



APRIA HEALTHCARE®

Negative Pressure Wound Therapy

Avance®

**NPT-4074 Patient
Welcome Packet**

Apria wants to hear from you.

Apria is among America's most experienced and respected home healthcare services and equipment providers. Apria's goal is to ensure your total satisfaction and the company prides itself on consistently high patient satisfaction scores.

While Apria strives for perfection in everything it does, we realize that issues can arise from time to time. When they do, please let us know. Apria's customer service team is dedicated to resolving any matter as quickly and simply as possible.

You will receive an Apria Patient Satisfaction Survey with a pre-paid postage return envelope. We hope that you will take a few minutes to complete the survey and return it to us.

If you have questions about your Negative Pressure Wound Therapy,
please contact a member of Apria's Customer Service team.

Phone: 800.780.1228

Email: Patient_Satisfaction@Apria.com

Negative Pressure Wound Therapy Patient/Caregiver Acknowledgement

Apria Materials

- Welcome Letter.....
- HIPAA Notice of Privacy Practices.....
- Fire Safety and Tips to Avoid Falling.....
- Patient Bill of Rights and Responsibilities/Medicare Supplier Standards
- Interpretation Service Available Brochure
- Healthy Habits that Help Stop the Spread of Germs.....
- Feedback on Our Services

Additional Reference Materials

- Equipment User Guides provided by the manufacturer

Equipment Information

Equipment Model _____

Equipment Serial Number _____

The information below is to be completed and signed by the Apria representative providing training and signed by the patient/caregiver after training has been completed.

Patient/Caregiver Training

1. How to turn the pump on and off
2. How to charge the pump, in preparation for the initial visit with your nurse
3. Who to contact about any routine or after-hour equipment problems
4. How to manage supplies by maintaining enough supply on hand and reordering supplies before you need them
5. How to safely manage your tubing without tripping or stepping on it
6. Why it is important to read all of the informational materials provided

By signing below, I acknowledge that Apria has provided me with copies of the materials referenced above, and that Apria has provided instruction to me and I understand the Patient/Caregiver Training topics shown above.

Patient/Caregiver Signature Date

Apria Representative Date

Please print name

Please print name

CUT HERE
Negative Pressure Wound Therapy Patient/Caregiver Acknowledgement: Remove and Return to Apria
CUT HERE

Welcome

Dear Valued Customer,

Welcome to Apria Healthcare — your home healthcare provider for Negative Pressure Wound Therapy (NPWT) equipment and supplies. Your doctor has prescribed the following items as part of your wound treatment: a specially-designed portable NPWT pump, NPWT supplies, and the dressings you will need for your individualized therapy.

No matter where or how severe your wound, and no matter what other health problems you may currently be facing, we share your desire to achieve the best possible outcome.

Initial Delivery

An Apria technician will deliver your initial kit, containing everything you need to begin treatment, before you leave the hospital or soon after you return home. Your initial kit will include a NPWT pump and bag, tubing, canisters and dressing supplies to last approximately 10 days, and a box for returning the pump to us upon completion of your therapy. Your Apria technician will show you how to turn the pump on and off and how to charge the pump so it is ready when the home nurse, prescribed by your doctor, visits to set up the equipment and begin your home therapy. ***Do not throw away the box provided for returning the pump. Using the box to return the pump as provided below will help you avoid unnecessary rental charges.***

You will also receive user guides about your equipment and home care published by the equipment manufacturer. It is important that you read and understand the material in these user guides before you begin your therapy, so that you are well informed about the operation of your equipment and equipment alarms, what to expect during therapy, how to safely operate and maintain your equipment, when to call your healthcare provider, and who to contact if you need assistance.

Shipment of First Month's Supplies

As communicated before initiation of your therapy, an additional delivery of supplies will arrive at your home in 5 to 7 days, which should provide enough supplies for your first 30 days of therapy.

Shipment of Additional Supplies

Apria will ship additional supplies each month, as needed, for as long as your doctor prescribes them. A member of Apria's NPWT Support Team will call you at home approximately 21 days into your service to confirm your approval to ship additional supplies for therapy, based on your doctor's prescription. ***If you miss the call, it is important that you call us back to ensure that supplies will be shipped.***

Inspection of Shipments and Monitoring of Supplies

Please be sure to immediately inspect all shipments upon receipt. Please contact us right away if you have any questions or if, for any reason, you believe your order is not complete.

An Apria NPWT Support Team member will contact you regularly about your supply needs, reminding you to order fresh dressing kits. If, however, you anticipate running short on supplies before your next scheduled delivery, please call us to reorder. ***For continuous and proper care of your wound, please make sure that you have at least 5 days' worth of supplies on-hand at all times.***

Equipment Maintenance and Return

Please clean and store the NPWT pump in accordance with the manufacturer specifications described in the equipment user guides provided by the manufacturer. If your equipment is damaged or malfunctions at any time, please contact us to arrange for a replacement. Before returning the equipment to us, please be sure to clean the outer casing by following the cleaning instructions in the manufacturer's equipment user guides.

Upon completion of your therapy, please call us immediately at the telephone number provided below to arrange for the return of your pump. We will provide you with instructions on how to return the equipment, using the return box that was provided to you during initial delivery. ***It is important that you return the pump promptly and in good condition in order to avoid incurring additional rental charges and fees.***

Support

Apria is proud to provide you with an Apria NPWT Support Team member to answer your questions about the delivery, return, and/or replacement of your NPWT equipment and supplies. Please contact us at any time with questions, concerns, or to reorder supplies:

800.780.1228

Once again, please accept our personal welcome to Apria Healthcare. We look forward to serving you and helping you heal.

Sincerely,
Apria Healthcare
Home Healthcare Services and Equipment Provider

Healthy Habits that Help Stop the Spread of Germs

Infection is one of the greatest dangers to a healing wound. While using your NPWT system, make sure to follow the recommendations below to help prevent the spread of germs.

The Proper Handwashing Technique

1. Turn on the faucet and adjust the water to a lukewarm temperature. Leave the water running.
2. Wet your hands and wrists under the running water and apply soap.
3. Rub your hands together to make a lather and scrub them well. Start at your fingertips and move upward beyond your wrists.
4. Continue rubbing your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
5. With the water still running, dry your hands and wrists using a paper towel.
6. Turn off the faucet using the same paper towel.



If soap and water are unavailable, you can also clean your hands with an alcohol-based hand sanitizer.

Cover Your Cough

Germs travel far when you sneeze without covering your nose and mouth. A sneeze can travel up to 12 feet, and reaches speeds up to 100 miles per hour! So, cover your nose and mouth with a tissue or paper towel. If you don't have one available, sneeze into the crook of your elbow

- Cover your mouth and nose when you cough or sneeze.
- Put your used tissues or paper towels in a waste basket.
- You may be asked to put on a mask to protect yourself and others.
- Whenever you cough or sneeze, make sure to clean your hands.





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Visit us at
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