

DASCO HOME MEDICAL EQUIPMENT



SLEEP TIGHT PROGRAM

Welcome to DASCO's Sleep Tight Program! Now that you have received your sleep therapy equipment, our Continuing Care Department will be following up with you regularly throughout your treatment to ensure that you are getting the maximum benefit from your sleep therapy. You can expect our associates to contact you approximately 7-10 days after you receive your equipment to confirm you are using your equipment, aid in fixing any problems you may be having using your equipment, and help you get comfortable using your sleep therapy unit. Once you are comfortable using your machine nightly, DASCO will contact you every ninety days to make sure you are still doing well with your equipment and notify you that it is time to change your supplies.

Along with daily cleaning, it is also important that you change your supplies (mask, cushions, headgear, tubing, and filters) on a regular basis. These are considered disposable supplies. Frequent replacement of these components prevents infection, prevents leaks which can disrupt therapy, and Carbon Dioxide build up should your exhalation port become clogged. Most insurance companies allow for the changing of these supplies regularly:

<u>Medicare / Medicare HMO's / Most Private Insurances</u>				<u>Ohio Medicaid/ Ohio Medicaid HMO's</u>		
EVERY.....	1Month	3Months	6Months	EVERY.....	6Months	12Months
Mask & Headgear				Mask & Headgear		
Cushions & Pillows				Cushions & Pillows		
Tubing				Tubing		
Filters				Filters		
Chin Strap				Chin Strap		

You may choose how you wish to be contacted for your follow ups. Our Sleep Tight associates will be happy to go over these options with you during your 7-10 day follow up.

•Auto Ship Program:

Beyond the initial 7-10 day follow up, should you decide you prefer not to be contacted by phone or email, but rather just have your supplies automatically shipped when they are due to be changed, we have the Auto Ship Program. You choose the frequency you want them shipped, every 3 months or every 6 months, and we will automatically shipped

your supplies right to your door. This is a convenient way to replace your supplies without having to be available for phone calls or emails. (This program is not available for patients with Medicare, Medicaid, or their HMO's).

•Automated Phone Survey:

This system will call you to ask a few simple questions to help us troubleshoot any problems and also ask you if you would like to place a supply order if you're eligible through your insurance at that time to receive replacement supplies. It is easy to use and it allows you to call back in and take the survey 24 hours a day, 7 days a week, and on holidays. The automated system makes five attempts to reach you each time you are due for your follow up. Once you take the survey, it will not call you again until your next follow up is due. When calling in to take the automated survey, please call 866-666-8972. If you indicate on the survey you would like a follow up call from a live associate, we will contact you in 24-48 hours. And as always, you are welcome to contact our Continuing Care Department at 800-892-4044 with any questions or concerns.

•Email:

Provide DASCOS with your email address and it will be our pleasure to contact you for your follow ups via email. This is an easy and convenient tool that allows us to make sure you are doing well with your equipment and remind you that it is time to change your supplies.

•Mail:

You will receive a letter via the U.S. mail each time you are due to change your supplies. The letter will remind you to call in your order.

•Personal Phone Call:

Our Sleep Tight associates are also happy to contact you personally when it is time for your follow up calls. Let us know if this option works best for you!

For questions regarding the Sleep Tight Program or your supplies, please contact DASCOS's Continuing Care Department at 1-800-892-4044

We look forward to speaking with you!

Sleep Tight,

Ann Cornelius

Continuing Care Manager



Helping people breathe, sleep, and feel better.....