

Basics of Customer Service

CS 101 Quality Customer Service

IACET Approved

Time to complete: 120 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

There is no limit to the numerous voices shouting out the critical need for quality customer service. Yet, time after time, we see a failure in its application. This course goes beyond the abstract and offers piece by piece, step by step, information to employees seeking to provide quality customer service. The premise of this course is twofold: quality customer service is the key to success for any employee with customer service responsibility, and quality customer service is the foundation upon which an organization's success and profits are built.

Objectives:

- Identify the reasons why quality customer service makes a valuable difference
- Develop plans to meet customer needs
- Classify and summarize the quality service elements of the Technical/Product Dimension and the Functional/Personal Dimensions of Quality Service

CS 102 Telephone Courtesy and Customer Service

IACET Approved

Time to complete: 105 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

Effective telephone skills are the cornerstone of quality customer service. Clarity of speech, sincerity and courtesy are essential to your success on the phone. This lesson is for anyone who picks up the telephone and communicates with a customer. You will learn how to improve your telephone skills, how to understand your customer's needs, and how to increase your ability to manage your customer's perception.

Objectives:

- Understand the importance of providing quality customer service over the telephone
- Effectively use the features of the telephone system
- Skillfully use proper telephone techniques
- Understand the importance of a good telephone attitude
- Recognize and understand customer needs and how to respond to those needs

CS 103 Grief: Its' Impact on Your Customers and You

IACET Approved

Time to complete: 105 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

Grief is the human reaction of sudden loss. It not only accompanies the loss of life, it is also a partner to those suffering a traumatic injury or those with a debilitating disease, both are having to accept a change in plans and dreams. Grief affects our patients, their caregivers, and you, the service provider.

Objectives:

- Explain the stages of grief and its impact on our patients and families.
- Acknowledge the impact of fear and discomfort in dealing with dying and grieving patients.
- Formulate approaches in meeting the specific needs of grieving customers.
- Offer suggestions for managing stress and avoiding burnout on the job

CS 104 Taking the Customer's Perspective**IACET Approved****Time to complete: 90 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

The objective of this course is to provide a genuine understanding of the HME/Rehab/Respiratory customer's perspective. The course defines that perspective as empathy and discusses its unique role in quality customer service.

Objectives:

- Define empathy
- Explain the skills necessary for expressing empathy
- Develop the knowledge necessary to naturally incorporate empathy into each aspect of their customer service.

CS 106 Customer Service Fast Facts**IACET Approved****Time to complete: 105 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This lesson is a collection of fact-filled information about customer service, with lists, important points, rules and reminders. Think of it as a Reader's Digest version: condensed stories, all related but each about a different topic.

Objectives:

- Emphasize the customer as the focus of a successful business
- Understand customer needs, wants and expectations
- Identify and enhance personal skills necessary for quality customer service

CS 107 Common Courtesy and Professionalism in the Home**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course focuses on important points in showing respect for our disabled customers through our actions, words and courteous approach. It also offers some basics on common courtesies in the homes of our customers and dealing with their problems and complaints while there.

Objectives:

- List the courteous approaches that exhibit the proper respect in interaction with the disabled.
- Identify practical approaches to exhibiting common courtesy while in a customer's home.
- Generate alternative descriptions of the disabled that enhance rather than diminish self-esteem.
- Summarize the steps necessary to effectively resolve customer complaints.

HME: Industry and Services Overviews

HME 103 Understanding Medicare and Medicaid

IACET Approved

Time to complete: 60 Min

CEUs 0.1

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

Medicare and Medicaid are each an integral part of the home medical equipment industry. Both are primary sources for reimbursement; however, there are many differences in the structure, requirements and eligibility.

This course provides basic information to aid in understanding these programs and their impact on the way we do business.

Objectives:

- Identify the coverage provided by Medicare Part A, Medicare Part B and Medicare+Choice
- Demonstrate an understanding of the Medicare reimbursement requirements for durable medical equipment.
- Describe the required documentation for Medicare billing.
- Understand the general structure of Medicaid and coverage provided by this program.

HME 104 An Overview of Reimbursement and Managed Care

IACET Approved

Time to complete: 90 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

Probably the most essential aspect of success for the Home Medical Equipment business is getting reimbursed for the equipment and services you provide. Our goal in this series of lessons is to introduce you to the number of organizations that pay your company and and explain the key elements in getting that payment.

Objectives:

- Identify the processes and necessary steps in the reimbursement process
- Define the terms commonly used in reimbursement
- Analyze the roles of third party payers in the reimbursement process
- Explain the impact and elements of managed care on the HME industry

HME 105 An Overview of HME and Its Players

IACET Approved

Time to complete: 120 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This course offers a great overview of our industry: the types of equipment we sell, the customers we respond to; the many individual players in our industry, including the physicians and therapists who are a part of the team in responding to patient's needs. In addition, students will gain a great understanding of the types of agencies and regulations, governmental and private, that impact HME providers, their employees and their customers.

Objectives:

- Describe the part an HME provider plays in home health care and the types of services provided.
- Identify the importance of referral and payer sources.
- Note the elements of the HME process.
- Identify medical professionals and their roles in collaborating with HME providers to effectively treat patients

HME 201 Anatomy & Physiology Fast Facts: An Overview**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course is an overview of anatomy (the study of structures and organs of the body) and physiology (the study of the function of the body parts). For those new to health care practice, it is a good foundation upon which to build an understanding of the needs of our patients and customers!

Objectives:

- Identify the systems of the body and their functions
- List the organs, structures and processes as part of each individual system
- Predict the impact of disabilities and diseases on the systems within the human form

HME 202 Disabilities & Diseases – Pediatric Onset**IACET Approved****Time to complete: 120 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course provides a brief overview of diseases and disabilities that most often have their onset in young children. It describes general causes and symptoms, and common treatments and equipment considerations. In addition, consideration is given to the emotional needs and concerns of such patients and the importance of their relationship with the providers of home medical equipment products and services.

Objectives:

- Define the causes and symptoms of various disabilities and diseases that most often have an onset during the childhood years.
- Evaluate the proper response to meet equipment needs of those with pediatric onset disabilities and diseases.
- Explore the possible emotional impact of these disabilities and diseases on patients and their caregivers.

HME 203 Disabilities & Diseases – Early Adult (20-50) Onset**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course provides a brief overview of diseases and disabilities that most often have their onset in young adults (aged 20 - 50). It describes general causes and symptoms, and common treatments and equipment considerations. In addition, consideration is given to the emotional needs and concerns of patients and their caregivers, with a special emphasis on the role of the providers of home medical equipment products and services.

Objectives:

- Define the causes and symptoms of significant disabilities and diseases that most often have an onset during the adult years from 20-50.
- Evaluate the proper response to meet equipment needs of those with early adult onset disabilities and diseases.
- Explore the possible emotional impact of these disabilities and diseases on patients and their caregivers

HME 204 Disabilities & Diseases – Later Adult (50+) Onset**IACET Approved****Time to complete: 90 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course provides a brief overview of diseases and disabilities that most often have their onset in older adults over the age of 50. It describes general causes and symptoms, and common treatments and equipment considerations. In addition, consideration is given to the emotional needs and concerns of such patients and their caregivers and the importance of their relationship with the providers of home medical equipment products and services.

Objectives:

- Define the causes and symptoms of significant diseases and disabilities that most often have an onset during the later adult years (50 and over).
- Evaluate the proper response to meet equipment needs of those with later adult onset disabilities and diseases.
- Explore the possible emotional impact of these disabilities and diseases on patients and their caregivers.

HME 205 Disabilities & Diseases – Sudden Onset**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course provides a brief overview of the disabilities that are unexpected and sudden. The course describes the causes of sudden onset disabilities and describes some of the symptoms. Common treatments and equipment considerations are discussed.

Objectives:

- Define the causes and symptoms of the disabilities that usually come as the result of a sudden onset.
- Evaluate the proper response to meet equipment needs of those with sudden onset disabilities.
- Explore the possible emotional impact of these sudden disabling conditions on patients and their caregivers.

HME 206 Disabilities & Diseases - Respiratory**IACET Approved****Time to complete: 120 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course provides a brief overview common respiratory diseases and disabilities. The course describes the causes of respiratory diseases and disabilities and describes some of the symptoms. Common treatments and equipment considerations are discussed.

Objectives:

- Define the causes and symptoms of common respiratory disabilities and diseases.
- Evaluate the proper response to meet equipment needs of those with respiratory disabilities and diseases.
- Explore the possible emotional impact of these disabilities and diseases on patients and their caregivers.

HME 310 Basic Durable Medical Equipment/Home Medical Equipment**IACET Approved****Time to complete: 150 Min****CEUs 0.3****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course provides an overview of some of the most commonly provided durable medical equipment, consisting primarily of: bathroom and toileting equipment, hospital beds and supports surfaces, aids to daily living and mobility and ambulation. In addition to descriptions of products and their application, information is given indicating the types of customers who will most likely use this equipment and other kinds of home medical equipment the patient might require.

Objectives:

- Identify the types of basic DME/HME equipment and related equipment available for home use, with a focus on bath & toileting needs, hospital beds and accessories and mobility and ambulation
- Describe features, benefits and patient applications for each piece of described DME/HME equipment.

HME 312 Respiratory Equipment**IACET Approved****Time to complete: 75 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This newly updated course provides an overview of some of the most commonly used respiratory therapy and related equipment to meet the needs of those with respiratory challenges. The course does a thorough job of describing different oxygen therapy approach, CPAP, nebulizers, aspirators and ventilators. There is also a section on responding to infant needs with apnea monitors and phototherapy.

Objectives:

- Identify the types of respiratory and related equipment available for home use.
- Describe the use and application of each piece of equipment to meet individual patient needs.
- Recommend the proper equipment for specific medical situations.

Safety

HME 401 Respect, Confidentiality and Patient Rights**IACET Approved****Time to complete: 75 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This is an introductory course on the critical importance of respect for your patients. That respect is reflected in:

- recognizing the dignity and humanity of your customers
- treating all of the information they provide you as confidential
- knowing and responding to the rights and responsibilities of both you and your customers.

Especially significant in this course are the practical pieces on practicing confidentiality every day in your workplace.

Objectives:

- Describe the importance of respect in the way we treat customers and families.
- Define the concepts of patient confidentiality both legal and personal.
- Identify specific practical applications to ensure confidentiality in the office.
- Offer an overview of patient and provider rights and responsibilities.

HME 402 Infection Control**IACET Approved****Time to complete: 900 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

There has been growing concern and awareness in the United States and internationally about the spread of infectious diseases. Fear of AIDS, the result of the human immunodeficiency virus (HIV), has been the primary focus of concern. However, HIV is just one of the bloodborne pathogens to which any provider of health care service is exposed. With more and more patients being cared for in a home setting, it is essential that those of us associated with home care understand the importance of practicing infection control, both for our benefit and for the benefit of home patients.

Objectives:

- Identify the infectious hazards presented as part of the work of home care and home care support - bloodborne and airborne pathogens.
- Describe how those infectious pathogens are spread.
- Evaluate options in preventing the spread of infectious disease.
- Incorporate plans and procedures to control the transmission of those hazards.

HME 403 Ergonomics in the Office**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

Ergonomics is the study of workplace design: the study of how a workplace and the equipment used there can best be designed for comfort, safety, efficiency and productivity. It is the science of fitting the job to the worker. This course focuses on ergonomics in the office, especially as it relates to workstation set-up.

Objectives:

- Identify possible risks for repetitive stress injuries on the job
- Learn techniques and workstation set-up to reduce the risks of injuries

HME 404 Ergonomics in the Warehouse: Back Safety**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

According to the U.S. Department of Labor, more than one million workers suffer back injuries each year. This number doesn't include other types of work related injuries such as neck strain and knee injuries. A very high percentage of these injuries could have been prevented and it is much easier to prevent injury than to repair an injury. This course will give you the information you need to protect your back and prevent injury.

Objectives:

- Identify risk factors for musculoskeletal disorders
- Describe the regions of the spine and the structure of the vertebrae and disks
- List the key factors in maintaining proper back alignment
- Explain other safety issues to consider in warehouse work

HME 405 Hazardous Materials**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

Chemicals are a major part of your workplace. There are an estimated 575,000 existing chemical products, and hundreds of new ones are being introduced annually. Because of the potential seriousness of safety and health problems due to chemical exposures, and to encourage processes to prevent the exposure, the Occupational Safety & Health Administration (OSHA) issued rules in the 1980s regarding the training on the handling of hazardous materials (commonly called HAZMAT). Upon completion of this course, participants will be able to explain common hazards; identify planning and skills for the prevention of hazards from chemicals; and be aware of effective procedures in responding to chemical emergencies and injuries.

Objectives:

- Explain the hazards.
- Identify planning and skills for the prevention of hazards from chemicals.
- Describe procedures in responding to chemical emergencies and injuries.

HME 406 Office Safety**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

The lessons in this course present simple ways to prepare so that accidents in the workplace either don't occur or are dealt with quickly and assuredly. Emergency procedures in responding to some injuries are presented as well as fire safety and basic elements for first aid.

Objectives:

- Identify the components to consider for safety in the workplace.
- Indicate the elements necessary in preparation for disasters.
- Describe emergency procedures in responding to some injuries.
- Prepare the workplace to be free from the hazards of fire.

HME 407 Sexual Harassment**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

The first step in any education is creating awareness. This course is designed to help you become aware of your responsibility to make your workplace a comfortable place to work. This course makes note of two perspectives on this subject: how to avoid behavior that would make someone else feel uncomfortable and what to do when you feel harassed.

Objectives:

- Define sexual harassment and its elements
- Explain the legal foundations for making sexual harassment a violation of federal law
- Contrast the elements of quid pro quo harassment with hostile environment
- Recommend the proper responses when being sexually harassed

HME 408 Compliance in the HME Industry: Medicare

IACET Approved

Time to complete: 120 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

As an employee of an HME provider, it is essential that you understand the importance of compliance and how it affects billing, delivery, service, and all the elements of your company. The focus of this course is Medicare compliance because if you can understand and meet the standards and rules of Medicare, you will most likely meet the standards and rules for any other third party payer. The information in this course will help you identify the various agencies who influence compliance in the industry. The definitions of important terms pertaining to compliance are presented here as well as an outline of the basics of an effective compliance program. We've also included specific violations of Medicare fraud and abuse regulations and recommended ways to prevent such violations.

Objectives:

- Define important terms pertaining to compliance
- Diagram the steps in the complaint processes
- Outline the basics of an effective compliance program
- Indicate specific violations of Medicare fraud and abuse regulations and recommend ways to prevent such violations

HME 410 The HIPAA Privacy Rule (Including HITECH)

IACET Approved

Time to complete: 75 Min

CEUs 0.1

Course Author: John Allman

Course Summary:

This course describes in detail the Final HIPAA Privacy Rule, part of the Health Insurance Portability and Accountability Act or HIPAA. This element of the act protects the privacy of individually identifiable health information that is stored, processed or transmitted and gives individuals the right to be informed of the privacy practices of a health care provider and to be informed of their privacy rights with respect to their protected health information. Successful completion of this course will offer the student the details he/she needs to know in order to fulfill the obligations (and opportunities) placed upon HME companies within HIPAA.

Objectives:

- Describe the purpose and elements of the HIPAA Privacy Rule
- Define and give examples of Protected Health Information (PHI)
- Explain the types of information that can be released among Covered Entities
- Detail the requirements for the patient's privacy notice
- Summarize the responsibilities of a company for protecting the security of PHI

Foundations of Reimbursement

REM 101 Reimbursement Orders and the Intake Process

IACET Approved

Time to complete: 150 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This course examines the intake process closely. Additionally, it addresses the assignment decision, mandatory claim submission, waiver of liability issues and payment categories. Included throughout the course are commonly used terms and their definitions.

Objectives:

- Identify the steps required to complete a proper intake.
- Define the intake flow and process.
- Determine whether or not to accept the patient on your service and whether or not to take assignment.
- Explain the verification process and discuss the quality control function.

REM 102 Reimbursement and Documentation

IACET Approved

Time to complete: 165 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This course covers the critical element of DOCUMENTATION. For Home Medical Equipment (HME) providers, documentation is the key to payment. Keeping in mind that the foundation of reimbursement is based on a proper order intake, documentation is truly what insurance companies use to determine reimbursement.

Objectives:

- Describe the required documents that substantiate medical necessity and allow for payment.
- Identify ways to retrieve signed and completed medical necessity documents from doctor's offices.
- Understand how to manage and track documentation for accurate and complete claim submission.

REM 103 Reimbursement Billing and Coding

IACET Approved

Time to complete: 180 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

As part of the operational flow, it is the billing department that takes over when the intake process is complete. The billing department should actually provide a check and balance over the intake process, ensuring that after their job is complete, payment will be received.

Objectives:

- Explain the purpose and processes of a final quality control check
- Detail the elements of generating a bill for each type of payer
- Outline the special requirements for billing Medicare, including use of the HCFA 1500 form, modifiers, and categories for reimbursement

REM 104 Reimbursement Accounts Receivable management & Collections

IACET Approved

Time to complete: 165 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

The last step in a chain of events that leads to payment is the topic of this course, Accounts Receivable (A/R) Management and Collections. This is the most analytical and perhaps the most challenging of all the steps. Welcome to the world of investigation and research and the piece that makes you the A/R expert!

Objectives:

- Define the critical functions of effective accounts receivable management
- Determine the processes needed, step-by-step, for posting and collecting accounts receivable
- Point out procedures necessary to gather payment from each unique type of payer
- Suggest tools and procedures to put in place for follow-up and monitoring aging accounts

REM 201 Funding Assistive Technology Services and Systems**IACET Approved****Time to complete: 270 Min****CEUs 0.5****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

In this course, we will first summarize the various sources of funding, with good assistance from the Cook & Hussey book, Assistive Technology, Principles and Practices. Following that, we will try to get very specific about billing rehab, with a focus on Medicare billing.

Objectives:

- Contrast the differences in funding for DME versus funding for rehab/assistive technology
- Outline the different funding sources for rehab and their basic requirements
- List the important elements of intake and assessment
- Relate the processes, documents and requirements for justifying funding for assistive technology
- Point out the critical importance of the RTS in documentation
- Explain the Medicare medical policies for approving wheelchairs and cushions
- Note the elements of proper coding for Medicare submission
- Outline the requirements for replacing equipment and for submitting through ABN

Sales

SLS 101 Sales Basics**IACET Approved****Time to complete: 90 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course provides an introduction to sales in the Home Medical Equipment (HME) industry. We discuss the importance of a positive attitude, how you can provide service to your customer, and how to act like a professional. We also discuss how to deal with the stress of selling and your company's expectations of you.

Objectives:

- The art of balancing both your needs and your client's.
- Why service and compassion are so important in the HME field.
- What "consultative selling" means.
- The essentials of professional sales behavior.

SLS 102 Sales Knowledge**IACET Approved****Time to complete: 90 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

In this course, we discuss what you need to know to successfully sell HME products and services. You'll learn methods and strategies to get the information you need to heighten your selling ability.

Objectives:

- Gain information about your products.
- Point out product features and benefits.
- Determine who your customers are and what they need.
- Find out what you need to know about your company to sell it and yourself.

SLS 103 Sales Planning**IACET Approved****Time to complete: 180 Min****CEUs 0.3****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

Sales Planning will explain, in detail, how to set up an effective system that will maximize the time you spend selling and will prepare you to have answers to potential questions before you make a call.

Objectives:

- Create your sales objectives.
- Develop a plan to meet your objectives.
- Manage your calls effectively.
- Create several reports and use them for future planning.

SLS 104 Sales Prospecting**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

There are four primary ways you can increase your sales revenue: add new products and/or services; increase revenue from existing customers; recapture lost customers; add new customers. The key to real growth is to increase the final category - new customers. To add new customers, you must prospect for them. While prospecting can be a challenging activity, it is the primary key for successful growth and satisfaction in a sales career.

Objectives:

- Define who your prospects are.
- Use several methods to obtain new customers, including using the telephone, mail, technology, and in-person calls.
- Identify decision-makers.
- Add new customers by requesting referrals from your current customers.

SLS 105 Sales Calls**IACET Approved****Time to complete: 150 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course shows you how to make a winning sales call and teaches you skills for effective in-person sales calls. This information describes what you need to know to become an innovative, capable and successful salesperson.

Objectives:

- Open the sales call.
- Question to determine client needs and how you can meet them.
- Handle customer objections.
- Close the sale.

SLS 106 Telephone Sales**IACET Approved****Time to complete: 120 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

Telephone sales are a very important part of the HME industry. In some situations telephone salespersons also provide customer service to support outside sales. This course guides you in how to use effective sales calls over the telephone.

Objectives:

- Know your products and describe their features and benefits.
- Help your customers see the "big picture" so you can provide them with all the services they need.
- Build customer relationships with an appreciative "thank you."

Driver/Delivery Technician

DDT 101 Driver/Delivery Technician Fast Facts

IACET Approved

Time to complete: 150 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

Often the Driver/Delivery Technician is the only one from an HME company the end-user ever knows and ever meets. That key of being "the" company brings great responsibility and great opportunities to make a positive different. This course is covers each element of this important job - attitude, reimbursement, customer needs, and a detailed description of the delivery process. It is a great overview of the job as a whole.

Objectives:

- Know you are the first and last line of defense for your company.
- Help your customers understand the products and services you can provide.

DDT 102 Infection control - Video

IACET Approved

Time to complete: 90 Min

CEUs 0.2

Course Author: Belson Hanwright Video.

Course Summary:

Accompanied by a video, this course does a thorough job of covering the very specific universal precautions necessary for a driver/delivery technician, including details on cleaning and disinfecting, use of protective barriers and routine practices.

Objectives:

- Types of bloodborne pathogens and how to prevent their transmission.
- Importance of using universal precautions into your daily routine.
- Steps involved in proper hand washing.
- Use of protective barriers.

DDT 131 Comprehensive O2 Service - Video

IACET Approved

Time to complete: 150 Min

CEUs 0.3

Course Author: Belson Hanwright Video.

Course Summary:

The provision of medical oxygen is critical to the quality of our patient's lives. This series of three courses (including DDT 132 and DDT 133) and accompanied by a video, fully explains the opportunity for the Driver/Delivery Technician to impact positively the lives of his respiratory customers. This first course offers a comprehensive overview of respiratory equipment and accessories.

Objectives:

- Explain the patient conditions requiring medical oxygen
- Describe the elements that determine system selection
- Offer detailed information on the different types of respiratory equipment, their application and the accessories that accompany them

DDT 132 Patient Education and Instruction – Respiratory Equipment

IACET Approved

Time to complete: 150 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

Beyond delivery and set-up of the proper respiratory equipment, it is often the role of the Driver/Delivery Technician to instruct the patient and caregivers in its use and to create a comfort level of understanding and security for these new users. This comprehensive course, second in a series, offers, item by item, the steps for setting up and instructing on oxygen equipment.

Objectives:

- List and describe the contents of a complete delivery packet.
- Describe the processes for checking in new and used equipment.
- Explain the full processes for preparation, delivery and instruction for concentrators, compressed oxygen, and liquid oxygen.

DDT 133 Oxygen Transport and Tracking

IACET Approved

Time to complete: 180 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

Medical oxygen, legally a drug, is among the most heavily regulated items in the HME industry. This course, in a series for Driver/Delivery Technicians, details the regulations and the proper procedures for the transportation and tracking of oxygen.

Objectives:

- The agencies that regulate the distribution and transport of oxygen and their impact on your work
- The qualifications and guidelines for safely handling and transporting oxygen
- The processes for documenting and transporting compressed and liquid oxygen

Repair Technician

MRT 101 Multimeters

IACET Approved

Time to complete: 90 Min

CEUs 0.2

Course Author: Dick Fuller.

Course Summary:

The multimeter will probably be the single most useful tool a wheelchair technician uses. It measures voltage, current, resistance, and other electrical quantities. This course describes the functions of the multimeter and shows you how to use it.

Objectives:

- Explain the safety precautions necessary in using a multimeter.
- Know the functions of a multimeter and what they measure.
- Describe in detail how to use a multimeter to test each function.
- List the steps in multimeter maintenance.

MRT 301 Introduction to Respiratory Repair

IACET Approved

Time to complete: 150 Min

CEUs 0.3

Course Author: Dick Fuller

Course Summary:

Everyone who repairs respiratory equipment needs a basic working knowledge of human oxygen needs, oxygen concentrators, aerosol units, suction machines, and the compressors that power these units. They also need an understanding of safe working habits and to know the difference between preventative maintenance, troubleshooting, and repairs. In addition, handy troubleshooting tips and service documentation requirements are included in this course.

Objectives:

- Understand how to work safely with this equipment.
- Understand the difference between preventive maintenance, troubleshooting, and repairs.
- Know some important troubleshooting tips.
- Understand the documentation required when making repairs.

MRT 302 Basics of Compressors

IACET Approved

Time to complete: 90 Min

CEUs 0.2

Course Author: Dick Fuller

Course Summary:

Compressors power many home respiratory equipment units. This course explains the functions of air compressors and the type used in different respiratory units. It describes how to repair a compressor top end and how to swap out a rebuilt unit for one that doesn't function properly.

Objectives:

- Describe what a compressor does.
- Understand the different types of air compressors used for oxygen concentrators, aerosol machines (nebulizers), and suction machines (aspirators).
- Know when a compressor should be replaced or rebuilt.

MRT 303 Oxygen Concentrators

IACET Approved

Time to complete: 240 Min

CEUs 0.4

Course Author: Dick Fuller

Course Summary:

Oxygen concentrators are electrically powered machines that filter room air, separate out the oxygen and deliver it to the patient. This course discusses how concentrators function. It provides photographs of their features and describes what they do. It tells how to perform preventative maintenance, troubleshoot, and make basic repairs.

Objectives:

- Describe what an oxygen concentrator is and who uses it.
- Understand how concentrators operate and describe their basic components.
- Inspect, clean, and perform preventative maintenance on concentrators.
- Understand how to make basic concentrator repairs.

MRT 304 Aerosol Units and Suction Machines

IACET Approved

Time to complete: 60 Min

CEUs 0.1

Course Author: Dick Fuller

Course Summary:

Aerosol units, also called nebulizers or compressor nebulizers, are small devices that spray medication in a fine mist so the patient can easily inhale it. This course discusses how aerosol units function. It provides photographs of their features and describes what they do. It tells how to perform preventative maintenance, troubleshoot, and make basic repairs.

Suction machines, or aspirators, use suction to clear the patient's mouth and airway of fluid and mucus. This course discusses how suction machines function. It provides photographs of their features and describes what they do. It tells how to perform preventative maintenance, troubleshoot, and make basic repairs.

Objectives:

- Understand how they operate and describe their basic components.
- Inspect, clean, and perform preventive maintenance on nebulizers.
- Troubleshoot common problems

Professional/Personal Development

PPD 101 Better Communication in the Workplace

IACET Approved

Time to complete: 120 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This course focuses on the positive communication skills for everyone in an office, in every job, employee and employer. We've always known communication is key to great customer service, but it is also key to relationships in the workplace. We will hone your skills in active listening and expressing yourself positively, but directly.

Objectives:

- Identify the elements that influence our communication styles
- Define and demonstrate the processes and responses for active listening
- Offer examples of proper perception checking
- Describe the benefits of using "I" messages properly

PPD 102 Dealing With Difficult People

IACET Approved

Time to complete: 135 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This course discusses conflict in the workplace, but the heart of conflict goes to dealing with difficult people, because they tend to be at the heart of every conflict. This course utilizes your communication skills and your ability to change your perspective, your approach to conflict and to difficult people - a positive approach to working through conflict to strengthen interpersonal relationships.

Objectives:

- Describe the skills that are useful in dealing with conflict and difficult people
- List the steps to positive confrontation
- Point out the different personality types of difficult people and suggest ways to deal with each
- Offer guidelines for dealing with difficult customers

PPD 104 Professionalism – The Internal

IACET Approved

Time to complete: 90 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This is the first of two courses on Professionalism. The other, PPD 105 focuses on the external aspects of professionalism: customer service, professional appearance, professional interaction and attitude, and business etiquette. This course literally considers the heart of the matter, those elements of your attitude and behavior that affect your work every day: self-confidence, ethics, and the professional approach to dealing positively with issues of diversity and persons with disabilities.

Objectives:

- Describe the elements that limit self-confidence and propose ways to improve self-confidence
- Point out the critical need for ethical behavior in a true professional
- Outline the positive impact of diversity in the workplace, with a special emphasis on awareness of persons with disabilities

PPD 105 Professionalism – The External**IACET Approved****Time to complete: 90 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This is the second of two courses on Professionalism. The first, PPD 104, considers the internal aspects of professionalism: self-confidence, ethics, and finally our view towards diversity and persons with disabilities. This one, PPD 105, focuses on the external aspects of professionalism: customer service, professional appearance, professional interaction and attitude, and business etiquette. It will confirm much of what you already know are the elements of a professional: how professionals act with customers and coworkers, how they dress, their approach in business.

Objectives:

- Describe the elements of appearance that suggest professionalism
- Identify the emotional and practical communication elements that allow one to exhibit a professional attitude
- Note how the proper business etiquette positively impacts the approach one takes with others

PPD 201 Stress Vs. You – Winning the Battle**IACET Approved****Time to complete: 150 Min****CEUs 0.3****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

Our intent with this course is to help you take a look at the stress in your life and seriously consider how you can better deal with it. This course helps identify causes and reactions to stress, but more importantly, offers suggestions for positively dealing with stress in our work day and our workspace.

Objectives:

- Describe the two primary reactions to stress, fight or flight, and its physiological impact.
- Explain the impact of control and intentionality on dealing with stress.
- Identify the ways attitude influence the impact of stress on our lives.
- Point out ways gaining the proper perspective helps to limit the impact of stress

PPD 202 Stress Management – Dealing with Time, Technology & Finances**IACET Approved****Time to complete: 75 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course is a companion to PPD 201, but focuses most significantly on organizational elements to bring order to your life and satisfaction day to day. Key to organization is time management, including creating time for those activities beyond work - family and friends and recreation. We discuss positive ways to manage your personal finances to relieve the day to day stress that impacts your work and your home.

Objectives:

- Explain the impact of organization in relieving stress
- Outline the rules for effective time management.
- Note the importance of intentionality in using time effectively and in a healthy manner.
- Suggest ways to deal effectively with work overload and "technostress."

PPD 301 Business Writing

IACET Approved

Time to complete: 120 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

One of our most requested topics, this course does a great job of summarizing and clarifying the skills needed for business writing: formatting business letters, memos and emails and writing for clarity. It is a reference you will use again and again.

Objectives:

- properly format a business letter
- suggest the proper grammar and style for a business letter
- offer examples of the proper choice of words for clear and tight writing
- explain purpose, style and format for a business memo

Management in the HME Industry

MGT 101 Overview of Management in HME

IACET Approved

Time to complete: 195 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This course is an introduction to the skills and functions of management, with the dedicated perspective of HME. It is a great survey of thoughts on management and leadership - the entering point for all of the rest of the management courses.

Objectives:

- Detail the roles and functions of management
- Outline the elements in the planning function of management
- Suggest keys to organizing a company for the greatest utilization of human and physical resources
- Identify the characteristics of positive leadership

MGT 102 Leadership – An Introduction

IACET Approved

Time to complete: 135 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

Influence is key to leadership. This course simplifies the process and discusses the impact of influence. Leadership goes beyond management techniques or supervision, it is a style built on integrity and consistency - a great start for anyone looking at management in an HME company.

Objectives:

- Offer examples of the basic sources for authority and leadership.
- Suggest positive approaches to leadership and the use of power.
- Detail the differences between management and leadership.
- Describe in detail the skills and qualities of leadership.

MGT 103 Leadership, Management and Motivation

IACET Approved

Time to complete: 105 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

A real key to success in management is motivation, helping employees to be their best. This course offers some good tips on building teamwork and a positive work climate, especially through the constant change inherent in our industry.

Objectives:

- Describe the elements that make up an organizational culture
- Define basic needs and motivations for employees
- Suggest practical and applicable ways to motivate employees
- Point out the interpersonal elements of effective leadership

MGT 104 Managing conflict in the Workplace

IACET Approved

Time to complete: 135 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

There are many challenges for managers: financial, organizational, planning and vision. However, perhaps none is more critical (or more dangerous) than your work to minimize and deal with conflict in the workplace. This course is written from two perspectives of management. The first is that often you will be called on to help resolve conflict between two parties, departments or employees - a difficult but eminently valuable task. The second is that you are often in the middle of conflict yourself - whether caused by you or directed at you. This course speaks to dealing positively with you own conflict situations.

Objectives:

- Outline the principles of conflict in the workplace.
- Identify the factors that cause the two most common sources of conflict in the workplace, structural and personal, and make suggestions for improving each.
- Recommend strategies for dealing with these conflict situations:
- Make recommendations for preventing conflict in the workplace.

MGT 105 Effective Management of Meetings

IACET Approved

Time to complete: 105 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

Here is a little fact for those in management: As much as 40 to 60 percent of a leader's time is spent in meetings. We have two primary intents in creating this course. The first is simply to have you consider that some (many!) meetings simply are not necessary and when they are not - don't have them. The second is this: once you are convinced that a meeting is the best way to handle a situation or challenge, there are best ways to manage meetings - let's discuss those ways!

Objectives:

- Evaluate the need for and the cost and effectiveness of meetings
- Offer details on effective planning for meetings, including detail on creating an agenda
- Explain the skills necessary for effectively conducting a meeting and managing the participants
- Outline the steps and elements in concluding a meeting

MGT 201 Introduction to Employment Law

IACET Approved

Time to complete: 150 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This course is a simple introduction to employment law - designed to help you, the manager and employer, better understand the approaches your business probably already takes in regards to legal principles regarding employment and management. We will discuss ethics as the foundation for doing right, but from there will examine the legal principles and laws that impact you on a daily basis - detail by detail.

Objectives:

- Explain ethics as the foundation for fair and legal treatment of employees
- Describe the primary legal principles that impact employment law
- Detail the principles and regulations of the Civil Rights Act of 1964 and other primary federal acts prohibiting discrimination in the workplace
- Define the primary elements of the Americans with Disabilities Act and other major federal legislation and explain how those legislative rules are to be applied in the workplace

MGT 202 Human Resources Management in HME**IACET Approved****Time to complete: 210 Min****CEUs 0.4****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

How do you make the right decision in interviewing for employees? This course offers practical tips, including making certain your approach is legal and proper, your goals clear and your final results successful.

Objectives:

- Create an excellent job description, including the insertion of essential functions
- Outline the elements that should be included in personnel policies
- Prepare the questions and structure necessary for a quality interview
- Provide examples of lawful and unlawful questions and define what makes those questions valid or invalid

MGT 203 A Layperson's Guide to Law in the HME Industry**IACET Approved****Time to complete: 180 Min****CEUs 0.3****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course is an introduction to the law and to the laws specifically impacting the HME industry. The foundation of this course was created by Jeffrey S. Baird, Esq. of the premier law firm dedicated to HME law: Brown & Fortunato. This course will offer specific details on the impact of administrative law on the HME industry, explain the statutes that address fraud and abuse and reimbursement and detail the "hot button" issues impacting HME.

Objectives:

- Outline the primary sources for law in this country
- Offer specific details on the impact of administrative law on the HME industry, most specifically the administrative regulations created and enforce
- Explain the statutes that address fraud and abuse
- Define the key elements of HIPAA

MGT 301 Business Planning**IACET Approved****Time to complete: 120 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

One of the primary responsibilities (and opportunities!) of a business owner or manager is to establish and communicate the direction of the business through planning. In its simplest form, the planning process includes: developing a clear mission for the company, collecting and evaluating information about the business and its environment and defining obtainable goals with related strategies and tactics.

Objectives:

- Detail the importance of planning
- Identify the components of a business plan
- Describe how to develop and monitor each piece of a business plan
- List the key elements in conducting a planning retreat

MGT 302 Managing by the Numbers**IACET Approved****Time to complete: 180 Min****CEUs 0.3****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

Every small business requires active financial management and knowledge. However, with the tough margins and reimbursement challenges inherent in operating a Home Medical Equipment business in today's environment, one of the most important elements is your ability to generate and utilize accurate and timely information on the company's performance. This course will take you through some of the basics of financial management. It doesn't attempt to answer every question, but it does provide some great foundational elements in finance for the "nonfinancial" manager.

Objectives:

- Identify the basics of measuring a company's performance
- Define the purpose and composition of financial statements and related terms and methodologies
- Describe processes and controls for obtaining information
- Offer suggestions for proper reporting formats and analysis tools

Refresher and Annual Review Courses

HME 900 Annual Review**IACET Approved****Time to complete: 105 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

We all need reminders and refreshers! This course is designed with that specifically in mind; reviews of methods and ideas that are important to your work every day.

Objectives:

- Identify and enhance personal skills necessary for quality customer service
- Describe the purpose and elements of the HIPAA Privacy Rule
- Define the concepts of patient confidentiality and Identify specific practical applications to ensure confidentiality in the office.
- Offer the basic elements that define professionalism in HME

HME 901 Safety Issues Annual Review**IACET Approved****Time to complete: 90 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

MED U has created a course that offered an overview of issues related to specifically safety in and out of the workplace. This annual review course takes the complete MED U courses and summarizes them to offer valuable information regarding infection control, hazardous materials management and safety and readiness at the worksite.

Objectives:

- Understand the role of the employee in infection control
- Identify hazardous materials in the workplace
- Define a safe worksite

HME 911 HME Professional Annual Review**IACET Approved****Time to complete: 75 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

The heart of an organization is its office staff - they perform the functions that keep the company moving forward and deal with customers on a daily basis. This review summarizes the complete MED U courses of describe some of those key elements of your job:

- telephone skills, including dealing with some challenges by phone
- ergonomics in the office - in other words, setting your workstation up to make it more comfortable and less stressful (and who doesn't need that?)
- the impact of grief on your customers - many of your customers are dealing with grief, and their grief impacts the way they deal with you and the ways for you to respond
- business writing - simple guidelines for handling letters, memos and emails

HME 912 Warehouse Professional and Repair Technician Annual Review**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This review is intended to offer you in the warehouse and in repair a review on the "softer" side of your job. This review summarizes, culled from the complete MED U courses, three final pieces that you may use every day. The first is back safety - maximizing your health and minimizing your risk in the warehouse. The second is understanding the impact that grief may have on the customers with whom you may deal. The final piece is a quick review of telephone skills and customer service.

HME 913 Sales Annual Review**IACET Approved****Time to complete: 90 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

There is no more unique sales environment than the HME industry. You deal with a variety of customers and perspectives, in person and on the phone. This review summarizes, culled from the complete MED U courses, some of the skills and pieces of knowledge necessary to your everyday tasks: sales and organizational skills, telephone courtesy, compliance with Medicare, customer service and finally, business writing.

HME 914 Reimbursement Annual Review**IACET Approved****Time to complete: 120 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

There may be no more important position within an HME company than that of billing specialist. In simplest terms, no payment - no company. This review, culled from the full MED U courses in reimbursement, covers some of the key elements for many in the role of reimbursement specialist:

- intake procedures and their critical importance in the entire reimbursement area
- accounts receivable and collections management
- compliance with Medicare rules

In addition, there are some good reviews from the "softer" side of your job:

- telephone courtesy
- the impact of grief on your customers
- ergonomics in the office and workstation set-up

HME 915 Customer Service Representative Annual Review

IACET Approved

Time to complete: 180 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

A vital position within your company, a CSR needs great customer service skills, in-depth knowledge of equipment, a complete understanding of the intake process and the ability to understand and utilize all of the elements in the sales process. This review takes the full and complete MED U courses and summarizes them to cover some of the key elements for many in the role of CSR:

- intake procedures and their critical importance in the entire reimbursement area
- telephone courtesy
- telephone sales
- compliance with Medicare rules

In addition, there are some good reviews from the "softer" side of your job:

- the impact of grief on your customers
- understanding the customer's perspective
- ergonomics in the office and workstation set-up

HME 918 Driver/Delivery Technician - Oxygen Annual Review

IACET Approved

Time to complete: 180 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This review takes the full and complete MED U courses and summarizes several of the wide variety of skills that you need to possess concerning your daily tasks, courtesy in the home and home assessment. In addition, you will like the review concerning the impact of grief on your customers and their interaction with you and a small piece on the important issue of back safety. Finally, there is a great summary on oxygen delivery and patient instruction.

HME 919 Foundations for Management and Clinicians Annual Review

IACET Approved

Time to complete: 135 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This review has two purposes. The first is to offer reminders on some of some of the skills and pieces of knowledge necessary to your everyday tasks. The other purpose is to reinforce the skills that your staff need - allowing you to become a more effective coach. Culled from the full and complete MED U courses, there are reviews on the importance of compliance with Medicare rules, reviews on several perspectives regarding customer service and finally, keys in business writing and workstation set-up, even a review on telephone sales.

CS 104 Taking the Customer's Perspective**IACET Approved****Time to complete: 90 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

The objective of this course is to provide a genuine understanding of the HME/Rehab/Respiratory customer's perspective. The course defines that perspective as empathy and discusses its unique role in quality customer service.

Objectives:

- Define empathy
- Explain the skills necessary for expressing empathy
- Develop the knowledge necessary to naturally incorporate empathy into each aspect of their customer service.

CS 106 Customer Service Fast Facts**IACET Approved****Time to complete: 105 Min****CEUs 0.2****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This lesson is a collection of fact-filled information about customer service, with lists, important points, rules and reminders. Think of it as a Reader's Digest version: condensed stories, all related but each about a different topic.

Objectives:

- Emphasize the customer as the focus of a successful business
- Understand customer needs, wants and expectations
- Identify and enhance personal skills necessary for quality customer service

CS 107 Common Courtesy and Professionalism in the Home**IACET Approved****Time to complete: 60 Min****CEUs 0.1****Course Author: Dr. Gary Schwantz, Ph.D.****Course Summary:**

This course focuses on important points in showing respect for our disabled customers through our actions, words and courteous approach. It also offers some basics on common courtesies in the homes of our customers and dealing with their problems and complaints while there.

Objectives:

- List the courteous approaches that exhibit the proper respect in interaction with the disabled.
- Identify practical approaches to exhibiting common courtesy while in a customer's home.
- Generate alternative descriptions of the disabled that enhance rather than diminish self-esteem.
- Summarize the steps necessary to effectively resolve customer complaints.

HME 915 Customer Service Representative Annual Review

IACET Approved

Time to complete: 180 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

A vital position within your company, a CSR needs great customer service skills, in-depth knowledge of equipment, a complete understanding of the intake process and the ability to understand and utilize all of the elements in the sales process. This review takes the full and complete MED U courses and summarizes them to cover some of the key elements for many in the role of CSR:

- intake procedures and their critical importance in the entire reimbursement area
- telephone courtesy
- telephone sales
- compliance with Medicare rules

In addition, there are some good reviews from the "softer" side of your job:

- the impact of grief on your customers
- understanding the customer's perspective
- ergonomics in the office and workstation set-up

HME 918 Driver/Delivery Technician - Oxygen Annual Review

IACET Approved

Time to complete: 180 Min

CEUs 0.3

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This review takes the full and complete MED U courses and summarizes several of the wide variety of skills that you need to possess concerning your daily tasks, courtesy in the home and home assessment. In addition, you will like the review concerning the impact of grief on your customers and their interaction with you and a small piece on the important issue of back safety. Finally, there is a great summary on oxygen delivery and patient instruction.

HME 919 Foundations for Management and Clinicians Annual Review

IACET Approved

Time to complete: 135 Min

CEUs 0.2

Course Author: Dr. Gary Schwantz, Ph.D.

Course Summary:

This review has two purposes. The first is to offer reminders on some of some of the skills and pieces of knowledge necessary to your everyday tasks. The other purpose is to reinforce the skills that your staff need - allowing you to become a more effective coach. Culled from the full and complete MED U courses, there are reviews on the importance of compliance with Medicare rules, reviews on several perspectives regarding customer service and finally, keys in business writing and workstation set-up, even a review on telephone sales.