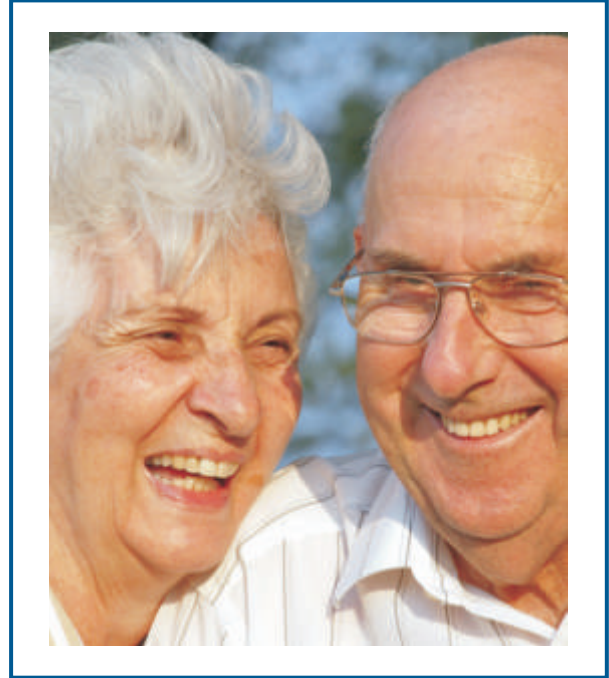


Oxygen Client Information Booklet



Breathe well. Sleep well. Live well.™

Oxygen Client Information Booklet

Medigas
385 Bentley Street
Markham, ON L3R 9T2
Canada

M321

www.medigas.com

Phone: 416-365-1050
866-446-6302

Fax: 416-365-0092

NOTICES

DISCLAIMERS:

Information contained in the Oxygen Client Information Booklet is offered for informational purposes only and is not meant to be either a recommendation for medical treatment or a diagnosis of any medical condition. You should consult your healthcare provider for the advice and care appropriate for your specific medical needs. Medigas cannot and does not guarantee any results or outcomes.

All information referred to and/or included in this booklet is current as of the issue/revision date of this booklet. Medigas makes no warranty or representation with respect to the accuracy of the information or with respect to the suitability of the use of such information, nor does Medigas assume, and expressly disclaims, responsibility for any injury or damage which may result, directly or indirectly, from the use of such information.

This booklet could include technical inaccuracies or typographical errors. Changes are made periodically to the information herein; these changes will be incorporated in subsequent revisions of the booklet. Medigas reserves the right to make improvements and/or changes to the product(s) and/or programs described in this booklet at any time and without notice.

TRADEMARKS:

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READ THESE INSTRUCTIONS

Danger, Warning, and Note Statements:

Dangers, Warnings, and Notes appear throughout this booklet. A sample of each statement appears below. Within each sample, a definition of the statement type and its purpose is given.



DANGER: DANGERS alert you to an immediate hazard that causes serious injury or death and requires special precautions to be taken.



WARNING: WARNINGS alert you to a potential hazard that causes serious injury or death *under certain conditions*.



CAUTION: CAUTIONS alert you to a non-immediate or potential hazard or an unsafe practice that presents a minor threat of personal injury or damage to equipment, data, or processes.



NOTE

NOTES *emphasize or remind you of an important piece of information.*

PRIVACY POLICY

Our Privacy Policy is available on www.medigas.com. If you do not have access to the internet and you wish to have a copy of our Privacy Policy, please ask your Medigas representative to provide one to you.

If you have any questions or concerns about the collection, use, storage, or disclosure of your personal information or for further information about Linde's Privacy Policy, contact us in one of the following ways:

Email: privacy.officer@linde.com

Phone (toll free): 1-866-896-6866

Mail:

Privacy Officer, Human Resources Department
Linde Canada Inc.
1 City Centre Drive, Suite 1200
Mississauga, Ontario L5B 1M2

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WELCOME

Medigas values the trust that you and your physician or nurse practitioner have placed with us, and we are pleased to provide oxygen therapy services to you.

When you receive your oxygen equipment, our Medigas representative will review this booklet with you and answer any questions you may have. The safety and satisfaction of our clients is our highest priority. Please share the safety information contained in this booklet with everyone living in your home and with all visitors.

We encourage you to contact Medigas at 1-866-446-6302 to discuss any comments or concerns you have about our services, your safety, or your level of satisfaction while receiving products and services from us.

Thank you for choosing Medigas. We look forward to serving you.

MEDIGAS HOURS OF OPERATION

Most Medigas stores operate from 8 a.m. to 5 p.m., Monday through Friday. Some store locations operate for longer hours. Check with your Medigas representative to find out the hours of operation for your store location. We encourage you to contact Medigas during regular business hours for all routine and non-urgent requests.

After-Hours

Medigas provides after-hours services to respond to the urgent equipment needs of our clients. By responding to non-urgent calls during the after-hours period, we may be depriving other clients of legitimate, urgent service.

After-hours service will be provided for:

- Equipment malfunction.
- Cylinder or liquid oxygen refill if your supply will not last until the next business day.

Please make every effort to obtain supplies such as tubing, cannulas, masks, etc., on your delivery day.



If you have breathing or other health-related difficulties, call 911 (or equivalent local emergency telephone number).

GENERAL INFORMATION

Your Oxygen Prescription

Please complete the box below, and inform your physician or nurse practitioner and Medigas if your medical needs change or your condition worsens.

<p>Date of prescription: ____ / ____ / ____ (dd/mm/yyyy)</p> <p>Rest: ____ LPM ____ Hours/Day</p> <p>Exertion: ____ LPM ____ Hours/Day</p> <p>Nocturnal: ____ LPM ____ Hours/Day</p>
--

Your Delivery Schedule

<p>Medigas typically makes oxygen deliveries to your neighbourhood on:</p> <p><input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday</p> <p><i>Medigas will advise you if your delivery schedule changes.</i></p> <p>If you require additional supplies or equipment to be delivered, contact Medigas at least 24 hours prior to your delivery day.</p> <p>Medigas' toll free telephone number: 1-866-446-6302</p>

Your Rights

As a client of Medigas, you have the right to:

- Be treated with dignity, courtesy, and respect.
- Receive proper identification (name and title) from personnel providing services.
- Receive medical equipment and services regardless of race, religion, political belief, gender, social status, age, disability, or sexual orientation.
- Participate in decisions about your medical equipment needs and selection of a service provider.
- Confidentiality of your personal information and personal health information and to approve or refuse the release of such information to third parties, as permitted by law.
- Access your personal information and personal health information, and have the records corrected for accuracy, as permitted by law.
- Refuse all equipment and services for any reason and at any time, as permitted by law.
- Be fully informed of Medigas' Terms and Conditions of Equipment Sale or Rental.
- Receive an explanation of all forms that require your signature.
- Receive medical equipment and service, appropriate to your needs, from competent and qualified Medigas personnel.
- Receive the operating instructions of the equipment provided to you by Medigas.
- Receive information about the services provided by Medigas.
- Be assured that Medigas will provide service only within its stated abilities. Medigas will participate in the transfer process to another supplier if we can no longer meet your needs.
- Express dissatisfaction and suggest changes in any service provided to you by Medigas, without coercion, discrimination, reprisal, or unreasonable interruption in service.

Your Responsibilities

As a client of Medigas, you have the responsibility to:

- Obey the oxygen safety rules described in the following sections in this booklet: Storage and Use Rules, No Smoking Rules, Liquid Oxygen Safety, and Transportation Safety.
- Follow the oxygen equipment manufacturer's operating instructions. If you have difficulty operating the equipment, tell your Medigas representative. Do not alter or modify equipment provided to you.
- Use the equipment as directed by your prescription and comply with other instructions provided to you by your physician or nurse practitioner.
- Provide Medigas employees with access to all Medigas-owned equipment for maintenance or retrieval.
- Provide Medigas with accurate and complete information about your respiratory health and care.
- Report unexpected changes, and express your concerns about your condition and treatment to your physician or nurse practitioner.
- Be available to Medigas employees so that they can perform clinical services or equipment maintenance and obtain your signature on government and/or insurance documents.
- Be financially responsible for the equipment or supplies requested by you for which your funding agency does not pay.
- Return rental equipment in good condition when you no longer need it.
- Display a "Do Not Resuscitate (DNR)" order in your home if you have chosen that resuscitation procedures should not be followed. In the absence of a posted DNR order, Medigas healthcare professionals may initiate resuscitation procedures.

Promptly notify Medigas if:

- You are admitted to a hospital.
- Are unable to keep a scheduled appointment.
- You have a temporary or permanent change of address.
- You notice that the oxygen equipment has malfunctioned.

UNDERSTANDING YOUR OXYGEN THERAPY

Oxygen is a colourless, odourless, tasteless gas that is essential for life. Once inhaled, oxygen is absorbed into your bloodstream, where the pumping action of your heart helps your red blood cells carry oxygen throughout your body. Your body tissues then extract the oxygen to generate energy and maintain life.

Your blood needs a certain amount of oxygen for your body to function properly. If blood oxygen levels are low, the cells in your tissues don't have enough energy for you to function normally. Oxygen therapy increases the amount of oxygen you breathe, which means that more oxygen enters your bloodstream for delivery to your body's tissues.

The goals of oxygen therapy are:

- To improve the quality and length of your life.
- To make breathing easier.
- To reduce the work of your heart.
- To increase your blood oxygen levels.

When using oxygen therapy, keep the following in mind:

- **Oxygen is not a cure for lung disease.** While oxygen is necessary for life, it is not "life support" or a cure for lung disease.
- **Oxygen therapy will not make the feeling of breathlessness go away.** Breathlessness does not necessarily mean you have low blood oxygen levels. Factors such as high levels of activity, airway or lung disease, or anxiety can also cause it. Your physician or other healthcare professional may suggest ways to ease shortness of breath.
- **More is not always better.** Oxygen should always be used according to your physician's prescription.
- **You will not necessarily be confined to your home when using oxygen therapy.** Medigas, together with your healthcare team, can help you decide which portable oxygen system is best suited to your needs.

OXYGEN SAFETY

Medigas is committed to your health and safety. Oxygen users must take precautions because oxygen aids combustion. This means that any material (such as carpets, drapes, furniture, etc.) will burn much faster and at a higher temperature when oxygen is present.

For these reasons, Medigas has provided the following rules and guidelines to help you keep your home safe while on oxygen therapy.

- Storage and Use Rules
- No Smoking Rules
- Liquid Oxygen Safety
- Transportation Safety
- Home Safety

We use the term “oxygen equipment” throughout this booklet. Oxygen equipment includes all materials and surfaces that touch the oxygen gas in your oxygen system, such as oxygen concentrators, liquid oxygen reservoirs, cylinders, tubing, masks, and/or cannulas.

Please take the time to read, understand, share, and enforce these rules and guidelines with everyone who enters your household. Medigas trusts that you support its efforts to provide safe home oxygen therapy.

Storage and Use Rules

When using oxygen, Medigas advises you to use care when doing certain hobbies and household activities. Activities such as woodworking, metalworking, sewing, cooking, barbequing, blowing out birthday candles, and lounging in front of a fireplace can be dangerous. Sometimes, you must avoid certain activities when using your oxygen.

Do:

- When storing oxygen, keep minimum quantities on-hand. Ask your Medigas representative what you will need.
- Store portable oxygen cylinders in a cart or a stand so that they cannot fall or tip over. Extra portable oxygen cylinders may be stored lying flat on the floor in such a way that they will not roll and will not pose a tripping hazard. When there are five or more extra cylinders, they may be stored in the upright position, nested in a corner against other cylinders and the wall (see Figure. 1).
- Store large cylinders with the protective cylinder cap screwed on.
- Store liquid oxygen reservoirs in the cart or stand that Medigas provided so they cannot fall or tip over. Liquid oxygen portables must be stored in an upright position and never lying down.
- Maintain working smoke detectors on all levels of your home.



Figure 1: Nested Cylinders

- Replace smoke detector batteries at least once a year. Test the smoke detectors regularly.
- Keep a fire extinguisher near the kitchen and within reach of cooking sources. Check the extinguisher as recommended by the manufacturer.
- Have an alternate exit route other than your main home entrance. Keep this exit route clutter-free.
- Review and practice your emergency plan with the members of your household.
- Post the two Medigas oxygen “No Smoking” signs in entranceways to your home and/or the room in which the oxygen is in use or is stored. These signs are intended to warn visitors and/or emergency responders that oxygen is stored or in use in your home.
- Tell your local fire department that you have oxygen in your home.

Do Not:

- While using oxygen, do not sit near or in the same area as a camp fire or barbeque or near to fireworks. For example, your oxygen equipment must be turned off and stored in a building well away from a camp fire or barbeque.
- Do not keep or use your oxygen equipment in the same room as ignition sources or open flames such as fireplaces, gas stoves, candles, etc.
- Do not cook (gas, electric, or barbeque) while using oxygen.
- Do not use spark- or friction-generating equipment, such as friction toys, grinding tools, electric shavers, hair dryers, etc., while using oxygen or in the presence of the oxygen equipment.
- Do not lubricate oxygen equipment.
- Do not place or store any cylinders and/or reservoirs near radiators, heat ducts, steam pipes, or other sources of heat or in confined spaces such as closets and automobile trunks.
- To allow air to circulate around the oxygen concentrators, cylinders, and/or reservoirs, do not cover them with blankets or other materials.

Personal Care Rules

- Do not use petroleum jelly, oily lotions, face creams, or hair products when using oxygen. Keep hands oil-free when handling oxygen equipment.
- Do not use aerosol sprays near oxygen equipment or while using oxygen.
- When using alcohol-based hand gels, do not handle oxygen equipment until your hands are completely dry.

NO SMOKING RULES



WARNING: Smoking near oxygen, or allowing anyone to smoke near oxygen, may result in serious injury or death.

Medigas is committed to your health and safety. Oxygen users must take precautions because oxygen aids combustion, and smoking near oxygen, or allowing anyone to smoke near oxygen, may result in serious injury or death.

Medigas' No Smoking rules apply to all types of tobacco and non-tobacco smoking products including electronic cigarettes.

Medigas follows Health Canada guidance on the use of electronic cigarettes in the presence of oxygen. Health Canada has warned consumers of the potential health risks of using electronic cigarettes while undergoing oxygen therapy. Health Canada has indicated that there have been reports of incidents resulting in injury from fires associated with the use of an electronic cigarette in the presence of an oxygen source.

Medigas clients are prohibited from using electronic cigarettes while using oxygen. In addition, electronic cigarette batteries should not be charged in the vicinity of the client undergoing the oxygen therapy or the source of the oxygen itself.

Medigas' No Smoking Rules

To reduce the risk of injury to you, your caregiver, and others in your household, you must comply with the following rules:

1. **Do not smoke**, or let anyone else smoke:
 - a. In a room where oxygen, oxygen concentrators, cylinders, liquid oxygen systems, tubing, masks, and/or cannulas (oxygen equipment) are stored or in use.
 - b. Within 3 m (10 ft) of your oxygen or oxygen equipment when outdoors.
 - c. In a vehicle in which oxygen or oxygen equipment is transported or in use.
2. **Do not** keep any smoking materials or sources of ignition/open flames, such as matches, lighters, and ash trays, in the same room, or within 3 m (10 ft) of your oxygen or oxygen equipment when outdoors.
3. **Post** the two “No Smoking” signs that have been provided to you by Medigas to warn others entering your home not to smoke. Post one of these signs on the outside of the main entrance to your home and the other sign on the entrance to the room where your oxygen is stored.

Failure to follow these rules creates a serious fire hazard that may lead to serious injury or death. Medigas highly recommends that you prohibit smoking in your residence.

If, at any time, Medigas determines or believes that smoking has occurred in the same room or within 3 m (10 ft) of where the oxygen equipment is stored or in use, Medigas may:

1. Remove the oxygen equipment from your home.
2. Advise your physician or nurse practitioner and the appropriate funding agency that having oxygen in your home presents a safety risk to you and others because you are unwilling or unable to take necessary and essential precautions.
3. Recommend to your physician or nurse practitioner and the funding agency that additional safety precautions be established before oxygen is again supplied to you.

LIQUID OXYGEN SAFETY

Liquid oxygen is very cold. The reservoir you may have been provided with stores the liquid at about -183°C (-297°F). If the liquid comes into contact with your skin, personal injury may occur. To protect yourself from an unexpected release of liquid oxygen, closely follow the manufacturer's filling instructions.

Filling Your Portable Liquid Oxygen Reservoir

Following are guidelines for safely filling your portable liquid oxygen reservoir:

- Wipe connections with a clean, lint-free cloth before filling the portable oxygen reservoir. Moisture or contaminants left on the connections may cause the portable container to freeze onto the base reservoir during the fill process. If this occurs, do not force the connector to separate; wait until the unit warms up, then separate it.



WARNING: Do not use hair dryers, hot water, or any other means to separate the frozen units.

- Always be in attendance when filling the portable oxygen reservoir. **Do not** leave the room.
- **Do not** partially fill or overfill portable reservoirs. If a partial fill occurs, wait until the reservoir warms up (approximately 10 minutes) before completing the fill. Overfilled reservoirs may cause the fill valve to freeze open unexpectedly.



WARNING: If you overfill the reservoir, stand clear of escaping liquid or gas and open doors and windows to allow oxygen to escape.

- After filling, ensure that oxygen is flowing normally from the portable unit.

Liquid Oxygen Skin Burns (Frostbite)

Liquid oxygen may cause frostbite. Frostbite is a freezing injury resembling a burn. If frostbite occurs, seek medical assistance immediately.

First Aid Procedure

While waiting for medical assistance, use the following first aid procedure:

1. Remove any clothing that may constrict circulation in the frozen area. Do not pull clothing away from the area.
2. Immediately place the frozen area in a circulating warm (not hot) water bath. Never use dry heat. This will cause a heat burn, further injuring the already damaged tissue.
3. Keep the affected part immersed in the warm water until the circulation returns (the area will turn pink or red). Thawing may take 15–60 minutes, depending on the severity of the burn.
4. When thawed, the skin tissue on the injured area may become painful, swollen, and prone to infection. Cover it with dry, sterile dressings and a protective covering.
5. Ensure that the victim avoids alcoholic beverages and smoking; they decrease blood flow to the frozen tissue.



NOTE

Follow-up medical care may be required. Further instructions will be given by personnel at the treatment facility.

TRANSPORTATION SAFETY

Definitions

- **Stationary liquid oxygen reservoir:** The liquid oxygen reservoir you have in your home as the main liquid oxygen tank.
- **Portable liquid oxygen reservoir:** The small liquid oxygen reservoir filled from the stationary liquid oxygen reservoir.

Transportation Safety Rules

Transporting oxygen equipment in an enclosed vehicle (for example, van, car, or truck) or vehicle trunk is very dangerous. It may result in a fire or explosion that causes serious injury or death.

Oxygen equipment, if mishandled, may cause serious injuries. For example, an unsecured or improperly secured small portable liquid oxygen reservoir or cylinder may become dislodged during transport, creating a danger to passengers in the car, van, or other vehicle. Other hazards, such as a fire or explosion, severe skin burns, or a pressure release, may also occur.

Following are important safety rules that must be obeyed when transporting oxygen equipment in your vehicle.

Before you put any oxygen equipment in your vehicle:

- Read the product label.
- Visually inspect the oxygen equipment for dents, gouges, or pits.
- Listen for leaks. If you hear or observe a leak in the oxygen equipment, notify Medigas. Do not load the oxygen equipment into your vehicle.

When the oxygen equipment is in your vehicle:

- Limit the amount you carry in the vehicle to no more than five small cylinders or two portable liquid oxygen reservoirs.
- Secure the oxygen equipment so that it cannot move or roll inside the vehicle.
- If a regulator is installed on the oxygen cylinder, ensure that the regulator is protected.
- Keep windows open to maximize air flow.
- Do not smoke in or near the vehicle or allow passengers to do so.
- Take a direct route — no intermediate stops. Avoid routes with heavy traffic.
- Avoid excessive heat conditions, such as sun, heaters, etc. Elevated temperatures may lead to the release of oxygen from your equipment.
- When you reach your destination, immediately remove the oxygen equipment from your vehicle.

HOME SAFETY

To maintain a safe home environment, follow the guidelines in Table 1.



Table 1 Home Safety Guide	
Possible Hazard	Safety Suggestions
Slips and falls	<ul style="list-style-type: none"> • Keep bathroom and kitchen floors dry and uncluttered. • Keep hallways and floors free of throw rugs, extension cords, and other tripping hazards. Place electrical cords and oxygen tubing against the wall and out of the way.
Bathroom hazards	<ul style="list-style-type: none"> • Install grab bars and safety rails. Medigas recommends that a professional contractor install these items to ensure that they are safe and secure. • Lower the temperature on your hot water heater to prevent scalding and burns.
Electrical hazards	<ul style="list-style-type: none"> • Keep medical equipment on a separate outlet. For example, do not connect the equipment to an outlet that shares power with a high-power device such as a TV, stereo, computer, radio transmitter, space heater, hair dryer, refrigerator, microwave oven, electric range, or other large appliance. • Use surge protectors wherever possible. • Replace any worn or ungrounded outlets. Call a licensed electrician to install outlets as needed. • Do not overload outlets and circuits. • Do not use extension cords, power bars, or plug adapters with medical equipment. • Do not connect your medical equipment to an electrical outlet controlled by a wall switch or ground fault interrupter (GFI). • Do not remove the grounding pin on a three-prong plug so that the cord will fit into a two-pronged outlet; this prevents proper grounding of the equipment. <div style="text-align: center; margin-top: 10px;">  <p style="margin: 0;">DANGER: Using your oxygen concentrator improperly or connecting it improperly may cause electric shock. Make sure the oxygen concentrator and electrical outlets are working properly.</p> </div>

Table 1 Home Safety Guide	
Possible Hazard	Safety Suggestions
Medical equipment	<div style="text-align: center;">  </div> <p style="text-align: center;">WARNING: Carefully follow the directions given by the equipment manufacturer and your Medigas representative for proper and safe use of your equipment.</p> <ul style="list-style-type: none"> • Follow the equipment manufacturer's instructions for using your equipment. • Use the appropriate carrying bag, cart, or roller base to safely move your oxygen equipment. • Place medical equipment in well-ventilated areas and keep all inlets/outlets free from blockage. For example, when in use, do not cover equipment with blankets, drapes, or other materials, or keep it in closets; this may cause the equipment to overheat. • Ensure that tubing and electrical cords are not twisted, kinked, or pinched. • Do not attempt to repair your oxygen equipment or other medical equipment. If repairs are needed, call Medigas at 1-866-446-6302.
Pets	<ul style="list-style-type: none"> • Keep pets away from electrical cords and oxygen tubing.

Emergency Preparedness

Take the following precautions so that you are prepared if an emergency occurs:

- If Medigas is unable to contact you, or if you are unable to contact Medigas, call 911 (or equivalent local emergency telephone number) or go to the local hospital if your back-up oxygen supply runs low.
- Keep a flashlight with extra batteries available. Do not use candles in the presence of your oxygen supply. Follow the instructions in the Oxygen Safety section in this booklet.
- Consider purchasing a generator to use with your oxygen equipment if a power failure occurs.
- If you need to evacuate from your home, take your medical equipment with you. Notify Medigas of your temporary address and telephone number.

For more information, visit <http://www.getprepared.ca>, hosted by Public Safety and Emergency Preparedness Canada.

Oxygen & CPAP Therapy Preparedness

You don't always know when a disaster will hit. A flood, ice storm, accident, electrical grid outage - any one of these can disrupt your life, especially if you are using oxygen therapy or CPAP therapy. The best line of defence you can have is to plan ahead.

Medigas suggests you consider the following:



Individuals using home oxygen therapy should check the cylinder regulator to make sure the back-up cylinder is full. If it is less than half-full, place an order with Medigas as soon as possible for another cylinder.



Individuals who use a portable oxygen concentrator or CPAP device with a battery may want to have a fully charged spare battery on standby.



Keep a flashlight with functional batteries on hand for when the lights go out. Reminder: do not use candles in the room you are using/storing oxygen.



If you live in an area that is prone to extended blackouts, a back-up generator may be a wise investment or make plans to stay with someone who has a source of power.

OXYGEN EQUIPMENT

The equipment used to deliver oxygen gas varies in shape and size. Medigas provides the oxygen system based on your individual needs.

You may receive any of the following equipment to deliver your oxygen therapy:

- Oxygen concentrator
- Oxygen concentrator transfill system
- Liquid oxygen reservoir
- Portable liquid oxygen reservoirs
- Portable oxygen cylinders

These systems come with instructions for use that are specific to the system. Medigas has provided you with the operating instructions for the system provided to you. It is important that you follow the equipment manufacturer's instructions for using the equipment.

For your convenience, the following sections provide an oxygen equipment cleaning/replacement schedule and troubleshooting guidelines.

CLEANING/REPLACEMENT SCHEDULE

Refer to Table 2 for procedures for cleaning/replacing your oxygen equipment.

Table 2 Oxygen Equipment Cleaning/Replacement Schedule		
Item	Frequency	Procedure
Concentrator/Transfill system	Weekly	<ol style="list-style-type: none"> 1. Unplug the concentrator. 2. Wipe the outside of the cabinet with a clean, damp cloth. 3. Plug the concentrator back into the wall outlet.
External concentrator filter (if applicable)	Weekly	<ol style="list-style-type: none"> 1. Remove the external filter from the unit and wash it in warm, soapy water. 2. Rinse the filter and dry it thoroughly before replacing it in the unit.
Nasal cannula	Daily	Wipe the tips with a clean, soapy cloth and rinse.
	Every two weeks	Replace the cannula (sooner if it is damaged or discoloured). Dispose of the used cannula with household garbage.
Oxygen mask	Weekly	<ol style="list-style-type: none"> 1. Disconnect the mask from the oxygen tubing. 2. Wash the mask in warm, soapy water. 3. Rinse the mask well and thoroughly air-dry it. 4. Reconnect the oxygen tubing. 5. When not in use, store the mask in a plastic bag. Always keep a spare replacement on hand.
	Monthly	Replace the mask (sooner if it is damaged or discoloured). Dispose of the used mask with household garbage.
Oxygen tubing	Weekly	Wipe the outside of the tubing with a clean, damp cloth.
	Every three months	Replace the oxygen tubing. (If it is damaged, replace as needed.) If you are using a humidifier, change your tubing monthly. Dispose of the used tubing with household garbage.
Humidifier bottle (if applicable)	Weekly	<ol style="list-style-type: none"> 1. Disconnect the humidifier bottle from the oxygen equipment. 2. Wash the bottle in warm, soapy water and rinse well. Air dry. 3. Refill the jar with fresh distilled water and re-connect it to the oxygen unit.
	Monthly	Replace the humidifier bottle. If damaged, replace as needed. Dispose of the used bottle with household garbage.

EQUIPMENT TROUBLESHOOTING GUIDE

Table 3 provides guidelines for solving simple problems with your oxygen equipment. Refer to the equipment manufacturer's operating and troubleshooting guides for specific instructions about your equipment.



WARNING: If you can't easily resolve the problem, call Medigas at 1-866-446-6302 for assistance.



Medigas recommends that you use your portable or back-up oxygen supply when troubleshooting the main supply.

Table 3 Oxygen Equipment Troubleshooting Guide		
Problem	Possible Cause	Solution
Liquid Oxygen Systems		
The stationary and portable units are frozen together.	Unit not properly joined.	Do not force the units apart. Allow the units to sit and defrost, then separate them. Do not pour hot water on the units or apply any heat source to thaw them.
The portable and stationary oxygen units were separated and liquid oxygen is escaping.	Fill valve frozen open.	Re-attach the portable and stationary units. Allow the units to sit for a few minutes, then separate them. If the problem persists, keep the units attached and call Medigas.
Stationary or portable unit making a hissing sound.	Normal operation.	This is a normal sound; no correction is needed.
Your portable unit is empty even though you recently filled it.	Normal evaporation.	Portable units will not hold oxygen for extended periods of time when they are not in use. It is best to fill your portable unit 1–2 hours before you need to use it.

Table 3 Oxygen Equipment Troubleshooting Guide		
Problem	Possible Cause	Solution
Liquid Oxygen Systems		
No oxygen coming from cannula or mask. Decreased awareness of oxygen.	Humidifier may be cross-threaded at the oxygen source outlet, between the jar and the lid of the humidifier, or at the nut and nipple. The humidifier and tubing may also be loosened away from the oxygen source outlet.	Ensure that all tubing, cannula, and humidifier connections are tight.
	Oxygen tubing may be damaged, kinked, or obstructed.	Unkink tubing if necessary. If tubing is damaged or obstructed, replace it with new tubing.
	Dirty/faulty cannula or tubing.	Dispose of the cannula or tubing and replace with a new cannula or tubing.
	Reservoir/cylinder is empty.	Check the contents gauge to ensure that there is oxygen supply.
	Flow control knob not pointing directly at setting or it is in the off position.	Ensure that the flow control knob is set at your prescribed setting.
Water in connecting tubing.	Water condensation caused by tubing lying on cool floors.	Change the tubing. Hang the wet tubing over a shower bar to dry.
	Overfilled humidifier bottle.	Detach the humidifier and pour out the excess water. Install a water trap.
Concentrator/Transfill Devices		
Concentrator will not turn on or shuts down.	Power failure or power surge.	<ol style="list-style-type: none"> 1. Check electrical power. 2. Check to see if the concentrator is turned on. 3. To check the outlet, plug the concentrator into another outlet. 4. For concentrators with a reset button, press the button to resume operation.

Table 3 Oxygen Equipment Troubleshooting Guide		
Problem	Possible Cause	Solution
Concentrator/Transfill Devices		
Cylinder does not fill.	Unit is not turned on or plugged in.	<ol style="list-style-type: none"> 1. Check to see if the concentrator is plugged in and turned on. 2. To check the outlet, plug the concentrator into another outlet. 3. For concentrators with a reset button, press the button to resume operation.
	Cylinder is not seated properly.	Check that the cylinder is engaged.
	The regulator is not functioning as expected.	Call Medigas for assistance.
Low oxygen light comes on.	Dirty external filter.	Check and clean the external filter.
	Air circulation around the concentrator may be blocked.	Ensure that there is nothing blocking the air intake to the concentrator (for example, curtains).
	Concentrator may require preventive maintenance.	Call Medigas.
Red warning light comes on.	Concentrator is overheated.	Turn the concentrator power off. Call Medigas.
	Flow has not been set.	Set the flow to the prescribed flow setting.
	Power failure.	<ol style="list-style-type: none"> 1. Check electrical power. 2. Check to see if the concentrator is plugged in and turned on. 3. To check the outlet, plug the concentrator into another outlet. 4. For concentrators with a reset button, press the button to resume operation.
	Concentrator needs servicing.	Call Medigas.
Water in connecting tubing.	Water condensation caused by tubing lying on cool floors.	Change the tubing. Hang the wet tubing over a shower bar to dry.
	Overfilled humidifier bottle.	Detach the humidifier and pour out the excess water. Install a water trap.

TRAVELING WITH OXYGEN

Medigas provides access to portable and temporary oxygen systems through our vast network of locations in Canada.

Follow these guidelines as you prepare for travel:

- Plan well ahead of your departure date. Contact Medigas at least seven days prior to your departure. We will assist you with medical equipment options for your travel.
- Before you make travel arrangements, consult your physician and obtain a current oxygen prescription to take with you.
- Complete your travel itinerary, noting special arrangements for travel oxygen.
- For your travel arrangements, you may be provided with additional oxygen cylinders. It is your responsibility to return empty or partially used containers to the nearest Medigas store in Canada.
- Be sure to re-confirm your travel oxygen arrangements prior to departure.
- If you're planning to drive into the United States, contact Medigas for a letter to present at the border.

INFECTION CONTROL GUIDELINES

Minimizing the Spread of Infection

Following are recommendations to minimize the spread of infection:

- When sneezing and/or coughing, cover your nose and mouth with a disposable tissue. If you do not have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Adopt good hand washing/hand hygiene practices, particularly after coughing, sneezing, or using tissues.
- Keep your hands away from your eyes, mouth, and nose.
- Avoid visiting with persons who are ill and/or contagious.
- Avoid large public or group gatherings if you have influenza or another contagious illness, or if you are susceptible to infection.

Hand Hygiene

Hand hygiene is the most effective way to prevent the spread of diseases and infections. Hand hygiene may be performed either by using soap and running water or with an alcohol-based hand gel.

Hand Soap

Regular liquid hand soap is generally recommended over bar soap for cleaning your hands. Germs can grow on bar soap and easily spread from one person to another.

Antibacterial soaps are no more effective than plain soap in killing germs on your hands or body. Using these soaps when they are not needed may also contribute to the development of antibiotic-resistant organisms. Antibacterial soaps are not effective against viruses.

Alcohol-Based Hand Gel

Alcohol-based hand gel is as effective as soap and water in removing disease-causing organisms on your skin. However, if your hands are visibly soiled, wash your hands with soap and warm running water.



CAUTION: To eliminate the extremely rare risk of fire, do not handle oxygen equipment after using an alcohol-based hand gel until your hands are completely dry.

Vaccinations

The Public Health Agency of Canada recommends annual influenza vaccinations for all Canadians, particularly those at high risk of influenza complications, those who could spread influenza to someone at risk, and those who provide essential community services. The *Canadian Immunization Guide* recommends that persons also be vaccinated against pneumococcal disease when the influenza vaccine is given.

Consult your physician to see if these vaccinations are appropriate for you.

FREQUENTLY ASKED QUESTIONS

- 1. Will I become addicted to oxygen?**
No. While supplemental oxygen is classified as a drug, it is not considered to be addictive.
- 2. Should I stop using oxygen if I feel better?**
No. Even though you may be feeling better, your oxygen should never be discontinued without instruction from your physician or nurse practitioner. He or she may require further testing before discontinuing your therapy to ensure that your blood oxygen levels are adequate.
- 3. Can I turn up my oxygen flow rate?**
No. Your flow rate is prescribed by your physician or nurse practitioner. If you feel that you need more oxygen, discuss this with your physician or nurse practitioner. If a revised prescription is given to you, notify Medigas.
- 4. Can other oxygen patients use my oxygen supply?**
No. Your prescription is specific to your condition. If another oxygen patient requires oxygen therapy, he or she should obtain equipment through the assistance of his or her doctor or nurse practitioner. In addition, sharing equipment may cause infections to be transferred between users.
- 5. Can oxygen catch fire?**
No. Oxygen is a non-flammable gas. It does not burn, but it does support combustion. This means that any material, such as carpets, drapes, or furniture, will burn much faster and at a higher temperature when oxygen is present.
- 6. Can I cook with my oxygen cannula on?**
No. You should not wear your oxygen where there are open flames, such as a gas stove or barbeque, or other heat source, such as an electric range.
- 7. Can I bathe while wearing my oxygen?**
Yes. You may wear your nasal cannula while you bathe. Your oxygen supply system should be kept away from direct water sources and humid environments.
- 8. Can I travel or leave my home with my oxygen?**
Yes. Refer to the Traveling with Oxygen section for the items to consider when arranging your travel. You can also travel to the grocery store or other community places. Refer to the Transportation Safety section for more information.
- 9. Will I need my oxygen for the rest of my life?**
Not necessarily. Your need for oxygen therapy depends on your medical condition and your physician's orders.

CONTACT US

We welcome your questions and comments. Please contact your Medigas location to tell us about your satisfaction or dissatisfaction and suggest changes in any services provided to you by Medigas.

Telephone: 1-866-446-6302

Email: medigas.info@linde.com

Complaint Resolution

If your concerns have not been addressed by your local Medigas representative, contact the store and ask for the Continuous Quality Improvement (CQI) Lead. The CQI Lead at each store is responsible for documenting and reporting all complaints for further investigation and follow-up.



Our Mission

Making our world more productive

Healthcare Vision

Our healthcare vision is to be the best performing respiratory healthcare company in Canada, where our people deliver innovative and sustainable solutions to our customers in a connected world, supported by suppliers and communities in which we operate.

