

Medical Alert Program Validation of Medical Necessity

PART I — to be completed by OUC customer

Account #: _____
Customer Name: _____
Address: _____
City, State, ZIP: _____
Telephone #: _____
Patient Name: _____
Emergency Contact Name: _____
Relationship: _____
Telephone #: _____

PART II — to be completed by attending physician

The following individual has a medical necessity for life-sustaining electrical equipment:

Patient Name _____
Date of Birth _____
Social Security Number _____
Pertinent Diagnosis _____

Qualifying Equipment (electrical equipment in-home usage):

Oxygen Concentrator _____ Heart Monitor _____
Feeding Pump _____ Dialysis (in-home) _____
Other _____

Note: Nebulizers do not qualify as life support.

Estimated Length of Need: _____

(annual re-certification required)

Physician Signature: _____

Physician Name: _____

Address: _____

Telephone #: _____

Please note: OUC may need to contact your physician for verification of this information.

RETURN FORM TO:

Medical Alert Program, Attn: Customer Connection
OUC—The Reliable One
P.O. Box 3193, Orlando, Florida 32802
Phone: 407.423.9018



The Reliable One[®]

Orlando Utilities Commission

100 West Anderson Street • Orlando, Florida 32801 • www.ouc.com



Medical Alert Program

The Power To Help Our Customers

Providing Special Consideration For Customers With Medical Needs

At OUC, we know that electric service is important to all our customers. But, for those whose medical conditions require the use of life-sustaining equipment, we've taken reliability a step further — by establishing the **Medical Alert Program**.

What Does The **Medical Alert Program** Provide?

Medical Alert is designed to provide OUC customers with reasonable prior notice of power interruption due to scheduled service maintenance — which, in turn, will allow them time to secure back-up power for their medical equipment.

To help customers manage their utility expenses, this program also provides special consideration for payment arrangements, as well as information on energy efficiency and a list of social service agencies.

What Services Are **NOT Offered** By **Medical Alert**?

In the event of emergency power failures due to natural causes or unforeseen system problems, *Medical Alert* cannot provide prior notification. In these situations, it is the customer's responsibility to have a power back-up system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

In addition, *Medical Alert* does not exempt customers from service disconnection if they do not keep payment arrangements or if they fail to provide information to re-validate their participation in the program, when requested by OUC.

How Do Customers Qualify For The **Medical Alert Program**?

If you are an OUC customer whose life-sustaining equipment is dependent on electrical service, you can qualify for *Medical Alert*. Here's how:

- First, you must obtain verification from a physician regarding your medical condition, type of equipment and length of time the equipment is needed. Examples of qualifying equipment include: oxygen concentrator, heart monitor, feeding pump or dialysis machines. Ask your physician to complete the validation form in this brochure and mail it to OUC.
- Once the completed form is received and reviewed for eligibility, you will be able to participate in the program within 48 hours. OUC will maintain a record of your power needs, and your account will be identified by a gray seal on your electric meter.
- Each year, OUC will send you a validation form requesting re-certification by your physician, to ensure that *Medical Alert* service is still needed.

What Happens If The **Medical Alert Program** Is No Longer Required?

When you no longer require life-sustaining equipment, simply call OUC Customer Service at **407.423.9018** and we will remove your account from the program.