

Welcome to MedCare Susquehanna Valley

A premier provider of home medical equipment, supplies, and respiratory care products. As an innovative leader in home medical supplies and equipment, we thank you for the opportunity to help you meet the demands of daily living through our high-quality comprehensive services and products.

How We Can Help

Our professional staff is available to help you order equipment and supplies. Just call 1-833-297-2905, Monday through Friday, 8am to 4:30 pm.

A member of our clinical team is available for home follow-up visits as requested by an individual's physician.

When calling after business hours, please have your name/patient's name, address and telephone number ready along with the reason for the call. One of our MedCare staff will be happy to return your call.

Our certified technicians are available to perform equipment servicing that may be needed or to make changes ordered by your physician.

Medical/Surgical Equipment and Supplies

We offer an array of items, most of which will be delivered or shipped directly to you within 24 hours. Call 1-833-267-2905 for products, including:

Ambulatory Aids	Ostomy Supplies
Bariatric Products	Oxygen Concentrators/Portable Oxygen Supplies
Bath Safety Kits	Overbed Tables
Breast Pumps	Patient Lifts/Accessories
Compression Hose	Phototherapy
CPAP and BiPAP Machines and Supplies	Suction Machines
CPM Machines	Trach Supplies
Hospital Beds	Ventilators
Incontinence Supplies	Wheelchairs
Nebulizers	Wound Care Products

Patient/Client Rights

We take our role as a home medical equipment company very seriously. We believe that our patients, their families and caregivers should be treated with dignity and respect. As a result, you have the right to:

- Considerate and respectful service.
- Obtain service without regard to race, creed, nation origin, gender, age, disability, diagnosis or religious affiliation.
- Subject to applicable law, confidentiality of all information pertaining to your medical equipment service. Individuals or organizations not involved in the patient's care may not have access to the information without the patient's written consent.
- Make informed decisions about your care.
- Reasonable continuity of care and service.
- Voice grievances without fear of service termination or other reprisal in the service process.

**If you feel your concerns are not adequately addressed or would prefer not to discuss issues with MedCare Susquehanna Valley personnel, you may file a complaint with our accreditor, The Compliance Team, via their website (www.thecomplianceteam.org) or via phone at 1-888-291-5353.*

Patient/Client Responsibilities

Once MedCare accepts patients for services, those patients are responsible for:

- Notifying MedCare promptly of any equipment failure or damage. Emergency service is available 24 hours by calling 1-833-297-2905.
- Notifying MedCare promptly about any equipment lost or stolen while in their possession.
- Notifying MedCare promptly of any address or phone number changes.
- Notifying MedCare promptly of any changes concerning their physician or home care prescription.
- Notifying MedCare of discontinued use as well as alerting us if admitted to the hospital, nursing home or other assisted living facility.
- Covering any equipment rental and sales charges that the insurance company/companies do not pay, except where contrary to federal or state law.
- Giving accurate and complete health information concerning past illness, hospitalization, medication, allergies, other pertinent information, or if you acquire any infectious disease when receiving services.
- Being home for scheduled visits/appointments with staff.
- Learning how to use the equipment and perform procedures relevant to its use; arranging for a caregiver to be responsible for learning and/or assisting you with the use of equipment, if necessary.
- Maintaining a safe environment; adhering to your home care plan of service/care/treatment.
- Informing MedCare of any ongoing and/or reoccurring pain for respiratory issues.

Medicare Supplier Standards

The products and/or services provided to you by MedCare Susquehanna Valley are subject to the supplier standards contained in the Federal Regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business, professional, and operational matters (e.g. honoring warranties and hours of operation). The full text of these standards can be found at <https://www.ecfr.gov>. Upon request, we will furnish a written copy of the standards.

Our Location

Mechanicsburg, Pa.
381 Independence Avenue
Suite 106
9 a.m. to 12 p.m.
1 p.m. to 4 p.m.
717-773-4900

Let Us Hear From You

We appreciate your confidence in MedCare Susquehanna Valley and welcome your comments, concerns or questions about any aspect of our services. If you are dissatisfied with your service/equipment or wish to discuss an issue, please call our Customer Service Department, toll free, 1-833-297-2905.

Our Mission and Vision

At MedCare Susquehanna Valley, our mission is to improve the health and well-being of every life we touch. To carry out that mission, we have adopted a vision that directs us to become the provider of choice in our region; be a highly efficient and cost effective operation; offer outstanding customer satisfaction along with high quality products and services; increase market share, and enhance financial stability.

Insurance

MedCare accepts all major insurances. For a list of those insurances, visit our website or call our representative at 1-833-297-2905, prompt 5.

QUALITY EQUIPMENT. QUALITY LIFE.

Call toll free, 1-833-297-2905, or visit our website at www.medcaresv.com

Our fax: 717-773-4940