

Patient instructions for calling their Doctor`s office

While the representative is still with the client/patient, call the doctor`s office that has treated them for their particular ailment (joint pain, arthritis, diabetes, etc.)

Be sure and have the patient speak to the nurse and explain what they are requesting. If they get a recording and must leave a message do so and explain what they are requesting. This works best if the rep gets on the phone also with their permission, and explains what the person is requesting as well as what the office needs to do. Get this person`s name and write it in the notes section of the assessment form and also attention too, when faxing the RX`s.

The client/patient says:

This is _____ . You will be receiving a fax requesting for some durable medical equipment for my chronic pain. Please sign and code them and fax them back to SS Medical Supply as soon as possible. Thank you.

FAX: 866-626-7881

Do this with **every** client/patient and also leave it with them.