



## Welcome Letter

Dear Customer,

The staff at Walker Home Medical is pleased to welcome you to our home health equipment service. We at Walker Home Medical understand the importance of providing equipment and services that enhance your independence and quality of life. Our commitment to you is to provide our equipment and service in the most respectful and least intrusive manner possible.

Our Mission Statement is as follows:

*The mission of Walker Home Medical is to set the standard of excellence in our community by providing responsive, professional, and caring service to each and every customer as part of a successful plan of care. Walker Home Medical has always been unique in it's combination of old-fashioned values coupled with state of the art technology and ideas. We are committed to providing equipment that meets or exceeds the standards of our industry, while providing patient services based on our respect of patient rights.*

*Walker Home Medical is patient focused and outcomes driven.*

Walker Home Medical is responsive to customers and any questions, comments, or concerns you may have. We want to hear from you! In an effort to improve the quality of care, we frequently document customer communications. Formalizing your questions, comments, and concerns allows us to improve our organization and the care we provide.

Throughout the provision of your care, you will periodically receive an invitation to complete a formal Customer Satisfaction, either electronically by email or in a written form. Please take the time to complete and return the survey. Your responses and comments will help make us a better company.

If you have additional questions or need other assistance, please call us at (912) 681-3838 and one of our friendly staff members will be glad to assist you. You may also learn more about Walker Home Medical by visiting our website at [www.walkerhomemedical.com](http://www.walkerhomemedical.com).

We wish you a warm welcome to Walker Home Medical and look forward to providing your home medical equipment needs.

Sincerely,

A handwritten signature in cursive script that reads "Alan Heck".

Alan Heck  
General Manager

2467 Northside Drive W.  
Statesboro, GA 30458  
(912) 681-3838