

**Total** Home  
Health  
RESPIRATORY & MEDICAL EQUIPMENT

## **CLIENT HANDBOOK**

Phone: 855-931-9300 • Fax: 847-931-7138  
[www.totalhomehealth.com](http://www.totalhomehealth.com)

# PRODUCTS AND SERVICES

## **Home Medical Equipment & Sales**

Enteral feeding delivery systems & nutritional products

Hospital beds & accessories

Specialty air mattresses

Negative pressure wound therapy

## **Respiratory Specialists**

Oxygen concentrators

Lightweight portable oxygen

Oxygen conserving devices

Tracheostomy

Nebulizers

Home ventilators & supplies

Portable travel oxygen concentrators

Vacation scheduling

## **Sleep Therapy**

CPAP, BIPAP, and Auto Titrating CPAP

CPAP mask fitting

## **Bath Aids**

Commode seats

## **Mobility Products**

Canes & walkers

Wheelchairs

Wheelchair accessories/cushions

## **Total Case Management**

Billing specialists with Medicare, Medicaid  
and private insurance carriers

Letter from Total Home Health.....	1
Company Information.....	2
Delivery Policy.....	3
Emergency Preparedness.....	4
Patient/Client Rights.....	5
Statement of Patient Rights & Responsibilities.....	5
Complaint Resolution.....	6
Financial Policy for Insurance Coverage.....	6
Medicare Oxygen Recertification Reminder.....	6
Private Insurance Clients.....	7
IDPA.....	7
Self Pay.....	7
Return Policy.....	7
Medicare Capped Rental Items.....	8
Warranties & Service.....	8
Rental and Sale Agreement.....	9
Medicare Supplier Standards.....	10
HIPAA Notification.....	10-13
General Safety.....	13-15
Electrical Grounding.....	15
Wheelchairs.....	16
Walkers.....	16
Adjustable Beds.....	16-17
Trapeze Bars.....	17
Patient Lifters.....	17
Group One Support Surfaces.....	18
Group Two Support Surfaces.....	18-19
Oral & Respiratory Suction Units.....	19-20
Aerosol Therapy (Jet Nebulizer).....	20
Oxygen Concentrator.....	21
Oxygen Safety.....	21-22
Oxygen Therapy.....	22-23
Oxygen Conserving Devices.....	23
Liquid Oxygen.....	23-24
Liquid Oxygen, Liquid Portable.....	24
Liquid Oxygen Safety & Filling.....	24-25
Oxygen Usage Charts.....	26
Enteral Pumps & Supplies.....	27
Community Resource Phone Listings.....	28

# LETTER FROM TOTAL HOME HEALTH



To Our Friends:

We thank you for choosing Total Home Health (THH) as your medical equipment and respiratory provider. Our first responsibility has always been to our clients and we continue to support this through our focus on customer-driven quality products and services.

We are proud to say that THH is fully accredited by The Joint Commission, the same organization that accredits the finest hospitals and medical facilities in the country. This designation assures our clients that we care enough about the quality of your care to constantly uphold the highest of standards and we continuously train our staff in the newest and most innovative techniques.

Total Home Health is a privately held and locally owned corporation and has served Northern Illinois since 1968. We provide a full range of home medical equipment and supplies and specialize in High-Tech Respiratory and life support services including home ventilatory support using state-of-the-art equipment.

Thank you for placing your trust in us; we won't let you down.

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## Our Mission

To help individuals maintain dignity and achieve the highest quality of life by supplying comprehensive services, support, and education on all our medical equipment.

## Our Promise To You

We are people advocates and your "Home Medical Equipment Team" promises to:

- Function within the team concept.
- Comply with all Federal, State and Local laws.
- Deliver clean working equipment.
- Train and educate the patient/caregiver.
- Provide 24-hour, 7 day-per-week support.
- Exceed all industry standards.
- Coordinate third-party billing.
- Respond to patient needs as soon as possible.
- Bill for services accurately and in a timely manner.
- Address each patient situation with care, respect, and confidentiality.

## Scope of Service: Durable Medical Equipment

*Total Home Health is not a home health agency.* We are a rental company and wish only to provide a supply of well-maintained, clean equipment to qualified caregivers and/or individuals depending on the complexity of the equipment. THH will always provide instructional literature where available and training on the operation of the equipment, (i.e. turning it on and adjustments as in oxygen and suction).

## Scope of Service: Hi-Tech, Respiratory, Life Support

THH provides BiPAP and CPAP, and State-of-the-Art Home Ventilators (life support systems) under the direction and by prescription of a licensed physician. THH has a fully licensed professional staff that provides instruction, routine home follow-up visits and assessments for compliance and appropriateness of care. THH's Respiratory Therapists and your physician are partners in your care and work closely together to affect the best possible outcome for you with the prescribed treatment.

**On-call support always available.  
Please call us at 855-931-9300**

# DELIVERY POLICY

## Please follow this delivery policy

- Place routine delivery orders for the following business day by calling 855-931-9300 Monday through Friday before 3:00 PM. Orders placed after 3:00 PM may be placed the following business day and thus would not be delivered for two days.  
***For example: Orders placed after 3:00 PM on Thursday will be delivered the following Monday.***
- ***We prefer to schedule deliveries weekdays, between 10:00 am and 4:30 pm.*** Please schedule to be home all day on your delivery day or arrange to have your delivery left outside your home. "AM" or "PM" deliveries can be scheduled on special occasions only.
- Please secure your pets prior to the delivery to ensure the safety of our delivery personnel and respiratory therapists.
- If a routine order is placed which is needed sooner than the next business day, it may be available for pick-up by the client at the Product Center at one of our locations during normal business hours.
- Non-Urgent routine deliveries usually would include issues with walkers, wheelchairs, hospital beds, patient lifts, and other non life supporting equipment. For oxygen clients, portable oxygen system refills are not considered an emergency and can wait until the following business day.
- Urgent Non-routine deliveries would include ventilators, continuous oxygen sources, and other life supporting equipment.

If you need an urgent delivery after hours, your call may be answered by our 24 hour answering service. Your call will be connected to our on-call representative.

Please understand that it is impossible for us to know if you have enough back up supplies such as oxygen tanks, tubing, nebulizer medication cups, irrigation water, and so on. So please make sure that you check your supplies daily and order them according to the above schedule. For some clients, an emergency visit may not be covered by your insurance company and could result in an out of pocket expense to you. ***It is possible to avoid this by simply following the policy above.***

Total Home Health has a staff of Respiratory Therapists and equipment technicians available for questions/troubleshooting on call 24 hrs, 7 days a week, however, if there is a life-threatening emergency, please contact 911 immediately. If you are utilizing equipment that requires electricity, you are requested to advise your power company so priority service can be provided in the event of a power failure. It is also advisable to notify other service companies such as gas, phone and even local law enforcement.

**IF YOU EXPERIENCE A MEDICAL EMERGENCY  
PLEASE CALL 911, OR NOTIFY YOUR PHYSICIAN IMMEDIATELY.**

## **Total Home Health - Emergency Preparedness Plan**

Total Home Health has an Emergency Preparedness Plan that is mobilized in emergency situations. In the event Total Home Health determines that it must initiate the Emergency Preparedness Plan, staff will contact patients by priority of need and make every attempt to service you during an emergency.

**If the situation precludes staff from providing service or contacting you during an emergency please make arrangements to a shelter that has electricity, call 911 or your local fire department, or transport patient to nearest emergency room.**

## **Emergency Preparedness in your home**

Emergencies can happen anywhere and everyone must take action to prepare for emergencies in case something unexpected happens. The following information will assist you in preparing for an emergency in your home.

### **In Case of Emergency!**

- **DIAL 911** (if your community does not have a designated number, call fire, police, or emergency medical services, or dial “0” for operator.)
- **STAY CALM** (listen to the dispatcher).
- **DO NOT HANG UP** (answer all questions clearly).

### **Emergency Evacuation**

- Be prepared to evacuate quickly on a moment’s notice.
- Use designated escape routes from your residence. Never use elevators in case of fire.
- Take your emergency supply kit with you.
- Lock your house and take your keys.

### **In Case of Fire**

- Evacuate immediately! Use your escape routes.
- Do not try to fight the fire. Do not take possessions.
- Call the fire department **AFTER** you are outside via cell phone.

### **In Case of Tornado Warning**

- Go to the designated safe area in your building: basement, center hallway, bathroom, or closet on the first floor.
- Do not go outside.
- Listen to your local media source for instructions.
- Follow instructions given to you by emergency management.
- Stay in your safe area until an all clear is announced.

### **In Case of Flooding/Hurricane**

- Be prepared to evacuate immediately.
- Listen to your local media source for instructions.
- Follow instructions given to you by emergency management.
- If evacuation starts and time allows, gather emergency supply kit.

### **In Case of Blizzard/Ice Storm or Any Other Cause of Power Outage**

- Listen to your local media source for instructions.
- Follow instructions given to you by emergency management.
- Contact the local Power Company for instructions.
- If using oxygen go to your backup cylinder. If you are on life support, connect to your back-up battery.

**Call Total Home Health at 855-931-9300 when you are in a safe place.**

# STATEMENT OF PATIENT RIGHTS & RESPONSIBILITIES

## **As an individual receiving medical services from THH, you have the following rights and responsibilities:**

You have the right to

- Choose your home medical equipment provider. You also have the right to refuse care or services within the confines of the law and be given information of consequences for refusing care or services.
- Be given appropriate, professional, quality care and services without discrimination due to diagnosis, race, creed, color, religion, sex, national origin, sexual orientation, handicap, disability, or age.
- Have you and your property treated with courtesy and respect, and voice grievances or complaints to the organization regarding treatment, care, or service without discrimination or reprisal for doing so.
- Be given proper identification by name and title for any personnel who provides care and services to you.
- Know in advance of charges, payment policies, and if you will be responsible for payment of services, supplies, or equipment not covered in our plan of care.
- Be informed in advance of any change in charges and/or payment responsibilities.
- Be involved in the care of planning process in addition to being notified of any charges in your home medical equipment services.
- Participate in the consideration of ethical issues that arise in your care.
- Have you and your family/caregiver taught about your illness and treatment so that you can participate in your care to the degree possible.
- Be given the necessary information so that you will be able to give informed consent for your care or service, and information is provided to you in a manner that you can understand.
- Receive timely response and estimated time of delivery from the organization regarding your request for home medical equipment.
- Receive complete confidentiality of all medical, financial, and other information related to your care. A client record cannot be released to any other party without the client's legal representative's written consent.
- Be advised of the organization's policies and procedures regarding accessing and/or disclosure of your records.
- To have access to or receive a copy of your clinical record upon written request.
- To be informed about and assisted in executing an advance directive.
- Review and recommend changes in the organization's policies and services, without fear of coercion, discrimination, or reprisal.

You have the responsibility to:

- Provide accurate and complete health information, present and past, and report any unexpected changes in condition to your physician.
- Provide all requested insurance and financial records including changes in plans, coverage, or benefits and promptly meet financial obligations agreed to with the organization.
- Accept responsibility for changes in reimbursement eligibility.
- Agree to accept all caregivers without discrimination due to diagnosis, race, creed, color, religion, sex, national origin, sexual orientation, handicap, disability, or age.
- Show respect and consideration for the organization's personnel and property.
- Sign all required consents and releases.
- Participate in the development of your care plan.
- Request further information concerning anything you do not understand.
- Accept responsibility for any refusal of treatment or choice of not adhering to your care plan.
- Assist in developing and keeping a safe environment.
- Protect your valuables by storing them carefully in an appropriate manner.
- Follow instructions on the care, use and maintenance of equipment and return rental equipment in good condition.
- Inform the organization when you will not be able to keep an appointment or if your address or phone number changes.
- Inform the organization of any intent to be hospitalized or if you no longer need or are using your rental equipment.
- Provide a copy of an advance directive, if one exists, and notify organization personnel when changes are made.
- Provide feedback to the organization regarding service/care needs and expectation or any dissatisfaction with service.



## COMPLAINT RESOLUTION

Total Home Health (THH) highly values each and every client. Therefore we have instituted a complaint process. All staff is trained regarding procedures for processing complaints or accidents/incidents received. Any customer should be able to make a complaint without the fear of retribution or coercion from the company or it's staff.

When a grievance or complaint is received it is immediately forwarded to the applicable Department Manager for resolution. If the Department Manager is unable to resolve the problem or complaint it is forwarded to the Management Team for further action. Complaint follow up should be carried out in a timely manner and the resolution reported back to the client within 30 days.

You can use our website [www.totalhomehealth.com/contact-us](http://www.totalhomehealth.com/contact-us) to initiate your concern/complaint or call the company at **855-931-9300** and ask for a supervisor of the applicable department. Total Home Health is accredited with the Joint Commission and complies with all federal, state, and local licensure and regulation. Clients may contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org).

## FINANCIAL POLICY FOR INSURANCE COVERAGE

### **The following describe each Patient's Responsibility to their account:**

- Provide THH with all Medicare and/or insurance information necessary to file.
- Pay all deductibles and balances left after secondary insurance is filed on a timely basis.
- Payment in full of all claims not covered by Medicare. ***(You will be informed before delivery if THH knows that an item is not covered and assignment will not be accepted or the amount of your co-pay).***

### **Medicare Clients:**

THH does not guarantee coverage of, or payment of Medicare claims. If payment is denied by Medicare you will be notified by letter that payment has been denied and assignment will no longer be accepted. As an additional service, THH will reprocess any claims denied by Medicare. At that time if you wish to keep the equipment it will be converted to private rental. If Medicare assignment is accepted by THH, routine equipment maintenance including reasonable upkeep and repairs for rental equipment will be provided free of charge. We will bill your secondary insurance ( if any ) for payment of the 20% deductible not paid by Medicare. Clients are responsible for all collection costs and interest charges.

**\*Note:** in many cases the above mentioned deductible and 20% is paid by other insurances. As a service to the patient, THH will follow through with the appeals process for claims denied by Medicare. THH does not guarantee any time frame on processing of your claims by Medicare or subsequent billing from our office. There will be a one-month minimum rental on any equipment delivered. Reasonable upkeep and repairs during the rental period are the responsibility of THH. We may be reached at 855-931-9300. A monthly claim will be submitted until THH is notified to pick up the equipment and the equipment is made available for pick up by THH. Any charges incidental to the use or operation of the equipment (such as electricity) is the responsibility of the patient. In the event a needed service is not provided by THH we will assist the patient in finding services while insuring that the patient is accurately informed and participates in the decision making process.

## MEDICARE OXYGEN RECERTIFICATION REMINDER

Your initial order from your physician for your oxygen is only good for one year. For Medicare to continue paying for your oxygen after one year, you will need to see your physician so that you can be recertified.

Since it usually takes some time to get an appointment to see your physician, we recommend that you make an appointment three months prior to the end of your one-year timeframe. This will allow you time to see your physician before your one year term has expired and there will be no break in your Medicare reimbursement.

**Please remember that without your doctor's order, we cannot bill Medicare.** Therefore, payment will become patient responsibility. Please help us keep your oxygen needs current by seeing your physician.

# PRIVATE INSURANCE CLIENTS

## For Clients With Private Insurance Carriers, We Will:

1. Obtain a prescription from your physician ordering the services, supplies, or equipment that you need.
2. Bill your insurance company for those covered and approved services, supplies, or equipment.
3. Obtain applicable Certificate of Medical Necessity (CMN) from your physician.
4. Make every effort to collect this payment for you within an appropriate time period.
5. In the event your insurance does not make payment, you will be held financially liable for all charges.
6. You remain solely financially responsible for payment in full for services which may include, but not be limited to, deductible amounts, co-payment amounts or non-payment by insurer for any reason including your responsibility to return to your physician, to seek additional medical records and authorizations and for any non-compliant usage of services.

## IDPA

### State of Illinois: Healthcare and Family Services:

The Illinois Department of Public Aid and Medicaid Replacement Plans (MCO) provides healthcare coverage for qualifying individuals. If you qualify, you must provide proof of coverage to applicable Total Home Healthy staff prior to receiving services. State funded coverage plans may change often and you are responsible to notify Total Home Health staff of changes immediately.

## SELF PAY

If you choose to self pay for our services, Total Home Health gladly accepts, check, and most major credit cards. Patients faced with a personal hardship, no insurance or who are under-insured may have their accounts assessed for assistance on a case-by-case basis.

## RETURN POLICY

### Because Our Product Center Features Medical Equipment and Supplies, We Must Enforce A Very Specific Return Policy As Follows:

- Items must be returned within 7 days of purchase to be considered for a refund.
- Returns are subject to a 10% restocking fee or a minimum one-month rental.
- Special order items are not returnable.
- Disposable or single patient use items cannot be returned if opened.
- Refunds will be given in the original purchase form (check, credit card).
- Enteral food cannot be returned due to spoilage and safety issues.

## MEDICARE CAPPED RENTAL ITEMS

### **Medicare Capped Rental and Inexpensive or Routinely Purchased Items Notification for Services on or After January 1, 2006.**

I received instructions and understand that Medicare defines the equipment that I received as being either a capped rental or an inexpensive or routinely purchased item.

#### **For Capped Rental Items:**

- 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, air-fluidized beds, nebulizers, suction pumps, continuous airway pressure (CPAP) devices, patient lifts, and trapeze bars.

#### **For Inexpensive or Routinely Purchased Items:**

- Equipment in this category can be purchased or rented; however, the total amount paid for monthly rentals cannot exceed the fee schedule purchase amount.
- Examples of this type of equipment include:  
Canes, walkers, crutches, commode chairs, seat lift mechanisms, bed side rails.

## WARRANTIES & SERVICE

### **Equipment Warranties**

*Please note that there is a one-month minimum rental on most equipment.*

Total Home Health (THH) extends the same warranty as the equipment manufacturer on all new equipment. This warranty is usually one (1) year and proof of purchase receipt is needed for all warranty work.

THH extends no warranty on used equipment unless it is given in writing at the time of purchase or as specified in Medicare lease-purchase guidelines.

### **In the Event Your Equipment is Purchased by (Private, Medicare, Medicaid and/or Private Insurance) Please Note the Following:**

THH maintains a staff of qualified technicians to assist you with your equipment repair and replacement parts at a reasonable charge. If repairs cannot be done in-house due to manufacturer recommendation, THH will assist in sending your equipment back to the manufacturer if still under the warranty period. Equipment that is no longer under warranty may be repaired in house at discounted rates. Payment for equipment that is no longer under warranty will be the financial responsibility of the client.

### **Maintenance of Purchased Equipment**

Items of medical equipment may have warranty when purchased new at the time of initial acquisition or delivery. If you have received a warranty card, please read the warranty complete the necessary information and return the warranty card to the manufacturer as directed. If you need assistance with this, we will help you. This is important in the event of recall notices.

When items are purchased during or at the end of the rental or lease period, there may or may not be a manufacturer's warranty remaining. The staff at THH can answer that question for you.

THH will honor manufacturer warranties on most equipment. However, if your equipment is not covered by a manufacturer's warranty due to some type of problem, (e.g. improper handling or maintenance outside of the warranty period) then there will be a service charge to you for repairs.

Additionally, we can supply you with the type, frequency and instructions of ongoing maintenance required for the specific equipment by the manufacturer.

# RENTAL AND SALE AGREEMENT

## Rental Agreement

If this is a delivery for rental of equipment the following terms apply:

The Customer acknowledges receipt of the equipment described, on the service dates indicated, and agrees that title to the equipment shall at all times be and remain in Lessor ("Company"); that this is a transaction of lease only; that the equipment is accepted in its "as is" condition (having been inspected by the customer upon delivery); and further, the Customer agrees: to protect the equipment from all loss and damage and remain responsible for it, to release the equipment for pick-up only to a duly authorized representative of Company, to operate the equipment only in the manner for which it was intended, to refrain from making any repairs to the equipment (but the Customer will notify Company in the event repairs are necessary), and to promptly and faithfully pay the stated rental each month (without pro-rate) until the equipment has been returned (it being understood that Company will credit the Customers' account for payments received by Company under any medical insurance program or from any third party).

The Customer has been informed and agrees that Company is not a manufacturer of the equipment, and is not responsible for the adequacy of the same nor the defect in the equipment or which may appear from the use and maintenance thereof; nor shall Company be responsible for any delay or interruption in connection with the delivery or service of the equipment or for any damage whatsoever relating to the use of equipment. Company has not prescribed the equipment, and makes no representations with regard to the suitability of the equipment for any specific purpose of the Customer, and assumes no liability for any warranties whatsoever, expressed or implied. The Customer agrees to accept whatever warranties are offered by the manufacturer of the equipment in lieu of any warranties of seller. The Customer irrevocable agrees to indemnify and save Company harmless from and against any claims whatsoever which may be brought by any persons whomsoever arising from the rental, delivery and use of the said equipment.

## Sale Agreement

If this is a delivery for sale of equipment the following terms apply:

The Customer acknowledges receipt of the equipment described, on the date indicated, and agrees that the equipment is accepted in its "as is" condition (having been inspected by the Customer upon delivery). The Customer agrees to pay the stated price for the equipment, it being understood that credit will be given to the Customer's account for payments received from any medical insurance program or from any third party.

The Company ("Seller") has not prescribed the equipment, and further makes no warranty whatsoever, expressed or implied, of merchantability or fitness for purpose. On the contrary, the customer has been informed and agrees that he knows the Seller is not a manufacturer of equipment and is not responsible for the adequacy of the same, nor for any defects in the equipment or which may appear from the use and maintenance thereof. The Customer agrees to accept whatever warranties are offered by the manufacturer of the equipment in lieu of any warranties of Seller. Seller is not responsible for any damage whatsoever relating to the sale or use of the equipment.

The Customer irrevocably agrees to indemnify and save Seller harmless from and against any claim whatsoever which may be brought by any persons whomsoever arising from the sale, delivery, and use of the equipment.

# MEDICARE SUPPLIER STANDARDS

## Medicare DMEPOS Supplier Standards:

The products and/or services provided to you by THH Acquisition LLC I d/b/a Total Home Health 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 from [https://www.palmettogba.com/Palmetto/Providers.Nsf/files/abbreviatedstandards020816.pdf/\\$File/abbreviatedstandards020816.pdf](https://www.palmettogba.com/Palmetto/Providers.Nsf/files/abbreviatedstandards020816.pdf/$File/abbreviatedstandards020816.pdf). Upon request, we will furnish you a written copy of the standards.

# HIPAA NOTIFICATION

## Total Home Health Notice of Privacy Practices

As required by the Privacy Regulations Promulgated Pursuant to the Health Insurance Portability & Accountability Act of 1996 (HIPAA) This Notice Describes How Health Information About You May Be Used and Disclosed, and How You Can Get Access To Your Identifiable Health Information. Please Review This Notice Carefully and if you have any questions about this notice, please contact the HIPAA Privacy Officer at 855-931-9300.

## Our Commitment to your Privacy

Our organization is dedicated to maintaining the privacy of your identifiable health information. In conducting our business, we will create records regarding you and the services we provide to you. We are required by law to maintain the confidentiality of health information that identifies you. We also are required by law to provide you with this notice of our legal duties and privacy practices concerning your identifiable health information. By law, we must follow the terms of the notice of privacy practices that we have in effect at the time. The terms of this notice apply to all records containing your identifiable health information that are created or retained by our company. We reserve the right to revise or amend our Notice of Privacy Practices. Any revision or amendment to this notice will be effective for all of your records our office has created or maintained in the past, and for any of your records we may create or maintain in the future. Our company will post a copy of our current notice in our offices in a prominent location and will make a copy available on our website. You may request a copy of our most current notice during any store visit.

## How We May Use and Disclose Health Information About You for Treatment

We may use health information about you to provide you with medical equipment, supplies, or prescriptions. We may disclose health information about you to doctors, therapists, technicians, office staff or other personnel who are involved in taking care of you and your health. For example, information obtained by a respiratory therapist or other member of your healthcare team will be recorded in your record and used to determine the course of treatment that should work best for you. We may provide your physician or a subsequent healthcare provider with copies of various reports so they can help determine the most appropriate care for you. Different personnel in our office may share information about you and disclose information to people who do not work in our office in order to coordinate your care, such as phoning in an order to a supplier for custom equipment. Family members and other health care providers may be part of your medical care outside this office and may require information about you that we have.

## For Payment

We may use and disclose health information about you so that the services you receive at this office may be billed to and payment may be collected from you, an insurance company or a third party such as a family member. For example, we may need to give your health plan information about a service you received here so your health plan will pay us or reimburse you for the service. We may contact your health insurer to certify that you are eligible for benefits (and for what range of benefits). We may also tell your health plan about a service you are going to receive to obtain prior approval, or to determine whether the plan will cover the treatment.

## Health Care Operations

Our company may use and disclose your health information to operate our business. As examples of the ways in which we may use and disclose your information for our operations, our company may use your health information to evaluate the quality of care you received from us, or to conduct cost-management and business planning activities for our company.

## Appointment/Delivery Reminders

Our company may use and disclose your health information to contact you and remind you of visits or deliveries.

# HIPAA NOTIFICATION

## **Health-related Benefits and Services**

Our company may use and disclose your health information to inform you of health-related benefits or services that may be of interest to you.

## **Release of Information to Family/Friends**

We may disclose health information about you to your family members or friends if we obtain your verbal agreement to do so or if we give you an opportunity to object to such a disclosure and you do not raise an objection. We may also disclose health information to your family or friends if we can infer from the circumstances, based on our professional judgment that you would not object. For example, we may assume you agree to our disclosure of your personal health information to your spouse when you bring your spouse with you to the store and your treatment is being discussed. In situations where you are not capable of giving consent (because you are not present or due to your incapacity or medical emergency), we may, using our professional judgment, determine that a disclosure to your family member or friend is in your best interest. In that situation, we will disclose only health information relevant to the person's involvement in your care. We may use our professional judgment and experience to make reasonable inferences that it is in your best interest to allow another person to act on your behalf to pick up, for example, supplies.

## **Use and Disclosure of Your Identifiable Health Information in Certain Special Circumstances to Avert a Serious Threat to Health or Safety**

We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

## **Required by Law**

We will disclose health information about you when required to do so by federal state or local law.

## **Military, Veterans, National Security and Intelligence**

Our company may disclose your health information if you are a member of U.S. or foreign military forces (including veterans) and if required by the appropriate military command authorities. Our company may also disclose your health information to federal officials for intelligence and national security activities authorized by law.

## **Workers Compensation**

Our company may release your health information for workers compensation or similar programs.

## **Public Health Risks**

Our company may disclose your health information to public health authorities that are authorized by law to collect information for the purpose of:

- Reporting abuse & neglect.
- Preventing or controlling disease, injury or disability.
- Notifying a person regarding potential exposure to a communicable disease.
- Notifying a person regarding a potential risk for spreading or contracting a disease or condition.
- Reporting reactions to drugs or problems with products or devices.
- Notifying individuals if a product or device they may be using has been recalled.

## **Health Oversight Activities**

Our company may disclose your health information to a health oversight agency for activities authorized by law. Oversight activities can include, for example, investigations, inspections, audits, surveys, licensure and disciplinary actions; civil, administrative, and criminal procedures or actions; or other activities necessary for the government to monitor government programs, compliance with civil rights laws and the health care system in general.

## **Lawsuits and Disputes**

If you are involved in a lawsuit or a dispute, we may disclose health information about you in response to a court or administrative order. Subject to all applicable legal requirements, we may also disclose health information about you in response to a subpoena.



## **Law Enforcement**

We may release health information if asked to do so by a law enforcement official in response to a court order, subpoena, warrant, summons or similar process, subject to all applicable legal requirements.

## **Other Uses and Disclosures of Health Information**

We will not use or disclose your health information for any purpose other than those identified in the previous sections without your specific, written Authorization. If you give us Authorization to use or disclose health information about you, you may revoke that Authorization, in writing, at any time. If you revoke your Authorization, we will no longer use or disclose information about you for the reasons covered by your written Authorization, but we cannot take back any uses or disclosures already made with your permission.

## **Your Rights Regarding Health Information About You**

You have the following rights regarding health information we maintain about you:

### **Right to Inspect and Copy**

You have the right to inspect and copy your health information, such as medical and billing records, that we use to make decisions about your care. You must submit a written request to our HIPAA privacy officer in order to inspect and/or copy your health information. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other associated supplies. We may deny your request to inspect and/or copy in certain limited circumstances. If you are denied access to your health information, you may ask that the denial be reviewed. If such a review is required by law, we will select a licensed health care professional to review your request and our denial. The person conducting the review will not be the person who denied your request, and we will comply with the outcome of the review.

### **Right to Amend**

If you believe health information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment as long as the information is kept by this office. To request an amendment, your request must be made in writing and submitted to our HIPAA privacy officer at: 1707 N Randall Rd, Ste 100 Elgin, IL 60123.

You must provide us with a reason that supports your request for amendment. Our organization may deny your request if you ask us to amend information that is:

- Accurate and complete.
- Not part of the identifiable health information kept by or for the company.
- Not part of the identifiable information which you would be permitted to inspect and copy.
- Not created by our company, unless the person or entity that created the information is not available to amend the information.

### **Right to an Accounting of Disclosures**

You have the right to request an "accounting of disclosures." This is a list of certain disclosures our organization has made of your identifiable health information. In order to obtain an accounting of disclosures, you must submit your request to our HIPAA privacy officer. It must state a time period, which may not be longer than six years and may not include dates before April 14, 2003. The first list you request within a 12-month period is free of charge, but our company may charge you for additional lists within the same 12-month period. We will notify you of the costs involved with additional requests, and you may withdraw your request before you incur any costs.

### **Right to Request Restrictions**

You have the right to request a restriction in our use or disclosure of your health information for treatment, payment or health care operations. Additionally, you have the right to request that we limit our disclosure of your health information to individuals involved in your care or the payment for your care, such as your family members or friends. We are not required to agree to your request; however, if we do agree, we are bound by our agreement except when otherwise required by law, in emergencies, or when the information is necessary to treat you. To request restrictions, you may complete and submit a Request For Restriction On Use/Disclosure of Medical Information to our HIPAA privacy officer.

# HIPAA NOTIFICATION

## Right to Request Confidential Communications

You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail. To request confidential communications, you may complete and submit the Request For Restriction On Use/Disclosure Of Medical Information And/Or Confidential Communication to our HIPAA privacy officer. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

## Right to a Paper Copy of This Notice

You are entitled to receive a paper copy of our Notice of Privacy Practices. You may ask us to give you a copy of this notice at any time. To obtain a paper copy of this notice, contact our HIPAA Privacy Officer at: 847-904-6871.

## Right to File a Complaint

If you believe your privacy rights have been violated, you may file a complaint with our office or with the Office of Civil Rights. To file a complaint with our office, contact the HIPAA Privacy Officer, 847-904-6871. You will not be penalized for filing a complaint.

# GENERAL SAFETY

## Home Medical Equipment

When using the medical equipment the physician has ordered, there may be certain precautions to consider to ensure your comfort and safety. Always use the equipment in accordance with physician's orders – safely and correctly.

## Basic Home Safety Recommendations

### Electrical Safety

- Multiple outlet adapters should not be used on electrical outlets.
- Extension cords must be appropriately placed and not be overloaded. Check rating on the cord and appliance.
- Damaged cords should be replaced.
- Use properly grounded outlets.
- Under no circumstances should the ground plug of a 3-prong electrical plug-in on power operated equipment be torn off to make usable in a 2-hole electrical wall receptacle. Use a 3 to 2 adapter.
- Power sources should meet or exceed electrical requirement of the equipment.
- Use caution with electric blankets/heating pads. Check the condition of cord & do not leave on continuously.
- Avoid any liquid exposure to all electrical equipment.

### Rugs, Runners, Mats and Floors

- Prevent slips, trips and falls by securing loose rugs, runners, mats to the floors.

### Telephone

- Emergency numbers should be posted near the phone and make sure there is easy access to a telephone.

### Fire Safety

- Provide at least one smoke detector on every level in the home and test & change the battery often.
- Develop an exit plan to evacuate the resident in the event of fire and rehearse it.
- Designate emergency exits.
- Kerosene heaters, wood stoves, and fireplaces should not be left unattended.
- Have fire extinguishers in your home and know their exact locations.
- Never smoke in bed or around oxygen patients.

### Bathroom

- Tubs and showers should be equipped with non-slick surfaces to avoid falls.
- Grab bars should be installed to assist transfer in tub, toilet and shower areas. Use bath benches when needed.



## Stairs, Hallways and Passageways

- Stairs, hallways, and passageways should be well lit.
- Stairs, hallways, and passageways should be free of blockages.

## Outdoors

- Pathways, walkways, stairways and entranceways should be clear of leaves, snow and ice.

## Environmental and Mobility

- Move furniture near the walls & keep pathways clear of obstruction.
- Use extreme care with slippery floor surfaces or wet floors.
- Maintain a well lit environment at all times.

## General Cleaning Instructions/Infection Control

Always disconnect electric-powered equipment from power source before cleaning. Never submerge electric-powered items or items with electronic components in any water or liquids and do not use excessively wet cloths/sponges when cleaning. A cleaning solution of mild soap and warm water is recommended. Always discard old cleaning solutions.

## Hazardous or Infectious Materials

In an effort to help minimize the spreading of germs and disease as related to medical equipment, we offer the following suggestions to our patients/clients and their family members and caregivers.

### ***The following is considered hazardous or infectious materials termed regulated waste:***

- Liquid or semi-liquid blood or other potential infectious materials (OPIM), e.g. body fluids.
- Items contaminated with blood or OPIM and would release these substances in a liquid or semi-liquid state if compressed.
- Items caked with dried blood or OPIM and are capable of releasing these materials during handling.
- Contaminated sharps.

**Universal Precautions:** All body fluids, either wet or dried, that might be, from time to time, on equipment due to patient use should be considered potentially infectious. Barrier protection should be used at all times. Examples include: disposable lab coats, gloves, eye and face protection.

**Hand Washing:** Hands should be washed with soap and water after handling/cleaning contaminated equipment. Gloves should be worn when cleaning equipment. Any other skin exposed to potentially infectious material is also washed with soap and water.

**Cleaning Contaminated Equipment:** The person doing the cleaning should wear gloves, gown and goggles.

**Remove any Disposable Material:** Dispose of all disposable material, including rags, in a separate garbage bag for garbage pickup. Clean all external surfaces with a disinfectant solution. (Some use nine parts water to one part bleach mix and be sure to clean in a well-vented area.)

## When and How to Wash Your Hands

You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- **Before, during, and after** preparing food
- **Before** eating food
- **Before** and **after** caring for someone at home who is sick with vomiting or diarrhea
- **Before** and **after** treating a cut or wound
- **After** using the toilet
- **After** changing diapers or cleaning up a child who has used the toilet
- **After** blowing your nose, coughing, or sneezing
- **After** touching an animal, animal feed, or animal waste
- **After** handling pet food or pet treats
- **After** touching garbage

# GENERAL SAFETY

## Follow Five Steps to Wash Your Hands the Right Way

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time.

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands for at least 20 seconds. Hum the “Happy Birthday” song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.

\*Use hand sanitizer when soap and water are unavailable

*Source: Centers for Disease Control*

## Respiratory Hygiene/Cough Etiquette

The following measures to contain respiratory secretions are recommended for all individuals with signs and symptoms of a respiratory infection.

- Cover your mouth and nose with a tissue when coughing or sneezing;
- Use in the nearest waste receptacle to dispose of the tissue after use;
- Perform hand hygiene (e.g., hand washing with non-antimicrobial soap and water, alcohol-based hand rub, or antiseptic handwash) after having contact with respiratory secretions and contaminated objects/materials.

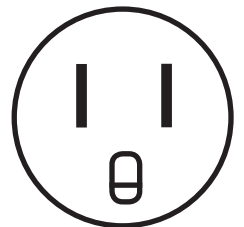
*Source: Centers for Disease Control*

# ELECTRICAL GROUNDING

## Proper Grounding Methods (For Equipment)

### Checklist:

- Ground should be established by tester.
- Installation of adapter explained using diagram.
- Ungrounded equipment may cause fire, shock or other injuries.
- If ground cannot be established by use of a tester, then the services of an electrician are recommended.
- If it is necessary to use an extension cord, use only a three wire cord that has a three blade grounding plug and a three slot receptacle that will accept the plug on the product.
- **Do Not Use Damaged or Frayed Extension Cords.**
- **Do Not** accept equipment that has a damaged power cord.



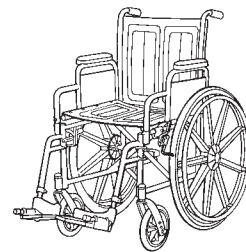
**Note:** General rule for extension cords is as follows:

The diameter of the extension cord must be equal to or greater than the diameter of the cord you are plugging into it.

**If the Extension Cord Does Not Meet This Rule – Do Not Use the Extension Cord.**

## Wheelchairs

- To fold or unfold: Lift up under the center edge of the seat upholstery. To unfold, tilt the chair slightly to one side and raise the wheels on the opposite side off the floor. Then press down on one or both seat rails.
- To use wheel locks: Push forward on the lock tips until the locks snap into locked position.
- Front rigging: Activate the release mechanism and swing the front rigging around to the side of the wheelchair.
- Elevating leg rest adjustment: Simply lift up the leg rests to the desired position. To lower them again, support the leg rest with one hand while activating the elevation release mechanism with the other and lower to the desired position.
- Footrest length adjustment: Loosen the adjustment bolt with a wrench, and telescope the footplate in or out to the desired position, then retighten the bolt securely.
- Removing & replacing detachable arms: Release the arm lock on the front receiver socket and lift the arm from the center to avoid binding. To replace the arm, reverse procedure. Use of tipping levers: apply pressure downward with one foot on the end of one tipping lever while pressing down on the push handles of the wheelchair.



### Checklist:

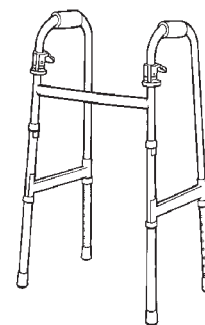
- Check handgrips and tipping levers for tightness.
- Check locks for proper adjustment.
- Look over all nuts, bolts and attaching hardware for proper tightness.
- If pneumatic tires, check proper pressure.
- Check footrest length.

**Caution: Always Engage Wheelchair Locks Before Transferring Patient!**

## Walkers

**Fitting:** A properly fitted walker is adjusted for height when wearing the shoes normally to be worn with the walker. The top of the handgrips should be approximately at the hip joint and the elbows will be slightly bent (20 –30 degree angle). Make sure all walker legs are adjusted to the same height.

**Wheels & Brakes:** Walkers have many styles of wheels. Walkers with two wheels are very common and wheels must be in the front position. Walkers with four wheels must have a braking mechanism due to the possibility of losing balance. Braking mechanisms vary in their performance and braking ability, the user must comply fully with manufacturers' operating procedures. Total Home Health maintains many different types of walkers with brakes and brake add-ons. Visit the Product Center to see our selection.



**Use:** Your wrists must be straight and firmly grasping the handgrips. Your first step should be even with the back two legs of the walker, followed by a second step into the middle of the walker. The walker is then moved forward, stepping through the walker last (exactly the same as a normal walk). The feet do not meet side by side unless stopping for a reason. If your walker has a seat, the brake must be fully engaged when utilizing the seat. If your walker is of the folding type, make sure the spring buttons are fully engaged.

**Maintenance:** The rubber tips and wheels on your walker are very important and you should inspect them regularly. Worn or damaged tips and wheels must be replaced immediately. Total Home Health maintains a wide variety of walker tips and wheels that are inexpensive. The handgrips should be checked for movement or slippage, if applicable, on a regular basis and replaced if damaged. Braking mechanisms should be checked for braking ability at least monthly. If your walker does not brake completely, please bring it to the store where you purchased it so adjustments can be made.

## Adjustable Beds

There are 3 types of adjustable beds and they differ in the amount of electric operation. Semi-electric beds are the most popular and combine the electric adjustments in the head and foot and manual adjustment in the bed height. The bed should never be assembled or disassembled by the user. There are specific instructions and safety precautions that must be followed when putting up or taking down the bed. When using the bed, side rails should always be used. They should be in the upright position. Two of the bed wheels should have locks and they should be engaged at all times. Each standard hospital bed has a weight limit of 450 pounds, but Total Home Health can special order other models for heavy duty use.

# EQUIPMENT/HOME CARE

## **On Semi-Electric Models:**

There are 4 buttons, one pair operates the head spring section and the other pair operates the foot spring section. One button raises, the other lowers.

## **On Full Electric Models:**

The control pendant has 6 buttons. Four are the same as for the semi-electric model. Two additional buttons operate bed height. One button raises the bed and the other lowers the bed. The function is indicated on the pendant.

Both electric models feature an emergency crank. This crank can be inserted into the appropriate sockets at the foot of the bed.



## **Trapeze Bars**

The purpose of trapeze bars is to provide the patient with a means of self-help to change positions in bed, to move onto a bedpan, and to transfer out of bed with a minimum of help. Trapeze bars are not intended to support the users total weight. You should consult your physician or therapist for specific transferring techniques.

**Types:** The trapeze bar may be attached to the head of a hospital bed or may be freestanding by means of an accessory floor base. The freestanding model has increased flexibility in that it can be transferred to where it may be needed in different parts of the house. It also has less security in that it is not mounted to any fixture and can move or shift if not used correctly. The attached model is clamped onto the head of an adjustable hospital bed. These models have the added security and stability of being portable but lack the flexibility of moving around.

**Use:** The clamp-on type must have its attachment checked daily. The vertical height of the bar can be adjusted by raising the chain on the hook. A swivel bracket allows for positioning to either side and locks in place. For freestanding models, make sure the trapeze and base are securely fastened to each other daily. Always have the center of weight directly under the grab bar. This will help stabilize the base and aid in the prevention of the base shifting.



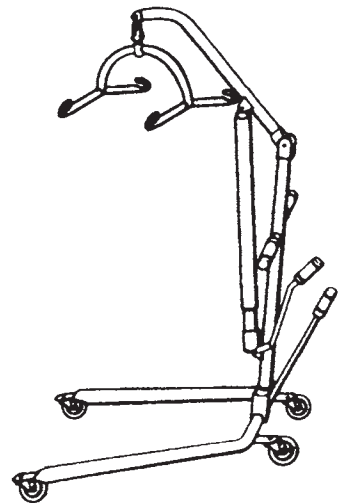
**Safety:** Call Total Home Health immediately if you are unable to secure your trapeze or any part is damaged. Discontinue using until unit is fixed and/or replaced. Do not attach a clamp-on trapeze to any other bed except the hospital bed that was provided by your medical equipment provider.

## **Patient Lifters**

Patient lifts are designed for a single user to lift and/or transfer an individual. Hydraulics are utilized as a way to maximize lifting potential with minimal user effort.

**Types:** The basic and most commonly used type is the manual hydraulic lifter. These units are usually on wheels and can be placed in your home to assist in patient transfers. There are also models that have varying amounts of electrical power. Full-electric models may or may not be permanently mounted in the room. Built-in weight scales are also available on some models. There are many different types of slings for different types of transfers.

**Use:** Patient lifts have many uses and your physician and/or therapist must assist you in determining a transferring and/or lifting method that best meets your needs. If your unit has a built-in scale, always calibrate the scale before the individual is placed in the sling. Never exceed the weight capacity of the patient lifter. Always close the hydraulic valve before attaching to the individual. Attach the sling to the individual. Transport lifter to a position that places the weight of the individual in the center of the lift. Lock wheels if applicable. Attach sling to hooks on lifter. Raise lift and watch closely as individual starts to rise. Make sure all connections are in place prior to removing support surface from under individual. Move patient to designated place, making sure it is secure and will not move or shift when placing individuals. Always lower the individual slowly.



**Maintenance:** Most patient lifters have a hydraulic chamber that must always be intact. If you notice any leakage, contact Total Home Health immediately and discontinue use. Most slings can be machine-washed, but should be placed inside a pillowcase or laundry bag when washing. Replacement slings are available.

## Specialty Mattresses

### Group One-Support Surfaces

**Purpose:** Group One-Support Surfaces are mattresses or pads that are applied to the top of a bed mattress to reduce the pressure applied to the body. By providing a cushion to the bony parts of the body, these support surfaces can help prevent and treat the breakdown of skin.

**Types:** There are many different models and types of Group One-Support Surfaces that vary in construction, thickness, and pressure-reducing capabilities. The basic and most commonly used type is the foam mattress pad.



Foam mattresses (generically called Eggcrates) are sculpted or convoluted foam that adapts to the individual's body. Foam support surfaces are usually 2 – 3 inches thick and have a waterproof cover. These waterproof barriers protect the support surface from breaking down due to moisture. Many modern foam support surfaces have a top and a bottom and must be placed on the bed correctly.

Gel pressure mattresses are about 5 inches thick and have an impregnated gel that distributes the individual's weight across the liquid or solid gel. Gel also conducts body heat away from the person so that the mattress remains cool. Some models may leak if they become punctured.

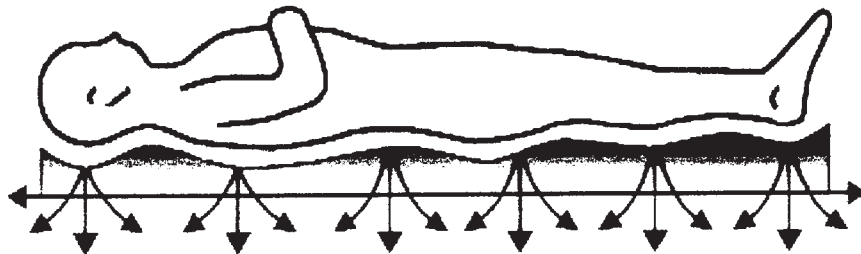
Alternating pressure pads are air-filled mattresses that have chambers or cells that alternate inflation and deflation. Alternating pressure pads are electrical devices and should be plugged into properly grounded electrical outlets. These units must also be kept clean at all times. When cleaning these units the electrical cord should be unplugged from the wall.

**Maintenance:** Most foam or gel support surfaces will breakdown over time because of the pressure of use. Most foam or gel support surfaces should be replaced every 6 – 9 months.

### Group Two-Support Surfaces (Mattress Replacement Units)

**Purpose:** Group Two-Support Surfaces are special mattresses that replace a hospital bed mattress. These replacement mattresses either alternate pressure in chambers or cells or have small holes that release small amounts of air (they may do both) in order to reduce the pressure applied to the body. By providing a surface that reduces the amount of pressure applied to the skin, these support surfaces can help prevent and treat the breakdown of skin. The same safety precautions for hospital beds apply to Group Two-Support surfaces.

**Types:** There are many different models and types of Group Two-Support Surfaces. They vary in their construction, thickness, pressure-reducing capabilities, and are usually electrically powered. The most commonly used type is the low air loss mattress.



Low air loss mattresses have chambers of air with small holes that leak air. This leaking air helps to keep skin dry, reduces the friction, and maximizes the area of the mattress the body is laying on, thus reducing the pressure.

Alternating pressure pads are air-filled mattresses that have chambers or cells that alternate inflation and deflation. This alternating of pressure relieves pressure either on a preset or custom-set schedule.



# EQUIPMENT/HOME CARE

**Use:** Group-Two Support surfaces replace the hospital bed mattress. The bed sheets are placed over the support surface—the individual does not lie directly on the pad. Even though there is a support surface in use, the need to turn the patient on a regular schedule is not replaced. This section provides an example of a patient turning schedule. The mattress should be secured to the bed frame so that it is not hindered when the head or foot of the bed are adjusted.

The electrical controller is usually attached to the foot section of the bed. The air hoses to the mattress must be attached correctly. Make sure you understand how to deflate the unit in case of an emergency and or need to perform cardiopulmonary resuscitation (CPR). Make sure you understand how to adjust the pressure to prevent “bottoming out.” The electrical blower should never have anything stored or placed on it. There should be no smoking in the room because the smoke will be filtered through the unit and can cause damage.

Patients that use support surfaces in the home should have home health professionals evaluating their skin on a monthly basis. These health care professionals will develop and implement an individualized program of skin care that should be followed.

**Maintenance:** The electrical blower should be kept clean and free from dirt. Always unplug the unit before cleaning. If the unit has filters make sure they are cleaned at least weekly. The mattress should constantly be checked to make sure there is adequate pressure to assure that patient does not “bottom-out.”

**Note:** If there is a prolonged (more than 2 hours) power outage patient must be moved off the sleep surface to a regular bed or couch until power is restored. Prolonged periods on a deflated mattress can cause increased pressure to compromised areas.

## Oral & Respiratory Suction Units

Healthy people can clear and manage their own secretions. Individuals that have a problem swallowing or coughing need to have these secretions removed. Suction devices use controlled vacuum pressures and catheters to remove secretions. Suction units require a doctor’s order before use. The user must always follow and abide by all manufacturers’ operating and safety instructions. There are two basic types of oral & respiratory suction units, stationary, or those that require electricity to operate, and portable or battery-powered models. Each has the same basic function. They each have adjustable suction pressures and the secretions collect in a separate container. These containers are disposable and can be replaced.



**Use:** The staff at Total Home Health will teach you how the suction unit operates. A nurse or respiratory therapist must teach actual suctioning techniques preferably before discharge. The suction unit must be in the powered position. Always check the unit’s filter for cleanliness. Make sure all supplies you are using with your suction unit are compatible for its use. If you are using a battery-powered unit, make sure you follow the manufacturers’ recommendation for charging. Your physician or health care clinician should prescribe a suction pressure that will not damage the patient. Always wear gloves when suctioning.

**Caution:** The suction container must be emptied when liquid reaches safe fill line. If forgotten, suction will stop when float covers hole under gauges. Do not overfill the suction bottle. Severe damage to the machine may occur.

**Maintenance & Cleaning:** Most units have filters that require periodic changing. Contact THH for your filter needs. The suction container must be emptied and cleaned daily. The contents may be dumped in your toilet and flushed. Your suction unit should be kept free from dirt, grease, and oil. Use a mild soap and water on a rag or towel to wipe unit, never submerge unit. Always unplug unit before cleaning. Your suction container should be cleaned daily using procedure below. You may use commercially available bactericidal-germicidal agents or a three part white vinegar to one part water solution. Always follow the manufacturers’ recommended procedures.

### To clean your unit:

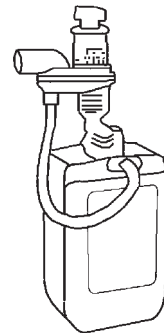
1. Unplug the suction unit.
2. Remove suction container and lid before removing from machine.
3. Discard contents in toilet and flush. Be careful not to splash contents.
4. Wash in hot water and with dishwashing soap to remove any debris.
5. Use bactericidal-germicidal agent per manufacturer’s instruction
6. Rinse well with hot water and allow to air dry.
7. Reassemble unit and plug back in and test all connections.

**Accessories:** The suction unit is only the source of the vacuum pressure. You must utilize suction tubing and oral or tracheal catheters. These items also need separate prescriptions and must be of proper size and type. Complete suction kits are available.

**Additional Information:** Your suction tubing can be cleaned in the same fashion. The suction catheters must be discarded when used. Suctioning can be either a clean or sterile procedure. Contact your physician for more details about suctioning techniques.

## Aerosol Therapy (Jet Nebulizer)

Aerosol therapy is used to moisten the air or oxygen breathed by a patient and to thin out secretions to aid in their removal. An aerosol is the suspension of particles of liquid or solid in a gas. Large amounts of aerosol can be delivered by way of a jet nebulizer. The type most commonly used is called a jet nebulizer because the gas source creates a jet of air that creates and disburse the aerosol. Jet nebulizers may be disposable or non-disposable.



**Accessories:** Aerosol delivery devices generate a lot of moisture and this can only be accommodated with larger bore tubing. This tubing, which is about one inch in diameter, is corrugated to help control any condensation or rained out water from reaching the patient. Water traps are sometimes used in the middle of the large bore tubing to collect this condensed water.

The aerosol delivered by the jet nebulizer travels through the large bore tubing to an aerosol mask, tracheostomy collar, or similar device. There is an adjustable ring on the top of jet nebulizers marked in percentages. These markings represent the percentage of oxygen delivered if oxygen is being used as the gas source. A respiratory therapy practitioner should only adjust this setting.

**Use:** Always wash your hands prior to assembling or working with jet nebulizers and their accessories. The jet nebulizer reservoir has a minimum and maximum fill line marked on the exterior; the distilled water used should always be kept between these two markings. Never use tap water to fill the jet nebulizer reservoir. Before refilling the reservoir, empty out any remaining water, rinse with distilled water, and then fill to the maximum fill line.

The flowrate used to power the jet nebulizer is adjusted to provide a constant flow of mist. The aerosol mist must not disappear when the patient is taking a breath. The aerosol mist must be constant – during inhaling and exhaling. Always make sure you maintain two jet nebulizers and extra large bore tubing.

**Maintenance:** The primary concern when dealing with aerosol therapy is keeping the equipment clean and disinfected. The equipment must be changed or cleaned and disinfected weekly. Always verify once per day that the percentage setting is set correctly and that the mist does not disappear when the patient is inhaling. The tubing will need to be drained occasionally. To drain the tubing, disconnect the tubing from the patient's mask or tracheostomy collar, and then drain the water in the direction of the water trap. Do not allow the water to go back into the jet nebulizer reservoir. Excess water in the tubing will affect the amount of humidity delivered and oxygen percentage, if oxygen is in use.

### **Supply management:**

Mask and Jet Nebulizer: Clean and disinfect weekly, replace monthly.

Tubing: Replace weekly.

Drain bag: Replace monthly

**Cleaning:** Your jet nebulizer and mask should be cleaned and disinfected weekly with the procedure below.

1. Prepare a clean jet nebulizer, tubing, and mask.
2. Turn off the compressed gas source.
3. Disconnect your jet nebulizer from the compressed gas source.
4. Reattach the new set and turn the gas source back on.
5. Disassemble the jet nebulizer and mask.
6. Wash the jet nebulizer and mask in hot water with dishwashing soap to remove any debris.
7. Rinse well with clean hot water.
8. Completely submerge and soak the jet nebulizer's parts and mask in a solution of one part vinegar to three parts hot water for 30 minutes.
9. Rinse well with hot water and allow to air dry.
10. Reassemble the jet nebulizer and mask, store in a new Ziploc® Bag.

# EQUIPMENT/RESPIRATORY

## Oxygen Concentrator

An oxygen concentrator is an electric device about the size of an end table. It produces oxygen by concentrating the oxygen that is already in the air and eliminating other gases. The machine separates the oxygen from the nitrogen in the air, concentrates it and then stores it for the patient to use. It provides oxygen at near 100% concentrations. This method is less expensive, easier to maintain and doesn't require refilling, but it is not portable. Not all conserving devices deliver the same amount of oxygen. Checks may be done with the use of a pulse oximeter. Back up methods for oxygen use are necessary in the event of a power failure. It should also be noted an oxygen concentrator may not provide adequate oxygen for some patients. Check with your physician or therapist if you would like to know if your oxygen needs qualify for oxygen concentrator use.



### **Turning On Oxygen:**

1. Plug the concentrator into a properly grounded electrical wall outlet. **Do Not** use an extension cord.
2. Turn the switch to the ON position.
3. Adjust the flow-adjustment knob until the flowmeter registers the flow rate prescribed by your doctor.
4. Attach the tubing from your cannula to the oxygen output.
5. Put on the cannula and adjust for comfort.

### **Turning Off Oxygen:**

1. Remove the nasal cannula.
2. Turn the concentrator power switch to the OFF position.
3. It is not necessary to turn the flow control OFF after it has been set properly. It should be checked, however, each time the concentrator is turned ON, and periodically during use. The flow control may require minor adjustments from time to time.

**If the Alarm Goes Off:** Your concentrator is equipped with an alarm to alert you in case of power failure or an equipment malfunction. If the alarm goes off, first check to see that the power cord is still connected to the electrical wall outlet. Check other electrical appliances in the home to determine if there is a power failure. If there is a power failure, turn OFF the concentrator to stop the alarm. Then turn ON your back-up system and connect the oxygen tubing to it. If your electrical service does not return within a reasonable length of time, notify our office so that you can be provided additional oxygen for your back-up system. If you determine that there is no power failure and that the alarm indicates an equipment malfunction, turn OFF the concentrator. Then turn ON your back-up system and connect your oxygen tubing to it. Notify Total Home Health immediately.

**Cleaning & Maintenance:** You must clean the inlet air filter twice each week. This sponge-like filter should be removed and washed under running tap water. Be sure to shake out the excess water before replacing the filter. The concentrator should NEVER be used without this filter in place. Periodically, you should also wipe down the outside of the concentrator with a damp cloth.

**Important Notes:** "NO SMOKING" signs should be prominently displayed in all areas where oxygen is being used or stored. Never place your concentrator against a wall, drapes or other objects. **Follow all the other safety precautions outlines in the general instructions.**

## Oxygen Safety

Oxygen is not flammable in and of itself but it will dramatically accelerate combustion and result in a fire that burns hotter and faster. The purpose of the oxygen safety measures described below are to prevent any injury or adverse conditions including damage/loss of home and surrounding buildings from fire and/or explosion, and risk of injury and/or death to you and anyone else in the home/surrounding buildings.

It is your responsibility to adhere to all oxygen safety guidelines. These same guidelines apply to use of oxygen while in a vehicle during transportation and with all recreational activities outside the home/residence.

Total Home Health takes oxygen safety very seriously and noncompliance with safety requirements may lead to discontinuation of Total Home Health providing your oxygen services.



The following guidelines must be followed in order to safely use oxygen:

## **NEVER SMOKE WHILE USING OXYGEN!!**

If you decide to smoke:

- Remove the oxygen from your face
- Turn off the flow of oxygen on your equipment
- Wait several minutes for the oxygen to dissipate from your facial hair.
- Go outside to smoke
- If unable to go outside, use a separate room away from the oxygen to smoke
- Never smoke within 10 feet of the oxygen equipment, tubing, or anyone using the equipment.

**No smoking, smoking materials\*, heat source or flames are allowed within 10 feet of the user oxygen, tubing, or the oxygen equipment (tanks/concentrators/liquid portable/stationary)**

\*smoking materials include but are not limited to: ash trays, used/unused cigarettes, E-cigarettes, cigars, pipes, lighters, matches or any other smoking accessories.

Other Oxygen Safety Requirements:

- It is recommended that your residence have a functioning smoke detector
- If Total Home Health has installed a fire safety valve in line with your oxygen system, the valve must be in place at all times.
- Keep all flammable materials away from an oxygen source, especially oil, grease, solvents, creams, lotions, petroleum products, paper, clothes, aerosol containers, and alcohol of any kind. (This includes on your hands and clothes as well).
- Keep all devices that are powered by electricity or that can produce sparks, at least 5-feet away from any oxygen delivery device.
- Do not use Nylon, wool, or any synthetic material for clothing or bedding. Cotton is preferred material.
- Do not try to fix, repair, or lubricate any oxygen device or delivery equipment.
- Keep all tubing and equipment uncovered and tangle-free and stored in an uncluttered and unconfined space
- Never allow any untrained person or child to touch or manipulate oxygen equipment
- Always store tanks or cylinders in approved carts or holder, on their sides, and in well-ventilated places
- Never store tanks or cylinders in the trunk of your car.

By using oxygen safely, users can achieve an improved quality of life and independence. If you should have any questions regarding your oxygen safely, please don't hesitate to call Total Home Health.

**Maintenance:** Total Home Health performs all maintenance of oxygen equipment. Basic user maintenance pertains to the external particle filters on concentrators. These need to be cleaned weekly with soap and water. The external parts of oxygen equipment must be kept clean and free from oil, grease and dirt. Never utilize any solvent to clean equipment. If anything appears to be wrong with your equipment, call your medical equipment provider immediately. ***If your power should go out and your oxygen concentrator does not restart, push the reset button on your unit.***

## **Oxygen Therapy**

Oxygen is 21% of the air we breathe. When our lungs are damaged, obstructed, or restricted, they cannot oxygenate the blood. Each cell in our bodies must have oxygen to live. Raising the oxygen percentage allows more oxygen to pass into the blood. Your physician must order oxygen. ***Oxygen is not flammable but it does provide fuel for fires.***

**Prescription:** Your physician has written a prescription for oxygen and this value should never be deviated from without first consulting him/her. Your settings are prescribed as follows:

LPM at rest\_\_\_\_\_ LPM during activity\_\_\_\_\_ LPM while sleeping\_\_\_\_\_ Hours per day\_\_\_\_\_

**Delivery Modes:** There are three basic ways oxygen can be delivered. Oxygen concentrators are the most common and they are machines that concentrate the oxygen in the air we breathe. Compressed cylinders contain oxygen under pressure and allow portability. This pressurized oxygen is measured in pounds-per-square-inch gauge, or psig. Liquid oxygen is oxygen that has been cooled to allow it to turn into a liquid. This liquid is converted back into a gas when it's brought back to room temperature. Liquid systems require no electrical power and can be packaged for portability.

# EQUIPMENT/RESPIRATORY

**Use:** Once the oxygen delivery method is decided upon, an appliance must be used to deliver it to the patient. The most common are nasal cannulas and oxygen masks. Nasal cannulas are prongs that are inserted into the nose and are suited for most needs. Nasal cannulas have curved prongs and the curve side should be down. These cannulas should be changed every month or when needed. Cannulas work exactly the same whether the user is a mouth breather or a nasal breather. When reading your flowmeter, you must read the middle of the float not the top.

Oxygen masks cover the entire nose and mouth areas and are intended for higher flowrates and oxygen percentages. A good seal on the face is needed to deliver accurate oxygen amounts. The holes on the side of the mask should never be obstructed. These ports allow your exhaled air to vent out of the mask. The minimum flowrate on an oxygen mask is 5 LPM.

**Humidifiers:** Oxygen that is delivered has no moisture in it. Liquid oxygen is the driest. Liquid oxygen stationary units should always have a humidifier regardless of the flowrate. Do not put a humidifier on a liquid portable unit.

Humidifiers are disposable devices that bubble the oxygen through a column of water. This water attaches itself to the oxygen molecules. These devices should be filled with distilled water only, do not use tap water! This distilled water can be purchased inexpensively through your local drug store. When filling your humidifier, always empty out old water before adding new water. Change your humidifier monthly or more if needed.

**Emergencies:** The THH staff understands that oxygen services should never be interrupted. We maintain a team of on-call 24 hours a day, 365 days a year technicians. If your equipment fails or your supplies are diminished, call the main store number 855-931-9300 and leave an urgent message. You should always maintain an adequate supply of oxygen on hand in case of natural disaster or other emergency. The THH staff can assist you in setting your safety limit.

## Oxygen Conserving Devices

Oxygen conserving devices' sole purpose is to conserve the oxygen that would otherwise be wasted, thus increasing the duration of portable oxygen systems. A physician must write a prescription for oxygen and the conserving device. Conserving devices do affect the amount of oxygen provided to the patient and they must be under the supervision of a physician. Always abide by all manufacturers' operational and safety procedures. There are two basic types of conserving devices, fixed-pulse or demand-pulse. The fixed-pulse type delivers a pulse of oxygen when the patient initiates a breath. The oxygen flow stops at a preset limit. These devices have higher flowrates in the beginning of the flow of oxygen, and thus are the most conserving. These devices are usually best for those patients with stable oxygen needs.

Demand-pulse units deliver an amount of oxygen that meets more of the patient need. Oxygen flow is started when the patient initiates a breath and usually continues until the patient has stopped inhaling. This type is usually better for active individuals and those with varying needs.

**Deciding:** Deciding on which type to use is based on patient needs. THH consults with your physician and utilizes the type that best meets your needs. If at any time you feel your oxygen needs are not being met by your conserving device call Total Home Health immediately. The amount of conserving varies greatly depending upon the type you are using, the oxygen flowrate, and the frequency of your breathing. The patient must understand that the conserving times they may have heard about from other patients or television commercials, may not apply to them because of these variants. Some patients may not tolerate the conserving device at all.

**Use:** Most conserving devices require special oxygen regulators. Do not attempt to attach any regulator to a conserving device that was not manufactured for that specific purpose. Make sure all operational and safety procedures are followed at all times. The conserving device usually attaches to a regulator via a tube or directly. Make sure your conserving device has the correct settings and batteries. Most conserving devices require a power source, usually rechargeable nickel cadmium. Battery types vary depending on brand used. Make sure you pay attention to the amount of oxygen in your tanks. Conserving devices are made of sophisticated electronics and should not be abused or banged around. Always keep unit in designated carrying pouch. When using a conserving device do not use a humidifier.

## Liquid Oxygen

A THH company representative will help you select a location for your reservoir in an open, well-ventilated area that is convenient for you. The surface on which the reservoir is placed must be level, and the area should be cool, dry and out of direct sunlight.

If a humidifier has been prescribed as part of your oxygen therapy, it should be attached to the oxygen outlet. Then connect the tubing from your cannula to the humidifier output.

If no humidifier is prescribed, connect the tubing from your cannula directly to the tapered fitting that is provided on the oxygen outlet of the reservoir.

Do not allow the oxygen tubing to become kinked or bent. The tubing must be open at all times to prevent flow restriction and condensation. The reservoir must be kept in an upright position at all times. If the reservoir is ever accidentally turned over on its side, place it in an upright position immediately and notify our office.

### Turning On the Oxygen:

1. Adjust the flow selector to the flow rate prescribed by your doctor. **Note:** If you are using a humidifier, it should bubble when the oxygen is turned on if it has been properly filled with distilled water and all connections are tight.
2. Put on the cannula and adjust for comfort.

### Turning Off the Oxygen:

1. Remove the nasal cannula.
2. Set the flow selector to the OFF position.

### Ordering More Oxygen:

It is important to check the reservoir contents gauge regularly to avoid running out of oxygen. Although our representative will do everything possible to schedule delivery so as to prevent this, he or she cannot monitor your oxygen supply as closely as you can. The responsibility must be assumed by you, a member of your family, or your caregiver. Follow the instructions provided by THH staff regarding oxygen fills.

With your humidifier, tubing and cannula connected, set the oxygen flow at a low rate. Insert the tips of the cannula in the nostrils. Slip the two smaller plastic tubes over the ears and down under the chin. Adjust the plastic slide until the cannula fits snugly but comfortable. Clip the tubing to the clothes, allowing enough slack for comfort and to allow turning of the head. Adjust flow up to the rate prescribed by a doctor.

## Liquid Oxygen, Liquid Portable

While in liquid state, oxygen takes up less space and can be stored at much lower pressures. Liquid oxygen systems consist of a stationary unit or reservoir that stores a large volume of oxygen and a portable unit that can be refilled from the reservoir.

Your portable unit is equipped with an oxygen outlet to which the tubing from your cannula is connected, a flow rate selector that controls the oxygen flow rate, a contents indicator that shows the amount of oxygen in the unit, a fill port that connects to a matching connector on the reservoir for refilling and a carrying strap.



Before attempting to refill your portable unit, check the level of oxygen in your reservoir as instructed by THH staff, to make sure there is enough oxygen available to fill the portable.

To remain in a liquid form, oxygen must be stored at approximately  $-300$  degrees f (300 degrees below zero). For this reason the reservoir and the portable unit are actually thermos containers. When you turn ON the oxygen, the liquid warms as it leaves the container, changes to gas, and is supplied at room temperature for you to breathe.

**The Reservoir:** Your stationary unit is equipped with a contents indicator that registers the amount of oxygen in the unit, a flow selector that controls the oxygen flow rate, an oxygen outlet for attaching a humidifier or an adapter for direct attachment of your cannula, and a fill port that connects to a matching connector on the portable unit.

## Liquid Oxygen Safety & Filling

The purpose of oxygen safety is to prevent any injury or adverse condition from occurring. By using oxygen safely, users can achieve increased oxygenation and this can improve quality of life and independence. Oxygen is not flammable, but it will add much needed fuel to fires and cause them to burn hotter and faster. Always abide by oxygen safety guidelines. If you should have any questions regarding your oxygen safety, please don't hesitate to call your medical equipment supplier.

# EQUIPMENT/RESPIRATORY

## Safety

- It is recommended that your residence have a functioning smoke detector.
- Keep all flammable materials away from oxygen source, especially, oil, grease, solvents, creams, lotions, petroleum products, paper, clothes, aerosol containers, and alcohol of any kind. (This includes on your hands or clothes also).
- Always make sure liquid units are always standing upright or held upright and stored in well-ventilated rooms.
- Never touch the liquid oxygen; it is 300 degrees below zero. Touching it will result in burns or frostbite. Do not touch any frosted part of your liquid system.
- If your unit should tip over, immediately pick the unit back up. Remember to never touch the liquid. If any liquid is escaping, evacuate the area and call THH immediately.
- If you have a portable unit, do not store it coupled to the stationary unit.
- Absolutely no open flames or smoking within 10 feet of oxygen source or within the same room.
- Do not place any oxygen unit within 5 feet of any electrical appliances, especially stoves, heaters, toasters, and hair dryers.
- Always turn units off when not in use.
- Do not use Nylon®, wool, or any synthetic material for clothing or bedding. Cotton is the preferred material.
- Do not try to fix, repair, or lubricate any oxygen device or delivery equipment.
- Keep all tubing and equipment uncovered and tangle-free and stored in an uncluttered and unconfined space.
- Never allow any untrained person or child to touch or manipulate oxygen equipment.

**Maintenance:** Total Home Health's staff performs all maintenance of liquid oxygen equipment. Basic user maintenance pertains to keeping the unit clean and if there is a battery, keeping it charged. The external parts of oxygen equipment must be kept clean and free from oil, grease and dirt. Never utilize any solvent to clean equipment. If anything appears to be wrong with your equipment, call Total Home Health immediately.

## Filling Procedure

Total Home Health's staff always fills your stationary unit. This filling procedure is generic and works with most liquid portable units.

1. Clean the fittings on both the stationary and portable units with a clean, dry, lint-free cloth. These fittings must be dry, because moisture can cause your units to freeze together.
2. Turn the portable unit off, flowrate to zero.
3. Position the portable unit in the designated fill area and just above the connector.
4. Lower the portable unit on the stationary unit until you feel the connectors engage.
5. Press firmly on the top of the portable unit, always keeping it in an upright position.
6. While firmly applying pressure to the portable unit, open the portable unit's vent valve. Your unit will begin filling your portable unit. You should hear some oxygen escaping. This hissing sound you hear is normal and you may also see vapor around the connection, this is also normal.
7. When the hissing sound changes in tone, and some liquid starts to come out of the vent line, your unit is full.
8. Close the valve.
9. After closing the vent, push the portable unit release button until the units separate.
10. You may now check the contents of your portable unit.

**Caution:** If your units are frozen together, do not force their separation. Hold the units together until the frost melts and then re-push the release button. Do not touch any frosted parts. Should there be any liquid leakage from your units after separation, immediately reattach your units. Then separate the units again. If the problem persists, leave units coupled and call Total Home Health immediately.

**Emergencies:** Total Home Health understands that oxygen services should never be interrupted and we maintain a team of on-call staff 24 hours a day, 365 days a year technicians. If your equipment fails or your supplies are diminished, call 855-931-9300 and leave an urgent message. You should always maintain an adequate supply of oxygen on hand in case of natural disaster or other emergency. The Total Home Health staff will assist you in setting your safety limit.

## Compressed Gas Systems

Tank Size	Oxygen Liters in Tank	Tank Size Length x Diameter (Inches)	Continuous Flow of Oxygen by Liter Flow					
			Tank Length of Flow in Hours					
			1	2	3	4	5	6
<b>A</b>	42.5	8 x 2.5	0.71	0.35	0.24	0.18	0.14	0.12
<b>B</b>	(M6) 169.9	11.8 x 3.21	2.83	1.42	0.94	0.71	0.57	0.47
<b>C</b>	254.9	10.9 x 4.38	4.25	2.12	1.42	1.06	0.85	0.71
<b>D</b>	424.8	16.7 x 4.38	7.08	3.54	2.36	1.77	1.42	1.18
<b>E</b>	679.7	25.4 x 4.38	11.33	5.66	3.78	2.83	2.27	1.89
<b>M60</b>	1699.2	23.1 x 7.25	28.32	14.16	9.44	7.08	5.66	4.74
<b>MM</b>	3455.0	36.2 x 8	57.58	28.79	19.19	14.4	11.52	9.6

www.catalinacylinders.com

## Portable Liquid Systems

Unit #	O2 Liters in Tank	Tank Size in Inches	Weight FULL in Pounds	Tank Length of Flow, Duration in Hours							
				1	1.5	2	2.5	3	4	5	6
<b>PB41</b>	41	38x15	160	562.6	N/A	281.3	N/A	187.5	140.6	112.5	93.7
<b>PB21</b>	21	26x15	75	288.1	N/A	144	N/A	96	72	57.6	48
<b>PB550</b>	0.6	10.5x4.5	5.6	13.5	N/A	8.5	N/A	6.5	5.1	4.2	3.6
<b>PB1000</b>	1.23	13.5x6.5	8	15.5	N/A	8.5	N/A	5.8	4.3	3.4	2.6
<b>H46 Helios Base</b>	Continuous Flow	38x15	175	35.13	N/A	18	N/A	10.55	7.56	Duration in Days	



### Enteral Pumps And Supplies

The word enteral means within or by the small intestine. Enteral feedings are a mode of feeding that directly delivers nutrients to the gastrointestinal (GI) tract. Flexible plastic feeding tubes are used to deliver the feeding nutrients to the GI tract. Electrically powered pumps can be used to control the rate of nutrient delivery. There are many types and brands of feeding pumps and each model may have different features. Most feeding pumps use a rotary wave-like motion to regulate the delivery of nutrients to the patient. All feeding pumps have controls that can regulate the speed the nutrients are being delivered and can control the total amount to be delivered. Feeding pumps are prescription devices and the users of feeding pumps must always follow the specific operational and safety procedures in the manufacturer's operations manual. Each pump is usually attached to an accessory pole so the height of the formula and pump can be adjusted.



**Feeding Tubes:** There are many methods to deliver nutrients directly to the GI tract, and each method has a different type feeding tube. There are short-term oral feeding tubes, intermediate term nasal feeding tubes, and long-term gastrostomy or duodenal tubes. Each feeding tube comes in different sizes and has been measured and fit for your use; any replacement tubes should be of the same size and type. Each kind of feeding tube has procedures used to verify proper placement of the tube, and proper cleaning and replacement intervals.

**Feeding Solutions:** Your physician determines what nutrient formula is needed and performs calculations to determine daily needs. There are many feeding formulas that are similar and can cause adverse reactions if improperly used. Before using any feeding formula make sure it is of the same formula prescribed by the physician. Formulas come in different formulations, concentrations, and preparation styles, so please make sure you read the feeding formula containers carefully.

**Pump Accessories:** Each feeding pump requires a collection device or container for holding the formula, the tubing the pump uses to regulate formula delivery, and tubing that attaches to the feeding tube. These tube assemblies are usually provided in the form of a pump accessory kit and should be changed every 24 hours. This pump kit is a closed circuit and only the feeding formula should touch the insides of the units.

**Use:** The feeding pump is always setup by your medical equipment company and the settings for the rate of formula delivery will be set by the delivery technician or home health nurse. There are specific instructions and safety precautions that must be followed when using a feeding pump. A home health nurse should provide you with the training you will need to control the feeding pump. Always wash your hands prior to handling the feeding pump, supplies and formulas. Never allow any liquid to spill on the feeding pump. If liquid spills on the feeding pump, immediately stop the flow of feeding formula to the patient, unplug the unit and clean up the liquid. After the unit has been cleaned the unit can be plugged back in and feeding resumed.

Once a container of feeding formula has been opened it is only good for 24 hours. Any unused formula should be covered and placed in the refrigerator. The date and time the container was opened should be written on the container and it should be discarded after 24 hours. **Follow manufacturer guidelines for safe handling of your formula. Most feeding formulas can be stored at room temperature until they are opened, then they must be refrigerated.**

**Safety:** Your home health nursing staff will go over procedures with you for the safe use of the feeding pump, pump tubing, and specific feeding procedures. These safety procedures must be followed and become part of the feeding routine. Do not vary from the safety precautions and procedures provided by the home care nursing staff. Tube feeding is a relatively safe procedure and any complications can be avoided by following procedures. Professional nursing staff should be monitoring your feeding procedures and the patient's nutritional status on a regular basis.

**Maintenance:** Feeding pumps should be clean and free from spills of feeding formula. A mild soap detergent can be used to wipe the exterior of the unit. Feeding pumps should only be serviced and repaired by your home medical equipment company. If you suspect your feeding pump has any problem, call Total Home Health.

# COMMUNITY RESOURCE PHONE LISTING

**AIDS Hotline – IL**

(800) 243-2437

**ALS Association Hotline**

(800) 782-4747

**Alzheimer's Disease & Related Disorders Association**

(800) 272-3900

**American Burn Association**

(312) 642-9260

**American Cancer Society**

(800) ACS-2345

**American Council of the Blind**

(800) 424-8666

**American Heart Association**

(800) 242-8721

**American Parkinson Disease Association**

(800) 223-2732

**American Trauma Society**

(800) 556-7890

**Arthritis Foundation**

(800) 283-7800

**Association for Retarded Citizens (ARC)**

(800) 433-5255

**Brain Injury Association**

(800) 444-6443

**Cancer Hotline Information Service**

(800) 4CANCER

**Christopher Reeve Paralysis Foundation**

(800) 225-0292

**Epilepsy Foundation of American**

(800) 332-1000

**For help to quit smoking**

Smokefree.gov

**Guiding Eyes for the Blind**

(800) 942-0149

**Immune Deficiency Foundation**

(800) 296-4433

**Leukemia & Lymphoma Society**

(800) 955-4572

**Living Bank (Organ Transplant) Hotline**

(800) 528-2971

**Lupus Foundation of America**

(800) 558-0121

**Medic Alert Foundation International Hotline**

(888) 633-4298

**Mental Health Association**

(800) 969-6642

**Muscular Dystrophy Association**

(800) 572-1717

**National Association for Home Care**

(202) 547-7424

**National Center on Elder Abuse**

(855) 500-3537

**National Child Abuse Hotline**

800-4-A-Child (800-422-4453)

**National Council on the Aging**

(202) 479-1200

**National Multiple Sclerosis Society**

(800) 532-7667

**National Reye's Syndrome Foundation**

(800) 233-7393

**National Spinal Cord Injury Association**

(800) 962-9629

**National Suicide Prevention Lifeline**

800-273-8255, available 24 hours everyday

*Provides help to those in suicidal crisis or emotional distress*

**Sickle Cell Disease Association of America, Inc.**

(800) 421-8453

**For your state Medicare Hotline number**

800-MEDICARE

**Total Home Health**  
RESPIRATORY & MEDICAL EQUIPMENT

Phone: 855-931-9300 · Fax: 847-931-7138

[www.totalhomehealth.com](http://www.totalhomehealth.com)