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### **Reporting Important Information Changes**

Thank you for choosing OxyMed as your Medical Equipment provider! The following information will help you in order to receive the best possible care concerning your home medical equipment needs.

**~Please read over all equipment manuals if one was provided.**

**~Please read over all provided information concerning your equipment and financial responsibility(s).**

**~Home Oxygen, Cpap and BiPAP Patients:**(patients that rely on electricity to power their equipment)

1-OxyMed cannot act as first responders in the event of a disaster, please have a back-up plan in place in case of disaster.

2-Call your power company and make them aware that you are prescribed and depend upon home oxygen or other equipment requiring electricity. The power company may be put on a priority list of customers should your power go off.

3-It is the responsibility of Home Oxygen patients to have one full portable oxygen tank at all times for back up should you need it to get to a location with power in the event of a disaster. We also advise Home Oxygen patients to take their oxygen machine with them to a location that has power if at all possible.

4-If you should be hospitalized, be sure to either take a portable oxygen tank with you, or arrange for a family member to bring a full tank to the hospital upon discharge. OxyMed will not deliver oxygen tanks when you are hospitalized if you have them at home already.

5-OxyMed provides emergency services for oxygen machine malfunctions and other respiratory equipment. Should you have a problem with your equipment not working properly call our office during or after business hours.

### **~Changing insurance plans**

~If you change your insurance plan in any way, it is **REQUIRED** that you contact us immediately or better yet, prior to changing insurance providers. Remember; you are ultimately responsible for any costs related to OxyMed providing home medical equipment to you. Failure to do so will result in charges that are not covered by your insurance.

### **~Attention Home Health or Hospice Patients:**

~Should you need the services of a home health or hospice agency, please remember that the choice is yours to stay with our services. OxyMed works with most of the agencies in our area but please call us prior to choosing a home health or hospice provider to insure that you are able to keep your equipment through OxyMed. Remember you are ultimately responsible for any costs related to OxyMed providing home medical equipment to you. Not doing so will result in additional charges that are not covered by your insurance provider.

**~Please call us with any questions.** We understand that home medical equipment use is new to many of our customers and we want you to understand the services we are providing completely and your financial responsibility related to this service or the rental of home medical equipment.