

Sample Put on company letterhead

Thank you for choosing us as your provider of home medical equipment and supplies! Each of our staff members is specially selected and highly trained in providing the best possible service.

A few important points about us:

- Please call us a minimum of 24 hours in advance if you need an oxygen delivery. While we are available 24 hours a day by telephone, if you have a respiratory equipment problem or need Oxygen, *we may take up to two hours to arrive at your residence during non-business hours.* It is always better to plan ahead!
- In the case of a disaster or **extremely** severe weather, which results in a long-term (more than 4 hours) power outage, we will attempt to contact you to assess your needs & our ability to serve you safely. **Remember, you are ultimately responsible for residing in a location that has adequate electrical service. Please develop a plan now to move, taking our equipment with you, to a location that has adequate electrical service. We suggest you always have a Portable, battery-powered radio available to monitor the weather & a flashlight, both with fresh batteries.**
- We always wear name tags for your safety.
- If you have a medical emergency, we suggest you call 911. Do not call us, our staff does not provide CPR. Should you have Advance Directives or a Do Not Resuscitate (DNR) order, please provide us with a copy & a **copy of those orders should be available at all times for emergency personnel.**
- Please call us at anytime between 9 am and 5 pm weekdays if you have a question or comment about your bill or any of our services. Our staff will be happy to serve you.

Thank you,
HME/USA