



## *Scope of Services*

Walker Home Medical would like to inform you that our organization has the required training and personnel to provide home medical equipment and services that encompass the following specific areas:

- Bathroom Safety Products
- Oxygen Products & Services
- Sleep Therapy Products for Obstructive Sleep Apnea
- Urological Products
- Basic Wheelchair Products & Services
- Walking Aid Products
- Patient Room Products
- Enteral Products & Services
- Basic Orthotic Products
- Diabetic Footwear Products
- Equipment Repair Services
- Home-Based Products & Services

To provide the specific care, treatments, and services listed above, Walker Home Medical has professional staff that has received on-the-job training, advanced formal education, and/or licenses or certificates. These professionals include:

- Respiratory Therapists

### **FORMS OF PAYMENT**

Walker Home Medical accepts many forms of payments for the care, treatments, and services provided. When Walker Home Medical bills an insurance provider, we bill on behalf of the patient. The forms of payment that we accept are as follows:

- Medicare and Medicare Advantage Plans
- Georgia Medicaid
- Third Party Insurances (Blue Cross Blue Shield, Humana, United Healthcare, and others)
- American Express
- ATM/Debit Cards
- Cash
- Discover
- MasterCard
- Personal Check
- Visa

### **HOURS OF OPERATION**

Walker Home Medical's hours of operation are 8:30am – 5:00pm Monday through Friday. Walker Home Medical provides on-call 24-hour service for emergency situations. An emergency situation means that the care, treatments, and services provided are for a life-threatening condition and immediate assistance is needed so that a disruption in care, treatments, and/or services is prevented. If you are experiencing an emergent situation, please call our office and your call will be forwarded our on-call personnel.



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### **SERVICE AREA**

Walker Home Medical provides the specific care, treatments, and services listed above in a geographic area that includes a general area of a 50 mile radius from our location. A specific list of counties we provide care, treatments, and services in can be provided upon request.

### **EMERGENCY PROCEDURES**

If a true life-threatening event is present, staff are to activate the emergency medical system (EMS) by dialing 9-1-1 (unless contraindicated by an advanced directive) and remain until help arrives. **PERSONNEL ARE NOT TO ACTIVATE THE EMS SYSTEM IF DOING SO GOES AGAINST THE ADVANCE DIRECTIVES OF A PATIENT THAT IS ON FILE OR CURRENTLY PRESENT AT THE PLACE OF INCIDENT.**

### **COMPLAINTS AND GRIEVANCES**

If you should have any feedback, whether positive, negative, or neutral, please provide us with the opportunity to document your comments. All employees are trained in our feedback procedures and you may submit feedback anonymously. Walker Home Medical believes that we can improve our organization by listening to our customers. Please call our regular phone number to provide us with feedback or ask any of our staff visiting your residence for assistance. Grievances/complaints will be investigated, and you will be notified within 5 days that your complaint is being investigated. You will also receive written notification of the results at the end of the investigation.

If Walker Home Medical provided care, treatments, and/or services that were billed under your Medicare benefit and we were not able to answer all your questions and/or concerns, or we did not resolve any complaint in a manner you thought was appropriate, you have the right to contact Medicare directly at:

Cigna Government Services  
PO Box 20010  
Nashville, TN 37202  
Phone: 866-270-4909  
Website: [www.cignagovernmentservices.com](http://www.cignagovernmentservices.com)

If Walker Home Medical provided care, treatments, and/or services that were billed under your Medicaid benefit and we were not able to answer all your questions and/or concerns, or we did not resolve any complaint in a manner you thought was appropriate, you have the right to contact Medicaid directly at:

Georgia Medicaid  
2 Peachtree Street, NW  
Phone: 404-657-5468  
Fax: 270-804-7442  
Website: <http://www.dch.georgia.gov>

Because Walker Home Medical is an accredited agency, you have the right to notify our accrediting organization about our conduct. If we did not resolve a complaint in a manner you felt was appropriate, you may contact Accreditation Commission for Health Care directly at:

Accreditation Commission for Health Care  
139 Weston Oaks Ct.  
Cary, NC 27513  
Phone: 855-937-2242