



COVID-19 MINIMAL CONTACT POLICY

Due to the current Coronavirus pandemic, and in accordance with federal, state and local government guidance, Walker Home Medical is currently operating under Universal Precautions – Minimal Contact protocol.

- We will remain open for business during our normal business hours (Mon – Fri, 8:30am – 5:00pm) unless directed to do otherwise by state and local authorities.
- While at our office, we ask that you wear a mask or face covering, and please practice social distancing. This is for your protection as well as ours.
- Our staff is required to wear a face covering whenever in direct patient contact. If you have difficulty hearing, we have clear face coverings available to enable you to see their lips when speaking.
- Some parts of our showroom remain closed to the general public. That does not mean you cannot come in to purchase your medical equipment. An employee will be happy to assist you in selecting the equipment to fit your needs.
- Absolutely no used medical equipment will be allowed into the building. If you are returning rental equipment, please leave it outside the door and an employee will assist you. All used respiratory supplies (oxygen cannulas or tubing, CPAP masks, etc.) must be disposed of at the door in the receptacle provided and marked for that purpose.
- If you are expecting a home delivery of oxygen cylinders, we ask that you leave them outside your door if possible. Our drivers will pick them up and leave full cylinders in their place.
- If you would like to order CPAP supplies, you can call our office and place your order over the phone. Your order will be shipped directly to your door at no additional charge.
- We will continue to offer remote setups for Sleep Therapy equipment for those patients who do not want to come in to the office. The equipment will be shipped direct to your door and one of our Respiratory Therapists will call you to ensure you understand how to connect your mask and tubing and make sure you understand how to use and care for the equipment.

We will continue doing everything possible to provide the good service you expect and deserve from Walker Home Medical during this critical period. The health and safety of our customers, as well as our staff, are of prime importance. We appreciate your understanding!