

**Rose City Drug  
Home Medical Equipment  
2640 N. M-33 Rose City, Mi 48654  
Phone: (989) 685-2141  
After Hours: (989) 327-7170**

## **Welcome**

Welcome, and thank you for the giving us the opportunity to serve you. The staff at Rose City Drug's Home Medical Equipment is dedicated to providing you with excellent medical care services and equipment in your home, in partnership with your doctor and other caregivers. We are honored that you chose us as your home health provider and we will do everything we can to exceed your expectations.

## **Mission**

To provide our community with the most reliable home medical equipment services while maintaining the highest standards and quality assurance that our customers should expect.

## **Vision**

We offer the most comprehensive Home Medical Equipment services in the state of Michigan. We have implemented the highest standards in our practices and continuously provide our community with quality assured home medical equipment.

## **Values**

Schaefer Health Enterprises is a community focused organization which strives to maintain the highest standards and quality while continuously improving its services to patient care.

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## **SCOPE OF SERVICES**

### **Respiratory Care:**

Nebulizers  
Air Purification systems  
Inhalation Solutions

### **Home Medical Equipment:**

Hospital Beds  
Wheelchairs  
Walking Aids  
Patient Lifts  
Bath Aids  
Daily Living Aids  
Diabetic Supplies  
Orthotics  
Diabetic Shoes

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## **BUSINESS HOURS / AFTER HOURS COVERAGE**

**BUSINESS HOURS:** Our business hours are Monday through Friday 9 A.M. - 6 P.M. Except during company holidays.

**AFTER HOURS COVERAGE:** After hour coverage is available 24 hours a day, 7 days a week. After regular working hours and on weekends and holidays our answering service takes calls and refers them to the technician on call. Please tell the answering service if your equipment needs are urgent. If a life threatening situation arises, you or a caregiver should call 911 for emergency medical care.

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***Please contact us at 989-685-2141 if any of the following changes occur so we can update your record and ensure proper billing:***

- Need a new set of disposable supplies.
- Need to find out how often your insurance will cover a new set of disposable supplies.
- Have a compliment, question or concern.
- Need to return the rental medical equipment in your home.
- Have a question or concern regarding the medical equipment or supplies provided to you.
- Medical equipment malfunctions.
- Have changes in address and/or phone number.
- Have a change in physician.
- Have a change in prescription or equipment use.
- Have a change in insurance.
- Are hospitalized for more than a week.

**SUPPLY DELIVERIES:** Routine requests for additional supplies, equipment pick-up, or non-emergency deliveries should be called into the office during regular business hours.