

# FMH Sleep Apnea Therapy Program . . .

## Why FMH Home Medical Equipment & Supplies?

- Staff handles all Medicare and insurance billing for covered services.
- Our highly experienced staff will provide the product education you need to ensure proper, safe and effective use of equipment.
- Joint Commission accredited, and state licensed
- Experience, fair prices, and friendly service

## FMH Home Medical Equipment & Supplies

provides state-of-the-art equipment, education, monitoring services, and staff that work closely with you and your physician to ensure that treatment is as comfortable and effective as possible. Because we are a member of the Frederick Memorial Healthcare System, we are able to obtain equipment and supplies from a wide variety of suppliers and manufacturers. Our experienced and friendly staff of home health professionals will work with you until we find the right product that is best for you.

## Is Sleep Apnea Robbing You of Sleep?

### FMH Home Medical Equipment & Supplies Can Help

Working closely with the physicians associated with the FMH Center for Advanced Sleep Studies or with your primary care physician, our team of Registered Respiratory Therapists possess the highest training level available to provide you with the CPAP or Bilevel equipment that is right for you, instruct you in the proper use of the equipment, answer your questions and stay in touch with you to ensure your complete satisfaction.

For more information, call: 240-566-3099 or 1-800-704-3701

### Available Equipment

- CPAP/APAP/Bi-Level Machines
- Heated or Cool Humidifiers
- Supplies: Masks, Tubing, Filters, Chinstraps and equipment accessories

### Quality Sleep Therapy Follow Up

We realize that you have a choice in health care providers and we truly appreciate the opportunity to serve you.

FMH Home Medical Equipment & Supplies is committed to providing comprehensive healthcare services for its patients. A key part of our services is our Sleep Therapy Compliance Program. With this program, we use a simple, recorded, and automated phone system<sup>1</sup> to ask you a few short questions about your sleep therapy. Approximately every three months, you will receive a phone call from our follow-up service regarding the following issues:

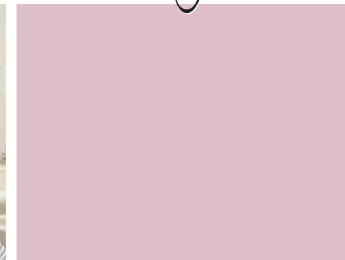
- Equipment usage/function
- Possible mask problems
- Possible Insurance or Doctor changes
- Supply needs (mask, headgear, tubing, filters, etc.)

When our interactive phone service calls, you will simply reply to questions with a "YES" or "NO" speaking as if you were talking to a Customer Service Representative directly.

After answering a few very important questions you will have the opportunity to order your replacement supplies. Your supplies will be shipped directly to you in the next 5-7 business days.

<sup>1</sup> This call is recorded for quality control purposes.

Quality • Service • Comfort • Independence • Caring • Reliability



## FMH HOME MEDICAL EQUIPMENT & SUPPLIES ...

*the first healthcare system service  
to offer Online eCommerce.*

**A WIDE VARIETY OF EQUIPMENT  
AND SUPPLIES FROM THE  
NATION'S LARGEST PROVIDERS ...**

*at your fingertips:*

[www.fmh.org](http://www.fmh.org)

Home Medical Equipment

The on-line purchasing transaction is  
**Simple, Quick, and Secure.**

A member of our staff will contact you  
within 24-hours of placing your on-line  
order to make shipping arrangements.

Visit the HME online eCommerce site at:

[www.fmh.org](http://www.fmh.org)

Click on the left-hand navigation prompt:

**Home Medical Equipment**

### Main Office:

605 East Church Street  
Frederick, MD 21701  
240-566-3099  
1-800-704-3701

### Fax:

240-566-3091

### Intake Office:

240-566-3222

### Intake Fax:

240-566-3961

[www.fmh.org](http://www.fmh.org)



FREDERICK MEMORIAL HEALTHCARE SYSTEM

## FMH SLEEP APNEA THERAPY PROGRAM

### Emergency Service

Our normal business hours are between 8:00 a.m.  
and 4:30 p.m., Monday through Friday. After  
normal business hours, weekends and holidays a  
24-hour emergency number will take your call:  
240-566-3099.

## FMH SLEEP APNEA THERAPY PROGRAM



*Superb Quality.*

*Superb Service.*

*All the Time.*



FREDERICK MEMORIAL HEALTHCARE SYSTEM