

POLICY:

The equipment and supplies provided for the patient/client in his/her place of residence shall be in suitable to the needs of the client, and appropriate to the home environment and to the physician's order(s).

Equipment and supplies received by the client that are deemed inappropriate or unsuitable by the client, their caregivers, or their physician shall be accepted for return by the company with no charges incurred by the patient / client.

OBJECTIVE:

To ensure that patients/clients receive the appropriate equipment or supplies intended by the attending physician's prescription and that the equipment and supplies provided meet the needs of the patient / client.

PROCEDURE:

1. A physician's order shall be required for equipment requiring a prescription.
2. The physician's order and timeliness of the order shall comply with Policy HME-PC-P-3.
3. The type of equipment and supplies to be provided to the patient/client shall be specified on the patient/client plan of care.
4. Personnel creating delivery orders shall ascertain that the delivery order matches the equipment specified on the physician's order and the plan of care.
5. Delivery personnel, prior to transporting equipment to a patient/client shall adhere to the procedures outlined in applicable policy and procedure and shall ascertain that the equipment being delivered matches the delivery order.
6. Equipment shall be provided clean, and in good working order. Supplies shall be provided new and in unopened packaging.
7. Equipment and supplies provided to patients / clients that are deemed to be unsuitable or inappropriate to the for the client, either by the client, the caregiver, or others involved in the care of the patient / client shall be accepted for return by the company, with no charges incurred by the patient /client, if the company is notified within 30 days of delivery of the equipment and supplies.
8. Equipment and supplies that cannot by law be accepted for return after use or opening shall not be returned to inventory, but disposed of properly instead.