



 *Upstate
HomeCare*
The Best for Getting Better

**Welcome to
CPAP Therapy**

Welcome

So you have sleep apnea. Now what?

First, let us welcome you to Upstate HomeCare. Together, we will get you back to a restful sleep.

This guide is designed to help you get started with your sleep apnea treatment and provide therapy tools and resources to help you be successful with CPAP. Treating your sleep apnea plays an important role in improving your energy level and overall health.

By now, you had your setup appointment with one of our Respiratory Representatives. They showed you how to use your machine and fit you for your mask. Now you have to put it into practice. Don't panic! We are here to help!

If you ever have any questions about your mask, machine or concerns about anything regarding your CPAP therapy, do not hesitate to contact us!

Your Respiratory Representative's name is _____ and you can reach them directly by calling **877.286.0800** and entering extension _____.



Adjusting to your new routine

Getting used to your CPAP mask is different for everyone. Some people take to their mask right away while others need more time to get comfortable. Here are some important tips for adjusting to a CPAP mask when you sleep:

Wear your mask around the house

To get used to how your mask feels, disconnect it from your machine and hose and wear it while you're washing the dishes, folding laundry or doing other activities at home.

Practice breathing against the pressure

Breathing against the pressure of your CPAP machine may feel unusual at first, but if you practice before you're ready for sleep, you'll adjust to it faster. Try listening to music, reading or watching TV in bed with your mask on.

Make small adjustments to your mask

Waking up with red marks? Loosen your mask straps in the morning. Taking your mask off during the night? Tighten it when you wake up. Make adjustments until you find the right fit. Call us if you need help!

Don't give up!

It may take a week or longer to get comfortable with your mask, so don't give up. Give yourself as much time as you need to feel comfortable, awake and refreshed in the morning. And be sure to use it every night!

Try a different mask

You have options – explore them if you continue struggling with therapy. If you're feeling claustrophobic, consider a nasal or pillows mask. If your nasal pillows are bothering you, try a nasal mask. If you're waking up with a dry mouth or find you're opening your mouth during sleep, a full face mask might be necessary. Give us a call to find out your best option.



Common Struggles

Consistency is the cornerstone of therapy, but before you're comfortable using your CPAP each night, you may face some challenges. Don't worry—this is normal!

Your nose and mouth are dry.

Check your humidifier tub – is it filled? Have you turned on your machine's humidification setting? Are you opening your mouth while you sleep? Try a higher setting if your mouth and nose are dry. If you still have issues, give us a call.

You can't fall asleep.

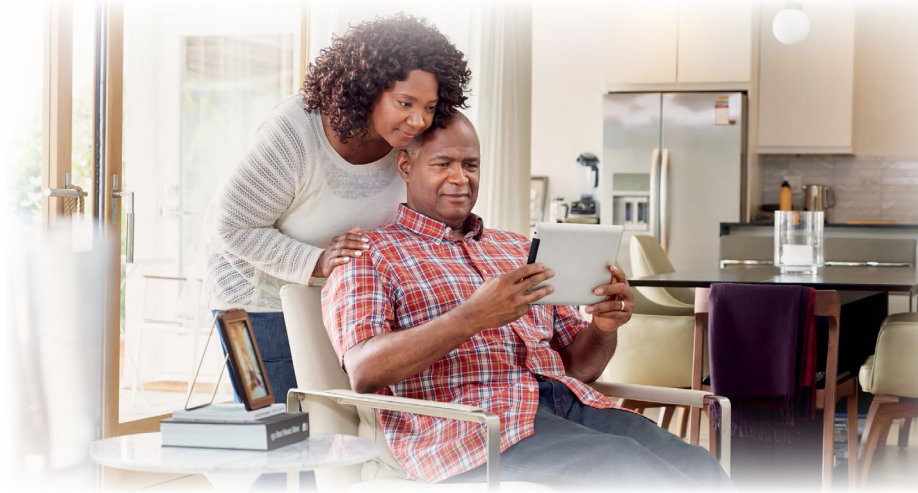
Initially you may feel like you are gasping for air or being air starved. If you are on a set pressure, the ramp may need to be adjusted, call us first, then your doctor. If you are on an auto mode, your mode range may need to be adjusted—call your doctor. Try practicing with your mask on while awake, like reading with it in bed.

Your mask is leaking.

Adjust the straps of your mask until you're comfortable with a bit of tension. Try resetting and readjusting your cushion or nasal pillows against your face. If you continue to struggle, please let us know.

Your pressure feels too high.

Many people have trouble adapting to their set pressure. If your pressure feels too high and wakes you up at night, turn off the CPAP machine and start again. Using a CPAP machine for the first time may feel unnatural, claustrophobic or uncomfortable. Use the tips on page 3 to achieve comfortable and effective therapy.



Compliance

What is sleep therapy compliance?

You've probably already heard the word "compliance" a lot during your setup. As a patient, compliance means staying on therapy consistently. It's a personal goal for your long-term health.

It's required the data your CPAP machine logs shows you are using your CPAP equipment a specified number of hours per night and days per month for your doctor and your insurance provider. If you can't show that you're consistent with your therapy within 90 days, **your insurance provider may not cover the cost of your CPAP.***

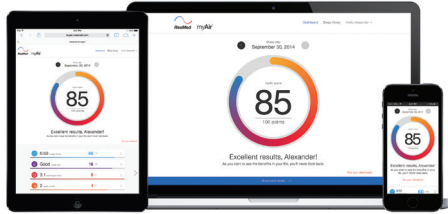
So, it is very important for you to reach the goal of using your CPAP consistently during your first 90 days. This means you need to use your CPAP for **four or more hours per night on 70% of nights during a consecutive 30-day period**. Our Sleep Solutions department will monitor your compliance wirelessly throughout your therapy to ensure you achieve your insurance provider's 90-day compliance requirements. They will touch base with you periodically to check on your progress and coach you, if needed.

Getting used to sleeping with a mask on for four or more hours a night will take time but it IS achievable! Keep at it and we will be with you every step of the way!



Take charge of your sleep apnea therapy.

Achieving a great night's sleep with CPAP therapy happens when you take an active role in your own therapy. Get started today with the ResMed myAir™ or Respironics DreamMapper apps!



myAir™ is a support program that enables you to track your sleep therapy with your ResMed AirSense™ 10 or Air10™. Whether you're new to CPAP or a long time user, myAir allows you to easily follow your progress. In addition to personalized data, myAir also provides you with helpful tips and educational videos for long-term therapy comfort and success.

myAir offers:

- A myAir score showing a daily snapshot of your therapy
- Detailed metrics to help track your therapy progress
- Automated, personalized coaching and support
- Videos and guides to answer common questions
- Encouragement to help you stay engaged and build confidence



DreamMapper is a mobile and web application that keeps you actively informed about your previous night's therapy – with information like mask fit and therapy hours – so you know you are getting what's needed for the great night's sleep you deserve. This app is used if you have a Dreamstation.

DreamMapper provides all of the following:

- Bluetooth® data transfer from your Philips PAP;
- Daily feedback about your treatment and your therapy results;
- Personalize your treatment management by setting alerts and personal goals;
- Find the answers to your questions through a rich content including informational videos and guides;
- Receive notifications about your therapy and your DreamMapper compatible equipment.

Mask Types

Your mask is one of the most important components of CPAP therapy. A great mask can make therapy comfortable and successful, so picking the right one is important. There are several types of masks to choose from:



Full Face Mask

If you breathe with your mouth open, this is the mask for you. It covers both the nose and mouth area.



Nasal Mask

If you breathe through your nose, but feel more comfortable with a mask that covers your nasal area, a nasal mask is a great option.



Nasal Pillows Mask

If you're looking for a lightweight mask that makes minimal facial contact, a nasal pillows mask is a perfect solution.

If you are having issues with the mask you chose at setup, please give us a call so we can see if something else is more suited for you. We offer many options of each type of mask and one might work better for you.

Who do I call for...

Questions about my therapy?

Problems with my machine?

Mask issues—leaking, broken, not fitting properly, need different mask?

Call your Respiratory Representative at 877.286.0800 and enter the extension on page 1.

Struggling with compliance?

Call our Sleep Solutions department at 866.441.0873 and select option 3 to speak to a compliance representative.

Questions about my bill or coverage?

Call our Billing department at 877.286.0800 and enter extension 6061.

Need to reorder supplies?

Call our Sleep Solutions department at 866.441.0873. Select option 1 to use our automated ordering system or select option 2 to speak to a representative.

Office Hours:
Monday – Friday
8:30 AM – 5:00 PM

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