

ResMed guidebook
Remote CPAP setups

Setup

Setup

Recommendations



Block enough time

We recommend blocking a few minutes on either end of each appointment for technology setup and wrap up.



Ensure you have the patient's phone number

Some patients may struggle to follow instructions and connect remotely, so ensure you have their phone number available to call them in case they need additional support.

- When troubleshooting any connection issues, learn what device (i.e. computer, tablet or phone) is being used, including the manufacturer/operating system and browser as each technology may experience unique issues. Understanding the process for each can enable patient support when needed.



Have equipment & be prepared to demonstrate

Have equipment with you mirroring what the patient will have during the setup and demonstrate how to use each piece.

- For instance, take time to assemble and put on the mask so the patient has a clear understanding of what they need to accomplish. Then allow the patient time to complete the action themselves. If they struggle or experience confusion, it may help to re-demonstrate the specific action.



Establish WHY patients are on therapy

It's very important to explain to patients why they are using therapy. Ensure they understand why it's important to their health. The "why" is key to building this new habit.



Keep it simple

Because the patient is going to be working to build a new habit, try to simplify information as much as possible.



Support is crucial

Make sure the patient knows where they can find support if and when they need it. Whether it's online, phone, text message or email support, they'll appreciate knowing where to find it.



Setup

Call outline

Introduction

- Confirm the patient's identity by verifying data elements such as their name, date of birth, medical/health record identifier and phone number.
- If recording, obtain consent from the patient **before** the recording starts.
- Why we are here: A sleep study identified the need for CPAP therapy due to obstructive sleep apnea (OSA).
 - Goal for today: Getting comfortable with therapy. Learn the patient's goals and motivation for therapy.
 - To ensure you're teaching effectively, ask them to repeat the information and demonstrate. If anything is unclear, review it again.
 - Share the agenda.
 - What questions does the patient have?

Sleep apnea education

- Sleep apnea definition: What are the common symptoms? Ensure the patient understands what it is and why treatment is important.
- Explain the impact of comorbidities.
- Explain how the device and mask work, and how they treat sleep apnea.

Getting started

- Resources to help them achieve their goals:
 - ResMed myAir™: If they haven't registered, explain the benefits, privacy notice and how to register.
 - Review resources sent in pre-setup emails.
 - Have them gather items (device, mask, etc).



Equipment overview

- ResMed device: APAP (auto-adjusting positive airway pressure) is our recommended sleep apnea treatment.
 - 2 modes: CPAP + APAP adjusts based on their upper airways requirement to be best splinted open.
- Equipment received: mask and equipment start guide.
 - Travel bag: Includes water chamber, power supply, air tubing and device.
 - Device: black (AirSense™) or gray (AirCurve™) depending on which model they received.
 - Air filter: Disposable white square on the left side of the device. Filter door has holes.
 - Water tub: Clear tub, measurement lines in front. Insert on the right side of the device. Fresh distilled water daily.* Empty after each use. Be sure not to overfill.
 - Power supply: Provides power to the device. There should be two pieces in the bag.
 - Air tubing: Connects the mask to the device. The heated hose warms the air.
 - On the back side of device: The serial number (SN) is 11 digits and the device number (DN) is 3 digits. This information is needed to register for myAir.

Navigating comfort settings

- These are settings patients are able to change to have a more comfortable experience using therapy.
 - Ramp: Device is pre-set to AutoRamp, which is the suggested setting. It detects snoring, patterns of consecutive breathing or apneas.
 - Humidity level: Allows the patient to modify the humidity settings to their environment and preference.
 - Mask: If the patient has a full face mask, have them set their mask setting to full face.

* As stated in our clinical and user guides, only distilled water should be used with the PAP humidifier for optimal operation. Distilled water has had most/all minerals removed from the water which would otherwise cause a mineral buildup in the humidifier tub. While the use of tap or bottled water may require more rigorous humidifier cleaning in the short term and excess mineral buildup in the tub over the long term, the use of tap or bottled water will not harm the therapy device or pose a risk to patients.

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Call outline

Other key settings to review

- Prescription pressure & Expiratory Pressure Relief (EPR™): can be adjusted if the patient needs changes between inspiratory and expiratory pressure.
- Climate Control: Pre-set to Auto if the ResMed ClimateLineAir™ heated tube is connected to the device. It can be set to Manual.
- Tube temperature: Controls the air temperature. The suggested setting is Auto. This may be changed to Manual to increase the temperature up to 86° F if necessary.



Many therapy and comfort settings can be adjusted remotely for patients within the AirView Prescription tab.

Mask setup and sizing

Full face mask



- Remove mask from the box and bag it was shipped in. Be prepared to guide patients on how to separate the mask from the support packaging.
- Mask cushion: The plastic exterior and translucent silicone that covers the edge (one piece). The narrow part of the cushion sits on the bridge of the nose and the bottom fits between the lower lip and chin.
- Size marker: Located on the bottom front. Use large size if medium hits the lip, use small size if medium hits the chin (if multiple cushions were provided).
- Removing the cushion: Squeeze both sides of hard plastic and remove. When reattaching, push until you hear an audible click sound.
- Mask elbow: Attach the elbow to the air tube then connect the elbow to the mask. Explain venting purpose.
- Mask headgear: Straps will fit on the head and attach to the mask frame. The top strap sits across the crown of the head and the lower strap on the base of the neck. The magnetic clips allow for easy connection or removal without having to readjust the straps.
- Demonstrate putting on the mask: Fit the cushion. Adjust the straps. Start the device and run mask fit.

Nasal mask



- Remove mask from the box and bag it was shipped in. Be prepared to guide patients on how to separate the mask from the support packaging.
- Mask cushion: The plastic exterior and translucent silicone that covers the edge (one piece). The narrow part of the cushion sits on the bridge of the nose and the bottom sits just under the nose.
- Size marker: Located on the bottom of the cushion (if multiple cushions were provided).
- Removing the cushion: Hold frame by placing your thumb over the side slot. Pull cushion away from frame. When reattaching, push until you hear an audible click sound.
- Mask elbow: Features short tubing and attaches to the air tube.
- Mask headgear: Straps will fit on the head and attach to the mask frame. The top strap sits across the crown of the head and the lower strap on the base of the neck. The magnetic clips allow for easy connection or removal without having to readjust the straps.
- Demonstrate putting on the mask: Fit the cushion. Adjust the straps. Start the device and run mask fit.

Pillows mask



- Remove mask from the box it was shipped in.
- Mask cushion: The plastic edge and translucent silicone material sit at the nasal opening (one-piece).
- Size marker: Located on the bottom of the cushion. The top of the cushion says ResMed.
- Removing the cushion: Hold the top of the mask tubing, squeeze and pull the cushion away from the mask frame. To reattach, push until you hear an audible click sound and ensure the ResMed logo faces up.
- Mask frame: Features short tubing and attaches to the air tube. Explain venting purpose.
- Mask headgear: Straps will fit on the head and attach to the mask frame. The headgear consists of a single strap with a split in the middle. The lower strap sits across the nape of the neck, the top strap sits at the top of the head.
- Demonstrate putting on the mask: Fit the cushion. Adjust the straps. Start the device and run mask fit.

Setup

Call outline

Run mask fit option on ResMed Air10™ device

- Identifies what a normal amount of air escaping from the mask should feel like.
 - Runs at 10 cm H₂O of pressure.

Run Warm Up

- Pre-warm the water in the humidifier to receive the benefits of humidity immediately.

Frequently asked questions

- Cleaning instructions: Clean cushion/pillows every day with mild soap and warm water, air dry out of direct sunlight. Clean frame, water tub, headgear, air tubing weekly with mild soap and warm water, and air dry out of direct sunlight. Always be sure to reference the user guide for mask and device cleaning instructions.
- Compliance or regular use of device: Importance is overall long term benefit and improvement to health. Use a minimum of 4 hours/night. Insurance provider may have different guidelines.
- Resupply: Helps maintain good equipment performance and mask seal. Replace equipment as it begins to wear down. Insurance provider may have different guidelines for resupply replacement.
- Travel: CPAP as a carry-on. Confirm with your airline if it counts toward max allowed carry-on bags. Do not place in checked luggage.
- Airplane mode: Will prevent the device from transmitting data. Turn on if using during a flight.
- Further clinical questions: Follow up with their physician for clinical questions regarding the prescription, therapy or anything involving their individual medical history.

What to expect as you start therapy

- Acclimation strategies:
 - Have them wear for a few minutes before going to bed to get used to breathing with it.
 - Have them pay attention to what feels challenging (wearing a mask, air pressure, leak, anxiety, etc.)
 - myAir has resources to address many common challenges.
 - Review available resources.
 - Tell patients to stay positive! Many patients find therapy challenging at first, but most are successful after adjusting. Encourage them to stick with it and seek help when they need it, and they can be successful too.
- Review the patient's questions from the beginning to ensure all questions were answered.
- Review the patient's goals and reiterate how applying learnings will help achieve those goals.
 - Encourage the patient to set a usage goal for that night and the coming week and commit to doing it.

Setup

Follow-up email

Following your setup appointment with your patient, send them a follow-up email reinforcing the key learnings, available resources if they need more support and how to reach your organization if needed.

Hello [Patient Name],

It was a pleasure speaking with you for your therapy setup appointment. Remember to try out your machine tonight – don't wait to get started. It may take some time to adjust on therapy, and that's okay. We will be monitoring your progress and following up if we see you are having challenges. If you need any additional support, you can reach us at [xxx.xxx.xxxx] or [EMAIL].

Watch the videos below for some helpful tips as you get started.

As you continue, these resources can help you build confidence and comfort on therapy – be sure to check them out!

- myAir™ – ResMed.com/myAir
- [OTHER RESOURCES]

It's important to use your therapy equipment on a regular basis in order to meet compliance and to receive the benefits of therapy. If you have any questions or need assistance, please do not hesitate to reach out. We are available via phone [XXX-XXX-XXXX] or [EMAIL] during the following times:
[DAYS AND TIMES]

Thank you for letting us be part of your sleep therapy journey!

Sincerely,
[YOUR ORGANIZATION / PERSON SENDING EMAIL]



Resources are available to support patients in getting started on therapy.

Introduction

ResMed.com/SleepApneaBasics

myAir

ResMed.com/myAir

Getting started on therapy

Resources are provided specific for each of the masks recommended for remote setup to help you direct the patient to curated content:

AirFit™ F20:

ResMed.com/F20-GettingStarted

ResMed.com/F20-Resources

(subsection on same page)

AirFit N20:

ResMed.com/N20-GettingStarted

ResMed.com/N20-Resources

(subsection on same page)

AirFit P10:

ResMed.com/P10-GettingStarted

ResMed.com/P10-Resources

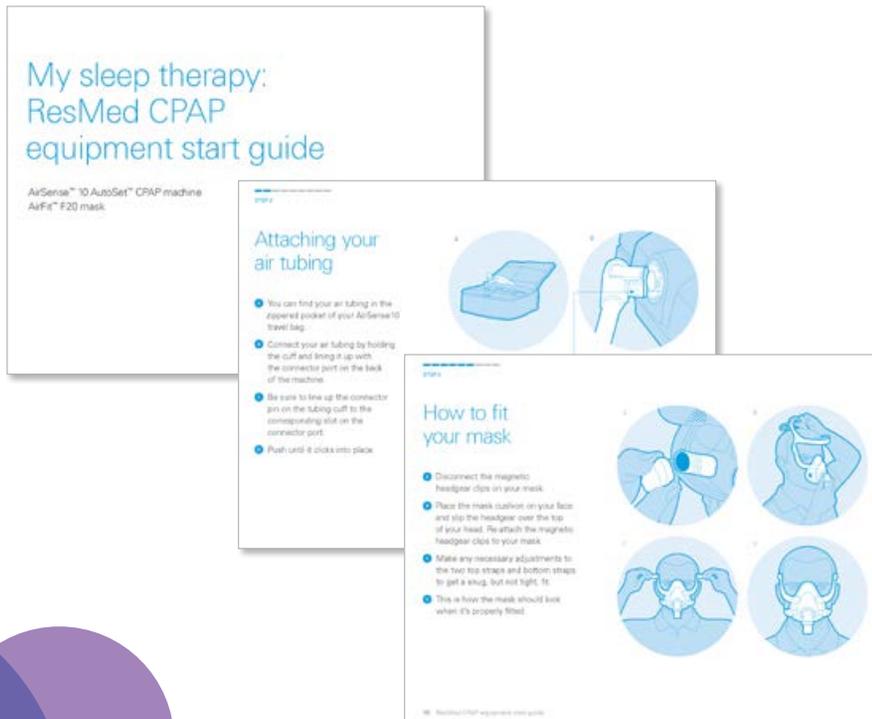
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Setup

Printed patient resources

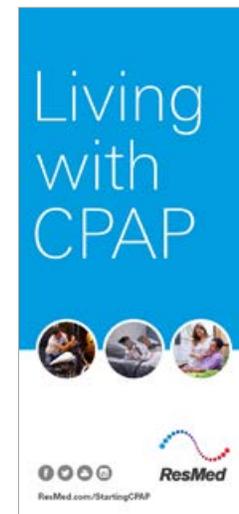
Remote setup guides*

- Provides patients with step-by-step instructions on how to setup and use their therapy equipment, assemble and fit their mask, acclimate to therapy, and get started with the myAir app. They'll also have access to an accompanying setup video.
- Available for AirFit F20 (PN 10111957), AirFit N20 (PN 10111958) and AirFit P10 (PN 10111959) masks.

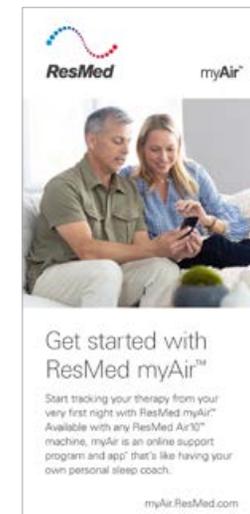


Additional education materials

- A selection of brochures to help prepare and support patients along their therapy journey.



Living with CPAP
PN 1019759



myAir registration
PN 1011223



Stay on track resupply
PN 1016061

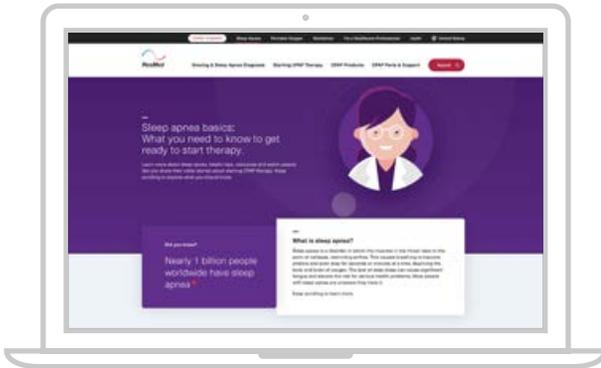
Available to order from the
ResMed Online Store

* A nominal charge applies

Setup

Digital patient resources

ResMed online



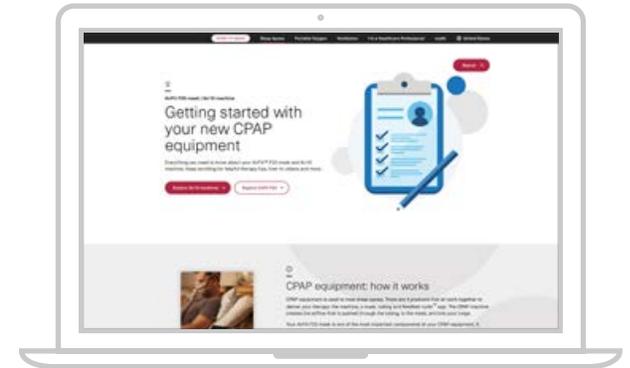
Sleep apnea basics

[ResMed.com/SleepApneaBasics](https://www.resmed.com/SleepApneaBasics)



ResMed MaskSelector

[See page 8 for more information.](#)



Getting started

[ResMed.com/F20-GettingStarted](https://www.resmed.com/F20-GettingStarted)
[ResMed.com/N20-GettingStarted](https://www.resmed.com/N20-GettingStarted)
[ResMed.com/P10-GettingStarted](https://www.resmed.com/P10-GettingStarted)

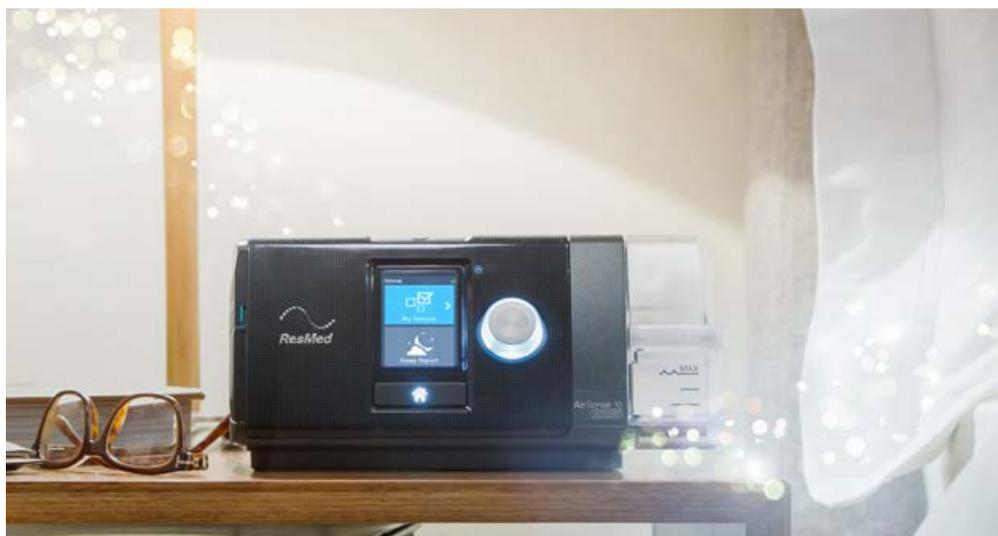
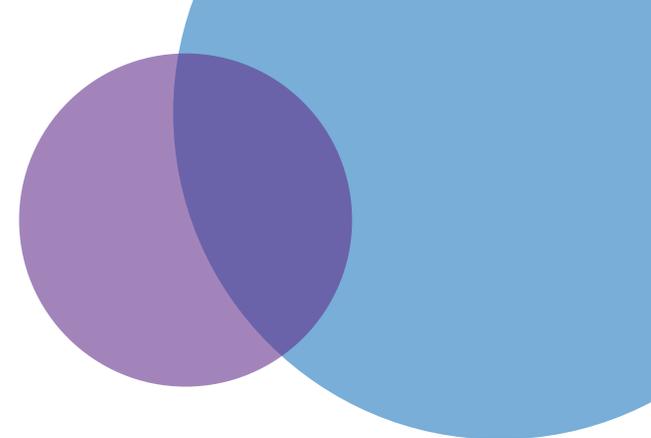
ResMed apps



HelloSleep™



myAir™
Patient engagement program



ResMed.com

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The Centers for Medicare and Medicaid Services (CMS) have encouraged remote setup and other means to reduce the spread of the coronavirus during the public health emergency. It is the responsibility of the provider to determine the current CMS guidance on use of remote tools.

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