

PATIENT/CAREGIVER PRODUCT INSTRUCTIONS

Step 1: Product Review

A. Product Features

- ✓ Power on/off, pendant controls, side rails (if applicable), bed frame
- ✓ Use of therapy levels, temperature adjustments, maintaining set levels
- ✓ Alarms
- ✓ Comfort controls
- ✓ Use of bed accessories (trapeze etc.)

B. Equipment Set-up and Performance Criteria

Mattress Overlays/Replacements

- ✓ Coverlet
- ✓ Straps or fasteners that secure cushions
- ✓ Check valves, dump valves

Air Fluidized Therapy Beds

- ✓ Keep filter sheets loose
- ✓ Bead leaks
- ✓ Keep air-intake free of obstruction

C. Appropriate Care of Product

- ✓ Cleaning techniques for air mattress, filter sheets, coverlet, frame and air supply unit
- ✓ Home laundry instructions for coverlets
- ✓ Avoid pouring liquids onto the surface of the unit
- ✓ If soiled, wipe surface with damp, soapy cloth. Do not saturate.
- ✓ Maintain the airflow and prevent buildup of moisture, avoid use of plastic backed chucks or diapers
- ✓ Patient positioning, turning and transfer
- ✓ Review instruction panel and location of user's information
- ✓ CPR switch when applicable

Step 2: Return Demonstration

- ✓ Have the patient/caregiver perform a return demonstration of product features
- ✓ Confirm the product is functioning correctly

Step 3: Safety Review

A. Prevent Injuries and Falls

- ✓ Do not smoke while on the unit.
- ✓ Do not allow pets in or on the unit.
- ✓ Route cords away from traffic, run cord under the bed if possible.
- ✓ Do not place sharp objects on or near the product.
- ✓ Prevent the patient from lying on-top of objects such as pendants.
- ✓ Patients should be turned toward caregiver to protect from falls.
- ✓ Keep all body parts away from moveable areas of the surface or bed frame to avoid pinching.

- ✓ If a power loss extends over two hours, transfer patient to another surface
- ✓ Do not use surface on top of, beneath or adjacent to another surface.
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B. Product Operation to Avoid Heat Build-Up (especially in summer months)

- ✓ Close curtains or blinds during hottest part of the day.
- ✓ Keep room air conditioners running and maintained.
- ✓ Allow central air to circulate through the patient's room.
- ✓ Use a fan to circulate air
- ✓ Avoid use of too many blankets
- ✓ Do not place anything near air intake

C. Side Rails

- ✓ The Food and Drug Administration (FDA) has issued recommendations for hospital bed side rail dimensions and spaces between rails. Discuss with your health care provider to ensure compliance and safe product use.
- ✓ Side rails are not intended to be used to restrain patients. It is the responsibility of your healthcare provider to determine the appropriate use of restraints and side rail positioning to ensure patient health and safety.

Compliments and Complaints

At Ethos, we constantly look for ways to improve our service. Compliments and complaints are two of the ways that we learn what we are doing right and what we are doing wrong. We encourage you to send compliments or complaints by contacting us directly at 888-861- 8612 and asking to speak with our Business Operations Manager. If your complaint is not resolved to your satisfaction within five working days, you may send a formal grievance in writing to the Vice President at 930 Harvest Drive, Suite 400, Blue Bell, Pennsylvania 19422. You can expect a written response to a formal grievance within seven working days of Ethos' receipt. If you have a Medicare Complaint that cannot be resolved to your satisfaction, please contact Medicare at 1-800-MEDICARE. You may also report complaints to our accrediting agency, The Compliance Team, at 215-654-9110 (www.thecomplianceteam.org).

For Maryland Patients and Caregivers to Report Complaints, you may also call or write the Office of Healthcare Quality Residential Service Agency Hotline at 800-492-6005.

For Florida Patients and Caregivers to Report Abuse & Neglect or Medicaid Fraud, you may call the Florida Department of Children and Families Abuse Hotline at (800) 962-2873. Medicaid Fraud means an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to him or herself or some other person. It includes any act that constitutes fraud under applicable federal or state law as it relates to Medicaid. The Office of Inspector General at the Agency for Health Care Administration accepts complaints regarding suspected fraud and abuse in the Florida Medicaid system by phone at 888-419-3456 or on the Agency's website at http://achca.myflorida.com/executive/Inspector_General/medicaid.shtml