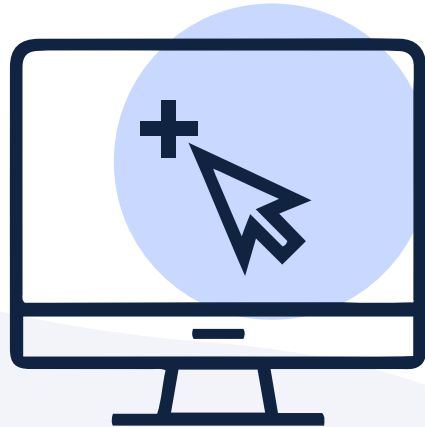


Patient Services Guide





We have made it our mission to modernize the medical equipment and supply industry and deliver a best-in class patient experience. We strive to make the medical supply experience as convenient, reliable, and efficient for patients and prescribers as ordering from your favorite online retailer.

Synapse Health Inc.
1603 Orrington Ave, Ste LL004
Business Office Suite 1625
Evanston, IL 60201-5005

24/7 Phone: 888-33-MYDME (888-336-9363)

How to Contact Us



If you are experiencing a medical emergency:

DIAL 911

HOW TO CONTACT SYNAPSE HEALTH

- **Website:** synapsehealth.com
- **Email:** Mydme@synapsehealth.com
- **Phone:** 1-888-33-MYDME

Hotline Numbers and other fraud reporting mechanisms:

- **Compliance Hotline:** 833-609-5224

To report abuse, neglect or exploitation, please call toll free:

- **IDHS:** 1-800-843-6154
- **DCFS:** 800-25-ABUSE (800-252-2873)

OTHER ORGANIZATIONS YOU MAY NEED TO CONTACT

Department of Health and Human Services OIG Hotline:

- **Phone:** 1-800-447-8477
- **Fax:** 1-800-223-8164
- **Email:** HHSTips@oig.hhs.gov
- **TTY:** 1-800-377-4950
- **Mail:**
Office of Inspector General Department of Health and Human Services
Attn: HOTLINE
330 Independence Ave., SW
Washington, DC 20201

Medicare: 1-800-MEDICARE

Additional Reporting Numbers:

- **CGS Administrators, LLC (CGS):** 1-866-590-6727
- **Board of Certification (BOC):** 877-776-2200
- **Office of the Attorney General:** 800-524-0795
- **Office of Inspector General (OIG):** 800-447-847

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Financial

Authorizations:

You are under the care of your physician and Synapse Health is not liable for any act or omission when following the physician's instructions. Synapse Health will contact you via mail, email, or phone to inform you of special programs/sales related to or a logical adjunct of the products you have received.

PHI:

You are releasing/disclosing your Protected Health Information (PHI) any records pertaining to your medical history for products or services rendered— to be reviewed by Synapse Health, the Centers for Medicare and Medicaid Services, your insurance carrier, or other healthcare entities/providers involved in your care, unless you refuse in writing.

(See our Privacy Notice for full list of disclosures.)

Assignment of Benefits:

You will authorize direct payment of Medicare, Medicaid, insurance, and any other healthcare benefits to Synapse Health for authorized services/equipment furnished to you by Synapse Health. In the event payments for insurance benefits are made directly to you on an assigned claim, you will endorse all checks for such payments or otherwise reimburse Synapse Health the amount due.



Agreement to Pay/Financial Responsibility:

- All insurance verifications of coverage are based on plan provisions and are not a guarantee of benefits. Synapse Health will submit your claim, but it is your responsibility to make sure the claim is paid. We strongly recommend that you contact your insurance company to discuss your plan provisions and coverage.
- While insurance or other coverage may exist for the equipment provided to me by Synapse Health, I understand that not all equipment may be covered, or that reimbursement may be less than 100% of billed charges in accordance with my coverage. Therefore, I agree to be financially responsible for any balance owed on my account including co-payments, coinsurance, and deductibles, or even the full amount if the insurance company denies or recoups payment for services/equipment originally thought to be covered. I understand that if I fail to notify Synapse Health immediately of a change in insurance carrier, and charges are not paid by the new carrier due to timely filing criteria, I will be financially responsible for the full amount not paid. Outstanding charges are due within 15 days from date of billing statement. Unpaid accounts will be sent to collections, with collection costs charged to the patient/legal agent.

Rental Agreement:

- I understand that if I am renting equipment from Synapse Health, the rented equipment remains the property of Synapse Health, ownership will not be transferred until all amounts due Synapse Health are fully paid, and that the equipment must remain within the service area unless written permission is given and documented by Synapse Health. I agree that if after reasonable notice, I fail to pay any charge when due, Synapse Health may in addition to all other remedies which may be available, peacefully repossess the equipment without legal process. I agree not to remove or alter any identification on the equipment or in any attempt to transfer such equipment. Following the rental term, Synapse Health will extend a three-day grace period for the return of monthly rentals and a one-day grace period for weekly rentals. Full rental charges will be incurred after the grace period. If you enter a hospital, nursing home, or hospice care, or no longer medically need the rented equipment, you must notify Synapse Health immediately. Medicare, Medicaid, and most insurance plans do not cover medical equipment while you are in the hospital, nursing home, or hospice care.

Return/Warranty Policy:

Returns are accepted only within 14 days of purchase with the original receipt, in the original, unopened and undamaged packing. Products are NOT RETURNABLE if modified, used, custom-made, for personal care, or worn against the body. Returns are subject to a 20% restocking fee. Synapse Health honors the manufacturer's warranty for new equipment and parts. Equipment without a specified warranty will be warranted for 30 days against manufacturer defect, not if damaged due to negligence or misuse. Labor and travel time are not covered under the warranty.

Covenants:

This document represents the entire agreement between the parties and supersedes all prior oral and/or written agreements and representations. No provision of this agreement may be waived or modified, unless in writing and signed by Synapse Health. I agree this agreement will be binding on my heirs, representatives, and assignees. I certify that all patient information provided to Synapse Health is true, complete, and accurate.

Note:

a copy of this Agreement and Consent shall be considered the same as the original, and all authorizations will remain in effect until revoked in writing.

Medicare Capped Rental and Inexpensive or Routinely Purchased Items Notification

For Capped Rental Items:

- Medicare will pay a monthly rental fee for a period not to exceed 13 months, (36 months for oxygen) after which ownership of the equipment is transferred to the Medicare beneficiary. This excludes oxygen equipment, which remains the property of the company.
- After ownership of the equipment is transferred to the Medicare beneficiary, it is the beneficiary's responsibility to arrange for any required equipment service or repair. This excludes oxygen equipment, which remains the property of the company.
- Examples of this type of equipment include:
 - » Hospital Beds
 - » Wheelchairs
 - » Alternating Pressure Pads
 - » Nebulizers
 - » Suction Pumps
 - » CPAP and BIPAP devices
 - » Patient Lifts
 - » Oxygen
 - » Trapeze Bars.

For Inexpensive or Routinely Purchased Items:

- Equipment in this category can be purchased or rented; however, the total amount paid for monthly rentals cannot exceed the fee schedule purchase amount.
- Examples of this type of equipment include:
 - » Canes
 - » Walkers
 - » Crutches
 - » Commode Chairs
 - » Gel-Overlay Mattress Pads
 - » Wheelchair Cushions
 - » Seat Lift Mechanisms
 - » Traction Equipment.

Patient Communication

At Synapse Health, we genuinely strive to provide the highest quality in health care services for our clients. That's why your concerns are our concerns. Feel free to voice your concerns without fear of discrimination, reprisal, or interruption of care, treatment or service.

To ensure that our service meets your total satisfaction, we ask you to describe completely any problem, concern, or compliments you may have. Please route your problem, concern, or compliment directly to the facility manager, who will promptly review this concern and will make verbal or written communications with you no later than five (5) calendar days of receiving a complaint. The manager will conduct an investigation regarding the complaint. Within fourteen (14) calendar days we will provide you written notification of the results of the investigation and response to your complaint to assure you the problems will be corrected and compliments will be shared.

We appreciate your candid comments as well as your assistance in helping us to continually improve our service to our valued customers. If you feel our investigation into your complaint and/or our response is unsatisfactory, you have the right to contact Medicare, your state authority, or our company's accrediting organization. Complaint contact phone numbers are provided in our admission materials or can be obtained by contacting any company staff member.

Safety

FALL PREVENTION AT HOME



Purpose

Falling is a leading cause of injuries within the home. Most falls occur at home. Falling can lead to loss of your independence. If you have not seen a physician or therapist regarding your need for medical equipment or services, we encourage you to do so. The following information is provided so you can help reduce the risk of sustaining an injury because of a fall.

Potential Hazards

Most people take their home environment for granted. When we use medical equipment or other health services, we need to take a closer look at our home environment to help reduce our chance for injury. Hazards around the home commonly cause falls and must be eliminated. Here are some tips to reduce the chance of injury:



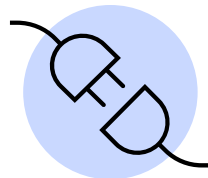
Lighting

Have bright lighting in and around your home. A well-lit home can help in avoiding objects that can cause tripping or may be hard to see. Always make sure stairways are well lit. Have night lights on during evening hours to help light the way to common use areas like the bedroom, hallways, and bathroom.



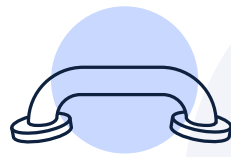
Handrails

It is recommended that all stairs have a properly installed handrail. Avoid the use of any staircase that does not have a sturdy handrail.



Rugs and Cords

It is recommended that rugs be firmly secured to the floor; when this is not possible, use rugs with non-skid backings. Any worn or damaged rugs should be removed. Rugs with curled ends should be tacked down or removed. Areas that are used for walking should have all electrical cords moved out of the way. Use remote controls and cordless phones.



Grab Bars

Grab bars are devices that can be installed in bathroom areas to assist in support during bathroom activities. It is recommended that grab bars be installed by a licensed contractor. Grab bars must be properly installed to provide adequate support. Grab bars should be used for support in the bathroom. Do not use towel bars or soap dishes for support.



Kitchen Items

The kitchen is a common place for injuries at home. Make sure all the commonly used items are within reach; do not store items too high or too low. Use a step ladder to reach items situated above shoulder height. When bending down, make sure you have a firm grasp on a sturdy surface. Use assistive devices such as reachers. Avoid using floor polish or wax in order to reduce slick surfaces. Persons with blood pressure abnormalities, including those who are taking blood pressure medications, should not bend over to pick up items.



Footwear

Having proper footwear on when walking provides needed traction and can help reduce the chance of tripping, falling, and slipping. Make sure footwear fits well and has firm, non-skid soles. Loose-fitting shoes or slippers are not recommended.

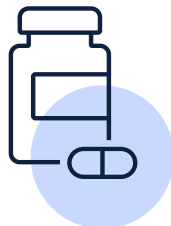
Your Health

Taking care of our personal health is the best way we can reduce our risk of injury. Here are some guidelines to help you stay healthy and reduce your chance of injury:



Foot Problems

Pain, discomfort, or loss of feeling in the feet are conditions that cause a person to alter the way they walk. When our walking pattern is altered, this affects our stability while walking and standing. See your doctor if you have any conditions that affect your feet, this may include numbness, tingling, thick toenails, and corns.



Medications

All medications have side effects, and they may interact with other medications you are taking. Side effects from medications, like drowsiness, are common causes of falls. Make sure every doctor you see has a list of all the medications you are taking. This will assist your doctor and/or pharmacist in assessing adverse medication interactions.



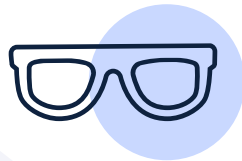
Dizziness

Dizziness can lead to loss of balance and increased risk of falling. See your doctor if you experience dizzy spells. When getting up from lying down, make sure you come to a seated position first, wait for a couple minutes, then slowly stand. Make sure you have your balance and are not experiencing any dizziness. Standing quickly can cause your blood pressure to become too low, which may lead to dizziness.



Walking Aids

If you have limited mobility, seeing your doctor is advised. Your doctor can prescribe a walking aid such as a walker or cane. Walking aids are prescribed for safety and should always be used. A walking aid can provide increased mobility and independence.



Vision

If you cannot see clearly your risk of injury is increased. Any time you detect abnormalities in your sight, like blurred, cloudy, or double vision, see your doctor immediately. It is recommended that you have your eyes examined once a year by an eye doctor. Use color and contrast to define balance-aiding objects in the home. Clean eyeglasses often to improve visibility.

If You Fall

If you fall at home, remember to stay calm. Decide on whether you can get up. If you decide to get up:

- Use a sturdy piece of furniture for support.
- After you get up, take some time and rest.
- Tell someone you fell.
- Get medical assistance if you are injured.

If you cannot get up or decide not to try, if you can, slide or crawl to get help. Try to reach the telephone, door to the outside, a personal alarm device, or make noise by yelling or by using a device, like banging a cooking pan. After calling for help, calmly rest until help arrives while staying as warm as you can. Seek medical evaluation after a fall in which you could not get up under your own power.





Purpose

If you have an infection, may have been exposed to an infection, or are taking care of someone who has an infection, it is important to know how to keep the infection from spreading. Follow your health care provider's instructions and use these guidelines to help stop the spread of infection.

How Infections Spread

For an infection to spread, the following must be present:

- A germ. This may be a virus, bacteria, fungus, or parasite.
- A place for the germ to live. This includes:
 - » On or in a person, animal, plant, or food.
 - » In soil or water.
 - » On surfaces, such as a door handle.
- A person or animal who can develop a disease if the germ enters the body (host). The host does not have resistance to the germ.
- A way for the germ to enter the host. This may occur by:
 - » Direct contact with an infected person or animal. This can happen through shaking hands or hugging. Some germs can also travel through the air and spread to others. This can happen when an infected person coughs or sneezes on or near other people.
 - » Indirect contact. This occurs when the germ enters the host through contact with an infected object. Examples include:
 - ◇ Eating or drinking food or water that has the germ (is contaminated).
 - ◇ Touching a contaminated surface with your hands, and then touching your face, eyes, nose, or mouth.

Preventing Infection from Spreading

There are several things that you can do to help prevent infection from spreading. Everyone should take the following actions to prevent the spread of infection:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are unavailable, use alcohol-based hand sanitizer.
- Avoid touching your face, mouth, nose, or eyes.
- Cough or sneeze into a tissue, sleeve, or elbow instead of into your hand or into the air. If you cough or sneeze into a tissue, throw it away immediately and wash your hands.
- Change towels and washcloths frequently.
- Change toothbrushes often and store them in a clean, dry place.
- Clean and disinfect all surfaces, including the toilet, floor, tub, shower, and sink.
- Wash hands before and after preparing food and before you eat.
- Keep work surfaces clean. Disinfect them regularly.
- Wash your dishes in hot, soapy water. Air-dry your dishes or use a dishwasher.
- Do not share items such as toothbrushes, dishes, combs, etc.

- Wear gloves if laundry is soiled.
- Do not shake soiled laundry to avoid sending germs into the air.
- Wash laundry in hot water.
- If you cannot wash the laundry right away, place it in a plastic bag and wash it as soon as possible.
- Stay home except to get medical care. Call ahead before visiting your health care provider.
- Ask others to get groceries and household supplies and to refill prescriptions for you.
- Avoid public areas. Try not to take public transportation.
- If you can, wear a mask if you need to go out of the house, or if you are in close contact with someone who is not sick.
- Avoid visitors until you have completely recovered, or until you have no symptoms of infection.
- Avoid preparing food or providing care for others. If you must prepare food or provide care for others, wear a mask and wash your hands before and afterwards.

Precautions

- Some disinfectants work for certain germs and not others. Read the manufacturer's instructions or read online resources to determine if the product you are using will work for the germ you are trying to remove.
- If you choose to use bleach, use it safely. Never mix it with other cleaning products, especially those that contain ammonia. This mixture can create a dangerous gas that may be deadly.
- Keep proper movement of fresh air in your home (ventilation).
- Pour used mop water down the utility sink or toilet. Do not pour this water down the kitchen sink.

If you live with other people, avoid close contact with those around you. Stay at least 3 feet away from others. If possible:

- Use a separate bathroom.
- Sleep in a separate bedroom or in a separate bed to prevent infecting other household members.
 - » Change bedroom linens each week or whenever they are soiled.
- Have everyone in the household wash hands often with soap and water. If soap and water are not available, use alcohol-based hand sanitizer.

More Information

- **Centers for Disease Control and Prevention:** www.cdc.gov/nonpharmaceutical-interventions/index.html
- **World Health Organization (WHO):** www.who.int/infection-prevention/about/en/
- **Association for Professionals in Infection Control and Epidemiology:** professionals.site.apic.org/settings-of-care/non-healthcare-setting/home/

This information is not intended to replace advice given to you by your health care provider. Make sure you discuss any questions you have with your health care provider.

CLEANING & DISINFECTING YOUR EQUIPMENT

Cleaning and disinfecting your equipment is an important infection prevention strategy. Make sure any electrical equipment is unplugged prior to any cleaning or disinfecting procedures. Below is a general guide for cleaning and disinfecting your equipment, it is best to follow the manufacturer's guidelines regarding specific instructions for your specific equipment.

If you have any questions or concerns, reach out to your DME supplier.

Cleaning Patient Care Equipment

Before cleaning, inspect the equipment's surfaces for cracks or breaks that would impair either the cleaning or disinfection process. Throw out, replace, or repair any equipment that cannot be properly cleaned and disinfected. Patient care equipment should be cleaned after each use in the home. Cleaning is the act of removing visible residue your equipment and preparing it for safe handling and further decontamination.

Follow these cleaning instructions after each use of your equipment:

- If cleaning electrical/battery operated equipment, make sure any switches are turned off and that it is unplugged.
- Wash your hands with disinfecting soap.
- Disassemble any supplies that are commonly disconnected and put back together.
- Wash all items in hot water with dishwashing solution. Scrub the items to remove all residue.
- Rinse under hot water for at least 30 seconds to remove soap residue.
- Place upside down on a clean paper towel and allow to air dry.
- Once the pieces are dry, you can store them in a resealable bag.
- If any part of your equipment is unable to be placed in your hot water/soap solution, wipe your equipment with damp cloth and allow to air dry. You can use a soap mixture if needed, but make sure you wipe off the soapy residue with a damp cloth.

Disinfecting Patient Care Equipment

The physical act of scrubbing with a detergent and rinsing with water removes many microorganisms from soiled or contaminated surfaces, but it does not remove all bacteria/viruses. It is recommended that you disinfect your equipment as often as the manufacturer's guidelines or your DME supplier suggests as it can vary depending on how often you use your specific equipment.

Patient care equipment must be thoroughly cleaned before it can be disinfected. Make sure you thoroughly clean your equipment using the procedure described above before disinfecting your equipment. Disinfection is a process that eliminates most bacteria and viruses from your equipment.

Follow these instructions for disinfecting your equipment:

- If cleaning electrical/battery operated equipment, make sure any switches are turned off and that it is unplugged.
- Wash your hands with disinfecting soap.
- Disassemble any supplies that are commonly disconnected and put back together.
- Wash all items in hot water with dishwashing solution.
- Rinse under hot water for at least 30 seconds to remove soap residue.
- Using a clean container or bowl, soak the nebulizer parts in a medical bacterial germicidal disinfectant available through your DME provider for 30 minutes.
- With clean hands, remove items from the disinfecting solution.
- Rinse under hot tap water for at least 30 seconds.
- Place upside down on a clean paper towel and allow to air dry.
- Once all pieces are dry, reassemble and place into a new re-sealable plastic bag.
- If any part of your equipment is unable to be placed in your hot water/soap solution, wipe your equipment with damp cloth and allow to air dry. You can use a soap mixture if needed, but make sure you wipe off the soapy residue with a damp cloth. Then you can wipe/spray the equipment with the disinfecting solution. Wipe with a damp cloth after 30 minutes.

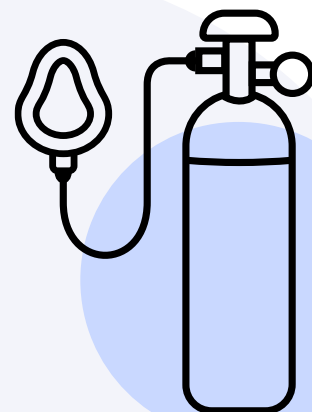


To prevent possible risk of infection from contaminated cleaning solutions, always prepare fresh disinfecting solution for each cleaning cycle and discard solution after each use.

HOME OXYGEN SAFETY TIPS

Smoking Issues

No one should smoke in your home. The fire danger is too great. You should not smoke. Your family and friends should not smoke around you. Quitting is the best thing you can do for your health and safety.



If you must smoke:

- Disconnect the oxygen.
- Wait 10 minutes.
- Go outside to smoke.
 - » This gives the oxygen time to come off your hair and clothes into the open air. This is not a safe way to smoke but is less risky than smoking indoors.

What You and Your Family Should Know

Using home oxygen increases the risk of fires and burns. When oxygen is used in the home, the amount of oxygen in the air, furniture, clothing, and hair goes up, making it easier for a fire to start and spread. When more oxygen is in the air, fires will burn hotter and faster.

When using home oxygen, learn how to handle it safely— especially if you smoke. It is important to keep home oxygen and tubing 10 feet away from heat sources. Common heat sources are matches, lighters, cigarettes, candles, gas stoves, appliances, electric razors, hair dryers, and heaters. Don't use flammable products such as oils, grease, petroleum products, and oil-based lip balms or lotions.

Home Fire Safety

Your family should help make sure your home has working smoke alarms. You and your family should make and practice a home escape plan.



Synapse Health is aware that emergencies and natural disasters can occur that will cause the equipment of the patient to be rendered damaged or unusable. We do not wish the patient to go without the use of their equipment, but we cannot always react in extreme circumstances to ensure patient safety and access.

Here are some recommendations on how to proceed if a natural disaster occurs:

- 1** Listen to the advice of local authorities. High winds, flooding, hurricane conditions or tornado conditions may cause the loss of power or damage to certain types of equipment. The ability to regain electrical service will depend on the extent of the damage in the area and the ability of power workers to repair damage. Synapse Health will provide backup batteries for the equipment they supply that requires them, per our patient agreement. These batteries do not supply long-term power. It is advisable that patients with high-risk equipment needs, be relocated and placed in a safe area that can supply power for an extended time. Please check with local authorities in your area to determine these locations and how to obtain access.

- 2** In the event of an unforeseen disaster or a natural disaster, Synapse Health will operate according to their disaster plan protocol and will assist patients and facilities to the best of their ability. This depends on the extent of damage the organization has suffered from natural or unforeseen circumstances. In a natural disaster, it is recommended that the patient or facility/pharmacy determine an alternate plan for care until Synapse Health can assess the damage from the situation and properly, safely, and effectively serve the needs of their patients.

- 3** If equipment is damaged or the needs to be replaced, Synapse Health will proceed as directed by Medicare, manufacturer's agreements, warranties or other appropriate protocol to see that the patient/pharmacy obtain the equipment they need to meet their necessities.

- 4** We ask that you be considerate in this process if the equipment item is not an emergency. If the equipment item is life sustaining, the attending physician or local hospital is the best resource for advice until damages are assessed and operations are functional for Synapse Health or for the patient/pharmacy environment.

Privacy

HIPAA NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. IT FURTHER DETAILS HOW YOU OR YOUR PERSONAL REPRESENTATIVE MAY GAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW CAREFULLY.

If you have any questions about this Notice please contact our Privacy Contact at:

1603 Orrington Ave
Suite 1625
Evanston IL, 60201

This Notice describes how we may use and disclose your medical information to carry out treatment, payment or health care operations and for other purposes that are described in this Notice. We understand that medical information about you and your health is personal, and we are committed to protecting this information. This Notice applies to all records of your care. This Notice also describes your right to access and control your medical information. This information about you includes demographic information that may identify you and that relates to your past, present and future physical health or condition and related health care services. Typically, your medical information will include symptoms, examination and test results, diagnoses, treatment, and a plan for future care or treatment. We are required by law to protect the privacy of your medical information and to follow the terms of this Notice. We may change the terms of this Notice at any time. The new Notice will then be effective for all medical information that we maintain at that time and thereafter. We will provide you with any revised Notice if you request a revised copy be sent to you in the mail or if you ask for one when you are in the office.

Uses and Disclosures of Protected Health Information

Your medical information may be used and disclosed for purposes of treatment, payment and health care operations. The following are examples of different ways we use and disclose medical information. These are examples only.

- **Treatment**

- » We may use and disclose medical information about you to provide, coordinate, or manage your medical treatment or any related services. This includes the coordination or management of your health care with a third party that has already obtained your permission to have access to your medical information. For example, we could disclose your medical information to a home health agency that provides care to you. We may also disclose medical information to other physicians who may be treating you, such as a physician to whom you have been referred to ensure that the physician has the necessary information to diagnose or treat you.

- **Payment**

- » We may use and disclose medical information about you to obtain payment for the medical equipment that you receive from us. For example, we may need to provide your health insurance plan information about your treatment plan so that they can decide of eligibility or to obtain prior approval for your medical equipment.

- **Healthcare Operations**

- » We may share your medical information with third party “business associates” that perform activities on our behalf, such as billing or transcription. Whenever an arrangement between our office and a business associate involves that use or disclosure of your medical information, we will have a written contract that contains terms that asks the “business associate “to protect the privacy of your medical information.
- » We may use or disclose your medical information to provide you with information about treatment alternatives or other health-related benefits and services that may be of interest to you.

Other Permitted and Required Uses and Disclosures That May Be Made With Your Consent, Authorization or Opportunity to Object.

We may use and disclose your medical information in the following instances. You can agree or object to the use or disclosure of all or part of your medical information. If you are not present or able to agree or object to the use or disclosure of the medical information, then your physician may, using professional judgment, determine whether the disclosure is in your best interest. In this case, only the medical information that is relevant to your health care will be disclosed.

- **Others Involved in Your Healthcare:**

- » Unless you object, we may disclose to a member of your family, a relative, or a close friend your medical information that directly related to that person’s involvement in your health care. If you are unable to agree or object to such a disclosure, we may disclose such information if we determine that it is in your best interest based on our professional judgment. Finally, we may use or disclose your medical information to an entity assisting in disaster relief efforts and to coordinate uses and disclosures to family or other individuals involved in your health care.

- **Emergencies:**

- » We may use or disclose your medical information for emergency treatment. If this happens, we shall try to obtain your consent as soon as reasonable.

Other Permitted and Required Uses and Disclosures That May Be Made Without Your Consent, Authorization or Opportunity to Object.

We may use or disclose your medical information in the following situations without your consent or authorization. These situations include:

- **Required By Law:**

- » We may use or disclose your medical information when federal, state or local law requires disclosure. You will be notified of any such uses or disclosure.

- **Public Health:**

- » We may disclose your medical information for public health activities and purposed to a public health authority that is permitted by law to collect or receive the information. This disclosure will be made for the purpose of controlling disease, injury or disability.

- **Communicable Diseases:**

- » We may disclose your medical information, if authorized by law, to a person who may have been exposed to a communicable disease or may otherwise be at risk or contracting or spreading the disease or condition.

- **Health Oversight:**

- » We may disclose your medical information to a health oversight agency for activities authorized by law, such as audits, investigations, inspections and licensure. These activities are necessary for the government agencies to oversee the health care system, government benefit programs, other government regulatory programs and civil right laws.

- **Abuse or Neglect:**

- » We may disclose your medical information to a public health authority that is authorized by law to receive reports of abuse or neglect. In addition, we may disclose your medical information to the governmental entity authorized to receive such information if we believe that you have been a victim of abuse, neglect or domestic violence as is consistent with the requirements of applicable federal and state laws.

- **Food and Drug Administration:**

- » We may disclose your medical information to a person or company required by the Food and Drug Administration to report adverse events, products defects or problems; to enable product recalls; to make repairs or replacements, or to conduct post marketing surveillance, as required.

- **Legal Proceedings:**

- » We may disclose medical information during any judicial or administrative proceeding, when required by a court order or administrative tribunal, and in certain conditions in response to a subpoena, discovery request or other lawful process. We may disclose medical information, so long as applicable legal requirements are met, for law enforcement purposes. These law enforcement purposes include: (i) responding to a court order; subpoena, warrant, summons or otherwise required by law; (ii) identifying or locating a suspect, fugitive, material witness or missing person; (iii) pertaining to victims of a crime; (iv) suspecting that death has occurred as a result of criminal conduct; (v) if a crime occurs on the premises.

- **Criminal Activity:**

- » Consistent with applicable federal and state laws, we may disclose your medical information, if we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person of the public. We may also disclose medical information if it is necessary for law enforcement authorities to identify or apprehend an individual.

- **Military Activity:**

- » If you are a member of the armed forces, we may use or disclose medical information, (i) as required by military command authorities; (ii) for the purpose of determining by the Department of Veteran Affairs of your eligibility for benefits; or (iii) for foreign military personnel to the appropriate foreign military authority. We may also disclose your medical information to authorized federal officials for conducting national security and intelligence activities or others legally authorized.

- **Worker's Compensation:**

- » We may disclose your medical information as authorized to comply with workers' compensation laws and other similar programs that provide benefits for work-related injuries or illness.

- **Required Uses and Disclosures:**

- » Under the law, we must make disclosures to you and when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements of Section 164.500, et seq.

The Following Is a Statement of Your Rights with Respect to Your Medical Information and a Brief Description of How You May Exercise These Rights.

You have the right to inspect and copy your medical information.

This means you may inspect and obtain a copy of medical information.

We may charge you a reasonable fee for copying and mailing records. To

the extent we maintain any portion of your PHI in electronic format, you have the right to receive such PHI from us in an electronic format. We will charge no more than actual labor cost to provide you electronic versions of your PHI that we maintain in electronic format.

We will have thirty (30) days to satisfy your request after you have written to our Privacy Contact

- **You have the right to request a restriction of your medical information.**

- » You may ask us not to use or disclose part of your medical information for the purposes of treatment, payment or healthcare operations. You may also request that part of your medical information not be disclosed to family members or friends who may be involved in your care or for notification purposes as described in this Notice. You must state in writing the specific restriction requested and to whom you want the restriction to apply. You have the right to restrict information sent to your health plan or insurer for products or services that you paid for solely out-of-pocket and for which no claim was made to your health plan or insurer.

Send requests, in writing to our Privacy Contact at:

1603 Orrington Ave
Suite 1625
Evanston IL, 60201

- **We are not required to agree to your request.**
 - » If we believe it is in your best interest to permit use and disclosure of your medical information, your medical information will not be restricted; provided however, we must agree to your request to restrict disclosure of your medical information if: (i) the disclosure is for the purpose of carrying out payment or health care operations and is not otherwise required by law; and (ii) the information pertains solely to a health care item or service for which you (and not your health plan) have paid us in full. If we do agree to the requested restriction, we may not use or disclose your medical information in violation of that restriction. Your written request must be specific as to what information you want to limit and to whom you want the limits to apply. The request should be sent, in writing, to our Privacy Contact.
- **You have the right to request to receive confidential communications from us at a location other than your primary address.**
 - » We will try to accommodate reasonable requests. Please make this request in writing to our Privacy Contact.
- **You may have the right to have us amend your medical information.**
 - » If you feel that medical information, we have about you is incorrect or incomplete, you may request we amend the information. If you wish to request an amendment to your medical information, please contact our Privacy Contact, in writing to request our form to Request to Amend Health Information. In certain cases, we may deny your request for an amendment. If we deny your request for amendment, you have the right to file a statement of disagreement with us.
- **You have the right to receive an accounting of disclosures we have made, if any, of your medical information.**
 - » This applies to disclosures for purposes other than treatment, payment or healthcare operations as described in this Notice. To receive information regarding disclosures made, please submit your request in writing to our Privacy Contact.
 - » We will notify you in writing of the cost involved in preparing electronic disclosures of your PHI. To the extent we maintain your PHI in electronic format, you may request an accounting of all three (3) years prior to such request.
- **Uses and Disclosures of Protected Health Information Based Upon Your Written Authorization.**
 - » Other uses and disclosures of your medical information not covered by this Notice or required by law will be made only with your written authorization. You may revoke this authorization at any time, except to the extent that we have taken an action in reliance on the use or disclosure indicated in the prior authorization.
- **Right to be Notified of a Breach.**
 - » You have the right to be notified in the event that we (or a Business Associate or ours) discovers a breach of unsecured protected health information.
- **Complaints:**
 - » You may complain to us or to the Secretary of Health and Human Services if you believe your privacy rights have been violated by us. You may file a complaint with us by writing to our Privacy Contact. We will not retaliate against you for filing a complaint.

**Send requests, in writing to
our Privacy Contact at:**

1603 Orrington Ave
Suite 1625
Evanston IL, 60201

Patient Rights

ADVANCE DIRECTIVES & EMERGENCY RESPONSE NOTIFICATION

We at Synapse Health have provided you with a Patient Bill of Rights. We understand that the formation of Advance Directives and/or living will is part of your rights as a patient. The staff of Synapse Health will not assist in the formation of advance directives, therefore if you desire to establish an Advance Directive, we advise you to contact your physician, attorney, and/or clergy to assist in the formation of such directives.

In an emergency situation where medical assistance is required, all employees of the organization will call 9-1-1 and wait for emergency medical assistance to arrive. We suggest that you post your Advanced Directive or Do Not Resuscitate documents where they can easily be found for all healthcare personnel providing services.



MEDICARE DMEPOS SUPPLIES STANDARDS

Note:

This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57 (c).

- A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements and cannot contract with an individual or entity to provide licensed services.
- 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.
- An authorized individual* must sign the application for billing privileges.

*One whose signature is binding
- 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 non-procurement programs.
- 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.
- 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.
- A supplier must maintain a physical facility on an appropriate site. This standard requires that the location is accessible to the public and staffed during posted hours of business, with visible signage. The location must be at least 200 square feet and contain space for storing records.
- A supplier must permit CMS or its agents to conduct on-site inspections to ascertain their compliance with these standards.
- 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, answering service or cell phone during posted business hours is prohibited.
- A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both their place of business, all customers and employees of the supplier.
 - » If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
- A supplier must agree to not initiate telephone contact with beneficiaries*. This prohibits suppliers from contacting a Medicare beneficiary based on a physician's oral order unless an exception applies.

*With a few exceptions allowed
- A supplier is responsible for delivery and must instruct

beneficiaries on use of Medicare covered items and maintain proof of delivery.

- A supplier must answer questions and respond to complaints of beneficiaries and maintain documentation of such contacts.
- 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.
- A supplier must accept returns of substandard¹ or unsuitable items² from beneficiaries.

¹Less than full quality for the particular item

²Inappropriate for the beneficiary at the time it was fitted and rented or sold

- A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
- A supplier must disclose to the government any person having ownership, financial or control interest in the supplier.
- 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 billing number.
- A supplier must have a complaint resolution protocol established to address beneficiary complaints. A record of these complaints must be maintained at the physical facility.
- 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.
- A supplier must agree to furnish CMS any information required by the Medicare statute and implementing regulations.

- 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

» Implementation Date – October 1, 2009.

- All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
- All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
- All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
- A supplier must meet the surety bond requirements specified in:
 - » 42 C.F.R. 424.57(c). Implementation Date – May 4, 2009.
- A supplier must obtain oxygen from a state-licensed provider.
- A supplier must maintain ordering and referring documentation consistent with provisions found in:
 - » 42 C.F.R. 424.516(f)
- DMEPOS suppliers are prohibited from sharing a practice location with other Medicare providers and suppliers.
- DMEPOS suppliers must remain open to the public for a minimum of 30 hours per week.

(with certain exceptions)



As an individual receiving home care services, you have the following rights:

- To select those who provide your home care services.
- To be provided with legitimate identification by any person or persons who enter your residence to provide home care services.
- To receive the appropriate or prescribed service in a professional manner without discrimination relative to your age, race, sex, religion, ethnic origin, sexual preference, or physical/mental handicap.
- To be dealt with and treated with friendliness, courtesy and respect by each and every individual representing the Synapse Health who provides treatment or services for you.
- To assist in the development and planning of your home care program do that it is designed to satisfy, as best as possible to your current needs.
- To be provided with adequate information from which you can give your informed consent for the commencement of service, the continuation of service, the transfer of service to another home care provider, or the termination of service.
- To express concerns or grievances or recommend modifications to your home care services without fear of discrimination or reprisal.
 - » **The Medicare hotline number is:** 1-866-238-9650.
- To request and received complete and up-to-date information relative to your condition, treatment, alternative treatments, and risks of treatment.
- To receive treatment and services within the scope of your home care plan, promptly and professionally, while being fully informed as to Synapse Health policies, procedures, and charges.
- To refuse treatment and services within the boundaries set by law, and to receive professional information relative to the ramifications or consequences that may result due to such refusal.
- To request and receive the opportunity to examine or review your medical records.



As an individual receiving home care services, you have the following responsibilities:

- To provide accurate and complete information and notify Synapse Health of any changes in status, including medical, change of address or insurance.
- To advise Synapse Health of any changes in phone number, address, physician, insurance or payor source.
- To comply with the physician's prescribed treatment and be responsible for the outcomes if they do not follow the treatment.
- To make known whether you understand the products and services provided and what you are expected to do.
- To comply with the service plan and to communicate any change in the physician's order.
- To plan emergencies that may occur in the home.
- To respect the rights, professional integrity and dignity of those providing your care.
- To notify our staff if you wish to cancel services or change a scheduled visit.
- To follow any instructions, rules, and regulations as provided by Synapse Health.
- To properly store, clean, and maintain your equipment as recommended by the manufacturer.
- To contact Synapse Health when equipment is not working properly and to allow Synapse Health staff access to equipment for repair and maintenance.
- To meet the financial obligations agreed to in signed agreement with Synapse Health.

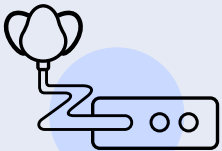
How to Guides for most used products

Bedside Commode



The purpose of a bedside commode is to provide toileting facilities at the bedside. Other uses of the bedside commode include being used as safety rails for the home toilet and being used as a raised toilet seat; because a bedside commode can be used for these three purposes, it is often called a 3-in-1 or all-in-one commode. By bringing the commode closer to the bed, people with mobility limitations have less distance to travel, and this can facilitate independent use. Physically challenged individuals should never be left unattended while using a bedside commode. If you have not seen a therapist or physician regarding your mobility limitations, we recommend that you do so.

PAP Therapy



The purpose of Continuous Positive Airway Pressure (CPAP) therapy is to provide your airways with supporting pressure so they do not collapse. The airways relax during sleep, and this can cause them to collapse, which can cause you to stop breathing and wake up. When this happens repeatedly, your time spent in restful sleep is decreased. Having your sleep continually interrupted can cause daytime sleepiness and puts additional stress on your heart and other major organs. By keeping your airways open, you can breathe without being awakened, which means you can get more restful sleep.

Because CPAP machines provide positive pressure to your airways, they require a prescription to be dispensed. Your CPAP machine and its supplies are being supplied to you in conjunction with the prescription obtained from your physician. Always read and abide by all manufacturers' operating instructions.

Enteral Pumps & Supplies



The purpose of an enteral pump is to provide accurate, controlled enteral feeding to the gastrointestinal tract. The word enteral means within or by the small intestine. Enteral pumps, sometimes referred to as feeding pumps, deliver feeding solutions through specialized tubing that attaches to patient feeding tubes. By using an enteral feeding pump, controlled amounts of nutrients can be delivered that assist physicians in the nutritional care of patients. Make sure you read and understand all manufacturers' use and care instructions.

Folding Walker



Walkers are designed to provide a lightweight and stable assistive device for ambulating. When properly used, a walker can provide added stability and assistance to an individual while walking. Walkers are not designed to support the full weight of the user. Your physician or therapist has ordered your walking aid for a specific reason. If your physician or therapist has given you specific instructions, follow them. If you have not seen a therapist or physician, we recommend that you do so.

Forearm Crutches



The usual purpose of forearm crutches is to aid the user in walking while relieving weight from one foot or leg. The user must have adequate upper body and upper arm strength and must always abide by recommended procedures. When properly used, forearm crutches can provide long-term stability assistance to an individual while walking. Forearm crutches are not designed to support the full weight of the user. Your physician or therapist has ordered your crutches for a specific reason. If your physician or therapist has given you specific instructions, follow them. If you have not seen a therapist or physician, we recommend that you do so.

Glucose Meter & Supplies



Blood glucose meters (or monitors) are used to test blood sugar levels. For the human body to function normally, the level of sugar in the blood must be within a specific, narrow range. Blood glucose meters are used by individuals with diabetes mellitus, a condition where the body cannot process the sugar that is contained in food into energy. Checking your blood sugar can make a big difference in how well you can manage your diabetes daily. Always read and abide by all manufacturers' operating instructions.

Manual Hospital Beds



Adjustable beds are designed for individuals who need to change their position frequently. This includes the height of the bed and elevation of the head and/or foot of the bed. By being able to change the height of the bed, users can transfer in and out of bed more easily. Adjustable beds assist in your treatment plan by allowing for changes in head and foot positioning. Adjustable beds provide an increased level of safety and independence for the user. If you have not seen a therapist or physician in regard to your health conditions that necessitate the need for an adjustable bed, please do so. Make sure you read and understand all manufacturers' operating instructions.

Manual Patient Lifts

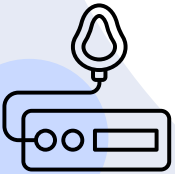


Patient lifts are designed for caregivers to lift and/or transfer an individual. This can be from a bed to wheelchair, a bed to chair, or simply to lift the individual for repositioning. These devices utilize hydraulics to maximize lifting potential and minimize user effort. Individuals should not be moved or transferred without approval from their physician. Patient lifts provide an increased level of safety when moving a person. If you have not seen a therapist or physician regarding your health conditions that necessitate the need for a patient lift, we recommend that you do so. Make sure you read and understand all manufacturers' operating instructions.



Manual Wheelchairs

Wheelchairs are designed to allow those individuals who either cannot walk or have limited walking ability to be independent and mobile. Wheelchairs should be properly prescribed and fitted. If you have not seen a physician or therapist regarding your wheelchair, we encourage you to do so.



Nebulizer Compressor

The purpose of a compressor is to convert liquid breathing medication into small particles so that they can be inhaled. Compressors provide a flow of compressed air to a small volume nebulizer that creates the fine medication mist for breathing treatments. Your compressor and small volume nebulizer are being supplied to you in conjunction with the prescription obtained from your physician. Always read and abide by all manufacturers' operating instructions.



Oxygen Concentrator

The purpose of an oxygen concentrator is to provide you with supplemental oxygen for breathing. Oxygen is the gas we breathe that makes life possible. The air we breathe is composed of approximately 21% oxygen, with the remainder being other gasses, primarily nitrogen. The oxygen content dispensed from oxygen concentrators is 80 - 95%. Because of its pure form, the oxygen supplied by oxygen concentrators is considered a drug and requires a prescription to be dispensed. The oxygen being supplied to you is in conjunction with the prescription obtained from your physician.



Oxygen Conserving Devices

The purpose of an oxygen conserving device is to reduce the amount of oxygen used during oxygen therapy. Traditional oxygen devices deliver oxygen continuously, which means they also deliver oxygen when you exhale. By limiting the time and quantity of oxygen delivered, the amount of oxygen wasted is decreased. Because conserving devices deliver medical oxygen, they require a prescription to be dispensed. The oxygen being supplied to you is in conjunction with the prescription obtained from your physician. You must also comply with the Patient Education Sheets that discuss the other elements of your oxygen delivery system. Always read and abide by all manufacturers' operating instructions.



Quad Cane

Quad canes are designed to give the user additional stability compared to a regular single point cane. A quad cane is free-standing and when properly used can provide added stability and assistance to an individual while walking. Quad canes are not designed to support the full weight of the user. Your physician or therapist has ordered your quad cane for a specific reason. If your physician or therapist has given you specific instructions, follow them. If you have not seen a therapist or physician, we recommend that you do so.



Roller Walker

Rollator walkers are designed to provide a lightweight and stable assistive device for ambulating. When properly used, a rollator walker can provide added stability and assistance to an individual while walking. Your physician or therapist has ordered your walking aid for a specific reason. If your physician or therapist has given you specific instructions, follow them. If you have not seen a therapist or physician, we recommend that you do so.



Straight Cane

Canes are designed to give the user additional stability when used properly. When properly used, a cane can provide added stability and assistance to an individual while walking. Canes are not designed to support the full weight of the user. Your physician or therapist has ordered your cane for a specific reason. If your physician or therapist has given you specific instructions, follow them. If you have not seen a therapist or physician, we recommend that you do so.



Underarm Crutches

The usual purpose of crutches is to temporarily aid the user in walking while relieving weight from one foot or leg. There are other uses for crutches, but these require special training by a physician or therapist. The user must have adequate upper body and upper arm strength and must always abide by recommended procedures. When properly used, crutches can provide added stability and assistance to an individual while walking. Your physician or therapist has ordered your crutches for a specific reason. If your physician or therapist has given you specific instructions, follow them. If you have not seen a therapist or physician, we recommend that you do so.

The logo for Synapse Health, featuring the word "synapse" in a bold, lowercase sans-serif font, with the word "HEALTH" in a smaller, uppercase sans-serif font directly beneath it.

synapse
HEALTH

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