

# OXYGEN SERVICES

Customer Handbook



**Solutions for  
Healthier Living**

# Patient Responsibilities

- Mayo Clinic Store wants you to receive the best possible care. We want you to have an active role in planning your care. You have specific responsibilities that will help make your care as safe and effective as possible.
- Provide accurate and complete information in regards to any changes to your personal information such as address, phone number, and insurance information prior to the change or immediately thereafter. I understand the Mayo Clinic Store may contract with another home oxygen provider to provide service if I move outside of their service area or I may be required to bring my equipment back to the Mayo Clinic Store for service.
- Provide accurate and complete information about your health, including current conditions, past illness, medications and other health-related issues even if they are not related to your health condition.
- Inform Mayo Clinic Store if your needs change (for example if your oxygen needs increase from 1 liter to 2 liters per minute), wish to cancel service or no longer need rental equipment.
- Report any risks in your care. (i.e., physical environmental hazards)
- Report changes in your condition including hospitalizations or if you are receiving skilled nursing care.
- Notify agency when discharged from the hospital.
- Ask questions if you do not understand your care, treatment or services, or therapeutic value or purpose of the medical equipment the Mayo Clinic Store is providing.
- Inform the care provider if you feel you are unable to follow the proposed plan of care or course of treatment. The care provider will make every effort to adapt the plan to your specific needs and limitations. When adaptations are not recommended you will be informed of consequences of the care, treatment and service alternatives and not following the proposed plan of care.
- Communicate to your provider or Mayo Clinic Store staff what your needs are and if needs are not met (i.e., if equipment is not meeting your needs).
- Comply with mutually agreed upon plan and accept consequences of noncompliance.
- Treat Mayo Clinic Store staff and property in a respectful manner.
- Follow the organizations' rules and regulations (i.e., no smoking in a home where oxygen is being provided)
- Promptly meet any financial obligation agreed to with the organization.
- Inform Mayo Clinic Store if you wish to cancel service.
- Comply with physician's instruction and equipment instructions.
- Make a conscious effort to properly care for the rental equipment, to review the instructions and safety information supplied with the equipment.
- Equipment will be delivered in good working order and will be returned in the same condition it was delivered. If the equipment should be damaged or not in good working order and repair when returned, with the exception of ordinary wear and tear, the customer shall pay the cost of repairing the equipment. In case of destruction or loss, the customer will be charged retail (replacement) value of equipment.
- Promptly report to Mayo Clinic Store any malfunctions or defects in rental equipment so that repair and/or replacement can be arranged.
- Provide Mayo Clinic Store staff access to all rental equipment for repair/replacement, maintenance and/or pickup of the equipment. Keep the equipment in customer's possession and at the address to which it was delivered unless otherwise authorized. If traveling with equipment out of the geographical area that Mayo Clinic Store provides service to, it is the customer's responsibility to arrange for services from a provider in the area they are traveling to. Mayo Clinic Store is not able to service equipment or make deliveries outside of the service area.
- Mayo Clinic Store and/or employees will not be held liable for any damages incurred while delivering or removing the equipment at the customer's place of residence.
- The customer will not hold Mayo Clinic Store and/or employees liable for any injuries or damages resulting in the use of the rental equipment.

# General Information When Using Oxygen

- You have been prescribed Home Oxygen Therapy. This may be prescribed for temporarily use after an illness or for a longer duration.
- Your health care provider has prescribed supplemental oxygen therapy. Breathing supplemental oxygen increases the amount of oxygen in your blood. Even though using supplemental oxygen may mean a change in your lifestyle, it may allow you to feel better and lead a more active life. This may help reduce shortness of breath and prevent other health complications.
- Oxygen is a tasteless, colorless, odorless gas that makes up about 21 percent of the air you breathe. Inhaled through the nose or mouth, oxygen eventually reaches the air sacs in the lungs (alveoli), it then enters the bloodstream and is carried to all parts of your body.
- If you have a low level of oxygen in your blood (hypoxemia), you may have breathing troubles, exercising difficulties, headaches, fatigue, memory loss, depression or confusion. Some people have no symptoms, but may still need supplemental oxygen.
- Your prescription for supplemental oxygen will indicate;
  - A rate of oxygen flow (flow rate) listed as liters per minute (LPM). The prescribed flow rate may vary for different activities (for example, during sleep, at rest or with exercise).
  - How long and when to use the supplemental oxygen each day (for example, with exercise, during sleep, or a specific number of hours).
- Depending on your condition, you may need oxygen all the time or only when you exercise or sleep.
- Report any side effects or other issues to your provider and the Mayo Clinic Store.
- Used as prescribed, oxygen is not addictive and is generally not associated with any unpleasant side effects; not using oxygen as prescribed can be harmful.

## Rental Information

- The Mayo Clinic Store will provide oxygen equipment for you to use according to orders from your provider and meeting any insurance requirements for coverage. This equipment and oxygen contents are billed monthly. You may be financially responsible for any charges not paid by insurance coverage, co-pays or deductibles.
- The Mayo Clinic Store retains ownership of all rental home oxygen equipment.
- Contact your Mayo Clinic Store right away if you change address, leave on vacation, start hospice service or transfer to a nursing home.
- For Medicare beneficiaries, the Mayo Clinic Store warrants the rental equipment for five years. Any equipment found to be malfunctioning will be replaced with similar quality equipment at no additional charge. After this initial five-year period, a new five-year warranty and billing cycle begins.
- You are responsible for any charges that may occur due to damaged rental equipment.
- Mayo Clinic Store requires you to provide a credit card on file to dispense any rental equipment.
- You are responsible for the safe use of the oxygen equipment.
- Mayo Clinic Store reserves the right to refuse or discontinue services at any time.

# Oxygen Safety

**It is important to understand the risks associated with using oxygen in the home. Whenever oxygen gas is introduced to heat sources, such as cigarettes or open flame, oxygen can create a fire and life-threatening situations.**

- Oxygen is non-flammable, but supports combustion.
- Never smoke or allow the oxygen to be within 10 feet of any open flames.
  - This could include: candles, gas range/oven, furnace etc.
  - Do not allow anyone to smoke in the home where the oxygen is used.
- “Oxygen in use” sign will be provided and should be visible from entry of home.
- Do not use oil/petroleum based products anywhere near the oxygen.
- Do not allow untrained persons or children to adjust oxygen equipment.
- Do not allow others to use your prescribed oxygen equipment.
- Never change your prescribed flow rate without first checking with your doctor or hospice nurse.
- Oxygen carrying bag is for use with oxygen cylinder only. Do not carry other items in bag. Do not store flammable materials or materials that may cause a spark or flame.
- If you are not safe with the oxygen (smoking, for example) or if conditions become dangerous for staff members, the Mayo Clinic Store reserves the right to refuse oxygen services.
- Your medical provider will be notified of any safety issues. Your medical provider may choose to stop your oxygen service due to non-compliance with the above recommendations.
- Inform your local emergency responders (such as the police and fire department) that you use oxygen; this can help them better help you in an emergency.
- Change nasal cannula every 2 weeks or as recommended, this also applies for tracheostomy masks.
- If you have a dry nose, do not use petroleum based products. Use water-based products.
  - Examples of what to use: Roezet, KY-Jelly, saline spray, etc...
- All patients with continuous rental equipment will have their equipment reassessed every 12-24 months by Mayo Clinic Store staff.

<b>The following are concerns about using oxygen</b>	
<b>Concern</b>	<b>Corrective Action</b>
Patient, caregiver, or both smoke.	No smoking. Smoking in the presence of oxygen is very dangerous.
Gas appliances are in use (e.g., stove, water heater).	Do not use oxygen within 10 feet of an open flame.
Open flames are present (e.g., candles, barbecue, fireplace usage, wood burning stove).	Do not use oxygen within 10 feet of an open flame.
No working fire extinguisher.	Obtain fire extinguisher.
No functioning smoke detector(s).	Obtain smoke detectors. Replace batteries when needed.
No functioning carbon monoxide detector(s).	Obtain carbon monoxide detectors. Replace batteries when needed.
No fire safety plan.	Create a fire safety plan.

## Oxygen Concentrator

- Always keep the concentrator in a ventilated area with at least 12 inches of clearance.
- Once a week the filter/intake of the concentrator should be cleaned or vacuumed.
  - To clean filter: Wash with soap and water and allow to dry before replacing.
- Check the concentrator daily to make sure the equipment is working properly.
  - Make sure the appropriate lights are displayed as well as correct oxygen liter flow in use.
- Oxygen tubing should never be longer than 50 feet. (Tubing over 50 feet may limit oxygen flow).
- Notify your electric company that equipment is being used in your home. This may prevent discontinuation of service during peak use times. Also, in the event of a power failure, your home will be on a priority list to get service back.
- If a problem arises with the equipment, never attempt to make repairs or adjustments.
- Use electrical outlets that are adequate for the equipment; avoid extension cords.
- Persons who have not read the operating instructions should not operate the equipment.
- If an alarm sounds, use troubleshooting guide provided. If needed, use backup system and/or call 24/7 on call.
- If a PAP is prescribed, device should be turned on before adding oxygen to prevent possible electrical issues or fire.
- If a humidifier is prescribed, it should be emptied and refilled daily, cleaned twice a week and replaced monthly.

## Portable Oxygen

- Do not leave oxygen equipment on when not in use.
- Store cylinders in a well-ventilated area, do not store in a closet.
- Keep cylinders away from heat, for every degree over 70° F, the tank will increase by 5 psi.
- Keep cylinders secured in a rack or laying down in a safe place.
- Do not abuse or handle oxygen cylinders roughly.
- Patients are required to provide Mayo Clinic Store a 48 hour notice for delivery. No deliveries on weekends or after hours. Delivery times may vary based upon route schedule, no guaranteed time frames. Patient, or other individual, must be present to receive delivery.
- Patients must contact Mayo Clinic Store if they request tanks to be delivered.

## Emergency Back-up Oxygen

- Mayo Clinic Store will provide an emergency oxygen backup system to ensure that there is a minimum supply of oxygen to use until the concentrator can be exchanged or until electrical power is restored.
- Emergency oxygen backup system is to be used in an emergency only.
- Payment to refill your emergency oxygen backup system if it is used for non-emergency purposes may be required.

## Traveling With Oxygen

- Never transport cylinders in the trunk or rear of your vehicle (backseat is okay).
- Always secure cylinders so they do not roll around.
- When the temp outside is above 70° F, please allow for proper ventilation.
- If you are planning on making long distance travel, please contact your oxygen provider as soon as you have made traveling arrangements.
- Keep a copy of your prescription for reference; always keep a copy with you when traveling.

# Oxygen Cylinder Duration Chart This chart is intended to be used only as a guide.

Pediatric		Use Times (Shown In Hours)							
Flow Rate:	1/32 (0.03125)	1/16 (0.0625)	1/8 (0.125)	1/4 (0.25)	1/2 (0.5)				
E (2000 PSI)									
Continuous Flow	361.6	180.8	90.4	45.2	22.6				
Adult		Use Times (Shown In Hours)							
Flow Rate:	1	1.5	2	2.5	3	4	5	6	
B (2000 PSI)									
Pulse Dose	10.5	N/A	6.2	N/A	4.3	3.5	3	2.6	
Continuous Flow	2.7	1.8	1.4	1.1	0.9	.7	.6	.5	
D (2000 psi)									
Pulse Dose	27.2	N/A	16.1	N/A	11.1	9.1	7.7	6.8	
Continuous Flow	6.9	4.6	3.5	2.8	2.3	1.7	1.4	1.2	
E (2000 PSI)									
Pulse Dose	43.6	N/A	25.8	N/A	17.7	14.5	12.3	10.9	
Continuous Flow	11.3	8.5	5.6	4.7	3.8	2.8	2.3	1.9	
Estimated Cylinder Duration in Hours (Based on 20 breaths per minute)									

If using a 3000 PSI Oxygen cylinder add 40% to calculate duration of cylinder.

## Oxygen Cylinder Size and Info

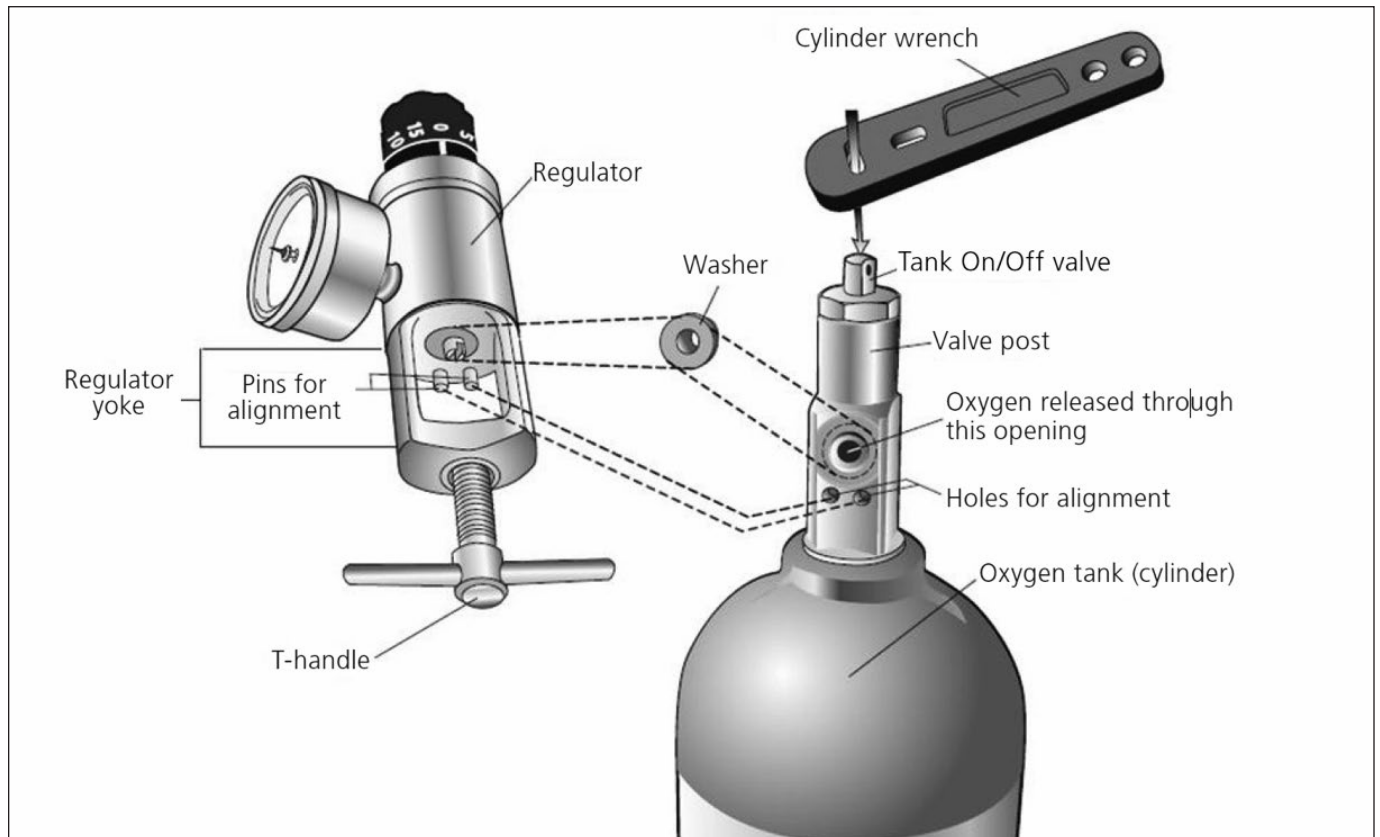
Name	B	D	E
Diameter (in.)	3.2	4.3	4.3
Height (in.)	12	16.5	25.5
Empty Weight (lb.)	2.2	5.3	7.9

## Oxygen Humidifier Bubbler

Proper cleaning of the humidifier will prevent growth of harmful bacteria thus protecting from infection.

1. Detach humidifier jar from concentrator, cannula from lid and detach jar from lid.
2. Wash both jar and lid in warm water and liquid detergent:
  - A. Rinse thoroughly in tap water.
  - B. Mix a jar full of tap water and 1/2 cup white vinegar.
  - C. Replace lid and let soak for 20 minutes.
  - D. After the 20-minute soak, discard vinegar solution and rinse jar and lid with tap water.
  - E. Fill jar with distilled water to the fill line.
3. Reattach jar to concentrator and cannula to outlet on lid jar.
4. If using a high liter flow, tubing length greater than 25ft can restrict oxygen output.

# Using Your Oxygen Regulator or Conserving Device



## Attaching your oxygen regulator/conserving device to the cylinder

1. Remove plastic dust cap and plastic washer from the cylinder post.
2. Loosen the T-handle on the regulator.
3. Lower the oxygen regulator over the post of the cylinder.
4. Align the pins of the regulator to the holes in the cylinder post.
5. Hand-tighten the T-handle until the regulator is secure.

## Using your oxygen regulator/conserving device

1. Open the cylinder with the wrench provided.
2. Check the contents gauge on the regulator.
3. Attach the standard nasal cannula with tubing to the regulator and to your nose and face.
4. Turn the flow selector knob to the correct prescription flow setting.
5. Breathe normally.
6. Consult "Oxygen Cylinder Duration Chart" for estimated usage time.
7. When you are finished using the oxygen regulator, turn the cylinder off by using the wrench provided and turn the flow selector/rotary selector to the "off" or "0" position.

# Concentrator Troubleshooting

Problem	Cause/Fault	Action
<i>No oxygen seems to be flowing through the system.</i>	Cannula or nipple adapter (green adapter) is not connected tightly	<ol style="list-style-type: none"> <li>1. Place the end of the cannula in a glass of water and look for steady flow of bubbles. If you can see the bubbles, oxygen is flowing through the tubing.</li> <li>2. If you can't see any bubbles, check to see that the cannula is connected tightly to the oxygen system and that the nipple adapter is screwed on tightly.</li> </ol>
	Tubing kinked	Check tubing for bends, kinks or other obstructions.
<i>Unable to dial prescribed flow rate.</i>	Obstructed humidifier bottle	Disconnect the humidifier bottle. If flow is restored, replace with a new humidifier.
	Obstruction in tubing	Disconnect tubing. If the flow rate is restored, replace with new tubing.
	Obstruction in cannula	Disconnect cannula from tubing. If the proper flow rate is restored, replace with a new cannula.
<i>Unit is not operating (power failure alarm sounds).</i>	Plug is not firmly in wall	Check plug at outlet. Push plug back into outlet.
	Concentrator circuit breaker has been set off	Shut off concentrator and then turn back on to reset circuit.
	No power at wall outlet	Check power source (fuse or circuit breaker). Wall switch that controls plug may be switched off. Try another plug.
	Electrical power outage	Switch to back-up system until power is restored.
<i>Temperature light/ alarm is on.</i>	Unit is overheated	Check to see that unit is not obstructed by drapes, bedspread or wall.
		Check to see if filters are clean.
		Turn unit off and use the back-up system for 30 minutes while the concentrator is cooling. Restart the concentrator.
<i>If above problem cannot be resolved and for all other problems.</i>		Change to another source of oxygen as available and contact your equipment provider.



# Portable Oxygen Troubleshooting

Problem	Cause/Fault	Action
<i>No oxygen coming from cannula.</i>	Empty Cylinder	Check pressure gauge for oxygen contents. If cylinder is empty, remove the regulator and replace with a new full cylinder.
	Decreased awareness of oxygen flow	Place cannula prongs in glass of water. If you observe bubbles coming from cannula, your unit is working correctly.
	Faulty cannula	Remove cannula and check for kinks or obstruction. Replace with new cannula if needed.
	Loose connection	Check all connections, especially the humidifier bottle to the regulator and the humidifier on top of the jar.
	Plugged humidifier bottle	Remove the humidifier bottle. If flow is restored, clean or replace with a new humidifier bottle.
	Cylinder valve is closed or liter control knob is OFF	Check the cylinder valve to make sure it is open. Check the flow meter to make sure it is ON.
	Possible faulty regulator	Never attempt to take apart and fix yourself.
<i>Oxygen cylinder hisses and is leaking oxygen.</i>	Regulator is not tightly attached	Turn the oxygen off. Check and tighten connection between the regulator and the cylinder.
	Faulty washer	Replace the washer.
	Faulty regulator	Never attempt to take apart and fix yourself.
<i>If above problem cannot be resolved and for all other problems.</i>		Change to another source of oxygen as available, and contact your equipment provider.

# Portable Concentrator Troubleshooting

Problem	Cause/Fault	Action
<i>No oxygen seems to be flowing through the system.</i>	Cannula is not connected tightly	<ol style="list-style-type: none"> <li>Place the end of the cannula in a glass of water and look for steady flow of bubbles. If you can see the bubbles, oxygen is flowing through the tubing.</li> <li>If you can't see any bubbles, check to see that the cannula is connected tightly to the oxygen system and that the nipple adapter is screwed on tightly.</li> </ol>
	Tubing kinked	Check tubing for bends, kinks or other obstructions.
<i>Unable to dial prescribed flow rate.</i>	Obstructed humidifier bottle	Disconnect the humidifier bottle. If flow is restored, replace with a new humidifier.
	Obstruction in tubing	Disconnect tubing. If the flow rate is restored, replace with new tubing.
	Obstruction in cannula	Disconnect cannula from tubing. If the proper flow rate is restored, replace with a new cannula.
<i>Unit is not operating</i>	Battery not charged	Check battery level. Charge battery if needed.
	No power	Check power source (fuse or circuit breaker). Wall switch that controls plug may be switched off. Try another plug.
<i>Unit is Alarming</i>	No breath alarm	Verify cannula is connected to unit and positioned in the nose properly.
	Battery level low	Connect the unit to A/C or D/C charger to charge the unit.
	Unit overheating	Check and clear the intake and exhaust areas.
<i>If above problem cannot be resolved and for all other problems.</i>		Change to another source of oxygen as available, and contact your equipment provider.

# Cylinder Refill System Troubleshooting

<b>Problem</b>	<b>Cause/Fault</b>	<b>Action</b>
<i>Power switch is on but no LEDs are illuminated.</i>	Device is not plugged in or there is a power failure.	Check the power outlet and verify that the device is plugged in.
<i>Cylinder is connected but not filling.</i>	Unit was not started properly	1. Turn unit on and allow for low O <sub>2</sub> light to turn off. 2. Press the start/stop button to fill the cylinder.
	Cylinder is not fully connected	Press the cylinder disconnect button and remove the cylinder. Verify there is no obstruction to the cylinder fill connection. Retry connecting the cylinder with firm downward force.
	Cylinder is not fully closed	Press the cylinder disconnect button and remove the cylinder. Verify that the tank is in the closed position.
<i>Yellow LED is illuminated or blinking.</i>	Incorrect oxygen pressure from the concentrator	Verify that the oxygen concentrator and fill unit are connected properly. Check for kinked or obstructed tubing.
	The fill unit has detected low oxygen purity	Press the start/stop button. Check the flow meter on the concentrator and verify the flow is ≤ 3 LPM (5L concentrator) or ≤ 7 LPM (10L concentrator). Wait 5 minutes and press the start/stop button.
<i>Red LED is illuminated or blinking.</i>	Average oxygen purity in the cylinder is below 90%	Press the stop button. Disconnect the cylinder from the device and empty it. Do not use the cylinder. Check the flow meter on the concentrator and verify the flow is ≤ 3 LPM (5L concentrator) or ≤ 7 LPM (10L concentrator). Wait 5 minutes.
	The device has detected a problem with the cylinder	1. Check the cylinder to verify it is full. 2. Check the cylinder to verify it is closed. 3. Check that the cylinder is connected properly.
<i>Red LED is illuminated and the audible alarm is sounding continuously.</i>	The device has detected a system malfunction	Verify the cylinder is centered. If not, adjust it until it is sitting correctly on the Cylinder Rest. Otherwise, turn off the device and wait 5 minutes. Restart the device.
<i>If above problem cannot be resolved and for all other problems.</i>		Change to another source of oxygen as available, and contact your equipment provider.

## Items Required for Initial Setup for Medicare/Medical Assistance Recipients

- Valid Home Oxygen Prescription
- Appropriate diagnostic testing supporting provider's oxygen prescription
- Face to Face visit documentation in your medical record regarding continued need for oxygen in treatment of your diagnosed medical condition
- Medicare/Medical Assistance insurance information and updated demographics

## Beneficiaries Entering Medicare

- A patient who was receiving home oxygen therapy under commercial insurance and is transitioning to Medicare coverage must requalify to meet Medicare coverage. **This must be done, up to 30 days prior to starting Medicare.**
- Patient must have a face to face documented by the treating physician on continued need for oxygen in treatment of your diagnosed medical condition.
- A prescription for renewal of your home oxygen will need to be faxed to your supplier indicating your prescribed liter flow, frequency and duration of need including medical condition requiring its use.
- Insurance requires new testing to be done to ensure your prescription is continuing to meet your medical needs.
- Patients will be required to sign new delivery tickets confirming reset up of your home oxygen therapy under Medicare coverage.

## Switching Equipment Suppliers Requirements

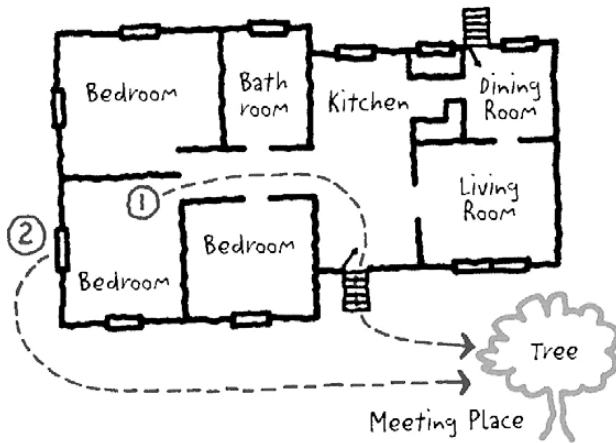
- If a patient would like to change from another supplier to our store, we will need specific information to be able to provide home oxygen therapy for insurance.
- Current Insurance Information and demographics
- The Mayo Clinic Store will determine patient eligibility to transfer based on number of months billed by another provider
- Original Certificate of Medical Necessity (CMN) from previous supplier
- Original Testing qualifying patient for home oxygen therapy
- Original face to face documenting continued need for oxygen in treatment of your diagnosed medical condition
- New prescription and face to face office visit note within 1 month of supplier transfer. This must be obtained by new supplier prior to any dispensing of equipment.

## Yearly Oxygen Prescription Requirements

- Every year, you will need to visit your primary physician or pulmonologist for a face to face visit documenting in your medical record regarding continued need for oxygen in treatment of your diagnosed medical condition.
- A prescription for renewal of your home oxygen will need to be faxed to your supplier indicating your prescribed liter flow, frequency and duration of need including medical condition requiring its use.
- Your physician may require further testing to be done to ensure your prescription is continuing to meet your medical needs.
- Continued use of oxygen equipment is required as a condition of continued coverage for all insurances.

# Home Safety Information

## E.D.I.T.H - Exit Drills In The Home Fire Safety Information



**Draw a floor plan** of your home and mark two ways out of every room, especially the bedrooms. Go over these escape routes with every member of your household.

**Agree** on a meeting place outside your house where every member of the household will meet after escaping a fire and wait there for the fire department to arrive. This lets you count heads to make sure everyone is there, and to tell the fire department if anyone is missing.

**Practice** your escape plan at least a couple times a year. Hold a fire drill in your home. Appoint someone to be a monitor and have everyone take part in the drill. A fire drill is not a race, but practice to get out quickly ... remember to be careful.

**Make your fire drill realistic** ... pretend that some exits are blocked by fire and practice getting out different escape routes. Pretend that the lights are out and that some escape routes are getting smoke in them

### **Smoke Alarms With working Smoke Detectors**

— Cuts your risk of dying in a home fire almost in half. Install Smoke Detectors outside of every bedroom and on every level of your home including the basement. Follow the installation instructions carefully. Change Smoke Detector batteries at least once every year.

# Home Fall Prevention Checklist

Each year, thousands of older Americans fall at home. Many of them are seriously injured, and some are disabled. Falls are often due to hazards that are easy to overlook but easy to fix. This checklist will help you find and fix those hazards in your home. The checklist asks about hazards found in each room of your home. For each hazard, the checklist tells you how to fix the problem. At the end of the checklist, you'll find other tips for preventing falls.

**FLOORS** Have a clear path from room to room

**STAIRS AND STEPS** Fix loose or uneven steps; make sure carpet is firmly attached to every step

**KITCHEN** Move items in your cabinets; keep things you use often on the lower shelves (about waist level), if you must use a step stool, get one with a bar to hold on to; never use a chair as a step stool

**BATHROOMS** Put a non-slip rubber mat or self-stick strips on the floor of the tub or shower; consider putting grab bars inside the tub and next to the toilet

**BEDROOMS** Put in a night-light so you can see where you're walking; some night-lights go on by themselves after dark

## **Other Things You Can Do to Prevent Falls**

Have your doctor or pharmacist look at all the medicines you take, even over-the-counter medicines; some medicines can make you sleepy or dizzy

Have your vision checked at least once a year by an eye doctor; poor vision can increase your risk of falling.

Think about wearing an alarm device that will bring help in case you fall and can't get up

# Preparing for an Emergency

All states have disasters. It is smart to prepare for the unexpected. Before a disaster, learn how you will know there is an impending hazardous event. Familiarize yourself with the signs of events that come without warning and know the local advance alerts and warnings and how you will receive them. Knowing about the local emergency plans for shelter and evacuation and local emergency contacts will help you develop your household plan and will also aid you during a crisis

- 1. Make your Emergency Kit** You can start with the basics and add on over time.
- 2. Make a Family Communications Plan** If you are separated and cannot get in touch with your family, each family member should call the same contact out-of-state. Have an emergency contact in your local area, a contact out-of-state, and a neighborhood meeting place.
- 3. Make a Family Evacuation Plan** In an emergency you may need to leave your home quickly. Make sure everyone knows the plan. Include a plan for pets in case you need to evacuate.
- 4. Make a Plan for People with In-Home Needs** Consider helping neighbors who may have special needs. Identify a neighbor or family member who can help if a care provider cannot get to your family member with special needs.

## Home Emergency Kit

In an emergency, having these few items in your home can help keep your family safe.

- Water — at least 1 gallon per person per day
- Wired telephone
- Can opener (non-electric)
- First aid kit
- Battery powered radio
- Flashlight & battery-powered lantern
- ABC type fire extinguisher
- 3-day supply of canned or dried foods
- Smoke detectors and carbon monoxide detectors
- 3-day supply of baby food and formula
- Prescription medication
- Hand cleaner/sanitizer

If you lose power, eat the food in your refrigerator first. Without power, a refrigerator should keep food at a safe temperature for about four hours.

## Grab Bag

You may have to leave your home quickly in an emergency. Some important items are

- One day's clothing and shoes for each family member
- Towels, blankets or sleeping bags
- Personal care products (diapers, feminine hygiene products)
- Flashlight and extra batteries
- Prescription medications & CPAP
- Granola bars/trail mix
- Extra set of car keys
- Cash & prepaid phone card
- Copies of important documents: Medical and prescription information, passports, birth certificates, driver's license, insurance papers, contact list of family and friends

# In the Event of Inclement Weather/Natural Disaster

## Please consider the following.

- Flooding
  - Move equipment to a higher level
  - Consider alternate arrangements for shelter. If possible, attempt to take oxygen equipment with you.
  - Evacuation/emergency escape routes
  - List of contact info – family, friends, doctor info
  - Determine needs for emergency supplies – water, food and medical supplies
  - Review your communities emergency plan
  - Make sure to have a sufficient amount of backup tanks for your oxygen
  - Listen to Radio – have a radio with batteries or hand crank in case of electrical failure
- Tornados/Severe Thunderstorms
  - Listen to the Radio – have a radio with batteries or hand crank in case of electrical failure
  - Move to a lower level, underground is best or use a small interior room without windows or a hallway
  - Protect your head and crouch down if possible
  - Make sure to have a sufficient amount of backup tanks for your oxygen
  - Consider alternate arrangements for shelter. If possible, attempt to take oxygen equipment with you.
- Severe Winter Storms
  - Listen to the Radio – have a radio with batteries or hand crank in case of electrical failure
  - Gather Food, water, blankets, medically required items and medication
  - Make sure to have a sufficient amount of backup tanks for your oxygen
  - Consider alternate arrangements for shelter. If possible, attempt to take oxygen equipment with you.
- Alternate Arrangements
  - Have appropriate quantity of oxygen tanks on hand for backup
  - Consider a backup generator for power failures
  - Make arrangements for an alternate location where you could stay in case of a natural disaster (i.e., family, friends or hotel). If possible, attempt to take oxygen equipment with you.

**Attention Oxygen Concentrator Users – Please contact your utility company to be added as a priority user due to medical conditions.**

# Oxygen Prescription Upon Set Up

Continuous Flow		
_____ LPM @ Rest	_____ LPM W/Activity	_____ LPM W/Nocturnal
Pulse Flow		
_____ LPM @ Rest	_____ LPM W/Activity	
Back-up Tanks		

Recommended back-up tanks to have on hand \_\_\_\_\_

<b>Set up completed by:</b>		
<b>Oxygen Delivery Route Day:</b>	<input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday	<i>Please call at least 2 business days prior to route day to order tanks.</i>
<b>Recommended Maintenance/ Replacement Schedule</b>	Cannula: every 2 weeks. Extension tubing: every 6 months. Clean air intake at least once a week.	

## Home Oxygen Service Locations

Home oxygen services are available from the Mayo Clinic Store in selected areas. If you have questions or concerns please contact your oxygen provider.

In Mower and Freeborn counties	In La Crosse and surrounding WI/MN area	In Mankato and surrounding area	In Eau Claire and surrounding area
<p><b>Mayo Clinic Store Austin</b></p> <p>1000 First Drive NW Austin, MN</p> <p>Hours: 8 a.m. - 5 p.m. Monday - Friday</p> <p><b>507-434-1266</b></p>	<p><b>Mayo Clinic Store La Crosse</b></p> <p>700 West Avenue South La Crosse, WI</p> <p>Hours: 8 a.m. - 5 p.m. Monday - Friday</p> <p><b>608-392-9797</b></p>	<p><b>Mayo Clinic Store Mankato</b></p> <p>1400 Madison Avenue Suite 100A Mankato, MN</p> <p>Hours: 8 a.m. - 5 p.m. Monday - Friday</p> <p><b>507-594-2689</b></p>	<p><b>Mayo Clinic Store Eau Claire</b></p> <p>1707 Westgate Road Suite #2 Eau Claire, WI</p> <p>Hours 8 a.m. - 5 p.m. Monday – Friday</p> <p><b>715-838-1815</b></p>

Contact your local Mayo Clinic Store during normal business hours for supplies and delivery questions.