Home Bound Healthcare
Durable Medical Equipment

Program Overview
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Durable Medical Equipment

Our Durable Medical Equipment (DME) store offers many options for those in need of medical equipment and supplies.

We set ourselves apart from our competitors by offering a broad selection of products, and by maintaining a constant focus on excellent customer service.

Please read on to discover our assortment of products and the practices that make us a top choice for your DME needs.

The Durable Medical Equipment Team

The HBH DME Team is dedicated to making your experience with HBH a positive one!

Please see page 11 for testimonials about our caring and knowledgeable staff.
Mobility

We offer many products that allow our clients to increase their mobility as well as their quality of life.

- Wheelchairs
- Wheelchair Accessories
- Respiratory Products
- Crutches
- Canes
- Scooters
- Rollators
- Walkers
- Orthotic Devices
- Prosthetic Devices

As people age, they often lose the ability to get around. Mobility devices such as wheelchairs, canes, and walkers are an important aid to the aging population.

Those suffering from arthritis, Parkinson’s and other health issues that hinder mobility can take comfort in choosing from a variety of devices to assist with mobility.
Medical Supplies & Equipment

We offer a large assortment of hospital grade medical supplies and equipment to our clients.

- Hospital Beds and Accessories
- Oxygen and Oxygen Equipment
- Home Dialysis Supplies and Equipment
- Respiratory Products
- Bathroom Safety Products
- Skin Care Products
- Wound Care Products
- Diabetic Supplies
- Glucose Monitor
- Therapeutic Shoes for Diabetics
- Orthopedic Products
- Enteral Nutrition Supplies
- Back and Cervical Aids
- Urological Supplies
- Ostomy Supplies
- Surgical Dressings
- And More!
Portable Oxygen Concentrators

We are pleased to offer our clients one of the most respected and innovative oxygen products on the market!

HBH is one of the few companies that provide clients with the portable SeQual Eclipse 3 Oxygen Concentrator.

The device is the most reliable constant flow concentrator on the market. Both continuous flow and pulse flow oxygen delivery can be used 24/7. It is an all-in-one device that accommodates our clients’ ambulatory needs, as well as their stationary needs.

A few more benefits of the concentrator:

- It is approved by all airlines for travel
- Portable tanks are no longer needed
- Comes with a car adapter

We are very happy to offer this product to our clients. The concentrator allows those on oxygen therapy to keep their active lifestyles. Peace of mind is provided because the concentrator allows for continuous oxygen 24/7, and users need not worry about running out of oxygen ever again!
Personal Delivery & Customer Service

When receiving DME from Home Bound Healthcare, you can rest assured that you will have a complete understanding of your equipment and supplies.

A professional and knowledgeable DME Specialist will personally deliver your order. Upon delivery, our DME Specialist will work with you to set up your equipment and will ensure that you have a full understanding of all products.

We do not believe in shipping items. We believe in hands on customer service and showing our clients that we care!

We are Always Available

Peace of mind is very important to us.

By choosing to receive your durable medical equipment through HBH, you have the comfort of knowing we are available 24 hours a day, 7 days a week, 365 days a year.
Much More than DME

Home Health Services

We offer skilled nursing, physical, occupational, and speech therapy, social work, home health aides, wound care, psychiatric nursing and more.
Telephone: (800) 444-7028

Private Duty Services

Home Service Workers provide assistance with shopping, transportation, laundry, light housekeeping, bathing assistance, companionship, beautician services, Professional Geriatric Care Management, and much more.
Telephone: (877) 338-2004

Hospice

Our hospice program is a choice for those facing a life-limiting illness that no longer responds to cure-oriented treatment. Hospice is used to provide care and services in a comforting and supportive way to patients, as well as to their loved ones and caregivers.
Telephone: (630) 914-5140

In addition to DME, we also provide other services that may be useful to our clients.

To learn more, please call the telephone numbers listed, or see the Program Overviews on our website.
The HBH Family

Home Bound Healthcare (HBH) offers a family of in-home services including Durable Medical Equipment (DME), Private Duty, Home Health, and Hospice Care.

With a mission that is dedicated to the wellness of our clients, we have grown to become a successful company that employs over 400 employees and has serviced thousands of clients and their families.

Our Caregivers

Our caregivers provide a high quality of care essential to the improvement of a patient’s total physical, emotional and mental health. We also offer companionship services to assist with activities of daily living (ADL). Whether services are needed for a few hours a day or 24 hours a day, our caregivers are able to meet your needs.
We are part of the HomeCare Elite™

The HomeCare Elite™ is the compilation of the most successful home care providers in the United States. Top-performing agencies are honored based upon five categories: quality of care, implementation of process measures, quality improvement, patient experience, and financial performance measures.

The 2013 HomeCare Elite™ was compiled using publicly available data from the CMS Home Health Compare and CMS cost reports. Home Bound Healthcare is pleased to announce that we were named as a Top Agency in the 2013 HomeCare Elite™, which represents the top 25% of all Home Health Agencies throughout the United States.

We are A+ Rated Members of the Better Business Bureau

The Better Business Bureau grades each of its members according to its letter grading system. The BBB letter grades represent the BBB’s opinion of the business. BBB assigns letter grades from A+ (highest) to F (lowest). The grades are awarded based upon the following: business’ complaint history with BBB, type of business, length of time in business, background information, honoring commitments to BBB, licensing and government actions, etc. Home Bound Healthcare is pleased to have an “A +” rating!
Community Outreach

Part of our mission is to improve a client’s total physical, emotional, and mental condition. To carry out our mission in the fullest sense, we incorporate Community Outreach Programs to promote overall wellness in the communities we serve.

See how we reach out to your community, below!

*At Home Bound Healthcare, we care for the client’s mind, body, and spirit.*

We offer free events, activities, and educational presentations to the communities we serve.

- Health Fairs and Wellness Clinics
- Van Outings
- Centenarian Club
- Activities: *Trivia Contests, BINGO, Ice Cream Socials, Happy Hour, Pizza Parties, Birthday Parties, and more!*
- Spa Treatment – Foot Spas
- Spa Treatment – Massage Therapy
- Be Kind to the Mind Interactive Presentation
- Be Kind to the Joints
- Sit & Fit
- Tai Chi-Yoga
- Karaoke / Line Dancing
- Pet Therapy (at select locations)
- Educational Presentations: *Stroke Awareness, Fire and Safety Education, Diabetes Education, Medication Management, Disease Management, Fall Prevention, Alzheimer’s Awareness, and more!*
Affiliations and Accreditation

- CHAP Accreditation Program
- Better Business Bureau
- Shield Accreditation / Home Caregiver Accreditation of America
- National Private Duty Association
- National Association of Professional Geriatric Care Managers
- Association for Death Education and Counseling (ADEC)
- National Association of Social Workers
- American Psychological Association
- Illinois Nursing Home Administrators Association
- A Place for Mom
- Joliet Center for Clinical Research
- OCS: Leading Healthcare Insight
- Telligen

We are proud to be affiliated with or to have attained a professional membership with the organizations listed on this page.
Going the Extra Mile

We take pride in going above and beyond for our customers.

Compliance Program

We have a compliance program which governs the practices of the company. The goal is to maintain a work environment that promotes the highest ethical standards of business and care for clients. By voluntarily implementing this program, we have taken steps to ensure a higher quality home health experience to our customers and their families.

CAHPS Survey Program

HBH is taking part in the Consumer Assessment of Healthcare Processes and Systems (CAHPS) Survey Program. CAHPS Surveys are a way for patients to voice their opinions on quality of care, customer service, and their overall home health experience. Results will be posted to www.Medicare.gov
Testimonials

Satisfied DME customers share their comments.

“I am so impressed at the service I received. Not knowing what to do about how to get a bed for my dad, Sandy (Administrator of the DME office) walked me through it all from what I needed from the doctor to Medicare. I am so impressed with her patience with me. I can’t thank you enough.” - M.M.

“I can’t thank you enough for helping our friend who has been kind to so many along the way. Now when she needs help it’s great to know caring people are out there. Like you. - T.V.

“Staff was so helpful. (They) made things easy for me in a stressful situation.” - S.C.

“Dear Sandy (DME Office Administrator),

Thank you so much for the wheelchair. I am so glad I picked up your brochure. I have met so many wonderful people like yourself and Jacob. Thank you once again and God bless you.” - G.D.
Coverage Area

We proudly serve clients in forty-seven counties across Illinois, four counties in Iowa, and two counties in Nevada.
Payment Information

There are several payment options available. We accept all major credit cards.

We accept Medicare, Medicaid, Private Pay, and will gladly work with your Insurance Company to determine benefits. Please call us today for more information.

Insurance

Your medical equipment and supplies may be covered by your insurance plan. We will work with your insurance company to determine and help you understand your benefits.

Medicare / Medicaid

Your medical equipment and supplies may be covered by Medicare or Medicaid. We will work with you to determine benefits.

Private Pay

Our DME Specialists will meet with you to go over everything you need to know about paying privately.
Thanks for Reading

Home Bound Healthcare thanks you for taking the time to learn more about our services. With our track record of excellence and our mission dedicated to client wellness, we look forward to continuing to offer a first-class experience to our clients.

If you have any questions, or for more information, please feel free to contact us at any time.

Sincerely,

The Home Bound Healthcare Team
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MOLINE IL 61265-6046
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