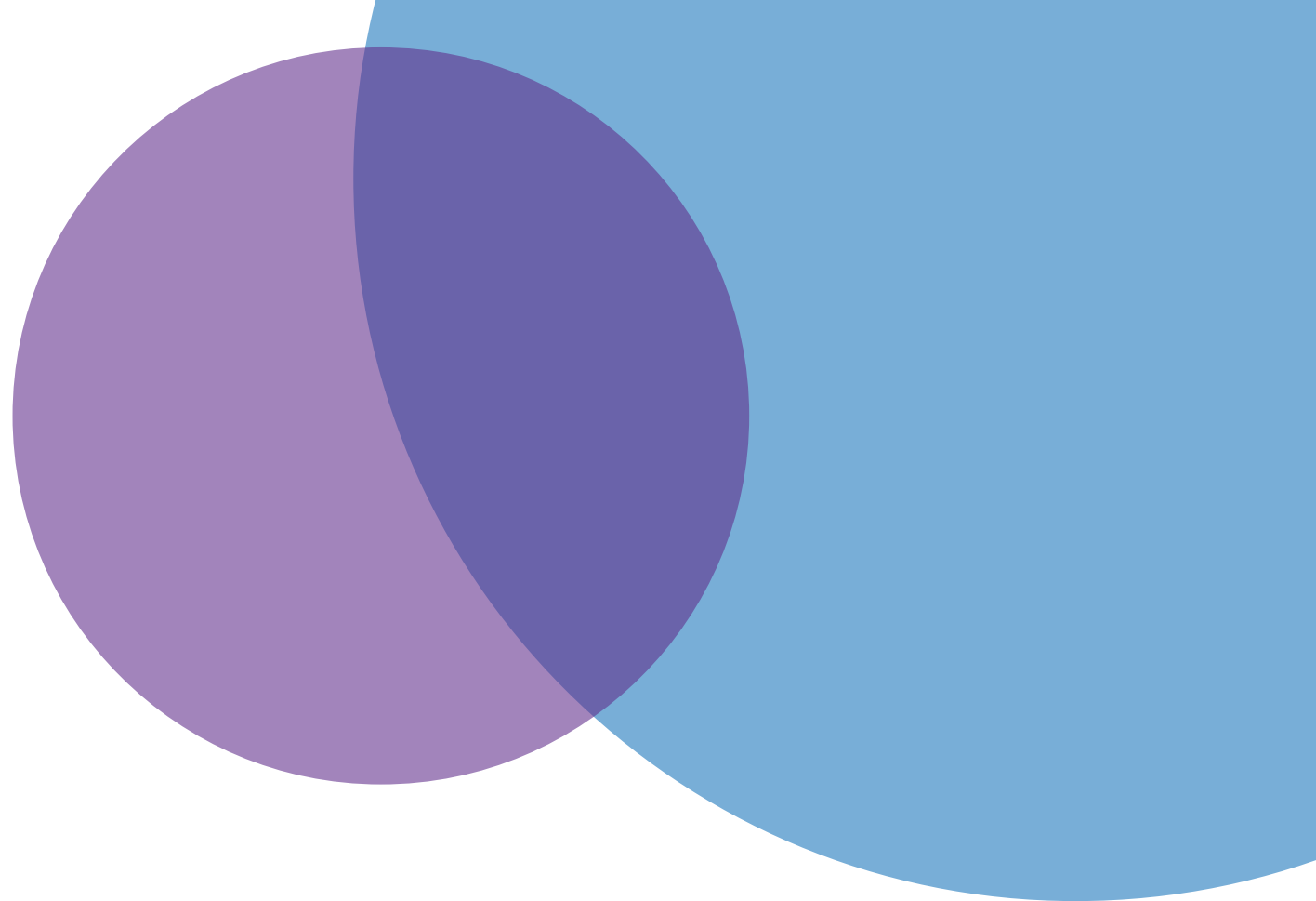




ResMed guidebook Remote CPAP setups

Scheduling & resources

Scheduling & resources

Schedule the setup appointment

- Once the delivery time is known, contact the patient to set up their appointment.
Note: if your organization is confident in shipping timelines, this can be done during the intake call.
- Send a calendar invite to the patient with details on how to connect for the setup appointment.
- Encourage the patient to register for ResMed myAir™.

Appointment via video conference

- We recommend setting up a secure video conference with the patient to facilitate a good teaching environment where your team member and the patient are able to watch, mimic and troubleshoot through the appointment.

Email supplemental information

- Email supplemental product information to the patient **in advance of the remote setup appointment** that includes your contact information so they know who to contact for support:
 - Encourage myAir registration.
 - Include your contact information so the patient knows who to contact for support.
 - Include delivery timeline and shipping details, such as a tracking number.
 - Setup appointment details should include: the date, time, how to connect (i.e. link for video conference, phone number, etc.), and who the appointment is with.
 - Actions for the patient to complete prior to the setup: purchase distilled* water.
 - Include resources.

See next page for templates.



The goal is to perform the remote setup as close to the delivery date as possible.

- We recommend scheduling the setup two to three days after the expected delivery to avoid having to reschedule if the delivery is delayed.
- Pay close attention to delivery schedules as carriers may be experiencing delays.

For patients who are unable to get to a store, many grocery delivery services allow distilled* water to be ordered and delivered. Fees may apply and services vary by geography.

myAir™

* As stated in our clinical and user guides, only distilled water should be used with a 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.

Pre-setup email



Hello [Patient Name],

It was a pleasure speaking with you today! Your sleep products have been ordered and should be arriving by [DELIVERY DATE]. Here is your tracking number: [TRACKING NUMBER].

Your sleep apnea therapy setup appointment is scheduled for:

- [DATE AND TIME OF APPOINTMENT]
- With [SETUP APPOINTMENT PERSONNEL], [ROLE]

During your call, you will speak with a sleep coach who will walk you through setting up and getting comfortable with using your machine. They are here to answer any questions you may have regarding your therapy, the machine, the mask and how to adjust to starting therapy. Our goal is to make sure you're comfortable with using your therapy and are ready to use your machine that night.

Here's how to get ready for your setup appointment:

1. Purchase distilled water.* This can be found at most major grocery stores or pharmacies.
2. [DOWNLOAD APPS / SOFTWARE NEEDED TO CONNECT TO THE SETUP APPOINTMENT]
3. You should have received an email invitation to register for ResMed myAir™. Consider registering for myAir using your smartphone, tablet or computer.
 - This app will help you track your own progress on therapy and will provide personalized coaching to help you adjust to therapy.
 - Please let us know if you did not receive this invitation, and we will happily resend the invite or help you register during your setup appointment.
4. Review the pre-setup resources available on these helpful website pages: [INSERT APPLICABLE RESOURCE LINKS]
5. Make a list of questions, concerns and goals for sleep therapy to discuss with your sleep coach.

It's important to complete these prior to your scheduled appointment as they will assist with your success on therapy.

On [DATE AND TIME OF APPOINTMENT], please [ACTION TO CONNECT TO SETUP APPOINTMENT] for your setup appointment with [NAME]:

- For your setup call, choose an area with a large flat surface (dining room table or other large area) to set up all of the different items in your therapy equipment and be able to have them within reach.
- You will need to have a power outlet near your setup area to plug in the device.
- If possible, have a family member or support with you, in person or remotely, during the setup to ask questions and learn with you.

If you have any questions or need assistance, please contact [CONTACT] at [XXX-XXX-XXXX] or via email at [EMAIL ADDRESS]. We are available during the following times: [DAYS AND HOURS]. We look forward to helping you get started on your sleep therapy journey!

Sincerely,
[YOUR ORGANIZATION / PERSON SENDING EMAIL]

Video conference tools can be downloaded onto computers, smartphones or tablets. Security features on these tools, when appropriately enabled, can help protect patient privacy. You and your patients will benefit from using these tools during setup appointments.

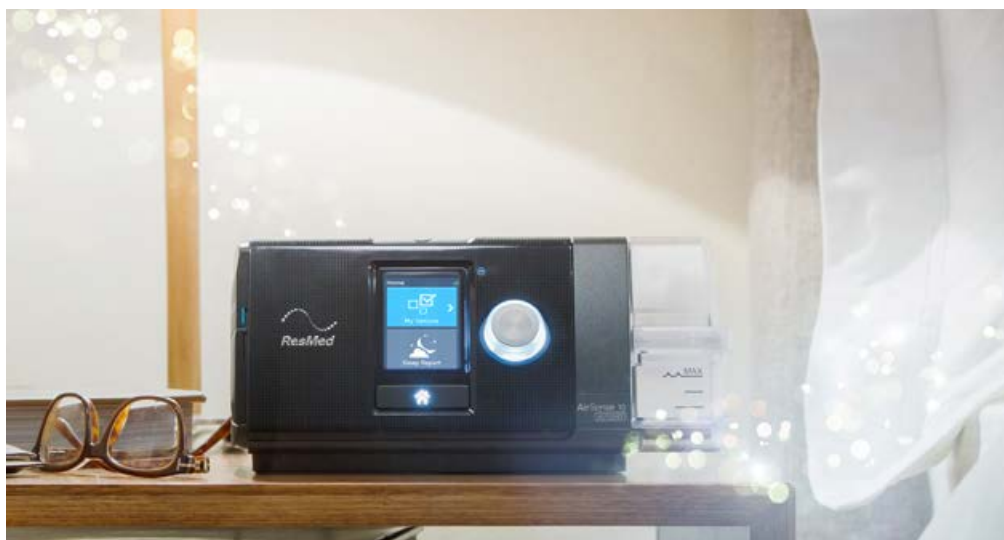
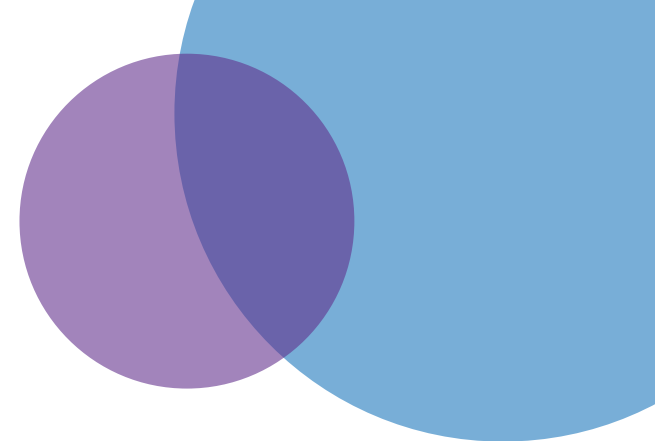
The NIH referenced data¹ indicates that COVID-19 is stable for up to 24 hours on cardboard and 2-3 days on plastic and stainless steel. In an abundance of caution, you may opt to recommend a delay in patient handling after delivery.

Resources

Resource links are outlined in the Setup module.

* Per the user guide, only distilled water should be used with your PAP machine

¹ <https://www.nih.gov/news-events/news-releases/new-coronavirus-stable-hours-surfaces>



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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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