CARE Hospice Program
CARE Hospice Program Overview
Welcome to the Home Care Medical CARE Hospice Program. As you read through this informational brochure, you will find that CARE stands for Contract – Accuracy – Reliability – Excellence.

It is our mission to enhance the quality of life of those we serve and our CARE Hospice Program can provide your hospice patients and their caregivers with a team of experienced clinicians and support staff who can offer a wide variety of medical supplies and equipment. We also have a dedicated Hospice Liaison to coordinate deliveries and pick-ups of medical equipment, supplies and oxygen therapy. Available 24-hours a day to support your hospice patient’s needs, our clinicians and field staff are here to serve you.

In addition to prompt and professional provision of equipment and supplies, Home Care Medical provides training on the equipment to caregivers and hospice agency staff. This education and training is key to the agency staff supporting the patient in using our equipment and services. Annual staff competency fairs are also available upon request. Our comprehensive array of equipment, supplies, and services have been accredited by the Joint Commission since 1990.

As with all of our services and therapies, we tailor them to meet the individual needs of each patient, family caregiver, physician or home health/hospice agency. To ensure those needs are met, we are always researching new therapies and products for our patients’ home care needs. Our experienced staff works closely with health care professionals, ensuring we have the information necessary to efficiently, professionally and compassionately continue the care of our patients.

Experience the Home Care Medical difference today. If you have any questions, please feel free to call us at 262.786.9870 or visit our website at www.homecaremedical.com.

Sincerely,

Kandy Raether
Interim President
Home Care Medical
We are here to serve you

By integrating respect, integrity, dependability and excellence, Home Care Medical provides steadfast service and innovative products that heal, nurture and transform lives.

We are proud to offer the following services:

- **Enteral nutrition**
  Our Enteral Team of registered dietitians and clinical nurses specialize in enteral nutrition therapy.

- **Rehab technology**
  Certified ATPs, support team and service center providing a complete circle of advanced seating and mobility care.

- **Respiratory care**
  An experienced team of therapists, clinical support and technicians providing a vast array of respiratory therapies.

- **Home medical equipment and supplies**
  A team of knowledgeable consultants providing people of all ages durable medical equipment and supplies.

- **Bracing and compression garments**
  A team of board-certified orthotic fitters providing athletic bracing and supports, compression garments and custom footwear.

**Professional Service and Personalized Care**

Since 1974, Home Care Medical has been committed to providing the highest quality home care products and services throughout Southeastern Wisconsin. The professionals on our team are dedicated to doing their best to meet your hospice needs. Your complete satisfaction is our #1 goal.

Home Care Medical provides the products, services and support your patient needs to get the most out of their remaining days. Behind each of our products and clinical services are people who make a difference in the lives they touch. Our team consists of over 160 employees – many of whom are credentialed, degreed and certified individuals with thousands of years of experience in the health care industry. We take the time to teach patients and caregivers how to use products; we monitor the patients’ condition and compliance with their therapies; and, our professional staff can be reached around the clock.

Listening carefully to each physician, hospice care manager, caregiver and patient, we recommend the equipment and clinical services that best fit the patient’s medical needs, environment and health care coverage. Home Care Medical is dedicated to quality customer service and caring relationships with both our hospice patients and referral sources.

As an organization with a history of quality, responsiveness and creativity to the hospice community, Home Care Medical is always looking for new and innovative ways to meet the needs of your clients. Our products and clinical services include the most advanced technologies and therapies available. As medical progress is made, we bring it home to your patients.
**Our Hospice Liaison**

We are proud to have a dedicated Hospice Liaison who's goal is to ensure a positive and professional relationship with all of our hospice care providers.

In addition, our Hospice Liaison:
- works with hospice nurses, case managers, unit secretaries and other hospice staff to ensure that the appropriate home medical equipment and respiratory care supplies are ordered and delivered.
- responds to all orders within two hours – including our DME Order Fax form, calls and e-mails.
- solves issues to ensure Home Care Medical provides patients and their families the best service at all times.
- schedules the timely pick-up of equipment when it is no longer needed.
- facilitates the transfer of equipment when a patient is discharged from hospice care.

**Hospice Liaison Contact Information**

Hospice Liaison: 262.957.5229  
Email: hospice_liasons@hcmedical.com

**Necessary Patient Information when Placing an Order**
- name, address and phone number
- date of birth and social security number
- emergency contact name and phone number
- doctor name and phone number
- hospice effective date
- diagnosis
- equipment needed

**Standard Business Hours**
All “non-emergency” deliveries and all pick-ups will be scheduled for the next business day.

**After Hours**
After hours, Sundays and Holidays are reserved for emergency deliveries and exchanges.

**Hospice Delivery**
- No delivery fees apply.
- Set-ups when Emergency Delivery criteria applies (see information below).
- Supplies and other items from Non-Emergency Delivery criteria may be delivered without a fee if there is a contributing factor from Emergency Delivery criteria (see information below).

**Non-Emergency Delivery**
A $50 delivery fee automatically applies for after hour delivery and/or pick-up of:
- Bathroom safety products
- Wound, ostomy and diabetic supplies
- Patient lifters
- Over-bed tables
- Wheelchairs
- APP
- CPAP equipment
- Oral enteral formula
- Redelivery for a client “not home”

**Emergency Delivery**
No delivery fees apply to:
- Respiratory and oxygen set-ups
- Liquid oxygen fills, if empty
- Enteral (tube feeding) orders
- Apnea monitors
- Mechanical failure of rental equipment
- CPAP equipment

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**Standard Business Hours**
- **MONDAY**: 8 AM – 5 PM
- **TUESDAY**: 8 AM – 5 PM
- **WEDNESDAY**: 8 AM – 5 PM
- **THURSDAY**: 8 AM – 5 PM
- **FRIDAY**: 8 AM – 5 PM
- **SATURDAY**: 8 AM – 12 PM

**After Hours**
- **MON – FRI**: OUTSIDE OF STANDARD BUSINESS HOURS
- **SATURDAY**: AFTER 12 PM
- **ALL DAY ON SUNDAYS**
- **ALL DAY ON HOLIDAYS**
- **$50 FEE APPLIES FOR NON-EMERGENCIES**
Bathroom Safety Products

Transfer Bench
– a transfer bench is similar to a shower chair but a portion of the bench extends outside the tub.
– 300 lbs. weight capacity
– textured, molded backrest and seating surface
– non-slip surface has holes for water drainage
– backrest is reversible to work in any bathtub
– locking suction cups on feet are extra large for added safety
– seat height adjusts between 18”– 24” in 1/2” increments
– seat width: 26” and seat depth: 16”
– width (outside legs): 33” and depth (outside legs): 24”

Shower Chair with Back (also available without a back)
– 300 lbs. weight capacity
– wider foot grips for greater contact with floor
– lightweight
– molded back and contoured seat with handholds
– angled legs have easy snap button adjustments
– seat height adjusts between 14”– 21” in 1” increments with just a push of a button
– seat width: 19” and seat depth: 11”

Commode
– 350 lbs. weight capacity
– 3-in-1 design allows for use as a raised toilet seat, bedside commode or toilet safety frame
– steel frame is rust resistant and offers greater durability
– armrests provide user comfort
– seat height: 16.5”– 22.5” and seat depth: 15.375”
– width between arms: 18”
– overall width: 22.5”
– pail capacity: 8 liters
Bedroom Products

Semi-Electric Bed
- total weight capacity is 450 lbs., including patient, mattress, bedding and accessories
- head and back of knees raises electronically
- floor to bed deck height: 15” – 23”
- product width: 36” and product length/depth: 88”
- length of head section: 43” and length of foot section: 45”
- bariatric versions available

Bed Rails
- half or full rails
- overall height above deck raised: 15” half / 14.5” full
- overall height above deck lowered: 4.75” half / 4.25” full
- overall length: 32” half / 55” full
- overall width between bed rails: 36.5” half / 36” full

Overbed Table
- height of the tables easily adjusts for comfort while reading, writing or eating
- 1.5” casters ensure smooth mobility in any direction
- light upward touch on spring-loaded locking handle allows table to elevate freely
- U-base design permits use with chairs
- supports up to 50 pounds of evenly distributed weight when table is in lowest position
- base: 15.5”w x 26”l
- dimensions of table top: 15”w x 30”l x .75”h
- height adjustment: 29” – 45”

Hoyer Hydraulic Lift with Adjustable Base and 6-Point Cradle
- 400 lbs. weight capacity
- 6-point cradle accommodates 4-point and traditional slings
- rotating pump handle
- adjustable u-base with clearance: 5.5”
- minimum/maximum base dimensions: 24” – 39.5”
- length/depth: 41”
Bedroom Products

U-Sling
- durable polyester with closed-cell foam padding enhances user comfort
- available in various sizes and weight capacities:
  - small (55 – 110 lbs.)
  - medium (99 – 210 lbs.)
  - large (198 – 350 lbs.)
  - x-large (270 – 600 lbs.)

Full Electric Low Bed
- 450 lbs. weight capacity
- overall bed dimensions are 36”w x 88”l
- floor to bed deck height: 9 1/2”– 20”

Mattress Body Wrap (Scoop)
- 300 lbs. weight capacity
- product width: 36” and product height: 6”
- product length/depth: 80”
- use in place of innerspring mattress

Low Air Loss Mattress
- 350 lbs. weight capacity
- mattress size: 8” x 34” x 80”
- 32 mm Hg inflation pressure for optimal therapy
- use in place of innerspring mattress

Alternating Pressure Pump and Pad
- 250 lbs. weight capacity
- pad dimensions: 35” x 79” x 2 1/2”
- pump cycle time: 10 minutes
- air flow: 6.5 lpm
- power cord: 12 feet
- use as overlay for innerspring mattress
**Mobility Aids**

**Standard Folding Walker – Adult**
- 300 lbs. weight capacity
- approximate user height: 5’2”– 6’4”
- two-button folding (with palm, finger or arm) allows independent operation of each side so walker fits through narrow spaces while maintaining rigidity
- folds to 4” for ease of transport and storage
- eight numbered adjustment holes provide ease of adjustment and broader range of user heights
- base width: 16.5”

**5” Walker Wheels**
- fixed wheels glide smoothly over rough terrains
- eight adjustment holes for broader range of user heights
- includes pair of glide caps for rear walker legs

**Standard Wheelchair**
- other chair sizes are available
- 250 lbs. weight capacity
- 18” seat width
- 16” seat depth
- removable arms
- swingaway legrests
- 24.5” overall width

**Transport Wheelchair**
- padded nylon upholstery and armrests
- 8” wheels in front and back
- seatbelt included
- fixed arms
- product weight: 24 lbs. without swingaway footrests
- seat width: 17”
- weight capacity: 250 lbs.
Mobility Aids

Reclining Wheelchair
- lightweight manual wheelchair
- available in 14”, 16”, 18”, 20” and 22” seat widths
- seat depth: 16” standard
- full reclining back (range from 90 degrees – 180 degrees)
- back height: 34” (24” high back, 10” removable headrest)
- padded, removable arms
- swingaway footrests
- product weight: 53 lbs.
- weight capacity: 250 lbs. for 14”– 18”; 300 lbs. for 20”– 22”

Respiratory Products

Compressor Nebulizer
- weight: 4.8 lbs.
- overall size: 7.5”w x 4”h x 7.2”d
- electrical requirements: 2.5 amps, 115 VAC, 60 Hz
- handheld nebulizer kit includes: mouthpiece, tee adaptor, reservoir and 7’ supply tube

Concentrators (up to 10 lpm)
- note: your unit may look different and have different features
- approximate weight: 39 – 54 lbs.
- width: 13 – 18”
- length/depth: 11.5 – 14”
- electrical requirements: 115V, 60Hz
- Please see page 14 for information on Self-Filling Oxygen Systems appropriate for individuals who are more mobile and independent.
Respiratory Products

Gaseous Oxygen

- Tank rack with D, E and ML tanks
- Tank rack holds 12 oxygen cylinders
- Rack measures 21” x 15.5” x 9”
- Tank weights with regulator and bag:
  D tank is 20” tall and weighs 11 lbs.
  E tank is 29” tall and weighs 14 lbs.
  ML tank is 11.5” tall and weighs 6.4 lbs.
- Usage times are approximate and based on full units and continuous liter flow. When units are set at continuous liter flow, oxygen will be used faster when walking and physical activity are taking place, when temperature and humidity are high and when the portable unit is filled more than once a day. Individual use may vary.

E Tank Flow Rate

- Usage times are approximate and based on continuous liter flow. Individual use may vary.
- Example *(please see the chart at right)*: If the prescribed liter flow rate setting is 3 lpm and the pressure gauge reads 1600 psi, the oxygen in the tank will last approximately 2 1/2 hours.

<table>
<thead>
<tr>
<th>E Tank Flow Rate</th>
<th>Liters Per Minute (lpm)</th>
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</thead>
<tbody>
<tr>
<td>Pressure Gauge Reading</td>
<td>1 lpm</td>
</tr>
<tr>
<td>2200 psi</td>
<td>10</td>
</tr>
<tr>
<td>1600 psi</td>
<td>7 1/2</td>
</tr>
<tr>
<td>1100 psi</td>
<td>5</td>
</tr>
<tr>
<td>500 psi</td>
<td>2 1/2</td>
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</tbody>
</table>
Respiratory Products

D Tank Flow Rate
– Usage times are approximate and based on continuous liter flow. Individual use may vary.
– Example (please see the chart at right): If the prescribed liter flow rate setting is 3 lpm and the pressure gauge reads 1500 psi, the oxygen in the tank will last approximately 1 3/4 hours.

ML Tank Flow Rate without Conserving Device
– Usage times are approximate and based on continuous liter flow. Individual use may vary.
– Example (please see the chart at right): If the prescribed liter flow rate setting is 3 lpm and the pressure gauge reads 2200 psi, the oxygen in the tank will last approximately 1 hour.

ML Tank Flow Rate with Conserving Device (20 breaths per minute)
– Usage times are approximate and based on continuous liter flow. Individual use may vary.
– Example (please see the chart at right): If the prescribed liter flow rate setting is 3 lpm and the pressure gauge reads 2200 psi, the oxygen in the tank will last approximately 3 hours.

<table>
<thead>
<tr>
<th>D Tank Flow Rate</th>
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<tbody>
<tr>
<td>Pressure Gauge Reading</td>
<td>1 lpm</td>
</tr>
<tr>
<td>2000 psi</td>
<td>6 1/2</td>
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<tr>
<td>1500 psi</td>
<td>4 3/4</td>
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<tr>
<td>1000 psi</td>
<td>3 1/4</td>
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<tr>
<td>500 psi</td>
<td>1 1/2</td>
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<table>
<thead>
<tr>
<th>ML Tank Flow Rate without Device</th>
<th>Liters Per Minute (lpm)</th>
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<tbody>
<tr>
<td>Pressure Gauge Reading</td>
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<tr>
<td>2200 psi</td>
<td>2 3/4</td>
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<tr>
<td>1600 psi</td>
<td>2</td>
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<tr>
<td>1100 psi</td>
<td>1 1/2</td>
</tr>
<tr>
<td>500 psi</td>
<td>3/4</td>
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<thead>
<tr>
<th>ML Tank Flow Rate with Device</th>
<th>Liters Per Minute (lpm)</th>
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<tbody>
<tr>
<td>Pressure Gauge Reading</td>
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<tr>
<td>2200 psi</td>
<td>8 1/2</td>
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<tr>
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<td>6 3/4</td>
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<tr>
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<td>4 1/4</td>
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<tr>
<td>500 psi</td>
<td>2</td>
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Respiratory Products

Self-Filling Oxygen Systems (pictured)
- The Self-Filling Oxygen System is a safe, patient-friendly system that eliminates the need for patients to rely on the delivery of tanks. The Self-Filling Oxygen System is designed to fill oxygen cylinders.
- 3 tank sizes available (ML6, M9 and D)
- 2 regulator types available (standard continuous flow and pulse dose oxygen conserving)
- Weight (excluding tank): 66 lbs.
- 12.25”w x 28.5”h x 22.5”d

Tank Fill Times
- Filling times are approximate and may vary depending on environmental conditions, such as altitude.
- Typical fill times at 2 lpm to approximately 2,000 psi are:
  ML6 75 minutes
  M9 125 minutes
  D 3.5 hours

Tank Flow Rate
- Usage times are approximate and based on a full tank. All ambulatory ranges are calculated assuming a breath rate of 20 BPM in pulse dose mode. Individual use may vary.
- Example (please see the chart at right): If the prescribed liter flow on a full ML6 tank is set at 4 lpm in pulse dose mode, the full tank will last approximately 3.8 hours.

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<thead>
<tr>
<th>Tank Flow Rate</th>
<th>Liters Per Minute (lpm)</th>
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<tr>
<td></td>
<td>1 lpm</td>
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<tr>
<td></td>
<td>Hours</td>
</tr>
<tr>
<td>ML6</td>
<td></td>
</tr>
<tr>
<td>Pulse Dose</td>
<td>9.8</td>
</tr>
<tr>
<td>M9</td>
<td></td>
</tr>
<tr>
<td>Pulse Dose</td>
<td>15.2</td>
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</table>
Respiratory Products

Liquid Oxygen Stationary Unit* (pictured top right)
- note: your unit may look different and have different features
- product weight (filled): 138 lbs.
- product height: 33.5”
- product diameter: 15.4”
- liquid oxygen capacity: 85 lbs.
- typical fill time, warm: 3-10 minutes
- typical use time at 2 lpm continuous flow: 242 hours
- Example (please see chart at right): If the prescribed liter flow setting on the stationary unit is 1 lpm, the oxygen in the unit will last approximately 17 days.

Liquid Oxygen Portable Unit* (pictured bottom right)
- note: your unit may look different and have different features.
- product weight full: 3.6 lbs.
- product height: 10.5”
- multiple settings for continuous and demand flow modes
- can be worn with shoulder strap or belt strap
- fills in about 40 seconds from reservoir
- unit can operate in various positions
- built-in pneumatic conserver requires no batteries or electricity for operation
- approximately 8-10 hours between refills at a demand flow setting of 2 lpm
- Example (please see chart at right): If the prescribed liter flow setting on the portable unit is 1 lpm, the oxygen in the unit will last approximately 15 hours.

Oxygen Supplies Provided with Initial Order
- Facility Kit: one distilled water (1 gallon), one 25’ tubing, four 7’ nasal cannula, one humidifier bottle and one connector
- Home Kit: one distilled water (1 gallon), two 25’ tubing, two 7’ nasal cannula, one humidifier bottle and one connector

*Usage times vary based on type of unit being used. Usage times are approximate and based on full units and continuous liter flow. When units are set at continuous liter flow, oxygen will be used faster when walking and physical activity are taking place, when temperature and humidity are high and when the portable unit is filled more than once a day. Individual use may vary.