# C:\Users\nicoleb\Desktop\Logo.png

# Revised 4/27/15

# Drop Ship Items/Supplies

—

# Orders that contain only these items and requested for a residential home should be drop shipped, if possible. (If a patient has already received any of these items we should drop ship them)

# If nurse/caregiver/patient would like items delivered the Same Day (CSR will note in the delivery note section that delivery request is for the same day per ??)

1. **ALWAYS** review Hospice Preferences and Order History, prior to keying **ALL** order types.
2. **We DO NOT deliver, nor drop ship *Distilled Water* as an only item.**
3. Some items will still need **Authorization** prior to drop ship.

***\*\*\*\*\*When in doubt, try to drop ship, but always take care of the patient’s needs.***

|  |  |  |
| --- | --- | --- |
| **O2 Supplies** | **Comfort Items** | **Care Items** |
| Cannulas and Tubing  Ear Foam Protector  Nasal Cannula w/ ear foam protectors  Swivel Connectors  Humidifier Bottles  Humidifier Water Traps  O2Masks (non-emergency) Humidifier Connector Tube Concentrator Filter  O2 Cylinder Wrench  Pre-filled Humidifier Bottles  Regulator Washer/C Ring/Yoke Washer Oxymizer  Peak Flow Meter Neb Kits  Neb Masks | Bed Body Bolster  Bed Side Wedge/Body Aligner Bed Wedge  Donut Foam Cushion Leg Elevator Wedge Neck Pillow  Soft Hand Mitts  WC Cushion Wedge Pommel Cushion  WC Egg Crate Cushion  Wheelchair Cushions (All) Coccyx Seat Cushion  Heel Protectors Hipster  Handheld Shower Sprayer  Hand Roll Splint | Neck/Cervical Collar Sheep Skin Bed Pad  Bed Alarm Pad WC Alarm Pad Blanket Support  Disposable Syringes Non-suction Catheters  WC/Bed Alarm Pull Cord Suction Grab Bar  Gait Belt  WC Lap Buddy Positioner Male Urinal  Bed Pan |
| **Trach Supplies (after initial setup)** | **Supplies (after initial setup)** | **Feeding** |
| Trach Mask  Trach Care Kit Tracheolife II Inner Cannulas Suction Catheters Trach Collar | Suction Supplies  Pulmocare RTH 1000MI  Pulmocare Van Soz  Pleurx Drainage Kits | All Feeding Bags  Osmolite Novasource  Jevity Glucerna |

## **CSR Responsibility**

* Keying Drop Ship Orders:
* Key the order, change location on ***ticket only*** to Columbia Distribution, note in tracking notes per nurse/caregiver/patient OK to drop ship, Branch Notify, Deselect branch contact and select Lorraine from drop down list and email.
* Review Hospice Preferences for: o Shipping Charges
  + Hospices where we can automatically ship.
* Online/Email/Fax/Voicemail/Answering Orders
  + Contact the nurse (when the preferences do not state) to see if we can ship. If the nurse is not available, you will contact the family.
  + Contact the family regarding service tickets. Many services have been requested when all that is needed is replacement supplies