
PATIENT'S NAME

ENTERAL CARE PROGRAM

CONFIDENTIAL PATIENT RECORD



APRIA HEALTHCARE®

Patient/Caregiver Acknowledgement

- Welcome
- Explanation of Home Enteral Therapy
- Successful Home Tube Feeding
- Handwashing
- Home Tube Feeding Problems and Solutions
- When to Call Your Healthcare Professional
- Apria Staff and Services
- Managing Your Supplies
- Feedback on Our Services

Patient Pocket in Front:

- HIPAA Notice of Privacy Practices
- Apria Healthcare Products and Services Brochure
- Guide to Home Tube Feeding Booklet
- Kangaroo Feeding Pump Instructions
- Home Safety Checklist
- Patient Bill of Rights and Responsibilities/ Medicare Supplier Standards
- Other _____

The undersigned acknowledges that he/she has received, been instructed in, and understands the subjects shown on this page and covered in this booklet.

Patient/Caregiver Signature

Date

Apria Representative

Date

Please PRINT Name

Please PRINT Name

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In order for Apria Healthcare to provide the best possible care, it is necessary for the patient/caregiver to understand the topics noted on this and the following page. Please contact your local Apria Healthcare representative if you have additional questions.

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Patient Pocket in Front:

- HIPAA Notice of Privacy Practices
- Payment for Professional Services and Products
- Guide to Home Tube Feeding Booklet
- Kangaroo Feeding Pump Instructions
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Medicare Supplier Standards
- Other _____

Welcome

Dear Valued Customer:

Thank you for choosing Apria Healthcare to provide your home enteral nutrition products and supplies. As America's leading provider of integrated home healthcare services, we are committed to offering **full-service homecare solutions** and providing you with safe, continuous service that meets the goals established by you, your physician, and Apria's clinical staff.

As part of our commitment to quality and clinical excellence, Apria Healthcare has developed a comprehensive, innovative and service-oriented enteral care program.

- With registered dietitians on staff we are able to provide you with access to cutting edge nutrition information.
- All enteral care program patients are screened for nutrition risk, and followed monthly to assess compliance, monitor response to therapy, and identify early signs of problems.
- The enteral care program is backed by 24-hour clinical and technical support. After hours, a telephone answering service will contact a dietitian or customer service representative who will promptly respond to your call.
- The Apria enteral care program is staffed by a dedicated team of patient service specialists, providing you with access to a group of professionals committed to meeting your needs.

Thank you again for giving Apria Healthcare the opportunity to serve you.

Explanation of Home Enteral Therapy

A well balanced diet is essential to good health. When you cannot eat, or cannot eat enough, tube feedings are an excellent way to get all the nutrition you need. The main goal of a home tube feeding is to supply you with essential nutrients including calories, protein, vitamins and minerals. In order to do this, it is very important that you carefully follow all instructions given to you, do not skip feedings, or remove yourself from the feeding pump for too long.

Your tube feeding formula will be administered directly into your stomach or small intestine. You must help Apria and other members of your healthcare team look for signs of possible trouble with your enteral access device. This may include redness, swelling, pain or drainage. You should check for these signs at least once a day.

Administration of Your Tube Feeding

Your doctor has chosen one of three methods to administer your feeding.

1. Syringe — In syringe or bolus feeding a large syringe is used to push formula rapidly into the stomach.
2. Gravity — In gravity feeding, formula is poured into a feeding bag which is then hung from an IV pole. The force of gravity pulls a pre-measured volume of formula from the bag into the stomach.
3. Pump — Pump fed patients are attached to an electronic feeding pump for a period of time during the day. The pump allows a controlled flow of formula into the stomach based on a preset hourly rate.

Successful Home Tube Feeding

Introduction to Your Home Tube Feeding

Your doctor has prescribed your home tube feeding program. This is a process where a liquid nutrition formula is given through a small tube that enters the stomach or intestine.

Your formula should supply you with essential nutrients including calories, protein, vitamins and minerals needed to promote and maintain good health.

Make Your Home Tube Feeding a Pleasant Experience

The transition to home tube feeding will require a certain amount of adjustment. There are ways to make the adjustment easier. Talk to your family and friends about your home tube feeding.

It may be desirable to take your tube feeding during family meals. Or you may choose to take your feedings in private. Be sure to continue to engage in family and social activities. The adjustment will take time and patience, and the support of loved ones can be a big help during this period.

How to Proceed with Set Up:

Step 1: Wash your hands thoroughly (see page 13).

Step 2: Rinse off the top of the formula container with warm water.

Step 3: Mix the formula well by shaking the can or mixing ingredients as directed.

Step 4: Pour the can into the appropriate container — syringe, gravity bag or pump bag as instructed.

How to Proceed with the Feeding:

Step 1: Sit or lie with your head elevated, at least 30 degrees.

Step 2: Remain in this position for 30 to 60 minutes after feeding.

Step 3: Flush water into your tubing with syringe if instructed by your physician before and after feedings.

Step 4: Transfer any unused formula directly into a covered or Tupperware™ container. Label the container and place it in the refrigerator. Discard any refrigerated formula that has not been used within 24 hours. Discard any tube feeding formula that has been left out at room temperature for over 4 hours.

Step 5: If you are on a continuous tube feeding pour only as much formula into the bag as can be used within a 4-hour period. Call your Apria dietitian if you need help determining this amount.

Like food, leaving opened cans of tube feeding formula at room temperature for an extended period of time can cause bacteria to grow. In addition, the FDA recommends that if an infant is using a powdered formula, the risk of infection can be reduced by minimizing the formula hang time to no more than 4 hours. Longer hang times should be avoided because of the potential for microbial growth in reconstituted formula. For people of all ages, using tube feeding formula that has had bacterial growth can cause upset stomach, diarrhea, or an infection. Therefore, if you are on a continuous or gravity tube feeding, it is most beneficial to limit the hang time of your tube feeding formula to no more than 4 hours.

Handwashing

Thorough handwashing must be done prior to all procedures. Contaminated, dirty hands are one of the most common sources of infection.

Step 1: Turn on the water and adjust to obtain a comfortably warm temperature. Leave the water running.

Step 2: Wet your hands and forearms under the running water.

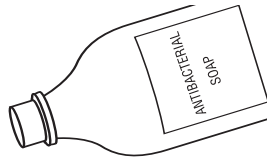
Step 3: Develop a lather with soap. Preferably this should be “antibacterial” soap. Keep your hands down. Begin with your fingertips and move upward to your forearms. Rub vigorously.

Step 4: Rinse your hands and forearms thoroughly under the running water.

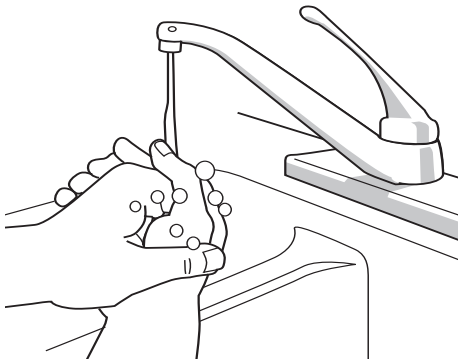
Step 5: Dry well with a paper towel.

Step 6: Turn water off using the paper towel.

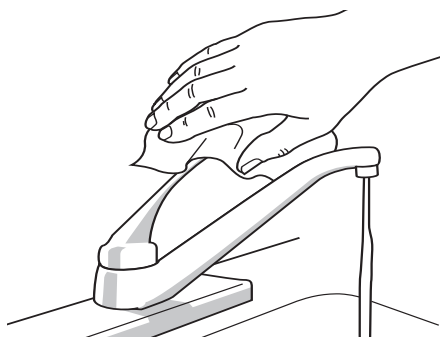
Handwashing reduces bacteria that may be on your hands. If you do not clean your hands before touching tube feeding equipment or formula, the bacteria can cause food-borne illness. People with food-borne illness experience stomach upset, nausea, vomiting, diarrhea, and infection. If you experience any of these symptoms, it is important to call your healthcare professional.



Develop a lather with soap, preferably “antibacterial” soap



Rinse thoroughly under running water



Turn off water using a paper towel

Home Tube Feeding Problems and Solutions

Clogged Tubes

Probable Cause

- The feeding tube may become blocked when there is a kink or a bend in the tube, or if medication gets clogged in the tube. Formula or medication can harden if the tube is not flushed regularly.

Prevention

- Prevent clogged tubes by flushing before and after feedings and before and after medication administration.
- If clogged, attempt to loosen by gently flushing 10–20ml of warm water into the tube with your syringe. Pull back and forth on the syringe plunger to help dislodge the clog.
- If clog remains, call your home healthcare professional.

Diarrhea

Diarrhea refers to frequent loose and watery stools. Since you started your feedings your stools may already be loose or of a different consistency. This is not necessarily diarrhea.

Probable Cause

- Medication.
- The feeding is being fed too fast.
- The feeding solution is too cold.
- The feeding is contaminated by bacteria.
- An intolerance to the formula.
- There is a need for a fiber-containing formula.

Constipation

Probable Cause

- Too little water is being given with the feedings.
- There is not enough fiber in the feeding solution.
- Medication.
- Lack of activity.

Prevention

- Follow flush guidelines. The flush guidelines are found in the *Your Guide to Home Tube Feeding* booklet, by Kendall.
- If permitted, increase activity.
- Discuss fiber content of feeding with your doctor or dietitian.

Dehydration

Probable Cause

- You may be receiving too little water.
- You are experiencing frequent diarrhea.
- You are experiencing a fever.
- You have a wound that is draining large amounts of fluid.
- You are receiving a feeding solution that is too concentrated.

Prevention

- Take the prescribed amount of water every day before and after your feedings.
- Take additional water if you have diarrhea, fever or wound — consult with your physician.

Stomach Upset

You may experience symptoms of nausea, vomiting, bloating, belching and general stomach upset.

Probable Cause

- The feeding rate is too high.
- The formula is too concentrated.
- The formula is too cold when given.

Prevention

- If you feel full or bloated at the time of feeding, wait another hour before starting it again.

Home Tube Feeding Problems and Solutions *(continued)*

- Do not force your feeding or increase the rate to get it over with.
- Try to rest an hour or so after the feedings and avoid exercise after the feedings.
- Feed yourself while sitting up in a chair or couch.
Do not lie flat while feeding. Always make sure your head is raised 30 degrees if lying down.

Infection

Probable Cause

- The tube feeding site or stoma is leaking.
- The tube feeding site or stoma has not been cleaned.
- Failure to wash hands before mixing the formula or touching the tubing
- Formula was opened and sitting at room temperature for more than 4 hours.
- Formula was opened and in the refrigerator for more than 24 hours.
- Tube feeding was left hanging in the feeding bag for more than 4 hours.

Prevention

- Wash hands with soap and water before preparing formula or having any contact with stoma or tube feeding.
- Clean stoma site with damp gauze several times a day. Keep stoma site clean and dry.
- Transfer all opened formula directly into a covered or Tupperware™ container. Date the container and use within 24 hours.
- Do not allow tube feeding formula to hang for more than 4 hours at a time.
- Use all formula in the bag before adding new formula.

When to Call Your Healthcare Professional

Call your healthcare professional when you have:

- Diarrhea more than two to three days.
- Chronic constipation for more than five days.
- Nausea, vomiting or heartburn that continues for more than 24 hours.
- Weight loss of more than two pounds in one week.
- Symptoms of dehydration — decreased urine, mouth dryness, fever.
- Swelling, redness or drainage from the feeding tube site.
- Any unusual occurrence that would cause the feeding tube to be discontinued for more than 24 hours.
- Continuous tube blockage.

If a life-threatening emergency should occur during the course of your therapy, you must seek immediate medical attention. Apria Healthcare is not an emergency care provider.

This information is of a general nature and should not replace any medical advice from your healthcare professional. This information should not replace the manufacturer's product information, directions for use or warnings.

Apria Staff and Services

Apria Healthcare will provide the supplies, equipment and medical nutritional formula necessary for your enteral therapy. Apria employees are available during regular office hours and on-call after hours to address any questions or concerns you may have.

Registered dietitians monitor clinical aspects of your therapy and answer any questions you may have about your enteral formula, supplies, and equipment.

Customer service representatives contact you monthly to find out how you are doing and make arrangements for sending additional supplies.

Reimbursement specialists help you with financial concerns and answer questions you may have about charges or payment terms.

Delivery representatives may be involved in bringing supplies and equipment to your home.

After Hours and Emergency Service

After hours a telephone answering service will contact a customer service representative or clinician who will promptly respond to your call. Contact your local branch to be connected with the answering service.

In a true medical emergency, call 911.

Managing Your Supplies

Initial Delivery

A local Apria representative may provide your initial delivery of supplies. They will bring to your home a feeding pump and pole, if required, and several days worth of supplies and formula.

Recurring Orders and Clinical Follow-Up

Apria Healthcare staff will contact you monthly to assist you in managing your equipment and supplies. At this time Apria staff will also ask you questions about your health and how your therapy is progressing. These questions may take a few minutes to answer, but please remember they are important for the proper management of your care.

Delivery

Before each delivery Apria staff will call you to discuss what supplies you need. We deliver all supplies and formula, usually for a one-month period, directly to your home via UPS or a similar carrier. If you have any concerns about a delivery you have received, please call an Apria enteral customer service representative immediately.

Storage

Your supplies and formula should be stored in a cool, dry place, such as a pantry, until you are ready to use them. Once a can of formula is opened it should be stored in the refrigerator. It is best to discard any unused formula in an open container after 24 hours.

Pumps

Your therapy may require the use of an electronic feeding pump. This pump is an expensive and delicate piece of equipment. Apria Healthcare must ask you to keep track of it during and after your therapy.

Pumps require periodic testing and maintenance. We may need to exchange your existing pump in order to do this. If at any time you have a question or concern related to your feeding pump, please contact an enteral customer service representative.

Mail Back Pump Containers

Apria Healthcare may provide you with a container in which you will place your pump at the end of your therapy. These will be used to mail back your feeding pump. The postage on these containers is prepaid by Apria Healthcare. You will not be billed for this service.

Feedback on Our Services

Apria Healthcare is among America's most experienced and respected homecare providers, and our patient satisfaction scores are consistently high. It is possible, however, that you may have a concern and we welcome feedback. To voice a concern, you should take these steps:

1. Call your local Apria branch and ask to speak to the branch manager.

OR

2. Contact us by e-mail at:

Patient_Satisfaction@Apria.com

OR

3. Visit our Web site at www.Apria.com

Satisfaction Survey Process

Our goal is to ensure your satisfaction. You will likely receive an Apria patient satisfaction questionnaire and we hope that you will take a few minutes to return it to us. The postage is prepaid by Apria Healthcare.

*Education
News
Articles
Services*

The screenshot shows the Apria Healthcare website. At the top, there is a navigation menu with links for Home, Charms, Resources, Services, Insurance, Branch Locator, About Apria, Careers, and Help. Below the navigation is a banner with the text "Our Mission To Be the First Choice of Patients and Customers for Their Homecare Needs." To the right of the banner is a search bar and a "Quick Links" section with links for Homecare Needs, Insurance, Frequently Asked Questions, Patient Education, Services, Products and Supplies, and Important Homecare Information. Below the banner is a "News" section with a list of articles. The articles include: "Tennessee Students Launches Report Apria.com Release and Information Services Jun 08 2008", "Waterford Independent is named best for God Jun 08 2008", "Sandoz Presents Symptom Phase 1 Results at American Society of Clinical Oncology Meeting Jun 05 2008", "Sandoz's 10-Plus, Canadian Combination Effective in Patients with Advanced Gastric Cancer - First Ever Phase II Trial with Oral Nexans Combination as Primary Treatment in Gastric Cancer Restores Choice Wide to 87% Compared to Standard of Care - Jun 03 2008", "Yoga class opens again Jun 06 2008", "Yoga recommended in breast cancer cases Jun 06 2008", "Sandoz says 'practical' results from 3 new studies 'significant' Novartis impact Jun 08 2008", "Suicide Risk in Children, Teens Taking Antidepressants May Have Been Exaggerated Jun 05 2008", "Sun Healthcare Receives Honorary President Recognition 9th Annual Specialty and Health-Adult Services Conference Jun 05 2008", "Teva Neuroscience and Health-Trusts Win MMA 2008 Silver 'BOLD' Award for Consumer Marketing Campaign Jun 05 2008", "The Economic Impact of a Reduction in Tennessee Program Expenditures in Both the State of Tennessee and Shelby County Jun 05 2008", "Teva's Chemomax First New Drug Application for New-type Quinolone Antibiotic Jun 02 2008", "U.S. Rep. Gregory Meeks Holds Town Hall in District, Presents Cancer Diagnosis, Addresses African American Men Jun 02 2008". To the right of the news list is a "Checkmate" section with a list of categories: Cancer, Chiropractic, Diagnostic Services, Diabetes, Heart, Infectious Diseases, Pediatrics, Respiratory, Services, and Sleep Disorders.

www.Apria.com



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