



*Providing Medical Supplies, Service and Education... The Easy Way*

### **MISSED DELIVERY INFORMATION**

In the event that you were due to receive a shipment from ClearChoice and you do not receive it when expected, we would ask you kindly to call our customer service department at 800-400-1014 so we can look in to the shipment and re-send your supplies if necessary.

If you are completely out of supplies after hours (9AM-5PM EST M-F) and it is an emergency we would kindly ask you to contact your primary care physician for guidance as to where you can get hold-over supplies locally until your shipment comes in.

### **EMERGENCY PREPAREDNESS**

Although we take all of the necessary steps to avoid service interruptions, there is always the possibility that a natural disaster such as a hurricane, flood, or fire could cause a temporary service interruption. If an emergency caused us to temporarily close we would have an automated message on our phone system explaining the situation and when we thought we would resume operations. If during a service outage you need supplies or have questions we would ask you to contact your primary care physician.

### **REPORTING ABUSE / NEGLECT / EXPLOITATION**

It is important that any allegations of abuse, neglect and/or exploitation be reported to the appropriate authorities for investigation. For patients living in Florida these issues should be reported to the **AHCA Central Abuse Registry** which can be reached through their toll-free hotline 800-962-2873. For those patients living in other states please contact your local authorities and/or your physician for assistance in finding the correct agency to contact regarding abuse, neglect or exploitation.

### **INFECTION CONTROL**

We all need to do our part to avoid spreading infections. Below are some steps you can take to avoid being exposed to infection as well as spreading infections. If you have any questions regarding infection control please contact your primary care physician for additional guidance.

#### **HAND WASHING**

1. Hands should be washed frequently, including but not limited to the following situations:
  - a) Following lavatory use
  - b) Before all meals
  - c) Following the handling of any dirty equipment
  - d) Before handling clean equipment
  - e) Following tasks that result in dirty hands

#### **GLOVES**

In the event that you feel you may come in contact with bodily fluids you should wear disposable gloves. This is important as it will help reduce your risk of infection. Throw gloves away after each use. Never re-use gloves as it may spread infection.

#### **NEEDLES/SHARPS**

Follow these guidelines to minimize the risk of infection to yourself and others while using lancets/needles: 1) Never re-use lancets or needles. 2) Always dispose of lancets/needles in a way that ensures that they cannot easily stick anyone. 3) Always wash your hands and/or any other body part that you will be sticking with a lancet/needle, both before and after use, to minimize your risk of infection.

#### **OPENED SUPPLIES**

In the event that you receive supplies that appear to have been opened or are un-sealed DO NOT use these supplies and immediately contact our customer service department for free replacement.

**If you have any questions regarding what to do in the event of a missed shipment or emergency preparedness please do not hesitate to contact us at 800-400-1014 for assistance.**