

HME: Industry and Services Overview Course Descriptions

There are 13 courses in this library, each covering a different aspect of the HME industry, the equipment we sell or the diseases and disabilities we respond to. These courses take a “fast facts” approach and provide great orientation for employees new to the industry. The information in these courses also helps long-time employees gain a better understanding of all facets of our business.

HME 103 Understanding Medicare & Medicaid

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

Understanding Medicare and Medicaid provides basic information to aid in the comprehension of these programs and their impact on the way we do business.

HME 104 An Overview Of Reimbursement & Managed Care

Suggested Time to Complete Course & Test: 1.5 hours

Continuing Education Units: .2

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 what you have to do to get paid.

HME 105 An Overview Of HME And Its Players

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

This is THE introductory course for every new MED U student and the ideal orientation for new employees. 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, which impact HME providers, their employees and their customers.

HME 201 Anatomy & Physiology Fast Facts: An Overview

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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!

HME 202 Disabilities & Diseases - Pediatric Onset

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

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.

HME 203 Disabilities & Diseases - Early Adult (20-50) Onset

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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.

HME 204 Disabilities & Diseases - Later Adult (50+) Onset

Suggested Time to Complete Course & Test: 1.5 hours

Continuing Education Units: .2

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.

HME 205 Disabilities & Diseases - Sudden Onset

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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.

HME 206 Disabilities & Diseases - Respiratory

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

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.

HME 310 Basic Durable Medical Equipment/Home Medical Equipment

Suggested Time to Complete Course & Test: 2.5 hours

Continuing Education Units: .3

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.

HME 311 Rehab Equipment

Suggested Time to Complete Course & Test: 1 ¼ hours

Continuing Education Units: .1

A large population of individuals served by our industry consists of those with permanent disabilities such as spinal cord injuries or those with degenerative diseases such as MS or ALS. These folks are the primary users of rehab equipment. This course described this often sophisticated equipment, including manual wheelchairs, power chairs and other equipment that support the day-to-day lives of its users. This information will also provide understanding as to what other kinds of home medical equipment a patient might require.

HME 312 Respiratory Equipment

Suggested Time to Complete Course & Test: 1 1/4 hour

Continuing Education Units: .1

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.

HME 305 Infusion & Enteral Therapy

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

This course provides an overview of the types of therapies and medications offered through home infusion as well as the purpose and objectives of enteral feeding. Also included are the different types of infusion routes and access devices and the types of equipment available for these therapies.

Safety and Annual Training Course Descriptions

The 8 courses in this library provide information on subjects that are the foundation for a safe and competent work environment. It is best for all staff to review this information annually and documentation of the completion of these courses will help meet the education requirements for accreditation.

HME 401 Respect, Confidentiality and Patient Rights

Suggested Time to Complete Course & Test: 1 ¼ hours

Continuing Education Units: .1

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.

HME 402 Infection Control

Suggested Time to Complete Course & Test: 1 1/2 hours

Continuing Education Units: .2

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.

HME 403 Ergonomics In The Office

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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.

HME 404 Ergonomics In The Warehouse - Back Safety

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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.

HME 405 Hazardous Materials

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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.

HME 406 Safety And Readiness At The Worksite

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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.

HME 407 Preventing Sexual Harassment

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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.



HME 408 Voluntary Compliance With Medicare In The HME Industry

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

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 that 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.

HME 409- The HIPAA Privacy Rule

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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.

The Foundations of Reimbursement Course Descriptions

Reimbursement may be the most complex and is definitely the most important issue in our industry. This collection of 4 courses does an excellent job of orienting reimbursement staff to the key issues and processes necessary to expedite the payment process. The courses were newly revised and updated in January of 2003.

REM 101 – Reimbursement: Orders And The Intake Process

Suggested Time to Complete Course & Test: 2 1/2 hours

Continuing Education Units: .3

There are two critical parts to our business. The first part is the equipment and services we provide, often necessary to sustain life, always necessary for quality of life. The second part is being reimbursed for those services. The latter can be complex, lengthy, cumbersome and the most important element to your company's success. 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.

REM 102 – Reimbursement And Documentation

Suggested Time to Complete Course & Test: 2 3/4 hours

Continuing Education Units: .3

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. Each lesson within this course defines and makes clear the elements involved in the entire documentation process, including:

- verbal versus written orders
- certificates of medical necessity (CMNs)
- written orders prior to delivery (WOPD)
- prior authorizations/advance determination of Medicare coverage (ADMC)
- retrieval of a signed and completed medical necessity document
- managing and monitoring documentation

REM 103 – Reimbursement: Billing And Coding

Suggested Time to Complete Course & Test: 3 hours

Continuing Education Units: .3

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. This course completes the steps of an efficient reimbursement process – a final quality control check and generation of bills. Included in these final and complex steps are:

- Order confirmation/quality control process
- The billing edit review
- Pricing
- Billing of select payer types – coding
- Monitoring and management of the billing process

REM 104 – Reimbursement: Accounts Receivable Management And Collections

Suggested Time to Complete Course & Test: 2 3/4 hours

Continuing Education Units: .3

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! In this course, we will address the final steps in this process, including the following:

- Discussing and understanding fundamental A/R terms
- Cash posting – why it is integral to the collection process
- Collecting new A/R by payer type
- The Medicare appeals process
- How to devise an A/R action plan for older balances
- Managing and monitoring A/R collections

Fundamentals Of Sales Library

Sales is a dramatically different effort in the HME industry. No off-the-shelf series of sales courses can quite meet the unique needs and approaches we must take. This set of 6 courses uses some of the best ideas in sales, but applies them specifically for use in our industry.

SLS 101 - Basics

Suggested Time to Complete Course & Test: 1.5 hours

Continuing Education Units: .2

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.

SLS 102 - Knowledge Of Sales

Suggested Time to Complete Course & Test: 1.5 hours

Continuing Education Units: .2

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.

SLS 103 - Sales Planning

Suggested Time to Complete Course & Test: 3 hours

Continuing Education Units: .3

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.

SLS 104 - Prospecting

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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.

SLS 105 - Sales Calls

Suggested Time to Complete Course & Test: 2.5 hours

Continuing Education Units: .2

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.

SLS 106 - Telephone Sales

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

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.

Certified Driver/Delivery Technician Training

The reality is this – to most of the customers of a HME company, Driver/Delivery Technicians are the face of the company, often the only one they will ever meet. This detailed set of courses offer training in the skills specific to Driver Technicians. There are a total of 7 courses, some generally applied to all Driver Techs, some specific to rehab and some to respiratory.

DDT 101 Driver/Delivery Technician Fast Facts

Suggested Time to Complete Course & Test: 2.5 hours

Continuing Education Units: .3

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.

DDT 102 Infection Control - Video

Suggested Time to Complete Course & Test: 1.5 hours

Continuing Education Units: .2

Accompanied by a video, this course does a through 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.

DDT 103 Home & Environmental Assessment - Video

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

This course offers great detail in the team effort involved in assessment of the home and environment, with a focus on the role of the Driver/Delivery Technician. The course outlines what to review for home assessment, environmental risk factors and consideration of patient needs and concerns.

DDT 121 Manual Wheelchairs

Suggested Time to Complete Course & Test: 2 1/4 hours

Continuing Education Units: .2

Manual wheelchairs are among the most common products provided by HME companies, and also among the most critical and complex. This comprehensive course takes the Driver/Delivery Technician’s expertise with manual chairs to a whole new level, covering all of the details for wheelchair selection, operation, adjustment, maintenance and repair.

DDT 131 Comprehensive O2 Service

Suggested Time to Complete Course & Test: 2 1/2 hours

Continuing Education Units: .3

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.

DDT 132 Patient Education And Instruction – Respiratory Equipment

Suggested Time to Complete Course & Test: 2 1/2 hours

Continuing Education Units: .3

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 steps for setting up and instructing on oxygen equipment.

DDT 133 Oxygen Transport And Tracking

Suggested Time to Complete Course & Test: 3 hours

Continuing Education Units: .3

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

Master Repair Technician Courses

There is such a wide variety of equipment to repair in our industry, the great challenge is in creating a common knowledge and a common base from which to start. This collection of 10 courses, rehab and respiratory, offers the single best foundation for repair technicians in our industry.

MRT 101 Multimeters

Suggested Time to Complete Course & Test: 1.5 hours

Continuing Education Units: .2

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.

MRT 201 Power Wheelchair Basics

Suggested Time to Complete Course & Test: 1.5 hours

Continuing Education Units: .2

Anyone who orders or services power wheelchairs needs to know the basics of how these machines work. This introductory course describes the functions, major components, batteries, motors, controllers, joysticks, chargers and programmers of the power wheelchair. It also provides you with an understanding of how these components work together as a system.

MRT 202 Wheelchair Batteries

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

Proper battery selection as well as charging and handling procedures are essential for reliable power wheelchair performance. This course begins with a description of batteries and continues with battery operation, selection, testing, and replacement.

MRT 203 Power Wheelchair Preventive Maintenance And Basic Troubleshooting

Suggested Time to Complete Course & Test: 1 hours

Continuing Education Units: .1

Power wheelchairs, like all vehicles, require regular scheduled maintenance for reliable performance. This course covers routine maintenance as well as basic troubleshooting. Basic troubleshooting includes checking the chair mechanically and structurally, as well as considering the environment that impacts power chair operation.

MRT 204 Power Wheelchair Electronics And Theory Of Operation

Suggested Time to Complete Course & Test: 3 1/2 hours

Continuing Education Units: .4

In order to eliminate guesswork when diagnosing and troubleshooting the drivetrain of a power wheelchair, the service technician requires an understanding of some key electrical and electronic concepts. Not a generic course in electricity, this course selectively covers the concepts that are relevant and practical for the power chair technician.

MRT 205 Power Chair Repair: Drivetrain Components

Suggested Time to Complete Course & Test: 2 ¼ hours

Continuing Education Units: .2

Motors, gearboxes, controllers, joysticks, connectors, batteries and chargers are described with detailed information about diagnosis and repair. The emphasis of the course is on practicality and usefulness. Its approach is to provide detail that is consistent with the function of the service parts offered by most power chair manufacturers.

MRT 301 Introduction To Respiratory Repair

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

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.

MRT 302 Basics Of Compressors

Suggested Time to Complete Course & Test: 1 1/2 hours

Continuing Education Units: .2

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.

MRT 303 Oxygen Concentrators

Suggested Time to Complete Course & Test: 4 hours

Continuing Education Units: .4

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

MRT 304 Aerosol Units & Suction Machines

Suggested Time to Complete Course & Test: 1.5 hours

Continuing Education Units: .2

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.

Personal and Professional Development Library

These courses meet a demand from the staffs at our member companies: what can you give us to help us do our jobs better and enjoy what we do more? These courses are designed to meet that need and come straight from the requests of our great MED U students.

PPD 101 – Better Communication in the Workplace

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

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.

PPD 102 – Dealing with Conflict and Difficult People

Suggested Time to Complete Course & Test: 2 1/4 hours

Continuing Education Units: .2

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.

PPD 104 – Professionalism – The Internal

Suggested Time to Complete Course & Test: 1 ½ hours

Continuing Education Units: .2

This is the first of two courses on Professionalism. 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.

PPD 105 – Professionalism – The External

Suggested Time to Complete Course & Test: 1 ½ hours

Continuing Education Units: .2

This is the second of two courses on Professionalism. This piece, 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 and their approach in business.

PPD 201 – Stress v. You – Winning the Battle

Suggested Time to Complete Course & Test: 2.5 hours

Continuing Education Units: .3

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.

PPD 202: Stress Management – Dealing with Time, Technology and Finances

Suggested Time to Complete Course & Test: 1.25 hours

Continuing Education Units: .1

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.

PPD 301: Business Writing

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

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.

MANAGEMENT LIBRARY

The HME industry is a great collection of small businesses, started from scratch and managed from many different perspectives. This collection of courses works to bring those perspectives together, select and suggest some best practices and serve as a review for current managers and as great training for up and coming managers.

MGT 101 – Overview of Management in HME

Suggested Time to Complete Course & Test: 3 1/4 hours

Continuing Education Units: .3

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.

MGT 102 – Leadership – an Introduction

Suggested Time to Complete Course & Test: 2 1/4 hours

Continuing Education Units: .2

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.

MGT 103 – Leadership, Management and Motivation

Suggested Time to Complete Course & Test: 1 3/4 hours

Continuing Education Units: .2

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.

MGT 104 – Managing Conflict in the Workplace

Suggested Time to Complete Course & Test: 2 1/4 hours

Continuing Education Units: .2

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. It serves as a great companion piece **to PPD 102 – Dealing with Conflict and Difficult People.**

MGT 105 – Effective Management of Meetings

Suggested Time to Complete Course & Test: 1 3/4 hours

Continuing Education Units: .2

Running an effective meeting is not rocket science, but it seems to be a rare skill. This course focuses on the simple elements of having meetings with purpose, creating and following an agenda, and managing the interpersonal elements inherent in any meeting.

MGT 201 – Introduction to Employment Law

Suggested Time to Complete Course & Test: 2 1/2 hours

Continuing Education Units: .3

Even for the smallest business, there are several laws that impact how you must treat employees. How about a straight-forward course that explains the laws related to employment, encourages the proper application, and simplifies the entire process?

MGT 202 – Human Resources Management in HME

Suggested Time to Complete Course & Test: 3 1/2 hours

Continuing Education Units: .4

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.

MGT 203 – A Layperson’s Guide to Law in the HME Industry

Suggested Time to Complete Course & Test: 3 hours

Continuing Education Units: .3

Written with the assistance of Jeff Baird or Brown & Fortunato, this course offers an overview of the laws that impact our industry, written at a level for all to understand.



COURSE DESCRIPTIONS

MGT 301 – Business Planning

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

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, often a chore for small businesses who are too busy working to plan! Perhaps the most effective tool in meeting this responsibility is the creation of a Business Plan. This course will help you in create your business plan or assist you in evaluating your current plan.

MGT 302 – Managing by the Numbers

Suggested Time to Complete Course & Test: 3 hours

Continuing Education Units: .3

Successfully operating a Home Medical Equipment business in today's environment requires many things. One of the most important is the ability to generate and utilize accurate and timely information on the company's performance. This information is needed by both internal and external parties in order to monitor, evaluate and act on business results. This course works to make that process practical and useful, especially for those new to the financial side of business.

Annual Review Courses

HME 900 – Annual Review

Suggested Time to Complete Course & Test: 1 3/4 hour s

Continuing Education Units: .2

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. This is one of three annual review courses you may take. The second course, **HME 901 – Safety Issues Annual Review**, covers infection control, hazmat and office safety. The third will focus on elements that are specific to your job. These review courses also meet the requirements of the accrediting bodies; JCAHO, ACHC and CHAPS regarding recommendations for annual reviews. You will notice, however, that we choose to go beyond the minimum and take a broader perspective.

All of the information in this review was taken from the full MED U courses you have already completed in customer service, HIPAA, confidentiality, professionalism and sexual harassment.

HME 901 – Safety Issues Annual Review

Suggested Time to Complete Course & Test: 1.5 hour s

Continuing Education Units: .2

This is the second in a series of three annual review courses. In discussion with our MED Members involved in MED U, they encouraged us to create a course that offered an overview of issues related to specifically safety in and out of the workplace. We have done so with this annual review course. 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.

The following courses, you will note, are based on individual job titles. As part of the Annual Review process, your employees will all take the first two courses, HME 900 and 901. Beyond that, they will take one of the courses below based on their job titles.

HME 911 – HME Professional Annual Review

Suggested Time to Complete Course & Test: 1 ¼ hour s

Continuing Education Units: .1

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

Suggested Time to Complete Course & Test: 1 hour

Continuing Education Units: .1

It is a fact that it is on the back of warehouse staff that an HME company succeeds. And for repair technicians, with many types of equipment out there you need to learn to repair – plus all the other knowledge that would make you a true professional – you face quite a challenge. Perhaps you have finished the CRC program or have completed the MED U Mastery program for Master Repair Technicians. It is in those courses you find specifics on repair.

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

Suggested Time to Complete Course & Test: 2 ¼ hour s

Continuing Education Units: .2

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.



COURSE DESCRIPTIONS

HME 914 – Reimbursement Annual Review

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

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 – CSR Annual Review

Suggested Time to Complete Course & Test: 2 hours

Continuing Education Units: .2

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 916 – Driver Tech Annual Review Including Manual Wheelchairs

Suggested Time to Complete Course & Test: 2 ¼ hours

Continuing Education Units: .2

The reality is this – to most of the customers of your company, as a Driver/Delivery Technician, you are the face of the company, often the only one your customer will ever meet. 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 manual wheelchairs.

HME 917- Driver Tech Annual Review Including Manual Wheelchairs & Oxygen

Suggested Time to Complete Course & Test: 2 ½ hours

Continuing Education Units: .3

This course is the same as above, but adds oxygen delivery and patient education for those companies that provide both wheelchairs and oxygen.

HME 918 – Driver Tech Annual Review Including Oxygen

Suggested Time to Complete Course & Test: 2 ¼ hours

Continuing Education Units: .2

This course is the same as the above, but focuses only on respiratory, therefore is not a portion on manual wheelchairs. is a great summary on oxygen delivery and patient instruction.

HME 919 – Foundation for Management and Clinical Annual Review

Suggested Time to Complete Course & Test: 2 ¼ hours

Continuing Education Units: .2

It is an obvious statement: nothing shapes the culture of a texture of an HME company like its management. You have such a myriad of responsibilities. This review has two purposes. The first is to offers 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.



