



Pediatric Pulmonary Center
The University of Alabama at Birmingham



THE DURABLE MEDICAL EQUIPMENT VENDOR

The process of getting families home and enabling them to stay there requires the involvement of knowledgeable community-based providers to support the family and serve as a liaison for the medical care team. Frequent home visits can provide a tremendous amount of information and can play a large role in keeping the patient successfully maintained in their home and community.

- Do they serve the patient's geographic area?
- Will they deliver (and teach) the equipment at the hospital, doctor's office, or at home on your request?
- Is the necessary equipment available in the right amount and sizes?
- Are they easily available for assistance either in person or by phone?
- Will a trained healthcare professional adequately teach the family how to use the equipment with materials and protocols that meet with your approval?
- Do they have appropriate personnel on-call 24 hours a day, 7 days a week?
- What is their response time to problems that arise at home?
- How available is a trained healthcare professional and maintenance/repair/delivery person?
- Do they have experience in attaining 3rd party reimbursement for this equipment?
- Have financial matters concerning insurance reimbursement and patient/family charges been settled?
- Do they have identical back-up equipment available for emergencies and regularly scheduled maintenance?
- Does a trained healthcare professional visit the family on a regular basis?
- Are they licensed?
- Do they have previous experience with this type of patient and his/her needed equipment?
- Do they provide an initial home visit to assess adequacy?
- Are they willing to provide continued communication to the patient's medical team concerning the patient and his/her equipment status/use?

Revised 9/20/2007 J.McDougal