



Advanced Sleep Therapy, LTD

SERVICE EXPLANATION FORM

Advanced Sleep Therapy Ltd.'s highly dedicated and trained professionals provide home healthcare services that encompass the following specific areas:

- Oxygen Concentrators
- Home-Based Products & Services
- Mail Order Products

To provide the specific care, treatments, and services listed above, Advanced Sleep Therapy Ltd. has professional staff that has received on-the-job training, advanced formal education, and/or licenses or certificates. These professionals include:

- Registered Nurses
- Respiratory Therapists
- Home Medical Equipment Specialists

Advanced Sleep Therapy Ltd. accepts many forms of payments for the care, treatments, and services provided. When Advanced Sleep Therapy Ltd. bills an insurance provider, we bill on behalf of the patient. The forms of payment that we accept are as follows:

- ATM/Debit Cards
- Cash
- MasterCard
- Medicaid
- Personal Check
- Third Party Insurances
- Visa
- Healthcare spending cards (HSA)

Advanced Sleep Therapy Ltd. hours of operation are as follows:

Monday: 9:00 AM - 5:00 PM
Tuesday: 9:00 AM - 5:00 PM
Wednesday: 9:00 AM - 5:00 PM
Thursday: 9:00 AM - 5:00 PM
Friday: 9:00 AM - 5:00 PM
Saturday: Closed
Sunday: Closed

Better Sleep. Better Health.

2035 S. Arlington Heights Road Suite 115, Arlington Heights, IL 60005 Tel : 847-357-8782 Fax : 847-357-8784

Email : advsleeptherapy@sbcglobal.net

Advanced Sleep Therapy Ltd. provides on-call 24-hour access to staff members for emergency situations. An emergency situation means that the care, treatments, and services provided are for a life threatening condition and immediate assistance is needed so that a disruption in care, treatments, and/or services is prevented. If you are experiencing an emergent situation, please call our office and you will be directed as to how to reach our on-call personnel.

Advanced Sleep Therapy Ltd. provides the specific care, treatments, and services listed above in a geographic area that includes a general area of a 70 mile radius from our location. A specific list of counties we provide care, treatments, and services in can be provided upon request.

If a true life-threatening event is present, clinical personnel are to initiate cardiopulmonary resuscitation (CPR) and activate the emergency medical system (EMS) by dialing 9-1-1 (unless contraindicated by an advanced directive). Staff not trained in CPR will only activate the EMS (unless contraindicated by an advanced directive) and remain until help arrives. **PERSONNEL ARE NOT TO ACTIVATE THE EMS SYSTEM IF DOING SO GOES AGAINST THE ADVANCE DIRECTIVES OF A PATIENT THAT IS ON FILE OR CURRENTLY PRESENT AT THE PLACE OF INCIDENT.**

Advanced Sleep Therapy Ltd. welcomes feedback, whether positive, negative, or neutral, please provide us with the opportunity to document your comments. All employees are trained in our feedback procedures and you may submit feedback anonymously. Listening to our customers helps us improve our organization. Advanced Sleep Therapy Ltd. believes that we can improve our organization by listening to our customers. Please call our regular phone number to provide us with feedback or ask any of our staff visiting your residence for assistance.

If Advanced Sleep Therapy Ltd. provided care, treatments, and/or services that were billed under your Medicaid benefit and we were not able to answer all your questions and/or concerns, or we did not resolve any complaint in a manner you thought was appropriate, you have the right to contact Medicaid directly at:

Illinois Medicaid
201 South Grand Avenue, East
Phone: 800-226-0768
Website: <http://www.dpaininois.com/>

Because Advanced Sleep Therapy Ltd. is an accredited agency, you have the right to notify our accrediting organization about our conduct. If we did not resolve a complaint in a manner you felt was appropriate, you may contact The Joint Commission directly at:

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 32767
Phone: 630-792-5800

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