

**Required
Fields**



To replace a neb compressor under warranty, please call 978-738-9800, select the respiratory EXT, and ask for RMA # _____

Facility #: _____

Nebulizer Purchase Agreement

Fax Signed Agreement, Signed F2F Notes, and Demographics to 866-221-0676

Patient Information (If attaching a demographic sheet, you must at least fill out patient name and DOB below):

Last Name: _____ First Name: _____ DOB: _____ Sex: M F

Street Address: _____ City: _____ State: _____ Zip Code: _____

Mobile Phone: (____) _____ Email: _____

Primary Insurance: _____ Member ID #: _____

Secondary Insurance: _____ Member ID #: _____

Parent/Guardian/Guarantor (if patient is a minor or under parent/guardian's insurance)

Last Name: _____ First Name: _____ Sex: M F

Relation to Patient: _____ DOB: _____ Mobile Phone: _____

Emergency Contact: _____ Relation to patient: _____ Phone: _____

Customer Agreement and Sales Policies

- You have received the equipment in good working order.
- You understand and agree that your order and information is subject to the Terms of Service (acelleron.com/termsofservice/), terms of sales (acelleron.com/terms/), privacy policy (acelleron.com/privacy/), and also acknowledge the HIPAA notice (acelleron.com/hipaa/).
- You agree to receive emails from Acelleron as described in the Privacy Policy (acelleron.com/privacy/).
- You authorize Acelleron to request that your medical insurance carrier, Medicaid or Medicare make direct payment to Acelleron for products covered by your policy.
- You agree that Acelleron will bill according to my insurance billing guidelines.
- If your insurance carrier does not make payment in full for any reason whatsoever, you agree to pay up to the maximum amount of \$204.
- You agree that Acelleron may contact you in the future via text, telephone, email or regular mail. Message rates may apply to texts and cell phone usage. Some messages may be pre-recorded or automated.
- You certify that you have been provided and have reviewed the Customer Service Hours of Availability, Instructions for Set-Up of Durable Medical Equipment, Safety Precautions, Emergency or Natural Disaster Information, Customer Complaint Policy, Customer Bill of Rights & Responsibilities, DME Supplier Standards and Resources.
- You have been trained and/or will be trained on the use, cleaning and maintenance of all products you receive from Acelleron. Please also refer to and follow the manufacturer's product manuals and guidelines, and visit acelleron.com/knowledge/.
- An owner's manual with manufacturer's warranty information has been or will be provided to you for all durable medical equipment. Acelleron provides at least a three-year manufacturer's compressor warranty on all its nebulizers.

For a translation of these terms and conditions in other languages please visit our website at acelleron.com/multilingual-terms

Patient/Guardian/

Guarantor Signature: _____

Date: _____

FAX SIGNED AGREEMENT, SIGNED F2F NOTES, AND DEMOGRAPHIC SHEET TO (866) 221-0676

Detailed Written Order/Prescription

Facility Name: _____

Street Address: _____ **City:** _____ **State:** _____

RX Equipment:

☐ 1-Neb Compressor Set (E0570, A7005, A7015) Model: DRVNEB (MQ5900P)

SN: _____
Printed on bottom of box

☐ 1-Replacement Nebulizer Cup (A7005) Model: DRVJETNEB (18260)

Mask (Please circle): Y or N

ICD10: _____ **NOT COVERED** as primary DX: cough R05 or wheezing R06.2

LON: 99/Purchase, unless otherwise specified here: _____ months

MD or DO Name: _____ **NPI #:** _____

MD or DO Signature: _____

Stamped Signature Not Acceptable

Date: _____ *

*Date should be the same date, or date prior to the patient/guardian signature date.

Customer Information Sheet

Hours of Availability

Acelleron Medical Products ("Acelleron") is available to serve our clients Monday through Thursday from 8:30 am to 6:00 pm EST and Friday 8:30 am to 5:00 pm EST. Acelleron maintains emergency, on call service for any calls outside normal business hours. To contact us during and after business hours, please call 877-932-6327.

Resources

Breastfeeding: Visit CDC Breastfeeding @ cdc.gov/breastfeeding, kellymom.com, womenshealth.gov, zipmilk.org, LLusa.org, workandpump.com or find the best places to nurse and pump by downloading the [pumpspotting](#) app. **Respiratory:** Visit CDC Asthma @ cdc.gov/asthma, Asthma and Allergy Foundation of America @ aafa.org or call (800) 727-8462, Cystic Fibrosis @ cff.org or call (800) FIGHT CF, American Red Cross @ redcross.org or call (800) 733-2767. **Hypertension:** Visit heart.org or call (800) 242-8721

Instructions for Set-Up of Home Medical Equipment

Properly trained staff is available during and after business hours at 877-932-6327 to answer client questions and to provide our clients with any assistance they may need. Please also refer to the manufacturer's product manuals and guidelines or visit our Knowledge Center at acelleron.com/knowledge.

Safety Precautions

Please make sure you read all instructions before using equipment. In addition, please visit acelleron.com/safety to view the Safety Precautions for electrical equipment, batteries, respiratory devices and fire safety.

Emergency or Natural Disaster

If you are in need of emergency medical treatment during a natural disaster or other medical emergency, contact 911.

Customer Suggestions or Complaints

We value your suggestions and we will work hard to resolve any complaints. If you have a suggestion or a complaint, please call Acelleron at 877-932-6327 and your call will be handled in a professional and confidential manner. You will be asked to provide your name, address, telephone number, health insurance number, if applicable, and a summary of the complaint. All logged complaints are received by management within 1 business day and the client will be contacted by management within 2 business days. To help maintain the highest level of professional service possible, we invite you to visit our website and fill out our satisfaction survey at acelleron.com/survey. You also have the right to register a complaint with the company's accrediting body, Community Health Accreditation Program ("CHAP") by calling 800-656-9656 Monday through Friday from 8:00 am EST to 6:00 pm EST.

Customer Bill of Rights and Responsibilities

Acelleron recognizes you have rights as a client receiving medical products or services. In return, there are responsibilities for certain behavior on the part of the client. We believe that all clients receiving products or services from Acelleron should be informed of their rights and responsibilities. The full text of Client Rights and Responsibilities can be found at acelleron.com/responsibilities. Upon request we will furnish you a written copy of this document.

HIPAA Notice of Information/Privacy Practices

Our organization is dedicated to maintaining the privacy of your identifiable health information. In conducting our business, we will create records regarding you and the treatment and services we provide to you. We are required by law to maintain the confidentiality of health information that identifies you. We also are required by law to provide you with this notice of our legal duties and privacy practices concerning your identifiable health information. By law, we must follow the terms of the notice of privacy practices that we have in effect at the time. The purpose of this notice is to inform you, the client, how your personal health information is used and/or disclosed by Acelleron Medical Products as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). We want you to be fully aware of what we do with your information so that you can provide us with your consent in order for us to treat your health care needs, receive payment for services rendered, and allow administrative and other types of health care operations to happen, which are part of normal business activities of Acelleron Medical Products. The full text of the HIPAA/Privacy Notice can be found at acelleron.com/privacy. Upon request we will furnish you a written copy of this document.

DME Supplier Standards

The products and/or services provided to you by Acelleron Medical Products are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). The full text of these standards can be found at acelleron.com/supplierstandards. Upon request we will furnish you a written copy of this document.

Horas de Disponibilidad y Dirección

Productos Médicos Acelleron ("Acelleron") está disponible para servir a nuestros clientes de Lunes a Jueves de 8:30 am a 6:00 pm EST y Viernes 8:30 am a 5:00 pm EST. Acelleron mantiene emergencia, el servicio de llamada para las llamadas fuera de las horas normales de oficina. Para ponerse en contacto con nosotros durante y después de horas de oficina, por favor llame al 877-932-6327.

Recursos

Lactancia materna: visite CDC Breastfeeding @ cdc.gov/breastfeeding, kellymom.com, womenshealth.gov, zipmilk.org, LLusa.org, workandpump.com o encuentre los mejores lugares para amamantar y bombear descargando la aplicación [pumpspotting](#). **Respiratorio:** visite CDC Asthma @ cdc.gov/asthma, Asthma and Allergy Foundation of America @ aafa.org o llame al (800) 727-8462, Fibrosis quística @ cff.org o llame al (800) FIGHT CF, Cruz Roja Americana @ redcross.org o llame al (800) 733-2767. **Hipertensión:** visite heart.org o llame al (800) 242-8721

Instrucciones para capacitar los Equipo médico doméstico

Personal debidamente capacitado está disponible en horario de oficina al 877-932-6327 para responder a preguntas de los clientes y proporcionar a nuestros clientes toda la asistencia que puedan necesitar. Por favor, consulte también los manuales y guías de productos del fabricante o visite nuestro Centro de Conocimiento en acelleron.com/knowledge.

Precauciones de seguridad

Por favor, asegúrese de leer todas las instrucciones antes de usar el equipo. Además, por favor visite acelleron.com/safety para ver las precauciones de seguridad para equipos eléctricos, las baterías, los dispositivos respiratorios y la seguridad contra incendios.

Emergencia o Desastre Natural

Si usted está en necesidad de tratamiento médico de emergencia durante un desastre natural u otra emergencia médica, llame al 911.

Sugerencias o Quejas del Cliente

Valoramos sus sugerencias y vamos a trabajar duro para resolver las quejas. Si tiene una sugerencia o una queja, por favor llame al 877-932-6327 a Acelleron durante nuestras horas de oficina y su llamada será manejado de una manera profesional y confidencial. Se le pedirá que proporcione su nombre, dirección, número de teléfono, número de seguro de salud, en su caso, y un resumen de la queja. Todas las quejas registradas son recibidas por la gestión dentro de 1 día laboral y el cliente será contactado por la administración dentro de los 2 días hábiles. Para ayudar a mantener el más alto nivel de servicio profesional posible, le invitamos a visitar nuestro sitio web y llenar nuestra encuesta de satisfacción en acelleron.com/survey. Usted también tiene el derecho de registrar una queja con la organización de acreditación de la empresa, Programa de Acreditación de Salud de la Comunidad ("CHAP") llamando al 800-656-9656 de Lunes a Viernes de 8:00 am a 6:00 pm.

Declaración de Derechos del Cliente y Responsabilidades

Acelleron reconoce que usted tiene derechos como cliente de recibir productos o servicios médicos. A cambio, hay responsabilidades para cierto comportamiento por parte del cliente. Creemos que todos los clientes que reciben productos o servicios de Acelleron deben ser informados de sus derechos y responsabilidades. El texto completo de los Derechos y Responsabilidades del Cliente se puede encontrar en acelleron.com/responsibilities. Si lo solicita, le proveemos una copia escrita de este documento.

HIPAA Notificación sobre las Prácticas de Privacidad

Nuestra organización está dedicada a mantener la privacidad de su información de salud identificable. Al llevar a cabo nuestro negocio, crearemos archivos sobre usted y el tratamiento y los servicios que proporcionamos. Estamos obligados por ley a mantener la confidencialidad de la información médica que lo identifique. También estamos obligados por ley a proveer este aviso de nuestras obligaciones legales y prácticas de privacidad con respecto a su información de salud identificable. Por ley, debemos seguir los términos del aviso de prácticas de privacidad que tenemos en vigor en el momento. El propósito de este aviso es para informarle a usted, el cliente, cómo se utiliza su información personal de salud y / o divulgada por Acelleron Medical Products como lo exige la Portabilidad y Responsabilidad de 1996 (HIPAA). Queremos que usted sea consciente de lo que hacemos con su información para que nos pueda permitir su consentimiento para poder tratar sus necesidades de salud, recibir el pago por los servicios prestados, permitir que administrativos y otros índoles de las operaciones de atención de salud puedan suceder, cual forman parte del tráfico habitual de Acelleron Medical Products. El texto íntegro de la convocatoria HIPAA / Notificación de Privacidad se puede encontrar en acelleron.com/privacy. Si lo solicita, le proveemos una copia escrita de este documento.

Normas de los Proveedores DME

Los productos y / o servicios proporcionados a usted por Acelleron Médicos productos están sujetos a las normas de los proveedores que figuran en las normas federales que se muestran a 42 del Código de Regulaciones Federales Sección 424.57 (c). Estos se refieren a asuntos de negocios profesionales y operativos estándares (por ejemplo, en honor a las garantías y horas de funcionamiento). El texto completo de estas normas se puede encontrar en acelleron.com/supplierstandards. Si lo solicita, le proporcionaremos una copia escrita de este documento.