

Patient guide



Your Home Oxygen Service

Dolby**VIVISOL**[®]
Home Respiratory Care

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Welcome and how to contact us

This patient guide provides general information about your oxygen equipment and its use.

It is vital that you take time to read this guide and familiarise yourself with your equipment, its cleaning and maintenance.

If you have any questions about your equipment or the Home Oxygen Service in general, please contact us for advice, enquiries, help and assistance.

Our Helpline is available 24 hours a day, every day of the year.

0800 917 9840 (Freephone).

However, normal working hours are Monday to Friday from 08:30 to 17:00.

You can also contact us by email:

patient.support@dolbyvivisol.com

To access our services if you are deaf or hard of hearing, non-English speaking or you are visually impaired then please use the Accessibility option available on our website:

dolbyvivisol.com/england

Patient Charter

Dear Patient,

The clinical team, or your GP, has agreed that the provision of a home oxygen supply will help with your medical condition. We want to ensure you obtain the maximum benefit from this, and that as far as possible, this supports your normal daily activity.

We understand that, for the majority of patients, this will be the first occasion on which you will have medical equipment installed in your home. This may appear a daunting prospect, but we hope that through the support provided (see opposite), we can help you adapt, so that you receive the maximum benefit from your oxygen provision.

To this end both the NHS and the Home Oxygen Service Provider (Dolby Vivisol) give you their commitment to the following:

What you can expect from the NHS

- 1 Will ensure home oxygen services meet your clinical needs.
- 2 Will monitor your home oxygen service to ensure a safe and effective supply, including:
 - Where appropriate, a full initial assessment by trained & experienced staff
 - Regular follow-up reviews of your progress and needs.
- 3 Will monitor the home oxygen services provided by Dolby Vivisol to ensure you have the right equipment to meet your needs and is the best use of NHS resources.
- 4 Will ensure all clinicians involved in the care of patients receiving oxygen services are informed of any changes or special circumstances that may impact on oxygen service provision.
- 5 Will be polite and treat you with dignity and respect at all times.

What you can expect from your Home Oxygen Provider – Dolby Vivisol

- 1 Will ensure provision of your home oxygen service in line with your assessed clinical needs and the service contract.
- 2 Will provide you support in the safe and effective use of equipment, including:
 - Full training for you and your carers in the safe operation of your equipment
 - Information on the equipment that has been provided
 - Regular risk assessments and servicing of the equipment.
- 3 Will provide a patient support service to deal with equipment-related queries in a timely manner, including:
 - A patient telephone helpline
 - Patient handbook on oxygen services
- 4 Will ensure you are informed of any changes, or special circumstances, that may affect your service provision, or request for services (e.g. bank holiday service provision, adverse weather etc).
- 5 Will be polite and treat you with dignity and respect at all times.

Following the principles and requirements within the NHS constitution.

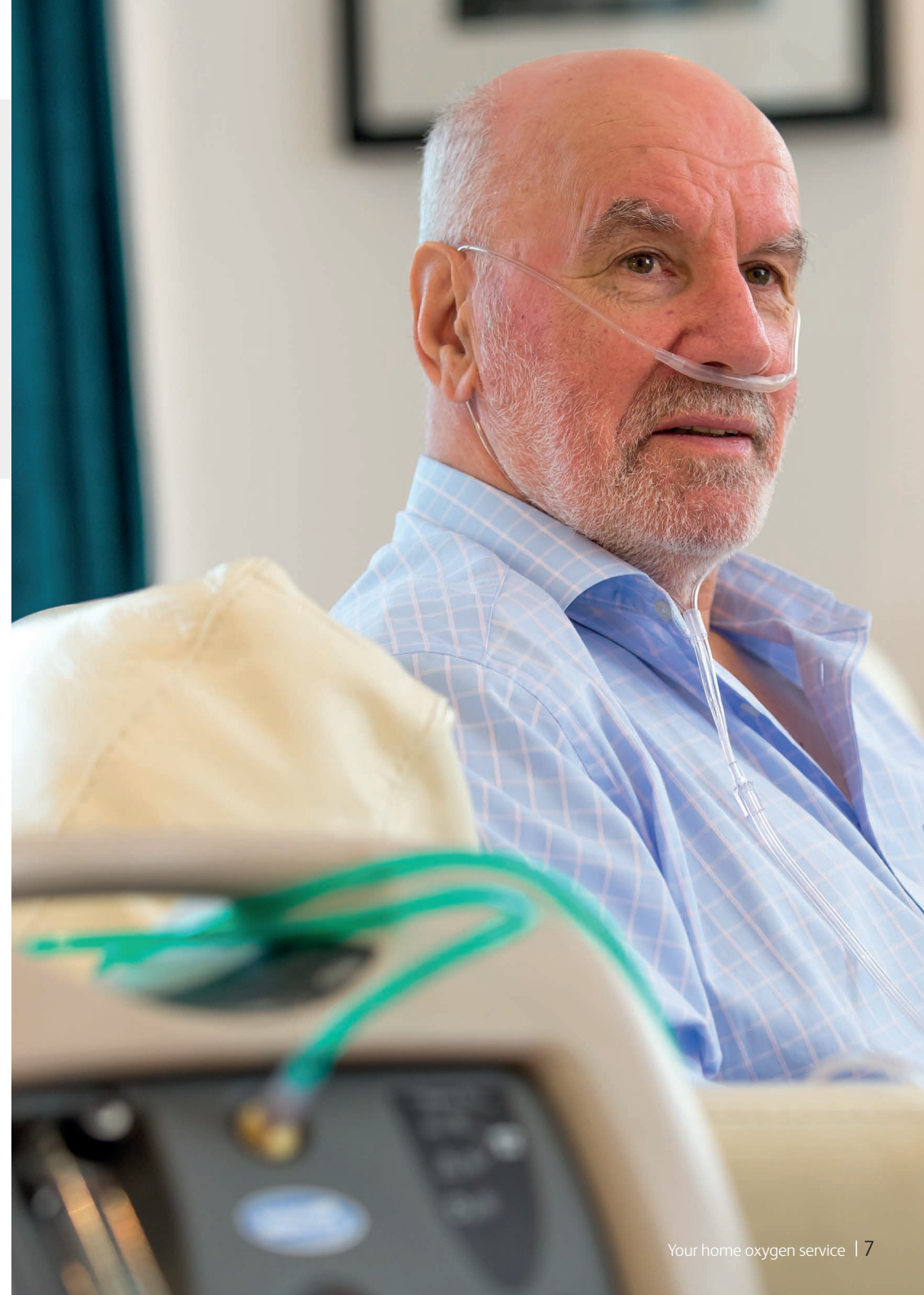
Patient Charter (cont)

We hope that all patients receiving a Home Oxygen Service will recognise that they too can help with the effectiveness of the service provision, thereby ensuring that both they, and other Home Oxygen patients, receive the maximum benefits possible.

In order to work in partnership and to involve you in the supply of your Home Oxygen Service, we would ask that all patients subscribe to the following points:

What can I do as a patient?

- 1 Ensure I follow all the safety recommendations e.g. not smoking (including electronic cigarettes) whilst using oxygen.
- 2 Ensure that the equipment is cared for and operated correctly by following the instructions/ schedule as demonstrated by the home oxygen provider (Dolby Vivisol), e.g. changing the filters on some equipment.
- 3 I will not alter the equipment installation, or change any equipment settings other than as instructed by the oxygen provider (Dolby Vivisol), or respiratory clinical team.
- 4 I will ensure that any back-up emergency supply is only used for that specific purpose, and no other reason.
- 5 I will, as far as possible, ensure that any replacement supplies (e.g. cylinders) are ordered in good time to avoid unnecessary emergency requests.
- 6 I will, as far as possible, inform my respiratory clinical team and home oxygen provider (Dolby Vivisol) of any changes that may affect the delivery of my service, as soon as possible (eg. address change, Doctor change).
- 7 I will ensure that either myself or my carer is present to receive any requested or scheduled delivery, removal or service visit. If this is not possible, I will contact the home oxygen provider (Dolby Vivisol) at the earliest opportunity to allow re-scheduling.



Why do you need oxygen?

Your healthcare professional (HCP) has ordered oxygen for you. This may be because the oxygen in your blood is low and you need more oxygen than is available from room air alone.

Your HCP will have assessed you, deciding how much additional oxygen your body requires. Your HCP will also decide the flow rate of oxygen and how many hours per day you will need to use it. They will have submitted a Home Oxygen Order Form (HOOF) on your behalf.

It is very important to follow your oxygen prescription because under certain circumstances, oxygen therapy can be dangerous. Therefore, oxygen therapy should only be used under the direction of a HCP.

This instruction guide tells you all you need to know about oxygen therapy to ensure you benefit as much as possible. Make sure you read and understand the guide before starting to use the oxygen equipment.

Please also pay special attention to the safety information included in this guide; should you have any questions, please contact us.

Safety with your oxygen

Oxygen is a fire accelerator and can cause rapid burning.

Higher concentrations of oxygen than normal in the environment can have three major effects:

- 1) Substances which would not normally catch fire may actually do so
- 2) Substances which will not normally burn or catch fire will do so more easily
- 3) Oxygen is denser than air and can saturate fabrics. Once they are oxygen rich they are much more flammable

For this reason, we ask you to take the following precautions when using and handling medical oxygen equipment.

DO keep at least 10 feet (3m) away from sparking objects, naked flames, flammable materials and extreme heat, e.g. gas hob, gas fire.

DO ensure you turn off your oxygen supply when not in use, even for short durations.

DO allow at least 30 minutes after you have removed your oxygen before cooking, for example. Oxygen may build up in material and make it more flammable, so allow time for it to be dispersed.

DO ensure oxygen is used in a well-ventilated room and not in a confined area.

DO ensure the firebreak (provided on static concentrator machines only) remains in the tubing, as left by the Dolby Vivisol technician. This piece of white plastic should have the blue arrow pointing towards the patient. It helps stop a fire spreading up the tubing.

DO NOT smoke or let anyone else smoke near you. Not only will smoking aggravate your condition, it is extremely dangerous when oxygen is being used. This includes E-Cigarettes. In addition never charge an E-cigarette in the vicinity of oxygen.

DO NOT apply oil or grease to the equipment. Keep all equipment clean using a damp cloth and allow the equipment to dry properly before using. Ensure your hands are clean when handling the equipment.

DO NOT use face or hand creams that are oil-based. Only use water-based creams. If unsure seek advice from your pharmacist or HCP.

When your oxygen is switched on, **DO NOT** leave your mask or cannula in your lap or lying on the bed or chair for any length of time. When you are not using your oxygen it should be turned off.

DO NOT let your tubing get trapped as this can reduce the flow of oxygen or even stop it. The maximum length of tubing we can install is 15m so always take care not to slip or trip over your tubing. Be extra careful around doors and furniture.

DO NOT let anyone tamper with your oxygen equipment or change the flow rate ordered by your HCP.

DO NOT cover or hang items on your concentrator or other oxygen equipment.

Remember: In case of fire, immediately vacate the premises. Only take your oxygen equipment with you if it does not hinder you. Stay out of the premises. Call the Fire and Rescue Services and advise them you are using medical oxygen. If you feel unwell, or you require emergency oxygen, request an ambulance immediately by phoning 999.

Your equipment

For details about the equipment that your HCP has ordered for you on the Home Oxygen Order Form (HOOF), please refer to the individual information leaflets provided by your Dolby Vivisol technician.

These information leaflets will also provide you with the relevant information on ordering replenishment of cylinders and dewars, servicing a concentrator and if applicable, electricity reimbursement.

Looking after your consumables

Your cannula/mask and tubing supplied are all important parts of your oxygen equipment and need looking after. The cannula should be replaced monthly or as advised by your Healthcare Professional. Facemasks should last between 2 – 3 months if cleaned regularly.

Cannula

Clean daily with a warm, damp cloth. Never immerse your cannula in water.

Facemasks

Facemasks should be cleaned daily in warm water, rinsed and left to air dry before use.



Looking after your consumables (continued)

Relief of irritation and dryness

Masks and cannula can irritate both the nose and skin, especially if the flow rate is high. To relieve and prevent this happening, use a water-based moisturiser such as KY-Jelly or aquagel. Do not use oil-based moisturisers such as Vaseline.

Please retain the paper insert from the disposable plastic bag you received your consumables in for re-ordering. This will have the model ref. number on it.

Example model ref. number for re-ordering purposes

Replacement consumables can be requested from your Dolby Vivisol technician at their next visit.

Alternatively you can request these by calling us on **0800 917 9840** (Freephone) or emailing us at **patient.support@dolbyvivisol.com**

We will either post your requested items to you or our technician can provide these on your next delivery.



What to do if there is a fault with your oxygen equipment?

In the unlikely event of this happening, switch to your backup supply, where appropriate.

In all cases of fault or if you have any concerns about the equipment, you should immediately ring our Customer Contact Centre on **0800 917 9840** (Freephone). They will guide you through a troubleshooting process to determine the source of the problem.

In order for us to give you a prompt and accurate response, it is important that you give us as much information as you can, which should include:

- The name and contact details of the person for whom the equipment is ordered, if not you
- Contact details of the person reporting the fault
- The address where the equipment is located, including the post code
- Which piece of equipment is faulty

If we are unable to solve the problem during the call, we will arrange for a Dolby Vivisol technician to visit you.

We have Patient Service Advisors in the Customer Contact Centre available 24 hours a day, 7 days a week.

It is important that you:

- Speak to your Healthcare Professional if you require medical advice
- **DO NOT** wait until your backup cylinder is nearly empty before you call us
- **DO NOT** change your oxygen flow without consulting your HCP
- **DO NOT** attempt to dismantle or repair the equipment yourself

Your holidays & travelling away from home

Your oxygen equipment has been provided to give you increased independence for activities in and out of your home.

When using oxygen away from your home, you should continue to observe all the safety precautions previously identified.

In particular, you should ensure that:

- No one adjusts or tampers with the equipment
- The safety risk to people around you is minimised

If you will be staying overnight at a different address you should call us on **0800 917 9840** (Freephone) before you plan your stay so that we can help you by arranging a temporary secondary supply at that address (please see page 18 for details).

Public transport

It is possible to take your oxygen on public transport but there are no fixed national guidelines as to which trains, coaches, buses and taxis will allow.

Portable oxygen can be used on London Underground.

The oxygen equipment should only be used:

- As described in the patient guide
- In a carrying bag when supplied
- With the tubing as short as possible

Always ensure that:

- Your equipment is secure while the vehicle is moving
- The valve of the oxygen equipment is securely closed, when not in use

When using the equipment on public transport:

- **DO NOT** leave the equipment unattended
- **DO NOT** leave the cannula or mask on the seat or near other absorbent materials when not in use

- **DO NOT** allow children to tamper with the equipment
- **DO NOT** cover the equipment with any clothing, bags or other material

Private transport

In all types of private transport, ensure the equipment is secure and not free to roll about. A concentrator should always be kept in an upright position. However we advise that you inform us of your travel destination so we can arrange your equipment to be installed there.

The oxygen equipment should only be used:

- With the vehicle ventilation system set to draw in fresh air from outside the vehicle
- In a carrying bag when supplied
- With the tubing as short as possible

When using the oxygen equipment in private transport

- **DO NOT** allow anyone to smoke in the vehicle. This includes E-Cigarettes
- **DO NOT** use oxygen when you are in a fuel station
- **DO NOT** use the oxygen equipment whilst the vehicle is being refuelled
- **DO NOT** transport cylinders on the front passenger seat
- **DO NOT** store oxygen equipment in a car
- **DO NOT** leave oxygen equipment unattended but if you have to do it for short time, it is advisable to make sure it is kept in the boot out of view

Your holidays & travelling away from home (continued)

Oxygen away from home within the UK

Provided you are already using oxygen equipment in your home, it is now possible for a temporary secondary supply to be made available to you.

For example you may need oxygen on holiday, at work or a second address.

Arrangements vary depending on whether you require the same oxygen equipment that you use at home or if you require different or additional equipment.

Arrangements will also vary depending on whether you are travelling in the UK or abroad. If you are travelling in the UK, you should first contact the owner/manager of the property in which you are staying and get formal permission for the equipment to be delivered.

If you do not require different or additional equipment, you should contact us with at least **3 weeks notice**, and provide the following information:

- Full details of the temporary address, including a contact number to arrange delivery
- Dates for which you require the equipment
- Confirmation that you have obtained permission from the property owner to allow the use of equipment and to permit us access to deliver & remove it
- Please also bear in mind that you may need to order replenishments of portable oxygen in preparation for travel so they are delivered before your departure

We will then make arrangements for the equipment to be available at your destination for the duration of your stay. We will also advise you who will be providing the equipment if you are outside a Dolby Vivisol region. We will liaise directly with the provider to make sure your oxygen requirements are fulfilled.

To recap, if you require oxygen away from home using the same equipment you have at home, you do not need to ask your Healthcare Professional for a new holiday order form.

Instead, you just need to call the Dolby Vivisol Customer Contact Centre on **0800 917 9840** (Freephone) and arrange your oxygen-away-from-home supply **at least 3 weeks** before departure.

If you need different or additional equipment (for instance portable oxygen) to travel within the UK, please advise your Healthcare Professional. Please allow enough time for a new holiday order form (holiday HOOFF) to be processed as we need to receive any changes from your Healthcare Professional **at least 3 weeks** before required.

When you're travelling abroad

The oxygen equipment that you are using at home should not be taken out of the region. However, there are a number of options available to you, should you wish to travel outside of the region.

Travelling abroad with oxygen is unlikely to be a free service and it is your responsibility to make your own arrangements. These should be made well in advance of your departure date. There are reciprocal arrangements in place for oxygen provision within the European Economical Area (EEA) and some surrounding countries. If you are travelling in these areas then the Department of Health has a customer helpline which can provide you with guidance in this respect – please contact them on: **0207 210 4850**.

Vivitavel offers patients private oxygen therapy which includes; access to a wide range of equipment, 24/7 patient support contact centre, with dedicated holiday enquiry line and travel within the South East of England and Scotland and advice.

If you are looking to travel either to the UK or abroad and would like some more information, then please contact our Vivitavel team on:

0330 123 0305

Available 9am – 5pm, Mon – Fri

vivitavel@dolbyvivisol.com

Documents for travel

As you already require oxygen you are classed as having a pre-existing condition so you are not covered under your European Health Insurance card (EHIC) for free oxygen equipment supplies. There may be a charge for the equipment you require.

When making arrangements for travel abroad, you will need:

- a letter from your doctor outlining your medical condition
- a copy of your EHIC
- a copy of your passport
- a covering letter requesting to be treated under the reciprocal arrangements where applicable

Cruises

Oxygen for cruise holidays from the UK is not available under the Home Oxygen Service.

Please contact Dolby Vivisol should you be require oxygen on a cruise ship. We will use our partners to assist with your travel arrangements.

Flying

Dolby Vivisol equipment is for use within the UK only. Always speak to your Healthcare Professional before planning a flight as they may ask you to complete a flight assessment which will determine if you are able to fly and how much oxygen you may need while in the air.

There is a wide variation between different airlines in the terms and conditions under which oxygen may be carried and used.

It is your responsibility to make arrangements and cover the cost not only for in-flight provision but also for transit and transfers within the airports and onto the planes.

For more information about travelling with oxygen, please call the British Lung Foundation on **08458 50 50 20** or visit **www.blf.org.uk** and ask for a free copy of their guide 'Going on holiday with a lung condition'.

Your household and car insurance

Dolby Vivisol retain ownership of all oxygen equipment. You do not need to insure it yourself or have it included in the value of your insured possessions.

However, we would advise you to contact your household insurers

to inform them that you will be using oxygen in your home. If using oxygen in your car, you should advise your vehicle insurance company too. Your insurance premiums should not be altered as a consequence.

Useful contacts

Dolby Vivisol
www.dolbyvivisol.com/england

Dolby Vivitravel
www.dolbyvivisol.com/our-services/patients-and-carers/vivitravel.aspx

British Lung Foundation
www.blf.org.uk

National Fire Service
www.fireservice.co.uk

Smoking Cessation
www.smokefree.nhs.uk

Cystic Fibrosis Trust
www.cftrust.org.uk

Pulmonary Hypertension Association
www.phassociation.uk.com

Organisation for the Understanding of Cluster Headache OUCH (UK)
www.ouchuk.org

Customer satisfaction & complaints

As a fundamental element of our quality management process, we undertake customer satisfaction surveys on a yearly basis and we always welcome your constructive feedback.

However, if you are unhappy about the service you have received from us, please contact us:

0800 917 9840 (Freephone) or email us:
patient.support@dolbyvivisol.com

Removal of equipment

If the oxygen equipment needs to be removed for any reason, please contact the Customer Contact Centre on **0800 917 9840** (Freephone) and our staff will advise you accordingly.

Please take care in looking after all the equipment provided by Dolby Vivisol. It is your responsibility to ensure all equipment supplied by Dolby Vivisol is returned upon the agreed removal date.

Contact us

We have a 24 hour Freephone helpline to address any of your enquiries. Normal working hours are:

Mon – Fri, 08:30 – 17:00.

Please contact us on **0800 917 9840** (Freephone).

The information provided in this patient guide was believed to be correct at the time of going to print.



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