



SuperCare Health[®]

FREQUENTLY ASKED QUESTIONS



Non-Invasive Ventilation

We Help You Breathe Better

At SuperCare Health, we know that bringing your loved one home on non-invasive ventilation is an involved process. This guide contains important and useful information about our ventilation program and your day to day needs. The goal of this guide is to assist with helpful tips to reduce confusion or complications. This guide may not address every concern, so please be sure to reach out to us if you have additional questions or concerns.

Thank you for allowing us to be apart of your journey home!

Q: Who do I call for assistance?

<p>A: Clinical Assistance Help from a clinician with troubleshooting equipment, disease/therapy education, requesting a home visit</p>	<p>TeleCare Team 844-227-3360</p>
<p>Customer Care Customer Care assistance/updates on new or pending orders</p>	<p>iBreathe & SuperKIDS Team 844-492-5437</p>
<p>Resupply Orders To order existing or new supplies, or to check on the status of a supply order</p>	<p>Resupply Team 844-492-5437</p>
<p>After Hours: 24/7 support* SuperCare Health after hours service: for urgent assistance after normal business hours</p>	<p>After Hours Service 800-206-4880</p>

<p>Emergency Help Any kind of medical emergency at any time!</p>	<p>911</p>
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SuperCare Health Business Hours:
Monday–Friday 8:30 am – 5:30 pm (Pacific)

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Q: What is the follow-up process?

A: SuperCare Health is here to help you maintain success at home with non-invasive ventilation. Our follow up process includes a combination of the following:

In-Home Visits

1. Visits are conducted based on request and/or determined need.
2. An example of a follow-up schedule would be quarterly/bi-annual visits

Regular TeleCare Follow-ups

1. Phone call or video conferencing

Customer Care outreach for re-supply

1. Phone call

Q: What is the cleaning process?

A: Daily

1. Wash mask and mouthpiece after each use
2. Inspect machine and wipe down with a cloth if dirty or dusty

Weekly

1. Rinse reusable filter with warm water and air dry
2. Wash circuit (tubing) and humidifier chamber in warm soapy water

Monthly

1. Inspect the disposable bacteria filter and replace if visibly dirty

Q: How often should supplies be replaced?

A: Replacement supplies (circuits, filters, chambers, masks) will be provided on an as-needed basis based on the supply's ability to perform properly. It is important to inspect the supplies on a monthly basis and contact us when items are:

1. Broken, cracked or leaking from extensive use and cleaning
2. Items are dirty and unable to be cleaned (bacteria filters)

Q: What do I do if I encounter a problem or issue?

A: Preparation is key!

1. Always ensure the external battery is kept fully charged and, if possible, connected to the ventilator so that in the event of a power failure, it is ready for use.
2. Ensure manual resuscitator and (if applicable) emergency replacement airway is accessible at all times, in and out of the home.
3. Make a list of your important contacts and nearest emergency services.

Important Contacts	Phone#
<i>Family/Caregiver Support</i>	
<i>Doctor</i>	
<i>Urgent Care</i>	
<i>Hospital</i>	
<i>Fire Station</i>	
<i>Electric Company</i>	
<i>Gas Company</i>	
Emergency	911

In the event of a ventilator malfunction

1. Remove the patient from the ventilator immediately.
2. Begin manual ventilation using the manual resuscitator. Once the patient is stabilized on manual ventilation move on to STEP 4.
3. In some cases a patient may have a secondary ventilator; if so and unit is present and operational, place the patient on the secondary ventilator, ensure the patient is stable and proceed to the next steps.
4. Attempt to identify and correct/troubleshoot the problem.
5. If you are unable to troubleshoot, continue manual or secondary ventilation and contact SuperCare Health immediately for further assistance.

If at any point the patient shows signs of respiratory difficulty in breathing, call 911 for emergency assistance

In the event of a power failure

1. The ventilator should automatically switch to the internal (or if connected) external battery.
2. Ensure that the patient is ventilating properly. If not follow the steps outlined in the ventilator malfunction section above.
3. Check to be certain that the ventilator has not been disconnected from the electrical outlet or attached to an outlet associated with a light switch.
4. Ensure the ventilator is operating properly on the external battery.
5. Contact SuperCare Health immediately for further assistance.

In the event of a natural disaster

1. If required to evacuate, ensure the patient has all essential ventilator equipment/supplies from the home.
2. Proceed to the nearest hospital or emergency facility.
3. Notify SuperCare Health of your location and status.
4. Follow the instructions of your local authorities broadcast by radio or television.

If you live in an area that is prone to natural disasters or routine power outages you should consider purchasing a backup generator.

Q: What do I do in an emergency?

A: If at any point the patient shows signs of respiratory difficulty in breathing, **call 911 for emergency assistance**

Learning CPR can help you until emergency services arrive.

Assess Scene

Check the surrounding area for danger



Check Lifesigns

Check for response or abnormal breathing



Get Help!

Call 911, shout for help and send for a defibrillator





Position



Keep your elbows straight and position your hands one on top of the other in the center of the chest

Give 30 rapid chest compressions



To a depth of at least 2 inches, at a rate of at least 100 per minute. Let the chest rise completely after each compression

Tilt the head and lift the chin



Give 2 rescue breaths

Each lasting 1 second



Position



INFANTS TO AGE 1

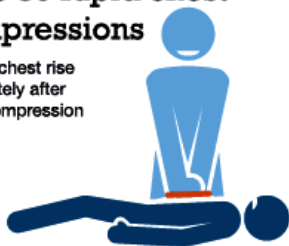
Position first two fingers of one hand just below the nipple line

YOUNG CHILDREN

Position one or two hands in the center of the chest

Give 30 rapid chest compressions

Let the chest rise completely after each compression



INFANTS TO AGE 1

To a depth of at least 1.5 inches, at a rate of at least 100 per minute

YOUNG CHILDREN

To a depth of at least 2 inches, at a rate of at least 100 per minute

Tilt the head and lift the chin



Give 2 rescue breaths



INFANTS TO AGE 1

Make a complete seal over the mouth and nose, then give 2 rescue breaths

YOUNG CHILDREN

Pinch the nose shut and make a complete seal over the mouth, then give 2 rescue breaths

Continue cycle of 30 compressions and 2 rescue breaths until:

- Victim wakes up
- An AED is brought to the scene and is ready to use
- Professional help arrives and takes over

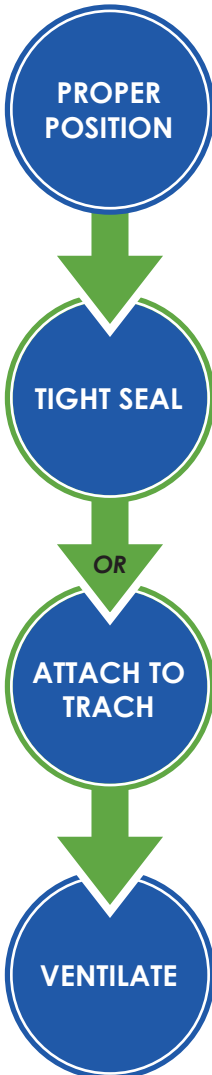
Hands Only CPR

If the rescuer is unable or unwilling to provide rescue breaths,

compression-only CPR can be performed at the rate of at least 100 compressions per minute



CPR with Ambu Bag



In the absence of neck injury, tilt the forehead back and lift the chin



Use the “E-C clamp,” which is the letter E and C formed by the fingers and thumb over the mask

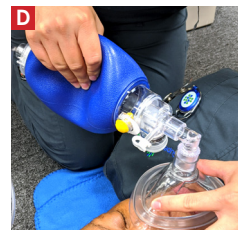


Remove ventilator circuit (tubing) and attach bag directly to trach tube



Be careful to not pull on tube or attach bag too tightly

Squeeze the bag over the span of one second until the chest rises



Do not over-ventilate

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Still have questions about non-invasive ventilation therapy? Schedule an appointment online



TeleCare Team
<https://bit.ly/telecareappt>