

The Home Care Delivered Story

Autumn 2007

About Home Care Delivered ...

Home Care Delivered is one of the nation's premier home delivery medical supply companies. Since 1996, Home Care Delivered has been committed to helping people who are treating their medical conditions at home get the best medical supplies available ... conveniently, reliably and economically. We are able to deliver on this promise through key partnerships with brand-name manufacturers as well as our ability to carry over 2,500 products. Our focussed product offerings include diabetic, incontinence, ostomy,



urological, wound and skin care supplies. Along with quality products, we offer tools and support that help our customers enjoy a better quality of life.

More than just home delivery...

But we are much more than just a home delivery service. We provide a continuity of care and support for our customers to help them take better care of their medical conditions within the confines of their home. Just one of the many added-value services our customers receive is our Nursing Program. Our customers can call a Registered Nurse on staff to ask questions and receive clinical advice to help ensure they are using their supplies properly and following their doctor's orders.

It is through passion to help others live a better quality of life that we come to work everyday. It's also the reason why nearly 15,000 people have called on Home Care Delivered to help them with their medical supply needs.

Meet Gordy Fox

Founder and CEO
 Home Care Delivered, Inc.



Home Care Delivered, Inc. was founded by Gordy Fox in 1996 as a result of his own personal experience with family members aging and living with chronic medical conditions. He found that it wasn't easy for people in the home setting to get the information or the supplies they needed to care for themselves or to follow their physician's treatment plan properly. Gordy's Vision for Home Care Delivered was to build a healthcare company where the compassion level is high and the delivery of medical supplies to people at home is efficient and hassle-free.

AUTUMN JUMBLE

Unscramble each word, then use the letters in the squares to find this month's word.

akme _ _ _ _

ifelrt _ _ _ _ _ _

nainatmi _ _ _ _ _ _ _ _

hltahye _ _ _ _ _ _

yodb _ _ _ _

I am a vital part of the urinary tract and I play an important part in regulating many important body functions. What am I?

(This month's answer on back)

Call **Home Care Delivered** at
1-800-565-5644

to speak with a caring customer service representative about your specific needs.



Let's talk about ...



Control Solution



Using control solution helps assure your blood glucose readings are accurate.

If you ever question your results, the only way to know for sure that your meter and strips are ok is to run a control test.

Be sure that you have control solution available and that the vial is not expired.

Call today and we can get you set up to receive the appropriate control solution with your regularly scheduled order if you aren't already receiving it.

If you do not understand how to run a control test, call us. We can help.

Call today to speak to a customer care representative regarding your medical supply needs

1-800-565-5644

www.HomeCareDelivered.com

Control Solution

Control Solution is a sugar-solution in a vial prepared by the manufacturer of your blood glucose meter and test strips to simulate a drop of blood so that you can check the accuracy of your blood glucose testing. Use it as “fake blood” in place of your blood to check that the meter, test strips, and your technique are all working properly. The results of the control test are checked against a control range, usually found on the box of test strips.

How do I perform a control test?

- Wash your hands with warm water and soap before handling your supplies.
- Prepare the test strip in your meter as you would to run a blood test.
- Mark the vial of control when opened; expires 3-6 months after opening or on printed date of expiration (unopened).
- Gently mix the vial of solution.
- Apply one drop of solution to a clean tissue, wipe the tip.
- Drop the next drop of control solution onto a clean nonabsorbent surface such as a piece of unused foil or plastic wrap. Position the test strip to allow the liquid to be drawn into the test strip.
- Compare your results to the control level range printed on the test strip vial or box of discs or strips. If the range does not fall within the range, repeat the test. If control test continues to be outside the range, call the customer service number on the back of your meter for assistance.
- Check the Users Guide for your blood glucose meter for specific instructions or call the customer service number on your meter for assistance 24 hours/day.

Why are there High, Low and Normal Control Solutions?

Normal Control Solution is usually used by people in their home. Healthcare facilities are required to run high and low control ranges so that the quality is assured at the critically high and low ranges, as treatment is dependent on accuracy in these ranges.

Why run a control test?

Running a control test and checking that the results fall in the printed range assures you of 3 things: That the meter is working properly, the test strips are accurate and that your technique is correct.

When should I run a control test?

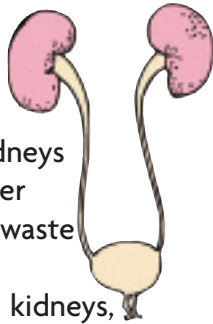
- When a new vial/box of strips is used.
- When a new meter is first used.
- When the meter results are not consistent with how you feel.
- Before adjusting diabetes medications.
- For training or practice.
- If the meter or strips have been exposed to heat or cold.
- If you leave the vial of strips uncapped.
- If you drop the meter.
- If you have any questions about the accuracy of your test results.
- Weekly.

How do I mark the test as a Control?

To avoid having your Control Test results included in your blood glucose averages, it is important to mark the test as a control at the time it is performed. Check your User's Guide for complete instructions on how to properly perform a Control Test and mark the results. If you have any questions, 24 hour assistance is available by calling the number on the back of your meter.

Urinary Tract Health

The urinary tract is made up of the kidneys, bladder, ureter and urethra. Urine, which is produced by the kidneys, contains the by-products of our body's metabolism - salts, toxins, and water - that end up in our blood. The kidneys and urinary tract filter and eliminate these waste substances from our blood. Without the kidneys, waste products and toxins would soon build up in the blood to dangerous levels.



In addition to eliminating wastes, the kidneys and urinary tract also regulate many important body functions. For example, the kidneys monitor and maintain the body's balance of water, ensuring that our tissues receive enough water to function properly and be healthy.

Promoting Urinary Tract Health

- Drink plenty of water
- Urinate when you feel the need; don't resist the urge to urinate.
- Wipe from front to back to prevent bacteria around the anus from entering the vagina or urethra.
- Take showers instead of tub baths.

Urinary Tract Infections ...

A urinary tract infection (UTI) is an illness caused by the presence of bacteria in the urinary tract. UTIs are a serious health problem affecting millions of people each year. UTIs are the second most common type of infection in the body. UTIs account for about 8.3 million doctor visits each year. It is always important to consult your doctor when you are experiencing signs of a UTI - your doctor can perform a simple test to determine whether or not you have an infection.

Signs and Symptoms of a UTI ...

- frequent urge to urinate
 - a painful, burning feeling in the area of the bladder or urethra during urination
 - It is not unusual to feel bad all over—tired, shaky, washed out
 - only able to pass a small amount of urine despite the urge to void completely
 - urine itself may look milky or cloudy, even reddish if blood is present.
 - A fever may mean that the infection has reached the kidneys.
- Other symptoms of a kidney infection include pain in the back or side below the ribs, nausea, or vomiting.

Urinary Tract Infections and Urinary Incontinence

Easily treatable medical conditions such as urinary tract infections may also be responsible for episodes of urinary incontinence. Infectious agents - usually bacteria - can enter your urethra and bladder, causing you to have strong urges to urinate. These urges may be your only warning sign of a urinary tract infection. If you experience small amounts of leakage, talk to your health care professional about your symptoms to be sure you do not have a UTI.

Bladder Control Pads ...

If experiencing light urinary incontinence, such as light leakage or dribbles, a bladder control pad can provide you the confidence and protection that you need. Bladder control pads are designed to attach to regular underwear or slip around the penis. These incontinence products are designed to absorb small amounts of urine 'leaks/dribbles'. Call Home Care Delivered today and speak to a customer care representative who can help fit you in a product that fits your specific needs.



Risk Factors that increase chances of getting a UTI:

- Bowel incontinence
- Catheterization
- Kidney stones
- Immobility (for example, during recovery from a hip fracture)
- Menopause
- Narrowed urethra
- Not drinking enough fluids
- Pregnancy
- Prostate inflammation or enlargement

- In the elderly, signs of a urinary tract infection may include mental changes or confusion.

Management and Treatment ...

To find out whether you have a UTI, your doctor will test a sample of urine for pus and bacteria. UTIs are treated with antibacterial drugs. The choice of drug and length of treatment depend on the patient's history and the urine tests that identify the offending bacteria. Various drugs are available to relieve the pain of a UTI. Most doctors suggest that drinking plenty of water helps cleanse the urinary tract of bacteria. During treatment, it is best to avoid coffee, alcohol, and spicy foods.

*Answers to this month's jumble: make, filer, maintain, healthy, body
This month's word: KIDNEY*

Curried Chicken Salad with Granny Smith Apples

INGREDIENTS:

12 oz. cooked, diced white meat chicken
1/2 small onion, minced
2 celery stalks, diced
1 large Granny Smith apple, unpeeled and cubed into 1/2-inch pieces
2 Tbsp. raisins or currants
2 Tbsp. sliced toasted almonds
Dressing
1/3 cup nonfat mayonnaise
1/4 cup nonfat sour cream
1 tsp. curry powder
1 tsp. lemon juice
Salt and pepper to taste

PREPARATION INSTRUCTIONS:

1. In a large bowl, combine the chicken, onion, celery, apple, raisins or currants, and almonds.
2. Whisk together the dressing ingredients, pour over the chicken, and toss well.

NUTRITION INFORMATION:

Makes 4 servings

Serving Size : about 4 oz.
Calories 234
Sodium 235 mg
Total Fat 5 g
Total Carbohydrates 18 g
- Saturated Fat 1 g
- Dietary Fiber 3 g
- Cholesterol 75 mg
Sugar 12 g
Protein 29 g

*recipe from *Diabetes Forecast*, September 2007. "Curried Chicken Salad with Granny Smith Apples" pg. 60.

Fun Apple Facts

- Apples are free of fat, sodium, and cholesterol
- A medium apple is about 80 calories
- Apples are a great source of fiber pectin.
- One apple has 5 grams of fiber, 20% of the recommended daily fiber intake.
- Apples are a member of the rose family.
- Americans eat 19.6 pounds or about 65 fresh apples every year.
- 25 percent of an apple's volume is air
- The largest apple picked weighed 3 pounds.



Introducing Attends® Discreet Packaging!

Discreet packaging is an important feature for customers who prefer confidentiality when ordering incontinence products. Discreet Packaging is offered on a wide variety of Attends products that customers prefer. The case will only indicate case count, product codes, bar code, and a one letter representing the size.

Call Home Care Delivered today for a complete list of items that are available in discreet packaging from Attends®.

For more information, call 1-800-565-5644.



Apple Facts, www.3appleplan.com/AmazingApple. Kidney.niddk.nih.gov. "Urinary Incontinence", Mayoclinic.com, 13, September 2007. Dowshen, Steven MD. "Kidneys and Urinary Tract", www.kidshealth.org. *recipe from *Diabetes Forecast*, September 2007. "Curried Chicken Salad with Granny Smith Apples" pg. 60.

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