

Medical Equipment Checklist

Equipment and Supplies

- _____ Do you offer all of the equipment and services I need?
- _____ Do you sell used medical equipment or supplies?
- _____ Will I be told if the equipment or supplies have been used?
- _____ Can you dispose of my old/existing bed or chair when you deliver my new equipment?
- _____ Will I own the equipment, or will I have to return it?
- _____ Can you get supplies for me in an emergency?

Servicing of Equipment

- _____ Is my equipment covered by a warranty?
- _____ Who will service or repair my equipment if I have a problem?
- _____ Do you have trained service personnel on staff?
- _____ If I need assistance, whom should I call?
- _____ Under what circumstances may I return the equipment?
- _____ Will someone come to my home and regularly service my equipment?

Ordering and Shipping

- _____ How do I place an order?
- _____ How long is the payment and approval process before I can receive the equipment?
- _____ Will your staff work with my doctor or the facility discharge planner to ensure that I will have everything I need when I arrive home?
- _____ Will you train a family member or me about the proper operation, care, maintenance and safety of the equipment?
- _____ Will you ship or deliver products to my home?
- _____ What is the cost of shipping or delivery?
- _____ When will the products arrive?

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_____ What is your return policy?

_____ Who pays for shipping back to you?

Payment

_____ Do you accept Medicare, Medicaid or other forms of insurance?

_____ Do you have someone on staff who will assist me in determining whether my purchases will be covered by Medicare, Medicaid or my insurance?

_____ How much money will I pay out of my pocket?

_____ Will I receive a document that explains the method of payment and when I have to pay?

_____ Do you offer financing or payment options?

References

_____ How long have you been in business?

_____ Will you provide me a list of references from doctors or other medical professionals who are familiar with the quality of your products and services you provide?

Complaints

_____ Whom should I call with questions or complaints?