



Your Guide to PAP Therapy

Patient Information

Our mission and purpose

...is to provide life-changing outcomes for patients suffering from sleep apnea through quality care, bringing health and vibrancy to their lives.

Corporate Address:

1300 Industrial Road Suite 13
San Carlos, CA 94070
Phone: 800-813-8358
Fax: 650-412-0124

Departments:

VIRTUAL CARE

Phone: 877-672-8378
Fax: 866-721-8481

RESUPPLY

Phone: 877-361-7378
Fax: 866-479-3592

BILLING

Toll Free: 877-562-7810

SleepQuest Patient Service Centers:

SAN CARLOS	1300 Industrial Rd, Suite 13	P:650-412-0123	F: 650-412-0130
SAN FRANCISCO	1489 Webster St, Suite 203	P:415-775-3379	F:415-775-3380
FRESNO	7275 N First St, Suite 109	P: 559-436-8800	F: 559-436-8818

Websites:

Corporate: Supply	www.SleepQuest.com
Reordering:	https://portal.snapworx.com
Payment Portal:	https://SleepQuest.hmebillpay.com
Self-Pay Supplies:	https://shop.sleepquest.com

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Welcome to SleepQuest

Awakening America to healthier sleep

SleepQuest is a privately-owned company, based in California, dedicated to providing comprehensive sleep care through quality healthcare equipment, patient education, and long-term compliance monitoring. We specialize in the rental, sale, and service of CPAP (Continuous Positive Airway Pressure) devices designed by the world's leading manufacturers to successfully manage obstructive sleep apnea.

We take pride in our highly motivated staff; a team of carefully trained professionals who know and understand your needs and respond to them in a friendly manner. These people include patient service representatives, equipment specialists, and billing specialists—all working together to offer the finest patient care available.

Once sleep therapy is prescribed by your physician, our goal is to provide you with a positive experience throughout your quest for healthy sleep. Treating sleep-disordered breathing is our specialty, we are committed to offer the most up-to-date information you need to make any and all decisions concerning your sleep care. Your satisfaction is our top priority.

SleepQuest services are available to patients nationwide at SleepQuest.com. We also have 4 patient service centers in northern California servicing patients in and around the following cities:

San Carlos Fresno San Francisco

We are a contracted provider with most major insurance organizations, as well as local medical groups, and national networks. We will verify your eligibility and benefits before any care is provided to you. If you have any questions about your insurance coverage, please contact your insurance carrier at the phone number shown on your insurance card.

SleepQuest is proud to let you know that we offer:

- » 30-day mask exchange
- » Compliance coaching
- » Repair services
- » Reimbursement assistance
- » Equipment set-up and instruction
- » Remote monitoring from pap devices

Patient satisfaction

SleepQuest is devoted to providing excellent patient care and services. We are always looking for ways to improve our services, so your feedback is extremely valuable to us; with it we will strive to better meet your needs and the needs of others.

Should your experience be anything less than satisfactory, we encourage you to contact us by either phone 800-813-8358 or email: patientsatisfaction@SleepQuest.com so that we may address any concern or complaint you may have.

We are pleased that you have chosen SleepQuest. Rest assured that through caring, concern, and dedication, we strive to achieve a higher quality of life for the patients we serve

General Information

Contact Hours and Phone Numbers

SleepQuest provides services during our normal business hours 9:00 a.m. to 5:00 p.m. by appointment. In the event of a life-threatening situation, we suggest that the patient or caregiver dial “911” for emergency medical service. If the patient has an urgent situation related to the use of their PAP equipment that cannot wait until normal business hours, they can contact our on-call Sleep Care Specialist at 650-517-9494.

Patient Complaints

Any patient who feels his/her rights have been denied, who desires further clarification of rights, or who desires to lodge a complaint or express discontentment with any aspect of service or equipment, including concerns about patient safety and the risk of falls, should contact us at inquire@sleepquest.com or through our main telephone number, without fear of reprisal by SleepQuest or by any of its employees. If the issue cannot be resolved via a telephone call with a Patient Service Representative, the matter will automatically be forwarded to the appropriate corporate manager.

Joint Commission Information

The public may contact the Joint Commission’s Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling 1-800-994-6610 or emailing complaint@jointcommission.org

Patient Rights – You Have the Right To:

- » Be given timely, appropriate, and quality professional home care services without discrimination.
- » Be provided with proper products and services as ordered by a qualified health care professional.
- » Receive products in proper operating condition according to the manufacturer’s specifications.
- » Receive fair treatment, including honoring cultural, spiritual, and personal preferences.
- » Request a detailed explanation of your bill for products and services.
- » Be communicated with in a way that you can reasonably understand.
- » Refuse equipment and services, accepting full responsibility for that refusal.
- » Choose your provider of home care services.
- » Be assured of confidentiality, to review your records, and to approve or refuse the release of records.
- » Have competent and qualified people carry out the services for which they are responsible.
- » Voice your grievances and recommend changes without fear of reprisal.
- » Report concerns about patient safety without fear of reprisal.
- » Be given reasonable notice of discontinuation of service.

Patient Responsibilities – It Is Your Responsibility To:

- » Dial “911” whenever a life-threatening medical emergency arises.
- » Provide complete and accurate information regarding your medical history and billing information.
- » Comply with your physician’s orders and plan of care.
- » Use and care for the equipment provided and not allow use by anyone other than the authorized patient.
- » Contact us about any equipment malfunction or defect and allow our staff to correct the problem.
- » Advise us of any changes in your status, including address, medical condition, and billing information.
- » Assume payment responsibility for services not covered by your insurance carrier, except when not allowed by law.

- » Maintain a safe home environment for the proper utilization of equipment.
- » To report to us any concerns about patient safety or occurrences of patient falls.
- » Pay for the replacement costs of any equipment damaged, destroyed, or lost due to misuse, abuse, or neglect.

Notice of Privacy Practices (HIPAA)

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

Commitment to Privacy:

SleepQuest is dedicated to maintaining the privacy of your healthcare information and we are required by law to maintain the confidentiality of information that identifies you. Any use of healthcare information beyond the uses described below requires your individual written authorization. The Health Insurance Portability and Accountability Act (HIPAA) obligates SleepQuest to provide you with a copy of our Privacy Notice, outlining our privacy practices and how we safeguard your health information. SleepQuest abides by the terms of the Privacy Notice currently in effect and reserves the right to revise or amend the notice, as needed.

Your Health Information Rights:

Although your health record is the physical property of the healthcare facility that compiled it, the information belongs to you. You have the right to:

- » Request a restriction on certain uses and disclosures of your information;
- » Obtain a paper copy of the notice of privacy practices;
- » Inspect and copy your health care record;
- » Obtain an accounting of disclosures of your health information;
- » Request confidential communication;
- » Amend your healthcare record;
- » Revoke your authorization to use or disclose health information except to the extent that action has already been taken.

Our Responsibilities: SleepQuest is required to:

- » Maintain the privacy of your health information;
- » Provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you;
- » Abide by the terms of this notice;
- » Notify you if we are unable to agree to a requested restriction;
- » Accommodate reasonable requests you may have to communicate health information by alternative means.

SleepQuest reserves the right to change our practices and to make the new provisions effective for all protected health information we maintain. Should our information practices change, we will mail a revised notice to your address on file. We will not use or disclose your health information without your authorization, except for treatment, payment, and healthcare operations.

Examples of Disclosure for Treatment, Payment, and Healthcare Operations:

We will use your health information for treatment:

Information obtained by our company will be documented in your healthcare record and will be used to provide you with durable medical equipment and/or supplies. The prescription that your physician has ordered will be part of the record and will determine the equipment and supplies that you receive.

We will use your health information for payment:

In order to determine your eligibility for equipment and/or supplies, SleepQuest may contact your insurance company and disclose healthcare related information. Also, SleepQuest will bill you or a third-party payer for services that you receive from our company. The health information that identifies you, your diagnosis, equipment, and supplies may be included on this bill.

We will use your health information for healthcare operations:

SleepQuest may use your health information to evaluate the quality of care you receive from us, to conduct cost management assessments, and to plan business activities. This information is used in an effort to continually improve the quality and effectiveness of the healthcare services we provide.

Other Uses or Disclosures:

Business Associates:

There are some individuals who are under contract with SleepQuest and, from time to time, are engaged in the improvement or financial enhancement of our business. So that your health information is protected, however, we require any business associate to appropriately safeguard your information.

Public Health:

As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

Law Enforcement:

We may disclose health information for law enforcement purposes as required by law, or in response to a valid subpoena.

Health Oversight Activities:

We may disclose health information to health oversight agencies for activities authorized by law, including surveys, audits, and compliance inspections.

Worker's Compensation:

We may release your health information to the extent necessary to comply with laws relating to workers compensation or other similar programs established by law.

For More Information:

Please contact SleepQuest's Privacy Officer at (800) 813-8358, if you require additional information and/or want to pursue your rights, including:

- » Requesting restrictions;
- » Inspecting and copying your record;
- » Securing an accounting of disclosures;
- » Requesting additional disclosures;
- » Revoking authorizations at any time;
- » Filing a complaint

If you believe your privacy rights have been violated, you may contact our company's HIPAA Privacy Officer. You may also file a complaint with the Secretary of Health and Human Services (Office of Civil Rights). There will be no retaliation for filing a complaint.

Payment for Services & Equipment

SleepQuest will assist you by contacting your insurance company to verify coverage and obtain authorization for the services and/or equipment your physician has prescribed for you. This is not a guarantee of payment; it is ultimately your responsibility to know your plan coverage. SleepQuest will require a copy of your insurance card(s) for our records. It is very important for you to let us know about all your health insurance plans or any changes to your coverage, so we can make sure you receive all the benefits for which you are eligible.

SleepQuest can schedule an appointment for services or equipment once we verify your benefits. Some insurance plans consider your address when applying a provider's claims toward your In-Network or Out-of-Network benefits, please contact your insurance company to determine if this is a considering factor. Any changes in address or contact information should be reported to us immediately via email or phone.

Depending on the terms of your health plan(s), you may have a responsibility to pay for a portion of your medical expenses. If your insurance company requires authorization, we will obtain this for you. We will then determine your estimated responsibility for the remaining balance, if any. You will be notified prior to the set-up date as to your portion. This amount is only an estimate until we receive final determination and payment from your insurance company. SleepQuest will look to your health insurance plan as the primary source of reimbursement for your services or equipment. Your insurance plan is an agreement between you and your health insurance company. SleepQuest is a third party to this agreement, and we will occasionally look to you for assistance to obtain authorization or payment. A credit card on file is required for all charges not paid by your insurance company including but not limited to co-insurance payments and deductibles.

SleepQuest's Billing Department will complete claim forms and other necessary paperwork and forward them directly to your insurance company for reimbursement for covered services and equipment. We are also available to answer any questions or concerns you may have regarding your insurance benefits, payments, or other matters related to your account.

SleepQuest may or may not accept assignment from Medicare and other insurance carriers for covered services and products. In the event products or services are provided on an unassigned basis with Medicare patients, we will provide you with an Advance Beneficiary Notice (ABN) to be signed and courtesy bill Medicare on your behalf.

If you are covered by two different plans, we will bill the primary carrier first. We will then forward the remaining portion to your secondary insurance.

No DME benefits:

If insurance benefits are not available for Durable Medical Equipment or, you did not qualify for equipment based on the results of your Sleep Study, we can work with you to make financial arrangements for a payment plan by credit card.

Rental versus Ownership of PAP Device

Based on your insurance company, your insurance plan DME (Durable Medical Equipment) benefits may require SleepQuest, the provider, to bill the PAP device you have received as a monthly rental. Many insurance companies require that we set up a rental prior to converting to a purchase. Please refer to your PAP Rental to Purchase Worksheet for the number of months required under your insurance company policy. Medicare will pay a monthly rental fee for a period up to 13 months, after which, ownership of the equipment is transferred to the Medicare Beneficiary.

Compliance: Medicare and HealthNet:

These insurance companies require SleepQuest to bill your PAP device as a monthly rental. Sometime during the first 3 months you have been in possession of the equipment, you are required to have a follow up face to face visit with your physician to assure compliance on the PAP device.

Definition of Compliance:

Consistent home use of the device for greater than or equal to 4 hours per 24-hour period on 70% of the nights over a period of 30 days, and a signed and dated physician statement documenting objective clinical evidence of therapeutic benefit from use of the device.

Once SleepQuest receives chart notes from your physician, we will bill the remaining month's rentals. When all claims are paid in full, ownership of the equipment will be transferred to the patient. If you do not have compliance clearance from your doctor after 3 months, you may decide to either return the device to SleepQuest or purchase the device for the remaining balance not paid by your insurance.

Once your primary insurance company has processed your claims, SleepQuest will bill your secondary insurance (if applicable) or send you a bill for your portion of the claim. This amount should match the "Explanation of Benefits" sent to you by your primary and secondary insurance. We encourage you to call your insurance company(s) to learn more about your DME benefits. As always, we are available to answer any questions you have.

Other Contracted Insurance Companies

Many insurance plans (e.g. Blue Card plans with authorizations via AIM Specialty Health or EviCore & most HMO plans) require periodic compliance data from the PAP device for continued rentals. This information can be obtained through either the data download card in the device or an integrated modem provided with the PAP device.

Many insurance plans require that we set up a multi-month rental for the PAP device; other insurance companies allow the provider to bill for the purchase. In either case, the insurance company sets a contracted rate (this is referred to as an allowed amount) for the equipment purchase.

Once your insurance company has processed your claims, SleepQuest will send you a bill for your portion, if any, of the claim. This amount should match an "Explanation of Benefits" sent to you by your insurance company.

Ownership of the device converts to you after the insurance company(s) has paid the claims and/or you have paid any co-insurance, as outlined by your insurance company, including any deductible that must be met on your policy.

We encourage you to call your insurance company to learn more about your DME benefits. We are available to answer any questions you may have on this topic.

Upgrade Fee for Advanced Featured Devices

SleepQuest dispenses Upgraded Devices and bills Non-Medicare insurance companies the Upgrade Fee.

Auto-CPAP vs. Standard CPAP (both share Insurance code E0601) Auto-CPAP is an Advanced Feature Device which includes the following features, which are not available with a Standard CPAP:

- » Enhanced AutoSet algorithm with central sleep apnea detection.
- » Optimal therapy at the lowest, most comfortable pressures
- » Patient can view daily data to provide feedback and encouragement; offers usage, leak and AHI information
- » Includes usage-based compliance and efficacy downloads for accurate patient monitoring and a standard data card for easy two-way data transfer
- » Includes accessories support wired or wireless compliance data transfer and integrated pulse oximetry monitoring
- » Superior APAP comfort with whisper quiet operation and dramatically reduced conducted noise levels.
- » Climate control humidification prevents rain out or condensation from accumulating in the tube
- » includes EPR with Easy-Breathe technology to exhale against positive pressure
- » Very comfortable and feels more natural to breathe against than a Standard 1 pressure CPAP device.

Auto-Bi-Level vs. Standard Bi-Level (both share Insurance code E0470) Auto Bi-Level is an Advanced Feature Device which includes the following features not available with a standard Bi-Level PAP:

- » Enhanced AutoSet algorithm continually monitors breathing
- » Features a sleep quality indicator, which allows patients to view their therapy progress and encouragement; offers usage, leak and AHI information
- » Enhanced technology compensates for leak and provides superior patient-ventilator synchrony.
- » Optimal therapy at the lowest, most comfortable pressures
- » AHI with central sleep apnea (CSA) detection.
- » Optional oximetry monitoring and wireless compliance data transfer.
- » Adjusts the pressure support to achieve the support needed
- » Noise level is below 25 decibels
- » Climate control humidification prevents rain out or condensation from accumulating in the tube
- » Very comfortable and feels more natural to breathe against
- » Simple menu settings and color LCD display.

Limited Warranty for PAP Device

SleepQuest notifies all patients of the warranty coverage, and we honor all warranties under applicable State law. SleepQuest will repair or replace, free of charge any covered item that is under warranty. Any Medicare covered item that is rented to a Medicare beneficiary will be maintained, replaced, or repaired at no charge.

Standard Rental

SleepQuest, Inc. warrants that an Auto-PAP or Auto-Bi-Level device, which has been provided to a patient, shall be free from defects of workmanship and materials and will perform in accordance with the product specifications for a period of 1 year from the initial date of service. The cost to return the device to SleepQuest is the patient's responsibility. SleepQuest will cover the repair cost of the unit and the use of a free loaner, provided that the unit was issued to the patient within the past year. Such repair or replacement does not apply to any device which has been altered or repaired outside of the manufacturer's facility, or has, in the manufacturer's judgment, been subjected to misuse, abuse, alteration, negligence, or accident.

If a rental device malfunctions during the stated warranty period, please contact your SleepQuest office who will obtain a Return Goods Authorization from the manufacture. SleepQuest will ship the device to the manufacture for repair. During this time, the patient may be entitled to either a free loaner device, or similar machine to the original device. Upon receipt of the repaired device, SleepQuest will confirm the prescribed pressure settings and return the unit to the patient. The loaner machine, if supplied, must be returned to SleepQuest the same day; otherwise, a rental charge will be incurred.

Standard Purchase

The manufacturer of the device warrants that a purchased Auto-PAP or Bi-Level device shall be free from defects of workmanship and materials and will perform in accordance with the product specifications for a period of 1 year from the initial date of service. In the event of malfunction, the manufacturer may use its discretion to repair the unit, or supply a new, equivalent replacement. Such repair or replacement does not apply to any device which has been altered or repaired outside of the manufacturer's facility, or has, in the manufacturer's judgment, been subjected to misuse, abuse, alteration, negligence, or accident.

If a purchased device malfunctions during the stated warranty period, please contact your SleepQuest office to obtain a Return Goods Authorization. The cost to return the device to SleepQuest is the patient's responsibility. SleepQuest will ship the device to the manufacturer for repair. During this time, the patient may be entitled to a free loaner device, similar to the original machine. Upon receipt of the repaired or replaced device, SleepQuest will confirm the prescribed pressure settings and return the unit to the patient. The loaner machine, if supplied, must be returned to SleepQuest the same day; otherwise, a rental charge will be incurred.

Out of Warranty

The cost to return the device to SleepQuest, as well as the use of a loaner device are the patient's responsibility.

Medicare Patients

SleepQuest, Inc. warrants that the Auto-PAP or Bi-Level device, which has been provided to a patient, shall be free from defects of workmanship and materials and will perform in accordance with the product specifications for a period of 13 months from the initial date of service. SleepQuest will cover the repair cost of the unit and the use of a free loaner, provided that the unit was issued to the patient within the past 13 months. Such repair or replacement does not apply to any device which has been altered or repaired outside of the manufacturer's facility, or has, in the manufacturer's judgment, been subjected to misuse, abuse, alteration, negligence, or accident.

If a device provided to a Medicare patient malfunctions during the 13-month warranty period, please contact your SleepQuest office to obtain a Return Authorization. The cost to return the device to SleepQuest is the patient's responsibility. SleepQuest will ship the device to the manufacturer for repair. During this time, the patient may be entitled to a free loaner device, similar to the original machine. Upon receipt of the repaired or replaced device, SleepQuest will confirm the prescribed pressure settings and return the unit to the patient. The loaner machine, if supplied, must be returned to SleepQuest the same day; otherwise, a rental charge may be incurred.

After the 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 on the Continuous Positive Pressure device.

30 Day Mask Exchange

Patients who are fitted for a mask at SleepQuest are entitled to our 30-Day Mask Exchange Program. If during the first 30 days of the patient receiving their mask, they decide it's not working out for them, the patient can come in for another mask fitting and exchange it for a different mask free of charge. Please note that this is an exchange only, no refunds will be issued for the mask.

Returns

For rental PAP devices, where SleepQuest holds title to the equipment, billing will terminate with your insurance company upon return of the equipment to a SleepQuest location. The patient is responsible for any co-insurance or deductibles determined by the insurance company during the rental period. We encourage all patients to consult their physician prior to returning a PAP device. Should you discontinue use of your PAP device, SleepQuest will notify your physician in writing.

In accordance with federal and state laws, and to assure the integrity and quality of our products and services, we are unable to accept returned open items that are (1) worn next to the skin, (2) require customized fitting or (3) are used with a PAP device such as masks and disposable filters or tubing.

If the equipment was purchased out of pocket by the patient, a 20% restocking fee will apply to returns on unused supplies within 30 days from the date of the original delivery. For rental returns, a minimum of one-month rental will be charged.

Safety Statement for Our Patients

Your physician has prescribed medical equipment for your health, comfort, and safety. It is essential that you use this device safely and correctly to benefit from its use. The following suggestions may be helpful for maintaining the safe operation of your equipment.

- » Always follow the directions given to you by SleepQuest personnel.
- » Always use all of the safety features and devices provided.
- » Never reset, bypass, or cover alarms.
- » Electrical devices should be plugged into a properly grounded outlet.
- » Electrical cords should be taped down in a high traffic area to avoid tripping.
- » Extension cords should not be used in order to reduce risk of accidents from falls. Machines should be placed as close to the electrical outlet as possible.
- » Multiple plugs should not be utilized.
- » Power sources should meet the electrical/ampere requirements of the equipment.
- » Employ sure footing when floors are covered with loose carpeting or throw rugs to help prevent falls.
- » If necessary, rearrange furniture to provide for easy access to medical equipment.
- » Use smoke alarms and test them monthly.
- » Post important telephone numbers near the phone, so they are handy in the event of an emergency.
- » Only properly trained, responsible adults should operate your medical equipment. Do NOT attempt to disassemble your device as it will void your manufacturer's warranty.
- » Call SleepQuest with any safety questions or concerns.

Maintenance of Equipment

PAP Device and Filters

Your PAP device is designed to give you many years of service and requires little maintenance. In fact, the only regular maintenance required is to check the air intake filters and wash or replace them as needed. We recommend that you check your filters twice a month. Environmental and seasonal factors may reduce the effectiveness of your filters and can vary tremendously. Therefore, depending on your location or the time of year you may need to change your filters more often or less frequently. If your device has a reusable foam filter, simply wash it in soapy water, rinse, and let it dry thoroughly before putting it back in the PAP device.

Disposable filters: when your disposable filter is discolored, throw it away and replace it with a new one. SleepQuest carries all types of replacement filters- disposable, reusable foam, and bacteria filters. Simply contact SleepQuest and we will mail to you the precise filters you need. Remember, although typically covered by insurance, all types of filters require a prescription from your physician.

Please review the owner's manual from the manufacturer for specific instructions on your PAP device.

Cleaning

SleepQuest recommends that your mask, cushions, nasal pillows, headgear, and tubing be cleaned at least once a week (or as necessary) to prevent the build-up of body oils, dust, dirt, and/or bacteria. Before putting the mask on at night, it is a good idea to thoroughly wash your face in order to remove any excess oils or makeup prior to wearing the mask.

Instructions:

1. Depending on your mask style, you may remove the cushions and forehead pads from the mask frame and thoroughly clean them using warm water and mild soap. Do not use anti-bacterial soap or soaps with softening agents. Many patients clean their mask and chamber on a daily basis, the first thing every morning, so that it is dry when they are ready to use it at night.
2. After washing, place the clean parts on a towel so that they will be dry and ready for the next night's use. Do not expose the mask parts to direct sunlight to dry them, as this can cause the silicone to dry out and deteriorate. If the cushion is not dry, you can put the mask back together, connect it to your PAP device and tube, and run the pressurized air for a while to dry off the cushion or tube. Never use a hair dryer to dry PAP supplies; the high heat can ruin the parts.
3. Tubing is best cleaned on a weekly basis by placing it in a large sink or bucket with warm soapy water. You can use a very mild dishwashing liquid (no anti-bacterial or skin-softening formulas). The other parts of the mask through which you breathe can also be soaked in this manner. Rinse thoroughly in clear water. Make sure no soap residue remains on any surfaces, or in any openings, especially in the tubing itself. You may attach one end of the tubing to the faucet and allow clear water to run through it for several minutes. To dry, you may hang the tubing over the shower door or towel rod.
4. All other mask parts, including headgear and clips, should be hand-washed as needed. Do not wash headgear in a washing machine. Hang or lay on towels to dry.
5. Humidifier chambers should be emptied and cleaned every day to prevent contamination and transmission of airborne bacteria. While only distilled water should be used in the chamber while using the humidifier with the PAP, it will not harm the chamber to clean it with warm tap water and a mild dishwashing liquid. Thoroughly rinse and allow it to dry. Please consult the manufacturer's instructions for cleaning and maintenance.

Sanitizing

To reduce the risk of infection, your mask parts and other accessories should be sanitized. These items may come in contact with airborne bacteria and viruses. Only those parts (mask, cushions, nasal pillows, tubing, and humidifier chambers) through which you breathe should be sanitized. Remove any cloth headgear before sanitizing. Sanitize your supplies after the cleaning process has been completed.

After the cleaning process, soak all parts in a solution of 1-part white distilled vinegar to 10 parts water for 20 minutes. An approximation of this mixture would be ½ of a divided kitchen sink filled with clear water and 2 cups of vinegar. Alternately, a product such as Control III™ can be used in lieu of the vinegar. If you are bothered by any residual scent, you may rinse once again in clean, soapy water, followed by a clear water rinse.

Once thoroughly rinsed, place all pieces on paper towels and allow to dry completely. Tubing should be hung over a showerhead or rack to dry. Do not dry with a hairdryer, which may cause tubes to melt!

SleepQuest also offers alternative CPAP cleaning supplies that are both practical and convenient. Please contact your local SleepQuest office to learn more about these items.

Resupply Program

How to Re-order Supplies:

When you sign up for our Resupply Care program upon receipt of your device, we will contact you by email or phone on a quarterly basis to let you know which replacement supplies you may be eligible to receive. PAP supplies tend to wear out with regular use and cleaning. Receiving new supplies assures that your mask and other supplies are fitting properly, that air leaks are minimized, and that you stay on treatment. To order supplies, reply to the email or call the Resupply Care Department at 877-361-7378.

If you are self-paying for your supplies, visit our on-line store at <https://shop.sleepquest.com>

Your insurance company requires that SleepQuest have a current prescription on file for supplies. A current prescription is defined as one that is 5 years from the date your doctor wrote the prescription, or if there is a 1-year expiration date on the prescription. If your prescription has expired, we will contact your doctor, who can be your primary care doctor, a sleep specialist, or any medical doctor, to obtain a current prescription.

These are the insurance replacement guidelines for the most commonly replaced supplies:

Item	Commercial Plans	Medi-Cal Plans
Nasal or Full-Face Mask	1 every 3 months	FFM: 1 per 12 months (1 year) NM: 1 per 6 months
Nasal Mask Cushion	2 per month	1 per month
Full Face Cushion	1 per month	1 per 12 months (1year)
Nasal Pillows	2 per per month	2 per per month
Headgear	1 every 6 months	1 every 6 months
Chin Strap	1 every 6 months	1 every 6 months
Tubing	1 every 3 months	1 every 6 months
Heated Tubing	1 every 3 months	1 every 6 months
Disposable Filters	2 per month	2 per month
Reusable Filters	1 every 6 months	1 every 6 months
Humidifier Chamber*	1 every 6 months	1 every 6 months

** Not a covered benefit of all insurance plans*

Compliance

Our goal is to help you become a successful user of your device and supplies. This is important for your overall health, since wearing your CPAP each night and managing your sleep-related breathing disorder is beneficial for your overall well-being. Compliance, also known as adherence, refers to the regular use of your CPAP equipment each night. We will work closely with you and your physician to help you become compliant with therapy, which we hope will lead to a noticeable improvement in your quality of life.

If you have any difficulty with your CPAP device, please contact your Sleep Care Specialist as soon as possible so that we can help troubleshoot with you.

During the first three months of using the CPAP device, you will be monitored by a Sleep Care Specialist. During this trial period, we will review all aspects of your treatment, including usage time and how you are feeling, and then communicate this information to your doctor. Your device has a modem, which will help us analyze these results and make recommendations on how your PAP device usage may be improved, if necessary.

Compliance FAQs

Q. What is the industry definition of Compliance?

A. Consistent home use of the device for greater than or equal to 4 hours per 24 hour period on 70% of the nights over a period of 30 days, and a signed and dated physician statement documenting objective clinical evidence of therapeutic benefit from use of the device.

Q. What should I do if I am still tired or sleepy despite using my CPAP nightly?

A. The short answer here is that it is important to make an appointment to see your Physician and go over the possible explanations. Persistent sleepiness may occur in a small percentage of patients with sleep apnea despite nightly use of the device for at least 7 hours. If sleepiness has not resolved after you have been fully adapted to the device for 4 to 6 weeks, then there are several possible explanations:

- You may need more pressure. Speak to your doctor and Sleep Care Specialist about this. If modifying the pressure setting is not helpful and other causes are ruled out, then a clinical re-assessment and/or re-titration to confirm that your equipment is adequately managing the apnea is sometimes necessary.
- If you have had longstanding severe sleep apnea, especially when there have been significant episodes of low oxygen levels at night, you may have a subtle injury to the brain's alerting pathways that may take a much longer time to improve. The use of a wake-promoting agent to enhance daytime alertness may be indicated. These symptoms should be discussed with your physician.
- You just might not be allocating enough time for sleep. CPAP will not make you feel great in the morning if you are getting less than the necessary 7 to 9 hours of sleep per night! CPAP does not substitute for adequate sleep.
- Some individuals with obstructive sleep apnea may also have other underlying medical conditions. If an increase in CPAP pressure has not been helpful then speak with your physician.
- Inspection of the CPAP equipment including correct mask fit, checking the tubing for pinholes, or leaks is important to confirm that you are being treated with the prescribed pressure.

Traveling with CPAP Devices - FAQ

- Q. If I'm away for only a day or two, do I really need to bring it with me?
- A. Chances are that you have had sleep apnea for many years without any treatment at all. Not using the device for a day or two shouldn't cause irreparable harm, but people who use their PAP device on a regular basis report that they feel significantly better during their waking hours when they have used the device the night before. Many people feel so much better using the device that the inconvenience of traveling with it is more than compensated by their restful sleep and improved daytime alertness. SleepQuest also provides smaller Travel Devices, inquire with your Sleep Care Specialist or go online at <https://shop.sleepquest.com>
- Q. I've heard that PAP pressure is affected by altitude. What do I have to do if I am traveling to a high-elevation location?
- A. The answer to this question depends on the particular model PAP device you have. Many devices will automatically compensate for altitude changes. Others have an altitude setting that you access via the settings menu on the device. Still others have no altitude compensation at all. Should adjustment be required, a SleepQuest Sleep Care Specialist will adjust the pressure setting to compensate for the altitude change. Please see the manufacturer's instruction manual for details on your device.

If you will be traveling to a higher altitude region for a short period of time (less than one week) and your prescription pressure is relatively low (less than 8 cm), it may not be necessary to make altitude adjustments to your device, since the temporary change in pressure delivered will be quite minor.

- Q. Will my device be harmed by the metal detectors at the airport?
- A. No. It is absolutely safe. Baggage inspectors are used to seeing PAP devices and usually wave them through without question. Some patients keep a copy of their original PAP prescription in the PAP travel bag in case there is any question about traveling with a device that is available by prescription only.
- Q. Are there any special considerations for international travel?
- A. All current generation PAP devices automatically detect and convert voltage differences in different countries. The only special consideration is to make sure you have the correct adapter plug for the country you will be visiting. These plugs are available at most electronics and luggage stores.

For an excellent guide to electricity around the world, see, <http://www.kropla.com/electric2.htm> which contains country-by-country descriptions and pictures of the various plugs required.

Stand-alone heated humidifiers, which must be plugged into the wall separately, do not automatically adjust for voltage differences. Patients who have these devices and wish to use them in countries that run with anything other than 110 – 120 volts must take special precautions.

Your options are:

- Forego the humidifier completely while traveling
- Use the humidifier in "Passover" or "Cool" mode, i.e. use the humidifier with room temperature water. You can simply connect the humidifier to the PAP device without plugging in the heating element.

- Q. Can I check my PAP device with my baggage, or should I bring it as carry-on?
- A. SleepQuest strongly recommends that PAP devices should only be handled as a carry-on item. The devices are not built to withstand the jostling that checked baggage must endure and may get damaged.

Q. Does my PAP device “count” as a carry-on item?

A. The Department of Transportation’s limit of one bag and one personal item does not include medical devices, such as CPAP. Consider bringing a letter from your doctor stating your need for the device. You may want to print out the Department of Transportation’s Aviation Consumer Protection Fact Sheet entitled “Steps Taken to Ensure New Security Requirements Preserve and Respect the Civil Rights of People with Disabilities,” in case security guards or airline personnel get confused.

Q. Can I use my PAP device during a flight?

A. If you know you will be taking a nap or extended sleep during your flight, you should consider using your PAP device during the flight, both for your health and for the comfort of your fellow passengers. Many aircrafts are equipped with AC outlets in order to accommodate laptop computer users. These outlets are more often seen on very long international flights and are more common in business class than in economy. Check with your airline in advance to see if they allow the use of a positive air pressure device (PAP) during the flight. You should take care of this at the time you are reserving your seat, since AC outlets may only be available in specific locations on the aircraft.

You should not use a humidifier during a flight, since any turbulence could make the water splash back into the device, causing irreparable damage.

Q. Can I go camping with my PAP device?

A. Most devices have adapters available to run via direct current (DC) with either a cigarette lighter adapter or a connector to go directly to a 12-volt deep cycle marine battery. See your manufacturer’s manual for details. In general, a CPAP device uses about 20 watts of power, which needs to be sustained for about 7 hours. If you want to use a humidifier, the power consumption dramatically increases to about 300 watts.

Q. Should I bring my humidifier with me?

A. See the appropriate sections above on International Travel and Camping.

Q. What if I can’t find distilled water while I’m traveling?

A. We recommend the use of distilled water so that the chamber holding the water remains as clean as possible. If there are any minerals in the water, the metal plate at the bottom of the chamber will accumulate mineral deposits and the chamber will get cloudy. If you are unable to find distilled water while traveling, the use of tap or bottled water (not mineral water) is probably better than not using a humidifier at all. Some humidifier chambers can be opened for cleaning. If yours can be opened, make sure to clean it thoroughly when you return home. Remember, replacement chambers are available through SleepQuest.

Operation and Safety Procedures for PAP Usage (Please read the manufacturer’s manual for specific instructions for your device.)

What to do if there is a power outage:

Remember that your mask has an exhalation port near your nose that allows air to enter and exit the mask. In addition, the tubing leading to the machine eventually opens to the room via the air intake at the back of the PAP device. If there is a power outage, you will not suffocate. Most people wake up if the pressure suddenly drops off. Some patients invest in an uninterruptible power supply (UPS) available at most computer and electronics stores. These devices resemble power strips but have an additional battery source that is continuously being recharged. In the event of a power outage, your PAP device will keep running via battery

power. Some PAP models can supply power for only a few minutes and sound an alarm when power is lost. Using one of these will wake you in the event of a power loss so that you can remove your mask.

PG&E Baseline Allowance:

The Medical Baseline Program, also known as Medical Baseline Allowance, is an assistance program for residential customers who depend on power for certain medical needs. Only one Medical Baseline application per household is required. Go to [Medical Baseline Program \(pge.com\)](http://MedicalBaselineProgram.pge.com) for more information and the application process.

If you have a cold:

When you have a mild cold, the pressurized air can actually help keep your nasal passages open while you sleep. If you have a humidifier, make sure to use it, and consider increasing the temperature a bit (but not so much that condensation develops). Never put any medications, aromas, or oils in the humidifier chamber. If your cold is very severe, you will wind up breathing through your mouth regardless of the pressure. In this case, contact your Sleep Care Specialist to see if using a full-face mask may benefit you during times of nasal congestion. This way, you could still use your PAP device while breathing through your mouth.

Fall Reduction Program

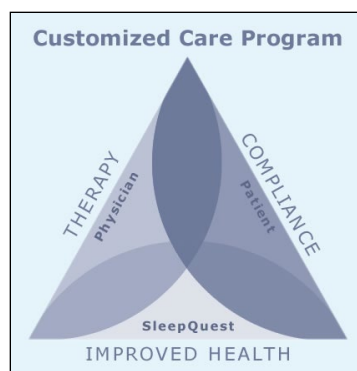
There are four things you can do to prevent falls:

1. Begin a regular exercise program:
Exercise is one of the most important ways to lower your chances of falling. It makes you stronger and helps you feel better. Exercises that improve balance and coordination (like Tai Chi) are the most helpful. Lack of exercise leads to weakness and increases your chances of falling. Ask your doctor about the best exercise program for you.
2. Have your health care provider review your medicines:
Have your doctor or pharmacist review all the medications you take, even over-the-counter medicines. As you get older, the way medicines work in our body can change. Some medicines, or combinations of medicines, can make you sleepy or dizzy and cause you to fall.
3. Have your vision checked:
Have your eyes checked by an eye doctor at least once a year. You may be wearing the wrong glasses or contacts lenses, or have a condition like glaucoma or cataracts that limits your vision. Poor vision can increase your chances of falling.
4. Make your home safer:
About half of all falls happen at home. To make your home safer:
 - Remove things you can trip over from stairs and places where you walk (books, clothes, shoes, etc.).
 - Remove small throw rugs or use double-sided tape to keep the rugs from slipping.
 - Keep items you use often in cabinets you can reach easily without using a stepstool.
 - Have grab bars put in next to your toilet and in the tub or shower.
 - Use non-slip mats in the bathtub and on the shower floors.
 - Improve the lighting in your home. As we get older, we need brighter lights to see well—hang lightweight curtains or shades to reduce glare.
 - Have handrails and lights put in on all staircases
 - Wear shoes both inside and outside your home. Avoid going barefoot or wearing slippers.

For more information, please contact the Centers for Disease Control and Prevention at 770-488-1506 or online at www.cdc.gov/injury

Sleeping Smart

- » Establish a regular bed and wake time.
- » Avoid nicotine altogether and avoid caffeine close to bedtime.
- » Avoid alcohol.
- » Exercise regularly and complete the workout at least three hours before bedtime.
- » Establish a consistent, relaxing “wind-down” bedtime routine.
- » Create a sleep-conducive environment that is dark, quiet, and comfortable.
- » Discuss the appropriate way to take any sleep aid with a healthcare professional.



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