Sanford Health HealthCare Accessories is committed to providing quality products and services to promote health and healing. Through ongoing customer education, physical assessments, use of “state of the art” technology, and highly educated, professional personnel, we are dedicated to meeting our customers’ needs with the highest level of customer service.
Proper Hand Washing Techniques

Personal hygiene, as it relates to proper hand washing techniques, is essential in helping to prevent cross contamination and exposure to infections for both the customer and the caregiver.

**Hand Washing** is the single most important procedure for interrupting transmission of infection to customers and caregivers.

Caregivers shall properly wash their hands before and after physical contact with the patient or after handling used equipment.

If hands come in contact with blood, body fluids or other potentially infectious materials, they should be washed with soap and water. Antibacterial soap is recommended.

Hands should be washed even when gloves have been worn.

**Proper hand washing technique:**

A. Wash hands “vigorously” with soap and running water for a minimum of twenty (20) seconds (Sing a verse of Yankee Doodle.)

B. To properly clean hands two elements are needed:
   1. Friction (achieved by rubbing hands together); and
   2. Length of time the soap is in contact with the hands.

C. Dry hands with clean towel.
How to Operate Your Oxygen Concentrator

These diagrams will assist you in becoming more familiar with the equipment you will be using. Your oxygen (O2) concentrator may vary slightly from this photo but it has the same primary features.

1. Plug the power cord into an outlet being sure to have the machine located eight to ten inches away from walls, curtains or other furniture to allow for adequate air circulation. Check to see that the electrical outlet being used is not controlled by a wall switch. Avoid plugging the unit in next to heat sources.

2. If you are using a humidifier (figure 2), use distilled water to fill the jar between the minimum and maximum indicator lines. Attach the nut from the humidifier jar to the threaded O2 outlet connection on the concentrator. If a humidifier is NOT necessary, attach the oxygen supply tubing directly to the oxygen adapter that is threaded on the O2 connection of the concentrator.

3. Turn on the concentrator with the on/off power switch (figure 3). Listen for the alarm to sound for a short period of time (less than 60 seconds). The concentrator will cycle intermittently and make a slight cycling noise.

4. Turn the control knob (figure 4) on the flow meter to set the prescribed liter flow. As you set the flow you will see a ball floating in the tube next to the number prescribed. The middle of the ball should balance on the number.

Your flow rate is _____ LPM. Use O2 for _____ hours per day.

5. If you are using a humidifier (figure 2), check to make sure the oxygen is bubbling through the water in the humidifier.

6. Attach a cannula, mask or other appliance (figure 5) to the humidifier or outlet adapter.

Note: The frequency for changing the disposable plastics, i.e., nasal cannulas and the oxygen connecting tubing, will depend on plastic hardness and the ability to be recleaned. We recommend changing the nasal cannulas every two weeks and the oxygen connecting tubing every ninety (90) days. DO NOT submerge the cannula or oxygen connecting tubes in water as the diameter of the tubing does not allow for proper drying.
Safety Precautions

1. No smoking or open flames should be allowed when oxygen is in use. Display “No Smoking” and “Oxygen in Use” signs to alert others to the presence of oxygen in the home (figure 6).

2. When you are not using oxygen, remove the nasal cannula, mask or other appliance (figure 5) and turn the power switch off (figure 3).

3. Keep oxygen away from any other flames and highly combustible materials (at least six (6) feet).
   A. Avoid materials such as petroleum jelly, hair oil, hair and other aerosol sprays, petroleum based skin lotions, grease or oil.
   B. Remove and avoid sources of ignition such as hair dryers, electric razors, heaters, sparking toys, lit cigarettes, candles, etc.
   C. You can continue to use your electric or gas stoves and ovens; however, avoid bringing the nasal cannula and tubing anywhere near the heat source. You may do this by putting the tubing back over your shoulders (secure with clothes pin etc., if necessary). Be careful not to obstruct the flow or pierce the tubing. You may want to use the back burners of the stove to further avoid the heat source and pull the oven racks “out to you” with a utensil when you are baking.

4. Use only the amount of oxygen prescribed by your physician. Oxygen is considered a drug and must be used properly.

5. Fifty (50) feet of oxygen delivery tubing plus nasal cannula or mask is the maximum length of tubing that should be used with the oxygen concentrator. Longer lengths of tubing may impair performance of the concentrator.

6. When using longer lengths of oxygen tubing, be aware of the “trip” factor.

7. Test your smoke detector every month.

8. Place the concentrator close enough to electrical outlets to keep power cords out of walkways and to eliminate the need for extension cords.

9. Do not allow children or untrained individuals to operate the medical equipment.

Safety Precautions to Prevent Falls

1. Look around your home and remove any items in living areas, bedrooms, hallways, or stairs that could potentially cause a stumble or fall (rugs, toys, clothes, etc.).

2. PAY ATTENTION as you walk throughout your home. Avoid talking on the phone, carrying multiple items, rushing to perform tasks, etc.

3. If you are using an oxygen concentrator, determine what length of tubing you need. Where in your home do you need/want to go? There are various lengths of tubing available. Don’t get a length that is excessive for your needs because it just puts you at a greater risk to trip over it. We call this the “trip factor” with long oxygen tubing. As you are walking around your home, pick up your oxygen tubing as you go so it is not tripped on when walking back and forth. (It’s in your hands, you know where it is.)

4. When using any home medical equipment or devices (i.e. walkers, canes, portable oxygen, wheelchairs, etc.), know how to use the equipment properly. If you don’t know, please ask. Also keep in mind that as you begin to use your new equipment, it will take time to adjust and you may need to be extra careful during this time to avoid stumbles or falls. For those who have had equipment for a long time, remember that although you are used to it, it never hurts to re-evaluate and use safety precautions.

5. Arrange furniture or other items in your home to ensure that it is easy to maneuver around. The less that is in your way, the less chance you have to fall.
Cleaning Oxygen Therapy Equipment

Warning Signs of Infection
(Contact your physician if indicated)
- Increased shortness of breath.
- Increased work of breathing and sputum production.
- Color change in sputum.
- Fever and chills.

Equipment that is not routinely cleaned or disinfected is a possible source of infection. Cleaning of your oxygen equipment is essential to decrease the potential for infection. We recommend that cleaning be done on a forty-eight (48) hour basis and that disinfecting be done once a week. Examples: bubble humidifiers and other re-cleanable plastics (not tubing). **Do not use a dishwasher for cleaning equipment.**

A. Cleaning Procedure (Soap and Water)
1. Provide a clean work area and wash hands thoroughly before beginning cleaning procedure.
2. Disassemble the equipment in a container that is designated for this purpose.
3. Wash the parts in hot, soapy water using a mild dish detergent. Use a brush that is designated for this equipment to clean parts as necessary.
4. Rinse all parts thoroughly under hot running tap water.
5. Place all parts on a clean paper towel to air dry.
6. Wash your hands thoroughly before assembling the parts for usage. If the equipment will not be in service for a period of time, store the assembled parts in a clean bag.

B. Disinfection Procedure (once a week) White Vinegar or Disinfectant Like Control III.
1. Follow steps 1-4 under the Cleaning Procedure for soap and water.
2. Prepare a solution using one part white vinegar to three parts tap water or prepare a disinfectant according to the manufacturer’s instructions.
3. Completely submerge all parts in the solution. Soak in the vinegar solution for thirty (30) minutes or soak in disinfectant for the manufacturer’s specified length of time.
4. Rinse all parts thoroughly under hot running tap water.
5. Place all parts on a clean paper towel to air dry.
6. Wash your hands thoroughly before assembling the parts for usage. If the equipment will not be in service for a period of time, store the assembled parts in a clean bag.
7. The vinegar solution should be discarded after each use. Keep the disinfectant covered between uses and use only as long as recommended by the manufacturer.

C. Other Disinfection Options to Consider Include:
1. Soaking in two tablespoons of bleach to six cups of water for three minutes.
2. Soaking in 70% isopropyl alcohol for five (5) minutes.
3. Soaking in Hydrogen Peroxide (3%) for thirty (30) minutes.
4. After completing the chosen option, rinse, dry and assemble as noted in Procedure B above.
Filters

Filters should be washed and cleaned weekly and more frequently if the operating environment requires it. **DO NOT USE A DISHWASHER FOR CLEANING EQUIPMENT.**

1. Remove the filter and wash it in a warm solution of soap and water (figure 7).
2. Rinse the filter thoroughly to remove any excess soap or residue (figure 8).
3. Remove the excess water by using a soft absorbent cloth towel.
4. Re-install the filter in the concentrator.
   
   Note: Some concentrators do not have removable filters and require the air intake grid to be wiped off or vacuumed out.

Troubleshooting Your Equipment

**Problem:** If you turn on your concentrator and the power failure alarm comes on and/or the unit doesn’t cycle.

**Solution:** Check to see that the unit is plugged into a functional wall outlet. Check your fuse box for a “tripped” breaker or blown fuse. Some concentrators have a circuit breaker reset button. If yours does, reset it if necessary.

**Problem:** If your concentrator is operating but there is reduced or no air flow.

**Solution:** Make sure all fittings are tight. Check to see if the humidifier jar and cover are tight and the nut is threaded tightly on the threaded outlet fitting of the concentrator. A plugged humidifier can cause a flow problem. Check to make sure the oxygen tubing is not kinked or twisted.

**Problem:** If your concentrator makes unusual noise or alarms or has lights on which are not normally on.

**Solution:** Contact your Sanford Health HealthCare Accessories supplier promptly.

**Problem:** If your tubing contains condensation particles.

**Solution:** If your tubing is laying on the floor, condensation may occur. It may be necessary to insert a H2O trap to prevent excessive moisture buildup in your tubing. The tubing may also be dried by operating the concentrator without humidity for a short time. Contact your Respiratory Therapist.

**Please be aware:** Oxygen concentrators are mechanical equipment that on occasion do experience malfunction. If you feel your concentrator may not be operating properly and you are experiencing breathing discomfort, contact your Sanford Health HealthCare Accessories supplier immediately. (See back cover for contact information.)
How to Operate Your Oxygen Cylinder

1. The tank must be secured by a cart or ring stand.

2. Secure the regulator (figure 10 and 14) to the oxygen cylinder (figure 9). Align the two A pins on the yoke (figure 13) with the two pin holes on the side of the valve stem (figure 12). Be sure the “washer” is in place before tightening the regulator.

3. The regulator (figure 10) has two gauges: one shows the amount of oxygen in the tank (Content Gauge) and the other shows the flow of oxygen in liters per minute (Flow Meter). The regulator (figure 14) has one gauge that shows the amount of oxygen in the tank (Content Gauge).

4. Using the valve wrench (figure 11), open the tank valve and observe Contents Gauge rise to between 1,800 & 2,000 pounds per square inch when full.

   **NOTE:** Turn the wrench counterclockwise to open the tank and clockwise to close the valve.

5. Turn the control knob on the regulator (figure 10). Watch the gauge with the needle adjustment and set the prescribed liter flow or turn the control knob on the regulator (figure 14) until the prescribed liter flow is visible in the window.

6. Attach a cannula, mask or other appliance to the oxygen adapter (figure 10).
1. Use only the amount of oxygen prescribed by your physician. Oxygen is considered a drug and it must be used properly.

2. When you are not using your oxygen cylinder, remove the cannula, mask, or other appliance and turn off the main cylinder valve and control knob (figure 10).

3. Keep oxygen away from any open flames and highly combustible materials. (At least six feet.)
   A. Avoid materials such as petroleum jelly, hair oil, hair and other aerosol sprays, petroleum based skin lotions, grease or oil.
   B. Remove and avoid sources of ignition such as hair dryers, electric razors, heaters, sparking toys, lit cigarettes, candles, etc.
   C. You can continue to use your electric or gas stoves and ovens; however, avoid bringing the nasal cannula and tubing anywhere near the heat source. You may do this by putting the tubing back over your shoulders (secure with clothes pin etc., if necessary). Be careful not to obstruct the flow or pierce the tubing. You may want to use the back burners of the stove to further avoid the heat source and pull the oven racks “out to you” with a utensil when you are baking.
   D. Be sure to check the content gauge regularly. If the contents are low (500 pounds or below – red zone) consider what time limits you may be dealing with and plan accordingly. (Example: take an extra cylinder with you. Reorder oxygen prior to completely depleting your supply or stop by your Sanford Health Healthcare Accessories store to exchange cylinders.)

4. Spare cylinders stored in an upright position must be secured by a chain or in a storage rack or bin.

5. Spare cylinders stored lying flat must be out of the way in a low traffic area.

6. Keep oxygen cylinders in a well ventilated area to prevent the buildup of an oxygen enriched atmosphere.

7. Avoid striking cylinders against each other. (There is potential for sparks being created). It is recommended that portable oxygen cylinders not be stored within five feet of an electrical outlet.

8. Cylinders should not be stored near radiators or other sources of radiant heat. Storage temperature should not exceed 125 degrees Fahrenheit.


10. Display “No Smoking” and “Oxygen in Use” signs to alert others to the presence of oxygen in the home (figure 6).
Emergency Backup System

The system is provided for our “continuous user” oxygen customers and it is to be used in the event of a power outage or concentrator failure. If your physician has prescribed oxygen for a minimum of 18 hours per day, you would be considered a continuous user. The size of the tank provided is dependent upon the liter flow setting you are to use and the distance that you live from our Sanford Health HealthCare Accessories store location that serves you.

Equipment Includes: An oxygen tank, regulator and floor stand.

1. The regulator will have a content gauge to indicate the amount of oxygen in the tank and a control knob or dial to set your prescribed liter flow.
2. To use, turn the round “hand wheel” on the top of the tank valve approximately one full turn in a counter clockwise direction. Check the pressure reading on the content gauge. (Full is approximately 1800 to 2000 pounds of pressure per square inch.) The pressure reading will fall as the oxygen is used.
3. Turn the control knob or dial on the regulator to the prescribed liter flow.
4. Attach your nasal cannula or tubing to the oxygen adaptor. Continue to use the backup system until power is restored or the problem is corrected.
5. Be sure to check the tank contents gauge on a regular basis. Contact Sanford Health HealthCare Accessories if you have used your “Emergency Backup System” for any extended period of time.
6. Do not use your backup system for portability needs. It needs to be available to meet your needs in an emergency situation.
Emergency/Disaster Assistance

The Dakotas and Minnesota on occasion are subject to adverse weather conditions and extremes. Unstable summer weather may spawn electrical storms or tornado activity while winter ice and snowstorms are a real possibility. The occurrence of an emergency situation or natural disaster could cause a disruption of care or service that might be potentially harmful to some of our medical equipment users.

A. Please be aware of the following general information:
   1. Turn to an emergency broadcast radio or television station during any emergency to keep current on events happening around you.
   2. Stock extra batteries for your radio.
   3. Call a local medical facility/emergency room/rescue squad, etc., if you require medical care/supplies and Sanford Health HealthCare Accessories, LLC, cannot assist you due to emergency conditions.
   4. If you are without power and have no secondary or emergency heating source (fireplace, wood-burning stove, kerosene heater, etc.), plan ahead should you need to relocate. Consider neighbors, other family members, local shelters, etc., as relocation options.

B. Sanford Health HealthCare Accessories, LLC, has multi-site locations:
If your primary store location experiences problems due to an emergency or disaster and you are not able to contact them, be aware of other Sanford Health HealthCare Accessories, LLC, location phone numbers you may use to communicate your needs.

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Numbers</th>
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</thead>
<tbody>
<tr>
<td>Fargo</td>
<td>(701) 293-8211 or 1-800-288-4613</td>
</tr>
<tr>
<td>Bismarck</td>
<td>(701) 255-2657 or 1-855-257-2231</td>
</tr>
<tr>
<td>Jamestown</td>
<td>(701) 251-1331 or 1-800-456-7649</td>
</tr>
<tr>
<td>Minot</td>
<td>(701) 852-4110 or 1-800-876-2179</td>
</tr>
<tr>
<td>Bemidji</td>
<td>(218) 759-9391 or 1-800-828-5462</td>
</tr>
<tr>
<td>East Grand Forks</td>
<td>(218) 773-5840 or 1-866-262-1602</td>
</tr>
<tr>
<td>Thief River Falls</td>
<td>(218) 683-2588 or 1-866-965-9553</td>
</tr>
</tbody>
</table>

C. Take time to list other phone numbers that may offer assistance in an emergency.
Keep the listing where it is easily accessible.

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<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>Emergency 911, if available in your area 911</td>
</tr>
<tr>
<td>2</td>
<td>Local law enforcement</td>
</tr>
<tr>
<td>3</td>
<td>Local hospital or clinic</td>
</tr>
<tr>
<td>4</td>
<td>Local ambulance or rescue squad</td>
</tr>
<tr>
<td>5</td>
<td>Power company</td>
</tr>
<tr>
<td>6</td>
<td>County sheriff department</td>
</tr>
<tr>
<td>7</td>
<td>County Emergency Management/Red Cross</td>
</tr>
<tr>
<td>8</td>
<td>Emergency broadcast radio and TV stations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Radio</th>
<th>TV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fargo</td>
<td>KFGO (790 AM)</td>
<td>KVLY</td>
</tr>
<tr>
<td>Bismarck</td>
<td>KFYR (550 AM)</td>
<td>KFYR</td>
</tr>
<tr>
<td>or KYYY (93.2 FM)</td>
<td></td>
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<tr>
<td>Jamestown</td>
<td>KQDJ (1400 AM)</td>
<td>KVLY</td>
</tr>
<tr>
<td>Minot</td>
<td>KCJB (910 AM)</td>
<td>KMOT</td>
</tr>
<tr>
<td>Bemidji</td>
<td>KKBJ (1360 AM)</td>
<td>KVLY</td>
</tr>
<tr>
<td>East Grand Forks</td>
<td>KNOX (1310 AM)</td>
<td>KVLY</td>
</tr>
<tr>
<td>Thief River Falls</td>
<td>KTRF (1230 AM)</td>
<td>KVLY</td>
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</table>
D. Power Outage:
Several types of medical equipment require electricity to operate. A power interruption will necessitate seeking other alternatives.

1. Oxygen Concentrators (Contact Sanford Health HealthCare Accessories, LLC, first.)
   a. Use your emergency backup system or portable oxygen tanks, if available.
   b. Contact your local power company for any assistance they can provide.
   c. Contact your local hospital, clinic, or ambulance service to check on the availability of portable oxygen or other assistance.
   d. Consider moving your concentrator to a friend’s or relative’s home that may not have experienced a power interruption.
      * If you will be without oxygen for an extended period of time due to an emergency or disaster, you may want to limit your activities, as exertion can increase your oxygen needs.
2. Mechanical Ventilators (Contact Sanford Health HealthCare Accessories, LLC, first.)
   a. The internal battery can power the ventilator for up to one hour. It cannot be considered as a long-term power backup.
   b. If you have an external battery backup system that is kept properly charged, you should have up to ten hours of usage.
   c. Consider moving your ventilator to a friend’s or relative’s home that may not have experienced a power interruption.
   d. Contact your local hospital, ambulance service, Red Cross, County Emergency Management office or your power company for possible assistance with transport, relocation access to portable generators, etc.
   e. Your manual resuscitator can be used as an alternate source of ventilator support if no backup power sources or other assistance is available.
3. Compressor/Nebulizer
   a. Consider taking your nebulizer to a friend’s or relative’s home that may not have experienced a power interruption.
   b. Maybe a local hospital or business has backup generator power that you can access.
   c. You may be able to substitute MDI’s (Inhalers) if you are currently using them. Discuss with your physician.
4. Apnea Monitors (Contact Sanford Health HealthCare Accessories, LLC, first.)
   a. Most apnea monitors should give up to 15 hours of continuous usage on their internal battery.
   b. Consider moving your monitor to a friend’s or relative’s home that may not have experienced a power interruption.
   c. If your monitor will not function due to loss of electricity and a depleted internal battery, someone will have to monitor the baby at all times.

E. Equipment Damage or Loss:
If your medical equipment has been damaged or lost due to an emergency or natural disaster or if you must leave your home for safety reasons:

1. Contact your Sanford Health HealthCare Accessories, LLC, supplier.
2. Contact local or county services for assistance as the situation dictates. They may be able to direct you to a shelter or alternate site.
Travel

A. Your oxygen concentrator can be transported in your vehicle if you are planning a short term visit, vacation, etc. Consider the following:

1. Transport the concentrator in an upright position.
2. Protect the concentrator from the elements during transport.
3. If you have transported the concentrator in a very cold environment, allow the compressor and internal components to warm up before using. (Up to one hour warm-up is a good benchmark.)

NOTE: Contact your local Sanford Health HealthCare Accessories if your travel plans are for an extended period of time.

B. Airline Travel with Oxygen: On airlines that do accept passengers needing in-flight medical oxygen, be aware of the following:

1. You will not be allowed to use your own high pressure gas cylinders in flight due to F.A.A. regulations. Major airlines are allowing POC’s (portable oxygen concentrators) to be used.
2. Each airline has its own procedures. You should contact an airline representative to determine their policy.
3. Make your arrangements well in advance of your anticipated travel date.
4. Carry a copy of your oxygen prescription with you.

Sanford Health HealthCare Accessories Locations

FARGO
3223 32nd Ave. S, Fargo, ND 58103
(701) 293-8211 • 1-800-288-4613
Hours: 8 a.m.-6 p.m., Monday-Friday and 9 a.m.-1 p.m., Saturday
*Problems after business hours call: (701) 234-6000 or (800) 437-4010

BISMARCK
626 North 6th Street
Bismarck, ND 58501
(701) 255-2657 • 1-855-257-2231
Hours: 8 a.m.-5 p.m. Monday-Friday
*Problems after business hours call: (701) 255-2657

JAMESTOWN
1023 10th Street SE, Jamestown, ND 58401
(701) 251-1331 • 1-800-456-7649
Hours: 8 a.m.-5 p.m., Monday-Friday
*Problems after business hours call: (701) 952-1050

MINOT
116 1st Street SW, Minot, ND 58701
(701) 852-4110 • 1-800-876-2179
Hours: 8 a.m.-5 p.m., Monday-Friday
*Problems after business hours call: (701) 852-4110 or (800) 876-2179

BEMIDJI
1705 Anne Street NW, Suite #1
Bemidji, MN 56601
(218) 759-9391 • 1-800-828-5462
Hours: 8 a.m.-5:30 p.m., Monday-Friday
*Problems after business hours call: (218) 759-9391 or (800) 828-5462

EAST GRAND FORKS
621 DeMers Avenue
East Grand Forks, MN 56721
(218) 773-5840 • 1-866-262-1602
Hours: 9 a.m.-noon and 1-4 p.m., Monday-Friday
*Problems after business hours call: (218) 681-4240 or (800) 550-4109

THIEF RIVER FALLS
1845 Highway 59, Suite #100
Thief River Falls, MN 56701
(218) 683-2588 • 1-866-965-9553
Hours: 8 a.m.-6 p.m., Monday-Thursday 8 a.m.-5 p.m., Friday
*Problems after business hours call: (218) 683-2588 or (800) 866-965-9553

SANFORD HEALTH
HealthCare Accessories