

HARBOR-UCLA MEDICAL CENTER

SUBJECT: DURABLE MEDICAL EQUIPMENT

POLICY NO. 506

PURPOSE:

To instruct providers and house staff of the process and procedure in ordering durable medical equipment (DME).

POLICY:

Durable Medical Equipment requests must be processed in a timely, efficient and cost-effective manner to ensure continuity of patient care.

PROCEDURE:

I. PRESCRIPTION

1. Before the patient is discharged or when the patient is seen in the clinic, a physician orders any necessary DME in the Electronic Healthcare Record (EHR) under the Orders section, which creates an electronic prescription.
2. The physician will then contact the DME Care Coordinator in ORCHID via the Message Center or by phone (ext. 5497) for notification regarding the prescription. The DME Care Coordinator will review the prescription and inform the physician if any additional/necessary documentation is required depending on the type of equipment prescribed.

II. DOCUMENTATION AND FOLLOW UP

The DME Care Coordinator documents in the patient’s electronic chart in order to note the status of the equipment, and contacts the patient or family to verify the address where equipment is to be delivered, if equipment is to be delivered to the home.

IV. ORDERS FOR MEDI-CAL, MEDI-CAL MANAGED CARE, MEDICARE, HMO OR PRIVATE INSURANCE

1. If the patient has insurance through a Medi-Cal Managed Care HMO (Health Maintenance Organization) or Private Insurance program, the DME Care Coordinator will contact the insurance Case Manager for the insurance authorization for the equipment. The DME Care Coordinator will forward the prescription and accompanying paperwork to the insurance case

EFFECTIVE DATE: 8/86

SUPERSEDES:

REVISED: 8/89, 6/92, 7/95, 3/99, 2/02, 2/15, 5/18

REVIEWED: 8/89, 6/92, 7/95, 3/99, 2/02, 1/05, 2/09, 3/10, 2/15, 5/18

REVIEWED COMMITTEE: N/A

APPROVED BY: _____

Kim McKenzie, RN, MSN, CPHQ
Chief Executive Officer

Anish Mahajan, MD
Chief Medical Officer

Patricia Soltero Sanchez, RN, BSN, MAOM
Chief Nursing Officer

Signature(s) on File.

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manager, and they will send the order to one of their contracted DME companies to be processed.

2. If the patient has Medicare insurance, the DME Care Coordinator contacts one of three Medicare-contracted DME companies, and faxes the prescription to them so it may be processed per Medicare guidelines. The DME Care Coordinator will also confirm that the physician's NPI number, registered with PECOS, is included on the prescription.

V. ORDERS FOR PENDING MEDI-CAL OR NO COVERAGE

If the patient has pending Medi-Cal, or is medically indigent, the DME Care Coordinator processes the prescription through their County-contracted vendor. Either the DME Care Coordinator or the vendor agency provides the prescribed equipment and the County is then billed directly by the County-contracted vendor.

VI. PATIENT EDUCATION

If equipment is delivered to patient at bedside, the interdisciplinary team and the DME Care Coordinator provide and document patient and family education and competence. If equipment is delivered to patient or family at home, the vendor who delivers the equipment will also provide the needed education for competence to the patient and/or family at home.