



# WELCOME!

Thank you for choosing HME Specialists as your provider for respiratory and home medical equipment. Headquartered in Albuquerque, NM, we serve patients across New Mexico, Texas, and Arizona through 14 locations. For details about each location, please refer to the links on the reverse side of this page.

We offer a wide range of products and services, including respiratory and rehabilitation equipment, enteral therapy devices, wound care, nutrition, and incontinence supplies. Our team is here to assist you with your medical equipment needs. For assistance, contact us:

- **Local: (505) 888-6500**
- **Toll-Free: (866) 690-6500**

Our offices are open Monday through Friday, 8:00 AM to 5:00 PM. We also provide 24/7 phone support for equipment emergencies and new patient setups. Appointments are required for visits with a Respiratory Therapist.

For supply re-orders, contact us during business hours to schedule delivery, typically within 7 to 10 business days. If you have questions about your account or order, our customer service team is ready to help. You may also request to speak with a manager, if needed.

In compliance with federal regulations (42 CFR § 424.57(c)), we operate transparently, including warranties and business hours. You may access these standards online at <https://www.ecfr.gov>, or request a written copy. Within these supplier standards, there are certain forms that must be made available to you, please refer to the links on the reverse side of this page for all of these and more!

- During emergencies affecting HME Specialists Service Areas, tune in to KOB AM 770 for updates on our services and availability.

We value your feedback and strive for excellence. To share a compliment or file a complaint, contact us at (505) 342-4555 or complete an online survey at [www.HMESpecialists.com/reviewus](http://www.HMESpecialists.com/reviewus). After-hours calls will be returned by 10:00 AM the following business day.

**For medical emergencies, please call 911** or contact your physician immediately.

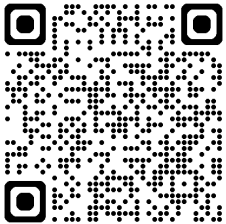
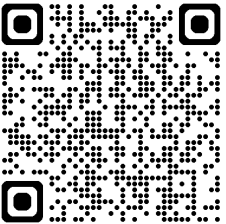

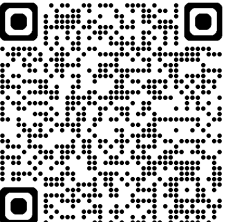
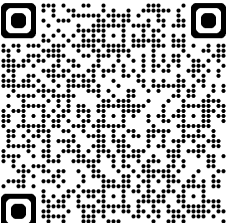
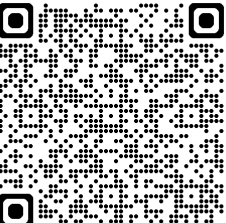
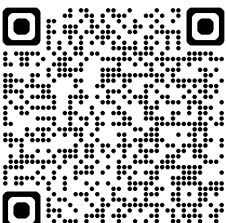
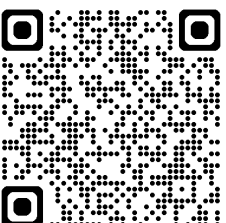
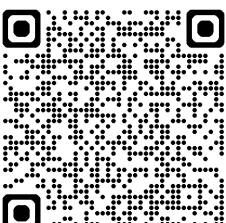
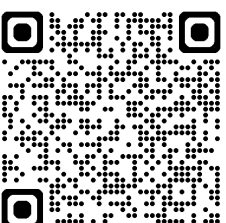
Thank you for trusting HME Specialists. We are committed to exceeding your expectations with exceptional care, products, and services.

Si necesita una copia de este paquete en español, por favor visite: <https://hmespecialists.com/wp-content/uploads/2026/03/Welcome-Letter-DME-Spanish.pdf>.



# Information and Resources

At HME Specialists, we understand that information about your healthcare is important, but the last thing that you need is *another booklet from your health care provider*. In an effort to make all of our forms and tools available to everyone, we have compiled a list of online resources here. If you are unable to access any of these online, please give us a call and we can mail a copy out to you.

	<p><b>HME Specialists Locations</b> – Online list of all HME location addresses and phone numbers</p>		<p><b>Basic Home Safety</b> – Simple solutions to increase safety within your home</p>
	<p><b>Notice of Privacy Practices</b> – Information on how HME Specialists safeguards your information</p>		<p><b>Patient Rights and Responsibilities</b> – Your rights and responsibilities as a member of HME Specialists</p>
	<p><b>HIPAA Privacy Authorization Form</b> – A form that can be completed and sent to HME Specialists if someone else will be primarily responsible for managing your medical care</p>		<p><b>Medical Records Request Form</b> – A form that can be completed if you need your medical records transferred to a new health care provider.</p>
	<p><b>Emergency Safety and Disaster Management</b> – Information about emergencies, safety and disaster management</p>		<p><b>Home Oxygen Therapy</b> – The basis you need to know about oxygen products. (Under “Respiratory” on this page, there is also a section for information about <a href="#">Sleep Therapy</a>.)</p>
	<p><b>Information on Advanced Directives</b> – Information about advanced directives, power of attorney and other legal documents for healthcare</p>		<p><b>Review Us</b> – Provide feedback on how we are doing! This helps us know where we are doing well, and where we need to improve.</p>

Thank you for choosing HME Specialists for all of your Home Medical Equipment and Infusion Pharmacy needs!