

Our Commitment

We are committed to providing compassionate care, high quality service, and ethical integrity in all our interactions with patients and caregivers. We will help make living at home more comfortable for those recovering from surgery, injuries; or suffering from chronic ill-

FAST DELIVERY

Fast, reliable delivery right to your door... by knowledgeable, specially trained Service Technicians

SUPERIOR PRODUCT AVAILABILITY

We have the expertise and extensive equipment inventory to meet your specific needs. We can assist you with proper product selection because we carry most of the major brand name manufacturers of home medical equipment.

BILLING ASSISTANCE

Our billing staff has experience with the insurance industry. Our specially trained staff can provide answers to your billing concerns.

ADVANCE DIRECTIVE POLICY

You have the right to decide whether to accept or reject medical treatment, including whether to continue medical treatment and other procedures that would prolong your life artificially. You should be aware that our company policy is for staff to call 911 if you are having a cardiac arrest or are found unresponsive. If you have an advance directive ("living will") please inform us so that we can inform the responding Emergency Medical Technicians of your advance directive and honor your personal directions about life-prolonging treatment.

If you have a disability or illness that inhibits your mobility, we encourage you or your family member to notify the local police and fire departments, as well as the utility company, that you may need their assistance in the event of an emergency.

EMERGENCY PREPAREDNESS

We are prepared to continue to work during thunderstorms, floods, etc. Obviously, our performance could be affected by traffic conditions or other storm related issues. If you are scheduled for a delivery, we will try to call you by telephone to update you on our ability to



New England's source for equipment and services to make your home accessible.

Business Hours:

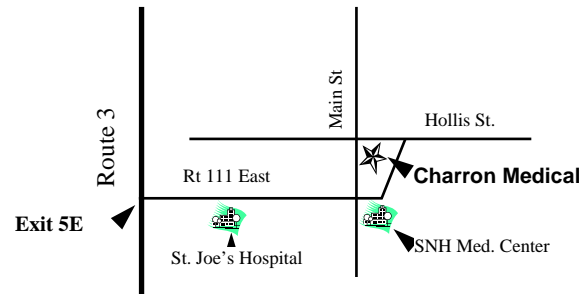
Mon, Tues, Wed & Fri.: 9am to 5pm
Thursday: 9am to 6pm, Sat: 9am to 3pm

Email: info@charronmed.com

Online: www.charronmed.com

We gladly acceptance most insurance plans including Medicare and Medicaid

Our Location in Nashua



Charron Medical is located in downtown Nashua at the corner of Hollis and Main Streets. We are adjacent to the CVS Pharmacy, on the left. Parking is available in the CVS parking lot.

- From Route 3, take exit 5E (east)
- Proceed east through four (4) traffic lights
- At the 4th light, turn left onto Main St
- Immediately turn right into the CVS parking lot

Directions on our website at www.nhlift.com



New England's source for equipment and services to make your home accessible.

- **Power wheelchairs**
- **Patient Lifts**
- **Compression Stockings**
- **Mastectomy forms**
- **Wheelchairs**
- **Stairlifts**
- **Seat Lift Chairs**
- **Orthotics and braces**
- **Bath Safety equipment**
- **Scoters**
- **And a wide array of aids to daily living**

How can we help you ?

TEL: 1-800-660-7221

EMAIL:

info@charronmed.com

Your rights and responsibilities

You have the right to:

- refuse delivery of any and all equipment.
- receive a clear explanation about your condition
- prompt delivery and to be fully informed on the use, and care of all Charron Medical Services in your home.
- have Charron Medical Services staff communicate in a language that is understandable to you.
- expect that all information will be kept in strictest confidence.
- have your personal privacy respected
- expect all equipment to be clean and in good repair.
- have your property respected during visits
- have any questions answered promptly, correctly and courteously.
- have personal, cultural, and ethnic preferences considered.
- to participate in planning how service will be provided to you, and to be informed of all options if the need to transfer care arises.
- to expect a resolution to any problem or complaint.
- know that if he/she is found unresponsive, our policy is for staff to call 911 for emergency medical intervention.
- express dissatisfaction and suggest changes without coercion, discrimination, or unreasonable interruption in service.
- to appropriate assessment and management of pain.

You have the responsibility to:

- give accurate and complete health information concerning your past use of equipment and any change in address, doctor, insurance carrier, prescription,.
- assist in developing and maintaining a safe environment
- follow instruction in care and use of all equipment and request further information concerning anything you do not understand
- treat Charron Medical Services associates with respect, courtesy, and consideration
- to order supplies or refills on a timely basis to accommodate reasonable delivery.
- to have someone at home when delivery is scheduled.
- to pay all invoices that are due; not covered by insurance.
- Accept the consequences of any refusal or choice of noncompliance, including changes in reimbursement eligibility
- Customer concerns are an important form of feed-back for our company. Any questions or concerns regarding your service or equipment should be directed to the Manager so that we can improve our service. It is the manager's responsibility to review all formal complaints. You are entitled to a written response to your formal complaint.

Medicare Supplier Standards

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. An authorized individual (one whose signature is binding) must sign the application for billing privileges.
4. A supplier must fill orders from its own inventory, or must contract with other companies for the purchase of items necessary to fill the order. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or from any other Federal procurement or nonprocurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare-covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site.
8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards. The supplier location must be accessible to beneficiaries during reasonable business hours, and must maintain a visible sign and posted hours of operation.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, or cell phone is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations. Failure to maintain required insurance will result in revocation of the supplier's billing privileges retroactive to the date the insurance lapsed.
11. A supplier must agree not to initiate telephone contact with beneficiaries, with a few exceptions allowed. This standard prohibits suppliers from calling beneficiaries in order to solicit new business.
12. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare-covered items, and maintain proof of delivery.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair directly, or through a service contract with another company, Medicare-covered items it has rented to beneficiaries.

15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these supplier standards to each beneficiary to whom it supplies a Medicare-covered item.
17. A supplier must disclose to the government any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e. the supplier may not sell or allow another entity to use its Medicare Supplier Billing Number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and implementing regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment of those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose all product lines, including new products, for which they are seeking accreditation.



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