

Carefluent Connect

Important Information

Supplier Standards, Warranty Info, Home Safety, Emergency Planning, Contact Info

Supplier standards

As a durable medical equipment (DME) supplier, the products or services you get from Carefluent Connect must meet the standards in federal regulations. You can see the full list of standards by visiting our website, www.carefluentconnect.com/customer-care/ and are available upon request. All of these standards are also listed in 42 Code of Federal Regulations Section 424.57 (c).

- fire safety and prevention
- electrical safety
- safety in the bathroom
- safety in the bedroom
- safety in the kitchen
- getting around safely.

Warranty information

If you buy or rent equipment, you will be given information about the manufacturer's warranty coverage and we will honor all warranties under law. Carefluent Connect will repair or replace, free of charge, equipment that is under warranty.

If available, an owner's manual with warranty information will be provided to you. You will need to sign a form stating that you received and understand the warranty coverage.

Home safety

At Carefluent Connect, we want to make sure that your home medical treatment is done conveniently and safely. Many of our patients are limited in strength or unsteady on their feet. Some are in wheelchairs or bed-bound.

For more information on the areas listed, please visit our website at www.carefluentconnect.com/customer-care/ or give us a call at (615) 322-3010. We will be happy to give you recommendations for your individual needs.

Emergency planning

Many areas of the United States are prone to natural disasters like hurricanes, tornadoes, floods, and earthquakes.

Every patient getting care or services in the home should think about what they would do if there is an emergency. Our goal is to help you plan so that we can try to provide you with the best, most consistent service we can during the emergency.

It is important to know what to expect, where to go, what to take with you, and how to reach us if there are no phones. For more information, please visit our website at www.carefluentconnect.com/customer-care/

Review the information from the FEMA website, http://www.fema.gov/areyouready/emergency_planning.shtm, to be more prepared in the event of an emergency situation.

During any emergency situation, if you are unable to contact our company and you are in need of your prescribed medicine, equipment or supplies, you must go to the nearest emergency room or other treatment facility for treatment.

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Contact information for questions or complaints

You can make a complaint without concern for reprisal, discrimination, or interruption of service.

To make a complaint, please call (615) 322-3010 and speak to customer services. If your complaint is not resolved to your satisfaction within 5 working days, you may make a formal grievance in writing.

Please email it to:

Ronald.Graham@carefluentconnect.com. You can expect a written response within 14 working days.

Any questions you have about the Compliance Plan or other legal or business ethics matter should be sent to the Compliance Officer. Anonymous reports can be made by contacting the 24-hour VUMC Integrity Line at 866-783-2287 (HHS-TIPS Hotline) or by visiting <https://vumc.org/IntegrityLine>. These reports are confidential and are only shared on a need-to-know basis. People who make a report or complaint are protected from any retaliatory action.

Other information

For the following documents, please go to our website at www.carefluentconnect.com/customer-care/

- Patient Bill of Rights and Responsibilities
- HIPAA Privacy Notice
- Advance Directive
- Making Decisions About Your Healthcare