

Equipment and Supplies



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Sara's Story

On Friday, Sara is getting her son Mike's medicines ready. She opens the bottle of his heart medicine. There's only one pill left. She meant to order a refill yesterday but forgot. Sara plans to call the pharmacy after she takes the kids to school.

After taking the kids to school, Sara has a lot of errands to do. When Sara returns home it's already noon. She sees the empty bottle and decides to reorder right away. She doesn't want to forget again. When she picks up the bottle she realizes that it says *no refills*.

Sara calls the primary doctor's office. She leaves a message, asking for a nurse to call. By the time the nurse calls it's late afternoon. The nurse says she will fax a new prescription to the pharmacy. She also tells Sara that next time Sara must call the heart specialist doctor. After all, he prescribes the medicine, not the primary care doctor.

At 5:00 p.m., the pharmacist calls. He says, "Your insurance won't pay without a new prior authorization. I left a message for Dr. Hart, asking him to fill out the forms Monday." Sara is upset. She knows she shouldn't have waited until the last minute to reorder. Now it's the weekend. Mike can't go without his heart medicine. The pharmacist says he can give her some medicine but she will have to pay.

- What can Sara do to help remember to refill medicine before it runs out?
- How can she keep track of prior authorizations?
- How would Sara know the correct doctor to call for prescriptions?

In this section you will learn how to keep track of and reorder your child's supplies and medicine before they run out. You will also learn about using and taking care of home equipment and supplies.



What's It All About

Your child's home equipment and supplies are medically necessary. A doctor or health care provider prescribes them to treat health problems. Some equipment and supplies may help your child eat, breathe, or move.

Supplies can be thrown out. Some supplies are used once. Others are reused and then thrown away. Supplies may include gauze, syringes, feeding bags, diapers, and oxygen tubing.

Durable Medical Equipment (DME) can't be thrown out. It is reused. DME may include ventilators, feeding pumps, bath chairs, walkers, and monitors. You may rent, own, or borrow it.

You may need to make room for equipment and supplies in your home. For example, you may need to move furniture or clear space in cabinets and closet. If equipment needs electricity, you may need more power or outlets.

Steps to Learn About Equipment and Supplies

1. Learn how to safely use and take care of your child's equipment:
 - Learn what your child needs and how to use it safely.
 - Learn how to care for equipment and supplies.
 - Ask for resources. For example, written directions, websites, or DVDs.
2. Know what to do if you have problems with equipment and supplies.
 - Talk with your home equipment and supplies company:
 - Ask what to do and who to call if there are problems.
 - Ask about a backup plan.
3. Use a routine to reorder medicine and supplies.
 - Reorder medicine and supplies before they run out.
 - Know what medicine and supplies are in your home.
 - Reorder about 4-7 days before they run out.
 - Routines can help you remember. For example, keep a written list of what to order or always order on the same day each month. Find a routine that works for you.

Take Action

Talk with your health care provider.

Know the main things about your child's equipment and supplies:

- Name and type of equipment and supplies.
- Reasons needed, how it helps, or what it does.
- Where equipment and supplies are kept at home.

Learn how to safely use and care for equipment and supplies:

- When to use equipment and supplies.
- Not to change equipment settings without health care provider permission.
- Service schedule and type of service needed.
- Special directions and tips.
- How to care for the equipment.
- If a supply can be reused.
- How to care for supplies that can be reused.

Know how to get equipment and supplies:

- Name(s) of equipment and supply company and contact person.
- How to contact the company during the day, at night, and on weekends.
- Name of doctor or health care provider who prescribes it.
- If insurance pays the cost.
- How to get a Prior Authorization (PA) if needed.
- Ask for help if you have problems getting or using equipment.

Keep track of your child's equipment and supplies in writing:

- Look for a list of forms at the end of this section.
- Use equipment log to keep track of the main things to know.



Take Action

Talk with your health care provider

Talk with the home equipment and supply company. Ask about:

- Resources such as written directions, websites, or DVDs.
- Things to try before calling for help with equipment.
- Who to call for more help.
- How to tell if the problem is:
 - An emergency (need help right away).
 - Urgent (need help within a few hours).
 - Routine (need help but can wait).

Have a backup plan:

- Where backup equipment and supplies are kept.
- What to do during power outages (if equipment needs electricity).
- Where to find backup power supply such as batteries or a generator.

Teach others about safe use of your child's equipment and supplies:

- Give written directions.
- Show how to use equipment and supplies safely.
- Ask caregiver to show use of equipment and supplies.
- Show and explain what to do if there are problems.
- Explain how to contact you if there are questions.

Keep track of medicine and supplies:

- It's your job to keep track even if someone helps you reorder.
- Keep track so your child does not miss treatments.
- Know what you have, how much, and where it is.
- Refill medicine and supplies before they run out.
- Order 4 to 7 days before you will need more.
- Know who prescribes the medicine or supplies.

Tips To Make Ordering Supplies and Medicine Easier

Know who prescribes them.

Use the same pharmacy.

Ask for a 90 day supply.

Keep 2-3 days of extra medicine and supplies. You may need extras if there are unexpected problems.

Plan ahead for trips and weekends. Think about what you will need.

Take Action

Talk with your health care provider

Use a routine for remembering to reorder medicine and supplies before they run out.

- A routine is something you do regularly. It is a habit.
- You may have to try a few routines to find the best one for you.
- There are many routines, for example:
 - Keep a list. Use paper, a dry erase board, or save on your computer.
 - Use a log that tracks what you have and what you need.
 - Write the day you need to reorder on a calendar.
 - Sign up for text message, email, or phone reminders.
 - Make a routine schedule for reordering. For example, order on the first Monday of the month.

Learn how to safely use and care for equipment and supplies.

- You may need a prior authorization.
- The pharmacy may not be open 24 hours a day.
- Supplies may not be delivered on weekends or nights.
- The physician who prescribes may not be available.
- The pharmacy or supply company might not have what you need.
- The medicine may be specially made. The pharmacist can't make it right away.
- Know if you must bring a written prescription to the pharmacy.

Tips for Getting Medicine Refills

Order medicine by phone or bring the medicine container to the pharmacy.

Give the pharmacy information from the label:

- Prescription number.
- Medicine name.
- Pharmacy.
- Pharmacy phone number.

Take insurance card and money when you go to the pharmacy.

Before leaving pharmacy check the label. You should see:

- Your child's name.
- The right medicine name.
- The right dose and the right concentration.

Ask the pharmacist if you have any questions.

Check Yourself

- I can use and take care of my child's equipment.
 - I know the name or type of equipment my child needs.
 - I know the reason it's needed.
 - I know how to use it safely.
 - I have written information.

- I know what to do if I have problems with equipment and supplies.
 - I know things to try before I call someone for help.
 - I know who to call for more help.
 - I have a back up plan.

- I use a routine to reorder medicine and supplies before they run out.
 - I reorder 4-7 days before running out.
 - I keep track of what I have and what I need.



More Information and Resources

Ask your health care team when you have questions.
They are your best resource.

MedAction Plan: Sign up to get emails or text messages reminding you when medicine is due. You can also sign up for reminders about refilling a medicine.

<http://www.medactionplan.com/medactionplan/mymedschedule.asp>

Online Calendars: May help you keep track of your child's schedule. Your email program may have a calendar. There are many free and easy to use online calendars. One example is the Google calendar.

<http://www.google.com/calendar>

Lending Closets: Families can borrow equipment for free. Some organizations are:

- **Katy's Closet:** <http://teamupwithfamilies.org>
- **Easter Seals:** Find your local Easter Seals. Many loan equipment. <http://www.easterseals.com>
- **UCP Infnitec Durable Medical Equipment Exchange:** <http://www.infnitecdme.org>
- **Oley Foundation Equipment Exchange:** Borrow or donate enteral (feeding tube) or parenteral (IV) supplies.

<http://www.oley.org/equipexchange.html>

State Assistive Technology Programs List: Every state must have an assistive technology program. Most loan or exchange equipment.

<http://www.resna.org/taproject/at/statecontacts.html>

Equipment and Supplies Forms

Form Name	How it can be used
Companies for Home Equipment and Supplies	<ul style="list-style-type: none"> • Use this form to write down important contact information for Equipment and Supply companies.
Equipment Log	<ul style="list-style-type: none"> • Use this form to keep track of equipment. Equipment is anything that cannot be thrown away. • Equipment may include feeding pumps, wheelchairs, nebulizers, monitors, or lifts.
Supply Log	<ul style="list-style-type: none"> • Use this form to keep track of supplies. Supplies can be thrown away. • Supplies may include gauze, syringes, feeding bags and tubes, or diapers.
Refill Reminder List	<ul style="list-style-type: none"> • Use this form to keep track of medicines that you need to refill.
Supply Order List	<ul style="list-style-type: none"> • Use this form to keep track of supplies that you need to order.

Name _____

Companies for Home Equipment and Supplies

Use this form to write down important contact information for home equipment and supplies companies.

Company Name							
Address	Street address or PO Box			City State Zip Code		Website	
Phone 1	Phone 2		Fax	Email			
People Who Can Help with Equipment							
	Name	What This Person Can Help With		Phone Number		Email	
1							
2							
3							
4							

Company Name							
Address	Street address or PO Box			City State Zip Code		Website	
Phone 1	Phone 2		Fax	Email			
People Who Can Help with Equipment							
	Name	What This Person Can Help With		Phone Number		Email	
1							
2							
3							
4							

Name _____

Companies for Home Equipment and Supplies

Company Name							
Address	<small>Street address or PO Box</small>	<small>City</small>	<small>State</small>	<small>Zip Code</small>	Website		
Phone 1		Phone 2		Fax		Email	
People Who Can Help with Equipment							
	Name	What This Person Can Help With		Phone Number		Email	
1							
2							
3							
4							

Company Name							
Address	<small>Street address or PO Box</small>	<small>City</small>	<small>State</small>	<small>Zip Code</small>	Website		
Phone 1		Phone 2		Fax		Email	
People Who Can Help with Equipment							
	Name	What This Person Can Help With		Phone Number		Email	
1							
2							
3							
4							

Name _____

Equipment Log

*Use this form to keep track of your child's equipment. Equipment is anything that cannot be thrown away.
Equipment may include feeding pumps, wheelchairs, nebulizers, monitors, or lifts.*

Type of Equipment	Description <i>Manufacturer, serial number, etc.</i>	Important Things to Know When Using This Equipment	Date Received	
Service Schedule	Who Helps Me with This Equipment	Phone Number	Back Up Plan <i>What to do if not working.</i>	Condition <i>When 1st received</i>
<input type="checkbox"/> rent it <input type="checkbox"/> own it				

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			Condition <i>When 1st received</i>
			<input type="checkbox"/> rent it <input type="checkbox"/> own it

Supply Log

Use this form to keep track of supplies. Supplies can be thrown away. Supplies may include gauze, syringes, feeding bags and tubes, and diapers.

Supply Item Name	Description Brand, size, etc.	Notes Reason needed, how to use, etc.	How Much to Order For one month	Order Schedule	Prior Authorization Needed?	Supply Company	Doctor who Prescribes
<i>Example: Oxygen tubing</i>	<i>50 feet</i>	<i>Connect to oxygen. Change once a week.</i>	<i>4</i>	<i>1st Monday of the month</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<i>Home Care Company</i>	<i>Dr. Air</i>
					<input type="checkbox"/> Yes <input type="checkbox"/> No		
					<input type="checkbox"/> Yes <input type="checkbox"/> No		
					<input type="checkbox"/> Yes <input type="checkbox"/> No		
					<input type="checkbox"/> Yes <input type="checkbox"/> No		
					<input type="checkbox"/> Yes <input type="checkbox"/> No		
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