

Advocate at Home

Delivery Guidelines for Adult Equipment

Effective February 4, 2014

Oxygen

- Prefer 24-hour notice
- Same-day service supported

General DME

- Prefer 24-hour notice
- If 24-hour notice is not possible, we can deliver same-day if complete referral is received by 2 pm
- Referral received after 2 pm, next-day delivery
- Bariatric equipment may require a 2-day leadtime for special order items

Ambulatory Aids

- Dispensed from hospital closet
- No home delivery, except when included with Oxygen or other DME

Bath Aids and Other ADLs (commodes, bath aids and other ADLs)

- FedEx or UPS shipment
- No home delivery, except when included with Oxygen or other DME

Nebulizers

- Same-day delivery if complete referral is received by 5 pm
- Referral received after 5 pm, delivery next day

Tracheostomy Care

- 24-hour notice required
- No same-day delivery

BiPAP at Hospital Discharge

- Same-day delivery Monday thru Saturday if referral is received by 2 pm; otherwise next-day delivery
- Sundays and holidays require 24-hour notice

Overnight Oximetry

- RT staff arranges appointments directly with patients during business hours on weekdays only; No weekends or holidays

CPAP at Hospital Discharge

- RT staff arranges appointments directly with patients during business hours on weekdays only; No weekends or holidays

Oxygen Conserving Device Evaluation

- RT staff arranges appointments directly with patients during business hours on weekdays only; No weekends or holidays

To Learn More

To learn more or to make a referral, call **1.800.564.2025**.