

# HOME MEDICAL EQUIPMENT RISK MANAGEMENT CHECKLIST



**Risk Management** is the process of analyzing your operation, identifying any exposures and implementing controls and techniques to mitigate these exposures. This process is essential to your business insurance but more importantly, to your business in general. From an insurance perspective, the presence of a high quality risk management process will result in a much lower possibility and probability of loss. However, from a business perspective, having risk management controls in place will result in an operation that maintains the highest standards of performance and ethics. Managing a high quality operation will result in greater production and longevity in the marketplace.

*The following checklist can be used and enhanced, as needed, as part of your risk management process. Following these guidelines will assist you in managing a high quality operation for many years to come.*

## PRE-EMPLOYMENT PROCESS

- When hiring new employees or contractors, have you considered the necessary skill set and temperament needed to perform your agency's services?  Yes  No
- Have you performed background checks, including criminal, on each of your new hires?  Yes  No
- Have you contacted each potential employee's or contractor's references?  Yes  No

## OPERATIONS/PRODUCTS

- Have you formalized a process of communication to clients, whether in providing instruction for equipment use or simply processing an order?  Yes  No
- Do you have the client signoff on the delivery including language that states complete and detailed instructions were provided and were communicated to the client?  Yes  No
- Do you have a formal quality control process in place to ensure all maintenance and repairs are done properly?  Yes  No
- Do you have clients test the repaired or rented products and then signoff on them as not defective prior to finalizing the sale/rental?  Yes  No
- Do your contracts with all manufacturers include hold harmless language in your favor or do they provide you additional insured status?  Yes  No

## DELIVERY SERVICES

- Have you ordered and reviewed MVRs for all employees and contractors using their personal vehicles when providing services on your behalf?  Yes  No
- Have you required that employees and contractors that provide services on your behalf maintain their own auto insurance at limits of \$100k or higher if using their own vehicle?  Yes  No
- Have you **maintained** current records of MVRs and insurance for each employee and contractor?  Yes  No

## INCIDENT REPORTING

- Have all employees been trained on proper procedures when reporting incidents?  Yes  No
- Have all employees been instructed to report ANY visual observations about clients' health or well-being?  Yes  No

## EMERGENCY PROCEDURE

- Have you developed a procedure for emergency situations while providing services to clients?  Yes  No
- Have all employees been trained on proper procedure in emergency situations?  Yes  No