

A RESOURCE FROM QUALIS

DME Contract Renewal Guide



How to Use This Guide

Before you sign—or auto-renew—ask yourself:

- ✓ **Know your renewal date**
Check if there's an auto-renew clause and confirm how much notice you need to cancel or renegotiate.
- ✓ **Review the fine print**
Look for exclusivity clauses, notice periods, pricing escalators, and hidden fees tied to non-standard services.
- ✓ **Assess performance over the last year**



Having a Bad DME Day (or Week)?

Here's your checklist to see if it's time to reevaluate your DME management. If you check off more than a couple of these... it might be time for a change.

- Equipment deliveries showing up late – again
- You're the one calling to follow up, not them
- Patient complaints are becoming... regular
- You've heard "That's not our responsibility" more than once
- No idea when your last DME performance review even happened
- You're juggling too many vendors and still not getting what you need
- You've seen one too many errors in billing or supply logs
- DME is quietly dragging down your CAHPS scores or team satisfaction
- You've had to explain the same issue to three different reps – this week
- You think you might want to switch – but haven't checked your contract renewal date



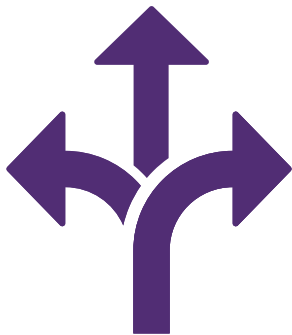
Ask your team

Your nurses, operations, and finance staff can tell you where the breakdowns really are.



Check billing transparency

Are invoices predictable? Do they match patient start/end dates? Look for vague charges, admin fees, or non-formulary price hikes.



Evaluate vendor flexibility

Are you locked into one vendor—or do you have the ability to use more than one when needed?



Understand service accountability

Does someone actually take ownership when something goes wrong—or are you left managing vendors yourself?



Check termination terms

How long is the termination notice? Are there penalties? Can you exit if performance declines?



Factor in growth & changes

Will the contract support your hospice if census grows, expands into new territories, or patient needs shift?



Get a second opinion

It's smart business. Whether it's Qualis or another option, comparing your contract to current market standards can save you time, money, and headaches.

Here's what better looks like

- 24/7 support from hospice-trained reps
- Proactive tracking + fast equipment swaps
- One point of contact – not a mystery phone tree
- Full visibility across all your patients
- Real accountability (no disappearing acts)

You hold your care team to a high standard. It's okay to do the same with your DME. *Let's talk about what that could look like with Qualis.*



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