



Your Apria Sleep Therapy

# User Guide

# ResMed AirSense™ 11



APRIA®  
Part of the Owens & Minor Family

# Thank You for Choosing Apria As Your Home Medical Equipment Provider

You are receiving this because your doctor has diagnosed you with sleep apnea and prescribed a Positive Airway Pressure device for you to use while sleeping. Positive Airway Pressure therapy — also known as PAP therapy or sleep therapy — helps millions of users feel more energized and refreshed by increasing the quality of their sleep.

**We are excited to accompany you on your journey to a better night's sleep!**



## Ready to Get Started? Choose What Works Best for You



### Self-Directed Care

Use the simple and intuitive user guides and online support to set up your new PAP device and self-fit the mask. You can start therapy the night your equipment is delivered!



### Virtual Care

Initiate therapy and training through a telehealth appointment with an Apria Respiratory Therapist.



### In-Person Care

If you prefer in-person training, you can make an appointment at your local Apria branch to participate in a training session with an Apria Respiratory Therapist.

**Having trouble? Stop and get help from an Apria Sleep Coach.  
Get one-on-one sleep support and education to get your therapy progress  
off to a good start. Call an Apria Sleep Coach at 877.265.2426.  
If you are a Kaiser patient, please call 888.452.4363.**

## Overview

Your doctor has prescribed PAP therapy because you have been diagnosed with sleep apnea. Sleep apnea occurs when a person repeatedly stops breathing for 10 or more seconds at a time while sleeping. These events may occur hundreds of times throughout the night, causing oxygen levels in the blood to drop, putting stress on the heart. If left untreated, sleep apnea is linked to many other serious conditions like high blood pressure, diabetes, heart disease, and stroke.

This guide contains easy step-by-step instructions for using your PAP equipment and is designed to help you benefit from therapy as soon as your equipment arrives. Please visit [Apria.com/Sleep](https://www.apria.com/sleep) for all of this information and more.

**You can also scan this code  
with your smartphone:**



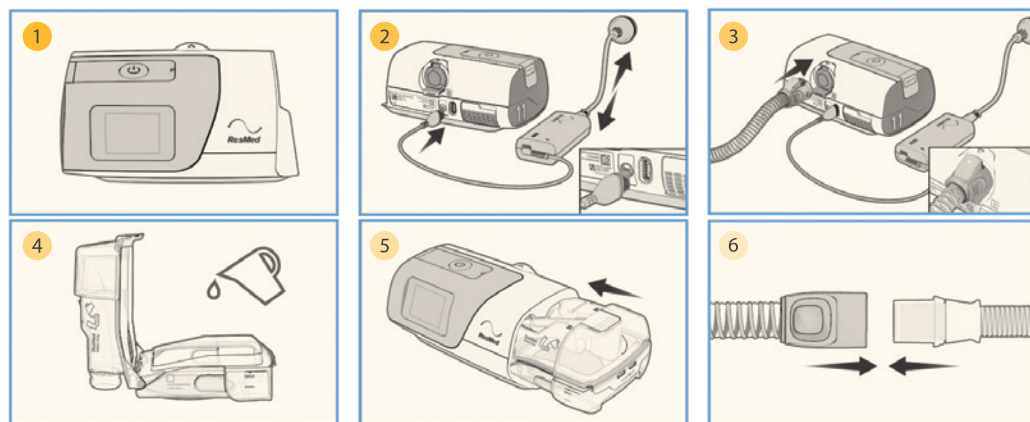
## Your Device and Settings

Your CPAP machine has already been programmed with the settings your physician prescribed.



# Get Started

Start your therapy tonight so you can feel refreshed in the morning.



## To set up the device:

- 1 Place the device on a stable level surface.
- 2 Connect the power cord into the power inlet at the rear of the device. Connect one end of the power cord into the AC adaptor and the other end into the power outlet. Ensure the device is set up and connected to power to enable settings to be applied wirelessly to the device, if required.
- 3 Connect the air tubing firmly to the outlet connector at the rear of the device.
- 4 Open the humidifier tub and fill it with distilled water up to the maximum water level mark. The humidifier tub must be removed from the device before adding water. The humidifier tub has a maximum capacity of 380 mL.
- 5 Close the humidifier tub and insert it into the side of the device.
- 6 Connect the free end of the air tubing firmly onto the assembled mask.

See the mask user guide for detailed information.

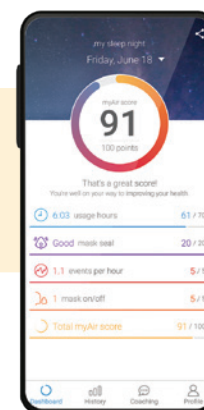
## NOTES:

- Do not insert any USB cable into the AirSense 11 device or attempt to plug the AC adaptor into a USB device. This may cause damage to the AirSense 11 device or USB device.
- The electrical connector end of the heated air tubing is only compatible with the air outlet at the device end and should not be fitted to the mask.
- Do not use electrically conductive or anti-static air tubing.

# Get Familiar With Your PAP Equipment

If your doctor prescribed a specific mask and size, follow the fitting instructions provided by the manufacturer, then proceed to Step 3. If you received a mask with cushions of multiple sizes, follow the instructions below and on the next page.

There is a mask cushion currently attached to the frame of your mask. This size fits most patients. Once you begin therapy, if your mask is leaking or feels uncomfortable, try removing the existing cushion and replacing it with a different size cushion. If you are between sizes, it is best to use the larger cushion. Use the fitting template (for nasal mask and full-face mask) and/or the manufacturer's instructions included with your mask for help.



**myAir™ is a smartphone app that guides you through the setup process.**

See page 14 of this booklet for more information.







## Nasal Mask

- 1 Release the lower strap from the frame of the mask. Make sure the logo on the headgear is facing outward. While holding the mask against your face, pull the headgear over your head.
- 2 Position the lower straps so they both sit below the ears and adjust so they are snug.
- 3 Adjust the fastening tabs on the upper straps until the mask feels even and stable. Do not overtighten. Reattach the fastening tabs.
- 4 Repeat Step 3 with the lower straps. Reattach the fastening tabs.
- 5 Connect the hose to the front of the mask. Ensure that the nasal mask fits securely over your nose. It is normal to feel some air escaping through the small air vents on the elbow of the hose.

**Please refer to the manufacturer's instructions for additional information on topics, such as:**

- How to properly remove your mask.
- How to remove and change the mask cushion.
- How to adjust the length of the mask straps.



## Nasal Pillow Mask

- 1 Hold the pillows away from your nose with the left (L) and right (R) indicators correctly facing toward you.
- 2 Guide the nasal pillows into your nostrils.
- 3 Pull the headgear over your head by holding the bottom strap and stretching it around the back of your head.
- 4 Adjust the top and bottom straps. The top strap should fit comfortably on the top of your head.
- 5 Ensure that the nasal pillows fit securely into your nostrils, with both pillows positioned upright. If not, move the mask away from your face and then place it back again.
- 6 To achieve a comfortable fit, adjust the straps. Spread the straps apart to loosen, or draw them closer together to tighten.
- 7 If the headgear comes with a buckle, adjust the headgear by pulling the headgear through the buckle to fix mask leaks. Adjust only enough for a comfortable seal and do not overtighten. The headgear may need to be adjusted as it can stretch over time.





## Full-Face Mask

- 1 Twist and pull both magnetic clips away from the frame. With the logo on the headgear facing outward, hold the mask against your face and pull the headgear over your head.
- 2 Bring the lower straps below your ears and attach the magnetic clip to the frame.
- 3 Undo the fastening tabs on the upper headgear straps. Pull the straps evenly until the mask is stable and positioned as shown in the illustrations. Reattach the fastening tabs.
- 4 Undo the fastening tabs on the lower headgear straps. Pull the straps evenly until the mask sits firmly on the chin and reattach the fastening tabs.
- 5 Connect the air tubing from your device to the elbow. Attach the elbow to the mask by pressing the side buttons and pushing the elbow into the mask.
- 6 To achieve a comfortable fit, readjust the straps. Evenly apply only enough tension so that a seal is achieved.

**Please refer to the manufacturer's instructions for additional information on topics, such as:**

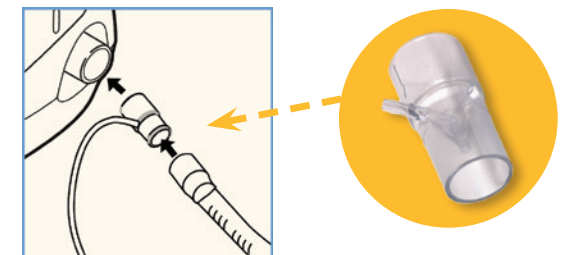
- How to properly remove your mask.
- How to remove and change the mask cushion.
- How to adjust the length of the mask straps.

## How to Attach Oxygen to Your PAP Machine

**If you are using non-heated tubing, and you are also using prescribed oxygen, follow these instructions.**

Attach the oxygen tee adapter that was included in the box to your PAP machine.

Next, attach the large-bore PAP tubing to the oxygen tee adapter. Finally, connect the small-bore oxygen tubing to the oxygen tee adapter.



Oxygen Tee Adapter

**For detailed instructions on oxygen use, you should also review the PAP and oxygen manufacturer's user guides included in your package.**

**IMPORTANT SAFETY NOTE:** If you are using prescribed oxygen with your PAP device, be sure to observe all the fire and safety rules associated with the use of oxygen. Follow this sequence of steps when turning your oxygen on and off. **1.** Always turn your PAP machine ON before turning ON the oxygen flow from your oxygen source. **2.** Always turn OFF the oxygen flow from your oxygen source before turning OFF the PAP machine.

## ClimateLineAir 11

**The ClimateLineAir™ 11 is a heated tube that delivers air to a compatible mask. When used with the device tub, ClimateLineAir 11 heated air tubing allows you to use the Climate Control feature.**

**ResMed's Climate Control solution is designed to offer relief from dryness and congestion.**

When using ClimateLineAir tubing, your device will automatically default to Climate Control Auto when you plug the tubing into the machine (unless your doctor has prescribed a specific heat and humidity setting).





## Climate Control

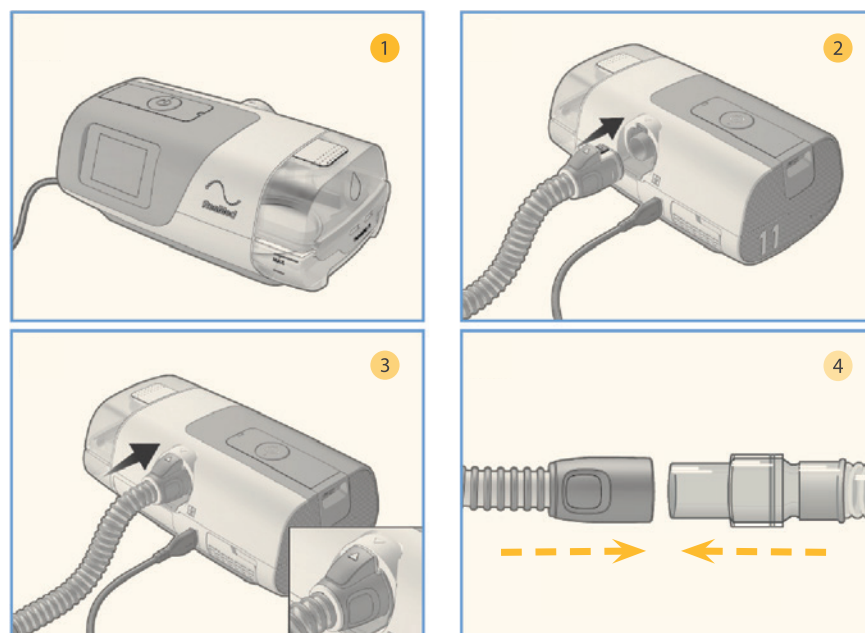
Climate Control is designed to make therapy more comfortable by enabling constant temperature and maintaining humidity. This feature:

- Delivers comfortable humidity level and temperature during therapy.
- Maintains the set temperature and relative humidity during sleep to prevent dryness in the mouth.
- Can be set to either Auto or Manual.
- Is only available when both the ClimateLineAir and HumidAir™ tub are attached.

## Setting Up the Device and Tubing

- 1 Make sure the device is turned on.
- 2 Hold the cuff of the heated air tubing and line up the tubing with the outlet connector at the rear of the device.
- 3 Push the cuff firmly into place. “ClimateLineAir connected” will briefly display on the device screen.
- 4 Connect the assembled mask to the free end of the heated air tubing.

**NOTE:** The electrical connector end of the heated air tubing is only compatible with the air outlet at the device end and should not be fitted to the mask.



## Start Your PAP Machine

### To start therapy:

- 1 Power on the PAP device. Ensure that your prescribed settings are visible on the bottom portion of the screen.
- 2 Fit your mask and put it on.
- 3 Connect the tubing to the mask.



- 4 Lie down and take four deep breaths. Your machine may have an **auto on feature** enabled. If so, the machine will automatically start when you put on the mask and start breathing.



- 5 Check for air leaks. Small leaks are acceptable. If large leaks occur, try the following:
  - Grasp the mask frame and lift it away from your face. The cushions should also lift off your face. Lightly place the mask back on your face.
  - If large leaks still exist, adjust the headgear. If the headgear is either too tight or too loose, it can cause leaks.
  - Additional tips for managing mask leaks are provided on the next page. You should also review the manufacturer's user guides provided in your package.

## Helpful Tips

### For Nasal and Full-Face Masks

- To resolve leaks at the upper part of the mask, adjust the upper headgear straps.
- For leaks at the lower part, adjust the lower headgear straps.
- When adjusting straps, loosen or tighten both the left and right straps so that adjustments are made evenly.
- Adjust only enough for a comfortable seal.
- The upper strap adjustment is the key to seal and comfort.
- Do not overtighten the lower straps. They mainly serve to keep the cushion in position.

### For Nasal Pillow Masks

- Position the pillow cushion tips into your nostrils so they sit comfortably under your nose without any gaps. Pull the mask away from your face, then place it back to get a comfortable fit.
- Adjust the side straps evenly by pulling downward; the mask should feel secure and comfortable against your face. Do not overtighten.
- If leaks persist, try the next larger set of cushions.
- If the pillow is not staying in place in your nostrils, try the next smaller cushion size.

### Handwashing Technique

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

- 1 Wet your hands thoroughly with warm water.
- 2 Use soap.
- 3 Scrub hands for 20 seconds using a rotary motion and friction. Wash:
  - Back and palm of each hand
  - Between all fingers
  - FingernailsNeed a timer? Hum the "Happy Birthday" song from beginning to end twice.
- 4 Rinse your hands under the running water.
- 5 Dry on clean towel or with a paper towel.

For additional good health habits, visit our patient education section on [Apria.com](https://www.apria.com).

# Get Comfortable With Your Therapy

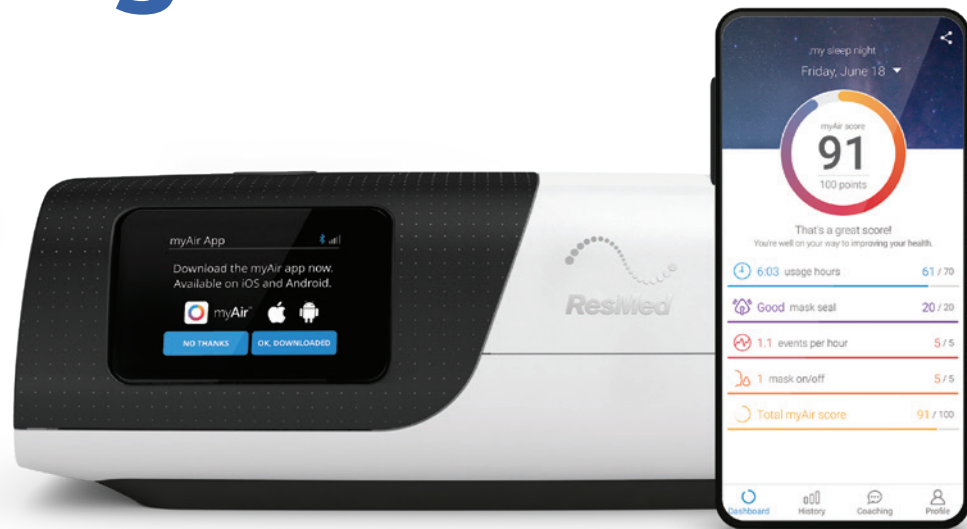
**Use your PAP therapy during all hours of sleep, including during naps. Some people may need up to one or two weeks to adjust to PAP therapy, but the benefits are well worth it.**

### Ways to help you adjust:

- Try watching TV or reading while wearing your mask and headgear.
- Turn on the PAP device for short periods of time while wearing your mask to get used to the pressure.
- Use your equipment every night.
- Keep the device turned on for as long as you can tolerate, building up each night until you have reached at least 4 hours per night.
- Keep practicing until you are using PAP therapy during all hours of sleep, including during naps.



# Track Your Progress



myAir™ is a smartphone app that guides you through the setup process. This includes setup videos, mask fitting videos, trying therapy using the **Test Drive Feature**, and tracking your sleep health progress.

## The app is not required to set up or use the device.

The device can be used without the app or, if you choose, you can decide to install the app at a later time.

### Connect to myAir

- 1 Ensure your AirSense 11 device is set up correctly and plugged into a power source.
- 2 Launch the myAir app. Tap **Continue**.
- 3 Follow the prompts on the myAir app to complete the Bluetooth connection. AirSense 11 is now connected to the app. The Bluetooth connection symbol appears on the status bar to confirm the connection between the AirSense 11 device and the smartphone.
- 4 Tap **Done**.

# Get Support

If you are having difficulties getting used to therapy, try using your machine's "comfort features" to help.

### *Do you have a dry nose or throat, or a runny nose?*

Increase the humidity level.

### *Are there droplets of water or condensation inside your nose, mask, or tubing?*

Decrease the humidity level. **To change Humidity Level, see below.**

### *Is the air pressure making it difficult for you to fall asleep?*

Turn on the Auto Ramp or increase the Ramp Time.

### *Do you feel bloated?*

You may be swallowing air. Turn on the Auto Ramp or increase the Ramp Time.

### *Do you feel like you are not getting enough air?*

Turn the Ramp Time to "off." **To change Ramp Time, see below.**

### *Do you have sore or dry eyes?*

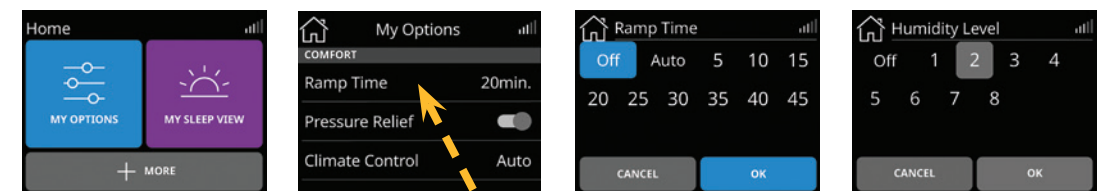
Adjust your mask or headgear. It may need to be repositioned. Refer to the instructions provided in the manufacturer's user guide for your mask. Also review Steps 2 and 3 in this guide.

### *Are you experiencing redness on your face where the mask touches the skin?*

Your mask may be too tight. Try adjusting your headgear. If redness persists, contact Apria.

### *Do you have nasal, sinus, or ear pain?*

You may have a sinus or ear infection. Stop using your machine and contact your doctor.



**To update the setting for Ramp Time or Humidity Level, tap MY OPTIONS from the Home screen, go down the list of options, and select the setting.**

- 1 Tap **Ramp Time** or **Humidity Level**.
- 2 Tap the preferred setting.
- 3 Tap **OK** to save the change.

This information is intended for your general knowledge only and is not a substitute for medical advice or treatment for a specific medical condition. Should you have any healthcare-related questions, please consult your doctor.



# Cleaning Your PAP Equipment

The following instructions are for home cleaning. Instructions for reprocessing devices intended for multi-patient re-use can be found in the clinical guide.

You should clean the device, humidifier tub, air tubing, and outlet connector as described.

**Daily:**

- 1 Empty the humidifier tub and wipe it thoroughly with a clean disposable cloth. Allow it to dry out of direct sunlight.
- 2 Refill the humidifier tub with distilled water just before using.

**Weekly:**

- 1 Wash the components using one of the following options:
  - Wash the humidifier tub, air tubing, and outlet connector in warm water using a household dishwashing liquid. Components should not be washed in temperatures higher than 149°F (65°C).**OR**
  - Wash the humidifier tub and outlet connector in a solution of 1 part vinegar and 9 parts water. The air tubing should be washed in warm water using a household dishwashing liquid. The air tubing should not be washed in temperatures higher than 149°F (65°C).
- 2 Rinse each component thoroughly in water.
- 3 Allow to dry out of direct sunlight or heat.
- 4 Wipe the exterior of the device with a dry cloth.

**NOTES:**

- The humidifier tub may be washed in a dishwasher on the delicate cycle (top shelf only).
- Do not wash the heated air tubing in a dishwasher or washing machine.
- The air filter is not washable or reusable.

For cleaning your mask, refer to the mask user guide for detailed instructions.

# Replace Supplies Regularly

Replace your sleep supplies regularly. This helps to ensure a good mask seal and reduce buildup of bacteria, viruses, and allergens.<sup>1</sup> Ordering fresh, clean supplies to replace your old items helps improve the comfort of your mask and maintains the overall effectiveness of your therapy.

Recommended Replacement Schedule	
Twice Monthly	Once Monthly
<ul style="list-style-type: none"><li>• Nasal mask cushions and nasal pillows</li><li>• Disposable filters</li></ul>	<ul style="list-style-type: none"><li>• Full-face mask cushions</li></ul>
Every 3 Months	Every 6 Months
<ul style="list-style-type: none"><li>• Mask frame</li><li>• Tubing (standard or heated)</li></ul>	<ul style="list-style-type: none"><li>• Headgear and chin straps</li><li>• Humidifier water chamber</li><li>• Non-disposable filters</li></ul>

Please note that the frequency of resupply and your insurance’s coverage of supplies will be governed by your insurance plan and may differ from the schedule provided above.

**Source:**  
1. Horowitz A, Horowitz S, Chun C. CPAP Masks are Sources of Microbial Contamination. SleepHealth Centers, Div. of Sleep Medicine, Brigham and Women’s Hospital, Harvard Medical School, Boston. APSS Poster; 2009.

# Convenient Ordering Options

When ordering fresh supplies through Apria, shipping is always free, and we verify and bill your insurance for you.

## Enroll in Supplies on Schedule

Get the right supplies, right on time. Save time and eliminate the hassle of placing orders with our PAP supplies subscription program. Enroll once at [Apria.com/SOS](https://Apria.com/SOS) or with a sleep supplies specialist at **877.265.2426**. Then rest easy.

## Order Online

[Apria.com/PAPresupply](https://Apria.com/PAPresupply) — Register for the PAP Patient Portal with your Apria Patient ID and place an order when you need new supplies.

[ApriaDirect.com](https://ApriaDirect.com) — Order supplies anytime on the retail (non-insurance) website.

## Call Our Automated System

Dial **800.436.5657** to use Apria's automated phone system, available 24/7, to place your order.

## Speak With an Apria Specialist

Dial **877.265.2426** to order supplies with an Apria sleep supplies specialist. Monday through Friday: 7 a.m. - 8 p.m. CT or Saturday: 7 a.m. - 6 p.m. CT.

### NOTE:

If you decide not to participate in Supplies on Schedule, you will receive convenient, automated calls from Apria to remind you that it is time to order replacement sleep supplies.

\*Patients with certain payors, such as Medicare, Medicaid, Managed Medicaid, or TRICARE, are not eligible for Supplies on Schedule.



## Our Sleep Coaches Are Here for You!

As part of Apria's Premium Care Sleep™ program, you have access to our Sleep Coaches. They'll work to motivate and coach you by providing personalized care as you acclimate to CPAP therapy.

It's not uncommon to experience discomfort for the first several days, but you can rest assured you will receive the support you need to achieve a better night's sleep and minimize the impact of your sleep apnea.

### Our Sleep Coaches can:

- Coach you on obstructive sleep apnea.
- Motivate you to continue CPAP usage.
- Provide education on your device and mask.
- Offer additional support when needed.

### An Apria Sleep Coach is available to keep an eye on your therapy usage and contact you if they see any issues.

- A Sleep Coach will call or text you to follow-up on your experience with your new CPAP device and mask.
- Your caller ID will display **877.265.2426** or **Apria Healthcare**.

Remember to use your PAP therapy anytime you sleep, including during naps. Compliant use is often defined as at least 4 hours per night for at least 70% of a given time period. Contact **Apria's Sleep Specialists** with any questions about your PAP device, mask, or therapy at **877.265.2426**.

If you are a Kaiser patient, Kaiser provides you with dedicated resources to support your sleep therapy. Please call **Apria's Kaiser Permanente experts** 24/7 at **888.452.4363** to learn more.



We also encourage you to take an active role in managing your sleep therapy. You can download the manufacturer's mobile app to track usage, set personal goals, watch informational videos, and stay motivated to incorporate CPAP into your sleep routine.

## SAFETY GUIDELINES

# Surviving a Fire in Your Home

Take the time now to prepare — it can save lives!

## An Ounce of Protection...

### Smoke Alarms

- Install a smoke alarm outside of each sleeping area and on each additional level of your home.
- Install smoke alarms INSIDE sleeping areas if people sleep with their doors closed.
- Test smoke alarms once a month by pressing test buttons.
- If an alarm fails the test or starts making beeping noises, replace batteries immediately.
- Replace ALL smoke alarm batteries at least once a year.

### Fire Extinguishers

- Consider purchasing one or more fire extinguishers to keep in your home.
- Read the instructions to understand how your fire extinguisher works, and make sure all family members understand how to use it.
- Read the instructions to find out how to check if your extinguisher is in working order, and how frequently it needs to be checked.

### Escape Ladders

- Consider installing escape ladders for upstairs rooms.
- Learn how to use your escape ladder.
- Store ladders close to windows.

### Flashlights

- Keep flashlights throughout your house and make sure everyone knows where they are located.
- Check batteries regularly.

## Planning Can Prevent Panic

### Escape Routes

- Figure out at least two ways for escaping for every room in your home.
- Everyone living in your home should be familiar with these escape routes.

### Practice

- At least twice a year, practice using your escape plans.
- Practice crawling because you may need to escape by crawling under smoke, where the freshest air will be.

## Meeting Place

- Decide on a location where everyone will meet outside your home after escaping from a fire.
- A meeting place is important so that you can quickly see if everyone has escaped.



## If a Fire Occurs...

### Making Your Escape

- If there is smoke or fire in one escape route, use another route.
- If there is no way to avoid smoke, remember to stay low and crawl under the smoke, where the freshest air will be.
- If you want to escape by opening a closed door, FIRST check to see if the door feels warm before opening it. If it is warm, do NOT open the door. Instead, use another route.

### Blocked Escape Routes

If all of your escape routes are blocked by smoke, heat, or flames:

- Stay in the room and keep any doors closed.
- Keep out smoke by piling rugs, blankets, or pillows along the bottom of any doors.
- If there is a phone in the room, call 911 and tell them where you are.
- Signal out a window for help using a brightly colored cloth, sheet, towel, or flashlight.
- Stay as close to the floor as possible, near a window or door.

### After Escaping

- Go to a neighbor's house and call 911 as soon as possible.
- NEVER go back inside a burning house. Once you're outside, stay outside!
- When firefighters arrive, tell them if you think anyone is still inside.

## SAFETY GUIDELINES

# Tips to Avoid Falling

Reduce your chances of falling by making home improvements and changing some habits.

## Look Around Your Home

### Floors

- Keep the areas where you walk free from clutter, electrical and telephone cords, and other small objects that might be easily overlooked.
- Secure loose rugs and mats with carpet tape or attach non-slip backing.
- For tile or wooden floors, avoid wax or use non-skid wax.
- Stairs should have flat surfaces. Repair holes or tears in carpeting and make sure it is well attached.
- Eliminate raised thresholds if possible or make them highly visible.

### Lighting

- Make sure it's easy to turn on a light BEFORE entering every room in your home.
- Keep night lights turned on in hallways, bedrooms, and bathrooms.
- Make sure you can easily turn on a light while in bed, before getting up.
- Place flashlights in convenient locations throughout your home, and check their batteries regularly.
- Light switches should be available at both the top and bottom of all stairs.
- Stairway lighting should be bright enough to clearly see all steps.

### Bathrooms

- Tub and shower floors should have non-skid surfaces (strips or mats).
- Consider installing grab bars inside the bath or shower areas and next to the toilet.
- Consider installing a raised toilet seat.

### Kitchen

- Frequently used items should be kept on lower shelves or other places that are easy to reach.
- You should have a sturdy step stool that is easy to use, preferably with a handrail. Do NOT stand on a chair to reach anything.

### Stairs

- Sturdy handrails should be installed in all stairways and kept in good repair.

## Outside Your Home

- Steps should have flat surfaces and be kept in good repair.
- All steps should have handrails, preferably on both sides of the steps.
- For better traction, steps can be painted with a mixture of sand and paint.
- During the winter, keep all entrances and sidewalks clear of snow and ice.
- All entrances should be well lit.
- Consider installing ramps (with handrails).

## Reconsider Personal Habits

- When walking, stay alert to unexpected obstacles — cords, furniture, pets, toys, etc.
- Avoid rushing to answer phones or the door.
- Take time to make sure your balance is steady before sitting up or standing.
- Wear shoes that are supportive and snug fitting, with low heels and non-slippery soles.
- Don't walk around with only socks on your feet.
- If carrying packages, make sure your view isn't blocked and that you have a hand free for opening doors, holding onto railings, or steadying your balance.
- Keep alert for uneven, broken or slippery pavement, sidewalks, and ramps.
- Don't rush to cross streets, especially if wet or icy.
- Consider using a cane or walker.
- Find out if your medications might make you feel dizzy, drowsy, or unsteady.
- If you live alone, keep in regular contact with friends, family, or neighbors.

### For Emergencies

- Keep emergency phone numbers posted where they can be easily seen. Consider whether they will be visible if you fall.

## If You Fall

1. Call 911 and other emergency contacts.
2. Stay warm by covering up with a blanket, coat, towel, rug, or whatever you can reach.
3. Consult a doctor even if you don't think you've been seriously hurt. Falling may indicate problems with medications or be a symptom of illness or a condition that needs treatment.



# Patient’s Rights and Responsibilities

## Patient/Client Bill of Rights

As a patient/client of Apria Healthcare, you have the rights which include, but are not limited to, the following:

1. Be given information about your rights for receiving homecare services.
2. Receive a timely response from Apria Healthcare regarding your request for homecare services.
3. Be given information about Apria Healthcare policies, procedures, and charges for services.
4. Choose your homecare providers.
5. Be given appropriate and professional quality homecare services without discrimination against your race, color, creed, religion, sex, national origin, sexual preference, handicap, or age.
6. Be treated with courtesy and respect by all who provide homecare services to you.
7. Be free from physical and mental abuse and/or neglect.
8. Be given proper identification by name and title of everyone who provides homecare services to you.
9. Be given the necessary information regarding treatment and choices concerning rental or purchase options for durable medical equipment so you will be able to give informed consent for your service prior to the start of any service.
10. Be given complete and current information concerning your diagnosis, treatment, alternatives, risks, and prognosis as required by your physician’s legal duty to disclose in terms and language you can reasonably be expected to understand.
11. A plan of service that will be developed to meet your unique service needs.
12. Participate in the development of your plan of care/service.
13. Be given an assessment and update of your developed plan of care/service.
14. Be given data privacy and confidentiality.
15. Review your clinical record at your request.
16. Be given information regarding anticipated transfer of your homecare to another healthcare facility and/or termination of homecare service to you.
17. Voice grievance with and/or suggest change in homecare services and/or staff without being threatened, restrained, and discriminated against.
18. Refuse treatment within the confines of the law.
19. Be given information concerning the consequences of refusing treatment.
20. Have an advance directive for medical care, such as a living will or the designation of a surrogate decision maker, respected to the extent provided by law.
21. Participate in the consideration of ethical issues that arise in your care.

## The Patient’s Responsibilities

Apria Healthcare and its personnel have the right to expect from you, our patient, your relatives and friends, reasonable behavior that takes into consideration the nature of your illness or predicament. These responsibilities include, but are not limited to, the following:

1. Give accurate and complete health information concerning your past illnesses, hospitalization, medications, allergies, and other pertinent items.
2. Assist in developing and maintaining a safe environment.
3. Inform Apria Healthcare when you will not be able to keep a homecare visit.
4. Participate in the development and update of your homecare plan of service/treatment.
5. Adhere to your developed/updated homecare plan of service/treatment.
6. Request further information concerning anything you do not understand.
7. Contact your doctor whenever you notice any unusual feelings or sensations during your plan of service/treatment.
8. Contact your doctor whenever you notice any change in your condition.
9. Contact Apria Healthcare whenever your insurance company or plan changes.
10. Contact Apria Healthcare whenever you have an equipment problem.
11. Contact Apria Healthcare whenever you have received a change in your homecare prescriptions.
12. Contact Apria Healthcare whenever you are to be hospitalized.
13. Give information regarding concerns and problems you have to an Apria Healthcare staff member.
14. Contact Apria Healthcare prior to any change of address.
15. Contact Apria Healthcare if you acquire an infectious disease during the time you are receiving services and/or care from Apria Healthcare, except where exempted by law.

## Medicare DMEPOS Beneficiary Statement

DMEPOS suppliers have the option to disclose the following statement to satisfy the requirement outlined in Supplier Standard 16 in lieu of providing a copy of the standards to the beneficiary.

The products and/or services provided to you by (supplier legal business name or DBA) are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). The full text of these standards can be obtained at <http://www.ecfr.gov>. Select Title 42: Public Health in the drop down box. Then browse Parts 414–429, Part 424, Subpart 424.57(c).

Upon request we will furnish you a written copy of the standards.

## Important Notice for Medicare Beneficiaries

**Help ensure your positive airway pressure (PAP) or bi-level positive airway pressure device is covered by Medicare.** For information, visit [Apria.com/Medicare-PAP-Letter](http://Apria.com/Medicare-PAP-Letter).

## Interpretation Service Available

English translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

<b>Arabic</b>  عربي أشِرْ إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري مجاناً.	<b>Korean</b>  한국어 귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
<b>Armenian</b>  Հայերէն Ցոյց տուէ՛ք ի՞նչ լեզու՞ն է խօսւիք՝ Թարգմանիչ՝ նը կապուել էք տանը. Թարգմանիչը կը տրամադրուի անվճար.	<b>Laotian</b>  ພາສາລາວ ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.
<b>Cantonese</b>  廣東話 請指認您的語言， 以便為您提供免費的傳譯服務。	<b>Mandarin</b>  國語 請指認您的語言， 以便為您提供免費的口譯服務。
<b>French</b>  Français Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	<b>Polish</b>  Polski Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.
<b>German</b>  Deutsch Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.	<b>Portuguese</b>  Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
<b>Hindi</b>  हिंदी अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबंध आप पर बिना किसी खर्च के किया जाता है।	<b>Russian</b>  Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
<b>Hmong</b>  Hmoob Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	<b>Spanish</b>  Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
<b>Italian</b>  Italiano Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	<b>Tagalog</b>  Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
<b>Japanese</b>  日本語 あなたの話す言語を指して下さい。 無料で通訳を提供します。	<b>Thai</b>  ไทย ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาล่ามให้ท่าน การใช้นามไม่ต้องเสียค่าใช้จ่าย
<b>Khmer (Cambodian)</b>  ខ្មែរ (កម្ពុជា) សូមបង្ហាញភាសាអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាកម្ពុជា។ អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ។	<b>Vietnamese</b>  Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

#### FOR PATIENTS RESIDING IN FLORIDA

The Florida Healthcare Administration requires patients be provided the following information:

- To report a complaint regarding the services you have received, please contact the Florida Healthcare Administration Home Health Care Hotline by calling 888.419.3456.
- To report abuse, neglect, or exploitation, please call 800.962.2873.
- To report suspected Medicaid fraud, please call 866.762.2237.

#### FOR PATIENTS RESIDING IN MARYLAND

The Maryland Department of Health and Mental Hygiene requires patients be provided the following information:

- Apria may be contacted 24 hours per day, 7 days per week by calling 888.492.7742.
- Concerns may be directed to Apria by calling 800.260.8808.
- To report a complaint regarding the services you have received, please contact the Maryland Department of Health Hotline by calling 800.492.6005.

#### FOR PATIENTS RESIDING IN NORTH CAROLINA

The North Carolina Division of Health Service Regulation requires patients be provided the following information:

- To report a complaint regarding the services you have received, please contact the Division of Health Service Regulation Complaint Hotline by calling 800.624.3004 (toll free within North Carolina) or 919.855.4500.

#### FOR PATIENTS RESIDING IN WASHINGTON

The Washington State Department of Health requires patients to be provided the following information:

- To report a complaint regarding the services you have received, please contact the Washington State Department of Health Complaint Hotline by calling 360.236.2620 or by visiting their website at [www.doh.wa.gov](http://www.doh.wa.gov).
- To access a list of licensed providers, visit the Washington State Department of Health website [www.doh.wa.gov](http://www.doh.wa.gov).
- To report suspected abuse of children or vulnerable adults, call 866-END-HARM (866.363.4276).

**If you have any questions or need help setting up your device and getting started, please call an Apria Sleep Coach.**

# 877.265.2426

**Apria is committed to safe, quality patient care. We encourage you to report any concerns to your local Apria branch. If your concern is not resolved, please contact the Patient Satisfaction team at: 800.260.8808**

**If you are a Kaiser patient, Apria's Customer Service team of Kaiser Permanente experts can be reached at: 888.452.4363**

