Oxygen Education Guide

1-888-400-0508

Email: customercare@transox.com

Mission Statement

Honor America's Veterans by providing exceptional home oxygen service that improves their health and well-being.

Normal Business Hours

Monday – Friday: 9:00am – 5:00pm (ET & CT)

After Hours

Nights, Weekends & Holidays - 24/7

You may leave a message with our answering service, and a technician will get back to you promptly. We are always available to support your equipment needs.

Updated 4/1/25

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VETERAN TO DO LIST

Complete and Mail Out

- **Medical Necessity Utility Notification (Attachment – Pg: 41)**
  Please complete this form and send it directly to your electric company. It notifies them that you are on oxygen therapy and requests priority status during a power outage.
  Note: Due to HIPAA regulations, we are unable to submit this form on your behalf.
  Contact our office with any questions.
- **Fire Marshal Notice of Disability and Request for Emergency Assistance (Attachment – Pg: 43)**
  If you are handicapped and unable to evacuate without assistance, complete this form and send it to your local fire department. This informs them of your need for help in the event of a fire or natural disaster.
  Note: Due to HIPAA regulations, we are unable to submit this form on your behalf.
  Contact our office with any questions.

Review Important Guidelines

- Watch all videos in section headers that have QR Codes and Links.
- Review *Oxygen Safety Guidelines*. *(Pg: 2 - 6)*
- Go over the *Fall Prevention* information to reduce risks at home. *(Pg: 7)*
- Review the *Home Oxygen Visit Guidelines* provided by the Department of Veterans Affairs. *(Pg: 9)*
- Review *Traveling with Oxygen* for safe travel with oxygen. *(Pg: 10)*
- Familiarize yourself with *Equipment Education* for safe and proper use. *(Pg: 11-18)*
- Review and keep visible the *Oxygen Cylinder Duration Chart* for easy reference. *(Pg: 15-16)*
- Review the *Fire Safety Valve Information*. *(Pg: 19-20)*
- Review *Supply Replacement / Equipment Cleaning* guidelines. Keep a copy visible for quick reminders. *(Pg: 22)*
- Review the *Emergency Preparedness Information & Key Contacts* to stay ready in case of emergency. *(Pg: 24 - 27)*

Feedback

- Please complete the *Veteran Feedback Form*, scan QR Code or send email. (*Attachment – Pg 31*)
- Complete the *Oxygen Setup Survey* within 72 hours. Use the link or scan the QR code.

OXYGEN SETUP SURVEY

https://www.surveymonkey.com/r/initialsetup

VETERAN FEEDBACK EMAIL

customercare@transox.com

OXYGEN & HOME SAFETY GUIDELINES

SCAN THE QR CODE WITH YOUR PHONE CAMERA

These QR codes or web links will take you to a helpful video providing general oxygen fire safety information.

VA FIRE SAFETY VIDEO

FIRE SAFETY VALVE VIDEO

Web Browser Links

- VA Fire Safety Video: https://www.youtube.com/watch?v=tWRTDUjyaIk&t=42s
- Fire Safety Valve Video: https://www.youtube.com/watch?v=WWVSHmya9IA&t=2s

OXYGEN AND HOME SAFETY

Staying safe and preventing injuries is essential. This section provides helpful tips to protect yourself and make your home a safer place. We'll cover personal safety, oxygen safety, and ways to reduce your risk of falling.

PERSONAL SAFETY

Oxygen supports combustion, meaning it makes things burn hotter and faster—similar to gasoline. As someone using oxygen, it's important to be aware of fire hazards in and around your home.

- Let visitors know: “Oxygen is in use.”
- Post clear No Smoking signs to remind others not to smoke.
- Never smoke in any location where oxygen is being used.
- Notify local police and fire departments that someone in your home uses oxygen and may need extra help during an emergency. Ask if they keep a registry for this purpose.
- Make sure your home is marked for priority evacuation assistance.
- Always keep oxygen away from heat sources, open flames, heating elements, heat-producing devices, vapors, and anything that can cause sparks.

COMMUNITY SAFETY

Be alert to your surroundings when in public. Avoid areas with active flames, sparks, or heat-producing equipment. If you live in a multi-family building, inform your neighbors that you use oxygen and ask them to avoid smoking near your home. Encourage open communication—invite them to learn more about your home oxygen therapy and to create an emergency exit plan for their own safety as well.

HAVE A FIRE SAFETY PLAN

Being prepared can save lives. Follow these steps to create and maintain a fire safety plan in your home:

- Develop an escape route for each room and practice your plan at least twice a year.
- Keep all evacuation paths clear of clutter, debris, or obstacles.
- Test smoke detectors and alarms monthly to ensure they are working properly.
    - Smoke detectors are available at most local stores.
    - Some local fire departments offer free smoke detectors, installation help, and advice on placement. Contact your local department to see if they participate.
    - It is your responsibility—or your caregiver's—to test them every month.
- Keep a fire extinguisher in an easily accessible location.
- If you have limited mobility, always keep a phone within reach so you can call 9-1-1 if needed.
- Choose a safe, pre-designated meeting spot outside your home where family members and guests can gather away from emergency responders.

OXYGEN FIRE FACTS

Smoking is the leading cause of thermal burns related to home medical oxygen use. In an oxygen-enriched environment, fires burn much hotter and spread faster than in normal air. Even everyday items, like clothing or furniture, can ignite more easily—and at lower temperatures—when oxygen is present. A lit cigarette, for example, can become extremely dangerous in these conditions.

- According to the National Fire Protection Association (NFPA), smoking materials are involved in 73% of home fires where medical oxygen is in use.
- Patients using oxygen are 10 times more likely to suffer a serious fire-related injury when smoking is involved.
- Fires involving medical oxygen result in an estimated 20 deaths and 100 injuries per year in the U.S., with most of these being preventable.

PRACTICE THE 10X10 RULE

- 10 feet: Oxygen users (and their equipment) should stay at least 10 feet away from ignition sources like open flames, stoves, candles, or cigarettes.
- 10 minutes: If a patient insists on smoking (strongly discouraged), they should wait at least 10 minutes after the oxygen is turned off to reduce fire risk. This allows excess oxygen to dissipate from the area and clothing.

Important Note: While the 10 and 10 Rule provides a basic safety measure, smoking while using oxygen is extremely dangerous and strongly discouraged by all health and safety agencies.

STATIC ELECTRICITY

Low humidity can lead to static electricity, which may create sparks—and in an oxygen-rich environment, sparks can cause a fire.

To help prevent this:

- Use a humidifier or boil water during the winter months to keep indoor humidity at a safe level.
- Avoid wearing clothing or shoes made from synthetic materials that build up static electricity.
- Choose natural fibers like cotton and consider using anti-static sprays or dryer sheets if needed.

Keeping humidity balanced not only improves comfort but also reduces the risk of static-related fire hazards around oxygen equipment.

POWER OUTAGES & EQUIPMENT FAILURES

- During a Power Outage or Equipment Failure, your oxygen concentrator will not work.
- You will need to begin using your emergency back-up oxygen or battery supported back-up ventilator.
- Call your power company and report the outage. Ask the power company for an estimated power restoration time.
- Call our emergency number for assistance, report how much back-up you have in the home. We can help you estimate how much time you have left in your back up cylinder.

SAFETY TIPS

DO (ALLOWED ACTIONS)

- Always have two fire safety valves installed for each oxygen source.
    - Keep one as close to the patient as possible and one as close to the oxygen source as possible. This way, both the patient and the source of oxygen are protected, minimizing the risk of a disastrous fire.
- Keep all electrical equipment (electric razors, heaters, blankets) at least 10 feet from your oxygen.
- Use water-based lubricants to moisten your lips or nostrils, if necessary.
- Secure cylinders always in a base or cart, or by lying flat on the floor.
    - Oxygen cylinders need to be secured in a special base to keep the cylinder from falling over. The weight of the cylinder can damage property and people if it were to fall on something or someone. The cylinder valve could also be knocked off if the cylinder were to fall over. The high pressure coming out of the valve opening could then cause the cylinder to move about the room in a destructive, uncontrolled manner.
- Transport cylinders in a vehicle by laying them flat on the floorboard or secured in a seatbelt.
- Keep 10 feet away from sources of heat (stove, space heater, radiator, fireplace, open flames).
- Remove nasal cannula or mask, turn off oxygen and allow oxygen to dissipate for 10 minutes prior to being near any heat source or open flames.

- Contact TransOx if the machine's alarm is triggered or if you are experiencing any signs of discomfort.
- Use backup oxygen equipment if there is a power outage. In a prolonged power outage situation, call 911 for emergency attention.
- Place "No Smoking" signs on the front and back door of your residence and at the entryway to the room where you will be using your oxygen. These signs help alert visitors, caregivers, and emergency personnel that oxygen is in use and that smoking near oxygen equipment is extremely dangerous.
- Only use a properly grounded wall outlet for your oxygen concentrator.

DON'T (RESTRICTED ACTIONS)

- Don't smoke or vape (including cigarettes, e-cigarettes, or any other substances) while using oxygen equipment. Oxygen supports combustion, meaning it makes fires start more easily and burn more intensely. Smoking or vaping is strictly prohibited around oxygen equipment—whether you're at home, in a clinic, or in a hospital.
    - **If you must smoke, you need to: turn off oxygen, remove nasal cannula or mask, and allow oxygen to dissipate for 10 minutes prior to being near an open flame or heat source.**
- Don't place the oxygen equipment near an open flame or excessive heat source such as cigarettes, candles, fireplace, wall furnace, electric stove, or BBQ. Keep the oxygen delivery system 10 feet from any heat source.
- Don't use power tools or any item that can produce a spark while wearing oxygen.
    - **If you must use power tools, you need to: turn off oxygen, remove nasal cannula or mask, and allow oxygen to dissipate for 10 minutes prior to being near an open flame or heat source.**
- Don't use bedding or clothes made of wool, nylon or synthetic fabrics as these materials have the tendency to produce static electricity. The use of cotton material bedding and clothes will avoid sparks from static electricity.
- Don't use oil, grease, or any petroleum product on you or near oxygen equipment and its components. These substances when combined with oxygen are a fire hazard and can cause personal injury.

Use Products like:	**Avoid petroleum-based creams such as:**
KY Jelly™	Hair Cream
Burt's Bee's wax™	Hair Tonics
Natural products	Vaseline™
Nasal Ease™	Some lotions, oils, and creams

- Don't use aerosol sprays, a hair dryer, or an electric razor. It is possible in certain conditions that the combination of oxygen, oil-based toiletries, and a spark from an electrical appliance, such as an electric blanket, hair dryer, electric razor, or heating pad, could ignite and cause burns. Always use water-based cosmetics or creams.
- Don't place an oxygen concentrator in a confined space (like a closet). The concentrator generates heat and if placed in a confined space, it can overheat, malfunction, or become a fire hazard.
- Don't store any cylinder in closet or unventilated space. Do not place your oxygen equipment in a small or unventilated storage area. The small amount of oxygen gas that is continually vented from these units can accumulate in a confined space and become a fire hazard.
- Don't store or transport oxygen cylinders in the trunk of a car. The tank should be secured by a seat belt when in transit.
- Don't use extension cords for your oxygen concentrator.
- Don't allow smoking in the same room as your oxygen equipment.
- Don't throw away your fire safety valves when switching out your oxygen tubing. The intended lifetime of this piece is 5 years.

COOKING SAFEGUARDS

During your cooking experience, it is important to keep any supplemental oxygen away from your stove and oven. If a fire were to start, your supplemental oxygen can cause the fire to worsen, as pure oxygen is an accelerant for fires. Remember to keep your source of oxygen 10 feet away from any source of fire.

If you must cook while using your oxygen, please see below:

- **Do NOT use oxygen while cooking with gas or any open flames.**
- When cooking, make sure your cannula is never hanging in front of you and keep your supply of oxygen away from the cooking surface. Secure the cannula over your ears and behind your head, running down your back instead of under your chin.
- Ventilate the area. Open windows, use exhaust fans, or ensure good ventilation in the kitchen to help reduce the concentration of oxygen around you, lowering the risk of fire.
- Do not lean over the stove. Keep your body and face as far back from the stovetop as possible, as the oxygen cannula can quickly catch fire if exposed to open flames.
- Avoid using flammable oils and grease. Grease fires are intensified in oxygen-rich areas. Use minimal amounts of oils and opt for cooking methods that don't create smoke or splatter.
- Any flammable liquid or aerosols should be kept away from the stove and oven as well, as any close contact can cause a fire or explosion.
- Though loose clothing may be more comfortable, wearing it while cooking can be a hazard and is not recommended. Any spark or flame to reach your clothing can start a fire, and as many oxygen users wear cannula, it can catch on fire and cause skin burns.
- Ensure you have a fire extinguisher in the kitchen that is easily accessible while cooking.
- Use a microwave or slow cooker when cooking as it does not produce open flames and reduces the risk of burns or fire.
- Avoid electrical appliances that spark. Certain appliances, like toasters, can emit small sparks, which are dangerous in oxygen-enriched environments. opt for non-sparking appliances or those with minimal electrical risk.
- Turn off oxygen during high-heat cooking. If possible, turn off the oxygen flow temporarily while cooking on high heat or with open flames, and consult with your healthcare provider about managing oxygen needs during these brief moments.

FALL PREVENTION

Falls can be dangerous, especially for individuals using home oxygen. Oxygen equipment, including tubing and concentrators, can create tripping hazards if not effectively managed. Additionally, some medical conditions requiring oxygen may affect balance or mobility. Below are practical tips to help prevent falls and ensure safety at home.

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1. Keep Oxygen Tubing Tangle-Free and Secure

- Use shorter tubing, when possible, to reduce excess slack.
- Avoid letting tubing cross pathways where you walk often.
- Use an oxygen tubing storage case or similar bag management system to keep tubing organized.

2. Create a Safe Home Environment

- Remove tripping hazards such as loose rugs, clutter, or exposed cords.
- Ensure adequate lighting in all rooms and hallways, especially at night.
- Install grab bars and railings in bathrooms, stairways, and other areas where extra support is needed.
- Arrange furniture to provide clear walking paths without obstacles.

3. Use Mobility Aids When Needed

- If you have trouble walking or keeping balance, use a cane, walker, or rollator for stability.
- Work with a healthcare provider to ensure your mobility aid is properly fitted.

4. Wear Proper Footwear

- Avoid slippers or shoes with smooth soles—wear non-slip, supportive footwear indoors and outdoors.
- Make sure shoes fit well and are securely fastened to prevent tripping.

5. Be Cautious When Moving

- Stand up slowly from sitting or lying down to avoid dizziness.
- Hold onto a stable surface for support when getting up.
- Avoid rushing—move at a steady, controlled pace.

6. Stay Active and Improve Balance

- Engage in light exercises to strengthen muscles and improve balance.
- Consider physical therapy or fall prevention programs if you have frequent unsteadiness.

7. Medication Awareness

- Some medications can cause dizziness, drowsiness, or low blood pressure, increasing fall risk.
- Review medications with your doctor to identify potential side effects.

8. Emergency Preparedness

- Keep a phone or emergency alert system nearby in case of a fall.
- Inform caregivers or family members of your oxygen setup and fall risks.
- Schedule regular home safety evaluations to ensure continued fall prevention efforts.

By taking these steps, you can significantly reduce the risk of falls and stay safe while using home oxygen. If you have concerns about balance or mobility, talk to your healthcare provider about other support options.

GENERAL OXYGEN INFORMATION

SCAN THE QR CODE WITH YOUR PHONE CAMERA

These QR codes or web links will take you to a helpful video providing general information regarding your oxygen therapy.

OXYGEN THERAPY GENERAL INFORMATION

Web Browser Link:

- General Information: https://www.youtube.com/watch?v=XwcEukKWuhQ&t=35s

GENERAL OXYGEN INFORMATION

YOUR PRESCRIPTION

Always use your oxygen according to your prescription. Never adjust your flow rate or the amount of time you use supplemental oxygen without first talking to your doctor.

Oxygen is a drug and has been prescribed by your physician. It requires an annual review through your VA doctor. An exact flow rate in liters per minute has been ordered to increase the oxygen level of your blood. This flow rate must never vary from what your doctor prescribes. Your doctor may have prescribed your oxygen for 24-hour use, use only during sleep, use only during exercise, or use only during acute episodes of shortness of breath.

HOME OXYGEN VISIT GUIDELINES

The Department of Veterans Affairs requires TransOx to conduct regular home oxygen visits to ensure the proper maintenance of oxygen equipment, find and address potential safety hazards, and provide necessary refills on oxygen cylinders and supplies. To facilitate this process, our customer service representatives will begin to contact you three days before your scheduled visit to confirm your availability and assess your supply needs. During this call, please be prepared to inform them of the number of empty oxygen tanks you have and any other supplies you may require.

It is essential that you allow our Home Oxygen Technicians and Respiratory Therapists to visit you at the required intervals outlined in our contract. These visits ensure that your oxygen equipment is functioning properly, your respiratory needs are being met, any safety concerns are addressed, and you receive the necessary refills and supplies. Please remember to run your concentrator for at least 20 minutes prior to the arrival of our technician to ensure we obtain a correct oxygen reading.

Adhering to these scheduled visits helps support compliance with VA requirements and ensures that you continue receiving uninterrupted, high-quality care. If you have any scheduling conflicts or need to adjust, please contact our customer service team as soon as possible to arrange an alternative visit. Your cooperation is appreciated in helping us provide the best possible service to you.

DISCONTINUATION FROM OXYGEN PROGRAM

The Department of Veterans Affairs (VA) reserves the right to discontinue home oxygen services for patients who do not comply with safety, maintenance, or usage requirements.

Failure to attend your annual Home Oxygen renewal appointment may result in termination of your oxygen services. Other reasons for discontinuation may include—but are not limited to—serious safety concerns, smoking while using oxygen, threats of physical violence, improvement in lung function, or any reason deemed appropriate by the VA.

If your oxygen services are discontinued, TransOx will retrieve all equipment that was provided. Please note: This equipment is rented to you through the VA and remains VA property unless otherwise arranged through your VA Medical Center.

TRAVELING WITH OXYGEN

Traveling with oxygen requires planning to ensure safety, convenience, and an uninterrupted supply. Whether running errands or taking a trip, these tips will help you travel confidently.

Plan Ahead
For daily travel, carry enough oxygen for your trip, plus extra for delays. Bring spare nasal cannulas and tubing.

Contact the VA at least **two weeks in advance** to arrange travel assistance. Provide:

- Temporary address and contact number.
- Equipment dates needed.
- Travel method (car, train, plane, etc.).

Once notified, we will arrange equipment at your destination and coordinate with providers outside the TransOx region.

Traveling by Car/RV

- No smoking in or near the vehicle; keep oxygen 10 feet from flames.
- Secure cylinders with a seatbelt.
- Keep a window partially open for airflow.
- Do not store oxygen in the trunk or areas exceeding 120°F.
- In RVs, keep oxygen away from gas or open flames.
- If travelling with a POC (Portable Oxygen Concentrator), you must ensure that vehicle is running before plugging the car charger in and turning POC on.

Traveling by Bus/Train

- Contact the reservation office for oxygen policies.
- Most companies need at least two weeks' notice for oxygen use.

Traveling by Airplane

- Confirm airline oxygen policies at least two weeks before travel.
- Charge your POC (Portable Oxygen Concentrator) during layovers.
- Bring 1.5 times the battery life needed for your flight.
- Carry extra batteries, cannulas, and prescriptions.
- FAA requires 7-foot tubing for portable concentrators stored under seats.

By following these guidelines, you can travel safely and comfortably with your oxygen.

EQUIPMENT EDUCATION

SCAN THE QR CODE WITH YOUR PHONE CAMERA

These QR codes or web links will take you to a helpful video on how to use your oxygen equipment. While the models in the video may not be the exact one you have, the instructions will provide a general overview and useful guidance on operating your oxygen equipment safely and effectively.

CONCENTRATOR EDUCATION

PORTABLE SYSTEM EDUCATION

Web Browser Links

- Concentrator Education: https://www.youtube.com/watch?v=mjcsf3JR92M
- Portable System Education: https://www.youtube.com/watch?v=tk7cHDJPIzc

CONCENTRATOR EDUCATION

The Oxygen Concentrator is an electrically operated device which takes room air and separates the oxygen from the other gases and delivers more "concentrated" oxygen to you.

Oxygen concentrators are available in many different sizes and models, but they all have the same basic parts: a power switch to turn the unit on and off, a liter flow knob to regulate the liter flow to that prescribed by your physician, and an alarm to alert you to a power interruption or equipment failure so you can change to your back-up tank.

HOW TO USE CONCENTRATOR

1. Plug the concentrator's electrical cord into an outlet.
2. Keep the back and sides of the concentrator at least 12 inches from drapes or walls.
3. Use an outlet which is not controlled by a wall switch.
4. Attach the humidifier bottle by screwing it onto the threaded coupler.
    a. Filling the Humidifier Bottle
        i. Separate the bottle from the lid.
        ii. Fill the humidifier bottle with distilled or tap water between the Max and Min lines.
        iii. Reattach jar to lid.
5. Add supplies: attach 1-foot extension, two Firesafe Valves, oxygen tubing and cannula.
    a. One Firesafe Valve should be closest to the concentrator and closest to your nasal cannula or mask.
    b. Do not attach more than 50 feet of tubing to the concentrator.
6. Turn the concentrator switch to "ON." It is normal for the unit to sound an alarm for a few seconds both as an "alarm test" and to tell you that the unit has not reached its correct operating pressure.
7. Adjust the oxygen flow by turning the liter control knob until the flow rate is set according to your doctor's order.
8. Next, fit the nasal cannula on your face, making sure the prongs face upward and prongs curve down into your nostrils. Slide the tubing over and behind your ears. Adjust the tubing to fit comfortably under your chin by sliding the adjuster upward. Be careful not to adjust it too tightly.

WEEKLY MAINTENANCE INSTRUCTIONS

For Invacare Concentrators:

- The patient or caregiver should clean the cabinet filter once a week.
    - Remove the filter from the sides of the unit.
    - Wash it with warm water or a mild soap solution.
    - Rinse thoroughly, squeeze out excess water, and let it dry.
    - Once dry, reinsert the filter into the unit.

Note: Respironics concentrators **do not require** cabinet filter maintenance.

For All Units (Invacare and Respironics):

- Wipe down the outer cabinet weekly using a clean, damp (water-only) cloth to remove dust and debris.

  Important:

  Weekly maintenance is the responsibility of the patient or caregiver. The equipment provider (vendor) is not responsible for performing routine weekly cleaning.

COMPONENTS OF OXYGEN CONCENTRATORS

Electrical Cord & Power Switch

Each concentrator has a power cord and a power switch (on/off switch). The power cord should be plugged directly into an electrical wall outlet. The use of extension cords is NOT recommended as they may overheat and become a fire hazard.

Oxygen Tubing Connector

To connect the extension tubing to the concentrator use the nipple nut-and-stem, "Christmas tree" adapter.

Flow Meter

DO NOT adjust oxygen levels without consulting your physician. The flow meter consists of a tube and a dial. The tube has a number from 1-5 lpm and 1-10 lpm depending on if it is a low flow or high flow concentrator. When the concentrator is turned on, a ball will appear in the tube. This ball will show the level of oxygen the unit is delivering.

Cabinet Filter

Some concentrators have cabinet filters. Your Oxygen Technician can show you if there is a filter on your machine. The filter needs to be rinsed in water and dried weekly for proper function.

Hour Meter

Each concentrator has an hour reader that tracks total run time to ensure your oxygen needs are met.

CYLINDER SYSTEM INFORMATION

Your cylinder system consists of the following parts:

- Cylinder – Stores the pressurized oxygen.
- Cylinder cart or stand – Stabilizes the cylinder to prevent accidental tipping.
- Regulator – Controls the flow of oxygen from the cylinder.
- Shoulder bag – Provided with smaller tanks for easier transport.
- Supplies – Nasal cannula/mask, tubing and two fire safety valves.
- Wrench / O2 Key - A small tool designed to open and close the valve on an oxygen cylinder.

The regulator includes:

- Pressure gauge – Indicates the amount of oxygen remaining in the tank.
- Flowmeter – Allows you to set and adjust the prescribed oxygen flow rate.
- Washer – A small rubber ring that seals the regulator to the tank to prevent leaks.

Important Safety Precautions

- Cylinder Security: Always secure cylinders in a pouch, on a cart, or on a stand to prevent accidental falls.
- Fire Safety: Keep cylinders away from heat, open flames, smoking areas, and combustible materials to reduce the risk of fire or explosion.
- Proper handling and storage of your oxygen system ensures safe and effective use. If you have any concerns or need help, contact TransOx.

OXYGEN CYLINDERS (TANKS)

Oxygen cylinders, also referred to as tanks, are used for mobility outside of the home and can be used as a backup oxygen supply if there is a power failure with an oxygen concentrator, if there is no larger back up tank available. The cylinders are fitted with either a continuous flow regulator or an oxygen conserving device.

Oxygen cylinders are available in assorted sizes. Depending upon the size of the cylinder and the amount of oxygen you use, the oxygen will last for different periods of time.

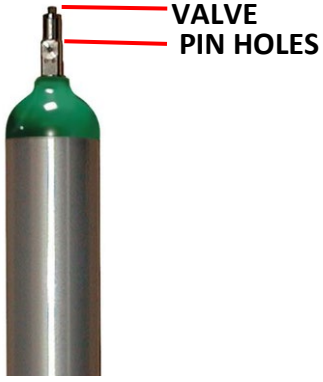
When the oxygen cylinder (tank) is full, the pressure gauge will read 2000 PSI. As you use your cylinder for oxygen, the gauge will gradually move from full (green 2000 PSI) to empty (red 500 PSI). When the gauge reads 500 PSI, you must change the cylinder.

Three different sizes of smaller cylinders are commonly available: the D cylinder, the E cylinder and the M6 cylinder. The M6 and D cylinders are smaller. They are used with a carrying case with a shoulder strap. The E cylinder is a bit larger and is often used with a wheeled cart.

HOW TO CHANGE OXYGEN CYLINDERS (TANKS)

Is Your Cylinder Almost Empty?

If the needle in the gauge is empty (red 500 PSI) and the cylinder valve is open, it is time to change your cylinder.



Follow these steps below:

1. Close the cylinder valve - Use the wrench and turn the valve CLOCKWISE until it is tight.
2. Release the cylinder pressure - Switch the OCD/regulator to the continuous flow setting until all remaining pressure has been released.
3. Remove the OCD/regulator from the empty cylinder**.**
4. Place the OCD/regulator on a full cylinder - Match up the holes with the pins and tighten the OCD/regulator using the handle.
5. Turn on the cylinder valve - Use the wrench and turn the valve COUNTERCLOCKWISE. The “Full “indicator on the gas gauge (green 2000 PSI) will be visible.
6. Turn on the OCD/regulator and connect the tubing.

OXYGEN CYLINDER DURATION CHART

Always keep enough oxygen on hand to last overnight and during weekends and holidays. Your oxygen flow is measured in liters per minute (LPM). Average oxygen usage time is based on continuous flow rate. These figures are approximate and are to be used only as a general guide.

USING A CONSERVING REGULATOR

LITERS PER MINUTE	APPROXIMATE HOURS/MINUTES OF OPERATION			
	B (M6)	C (M-9)	D (M-15)	E (M-24)
	2000 PSI	2000 PSI	2000 PSI	2000 PSI
1	9 HR 48 MIN	15 HR 12 MIN	25 HR 18 MIN	40 HR 30 MIN
2	6 HR 18 MIN	9 HR 42 MIN	16 HR 6 MIN	25 HR 48 MIN
3	4 HR 42 MIN	7 HR 18 MIN	12 HR 12 MIN	19 HR 3 MIN
4	3 HR 48 MIN	5 HR 54 MIN	9 HR 48 MIN	15 HR 42 MIN
5	3 HR 6 MIN	4 HR 48 MIN	8 HR 6 MIN	12 HR 54 MIN

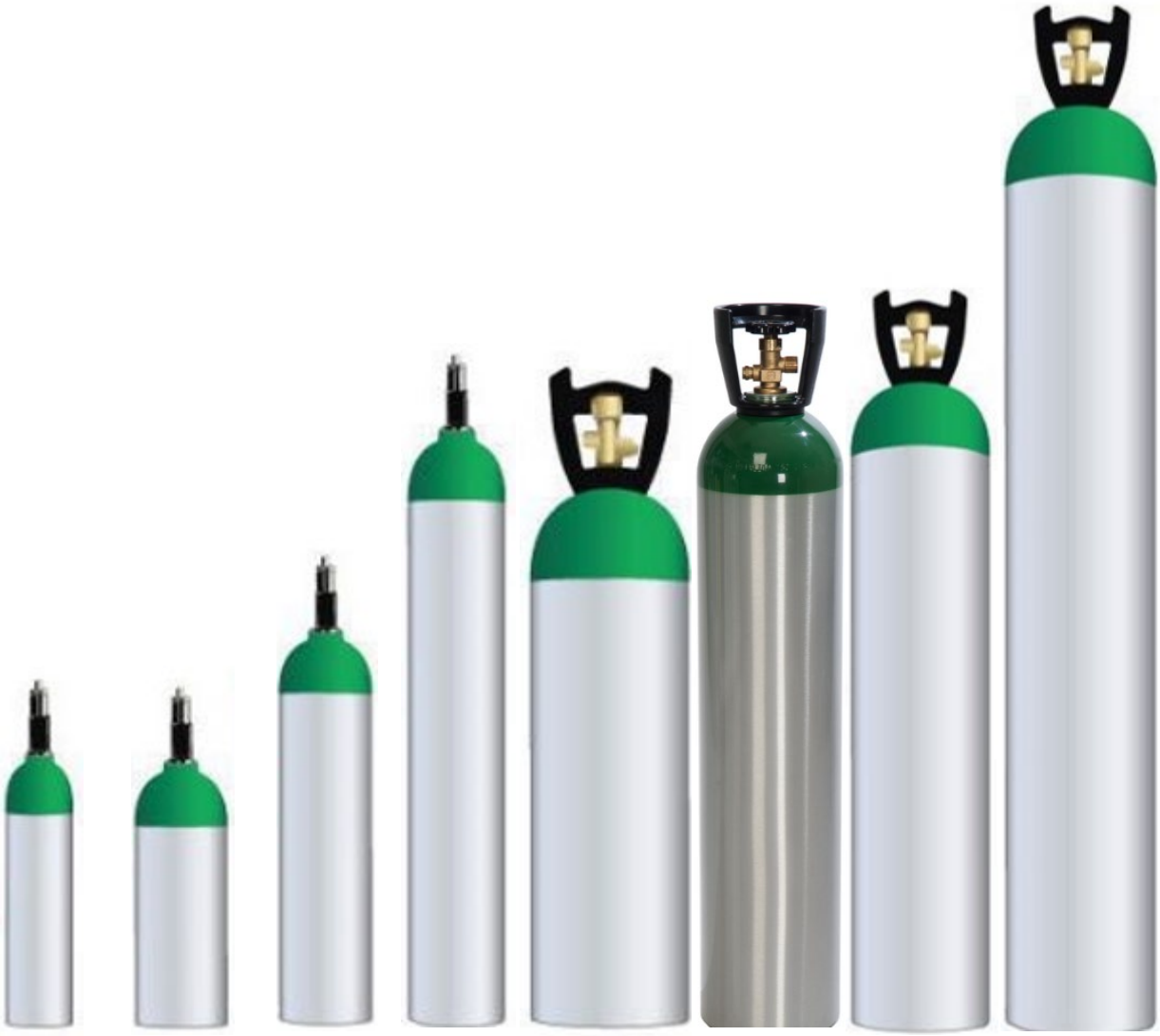
USING A CONTINUOUS FLOW REGULATOR

LITERS PER MINUTE	APPROXIMATE HOURS/MINUTES OF OPERATION						
	C (M-9)	D (M-15)	E (M-24)	M60	M90	MM	H (M250)
	2000 PSI	2000 PSI	2000 PSI	2000 PSI	2000 PSI	2000 PSI	2000 PSI
1	2 HR 50 MIN	5 HR 20 MIN	9 HR 20 MIN	26 HR 20 MIN	42 HR 24 MIN	55 HR 0 MIN	104 HR 40 MIN
2	1 HR 25 MIN	2 HR 40 MIN	4 HR 40 MIN	13 HR 10 MIN	26 HR 0 MIN	27 HR 3 MIN	52 HR 20 MIN
3	57 MIN	1 HR 47 MIN	3 HR 6 MIN	8 HR 47 MIN	17 HR 20 MIN	18 HR 20 MIN	34 HR 53 MIN
4	43 MIN	1 HR 20 MIN	2 HR 20 MIN	6 HR 35 MIN	13 HR 0 MIN	13 HR 45 MIN	26 HR 10 MIN
5	34 MIN	1 HR 4 MIN	1 HR 52 MIN	5 HR 16 MIN	10 HR 24 MIN	11 HR 0 MIN	20 HR 56 MIN
6	28 MIN	54 MIN	1 HR 33 MIN	4 HR 23 MIN	8 HR 40 MIN	9 HR 10 MIN	17 HR 27 MIN
7	24 MIN	46 MIN	1 HR 20 MIN	3 HR 46 MIN	7 HR 25 MIN	7 HR 51 MIN	14 HR 57 MIN
8	21 MIN	40 MIN	1 HR 10 MIN	3 HR 17 MIN	6 HR 3 MIN	6 HR 53 MIN	13 HR 1 MIN

USING A CONTINUOUS FLOW REGULATOR

LITERS PER MINUTE	APPROXIMATE HOURS/MINUTES OF OPERATION						
	C (M-9)	D (M-15)	E (M-24)	M60	M90	MM	H (M250)
	2000 PSI	2000 PSI	2000 PSI	2000 PSI	2000 PSI	2000 PSI	2000 PSI
9	19 MIN	36 MIN	1 HR 0 MIN	2 HR 56 MIN	5 HR 47 MIN	6 HR 1 MIN	11 HR 40 MIN
10	17 MIN	32 MIN	56 MIN	2 HR 38 MIN	5 HR 1 MIN	5 HR 3 MIN	10 HR 28 MIN
11	16 MIN	29 MIN	51 MIN	2 HR 24 MIN	4 HR 44 MIN	5 HR 0 MIN	9 HR 31 MIN
12	14 MIN	26 MIN	47 MIN	2 HR 12 MIN	4 HR 20 MIN	4 HR 35 MIN	8 HR 43 MIN
13	13 MIN	25 MIN	43 MIN	2 HR 0 MIN	4 HR 0 MIN	4 HR 14 MIN	8 HR 0 MIN
14	12 MIN	23 MIN	40 MIN	1 HR 53 MIN	3 HR 43 MIN	3 HR 57 MIN	7 HR 29 MIN
15	11 MIN	21 MIN	37 MIN	1 HR 45 MIN	3 HR 28 MIN	3 HR 40 MIN	6 HR 59 MIN

CYLINDER SIZE CHART



Cylinder Name	B (M-6)	C (M-9)	D (M-15)	E (M-24)	M-60	M-90	MM	H (M250)
Height (in)	11.5	11	16.5	25.5	23	32.7	36	52
Empty Weight (lbs.)	2.2	3.7	5.3	7.9	22.3	30.4	39.5	114
Transport Method	Portable Carrier Bag	Portable Carrier Bag	Portable Carrier Bag	Portable Carrier Cart	Not Portable	Not Portable	Not Portable	Not Portable

REGULATOR TYPES

CONTINUOUS FLOW REGULATOR

A continuous flow oxygen regulator is a device that controls and delivers a steady, unchanging flow of oxygen from a compressed cylinder to the patient. It is commonly used for patients requiring a constant supply of oxygen, such as those with chronic respiratory conditions.

OXYGEN CONSERVING DEVICE (OCD)/ CONSERVING REGULATOR

An oxygen conserving device (OCD) controls the flow of oxygen. The OCD will sense your inhalation through the nose and then the oxygen will begin to flow. Depending on your condition, an oxygen conserving device may not deliver the
required oxygen to your body. **Important: You must qualify for this regulator, and it must be prescribed by the VA. You must be able to breathe through your nose to use the pulse setting.**

OXYGEN REGULATOR WASHER

The washer (also called a gasket or sealing washer) is a small rubber or nylon ring that sits between the oxygen tank and the regulator. It ensures a tight seal to prevent oxygen leaks. Over time, washers can wear out, crack, or become compressed. A damaged washer can cause oxygen leaks, hissing sounds, or regulator connection issues.

When should you replace it?

- If you hear a hissing sound when attaching the regulator
- If you notice a poor seal or oxygen leak
- After multiple tank changes or if the washer looks damaged or worn
- As a routine part of monthly maintenance

How to replace the washer:

1. Turn off the oxygen and remove the regulator from the tank.
2. Locate the old washer inside the regulator's connection port.
3. Gently remove the old washer using a small tool (like tweezers) if needed.
4. Insert the new washer, making sure it sits flat and centered.
5. Reattach the regulator to the tank and check for a proper seal.
6. Listen for leaks. If you hear a hissing sound, check that the washer is properly seated.

Safety Tips:

- Always use the approved washers provided by your oxygen supplier.
- Never use more than one washer in the regulator at a time.
- Never use damaged or makeshift washers.
- Keep spare washers on hand.

FIRE SAFETY VALVE INFORMATION

It is a VA requirement that you have two fire safety valves installed for each source of oxygen. For more information, speak with your home delivery technician.

Help improve patient safety by reducing the impact of oxygen-aided fires with the **Firesafe** Cannula Valve

- Automatically stops the flow of oxygen in the event that the downstream oxygen tubing is ignited.
- Offers a cost-effective solution to lower the risk of serious patient injury in an oxygen fire.
- Can be installed in seconds and helps keep patients safe no matter what method of oxygen delivery they use.
- Now bidirectional, so it's even easier to install.
- 5 year intended life (or until it shuts off in the event of a fire), serving as a longer-lasting tubing connector.

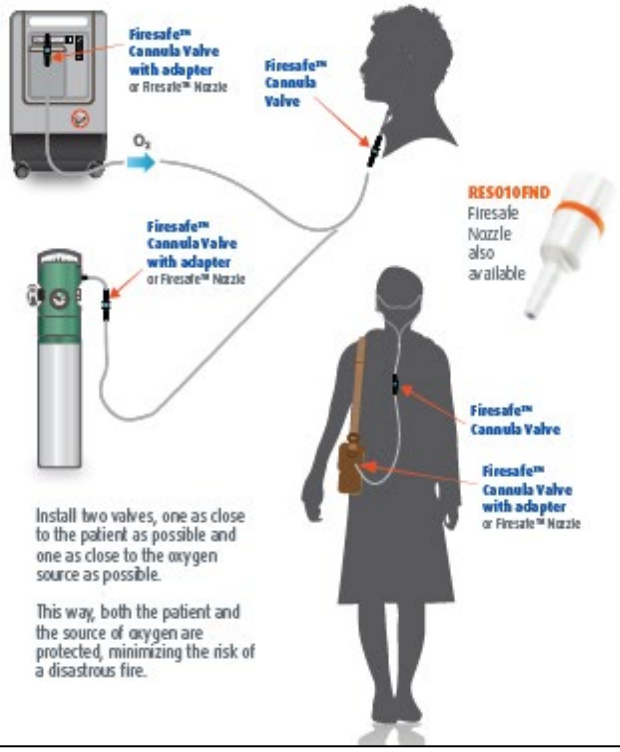
RES010
Firesafe Valve

1 mm smaller in diameter than previous device

65% lower resistance to flow

The potential for firebreaks to reduce the impact of accidents and save lives is clear.

After firebreaks became mandatory in England and Wales in 2006, the average number of deaths by fire was 0.36 per thousand patients per year. In the US, where firebreaks were not required, 0.62 patients per thousand died - almost twice as many.



Install two valves, one as close to the patient as possible and one as close to the oxygen source as possible.

This way, both the patient and the source of oxygen are protected, minimizing the risk of a disastrous fire.

Home oxygen fires in the United States

Research into the prevalence and impact of home oxygen fires in the U.S.: 2017-2019

BPR Medical examined media reports of home oxygen fires between December 2017 and August 2019 in the U.S. The report recorded a total of 311 incidents during this 20-month period and revealed that the actual home oxygen fire death toll is likely to be double compared with previous estimates by the National Fire Protection Association; between 100 and 150 deaths per year.

Death and injury toll

164 number of deaths recorded

RIP **1** death every 4 days

71 number of serious injuries

Risk to public health

1 in 3 incidents referenced an exploding cylinder

11 of the reported deaths were third parties, including family members or other residents

2018 The year a firefighter died when a propane tank exploded due to an oxygen fire

Property damage

$15.3 million Estimated cost of property damage

61% Proportion of incidents in which a **whole dwelling was destroyed** or severely damaged

There were separate cases where **50, 60, 70, 100** and **110** people were forced to relocate as a result of an incident

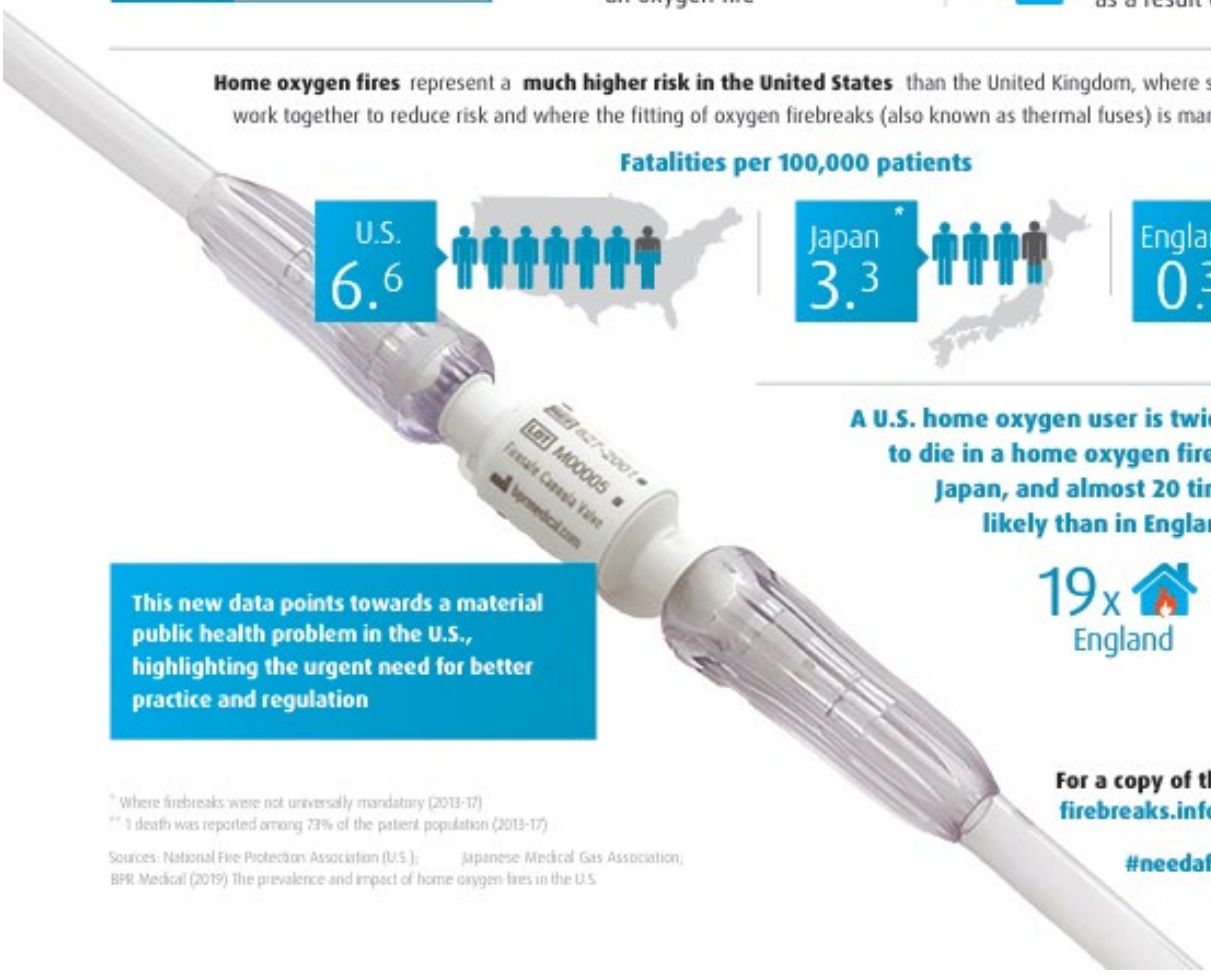
Home oxygen fires represent a **much higher risk in the United States** than the United Kingdom, where stakeholders work together to reduce risk and where the fitting of oxygen firebreaks (also known as thermal fuses) is mandatory.

Fatalities per 100,000 patients

U.S. 6.6

Japan* 3.3

England** 0.34



A U.S. home oxygen user is twice as likely to die in a home oxygen fire than in Japan, and almost 20 times more likely than in England

19x England

2x Japan

This new data points towards a material public health problem in the U.S., highlighting the urgent need for better practice and regulation

For a copy of the report visit firebreaks.info/unitedstates

#needafirebreak

* Where firebreaks were not universally mandatory (2013-17)

** 1 death was reported among 73% of the patient population (2013-17)

Sources: National Fire Protection Association (U.S.); Japanese Medical Gas Association; BPR Medical (2019) The prevalence and impact of home oxygen fires in the U.S.

MAINTENANCE AND TROUBLESHOOTING EQUIPMENT

SUPPLY REPLACEMENT / EQUIPMENT CLEANING

SUPPLY REPLACEMENT

Supply Picture	Supply Name	Cleaning Frequency	Cleaning Supplies	Instructions	Replacement Schedule
	Nasal Cannula	Once per week (prongs only)	Damp cloth	Wipe prongs with a damp cloth	Every two weeks
	Oxygen Mask	Once per week (mask only)	Damp cloth	Wipe mask with a damp cloth	Every two weeks
	Oxygen Tubing (25'/50')	N/A	N/A	N/A	Every 30 days
	Humidifier Bottle	Every 3 days	Warm water, soap, and vinegar	Clean with soap and warm water, then soak in 1 part vinegar, 3 parts water for 30 mins. Rinse & replace	Every 30 days
	Water (distilled preferred)	N/A	N/A	N/A	Daily
	Cabinet Filter (on select concentrators)	Once per week	Hot water	Rinse under hot water and let air dry	Replace as needed
	Fire Safety Valve (Thermal Fuse)	N/A	N/A	Do not throw away when replacing your tubing.	5 yr intended life or until it shuts off due to a fire.

EQUIPMENT CLEANING

To ensure your oxygen concentrator, tanks, and regulator work efficiently:

- Wipe equipment and carrying cases as needed with clean, damp cloth.
- **Do NOT** use wax, sprays, polish, grease, oil, or lubricants—these are flammable and unsafe.
- **Do NOT** try to repair yourself. Call our office immediately for help.

TROUBLESHOOTING CONCENTRATOR

1. Oxygen Concentrator Will Not Turn On

- Check the power source – Ensure the concentrator is plugged into a working outlet not controlled by a light switch.
- Try a different outlet – Sometimes, the wall outlet may be faulty.
- Check the power cord – Make sure it is securely connected to the concentrator.
- Look for a tripped breaker – Reset if necessary.
- Reset if necessary – Push in the black reset button on front of the concentrator, if your machine has one.

2. No Oxygen Flow or Weak Flow

- Check the humidifier bottle – Take off and put back on to ensure bottle is not cross-threaded.
- Check the cannula and tubing – Look for kinks, bends, or disconnections.

3. Oxygen Concentrator Overheating

- Ensure proper ventilation – Keep the unit 6–12 inches away from walls or furniture.
- Clean air filters – Clogged filters can cause overheating.
- Room temperature – Avoid placing the unit in direct sunlight or near heat sources.

4. Strange Noise or Vibration

- Ensure the unit is on a flat surface – Uneven placement can cause vibrations.

5. Oxygen Smells or Feels Unusual

- Replace the cannula/tubing – Old tubing may develop odors.
- Clean the humidifier bottle (if used) – Use distilled water and clean regularly.
- Check the filter – Dirty filters can affect air quality.

6. Continuous Alarms and No Improvement

- Turn off and restart – Wait 5 minutes before turning it back on.
- Try another power source – Plug it into a different outlet.
- Contact TransOx – If alarms persist, the unit may need servicing.

7. Lights on Concentrator

- Yellow Light – Low Oxygen Concentration
    - Check the tubing for kinks, replace if necessary.
    - Adjust flow control to the proper setting.
- Red Light – No Power / Kinked Tubing
    - Check the power source.
    - Check the reset button. If tripped, turn off your machine then reset and turn it back on.
    - Adjust flow control to the proper setting.

For any unresolved issues, you should immediately contact TransOx to avoid interruptions in therapy. Please remember to get on your back up oxygen tank until a TransOx representative comes to your home to service the concentrator.

If you are in distress and need immediate help, please call 911.

EMERGENCY PREPAREDNESS & KEY CONTACTS

KEY CONTACTS

Immediate Assistance

- **EMS, Police, or Fire Department: 911**
- **Equipment Issues (TransOx): 1-888-400-0508**

Veterans Affairs (VA) Contacts

- MyVA411 Information Line: 1-800-698-2411
- My HealtheVet Help Desk: 1-877-327-0022
- Quit VET (Smoking Cessation): 1-855-784-8838
- Veterans Crisis Line: 988 (Press 1)
- National Call Center for Homeless Veterans: 1-877-424-3838

Disaster and Emergency Management

- American Red Cross: 800-733-2767
- FEMA (General Assistance): 800-621-3362
- State Emergency Management Contacts:
    - Alabama: 800-843-0699
    - South Carolina: 803-737-8500
    - Georgia: 800-879-4362
    - Florida: 850-815-4000
    - Maryland: 877-636-2872
    - Tennessee: 615-741-0001

Reporting Neglect or Abuse

- Alabama Adult Protective Services: 800-458-7214
- South Carolina Department of Social Services: 888-227-3487
- Georgia Department of Human Resources Aging Services: 866-552-4464
- Florida Department of Children and Families Abuse Hotline: 800-962-2873
- Maryland Department of Human Services: 800-332-6347
- Tennessee Adult Protective Services: 888-277-8366

Additional Support Services

- Poison Control: 800-222-1222
- Suicide & Crisis Lifeline: 800-273-8255
- Substance Abuse & Mental Health Services: 800-662-4357

EMERGENCY PREPAREDNESS

Natural Disaster Readiness
Disasters like hurricanes, floods, and fires pose serious risks, especially for those on oxygen therapy. While TransOx will help as much as possible, you must plan for your safety. Delivery times cannot be guaranteed during emergencies, and someone must be available when we arrive.

Priority Utility & Evacuation Assistance
Complete and send the Medical Necessity Utility Notification and Fire Marshal Disability Assistance form included in your setup packet to be considered for priority power restoration and evacuation lists.

Emergency Notifications
During severe weather events, TransOx will activate automated emergency calls with crucial updates. Ensure calls from TransOx are not blocked or silenced. Messages may include:

- Storm arrival timelines and service updates.
- How to request backup oxygen.
- Oxygen delivery scheduling.

General Preparedness
Assemble an emergency kit with:

- A two-week supply of medications.
- At least 24 hours of backup oxygen.
- Non-perishable food, water, and a first aid kit.
- Important documents (medical records, insurance, emergency contacts).

Communication & Evacuation Plan

- Share your emergency plan with family or caregivers.
- Keep a list of emergency contacts.
- Sign up for weather alerts and know local evacuation routes.
- Find special needs shelters in advance.
- If you evacuate, bring your concentrator, extra supplies, and oxygen tanks.

Home Preparation

- Install smoke and carbon monoxide detectors.
- Keep exit paths clear and the oxygen equipment secure.
- Have air cleaners or plastic sheeting to seal off areas if air quality worsens.

Emergency Response
Short-Term Emergency (Under 8 Hours)

- Use backup oxygen and call us for more cylinders if needed.
- If you leave home, let us know your location.
- Caregivers may pick up oxygen from our branch offices.

Extended Emergency (8 Hours – 3 Days)

- We may deliver cylinders if roads are accessible. No exact delivery times can be given.
- Consider staying with family, friends, or a shelter if power loss exceeds 24 hours.
- Avoid open flames (kerosene heaters, candles, fireplaces).
- Contact utilities to report outages and coordinate needs.

Critical Emergency (Severe Weather, Evacuations)

- Follow official evacuation orders. Call 911 if stranded.
- Bring oxygen and supplies to a safe location.
- Emergency rooms may be overwhelmed—only seek hospital care if necessary.
- Contact us once safe with your new location; if outside our service area, notify the VA of oxygen delivery arrangements.

Generator Safety for Oxygen Users

- Keep generators at least 20 feet away from your home and oxygen equipment.
- Avoid sparks and open flames near oxygen.
- Ensure proper ventilation to prevent carbon monoxide poisoning.
- Use heavy-duty extension cords for medical equipment.
- Turn off oxygen when not in use and keep a fire extinguisher nearby.

Winter Weather and Hurricane Scales

Understanding weather scales helps you prepare for severe conditions and take necessary precautions to ensure safety.

Winter Weather Scale / Messages

The National Weather Service (NWS) issues various levels of winter storm alerts based on expected conditions:

- Winter Storm Watch: Potential for significant snow, sleet, or ice within 48 hours. Stay updated and prepare for possible disruptions.
- Winter Weather Advisory: Hazardous conditions expected but not severe enough for a warning. Exercise caution.
- Winter Storm Warning: Heavy snow, sleet, or ice expected, creating dangerous conditions. Avoid travel if possible.
- Blizzard Warning: Sustained winds of 35 mph or more, with visibility reduced to less than a quarter mile for at least three hours. Travel is extremely dangerous.
- Ice Storm Warning: Significant ice accumulation expected, leading to hazardous road conditions and power outages.

Hurricane Categories: Saffir-Simpson Scale

Hurricanes are ranked based on wind speed and potential damage:

- Category 1 (74-95 mph): Some damage to roofs, trees, and power lines. Power outages are likely.
- Category 2 (96-110 mph): Extensive damage to roofs and siding; power loss for days.
- Category 3 (111-129 mph): Devastating damage; uprooted trees, widespread power, and water outages.
- Category 4 (130-156 mph): Catastrophic damage; structural failure in buildings, power loss for weeks.
- Category 5 (157+ mph): Total devastation; homes destroyed; area uninhabitable for weeks to months.

Be Prepared

- Stay informed with local weather alerts.
- Have an emergency kit with food, water, medications, and necessary supplies.
- Secure your home and plan evacuation routes if necessary.
- Follow official guidance for safety during extreme weather events.

MISCELLANEOUS INFORMATION

CUSTOMER SATISFACTION

Customer Satisfaction: Your Experience Matters

At TransOx, we are committed to providing exceptional service to our veterans. Your satisfaction is our top priority, and we continuously strive to meet and exceed your expectations.

Our Commitment to You

- **Reliable Service:** We ensure timely deliveries and responsive support for your home oxygen needs.
- **Quality Equipment:** We provide high-quality, well-maintained oxygen equipment for your safety and comfort.
- **Support:** Our trained professionals are available to answer your questions, provide guidance, and address any concerns.
- **Respect & Compassion:** We treat every patient with dignity, kindness, and respect.

How We Measure Customer Satisfaction

We actively seek feedback from our patients to improve our services. Some ways we assess satisfaction include:

- **Patient Surveys:** We conduct surveys to understand your experience and identify areas for improvement.
- **Service Calls & Follow-Ups:** Our team checks in to ensure you are receiving the care and support you need.
- **Complaint Resolution:** If you encounter any issues, we will work diligently to resolve them as quickly as possible.

How You Can Share Your Feedback

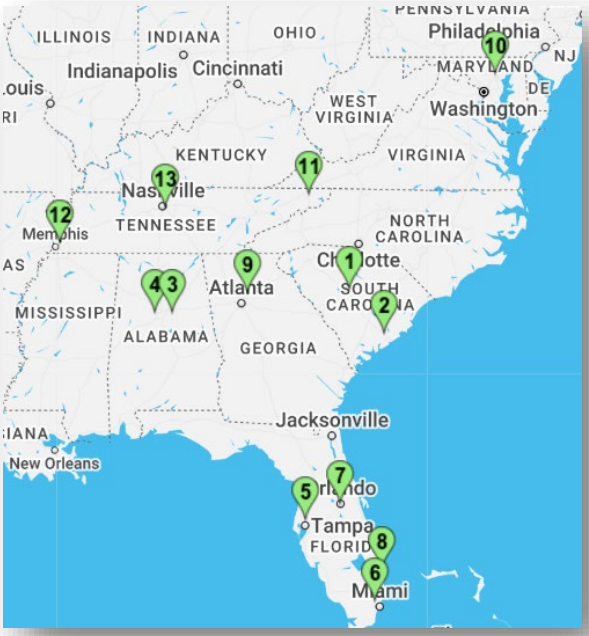
Your input helps us enhance our services. You can share your feedback in the following ways:

- **Call Us:** Speak with a customer service representative for immediate assistance.
- **Email Us:** Send your thoughts, concerns, or suggestions via email.
  - customercare@transox.com
- **Patient Surveys:** Complete surveys conducted by our customer service team to help us understand your experience.

Our Promise to Improve

We are always looking for ways to serve you better. Whether through improved response times, better equipment, or enhanced patient support, your feedback guides our continuous improvement efforts. Thank you for trusting us with your home oxygen needs. Your satisfaction means everything to us!

LOCATION INFORMATION



TransOX

1-888-400-0508

Email:

customercare@transox.com

Map Point	*Location*	*City/State/Zip*	*Equipment & Services*
1	Headquarters – Columbia	3469 Leaphart Rd, West Columbia, SC 29169	Oxygen, Ventilators & Respiratory Equipment
2	Charleston	7325 Cross County Rd, Unit E, North Charleston, SC 29418	Oxygen, Ventilators & Respiratory Equipment
3	Birmingham	135 West Oxmoor Rd, Suite 307, Birmingham, AL 35209	Oxygen, Ventilators & Respiratory Equipment
4	Tuscaloosa	135 West Oxmoor Rd, Suite 307, Birmingham, AL 35209	Oxygen, Ventilators & Respiratory Equipment
5	Bay Pines	2413 A Tenth St East, Ellenton, FL 34222	Oxygen, Ventilators & Respiratory Equipment
6	Miami	7343 NW 54th St, Miami, FL 33166	Oxygen, Ventilators & Respiratory Equipment
7	Orlando	1282 LaQuinta Dr, Suite 1, Orlando, FL 32809	Oxygen, Ventilators & Respiratory Equipment
8	West Palm Beach	4421 Annette St, Suite 8, West Palm Beach, FL 33409	Oxygen, Ventilators & Respiratory Equipment
9	Atlanta	5201 Brook Hollow Pkwy, Suite B, Norcross, GA 30071	Oxygen, Ventilators & Respiratory Equipment
10	Baltimore	1530 Caton Center Dr, Suite P&Q, Halethorpe, MD 21227	Oxygen, Ventilators & Respiratory Equipment
11	Mt Home	3309 Wayfield Dr, Johnson City, TN 37601	Oxygen, Ventilators & Respiratory Equipment
12	Memphis	5115 Covington Way, Suite 307, Memphis, TN 38134	Oxygen, Ventilators & Respiratory Equipment
13	Nashville	5211 Linbar Dr, Suite 512, Nashville, TN 37211	Oxygen, Ventilators & Respiratory Equipment

Wash Your Hands

Keeping hands clean can help keep you and others healthy.

Washing hands with soap and clean water is the best way to remove germs that can make you and others sick. If you don't have soap and clean water, use an alcohol-based hand sanitizer that contains at least 60% alcohol.

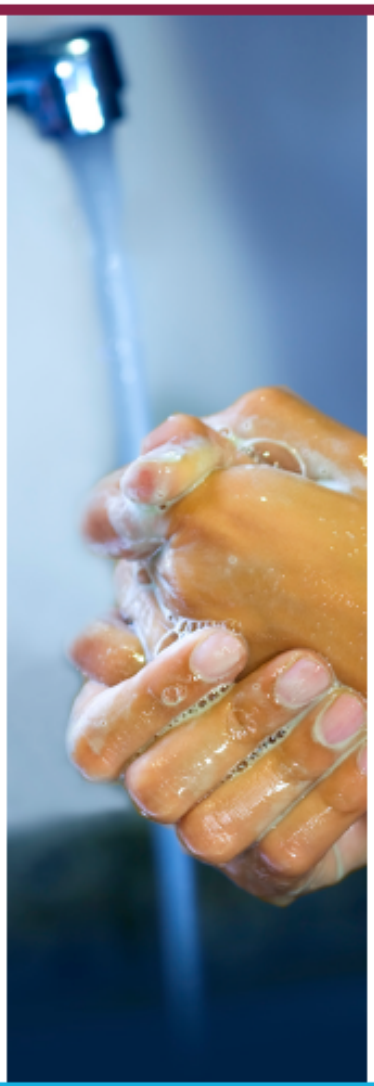
Stay healthy by washing your hands many times each day:

BEFORE

- preparing food
- eating
- caring for someone who is sick
- treating a cut or a wound

AFTER

- Using the bathroom
- Changing diapers or cleaning a child who has used the toilet
- Blowing your nose, coughing, or sneezing
- Touching an animal, animal feed, or animal waste
- Handling pet food or pet treats
- Touching garbage



What is the right way to wash your hands?

1. Wet your hands with clean running water (warm or cold) and apply soap.
2. Lather your hands by rubbing them together with the soap.
3. Scrub all surfaces of your hands, including the palms, backs, fingers, between your fingers, and under your nails.
4. Keep scrubbing for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song twice.
5. Rinse your hands well under running water.
6. Dry your hands using a clean towel or air-dry them.

U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

www.cdc.gov/handwashing

CS283831-A

Stop the spread of germs that make you and others sick!

Cover your Cough

Cover your mouth and nose with a tissue when you cough or sneeze

or

cough or sneeze into your upper sleeve, not your hands.

Put your used tissue in the waste basket.

Clean your Hands

after coughing or sneezing.

Wash hands with soap and warm water for 20 seconds

or

clean with alcohol-based hand cleaner.

Minnesota Department of Health
717 SE Delaware Street
Minneapolis, MN 55414
612-676-5414 or 1-877-676-5414
www.health.state.mn.us

NOTICE OF PRIVACY PRACTICES

Our Commitment to Your Privacy
TransOx of SC Inc is dedicated to maintaining the confidentiality of your health information. This Notice explains how we may use, share, and protect your protected health information (PHI) and your rights regarding that information. We are required by law to keep your PHI private and provide you with this Notice.

How We Use and Disclose Your PHI
- Treatment: To coordinate services with other healthcare providers.
- Payment: To bill and collect payment for services.
- Healthcare Operations: To improve our services and ensure compliance.
- Appointment Reminders: To notify you about upcoming visits or deliveries.
- Family/Friends: To share relevant information with those involved in your care.
- As Required by Law: When mandated by federal, state, or local laws.

We require business associates to safeguard your PHI and restrict access to only those employees who need it.

Other Permitted or Required Disclosures
- Public Health & Safety: To prevent disease or report abuse.
- Oversight Activities: For audits, investigations, and inspections.
- Legal Requirements: In response to court orders, subpoenas, or law enforcement.
- To Avert a Threat: To prevent serious harm.
- Military/National Security: As required by military or government authorities.
- Workers' Compensation: To comply with relevant laws.

Your Rights Regarding Your PHI
- Access Your Records: Request a copy of your medical records.
- Request Amendments: Ask for corrections to your records.
- Receive an Accounting of Disclosures: Request a list of disclosures made.
- Restrict Use/Disclosure: Request limits on how we use or share your PHI.
- Request Confidential Communications: Ask us to contact you in a specific way.
- Notification of Breach: Be informed if your PHI is compromised.
- Obtain a Paper Copy of This Notice: Request a printed copy at any time.

Contact Information
For questions or to exercise your rights, contact our Privacy Officer through our main phone number or customer care email. If you believe your rights have been violated, you may file a complaint with us or with the U.S. Department of Health & Human Services. We will not retaliate against you for filing a complaint.

This notice is subject to change, and the most current version will be available upon request.

RIGHTS AND RESPONSIBILITIES

At TransOx, we are committed to providing high-quality care while ensuring that our patients are treated with dignity, respect, and compassion. Below are your rights and responsibilities, which align with the standards set forth by The Joint Commission and the Veterans Health Administration (VHA).

Patient Rights

As a patient, you have the right to:

- Receive care in a safe environment, free from discrimination, neglect, or abuse.
- Be treated with dignity, compassion, and respect regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity.
- Refuse delivery of any and all equipment and services.
- Be fully informed about your medical condition, treatment options, and the safe use of equipment.
- Communicate effectively with TransOx staff in a language you understand.
- Have your personal and health information kept confidential, with strict privacy protections in place.
- Always expect respect for personal privacy.
- Receive clean, well-maintained equipment in proper working order.
- Have your property treated with respect during home visits.
- Receive prompt, courteous responses to any concerns or inquiries.
- Have your cultural and personal preferences considered in your care.
- Be informed of all available options if a transfer of care is necessary.
- Expect prompt resolution of any concerns, complaints, or issues related to your service.
- Know that in case of an emergency, TransOx staff will immediately call 911 if you are found unresponsive.
- Express dissatisfaction or suggest changes without fear of coercion, discrimination, or service interruption.
- Receive appropriate assessment and management of pain to ensure comfort and well-being.
- Participate in decision-making regarding your care, including the right to refuse or consent to treatment after receiving appropriate information about risks and benefits.
- Be involved in discharge planning and any necessary transition of care arrangements.
- Have access to public telephones, social interaction, regular exercise, and religious or spiritual support services.
- Receive information about the cost of care, including copayments, and request financial counseling if needed.

Patient Responsibilities

As a patient, you are responsible for:

- Providing accurate and complete health information, including past equipment use and any changes in address, doctor, insurance, or prescriptions.
- Maintaining a safe environment for the proper use of your equipment.
- Following instructions for the care and use of all equipment.
- Requesting additional information if you do not understand any instructions.
- Treating TransOx staff with respect, courtesy, and consideration.
- Placing orders for supplies or refills in advance to allow for timely delivery.
- Ensuring someone is home on the scheduled delivery day.
- Paying any invoices that are due and not covered by insurance.

- Accepting the consequences of any refusal or noncompliance, including potential changes in insurance reimbursement eligibility.
- Informing your provider about any health concerns, including pain management needs, to facilitate appropriate care.
- Communicating any concerns regarding unsafe conditions, privacy violations, or ethical issues in your care.
- Participating in treatment planning and following through with agreed-upon care recommendations to the best of your ability.
- Reporting any suspected neglect, abuse, or safety concerns promptly to TransOx staff or appropriate authorities.
- Respecting the privacy of other patients and refraining from sharing their health information.

Concerns or Complaints

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. The facility's Privacy Officer will address any privacy complaints.
- You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or your family member has been neglected, abused, or exploited by TransOx staff, please report this promptly. You will receive immediate assistance.
- If you believe the organization has failed to address your concerns about health care quality and safety, you may contact The Joint Commission's Office of Quality Monitoring at 1-800-994-6610.
- You may also report concerns regarding fraud, waste, abuse, or misconduct in VA programs to the VA Office of Inspector General by calling 1-800-488-8244 or visiting www.va.gov/oig/hotline.

This document is intended to protect and inform patients about their rights and responsibilities, ensuring compliance with The Joint Commission standards and VA patient care policies.

ADVANCE DIRECTIVES POLICY

DEFINITIONS

Advance Directive: Written 'Advance Directives' are formulated where the patient clearly indicates how they want medical decisions made. The two most common forms of advanced directive are a Living Will or a Durable Power of Attorney for Health care. An advance directive may address many issues, such as nutrition, hydration, pain management; as well as whether to intervene with CPR and to initiate and maintain a person on life support systems. Since TransOx does not provide nursing services, the only advance directive issues which TransOx needs to address are honoring a patient's wish to have staff initiate the events (calling 911) or forgo cardio-pulmonary resuscitation (CPR).

Definition of DNR: Do Not Resuscitate means that, in the event of a cardiac or respiratory arrest, cardiopulmonary resuscitative measures will NOT be initiated or conducted. DNR orders can be a component of an Advance Directive. DNR orders are compatible with maximal therapeutic care. A patient may receive vigorous support in all other therapeutic modalities and yet a DNR order may be justified.

POLICY

When, and if, it becomes known to TransOx staff that the patient has chosen to formulate a DNR order, the patient's chart and delivery documents will be marked DNR (in the comment section) on the delivery ticket.

Because TransOx delivery personnel are not trained to differentiate between a medical emergency requiring CPR and a medical emergency where other therapeutic modalities should be appropriately implemented (such as low blood pressure, diabetic crisis, over-sedation, etc.), TransOx policy for honoring the patient's advance directive is as follows:

TransOx personnel will dial 911 or confirm that someone else in the household has called.
If the patient is known to have a DNR order, the TransOx representative will tell the Emergency Medical Technicians (EMT) that to the best of their knowledge, the patient has a DNR order. It is up to the family to supply this legal document to the EMTs or for the EMTs to retrieve the document (usually found on the patient's headboard or refrigerator). It is understood that unless this document can be supplied, the EMTs are legally required to provide maximum intervention including and up to CPR.

The patient is informed of the company policy via information on the Rights & Responsibilities document, ("The patient has the right to know that if he/she is found unresponsive, the company policy is for staff to call 911 for emergency medical intervention") as well as within the text of the patient education packet routinely included in the set-up folder.

The patient is involved in the decision to withhold resuscitation; or withdraw or forgo life-sustaining care in dialog with their physician, attorney, and/or clergy. The staff of TransOx will not assist in the patient's formation of advanced directives.

ATTACHMENTS

Feedback:

- Complete the Veteran Feedback Form and mail out if you have feedback you would like to share.
- You can also email customercare@transox.com with any feedback.

Please complete and mail out:

- Medical Necessity Utility Notification
- Fire Marshal Disability Assistance Form

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VETERAN FEEDBACK FORM

3469 Leaphart Rd
West Columbia, SC 29169
Email: customercare@transox.com
Phone: 888-400-0508

At TransOx, Inc., we are committed to providing the highest quality healthcare services. Your feedback is valuable in helping us improve our services. If you have any concerns regarding patient care and safety that have not been addressed, we encourage you to share them with us via email or mailing this form to us at the address listed above.

This completed form will be routed directly to the President of TransOx, Inc., who will promptly review your concern. You will receive a verbal or written response to ensure the issue has been or is being resolved. We are happy to hear your feedback on improving the care we provide. Thank you for taking the time to fill out this form. Our President will review all feedback in a timely manner. Thank you.

Veteran Name: _____ Last 4 SSN: _____

VA Receiving Care From: _____

Name and Relationship of person providing feedback: _____

Telephone or Email: _____ Date: _____

NATURE OF YOUR CONCERN OR COMPLIMENT: (Please be as specific as possible including concern or compliment, date and office location of event and any staff member(s) involved)

_____

_____

_____

_____

_____

_____

The Joint Commission encourages those having concerns or complaints about the quality of care being provided to bring those concerns or complaints first to the attention of TransOx of SC, Inc. management. If your concerns are not addressed to your satisfaction, you may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register a complaint by calling 1-800-994-6610 or filing a complaint online at *https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint*. Matters concerning billing, insurance and payment disputes are not within the authority of the Joint Commission.

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MEDICAL NECESSITY UTILITY NOTIFICATION

3469 Leaphart Rd
West Columbia, SC 29169
888-400-0508

Utility Company Name: _____ Date: _____

Re: **Medical Necessity Utility Notification**

Dear Representative,

The patient is providing this letter to notify you that they are currently under the care of TransOx and require electrically powered medical equipment in the home.

Name: _____

Service Address: _____

City/State/Zip: _____

Telephone: _____ Contact Person: _____

This patient is presently using the following electrically operated medical equipment/device(s):

_____

_____

A prolonged interruption in electrical service to this residence may seriously affect the patient's health and could be life-threatening. The patient is requesting that this residence be considered for priority service restoration in the event of a power outage.

As a healthcare provider, TransOx is required under Joint Commission standards to make this information available to the patient for the purpose of notifying the utility company.

Note: TransOx does not submit this form on behalf of the patient. It is the patient's responsibility to submit this notice directly to their utility provider. TransOx is also unable to notify the utility if our services to the patient are discontinued. However, utility companies may contact our office directly for any updates or verification.

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FIRE MARSHAL DISABILITY ASSISTANCE FORM

3469 Leaphart Rd
West Columbia, SC 29169
888-400-0508

Date: _____

Name of Local Fire Marshal: _____

Fire Department Address: _____

City/State/Zip: _____

Subject: Disability Notice and Request for Emergency Assistance

I am writing to inform you that I am an individual with a disability and may require assistance evacuating my residence in the event of a fire or natural disaster. Due to my condition, I may be unable to safely exit the premises without help.

In addition, I rely on an electrically powered medical device that is essential to my health and well-being. Loss of power during an emergency could present a serious risk. Please take this into consideration when responding to emergencies in my area.

Please find below a brief description of my condition and medical equipment for your records. I respectfully request that this information be kept on file and considered by your department in the event of an emergency.

_____

_____

_____

Thank you for your time and for any support your department may be able to provide in ensuring my safety during emergency situations.

Sincerely,

Patient Name Printed: _____

Patient Signature: _____

Address: _____

City/State/Zip: _____

Phone Number: _____