



October 17, 2023

Leah Bernstein,,MA, MSW | Social Services Specialist  
Missouri Department of Health and Senior Services  
Division of Senior and Disability Services – Region 3  
220 S. Jefferson Street, 2nd floor  
St. Louis, MO 63103-2536

Dear Leah:

I appreciate your and your colleagues interest in learning more about the St. Louis Health Equipment Lending Program (STLHELP).

“Neighbor to neighbor, providing recycled free home medical equipment, sharing healing, happiness and independence, while preserving the environment” is our mission. Since 2008, STLHELP has been collecting, repairing, cleaning and giving away wheelchairs, walkers and other durable home medical equipment to anyone who needs it. Over the past 12 months, we have provided free home medical equipment to more than 2000 people in the St. Louis region.

Anyone is welcome to request equipment at <https://www.stlhelp.org> using a simple request form or by calling 314-897-HELP. The person who needs the equipment does not need to personally pick up the health equipment. We work with caregivers, family and friends.

STLHELP offers a simple liability release online for healthcare and social service providers for their patient/client, his/her family, friend or caregiver to accept liability with an electronic signature for the home medical equipment, while collecting key demographic information.

Although STLHELP is fortunate to have not had any liability claims in the past 15 years, we do have a \$1,000,000 blanket policy protecting STLHELP and anyone working with us from liability in the event of a claim. STLHELP is also part of a project currently with Washington University and the Taylor Family Foundation whereby Washington University School of Law will review all our liability release documents to ensure we are most secure in what we do.

The need is great. Not only is the home medical equipment people require to age safely in their homes expensive, insurance (including Medicare and Medicaid) is often slow to respond. High copays, denials, long waits and even no coverage plague our healthcare system. STLHELP provides a common sense, neighbor to neighbor approach to helping each other be safe at home and heal after surgery and other illnesses. We hope to work with you to help others.

Best regards,

A handwritten signature in black ink that reads "Karen Lanter".

Karen Lanter, MPA, CFRE, CAP  
Executive Director

**St. Louis Health Equipment Lending Program**  
**9709 Dielman Rock Island Industrial Drive**  
**St. Louis, MO 63132**

**300 Bailey Road**  
**Crystal City, MO 63019**

**314.897.HELP (4357) <https://www.stlhelp.org>**