SUPAGAS
YES WE CAN!

Home Oxygen
Customer Care Guide

contents

Introduction

Welcome to Supagas,

We hope that you will find it reassuring to have our oxygen equipment in your home. This booklet provides you the information you require to assist you with the safe use of your oxygen equipment.

We understand that you may be feeling uncomfortable and nervous, however please remember that we are only a phone call away and we hope that this brochure will be of assistance to you.

For assistance please contact our Customer Service Team
Mon - Fri: 8:30 - 5pm on **1300 063 342**

For help after hours please contact our technical support team on
Ph: 1300 274 519

Safety Items to Remember

It is important to have your oxygen prescription checked by your Doctor at least once a year. If you feel your condition has changed, make an appointment to see your Doctor. Do not adjust your oxygen flow rate on your own.

When using home oxygen therapy in high concentrations there is an increased risk of fire. Your safety is paramount; therefore we ask you adhere to the following safety precautions:

1. NAKED FLAMES
   Keep at least 2 - 3 metres away from all naked flames
   This includes, but is not limited to, gas heaters (including just the pilot lights when the heater is not in use), gas stoves/cook tops, hot/heated surfaces (eg. electric stoves tops), candles etc. IF IN DOUBT, DISCONNECT THE OXYGEN – SERIOUS BURNS MAY OCCUR.

2. NO SMOKING
   Do not smoke whilst on oxygen therapy
   Clients who wish to smoke must detach themselves from all oxygen equipment and move at least 2 - 3 metres away to prevent the oxygen system igniting. Whilst detatched, please turn off source of oxygen to prevent "oxygenation" of clothing, bed sheets, furniture, etc. If the aforementioned items become "oxygenated" they can become a fire risk.

3. NON-COMPATIBLE MATERIALS

Do NOT use any lubricants, oils or greases on the client or oxygen equipment!

This includes items such as Petroleum Jelly, facial creams and some lipsticks.

A spontaneous and violent ignition may occur if oil, greased or greasy substances come in contact with oxygen under pressure. These substances MUST BE KEPT AWAY from the person, all oxygen equipment, tubing and connections. Speak to your clinician/ specialist/ GP or a pharmacist if you require a moisturiser, barrier cream or lubricant and specify that you are on oxygen therapy. Water based alternatives are readily available.

4. TURN OFF ALL EQUIPMENT WHEN NOT IN USE

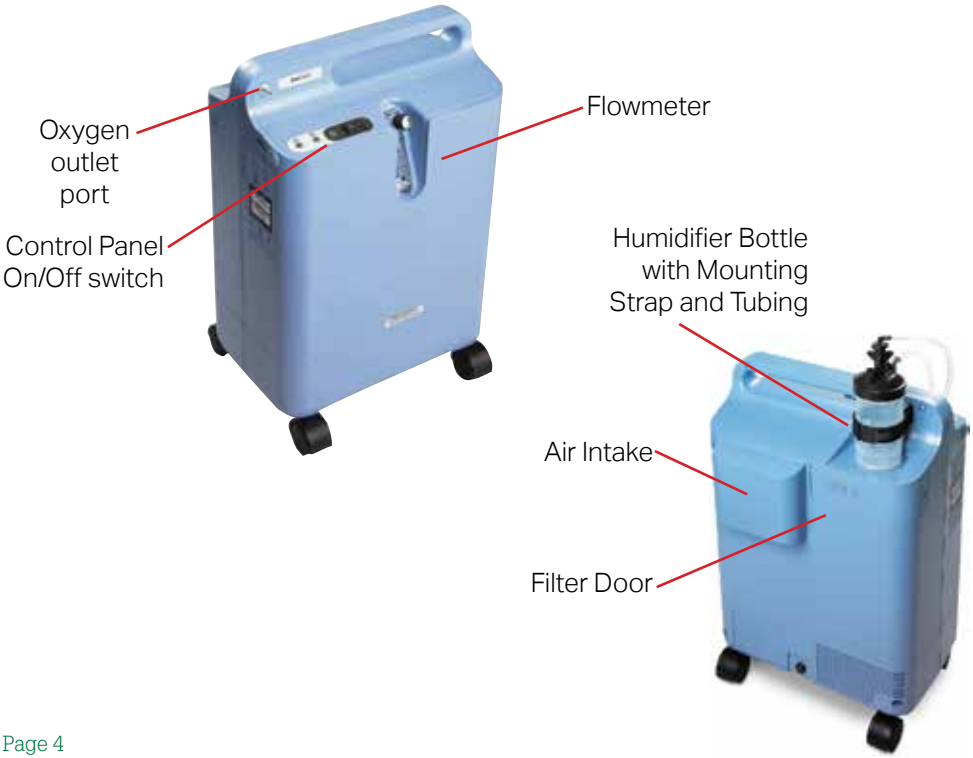
It is important to turn off all equipment when not in use, this includes concentrators and oxygen cylinders. By turning off this equipment it ceases the flow of oxygen and allows normal air levels to be restored into the house or area.

About Oxygen Concentrators

An oxygen concentrator is an electronically operated device that separates oxygen from the air in a room. The unit makes a high concentration of oxygen available to you. Although the machine filters the oxygen from surrounding air, it will not affect the normal amount of oxygen found in the room for all other people.

Supagas stocks several brands of concentrators. Essentially they all operate in the same manner, produce the same amount of oxygen and require the same amount of basic maintenance. Avoid blocking the air intakes of the equipment, or placing it on a soft substance such as a bed or couch where the air openings may be blocked. Keep the openings free from lint, hair, dust, etc.

Your Supagas technician will explain your unit's features when installing your system.



How to Operate an EverFlo Concentrator

1. Select a location that allows the concentrator to draw in room air without being restricted. Make sure that the device is at least 15 to 30cm away from walls, furniture, and especially curtains that could impede adequate airflow to the device. Do not place the device near any heat source.

2. After reading this entire manual, plug the power cord into an electrical outlet.

3a. If you are not using a humidifier, connect your nasal cannula to the Oxygen Outlet Port, as shown on the right.

3b. If you are using a humidifier, follow these steps:

a. Open the filter door on the back of the device.

b. Remove the humidifier connector tube from the back of the filter door, as shown on the right, and replace the filter door.

c. Loosen the velcro strap that holds the humidifier bottle in place on top of the device.

d. Fill your humidifier bottle according to the manufacturer's instructions.

e. Mount the filled humidifier on the top of the EverFlo device inside the velcro strap.

f. Tighten the velcro strap around the bottle and secure it so it is held firmly in place.

g. Connect the humidifier connector tube (that you retrieved from the filter door) to the top of the humidifier, as shown here.

How to Operate an EverFlo Concentrator (cont'd)

h. Connect the other end of the humidifier connector tube to the oxygen outlet port.
i. Connect your cannula to the humidifier bottle according to the humidifier bottle manufacturer's specifications.

4. Press the power switch to the On [I] position. Initially, all the LEDs will illuminate and the audible alert will beep for a few seconds. After that time, only the green LED should remain lit. The device typically takes 10 minutes to reach oxygen purity specifications.

5. Adjust the flow to the prescribed setting by turning the knob on the top of the flow meter until the ball is centred on the line marking the specific flow rate.

Flowmeter knob

6. Be sure oxygen is flowing through the cannula. If it is not, refer to the Troubleshooting Guide in this manual.

7. Put on the cannula as directed by your home care provider.

8. When you are not using the oxygen concentrator, press the power switch to the Off [O] position.

How to Operate an DeVilbiss Concentrator

1 Oxygen Outlet

2 Green Oxygen LIght

3 Yellow Low Oxygen Light

4 Red Service LIght

5 Green Power Light

6 Power Switch

7 Flow Meter Dial

8 Flow Meter

9 Reset Button

10 Handle

11 Air Filter

12 Hand Grip

13 Exhaust

14 Power Cord

15 Outer Cabinet

How to Operate an DeVilbiss Concentrator (cont'd)

1. **ON -** Press switch towards I to turn on

   OFF - Press switch towards O to turn off

2. **LIGHT PANEL & ALARM -** The light panel will illuminate together with an audible alarm that sounds for a short period of time when starting the machine

3. **FLOW METER -** Adjust the flow rate using the flow meter dial. Turn anticlockwise to increase and clockwise to decrease the flow rate

4. **OXYGEN OUTLET -** Connect tubing to oxygen outlet

WARNING

Oxygen promotes rapid burning. To avoid possible personal injury do not smoke when using the concentrator or when you are near a person receiving oxygen therapy. Do not use near hot, sparking, burning objects or near naked.

Cleaning and Maintenance DeVilbiss Concentrator

1. **AIR FILTER** (Item 11) - Each WEEK wash filter with warm soapy water, rinse with warm water, pat dry with a towel and place back into the machine.

2. **OUTER CABINET** (Item 15) - Each WEEK wipe down outer cabinet with a damp cloth or sponge to remove any dust or dirt.

3. **NASAL PRONGS (CANNULAS)** - Each MONTH replace nasal prongs and discard the used item. If you have had a cold or flu, change once symptoms have subsided.

4. **GREEN OXYGEN TUBING** - Every THREE MONTHS or AS NECESSARY, replace green oxygen tubing and discard the used item.

NOTE: Additional tubing, nasal prongs and accessories can be purchased direct from **Supagas on 1300 063 342.**

WARNING

To avoid electrical shock hazard, do not remove cabinet. The cabinet may only be removed by Supagas or their authorised agents.

- Keep well ventilated away from fumes
- Do not use in rooms heated by paraffin or portable gas heaters
- Do not use lubricants
- Do not cover or obstruct the machine
- No smoking or naked flames
- Outer cabinet should not be removed by unauthorised personnel
- Switch off when not in use
- Ensure only one outlet is used at anytime

Oxygen Accessories

Oxygen accessories play an important role in the delivery of your oxygen therapy…. To gain the most benefit out of your accessories it is advised that you wipe your nasal prongs and tubing daily with a clean damp cloth. Avoid using detergents, soaps, degreasers, and alcohol based products due to the previously stated safety risks. It is recommended that you replace your cannula and tubing on a monthly basis, or if it becomes discoloured, stiff, soiled or kinked.

Oxymizer

Cannula

Cannula & Wraps

Masks

Nebuliser Mask

Non Rebreathing Mask

Tubing

2.1m & 9.2m Tubing

Tubing Connector

Earwraps

Oximeter

Fingertip Oximeter

Humidifier

Nozoil

Nasal Spray

Using your Oxygen Conserving Device (OCD)

(Manual Flow Regulator)

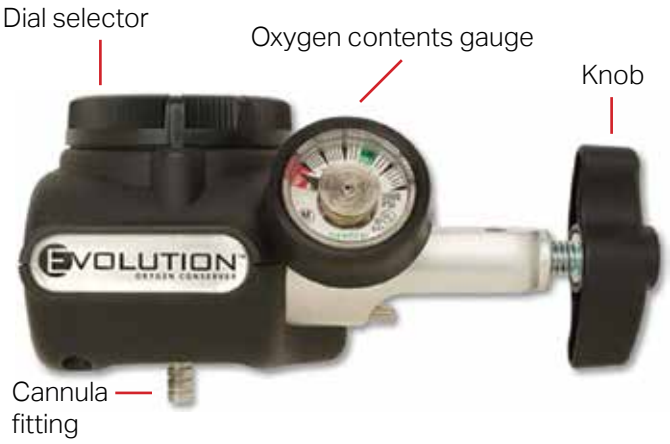
1. Attach the conserving device to the oxygen cylinder.
2. Open the oxygen cylinder by turning knob anti-clockwise.
3. Turn the Dial selector to the correct prescription flow setting
4. Attach the standard nasal cannula to the oxygen conserving device and to your nose and face.
5. Breathe normally through the nose, the oxygen conserving device will deliver a pulse of oxygen on each breath up to 40BPM
6. When you are finished using the oxygen conserving device, turn your cylinder to the closed position (clockwise) and rotate the Dial selector to the "OFF" position.

Cylinders are filled by pressure and are considered full when the needle is over 140. Factors including temperature will effect exactly where the needle shows in the bar.

Using your Oxygen Conserving Device (OCD)

(Battery Operated Regulator)

1. Install batteries and check battery level by turning dial “ON” normal battery green indicator will flash once.
2. Attach the conserving device to the oxygen cylinder.
3. Open the oxygen cylinder by turning knob anticlockwise.
4. Turn the Dial selector to the correct prescription flow setting (normal battery green indicator will flash once).
5. Attach the standard nasal cannula to the oxygen conserving device and to your nose and face.
6. Breathe normally through the nose, the oxygen conserving device will deliver a pulse of oxygen on each breath up to 40BPM (“ON” normal battery green indicator will flash on each breath).
7. When you are finished using the oxygen conserving device, turn your cylinder to the closed position (clockwise) and rotate the Dial selector to the “OFF” position.



Cylinders are filled by pressure and are considered full when the needle is showing in the full bar. Factors including temperature will effect exactly where the needle shows in the bar.

General Specifications of Medical Oxygen Cylinders

Specification	Size B	Size C	Size CR	Size CL	Size D	Size E	Size G
Cylinder Contents Litres (101.325kPa @15°C)	275	470	410	760	1,700	4,000	10,300
Average Weight (full) kg	2.0	3.36	3.36	4.92	13.6	30	70
Cylinder Colour	White						
Dimensions - H xW (mm)	365 x 110	515 x 110	570 x 110	740 x 110	645 x 180	880 x 204	1510 x 230

Cylinder dimensions are approximate – variations may occur due to manufacturing tolerances. Height includes the valve.

Oxygen Consumption Tables

Portable Cylinders with Regulator

Cylinder Size	1 LPM	2 LPM	3 LPM	4 LPM
B cylinder (275L) with regulator	4.5 hrs	2.0 hrs	1.5 hrs	1.1 hrs
C cylinder (470L) with regulator	7.8 hrs	3.9 hrs	2.6 hrs	1.9 hrs
CR cylinder (410L) with regulator	6.0 hrs	3.4 hrs	2.2 hrs	1.7 hrs
CL cylinder (760L) with regulator	12.6 hrs	6.3 hrs	4.2 hrs	3.1 hrs
D cylinder (1,700L) with regulator	28 hrs	14.1 hrs	9.4 hrs	7.0 hrs
E cylinder (4,000L) with regulator	66.6 hrs	33.3 hrs	22.2 hrs	16.6 hrs
G cylinder (10,300L) with regulator	171 hrs	85 hrs	57 hrs	42 hrs

Portable Cylinders with Oxygen Conserving Device (OCD)

Cylinder Size	1 LPM	2 LPM	3 LPM	4 LPM
B cylinder (275L) with OCD	13.5 hrs	6.0 hrs	4.5 hrs	3.3 hrs
C cylinder (470L) with OCD	23.4 hrs	11.7 hrs	7.8 hrs	5.7 hrs
CR cylinder (410L) with OCD	18.0 hrs	10.2 hrs	6.6 hrs	5.1 hrs
CL cylinder (760L) with OCD	37.8 hrs	18.9 hrs	12.6 hrs	9.3 hrs
D cylinder (1,700L) with OCD	84.0 hrs	42.3 hrs	28.0 hrs	21.0 hrs
E cylinder (4,000L) with OCD	199.8 hrs	99.9 hrs	66.6 hrs	49.8 hrs

The above values are estimates - actual duration may vary depending on breath rate.

Installation and Fitting of Regulators to Medical Oxygen Cylinders

1. Remove the white and green wrapping from the top of the bottle (you may need scissors).

2. Remove the green plug.

3. Note the two pin index holes on the valve.

4. Note the two index pins on the regulator.

5. Loosen the securing screw and slide the regulator over the valve body so that 'index pins' are on the same side of the valve as the 'index holes'.

6. Gently align the regulator so that the two 'index pins' sit inside the 'index holes'.

7. Tighten the securing screw on the regulator. DO NOT over tighten as you may damage the regulator.

8. Once in operation, listen for any signs of leakage (hissing noise), if detected, turn the cylinder off and perform steps 5-8 again. If , when connected and the cylinder is turned on , the assembly is still leaking please call for assistance.

How to Turn the Cylinder On or Off

Turn the wheel **clockwise** to turn it OFF

Turn the wheel **anti-clockwise** to turn it ON

Supagas Medical cylinders are equipped with a "soft closing valve" and only require finger tight closure, it does not require force or tooling to open or close.

Changing Cylinders

When your cylinder is empty follow these easy steps. (Turning the valve to the left will open the valve and turning to the right will close the valve).

- Turn off the cylinder and ensure that any residual oxygen has stopped flowing (the hissing sound will stop)
- Turn off the regulator
- Unscrew the regulator (this is hard to do if there is residual oxygen)
- Follow the directions which the Supagas technician will have gone through with you at installation

Positioning of Cylinders

Whenever practical cylinders should be placed near a doorway for easy removal in the case of fire or any other type of emergency. However they should not block the exit.

Please follow these simple guidelines for safe handling of your cylinders.

- Use the appropriate size trolley to move them
- Before moving the cylinder ensure the valve is closed
- Secure cylinders so that they do not fall over
- Store full and empty cylinders separately
- Do not locate cylinder next to heaters, radiators

Travelling by Car

You can transport your concentrator and cylinders in the car. Your concentrator should always be transported upright and preferably in the boot of the car. If you place the concentrator on the back seat of the car, ensure it is firmly restrained using a seat belt. This is to avoid injury in the event of sudden braking or an accident.

If you are using oxygen in the car, secure your cylinder behind the passenger front seat to be sure it does not move around. Do ensure oxygen cylinders are secured in the vehicle to prevent movement under all transport conditions. Do ensure oxygen cylinders are not damaged by other equipment carried in the vehicle. This could lead to cylinder damage and even rupture.

When transporting cylinders, it is advisable to carry a Safety Data Sheet (SDS) which is supplied in your Customer care pack or it can be obtained by calling our freecall number. You do not have to display any form of warning sticker in your vehicle when carrying oxygen.

Note: Ensure windows are slightly open or ventilation switched to fresh air if using or carrying oxygen in the car. DO NOT smoke whilst carrying oxygen, even if it is not being used.

Travelling by Air

Portable oxygen concentrators and medical oxygen can be carried on all major airlines. You will need to ensure you have enough medical oxygen to cover your entire journey. If you are booking your flights through a travel agent find out what requirements the airline has for the carriage of medical oxygen otherwise you will need to contact the airline directly. The airline will need to be notified well in advance that you will be carrying medical oxygen for use during the flight.

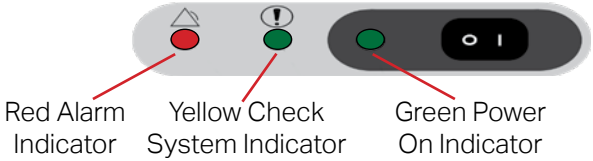
Supagas can provide you with portable concentrators and medical oxygen. We can deliver these products to your home, hospital or your hotel. It is your responsibility to ensure this equipment is returned to Supagas once the journey is completed. We suggest that you contact Supagas a minimum of two weeks prior to your travel to ensure that we can deliver the products required.

To discuss your requirements call our Customer Service Centre on **1300 063 342** during business hours Monday - Friday.

Troubleshooting EverFlo Concentrators

Alarm and Indicators

The device has an audible alarm and three LED indicators, as shown below.



Problem	Probable Cause	Solution
The device is not working when it is turned on. (The Audible Alarm is beeping. All LEDs are off.)	The power cord plug is not properly inserted into the electrical outlet.	Make sure the device is properly plugged in to the electrical outlet.
	The unit is not receiving power from the electrical outlet.	Check your household outlet fuse or circuit.
	Internal part failure.	Connect to a back up oxygen source and contact Supagas.
The device is not working when it is turned on. (The Audible Alarm is beeping and all 3 LEDs are illuminated.)	Internal part failure.	Connect to a back up oxygen source and contact Supagas.
Impeded oxygen flow indication is activated. (The Yellow LED illuminates continuously, the Red LED is blinking and the Audible Alarm is beeping.)	The airflow to the device is impeded or blocked.	Remove any items that appear to be blocking the airflow into the device.
	The flow meter knob is completely closed.	Turn the flow meter knob anticlockwise to centre the ball on the prescribed LPM flow.
	The oxygen tubing is kinked and blocking the delivery of oxygen.	Check to see that the tubing is not kinked or blocked. Replace if necessary.
Limited oxygen flow to the user without any fault indication. (All LEDs are off and the Audible Alarm is silent.)	The oxygen tubing or cannula is faulty.	Inspect and replace the items if necessary.
	There is a poor connection to a device accessory.	Ensure that all connections are free from leaks.

Troubleshooting Visionaire Concentrators

Problem	Probable Cause	Solution
Unit does not operate. Power failure condition causes an alarm to sound.	The power cord plug is not properly inserted into the electrical outlet.	Check power cord at the electrical outlet for a proper connection.
	No power at the electrical outlet.	Check power source, wall switch, in-house fuse or circuit breaker.
Limited or no oxygen flow.	Dirty or obstructed humidifier bottle, or leak present.	Remove the humidifier bottle, and if flow is restored, clean or replace the humidifier bottle.
	Defective nasal cannula, or other oxygen accessories, i.e. oxygen tubing.	Remove and check accessories for kinks or obstructions. Replace if needed.
	Cannula tubing loose.	Check cannula tubing connection at control panel.
	Other leak or restrictions.	Contact Supagas.
Condensation collects in the oxygen tubing when you use a humidifier bottle.	Unit not properly ventilated. Elevated operating temperatures.	Make sure unit is positioned away from curtains or drapes, hot air registers or heaters, Be certain to place the unit so all sides are at least 1 foot (30 cm) away from a wall or other obstruction. Do not place the unit in a confined area. Allow oxygen tubing to dry out, or replace with new tubing Refill humidifier bottle with COLD water. DO NOT OVERFILL.
Intermittent alarm sounds at one second intervals.	Equipment malfunctions.	Set I/O power switch to O position, use your reserve oxygen supply (if provided), and consult Supagas immediately.
All other problems.		Set I/O power switch to O position, use your reserve oxygen supply (if provided), and consult Supagas immediately.

Troubleshooting Drive Devilbiss Concentrators

Problem	Solution
RED SERVICE LIGHT ON AND FAST SOUNDING ALARM	
Check Flow Rate on the Flow Meter	1. Make sure the Flow Meter is set at the prescribed flow rate (Number 8). 2. If the ball has dropped below 0 or risen above 5, the machine will alarm and the red service light (Number 4) will appear. 3. Turn the flow meter dial (Number 7) anti-clockwise to increase or clock-wise to decrease the flow rate to the correct prescribed rate. 4. If the ball does not move, try removing the tubing from the oxygen outlet (Number 1) to let any residual pressure escape and try adjusting flow meter again. Place new tubing and nasal prongs on the oxygen outlet.
Clean air filter	1. Inspect the air filter (Number 11) at the back of the machine . 2. If the filter is dirty wash with warm soapy water, rinse, pat dry with a towel and put back into the machine.
Check ventilation	1. Ensure the machine is well ventilated with nothing covering or obstructing the machine. 2. If the machine is warm to touch, turn off for 20 minutes and allow it to cool down.
Check tubing and nasal prongs	1. Remove tubing from the oxygen outlet (Number 1) and let the machine run for 5-10 minutes. 2. If the alarm sound stops, replace tubing and nasal prongs. Dispose of the old consumables (tubing and/or nasal prongs).
RED SERVICE LIGHT ON AND SLOW SOUNDING ALARM	
No power	1. Turn off at the power point. 2. Unplug the orange power cord from the back of the machine (Number 14) then re-plug the power cord by pushing firmly back into the machine. NOTE: Machine should be plugged directly into the wall socket, NOT a power board!
No power in socket	1. Check to see that there is power coming from the socket by plugging something else into the socket and testing it. 2. If there is no power in that socket, plug machine into a different socket.
Blackout/Power Surge	1. Check to see if there is a black out—machine will not run without power. 2. If there has been a black out, check to see if the reset button (Number 9) has popped out.

Troubleshooting Drive Devilbiss Concentrators

Problem	Solution
NO OXYGEN COMING OUT	
Check Flow Rate on the Flow Meter	1. Make sure the Flow Meter (Number 8) is set at the prescribed flow rate. 2. Turn the flow meter dial (Number 7) anti-clockwise to increase or clock-wise to decrease the flow rate to the correct prescribed rate.
Test oxygen flow	1. Place nasal prongs or tubing into a glass or water. If bubbles appear, the machine is producing oxygen. 2. If no bubbles appear, change tubing and nasal prongs, then retest. 3. If bubbles appear, but patient can still not feel oxygen coming through nasal prongs, they should consult their physician immediately. NOTE: If patient has recently had the flu, this may affect their ability to feel oxygen coming through nasal prongs.
ORANGE LOW OXYGEN LIGHT ON WITH OR WITHOUT FAST SOUNDING ALARM	
Not enough power	1. Check that the machine is plugged directly into the wall socket and not a power board. A power board may affect the amount of power going to the machine.
Restart machine	1. Turn machine off for 5-10 minutes then turn back on. Machine should run for another 45 minutes to 1 hour before orange low oxygen light and alarm activates. 2. Contact Supagas on 1300 063 342 for further instructions.
NOISY MACHINE	
Describe the noise	1. Is it a vibrating noise? Check if the machine is on floor boards or tiles, if it is, try placing on carpet or a rug. 2. Is it a compressor/motor noise, or a whistling noise? Please contact Supagas on 1300 063 342. 3. If the noise is a general hum or a puff sound, this is completely normal.
How long has the noise been there?	1. If the machine has always produced this noise, it's likely to be the normal sound of the internal mechanics of the machine. 2. If it is a new noise, contact Supagas to help assess the noise. 3. If you have difficulty with the normal noise of the machine, you can place it in a different room of the house.
PLEASE BE AWARE THAT FEES WILL APPLY FOR SAME DAY OR AFTER HOURS CALL OUT REQUESTS WHERE NO FAULT IS FOUND	

Troubleshooting Conservers

When you have a problem with the operation of your Oxygen Conserving Device, please take a few moments to check for these possible causes before calling your home medical equipment provider.

Problem - Unit won't pulse

1. Be sure the Dial selector is set to the appropriate flow setting. (Battery Unit only) Check the battery level by turning the unit "OFF", wait five seconds, then turning the knob to the number one setting. The green "Normal Battery Indicator" should illuminate. If the "Low Battery" light illuminates, change battery. When changing batteries, first turn the Dial selector to the "OFF" position.

2. Take cannula off nose and ensure the tubing isn't kinked.

3. Attach cannula to nose and breathe through the nose (unit will not work if breathing through the mouth).

4. What does the pressure gauge read?
   - Empty - change cylinder over
   - Not Open - be sure the cylinder valve is all the way open fully
   This is especially important on cylinders that are close to empty

5. If the unit still does not pulse, call our Customer Service Centre.

All equipment supplied by Supagas is extremely reliable however if you run into trouble with your concentrator or conserver review the tips sections. If you are unable to fix the issue please call our Customer Service Centre on **1300 063 342** during business hours Monday - Friday, or **1300 274 519** for after hours help with your concentrator.

Power Failure Emergency Planning

Supagas's primary concern is for your safety. If you have lung disease, you may be at risk during an emergency or disaster if there is an electrical power failure and your oxygen concentrator cannot be used.

You are encouraged to develop an emergency plan in the event of power failure. Everyone in your family, including your doctor, carers and neighbours should be included in this plan. It is recommended that you review your oxygen emergency plan together every 6 months or more frequently if there is a change in your oxygen needs.

You should document your emergency oxygen plan and keep it readily available so that you can refer to it when needed.

Your relatives/carers/neighbours/doctors/friends may assist you in developing this emergency plan.

Preparing for an Emergency

Use this checklist to help you prepare your oxygen emergency plan of action in the event of a power failure

- My electricity provider has been advised that I am dependent on electricity to supply my oxygen.
- I check on a weekly basis that my emergency oxygen backup cylinder is full.
- I have torches with spare batteries available for emergency use.
- If a telephone is not available, alternate assistance has been arranged.
- I have a radio with spare batteries available for emergency use to hear electricity supply updates.
- I have the names and contact numbers of my relatives/carers/neighbours/ doctors/friends up to date and documented.
- I have the names and telephone numbers of support services I may require written on my plan. These may include: Police, State Emergency Service, Ambulance, Community Health Centre, Doctor(s), family, Supagas Medical and anyone else you deem important that can assist.
- I will date my plan and review it every 6 months.
- This plan is easily accessible in case of emergency.

Your Emergency Plan

Step 1: Use the torch if lighting is required NEVER use matches or candles.
Step 2: Shut the power off at the outlet of the stationary oxygen concentrator.
Step 3: Use the backup or portable oxygen cylinder.
Step 4: Select the flow rate on the regulator connected to the oxygen cylinder to _____ LPM.
Step 5: Contact the electricity supplier to see how long the power failure will last.
Step 6: Contact the appropriate emergency contact/s.
Step 7: Limit my physical activity and stay calm and relaxed.
Step 8: Listen to the radio for updates.

Emergency Contacts		
Contact	Name	Number
Police		000
Ambulance		000
SES		
Supagas Medical		1300 063 342
Doctor		
Doctor - Other		
Relative		
Friend		
Neighbour		
Electrical Supplier		
Other		

Other Important Information:

Home Oxygen Setup Compliance Checklist

NAT-ADM035

SUPAGAS YES WE CAN!

The following checklist is designed to ensure that every Home Oxygen setup complies with our Quality Assurance procedures.

Please take a moment to tick off each point and sign in the space provided to confirm you understand each step.

On completion you will be provided a copy of this checklist for your records.

	Yes	No
1. Has your service technician confirmed with you the individual oxygen flow rate and duration recommended by your specialist?	☐	☐
2. Have you received your hire oxygen equipment in a presentable, clean and functional condition?	☐	☐
3. Has the Technician shown you how to read the conserving device gauge on your cylinders?	☐	☐
4. Are you able to confidently operate the equipment without the aid of the technician & are satisfied with the installation of the oxygen therapy equipment?	☐	☐
5. Have you been informed of the potential dangers of using medical oxygen equipment?	☐	☐
Specifically:		
a) Distance from an open flame?	☐	☐
b) Use of lubricants?	☐	☐
c) Smoking?	☐	☐
6. Have you been provided with your complimentary copy of our home Oxygen Customer Care Manual?	☐	☐
7. Have you been provided with the Supagas office and after hours contact phone numbers	☐	☐
8. **SWEP funded** Cylinder replacements will be scheduled for changeover monthly. Please leave all empty cylinders outside if possible to enable contactless deliveries. Has your Technician advised you of your monthly delivery date?	☐	☐

If you have any fault or problem with your equipment do not attempt any repairs – contact Supagas immediately

It is recommended that you replace your cannula on a monthly basis & tubing/connector every 3 mths

Technician Name _____ Date _____

Location ID _____

Client Name _____ Date _____

Signature _____

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Medical Site Inspection Checklist

NAT-ADM052

SUPAGAS
YES WE CAN!

Client ID:

Client Name:

Client Address:

Driveaway and Vehicle Access

Bitumen ☐ Paved ☐ Gravel ☐ Offstreet Parking ☐

Other:

Building Access

Stairs ☐ Ramp ☐ Other ☐

Additional Info:

Animals

Yes ☐ No ☐

Additional Info:

In the Home

Does the patient speak and understand English? Yes ☐ No ☐

If No, is there someone who can translate?: Yes ☐ No ☐

Name and Contact Number:

Are there any smokers in the house? Yes ☐ No ☐

Additional Information

Field Service Technician

Name:

Signature: Date:

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Home Oxygen Setup Compliance Checklist NAT-ADM035

SUPAGAS YES WE CAN!

The following checklist is designed to ensure that every Home Oxygen setup complies with our Quality Assurance procedures.

Please take a moment to tick off each point and sign in the space provided to confirm you understand each step.

On completion you will be provided a copy of this checklist for your records.

	Yes	No
1. Has your service technician confirmed with you the individual oxygen flow rate and duration recommended by your specialist?	☐	☐
2. Have you received your hire oxygen equipment in a presentable, clean and functional condition?	☐	☐
3. Has the Technician shown you how to read the conserving device gauge on your cylinders?	☐	☐
4. Are you able to confidently operate the equipment without the aid of the technician & are satisfied with the installation of the oxygen therapy equipment?	☐	☐
5. Have you been informed of the potential dangers of using medical oxygen equipment?	☐	☐
Specifically:		
a) Distance from an open flame?	☐	☐
b) Use of lubricants?	☐	☐
c) Smoking?	☐	☐
6. Have you been provided with your complimentary copy of our home Oxygen Customer Care Manual?	☐	☐
7. Have you been provided with the Supagas office and after hours contact phone numbers	☐	☐
8. **SWEP funded** Cylinder replacements will be scheduled for changeover monthly. Please leave all empty cylinders outside if possible to enable contactless deliveries. Has your Technician advised you of your monthly delivery date?	☐	☐

If you have any fault or problem with your equipment do not attempt any repairs – contact Supagas immediately

It is recommended that you replace your cannula on a monthly basis & tubing/connector every 3 mths

Technician Name _____ Date _____

Location ID _____

Client Name _____ Date _____

Signature _____