

Welcome Guide

Better Nights. Brighter Days.



Welcome to sleeptech!

Dear Valued Patient,

Welcome to sleeptech, where your comfort and health are our top priorities.

I'm Brady Nelson, President of sleeptech, and I'm thrilled that you've chosen us for your sleep therapy needs. At sleeptech, we understand the importance of a good night's sleep and are dedicated to ensuring you receive the best possible care and support.

Our team, including our dedicated respiratory therapists and sleep technologists are committed to making your journey to better sleep not just a treatment, but a transformative experience. We believe that proper sleep is foundational to a healthy and vibrant life, and we are here to support you every step of the way.

In the initial days of your therapy, expect a call from us. We want to ensure that your treatment is comfortable and effective, and we're here to answer any questions you might have. If you have any concerns before or after our scheduled calls, please don't hesitate to reach out to us. We are here for you!

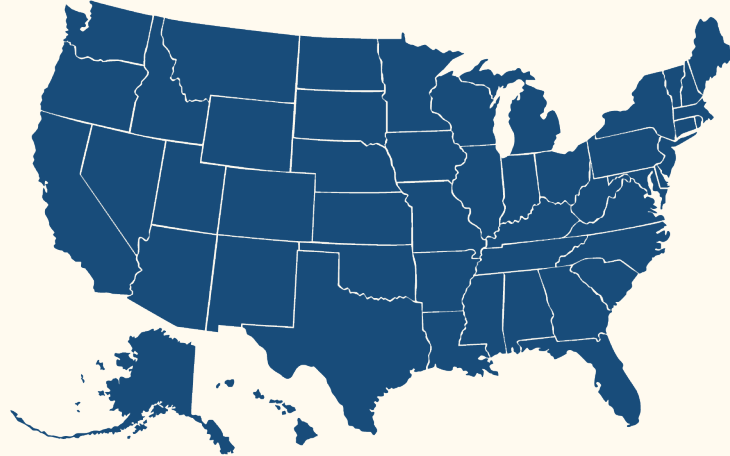
You can contact us Monday through Friday, from 8:30 am to 5:00 pm and can reach a member of our team at 503-496-5239. For your convenience, our website offers the ability to order supplies, email us after hours, and access a wealth of information about your treatment. Visit us at: sleeptechnologies.com.

Thank you once again for choosing sleeptech. We look forward to supporting you in achieving long-term benefits from your sleep therapy.

Best,

*Brady Nelson RRT
President, sleeptech*

sleeptech takes pride in offering comprehensive care
services across the United States



Find your nearest service provider:
sleeptechnologies.com/pages/contact-us

phone: 503-496-5239 | fax: 503-343-6554

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General Information

Navigating a new service provider can often come with questions. To ease any uncertainties, here's an overview to provide clarity on what to expect from sleeptech. Please keep this information handy for future reference, and don't hesitate to reach out if you have any questions or concerns.

We're here to help!



Equipment Options: Renting Vs. Purchasing

When it comes to selecting your equipment, sleeptech offers flexibility between renting and purchasing options, catering to your preferences and needs.

Renting Option

For most insurance plans, including Medicare, oxygen equipment rentals last 36 months, with a 24-month maintenance period afterward (billed every 6 months). Replacement equipment is eligible after 5 years, at which time billing resumes. CPAPs and similar equipment typically rent for 13 months, after which ownership transfers to you. For capped rental items under Medicare, the rental period is covered for up to 13 months before ownership transfers, making future maintenance or repairs your responsibility. Please contact sleeptech during business hours to schedule any service.

Purchasing Option

Applies to "Inexpensive and Routinely Purchased Items." For these items (excluding oxygen), you have the option to purchase outright. If purchased, you'll handle any future service or repairs, and acknowledge that some equipment is designated by Medicare as capped rental or IRP-eligible. sleeptech's policy is to provide such items for purchase only. If you prefer to rent, you'll need to obtain it from another supplier.

Returns

Eligible items can be exchanged or refunded within 30 days with your receipt, if they are in new condition and in the original packaging. Undergarments, oxygen, disposable supplies and custom-made equipment can't be returned unless they are defective. Refunds are at management's discretion.

We always accept the return of an item that is substandard (less than full quality) or unsuitable (not right for you when it was fitted and rented or sold), whatever its condition.

Warranty and service

We honor all manufacturer and applicable warranties on the equipment we sell or rent. We tell Medicare patients what is covered under warranty, and warranty repairs or replacements are free. You get the owner's manual when one is available. Out-of-warranty repairs on purchased equipment are charged at standard parts and labor rates.

We maintain, repair or replace rented equipment at no charge.

To start a return, exchange or repair, call 503-496-5239 or email info@sleeptechtechnologies.com.

Change of Status

Your well-being is paramount to us. Please promptly inform us of any changes that may affect your care, such as insurance, hospital admission, safety concerns, or prescription adjustments. Additionally, keep us updated on changes in your contact information or if you no longer require equipment. We're here to ensure your continued comfort and safety.

Liability Waiver

sleeptech is not responsible for any property that is lost, damaged, stolen, stored, or transported in connection with the equipment. The patient assumes full responsibility for these risks, agreeing to hold sleeptech harmless and indemnify it, along with its agents, officers, and employees, against any claims, damages, or liabilities arising from use of the equipment, except in cases of fault, gross negligence, or willful misconduct by sleeptech. The patient may be charged for the repair or replacement up to the equipment's retail value if returned damaged or not returned by the specified date.

Authorization and Consent for Care & Service

By signing at appointment, the patient confirms understanding of the service options provided by sleeptech. They accept all terms, conditions, and agreements outlined here and authorize sleeptech to provide the specified equipment and supplies under the direction of the prescribing physician.

Auto-Shipping of Quarterly Supplies

For commercial insurance and cash customers only (excluding Medicare and federal plans), quarterly resupplies for my device will be shipped automatically. I may cancel at any time.

Patient/Caregiver Education

sleeptech has provided instructions on proper equipment use, warranty details, patient rights, rent/purchase options, compliance requirements, and HIPAA information.

Home Assessment & Plan of Care

The patient will review and sign a plan of care at time of appointment. The prescription's purpose, equipment use, and how to contact sleeptech, acknowledging any safety or health needs will be identified during the assessment

AutoPAY Enrollment and Financial Policies

Enrollment in AutoPAY

Your signature on the acknowledgment receipt form authorizes sleeptech to enroll you in our AutoPAY feature. This facilitates convenient payment of your patient responsibility portions, ensuring peace of mind as you receive the care you need. Before receiving products, we require a form of payment on file to address any balances not covered by your insurance, including future months' patient portions of rental charges.

Payment Options

We offer various secure payment options, including Visa, Mastercard, American Express, and Discover card, ensuring your information is securely stored through our PCI compliant merchant processor.

Billing Process

Medical equipment is typically provided on a Capped Rental basis, with bills submitted to your insurance company monthly for rental charges. While we strive to provide accurate estimates, please note that your patient responsibility portion may differ after insurance claim processing.

Insurance Billing

sleeptech will bill insurance as a courtesy, provided the insurance information is current and accurate. It is the patient's responsibility to update any changes. For accounts past due over 90 days, sleeptech may refer the balance to a collection agency.

Coinsurance & Deductibles

Applicable co-insurance and deductibles are due at the time of service. Final balances may be billed after insurance adjudication.

Returned Check Policy

If a check is returned for insufficient funds, the patient will be charged the original amount plus a \$50 service fee.

Assignment of Benefits

The patient authorizes the release of necessary information to process insurance claims, with payments made directly to sleeptech.

Non-Payment

If collection or legal actions are required for overdue balances, patient is responsible for all related fees, including late fees, collection charges, and court costs. If referred to a collection agency, you will work directly with that agency on payment.

Advance Directive Overview

Advance Directives

Advance directives are crucial documents that empower competent patients to dictate their future healthcare decisions if they're unable to participate directly in medical choices. These documents, like living wills and durable powers of attorney, are honored by sleeptech if provided in writing. While we support your decision to create an advance directive, we recommend consulting your attorney, physician, or local hospital for assistance, as sleeptech employees cannot aid in their formulation. It's important to note that our services are not dependent on whether you have advance directives in place or not.

Understanding Healthcare Surrogate Designation

A healthcare surrogate designation appoints someone you trust to make medical decisions on your behalf if you're unable to. Consider naming an alternate surrogate and share your wishes with them. Provide copies to your healthcare team and legal advisors.

To the privacy policy:

Your text messaging opt-in data, including your phone number and consent, will remain private and will not be shared with any third parties without your explicit consent, except as required by law.

To the terms and conditions:

By opting in to receive text messages, you agree to receive messages regarding appointment reminders, order alerts, account notifications, and other related updates. Messaging frequency may vary based on the services you use. Message and data rates may apply. You can opt out at any time by texting "STOP." For assistance, text "HELP" or visit our website at <https://sleeptechnologies.com/>. For our Privacy Policy, visit <https://sleeptechnologies.com/pages/privacypolicy>

FAQ's

What are my refill procedures?

- For equipment rental supplies like oxygen cannulas, give us a call to drop by our office or request delivery.
- Need non-rental supplies like CPAP masks? Just let us know, and we'll arrange the refill.
- We'll send reminders for resupply, but your approval is essential before delivery, which typically takes up to 14 days.

How do I request more oxygen?

- Need oxygen cylinders? Give us at least 48 hours' notice or call ahead and swing by our office for pickup.
- We've got specific delivery schedules to ensure you get your oxygen contents on time.

What if I need help after hours?

- Emergencies can happen anytime. That's why we're on call 24/7.
- Reach out for immediate help with equipment issues outside regular hours, though routine deliveries happen during business hours only.

How do I pay for equipment costs?

- A yearly doctor's consultation and prescription are essential.
- Proper documentation in your medical records is vital for insurance coverage, especially with Medicare's strict requirements.
- Some equipment, like oxygen and PAP therapy, requires follow-up appointments.

What do I need from my Physician?

- Upfront payments may be needed for equipment and supplies, or we'll bill your insurance.
- Contact your insurance provider for exact cost details, and provide payment info for deductibles or co-payments.

What does Medicare cover?

- Under Original Medicare, oxygen equipment rental is covered for up to 36 months, with continued supply or up to 5 years.
- Maintenance visits are included, and after 5 years, equipment upkeep becomes your responsibility.
- Coverage details may vary for Medicare Advantage or private insurance plans; check with your provider for specifics.

Patient rights and responsibilities

As a sleeptech patient, you have the right to:

- Be fully informed in advance about the care and services we will provide, including which staff provide them, how often we will see or contact you, and any change to your plan of care.
- Be told in advance what you will owe, before we provide equipment or services.
- Know what services we provide and the limits of those services.
- Take part in planning your care and in any later changes to it.
- Refuse care or treatment after the consequences of refusing have been fully explained to you.
- Be informed of your rights under state law to make an advance directive, if applicable.
- Have your property and person treated with respect, consideration and recognition of your dignity and individuality.
- Identify any staff member who visits you, by proper identification.
- Be free from mistreatment, neglect, and verbal, mental, sexual and physical abuse, including injuries of unknown source, and from misappropriation of your property.
- Voice complaints about your treatment or care, or a lack of respect for your property, and recommend changes in our policies, staff or services, without restraint, interference, coercion, discrimination or reprisal.
- Have your complaints about care that is (or fails to be) provided, or about a lack of respect for your property, investigated.
- Confidentiality and privacy of everything in your patient record, including your protected health information.
- Be told our policies on disclosing your clinical records.
- Choose your healthcare provider, including your doctor or other prescriber.
- Receive appropriate care without discrimination, in line with your prescriber's orders.
- Be told of any financial benefit to the referring party when you are referred to us.
- See and get a copy of your records on request.
- Receive equipment that meets the manufacturer's specifications and is covered by its warranty.
- Receive our billing and collection policy at setup, and an itemized statement for any balance you owe.
- Have any pending transfer of your care to another provider discussed with you in advance.
- Be fully informed of your responsibilities as a patient.

If a court has found you unable to make your own decisions, the person appointed to act for you exercises these rights. Otherwise, a legal representative you have named under state law may exercise them to the extent state law allows.

Your responsibilities

- Give us accurate information about your health, your insurance and your prescriber.
- Tell us promptly about any change in your address, phone number, insurance, prescription or medical condition, or a hospital stay.
- Use the equipment as instructed, follow your prescriber's orders, and ask us when something isn't clear.
- Look after rental equipment and return it in good condition when the rental ends. You may be charged for damage beyond normal wear, or for equipment that is lost or not returned.
- Report any equipment problem or malfunction to us right away, and give us reasonable access to repair or service it.
- Pay any amount you owe on time. Equipment that is not paid for may be picked up.
- Treat our staff with respect.

Rental equipment stays the property of sleeptech unless it is purchased, and rental terms renew month to month. We may decline to provide services if your home or the situation is unsafe for our staff or for you.

Notice of privacy practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Effective date: 3 October 2026

This notice covers every location of Sleep Technologies Ltd. (sleeptech) and Foothills Medical Supply, LLC:

- sleeptech Clackamas, 8440 SE Sunnybrook Blvd, Suite 208, Clackamas, OR 97015
- sleeptech Portland, 1585 SW Marlow Ave, Suite 110, Portland, OR 97225
- sleeptech Vancouver, 9300 NE Vancouver Mall Dr, Suite 203, Vancouver, WA 98662
- Foothills Medical Supply, 200 Hawthorne Ave SE, Suite A-130, Salem, OR 97301

All locations: 503-496-5239.

Our duties

The law requires us to keep your health information private, to give you this notice of our legal duties and privacy practices, to follow the notice currently in effect, and to tell you if a breach compromises the privacy or security of your unsecured health information.

How we may use and share your health information

Treatment. We share your information with your doctor, sleep lab and other providers involved in your care. For example, we send your CPAP usage data to the prescriber who ordered your therapy, and we ask your doctor's office for the orders and documents your therapy requires.

Payment. We use your information to bill Medicare, Medicaid (including the Oregon Health Plan and Washington Apple Health), your insurance company, or you. This includes checking eligibility, getting prior authorizations and appealing denied claims.

Health care operations. We use your information to run our business responsibly, for example quality review, accreditation surveys, staff training and compliance audits.

Resupply reminders and care messages. We may contact you by phone, mail, text or email to tell you replacement supplies are due, to schedule a delivery or pickup, to check on your equipment, or to tell you about products and services related to your current therapy. Tell us how you prefer to be contacted, or ask us to stop, at any time.

People involved in your care. With your agreement, or if you are present and don't object, we may share relevant information with a family member, caregiver or other person involved in your care or in paying for it. If you can't agree, we share only what we judge to be in your best interest and directly relevant, such as confirming a delivery with someone at your home.

As required or permitted by law. We may use or share your information without your authorization when the law requires or permits it, including: reports required by law; public health activities such as reporting a defective device; reporting suspected abuse, neglect or domestic violence; health oversight such as Medicare audits; court orders and lawful subpoenas; limited law enforcement purposes; coroners, medical examiners and funeral directors; preventing a serious threat to health or safety; workers' compensation; and specialized government functions.

Business associates. We share information with companies that do work for us, such as billing and collections, customer service and resupply calls, information systems, shipping and document destruction. Each one signs a written agreement to protect your information as the law requires, and to bind its own subcontractors to the same standard.

Uses that need your written authorization

We will not do any of the following without your signed authorization:

- Use or share your information for marketing. Routine messages about your current therapy and supplies are not marketing.
- Sell your health information.
- Share psychotherapy notes. We don't create or keep them.
- Any other use or disclosure not described in this notice.

You can revoke an authorization in writing at any time, except where we have already acted on it.

Your rights

See and get a copy of your records. You can inspect and get a copy of the health and billing records we keep about you, on paper or electronically. Ask any staff member or write to our Privacy Officer. We respond within 30 days and may charge a reasonable, cost-based fee as federal and state law allow.

Ask us to correct your record. If you think information in your record is wrong or incomplete, you can ask us in writing to amend it. If we deny the request, we'll tell you why in writing and you can file a statement of disagreement.

Get a list of disclosures. You can ask for a list of certain disclosures we made in the past six years, other than for treatment, payment, operations or ones you authorized. The first list in any 12-month period is free.

Ask us to limit what we use or share. We don't have to agree to every request. But if you pay for an item or service in full, out of pocket, and ask us not to share it with your health plan, we must agree unless the law requires the disclosure.

Ask for confidential communications. You can ask us to contact you in a specific way or at a specific place, for example only at one phone number or address. We will accommodate all reasonable requests.

Get a paper copy of this notice. You can ask for one at any time, even if you agreed to receive it electronically. It is also posted at each location and on our website.

Be told about a breach. We will notify you if a breach compromises the privacy or security of your unsecured health information.

Choose someone to act for you. Your legal guardian, health care power of attorney, or the executor or administrator of your estate may exercise your rights. We verify their authority before acting.

Oregon and Washington residents

Oregon law (ORS 192.553 to 192.581) and Washington law (chapter 70.02 RCW) give extra protection to health information, including rules for certain sensitive information and, in Washington, timelines and fee limits for record requests. Where state law protects your information more than federal law, we follow state law.

Changes to this notice

We may change this notice and our privacy practices. Changes apply to information we already hold as well as new information. The current notice, with its effective date, is posted at each location and on our website, and copies are available on request.

Complaints and questions

If you believe your privacy rights have been violated, you can complain to us or to the U.S. Department of Health and Human Services, Office for Civil Rights. **We will not retaliate against you in any way for filing a complaint.**

- **Our Privacy Officer:** Privacy Officer, sleeptech, 8440 SE Sunnybrook Blvd, Suite 208, Clackamas, OR 97015, 503-496-5239, info@sleeptechtechnologies.com
- **U.S. HHS Office for Civil Rights:** 200 Independence Avenue SW, Washington, DC 20201, 1-800-368-1019 (TDD 1-800-537-7697), hhs.gov/ocr/complaints

We ask you to sign an acknowledgment that you received this notice at setup or with your first delivery. Your care doesn't depend on whether you sign it.

Medicare DMEPOS supplier standards

Every supplier of durable medical equipment, prosthetics, orthotics and supplies (DMEPOS) must meet these standards to obtain and keep its Medicare billing privileges. This is a plain-language summary. The full text is 42 CFR 424.57(c), at [ecfr.gov](https://www.ecfr.gov).

1. Operates its business and furnishes Medicare-covered items in compliance with all applicable federal and state licensure and regulatory requirements, including accessibility for people with disabilities.
2. Provides complete and accurate information on its Medicare enrollment application, and reports any change to CMS within 30 days.
3. Has its enrollment application signed by a person whose signature binds the supplier.
4. Fills orders from its own inventory or by contracting with other companies, and does not contract with any entity excluded from Medicare, any state health care program, or any other federal procurement or non-procurement program.
5. Tells beneficiaries they may rent or purchase inexpensive or routinely purchased durable medical equipment, and about the purchase option for capped rental equipment.
6. Honors all warranties under state law, does not charge the beneficiary or Medicare to repair or replace items covered under warranty, and tells beneficiaries about warranty coverage.
7. Maintains a physical facility on an appropriate site: accessible to the public, staffed during posted hours, with a permanent visible sign, posted hours, and space to store business records.
8. Permits CMS or its agents to conduct on-site inspections.
9. Maintains a primary business telephone at the practice location, listed under the business name. A cell phone, beeper or pager cannot be the primary line, and calls to it cannot be forwarded only to one.
10. Carries comprehensive liability insurance of at least \$300,000 covering its place of business and all customers and employees.
11. Does not telephone a beneficiary about a Medicare-covered item unless the beneficiary gave written permission, the call is to coordinate delivery of an item already furnished, or the supplier has furnished a covered item to the beneficiary in the past 15 months.
12. Is responsible for delivering Medicare-covered items, keeps proof of delivery, and documents that the beneficiary was told how to use the item safely and effectively.
13. Answers questions and responds to complaints about items it sold or rented, refers Medicare questions to the right Medicare contractor, and documents those contacts.
14. Maintains, repairs or replaces at no charge the Medicare-covered items it rents to beneficiaries, directly or through a service contract. The item must work as intended afterwards.
15. Accepts returns of substandard items (less than full quality) and unsuitable items (inappropriate for the beneficiary when fitted and rented or sold).
16. Gives each beneficiary it supplies with a Medicare-covered item a copy of these standards.
17. Discloses its ownership and control information as required by 42 CFR 420.206.
18. Does not convey or reassign its supplier number.
19. Has a complaint resolution protocol for complaints about these standards, and keeps written complaints, related correspondence and notes of actions taken.
20. Keeps a record of every written and oral complaint: the beneficiary's name, address, telephone and Medicare number, a summary of the complaint, the date received, who received it, and what was done to resolve it.
21. Provides CMS, on request, any information the Medicare statute and regulations require.
22. Meets the DMEPOS quality standards and is accredited by a CMS-approved accreditation organization. Every location is separately accredited, and the accreditation names the specific products and services the supplier bills.
23. Notifies its accreditation organization when it opens a new location.
24. Is surveyed and reaccredited at least once every 12 months.
25. Discloses all its products and services at enrollment, and notifies its accreditation organization of any new product line so it can be surveyed and accredited for it.
26. Meets the surety bond requirements of 42 CFR 424.57(d).
27. Obtains oxygen from a state-licensed oxygen supplier, where the state requires oxygen licensure.
28. Maintains ordering and referring documentation as required by 42 CFR 424.516(f).
29. Does not share a practice location with any other Medicare supplier or provider, except as the regulation allows.
30. Is open to the public at least 30 hours a week, except as the regulation allows.

Compliance

In order for insurance to pay for your CPAP/BiPAP therapy, certain requirements *must* be met:

1. **Equipment Use:** Adherence to therapy is define as:
 - Use of CPAP/BIPAP for at least 4 hours per night, on 70% of nights during a consecutive thirty (30) day period anytime during the first three (3) months of initial usage.
2. **Follow-up Visit:** It is required to have a follow up visit with your treating physician **AFTER** starting therapy. *This follow up visit must take place between:*
 - 31-90 days if you are a CPAP user, or
 - 61-90 days if you are a BiPap user
3. **Ongoing compliance during rental period**
4. **Annual physician visit is required for renewal of prescription for ongoing PAP supplies.**



90-day resupply guide

sleeptech

Applies to all insurances including Medicare

Full Face Masks



Mask Frame + Cushion
(A7030)



Full Face Cushion
(A7031)



**Heated Tube (A4604) or
Standard Tube (A7037)**



Disposable Filters
(A7038)

+



Headgear
(A7035)



Water Chamber
(A7046)



**Non-Disposable
Filter (A7039)**



Chinstrap
(A7036)

Every 90 Days

Every 6 months

Nasal Masks



Mask Frame + Cushion
(A7034)



Nasal Cushion
(A7032)



**Heated Tube (A4604) or
Standard Tube (A7037)**



Disposable Filters
(A7038)

+



Headgear
(A7035)



Water Chamber
(A7046)



**Non-Disposable
Filter (A7039)**



Chinstrap
(A7036)

Every 90 Days

Every 6 months

Nasal Pillows



Mask Frame + Cushion
(A7034)



Nasal Pillow Cushion
(A7033)



**Heated Tube (A4604) or
Standard Tube (A7037)**



Disposable Filters
(A7038)

+



Headgear
(A7035)



Water Chamber
(A7046)



**Non-Disposable
Filter (A7039)**



Chinstrap
(A7036)

Every 90 Days

Every 6 months

Equipment Instructions

Oxygen

Using the Concentrator:

- Plug the concentrator directly into a 115V wall outlet. Avoid using extension cords.
- Fill the humidifier jar with distilled water, refilling as needed and emptying any leftover water before refilling.
- Attach the humidifier jar to the concentrator's oxygen outlet or tubing connector.
- Connect the nasal cannula to the humidifier jar and position it on the face securely.
- Turn on the concentrator power switch. An alarm will briefly sound as pressure is reached.
- Adjust the liter flow using the rotary knob or flow tube to the prescribed level.
- Follow the prescribed liter flow carefully. More is not always better. Promptly inform us of any prescription changes.
- Use the concentrator for the recommended daily duration and follow your physician's instructions regarding oxygen usage.

Cylinder with Regulator or Conserving Device Use:

- Turn the valve on the tank counterclockwise to open it.
- Adjust the liter flow using the regulator/conserving device to the prescribed level.
- Place the nasal cannula on the face following the same instructions as for the concentrator.
- Use the prescribed liter flow carefully. More is not always better.
- Use the cylinder for the recommended daily duration and engage in prescribed activities.

Safety Guidelines:

- Display "No Smoking" signs prominently in your home.
- Keep concentrator and cylinders away from flammable materials like Vaseline, Chapstick, and aerosols.
- Position the concentrator in a well-ventilated area, not in a closet.
- Ensure concentrator and cylinders are at least 15 feet away from heat sources and open flames.
- Avoid generating sparks near oxygen equipment.
- Maintain a distance of at least 6 feet between your oxygen source and electrical appliances.
- Ensure all electrical equipment is properly grounded.
- Never cover or drape anything over cylinders.
- Avoid transporting oxygen in the trunk of your car.
- Keep cylinders lying flat on the floor unless secured in a stand or cart.
- Equip your home with smoke detectors and fire extinguishers.
- Test smoke detectors regularly and replace batteries annually.
- Continued smoking while oxygen is in use may result in discharge from our service due to safety concerns.
- Patients using oxygen equipment should refrain from smoking in the room where oxygen is stored or has been used, for at least 30 minutes. This applies to all smoking devices, including cigarettes, e-cigarettes, vaping devices, cigars, and pipes.
- Electronic cigarettes pose a potential ignition risk when exposed to oxygen; therefore, it's advised to avoid using e-cigarettes during oxygen therapy.

Troubleshooting:

- Alarm Sounds:
 - Use backup oxygen supply.
 - Ensure the plug is securely in the outlet.
 - Check circuit breakers/fuses for integrity.
 - Verify the concentrator circuit breaker (reset button) is functional.
- No Oxygen Flowing from Nasal Cannula:
 - Utilize backup oxygen supply.
 - Check for secure tubing connection.
 - Ensure the humidifier jar on the concentrator is properly attached.
 - Confirm the nasal cannula tubing is dry.
 - Check for any kinks or obstructions in the nasal cannula tubing.
 - Look for bubbles in the concentrator's humidifier jar or test the nasal cannula in a glass of water.
 - Inspect for any blockage in the concentrator's inlet filter.
 - Verify the fill level on the cylinder.
 - Ensure the cylinder is turned on.
 - Confirm the liter flow setting is not set to "0" or "off".

Traveling with Oxygen

Patients planning to travel outside our service area will receive a copy of their prescription. Without a prescription, obtaining oxygen services from another supplier won't be possible. Simply call the sleeptech number provided on the website at least 4 weeks before your travel. Failure to make appropriate arrangements in advance may lead to difficulties in obtaining your oxygen and supplies during travel.

Depending on your insurance plan, you may bear full or partial responsibility for payment of your traveling oxygen services. When traveling with oxygen cylinders and equipment provided by sleeptech, they cannot be exchanged for equipment or cylinders from another company.

CPAP Information

At your appointment with our sleeptech team, we'll provide a comprehensive overview of your CPAP machine and its usage. If you have any further inquiries regarding equipment setup, safety guidelines, or resolving any issues, please refer to the Instructional Manual included with your machine. Alternatively, feel free to reach out to us directly for assistance.

CPAP Classes

At sleeptech, we are dedicated to providing a warm and welcoming experience for our patients. We now offer group classes for patients being set up with CPAP and fitted for their masks. In a small group setting, our clinician will assist multiple patients simultaneously, ensuring everyone is comfortable with their CPAP equipment, properly fitted with their masks, and fully informed. This setting also fosters a sense of community among CPAP users. Participation in these group classes is optional; however, unless you specifically request an individual appointment, you may be scheduled for a group class.

Aerosol

Setting Up Your Aerosol Equipment:

1. Position the Aerosol compressor on a stable surface.
2. Assemble the nebulizer kit and connect the tubing.

Using Your Aerosol Equipment:

1. Plug the compressor into a grounded outlet.
2. Add medication to the nebulizer and connect the tubing.
3. Switch on the compressor to start misting.
4. Inhale slowly until medication is depleted, then switch off the compressor.



Air10



ResMed has been experiencing supply constraints with sourcing cellular access module (CAM) boards for Air10 devices due to a global chip shortage. These CAM boards enable our Air10 devices to communicate wirelessly via cellular technology. When a device comes in that is no longer communicating wirelessly because of a faulty CAM board, we may be unable to repair or replace it because of the shortage in parts.

Our Solution

Our number one goal is to get devices back into the hands of patients. As a result, if a device with a CAM board issue comes in for repair, ResMed will repair the device to a fully functioning state, excluding the CAM board, and send it back to customers with an SD card. Devices will continue to function and provide therapy as expected regardless of CAM board status, as wireless connectivity does not affect therapy delivery.

In Warranty Vs. Out of warranty

- If a device with a CAM board failure is under warranty, give us a call or stop by our office and we will repair all warranty-covered issues and return it with an SD card.
- This may be done immediately in person, or be sent away to be repaired.
- If the device is out of warranty, and has only a CAM board issue, we will return it with an SD card at no charge to the customer.
- If an out-of-warranty device has multiple issues, we will send a repair estimate to fix any issues we find, with the exception of the CAM board, and will still include an SD card at no charge. You may receive a temporary device for up to one (1) month, until insurance makes a decision.
- They may choose to repair the device, or allow you to keep the rental.

We understand this solution may not be ideal or accepted by all customers and we will have an escalation process in place as a next step.

Removing the SD card

SD cards are an alternative way for therapy data to be transferred from the device to care providers. Care providers may ask patients to send the SD card by mail or bring it in. Here's how to remove the SD card:

1. Open the SD card cover.
2. Push in the SD card to release it.
3. Remove the SD card from the device.
4. Place the SD card in the protective folder and send it back to the care provider.

For more information about the SD card, refer to the SD card protective folder provided with your device. These instructions can also be found on page 10 of the ResMed AirSense 10 User Guide or AirCurve 10 User Guide.

We understand that this will likely cause some disruption and are working closely with our customer care team to proactively contact all customers who are pending a CAM board repair on one or more devices.

Cleaning Schedule

Oxygen

Weekly

- Check and clean the vacuum air inlet filter (if needed)
- Wash humidifier jar in warm, soapy water or soak it in a vinegar-water mixture for at least 30 minutes.
- Wipe concentrator, cylinder, and regulator using a clean, damp cloth with water only. Avoid spraying substances onto equipment.

CPAP Machines

Daily

- Wipe mask with wash cloth or CPAP specific wipes (no alcohol, bleach, oils & no antimicrobial wipes) rinse well with fresh water and air dry.
- Cushion can be washed with mild soap daily if desired.

Weekly

- Wash mask, headgear, tubing and humidifier chamber.
- Check filter and replace every 2 weeks, or when discolored.
- Use mild dish soap that does not contain any lotion and rinse all equipment well. Lay out or hang to air dry (not in direct sunlight).
- Do not use alcohol or bleach to clean equipment.
- Philips Respironics® humidifier chamber can be washed in the top shelf of the dishwasher.

Monthly

- For home sterilization: Soak mask, tubing and humidifier tray in 1-part white vinegar with 3-parts water for 30 minutes, then rinse well and air dry.

Emergency/Disaster Preparedness

Disasters and emergencies are unpredictable events that can strike at any moment. Being proactive and preparing for these situations can significantly improve your ability to manage them effectively. Consider the following tips to ensure you and your family are well prepared for potential emergencies.

Be Informed:

- Stay tuned to all available news stations on your radio.
- Regularly check weather forecasts for updates.

Emergency Contact Information:

- Designate someone to check on you during emergencies.
- Establish an evacuation route and alternatives.
- Assign a communication contact for your extended family.
- Keep a list of emergency phone numbers handy, including your medical equipment suppliers.

Utilities:

- Know the location of main utility switches in your home.
- Keep flashlights and extra batteries in case of power outages.
- Have a back-up supply of medications and medical equipment.
- If you have oxygen or other medical equipment, ensure you have a backup source in case of disaster.

Fire Safety:

- Never smoke in a home where oxygen is used.
- Post "No Smoking" signs inside and outside the home.
- Avoid open flames near oxygen equipment.
- Install smoke alarms and test them monthly.
- Have a home fire escape plan and practice it regularly.

Fall Prevention Guidelines:

Identifying Risk Factors:

- Discuss medication side effects with your healthcare provider.
- Address walking difficulties with assistive devices.
- Manage chronic conditions that affect balance.
- Address vision or hearing impairments.
- Seek medical attention if you experience repeated falls or weakness.

Personal Hygiene and Infection Control:

Maintaining Hygiene:

- Bathe daily, wash hair weekly, and brush teeth regularly.
- Keep nails trimmed and wear clean clothes.
- Change soiled clothes and bed linens promptly.

Hand Hygiene:

- Wash hands before handling food and after using the toilet.
- Wash hands thoroughly with soap and water.

Cleaning Contaminated Items:

- Clean medical equipment as instructed.
- Wash dishes and medical equipment weekly.
- Change or clean medical equipment and tubing as directed.

In Case Of Emergency:

- Call 9-1-1
- Stay calm
- Speak clearly and follow dispatcher instructions
- Stay on the line if possible

Concerns and Complaints

At sleeptech, your satisfaction matters most, and we welcome your feedback. We recognize the importance of addressing any concerns you may have about our services. Our dedicated corporate compliance team is committed to swiftly resolving any dissatisfaction you may encounter.

You can raise a concern at any time without fear of reprisal, and it will not affect your care.

1. Talk to any staff member at your branch.
2. If it isn't resolved, ask for a manager.
3. For more help, call our compliance team at **503-496-5239**, or write to Compliance, sleeptech, 8440 SE Sunnybrook Blvd, Suite 208, Clackamas, OR 97015.

We acknowledge every complaint within 5 days and respond in writing within 14 days.

You can also contact these agencies directly:

- **ACHC (our accreditor):** 855-937-2242, achc.org, 139 Weston Oaks Ct., Cary, NC 27513
- **Medicare:** 1-800-MEDICARE (1-800-633-4227), TTY 1-877-486-2048
- **Oregon Board of Pharmacy:** 971-673-0001
- **Washington State Department of Health:** 360-236-4700
- **Privacy (HIPAA):** U.S. HHS Office for Civil Rights, 1-800-368-1019, hhs.gov/ocr/complaints

Medicare DMEPOS Complaints

To file a complaint:

- Contact your supplier.
- Call 1-800-MEDICARE (TTY: 1-877-486-2048).

Competitive bidding area:

- Call 1-800-MEDICARE to contact the Competitive
- Acquisition Ombudsman.

Supplier must:

- Acknowledge in 5 days.
- Respond in writing in 14 days.

Need help?

- Contact SHIP.

Questions about services?

- Check your Medicare Summary Notice (MSN) or log into your Medicare account.
- File an appeal for coverage/payment issues.

ACHC Complaints Policy

We document and investigate all complaints regarding our accredited organizations or ACHC itself. Complaints can be submitted via mail, phone, email, fax, or online. Your confidentiality is our priority, but we may need to reveal your identity to validate your complaint.

Contact Us:

Phone: (855) 937-2242

Hours: 8 a.m. - 5 p.m. ET, Monday to Friday

Address: 139 Weston Oaks Ct., Cary, NC 27513

Local: (919) 785-1214

Fax: (919) 785-3011

sleeptech

CPAP & OXYGEN THERAPY

