



DASCO

Home Medical Equipment

Our Family Serving Yours

Oxygen Therapy

Thank you for choosing DASCO Home Medical Equipment as your oxygen provider. Oxygen therapy is for people whose bodies don't get enough oxygen from breathing regular room air, which is comprised of 21% oxygen. Oxygen must be prescribed by a physician and should not be discontinued without consulting your doctor. Your oxygen equipment is a rental and should be returned to DASCO if you move out of our service area or stop using it.

Prescription

Your doctor wants you to use your oxygen at _____ LPM

Continuous (24 hours per day)

With Exertion or as Needed

Only While Sleeping

Contact DASCO immediately if your doctor makes a change to your prescription

Ordering Oxygen Tanks and Supplies

- ❖ You may obtain oxygen tanks and supplies at your nearest DASCO office Monday through Friday, during normal business hours. Please call 24 hours in advance so the order can be prepared and processed.
- ❖ If you require a home delivery for oxygen, DASCO will permit 1 delivery per quarter. No more than 12 tanks will be delivered at that time. Please call a week in advance to schedule this delivery.
- ❖ Please contact DASCO to have your supplies (cannulas, tubing, humidifier etc) shipped, or if you have any questions or concerns regarding your oxygen equipment at **1-800-892-4044**

As a safety precaution, we recommend you do not have any more than 15 tanks in your home.

Estimated Tank Time

Continuous Flow (Standard Oxygen Regulator)

LPM	M2 (AAA)	M4 (AA)	M6 (B)	M9 (C)	M15 (D)	M24 (E)
1	0.7 hrs	1.9 hrs	2.7 hrs	4.2 hrs	7 hrs	11.3 hrs
2	0.3 hrs	1 hrs	1.4 hrs	2.2 hrs	3.6 hrs	5.7 hrs
3	0.2 hrs	0.6 hrs	0.9 hrs	1.4 hrs	2.3 hrs	3.8 hrs
4	0.2 hrs	0.5 hrs	0.7 hrs	1.1 hrs	1.8 hrs	2.8 hrs
5	0.1 hrs	0.4 hrs	0.5 hrs	0.8 hrs	1.4 hrs	2.3 hrs

Notes about Your Tanks

If you are using a conserving device, the number of breaths you take can change how long your tank will last

Temperature can have a slight effect on how long your tanks last

Pulse Flow (Conserving Device* on Pulse Setting)

Pulse	M2 (AAA)	M4 (AA)	M6 (B)	M9 (C)	M15 (D)	M24 (E)
1	2.1 hrs	5.7 hrs	8.1 hrs	12.6 hrs	21 hrs	33.9 hrs
2	0.9 hrs	3 hrs	4.2 hrs	6.6 hrs	10.8 hrs	17.1 hrs
3	0.6 hrs	1.8 hrs	2.7 hrs	4.2 hrs	6.9 hrs	11.4 hrs
4	0.6 hrs	1.5 hrs	2.1 hrs	3.3 hrs	5.4 hrs	8.4 hrs
5	0.3 hrs	1.2 hrs	1.5 hrs	2.4 hrs	4.2 hrs	6.9 hrs

When not in use, make sure your tank valve is closed properly

Change your tank when it reaches below 200 psi on the gauge

*A conserving device can make your tanks last longer. It must be prescribed by a doctor.

Things to Avoid

- Don't change your settings unless directed by your physician or a DASCO associate
- Don't use alcohol or other sedatives unless directed by your physician as they can slow your breathing
- Don't use oil based products like petroleum jelly on your lips or nostrils
- Don't smoke or allow others to smoke in the same room as your oxygen equipment
- Don't use electrical equipment or equipment that may spark within 5 feet of your oxygen equipment
- Don't use flammable products around your oxygen (cleaning fluid, paint thinner, extension cords, aerosol sprays, alcohol based products, products that contain ether, etc...)
- Don't use oil or grease near or on your oxygen equipment and do not use your oxygen equipment with oil or grease on you
- Don't use more than 50 feet of tubing with your cannula
- Don't leave oxygen on when not in use
- Don't store oxygen in a confined area, such as a closet or trunk
- Don't allow an untrained person to handle, adjust, repair, or replace any part of your oxygen equipment
- Don't place your concentrator against a wall, furniture, curtains or anything that could occlude the filter or prevent air from circulating around it
- Don't place oxygen near any heat
- Don't abuse or neglect your equipment, it could void your warranty and/or result in additional charges not covered by insurance
- Don't hook your oxygen up to other equipment, such as a CPAP machine, without notifying first DASCO

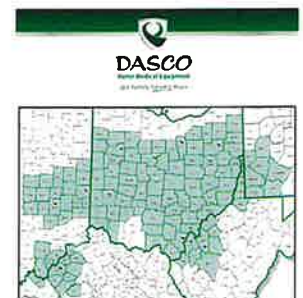
Things to Do

- Do let DASCO know immediately if your doctor changes your prescription
- Do order tanks before you run out completely
- Do use water based lubricants
- Do post "no smoking" signs in your home and in doors and windows facing outside your home to notify those who enter and emergency personnel that oxygen equipment is in the home
- Do keep a working smoke detector and fire extinguisher in your home
- Do have an emergency evacuation plan
- Do keep tubing from getting kinked, cut, covered, or hidden
- Do keep your tanks secured in a cart, stand, belted, roped, or keep them lying down
- Do contact your electric company and fire department to let them know you have oxygen equipment in the home
- Do contact DASCO if you have a change of insurance or address
- Do prevent the spread of germs and avoid illness by following these **infection control guidelines**:
 - Change your nasal cannulas and tubing regularly
 - Washing your hands often
 - Covering your nose or mouth with a tissue when you cough or sneeze
 - Avoid touching your eyes, nose, or mouth
 - Avoid close contact with sick people
 - Avoid contact with others when you are sick
 - If an outbreak of flu or other illness occurs, follow the advice of the public health office
- Do follow up with your doctor regarding your respiratory condition and oxygen therapy at least once a year
- Do respond to DASCO's calls and/or letters timely to ensure continued service and insurance coverage

Traveling with Oxygen

Please notify us at least 2 weeks in advance if you plan to travel outside of our service area.

If you leave the service area without prior notification, we may not be able to assist you in making arrangements for tank refills or equipment maintenance.



Thank you for choosing DASCO Home Medical Equipment
For questions, maintenance, or supplies call 1-800-892-4044

Oxygen Concentrator

An oxygen concentrator takes in room air and converts it into more pure oxygen. This process does not reduce the rest of the oxygen in the room. Whenever possible, you should use your oxygen concentrator and conserve your tanks. Your oxygen concentrator has wheels to make it mobile within your home.

How to use your oxygen concentrator:

1. Plug it into a properly grounded outlet

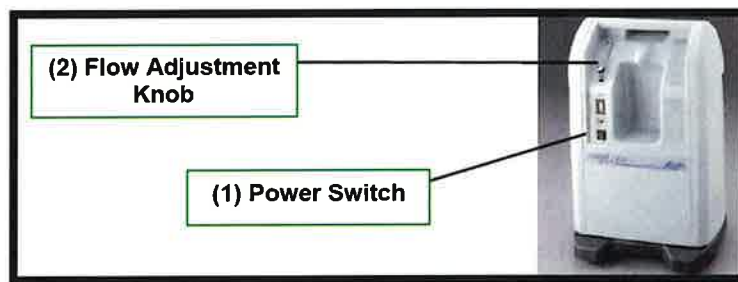
- Do not use an extension cord, an outlet connected to a wall switch, or a multi-plug adapter

2. Turn the power switch to on

- The concentrator will alarm for a few seconds – this is normal

3. Turn the flow adjuster knob to your prescribed liters per minute (or LPM)

- The indicator ball should be centered on the line



Concentrator Cleaning and Maintenance

- ✓ Clean your filters once a week by rinsing with tap water and squeezing dry with a clean towel (replace immediately – do not use your concentrator without the filter for longer than it takes to clean it)
- ✓ Wipe the outside of your concentrator with a damp cloth periodically
- ✓ We will notify you when your yearly maintenance is due

What to do if your concentrator alarms

- Check the power cord is plugged in
- Make sure your concentrator is not plugged into a power strip or outlet connected to a wall switch
- Check for kinks in the tubing
- Check the humidifier bottle (if applicable) is not overfilled and that the lid is properly threaded
- Make sure your concentrator is getting enough air and is not up against the wall, furniture, or curtains
- Turn off the concentrator, wait 60 seconds, and then turn it on again (remember it will alarm when you turn it on for a few seconds)

If you cannot get your concentrator to function or if there is a power failure, immediately start using your portable oxygen, and contact DASC0 at **1-800-892-4044**.

Portable Oxygen Tanks

Oxygen tanks are used during power failures or when you are out of reach of your concentrator. Be sure to keep some full oxygen tanks on hand at all times for emergencies. Order more tanks before running out.

How to use your oxygen tanks:

1. Remove the plastic wrapper on the post valve (nozzle) of the tank
2. Make sure the washer is on the regulator (1)
3. Place the regulator on the tank, aligning the pegs to the holes to ensure a proper fit
4. Tighten the "T" bolt firmly (2)
5. Using the plastic cylinder wrench (key), slowly open the tank by turning it counter-clockwise 1 full turn*
6. Pressure gauge will indicate the amount in the tank (3)
7. Turn the flow adjustment knob (4) to your prescribed setting
8. Attach cannula tubing and place comfortably in your nose
9. To turn the tank off, use the plastic cylinder wrench (key) to turn the valve clockwise tightly
10. The pressure gauge (3) will drop to zero
11. Turn the flow knob to "off"
12. To remove the conserving device or regulator, turn the "T" bolt (2) until it allows the regulator or conserving device to come free from the tank

*If the tank makes a loud hissing noise when opened, close the tank and repeat steps 1-4.



Humidifier Bottle

Humidifier bottles are optional. They can be used with your oxygen concentrator to reduce drying of the nasal passages. Humidifier bottles cannot be used tanks. Humidifier bottles are the leading cause of service calls. They require great care to eliminate equipment malfunctions and avoid infections caused by bacteria.

Tips for properly using and maintaining your humidifier bottle:

- ✓ Empty, rinse, and refill your humidifier bottle daily after washing your hands
- ✓ Distilled water is recommended
- ✓ Do not overfill (keep the water level between the minimum and maximum line)
- ✓ Be careful not to cross-thread the lid or inlet connector to the concentrator (this is easy to do)
- ✓ Wash the bottle weekly using mild dish soap, rinse well
- ✓ For deep cleaning, submerge in equal parts vinegar and water for 40 minutes, rinsing well before using

DELIVERIES: Please anticipate your oxygen needs for the next 3 months and place your order in advance. All delivery pricing applies to routine, quarterly office hour deliveries only. Additional fees may apply on nights, weekends, and holidays.

LIMITED WARRANTY: Goods are being selected by you or are prescribed by a physician. They are not being manufactured by us, the supplier, therefore, we have no expressed warranty on the goods being furnished beyond the description of the goods contained herein. In no event shall we, the supplier, be liable for damages in connection with the consumer's use of the product. Implied warranties, including any warranty of merchantability or fitness for a particular purpose are excluded to the extent permitted by law. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitations of incidental or consequential damages so the above may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

MEDICARE EQUIPMENT & ALL PAYOR EQUIPMENT UNDER WARRANTY: Products sold or rented by DASCO or supplier may carry a manufacturer's warranty. DASCO or supplier will notify all beneficiaries of warranty coverage and we will honor all warranties under applicable law. DASCO or supplier will repair or replace, free of charge, Medicare-covered equipment that is under warranty. Owner manuals are available online at www.goDASCO.com or upon request.

RETURN POLICY: All sales are final 30 days after receipt of purchase. We cannot accept return of any used sale items, any opened supplies, or any items considered personal in nature.

PRIVACY NOTICE: DASCO Privacy Notice is posted at www.goDASCO.com or a copy is available upon request.

YOUR RIGHTS:

- 1. ACCESS TO HEALTH CARE SERVICES:**
You have the right to equal access to any medically appropriate service provided by this company without regard to race, creed, gender, age, handicap, psychosocial condition, spirituality, personal values and beliefs. You have the right to have your privacy, safety, and security respected, the right to be free of pain as a result of treatment or equipment use, and the right of being free of abuse.
- 2. INFORMED CONSENT:**
We encourage you to participate in all decisions regarding your care. You have the right to complete information regarding your diagnosis and treatment plan and will not be subjected to any treatment without your voluntary competent consent. You have the right to receive this information in a manner that you can understand. If there is a language or other communication barrier, we will attempt to provide an interpreter or other communication device to assist in our mutual understanding of one another.
- 3. REFUSAL OF SERVICE:**
You have every right to refuse treatment. However, you also have the right to be informed of the possible risks involved in such a refusal and assume responsibilities for any consequences.
- 4. RESPECT:**
You have the right to be treated with dignity and respect and to have your cultural or ethnic preferences addressed. We also feel that you deserve to be treated courteously under all conditions and circumstances.
- 5. CUSTOMER CONFIDENTIALITY:**
It is our policy to maintain strict confidentiality in regards to all customer information. Privacy concerning your care is a fundamental right. Your information will only be released for treatment, payment, and health care operations. DASCO or supplier may record phone calls for quality assurance purposes.
- 6. BILLING:**
You have the right to expect care, accuracy and attention to details when it comes to processing your bill. You have the right to be informed of charges for our services and of our policies regarding payment for services.
- 7. CONTINUITY OF CARE:**
You have the right to receive required services in a timely manner. If, for some reason, we are unable to meet your needs, you will be promptly informed and referred to alternate services.
- 8. COMPLAINTS:**
You have the right to voice concerns, to complain when our services do not meet your expectations and to expect solution of your complaint or problem without discrimination, coercion, reprisal or unreasonable interruption of services. To register a complaint, please call or write: DASCO Home Medical Equipment Company, 375 N. West Street, Westerville, OH 43082. Attn: Privacy Officer 800-892-4044. DASCO or supplier is accredited by The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. 630-792-5800
- 9. CAPPED RENTAL ITEMS:**
DASCO or supplier does accept and follow all capped rental guidelines. Medicare will pay a monthly rental fee for a period not to exceed 13 months, after which ownership of the equipment is transferred to the Medicare beneficiary. After ownership of the equipment is transferred to the Medicare beneficiary, it is the beneficiary's responsibility to arrange for any required equipment service or repair. Examples of this type of equipment include: Hospital beds, wheelchairs, alternating pressure pads, nebulizers, suction pumps, CPAP devices, patient lifts and trapeze bars. If item is not available for rent you may opt for an alternative provider. Equipment in this category can be purchased or rented; however, the total amount paid for monthly rentals can not exceed the fee schedule purchase amount. Examples of this type of equipment include: canes, walkers, crutches, commodes, and seat lift mechanisms.

YOUR RESPONSIBILITIES:

- 1. INFORMATION:**
Provide DASCO or supplier with complete & accurate information regarding your health, communicable infections, insurance and demographics. DASCO or supplier is to be notified immediately of any changes or updates to the items listed.
- 2. COMPLIANCE:**
Follow the treatment plan, as ordered by your physician and consent to the proposed care plan. If you do not understand the treatment plan, it is your responsibility to let us know. Insurance does not cover non-compliance and equipment not being used. Contact DASCO or supplier when equipment is no longer being used at 1-800-892-4044.
- 3. EQUIPMENT:**
You agree to use the products as instructed. Any damage to the equipment placed in your care becomes your responsibility, beyond the normal wear and tear. This includes but is not limited to bug infestations, water damage, fire and theft.
- 4. DELIVERY & SERVICE CALLS:**
Be at home for scheduled deliveries or service calls.
- 5. RESPECT:**
You are responsible for respecting the rights of those professionals providing your service, care and billing. Disrespectful language and actions are not tolerated.
- 6. IN PATIENT:**
Report hospital or nursing home admissions DASCO or supplier immediately so billing may be adjusted.
- 7. FINANCIAL:**
You are responsible for:
 - a. Payment of all co-pays, deductibles and claims not paid by your insurance company
 - b. You will be charged a \$20.00 NSF fee for any returned check.
 - c. If your account is not paid in a timely manner, further collection action including interest, late charges, credit reporting and equipment repossession may occur.
 - d. Questions regarding your insurance coverage should be directed to your insurance company. Questions regarding your DASCO or supplier invoice should be directed to our billing dept. at 855-564-9014.
- 8. INSURANCE:**
 - a. Medical documentation and testing are often required for insurance coverage. It is your responsibility to respond in a timely manner to any necessary requests to avoid insurance denials and full financial burden.
 - b. Your insurance company has the right to rent or purchase the equipment. Medicare beneficiaries may have the option of choosing depending on the equipment.
 - c. Notify DASCO or supplier with any insurance updates, changes and terminations.
- 9. UNINTENDED CONSEQUENCES:**
You are responsible for accepting the unintended consequences of not following safety guidelines, equipment directions or your plan of care.

MEDICARE SUPPLIER STANDARDS

The products and/or services provided to you by DASCO HME or supplier are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g. honoring warranties and hours of operation). The full text of these standards can be obtained at <http://eclfr.gpoaccess.gov>. An abbreviated version may be found at www.goDASCO.com. Upon request we will furnish you a written copy of the standards.