592 Lincoln Ave, Napa, CA 94558
707-363-1607 | Fax 707-230-5566
www.familymednapa.com

# Welcome to Family Medical

## How to reach us

Monday-Friday, 8am-6pm. Closed Saturday and Sunday.
Call 707-363-1607; fax 707-230-5566. Our front entrance is wheelchair accessible. We do not provide an after-hours customer call service. Leave a voicemail for a return call during business hours. For a medical emergency, call 911.

## Our services

We provide DME, supplies, therapeutic shoes, compression products, plus manual-wheelchair and knee-scooter rentals. Availability depends on the item, order, insurance and appropriate fit. We do not accept new nebulizer orders. We do not provide dispensing pharmacy services, mastectomy items or ice-machine rentals. We offer in-store pickup and vendor shipment; store staff do not make home deliveries.

## Instruction and help

Staff demonstrate equipment and ask you or your caregiver to demonstrate or explain its use back. Tell us if instructions are unclear or you need language or accessibility assistance. Use written instructions and manufacturer guidance; do not change prescribed treatment or exceed product limits. Stop using unsafe or damaged equipment and call us. Call your clinician for treatment questions and 911 for an emergency.

## Orders, shipments and changes

Let us know promptly about address, contact, insurance, prescriber or equipment-need changes. Contact us about missing shipments, incorrect items or delays. If you are waiting on paperwork and have not heard from us within one to two weeks, call us for status; contacting your prescriber can help obtain missing documents. Our staff will also work the order with the prescriber/vendor.

## Payments, returns and warranty

We explain expected charges and insurance responsibility before service. Coverage is not guaranteed by submitting an intake form. Ask about a three-month payment plan if needed. Copays are not routinely waived; Joe reviews individual hardship requests. Applicable patient protections still apply.
Ordinary sales are final. If our staff sized or fitted an item incorrectly, we exchange it for the correct size. We honor applicable manufacturer warranties and provide available manufacturer warranty information. Medicare-covered equipment under warranty is repaired or replaced without charge as required. We accept returns of substandard or unsuitable Medicare-covered items and honor other legally required remedies. These exceptions apply despite a final-sale receipt.

## Rentals

Follow your signed rental agreement and instructions. Cash charges normally run through physical return. For monthly cash rentals, extra days are charged at the listed daily rate, capped at the item's monthly rate for each additional
30-day period. The cap resets every 30 days. Staff may approve exceptions. See your signed rental agreement for your rates and terms. There is no automatic grace period. Insurance rental billing follows the applicable payer rules. Call us about problems or discontinuing use; protect the equipment and return all agreed accessories.

592 Lincoln Ave, Napa, CA 94558
707-363-1607 | Fax 707-230-5566
www.familymednapa.com

# Your Rights & Responsibilities

## Your rights

You have the right to respectful, nondiscriminatory service; privacy; understandable information about services, risks, choices and financial responsibility; participation in decisions and refusal of services; appropriate equipment and reasonable continuity of service; and complaints without retaliation. Ask for communication assistance or an explanation at any time. Your privacy rights are detailed in our Notice of Privacy Practices.

## Your responsibilities

Provide accurate information needed for safe service and billing. Tell us about limitations or difficulties using equipment. Follow safe-use and cleaning instructions and report damage, failure, loss, theft or changes in need promptly. Keep contact, prescriber and insurance information current. Pay only amounts you are legally responsible for under your agreement and applicable coverage rules. Do not alter or misuse equipment.

## Questions or complaints

Contact Joe Gracia at 707-363-1607 or at the store address above. A concern involving Joe may be directed to Neanna Gracia, Vice President. Within 5 calendar days of receiving your complaint, we will acknowledge it and confirm that we are investigating. We will provide written investigation results within 14 calendar days of receiving your complaint. In the event your complaint remains unresolved with Family Medical, you may file a complaint with our Accreditor, The Compliance Team, via their website (www.thecomplianceteam.org) or phone 1-888-291-5353. Raising a concern will not result in retaliation.

## Your privacy notice

The full Family Medical Notice of Privacy Practices is available at:
www.familymednapa.com/documents/notice-of-privacy-practices.pdf
We provide it electronically with your agreement or on paper. Ask staff or call Joe at 707-363-1607 for a free paper copy or help with a privacy request. This information sheet is not the full privacy notice.

## Medicare supplier standards

Medicare-covered products and services are subject to the DMEPOS supplier standards in 42 CFR 424.57(c), including business, professional and operational requirements. Ask us for the full standards or view them at:
www.ecfr.gov/current/title-42/section-424.57

## Keep these documents

Keep your equipment instructions, warranty information, pickup record, financial notices and rental agreement when applicable. Ask staff for another copy if needed.