



2-24 Viceroy Road, Vaughan, ON, L4K 2L9
905-532-9539 | 1-888-337-0611

Home Oxygen Handbook

Please contact us during our regular operating hours for deliveries and general inquiries/
concerns. Our operating hours are:

Monday – Friday 9:00am – 5:00pm (excluding holidays)

We provide after-hours support for Home Oxygen Emergencies such as equipment
failure. **Press “1”** after contacting the above number to access an after-hours
representative.

Your oxygen prescription is:

_____ With Rest

_____ With Exertion

_____ When Sleeping

Do not use more or less than the prescribed amount of oxygen that your doctor has
ordered.

OUR MISSION

Our Mission as a corporation, as professionals, and as individuals is to LEAD

- **Lead the Respiratory Healthcare Industry** by example, having achieved Accreditation Canada's Highest Service Standard designation.
- **Lead our Industry's Performance** by providing the highest quality, most appropriate respiratory equipment, education, and care.
- **Lead our Suppliers** to innovate new, different, and better technological respiratory care solutions, information, and systems.
- **Lead Healthcare Professionals** to advocate for innovation and patient empowerment in the respiratory care field.
- **Lead our Patients** toward self-empowerment as we enable them to participate in their own healthcare and to help them achieve their highest possible quality of life.
- **Lead all our Partners** to Communicate, Educate, and Advocate our Mission with every one of our partners- every patient, every doctor, every respiratory therapist, every healthcare professional, every one of our suppliers, every manufacturer. Everyone!

OUR VISION FOR OUR FUTURE

We will continue to prosper & grow as we...

- **Maintain our industry's highest service standard** as officially recognized and designated by Accreditation Canada.
- **Take individual responsibility** to maintain and enhance our leadership position within the respiratory healthcare field.
- **Build upon our tradition of innovation** by continuing to develop new, different, and better respiratory technologies.
- **Nurture our professional relationships** with healthcare providers, professional, suppliers and patients.
- **Continue to communicate our exceptional value story**- our unique, cutting-edge, patient- enabling philosophies, products, technologies, and practices.

OUR CORE VALUES

The healthcare model is constantly evolving and accordingly our organizations need to evolve. In the current paradigm, our guiding principle is to acknowledge the importance and invaluable benefits of incorporating a patient and families in making their own healthcare decisions. In other words, the clinician patient relationship is no longer a hierarchal one, but rather a relationship where everyone is equal.

We believe in...

Leading our Industry

We are leaders in the respiratory healthcare industry. We lead by example by setting performance standards far above accepted industry norms in four key areas: Innovation, Relationships, Communication, and Professionalism.

Innovation

We've achieved our leadership position, and we maintain it, with continual technological innovation. We have a long tradition of tasking manufacturers to develop new, innovative, and better healthcare equipment, technology, and solutions.

The Highest Standards of Practice

As a corporation and as individual professionals, we hold ourselves to the highest standards of professionalism in terms of ethics, accountability, service, communication, interface with the professional community, patient care, and patient empowerment. With our accreditation through Accreditation Canada, we hold ourselves accountable to the highest service standards.

Patient Empowerment

We believe our patients including their families should have a great deal of involvement and control over their healthcare. We foster patient empowerment through our extensive product and service resources and our corporate culture of 1-to-1 communications.

The Power of Meaningful Relationships

We have built an extensive network of professional relationships with both healthcare professionals and patients. With transparency and ongoing communication, we are able to foster highly successful outcomes between healthcare providers and end users of their services.

Communication

We are skilled in communicating with our stakeholders- healthcare pros and patients. We have extensive informational resources on respiratory technology and best practices, and we deliver them with regular contact and communication. Just as important, we ask questions and we listen.

YOUR RIGHTS AND RESPONSIBILITIES

The Excellent Care for All Act, 2010 states that every healthcare organization must have a declaration of values.

Complete Respiratory Care Patients' Bill of Rights and Responsibilities

The main focus of this principle includes:

- Providing patients with means of expressing their opinions, whether they are positive or negative, about their health-care experience.
- To ensure that patients and their family members are treated with respect, including respect for cultural diversity.
- Provide high quality, evidence-based care and services.
- Allowing the patients to become an active part of their healthcare and healthcare decision making.
- Provide patients with reliable and current information about their services.

Patients' Rights and Responsibilities

Every patient has the right and responsibility to...

- Be treated with courtesy and respect and in a way, that fully recognizes the patient's dignity and individuality.
- Be free from mental, emotional and physical abuse from Complete Respiratory Care staff members, service providers, organization leaders, students and volunteers.
- Be given privacy for treatment and care.
- Be kept informed of his or her treatment and proposed care plan.
- Receive care and treatment in accordance with mutually agreed upon goals set between the patient and the care team which will promote the strengths of the patient to the extent possible.
- Have treatments and therapies explained when necessary by the provider in a manner that the patient/ family member can understand.
- Expect that meetings, communications regarding care planning, goals, and changes, will take place with participation of patients and/ or family members.
- Make an informed decision about care or therapy/care; to accept or refuse consent to therapy/ care. In accordance with the law and to be informed of the consequences of giving or refusing consent to therapy/care.

- Have the opportunity to participate in decision making process and to be able to obtain a second opinion from another care provider or physician concerning their therapy/care.
- Expect timely responses to therapy/care needs.
- Have his/her lifestyle choice respected and to have the risks of these choices fully explained to him/her and family members/ substitute decision maker. The lifestyle choice should not endanger the patient, families, visitors, staff members and Complete Respiratory Care property or be considered illegal in law or in contraindicated of professional codes of conduct or Complete Respiratory Care Policies and Procedures.
- Have his/her records kept confidential according with the law and to have access to his/her record upon request.
- Designate a person to receive information concerning a significant change in health status or emergency call. This person should be notified by healthcare provider/ staff member of these significant changes.
- Recommend changes in policies or services without fear of restriction, interference, coercion, discrimination or reprisal.
- Be informed verbally and in writing upon request of any law, rule or policy affecting operation of Complete Respiratory Care and of the procedures for initiating complaints.
- Participate in patient satisfaction surveys.
- Have access upon request to Complete Respiratory Care quality indicators.
- Have information provided upon request for services available by the organization.
- Have access to rules, regulations and policies of Complete Respiratory Care upon request about the program or service provided.
- Understand and accept that other patients may require more assistance, more urgently, than oneself. One cannot always be served first.
- Observe the no smoking regulations for one's own protection and their surroundings.
- Use care of all supplies provided as if they were their own.
- Provide truthful information to appropriate Complete Respiratory Care staff members of their mental, physical and when it applies financial status. Patients are required to inform Complete Respiratory Care with any changes which may apply.
- Report promptly of anything he or she feels needs attention.
- Give staff members an opportunity to correct a complaint or grievance by speaking to them directly. If there is no satisfaction within reasonable time, write or call the supervisor/ manager.

Complete Respiratory Care staff members should allow for all patients to be advised of the above rights and responsibilities and with expectation that they will be honoured.

PRIVACY STATEMENT

Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) apply to every organization with respect to the collection, use and disclosure of personal information in commercial activities. Complete Respiratory Care is in compliance with all of the ten principles which are set out by this Act.

Accountability

We must safeguard any information about you that may be conveyed to a third-party. Consequently, we have appointed a privacy officer to ensure that we are in compliance with respect to your privacy. Furthermore, the privacy officer is charged with developing and implementing privacy policies and practices that are in line with the PIPEDA.

Identifying Purposes

We will at times be required to collect information about you. This information may either be obtained from you or acquired from a third-party. The purpose and usage of the personal information would concern any pertinent medical information about you.

Consent

We will ensure that you are notified of the purposes, use or disclosure of your personal information.

Limiting Collection

We will make certain that your personal information will not be indiscriminately collected. Additionally, you should not be deceived or misled regarding the purposes for collecting your personal information.

Limiting Use, Disclosure and Retention

We will make sure that your personal information should be held only as long as necessary to meet the stated purposes.

Accuracy

We will strive to minimize incorrect information by keeping personal information databases accurate, complete and up to date to the best of our abilities.

Safeguards

We will endeavor to safeguard your personal information databases against loss or theft. Moreover, we will endeavor to prevent unauthorized access, disclosure, copying, use or modification of your personal information, regardless of the format in which it is held.

Openness

You may request access to your personal information through a written application.

Individual Access

If requested, you may have access to your personal information and be able to correct or complete personal information records.

Challenging Compliance

We will investigate all complaints made against Complete Respiratory Care with respect to breach of privacy. Likewise, we will ensure that all appropriate measures would be taken to correct privacy policies and practices.

YOUR PERSONAL INFORMATION... IS PRIVATE INFORMATION

With the intention of properly looking after your needs as well as to serve you well, there will be circumstances where Complete Respiratory Care may require and/ or collect personal information about you.

As our patient, you have the right to be aware that Complete Respiratory Care collects, uses, and discloses your personal information. For this reason, you have the right to expect that we will safeguard your information accurately as well as confidentially.

The information that Complete Respiratory Care will need to collect includes:

- Personal demographic information (e.g. name, Ontario Health Card Number, etc.)
- Pertinent particulars about your medical history and the type of health services that you have received.
- Relevant information used toward procuring payment for the health care you are receiving.

What is more, there will be instances when we may need to disclose your information with other person(s) involved in your care. Information that may be required is not limited to the following purpose:

- To facilitate decisions about the nature of medical equipment and/or services that you require.
- To help us follow-up on apposite quality control and improvement as it relates to the services that we provide you.
- To aid in the communication with insurance companies, Ontario Ministry of Health and Long- Term Care, and/ or other bodies discharging duties on your behalf- with respect to payments of goods and services that you receive.
- To invoice for goods and services that you receive.
- To administer credit card payments.
- To collect unpaid balances.
- To support compliance with legal and regulatory requirements.

With respect to your personal information you may have the right to:

- See or access your personal health information.

- See or access your health records.
- Call for an amendment to a mistaken personal information.
- Expect that Complete Respiratory Care will not divulge any of your personal information unless sanctioned by you or mandated by law.
- File a complaint to our Area Manager/ Privacy Officer about accessing your personal information, how it is collected, stored, used or disclosed to others.

COMPLAINT PROCESS

If you have an ongoing issue with the services we provide and they are not being resolved, please submit a complaint.

- A written complaint (dated and signed) must be submitted to the Director of Operations within two weeks of an incident. The Director of Operations is located at 2-24 Viceroy Road, Vaughan, Ontario, L4K 2L9. (Tel) 905.532.9539, (Fax) 905.532.9540, or headoffice@completerespcare.com.
- The complaint must have the date and time of the alleged violation and a description of the incident.
- The Director of Operations will make a resolution decision within 21 calendar days of receipt of the written complaint and provide a written notification and explanation of the resolution. This will be provided to the complainant.
- An appeal regarding the resolution decision of the Director of Operations may be submitted to the President. Notice of such an appeal must be made in writing to the Director of Operations within 10 days of the decision.
- The decision of the President is final.
- All Complete Respiratory Care staff are made aware of the Patient Complaint Procedure. Documentation demonstrating this will be placed in the staff member's personnel file.
- Staff that is not in conflict with the situation will assist patients in filing the grievance.
- Staff will ensure that patients know who the Director of Operations is and that patients understand the Patient Complaint Procedure. Patients will also receive printed instructions about this at intake.
- Complete Respiratory Care shall maintain for at least two years records of written complaints received that include, but are not limited to, the following a copy of the complaint, documentation of the resolution of the complaint, and a copy of a letter to the patient reflecting the resolution of the complaint.

COMPLETE RESPIRATORY CARE

Patient Complaint Form

INSTRUCTIONS: Before completing this form, please review the Patient Complaint Brochure to get a better understanding of Complete Respiratory Care's Patient Complaint Policy. Please return this form to the Director of Operations.

By delivery: 2-24 Viceroy Road, Vaughan, Ontario, L4K 2L9

By email: headoffice@completecare.com

By fax: 905.532.9540

By phone: 905.532.9539

If you need assistance in completing this form, please contact our Head Office. The Director of Operations will contact you within ten (10) working days after receiving this form to better understand the complaint.

Complaints are confidential. There will be no retribution or retaliation if a patient submits a complaint.

Complaint

Date: _____ Patient Name: _____

Phone Number: _____ Email Address: _____

Mailing Address: _____

Staff Member(s): _____

Complaint:

Patient Signature

Date

GENERAL SAFETY INFORMATION

Before using your oxygen equipment, ensure that you have read and understand the equipment guides and safety instructions. We have provided summarized guides to the oxygen equipment provided to you; within this handbook. If you require more detailed information about the equipment provided to you, please contact us at 905-532-9539. Pay particular information about the hazards of the equipment. Do not let children tamper with the Oxygen equipment provided to you and do not allow any untrained person(s) to change any settings.

Fire

Oxygen itself does not burn, but most materials will burn vigorously when in the presence of Oxygen gas. Essentially, Oxygen will fuel fires. It is important that Oxygen equipment is not used anywhere near an open flame. Make sure that Oxygen is always used/ stored in well ventilated areas.

You must

- Never smoke (or let someone else smoke) within the same facilities where oxygen equipment is stored and/or used. Even when using lower oxygen flows.
- Never use the oxygen equipment near open fires or naked flames. This includes candles, open fire pits, etc.

In the Event of a Fire

- Make sure everyone is immediately evacuated from the area
- Immediately call 9-1-1, if necessary, call from a neighbors' house. Advise the emergency dispatcher, that you have Oxygen Equipment, Cylinders and/or Oxygen Liquid Vessels on the premises.
- As soon as you can, give us a call and advise us about the fire. Let us know if any oxygen equipment was involved in the fire.
- Do no use any equipment that was involved in the fire.

We strongly recommend that you install smoke detectors/ alarms on every floor of your property and carry out regular checks to ensure it remains operational

Oxygen Enrichment

Materials which become enriched with oxygen will burn very vigorously if they are ignited. This can happen even when gas is used at low settings. You can help to minimize oxygen enrichment by making sure the gas is used in a well-ventilated area.

In particular, make sure that you:

- DO NOT place your oxygen equipment near curtains or cover them with clothing or any other material objects. This will restrict air circulation and increase the oxygen concentration.
- DO NOT put your cannula or mask on the bed/ chair while the concentrator is still turned on.
- DO NOT leave the concentrator running when it is not in use.
- DO NOT use or carry a portable oxygen cylinder or concentrator under clothing.
- Always follow instructions about where to position the oxygen concentrator provided by us and when in question, call us.
- Place oxygen concentrators/ equipment in well ventilated areas. If placing equipment in close/ confined areas, keep the doors open.

Storage and Use of Equipment

Always follow the advice given to you by us about where to safely store and use your Oxygen concentrator, cylinders and/ or liquid vessels. Never leave your oxygen equipment unattended if it is switched on but not being used.

Oxygen Concentrators

- Your concentrator should be used/ stored in a well-ventilated area, away from sources of ignition.
- If there is an open flame near the concentrator, call 9-1-1 and try to turn of the concentrator if it is safe to do so.
- Never place concentrators near open flames, gas stoves, wood burning oven, heater vents or any source of heat.
- Never store your Oxygen Concentrator near curtains and never cover them with any material.

Cylinders

- Back up cylinders should be secured and stored. Cylinders should be kept in carts provided by us to prevent the cylinders from falling. Additional cylinders without carts should be stored by laying them down and positioning them where no one can trip over them. These precautions should be taken to avoid cylinders from falling over and/ or causing injury. Very important when there are small children around.
- Ensure that you store your cylinders in a well-ventilated area, which is kept clean and dry and away from any source of heat.
- Do not store any flammable materials (paint, heating gas cylinders, oils, grease, etc.) around your cylinders. Do not keep large quantities of combustible materials (paper, wood, cardboard) near your cylinder storage area.
- We do not recommend storing large numbers of cylinders all lay down as this can become a hazard.
- Never store your Oxygen Cylinder near curtains and never cover them with any material.

Liquid Systems

- Oxygen Liquid Vessels (Dewars) and the Portable Liquid Canisters must be stored upright at all times.
- Make sure you follow the instructions given by us when storing Liquid Vessels and Portable Liquid Canisters.
- Ensure that you store and use your liquid vessel in a well-ventilated area, away from sources of ignition and heat.
- Never store your Liquid Vessel near curtains and never cover them with any material.

Oils and Grease

Oils, grease and material combined with these substances are particularly hazardous in the presence of oxygen. They can ignite easily and will burn very violently in an oxygen enriched environment. It is important when handling your oxygen equipment to take extra care and ensuring that the oxygen does not come into contact with any form of oil or grease. Make sure that your hands are always clean and that you do not use oil-based creams before handling the equipment.

This includes:

- Oil based lip moisturizers
- Oil based cosmetics
- Moisturizers and barrier creams such as Sudocream
- Cradle cap oils
- Vaseline
- Baby Lotion
- Sun creams, etc.

Do not use aerosol sprays such as hair spray or deodorant while using your oxygen equipment.

If you are going to use alcohol-based hand rubs to clean your hands- make sure that the hand rub is massaged in well, particularly between your fingers. Also allow plenty of time for the alcohol to fully evaporate before handling your oxygen equipment. Your hands should be completely dry.

Transport of Cylinders and Portable Liquid Canisters

Cylinders in Cars

- Keep the car well ventilated when carrying or using portable oxygen concentrator, oxygen cylinders and/or liquid oxygen canisters. Open a window and set the ventilation to intake air from outside to ensure the car is well ventilated.
- Never smoke (or allow others to smoke) while using or carrying any oxygen equipment in the car.
- Never carry the liquid oxygen vessel (dewar- main unit) within the car.

- Whenever possible, carry your spare cylinders securely in the trunk of the car. Secure the cylinders within the trunk. For further advice give us a call.
- Keep the amount of oxygen you transport in your car to a minimum.

When using your oxygen equipment, please read the following safety information

Connecting Tubing

Carefully connect your tubing to the oxygen concentrator. Take care that any hose lying on the floor is not trapped under heavy items or allowed to kink as this will interrupt the flow of oxygen. Ensure the tubing on the floor is not a tripping hazard. For the safe use of tubing and the connector piece, please contact us.

Oxygen Flow Rate

Always use your oxygen equipment at the correct flow rate specified on your prescription. It can be dangerous to use too high or low a flow rate. To check that there is flow, place the end of the tube in a glass of water and watch for bubbles.

Oxygen Supply

Regularly check that there is an adequate supply of gas in your oxygen cylinder and liquid oxygen vessel by checking the appropriate gauges as educated by the clinician or technician. Never allow your cylinder to completely empty. Always close the cylinder valve when the oxygen supply is not in use and when the cylinder is empty. For education on how to read the gauges, give us a call.

Cleaning

Use only a clean damp cloth to clean your oxygen equipment or any associated equipment. Only use warm water. Allow the oxygen equipment to dry after wiping it down before use. Do not use any other form of cleaning agent.

Repairs

If your oxygen equipment develops a fault contact us immediately for service. Never try to repair equipment unless specifically instructed by us.

Moving Home or Changing Your Telephone Number

Please remember to advise us if you are planning to change your address or telephone number. This is critical to ensure that we maintain regular oxygen supplies and service requirements.

Holiday and Travel

Travelling with Oxygen

- We do not recommend you display stickers on the car window as this can give misleading information to the emergency services
- Remember to firmly secure cylinders to prevent injury to passengers or damage to the vehicle
- Keep cylinders in the trunk.

Transport a Concentrator

- Always keep the concentrator in the upright position and secure
- Do not lay the concentrator flat in the trunk as it can damage the mechanisms.

When Transporting Liquid Portable Oxygen Canister

- Keep the unit upright at ALL TIMES. This prevents spillage of the liquid oxygen. Unit must be securely fastened.

** NEVER transport the main Oxygen Liquid Vessel

Oxygen during a Vacation/ Holiday

You may wish to go on a vacation, either within Canada or Abroad. If you plan to go on a trip, please advise us at least 3 weeks prior to the set departure date. We will work with you and your physician to make this process as smooth as possible. There is some paperwork required specific to every airline company, which takes on average 3 business once submitted.

Home Safety Risk Assessment

Our staff members will go over a home safety assessment to ensure safe and effective oxygen therapy before the start of their services. They will explain and setup the equipment with precautions of fire safety (ex. avoidance of heat sources near oxygen therapy equipment) and they will explain the risk of smoking around the oxygen.

Our clinicians can train you on how to avoid falls from tripping over tubing. Extra tubing will be provided in the event of increased kinks or punctures due to pets biting on the tubing.

When you have questions or concerns about your home oxygen equipment and use in your home; please do not hesitate us at 905-532-9539 and a clinician can assist you with all your needs.

Fall Risk Assessment

Our staff members will conduct a Fall Risk Assessment to identify factors which could contribute to incidents of falls in your home. If there is an indication that there may be a risk for falling, measures such as those mentioned below will be discussed with you (and your family) and should be considered and implemented as appropriate.

Fall Prevention in the Home

Our staff members will observe the environment for potentially unsafe conditions and provide suggestions for assuring a safe home environment. Some measures that can reduce the risk of falling in the home include:

- Instruct the patient to wear nonskid footwear or properly fitting shoes
- Ensure that the pathway to the restroom is free of obstacles and properly lighted \
- Ensure the hallways are clear of obstacles
- Review the patient's use of, or need for, an ambulatory aide or other assistive devices
- Place assistive devices, such as walkers and canes, within a patient's reach
- Include the patient, family members, and any home care aides in the development of an individualized home safety plan
- Consider the patient's cognition and other fall risk factors when planning care
- Educate the patient and/or family members regarding a plan of care to prevent a fall in the home
- Collaborate with the patient's family to provide assistance, as needed, while maintaining the patient's independent functioning
- Recommend a sitter or companion to the patient or family to provide one-to-one observation with the patient and to maintain a safe environment
- Communicate the patient's "fall risk" status and risk factors during communication with other home care staff who may be involved with the patient's care

Tripping Hazards from Home Oxygen System

For you to be mobile in your home, you will be equipped with a stationary concentrator that will remain in one area at all times, and we provide either 25 feet and/or 50 feet extension tubing that attaches the nasal cannula to the stationary concentrator. This can be a high risk for tripping and our staff members can provide some education on how to avoid yourself from tripping over the extension tubing.

The following are examples of ways to avoid tripping that staff members at Complete Respiratory Care have used for clients and families in the past. However, we ask all clients and families to be alert when walking around the oxygen tubing. The following are some ways to avoid tripping risks:

- Keeping the concentrator where the patient is mainly situated, to avoid the length of the tube all over home.
- Have clients move the tubing towards the sides of the walls as they walk away from the stationary concentrator and when walking back towards the stationary concentrator to have the patient collect (roll) the full length of the tubing (this method is not suitable for all patients and depends on their mobility limitations).
- Staff members will usually assess how far the patient can walk within their home and reduce the excess tubing by tying it behind the main concentrator.

- The tubing is crush resistant; therefore, patients can step on them. Many times, patients fall or trip trying to avoid stepping on the extension tubing. Therefore, many times staff will tell the patient to step on the tubing deliberately to avoid tripping.
- Have patients or their family members purchase hooks that can stick on the wall and have them stick the hooks on the wall every 2-4 feet. Therefore, patients can hook the tubing onto the wall as they walk around their home. This is particularly beneficial for patient who require walkers or wheelchairs.
- Patients should also be advised to carry extra tubing in their hands at all times, to avoid injury. Example: if the tubing were to get caught around the furniture or walls and the patient is not carrying the tubing in his/her hand they may risk having their head tugged on. To avoid this, the patient can carry some slack with them.
- Place bright colored tape at 12-inch intervals along the tubing. The bright, contrasting color will alert you to the location of the tube on your floor as you move throughout your home.
- If you use a walker, crutch(es), or cane to walk, loop the tube around your ring finger. This will keep the tubing away from your feet. By holding it, you will be more aware of it as you go about your home activities.
- If you do not use a device to help you walk, hold the tube in your non-dominant hand.
- When turning to sit on furniture, toilet or tub seat, move the tube from your side to directly in front of you. You will be better able to see it as you turn, so the tube does not get tangled on the walker, cane, crutch of your feet.
- Although the Ministry of Health only pays for 1 main concentrator in the household, Complete Respiratory Care may provide a second main concentrator for patients if they are at extreme risk of tripping/ falling and all other alternative are dealt with. Needs to be approved by the Area Manager or Clinical Supervisor.

Everyone is at risk of tripping over the home oxygen tubing regardless of the mobility aid used. It is key to use the tips above to avoid tripping and falling.

Monitoring Patient Falls

To monitor falls due to tripping from the oxygen supply tubing, clients and family are asked to contact the organization if they experience a trip or fall incident while using home oxygen. Complete Respiratory Care staff members will offer follow up visits for re-educating clients and family on safe handling of the oxygen tubing. Falls should be documented on the Incident Reporting System form and actions should be documented as well.

KEEPING SAFE AND HEALTHY

To avoid the spread of germs that can make you or others sick, we ask for you to give us a call prior to your appointment with a clinician/ staff member from our organization. If it is an appointment that is mandatory, the clinician or staff member will wear appropriate protective equipment to stop the spread of germs and to keep her/ him safe. If the appointment can be rescheduled to another day, the clinician/ staff member will make this arrangement. Remember to use care while you are sick and to cough into your arm and not your hands. Clean your hands often using an alcohol-based hand rub (hand sanitizer) or washing your hands with soap and water.

INTRODUCTION TO OXYGEN

We use state of the art equipment and technologies for home oxygen therapy, which provides patients with the independence required to achieve a high quality of life. Our registered healthcare professionals setup oxygen for patients in their homes upon discharge from the hospital and/ or as prescribed by a physician. With our customized care plans, our healthcare professionals visit clients to review their status on a regular basis and according to their needs.

How does oxygen get to your blood?

Your lungs functions to bring fresh air (with oxygen content) into your body and removes carbon dioxide from your body. Only 21% of the air we breathe equates to oxygen, the rest of the air we breathe in are non-essential gases. When breathing in (inhalation); you use muscles of the rib cage and your diaphragm. Your diaphragm tightens and flattens; your lungs expand causing air to suck into your lungs. When breathing out (exhalation), your diaphragm and rib cage muscles relax, which makes the lungs push air out.

When inhaling air from your mouth and nose; the air passes through mucous membranes which warm and moisten the air and traps foreign

IMPORTANT NOTICE TO OUR PATIENTS

STOP
Stop the spread of germs that make you and others sick

Tell staff if you have a:

- Cough
- Sneeze
- Fever
- Cold
- Flu

Clean your hands with alcohol-based hand cleaner:

- when you arrive and before you leave
- after coughing or sneezing



How the lungs work

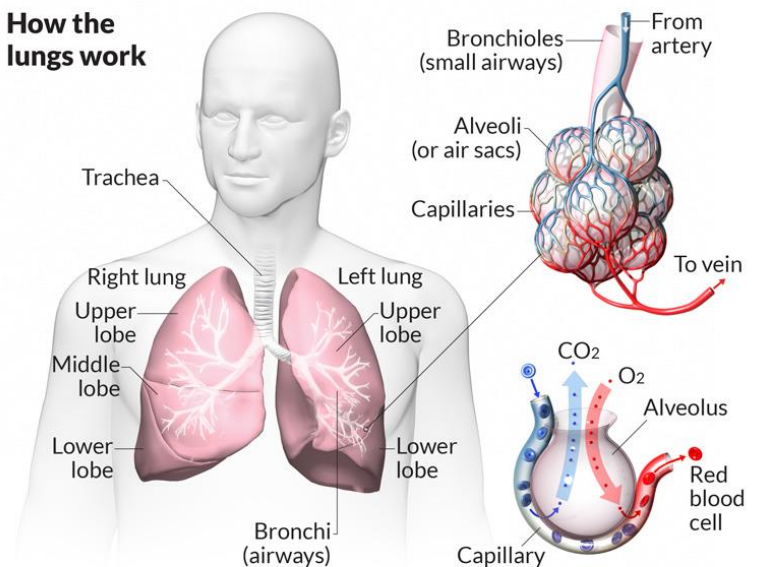


Figure 1: Lung Anatomy
(https://www.lungsandyou.com/ipf/what_is_ipf/how_lungs)

particles (example: dust). The air passes through the throat into the trachea (windpipe). The trachea subdivides into the left and right main stem bronchi. The left and right bronchi continue to divide again and again, becoming narrower and narrower.

Your airways eventually lead into alveoli's; which are small, thin air sacs that are arranged in clusters, like a bunch of balloons. When you breathe in; these alveoli expand and air rushes into them and fill these sacs like a vacuum. When breathing out, these alveoli relax and air moves out of the lungs.

Surrounded around each of the 300 million alveoli found in the lungs are tiny blood vessels. Oxygen moves across each alveoli wall into the blood that is flowing through the blood vessels. The blood picks up the oxygen and carries it throughout the body. As oxygen diffuses through the alveolar wall into the blood; carbon dioxide also diffuses through this wall from the blood to the alveoli, to be exhaled.

Referenced: <https://www.lung.ca/lung-health/lung-info/how-your-lungs-work>

OXYGEN EQUIPMENT

Stationary Oxygen Concentrator

The oxygen concentrator is a stationary electrical device which provides oxygen. It draws in room air and concentrates the oxygen. Use oxygen as prescribed by your physician. Do not use more or less than the prescribed amount of oxygen.

Operating Instructions

1. Plug the concentrator into electrical outlet (extension cord or power bars should not be used)
 - **Do not** place the unit near drapes, hot air registers, heaters, or fireplaces
 - Be certain to place the unit to ensure at least 12 inches from a wall or other obstructions
 - **Do not** place the unit in a confined area (example: closet)
2. Connect oxygen tubing to the oxygen outlet on concentrator. Attach nasal cannula or mask to the other end using a connector piece.
3. Turn unit on by depressing power switch on front of the unit. Switch it to the "I" position. A battery-operated audible alarm will loudly sound for a 5 second test to indicate a good battery and alarm (if the alarm does not sound or is weak, call Complete Respiratory Care; immediately).
4. Set the flow meter adjustment knob to the prescribed litre flow. Read the flow at eye level, looking directly at the ball on the scale. Read the ball in the middle.
5. Position the mask or cannula comfortable on your face and breathe normally.
6. Turn concentrator off when not in use.

Cleaning

1. Disconnect the power cord from electrical outlet before you clean the concentrator. DO NOT use liquid directly on the unit. DO NOT use any protection based solvents or cleaning agents.
2. Clean the concentrator and power cord only with mild household cleaner, applied with a damp cloth or sponge and then wipe them dry.
3. On a weekly basis, wash the air intake gross particle filter located on the back of your unit. Remove the filter and wash in a warm solution of soap and water. Rinse the filter out thoroughly and remove excess water with a soft absorbent towel, then replace filter.
 - If you do not have a mesh filter on the back of your unit, use a vacuum or a damp cloth to remove any dust accumulated around the air intake ports.
4. Change nasal cannula or mask as needed, as least every 2-3 weeks
5. Change tubing every 2 months or when it crimps, hardens or leaks

Troubleshooting

Problem	Probable Cause	Solution
Unit does not operate (alarm is sounding)	<ul style="list-style-type: none"> - Power cord is not connected to electrical outlet - No power from electrical outlet - Concentrator circuit breaker is activated 	<ul style="list-style-type: none"> - Check plug is secure in electrical outlet - Check power source - Press (DO NOT hold in), the circuit breaker reset button - Start using back up oxygen supply provided and contact Complete Respiratory Care at 905-532-9539
Limited Oxygen Flow	<ul style="list-style-type: none"> - Pinched, plugged, leaking tubing 	<ul style="list-style-type: none"> - Replace tubing and/ or nasal cannula - Call Complete Respiratory Care at 905-532-9539
Intermittent alarm sounds at 1-second intervals	<ul style="list-style-type: none"> - Equipment malfunction 	<ul style="list-style-type: none"> - Turn unit off and use back up oxygen supply provided and contact Complete Respiratory Care at 905-532-9539
Unit does not alarm, or weak alarm sound during start-up	<ul style="list-style-type: none"> - Weak 9V battery 	<ul style="list-style-type: none"> - Contact Complete Respiratory Care at 905-532-9539

Portable Oxygen Concentrator

Inogen OxyGo



Operating Instructions

Store the Inogen OxyGo in a well-ventilated area.

1. On/ Off

- Press on/off button once to turn “ON”
- Press and Hold for one second to turn “OFF”

2. Audible Alarm Button

- Pressing this button will toggle the OxyGo’s breath detection audible alert on and off
 - i. Default mode: when the OxyGo is powered up, the breath detection audible alert is disabled. The display’s mode indication area will show a bell icon crossed out with an X in default mode
 - ii. Breath Detection Alert Mode: the OxyGo will alert with audible and visual signals for “no breath detected” when this mode is enabled and no breath has been detected for 60 seconds. At 60 seconds, the device will enter into auto pulse mode and once another breath is detected, the device will exit auto pulse mode and deliver normally on inspiration. The display’s mode indication area will show a bell icon, flashing red light and display message when the alert is enabled
 - iii. If power is lost, breath detection alert mode resets to default mode

3. Flow Setting Control Buttons

- Use the – or + flow setting control buttons to select the setting as shown on the display. There are four settings, from 1 to 4

4. Display Backlight Button

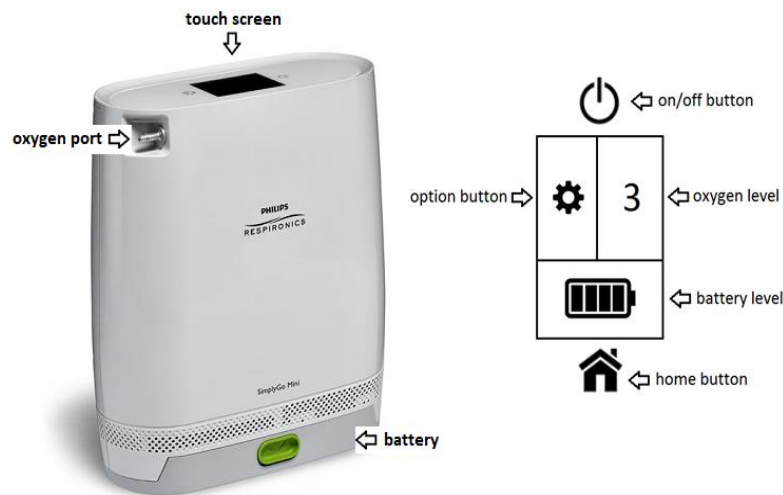
- Push on; automatically turns off after 10 seconds

User Interfaces

- **Display** - This screen displays information regarding flow setting, power status, battery life and errors
- **Indicator Lights** - A red light indicates either a change in operating status or a condition that may need response (alarm). A flashing light is higher priority than non-flashing
- **Audible Signals** - An audible signal (beep) indicates either a change in operating status or a condition that may need response (alarm). More frequent beeps indicate higher priority conditions
- **Input / Output Connections**
- **Particle Filters** - The filters must be in place at the intake end of the concentrator during operation to keep input air clean
- **Cannula Nozzle Fitting** - The nasal cannula connects to this nozzle for OxyGo output of oxygenated air
- **DC Power In** - Connection for external power from the AC power supply or DC power cable

If you hear any audible alarm and the display alerts you of a malfunction, please contact us at 905-532-9539.

Respironics SimplyGO Mini



Operating Instructions

1. Ensure your Nasal Prong is securely attached to the Oxygen Port
2. Press the On/Off Button **2 times** to turn on the machine
3. Press the Oxygen Level Button to adjust your oxygen setting
4. Press Home Button to confirm
5. Press the On/Off Button **2 times** to turn off the machine

How to Troubleshoot

1. Ensure your Nasal Prong is securely attached to the Oxygen Port
2. Ensure your battery is properly inserted
3. For any other malfunction, please call **905-532-9539**

Battery Life

	Regular Battery	Extended Battery
1LPM	4 hrs	8 hrs
2LPM	3.5 hrs	7 hrs
3LPM	3 hrs	6 hrs
4LPM	2 hrs	4 hrs
5LPM	1 hr	2 hrs

Respironics SimplyGo

Operating Instructions

- The SimplyGo system comes with one Lithium Ion Battery. Extra batteries fit easily into the zippered pouch or hand accessory bag
- Before using the SimplyGo system for the first time, the batteries require an initial uninterrupted charging time of 4 hours minimum
- Ensure one battery is always installed
- Ensure your SimplyGo system is placed in a well-ventilated location

Control Panel Display



1. **Power:** Turns the SimplyGo On and Off
2. **Alarm Silence:** Turns the audible alarm off
3. **Mode:** Selects one of the three possible operating modes
4. **Display Screen:** Shows information about the operating status of the device
5. **Plus (+)/ Minus (-):** + increases the flow setting; (-) decreases the flow setting
6. **Cannula Connector:** Oxygen output and connection point for the nasal cannula

Note: You must have nasal cannulas in your nose and unit must be turned on to receive your prescribed oxygen flow. To avoid a disruption of oxygen, route the cannula so that it is not pinched or kinked. A standard single lumen nasal cannula and tubing should be used.

To Turn on the SimplyGo

- Press the power button twice: After the first press, the display screen and the button’s backlight turn on. Press the power button a second time to place the device in operating mode. This second press helps prevent unwanted starts or inadvertent changes in oxygen flow. The introductory screen momentarily appears followed by the final operating mode screen

To Set the Mode

- Press the Mode button

Note: If the device is operating and the screen is dark, the first press activates the screen backlight. In this case, press the Mode button a second time to select the mode. Continue pressing the Mode button to scroll through the Pulse, Continuous Flow, or Sleep modes. When the desired mode appears in the display, stop pressing the button and wait. The display will return to the run time screen of the mode you selected, and the device will operate in this mode.

Pulse Mode



Continuous Flow Mode



Sleep Mode



- In the Pulse Mode, the SimplyGo detects when the user begins to take a breath, and subsequently delivers a pulsed volume of oxygen determined by the flow rate setting.

- In Continuous Flow Mode, a constant flow of oxygen is supplied based on the flow rate setting.
- When the desired mode appears in the display, stop pressing the button and wait
- The display will return to the run time screen of the mode you selected and the device will operate in this mode.

- Sleep Mode is similar to the Pulse Mode; SimplyGo detects when the user begins to take a breath and then delivers a pulsed volume of oxygen determined by the setting number
- The Sleep Mode differs from Pulse Mode in that it has a more sensitive triggering level and delivers a softer, more comfortable pulse for sleeping

		<ul style="list-style-type: none"> • If no breath is detected for a period of time, the system automatically delivers a continuous flow of oxygen at a rate consistent with the last used Continuous Flow Mode Setting.
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To Set the Flow Rate Setting

- Press the Mode button
- To set the device's flow setting, press either the + or – button
- To increase the flow setting, press the + button
- To decrease the flow setting, press the – button
- The device can be set to 1.0, 1.5, 2.0, 2.5, 3.0, 3.5, 4.0, 4.5, 5.0, 5.5, and 6.0 in Pulse or Sleep Modes and can be set to 0.5, 1.0, 1.5, and 2.0 continuous flow modes.
- Always verify the flow rate when turning on the SimplyGo

Alarm Types

- Press the Mode button
- Low oxygen purity
- No breath (“NB”)
- High Breath Rate (“MX”)
- No Flow
- Low Battery
- Depleted Battery
- Wrong Battery
- System Technical Fault

To Silence the Alarm

1. Gently touch the bell alarm symbol
2. Fix the problem. Contact Complete Respiratory Care for assistance.

Charging

- There is only one way the battery can be inserted into the SimplyGo unit. Using its handle, position the battery over the battery compartment, lower into place, and press until it snaps into place. After the battery is inserted, check to make sure the battery handle is level with or slightly below the top of the plastic case.
- Using the AC Power (and To Charge the Battery)
 1. Connect the AC power supply's output cable to the SimplyGo power input connector located on the upper right side of the unit
 2. Connect the AC power cord's connector to the AC power supply
 3. Connect the AC power cord's plug to an AC outlet

The battery is always charging whenever the SimplyGo system is connected to an AC outlet, even when in use.

*AC input 100-240VAC, 50/60Hz, 2.0A

*AC output 19 VDC 7.9A Max

- Using the DC Power
 1. Start your vehicle
 2. Connect one end of the DC Power Cord to the SimplyGo power inlet
 3. Connect the other end of the DC Power Cord to the vehicle's DC electrical outlet

If the vehicle engine is turned off and the SimplyGo system is plugged in with the DC Power Cord, the vehicles battery could be inadvertently drained

*DC power input 12-19 VDC 8.0A Max

Battery Life (based on 20 breaths/minute)

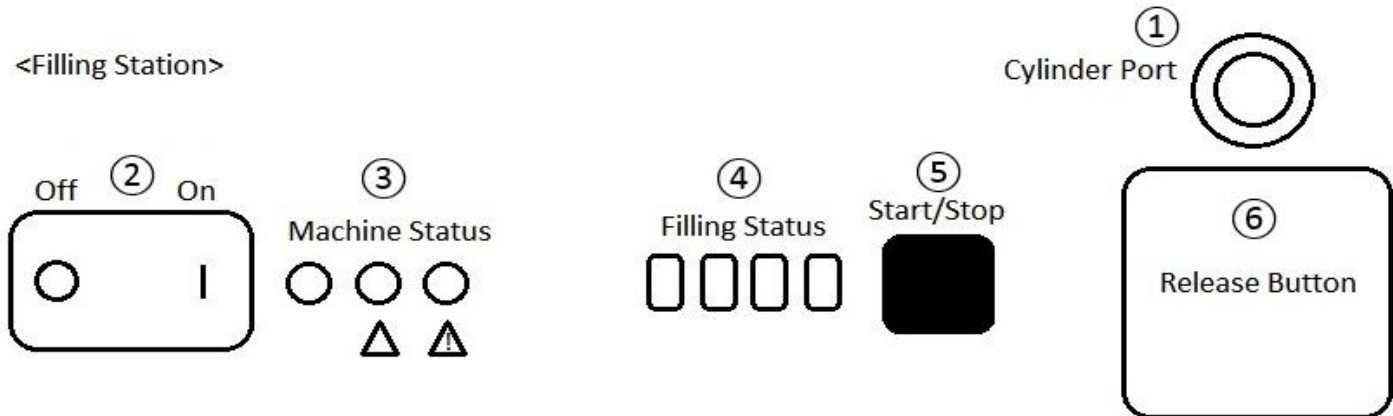
Number of Batteries	Pulse Dose Setting of 2	Continuous Flow Setting of 1LPM
1	3.7 hours	2 hours
2	7.4 hours	4 hours

Respironics UltraFill

Startup Checklist

- I. Connect the concentrator to the filling station
- II. Set the oxygen concentrator's flow below 3LPM (EverGO – Blue) or 7LPM (M10 – Grey)
- III. Turn off the UltraFill cylinder (set to “o” or “off”)

<Filling Station>



- IV. Mount the UltraFill cylinder to the cylinder port (①)
- V. Turn on the filling station (②)
- VI. Only the green light should lit up on the machine status (③)
- VII. Blue lights will lit up on the filling status (④)
- VIII. Press start/stop button (⑤) to start filling
- IX. Blue lights will start to flash (④)
- X. Once the cylinder is full, all 4 blue lights will lit up on the filling status (④)
- XI. Hold on to the cylinder and press the release button (⑥)

Troubleshooting

- When only the green light beside the power switch is on, the device is turned on and working. Oxygen pressure and purity are good; however, the device is not filling the cylinder. Verify that the cylinder is properly connected and that the start/ stop button has been pressed
- Follow steps I to XI thoroughly. If the problem or alarms persist, please contact us at 905-532-9539

Safely Transporting Your UltraFill

- Always remove the cylinder when transporting your UltraFill unit
- Either lift the unit using its two handles, or pull the device along using one handle
- Never attempt to move the UltraFill with the cylinder attached or by pushing the unit along its horizontal axis

Back-Up Emergency Oxygen Cylinder

Oxygen cylinders store gaseous oxygen under high pressure. The pressure in the cylinder when full equates to 2200 lbs per square inch. A regulator is attached to the neck of the cylinder to reduce pressure and allow the flow of oxygen to be adjusted. This oxygen cylinder is to be used in the event of a power failure or equipment malfunction.

Method of Use

1. Turn the main valve on the tank one full turn counter clockwise, using the wrench provided (2200 psi when full)
2. Adjust the flow of oxygen by turning the black knob at the side of the regulator until the indicator shows your prescribed flow.
3. Attach tubing with nasal cannula or mask to the nipple adaptor
4. Position nasal cannula or mask on face and breathe normally
5. To close cylinder, turn the flow of oxygen to “o” or “off” position and then use the wrench provided and turn clockwise to close cylinder
6. When the gauge reads 500psi, contact Complete Respiratory Care to have the cylinder replaced. If you are experiencing a **power outage**, contact Complete Respiratory Care immediately after initiating use of the back-up cylinder.

Safety Precautions

1. Store cylinder at least 5-10 feet from any flammable items
2. Turn cylinder off when not in use
3. Do not store oxygen in a closet
4. Do not use or store oxygen cylinders near electrical appliances or combustible items
5. Avoid situations which put oxygen cylinders at risk of being knocked over

How long will the cylinder last?

	Flow	Hours
E-Cylinder	1LPM	10 hours
	2LPM	5 hours
	3LPM	4 hours
	4LPM	3 hours
	5LPM	2 hours

AFTER HOURS ON-CALL TECHNICAL SUPPORT

Because you are important to us, we offer a 24- hour emergency service to help you in emergency situations. Our **regular business hours are Monday – Friday, 9:00am to 5:00pm (excluding holidays)**

If you require assistance after hours for emergency technical situations, you can contact us at the number below:

905-532-9539 or 1-888-337-0611

After the recording: PRESS 1

Clinical visits are only available during business hours. If you require a clinical visit, you may call the number above and we will schedule an appointment.

**FOR BREATHING OR OTHER HEALTH-RELATED PROBLEMS,
PLEASE CONTACT YOUR PHYSICIAN OR GO TO YOUR LOCAL
EMERGENCY DEPARTMENT.**

**IN THE EVENT OF HOSPITALIZATION OR TRAVEL PLANS, PLEASE
NOTIFY US AT YOUR EARLIEST CONVENIENCE. IF HOSPITALIZED,
PLEASE PROVIDE THE DATE OF HOSPITAL ADMISSION AND
DISCHARGE.**