

## Scope of Services

Our organization offers equipment and services to the local counties in the West Georgia-East Alabama area to include: Muscogee, Harris, Chattahoochee- GA and Lee, Russell, Barber-AL. We also ship across the US, and around the world.

Our organization offers the following services and equipment: We currently offer Lumbar Support Orthosis, Support Braces, Breast Pumps, Alpha-Stim, Compression Socks & Hosiery, Wheelchairs, Walkers, Nebulizers, CPAPs, Tens Units, NMES, Maternity and Postpartum Support Systems, Positioning Pillows, Bed-side commodes, Transfer bench, Canes, Crutches, Rollators, Shower chair, Incontinence, Enterals, Special Needs Supplies, and so much more! We also can provide the accessories and supplies for the products we offer.



*Proudly Supporting our  
Armed Forces & Their Families*



ACHC Accredited

## **Mission Statement:**

*Providing quality equipment in a professional and caring manner*



## **Warranty Information\*\***

1. There is no warranty on rental equipment.
2. The manufacturer's warranty applies to purchased equipment .

\*\*Provided with equipment.

## **Hometown Medical Equipment**

506 Manchester Expy, Ste B-13  
Columbus, GA 31904

Phone: 706-507-2222

Toll Free: 844-260-9280

Fax: 706-507-2233

E-mail: [info@htmeq.com](mailto:info@htmeq.com)

**Website:** [WWW.HTMEQ.COM](http://WWW.HTMEQ.COM)

Hours: 9am-5pm EST, Mon-Fri

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Tel: 706-507-2222

## Basic Home Safety/Infection Control

The organization would like to take this opportunity to increase your understanding of Basic Home Safety. Because of your underlying medical condition, we recommend you consider the following points:

Precautions should be used in the bathroom, where you will encounter a variety of slippery surfaces. Never use electrical appliances while standing in water.

Poisonous cleaning supplies and medications should be stored away from food items and clearly marked as a poisonous substance. If vision is poor, you may wish to use oversized or coded labels. Consider large type print for emergency numbers.

When lifting, use proper body mechanics to avoid back injury by bending the knees and keeping your back straight, you will lift with your back straight, you will lift with your leg muscles and thereby avoid back strain.

Be aware of the electrical needs of various appliances, including medical equipment. If circuit overload occurs, move some of your electrical appliances to electrical outlets that use a different circuit.

If you have difficulty walking, be aware of the various types of flooring in your home. Slippery surfaces and loose rugs are especially dangerous and could cause a fall.

Fires are always dangerous, but especially for individuals who can't run to safety. If your movements are slow or impaired, you should consider installing a smoke alarm and/or fire extinguisher. Avoid smoking in bed and handle all flammable materials in a safe manner.

Keep emergency phone numbers near your phone. If needed, call 9-1-1.

Wash hands often with soap and water to prevent germs. Use a sanitizing solution, if no water is available. Cover your cough or sneeze.

All medications should be stored in a cool, dry place. Some drugs require refrigeration and should be labeled accordingly. **DON'T TAKE OTHER PEOPLES MEDICATIONS.**

## ETHICS

### We have established the following code of ethical behavior

Customer/Patient/Client safety and health is always first.

We will do our best to provide information pertaining to services in a truthful, accurate, and complete manner to avoid Customer/Patient/Client's misunderstanding of our services, or cost.

We will strive to use professional judgment and care and to never agree to unethical conduct.

We will continually strive to acquire more knowledge and to also educate our Customer/Patient/Client.

We will uphold the law, dignity, and honor of the Health Care Industry. To uphold ethical principles and not engage in any activity that is illegal or unethical in this industry.

## Welcome Letter

Dear Customer/Patient/Client/Caregiver:

We are pleased to have been selected to provide your medical equipment. Our organization is an accredited facility, and this attests to our adherence to a rigorous sets of standards. Hometown Medical Equipment is committed to providing the finest quality equipment and professional support, to insure your needs are met. We're very proud of our company and hope that you will be well satisfied with our services.

Our company submits claims with most insurance plans, once benefits has been verified. Most insurances will reimburse our company the fees which they consider reasonable for the type of equipment. As a courtesy, we will file your claims, and bill you for the remaining balance. However, if there is a remaining balance for a deductible, co-pay, or cost-share, it is your responsibility. Therefore, we consider any dispute over payment, a matter between you and your insurer, and ultimately we must look to you for payment.

In the event you have any questions, complaints regarding your bill, your equipment, service, or if you have recommendations as to how we can better serve you, please contact our store during business hours Monday through Friday. We are available for after hours assistance thru our answering system (706-507-2222) or by email (RX@HTMEQ.COM).

Thank you for allowing us to be of service.

Sincerely,

Hometown Medical Equipment Team

## EMERGENCY PREPAREDNESS & DISASTER INFORMATION

Our goal is to supply safe, easy-to-use, and dependable products to fill your home medical needs. Our equipment is designed to operate through most of life's daily inconveniences, such as brief power losses during thunderstorms.

There are potential disasters and emergencies during which your needs might well exceed the reasonable resources we can provide.

An emergency might be described as any destructive event, threatening to life or limb, resulting in the failure of electrical power systems, communications, or transportation.

If you are vulnerable because of immobility, dependent on medical equipment, which requires electrical power, or simply living in an area likely to require evacuation in a major storm, consider now the plans and preparations you must make.

Community resources you should consider might include the local Civil Defense office, the local Red Cross office, etc.

Many localities now encourage medically needy or equipment-dependent people to pre-register for transportation, shelter, or assistance.

**Please take the time to consider steps you would take in an emergency.**

Electronic copies of the following are on our website:

[WWW.HTMEQ.COM](http://WWW.HTMEQ.COM)

Notice of Privacy Practices

Assignment of Benefits

Customer/Patient/Client Bill of Rights

Customer/Patient/Client Responsibilities

Shipping Policy

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