



MEDPROS OF AMERICA, INC.
THE COMPLETE HOME HEALTH AGENCY COMPLIANCE PROGRAM MANUAL

EQUIPMENT DELIVERY AND SETUP

1. AFTER HOURS DELIVERY
2. BACK UP EQUIPMENT
3. DELIVERY DOCUMENTATION POLICY
4. DELIVERY PROCEDURE
5. HOME EQUIPMENT INSTRUCTIONS CHECKLIST
6. DELIVERY ROUTE SHEET
7. PATIENT RIGHTS POLICY
8. EQUIPMENT AND BED CLEANING GUIDELINES
9. QUALITY SERVICE STANDARDS:
 - a. FOR WHEELCHAIRS – OPERATIONAL CHECKOUT PROCEDURES
 - b. FOR SUCTION MACHINES – OPERATIONAL CHECKOUT PROCEDURES
 - c. FOR AIR MATTRESSES – OPERATIONAL CHECKOUT PROCEDURES
 - d. FOR PATIENT LIFTS – OPERATIONAL CHECKOUT PROCEDURES
 - e. FOR HOSPITAL BEDS – OPERATIONAL CHECKOUT PROCEDURES
10. EQUIPMENT SAFETY POLICY
11. EQUIPMENT SET-UP POLICY
12. WARRANTY POLICY
13. HUMIDIFIER CLEANING INSTRUCTIONS
14. NEBULIZER/COMPRESSOR SERVICE
15. CPAP/ BiPAP SERVICE
16. NON-ROUTINE (NON-PM) EQUIPMENT MAINTENANCE RECORD
17. EQUIPMENT PICK UP POLICY
18. APNEA MONITOR MAINTENANCE POLICY
19. FEEDING PUMP MAINTENANCE
20. OXYGEN REGULATOR MAINTENANCE
21. RECEIVING EQUIPMENT POLICY
22. RETURN OF PURCHASED OR RENTED EQUIPMENT
23. SERVICE CALL REPORT
24. VENDOR REPAIR SERVICE
25. PRODUCT AND MEDICAL EQUIPMENT RECALL/ SAFETY ADVISORY PROCESS
26. DELIVERY LOGS AND RETENTION
27. TRANSPORTATION, LABELING, HANDLING, AND DELIVERY
28. CLIENT RESIDENCE ASSESSMENT
29. WAREHOUSE/ STORAGE POLICY
30. EQUIPMENT SELECTION POLICY
31. INVENTORY TRACKING AND MONITORING POLICY
32. PREVENTATIVE MAINTENANCE REPAIR AND TESTING