



-Where Service Comes First-
A CHAP Certified Company

Arizona Medical Equipment & Supply LLC

P.O. Box 305, Glendale, AZ 85311-0305

www.azmeds.net

Phone: 623-266-7255 / 928-771-9228

Fax: 623-266-7254 / 928-771-0376

DATE: ___/___/___

YOUR PRESCRIPTION & RECERTIFICATION REQUIREMENTS FOR SUPPLEMENTAL OXYGEN

Patient/Caregiver Name _____

Your doctor has prescribed your oxygen to be used in the following manner:

_____ liters per minute (LPM) during normal activity.

_____ liters per minute (LPM) with sleep.

_____ liters per minute (LPM) when **exercising**.

_____ liters per minute (LPM) continuously.

Please be advised that lack of supplemental oxygen, as prescribed, can result in diminished amount of oxygen reaching the organs and tissues of the body, preventing them from functioning properly. This can cause many undesirable effects including but not limited to decreased ability to exercise, difficulty breathing, fatigue, confusion and loss of memory.

The only true way to determine if you require supplemental oxygen is to see your Doctor. Your Doctor will measure the amount of oxygen in your blood and evaluate your medical condition to determine the appropriate need for supplemental oxygen.

Most insurance(s) require recertification for continued medical need of prescribed supplemental oxygen.

Please make sure to visit your physician for recertification as per the Group mentioned below:

_____ **Group I:** If you qualified under Group 1, you must contact your physician between 10–12th month of initial date of set-up so your physician can establish the medical need for continued oxygen use beyond the 12th month.

_____ **Group II:** If you qualified under Group II, you must contact your physician between 61st and 90th day of initial date of set-up so your physician can establish the medical need for continued oxygen use beyond the 3rd month.

Never change your oxygen flow rate without the specific approval of your doctor. If your doctor changes your oxygen flow rate or hours of use, notify AMES. It is also important to notify AMES if you change doctors, address, phone number(s) or insurance(s).

Failure to take action as required can lead to financial consequences such as loss of insurance coverage and monthly rental payment for all equipment & accessories in your possession up to date of recertification or equipment return, as applicable.

YOUR OXYGEN CONCENTRATOR

An oxygen concentrator is an electrically operated device that draws in room air, separates the oxygen from the other gases in the air and delivers the concentrated oxygen to you. At 2 liters per minute, the air that you receive from your concentrator is more than 90% oxygen.

Oxygen concentrators are available in different sizes and models. However, all models have the same basic parts: a **power switch** to turn the unit on and off, a **flow selector** that regulates the amount of oxygen you receive, an **alarm system** that alerts you if the power is interrupted and, if recommended, a **humidifier bottle**. The oxygen is delivered to you through a nasal cannula. The tubing on the cannula is attached to the outlet on the unit. Sometimes, an extra length of tubing may be provided. This will allow you to move a farther distance from your concentrator.

OPERATING YOUR OXYGEN CONCENTRATOR

The following step-by-step instructions will help you operate your oxygen concentrator.

Step 1: Check the number of prongs on the plug of your concentrator. Follow the corresponding instructions for the appropriate number of prongs.

For Two-Prong Plugs:

- Do not use an extension cord with the concentrator.
- Do not plug the concentrator into an outlet that has other major appliances plugged into it.

For Three-Prong Plugs:

Use these instructions ONLY if you are sure that your outlet is grounded. **If your outlet is not grounded, or if you are unsure, contact an electrician. Using an ungrounded outlet could result in a fire hazard or shock.**

- Do not use an extension cord with the concentrator.
- Do not plug the concentrator into an outlet that has other major appliances plugged into it.
- If your outlet is not a 3-prong, you may need to use a plug adapter.
- When using a plug adapter, connect the ground screw.

Step 2: Attach water bottle to the concentrator outlet and attach oxygen tubing to the nipple outlet.

Step 3: If a humidifier bottle is recommended, attach



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a bottle that is filled with distilled water up to max line.

- Center the threaded cap on the humidifier bottle under on the concentrator.
- Turn the cap on the humidifier bottle until it is tightly screwed onto the outlet tube.
- Turn top fly screw for tightness to prevent oxygen leakage.

Step 4: Turn machine ON. The alarm will sound for a few seconds until the proper pressure is reached.

Step 5: Adjust oxygen flow rate by turning liter control knob until flow is at the prescribed number.

FLOWMETER WITH LITER TUBE:

Adjust the liter control knob until the middle of the indicator ball is at the prescribed number.

- Your doctor has prescribed the oxygen flow rate for you.
- Never change this liter flow without instructions from your doctor.

Step 6: Fit the nasal cannula to your face so that it is comfortable.

- Insert the two prongs of the cannula into your nostrils. Make sure the prongs face upward and curve into your nostrils.
- Slide the tubing over and behind each ear.
- Adjust the tubing to fit comfortably under your chin by sliding the adjuster upward. Be careful not to adjust it too tightly.

Step 7: You should use your concentrator for the number of hours each day that your doctor has prescribed. When you have finished using your oxygen, you should:

- Remove the nasal cannula.
- Turn OFF the machine.

CLEANING AND MAINTENANCE PROCEDURES

Oxygen systems require very little cleaning. The only item that requires cleaning on your concentrator is the external filter and the cabinet. The cabinet can be wiped with a damp cloth.

All cleaning must be done in a clean environment.

Cleaning and decontamination of respiratory therapy equipment in the home is of major concern. To prevent equipment contamination, a simple but effective cleaning procedure must be carried out on a routine basis. Do all cleaning and disinfecting in a clean environment. Avoid doing it after vacuuming, under an open window, or in dusty, dirty, smoky areas.

CARE OF YOUR HUMIDIFIER BOTTLE

If you are using a humidifier bottle with your oxygen

concentrator, you will need to check the water level in the jar frequently. When the water runs low or the bubbling stops, you need to refill the jar. **You should use your back up oxygen system while refilling and cleaning your humidifier bottle.**

Refilling the Humidifier Bottle

Step 1: Turn the oxygen concentrator OFF.

Step 2: Unscrew the jar from the humidifier bottle lid.

Step 3: Discard any water remaining in the jar.

Step 4: Rinse bottle under a strong stream of warm tap water. Allow water to run for three minutes before rinsing. Shake off the excess water.

Step 5: Refill the jar with distilled water to the max fill line. **DO NOT OVERFILL THE BOTTLE.** Too much water in the bottle will cause water to collect in your oxygen tubing and may even run back into concentrator.

Step 6: *Screw the water bottle back on the humidifier bottle tightly.* Be certain the jar is screwed on straight. Cross threading will cause oxygen to escape out of the lid of the jar.

WEEKLY CLEANING AND DISINFECTION

It is very important to clean your humidifier bottle to prevent infection. The following procedure should be done weekly.

Step 1: Turn the oxygen concentrator OFF.

Step 2: Remove the humidifier bottle.

Step 3: Wash the entire humidifier bottle in a solution of dish liquid and warm water.

Step 4: Rinse the bottle thoroughly. Shake off excess water.

Step 5: Mix one part white vinegar and three parts water. Soak for 20 minutes in the solution.

Step 6: Rinse bottle in warm tap water. Allow water to run for three minutes before rinsing.

Step 7: Shake bottle to dry.

Step 8: Discard vinegar solution

Step 9: Replace your humidifier bottle as instructed

CARE OF YOUR OXYGEN TUBING

Minimal care is required of your oxygen tubing and nasal cannula. We recommend that once or twice during the day, you remove the cannula and wipe it clean with a damp cloth. You should discard and replace your nasal cannula every two weeks. Discard and replace your tubing every 90 days. Do not use alcohol or oil-based products on or near your cannula.

Occasionally, if you are using a humidifier bottle, moisture may accumulate inside your oxygen tubing. If this becomes uncomfortable, you should try the following procedure:

Step 1: Remove the humidifier bottle from the outlet



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tube on the concentrator.

Step 2: Remove the oxygen tubing from the humidifier bottle and attach it to the nipple adapter.

Step 3: Allow the oxygen to run directly through the tubing. Within a few minutes the tubing will be dry.

Step 4: When tubing is dry, disconnect it, reconnect the humidifier bottle to the concentrator and re-attach the oxygen tubing to the humidifier bottle.

Step 6: Recheck the liter flow gauge to make sure the oxygen is flowing at the prescribed level.

SAFETY PRECAUTIONS

Oxygen is very safe to use when you create the proper conditions. Oxygen will not explode or burn, but it will cause anything that is burning to burn hotter and faster. By using the following safety rules, you will create a very safe environment when you use your oxygen.

HEAT

Store oxygen equipment at least 10 feet away from open flames, space heaters, large windows or any source of heat.

GREASE

Never grease or oil your oxygen equipment. Keep equipment and tubing away from all flammable materials such as oil, grease, Vaseline, hair lubricants, hand lotions and aerosol sprays.

SMOKING



Do not permit smoking in the same room as your oxygen equipment. Place NO SMOKING signs on all exterior doors of your residence and also on the door to the room where you will be using your oxygen. It is possible for you to be in a large room, such as a restaurant, where smoking is permitted as long as no lighted smoking materials are within ten feet of your equipment. Ask to sit in the non-smoking section of the restaurant.

STORAGE

Do not store your concentrator unit in a small storage area such as a closet. The extra heat generated by your concentrator could damage the unit and other materials in your storage area.

CONCENTRATOR PLACEMENT

Keep the concentrator at least 12 to 18 inches away from drapes, bedspreads, walls or any other item that might block the inlet ports. If the concentrator is too noisy, place it in an adjacent room.

WATER BLOCKING OXYGEN TUBING

Occasionally your oxygen tubing may become blocked by water. This can be caused by overfilling your humidifier bottle or from your tubing lying on a cold floor.

If using a humidifier bottle:

Step 1: Remove the cannula from your face and place prongs in a container to collect the water.

Step 2: Remove the humidifier bottle.

Step 3: Increase your oxygen flow to MAXIMUM. The high flow rate will evaporate the water in the tubing.

Step 4: Return your oxygen flow to its prescribed setting.

Step 5: Reattach your humidifier bottle.

Step 6: Reattach cannula to humidifier bottle.

Step 7: If moisture continues to accumulate, contact your local provider for a water trap.

If NOT using a humidifier bottle:

Step 1: Remove your oxygen cannula from your face and place the cannula prongs in a container to catch the water.

Step 2: Increase your oxygen flow to its maximum level and allow the high flow of oxygen to evaporate the accumulated moisture, or to purge the water from the cannula.

Step 3: Return your oxygen flow to its prescribed setting.

Step 4: Reattach your cannula to your nose and ears.

FACE CREAMS/HAIR DRYER/ELECTRIC RAZOR

Never use oil-based creams, a hair dryer or electric razor. It is possible, in certain conditions, that the combination of oxygen, oil-based face creams and a spark from an electric appliance could ignite and cause burns to your face. Always use water-based cosmetics or creams.

FURNITURE POLISH

Clean the concentrator surface with a damp cloth.

Never use wax, spray or furniture polish.

EXTENSION CORD

Do not use an extension cord with the concentrator.

ELECTRICAL OUTLET

Never plug the concentrator into an outlet that is being used to power other major appliances. Do not use an "octopus" adapter with your concentrator.



COOKING SAFEGUARDS

It is best to use a microwave oven or make other arrangements but if you must cook, you can:



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Step 1: Secure the cannula over the ears and behind the head instead of under the chin.

Step 2: Secure oxygen tubing to the side of your clothing at the waist with a large safety pin. This method will keep the oxygen tubing away from the source of heat.

NOTE: Do not bend down close to the burner.

MAINTENANCE & SERVICE (M&S)

Your concentrator is due for routine/general M&S (inspection, changing filters, cleaning, and calibration) service every 6-months. Just as you are responsible for your health, you must schedule M&S by calling 623 266-7255 or 928 771-9228 semi-annually to ensure you receive the therapy prescribed by your doctor.

TRAVEL TIPS

Early planning and careful preparation are the keys to an enjoyable trip. The following tips should help you plan and prepare for any trip:

- Contact your doctor to make sure your proposed trip is medically safe and obtain a copy of your prescription.
- If driving to your destination, we recommend carrying your stationary concentrator for oxygen at night.
- Contact AMES at least four weeks before your trip for assistance with your concentrator, getting a portable unit or oxygen tanks along your driving route or at your final destination.
- Have cash available to pay for portable concentrators and or oxygen refills.

If traveling by CAR/RV:



- Remind passengers not to smoke in the car.
- Securely fasten tanks.
- Keep one window partially open.
- Do not store oxygen in the trunk of your car.
- Do not store oxygen in an area where the temperature will reach 120 degrees Fahrenheit.
- In a recreational vehicle, do not store gas near an open flame.

If traveling by BUS/TRAIN/SHIP:



- Contact the reservation office for specific information about the use of oxygen and special accommodations.
- Most companies require at least four weeks' notice if you are going to be using oxygen on your trip.

If traveling by AIRPLANE:



- We require at least **four weeks**' notice if you are

- going to be using portable concentrator on your trip.
- Ask your doctor what flow rate to use during your trip including your flight if using a pulse dose device.
- **CHECK WITH YOUR AIRLINE IN ADVANCE FOR EXTRA BATTERIES OR ANY SPECIAL REQUIREMENTS FOR OXYGEN CLIENTS**
- Request a direct flight if available.
- Make sure you have enough battery power that will last twice the duration of your flight.
- Most airlines require you to use their oxygen on the plane.

Using a Portable Oxygen Concentrator (POC)

- **Your POC may operate in pulse mode. Ask your doctor what flow rate to use if using the device in pulse mode.**
- It is very important to set your device to your prescribed level of oxygen flow. Do not increase or decrease your flow rate from your prescribed level until you first consult with your physician.
- When a POC is turned on, the device may automatically start at the flow rate setting used when the device was last turned off. As a precaution, each time you start the unit, verify the flow setting.
- **No Breath Alarm:** The POC device may alarm when a breath is not detected for approximately 2 minutes (120 seconds). If no breath is detected check the connection from the cannula to the device. Make sure the nasal cannula is properly positioned on your face and that you are breathing through your nose. Make sure the cannula tubing is not kinked or obstructed.
- **Use of Head Bands:** Should you start breathing from your mouth while asleep, the No Breath Alarm may sound. While using a pulse dose POC the use of a head band around your chin and head is recommended to help prevent mouth breathing.
- For detailed instructions and troubleshooting tips with the POC please refer to the User Manual provided at the time of setup. Read and understand it completely before operating the device. The POC provided has been tested thoroughly by a qualified technician. The company (AMES) takes no responsibility or liability for any malfunction caused during its operation.



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TROUBLESHOOTING TIPS

No oxygen seems to be flowing from your system

PROBABLE CAUSE Cannula or nipple adapter not connected tightly. Place the end of your cannula in a small glass of water and look for a steady flow of bubbles. If you can see the bubbles, your oxygen system is working properly. If you can't see any bubbles coming from both cannula prongs or if the bubbles have decreased in volume, check to see that the cannula is connected tightly to your oxygen system and that the nipple adapter is screwed on tightly.

Water blocking Oxygen Tubing

PROBABLE CAUSE Overfilling your humidifier bottle or tubing lying on a cold floor. You should use your backup oxygen system while attending to water in your tubing (see above for instructions).

Unable to Dial Prescribed Flow Rate - PROBABLE CAUSE- OBSTRUCTION

Obstructed humidifier bottle: Disconnect humidifier bottle. If flow is restored, replace with new humidifier bottle or use nipple adapter. **Obstruction in tubing:** Disconnect tubing. If flow rate is restored, replace with new tubing. **Obstruction in cannula:** Disconnect cannula from tubing. If proper flow rate is restored, replace cannula.

Unit overheated

PROBABLE CAUSE Check to see that unit is not obstructed by drapes, bedspread, wall, etc. Check to see that filters are clean. Turn unit off and go to your backup system for 30 minutes while your device cools off. Restart concentrator.

____ Initials **Power interrupt Alarm:** Power outage alarm will sound if there is a power interruption. No LEDs will be illuminated. If this happens, either the unit is not connected to the power outlet or the power outlet is not working or there may be a power outage. Try connecting to another grounded outlet. If condition persists, use your portable/ back-up oxygen until power returns. (You may turn concentrator OFF until power returns.)

____ Initials **Low oxygen alarm:** Yellow LED & Blinking Red Light. This alarm will sound if the concentrator is producing a less than adequate oxygen percentage. If this happens, turn off the concentrator, connect to your portable/ back-up oxygen and call us at 928-771-9228 or at 623-266-7255 any-time of the day or night. (24/7/365). We will trouble shoot, and exchange the concentrator if needed.

____ Initials **System Malfunction:** Red LED illuminated. If this happens, immediately turn off the device, wait for 5 minutes and then restart. If it happens again, turn off the concentrator, connect to your portable/ back-up oxygen and call us at 928-771-9228 or at 623-266-7255 any-time of the day or night. (24/7/365). We will trouble shoot, and exchange the concentrator if needed.

____ Initials **System Malfunction:** All 3 LEDs illuminated. If this happens, turn off the concentrator, connect to your portable/ back-up oxygen and call us at 928-771-9228 or at 623-266-7255 any-time of the day or night. (24/7/365). We will trouble shoot, and exchange the concentrator if needed.

____ Initials **Daily:** If using a humidifier bottle, clean with warm soapy water then rinse thoroughly and re-use. **Weekly:** soak in a solution of 3 parts water one-part white vinegar, for about 20 minutes, then rinse well and re-use.

____ Initials **Bi-Annually:** Call for M&S _____ Initials **Bi-Monthly:** Change cannula

____ Initials **NO SMOKING POLICY & SIGNAGE:** MUST FOLLOW & keep posted at a prominent location

____ Initials **Back-up Oxygen:** Portable/ back-up oxygen is provided which should be used as and when necessary, including, but not limited to, during power outages, equipment maintenance, replacement or malfunction.

____ Initials **Back-up Oxygen Refusal:** Client understands benefits of backup emergency tanks but refuses delivery and releases AMES, its officers and staff from any claims arising due to non-availability of back-up emergency tanks.

____ Initials **POC User Manual:** Client takes complete responsibility and agrees to operate device as per physician's prescribed settings, User Manual instructions provided. Client releases AMES, its officers and staff from any claims arising due to any change in settings or any malfunction of the device.

____ Initials **RX & RECERTIFICATION:** Client agrees to use supplemental oxygen as prescribed and visit their physician based on qualifying Group requirements mentioned herein for re-evaluation. Failure to do so renders client liable for any related health consequences and all charges related to equipment & accessories up to date of recertification or equipment return, as applicable.

My signature below is a confirmation that I have read and understood the oxygen handling tips and any other relevant instructions, materials, documents, terms & conditions or agreements included herewith my setup. Failure to comply with stated requirements will null and void any implied or expressed coverage making me responsible for all charges. Furthermore, I agree to hold Arizona Medical Equipment & Supply, LLC its officers and staff as well as the prescribing physician harmless of any consequences and liability arising out of such issues as mentioned herein.

Patient/Caregiver Signature _____ Date _____