



ENTERAL FEEDING PUMP

Thank you for choosing DASCO to provide you with your enteral feeding pump. An enteral feeding pump is used to administer a balanced, liquid nutritional formula directly to the digestive tract through a flexible tube. Enteral therapy allows your healthcare team to adjust the amounts of protein, carbohydrates, fat, vitamins and minerals you receive by adjusting the amounts and types of formula you receive.

ADMINISTRATION OF FEEDINGS:

Tube feeding can be provided in three ways:

1. Bolus (with a large syringe)
2. Gravity (by using a bag without a pump)
3. By pump (to control the flow rate and total amount of nutrition received).

Using a pump will control the amount of food administered over a prescribed period of time. Sometimes patients fed using either the bolus or gravity methods have a problem receiving too much formula too quickly and have nutrition back up in the digestive tract (reflux) or have a problem with diarrhea (dumping syndrome). An enteral pump is used to help prevent reflux and / or dumping.

Enteral pumps come in a variety of models, but they have common features. The pump will have a clamp to attach to an IV pole. It will have an on/off switch and controls for setting the amount of food (in mls or ccs) to be delivered per hour and for setting the number of hours for which the nutrition will be administered. Most pumps have an internal battery that recharges any time the pump is plugged into an electrical outlet. This allows feeding to continue even during a power failure. It will also be equipped with audible and/or visual alarms that warn of any interruption of electrical power or pump malfunction. For specific details on the operation of your particular pump, please refer to the manufacturer's operation instructions provided.

The nutrition bags or "pump sets" may be the cassette type which are inserted directly into the pump or flexible bags which are hung on the IV pole above the pump. These flexible bags may be pre-filled and sealed with a prescribed amount of liquid nutrition in them, or they may be designed with an opening into which nutrition can be poured. Unless otherwise instructed by your doctor, PUMP SETS SHOULD BE CHANGED EVERY 24 HOURS TO PREVENT BACTERIA GROWTH. Every eight hours the bag should be disconnected from the pump and flushed with hot water to clear the bag of nutrition. You should never fill the bag with more nutrition than will be used in an eight-hour period.

The pre-filled flexible bags do NOT need to be flushed since they are sealed to prevent contamination, but they do need to be changed every 24 hours or as instructed.

Cleanliness is especially important for tube feeders. The most effective way to prevent bacterial growth and germ-transfer is for caregivers to wash their hands thoroughly with warm water and antibacterial soap for at least one to two minutes before handling tubing or any part of the enteral pump set or the nutrition. Keep enteral formula in a cool dry area. Most unopened enteral formula can be stored at normal room temperature, but you should refer to the Nutritional Supplement Storage & Handling Guidelines and follow these and any additional instructions from your doctor or other members of your healthcare team.

Your doctor will also have prescribed the number of calories per day or the number mls or ccs of nutrition per hour you are to receive. These amounts are determined based on your body weight and

whether there is a need to gain, lose, or maintain current weight. NEVER change the amount of nutrition or the rate of feeding without a doctor's order. Please notify our office immediately of any changes, so we can adjust the quantity of product we deliver to meet these new needs.

Always follow your doctor's instructions regarding use of full-strength or diluted nutrition. Shake the can vigorously prior to opening to mix any contents that may have settled or separated during storage. If you do not use all of the formula in an opened can, cover and store the remainder in the refrigerator. If the opened formula is not used within twenty-four hours, it should be discarded unless you have been otherwise instructed by your doctor.

The enteral pump itself requires very little care. Wipe the outside of the pump with a clean, damp cloth to remove dust and droplets of formula. Check the "wheels" of the pump through which the tubing is threaded. These will often collect small amounts of formula and may begin to stick or drag. Wipe these moving parts with a clean, damp cloth.

If you have a problem with your enteral pump or supplies, please call our office for assistance. If you experience a change in your health or medical condition, call your doctor. If you experience physical distress or any type of medical emergency, call 911, the rescue squad or an ambulance.

**If you have any questions about your Enteral Feeding Tube, do not
hesitate to contact us at: 800-892-4044**

NUTRITIONAL SUPPLEMENT STORAGE & HANDLING

FORMULA:

- CHECK THE EXPIRATION DATE ON THE FORMULA PACKAGE OR CAN TO ASSURE THE PRODUCT IS IN DATE
- FORMULA LIDS SHOULD BE CLEANED AND DRIED PRIOR TO OPENING

ALTHOUGH MOST READY TO USE ENTERAL FORMULAS ARE COMMERCIALY STERILE, PREPARATION AND ADMINISTRATION TECHNIQUES GREATLY INFLUENCE POTENTIAL MICROBIAL CONTAMINATION. ENTERAL FEEDING SOLUTIONS HAVE BEEN REPORTED TO SUPPORT APPRECIABLE BACTERIAL GROWTH. IT IS IMPORTANT TO MINIMIZE THE RISK OF CONTAMINATION.

- THE FORMULA SHOULD BE TRANSFERRED DIRECTLY, WITH MINIMAL HANDLING, TO THE FEEDING CONTAINER. THE CONTAINER SHOULD BE IMMEDIATELY CAPPED AND KEPT CLOSED UNTIL FEEDING IS COMPLETE. CARE MUST BE TAKEN NOT TO TOUCH THE INSIDE OF THE FEEDING CONTAINER.
- IT IS USUALLY NOT NECESSARY FOR UNOPENED FORMULA TO BE REFRIGERATED, HOWEVER, ONCE OPENED, THE FORMULA MUST BE REFRIGERATED UNTIL THE TIME OF USE. OPENED AND UNUSED LIQUID PRODUCTS SHOULD BE LABELED WITH THE TIME AND DATE THAT THEY WERE OPENED AND REFRIGERATED.
- LABEL OPENED FORMULA CONTAINERS WITH THE DATE AND TIME OF FORMULA PREPARATION. DISCARD ANY UNUSED PORTION AFTER **24** HOURS OR ACCORDING TO MANUFACTURER'S INSTRUCTIONS.

HANDLING:

PRIOR TO HANDLING EQUIPMENT OR FORMULAS YOU SHOULD THOROUGHLY WASH YOUR HANDS WITH BACTERIOSTATIC SOAP. SPECIAL ATTENTION MUST BE PAID TO THE HANG TIME OF THE FORMULA AS SPECIFIED BY THE FORMULA MANUFACTURER. (HANG TIME IS THE TIME THE FORMULA REMAINS IN THE FEEDING CONTAINER ON THE IV POLE.) MANUFACTURER'S INSTRUCTIONS GENERALLY LIMIT HANG TIME TO NO MORE THAN FOUR HOURS AT ROOM TEMPERATURE. THE FEEDING CONTAINERS AND ADMINISTRATION SET SHOULD BE REPLACED AT LEAST EVERY **24** HOURS OR ACCORDING TO MANUFACTURER'S INSTRUCTIONS.

STORAGE:

UNOPENED FORMULA CONTAINERS SHOULD BE STORED IN A DRY AREA WHICH IS NOT EXPOSED TO TEMPERATURE EXTREMES. DO NOT EXPOSE TO FREEZING TEMPERATURES (BELOW **34** DEGREES) OR EXCESSIVE HEAT (ABOVE **95** DEGREES).

DELIVERIES: Please anticipate your oxygen needs for the next 3 months and place your order in advance. All delivery pricing applies to routine, quarterly office hour deliveries only. Additional fees may apply on nights, weekends, and holidays.

LIMITED WARRANTY: Goods are being selected by you or are prescribed by a physician. They are not being manufactured by us, the supplier, therefore, we have no expressed warranty on the goods being furnished beyond the description of the goods contained herein. In no event shall we, the supplier, be liable for damages in connection with the consumer's use of the product. Implied warranties, including any warranty of merchantability or fitness for a particular purpose are excluded to the extent permitted by law. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitations of incidental or consequential damages so the above may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

MEDICARE EQUIPMENT & ALL PAYOR EQUIPMENT UNDER WARRANTY: Products sold or rented by DASCO or supplier may carry a manufacturer's warranty. DASCO or supplier will notify all beneficiaries of warranty coverage and we will honor all warranties under applicable law. DASCO or supplier will repair or replace, free of charge, Medicare-covered equipment that is under warranty. Owner manuals are available online at www.goDASCO.com or upon request.

RETURN POLICY: All sales are final 30 days after receipt of purchase. We cannot accept return of any used sale items, any opened supplies, or any items considered personal in nature.

PRIVACY NOTICE: DASCO Privacy Notice is posted at www.goDASCO.com or a copy is available upon request.

YOUR RIGHTS:

- ACCESS TO HEALTH CARE SERVICES:**
You have the right to equal access to any medically appropriate service provided by this company without regard to race, creed, gender, age, handicap, psychosocial condition, spirituality, personal values and beliefs. You have the right to have your privacy, safety, and security respected, the right to be free of pain as a result of treatment or equipment use, and the right of being free of abuse.
- INFORMED CONSENT:**
We encourage you to participate in all decisions regarding your care. You have the right to complete information regarding your diagnosis and treatment plan and will not be subjected to any treatment without your voluntary competent consent. You have the right to receive this information in a manner that you can understand. *If there is a language or other communication barrier, we will attempt to provide an interpreter or other communication device to assist in our mutual understanding of one another.
- REFUSAL OF SERVICE:**
You have every right to refuse treatment. However, you also have the right to be informed of the possible risks involved in such a refusal and assume responsibilities for any consequences.
- RESPECT:**
You have the right to be treated with dignity and respect and to have your cultural or ethnic preferences addressed. We also feel that you deserve to be treated courteously under all conditions and circumstances.
- CUSTOMER CONFIDENTIALITY:**
It is our policy to maintain strict confidentiality in regards to all customer information. Privacy concerning your care is a fundamental right. Your information will only be released for treatment, payment, and health care operations. DASCO or supplier may record phone calls for quality assurance purposes.
- BILLING:**
You have the right to expect care, accuracy and attention to details when it comes to processing your bill. You have the right to be informed of charges for our services and of our policies regarding payment for services.
- CONTINUITY OF CARE:**
You have the right to receive required services in a timely manner. If, for some reason, we are unable to meet your needs, you will be promptly informed and referred to alternate services.
- COMPLAINTS:**
You have the right to voice concerns, to complain when our services do not meet your expectations and to expect solution of your complaint or problem without discrimination, coercion, reprisal or unreasonable interruption of services. To register a complaint, please call or write: DASCO Home Medical Equipment Company, 375 N. West Street, Westerville, OH 43082. Attn: Privacy Officer 800-892-4044. DASCO or supplier is accredited by The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, 630-792-5800
- CAPPED RENTAL ITEMS:**
DASCO or supplier does accept and follow all capped rental guidelines. Medicare will pay a monthly rental fee for a period not to exceed 13 months, after which ownership of the equipment is transferred to the Medicare beneficiary. 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. Examples of this type of equipment include: Hospital beds, wheelchairs, alternating pressure pads, nebulizers, suction pumps, CPAP devices, patient lifts and trapeze bars. If item is not available for rent you may opt for an alternative provider. Equipment in this category can be purchased or rented; however, the total amount paid for monthly rentals can not exceed the fee schedule purchase amount. Examples of this type of equipment include: canes, walkers, crutches, commodes, and seat lift mechanisms.

YOUR RESPONSIBILITIES:

- INFORMATION:**
Provide DASCO or supplier with complete & accurate information regarding your health, communicable infections, insurance and demographics. DASCO or supplier is to be notified immediately of any changes or updates to the items listed.
- COMPLIANCE:**
Follow the treatment plan, as ordered by your physician and consent to the proposed care plan. If you do not understand the treatment plan, it is your responsibility to let us know. Insurance does not cover non-compliance and equipment not being used. Contact DASCO or supplier when equipment is no longer being used at 1-800-892-4044.
- EQUIPMENT:**
You agree to use the products as instructed. Any damage to the equipment placed in your care becomes your responsibility, beyond the normal wear and tear. This includes but is not limited to bug infestation, water damage, fire and theft.
- DELIVERY & SERVICE CALLS:**
Be at home for scheduled deliveries or service calls.
- RESPECT:**
You are responsible for respecting the rights of those professionals providing your service, care and billing. Disrespectful language and actions are not tolerated.
- IN PATIENT:**
Report hospital or nursing home admissions DASCO or supplier immediately so billing may be adjusted.
- FINANCIAL:**
You are responsible for:
 - Payment of all co-pays, deductibles and claims not paid by your insurance company
 - You will be charged a \$20.00 NSF fee for any returned check.
 - If your account is not paid in a timely manner, further collection action including interest, late charges, credit reporting and equipment repossession may occur.
 - Questions regarding your insurance coverage should be directed to your insurance company. Questions regarding your DASCO or supplier invoice should be directed to our billing dept. at 855-564-9014.
- INSURANCE:**
 - Medical documentation and testing are often required for insurance coverage. It is your responsibility to respond in a timely manner to any necessary requests to avoid insurance denials and full financial burden.
 - Your insurance company has the right to rent or purchase the equipment. Medicare beneficiaries may have the option of choosing depending on the equipment.
 - Notify DASCO or supplier with any insurance updates, changes and terminations.
- UNINTENDED CONSEQUENCES:**
You are responsible for accepting the unintended consequences of not following safety guidelines, equipment directions or your plan of care.

MEDICARE SUPPLIER STANDARDS

The products and/or services provided to you by DASCO HME or supplier 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 obtained at <http://ecfr.gpoaccess.gov>. An abbreviated version may be found at www.goDASCO.com. Upon request we will furnish you a written copy of the standards.