

PHILIPS

DreamStation 2 CPAP/Auto CPAP Advanced

Frequently Asked Questions: Provider

Table of Contents

Set Up	1
Data	2
Device	2
Therapy	4
Connectivity	5

Set Up

1. How do I enter the provider mode?
With the device plugged in, press and hold the Therapy button for several seconds.
When the light ring around the Therapy button begins flashing, continue to hold it down while using another finger to swipe down on the touch screen until “Entering Provider Mode” appears on the screen.
2. Can the prescription be changed via the device?
Yes. Enter Provider Mode. If a unique prescription has not been already set, upon first entry into provider mode you will be asked to “Use defaults” or “Start set up.” The device will walk you through a guided set up. Once set, you can review therapy settings in the Therapy tab. You can also make additional adjustments by tapping blue text.
3. How do I know how many “Auto Trials” remain?
In Provider Mode, navigate to the Therapy Tab and swipe until you reach the Auto Trial section (if CPAP mode is enabled). When you tap the days, you will see remaining trial days at the bottom of the screen.
4. How do I disable Opti-Start?
You can disable Opti-Start through Care Orchestrator in the Prescription section. Note that it takes 30 hours of patient therapy use before the Opti-Start pressure is determined and implemented when Opti-Start is enabled.
5. How do I exit provider mode?
Tap “Exit” in the upper right corner of the Provider Mode screens and “Confirm” you desire to exit the provider mode. Pressing the therapy button will not exit you out of provider mode.
6. Is this device compatible with a different type of SD card than DreamStation?
No. Both devices can use the same kind of SD card.

7. Why can I not use a preprogrammed SD card in multiple devices?

Philips has determined that as a company we must encrypt data for privacy and security reasons. When writing a prescription file to an SD Card using Care Orchestrator, such a file will be created for a specific target device that can decrypt the prescription and other files that were created by Care Orchestrator.

To program an Rx, users will need to do one of the following:

- Program Rx directly on the device
- Program Rx in Care Orchestrator and let the modem call transfer the Rx
- Program Rx in Care Orchestrator, save it to an SD card, and place the SD card in device. To use the same SD card on another device, place the SD card back into the computer to get reprogrammed (new Rx saved that is intended for new device) via Care Orchestrator, and place the SD card in a new device.
- Accept default settings and never set up on the device or in Care Orchestrator.

Data

8. How do I view additional patient therapy data on the device?

Enter the Provider Mode and navigate to the Data tab. Swipe until you see “View Reports” and tap. Select the time span for which you want to see data. A list of detailed data will appear. Tap the Back button to return to the main Provider menu.

9. My patient is not seeing all of his/her therapy data and settings. What do I do?

Enter the Provider Mode and navigate to the Therapy tab. Swipe until you see “Patient Access.” Toggle Patient Data Access ON if you want the patient to see AHI and the View Reports information. Toggle Patient Controls Access ON if you want the patient to be able to adjust Ramp Plus time/pressure, Humidification, Heated Tube Temperature, FLEX, and Time from the Settings menu when therapy is off.

10. Will it be possible to receive Waveform data every day?

Waveforms are available on the device daily. It is up to Care Orchestrator to grab the waveforms. Currently, Care Orchestrator grabs the latest waveform on the device every 14 days and sends it to the patient’s Care Orchestrator profile. Additionally, SD cards can store daily waveforms.

If a more recent waveform is desired, one can go into Care Orchestrator in the Equipment tab and select the “Sync” button for an on demand pull of the most recent waveform (from last session) from the device.

Device

11. What is capacity of the SD card?

Philips has SD cards that hold 8GB worth of data. The SD card can have varying capacity capable of storing data equivalent of the life of the device.

12. What is the internal memory of the device?

The PAP device can store 6 months of compliance data, 7 days of detailed data, and 1 waveform (from the most recent 12 hours of therapy in the last 2 sessions). It may vary based on device usage.

13. How do I perform a device reset?

Enter the Provider Mode and navigate to the Device tab. There will be an Orange button labeled "Device Reset." Tap this to initiate and follow the instructions. This will clear all patient data and reset settings to factory defaults.

14. How do I know the number of Machine Hours?

Enter the Provider Mode and navigate to the Device tab. Swipe until you see the Machine Hours value. Alternatively, you can find this information in Care Orchestrator. Machine Hours are not cleared back to zero after a device reset.

15. How can a patient force a modem call? How can I force an Rx update immediately?

Tell the patient to unplug the cord from the device and then plug it back in the device. This will initiate a modem call to receive the Rx.

If you are making updates to a prescription in Care Orchestrator, "Save" the new settings and select "Send to Modem." This will initiate a cell modem call to the patient's device and send the new prescription to the device.

16. Can the device be used with supplemental O2?

Yes. You can use supplemental oxygen, but as the User Manual states, you must attach a pressure valve to the device in all cases. You could bleed O2 in at the mask or could attach an O2 enrichment attachment to the circuit. (Note - the enrichment must be placed downstream from the pressure valve.)

17. How does the heated tube work?

The device incorporates a room temperature and humidity sensor with a temperature sensor at the end of the Heated Tube to deliver the selected level of humidity to the patient while providing protection against rainout. As a result, higher levels of humidity can be achieved for patients who could benefit from humidification.

The Heated Tube contains copper wiring, which when heated insulates the circuit and prevents water vapor from condensing. The Heated Tube may feel warm to the touch but will never burn the hand.

18. Are there one or two serial numbers for the device and humidifier?

With integration of humidification, there is only one serial number for the entire device. The serial number is found on the box label, on the label under the device, in the Settings menu in patient mode, or in the Device tab while in provider mode.

19. How long should the water last?

Under most conditions, a full humidifier water tank should last for a typical sleep session (roughly 8 hours) if the humidifier tank is filled to the maximum fill line at the beginning of the sleep session. However, many factors impact water consumption, including: your humidifier or heated tube settings, the level of mask leak, and the duration of your sleep session.

20. If a traveling patient forgets the water chamber can they still use the device without the water chamber by using a cap or similar?
No. the device does not operate without the placement of the water tank (or side cover purchased separately).
21. What is the capacity of the water tank?
The tank holds 325mL of water, which is the same as DreamStation.
22. If there is a problem with the humidifier does the entire unit need to be replaced?
Yes, unless it is just an issue with the water chamber and lid. The water chamber assembly can always be easily swapped for a new one.
23. Is the device compatible with all 3 tubing sizes?
Yes. It is compatible with PR15 (15 mm tube), HT15 (15mm heated tube), PR12 requiring a device adapter (12 mm tube), HT12 (12mm heated tube), and 22mm tube.
24. Am I able to remove the cellular modem and use on another patient?
No. The cellular modem is now integrated into the device. Therefore, it cannot be removed or placed in another device.
25. Is there an oximetry option? Will you be able to do oximetry readings?
In order to use a pulse oximeter, a separate modem attachment is not required. Pulse oximetry is available by using the Nonin 3150 BLE pulse oximeter, which pairs to the PAP device via a Bluetooth pairing (no wired connection to the device).
26. Does Alice Night One connect via Bluetooth to DreamStation 2?
No.
27. Can the DME initiate a performance check from Care Orchestrator?
No. However, the device delivers updated performance check codes with every modem call. Care Orchestrator updates the report after each new performance check upload and shows the most recent report. The user can choose to save individual reports to the “Documents” tab if desired.

Therapy

28. Can the device operate in fixed CPAP mode?
An Auto CPAP device is capable of either Auto CPAP or Fixed CPAP modes.
29. After Ramp Plus has concluded, how quickly does the pressure increase or decrease to the prescribed pressure?
Once Ramp Plus has concluded, the pressure will increase or decrease at a rate of 1cm H₂O/minute.
30. Will patients have that ability to initiate Ramp Plus multiple times in the same therapy session?
Yes. Ramp Plus can be restarted by tapping the screen when it is dark or by tapping the Ramp Plus icon/circle area when the screen is lit.

31. How is heat/humidity adjusted?

Humidification and Heated Tube settings can be adjusted on the screen while therapy is running or in the Patient Settings menu (if enabled by the provider). There is only adaptive humidification plus the ability to adjust heated tube temperature.

32. Are the Auto ON and Auto OFF settings available?

Yes. Both are adjustable in Care Orchestrator and not on the device.

Connectivity

33. If a modem is deactivated because of no activity does the patient have to return the entire device and get a new one?

No. Even though the cell modem is integrated in the device, the cell modems can be reactivated if needed.

34. How do I know if a patient is not using the device or if there is a cell modem connection issue?

- In Care Orchestrator check the Patterns of usage graph. This is the initial summary screen when you navigate to a patient. Any usage will be visualized there on the bar chart.
- In Care Orchestrator navigate to the Patient Activity Log. There are records for both successful and attempted calls under the download check box.

Type	Status	Source	Date/Time
Download	Data received	Modem	11/8/2020 9:14 AM
Download	Data received	Modem	11/7/2020 10:21 PM
Download	Data received	Modem	11/7/2020 8:20 AM
Download	Data received	Modem	11/6/2020 8:32 AM

- Use the “usage” rule in Care Orchestrator when creating patients. This can be configured to throw tasks after setup if a connected device has not successfully called in.

My company rule set

The following are the health, usage and equipment rules assigned to the patient via Rule Set selection. Rules are editable and can be enabled/disabled. Changes to the rules will be applied to the patient moving forward.

- Inactive patient received therapy data**
 - When**
Therapy data is received for an inactive patient.
 - Then**
 - Add a task to follow up with the patient.
With a priority of *Medium*
- No therapy data - connected**
 - When**
No therapy data has been received from a device with a modem for days after device assignment.
 - Then**
 - Add a task to follow up with the patient.
With a priority of
 - Repeat task every days if continued absence of data.

- Adherence Profiler in Care Orchestrator has a default patient task category of “no- usage.”
- Another way to troubleshoot is to ask the patient to navigate to the “Settings” menu and swipe to where it says “Cell modem”. Here it will indicate when the last cell modem call was made. If one taps the blue text, there will be further indication with a code that indicates the modem status. The provider manual has a list of status codes and descriptions. Note that “0-3” indicates a call has been successfully completed.

35. Are there any mitigation plans for areas that do not have cellular coverage?

For patients that do not have good Verizon cell coverage, a provider can still get patient data if the patient downloads the DreamMapper app to the user’s smart device and connects to the device via Bluetooth. Data can flow from the device to DreamMapper and then to Care Orchestrator via the user’s smart device connection. For patients with no cell or Wi-Fi coverage, an SD card will be needed to extract data from the device.

36. What data and how much data can be sent via cell modem in one call?

In one call, the device modem can send what is stored on the device (up to 6 month usage, 1 week details, and 1 waveform).

37. Does DreamStation 2 Auto CPAP Advanced link with Encore Anywhere?

No. There is no SD card/Rx support nor support of any of the new DreamStation 2 specific features in Encore Anywhere. If a DreamStation 2 patient is present in Encore Anywhere, a provider may see data coming in via the cell modem.

38. Will the device accept a prescription change while the blower is running?

Yes. The new Rx can be sent to the device and accepted while the blower is running. However, the Rx change will not occur until the therapy session ends.

39. Will the device send data to Care Orchestrator while the blower is running? Will it send only completed therapy sessions or will it attempt to send what it has so far of the current session?
The device will send everything it has stored when it calls even when the blower is running. A pseudo session is created and everything is uploaded. Care Orchestrator will piece the remaining session together when the device calls again sending additional data.

40. If the device is unplugged and then plugged in, does the device always send waveform and/or therapy data?

A forced call occurs with each power cycle (unplug and plug back in). Any new therapy data will be uploaded via the cell modem call, while any new prescriptions will be sent to the device.

The device will offer new waveform data, but the forced call will only deliver waveforms if it is scheduled to do so in Care Orchestrator (every 2 weeks) and the waveform is new.

41. If I save a new RX in CO and select “Save” and “Send to Modem” to push the RX on demand to the device, does this also initiate a data or waveform pull?

Once a new Rx is “Saved” and “Sent to Modem,” the device is triggered to make a cell modem call if the device is plugged in and has cell coverage. During that call the new Rx will be sent to the device and Care Orchestrator will also pull the latest therapy data including the latest waveform.

42. Will the DME be able to send messages to the patient via Care Orchestrator and push to the device?

Yes. Canned and custom messages can be selected in Care Orchestrator and will be sent to the device. This will occur in the Care Orchestrator 1.36 release.

43. My patient received multiple email invitations to DreamMapper and the links within are not working.

Note that it typically takes 30 minutes to 1 hour for the DreamMapper email invitation to be received by the patient once the email address is entered in Care Orchestrator.

In that email invitation, there is a link for the patient to click on, register, accept terms and conditions, and create a password for their account. When the patient downloads the DreamMapper app and signs in they are not required to put in a device Serial Number since one will have already been assigned.

If multiple attempts were made to send an email, the latest email will have the proper link to register. The links in all of the previous emails will no longer be valid as there can only be one active “token” at any given time.

44. Can it interface with Alexa so I can tell her to pre-heat my humidifier?

No.



Consult DreamStation 2 CPAP/Auto CPAP Advanced provider manual and online help for additional information.

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