

Oxygen Users Guide and Safety Tips

Professional Medical 800-880-9748

At Professional Medical, we try to offer the best service for our valued customers. For the customer's better understanding of our company's protocols, we have listed the services you will receive from our company.

- To our rental customers we offer 24-hour on-call emergency service to repair any damaged or malfunctioning piece of oxygen equipment. In the event that your equipment malfunctions and is non-repairable, we will replace it. Our on-call technicians will attempt to troubleshoot the problem over the phone and if necessary are available to come to your home. In most instances problems can be solved over the phone if you will be calm and assist us with the troubleshooting process.
- Our 24-hour service is for emergencies only. **Tanks and supplies will not be delivered after hours** unless there are extenuating circumstances such as a power outage.
- If you need additional **oxygen tanks or supplies**, we ask that you give us **24 hours notice**. We pride ourselves on prompt service, but cannot always be there in a moment's notice for non-emergency calls.
- We have Respiratory Therapists on staff that can assist you with clinical questions or concerns that you may have regarding the use of your equipment.

The following are some recommendations for safe effective use of your oxygen systems:

1. Use your oxygen equipment only as prescribed by your physician; do not alter your flow rate from your prescription.
2. Oxygen is not flammable by itself; however, all materials, which burn in air, will burn much more rapidly in the presence of oxygen. **Oil and/or grease become highly combustible in the presence of oxygen.** Do not use oil, grease or any other petroleum based flammable substance on or around your oxygen equipment. This includes petroleum based moisturizing creams and Chapstick or Vaseline for your lips and nose.
3. Do not allow oxygen or oxygen equipment to be exposed to fire, sparks, heat, electrical switches or other possible source of ignition. You should keep your equipment at least 10 feet from open flames. Including gas or wood burning stoves or fireplaces.
4. Do not smoke or be within 10 feet of someone smoking.
5. Put of the "No Smoking Oxygen in Use" sign and as instructed by your technician, it is to be placed on or near the entrance most utilized in the home.
6. Do not store oxygen equipment at temperatures less that zero degrees or in excess of 120 degrees Fahrenheit.
7. Do not store tanks where they can get knocked around, tipped over or in poorly ventilated areas. Oxygen tanks must be stored in appropriate racks or carts that will be provided to me upon request. Do not store in unventilated closets or under your bed.
8. Please contact us at the phone numbers listed above if you have any problems with your equipment day or night.
9. We recommend that you contact your electrical service provider and ask to have your account placed on the priority list for restoration of power service.
10. When transporting oxygen tanks in your vehicle remember that it is subject to U.S. D.O.T regulations under part 49 CFR 177-840 as well as various state laws including but not limited to requirements for rollover proof racks and driver haz-mat training. Always secure your tanks appropriately when transporting them in a vehicle.
11. Emergency Preparedness: If you require the use of your equipment 24-hours per day in the case of a disaster or extremely severe weather, which results in a long-term (more than 4 hours) power outage, we will attempt to contact you to assess your needs and our ability to serve you safely if possible. However, remember, you are ultimately responsible for residing in a location that has adequate electrical service. Please develop a plan now to move, taking our equipment with you, to a location that has adequate electrical service. We suggest you always have a portable, battery-powered radio available to monitor the weather and a flashlight, both with fresh batteries. Monitoring the radio can assist you in determining the location of a shelter.

All of us at Professional Medical value your business and are eager and willing to help with any concerns or problems you may encounter. Please do not hesitate to call us. Please sign below stating you understand the tips and guidelines stated above.

Customer Signature

Date

Company Representative Signature