



Memorandum

#10-030

TO: Regional Medical Directors for
Health Service Regions 4/5, 6 & 5 South, 9/10 and 11
WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: March 26, 2010

SUBJECT: Ameda's Breast Pump Contact Information

This is an update regarding Ameda's contact information for Texas WIC customers. Please share the information in this memo *immediately* with all staff involved in breast pump issuance.

The contact person and phone number for Ameda has changed. For all Ameda-related Texas WIC services, such as destroying out-of-warranty pumps, ordering breast pump parts, repairing or cleaning in-warranty pumps, etc. please **contact Elsira Depaz with Ameda at (847) 964-2638 or email requests to WIC@Ameda.com**.

If your local agency reaches voicemail at Ameda's number, leave a message with your name, a direct telephone number with area code, and the reason for the call. Please indicate that you are with Texas WIC and which local agency you are calling from. Your call should be returned within 24 hours.

Please make sure to update pages 16, 28, 30, and 33 of your *Breast Pump Procedures Manual*, stock number 13-06-12146, to reflect the updated contact information for Ameda: **Elsira Depaz at (847) 964-2638 or WIC@Ameda.com**.

As a reminder, when a WIC participant needs a replacement part, always have her bring the pump back to the WIC clinic, as indicated on the breast pump release forms. It is not the responsibility of the participant to contact Ameda. However, it is the local agency's responsibility to issue a replacement part to the participant. Refer to page 29 of the *Breast Pump Procedures Manual* for further assistance.

Additional updates to the *Breast Pump Procedures Manual* include the *WIC Repair Call-in Procedures* on pages 30 and 31.

If you have questions regarding these changes or other questions regarding the breast pump program, please contact Lindsey Randall, Nutrition Education Consultant, Nutrition Education/Clinic Services Unit, Nutrition Services Section, at (512) 341-4594 or lindsey.randall@dshs.state.tx.us.

WIC Call In Procedure for In-Warranty Multi-User Pumps

Step #1	<p>Local agency determines the problem or area of concern with the pump(s) being returned.</p> <p>Local agency identifies serial number(s) on the pump(s) in need of repair.</p> <p>Local agency calls the Texas WIC Customer Service Representative at Ameda, (847) 964-2638.</p>
Step #2	<p>If you reach voicemail, leave a message with your name and telephone number (area code first) or email the request to WIC@Ameda.com. Please indicate that you are with Texas WIC and which local agency you are from. The inquiry will be answered within the same business day.</p>
Step #3	<p>The Local agency will request a <i>Return Authorization</i> by informing Ameda of the intent to return an in-warranty pump for repair.</p> <p>*Note: All requests should include the local agency contact person's first and last name, phone number (area code first), the agency's full address, the serial number of the pump(s), and a brief description of the problem.</p>
Step #4	<p>Ameda will determine if the pump is covered under the original warranty at the time of the request and supply your local agency with a <i>Return Authorization</i>.</p> <p>*Note: Ameda will supply a pre-paid shipping label with all multi-user <i>Return Authorizations</i>.</p>
Step #5	<p>A copy of the <i>Return Authorization</i> should be placed into the box prior to shipping the pump(s) back to Ameda for repair. The local agency will return the pump to the address on the <i>Return Authorization</i> provided by Ameda.</p> <p>*Note: Retain a copy of the instructions to repair the pump(s) and the <i>Return Authorization</i> for your local agency's records.</p>
Step #6	<p>Ameda will repair and return the pump within 30 days of receipt.</p>

WIC Call In Procedure for Insect-Infested Multi-User Pumps

A limited number of complimentary insect de-infestation treatments or repairs are provided by Ameda each year. If you have a multi-user pump that has become infested with insects, please follow **steps 1-3** (below).

***Note: If Ameda advises that the cleaning allotment has been met for the year, please follow steps 1-2 (below) and then follow steps 1-5 for *Out-of-Warranty Multi-User Pump*.**

Step#1	Double Bag pump in plastic zip lock bag clearly labeled (“INFESTED”) and isolate the pump from other inventory. *Note: Plastic zip lock bags can be purchased with Local Agency Funding from a local retailer.
Step #2	Store the bagged pump for two weeks, preferably in a freezer before returning to Ameda.
Step #3	Follow steps 1-6 from the <i>WIC Call In Procedure for In-Warranty Multi-User Pumps</i>

<i>WIC Call In Procedure for Out-of-Warranty Multi-User Pumps</i>	
Step #1	Follow steps 1-2 from the <i>WIC Repair Call In Procedure for In-Warranty Multi-User Pumps.</i>
Step #2	<p>The local agency will request a return authorization by informing Ameda of the intent to return an out-of-warranty pump for destruction.</p> <p>*Note: All requests should include the local agency contact person’s first and last name, phone number (area code first), the agency’s full address, the serial number of the pump(s), and a brief description of the problem.</p>
Step #3	<p>Ameda will determine if the pump is covered under the original warranty at the time of the request and supply your local agency with a <i>Return Authorization.</i></p> <p>*Note: Ameda will supply a pre-paid shipping label with all multi-user Return Authorizations.</p>
Step #4	<p>A copy of the <i>Return Authorization</i> should be placed into the box prior to shipping the pump(s) back to Ameda for destruction. The local agency will return the pump to the address on the <i>Return Authorization</i> provided by Ameda.</p> <p>*Note: Retain a copy of the instructions to destroy the pump(s) and the Return Authorization for your local agency’s records.</p>
Step #5	Ameda will confirm the destruction of the pump with a confirmation letter, which will be emailed to the requester within 10 business days of receiving the pump. After receiving confirmation from Ameda, your local agency should remove the destroyed multi-user from inventory.