

Policy on Standard of Care

	Unacceptable Standard of Care	Limited Operations Standard of Care 2012 Operations Begin Oct 2, 2012	Full Operations Standard of Care 2013 As Funding Permits
Annualized Budget	<10,000 G&A and small space	\$72,000	\$240,000
Operating Authority	Medical Equipment "closet" without regulation or medical supervision (Unsupervised and Technically Illegal)	Licensed as Texas Medical Salvage Company by 11/15/12 OSHA, HIPPA, FDA, Texas Dept of Health (Medical Devices)	Licensed as Texas Medical Salvage Company Operate as DME Vendor (Dispensing) OSHA, HIPPA, FDA, Texas Dept of Health (Medical Devices)
Capacity	Varies by location Minimal quantities Often, no motorized DME or limited selection	Capacity/week 4 motorized units , if funding available for batteries 20 manual units	Capacity/week 20 motorized units , if funding available for batteries 40 manual units
Staffing and Service Level	None. Clients or Social Workers come to the closet, select the DME, and leave Uncertain levels of sanitation or refurbishing to manufactures' standards Exposes the charity or agency offering the service to liability	Delivery to Free Clinics and Hospitals through Business Service Agreement (BSA) Distribution direct to clients at Shiloh Location 1 Part Time Technician 2 Volunteer Technicians Volunteer Cleaning Crew Volunteer Delivery Crew Training on paper and in-person Insured for Product Liability Excel Inventory System Inventory Website store for Clinicians 12/1/12	Equipment dispensed by prescription only onsite and by delivery through BSA 1 Full Time Tech 1 Full Time Warehouse/Driver Executive Director 5 Volunteer technicians Warehouse + Volunteers for Cleaning and Delivery Volunteer Training on website Insured for Product Liability Order/Inventory System Integrated with Website for Clinicians by 11/1/13
Hours of Operation Location of Facility	Varies, generally literally a "closet" within the agency offering the service	Staffed Tuesday and Thursday 9-5 Saturday by appointment 12015 Shiloh Road #130 Dallas, TX 75208	Staffed Mon-Sat 9-5 Sunday by appointment Location(s) Near Clients and Medical Corridor