

CPAP / Auto / Bi-Level Therapy



CPAP/Auto/Bi-Level Therapy

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NOTICES

DISCLAIMERS:

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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.

Information contained in the CPAP/Auto/Bi-Level 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. Since the conditions of use of the CPAP/Auto/Bi-Level products are not within the control of Medigas, it is the client's obligation to determine the conditions of safe use of the product. In this regard, the information supplied by manufacturers with their CPAP/Auto/Bi-Level equipment should be followed in all instances.

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.



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.canada@linde.com

Confidential Toll-Free Telephone: 1-866-896-6866

Mail:

Linde Canada Inc.
Attention: Linde Chief Privacy Officer
5015 Spectrum Way, Suite 500
Mississauga, Ontario L4W 0E4

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WELCOME

Medigas values the trust that you and your physician have placed with us, and we are pleased to fulfill your homecare needs.

The safety and satisfaction of our clients is our highest priority. We encourage you to contact your local Medigas office to discuss any comments or concerns you have about your safety or level of satisfaction while receiving products and services from us.

When you receive your new CPAP/Auto/Bi-Level System, our Medigas representative will review this booklet with you and answer any questions you may have.

We welcome your questions and comments. You can reach any of our locations at our nationwide telephone number: 1-866-446-6302.

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

CLIENT 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 from competent and qualified Medigas personnel, appropriate to your needs.
- 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.

CLIENT RESPONSIBILITIES

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

- Use the equipment as directed by your prescription and 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 condition to your physician or nurse practitioner.
- Be available for Medigas employees to 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 and for which your funding agency does not pay.
- Return Medigas equipment in good condition at the end of your rental or trial period.
- Promptly notify Medigas if you:
 - Have a change in your CPAP/Auto/Bi-Level prescription.
 - Are unable to keep a scheduled appointment.
 - Have a temporary or permanent change of address.
 - Notice that the CPAP/Auto/Bi-Level equipment has malfunctioned.

HOW TO MAKE A CPAP APPOINTMENT

In addition to arranging for a CPAP appointment in-person or by phone, Medigas offers the option for online scheduling. Simply follow these easy steps:

1. Visit our store directory at lindecana.ca/en-ca/store-locator
2. Filter “Store Type” for “Medigas Retail Stores” and enter your location.
3. In the search results, click on “Make a CPAP Appointment”.
4. Check-in to choose your appointment type.
5. Select save. A confirmation email will be sent to you.

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, we encourage you to contact the location and ask for the Continuous Quality Improvement (CQI) Lead person. The CQI Lead at each location is responsible for documenting and reporting all complaints for further investigation and follow-up.

SETTING YOUR GOALS FOR CPAP/AUTO/BI-LEVEL THERAPY

You have been diagnosed with sleep apnea. Reactions to this news may include relief or surprise at finally having your problem diagnosed, or you may feel unready to accept the diagnosis. These are normal reactions. We encourage you to discuss your feelings with your physician, your family, and your Medigas support team.

So what's the next step? A good place to start is to ask what it would be like to wake up refreshed or to have more energy. Perhaps you have a health issue your physician believes will improve, or you may have other changes in your life that you would like to see as a result of your therapy. Take a few moments and write them down so you can measure your achievement as you proceed with your CPAP/Auto/Bi-Level therapy.

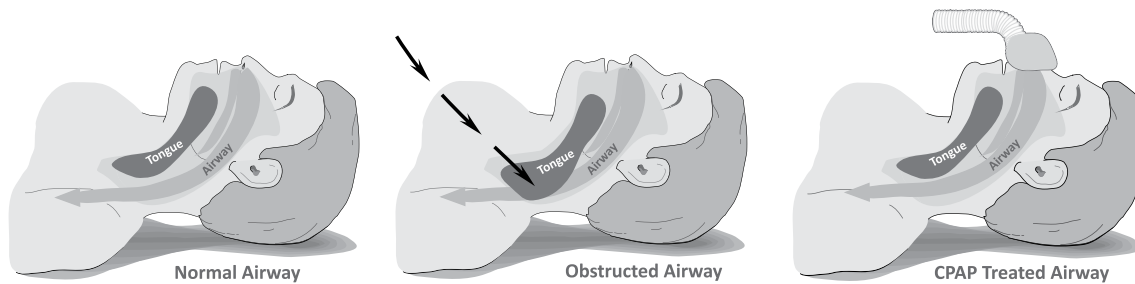
<i>Before Therapy</i>
DATE:
Goal #1:
Goal #2:
Goal #3:
<i>With Therapy</i>
DATE:
Progress:
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Progress:
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OBSTRUCTIVE SLEEP APNEA

Quality sleep is essential for your body to feel rejuvenated and function optimally. Obstructive sleep apnea (OSA) is a chronic sleep disorder caused by repeated narrowing or blockage of the airway during sleep. These episodes last longer than 10 seconds each and prevent air from reaching the lungs.

OSA repeatedly disrupts your sleep. You may or may not be aware of these disruptions, which can leave you feeling tired or even very sleepy during the day, although you have received several hours of sleep at night. Other symptoms may include awakening unrefreshed, difficulties with short-term memory, difficulty concentrating, increased irritability, moodiness, depression, loud snoring, morning headaches, heartburn, nighttime sweating, frequent urination at night, and high blood pressure. If OSA goes untreated, there is also an increased risk for heart attack, diabetes, or stroke.

OSA may decrease oxygen levels in the blood that goes to organs such as the heart and the brain.



The cycle of falling asleep, airway blockage, and the brain waking up to get the breathing going again is referred to as the apnea-hypopnea index (AHI). Your physician may have told you this number. Your AHI value indicates the severity of your OSA.

OSA Severity	Number of Apneas and Hypopneas per Hour
Mild	5-15
Moderate	15-30
Severe	Greater than 30

CONTINUOUS POSITIVE AIRWAY PRESSURE (CPAP) THERAPY

Although there is no known cure for OSA, CPAP is the leading treatment. CPAP is a non-invasive therapy in which a flow generator machine (CPAP device) blows out air through a hose or tubing into a mask that covers your nose and/or mouth. The air enters your upper airway and acts as a splint to hold your airway open during all phases of sleep. With an open airway, you breathe normally again, and you will experience improved quality of sleep.

Some CPAP users notice a difference immediately. You may feel more refreshed and alert during the day and notice improvements in your quality of life and/or other health issues. Other users don't see such a quick effect, but over several weeks, they begin to notice an improvement in daytime symptoms.

The most important aspect of your CPAP therapy is your commitment to using your CPAP device each time you sleep. Medigas recommends staying in contact with your physician and notifying him or her of any changes in your medical condition, such as significant weight loss or weight gain. Your physician may adjust your CPAP prescription in response to these changes.

Auto-PAP Therapy

Auto-PAP therapy is similar to CPAP therapy. Unlike a conventional CPAP unit that is set to one pressure, the auto-PAP unit constantly adjusts the pressure within a therapeutic range that is determined by your sleep physician. Auto-PAP therapy may be beneficial for individuals who require a much higher pressure when they are lying on their back as compared to the pressure they require when lying on their side or while in the rapid eye movement (REM) stage of sleep versus the non-REM stage of sleep. Your sleep physician can determine if you are a suitable candidate for this type of therapy.

Bi-Level PAP Therapy

Bi-level PAP therapy is also similar to CPAP therapy. Unlike conventional CPAP therapy, which blows air at one continuous pressure, bi-level therapy provides one pressure for inhalation and a separate, lower pressure for exhalation.

For individuals who cannot tolerate CPAP therapy, especially at a higher pressure, bi-level therapy may be more comfortable to use and tolerate. Your physician will advise you if bi-level therapy is an appropriate treatment option.

Sleep Hygiene

As you begin your CPAP/Auto/Bi-Level therapy, it is helpful to develop good sleep habits. Here are some suggestions:

- Establish a relaxing setting at bedtime. Keep computers and TVs out of the bedroom.
- Set a routine bedtime and wake-up schedule.
- Avoid heavy meals just before bedtime.
- Avoid caffeine, excessive sugar, tobacco, and alcohol, especially near bedtime.
- Make sure the bedroom is dark and quiet, with the temperature cool but comfortable.
- Exercise daily or as directed by a medical professional (not within 2 hours of going to sleep).
- Maintain a healthy lifestyle.

ADJUSTING TO CPAP/AUTO/BI-LEVEL THERAPY

CPAP/Auto/Bi-Level therapy only works if you are using it; not using it can be life-threatening and have serious health effects. At first, you may be very aware of the mask on your face or the headgear over your hair. Even the sound of the CPAP/Auto/Bi-Level device may be more distinct than it was at the time of your initial orientation to CPAP/Auto/Bi-Level. This is normal. Most users adjust to their CPAP/Auto/Bi-Level therapy within a few nights; however, it may take you several weeks to begin to feel fully adjusted to this therapy. It is important that you make the commitment to overcome any challenges you have wearing the CPAP/Auto/Bi-Level device.

Your sleeping partner is welcome to attend your Medigas appointments regarding your therapy. His or her inclusion can help reduce self-conscious or reluctant feelings you may have wearing your mask in front of your partner. He or she may also see improvements in your health or mood that you do not.

If you are having difficulty adjusting to your therapy, do not stop using your device. Remember to relax, take slow, deep breaths, and try to wear the mask a little longer each night. If you are having difficulty, you may want to watch TV or read a book to take your mind off the mask. Use a diary to record your observations and reasons for not adjusting to therapy, and contact your Medigas representative for assistance. Bring the diary to your Medigas and physician appointments so we may assist. With our help, you will get there, one sleep at a time!

CPAP/AUTO/BI-LEVEL THERAPY SUPPORT

With the sleep apnea education and CPAP/Auto/Bi-Level instruction provided by Medigas, you can expect to be ready to start your therapy experience. Most CPAP/Auto/Bi-Level device manufacturers offer a smartphone/tablet application which is designed to motivate you, track your progress and answer basic questions about your therapy. Additionally, should you require clinical or technical assistance from Medigas, you have the option of:

- Making an in-person appointment by calling 1-866-446-6302, or
- Making a virtual appointment by visiting www.medigas.com/en/cpap-therapy/cpap-appointments

TRAVELING WITH YOUR CPAP/AUTO/BI-LEVEL DEVICE

Planning to travel? Take your CPAP/Auto/Bi-Level device with you even when you are out of reach of a standard electrical outlet. Medigas has a wide selection of power products for your CPAP/Auto/Bi-Level portability needs such as batteries and cables. We also carry compact, battery-powered CPAP and auto therapy devices that are ideal for travel.

Recommendations for Traveling with CPAP/Auto/Bi-Level Devices

- Plan ahead.
- Follow all manufacturer's instructions, including those describing your device's power supply.
- When traveling by air: The government of Canada states that the limit of two carry-on bags does not apply to medical equipment.
- Check airline regulations and the Canadian Air Transport Security Authority website (www.catsa.gc.ca/special-needs#equipment) before you travel.

CLEANING YOUR CPAP/AUTO/BI-LEVEL SYSTEM

Keeping your CPAP/Auto/Bi-Level breathing circuit clean is important to your health. Changing your CPAP/Auto/Bi-Level supplies when the manufacturers recommend replacement will help prevent the occurrence and transfer of bacteria and/or mold from your breathing circuit to your respiratory system. After time, no matter how well you clean your mask, bacteria can settle into the material of your mask and may become a health risk.

NOTE

To give you uninterrupted therapy, consider purchasing a spare CPAP/Auto/Bi-Level mask and hose in the event a break or tear occurs during the night.

Cleaning is easy and takes little time to complete. It is helpful to get into a routine and clean your supplies at the same time each day.

- Your mask, headgear, humidifier chamber, tubing, and reusable filter may be washed in warm soapy water, rinsed well in cool, clear water, and laid flat to air dry. Hang your tubing over the shower rail to allow it to drip dry. Disposable filters should not be washed; discard them when they get dirty (usually after about one month of use).
- Pay particular attention to the humidifier chamber. It should be emptied, cleaned, and filled with distilled water every day. If the chamber is not cleaned daily, bacterial growth may result, which may cause respiratory infections. Some chambers are top rack dishwasher safe; check the manufacturer's instructions.
- Mask cleaning wipes may be purchased from Medigas. These wipes are a handy and effective way to clean your mask, especially when you are away from home.
- Clean the exterior surface of your CPAP/Auto/Bi-Level device with a clean, damp, soft cloth. Do not use disinfectant sprays or harsh cleaners.

For more information about cleaning and replacing your supplies, refer to the manufacturer's instructions that came with your CPAP/Auto/Bi-Level device.

Replacing Your CPAP/Auto/Bi-Level Supplies

It is important to change your CPAP/Auto/Bi-Level mask, mask cushion/seal/pillows and supplies at regular intervals. Worn-out masks, cushions, pillows and seals pose a health risk, can affect your comfort, length of time you sleep each night and your tolerance to therapy. Over time, the headgear will stretch and will not hold the mask in place as it originally did; the mask material will become more flexible, so the headgear might need more tension placed on it to make a seal; the humidifier chamber can show calcium build-up or pitting on the metal plate; and the tubing may develop tiny holes from normal use. All these issues can impact the quality of your therapy.

NOTE

Medigas recommends that you contact your insurance company or other funding provider to review the reimbursement frequency for the replacement of ongoing supplies.

To help you stay on track, Medigas offers four ways for you to replenish your replacement supplies:

- At regular intervals, a Medigas Express representative will contact you by telephone to review your progress with your therapy and remind you that it is time to replace your mask and supplies.
- Shop online at Medigas Express (www.medigascpap.com).
- Shop by telephone during normal business hours by calling 1-866-446-6302.
- Shop in-store at the Medigas location most convenient to you.

CPAP/AUTO/BI-LEVEL SUPPLIES SCHEDULE

Use this [yearly calendar](#) to remind you when to clean your breathing circuit and about the frequency of replacing your CPAP/Auto/Bi-Level supplies.

Month One	Month Two	Month Three
<input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace disposable filter monthly or sooner.	<input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace disposable filter monthly or sooner.	<input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace mask cushion**/ seal/pillows <input type="checkbox"/> Replace disposable filter monthly or sooner.
Month Four	Month Five	Month Six
<input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace disposable filter monthly or sooner.	<input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace disposable filter monthly or sooner.	<input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace disposable filter monthly or sooner. <input type="checkbox"/> Replace mask and headgear.* <input type="checkbox"/> Replace tubing.* <input type="checkbox"/> Replace humidifier chamber.*

Month Seven	Month Eight	Month Nine
<ul style="list-style-type: none"> <input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace disposable filter monthly or sooner. 	<ul style="list-style-type: none"> <input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace disposable filter monthly or sooner. 	<ul style="list-style-type: none"> <input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace mask cushion**/ seal/pillows <input type="checkbox"/> Replace disposable filter monthly or sooner.
Month Ten	Month Eleven	Month Twelve
<ul style="list-style-type: none"> <input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace disposable filter monthly or sooner. 	<ul style="list-style-type: none"> <input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace disposable filter monthly or sooner. 	<ul style="list-style-type: none"> <input type="checkbox"/> Wash your mask daily. <input type="checkbox"/> Wash humidifier chamber daily. <input type="checkbox"/> Wash headgear as needed. <input type="checkbox"/> Wipe exterior surface of CPAP/Auto/Bi-Level. <input type="checkbox"/> Wash tubing weekly. <input type="checkbox"/> Wash reusable filter monthly. <input type="checkbox"/> Replace disposable filter monthly or sooner. <input type="checkbox"/> Replace mask and headgear.* <input type="checkbox"/> Replace tubing.* <input type="checkbox"/> Replace humidifier chamber.* <input type="checkbox"/> Replace reusable filter per manufacturer instructions.*

**Replace sooner if there are visible signs of wear and tear.
 **Memory foam mask cushions should be changed monthly.*

FREQUENTLY ASKED EQUIPMENT QUESTIONS

Refer to these Frequently Asked Equipment Questions to solve simple problems with your CPAP/Auto/Bi-Level device. The equipment manufacturer's operating and troubleshooting guides will give more detailed instructions.



WARNING: If you can't easily fix the problem, call Medigas for assistance.

Why won't my unit turn on?

The power cord may not be attached to the CPAP/Auto/Bi-Level device or the electrical wall outlet, or the power source is not functional. To correct this, ensure that the power cord is connected to the device and to the electrical outlet, and check that there is power to the electrical wall outlet.

Why does my CPAP unit start and then stop?

The power cord may not be completely connected to the CPAP/Auto/Bi-Level device or to the electrical wall outlet. To correct this, firmly connect the power cord to the CPAP/Auto/Bi-Level device and to the electrical wall outlet.

Why does the air coming out of my CPAP/Auto/Bi-Level device seem very warm?

The setting on your humidifier may be too high. To correct this, lower the humidifier setting by using the humidifier control adjustment arrows, knob, or dial. If you have done this and the air remains very warm, check that the air inlet filters are clean; wash the reusable filter or replace the disposable filter. It is also important that the inlet vent is clear of any obstructions such as bedding, curtains, etc.

What would make the pressure feel like it has increased or decreased?

If the ramp feature has been activated, turn it off. If the device's filters are dirty, clean the reusable filter or replace the disposable filter. Alternatively, there could be a leak in your circuit; check your tubing and mask for leaks, and replace these circuit components, as required. If these solutions do not fix the problem, an internal component may have failed; turn the device off and then on again. If the problem persists, bring your device to Medigas for further investigation.

May I use an extension cord, electrical power bar, or multi-plug adaptor with my device?

No, the device should be plugged directly into the power outlet.

FREQUENTLY ASKED CLINICAL QUESTIONS

Some people experience side effects from their CPAP/Auto/Bi-Level therapy. Refer to the following questions for solutions to common problems you may experience.

Most of these side effects are easily fixed; however, if they persist or you are unable to determine their cause, contact your sleep specialist and Medigas.

Why am I feeling discomfort or excess pressure?

It is normal to feel pressure from the CPAP/Auto/Bi-Level unit. Relax and breathe normally through your nose rather than your mouth. Activate the ramp feature. Most devices also have a setting that decreases the pressure when you breathe out to make the breathing feel more natural.

Why am I experiencing eye irritation?

There are a few reasons your eyes may be irritated. Your mask may not be positioned properly, or your head position on your pillow may be shifting the mask out of position. To correct this, re-adjust the mask and headgear straps; if you are a side sleeper, lay your head on the edge of the pillow or use a pillow specially made for CPAP. Alternatively, the mask may be the wrong size; contact Medigas for a mask re-fitting.

What would cause the skin to turn red where the CPAP/Auto/Bi-Level mask contacts it?

This could be caused by tightening your headgear too much; simply re-adjust the headgear to the point where you no longer detect an air leak. In some cases, the mask material may be causing the irritation. Use a protective barrier, such as moleskin or REM ZZZs™ (CPAP mask liner) at the area of irritation or a Gecko™ nasal pad on the bridge of your nose. Alternatively, the mask may be the wrong size; contact Medigas for a mask re-fitting.

Why is there a lot of condensation (“rain out”) in my tubing?

This is a sign that your humidifier may be set too high; decrease the humidifier setting. Alternatively, your room may be very cool in contrast to the warm air from your CPAP/Auto/Bi-Level device. You can correct this by keeping your device on or near the floor, using a tubing support, insulating your tubing with a tubing cosy, or by using heated tubing.

Why do I have a runny or stuffy nose?

A runny or stuffy nose may be a sign of inadequate humidity. Increase the humidifier setting on your device, or use a nasal saline spray. Your condition may also be due to a head cold. If you are unable to breathe through your nose, contact Medigas for a different style of mask such as a full face mask. If the problem persists, contact your physician.

What would cause me to have a dry throat, dry mouth, or an excessive leak through my mouth?

There are a few possible reasons you might experience these issues. Try increasing your humidifier setting by using the controls on your device, and use a pillow specially designed for CPAP/Auto/Bi-Level therapy users. If your nose is blocked, you can use a saline solution to clear the blockage; contact your physician if this does not help. If you are mouth breathing, a chin strap or full face mask may be needed, and you should contact Medigas. If snoring is occurring, contact your sleep specialist.

Why do I have ear and/or sinus pain?

You may have an ear or sinus infection. Contact your physician.

Why would my sleep apnea symptoms return?

It could be that there is a technical problem with the internal blower of your device. If you feel this might be the issue, bring your CPAP/Auto/Bi-Level device to your closest Medigas location to have your system checked. Alternatively, you may have experienced a change in your medical condition such as weight gain, which will require you to contact your sleep specialist. If you are unable to tolerate using your device, contact your Medigas representative or your sleep physician to discuss why you are unable to tolerate your therapy.

What if I have surgery or I am hospitalized?

If you are hospitalized or having elective or non-elective surgery, you should inform your healthcare team, especially your anaesthetist, about your sleep apnea and CPAP/Auto/Bi-Level treatment.

CPAP/AUTO/BI-LEVEL HOME SAFETY



WARNING: For proper and safe use of this equipment, carefully follow the directions given by the equipment manufacturer and your Medigas representative.

At Medigas, your safety is our top priority. To maintain a safe home environment, follow these guidelines.

Electrical Safety



DANGER: Using your CPAP/Auto/Bi-Level machine improperly or connecting it improperly may cause the risk of electric shock. Make sure the machine and electrical outlets are working properly.

- Do not overload outlets and circuits.
 - When possible, keep important medical equipment on a separate outlet.
 - Do not use extension cords or plug adaptors.
 - Replace any worn or ungrounded outlets.
-



NOTE Consider purchasing a CPAP/Auto/Bi-Level battery from Medigas to give you uninterrupted therapy if a power failure occurs or when traveling to an area without power.

Medical Equipment Safety

- Clean and/or change your disposable supplies according to Medigas' and/or the manufacturer's recommendations. Refer to the "Cleaning Your CPAP/Auto/Bi-Level System" section and to the manufacturer's operating manual.
- Follow your physician's prescription for the use of your equipment.
- Do not attempt to repair your medical equipment. If repairs are needed, call Medigas at 1-866-446-6302.
- Inform your physician if:
 - Your medical needs change.
 - Your condition worsens.
- Inform Medigas if:
 - You require CPAP/Auto/Bi-Level supplies.
 - You are having problems with your equipment.

Fall Prevention

If you awake during the night and need to get out of bed, it is recommended that you take the following precautions:

- Disconnect your CPAP/Auto/Bi-Level therapy mask from the tubing, or completely remove the mask before leaving the bed.
- Remove any obstacles between your bed and the bathroom.
- Wear non-slip footwear.
- Walk slowly.

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 rub.

Regular liquid hand soap is generally recommended over bar soap for cleaning your hands in non-healthcare settings. 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.

Alcohol-Based Hand Rub

An alcohol-based hand rub is an antiseptic product and should only be used if no visible dirt is present on your hands.

Emergency Preparedness

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

1. Consider purchasing a generator or external battery to use with your CPAP/Auto/Bi-Level device if a power failure occurs.
2. If you need to go to an emergency shelter, take your medical equipment with you. If possible, notify Medigas of your new address and telephone number.

For more information, visit <http://www.getprepared.gc.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.



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.



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



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.

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.

