
Important Notifications Regarding Your PAP

Most insurances cover PAP on a monthly rental cycle for a period of time prior to the device becoming patient-owned. In order to help ensure insurance coverage for the rental the following criteria will need to be met:

- ➔ **PAP should be used during all periods of sleep. Most insurances require usage of a minimum of 4 hours a day, 21 out of 30 nights a month, to cover the monthly rental fee and supplies.**
 - This device provides technology that shares your data usage with Total Home Health and your doctor's office, if they participate.

- ➔ **Most insurances also require a face-to-face evaluation with your doctor's office following a minimum of 30-days of usage, but not longer than 90-days after setup that documents the compliant usage along with benefits achieved.**
 - Call your physician's office to notify them you were setup with your device and request a follow-up visit.

Failure to meet above guidelines may result in denial of coverage and patient may assume all charges for therapy. Please be sure to consult your health insurance benefits to assure coverage for therapy.

**Call Total Home Health for any PAP needs following setup
or visit us at www.totalhomehealth.com**

**For Therapy/Equipment Questions, call 855-931-9300, option #1
To Order Replacement Supplies, call 866-316-8860**

Supplies

To get the most out of your PAP therapy, it is important to replace your supplies regularly. We are here to help maximize your results and help with your resupply needs. Below are resupply guidelines for most common insurances. Your specific plan may vary.

Commercial/Medicare		Medicaid	
Pillow/Nasal Mask Frame	every 3 months	Pillow/Nasal Mask Frame	every 6 months
Pillow/Nasal Cushion	twice every month	Pillow/Nasal Cushion	twice every month
Full Face Mask Frame	every 3 months	Full Face Mask Frame	every 6 months
Headgear	every 6 months	Headgear	every 6 months
Tubing	every 3 months	Tubing	every 6 months
Water Chamber	every 6 months	Water Chamber	every 6 months
Disposable Filter	2 per month	Disposable Filter	2 per month
Full Face Cushion	every 1 month	Full Face Cushion	1 per year

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Cleaning Your Supplies and Machine

Mask, Tubing, and Headgear:

Wash face before using your mask. After using, hand wash with a mild detergent, such as pure soap, in warm water. Rinse well and allow to air dry out of direct sunlight. Do not use chlorine, alcohol, or aromatic-based solutions, bleach, scented oils, moisturizing, or antibacterial soaps to clean supplies. These may cause hardening and reduce the life of the product. On a weekly basis, hand wash tubing and headgear.

Humidifier:

Change distilled water on a daily basis. Wash reservoir weekly with warm soapy water, rinse and soak in 1 part white vinegar and 3 parts water for 30 minutes. Rinse well and allow to dry. Ensure distilled water is disposed of when machine is turned off daily and refill with fresh distilled water when ready to use for sleep.

PAP Machine:

Unplug PAP and wipe with a damp cloth on a weekly basis. Hand wash reusable filter (if used) in warm soapy water. Rinse and allow to dry. Replace disposable as needed.

Total Home Health offers multiple sterilizing units including; Sleep 8 and SoClean. Please call us at 855-931-9300, option #1, to learn more.

Using Your PAP

Getting Started

- Place the PAP unit on a level surface (night stand) near your bed and close to a properly functioning electrical outlet.
- **DO NOT** place the machine at a level higher than your head.
- Keep the PAP unit at least 12 inches away from any sources of airflow obstructions, such as drapes, bedspreads, papers, etc. Plug the unit into a properly functioning electrical outlet.
- Attach one end of the 6 ft. PAP tubing to the outlet on the PAP.

Going to Sleep

- Wash your face. Properly adjust your mask and headgear to your face as instructed by your sleep coach and manufacturer guidelines.
 - The mask should fit comfortably and just snug enough to avoid any leaks.
 - **DO NOT** over tighten your headgear.
- One end of the tubing is connected to the machine, attach the other end to your mask.
- Turn the PAP unit **ON** as instructed by your sleep coach and manufacturer guidelines.
- You will feel air coming through your mask. If using a nasal mask breathe normally through your nose, keeping your mouth closed.
- Check for leaks in your mask. Is air escaping into your eyes? Around your lips? If yes, adjust your mask near leak, if you cannot resolve, please call our therapy equipment number at 855-931-9300.
- Now you are ready to fall asleep!

Waking Up

- Remember to turn **OFF** PAP unit when not in use. Please refer to your sleep coach and manufacturer's instructions.
 - If using oxygen, turn oxygen **OFF** first, then the PAP unit.
 - Empty distilled water from water chamber and allow to air dry open.
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Safety Considerations

- Use your PAP as directed by your Doctor and **DO NOT** try to adjust your pressure settings.
- Keep the area around the PAP unit clean and do not allow the vents on the PAP to become blocked. Keep filters clean.
- Plug the PAP into a properly functioning outlet. Avoid the use of extension cords and **DO NOT** operate multiple devices from a single outlet.
- **DO NOT** block the exhalation port or valve on your mask.
- If using a heated humidifier, allow unit to cool before cleaning and/or refilling.
- Follow oxygen safety guidelines, if oxygen equipment is being used. If so, always turn the PAP unit **ON** first, then the oxygen, and turn the oxygen **OFF** first, then the PAP.
- If you have a medical emergency, contact your Doctor or emergency personnel.

Troubleshooting Guide

Problem: No pressure or flow from the PAP machine

Cause/Solution:

- Power switch in the OFF position. Turn the power switch ON.
- Power cord disconnected. Reconnect the power cord to the PAP, converter box and outlet.
- No power to the outlet. Try another outlet. Check for power outage or outlet controlled by light switch.
- Blown fuse/circuit breaker. Replace fuse or check circuit breaker in the home.
- Dirty filters. Clean or replace filters.
- Equipment malfunction, or device reading “service required” contact Total Home Health.

Problem: Air leak from mask. Eye irritation. Sore on nose, forehead, other area on face.

Cause/Solution:

- Mask not fitted correctly. Readjust mask and headgear. Contact us if problems continue. Mask should be snug, just enough to obtain a proper seal, never tight.

Problem: Dry mouth. Mouth falling open during sleep. Nasal irritation/nasal dryness.

Cause/Solution:

- If unable to keep mouth closed while sleeping, contact Total Home Health for chinstrap.
- Higher pressures may cause feelings of dryness, increase humidity on device.

Problem: Air from PAP is too hot or too cold.

Cause/Solution:

- Adjust the temperature/humidity on your machine up or down depending on the discomfort.

***If the solution to your PAP issue cannot be found above,
please contact our office at 855-931-9300, option #1.
We are happy to help!***