
CHARM

MEDICAL SUPPLY

EMERGENCY POLICIES & PROCEDURES FOR PATIENTS

The goal at Charm Medical Supply is to provide services to our clients as promptly and efficiently as possible. However, safety *must* be a priority in consideration of our clients and staff alike.

In the case of an emergent event that could cause interruption of services, such as natural disaster or inclement weather, Management and Customer Service will attempt to work with clients scheduled to receive a delivery within the specific timeframe of the event to coordinate alternate arrangements, such as early delivery or customer pickup, to ensure supplies can be received in a safe and timely manner.

If such an event should occur, deliveries will have to be prioritized to ensure the health and safety of high priority clients will not be compromised (i.e. feeding pump patients). This prioritization is as follows:

PRIORITIZATION OF DELIVERY:

1. FEEDING PUMP PATIENTS
2. FORMULA PATIENTS
3. DURABLE MEDICAL SUPPLIES/EQUIPMENT
4. INCONTINENCE SUPPLY PATIENTS

INCLEMENT WEATHER:

In the case of inclement weather (i.e., severe snowstorm, thunderstorm, hurricane, etc.), deliveries will be pushed up in attempt to deliver to as many clients as possible before the storm is in full effect. Clients whose routes will be delivered ahead of time will receive an automated voice message informing them that the early delivery will take place due to the inclement weather. *It is then the responsibility of the client and/or client's caregiver to call Customer Service to make an alternate arrangement if they will not be able to accept this early delivery.*

If Charm Medical Supply is unable to deliver products to clients safely, and/or no alternate arrangements are made, it is agreed that the clients' deliveries will be made as soon as safety conditions are restored and/or deemed possible by Management.

EVACUATION DUE TO AN EMERGENT EVENT

A wide variety of emergencies, both man-made and natural, may require CHARM MEDICAL SUPPLY to be evacuated. These emergencies include - fires, explosions, floods, earthquakes, hurricanes, tornadoes, toxic material releases, radiological and biological accidents, civil disturbances and workplace violence. In the case in which any of the above mentioned events occur and Charm Medical Supply is to be evacuated, The Company will send an automated message to the effected clients *remotely*. Clients will receive the automated notification - *within 12 hours after the event*- informing the client that an emergent event has occurred and services may not be able to be provided unless alternate arrangements are made. **It is then the responsibility of the client or client's caregiver to call the number provided in the message to pursue the attempt to make such an arrangement.**

If the client and Charm Medical Supply are unable to successfully make an alternate arrangement for their delivery, it is agreed that the client's delivery will be made as soon as safety conditions are restored and/or deemed possible by Management.

The ability for Charm Medical Supply to assist in these situations will take into account environmental conditions, safety concerns and any restrictions placed on travel by federal, state or local authorities.

FEEDING PUMP EMERGENCIES

TMed Holdings Inc – Charm Medical Supply has personnel available 24 hours a day, 7 days a week for emergencies involving enteral feeding pump malfunction. For emergencies occurring after business hours, calls are directed to a live answering service that has procedures for contacting TMed personnel. When a call is received from a patient/caregiver, a service/repair technician or other trained staff will determine the problem. If the problem cannot be solved over the phone with patient/caregiver, then another pump will be delivered as soon as possible, with consideration of the time of day and patient convenience, but no later than the following day if the call is received at night. If patient/caregiver prefers, they may call the pump manufacturer direct at a toll free number provided to all pump patients. This is a 24-hour/7day-tech support line.

IN THE EVENT OF INCLEMENT WEATHER deliveries are prioritized, and emergency deliveries will be made via a vehicle equipped with 4-wheel drive. Additional resources would be Pembroke Fire or Police for assistance, if needed.

IN THE EVENT OF A NATURAL OR MAN-MADE DISASTER where the power failure is expected to last for more than a day or two, TMed Holdings, Inc will assist the patient/client to the extent possible. Enteral feeding pumps are battery powered. Information about the battery operation time and charging the battery is contained in the Operator's Manual provided with each pump. Assistance may consist of exchanging the pump for a fully charged one or removing the pump, recharging it and returning it to the patient/client.