

# Welcome Packet for Oxygen



(888) 606-8778 - Call or Text

(248) 353-4260 - Fax

[hartmedical.org](http://hartmedical.org) - Shop 24/7

# Order Oxygen and Supplies with Ease

## ONLINE

### Online Form



1. Go to [hartmedical.org/exchange](http://hartmedical.org/exchange) anytime 24/7.
2. Enter your zip code to see when your next delivery day is.
3. Fill out and submit the Oxygen Service Request form. You will receive confirmation once a Hart representative has processed your order.

OR

### Live Chat

Chat with a Hart customer service representative at [hartmedical.org](http://hartmedical.org) 8am-7pm Mon-Fri and 8:30am-5pm Sat-Sun. One of Hart's customer service representatives will place the order while you are chatting online.



## PHONE

Call or Text **(888) 606-8778**. When calling simply say, "I need oxygen." One of Hart's customer service representatives will place the order while you are on the phone.



## IN STORE

Can't wait for your next delivery day? Contact your local Hart showroom to see if you can pick up supplies or exchange tanks in store. This option is not available at all Hart locations, so we recommend you call ahead.

Please visit [hartmedical.org/locations](http://hartmedical.org/locations).

## Reorder Your Supplies On Time

Supply Items	When to Replace	How many should I order?
Cannula	Every 2 weeks	2 per month
Tubing 25 ft or 50 ft	Every 3 months	2 every 3 months
Tubing Connector	Every 3 months	2 every 3 months
Humidifier Bottle	Monthly	1 per month
External Filter	When damaged	As needed



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## Welcome to Hart Medical Equipment

Hart Medical Equipment cares deeply about the people in the communities we serve. We are an extension of the care provided by physicians, nurses, and clinicians. We strive to conduct our patient operations with the highest standards to ensure comfort, independence, and quality of life.

Patient health, safety, and satisfaction are our top priorities. Our clinical, respiratory, delivery, billing, operations, and education teams work together to provide quality medical equipment and supplies with exceptional service.

Not only do we have numerous locations spanning Michigan and Ohio, we also ship over 23,000 products throughout the country from our website [hartmedical.org](http://hartmedical.org), where patients can use their card or insurance.

Should you have a question or need help, Hart makes it easy to get in touch.

### Online

Chat at [hartmedical.org](http://hartmedical.org)  
M-F 8:00 a.m. to 7:00 p.m. EST  
Sat-Sun 8:30 a.m. to 5:00 p.m. EST

### Email

[info@hartmedical.org](mailto:info@hartmedical.org)

### Phone

Call or Text  
(888) 606-8778

### In Person

Local Hart Showrooms  
[hartmedical.org/locations](http://hartmedical.org/locations)

Please add Hart's contact information to your phone to ensure you are able to receive calls and important updates. Please scan the QR code below or visit [hartmed.org/contact](http://hartmed.org/contact), then click "Save Contact."



## Hart makes life simpler with AutoPay

### Automatic

Never worry about missing a bill again. Hart will process your payment when it comes due. AutoPay allows us to charge a credit/debit card, checking account, or FSA/HSA on a monthly basis for an agreed upon monthly amount until payment is made in full.

### Secure

Rest assured, we will never share your payment information with anyone, and our payment partners utilize state of the art encryption and security measures to ensure your information stays safe and confidential. Once we enter your information, it is stored at the bank.

### Billing

After we bill your insurance(s), we run your payment, not to exceed your prearranged payment amount. Signing up for autopay reduces overpayments and late bills.

To set up AutoPay, call or text (888) 606-8778.

## Oxygen Walk Test Locations

Oxygen Walk Tests are performed **by appointment only** at one of these locations:

### **Bowling Green**

1204 W Wooster St, Ste 5  
Bowling Green, OH 43402  
(419) 352-7021

### **Essexville/Bay City**

1454 W Center Rd, Ste 3  
Essexville, MI 48732  
(989) 316-7280

### **Flint**

2316 S Ballenger Hwy, Ste L  
Flint, MI 48503  
(810) 406-4444

### **Gaylord**

829 W Main St, Ste F  
Gaylord, MI 49735  
(989) 748-6170

### **Maumee**

5757 Monclova Rd, Ste 7  
Maumee, OH 43537  
(419) 891-4046

### **Port Huron**

2001 Holland Ave, Ste A  
Port Huron, MI 48060  
(810) 982-0700

### **Cheboygan**

994 S Main St  
Cheboygan, MI 49721  
(231) 625-3050

### **Findlay**

1801 S. Main St  
Findlay, OH 45840  
(419) 423-9712

### **Fremont**

1211 Oak Harbor Rd  
Fremont, OH 43420  
(419) 332-4938

### **Lansing**

6250 S Cedar St, Ste 17  
Lansing, MI 48911  
(517) 489-5350

### **Petoskey**

2375 Charlevoix Ave  
Petoskey, MI 49770  
(231) 753-7200

### **Southfield**

21651 Melrose Ave  
Southfield, MI 48075  
(248) 304-4540

To schedule an appointment, please call or text **(888) 606-8778**.

For other Hart locations, please visit [hartmedical.org/locations](http://hartmedical.org/locations).

## Bill of Rights and Responsibilities

### You have the right...

- To be informed of and to exercise your rights as explained here
- To be treated with dignity, courtesy, and respect for your rights in the provision of care or service without discrimination. To receive service/care that is free from mistreatment, neglect, exploitation, misappropriation of property, and verbal/mental/physical/sexual abuse
- To receive appropriate care in accordance with orders from the physician (or other properly credentialed prescriber)
- To be provided care and service in a timely manner, receive a timely response from a Hart representative when assistance is needed, and have available a 24-hour emergency call number for assistance by qualified personnel
- To make informed decisions regarding care or service, to participate in the development and periodic revision of the plan of service/care, and to be informed of anticipated outcomes of service/care
- To receive information about the scope of services that the organization will provide and specific limitations on those services
- To informed consent and refusal of service/care after the consequences are presented
- To choose whether or not to participate in research, investigational or experimental studies or clinical trials
- To have complaints/grievances heard, investigated, and if possible, resolved without reprisal
- To confidentiality, privacy, and security, and to be advised on Hart's policies and procedures regarding the disclosure of clinical records
- To have communication needs met
- To have property respected
- To be informed of financial benefit, if any, to the referring organization when the patient is referred to another organization, service, or individual
- To be informed in advance of charges including payment for service/care expected from third parties and any charges for which the patient will be responsible
- To be able to identify staff members through proper identification
- To choose a health care provider
- To be fully informed of your responsibilities as explained below

### You are responsible for...

- Notifying Hart when you will not be available for scheduled services/visits
- Notifying Hart if additional equipment and/or supplies will be needed
- Participating as agreed in the plan of care and treatment
- Notifying Hart of changes of address and/or telephone number
- Notifying Hart of any change in condition
- Notifying Hart of any change in physician orders
- Notifying Hart of any change in physician
- Notifying Hart of any change in insurance coverage
- Notifying Hart of needed medical equipment repair for rental equipment or items under warranty
- Notifying Hart when service or equipment is no longer needed so that pick-up of equipment can be arranged
- Notifying Hart of any undue incident involving staff or equipment
- Properly caring for and maintaining rental equipment and returning rental equipment in good working condition
- Making payment arrangements to cover the costs of services rendered in accordance with applicable deductibles and coinsurance amounts
- Meeting your applicable insurance deductible at the beginning of every benefit year regardless of when the rental equipment was delivered. Rental cycles often span multiple benefit years, therefore additional deductibles may apply
- Making payment arrangements for any services/equipment not covered by insurance



## Medicare DMEPOS Supplier Standards

The products and/or services provided to you by Hart Medical Equipment 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 the U.S. Government Printing Office website: <https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-424/subpart-D/section-424.57>  
We will furnish you a written copy of the standards upon request.

### 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. *(Oxygen and ventilators are excluded from these categories.)*

**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 and mattresses, wheelchairs, alternating pressure pads, low air loss mattresses, nebulizers, suction pumps, enteral feeding pumps, CPAP/BiLevel 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, home blood glucose monitors, seat lift mechanisms, bed side rails, and traction equipment.

**Non-Medicare Patients:** Although the information above specifically mentions Medicare, many insurance companies have their own capped rental items. The rental periods vary by payer but are generally between 10 and 13 months in length. If at any point you would like to know the rental/ownership status of your equipment, please contact our Billing Department at (810) 406-4450, and a Hart employee will look into your account to determine that information for you.

### After Hours/Emergency Service

When renting or for products under warranty, Hart ensures back-up equipment, maintenance, or replacement when an equipment malfunction occurs. It does so by providing access to emergency personnel 24 hours a day, 7 days a week. Equipment may be considered standard, emergent, or non-emergent.

- Standard equipment are devices that are not considered life sustaining; however, the device is used on a daily basis. It includes but is not limited to hospital beds and mattresses, patient lifts, wheelchairs, and wound pumps.
- Emergent equipment are devices that are considered life sustaining and includes oxygen, ventilators, suction, PAP machines with respiratory rates, cough assists, enteral pumps and supplies, apnea monitors, and bilirubin lights.
- Non-emergent equipment are devices that may or may not be used on a daily basis, and the patient can wait until regular business hours for service. This includes CPAP/BiLevel and supplies, ambulatory aids, commodes, diabetic meters and supplies, nebulizers and supplies, and medical/surgical supplies.

Medical equipment maintenance service or replacement will be completed within 24 hours of a call when no back-up medical equipment has been placed in the patient's residence. Emergent medical equipment provided by Hart Medical Equipment will be serviced or replaced within four hours of a reported event. In the event Hart Medical Equipment cannot meet the four hour response time for emergent equipment and no back up equipment is available in the home or the patient needs immediate medical help, patients will be advised to call 911 or go to the nearest emergency room for care. For all patients with oxygen concentrators, a back-up supply of oxygen is given to each patient to ensure no interruption in prescribed oxygen use. Hart considers its maximum response time when evaluating the required amount of back-up oxygen needed. Hart will ensure the back-up oxygen system provides continuing support for a minimum of two times the delivery time at the prescribed rate, frequency, and duration.



## Privacy Notice

**THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW CAREFULLY.**

### **Hart Medical Equipment Pledge Regarding Protected Health Information (PHI)**

Hart Medical Equipment understands that health information about you is personal. We are committed to protecting Protected Health Information (PHI) about you. We need this information to provide you with quality care and comply with certain legal requirements. This notice applies to all of the records about you generated by Hart Medical Equipment.

We will not use or disclose your PHI without your consent or authorization except as provided by law or otherwise described in this notice. We are required by law to accommodate reasonable requests you may have to communicate PHI by alternative means or at alternative locations and will notify you if we are unable to agree to a requested restriction.

Hart Medical Equipment reserves the right to make changes to this notice and to our privacy policies from time to time. Changes adopted will apply to any PHI we maintain about you. Hart Medical Equipment is required to provide this notice and abide by the terms of our notice currently in effect.

### **Your Protected Health Information (PHI) Rights**

Although your health record is the physical property of Hart Medical Equipment, the PHI contained in the record belongs to you. You have the right to:

**Inspect and Copy:** You have the right to inspect and obtain a copy of your PHI. Such a request must be made in writing. This right is not absolute and in some cases we may deny access. We may charge a fee for the cost of copying, mailing, or other services associated with your request.

**Amend:** You have the right to request to amend your PHI. Such a request must be made in writing.

**An Accounting of Disclosures:** You have the right to request an accounting of uses and disclosures of your PHI. An accounting does not include disclosures associated with treatment, payment, and health care operations, disclosures made pursuant to an authorization, disclosures required by law, incidental disclosures, or some other disclosures. This request must be in writing and pertain to a specific time frame of less than six (6) months. We will act upon the request for an accounting no later than 60 days after receipt of your written request, but may extend this time frame an additional 30 days under certain circumstances. You may have one accounting per year free of charge, but will be charged a reasonable fee for any additional accountings.

**Right to Request Restrictions of Uses and Disclosures:** You have the right to request a restriction of the PHI we use or disclose about you however, we may refuse to accept the restriction, unless the requested restriction involves a disclosure that is not required by law to a health plan for payment or health care operation purposes and not for treatment, and you have paid for the service in full, out-of-pocket. You also have the right to request a limit on the PHI we disclose to someone who is involved in your care or the payment for such care. If we do agree with your request, we will comply unless the information is needed to provide you emergency treatment. Such a request must be made in writing.

**Request Confidential Communications:** You have the right to request communications of your PHI by alternative means or at alternative locations. We will accommodate reasonable requests that are submitted in written form and specify how and where you wish communication.

**Revoke Your Authorization:** You have the right to revoke your authorization to Hart Medical Equipment to use or disclose PHI about you. Your revocation will be honored to the extent that action has not already been taken and as otherwise provided by law. Revocation must be submitted in writing.

**Paper Copy of This Notice:** The most current Notice of PHI Practices will be posted in visible areas of Hart Medical Equipment. You will also receive a paper copy of the Notice of Health Information Practices and can request an additional copy if needed.

**Make a Request, Report a Concern, File a Complaint, or Request More Information:** To obtain forms or to exercise any of your rights described in this notice, you must send written request to: HIPAA Compliance Officer, Hart Medical Equipment 5445 Ali Drive, Suite C, Grand Blanc, MI 48439. If you have questions and would like additional information, or would like to report a concern please contact Hart Medical Equipment during normal business hours, at (888) 606-8778. If you believe that your privacy rights have been violated, you can file a complaint with our Compliance Officer. You may also file a complaint with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint.





## How We May Use and Disclose Health Information about You

The following categories describe different ways that we use and disclose PHI about you. Not every use or disclosure in a category will be listed.

**For Treatment:** We may use PHI about you to plan your care and provide for medical treatment or services. We may disclose PHI to your treating physician(s), or other health care provider(s) rendering services to you. For example: information obtained by our staff will be recorded in our record. Your physician may sign orders for your care or provide other communications. This information becomes a legal document describing the care you received and is part of your health records.

**For Payment:** We may use and disclose PHI about you so that third party payers can verify that you actually received the services billed for and to verify your benefits. We may use and disclose PHI about you so that the medical care and services you receive may be billed to and payment may be collected from you, an insurance company or a third party. For example: the information on or accompanying the bill may include information that identifies you, as well as your diagnosis, care provided, and supplies used. In the event that payment is not made, we may also provide limited information to collection agencies, attorneys, credit reporting agencies, and other organizations as are necessary to collect payment for services rendered.

**For Health Operations:** We may use and disclose PHI about you for purposes of health care operations. We may use PHI as a source of data for facility planning, community outreach, and to continually work to improve the care we render and the outcomes we achieve. These uses and disclosures are necessary to run the company and help make sure that all of our clients receive quality care. For example: for the purposes of quality we may use information in your health record to assess the care and outcomes in your case and others like it.

**Business Associates:** We may disclose your PHI to our business associates so they may perform the job we have asked them to do. To protect your PHI, we will require the business associate to appropriately safeguard your information. There are some services provided at Hart Medical Equipment through contracts with business associates. For example: collection agencies and medical storage companies.

**Research:** We may disclose PHI to researchers when their research has been approved using established protocol to ensure the privacy of your PHI.

**Funeral Directors:** We may disclose PHI to funeral directors consistent with applicable law to carry out their duties.

**As Required by Law:** We will disclose PHI about you when required by federal, state, or local law. This includes disclosures required to the Department of Public Health, which is responsible for preventing or controlling disease, injury, or disability. It also includes disclosure for law enforcement purposes as required by law or in response to a valid subpoena.

**Worker's Compensation:** We may release PHI about you to the extent authorized by, and to the extent necessary to comply with laws relating to worker's compensation.

**Organ and Tissue Donation:** If you are an organ donor, we may release PHI about you to organizations that handle organ procurement or transplantations.

**Health Oversight Activities:** We may disclose PHI to a health oversight agency for activities authorized by law. These oversight activities include audits, investigations, inspections, and certification. These activities are necessary for the government, accreditation, and licensing bodies to monitor the health care system.

**Community Resources:** We may use and disclose PHI about you to make referrals for discharge planning, or other community resources. Examples include, but are not limited to; infusion, medical equipment companies, hospice, certified home care, and nursing homes or other health related services.

**De-identified Information and Limited Data Set:** Hart Medical Equipment may use and disclose PHI that has been "de-identified" by removing certain identifiers making it unlikely that you could be identified. Hart Medical Equipment also may disclose limited PHI, contained in a "limited data set." The limited data set does not contain any information that can directly identify you. For example, a limited data set may include your city, county and zip code, but not your name or street address.

### Non-Described Purposes

For purposes not described above, including uses and disclosures of PHI for marketing purposes and disclosures that would constitute a sale of PHI, Hart Medical Equipment will ask for your written authorization before using or disclosing your PHI. If you signed an authorization form, you may revoke it, in writing, at any time, except to the extent that action has been taken in reliance on the authorization. Other uses and disclosures of PHI not covered by this notice will be made only with your written permission.

### Breach Notice

Hart Medical Equipment is required to provide patient notification if it discovers a breach of unsecured PHI unless there is a demonstration, based on a risk assessment, that there is a low probability that the PHI has been compromised. You will be notified without unreasonable delay and no later than 60 days after discovery of the breach. Such notification will include information about what happened and what can be done to mitigate any harm.



## Complaint Policy

Hart promotes open communication between patients and staff. Patients are free to voice their complaint regarding policies, care, or services and recommend changes without coercion, discrimination, reprisal, or unreasonable interruption of care or services. Hart receives, investigates, and responds to all complaints and recommendations received from patients. To assist in accommodating feedback needs of our patients a feedback form is located below. You may also voice concerns to the Accreditation Commission for Healthcare at (919) 785-1214, The Michigan Dept. of Licensing and Regulatory Affairs Board of Pharmacy at (517) 335-0918, The State of Ohio Board of Pharmacy at (614) 466-4143, and/or Medicare at (800) 633-4227.

### Customer Communication Log

At Hart we genuinely strive to provide the highest quality in available home care services for our patients and their families. That is why your concerns are our concerns. To ensure that our service meets your total satisfaction, we ask you to completely describe any problem, concern, or compliment you may have.

This completed form will be routed directly to the manager, who will promptly review the form. If you submit a problem or concern, the manager will make verbal or written communications with you to assure you the problem has or is being addressed.

We appreciate your candid comments as well as your assistance in helping us to continually improve our service to our many valued customers.

Customer Name: \_\_\_\_\_ Insurance ID #: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Customer Telephone #: \_\_\_\_\_ Date of experience: \_\_\_\_\_

Description of problem/concern/positive experience: \_\_\_\_\_

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Action taken to resolve concerns/complaints: \_\_\_\_\_

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**Mail to: Hart Medical Equipment**  
**Attn: Corporate Compliance Dept.**  
**2284 S Ballenger Hwy, Ste A**  
**Flint, MI 48503**

**Email to: [CorporateCompliance@hartmedical.org](mailto:CorporateCompliance@hartmedical.org)**

**Hart Employee: Attach this form to the Communication Form (ADFM026) and follow the Corrective Action Policy (ADOP008) for completion.**

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## Billing and Payment Policies

Hart Medical Equipment will accept assignment of benefits for most primary insurance carriers, on behalf of patients for services provided. All Medicare Part “B” claims are electronically submitted for processing. Once Medicare “B” has paid their portion of a claim, Hart will bill supplemental insurances and the patient for any unpaid portion. Third party billing is not an obligation of Hart Medical Equipment but rather a service offered to our clients provided we receive all necessary approval signatures when the service begins.

### **Medicare:**

Hart Medical Equipment will accept Medicare Part “B” assignment for most services, billing Medicare directly for 80% of the allowable and billing the beneficiary or a third party for 20% co-pay and associated deductibles.

### **Medicaid:**

Hart Medical Equipment may provide equipment to Medicaid recipients upon verification and approval of coverage status and medical justification. Presentation of your State Beneficiaries Identification Card and personal identification will be required.

### **Private Insurance:**

Hart Medical Equipment may bill private insurances upon verification and approval of coverage status and medical justification. The patient/client is responsible for providing all necessary insurance information. Presentation of your insurance card and personal identification are required when billing private insurance carriers.

### **Managed Care:**

Hart Medical Equipment will, upon approval and authorization from the contracted managed care provider, accept assignment on most services of managed care claims for processing once all appropriate identification has been established.

### **Waiver of Deductible and Coinsurance:**

A patient’s deductible will not be waived under any circumstance. A small payment each month will suffice if full payment cannot be made at the times of service.

The coinsurance may be waived only on rental items if the patient has been billed more than three times, and can document that they are still in need of the equipment and cannot financially afford to pay for their share of the rental. A Hart Medical Equipment financial assistance form must be completed and letter substantiating that the patient is unable to pay must be written and signed by the patient. Patients must also understand that if at any time their ability to pay changes, they are obligated to fulfill their financial obligation.

### **Reimbursement Deductible:**

The Medicare Part “B” deductible is taken from claims in the order that Medicare processes them, not necessarily in service date order. The Medicare Part “B” deductible is satisfied by using Medicare’s allowed charges, which does not always equal the actual charges billed by the supplier. At the beginning of each year, you may be requested to pay Hart Medical Equipment your Medicare deductible amount. Our claims are filed the same day of each month as long as the equipment is in the home, and for this reason our bills enter Medicare’s system often before the doctor’s office or hospital.

### **Patient Liability for Non-Covered Services:**

When assignment is accepted or not accepted on a claim, suppliers may bill beneficiaries for services that are denied as non-covered services. While assignment agreement prohibits suppliers from collecting more than their insurance’s allowable charge for covered services, it does not prohibit billing for non-covered services. Billing for non-covered services applies to services that are never covered by one’s insurance such as services that are occasionally denied as “not medically reasonable and necessary.”

When accepting assignment before furnishing services which a supplier believes is excluded from coverage as not “reasonable and necessary”, the supplier will inform the beneficiary of the non-covered services. For services rendered prior to receiving documentation to determine if services are excluded from coverage, the supplier will then inform the patient of the charge for this item. It will be necessary to have a waiver for liability signed to protect the supplier against possible liability for the service under the waiver of liability provision.

### **Necessity and Reasonableness:**

Although an item may be classified as Durable Medical Equipment (DME), it may not be covered in every instance. The equipment must also be necessary and reasonable for treating the illness and injury, or must improve the functioning of a malformed body part in order to be considered covered. Payment of equipment that does not reasonably perform a therapeutic function for an individual cannot be authorized. Furthermore, when the type of equipment furnished substantially exceeds what is required for the treatment of the illness or injury involved, payment will be reduced to the least expensive equipment that will meet the patient’s needs.

### **Signature Requirements:**

The supplier may obtain from the patient and retain on file a lifetime authorization for the submission of equipment rental and/or purchase claims in the patient’s behalf. When a beneficiary’s signature is required and he/she is unable to sign, we can accept the following:

- A delivery ticket, education materials, assessments, or other Hart Medical Equipment documents signed and witnessed by another person.
- An Assignment of Benefits (AOB) signed by another person. The person signing should sign the patient’s name, his/her own name, and relationship to the patient.

### **Durable Medical Equipment Medicare Contractor:**

In an attempt to provide greater efficiency in Medicare programs as they apply to Durable Medical Equipment (DME), which includes Oxygen, Nebulizers and CPAP/BiLevel equipment, effective October 1, 1993, the Health Care Financing Administration (HCFA) awarded contracts to four health care carriers, and in 2016 it was decreased to two carriers for the four regions. These carriers are referred to as Durable Medical Equipment Medicare Administrative Contractors or DME MACs.

Each DME MAC covers a specific geographic region of the country. Payment for DME claims, under this regional carrier system, will only be made to you or to your supplier. Remember these four DME MACs process Medicare claims only for DME.

### **Returns:**

Merchandise may be accepted for exchange or refund within 30 days of purchase when accompanied by sales receipt. To receive a refund, item must be new and in the original packaging. Refunds are subject to management discretion. To ensure the safety of all of our Hart Medical Equipment patients, oxygen contents, enteral nutrition products, hygiene/toilet products, and disposable supplies ARE NOT accepted for return, refund, or credit. If you received a substandard or inappropriate item that was covered by your insurance at the time it was fitted, rented, or sold, contact Hart Medical Equipment to determine your options for return or replacement.

## **Infection Control in the Home**

Controlling the spread of illness or infections is important. When a person coughs or sneezes, body fluids/droplets are sprayed into the air. These droplets may spread illness from one person to another. Infections may also be spread through contact with surfaces that have been contaminated with body fluids. Maintaining a clean environment and disinfecting frequently touched surfaces helps to keep infections under control. Always wash hands (scrub for 20 seconds or sing the ABC song) when working with equipment or supplies and after completing procedures. Additional infection control measures:

- Avoid clutter as it can be a fall, fire, or infection control risk.
- Disinfect frequently touched surfaces such as doorknobs, light switches, counter tops, remotes, etc.
- Wear gloves when possible for cleaning up after pets; i.e., litter boxes, and aquariums.

### **Deliveries:**

To order oxygen tanks, please visit [hartmedical.org/exchange](http://hartmedical.org/exchange) to fill out the Oxygen Service Request Form or chat with a Hart representative online via Live Chat at [hartmedical.org](http://hartmedical.org), and they will help place an order for you. You may also call or text Hart Medical Equipment 24 hours in advance for routine and repeat orders for enteral nutrition, ventilator, and tracheostomy supplies to ensure available inventory for your delivery. Standard deliveries are made Monday-Friday, 9:00 AM-5:00 PM. Please allow 2-3 business days for shipped items.

### **Rental Equipment:**

Customers are responsible for routine maintenance and cleaning of rented equipment according to the instructions provided by the initial set-up. Service, parts, and labor are provided free of charge on active rental equipment or if still under manufacturer warranty (except in the case of misuse or abuse). If the rental equipment has been damaged through misuse or abuse, the maintenance and repair costs become the patient/client responsibility. Rental equipment becomes patient owned once the number of months on rental meet your insurance company's purchase price. If you are unsure if your equipment is still renting, contact Hart's Billing Department at (810) 406-4450 for more information.

### **Purchased Equipment:**

New or used equipment for purchase or rental covered by an insurance payer is subject to the manufacturer's warranty from the date of initial set up for the specific patient. Refer to the warranty information provided with the item at the time of purchase. Used equipment purchased from Hart by an individual versus an insurance has a 90-day warranty on parts and labor.

### **Service and Repair:**

Service and repair on equipment purchased from Hart Medical Equipment that is no longer covered by manufacturer's warranty will be subject to current labor charges. The customer will be informed of their responsibilities regarding the ongoing care and service of the equipment and will be provided with maintenance instructions and how to obtain any necessary services. All service and repair must be scheduled by calling our office at (888) 606-8778 during regular business hours.

## Emergency-Preparedness

Hart has an emergency-preparedness plan to provide continuing care or services in the event of an emergency that interrupts patient care or services and encourages you to do the same.

Your emergency-preparedness planning should include:

- Having someone designated to check on you if an emergency situation occurs
- Determine a primary evacuation route and alternatives
- Arrange for a friend or relative in another town to be a communications contact for the extended family
- Make a habit of tuning in to daily weather forecasts and be aware of changing conditions
- Find out where the main utility switches are and assign someone to turn them off in an emergency or disaster
- Have a flashlight nearby and extra batteries for power outages
- Keep extra blankets on hand if the heat goes off
- Try to keep a back-up supply of medications on hand and rotate them so they don't expire
- If you have oxygen or other medical equipment, be sure you have a back-up source in case of a disaster
- Always keep a list of emergency phone numbers on hand, including the number for your medical equipment supplier



## Hart Medical Equipment Services

### Respiratory Therapy

#### Oxygen Home Use Systems

- Oxygen Concentrators
- Oxygen Gas Cylinders
- Airvo High Flow Oxygen
- Nebulizers

#### Oxygen Portable Systems

- Home Fill Systems
- Small Gas Cylinders with Conservers
- Portable Oxygen Concentrators
- Portable Liquid Oxygen
- O<sub>2</sub> Rolling Carts, Totes, & Bags

#### Sleep Therapy

- CPAP/BiLevel
- Ventilators
- CPAP Pillows
- Nasal Pillows & Cushions
- CPAP Sanitizers

#### Ventilators

- Non-Invasive Ventilators
- Invasive Ventilators

#### Other

- Cough Assists, Suction Devices
- Percussive Vest

### Specialty Products

- Ostomy
- Speech Generating Devices
- Wound Care Supplies
- Phototherapy
- Breast Pump
- Mastectomy
- Nutritional Formula

### Urology Products

- Intermittent Catheters
- Foley Catheters
- Closed System Catheters
- Urology Collection
- Incontinence Products

### Diabetes & Therapy Supplies

- Glucose Monitors
- Diabetic Shoes, Insoles, & Socks
- Test Strips & Lancets
- Foot & Skin Care Products
- CGM & Insulin Pumps

### Bath Safety

- Grab Bars & Tub Rails
- Bath Benches & Chairs
- Transfer Benches
- Toilet Safety Frames
- Raised Toilet Seats

### Mobility & Ambulatory Products

- Standard Wheelchairs
- Walkers
- Crutches & Canes
- Scooters
- Accessories

### Lift Chairs

- Lift Chairs
- Uplift Power Seats
- Lift Chair with Massage
- Lift Chair with Heat

### Patient Room

- Beds
- Bedside Tables & Commodes
- Patient Lifts & Trapezes
- Pressure Support Surface
- Pillows & Cushions

### Orthopedic Support & Rehab Products

- Off-the-Shelf Bracing
- Custom Braces
- Hot/Cold Therapy
- Moist Heating Pads
- Cushions

### Compression Support

- Ready to Wear Stockings
- Anti-embolism Stockings

## Oxygen

Your doctor has determined that you would benefit from the use of oxygen. The setting or liter flow needed to benefit you was determined by your doctor and has been set in your machine by Hart Medical Equipment. **You should never make changes to your oxygen setting unless instructed to do so by your doctor as too much or too little oxygen can be detrimental to your health.** You need to wear your oxygen as instructed by your doctor. Some people will wear it continuously, some while sleeping, and others with activity. Your doctor will determine whether you need a cannula or mask. This cannot be changed without a doctor's order.

Insurance requires evidence of ongoing need to continue to cover oxygen therapy. It is important to keep doctor appointments and discuss your oxygen therapy.

## Oxygen Use

**It is important that you read the following instructions and safety information, so you will receive the greatest benefit from using your oxygen.**

1. Getting accustomed to wearing a nasal cannula or mask may take some time, but it is very important that you are using it as ordered by your doctor.
2. It is necessary to follow the cleaning and maintenance instructions given to you by Hart. Proper cleaning and maintenance will extend the life of your equipment and ensure that it functions properly.
3. The mucous and oils in your body will cause the soft materials of the cannula or mask to become soiled. Cleaning the cannula or mask in mild soapy water and then thoroughly rinsing and drying are important for good health. An extra cannula or mask was provided by Hart to allow you to keep using your oxygen while cleaning your cannula or mask.
4. To help you manage your replacement supplies, Hart recommends new cannulas or masks every 3 months or when not working. Hart will either deliver the supplies with your oxygen cylinders or mail them to your home if you are not getting a cylinder delivery.
5. If you require surgery or hospitalization for any reason, make sure that you inform the hospital and health care providers that you use oxygen. The hospital has their own oxygen, so you do not need to take your machine to the hospital. If you took portable cylinders or a portable machine to the hospital, make sure your family or caregiver takes it home. Equipment is easily lost in the hospital.
6. Most insurances require continued follow-up appointments with your physician in order to pay for your home oxygen. **Without a follow-up appointment(s), insurance may not cover future rentals or supplies.**
  - For short-term diagnoses (i.e., Pneumonia, Bronchitis, COVID, etc.), a physician follow-up appointment is required every 3 months until a long-term diagnosis can be identified.
  - For long-term diagnoses (i.e., COPD, CHF, Pleural Effusion, etc.), a physician follow-up appointment is required every 12 months for the duration of therapy.
    - Medicaid policies- Initial follow-up appointment is required at 6 months from initiation of therapy, and then every 12 months thereafter for the duration of therapy.

## Basic Cleaning Instructions

- Wash the humidifier in warm water and mild detergent daily (such as Palmolive, Dove, Ivory, or a mild dish soap). **Never use antibacterial soap or cleaning chemicals.** Refill with fresh distilled water each day.
- Wipe the exterior of the device with a dry cloth. Never use cleaning chemicals on your machine.
- Clean the cannula or mask daily in warm water and mild detergent (such as Palmolive, Dove, Ivory, or a mild dish soap). **Never use antibacterial soap or cleaning chemicals.**
- In the event of a sinus infection or cold, soak the cannula or mask for 30 minutes in a mixture of 3 parts water and 1 part vinegar, then rinse in water for 2-3 minutes to remove residue.

## Oxygen Safety

- 1. Fire Safety:** Oxygen is not flammable and will not explode. It does, however, support combustion, which means it makes things burn faster and ignite easier. Because of this, special precautions must be taken to prevent fires where oxygen is present.
  - Never smoke or allow others to smoke around you while you are using oxygen. This includes the use of electronic cigarettes (vapes) as well as traditional cigarettes, cigars, pipes, marijuana, etc.
  - Post NO SMOKING signs in entryways and front windows to alert others to the presence of oxygen in the home. This will ensure your safety as well as others' and in the event that there is a fire, will ensure that first responders are able to take proper safety precautions to keep themselves safe.
  - Keep oxygen cylinders and tubing at least 10 ft. away from any open flame, including gas stoves, lighted fireplaces, wood burning stoves, candles, lighters, and other types of heat sources.
  - Avoid using anything that may cause a spark around home oxygen, including space heaters, electric blankets, electric razors, hair dryers, and friction toys; e.g., a toy car you pull back and release to move forward.
  - Avoid using lotions, creams, or other home care products containing petroleum (like Vaseline). Choose water-based products instead. The combustion of flammable products containing petroleum can be supported by the presence of oxygen.
  - Support home oxygen safety and reduce the risk of home fires by turning your oxygen off when oxygen is not in use.
  - Install and maintain smoke detectors in your home, replace their batteries regularly, and perform weekly checks to ensure proper functionality. Keep a fire extinguisher on hand and know how to use it. Plan and practice an emergency evacuation route for you and your family to use in the event of a fire.
- 2.** Never change your liter flow without a prescription from a physician. Although it may seem contradictory, too much oxygen can actually be detrimental to your health.
- 3.** Do not connect tubing to total longer than 57 ft. (50 ft. of tubing + a 7 ft. cannula). The amount of oxygen that reaches the patient drops to unsafe levels when tubing is longer than 57 ft.
- 4.** Tubing is a tripping hazard when resting on the floor. Always be cautious not to get tangled in tubing as you move around your home.
- 5.** Be sure your pets do not chewing on your oxygen tubing.
- 6. Liquid Oxygen Safety:**
  - Avoid direct contact with liquid oxygen as it can cause severe burns due to its extremely cold temperature.
  - Avoid touching any frosted or icy connectors of either the stationary reservoir or portable unit.
  - If liquid oxygen leakage occurs, do not attempt to wipe it up. Instead, call Hart. Keep the portable unit in the upright position. Do not lay the unit down nor place on its side.

### Proper Storage of Oxygen Equipment

- Store oxygen cylinders safely and securely in the upright position, away from any type of heat source and in an approved oxygen storage cart or other device designed to store home oxygen. If you do not have a way to secure cylinders when stored upright, then store them lying on their side on the floor instead.
- Oxygen accumulates in poorly ventilated areas like closets, cabinets, or under the bed. Store your oxygen in a well-ventilated area away from the sun.
- **Never drape clothing or other materials over your oxygen supply source.**

### Things to Remember While Using Oxygen

- Change nasal cannula or oxygen mask every two weeks.
- Change oxygen tubing every three months.
- Clean humidifier bottle daily. Fill with distilled water only.
- **Call your physician if you experience frequent headaches, anxiety, blue lips or fingernails, drowsiness, confusion, restlessness, shortness of breath, or irregular breathing. If you believe you are in respiratory distress, call 911.**

### Oxygen Concentrator

An oxygen concentrator (Picture 1) is a machine that pulls oxygen from room air and turns it into medical grade oxygen for breathing.



Picture 1

#### Setting up your equipment:

- Place unit in a well-ventilated area.
- Plug directly into a working grounded outlet; don't use extension cords
- Attach cannula (Picture 2) to oxygen port on the unit.



Picture 2

#### Using your equipment:

- Turn on the concentrator. It will alarm briefly to set internally.
- Ensure liter flow is set at prescribed level. **Do not** change liter flow setting without a prescription from your physician.
- Place cannula properly into nose and behind the ears. (Picture 3)
- You will notice a "poofing" noise every few seconds. This is the normal operation of your concentrator as it separates the oxygen from the room air gases that are not needed.



Picture 3

#### Attaching a humidifier bottle (if needed):

- Remove supply-tubing adaptor.
- Secure humidifier to concentrator.
- Attach tubing to humidifier output. (Picture 4)
- Make sure the water in the humidifier bottle bubbles once unit is turned on. If bubbling does not occur, check the connections.



Picture 4

### Dual Oxygen Concentrators for High Liter Flows

- Patients who need oxygen at a rate of more than 8 liters per minute (LPM) will need to have two concentrators hooked together to provide the oxygen.
- These concentrators must be the same make & model.
- The oxygen output of the connected concentrators must be analyzed by Hart before the patient can use them. They must also be analyzed by Hart every time a liter flow change is ordered by the physician.
- High flow versions of supplies must be used for patients with this type of oxygen setup.

#### Setting up your equipment:

- Place unit in a well-ventilated area.
- Plug each concentrator directly into a working grounded outlet.
- Use a Y-connector to hook the concentrators together. (Picture 5)
- Attach a high flow humidifier bottle to one of the concentrators.

#### Using your equipment:

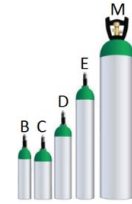
- Attach 50ft tubing to the Y-connector and then attached cannula to end of the tubing.
- Turn on the concentrator that has the humidifier bottle attached. It will alarm briefly to set internally.
- Turn on the concentrator that doesn't have a humidifier bottle attached.
- Hart has analyzed the output of your connected concentrators. **Do not change liter flow setting on either machine.** If your doctor orders a change in liter flow, Hart will need to adjust the setting for you and analyze the new oxygen output to ensure it is dispensing the correct amount of oxygen for your needs.
- Place cannula properly into nose and behind the ears.
- You will notice a "poofing" noise every few seconds. This is the normal operation of your concentrator as it separates the oxygen from the room air gases that are not needed.



Picture 5

### Portable Oxygen Cylinders

- When you use oxygen and need to leave your home, your doctor may order portable oxygen cylinders to take with you. (Picture 6)
- How long the cylinder will provide you with oxygen will depend on the size of the cylinder and your liter flow. Refer to the **Cylinder Duration Chart** for approximate tank durations based on liter flows.



Picture 6

### Setting up your equipment:

- Place oxygen cylinder securely onto cart or stationary stand. (Picture 7)
- Attach regulator to cylinder; note 'pin index' on the yolk of the regulator. (Picture 8)
- Secure the regulator by tightening the screw handle. (You'll note a slight indentation on post valve of tank. Line up screw with indentation.)
- Attach tubing to regulator port.



Picture 7

### Using your equipment:

- Open flow from tank by turning neck valve counter-clockwise. (Flow from regulator is turned off at this stage.)
- Slowly turn liter flow to prescribed level. Open valve on regulator.
- Listen for hissing noise. If you hear oxygen escaping, check the regulator to make sure a washer is in place. Use only recommended washers available through your oxygen provider.
- Check contents gauge to make sure that it reads full.



Picture 8

### Cylinder Duration Chart

Note: All times are approximate and are based on continuous flow usage with a regulator.

<b>B Cylinder</b>						
	<b>1 LPM</b>	<b>2 LPM</b>	<b>3 LPM</b>	<b>4 LPM</b>	<b>5 LPM</b>	<b>6 LPM</b>
<b>Full tank</b>	2 hours	1 hour	45 minutes	30 minutes	25 minutes	20 minutes
<b>½ full tank</b>	1 hour	30 minutes	20 minutes	15 minutes	12 minutes	10 minutes
<b>¼ full tank</b>	30 minutes	15 minutes	10 minutes	7 minutes	6 minutes	5 minutes
<b>C Cylinder</b>						
	<b>1 LPM</b>	<b>2 LPM</b>	<b>3 LPM</b>	<b>4 LPM</b>	<b>5 LPM</b>	<b>6 LPM</b>
<b>Full tank</b>	4 hours	2 hours	1 ½ hours	1 hour	50 minutes	45 minutes
<b>½ full tank</b>	2 hours	1 hour	45 minutes	30 minutes	25 minutes	20 minutes
<b>¼ full tank</b>	1 hour	30 minutes	22 minutes	15 minutes	12 minutes	10 minutes
<b>D Cylinder</b>						
	<b>1 LPM</b>	<b>2 LPM</b>	<b>3 LPM</b>	<b>4 LPM</b>	<b>5 LPM</b>	<b>6 LPM</b>
<b>Full tank</b>	5 hours	2 ½ hours	1 hr. 50 mins.	1 ¼ hours	1 hr. 10 mins.	1 hour
<b>½ full tank</b>	2 ½ hours	1 ¼ hours	55 minutes	35 minutes	32 minutes	30 minutes
<b>¼ full tank</b>	1 ¼ hours	35 minutes	25 minutes	15 minutes	13 minutes	12 minutes
<b>E Cylinder</b>						
	<b>1 LPM</b>	<b>2 LPM</b>	<b>3 LPM</b>	<b>4 LPM</b>	<b>5 LPM</b>	<b>6 LPM</b>
<b>Full tank</b>	10 hours	5 hours	3 ¾ hours	2 ½ hours	2 hours	1 ¾ hours
<b>½ full tank</b>	5 hours	2 ½ hours	1 hr. 50 mins.	1 ¼ hours	1 hour	55 minutes
<b>¼ full tank</b>	2 ½ hours	1 ¼ hours	55 minutes	35 minutes	30 minutes	25 minutes
<b>M Cylinder</b>						
	<b>1 LPM</b>	<b>2 LPM</b>	<b>3 LPM</b>	<b>4 LPM</b>	<b>5 LPM</b>	<b>6 LPM</b>
<b>Full tank</b>	2 days 8 hrs.	1 day 13 hrs.	18 hours	14 hours	11 hours	9 ½ hours
<b>½ full tank</b>	20 hours	14 hours	8 hours	6 ½ hours	5 hours	4 hours
<b>¼ full tank</b>	12 hours	6 ½ hours	4 ¼ hours	3 hours	2 ½ hours	2 ¼ hours



## Regulator

- A regulator controls the release of oxygen from an oxygen cylinder.
- The flow meter controls the amount of oxygen that is released from the tank at any given time. (Picture 9)
- The pressure gauge indicates the amount of oxygen remaining in the tank. The lower the pressure is, the less oxygen that remains in the tank. (Picture 9)

### Setting up your equipment:

- Place oxygen cylinder securely onto cart or stationary stand.
- Attach regulator to cylinder; note 'pin index' on the yolk of the regulator.
- Secure the regulator by tightening the screw handle. (You'll notice a slight indentation on post valve of tank. Line up screw with indentation.)
- Attach tubing with nasal cannula to regulator port.

### Using your equipment:

- Open flow from tank by attaching the cylinder wrench to the cylinder stem and turning counter-clockwise. (Flow from regulator is turned off at this stage.)
- Slowly turn the flow meter to the prescribed liter flow. (Picture 10)
- Listen for hissing noise. If you hear oxygen escaping, check the regulator to make sure a washer is in place. Use only recommended washers available through your oxygen provider.
- Check contents gauge to make sure that it reads full.



Picture 9



Picture 10

## Conserving Device (AKA Conserver)

- A conserving device (Picture 11) is used in place of the regulator on an oxygen portable unit.
- Conserving devices deliver oxygen in a bolus (or pulse dose) instead of continuous flow, thereby conserving oxygen while you are exhaling. This method of oxygen delivery allows oxygen cylinders to last longer than they normally would.
- **Not everyone that uses oxygen can safely use a conserving device.**
- Once you are stable on your home oxygen, a walking test performed by a Hart clinician is required to ensure you can tolerate the pulse dose breaths. This test requires an order from your doctor and is performed in specific Hart locations by appointment. (**See Oxygen Testing Locations**)



Picture 11

### Using your equipment:

- Place oxygen cylinder securely onto cart or stationary stand.
- Attach conserving device to cylinder. Line up the index pins on the conserving device to the corresponding holes on the cylinder port valve.
- Secure the conserver by tightening the screw handle.
- Attach tubing to conserving device port.
- Turn on the oxygen. You should see the contents gauge on the conserving device pressure register.
- Turn on the power to the conserving device.
- Set the device to the prescribed setting.
- Put on your nasal cannula and breathe normally. The conserving device will deliver a bolus or pulse of oxygen at the beginning of each breath.



### Portable Oxygen Concentrator (POC)

- A POC (Picture 12) is a small electronic device that concentrates oxygen from the air.
- POCs are intended for portable use outside of the home and replace the use of oxygen cylinders.
- Because of their small size, POCs are limited to providing lower liter flows of oxygen usually given in pulse dose (not continuous flow). The pulse dose is less oxygen than can be provided by continuous flow oxygen cylinders.
- **Not everyone that uses oxygen can safely use a POC.**
- In order to qualify for a POC from Hart, your doctor will order a walk test to be conducted by a Hart clinician. This test is performed by appointment at specific Hart locations. **See Oxygen Testing Locations**



Picture 12

#### Setting up your equipment:

- Attach 7 ft. nasal cannula to port on POC.
- Hold power button on POC to turn on.
- Cycle machine to desired setting (stated setting does not equate to a liter flow). Setting could be continuous or pulse dose.

#### Using your equipment:

- If using on pulse dose, the device will deliver a bolus or “pulse” of oxygen at the beginning of each breath.  
*Note: Not all patients can tolerate pulse dose.*
- Whenever possible, keep the portable concentrator plugged in to avoid wearing down the battery charge.
- Batteries must remain charged whenever possible to ensure functionality. There will be a visible indicator that the battery is charging.

#### POC Alarms

- Breath not detected: You are on pulse dose and the device does not detect your breath, or you are breathing too fast. Sit down and take slow, deep breaths to allow the device to detect your breathing.
- Low Battery: Change or charge the battery. *Note: Keep portable concentrator plugged in whenever possible to avoid using batteries, and keep batteries charged whenever possible.*
- Device overheating: Move the device away from any heat source. Provide ample ventilation and allow the device to cool down. Switch to another oxygen source if needed during this time.

### HomeFill Compressor & HomeFill Oxygen Cylinders

- A HomeFill compressor attaches to the top of an oxygen concentrator. (Picture 13)
- Allows patients to use their concentrator to fill their own oxygen cylinders for use outside the home.
- Because filling the tanks draws oxygen from the concentrator, there are limitations as to what liter flow patients can be on while using this system.
- Requires HomeFill-compatible cylinders.

#### Setting up your equipment:

- Place rack on top of oxygen concentrator.
- Place HomeFill unit onto rack.
- Attach curly ‘pigtail’ tubing from HomeFill unit to concentrator.
- Plug in both HomeFill unit and concentrator directly into a grounded outlet.
- Turn on concentrator. Note: Concentrator must run for a minimum of 30 minutes before filling a cylinder.



Picture 13

#### Filling the HomeFill cylinders:

- After concentrator has run for at least 30 minutes (green light on concentrator must be on), attach a HomeFill cylinder to the HomeFill unit.
- Turn HomeFill unit on.
- 0-3 minutes: The oxygen below normal (yellow) light will be lit while the HomeFill compressor warms up.
- After 3 minutes: The filling (green) light will be on while the cylinder is filling.
- The full (green) light will be on when the cylinder is finished filling.

### Liquid Oxygen Reservoir & Liquid Oxygen Portable Units

- A liquid oxygen reservoir (Picture 14) is a large tank that sits stationary in a patient's home and contains oxygen in liquid form.
- Allows patients to fill liquid oxygen portable cylinders for use outside the home.
- Liquid oxygen containers can hold more oxygen because the molecules are closer together than they are in gaseous form.
- As with standard portable cylinders, the size of the cylinder and your liter flow will affect the tank duration. Refer to the **Liquid Oxygen Reservoir and Liquid Portable Unit Duration Charts** for approximate tank durations based on liter flows and models.

#### Setting up your equipment:

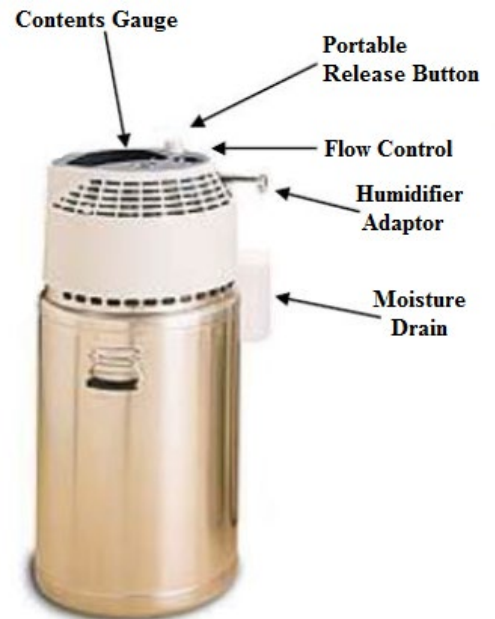
- Fill humidifier bottle with distilled water to the level indicated on the humidifier bottle.
- Attach humidifier bottle to the oxygen outlet on the liquid system by screwing humidifier bottle inlet to oxygen outlet.
- Attach oxygen tubing to humidifier bottle nipple.

#### Using your equipment:

- Turn oxygen flow to the flow rate prescribed by your physician.
- Adjust nasal cannula or oxygen mask to fit properly on your face.
- Make sure the water in the humidifier bottle bubbles once unit is turned on. If bubbling does not occur, check the connections.

#### Filling the liquid oxygen portable units:

- Check the stationary system gauge to ensure an ample supply of liquid. Do not attempt to fill portable unit if content gauge reads near empty.
- Hold the portable unit with both hands and lower carefully into place, matching the quick connectors on the stationary and portable units.
- Press down with one hand on top of the portable unit directly over the quick connector. This will ensure proper connection.
- Hold the portable unit on the fill position and move the vent valve to the open position. This will cause a hissing noise.
- Filling time will depend on the size of the portable unit and the temperature of the portable system. When unit is full, you will notice a sound and a fog venting from the stationary unit.
- Remove portable unit from stationary unit by pulling on carrying strap and pressing release button. If the unit will not remove easily, it may be frozen to the stationary reservoir. **Do not use force.** Simply allow the unit to warm up and then attempt to remove.



Picture 14

#### Liquid Oxygen Reservoir Duration Chart

Note: All times are approximate.

##### Liter Flow

Model	4 LPM	5 LPM	6 LPM	8 LPM	10 LPM	12 LPM	15 LPM
Liberator 20	3.3 days	2.6 days	2.2 days	1.6 days	1.3 days	1.1 days	0.9 days
Helios 46	6.9 days	5.6 days	4.6 days	3.5 days	2.8 days	-	-

#### Liquid Portable Unit Duration Chart

Note: All times are approximate.

##### Liter Flow

Model	4 LPM	5 LPM	6 LPM	8 LPM	10 LPM	12 LPM	15 LPM
Helios Plus <i>(pulse dose)</i>	5 hrs.	-	-	-	-	-	-
Helios Marathon <i>(pulse dose)</i>	9.5 hrs.	-	-	-	-	-	-
Helios Marathon <i>(continuous flow)</i>	2.5 hrs.	2 hrs.	1.5 hrs.	-	-	-	-
Spirit 600	8 hrs.	6.4 hrs.	-	-	-	-	-
Hi-Flow Stroller	4.4 hrs.	-	3.0 hrs.	2.3 hrs.	1.9 hrs.	1.6 hrs.	1.4 hrs.

## Basic Oxygen Supplies

### Nasal Cannula

- The two prongs of the cannula curve down and go into the nostrils.
- The tubing will slide over and behind each ear.
- The tubing can be adjusted to fit comfortably under the chin by sliding the adjuster upwards. Tubing should not be adjusted too tightly.
- Replace cannula every other week.
- May come with a 4 ft. or 7 ft. cannula tube pre-attached



Nasal Cannula

### Tubing

- Comes in clear or green
- Comes in multiple lengths
- 50 ft. (plus 4-7 ft. of cannula tube) is the longest tubing that is safe to use.
- Replace tubing every 3 months.



Tubing

### Tubing Connector

- Used to connect cannula or mask to tubing
- Comes in standard or swivel options
- Comes in male-male or male-female options
- Replace connector every 3 months.



Tubing Connectors

### Humidifier Bottle (AKA Bubble Humidifier)

- Connects to the concentrator
- Provides moisture
- Not necessary unless there is drying or burning in the nose
- Replace humidifier bottle monthly.
- Always use distilled water in your humidifier bottle.



Humidifier Bottle

### Tank Wrench

- Slides onto the cylinder stem
- Used to turn the flow of oxygen on and off
- Turn counter-clockwise to turn oxygen on.
- Turn clockwise to turn oxygen off.
- Notify Hart Medical for replacement, if needed.



Tank Wrench

### STAT-O-SEAL Washer

- Seals the connection between an oxygen tank and regulator to prevent oxygen leakage from tanks while in use
- Notify Hart for replacement if washer becomes lost.



STAT-O-SEAL Washer

## Traveling with Oxygen

Regardless of your method of transportation, contact Hart Medical Equipment if you have travel plans that take you outside of our service area. In some circumstances, you may need to take your home equipment with you. When traveling by plane, train, bus, or ship, you will be required by government regulations to have a portable oxygen system with rechargeable batteries. Depending on your mode of transportation, you may also be required to obtain extra batteries for the travel time. It is important to understand that your insurance may not cover your travel oxygen needs.

Please call Hart at least 14 business days before traveling, and we will make attempts to arrange an emergency oxygen provider in your destination area that can assist you in the case of an actual emergency while you are outside of Hart's service area. Hart cannot guarantee oxygen services are available in your travel area. It is very important to provide Hart with as much prior notice of travel plans as possible. It may take us several business days to arrange for an emergency provider in your destination city, and differences in time zones can delay the arrangements. We do not want these struggles to impact you or your health or to delay your travel plans.

The Travel Oxygen Provider (TOP) may require you to pay for services with a credit card at the time of service. TOPs often have different equipment than Hart. Make sure the TOP provides you with training and instructions on the use of their equipment.

### Air Travel:

- You should contact all airlines you will be traveling on well in advance of your departure to inform them of your intended use of the FAA-approved portable oxygen concentrator during the flight. You should ask what documentation you are required to have to use your device on-board (some airlines require a copy of your prescription) and if there are any additional stipulations and regulations.
- You are responsible for ensuring you have sufficient battery time according to your airline's guidelines. Most airlines require you to have enough battery power to last one-and-a-half times the length of your flight. This may include lay-overs, so be sure to ask.
- Batteries should be checked to ensure they are in proper working condition and are fully charged before your trip. Spare batteries should be brought if necessary.
- Before you travel, ensure you are comfortable with the operation of your portable oxygen concentrator and clearly understand how to manage the device and troubleshoot alarms and messages. It is advised that you bring a copy of the owner's manual with you while traveling.
- At the airport, make sure to tell the gate agent that you will be using a portable oxygen concentrator on the aircraft.
- Portable oxygen concentrators and spare batteries must be in carry-on luggage and are not permitted in checked luggage.
- **You are responsible to ensure that your batteries are fully charged before leaving the home. Hart Medical Equipment does not respond to emergency calls due to low batteries.**

## Basic Troubleshooting of Oxygen Equipment

As with anything mechanical, malfunctions can occur with your oxygen equipment. If this should happen, the first step is to ensure you are getting the oxygen you need. Switch to your backup tanks. If you are using a HomeFill unit, stop filling the tanks while you troubleshoot your machine. It is important that your oxygen levels do not drop below acceptable levels. Once you are using your back up tanks, try the following things to fix the problem:

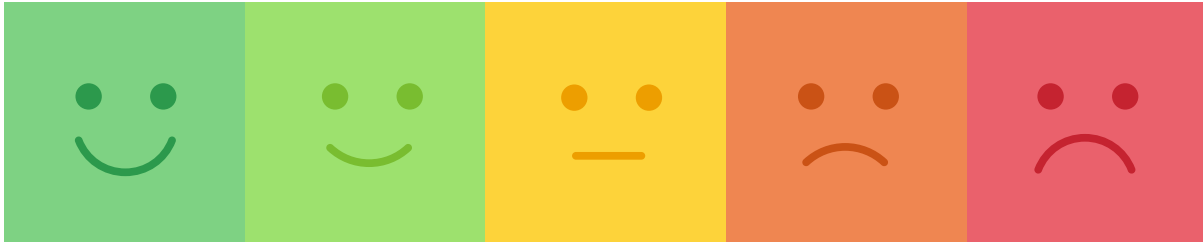
1. **Make sure the machine has power.** Your concentrator should be plugged directly into a grounded wall outlet, not into an extension cord or power strip. Inspect your home's circuit breakers or fuses and reset or replace if necessary. You may need to unplug the concentrator and then plug it back in, or switch the concentrator to a different outlet. Has a wall switch that controls the outlet been turned off? *Please note: It can sometimes take up to 30 minutes for the green light to come on once you turn the machine on.*
2. **Make sure the machine is not overheating.** The concentrator should be at least 6" away from walls, draperies, and furniture to keep the air intake clear of blockages.
3. **Check your liter flow.** Standard concentrators will alarm if the flow meter is set to 0.5 LPM or less. If your prescribed flow rate is 0.5 LPM or below, you will need a pediatric concentrator.
4. **If your prescribed liter flow has changed,** your machine may not reach the new setting. Make sure Hart has received an updated prescription from your physician. The equipment you were set up with was correct for your initial liter flow, but your needs may be different now. Concentrators and supplies have liter flow maximums so when Hart receives an updated prescription, we will look at your existing equipment to ensure you have the correct equipment and supplies.
5. **Clean your filters.** Remove your machine's external foam filter(s) and rinse them in warm water. Squeeze and/or shake them to remove excess moisture before placing back in your machine. Regular filter cleaning is an important aspect of keeping your equipment running properly.
6. **Unplug your tubing and cannula/mask.** Inspect your tubing and cannula / mask for kinks and blockages as well as holes and tears. Correct, clean, or replace any supply that has a kink or blockage, and replace any supplies that have holes or tears. Once the problem is corrected, turn the power off for 60 seconds and then turn it back on. *Please note: If you have a black DeVilbiss concentrator, always remember to save the green adapter when changing the tubing.*
7. **If applicable, check your humidifier bottle and lid.** Make sure the lid is on tight and that it is threaded properly. Check the connection between the tube and the nut on top of the lid. Any misalignment or problematic connections here can block airflow. You can also try to bypass the humidifier bottle and plug your tubing directly into the concentrator. If you do that and oxygen comes out of the cannula / mask, then you know the problem is with the humidifier bottle or its connection to the machine or tubing.
8. **It may seem like air is not coming out of the machine.** To check this, submerge the nose tips of the nasal cannula in a glass of water. You should see bubbles in the water. This means air is coming out.
9. **Reset the concentrator.** Push the white reset button on the front of the machine.

### If you are having problems with your tanks, regulators, or conserving device:

1. **Check your liter flow setting.** Make sure your regulator or conserver has not been accidentally set to "0".
2. **Unplug your tubing and cannula/mask.** Inspect your tubing and cannula / mask for kinks and blockages as well as holes and tears. Correct, clean, or replace any supply that has a kink or blockage, and replace any supplies that have holes or tears.
3. **Check the washer on the regulator.** There should be a washer inside the regulator's opening (the washer goes between the regulator and the tank post). Sometimes the washer will get stuck to the tank when you remove the regulator, so there will be a gap when you open the next tank. Hart can send out replacement washers as needed. It's a good idea to keep one extra one on hand at all times.

**If you have tried these things and your equipment is still not working properly,  
please call us at (888) 606-8778 and ask to speak to our Troubleshooting Team.**

# HealthCall Loyalty Score Satisfaction Survey



## WELCOME TO THE FAMILY!

Thank you for choosing Hart Medical Equipment and allowing us to serve your medical equipment and supply needs.

We are always working to improve our services. Your opinion is important to us. In approximately a week, you may be receiving a phone call asking you to participate in a brief phone survey. The incoming caller ID will be displayed as "Hart Medical." We would appreciate if you would answer the survey to let us know how we are doing. The survey is short and takes less than four minutes.

Thank you in advance for your participation. Should you have any questions, please call or text us at (888) 606-8778 or Live Chat at [hartmedical.org](http://hartmedical.org).

