## RESMED AIRSENSE™ 10

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>COUNTRY OF ORIGIN</td>
<td>AUSTRALIA/SINGAPORE</td>
</tr>
<tr>
<td>CPAP CAPABLE</td>
<td>YES</td>
</tr>
<tr>
<td>AUTO-PAP CAPABLE</td>
<td>YES</td>
</tr>
<tr>
<td>VOLTAGE RANGE</td>
<td>100-240V AC</td>
</tr>
<tr>
<td>AUTO ALTITUDE ADJUSTMENT</td>
<td>YES</td>
</tr>
<tr>
<td>DISHWASHER SAFE WATER CHAMBER</td>
<td>NO</td>
</tr>
<tr>
<td>USER VIEWABLE RESULTS</td>
<td>YES</td>
</tr>
<tr>
<td>EXPENDABLE WARRANTY</td>
<td>30 DAYS</td>
</tr>
<tr>
<td>DEVICE SIZE H X W X D</td>
<td>4.57&quot; X 10.04&quot; X 5.91&quot;</td>
</tr>
<tr>
<td>SIZE WITH HUMIDIFIER ATTACHED</td>
<td>4.57&quot; X 10.04&quot; X 5.91&quot;</td>
</tr>
<tr>
<td>DEVICE WEIGHT</td>
<td>4.0 LBS (INCLUDING POWER SUPPLY)</td>
</tr>
<tr>
<td>DEVICE WEIGHT WITH HUMIDIFIER</td>
<td>4.04 LBS (INCLUDING POWER SUPPLY)</td>
</tr>
<tr>
<td>UNIT WARRANTY</td>
<td>2 YEARS</td>
</tr>
<tr>
<td>HUMIDIFIER WARRANTY</td>
<td>2 YEARS</td>
</tr>
<tr>
<td>HUMIDIFIER CAPACITY</td>
<td>380 mL</td>
</tr>
<tr>
<td>DC CABLE AVAILABLE</td>
<td>YES</td>
</tr>
<tr>
<td>AUTO ON</td>
<td>YES</td>
</tr>
<tr>
<td>AUTO OFF</td>
<td>YES</td>
</tr>
<tr>
<td>AUDIBLE ALARM</td>
<td>NO</td>
</tr>
<tr>
<td>SOUND LEVEL</td>
<td>26.6 DBA</td>
</tr>
<tr>
<td>HEATED TUBING AVAILABLE</td>
<td>YES</td>
</tr>
<tr>
<td>FLEX FEATURE</td>
<td>YES, EPR™</td>
</tr>
<tr>
<td>SEPARATE PAP FROM HUMIDIFIER</td>
<td>NO</td>
</tr>
<tr>
<td>EXTERNAL TRANSFORMER</td>
<td>YES</td>
</tr>
<tr>
<td>BUILT-IN ALARM CLOCK</td>
<td>NO</td>
</tr>
<tr>
<td>WIRELESS DATA STANDARD</td>
<td>YES</td>
</tr>
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</table>
ResMed is proud to offer a full range of superior sleep apnea devices (including CPAP, bi-level and autotitration) that are clinically engineered to offer unparalleled comfort and the lowest noise levels available. The units feature an integrated humidifier, built-in wireless data transmission and available heated tubing.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>37208</td>
<td>AIRSENSE 10 AUTOSET™ WITH HUMIDIFIER</td>
<td>2,000.00</td>
</tr>
<tr>
<td>32710</td>
<td>AIRSENSE 10 AUTOSET™ FOR HER WITH HUMIDIFIER</td>
<td>2,000.00</td>
</tr>
<tr>
<td>37212</td>
<td>AIRCURVE 10 V AUTO WITH HUMIDIFIER</td>
<td>3,660.00</td>
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<tr>
<td>37307</td>
<td>AIRCURVE 10 ST WITH HUMIDIFIER</td>
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</tr>
<tr>
<td>37216</td>
<td>AIRCURVE 10 AUTO SERVO VENTILATOR ASV WITH HUMIDIFIER</td>
<td>8,060.00</td>
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<tr>
<td>37299</td>
<td>CHAMBER S10</td>
<td>53.95</td>
</tr>
<tr>
<td>TUB006SS</td>
<td>TUBING LIGHTWEIGHT 6 FOOT 15MM</td>
<td>48.95</td>
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<tr>
<td>37296</td>
<td>CLIMATELINE AIR HEATED TUBING</td>
<td>86.95</td>
</tr>
<tr>
<td>CF2107HA-2</td>
<td>S10 HYPOALLERGENIC FILTER PACKAGE OF 2 EA</td>
<td>13.95</td>
</tr>
<tr>
<td>37303</td>
<td>COVER SIDE AIRSENSE CHARCOAL</td>
<td>18.95</td>
</tr>
<tr>
<td>37335</td>
<td>COVER SIDE AIRSENSE GREY</td>
<td>18.95</td>
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<tr>
<td>37297</td>
<td>CONVERTER 12/24V AIRSENSE 10</td>
<td>164.95</td>
</tr>
<tr>
<td>37344</td>
<td>POWER SUPPLY S10 90 WATT</td>
<td>96.95</td>
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</table>
Travel CPAPs

ResMed Air Mini

- Smallest portable CPAP on the market today
- Effective waterless humidification for portable convenience
- Convenient control with the AirMini app
- Premium travel bag and accessories for therapy on the go

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Description</th>
<th>Price</th>
</tr>
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<tbody>
<tr>
<td>38113</td>
<td>APAP RESMED AIRMINI</td>
<td>$900.45</td>
</tr>
<tr>
<td>38812</td>
<td>HUMIDIFIER RESMED AIRMINI HUMIDX PLUS 3PK</td>
<td>$38.95</td>
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<tr>
<td>38809</td>
<td>HUMIDIFIER RESMED AIRMINI HUMIDX STANDARD 3PK</td>
<td>$38.95</td>
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<tr>
<td>38815</td>
<td>FILTER AIRMINI 2PK</td>
<td>$8.45</td>
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<tr>
<td>38824</td>
<td>MASK RESMED AIRMINI P10 SETUP PACK</td>
<td>$178.95</td>
</tr>
<tr>
<td>38823</td>
<td>MASK RESMED AIRMINI N20 SETUP PACK</td>
<td>$68.95</td>
</tr>
<tr>
<td>38825</td>
<td>MASK RESMED AIRMINI F20 SETUP PACK</td>
<td>$49.95</td>
</tr>
<tr>
<td>38841</td>
<td>CASE RESMED AIRMINI HARD TRAVEL</td>
<td>$28.95</td>
</tr>
</tbody>
</table>

Travel size CPAPs are not covered under Medical Insurance Plans. Not billed to insurance.

Transcend

- Auto: CAPSOMAUTO
- A great solution for travelers, campers, truck drivers and anyone on the go.
- 3-year warranty
- Very quiet operation (only 29dB)
- Available with EZEX (Somnetics flex)
- Comes with international AC adaptors

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Description</th>
<th>Price</th>
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</thead>
<tbody>
<tr>
<td>503065</td>
<td>UNIT AUTO TRANSCEND</td>
<td>$600.00</td>
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<tr>
<td>503064</td>
<td>HUMIDIFIER TRANSCEND</td>
<td>$198.00</td>
</tr>
<tr>
<td>CAPSOM503080</td>
<td>CHAMBER TRANSCEND</td>
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</tr>
<tr>
<td>CAPSOM503059</td>
<td>POWER SUPPLY</td>
<td>$90.45</td>
</tr>
<tr>
<td>503023</td>
<td>BATTERY TRANSCEND</td>
<td>$306.95</td>
</tr>
<tr>
<td>503067</td>
<td>FILTER TRANSCEND</td>
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</tr>
<tr>
<td>503043</td>
<td>HOSE ADAPTER</td>
<td>$16.95</td>
</tr>
</tbody>
</table>

Travel size CPAPs are not covered under Medical Insurance Plans. Not billed to insurance.
Battery Options

The freedom to power your CPAP machine no matter where your world takes you!

» Made from high-capacity lithium-ion cells
» Works with most makes and models of CPAP and Bi-Level machines
» Stylish and functional carrying case, connector tips, AC charger and DC power cord included
» Four stage LED power gauge on battery indicates remaining usage time
» Equipped with standard smart chargers keeping the battery topped off and ready to go as an emergency backup during power outages
» Aluminum alloy scratch resistant shell provides maximum durability

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>BPS F.D.1KIT</td>
<td>SINGLE BATTERY PACK</td>
<td>$329.95</td>
</tr>
<tr>
<td>BPS F.D.2KIT</td>
<td>DOUBLE BATTERY PACK</td>
<td>$529.95</td>
</tr>
<tr>
<td>150 WATT SINE WAVE</td>
<td>150W MODIFIED SINE WAVE INVERTER</td>
<td>$74.95</td>
</tr>
<tr>
<td>BPSC-12VDS</td>
<td>12V CONVERTER FOR RESPIRONICS DREAM STATION</td>
<td>$79.45</td>
</tr>
<tr>
<td>BPSC-24AS10</td>
<td>INVERTER POWER 24V FOR RESMED S10 MODELS</td>
<td>$74.95</td>
</tr>
<tr>
<td>BPS DC CABLE</td>
<td>BATTERY CHARGER DC CABLE</td>
<td>$32.95</td>
</tr>
</tbody>
</table>

Voltage Adapter

This device is used to allow a 110V U.S.-style electrical plug to fit into the host country’s receptacle.

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>644705</td>
<td>ADAPTER KENSINGTON TRAVEL PLUG</td>
<td>$37.45</td>
</tr>
</tbody>
</table>
SoClean CPAP Sanitizing Machine

A safe, easy, natural way to thoroughly clean and sanitize your CPAP equipment. The SoClean CPAP sanitizing machine uses safe, natural, activated oxygen to thoroughly sanitize your entire CPAP system by eliminating any mold, bacteria and viruses it comes in contact with.

The inside chamber was designed specifically so that multiple mask types can be used within the SoClean unit, from nasal pillow masks to full CPAP masks. SoClean uses a universal fitting to integrate into an array of CPAP models.

» Destroys 99.9% of bacteria, viruses and mold
» Peace-of-mind clean
» Completely automated
» No need to take CPAP equipment apart
» Sanitizes without chemicals or water
» Same sanitizing process used in water purification, produce and hospitals
» New sleek design
» Smaller footprint (8.75" H x 7.25" W x 7.75" D)
» Indicator lights throughout the cycle
» Left or right hose insertion option
» Easy filter cartridge system
» 1-year warranty

<table>
<thead>
<tr>
<th>CAP1007</th>
<th>SOCLEAN AND SANITIZER MACHINE</th>
<th>298.95</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAP1007-KIT</td>
<td>FILTER KIT &amp; VALVE SO CLEAN</td>
<td>30.95</td>
</tr>
<tr>
<td>CAP1007-PWL</td>
<td>PREWASH NEUTRALIZING 8 OZ</td>
<td>32.45</td>
</tr>
<tr>
<td>CAP1007-PLUG</td>
<td>PLUG SO CLEAN 2</td>
<td>6.95</td>
</tr>
<tr>
<td>CAP1007-ARS9</td>
<td>ADAPTER SOCLEAN 2 FOR RESMED S9 HEATED HOSE</td>
<td>20.95</td>
</tr>
<tr>
<td>CAP1007-ARA10</td>
<td>SUNSET SOCLEAN ADAPTER FOR AIRSENSE 10</td>
<td>20.95</td>
</tr>
<tr>
<td>CAP1007-APR1</td>
<td>ADAPTER SOCLEAN 2 FOR RESPIRONICS SYS ONE HEATED HOSE</td>
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</tr>
<tr>
<td>CAP1007-APRDS</td>
<td>ADAPTER SOCLEAN FOR RESPIRONICS DREAM STATION</td>
<td>20.95</td>
</tr>
</tbody>
</table>

Additional mask cleaning products can be found on page 23.
### Zest™ Q Nasal Mask

**One of the unique features is how quiet it is**
With Zest™, the Rest is Easy. Fisher Paykel Zest™ Q minimizes partner disturbance. The Zest™ Q includes the proven Fisher & Paykel Healthcare features and benefits, and with the Advanced Air Diffuser, it’s quieter than ever.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>400HC577</td>
<td>ZEST™ Q NASAL MASK WITHOUT HEADGEAR</td>
<td>165.95</td>
</tr>
<tr>
<td>400HC576</td>
<td>ZEST™ Q PETITE NASAL MASK WITHOUT HEADGEAR</td>
<td>165.95</td>
</tr>
<tr>
<td>400HC578</td>
<td>ZEST™ Q PLUS NASAL MASK WITHOUT HEADGEAR</td>
<td>165.95</td>
</tr>
<tr>
<td>400HC314</td>
<td>HEADGEAR FOR ZEST™</td>
<td>52.95</td>
</tr>
<tr>
<td>400HC316</td>
<td>HEADGEAR FOR ZEST™ PETITE</td>
<td>52.95</td>
</tr>
<tr>
<td>400HC542</td>
<td>ZEST™ FOAM &amp; SEAL REPLACEMENT</td>
<td>58.95</td>
</tr>
<tr>
<td>400HC557</td>
<td>ZEST™ FOAM &amp; SEAL REPLACEMENT, PETITE</td>
<td>58.95</td>
</tr>
<tr>
<td>400HC558</td>
<td>ZEST™ FOAM &amp; SEAL REPLACEMENT, PLUS</td>
<td>58.95</td>
</tr>
<tr>
<td>400HC226</td>
<td>DIFFUSER FISHER PAYKEL ZEST™ Q (5/PKG)</td>
<td>12.95</td>
</tr>
</tbody>
</table>

### Eson™ 2 Nasal Mask

**F&P Eson™ is designed to perform in tune with you and your needs**
To improve on a mask designed for performance and comfort, our development team focused on ease of use, providing you and your patients with confidence at every step from titration through to adherence. With over 20 design improvements, Fisher & Paykel Healthcare’s best performing nasal mask is now even better.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>400ESN231</td>
<td>MASK ESON 2 SMALL WHO</td>
<td>165.95</td>
</tr>
<tr>
<td>400ESN232</td>
<td>MASK ESON 2 MEDIUM WHO</td>
<td>165.95</td>
</tr>
<tr>
<td>400ESN233</td>
<td>MASK ESON 2 LARGE WHO</td>
<td>165.95</td>
</tr>
<tr>
<td>400ESN221</td>
<td>HEADGEAR ESON 2 NASAL SMALL</td>
<td>53.95</td>
</tr>
<tr>
<td>400ESN222</td>
<td>HEADGEAR ESON 2 NASAL MEDIUM/LARGE</td>
<td>53.95</td>
</tr>
<tr>
<td>400ESN214</td>
<td>CUSHION ESON 2 NASAL SMALL</td>
<td>58.95</td>
</tr>
<tr>
<td>400ESN215</td>
<td>CUSHION ESON 2 NASAL MEDIUM</td>
<td>58.95</td>
</tr>
<tr>
<td>400ESN216</td>
<td>CUSHION ESON 2 NASAL LARGE</td>
<td>58.95</td>
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</tbody>
</table>

### Brevida™ Nasal Pillows Mask

Gaining patient confidence is key to successful CPAP therapy. And patient confidence begins with a mask that fits and is comfortable. Developed from extensive patient-centred research, F&P Brevida features simple, adjustable headgear and the innovative AirPillow™ seal for a gentle, effective seal.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRE1SMA</td>
<td>MASK BREVIDA NASAL MASK SYSTEM</td>
<td>165.95</td>
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<tr>
<td>1234</td>
<td>HEADGEAR COUPLED</td>
<td>53.95</td>
</tr>
<tr>
<td>400BRE113</td>
<td>PILLOW BREVIDA NASAL XSMALL/SMALL</td>
<td>39.95</td>
</tr>
<tr>
<td>400BRE114</td>
<td>PILLOW BREVIDA NASAL MEDIUM/LARGE</td>
<td>39.95</td>
</tr>
</tbody>
</table>
Opus™ Nasal Pillows Mask
The anatomically shaped pillows provide easy fitting with an excellent seal. The contours of the nasal pillows ensure greater comfort. The range of sizes provided (S, M, L) ensures that comfort and seal are not compromised.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>400HC482</td>
<td>NASAL PILLOWS SYSTEM</td>
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<tr>
<td>1234</td>
<td>HEADGEAR COUPLED</td>
<td>53.95</td>
</tr>
<tr>
<td>400HC116</td>
<td>NASAL PILLOWS, SMALL</td>
<td>39.95</td>
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<tr>
<td>400HC117</td>
<td>NASAL PILLOWS, MEDIUM</td>
<td>39.95</td>
</tr>
<tr>
<td>400HC118</td>
<td>NASAL PILLOWS, LARGE</td>
<td>39.95</td>
</tr>
</tbody>
</table>

Fisher & Paykel Masks

FlexiFit™ 431 Full Face Mask
The Fisher & Paykel FlexiFit full face mask comes in two versions, 431 and 432. The mask is comfortable to wear, and the cushion supports the chin to lessen the tendency to mouth breathe.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>400HC503</td>
<td>FULL FACE MASK WITH SMALL, MEDIUM AND LARGE CUSHION WITHOUT HEADGEAR</td>
<td>250.95</td>
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<tr>
<td>400HC315</td>
<td>HEADGEAR FOR FORMA™</td>
<td>53.95</td>
</tr>
<tr>
<td>400HC112</td>
<td>CUSHION FLEXIFIT 431, SMALL</td>
<td>93.95</td>
</tr>
<tr>
<td>400HC104</td>
<td>CUSHION FLEXIFIT 431, MEDIUM</td>
<td>93.95</td>
</tr>
<tr>
<td>400HC103</td>
<td>CUSHION FLEXIFIT 431, LARGE</td>
<td>93.95</td>
</tr>
</tbody>
</table>

Forma™ Full Face Mask
The new FlexiFoam™ Cushion provides greater comfort with the unique design of the soft, light and supportive foam. The FlexiFoam features the advanced active contouring that conforms naturally to the user's face.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>400HC552</td>
<td>FORMA FULL FACE MASK, SMALL WITHOUT HEADGEAR</td>
<td>250.95</td>
</tr>
<tr>
<td>400HC553</td>
<td>FORMA FULL FACE MASK, MEDIUM WITHOUT HEADGEAR</td>
<td>250.95</td>
</tr>
<tr>
<td>400HC554</td>
<td>FORMA FULL FACE MASK, LARGE WITHOUT HEADGEAR</td>
<td>250.95</td>
</tr>
<tr>
<td>400HC555</td>
<td>FORMA FULL FACE MASK, EXTRA LARGE WITHOUT HEADGEAR</td>
<td>250.95</td>
</tr>
<tr>
<td>400HC315</td>
<td>HEADGEAR FOR FORMA FULL FACE MASK</td>
<td>53.95</td>
</tr>
<tr>
<td>400HC121</td>
<td>CUSHION AND SEAL REPLACEMENT FORMA FULL FACE MASK, SMALL</td>
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</tr>
<tr>
<td>400HC122</td>
<td>CUSHION AND SEAL REPLACEMENT FORMA FULL FACE MASK, MEDIUM</td>
<td>93.95</td>
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<tr>
<td>400HC123</td>
<td>CUSHION AND SEAL REPLACEMENT FORMA FULL FACE MASK, LARGE</td>
<td>93.95</td>
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<tr>
<td>400HC124</td>
<td>CUSHION AND SEAL REPLACEMENT FORMA FULL FACE MASK, EXTRA LARGE</td>
<td>93.95</td>
</tr>
</tbody>
</table>
Fisher & Paykel Simplus™

The F&P Simplus incorporates three key components, the RollFit™ Seal, ErgoForm™ Headgear and Easy Frame, all designed to work in harmony. In combination, these components offer the comfort, seal and easy use that Fisher & Paykel Healthcare masks are known for.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Price</th>
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</thead>
<tbody>
<tr>
<td>400HC584</td>
<td>Simplus Full Face Mask, Small Without Headgear</td>
<td>250.95</td>
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<tr>
<td>400HC585</td>
<td>Simplus Full Face Mask, Medium Without Headgear</td>
<td>250.95</td>
</tr>
<tr>
<td>400HC586</td>
<td>Simplus Full Face Mask, Large Without Headgear</td>
<td>250.95</td>
</tr>
<tr>
<td>400HC582</td>
<td>Headgear Simplus, Small Without Headgear</td>
<td>53.95</td>
</tr>
<tr>
<td>400HC583</td>
<td>Headgear Simplus, Medium-Large Without Headgear</td>
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</tr>
<tr>
<td>400HC579</td>
<td>Replacement Simplus Cushion, Small</td>
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<tr>
<td>400HC580</td>
<td>Replacement Simplus Cushion, Medium</td>
<td>93.95</td>
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<tr>
<td>400HC581</td>
<td>Replacement Simplus Cushion, Large</td>
<td>93.95</td>
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</table>

Oracle™ 452 Oral Mask

The Fisher & Paykel Oracle 452 oral CPAP mask is an interface that allows the user to mouth breathe exclusively. A heated humidifier is recommended for comfort.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Price</th>
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<tbody>
<tr>
<td>HC452</td>
<td>Mask Oracle 452 Oral CPAP with Headgear</td>
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<tr>
<td>1234</td>
<td>Headgear Coupled</td>
<td>53.95</td>
</tr>
</tbody>
</table>
ResMed Masks

ResMed Ultra Mirage™ II Nasal Mask

ResMed Ultra Mirage nasal mask is available in four cushion sizes. The forehead support allows one-handed adjustment and a choice of four clearly numbered positions. Quick-release clips allow for easy removal of the headgear.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>16726</td>
<td>NASAL MASK, STANDARD WITHOUT HEADGEAR</td>
<td>165.95</td>
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Mirage Micro™ Nasal Mask

Personalized fit and comfort

- MicroFit dial fine-tunes fit to suit each user’s profile
- Mirage dual-wall cushion is available in five sizes to fit more users
- Deep mask frame design accommodates a greater range of nasal structures

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ResMed Mirage™ FX Nasal Mask

» Only four parts; make fitting and care easy
» New form-fitting SoftEdge™ headgear is kind to the face and springs to life, ready to fit and wear
» Flexible “butterfly wing” forehead support allows a dynamic range of fit and adjustment; the plastic does not contact the skin
» Lightweight, durable frame is strong enough to stabilize the mask on the face, and soft and flexible enough to accommodate user movement during sleep
» Dual-wall Spring Air™ cushion provides even pressure distribution with extra softness at the nasal bridge, reducing common discomfort in this sensitive area

The standard Mirage FX fits 90% of users. However, for users who require a wider fit, the Mirage FX wide offers more frame and cushion width, a shallower cushion and shorter frame length to comfortably seal against flatter nasal bridges.

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From ResMed Pixi® Nasal Mask for Children

Pixi is made with both the child and their caregiver in mind. Every feature is carefully considered to address and improve therapy comfort, acceptance and overall experience for everyone involved.

» The cushion is soft, comfortable and minimizes pressure on children’s soft faces
» The headgear sits away from the child’s eyes and ears to reduce irritation and obstruction; you can also see your child’s eyes and face clearly for extra reassurance
» There is also a quick-release latch that makes taking the mask off easy, especially in an emergency

These features and more are designed to give you confidence that your child is being treated effectively; we’ve got the mask covered, so that you can be free to focus on emotionally supporting your child on their journey.

<table>
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Mayo Clinic Store • Proceeds from products purchased support medical research and education at Mayo Clinic.
ResMed Activa™ LT Nasal Mask

**Experience the laws of attraction**
The latest nasal mask from ResMed with ActiveCell™ Technology. Its unique cushion features an “active cell” that expands and contracts to suit user movements and therapy pressure changes throughout the night. The mask feels as though it’s drawn to the face — gently, yet securely, creating an unwavering seal.

- Same superior Mirage Activa sealing technology ... now lighter and more streamlined
- Dynamic cushion and MicroFit dial combination ... fitting is quicker and easier than ever
- One-piece, diffuse vent design ... overall quiet performance

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ResMed AirFit™ N10

The AirFit N10 features a unique under-eye frame that gives you a clear line of sight, while the Spring Air™ cushion fits comfortably on your face for an optimal seal. It’s also convenient to wear, with EasyClick self-aligning headgear clips that make it simple to put on and take off.

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N20 Nasal Mask

- Specially-designed to fit all patients, regardless of facial profile
- "No rules fit" mask that is simple to put on and fit, without sacrificing performance
- Features InfinitySeal™ cushion technology, our most adaptive

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Order Toll-Free 888-303-9354 • Prices in blue are generally not covered by insurance
ResMed Mirage Swift™ II Nasal Mask

The Mirage Swift offers four interchangeable tube positions — up or down, left or right. Incredibly light, the Mirage Swift weighs less than 2.5 oz (70 g). It is one of the lightest nasal pillows systems available.

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ResMed Swift LT™ and Swift LT™ for Her Nasal Mask

- Compact and streamlined design
- Light on the face without compromising seal and stability
- No forehead support necessary
- Soft wraps (standard on for Her model) are optionally available to cover the headgear stability arms for added comfort and an extra defense against facial marks

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ResMed Swift™ FX and Swift™ FX for Her

Nasal Pillows System

Less mask, more you
- Minimal design reinforces sense of freedom
- Unprecedented softness, simplicity and stability
- Flexible, fluid form follows facial contours and user movements
- Intuitive, virtually instant fitting
- Stable performance, even at high pressures

<table>
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ResMed AirFit™ P10

The ResMed AirFit P10 nasal pillows mask retains the proven performance and reliability of the popular Swift FX mask series, yet it’s approximately 50% lighter and 50% quieter. The AirFit P10 provides a stable seal and extremely high level of comfort and was designed for excellent usability. Its QuietAir vent diffuses air effectively and is ultra-quiet at a barely audible 21.4 dB. The mask’s QuickFit™ headgear is unobtrusive yet provides support with minimal facial contact, designed to encourage easy patient acceptance.

<table>
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ResMed AirFit™ F10

The ResMed AirFit F10 full face mask delivers the comfort and reliability patients have grown to trust in our traditional full face masks, but in a compact design. Your line of sight isn’t affected when you’re wearing it, so you can wear your glasses, read or watch TV in bed with your mask on. The AirFit F10 is 15% lighter than the market-leading compact full face mask and it’s our quietest compact mask in the CPAP full face mask category.

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ResMed F20 Full Face

- Specially-designed to fit all patients, regardless of facial profile
- Designed to perform across a wide range of therapy pressures
- Modular frame fits all cushion sizes

<table>
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ResMed F20 Full Face Air Touch

- The softest mask we’ve ever designed, featuring an UltraSoft™ memory foam cushion
- Light, breathable cushion is designed to seal across a wide range of therapy pressures
- Modular frame design allows convenient interchangeability with AirFit™ 20 InfinitySeal™ cushion

<table>
<thead>
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<tr>
<td>63030</td>
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ResMed Quattro™ Air Full Face Mask

Drift off to a great night’s sleep with Quattro Air, the lightest full face mask on the market. Its sleek, lightweight design with only four parts makes it easy to use for a comfortable and simple therapy experience.

- Patented dual-wall cushion with enhanced design at the nasal bridge makes it more comfortable
- Only four parts, the fewest of any leading full face mask, for easy cleaning and assembly
- Circular diffused vents quietly direct air away from you and your bed partner
- Flex-wing forehead support feels light on the face while providing the right amount of stability for a dependable seal

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ResMed Mirage Liberty™ Full Face Mask

The latest mask in ResMed’s Mirage line of interfaces offers less mask and more freedom in a minimalist design. With a fit range of over 90% of users, the Mirage Liberty is ideal for users seeking a comfortable alternative to conventional full face masks.

Features

- Unobtrusive design offers free field of vision
- Dual-wall Mirage cushion technology
- Dual-wall nasal pillows with trampoline action
- Ships with three pillow sizes for greater fit range
- Stable and comfortable headgear provides first-time fit

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Order Toll-Free 888-303-9354  •  Prices in blue are generally not covered by insurance
ResMed Quattro™ FX Full Face Mask

New technologies in the Spring Air™ cushion and Spring frame offer the stability and angular adjustment provided by conventional forehead support. Quattro FX™ offers the quality and performance needed, in a less obtrusive full face mask.

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ResMed Mirage Quattro™ Full Face Mask

Fourth-generation design perfection

The Mirage Quattro is the fourth-generation full face mask that provides superior seal and personalized comfort to fit more than 95% of users. With its streamlined design, the Mirage Quattro offers a range of user-friendly features and professional benefits.

Features and Benefits

» Mirage dual-wall cushion with Spring Air™ technology accommodates movement during sleep (including jaw drop)
» MicroFit dial allows users to easily adjust forehead support for personalized fit and comfort
» Improved vent design reduces noise by over 50%
» 4 sizes (XS, S, M, L)
» First-time fit reduces mask refitting and callbacks
» Increased fit range with reduced inventory (fewer mask parts, 33% fewer product codes)
» Set-and-forget headgear clips and slots save optimal fitting settings and allow for quick headgear removal

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Circadiance Masks

Circadiance SleepWeaver™ Nasal Mask
The cloth material is very smooth and breathable. Does not feel sticky or tacky on the skin and does not create allergic reactions. Nothing goes inside of the nose to irritate or dry out the mucosal tissues inside the nose. The mask contains no latex or silicone.

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Circadiance SleepWeaver™ Élan Nasal Mask
Features and Benefits
» Detachable 90° elbow with 360° rotation allows for over the head hose placement
» Cleans by hand or washing machine
» Easy to store and pack for travel
» Lightweight and flexible
» No jet of air with exhalation
» No line of site obstructions makes it ideal for wearing glasses, reading and watching TV

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Circadiance Anew™ Full Face Mask
SleepWeaver Anew features a dual interface design that seals around both the nose and the mouth, with only soft cloth touching the skin. Unlike the hard plastic masks made by other manufacturers, Circadiance soft cloth technology allows the skin to breathe, without moisture accumulating between the mask and the user’s skin. The unique loose fit provides added comfort and eliminates strap marks, and the open-face headgear design accommodates eyeglasses and allows virtually unrestricted vision.

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Order Toll-Free 888-303-9354 • Prices in blue are generally not covered by insurance
Chinstraps

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Accessories

ResMed’s Heated Humidifier Tubing Insulation

The tube wrap is a complementary accessory to ResMed’s standard PAP tubing. Tube wrap is aesthetically designed and functional, including unique features for improved therapy and compliance.

- Reduces rainout
  For people using heated humidification, the tube wrap reduces rainout in the tubing

- Increases comfort
  Soft, polar fleece makes tubing contact with the skin comfortable, reducing irritation from the tube

- Decreases noise
  Reduces the sound created from the tubing coming into contact with hard furniture edges such as tabletops or bed frames

Mask Pads

RemZzzs

- Provide a soft barrier that absorbs facial oils and moisture
- Assists with holding mask in place, enhancing efficiency
- Greatly reduces noisy air leaks and pressure blowout
- Reduces skin irritations and pressure marks
- Billable with a prescription to some insurances

This product is available for specific popular nasal and full face masks. A service representative can tell you if there is a matching RemZzzs for your mask.

**BOX OF 30**

Mask Pads

<table>
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Tubing

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**BOX OF 30**

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**BOX OF 30**
Pillows

CPAP Pillow 2.0
Stop struggling with your CPAP night time compliance! The New CPAP Pillow 2.0 is the perfect accessory for night time comfort for those using oxygen therapy. With traditional bed pillows, those who suffer from sleep apnea find it hard to stay compliant as thei mask shifts from the contact of their pillow, mask shifts when side sleeping as their mask pushes up against their bed pillow or even facial pressure causing red marks in the morning.

Mediflow® Waterbase® Pillow
A Mediflow water pillow is easy to fill and fully adjustable to your own pillow preferences. If you prefer a firm therapeutic neck pillow, then fill the Mediflow Waterbase pillow with more water. If you enjoy a softer neck pillow, limit the amount of water that you put in these Mediflow pillows. Either way your comfort is assured because you are in complete control of the firmness of your pillow. You can modify your level of comfort whenever you desire.

CPAP MaxTM Pillow 2.0
Exclusively designed for PAP machine users
» Reduces mask shifting and interference
» Helps stop air leak noises which awaken you
» Minimizes pressure on face
» Provides better head, neck and shoulder comfort
» Removable layer to adjust pillow thickness

Order Toll-Free 888-303-9354 • Prices in blue are generally not covered by insurance
Nasal Accessories

The ResMed Gecko® Nasal Pad

Some people may experience some sealing and skin sensitivity issues, whether they are new patients adjusting to therapy or experienced users.

The Gecko nasal pad is an accessory designed to help alleviate mask discomfort. The Gecko nasal pad is a comfortable, soft strip placed across the nasal bridge to help:

» Reduce skin irritation and facial sores
» Minimize mask leak
» Improve overall mask comfort

ITEM # DESCRIPTION PRICE $
61914 CUSHION SLEEP COMFORT GEL PAD GECKO, SMALL 17.45
61915 CUSHION SLEEP COMFORT GEL PAD GECKO, LARGE 17.45

PROVENT™
A New Prescription Treatment for Obstructive Sleep Apnea (OSA)

PROVENT Sleep Apnea Therapy is a small, discrete, nightly-use disposable device that may be effective treatment for some cases of obstructive sleep apnea. It uses a proprietary MicroValve design that creates pressure upon exhalation (EPAP) to keep the airway open. The devices attach over the nostrils with a hypoallergenic adhesive.

The PROVENT Nasal Device is small, hassle-free and powered by your own breathing, so it requires no mask or machine. The device is available by prescription only and is FDA-cleared for the treatment of OSA.

ITEM # DESCRIPTION PRICE $
CAT1114 PROVENT STARTER KIT 30 DAY SUPPLY 89.45
CAT1105 PROVENT TREATMENT PACK 30 DAY SUPPLY 89.45

Nasal Lubricant

RoEzIt™ dermal care is a petroleum-free skin moisturizer with aloe vera, emu oil and vitamins A & E. This product is used frequently by people on sleep apnea devices or home oxygen.

ITEM # DESCRIPTION PRICE $
TRP-R0018 TIARA ROEZIT NASAL LUBRICANT 9.45

Eye Shields

Revolutionary nighttime relief from dry eyes. Over 18 million Americans have sleep apnea and use a CPAP at night to help ensure they breathe correctly. For many, air from their C-PAP leaks at night, causing eye dryness, discomfort and disruptions in sleep.

Eyeseals alleviate this nighttime annoyance. Soft as skin, eyeseals gently shelter eyes from drafts while increasing relative humidity around the eyes, keeping them moist and comfortable throughout the evening. Also recommended by doctors for patients with partial lid opening (Nocturnal Lagophthalmos) or using ointments at night. Made from FDA approved thermal plastic (food grade), hypoallergenic, latex free and made in the USA.

ITEM # DESCRIPTION PRICE $
ES200 EYESEALS WITH SECURE STRAP CLEAR 49.95
ES201 EYESEALS WITH SECURE STRAP MATTE BLACK 49.95
Mask Cleaners

Sunset Wipes Mask Cleaner

Our CPAP mask wipes are specially formulated to clean and protect CPAP equipment without the use of harmful solvents. They effectively remove dirt, grease, oils and other organic residue with ease and comfort.

» Suitable for daily cleaning
» Solvent-free formula
» Safe and effective
» With aloe vera and vitamin E

CAP1003S WIPES UNSCENTED CPAP MASK 9.95

Citrus II Mask Cleaner

Citrus II CPAP Mask Cleaner is a unique formula designed for effective cleaning of all types of CPAP, BiPAP and Oxygen therapy masks, tubing and accessories. Safe and gentle to use, it will not harden, crack or deteriorate soft plastic with repeated use. Use daily to remove dirt, oils and prevent the build-up of organic material. Citrus II CPAP Mask Cleaner cleans, deodorizes and refreshes, leaving no residual after-odors! Gentle ingredients are derived from corn, coconut and citrus.

ITEM # DESCRIPTION PRICE $
CAP1001-1 SPRAY CITRUS II CPAP MASK 1.5 OZ 7.95
CAP1002-1 SPRAY CITRUS II CPAP MASK 8 OZ 17.45
CAP1003 WIPES CITRUS II CPAP MASK 62 WIPES PER CONTAINER 15.45

Cleaner Brush

Makes cleaning CPAP tubes easier and more effective.

» 6' long, so you can brush all the way through a standard CPAP tube without leaving micro-debris in the middle
» Stainless steel wire and soft nylon bristles

CAP1013SS BRUSH CLEANING CPAP SLIM TUBE 15.95
These instructions are a guide for cleaning your CPAP equipment. Refer to the instruction manual that comes with your equipment for specific manufacturer recommendations.

Supplies Needed

» Mild liquid dish detergent (for example: Ivory, Joy)
» Sink or basin
» Clean hand towel
» Device to hang tubing (for example: shower bar, towel rack, back of a chair)
» Distilled water for humidifier
» White vinegar

Mask

Wash daily because natural body oils on your face can wear down the mask, which can cause a poor mask-to-face seal.

1. Remove the headgear from the mask.
2. Wash the mask in warm soapy water.
3. Rinse the mask under running water.
4. Shake off excess water.
5. Place the mask on a clean hand towel to air-dry or use the hand towel to dry the mask.

Once a week, after washing the mask in soapy water, soak the mask in vinegar water (one part white vinegar and three parts warm water) for 30 minutes. Then follow steps 3 to 5.

Nasal Pillows

Wash daily.

1. Remove the nasal pillows from the gray or blue shell.
2. Wash the nasal pillows in warm soapy water.
3. Rinse the nasal pillows under running water.
4. Shake off excess water.
5. Place the nasal pillows on a clean hand towel to air-dry or use the hand towel to dry the nasal pillows.

Humidifier

Wash daily. Water or moisture that sits in the humidifier when not in use readily begins to grow mold and fungal material. When these are blown with pressure through your nose, it can trigger allergies, rhinitis (clear, runny nose) and congestion. This makes tolerating CPAP difficult.

1. Empty remaining distilled water from the humidifier.
2. Wash humidifier reservoir in the dishwasher if the humidifier instruction manual says it is safe to do so and you have a dishwasher. Otherwise, follow steps 3 to 6.
3. Wash the inside of the humidifier with warm soapy water.
4. Rinse the inside of the humidifier thoroughly.
5. Pour out excess water.
6. Use a clean hand towel to wipe the outside of the humidifier and allow the inside of the humidifier to air-dry.

Once a week, after washing the inside of the humidifier with soapy water, pour vinegar water (one part white vinegar and three parts warm water) into the humidifier. After 30 minutes, pour out the vinegar water. Then follow steps 4 to 6.

Tubing

Wash weekly.

1. Separate tubing from the CPAP unit and mask or nasal pillows.
2. Wash the tubing in warm soapy water.
3. Soak the tubing in vinegar water (one part white vinegar and three parts warm water) for 30 minutes.
4. Rinse the tubing under running water.
5. Shake off excess water.
6. Allow tubing to air-dry by hanging it so that water will drain out. Tubing also can be dried by reattaching it to the CPAP unit and turning the unit on for several minutes.

Headgear

Wash weekly.

1. Close the Velcro tabs so that they do not accumulate lint from the drying towel.
2. Hand wash the headgear in warm soapy water. Do not wash the headgear in the clothes washer.
3. Place the headgear on a clean hand towel to air-dry or use the hand towel to dry the headgear. Do not dry the headgear in the clothes dryer.
Washable Machine Filters

Wash weekly when cleaning tubing.
➊ Remove the filter from the CPAP unit.
➋ Wash the filter in warm soapy water.
➌ Rinse the filter under running water.
➍ Squeeze out excess water or press filter in a clean hand towel.
❼ Allow the filter to air-dry. Keep filter out of direct sunlight.
❽ Do not reinstall filter until it is completely dry.

Disposable Machine Filters

Check monthly (more often if needed, for example; your CPAP unit is in a dusty room or you have a house pet).
➊ Remove the filter from the CPAP unit.
➋ If obviously dusty, replace it. Do not attempt to clean a disposable machine filter.

CPAP Unit

➊ Remove household dust from the CPAP unit by wiping it with a damp cloth.
➋ Do not place liquids on top of the CPAP unit.

Equipment Cleaning Addendum

Traveling
You can travel with your PAP equipment. You can use pop-up cleansing wipes such as baby wipes to clean your interfaces. Bottled drinking water or tap water can be used in the humidifier if distilled water is not available. If you can safely drink the water it can be in the humidity chamber. Always empty the humidifier completely every day and put it upside down so it dries out. Keep in mind distilled water is still the preferred water because it does not leave mineral deposits in the system, hose or interfaces.

Important
» Do not keep or use cleaning supplies that are expired
» Do not use equipment that is too old or out of date
» Follow your manufacturer’s instructions on when to replace outdated equipment
» Understand and follow your insurance’s guidelines
» Do not put solutions in the humidifier that may be harmful to you; these include bleach and other cleaning products with similar strong chemicals
» Do not put products such as VICKS™ in the humidifier

CPAP Tips

My mask leaks.
Possible causes are
» Mask not positioned correctly
» Mask is the wrong size for you
» Body position is affecting the mask

People who sleep on the side can roll the end of the pillow so it is off the cheek. If you need to come in to be refitted for a different mask, bring along your mask and CPAP equipment. Some brands of masks can be replaced at no charge if brought in before 30 days of use. Your provider can tell you if you qualify.

Too much pressure!
Relax – many people need a bit of time to be comfortable with CPAP. Ask for advice if you need reassurance or additional instruction.

My skin is red or breaking down.
» Headgear too tight
» Use just enough tension on the headgear to effect a seal
» Irritation or allergic reaction
» Use a barrier such as cotton or moleskin in the affected area; you may need to see your physician
» Sometimes a mask of different materials will help alleviate the problem

My nose is uncomfortable – I have a dry throat.
» Review your humidifier use; you may need to increase the setting
» A chinstrap may be needed to prevent mouth breathing
» If snoring is occurring again, contact your physician

I have a head cold. Can I use my CPAP?
» You may need to seek the advice of your physician; CPAP can be uncomfortable under these conditions
» Generally, you can use your CPAP; consider using your humidifier and perhaps increase the setting to the next number
How to Obtain Supplies

You may obtain replacement supplies by contacting the Mayo Clinic Store. An order paid by credit card can be shipped immediately; an order paid by check will be delayed until the check clears.

Your insurance company may pay for replacement sleep apnea supplies. Your insurance company may have replacement criteria that are similar to the Medicare guidelines below. You can call your insurer if you are in doubt.

An item costing over $125 or items together costing over $125 are shipped at no charge. Items less than $125 incur a $9.95 shipping charge.

We can provide premium shipping services including Next Day and Second Day. Charges for premium shipping services will be added to the invoice. International orders will be charged according to the destination.

Why Should You Obtain New Supplies Every Six Months?

» Masks get brittle and dirty from continued use
» Bacteria will build up inside the tubing and mask
» If you are ill while using your sleep apnea device, you will need to get new supplies once you are feeling better; viruses are known to stay alive in moist and confined areas for several weeks
» Expendable supplies are not intended to be used indefinitely
» Oils from your skin will cause the mask to lose elasticity, which you will compensate for by over tightening the straps; this may ultimately result in your facial skin breaking down
» Mask leaks will cause a loss of pressure and you will lose the benefits of your sleep apnea therapy
» Your skin may break down from continued use of a dirty mask

How Often May I Replace Items?

This chart is an approximate guide for Medicare and Medical Assistance (Minnesota and Wisconsin) for expendable replacements, which may be different from a commercial carrier’s standards. HCPCS Code is a reference to the codes that Medicare uses to identify products.

<table>
<thead>
<tr>
<th>HCPCS CODE</th>
<th>ITEM</th>
<th>MEDICARE SCHEDULE</th>
<th>MN MEDICAID SCHEDULE</th>
<th>WI MEDICAID SCHEDULE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A7034</td>
<td>Nasal Mask</td>
<td>1 per 3 Months</td>
<td>1 per Dispensing Up to 3 per 365 Days</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7030</td>
<td>Full Face Mask</td>
<td>1 per 3 Months</td>
<td>1 per Dispensing Up to 3 per 365 Days</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7027</td>
<td>Combination Oral/Nasal Mask (Liberty)</td>
<td>1 per 3 Months</td>
<td>1 per Dispensing Up to 3 per 365 Days</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7044</td>
<td>Oral Interface (Oracle)</td>
<td>1 per 6 Months</td>
<td>1 per Dispensing Up to 3 per 365 Days</td>
<td>No Code</td>
</tr>
<tr>
<td>A7035</td>
<td>Headgear</td>
<td>1 per 6 Months</td>
<td>1 per 6 Months</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7037</td>
<td>Tubing</td>
<td>1 per 3 Months</td>
<td>1 per Month</td>
<td>2 per 3 Months</td>
</tr>
<tr>
<td>A4604</td>
<td>Tubing With Heating Element</td>
<td>1 per 3 Months</td>
<td>1 per 3 Months</td>
<td>No Code</td>
</tr>
<tr>
<td>A7036</td>
<td>Chinstrap</td>
<td>1 per 6 Months</td>
<td>1 per 6 Months</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7034 &amp; A7035</td>
<td>Swift/P10/Pilairo/Opus Complete Unit</td>
<td>1 per 6 Months</td>
<td>1 per 6 Months</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7033</td>
<td>Nasal Pillows</td>
<td>2 per 1 Month</td>
<td>1 Unit 1 Pair per Month</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7028</td>
<td>Oral Cushion For Combination Oral/Nasal Mask (Liberty)</td>
<td>2 per 1 Month</td>
<td>1 per Month</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7029</td>
<td>Nasal Pillow For Combination Oral/Nasal Mask (Liberty)</td>
<td>2 per 1 Month</td>
<td>1 Unit 1 Pair per Month</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7032</td>
<td>Nasal Mask Cushion</td>
<td>2 per 1 Month</td>
<td>1 per Month</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7031</td>
<td>Full Face Mask Cushion</td>
<td>1 per 1 Month</td>
<td>1 per Month</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7038</td>
<td>Disposable Filter (Ea)</td>
<td>2 per 1 Month</td>
<td>3 per Month</td>
<td>2 per Month</td>
</tr>
<tr>
<td>A7039</td>
<td>Washable Filter</td>
<td>1 per 6 Months</td>
<td>1 per Dispensing Up to 3 Per 365 Days</td>
<td>1 per 3 Months</td>
</tr>
<tr>
<td>A7046</td>
<td>Humidifier Chamber</td>
<td>1 per 6 Months</td>
<td>1 per Month</td>
<td>1 per Month</td>
</tr>
</tbody>
</table>

Medicare and Medical Assistance require that we document that the person is continuing to use the sleep apnea device, the products need to be replaced due to damage or wear and that the recipient is not receiving home health care or is not in a skilled nursing facility.
Medicare Claim Filing Policy

Mayo Clinic Store will file a Medicare B claim form on your behalf. However, we must have specific information to file a claim.

Items Required for an Initial Set-Up for Medicare/Medical Assistance Recipients

» Physician’s prescription
» Home or in-facility sleep study demonstrating qualifying need for therapy equipment
» Face-to-face physician visit documentation; this visit should indicate symptoms indicating the necessity of the sleep study
» Medicare information

Beneficiaries Entering Medicare

A person who was receiving supplies under commercial insurance and is transitioning to Medicare coverage must have a face-to-face evaluation by the treating physician after having first signed up for Medicare. The physician must document specific information in the medical record and we must have this information in our files before we can submit supplies for Medicare coverage. A detailed prescription is required to provide supplies and to bill Medicare insurance.

Switching Providers

If a person would like to obtain supplies from our store, we will need specific information to be able to send the items to Medicare.

» A new prescription
» Copy of Home or in-facility sleep study demonstrating qualifying need for therapy equipment
» Face-to-face physician visit documentation demonstrating the reason the original sleep study was indicated
» Medicare information
» Purchased date of CPAP and supplies

Competitive Bid

In certain geographic areas of the country Medicare has used a bidding process for providers of sleep therapy supplies and equipment. We are not a contracted provider with Medicare in these competitive bid areas and consequently cannot provide sleep therapy equipment and supplies to you and bill Medicare. We can assist you in finding a store in your area that may be able to provide services for you. In some instances we can help traveling patients who reside in a competitive bid area with supply needs. Again, our staff will help you determine if it is appropriate for us to provide you with supplies.

Billing Issues

If you have questions or concerns about your billing, please call our billing office at 888-303-9354 prompt #2. We specifically do not state that your insurance(s) will cover the cost of the equipment and supplies. Coverage determination is between the insurer and the insured. The user is responsible for payment of amounts not covered by insurance.
Medicare Capped Rental Information for CPAP/BiPAP/VPAP (Flow generator)

This information is provided to help the user understand how Insurance pays for these types of durable medical equipment. Most insurance will purchase the humidifier, tubing, mask and headgear. Only the flow generator is a rental item.

**Months 1-3**

Medicare will pay 80% of the Medicare-allowed amount from the Medicare fee schedule. **The allowed amount varies from state to state. This financial illustration is for example purposes only. The information is subject to change at any time based upon Medicare changes and pricing changes.**

<table>
<thead>
<tr>
<th>For Example</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$160.00</td>
<td>Monthly rental of the device</td>
</tr>
<tr>
<td>$43.95</td>
<td>Medicare allowable</td>
</tr>
<tr>
<td>$35.16</td>
<td>Medicare pays 80%</td>
</tr>
<tr>
<td>$8.79</td>
<td>Remainder of allowable</td>
</tr>
<tr>
<td></td>
<td>If no other insurance, it is patient's responsibility. If there is a supplement, it may pay 80% of the 20% Medicare doesn’t pay, or in some cases, all of what Medicare doesn’t pay.</td>
</tr>
</tbody>
</table>

**Months 4-13**

Medicare reduces the allowed amount from the fee schedule by 25%. The amount paid by Medicare is 80% of the reduced allowed amount.

<table>
<thead>
<tr>
<th>For Example</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$160.00</td>
<td>Monthly rental of the device</td>
</tr>
<tr>
<td>$32.96</td>
<td>Medicare reduced allowable</td>
</tr>
<tr>
<td>$26.37</td>
<td>Medicare pays 80%</td>
</tr>
<tr>
<td>$6.59</td>
<td>Remainder of allowable</td>
</tr>
<tr>
<td></td>
<td>If no other insurance, it is patient's responsibility. If there is a supplement, it may pay 80% of the 20% Medicare doesn’t pay, or in some cases, all of what Medicare doesn’t pay.</td>
</tr>
</tbody>
</table>

**After the 13th Month Billing is Completed, the Patient Has Ownership of the Flow Generator**

You will receive a letter at approximately three months and six months asking if you are using the equipment. We must document that you are continuing to use the equipment. We must have this documentation in our files to facilitate billing to Medicare. It is very important for you to return these letters promptly. If you are not using the equipment, you may need to return it.
You have been prescribed Continuous Positive Airway Pressure (CPAP) for treatment of obstructive sleep apnea. In most patients, CPAP is used indefinitely. Medicare covers CPAP, but the initial coverage is limited to three months. Long-term Medicare coverage depends on demonstrating to your treating doctor that you are using your CPAP on a regular basis.

Here are the Specifics

The following two things must happen within the first 90 days on CPAP for Medicare to cover your CPAP indefinitely

1. Use of CPAP on a regular basis: during the first three months Medicare mandates that you must use CPAP at least four hours per night on at least 70% of nights during a consecutive 30-day period. Ideally, CPAP should be used all night, every night. Without it, your obstructive sleep apnea will come back. However, it is understood there will be circumstances when CPAP use will be temporarily disrupted, such as when you have a bad cold or are traveling. To meet the Medicare rules, you must use your CPAP a minimum of four hours per night for at least 21 nights over any given consecutive stretch of 30 days. Don’t worry about keeping track of your hours of CPAP use. Your CPAP will have an internal usage meter.

2. Face-to-face visit with your Sleep Medicine provider 31-90 days after starting the CPAP. We need to make sure you are benefitting from CPAP and using it on a regular basis. This follow-up cannot be done by phone. You are certainly welcome to call the Center for Sleep Medicine if you need troubleshooting help with CPAP, but you must be seen in person to review matters before 90 days with CPAP has passed. It is crucial that you bring your CPAP equipment to the follow-up appointment. If you are not meeting the CPAP use requirements, several more visits for adjustments may be necessary until you establish regular CPAP use.

If conditions 1 and 2 above are not met after 90 days, Medicare coverage for CPAP will stop. If you decide to restart CPAP anytime in the future, Medicare requires a face-to-face visit in the Mayo Center for Sleep Medicine and a repeat sleep study.

Notes:
Warranty & Repairs

If your sleep therapy equipment should have a problem, we can assist you with arranging for factory service. We will assist customers to whom we have sold equipment. Customers who have obtained equipment elsewhere should contact their provider for assistance.

Manufacturers vary on how they handle repairs. Please allow some time so we can contact the manufacturer to see how it prefers to handle the repair. Sometimes a unit in warranty will be simply exchanged for a new unit; other times it may be necessary to send the device in for evaluation. If your device is in warranty and it needs to be sent in for repair, we can provide you with a device to use while yours is being repaired.

Repairs out of warranty — Repair costs may be submitted on your behalf to your insurance company. Insurers vary on coverage for repairs. You may be liable for a portion or all of the repair cost. We can rent you a device to use while your unit is being repaired. This rental cost can be sent to insurance, but you may be liable for a portion or all of the cost. Equipment out of warranty sent to the manufacturer will incur a $75 charge to cover shipping and handling.

Pricing Policy

The Mayo Clinic Store staff cannot discount new equipment and supply prices from those in the catalog or current at the time of sale. Previously used sleep equipment may be available at a discounted price.

Return Policy

The Mayo Clinic Store — Sleep Apnea Supplies will accept returns up to 30 days from the original invoice date. The original receipt or invoice is required. If the issue is related to the device not meeting your needs or being uncomfortable, please contact us as soon as possible. **Masks, tubing, clothing, pillows and similar accessories are considered to be single patient use — disposable; therefore, not returnable.** It is difficult to predict how long these items should last in routine use. Their longevity is related to many factors such as cleaning frequency, amount of usage and interaction between the device and the person. You can prevent interruptions in your therapy by anticipating when items are nearing the end of their useful life and order another to be available when needed.

Mask Replacement

Some of the mask manufacturers will allow the return of a mask if it does not prove to be an adequate fit. If there is a problem with a mask, it must be of a participating manufacturer's mask and returned prior to 30 days of use. Your store representative can advise you if you would qualify for replacement under this circumstance.

Mask replacement at no charge will be allowed when the mask replacement is for a mask of equal or less cost than the original. Examples: A nasal mask device can be exchanged for a different nasal mask; a full face mask can be exchanged for a different full face mask or a nasal mask. If a change from a nasal mask to a full face mask is necessary, the new full face mask will be billed.

Helpful Web Sites

- **Mayo Clinic Store**
  [http://www.mayoclinic.org/mayo-store](http://www.mayoclinic.org/mayo-store)
- **American Sleep Apnea Association**
  [http://www.sleepapnea.org](http://www.sleepapnea.org)
- **American Academy of Sleep Medicine**
  [http://www.aasmnet.org](http://www.aasmnet.org)
- **The National Sleep Foundation**
  [http://www.sleepfoundation.org](http://www.sleepfoundation.org)
- **For general information on sleep**
  [http://www.healthysleep.com](http://www.healthysleep.com)
## New Patient Set-Up

Our goal is to provide our customers with the training and education to be successful in using their new sleep apnea equipment and supplies. Situations may occur that make using the equipment difficult or uncomfortable. We can offer some assistance either in person or by telephone support. Please do not hesitate to contact us for assistance.

<table>
<thead>
<tr>
<th>ANTICIPATED NEEDS</th>
<th>GOALS</th>
<th>ACTION PLAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact information</td>
<td>Patient can contact store for support</td>
<td>Phone number affixed to sleep apnea device, tag on carrying bag, and in the catalog</td>
</tr>
<tr>
<td>Equipment assembly operational</td>
<td>Patient can access factory equipment manual for assembly of the</td>
<td>Equipment manual is located in the carrying case</td>
</tr>
<tr>
<td>controls</td>
<td>equipment and operating device controls</td>
<td></td>
</tr>
<tr>
<td>Cleaning</td>
<td>Patient has information available to clean sleep apnea equipment</td>
<td>Reference to section on equipment cleaning in this catalogue and operator’s manual</td>
</tr>
<tr>
<td>Supply replenishment</td>
<td>Patient can identify frequency with which most insurers will allow</td>
<td>Refer to section on supply replacement in catalog; patient may also consider contacting insurance company directly for guidelines</td>
</tr>
<tr>
<td></td>
<td>replacement of expendable supplies</td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td>Patient can identify safe practices within the home concerning</td>
<td>Reference to section on safety in catalog</td>
</tr>
<tr>
<td></td>
<td>personal safety and external threats</td>
<td></td>
</tr>
<tr>
<td>Emergency response</td>
<td>Patient can identify actions to perform in the event of an emergency</td>
<td>Dial 911 or local emergency response number as deemed appropriate</td>
</tr>
</tbody>
</table>
Important Oxygen Facts

Key Messages

» Your Healthcare provider has prescribed supplemental oxygen for you, this is called supplemental oxygen therapy; you may hear it called home oxygen therapy

» Breathing supplemental oxygen increases the amount of oxygen in your blood, which may reduce shortness of breath and prevent other health complications

» Supplemental oxygen therapy may allow you to feel better and lead a more active life even though it may mean some lifestyle changes

» You may need to use supplemental oxygen for a short while after an illness, or you may need to use it long-term

» Many systems are available for receiving supplemental oxygen, the technology involved in medical equipment is changing all the time; your Healthcare provider works with you to find the system that meets your needs; the most important consideration is that you have a system that delivers the amount of oxygen you need

» Be sure to attend all follow-up appointments; this is important in helping you and your Healthcare provider monitor your progress

» You are the most important member of your Healthcare team; good management of your health depends on your active participation

» Contact your Healthcare provider if your medical symptoms or condition changes or if you have questions or concerns; if you have concerns about your equipment, contact your medical equipment supplier

General Information

» Your Healthcare provider has prescribed supplemental oxygen therapy; breathing supplemental oxygen increases the amount of oxygen in your blood, even though using supplemental oxygen may mean a change in your lifestyle, it may allow you to feel better and lead a more active life; this may help reduce shortness of breath and prevent other health complications

» Oxygen is a tasteless, colorless, odorless gas that makes up about 21 percent of the air you breathe; inhaled through the nose or mouth, oxygen eventually reaches the air sacs in the lungs (alveoli), it then enters the bloodstream and is carried to all parts of your body

» If you have a low level of oxygen in your blood (hypoxemia), you may have breathing troubles, exercising difficulties, headaches, fatigue, memory loss, depression or confusion; some people have no symptoms, but may still need supplemental oxygen

» Your prescription for supplemental oxygen will indicate a rate of oxygen flow (flow rate) listed as liters per minute (LPM); the prescribed flow rate may vary for different activities (for example, during sleep, at rest or with exercise)

» How long and when to use the supplemental oxygen each day (for example, with exercise, during sleep or a specific number of hours)

» Used as prescribed, oxygen is not addictive and is generally not associated with any unpleasant side effects; not using oxygen as prescribed can be harmful

» Depending on your condition, you may need oxygen all the time or only when you exercise or sleep

» Keep a copy of your prescription for reference; always keep a copy with you when traveling

When Using Oxygen

» Never smoke or allow the oxygen to be within 10 feet of any open flames

» This could include: candles, gas range/oven, furnace etc.

» Do not allow anyone to smoke in the home where the oxygen is used

» Oxygen is not flammable, but is combustible

» Change nasal cannula every 1–2 weeks, this also applies for tracheostomy masks

» If you have a dry nose, use water-based products

» Do not use oil/petroleum based products anywhere near the oxygen

» Examples of what to use: KY Jelly, saline spray

» Never change your prescribed flow rate without first checking with your doctor

» Do not allow untrained persons or children to adjust oxygen equipment

» Inform your local emergency responders (such as the police and fire department) that you use oxygen; this can help them better help you in an emergency

Oxygen Concentrator

» Always keep the concentrator in a ventilated area with at least 12 inches of clearance

» Once a week the filter/intake of the concentrator should be cleaned or vacuumed

» Check the concentrator daily to make sure the equipment is working properly

» Oxygen tubing should never be longer than 50 feet

» Notify your electric company that oxygen equipment is being used in your home; this prevents the company from discontinuing service during peak use times; also, in the event of a power failure, your home will be on a priority list to get service back
Portable Oxygen

- Do not leave oxygen equipment on when not in use
- Store cylinders in a well-ventilated area, do not store in a closet
- Keep cylinders away from heat, for every degree over 70°F, the tank will increase by 5 psi
- Keep cylinders secured in a rack or laying down in a safe place
- Do not abuse or handle oxygen cylinders roughly

Traveling With Oxygen

- Never transport cylinders in the trunk or rear of your vehicle (backseat is okay)
- Always secure cylinders so they do not roll around
- When the temp outside is above 70°F, please allow for proper ventilation
- If you are planning on making long distance travel, please contact your oxygen provider as soon as you have made traveling arrangements

Using Your Oxygen Regulator

1. Open cylinder with the key provided.
2. Check contents gauge on regulator.
3. Remove plastic dust cap and plastic washer from cylinder post.
4. Turn the flow selector/rotary selector to the "O" position
5. Hand-tighten the T-handle until the regulator is secure.
6. Align the pins in the regulator to the holes in the cylinder post.
7. Lower the oxygen regulator over or connect it to the post of the cylinder.
8. Breathing normally
9. Attach the standard nasal cannula to the regulator and to your nose and face.
10. Consult Cylinder Duration chart for estimated usage time.

Example:
- ½ E Cylinder @ 2 lpm, lasts approx. 2.8 hours
- Full E Cylinder @ 2 lpm, lasts approx. 5.7 hours

Warning: To prevent injury from cylinders tipping over, do not use cannula tubing lengths over 7 feet with small compressed oxygen cylinders. Unattended cylinders should be secure in a cylinder stand.
Oxygen Yearly Requirements

Items Required for Initial Setup for Medicare/Medical Assistance Recipients

» Home Oxygen Prescription
» Appropriate diagnostic testing supporting provider’s oxygen prescription
» Face-to-face visit documentation in your medical record regarding continued need for oxygen in treatment of your diagnosed medical condition
» Medicare/Medical Assistance insurance information and updated demographics

Beneficiaries Entering Medicare

A patient who was receiving home oxygen therapy under commercial insurance and is transitioning to Medicare coverage must get updated requirements to meet Medicare coverage. **This must be done after signing up for Medicare.**

» Patient must have a face-to-face documented by the treating physician on continued need for oxygen in treatment of your diagnosed medical condition
» A prescription for renewal of your home oxygen will need to be faxed to your supplier indicating your prescribed liter flow, frequency and duration of need including medical condition requiring its use
» Insurance requires new testing to be done to ensure your prescription is continuing to meet your medical needs
» Patients will be required to sign new delivery tickets confirming reset up of your home oxygen therapy under Medicare coverage

Switching Equipment Suppliers Requirements

» If a patient would like to change from another supplier to our store, we will need specific information to be able to provide home oxygen therapy for insurance
» Current insurance information and demographics
» The Mayo Clinic Store will determine patient eligibility to transfer based on number of months billed by another provider
» Original Certificate of Medical Necessity (CMN) from previous supplier
» Original testing qualifying patient for home oxygen therapy
» Original face-to-face documenting continued need for oxygen in treatment of your diagnosed medical condition
» New prescription and face-to-face office visit note within 1 month of supplier transfer; his must be obtained by new supplier prior to any dispensing of equipment

Yearly Oxygen Prescription Requirements

You have been prescribed Home Oxygen Therapy. This may be prescribed for temporarily use after an illness or for a longer duration.

» Every year, you will need to visit your primary physician or pulmonologist for a face-to-face visit documenting in your medical record regarding continued need for oxygen in treatment of your diagnosed medical condition
» A prescription for renewal of home oxygen will need to be faxed to your supplier indicating your prescribed liter flow, frequency and duration of need including medical condition requiring its use
» Your physician may require further testing to be done to ensure your prescription is continuing to meet your medical needs
Oxygen Concentrators

Portable Oxygen
Portable oxygen systems are available to provide mobility to oxygen users making shopping, medical visits and recreation possible. Mayo Store staff can assist the user to find a portable system to best meet the user’s needs.

Portable concentrators are available for purchase or rental depending on patient needs.

Stationery Oxygen
Until now, oxygen concentrators have been very similar — heavy, bulky, noisy or require frequent maintenance. Stationary concentrators today deliver features homecare providers want and patients deserve.

» Lightweight
» Smaller and sleeker
» Easy to store and transport
» Low maintenance
» Quiet
» Simpler to use and maintain

PORTABLE OXYGEN SYSTEM
$65.00 PER MONTH RENTAL

STATIONARY OXYGEN CONCENTRATOR
$403.00 PER MONTH RENTAL

Home Oxygen Service Locations
Home oxygen services are available from the Mayo Clinic Store in selected areas. If you have questions or concerns please contact your oxygen provider.

In Mower and Freeborn counties
Mayo Clinic Store
Austin Medical Center
1000 First Drive NW
Austin, MN 55912
Hours:
8 a.m. - 5 p.m.
Monday - Friday
507-434-1266

In Eau Claire
Mayo Clinic Store
1400 Bellinger Street
Suite PHM #2
Eau Claire, Wi 54703
Hours:
8 a.m. - 5 p.m.
Monday - Friday
715-838-1815

In La Crosse and surrounding area
Mayo Clinic Store
700 West Avenue South
La Crosse, WI 54601
Hours:
8 a.m. - 5 p.m.
Monday - Friday
608-392-9797

In Mankato and surrounding area
Mayo Clinic Store
Madison East Mall
1400 Madison Avenue
Suite 100A
Mankato, MN 56001
Hours:
8 a.m. - 5 p.m.
Monday - Friday
507-594-2689

Order Toll-Free 888-303-9354 • Prices in blue are generally not covered by insurance
Home Safety Information

**E.D.I.T.H Exit Drills In The Home**

*Fire safety information*

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**Draw a floor plan** of your home and mark two ways out of every room, especially the bedrooms. Go over these escape routes with every member of your household.

Agree on a meeting place outside your house where every member of the household will meet after escaping a fire and wait there for the fire department to arrive. This lets you count heads to make sure everyone is there, and to tell the fire department if anyone is missing.

Practice your escape plan at least a couple times a year. Hold a fire drill in your home. Appoint someone to be a monitor and have everyone take part in the drill. A fire drill is not a race, but practice to get out quickly ... remember to be careful.

Make your fire drill realistic ... pretend that some exits are blocked by fire and practice getting out different escape routes. Pretend that the lights are out and that some escape routes are getting smoke in them.

Smoke alarms with working smoke detectors — your risk of dying in a home fire is cut almost in half. Install smoke detectors outside of every bedroom and on every level of your home including the basement. Follow the installation instructions carefully. Change smoke detector batteries at least once every year.

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**Home Fall Prevention Checklist**

Each year, thousands of older Americans fall at home. Many of them are seriously injured, and some are disabled. Falls are often due to hazards that are easy to overlook but easy to fix. This checklist will help you find and fix those hazards in your home. The checklist asks about hazards found in each room of your home. For each hazard, the checklist tells you how to fix the problem. At the end of the checklist, you’ll find other tips for preventing falls.

- **Floors** Have a clear path from room to room
- **Stairs and Steps** Fix loose or uneven steps; make sure carpet is firmly attached to every step
- **Kitchen** Move items in your cabinets; keep things you use often on the lower shelves (about waist level), if you must use a step stool, get one with a bar to hold on to; never use a chair as a step stool
- **Bathrooms** Put a non-slip rubber mat or self-stick strips on the floor of the tub or shower; consider putting grab bars inside the tub and next to the toilet
- **Bedrooms** Put in a night-light so you can see where you’re walking; some night-lights go on by themselves after dark

**Other Things You Can Do to Prevent Falls**

- Have your doctor or pharmacist look at all the medicines you take, even over-the-counter medicines; some medicines can make you sleepy or dizzy
- Have your vision checked at least once a year by an eye doctor; poor vision can increase your risk of falling.
- Think about wearing an alarm device that will bring help in case you fall and can’t get up
Preparing for an Emergency

All states have disasters. It is smart to prepare for the unexpected. Before a disaster, learn how you will know there is an impending hazardous event. Familiarize yourself with the signs of events that come without warning and know the local advance alerts and warnings and how you will receive them. Knowing about the local emergency plans for shelter and evacuation and local emergency contacts will help you develop your household plan and will also aid you during a crisis.

1. Make your Emergency Kit
   You can start with the basics and add on over time.

2. Make a Family Communications Plan
   If you are separated and cannot get in touch with your family, each family member should call the same contact out-of-state. Have an emergency contact in your local area, a contact out-of-state and a neighborhood meeting place.

3. Make a Family Evacuation Plan
   In an emergency you may need to leave your home quickly. Make sure everyone knows the plan. Include a plan for pets in case you need to evacuate.

4. Make a Plan for People with In-Home Needs
   Consider helping neighbors who may have special needs. Identify a neighbor or family member who can help if a care provider cannot get to your family member with special needs.

Home Emergency Kit
In an emergency, having these few items in your home can help keep your family safe.

- Water — at least 1 gallon per person per day
- Wired telephone
- Can opener (non-electric)
- First aid kit
- Battery powered radio
- Flashlight & battery-powered lantern
- ABC type fire extinguisher
- 3-day supply of canned or dried foods
- Smoke detectors and carbon monoxide detectors
- 3-day supply of baby food and formula
- Prescription medication
- Hand cleaner/sanitizer

If you lose power, eat the food in your refrigerator first. Without power, a refrigerator should keep food at a safe temperature for about four hours.

Grab Bag
You may have to leave your home quickly in an emergency. Some important items are

- One day’s clothing and shoes for each family member
- Towels, blankets or sleeping bags
- Personal care products (diapers, feminine hygiene products)
- Flashlight and extra batteries
- Prescription medications and CPAP
- Granola bars/trail mix
- Extra set of car keys
- Cash and prepaid phone card
- Copies of important documents: medical and prescription information, passports, birth certificates, driver’s license, insurance papers, contact list of family and friends
Roche Home INR Testing

International Normalized Ratio (INR) home testing is a patient self-testing program that allows the freedom to monitor INR levels safely from the convenience of your own home without compromising the peace-of-mind of a professional assessment by your physician. Studies show that more frequent self-testing significantly decreases the onset of complications.

Benefits of INR Home testing:

» Home testing systems are portable, battery-operated instruments; from a finger-stick of blood, these products are designed to aid in the management of oral anticoagulants

» Self-testing may also provide a convenient opportunity for increased frequency of testing when deemed necessary

» The use of the same instrument may increase the degree of consistency; self-testing provides the potential for greater knowledge and awareness of therapy that may lead to improved compliance

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Ordering Information

Convenient Order by Phone
Call toll-free 888-303-9354 prompt #1. Our customer service representatives are available Monday through Friday, from 8 a.m. to 5 p.m. Central time.

Order Processing
Mayo Clinic Store provides fast, discreet shipping, superior customer service. All home care supplies are shipped in discreet, unmarked packages right to your doorstep. Most products ship the same business day that you place your order.

Items are shipped if participating insurance coverage is available and required documentation is complete. All orders require a credit card on file or a deposit for co-pays and deductible for any orders being filed to insurance.

Our fill rates are among the highest in the industry. It is our policy to pay freight on back orders.

Returns & Exchanges
We will accept returns on most products purchased within 30 days for a merchandise refund or exchange. Products beyond 30 days from date of purchase, special orders and shipping and/or handling charges are not returnable or refundable.

» All merchandise returns or exchanges must have the original receipt and are subject to inspection and must be in resalable condition and contain the original packing materials, manuals and blank warranty cards. Any merchandise deemed unsuitable for resale will not be accepted for exchange or refund.

» Due to health regulations, sanitary and safety concerns, merchandise that has come into direct contact with the human body or has been worn cannot be returned or exchanged.

Contact Customer Service at 888-303-9354 for complete details prior to placing your order.

» Mayo Clinic Store will only pay return shipping costs if returned items shipped due to our error.

» Refunds will be issued via original payment method.

Medicare and Insurance Claims Filing
Mayo Clinic Store will file a Medicare B claim or private insurance form on your behalf. However, YOU AND YOUR PHYSICIAN MUST provide us with the following information:

» Name and address of the patient
» Medicare or insurance policy number
» Date of birth
» Your doctor’s prescription for the item (signed and dated on or before the date of your order) with:
  » Doctor’s National Provider Identifier Number
  » Diagnosis code and description

Please mail the necessary papers and information with your order.

Inquiries about reimbursement should be made through your Medicare or insurance office. Please allow 10 to 12 weeks for reimbursement.

Please Note

» Mayo Clinic Store does not guarantee the payers reimbursement. Reimbursement is based on the payers assessment of the patient’s need. Reimbursement amount is determined by Medicare or the insurance company and may vary from state to state. This may be less than the purchase amount.

» Medicare on your insurer will send the explanation of benefits and any reimbursement directly to the patient.

» Certain items in this catalog may require a Certificate of Medical Necessity (CMN) to be completed by the patient’s doctor. We will send the appropriate CMN to your doctor once we have received the prescription. Please note that a claim requiring a CMN takes longer to process.

» Please be aware: Medicare on your insurer may change the allowable without notice to you.

» Please Note: Mayo Clinic Store does not guarantee the payers reimbursement. Reimbursement is based on the payers assessment of the patient’s need. Reimbursement amount is determined by Medicare or the insurance company and may vary from state to state. This may be less than the purchase amount.

» Medicare on your insurer will send the explanation of benefits and any reimbursement directly to the patient.

Prices are subject to change without notice.
Products and services not available at all locations.

Order by Telephone
Call toll-free 888-303-9354 prompt #1. Our customer service representatives are available Monday through Friday, from 8 a.m. to 5 p.m. Central time. Please have your VISA, MasterCard, American Express or Discover Card available.

Visa, MasterCard, American Express, Discover
To view catalog online, go to www.MayoClinic.org

Shipping and Handling (Continental U.S.)
Orders totaling up to $125 will have a flat $9.95 shipping charge (bulk items extra). Orders of more than $125 will be shipped free of charge. We can provide premium shipping services including next day and second day. Charges for premium shipping services will be added to the invoice. International orders will be charged according to the destination.

Order Toll-Free 888-303-9354 • Prices in blue are generally not covered by insurance
Proceeds from products purchased support medical research and education at Mayo Clinic.

This catalog is intended for the use of patients and employees of Mayo Clinic.

**Solutions for Healthier Living**
call 888-303-9354 to order a free catalog below...

Our convenient store locations and hours
call 888-303-9354 ~ 8:00 a.m. to 5:00 p.m. Central time ~ Monday through Friday

Mayo Clinic Store
Siebens Building, Subway Level
Rochester, Minnesota

Mayo Clinic Store
Flower of Hope
Gonda Building, Subway Level
Rochester, Minnesota

Mayo Clinic Store
Sleep Apnea Supply
Gonda Building, 17th Floor
Rochester, Minnesota

Mayo Clinic Store
Flower of Hope
5881 E. Mayo Blvd #3-105
Phoenix, Arizona

Mayo Clinic Store
Mayo Clinic Health System
Albert Lea
404 West Fountain Street
Albert Lea, Minnesota

Mayo Clinic Store
Mayo Clinic Health System
Austin
1000 First Drive NW
Austin, Minnesota

Mayo Clinic Store
Mayo Clinic Health System
Eau Claire
1400 Bellinger Street
Eau Claire, Wisconsin

Mayo Clinic Store
Mayo Clinic Health System
Fairmont
800 Medical Center Drive
Fairmont, Minnesota

Mayo Clinic Store
Mayo Clinic Health System
La Crosse
700 West Avenue South
La Crosse, Wisconsin

Mayo Clinic Store
Mayo Clinic Health System
Mankato
1400 Madison Ave., Suite 100A
Mankato, Minnesota

Mail-Order Service
Rochester, Minnesota

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