Home Care Medical
Respiratory Care Services
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homecaremedical.com
Home Care Medical has been a leading provider of oxygen therapy for nearly four decades. Accredited by the Joint Commission, our Oxygen Therapy division is the largest area in our Respiratory Care department.

The goal of Home Care Medical’s best+fit Oxygen Delivery Program is to ensure each patient receives the appropriate home oxygen delivery system initially, and throughout the duration of their oxygen use.

Achieving this goal aligns with Home Care Medical’s mission to *enhance the quality of life of those we serve*.

Providing the best+fit Oxygen Delivery Program for our patients increases their compliance which leads to:

- increased blood oxygen levels
- decreased shortness of breath
- reduced stress on the heart

Please take a moment to read and learn more about our team and the processes behind Home Care Medical’s best+fit Oxygen Delivery Program.
Home Care Medical’s product selection is expansive. Our staff is highly qualified and our service is unparalleled. Our team of Respiratory Therapists, Respiratory Specialists, EMTs, Home Care Technicians and support staff have over 160 years of combined respiratory care experience. Primary duties of the respiratory team are delineated as follows:

- **Respiratory Therapists:**
  Teach utilization of equipment to users and family members and provide patient care for people needing ventilators, apnea monitors, oxygen, PAP and phototherapy therapy.

- **Respiratory Specialists/Emergency Medical Technicians:**
  Follow-up on patients new to oxygen. They evaluate patients for the most appropriate oxygen delivery system, which could be LOX, Concentrator, Oxygen Conserving Device or a self-filling oxygen system. They also review the home safety aspects of having oxygen in the home – including oxygen outcomes and compliance monitoring.
Respiratory Clinical Support Staff:
Coordinate discharge and set-ups for new oxygen patients. They are our lead in handling customer questions and concerns.

Respiratory Support Coordinators:
Help with scheduling, coordinating compliance, and work closely with Respiratory Intake Specialists to meet the needs of our customers.

Respiratory Intake Specialists:
Process calls from clients and referrals that are placing initial and ongoing orders for respiratory products and services.

Home Care Technicians:
Are trained to deliver, set-up and educate patients on oxygen therapy equipment. They teach clients on the safe and effective use of the equipment.
Our best+fit Oxygen Delivery Program consists of three main steps:

I. Patient Intake and Assessment

One of our Respiratory Intake Specialists asks the patient or referral source a series of questions to obtain the information necessary to determine the system that best fits the patient’s therapy need and lifestyle.

Determining factors include:
- the patient’s bed or home bound status
- the prescribed liter flow
- hours per week the patient is mobile outside of the home

After gathering the above information, the Respiratory Team selects the best+fit system and coordinates the delivery.

If a patient is mobile, he or she may qualify for an Oxygen Conserving System (OCS). When the Respiratory Intake Specialist identifies the patient as a qualifying OCS candidate, she sends the referring physician a Confirmation of Verbal Order (CVO) for an OCS evaluation. Upon receipt of the CVO, the Respiratory Support Coordinator schedules a Clinical Respiratory Evaluation, which is performed by a Respiratory Clinician, who then determines the best+fit oxygen system for the patient. Delivery is then scheduled for the system.
II. Oxygen Delivery and Patient Education

The oxygen delivery system determined to be the best-fit for the patient is delivered to the patient’s home by a trained Home Care Technician. The delivery is made between four hours and 48 hours of receiving a referral, depending on when the patient is discharged home.

When our Home Care Technician delivers oxygen to the patient’s home, he:

– selects the best location for the system
– checks electrical outlets and the presence of a working smoke detector
– instructs and educates the patient and/or caregiver on safety, proper use, maintenance and cleaning of equipment
– observes return demonstrations to ensure the patient/caregiver is able to use the equipment properly and safely

Our patient’s safety comes first. From initial set-up to clinical evaluation for best-fit Oxygen System, we take every opportunity we can to ensure the health and safety of our patients.
III. Oxygen Outcomes and Equipment Compliance Monitoring

To ensure patient compliance and to monitor the therapeutic benefits of their oxygen therapy, our respiratory team will contact our patients on a regular basis. At minimum, patients will be contacted as follows:

– a follow-up phone call will be placed within seven days after oxygen setup to remind the patient of key elements of their therapy, to reinforce safety issues and to reinstruct as needed

– an assessment call will be made after 30 days of oxygen therapy to:
  > monitor the patient’s progress toward defined goals
  > assess the patient’s compliance with their oxygen therapy
  > assess safety and fire hazards
  > monitor equipment maintenance
  > document any respiratory related re-hospitalizations

– after six months the patient will receive a letter reminding them of key safety issues and how often to change their tubing, cannula and water bottle

– annual performance maintenance inspections (PMI) will be conducted at the patient’s residence; compliance and safety issues will be reinforced, supplies will be replenished and the equipment refreshed, as needed

– annually we will send a letter to the patient’s ordering/primary physician regarding the patient’s compliance with their oxygen therapy
“It makes my life so much easier. I don’t have to sit home and wait for tank deliveries.”

– Peter, Home Care Medical Homefill patient since June 2010
best+fit systems

Home Care Medical’s best+fit oxygen system choices include:

A. The self-fill system which includes a concentrator, compressor/fill station and portable tanks
B. A standard concentrator with stationary and/or portable tanks
C. Stationary and/or portable tanks
D. Liquid oxygen with a portable unit
Unless otherwise indicated or prescribed by the referring physician, the system found to be the **best+fit** for oxygen patients is a self-fill system.

The self-fill system includes:

- A continuous-flow oxygen concentrator for use at night.
- A compressor attached to the concentrator that allows the patient to fill their own portable tanks.
- A convenient shoulder bag or fanny pack for carrying the tank.

We have found that this system affords the patient the most freedom and independence. Patients’ feelings of anxiety are eliminated, since they no longer fear they will run out of oxygen. They have access to an unlimited refillable oxygen supply that means greater mobility inside the home and out in the community. Home Care Medical’s preferred self-fill system is the Invacare HomeFill™ II Oxygen System.
Home Care Medical has a variety of value-added services with our **best+fit** Oxygen Delivery Program:

**Traveling Oxygen Program:**

We know how important mobility is for oxygen therapy patients. We also know traveling with oxygen may seem impossible for some patients. Home Care Medical’s Traveling Oxygen Program assists patients who have the means to travel away from home for several days or longer.

At no charge to our patients, our Respiratory Support Coordinator performs the following duties:

- recommends the most appropriate oxygen delivery system for use when traveling or for use away from home
- schedules the delivery of the selected travel system
- when requested, makes arrangements with a selected oxygen provider in the patient’s destination city
- provides travel information including requirements/restrictions for ground, air and cruise travel options, plus a “Travel Do’s and Don’t’s” checklist
Traveling oxygen systems are available for rent or for purchase. An installment payment plan is available for those who wish to purchase the system.

- **Overnight Pulse Oximetry Testing:**
  When overnight pulse oximetry testing is ordered by the physician, Home Care Medical’s respiratory staff will perform the oximetry test or coordinate the service with an independent testing facility, depending on what the patient’s insurance dictates.

- **Portable Oxygen Concentrators (POCs):**
  Available for qualifying patients discharged from select hospitals, POCs provide more hours of oxygen than a single tank giving the patient/caregiver increased peace of mind that they have enough oxygen while they wait for our Home Care Technician to make a delivery.
Respiratory Care Center:

Our Respiratory Care Center opened in February 2007. It provides several home-like fitting rooms where clients can visit with our respiratory clinicians on topics ranging from PAP therapy and oxygen therapy to nebulizers and suctioning. These services are also performed in the home or alternate care facilities.

Home Medical Equipment and Supplies:

As a full-service home medical equipment provider, Home Care Medical’s experienced staff can suggest additional products and services to enhance the patient’s quality of life, foster independence, and increase patient safety. These products include: pulse oximeters; incentive spirometry; nebulizers; ambulatory aids; wheeled walkers, wheelchairs and scooters; bathroom safety products; aids for daily living, and much more.

Home Care Medical has been providing retail service to the community since 1974. We recently remodeled and expanded our flagship store in Milwaukee. All lines of care are represented along with certified orthotic and prosthetic fitters and highly trained Personal Care Consultants. In addition, we recently opened a second retail location in West Bend.
To learn more about our home medical equipment and supplies, please feel free to visit one of our retail stores and product showrooms at:

Milwaukee Retail Store  
4818 South 76th Street  
Milwaukee, Wisconsin 53220  
Ph 414.423.8800

West Bend Retail Store  
1709 South 18th Avenue  
West Bend, Wisconsin 53095  
Ph 262.957.5501

Home Care Medical is very proud of its broad selection of high quality oxygen therapy products and services, award-winning team of health care professionals, and acknowledged commitment to quality. We look forward to working with you to provide the **best+fit** for your patients.

For questions or more information regarding our **best+fit** program, please call 262.786.9870 x536.

To make an oxygen referral, please call our Respiratory Intake Specialists at 262.786.9870 x208.