



Contact Us

1.800.220.5262
info@chcsolutions.com



CUSTOMER WELCOME GUIDE



CHC Solutions, Inc. is a family of companies including:

Continuum, LLC

Burmans Medical Supplies, Inc.

bioCARE, Inc.

HealthSource, LLC

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SEND CORRESPONDENCE TO:

CHC Solutions, Inc.
162 Industry Drive
Pittsburgh, PA 15275

WHO IS CHC SOLUTIONS, INC.?

CHC Solutions, Inc. is a family of companies including Continuum, LLC; Burmans Medical Supplies, Inc.; bioCARE, Inc.; and HealthSource, LLC. We provide comprehensive medical supplies and equipment as well as patient-focused service.

Our goal is to improve the patient experience and support individuals across the continuum of care. CHC Solutions provides options for wound care, urology and oral/enteral nutritional supplies as well as incontinence, orthopedic and ostomy products.

Your health care provider suggested CHC Solutions for your medical supply needs. We are here to support you throughout your treatment and healing process. CHC Solutions will fulfill your physician's order, ship the order directly to you and bill your insurance on your behalf. The team emphasizes answering the phone promptly and shipping the order efficiently.

To order supplies, ask questions or request a hard copy of the welcome guide, please see our contact information below. When you are ready to order, make sure you have the following information available:

- Insurance card with ID number
- Physician's name and phone number
- Diagnosis for the supplies you are ordering

Contact Information: Regular business hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. EST. You may reach us by:

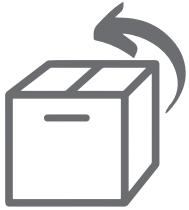
- **Calling** 1.800.220.5262
- **Emailing** orders@chcsolutions.com
- **Chatting** at www.chcsolutions.com
- **Texting** 1.855.427.0761

CHC Solutions Distribution Centers

140 Concord Road, Suite 1
Aston, PA 19014

162 Industry Drive
Pittsburgh, PA 15275

Our normal business hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. EST. CHC Solutions does not provide 24 hour/7 days per week ON-CALL services with the exception of our enteral feeding patients. Should a life-threatening situation arise, call "911" for professional emergency services.



RETURNS AND CREDITS

Our hope is that we provided you with the necessary product(s). We ask that when your product(s) arrive, please immediately inspect the contents of the package to make sure they meet your expectations. If your package has any discrepancies, shortages or damaged items, please contact us at 1.800.220.5262 within five (5) days of receipt. CHC Solutions will replace damaged or defective items and will accept and credit these product returns. Please note that product returns that occur as a result of customer error will be reviewed on a case-by-case basis. In addition, custom products are not returnable and some non-stock products may not be returnable. Please obtain a Return Authorization by calling 1.800.220.5262 within five (5) days of receipt of the order.



BILLING

The accounts receivable department is available to answer questions or concerns regarding balances. Call 1.800.220.5262, option 7 (billing) Monday through Friday, 8:30 a.m. to 5:00 p.m. EST. Billing representatives are available to do the following:

- Accept credit card payments by phone
- Review account for accuracy
- Add or change insurance information
- Arrange and discuss payment options



WARRANTY

Warranties are based on manufacturer guidelines and applicable state law. Any alterations/changes made to the item will void the warranty. CHC Solutions notifies all Medicare beneficiaries of the warranty coverage and will repair or replace, free of charge, any Medicare-covered item within one (1) year of delivery. Any Medicare-covered item that is rented to a Medicare beneficiary will be maintained, replaced or repaired at no charge.



PRODUCT INFORMATION

CHC Solutions offers wound care, urology and oral/enteral nutritional supplies as well as incontinence, orthopedic and ostomy products. Any health and wellness content present is for general informational purposes only. Such content is not intended to replace or serve as a substitute for professional medical advice, diagnosis or treatment. A doctor or health care provider should be the main source for guidance in choosing supplies. Also, remember to follow a doctor or health care professional's instructions as well as guidelines provided by product manufacturers. Visit www.chcsolutions.com/resources for additional product resources.

This product information brochure provides instructions for:



**WOUND CARE
DRESSINGS**



**OSTOMY
SUPPLIES**



**INCONTINENCE
SUPPLIES**



**UROLOGICAL
SUPPLIES**



**ORAL/ENTERAL
NUTRITIONAL SUPPLIES**



**DIABETIC
SUPPLIES**



**CONTINUOUS GLUCOSE
MONITORS**



**ORTHOPEDIC
PRODUCTS**

Disclaimer: Any health and wellness content presented is for general informational purposes only. Such content is not intended to replace or serve as a substitute for professional medical advice, diagnosis or treatment.

WOUND CARE DRESSINGS

Dressings can absorb drainage from a wound and safeguard it from infection or outside contamination. While many specialty wound care treatment options are available, a health care provider always should select products based on wound characteristics and goals of treatment.

Always remember to follow a doctor or health care professional's instructions as well as guidelines provided by product manufacturers. If there is a change in the wound or a possible sign of infection, notify a medical provider immediately.

Signs of wound infection:

- Failure of the wound to heal or deterioration of the wound
- New or increasing pains near wound site
- Redness of skin, warmth or firmness to the touch
- Increase in drainage or odor coming from the wound

Signs of an allergic reaction include rash or redness where dressing or adhesive meets skin as well as itching or burning.

Wound care product categories include:

- Alginates
- Antimicrobials
- Bordered gauzes
- Collagens
- Composites
- Contact layers
- Foams
- Hydrocolloids
- Hydrogels
- Impregnated gauzes
- Specialty absorptive dressings
- Transparent films
- Wound fillers

Additional Educational Resources:

Association for the Advancement of Wound Care - www.aawconline.org

Wound, Ostomy and Continence Nurses Society - www.wocn.org

OSTOMY SUPPLIES

Surgeons create an ostomy by redirecting part of the large intestine, small intestine or urinary system through a patient's abdomen to skin level, called a stoma. There, an ostomy bag collects and contains urine and fecal matter normally handled by organs.

Basic application of ostomy systems:

Medical suppliers offer both one- and two-piece cut-to-fit systems for use with the patient's stoma.

1. Clean and dry peristomal skin, then measure the stoma.
2. Following measured guidelines, cut an appropriate size for the wafer (skin barrier).
3. Remove the paper backing from the wafer.
4. Apply the wafer carefully so the opening is secure around the stoma with no more than 1/8 inch of space around the edges.
5. Hold the wafer carefully to the skin allowing hand warmth to help mold and seal it.

For two-piece systems, there is one more step:

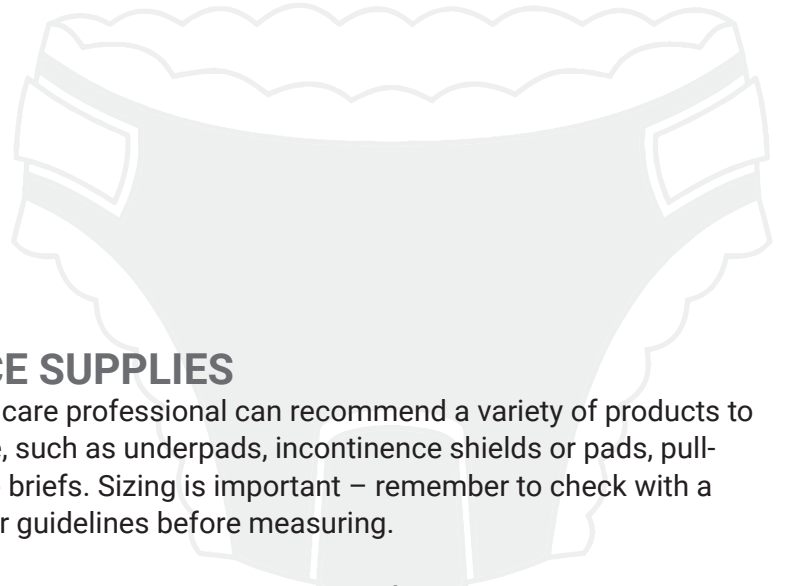
6. Center a pouching system over the wafer and attach it according to the product manufacturer guidelines.

These instructions are intended as an abbreviated procedure guide only. Please contact a physician or health care professional for more assistance as some manufacturers may have different application techniques.

Additional Educational Resources:

The United Ostomy Associations of America - www.ostomy.org

Wound, Ostomy and Continence Nurses Society - www.wocn.org



INCONTINENCE SUPPLIES

A physician or health care professional can recommend a variety of products to address incontinence, such as underpads, incontinence shields or pads, pull-ups and incontinence briefs. Sizing is important – remember to check with a manufacturer for their guidelines before measuring.

Individuals who are incontinent are at greater risk of developing skin problems around the buttocks, hips, rectum and genitals. Since there is typically more moisture in these areas, redness of the skin, peeling, irritation and yeast infections are more likely to occur.

Taking care of your skin:

- After urinating or a bowel movement, clean affected areas immediately.
- Remember to use soap and water to rinse. Do not forget to dry.
- Use over-the-counter or prescription creams to keep skin hydrated.
- Avoid products with alcohol which can irritate the skin.
- Use a moisture barrier cream that contains zinc oxide.

Additional Educational Resources:

The National Association for Continence (NAFC) - www.nafc.org

UROLOGICAL SUPPLIES

A doctor or health care professional can help patients with concerns about urological health. There are several types of catheters to address urological health:

- Intermittent catheters are inserted into the urethra to periodically drain the bladder.
- Indwelling catheters are connected to drainage bags and continuously drain the bladder of urine.
- Closed-system sterile intermittent catheters are useful to some patients prone to, or with a history of, developing urinary tract infections.
- External male catheters (also known as condom catheters) are worn over the outside of the penis and connect to a drainage bag that collects urine.

Insertion trays, which help the patient or caregiver insert a catheter, are available with antiseptics, such as PVP (povidone iodine) solution or BZK (benzalkonium chloride) swabs.

A health care professional should advise patients on the size, brand and type of catheter to use. They always should guide patients with a catheterization schedule.

Additional Educational Resources:

Wound, Ostomy and Continence Nurses Society - www.wocn.org

ORAL/ENTERAL NUTRITIONAL SUPPLIES

Patients who ingest an inadequate amount of food or fluid to meet nutritional requirements should consider supplementing their nutrition unless they cannot swallow safely or have inadequate gastrointestinal function.

Oral options include dietary counseling, adaptation of meal structures, the inclusion of nourishing fluids and the use of oral nutritional supplements, such as “nutritionally complete” drinks or vitamin/mineral tablets.

The goal of oral supplements is to improve the patient’s overall nutritional status in order to improve clinical outcomes.

Enteral feeding is required when an individual has a functioning gastrointestinal tract but cannot get enough nutrients by mouth and becomes at risk for malnutrition. A variety of formulas are available.

There are three basic types of feeding tubes:

1. Nasoenteric feeding tubes are placed through the nose and advance to the stomach or small intestine. Different size tubes may be used.
2. Gastrostomy tubes are placed by a doctor through the patient’s abdomen into the stomach, bypassing the mouth and the esophagus.
3. Jejunostomy tubes are placed by a doctor through the patient’s abdomen into the small intestine (jejunum), bypassing the mouth, esophagus and stomach.

Below are steps for using a feeding pump. They are provided only as guidance. It’s important to follow all rules and guidelines provided by the manufacturer of the product.

1. Wash your hands with antibacterial soap before handling a feeding tube and supplies.
2. If the patient has more than one catheter (e.g., feeding tube and I.V.), always double-check to make sure the formula is infused into the feeding tube and not into the I.V. line.
3. Use a new feeding bag each day. You may save your last feeding bag and reuse it for one additional day if you have not received your delivery yet.

4. Store supplies and formula in a dry, clean area.
5. Do not use supplies if the seal is broken, the package is torn or the inside or outside of the package is wet.
6. Check the formula for expiration dates. Do not use it if the expiration date has passed.
7. Keep the pump plugged into the wall as often as possible.
8. Always POWER OFF the pump before removing the tubing. Pulling the tubing out while the pump is ON – or HOLDING – might cause errors.
9. Clean the pump weekly to avoid frequent errors.

Remember to consult with a physician on feeding methods, rates and doses.

Additional Educational Resources:

American Society for Parenteral and Enteral Nutrition - www.nutritioncare.org

National Center for Biotechnology Information - www.ncbi.nlm.nih.gov/books/NBK49279



DIABETIC SUPPLIES

Blood glucose monitors evaluate a patient's blood sugar level, also referred to as the amount of glucose in the blood. For guidance about how to use a monitor, log numbers or when to report results, contact a doctor or health care professional.

Only a health care professional can help patients decide which monitor, lancet and lancing device works best for them.

Always follow product manufacturer instructions that are included with a blood glucose monitor. These instructions will help patients calibrate monitors and provide details on proper use, care and storage. It also is important to note that patients must not use control solution or test strips after the expiration date; this can lead to inaccurate readings.



CONTINUOUS GLUCOSE MONITORS (CGM)

A CGM is used to track glucose levels 24/7. This data helps the user and their medical provider make treatment decisions, including how to better manage eating, exercise and medication.

A CGM system works through a tiny sensor inserted under the skin, usually on the belly or arm. The sensor measures the interstitial glucose level, which is the glucose found in the fluid between the cells. The sensor tests glucose every few minutes, and the transmitter sends the information to a monitor.

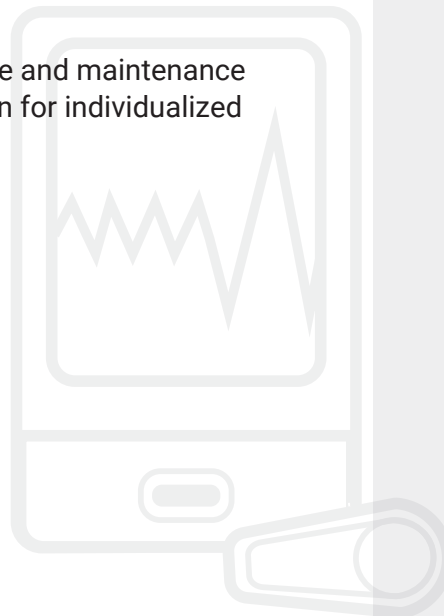
Things to consider:

1. CGM systems provide helpful information – CGM systems allow individuals with diabetes to easily track blood glucose levels and trends.
2. CGM systems provide updates on changing glucose levels – Having a continuous stream of glucose levels allows one to quickly check their blood sugar, which is helpful in situations when levels may change rapidly, such as during exercise or after taking a dose of insulin to correct a high glucose reading.
3. CGM systems eliminate or reduce the need for fingersticks – You may need fingersticks when symptoms do not match system readings, a check blood glucose symbol appears or if you experience symptoms that may be due to high or low blood glucose.

Always follow product manufacturer instructions on use and maintenance of your specific CGM system and consult your physician for individualized guidance.

Additional Educational Resources:

American Diabetes Association - www.diabetes.org



ORTHOPEDIC PRODUCTS

Orthopedic products assist in healing and reducing pain after injury, trauma or surgery. Those with chronic conditions also may benefit from orthopedic products. Bracing, immobilizers, slings and splints support the healing of an affected ligament, joint or muscle in the correct position.

When it comes to orthopedic products, one-size does not fit all. Products of this kind oftentimes require an appointment with an orthotist or orthopedic specialist who will then measure and adjust the product to the patient to ensure a proper fit.

Orthopedic product categories include:

Lower body

- Bracing: *ankle, foot, hip and knee*
- Night splints
- Walker boots

Upper body

- Bracing: *elbow, fracture, shoulder, thumb and wrist*
- Shoulder immobilizers
- Splints: *thumb and wrist*

Spine

- Cervical collars
- Cervical traction device
- Postural bracing
- Spinal bracing

Orthotics

- Custom foot orthotics
- Diabetic shoes/insoles

Other

- Canes
- Crutches
- Post-surgical bracing
- Walkers

Additional Educational Resources:

American Academy of Orthopaedic Surgeons - <https://www.aaos.org/about/for-patients-public-the-media/>

OrthoInfo - <https://www.orthoinfo.org/>

Orthogate - <https://www.orthogate.org/patient-education>



FALL PREVENTION

Use this checklist to find and fix hazards in your home.

STAIRS & STEPS (INDOORS & OUTDOORS)

- Always keep objects off the stairs.
- Fix loose or uneven steps.
- Have an electrician put in an overhead light and light switch at the top and bottom of the stairs. You can get light switches that glow.
- Have a friend or family member change the light bulb.
- Make sure the carpet is firmly attached to every step, or remove the carpet and attach non-slip rubber treads to the stairs.
- Fix loose handrails, or put in new ones. Make sure handrails are on both sides of the stairs and are as long as the stairs.

FLOORS

- Ask someone to move the furniture so your path is clear.
- Remove the rugs, or use double-sided tape or a non-slip backing so the rugs won't slip.
- Pick up things that are on the floor. Always keep objects off the floor.
- Coil or tape cords and wires next to the wall so you can't trip over them. If needed, have an electrician put in another outlet.

KITCHEN & BATHROOM

- Keep things you use often on the lower shelves (about waist high).
- If you must use a step stool, get one with a bar to hold on to. Never use a chair as a step stool.
- Put a non-slip rubber mat or self-stick strips on the floor of the tub or shower.
- Have grab bars put in next to and inside the tub and next to the toilet.

BEDROOMS

- Place a lamp close to the bed where it's easy to reach.
- Put in a nightlight so you can see where you're walking. Some nightlights go on by themselves after dark.

HAND WASHING

WASHING YOUR HANDS

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time.



STEP 1
Wet Your
Hands



STEP 2
Get Soap



STEP 3
Scrub Your
Hands



STEP 4
Rinse Your
Hands



STEP 5
Dry Your
Hands

COVER YOUR COUGH

Help stop the spread of germs that can make you and others sick.



Cover your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket.

You can also consider wearing a high-quality, well-fitting face mask which may help reduce the spread of respiratory germs.



Wash hands often with soap and warm water for 20 seconds, especially after touching tissues with secretions after coughing or sneezing. If soap and water are not available, use an alcohol-based hand rub.



NOTICE OF PRIVACY PRACTICES

CHC Solutions, Inc.

162 Industry Drive,

Pittsburgh, PA 15275

1.800.220.5262

YOUR RIGHTS

When it comes to your health information, you have certain rights.

This section explains your rights and some of our responsibilities to help you.

- Get an electronic or paper copy of your medical record
- Ask us to correct your medical record
- Request confidential communications
- Ask us to limit what we use or share
- Get a list of those with whom we've shared information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you feel your rights are violated

YOUR CHOICES

For certain health information, you can tell us your choices about what we share.

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions. In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends or others involved in your care
- Share information in a disaster relief situation

OUR USES AND DISCLOSURES

How do we typically use or share your health information?

We typically use or share your health information in the following ways:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Comply with the law
- Respond to lawsuits and legal actions
- Address workers' compensation, law enforcement and other government requests



NOTICE OF PRIVACY PRACTICES

YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITIES.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

YOUR RIGHTS

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

GET AN ELECTRONIC OR PAPER COPY OF YOUR MEDICAL RECORD

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

ASK US TO CORRECT YOUR MEDICAL RECORD

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

REQUEST CONFIDENTIAL COMMUNICATIONS

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

ASK US TO LIMIT WHAT WE USE OR SHARE

- You can ask us not to use or share certain health information for treatment, payment or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

GET A LIST OF THOSE WITH WHOM WE’VE SHARED INFORMATION

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment and health care operations and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

GET A COPY OF THIS PRIVACY NOTICE

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

CHOOSE SOMEONE TO ACT FOR YOU

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

FILE A COMPLAINT IF YOU FEEL YOUR RIGHTS ARE VIOLATED

- You can complain if you feel we have violated your rights by contacting us using the information at the top of page 16.
- You can contact our privacy officer at the address or toll-free number on page 16 to learn more about the complaint process.
- We will not retaliate against you for filing a complaint.

YOUR CHOICES

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

IN THESE CASES, YOU HAVE BOTH THE RIGHT AND CHOICE TO TELL US TO:

- Share information with your family, close friends or others involved in your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never share your information unless you give us written permission

- Marketing purposes (However, we may tell you about products and services that we provide and that are related to your treatment or care)
- Sale of your information

OUR USES AND DISCLOSURES

How do we typically use or share your health information? We typically use or share your health information in the following ways.

TREAT YOU

We can use your health information and share it with other professionals who are treating you. Example: A doctor treating you for an injury asks another doctor about your overall health condition.

RUN OUR ORGANIZATION

We can use and share your health information to run our practice, improve your care and contact you when necessary. Example: We use health information about you to manage your treatment and services.

BILL FOR YOUR SERVICES

We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance plan, so it will pay for your services.

HOW ELSE CAN WE USE OR SHARE YOUR HEALTH INFORMATION?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. Contact our Privacy Officer for more information.

HELP WITH PUBLIC HEALTH AND SAFETY ISSUES

We can share health information about you for certain situations such as:

- Preventing disease
- Reporting suspected abuse, neglect or domestic violence
- Helping with product recalls
- Preventing or reducing a serious threat to anyone's health or safety

COMPLY WITH THE LAW

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

ADDRESS WORKERS' COMPENSATION, LAW ENFORCEMENT AND OTHER GOVERNMENT REQUESTS

We can use or share health information about you:

- For workers' compensation claims
- With health oversight agencies for activities authorized by law
- For law enforcement purposes or with a law enforcement official
- For special government functions such as military, national security and presidential protective services

RESPOND TO LAWSUITS AND LEGAL ACTIONS

We can share health information about you in response to a court or administrative order or in response to a subpoena.

OUR RESPONSIBILITIES

- We are required by law to maintain the privacy and security of your protected health information. If the law of the state where you live places greater limits on the use and disclosure of health information, then those laws will apply to our use and disclosures.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

OUR CONTACT INFORMATION

You may contact our Privacy Officer if you have any questions regarding this Notice.

CHANGES TO THE TERMS OF THIS NOTICE

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office and on our website.

CUSTOMER RIGHTS AND RESPONSIBILITIES

CUSTOMER RIGHTS

YOU HAVE THE RIGHT TO:

- Choose the provider of your medical care services.
- Participate in planning your care.
- Receive appropriate products in proper operating condition and care without discrimination in accordance with physician orders.
- Be communicated with in a way that you can reasonably understand.
- Be treated with dignity and respect, free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of client/patient property.
- Confidential treatment of your health information.
- A clear understanding of your financial obligations and benefits when referred to an organization.
- Request an explanation of your bill for products or services.
- Refuse equipment and services, accepting responsibility for that refusal.
- Voice your grievances, recommend changes and have your complaints investigated without fear of reprisal.

CUSTOMER RESPONSIBILITIES

IT IS YOUR RESPONSIBILITY TO:

- Dial "911" if a life-threatening medical emergency arises.
- Provide complete and accurate medical history and billing information.
- Comply with your physician's orders and plan of care.
- Contact us about any equipment malfunction or defect, and allow our staff to correct the problem.
- Advise us of any changes in your status, including address, medical condition and billing information.
- Pay for services not covered by your insurance carrier, except when not allowed by law.
- Maintain a safe home environment for the proper utilization of equipment.
- Report to us any concerns about patient safety or occurrences of patient falls.
- Pay for the replacement costs of equipment damaged, destroyed or lost due to misuse, abuse or neglect.
- Treat CHC Solutions employees with dignity and respect.

CUSTOMER COMPLAINTS

Any customer who feels their rights have been denied, who desires further clarification of rights or who desires to lodge a complaint or express contentment with any aspect of service or equipment, including concerns about patient safety and the risk of falls, should contact us through our main phone number without fear of reprisal by CHC Solutions or by any of its employees. If the issue cannot be resolved via a phone call with a customer service representative, the matter will automatically be forwarded to the appropriate corporate manager.



ACCREDITATION

The public may contact the American Board for Certification (ABC), The Joint Commission (TJC) or the Accreditation Commission for Health Care (ACHC) to report any concerns or register complaints about an accredited health care organization by calling or emailing the respective phone number or email address.



ABC

The offices in Creighton, PA and Wexford, PA are accredited by the ABC in orthotics, prosthetics and pedorthics. The public may contact the ABC to report any concerns or register complaints about an ABC-accredited health care organization by either calling 1.703.836.7114 or emailing info@abcop.org.



TJC

The locations in Columbia, MD; Opelika, AL; Port St Lucie, FL; Toccoa, GA; Chattanooga, TN; Philadelphia, PA; and Pittsburgh, PA are accredited by TJC. The public may contact the Joint Commission to report any concerns or register complaints about a Joint Commission-accredited health care organization by calling 1.800.994.6610.



ACHC

The office in Morgantown, WV is accredited by the ACHC. The public may contact the ACHC to report any concerns or register complaints about an ACHC-accredited health care organization by calling 1.855.937.2242.

PATIENT FREEDOM OF PROVIDER STATEMENT

I have been referred to CHC Solutions for medical products. I understand that CHC Solutions is a separate organization from my referral source, which may be my physician or home health agency. I further understand that CHC Solutions will bill me or my insurance company separately. I understand my rights and responsibilities in this referral process and transaction. I also understand that I have a right to choose any qualified vendor to provide me with medical products. I have freely chosen CHC Solutions as my provider for medical products.

MEDICARE DMEPOS SUPPLIER STANDARDS

The products and/or services provided to you by CHC Solutions 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 <http://ecfr.gpoaccess.gov>. Upon request we will furnish you a written copy of the standards.