

MY PAP THERAPY



Equipment Cleaning Tips

Requires **DAILY** cleaning:

- ⇒ Wipe oils from your **Mask Cushion** with PAP mask wipes or any non- alcohol based products
- ⇒ Change the **Distilled Water** in your Water Chamber

Requires **WEEKLY** cleaning:

- ⇒ Clean your **Mask, Tubing, and Water Chamber** with warm, soapy water. Use a mild soap that is NOT antibacterial and does NOT contain moisturizers or conditioners. Allow to air dry.
- ⇒ Clean **Filter** weekly by gently removing any materials. Replace, as needed, or when discolored.

How can I re-order supplies?

Customer service will process your order
Call PQ M-F 8:30am—5:00pm at
410-288-8969 (Option 3) once you're eligible

Our supply vendor will process your order
You will receive a call or email once you're eligible

You will receive your supplies within 5-7 days of re-ordering

When am I eligible to re-order supplies?

Item	Re-Supply Eligibility
Mask Cushions	Monthly
Filters	
Mask	Every 3 Months
Tubing	
Water Chamber	Every 6 Months
Chin Strap	

When am I eligible for a new/replacement machine?

Timeline	Payor Requirements
2 year equipment warranty	NA
Every 5 years	<ul style="list-style-type: none">• A physician's order• A documented face to face encounter with your physician in the past 6 months

If you have any specific questions about your coverage, please contact your insurance provider.



FAQs



Q: What are some other resources I can use to help with my therapy?

- A. Various FREE online patient portals are available to obtain more information about your therapy; coaching tips as well as access to a full sleep library with videos.

Patients on a **ResMed** device can register for **MyAir** at www.ResMed.com/MyAir.

Patients on a **Respironics** device can register for **SleepMapper** at www.mysleepmapper.com.

Q: My mask keeps leaking. What can I do?

- A. Your mask is fit to ensure no leakage in any position while you sleep. Over-tightening is uncomfortable and can cause leaks. Try readjusting your mask position by lifting the mask away from your face before you tighten your mask. Consider replacing the cushion or mask as prolonged wear can affect the seal.

Q: What can I do if I have excess water in my tubing?

- A. Be sure you are starting the night with dry tubing. Lower the humidity level on your heater. If you experience dryness with a lower humidifier setting consider other things that affect the condensation in your tubing (i.e. placing tubing near an air duct or open window).

Q: Why does my humidifier seem to use a different amount of water at night?

- A. It is normal for your machine to use varying amounts of water at night. This variance is due to differences in room temperature and relative humidity. It is most noticeable during the change of seasons.

Q: Why does my machine sound noisy?

- A. The most common reason for excess noise by the machine is due to a leak in the system. Inspect the humidifier chamber ensuring any internal pieces have a good seal, lid is properly closed and chamber is snug into machine. Inspect your tubing and mask for small tears and replace regularly.

Q: What can I do if I experience dryness in my mouth or nose?

- A. Adjust your humidifier for more humidity. Dryness in your mouth also often indicates an air leak through your mouth during the night. Use of a chinstrap can help.

Q: How many hours do I need to use my CPAP each night?

- A. Please use your machine ANY TIME you are sleeping to get the greatest benefit from your PAP therapy.

Q: What can I do if I have difficulty tolerating the pressure?

- A. Wearing your device while you're awake will help you get used to the feeling of breathing with positive pressure. Continue your daily use while increasing hours nightly. Use or increase the ramp feature.

Q: Can I adjust my pressure?

- A. A pressure change cannot be made without a physician's order.

Q: Why won't my machine turn on?

- A. Check all connections along the power cord are secure or try another outlet. If the issue persists please contact Pharmaquip for further guidance.

Q: What kind of support does Pharmaquip provide to PAP patients?

- A. Customers set up through the **Baltimore office, call M-F 8:30am—5:00pm at 410-288-8969**. Our Respiratory Therapy team can assist with machine functionality (Option 1). Our PAP specialists can assist with mask issues or steps to gain compliant use (Option 2). Our Customer Service team can assist you with re-ordering supplies and any other administrative questions (Option 3).

Customer set up through the **Virginia office, call M-F 8:30am—5:00pm at 703-440-3600**.

If you have an urgent issues **after 5:00pm please call us at 410-288-8150**.

For any billing questions contact our billing department **M-F 8:30am—5:00pm at 410-288-8951**.