
- Adequate knowledgeable adult supervision
- Safety rules that are enforced

Conditioning is an integral part of participation in athletics. Prior to participating in any organized sports activity, all athletes should undergo a complete sports physical. In addition, the American Academy of Pediatrics recommends all children and adolescents receive a yearly health maintenance exam.

Children and teens should be cautioned not to “play through pain.” Stop and rest when pain occurs. If pain persists or is severe, have your child’s complaint or injury evaluated by your pediatrician or a pediatric sports medicine expert. Your child’s physician is the best judge of your child’s fitness to participate.

Water Safety and Drowning

Drowning and near-drowning may occur when children are left unattended by a pool or in the bathtub. Drowning usually occurs quickly and silently. Childhood drowning and near-drowning can happen in a matter of seconds. Follow these safety tips to prevent drowning

Always:

- Keep children in view and ensure children swim with a buddy.
- Install four-sided isolation fencing with locks, at least 5 feet high, around swimming pools or spas.
- Insist children wear a U.S. Coast Guard-approved Personal Flotation Device (PFD) when on a boat or near open bodies of water.
- Provide swimming lessons for your family.

Never:

- Leave children unattended near a water source.
- Depend on inflatable toys or rings to stay afloat.
- Leave the fence surrounding the pool unlocked.
- Have electrical appliances near the water.

EMERGENCIES

Be Ready

Children's Hospital Home Care has an established Emergency Preparedness Plan that would be put into place in the event of any emergency that might disrupt our ability to deliver care in your community. This could be a natural disaster or other unexpected occurrence. A natural disaster is defined as, but is not limited to, severe wind storms, hurricanes, tornadoes, floods, snow and ice storms, and unexpected power, telephone and water outages. If an emergency occurs, home care patients with life-sustaining or critical needs will be given priority.

To prepare for emergencies, please inform your local police and fire department of your home medical equipment usage and special situation for your child. This helps emergency personnel be on alert in case of emergency. To facilitate prompt and appropriate emergency care for children with special healthcare needs, the American Academy of Pediatrics and the American College of Emergency Physicians have developed an Emergency Information Form. A copy of this form is available online at aap.org. In the event of a natural disaster, if you need life-sustaining equipment and your electrical service is not working, go to your nearest hospital.

You should keep additional emergency telephone numbers such as police, ambulance, fire department and electric company near your phone.

Being Prepared with Medications During an Emergency

- Have a clean cooler available
- Have frozen ice packs ready in your freezer at all times
- Think of a backup place to store medications
- Have backup supplies and medications available
- **DO NOT USE IMPROPERLY STORED MEDICATIONS**
- Call CHOP Home Care (800-866-1242) and speak to the pharmacist about medication storage if you have questions.

Equipment Reminders

- Keep all home care equipment, including backup equipment, fully-charged at all times.
- Respiratory patients should call CHOP Home Care (800-866-1242) immediately when they go on battery backup.
- Contact your utility company with any concerns about your home.

EMERGENCY CONTACTS

Copy this form, fill it out and keep it near every phone in your house, and easily accessible on your cell phone.

Emergency Phone Numbers & Contacts

Children's Hospital Home Care: **800-866-1242**

Nearest Hospital: _____

Primary Doctor: _____

Specialty Doctor: _____

Poison Control Center: **800-222-1222**

Police/Fire/Ambulance: **911**

Electric Company: _____

Gas Company: _____

Water Company: _____

EQUIPMENT

Your equipment includes product literature that contains the appropriate telephone numbers and contacts regarding the warranty of the equipment. Any repairs related to normal wear and tear or services required on this equipment during the remainder of the warranty period will be arranged by contacting Children's Hospital Home Care, and no charge for repair will be incurred by the patient/caregiver. After the warranty period, the patient/caregiver should contact Children's Hospital Home Care for assistance in arranging service, repair or replacement of medical equipment as appropriate.

Capped Rentals

Capped rental equipment includes: Hospital beds, wheelchairs, alternating pressure pads, suction pumps, coffalator, patient lifts and trapeze bars.

- Insurance carriers will typically pay for the rental of the equipment for 10 to 13 months depending on your plan.
- At the conclusion of the rental period, the equipment is still owned by Children's Hospital Home Care and the patient/caregiver is responsible to contact Children's Hospital Home Care when medical necessity has ended to have the equipment picked up.

Convert to Sale and Purchased Equipment

Sale or purchased equipment may include: Canes, walkers, crutches, commode chairs, home blood glucose monitors, bath seats, canes, nebulizers and scales.

- Equipment in this category can be purchased or rented; however, the total amount paid for monthly rentals cannot exceed the fee schedule purchase amount.
- At the conclusion of the rental period or immediately if the equipment is purchased, the equipment is owned by the patient/caregiver.

Continuous Rentals

Equipment available for continuous rental may include: apnea monitors, BIPAP, end tidal CO₂ monitors, oxygen equipment, pulse oximeters, ventilators, infusion pumps and enteral pumps.

- Equipment in this category is never capped or purchased.
- Equipment in this category is owned by Children's Hospital Home Care and the patient/caregiver is responsible to contact us when medical necessity has ended to have the equipment picked up.

CONTACT US

Please feel free to contact Children's Hospital Home Care at 800-866-1242 if you have any questions.

GENERAL INFORMATION

Medicare DMEPOS Supplier Standards

The products and/or services provided to you by Children’s Hospital Home Care, a department of Children’s Hospital of Philadelphia, 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 (e.g., honoring warranties and hours of operation). The full text of these standards can be obtained at bit.ly/3hNudyZ.

Please see below and on the next page for list of standards.

PENNSYLVANIA DEPARTMENT OF HEALTH: DIVISION OF HOME AND HEALTH

For complaints/concerns related to the care provided, the Division of Home and Health within the Pennsylvania Department of Health maintains a toll-free hotline.

Call them at: 800-254-5164

Write to them at:
Pennsylvania Department of Health
Health and Welfare Building
132 Kline Plaza, Suite A
Harrisburg, PA 17120

Medicare DMEPOS Supplier Standards

Note: This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements and cannot contract with an individual or entity to provide licensed services.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. An authorized individual (one whose signature is binding) must sign the application for billing privileges.
4. A supplier must fill orders from its own inventory, or must contract with other companies for the purchase of items necessary to fill the order. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State healthcare programs, or from any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge any Medicare-covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site. This standard requires the location is accessible to the public and staffed during posted hours of business, with visible signage. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS, or its agents to conduct on-site inspections to ascertain the supplier’s compliance with these standards.

9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll-free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier must agree not to initiate telephone contact with beneficiaries, with a few exceptions allowed. This standard prohibits suppliers from contacting a Medicare beneficiary based on a physician's oral order unless an exception applies.
12. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare-covered items, and maintain proof of delivery.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair directly, or through a service contract with another company, Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these supplier standards to each beneficiary to whom it supplies a Medicare-covered item.
17. A supplier must disclose to the government any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and implementing regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment of those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. A supplier must meet the surety bond requirements specified in 42 C.F.R. 424.57(c).
27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 C.F.R. 424.516(f).
29. DMEPOS suppliers are prohibited from sharing a practice location with certain other Medicare providers and suppliers.
30. DMEPOS suppliers must remain open to the public for a minimum of 30 hours per week with certain exceptions.



CONTACT US

800-866-1242 or 800-TRY-CHOP
For calls within the hospital, dial Ext. 4-2282
Fax: 267-425-9142



**Children's Hospital
of Philadelphia®**

Breakthroughs. Every day.®

*Calliope, 8,
with her dad, Pat*