

PULMONARY PROVIDERS GROUP, INC.

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Thank you for choosing Pulmonary Providers Group, Inc. as your provider of home medical equipment and supplies! Each of our staff members is specially selected and highly trained in providing the best possible service.

A few important points about us:

Please call us a minimum of 24 hours in advance if you need an oxygen delivery. While we are available 24 hours a day by telephone, if you have a respiratory equipment problem or need Oxygen, **we may take up to two hours to arrive at your residence during non-business hours.** It is always better to plan ahead!

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 & our ability to serve you safely. **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.

We always wear name tags for your safety.

If you have a medical emergency, we suggest you call 911. Do not call us, our staff does not provide CPR. Should you have Advance Directives or a Do Not Resuscitate (DNR) order, please provide us with a copy & a copy of those orders should be available at all times for emergency personnel.

Please call us at anytime between 9 am and 5 pm weekdays if you have a question or comment about your bill or any of our services. Our staff will be happy to serve you.

Home Safety Assessment Check List:

1. Explain in detail all instructions for operating the equipment.
2. Always use wall outlets and approved surge protectors, not extension cords.
3. Try to arrange the furniture so that outlets may be utilized without requiring extension cords.
4. Make sure the furniture does not damage electrical cords of the equipment.
5. Do not run electric cords under carpeting, it may pose a fire hazard.
6. Do not over-load outlets.
7. Position oxygen concentrators away from heating sources and at least one foot from the wall.
8. Check the concentrator's built-in alarm.
9. Check if the surroundings are safe for the patient to move around freely while using long oxygen tubing.
10. Check for fire safety devices such as smoke detectors and fire extinguishers. Suggest installing if not currently located in the home.
11. Caution client never to use oxygen in the presence of smoking materials or open flames.
12. Post a DO NOT SMOKE sign in the client's home.
13. Explain the necessity of proper room ventilation in order to prevent oxygen accumulation.
14. Inform the patient to abstain from using oil-based products such as Vaseline, petroleum jelly, etc..., while using oxygen.
15. Advise the patient to keep a flashlight at hand.