



Comfort Medical
has launched a
new way of
taking care of
your patients!

1-800-405-9006

or fax your prescription to 1-800-945-4093

At Comfort Medical, we believe patients deserve more than products — they deserve to get the practical and emotional support they need to help them navigate through their condition.

Living with a chronic condition is not only about day-to-day practicalities — it is also about overcoming everyday challenges to live the life they want. Aside from a hassle-free process of managing prescriptions, handling paperwork and billing insurance directly, Comfort Medical now supports patients through a series of comprehensive educational emails, letters and calls.

We now offer patients the following resources:

- **Welcome kit:** with relevant information about Comfort Medical, insurance coverage and an educational booklet about their condition.

- **Welcome call:** we call patients one day after first order to ensure they've received their product and know how to use them.
- **Mid cycle call:** we call patients before it's time to reorder to ask if they've been experiencing any issues and help solve them if possible. We will always reinforce the importance of seeking healthcare professional advice when we identify issues requiring your intervention.
- **Order reminders:** we always remind your patients when it's time to reorder so they never run out of supplies.
- **Troubleshooting questions:** we ask relevant questions around patient wellbeing, complications and water intake, to quickly identify issues that may require your medical advice.
- **Additional support:** we facilitate access to manufacturer support programs.

Do what's best for your patients

We feel confident that we will be the right partner for your patients and hope you will take time to consider referring your patients to us.

Referring patients to Comfort Medical is easy! Just call 1-800-405-9006, or fax your prescription to 1-800-945-4093.

If you want to know more about what we do and refer patients online, visit Comfort Medical [here](#).

The 5 main reasons that make us the best supplier



We provide easy reordering of your patient's catheter supplies. We will always call your patient when it's time to reorder so they never have to worry about running out.



We work to ensure an effortless process: we help to complete all of your patient's insurance paperwork, we work closely with you, and we deliver the medical supplies directly to their door — free of charge.



We have free direct-to-door home delivery, so your patients can get their products delivered in discreet, unmarked packages right to their doorstep.



We assess your patient's personal needs to make sure that they are receiving the correct type of product. We offer products that are of high quality and also those with the latest technology.



We offer superior customer service to ensure your patients always have peace of mind.

