

CPAP & BILEVEL THERAPY



MEDEQUIP - HOME CARE SERVICES



University of Michigan
Health System

THE MICHIGAN DIFFERENCE

CONTENTS

Our Services	1
FAQs	2
Adjusting to Therapy	3
Travel Information	4
Cleaning Schedule	5
Cleaning Procedures	6
Replacing Your Supplies	8

Call (800) 530-0714 for our CPAP/Bilevel team customer service group. Technicians and therapists available by appointment
M-F, 8:30 a.m. to 4:00 p.m.
Supply pick-up hours: M-F, 8:30 a.m. to 6:30 p.m., Sat 8:30 a.m. to 3:30 p.m.

OUR SERVICES

MedEQUIP EQUIPMENT SERVICES

Call our CPAP/Bilevel team customer service group at (734) 971-0975 or (800) 530-0714 to arrange for mask fittings, re-instruction, or if you have any questions or issues regarding your CPAP/Bilevel equipment or supplies. If your device needs service or repair, MedEQUIP can provide you with a device while your unit is being repaired. In some instances, your insurance provider may authorize payment for a unit and/or repair services. If your insurance does not provide coverage, you may be required to pay for repair services. MedEQUIP can also perform routine pressure checks. Contact MedEQUIP for more information.



A prescription is required for the following:

- Replacement or repair of equipment and supplies
- Pressure changes

PLEASE NOTE: Prescriptions must be renewed yearly. Most insurance companies require a current valid prescription to cover supplies.

FREQUENTLY ASKED QUESTIONS

HOW MANY HOURS DO I NEED TO USE MY CPAP DEVICE EACH NIGHT?

You should use your CPAP/Bilevel device whenever you sleep. Sleeping without your device poses health risks and may reduce your quality of life by increasing your level of daytime sleepiness.

WHERE SHOULD I PLACE MY CPAP DEVICE?

A nightstand works best. Do not place the device above your head, such as on a headboard or shelf.

WILL I EVER NEED TO REPLACE MY CPAP DEVICE?

Eventually most devices will need to be replaced. Depending on circumstances, Medicare and other insurance providers may cover a new device. Check with your insurance provider regarding your specific policy guidelines or contact us for more information.

WHAT IF MY DEVICE IS STOLEN OR DESTROYED IN A FIRE?

If your device is stolen or destroyed in a fire, please contact your homeowner's insurance company and file a claim.

ARE THERE TIMES WHEN I SHOULD NOT USE MY CPAP DEVICE?

You should always follow your doctor's orders. If you are suffering from a common cold, and experiencing nasal congestion, or if you suspect you have a sinus infection, consult with your physician.

HOW OFTEN SHOULD I SEE A PHYSICIAN?

Most insurance companies require an annual follow-up visit for supply coverage. Please call the Sleep Clinic at (734) 936-9020 to schedule an appointment. If you are not receiving care from the Sleep Clinic, please contact your primary care physician.

ADJUSTING TO THERAPY

WHAT IS THE BEST WAY TO ADJUST TO MY THERAPY?

How quickly and successfully one adjusts to CPAP/Bilevel varies from individual to individual. Some people experience almost instant success while others struggle for several weeks or longer. It's important that you do not give up. Continue to use your device as much as possible. If you experience adjustment difficulty, contact the CPAP team at (734) 971-0975 or (800) 530-0714.

NOTE: We cannot change your pressure without a prescription from your physician.

HOW CAN I GET OVER FEELING UNATTRACTIVE WEARING THE MASK?

It is not uncommon for new users to feel unattractive wearing a mask. It is a good idea to involve your partner by clearly explaining the purpose and the benefits of using your CPAP/Bilevel device.



TRAVEL INFORMATION

CAN I TRAVEL WITH THE DEVICE?

Yes. The device is safe to pass through airport x-ray machines. It is always advisable to carry on the device.

CAN I USE MY DEVICE IN ANOTHER COUNTRY?

Yes. Newer devices have a built-in voltage detector; the device will automatically convert to the new voltage setting when plugged in. You will have to purchase an outlet adapter for the power cord. Although MedEQUIP does not sell these adapters, you can find them at most electronics stores.

I WANT TO GO CAMPING OR HUNTING WITH MY DEVICE.

CAN I USE A BATTERY AS A POWER SOURCE?

Yes. Most of the devices can be powered by an AC/DC power source. MedEQUIP can provide the necessary adapters and power cords. Most insurance providers will not cover the cost of these items. It is important that you obtain an appropriate power cord for your warranty to remain valid. Check with a CPAP team member for details. The heater cannot be used when the device operates from battery power.

OTHER IMPORTANT INFORMATION

- Always use a grounded surge protector to guard against electrical shock hazards.
- Never move the CPAP device with the humidifier chamber attached as water will flow back inside the unit.
- Make sure all components are dry before transporting.

CLEANING SCHEDULE

Nasal pillows, masks	Clean daily	Wash with mild soap and hot water
Oracle oral interface	Clean daily	Soak for 10 minutes in 30 ounces of water and 2 ounces of antiseptic mouthwash
White filter (disposable)	Change monthly	None/replace
Sponge filter (black/grey)	Clean weekly	Wash with soap and water, rinse thoroughly and allow time to dry
Humidifier chamber (daily)	Change water daily and clean using hot water and liquid soap	Wash with warm soapy water and rinse well
Humidifier chamber (weekly)	Disinfect weekly using 1 part white vinegar and 3 parts hot water	Soak for 20-30 minutes in a vinegar/water solution, then rinse well with distilled water
Tubing	Clean weekly	Wash with mild soap and hot water
Headgear	Clean as needed	Wash with mild soap and hot water, hand clean only and allow time to dry
Chinstrap	Clean as needed	Wash with mild soap and hot water, hand clean only, allow time to dry

CAUTION: Do not clean any parts of the system with alcohol or cleaning solutions containing alcohol.

CLEANING PROCEDURES

MASK, NASAL PILLOWS, SWIVELS, CONNECTORS, AND TUBING

1. Remove the headgear from your mask or nasal pillow shell.
2. With a soft cloth (or a disinfectant cloth), gently clean all the parts of the mask/nasal pillow shell/swivels in a solution of warm water and mild unscented shampoo or unscented dish detergent. **DO NOT** use any cleaner containing fragrance, conditioners, or moisturizers as these will leave a residue. Be sure to thoroughly clean the mask cushion flaps or nasal pillow.
3. Rinse thoroughly. If any part still appears oily, wash it again.
4. If desired, you can disinfect the tubing, mask parts, the shell and pillows, and the swivels. Use a white vinegar and distilled water solution, mixing one part white vinegar and three parts distilled water. Allow all items to soak for 20-30 minutes. Make sure you thoroughly rinse the items after

disinfecting them. Any residue left on the parts may shorten their useful life and/or irritate your skin.

5. Make sure all parts of the system are completely dry.

HEADGEAR AND CHINSTRAP

These items should be cleaned at least once a month. Hand washing with a standard laundry detergent is recommended. **NEVER USE BLEACH.** Air dry. Machine drying with heat may cause wrinkles or render the elasticity useless. **NEVER IRON.**

HEATED HUMIDIFIER

1. Always use distilled water in your humidifier.
2. The humidification chamber should be cleaned daily or after each use. After the heater plate has cooled, disconnect the humidification chamber and remove it from the heater base.
3. Discard any water remaining in the humidification chamber.
4. Wash the chamber in mild dishwashing detergent. Rinse thoroughly and air dry. Disinfect chamber at least weekly in a solution of vinegar and water. Follow label directions. Rinse thoroughly after disinfecting.
5. Inspect the chamber to ensure no residue remains after cleaning and disinfecting.

FULL FACE



NASAL



PILLOW SYSTEM



MASK CHOICES



REPLACING YOUR SUPPLIES

It is important to maintain and replace your CPAP supplies such as filters, tubing, humidifier chambers, masks, cushions, headgear, chinstraps, and nasal pillows. Your insurance allows replacement according to a schedule they set.

The useful life of a mask can be affected by many factors. Typically, if you maintain your mask by cleaning it regularly, it should last for 3-6 months. Most insurance providers allow for routine mask and cushion replacement. Check with your insurance provider or call us at (734) 971-0975 or (800) 530-0714 for more information.

Would you like your supplies shipped to your home? Please ask one of our helpful CPAP team members about our automated system, which makes it more convenient for you to receive supplies.

Supply	Medicare	Premier	BCBS	Medicaid
Full face mask	1 per 3 mo.	1 per 3 mo.	1 per 3 mo.	1 per year
Nasal pillows	1 pair per mo.	1 pair per mo.	1 pair per mo.	1 pair per year
Mask	1 per 3 mo.	1 per 3 mo.	1 per 3 mo.	1 per year
Headgear	1 per 6 mo.	1 per 6 mo.	1 per 6 mo.	1 per year
Chinstrap	1 per 6 mo.	1 per 6 mo.	1 per 6 mo.	1 per year
Tubing	1 per 3 mo.	1 per 3 mo.	1 per 3 mo.	1 per year
Filter, white (disposable)	1 per mo.	1 per mo.	1 per mo.	N/A
Filter (grey)	1 per 6 mo.	1 per 6 mo.	1 per 6 mo.	1 per year

NOTE: Insurance coverage varies and is subject to change. It is important to notify us if there is a change in your insurance provider.



**University of Michigan
Health System**

U-M MedEQUIP CPAP & Bilevel Team

2705 S. Industrial Hwy, Suite 300

Ann Arbor, MI 48104-0756

(734) 971-0975

(800) 830-0714 toll-free

(734) 975-0490 fax

www.um-homecare.org

Executive Officers of the University of Michigan Health System: Robert P. Kelch, Executive Vice President for Medical Affairs; James O. Woolliscroft, Dean, U-M Medical School; Douglas Strong, Chief Executive Officer, U-M Hospitals and Health Centers; Kathleen Potempa, Dean, School of Nursing

The Regents of the University of Michigan: Julia Donovan Darlow, Laurence B. Deitch, Olivia P. Maynard, Rebecca McGowan, Andrea Fischer Newman, Andrew C. Richner, S. Martin Taylor, Katherine E. White, Mary Sue Coleman (*ex officio*)

The University of Michigan is an equal opportunity/affirmative action employer.

The University of Michigan Health System is committed to Total Quality.

Copyright © 2008 The Regents of the University of Michigan, Ann Arbor, Michigan, 48109