

Your Patient ID

Call us on 1800 24 0202
or 0800 3285875 (NI)

Welcome to your **Sleep Therapy Service**

A guide for new users



Changing Care. With you.



Contents

	Page
Checklist	3
Therapy motivation	4
Your CPAP treatment settings	5
Make your nights easier and your life better	6-7
What is Sleep Apnoea?	8-9
What is CPAP Therapy?	10-11
How to get started?	12-13
Cleaning and maintenance	14-15
Troubleshooting	16-17
Attend our Sleep Webinar	18
FAQ's	19-20
Sleep Hygiene Tips	21
Travelling with your CPAP	22
Accessories	23
How to fund your therapy	
If you do not have a medical card	24-28
If you are renting privately Northern Ireland	29-30
Notes	31-32
Travel Letter - CPAP Equipment	34
Contact us	35

Terms & Conditions

Please refer to your specific CPAP Rental Terms and Conditions.

Checklist

Things to remember

- Air Liquide Healthcare Helpline
1800 24 0202 or 0800 328 5875 (NI)
- Always leave your device plugged in for data uploads or push data manually from your device at least daily
- Position your device on a flat surface - normally your bedside locker
- If you are using a humidifier, position your device lower than your head height
- Never move the device and humidifier if water chamber is in place
- Use a mild dishwashing detergent for cleaning - only just a small amount - rinse thoroughly afterwards

Daily Clean

- Your mask cushion
- Change water in your humidifier chamber - use fresh distilled or cooled boiled water

Weekly Cleaning

Wash weekly with warm soapy water

- Tubing
- Sponge Pollen Filter
- Mask
- Wash humidifier chamber thoroughly

Other

- Unplug the device and clean down device surfaces with a damp cloth
- Contact our office for any spares
- Change pollen filter every 6 months
- If using ultrafine (white) filters dispose and change monthly/when dirty
- Handwash headgear as needed
- Reassemble headgear by placing on a flat surface with manufacturer label facing away from you
- At annual service all consumables replenished
- Rinse all consumables in water after cleaning and air dry

Therapy motivation

Tips:

- Establish a routine
- Keep reminding yourself of the health benefits and how you will have more energy to do the things you enjoy
- Talk about it with others as it helps having a good support network
- Remember how it feels when you have had a good night's sleep versus a poor night of sleep
- If you have a bad night start fresh again the next night
- You are not alone. Our Care Team are here to help on 1800 240202 or 0800 328 5875 (NI)
- Join a support group



Your CPAP treatment settings

Date of Installation	
PCS/Technician	
CPAP Machine Issued	Model: _____ Serial Number: _____
Prescription Set Up	Fixed ___ cm H ₂ O Auto (min) ___ cm H ₂ O to (max) ___ cm H ₂ O
Ramp Activated	Yes <input type="checkbox"/> No <input type="checkbox"/> Start pressure ___ H ₂ O Time ___ mins
Mask Issued at Set Up	Nasal <input type="checkbox"/> Full face <input type="checkbox"/> Pillow <input type="checkbox"/> Type: _____ Size: _____
Humidifier Issued	Serial Number: _____
Other	Comfort features - please detail: _____ _____
App	Set Up & Demonstration <input type="checkbox"/>

Please refer to this page when speaking to our sleep support team.

Make your nights easier and your life better

Obstructive Sleep apnoea (OSA) is a common but serious sleep disorder affecting the life and health of almost 1 billion people worldwide. Many people have sleep apnoea without even knowing it.

If you are diagnosed with sleep apnoea, getting effective treatment should rapidly improve your daily life. Air Liquide Healthcare guides you every step of the way to make the most of your therapy and return to living your best life.

This booklet contains useful information to help you adjust to and familiarise yourself with your new therapy and medical equipment.



Installation

Set-up, delivery and training.

We will provide full operating instructions and training. The device will be supplied with a carry case and all the consumables you need.



Settling In

Getting used to CPAP therapy may take a few days/weeks. We will support you while getting used to it.

Join other new users on our monthly Sleep Webinar to learn more. You can register on our website.



Follow up

All your equipment will be checked once a year by one of our technicians (and your consumables - tubing/mask/filters renewed) either at your home or at our local offices in your area.

Throughout your journey, we will contact you, especially during the first month to make sure you are comfortable with your therapy and then once a year.

A back-up service is also in place 365 days 24/7. This service is intended for equipment breakdowns.

Our normal Office Hours:
Mon to Fri 8.30am till 5.00pm

Telephone: **1800 240202** (ROI)
0800 328 5875 (NI)
Email: healthie@airliquide.ie

Getting started with CPAP therapy is not always easy, but your healthcare professional and Air Liquide Healthcare will guide you through each step so you can get the full benefit from your therapy.

This booklet contains useful information to help you adjust and familiarise yourself with your new therapy and medical equipment.

Try your Therapy APP

Upon installation of your treatment, our team will discuss, demonstrate and help you set up your Therapy APP.

This will allow you access useful motivational materials, videos and help you track your therapy progress.



What is Sleep Apnoea?



Obstructive Sleep Apnoea (OSA) Syndrome is a serious and very common sleep disorder that significantly affects quality of life and health.

It is an **involuntary pause of breathing** during sleep lasting over 10 seconds. OSA is caused by an obstruction of the airway, where the tongue and upper airway muscles over relax during sleep. People with untreated OSA can stop breathing hundreds of times per night.

When airflow is obstructed or reduced, vibrations occur and these can result in **snoring and a drop in oxygen levels**. The brain responds with sudden, unconscious micro-awakenings.

The repeated occurrence of frequent interruptions of breathing during the night breaks up the sleep pattern and **sleep ceases to be restorative**.

What causes the airway to collapse during sleep?

Airway collapse can occur due to a variety of reasons:

- A decrease in the tone of the muscles holding the airway open
- Anatomical reasons
- Obesity, commonly associated with a large neck circumference

What are the signs and symptoms?

Sleep apnoea is commonly associated with loud **snoring**, but not all snorers suffer from apnoea. For 75% of people with sleep apnoea, the first sign is when you or your bed partner notice that you are **gasping, making choking noises or breathing abnormally**.

During the day, the most common sign is **excessive sleepiness** and feeling tired in the morning despite a full night's sleep or wanting to take a nap later during the day.

What are the consequences of untreated OSA?

Left untreated, OSA can affect your **quality of life and put your health at risk**. OSA is linked to other health problems, including hypertension (high blood pressure), arrhythmia (irregular heart rhythm), stroke, heart problems or diabetes.

Moreover, untreated OSA can lead to a higher risk of being involved in a **road collision or accident at work**.



Waking up with a headache



Lack of concentration



Lack of energy



Irritability



Feeling suffocated while sleeping



Reduced libido

Can OSA be treated?

Yes, OSA is a common and treatable condition. CPAP/APAP is the standard treatment for moderate to severe OSA providing a continuous supply of ambient air to keep the airway open.

This booklet contains useful information about your CPAP treatment, your equipment as well as practical tips to help manage your condition.

What is CPAP Therapy?

CPAP is recommended for people with moderate to severe disease. It is only used when sleeping.

How will CPAP therapy improve my everyday life?

CPAP not only reduces snoring or tiredness, it also **improves the quality of your sleep** and, consequently, your **well-being**.

When used as instructed by your doctor, the treatment is considered to be **very effective** in treating everyday symptoms of sleep apnoea, such as morning headaches, loud snoring and feeling suffocated at night.

When you get a good night's sleep, you'll be much less at risk of dozing off while driving and you'll feel more awake and more productive at work. CPAP therapy can also alleviate feelings of depression and irritability, and can improve libido.

By treating sleep apnoea, you will be helping to **reduce your risk of long-term health problems**:

- Hypertension (high blood pressure)
- Stroke/heart disease
- Type 2 diabetes

Why should I use it?



Start feeling better rested and have more energy.

CPAP is not always comfortable at first and you may be tempted to stop using it. But if you keep using it regularly - a **minimum 4 hours per night**, you'll soon get used to it and your **quality of life should improve vastly**.

CPAP reduces snoring and tiredness and also helps to reduce the risk of many long-term health conditions like hypertension or type 2 diabetes.

How does it work?

You wear a mask during sleep which is connected to a flow generator that provides a continuous supply of ambient air that keeps your airway open.

- 1 CPAP device.** There are two types:
 - A fixed pressure machine (CPAP) – blows at a set pressure
 - An automatic machine (APAP) – adjusts the pressure while you sleep
- 2 Tubing** to deliver the air from the CPAP device to your mask.
- 3 Mask** delivering the air to your nose and/or mouth. It should be comfortable while ensuring a complete seal to prevent any marks or leaks.

There are different types of masks available:

- Nasal, fits over your nose
- Full Face, covers your nose and mouth
- Nasal Pillows, fits in your nostrils

We aim to select a mask that fits you best so that you get the most benefit from your therapy.

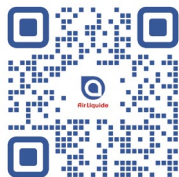
- 4 Humidifier.** Some people may experience some discomfort (dry mouth or nose, runny nose, sinus-type headaches or bleeding nose). If this is the case, a humidifier can be prescribed by your consultant. It is a water chamber which will add some heat and moisture to the air you breathe.



How to get started?

- 1 Start by placing your CPAP machine securely next to your bed and plug it in. If you have a humidifier attached to your CPAP, please ensure it is placed below the level of your head.
- 2 Attach the tubing to the machine.
- 3 When you go to bed, first put your mask on and make sure it is in the correct position without any leaks. Most masks have quick release clips so you don't need to re adjust every time you use it. Please refer to the next section for more details and advice on how to put your mask on.*
- 4 Attach the tubing to your mask and get comfortable in your preferred sleeping position.
- 5 Turn your machine on.

When using CPAP for the first few times it may feel unusual with the feeling of pressure in the mask. Try to relax and breathe normally. Some people may get used to using CPAP within the first few nights; others may take a little longer. The key is to persevere as you will soon get used to it.



Please watch videos to learn more about your device.

Tips: After using your humidifier overnight, allow the hot metal plate to cool for at least 15 minutes before removing the water chamber from the unit. **Always ensure there is no water in the chamber before moving your CPAP.**

*How to put on the mask?

- 1 Always wash your mask before first use. All masks are different, the following fitting guidance does not replace the instruction details in the user manual.
- 2 Please ensure that headgear clips are unhooked from the mask (lower straps).
- 3 Hold your mask with one hand.
- 4 Place the mask cushion onto your face and pull the headgear over your head making sure it is not twisted. Hook the headgear clips onto the frame.
- 5 Gently tighten the straps of the headgear, starting with the top straps and then the lower straps. Make sure to adjust both sides of the straps together. Using a mirror initially when doing this can help. The mask should comfortably fit on your face (not overtighten).

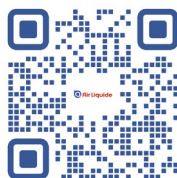
6 It is often recommended to re-adjust the setting while lying down, in a sleeping position with your machine turned on (blowing air).

7 To take off your mask, unhook/unclip one or both lower straps and gently guide your mask off over your head.

Tips: If you find any air leaking from the mask into your eyes, first reposition the mask on your face, then if needed adjust the top straps. If air is leaking onto the chin or the mask is moving up into the mouth, adjust the two bottom straps.

Please also consult the manufacturer's instructions for use for full details.

Should you experience any problems with your mask or equipment, please refer to the troubleshooting and FAQ sections in this booklet. If the issue is still present, please contact our team.



Please scan the code for mask fitting tips and advice.

*Important
All masks have exhalation
ports to release the
exhaled air. These holes
should always be
kept clean.*



Cleaning and maintenance

CPAP

It is important to regularly maintain your machine to maximise the benefits of your treatment. Here are some tips to help you maintain your CPAP device:

Before cleaning the machine, make sure that it is turned off and unplugged.

Daily:

Clean your **humidifier** chamber and add fresh water each night before using

Weekly:

CPAP Air filter: (sponge)

Remove it from the machine and wash it in warm water with a mild detergent. Rinse it thoroughly with clean water. Let it air dry, out of direct sunlight, before placing it back into the machine.

If you are using a disposable white filter then replace monthly or when dirty.

Humidifier

Empty out any water and wash the humidifier chamber in warm, soapy water. Then rinse it with clean water and leave it to air dry. Also ensure to clean the clear silicone seals or black humidifier insert.

Please use distilled or filtered water to fill your humidifier to prevent limescale build up.

Remove and empty the humidifier chamber before moving/transporting.



Monthly:

Clean the outside of the machine with a soft, slightly damp cloth. Then, wipe the entire machine with a dry cloth.

Do not use harsh detergent solutions containing alcohol or the abrasive side of a sponge to clean your devices. The above content is provided for general information only. Please also refer to the manufacturer's instructions.

Mask & Tubing

Looking after your mask is essential to extend its lifespan and to ensure the efficacy of the treatment. Indeed, each night, some residue of your natural facial oils will build up on the cushion, which can cause wear or cracking over time.

1 Disassembling the mask

To disassemble your mask, unhook & remove the headgear from the mask frame. You will not need to touch or undo the velcro setting. Remove the silicone cushion from the frame.

2 Cleaning your mask

Daily (after every use): Hand wash the silicone cushion in warm soapy water, then rinse in clear water. Allow to air dry.

Weekly: Hand wash the frame, headgear and the tubing using the same method.

Tips: Please do not clean your mask or your tubing in the dishwasher, this may damage the components. Do not use products with an in-built moisturiser or wipes to clean your mask.

3 Reassembling

Once components are dry, you can reassemble your mask.

Push the silicone cushion firmly onto the mask frame. Lay out your headgear on a flat surface, place your mask in the centre and attach the strapping. Your mask is now ready to be used again.



For more information, please scan the QR code below.



Troubleshooting

I feel leaks around the cushion

Lift the cushion off your face and reposition it, it may help to find a better seal. If you still feel some air leaking from the mask, try adjusting the headgear but ensure the fit is not too tight.

If you have facial hair, sometimes it is better to trim it down to improve the seal.

After trying these tips, if you are still experiencing leakage, please contact our helpline.

I am not sure the mask headgear is fitting correctly

When you begin the therapy, finding the right fit is not always easy. If you feel the mask is pushing too hard against your face (cushion is crushed), the fit is too tight. On the other hand if there is a space between the mask and your face, the fit is too loose.

I feel too much pressure on my face. I have skin irritation

Your mask or headgear may be too tight so try loosening it a little. If the problem persists or the marks do not disappear or your skin appears irritated then please contact our helpline to seek advice or to try another mask type.

I find it difficult to get used to wearing a mask for a long period of time

As with all new equipment, it may feel strange to use at the beginning. Taking some time to practise fitting the mask, using a mirror will help to get comfortable.

First you could try wearing the mask for short periods of time, for example watching TV or listening to music, in order to get used to how it feels. Then turn on the machine while you are wearing the mask. Once you get more comfortable, start to use the mask each night while you are sleeping.

I feel claustrophobic

Practice using your mask while you are awake. First, you could hold it up to your face, without fastening the headgear and once you're comfortable, try wearing the mask with the straps. Next, try to turn on your machine. If you feel this is too uncomfortable, take the mask off and try again a few minutes after. The next step will be to try on the mask and the machine while sleeping.

Relaxation exercises may also help reduce anxiety. If you're still feeling claustrophobic, please contact our helpline or talk to your healthcare professional. Some nasal pillows or minimal contact options may help.

I take off my mask during the night

There are several different reasons why you may be doing this. It may be that you need more time to adjust to the treatment. Wearing a mask may not feel fully comfortable at the beginning. Be kind to yourself and continue using your device as long as you can each night. You are getting there!

Other reasons may be that your mask is not perfectly fitted or the CPAP pressure may need adjusting. Please contact our helpline.

I have dry nose/mouth, nosebleeds and/or runny nose

These symptoms can occur occasionally. However if you do not feel comfortable or these symptoms persist, please contact us or seek medical advice. Some options such as a humidifier or heated tube are available. Alternatives may also include use of a nasal spray but only upon discussion with your Doctor/Pharmacist.

I am still feeling tired

For CPAP to be effective it must be used every night, all night. If this is not the case then you need to persevere and increase the amount of hours you are using CPAP for. If you are using CPAP properly and sleeping well, please seek medical advice.

I am still snoring

If CPAP is working effectively your snoring should have stopped or reduced. You may need your machine pressure adjusting or a different type of mask. Please note that using CPAP does not always prevent snoring entirely. Speak to your healthcare professional for more advice.

I have a bloated and uncomfortable stomach

Some people may find that they have excess air in the stomach when using CPAP. Your machine pressure may need altering. Please seek medical advice.



Attend our Sleep Webinar

Once you have given us your permission to contact you for educational purposes, we will invite all new users and anyone experiencing therapy issues to attend our free monthly **Sleep Webinar** which happens the last Wednesday of every month from 1-1.30pm. This is also an opportunity to meet other new users and learn more about your therapy.

Register online to reserve your place or for more information visit:
<https://ie.healthcare.airliquide.com/>

Looking forward to seeing you there.



Photo provided with kind permission from Air Liquide Medical Systems.

FAQ's

How long do I need to use CPAP?

CPAP is a long-term treatment which, to be effective, must be used every night and all night. If CPAP treatment is stopped, then symptoms and associated health risks will return. Remember, CPAP is a treatment for OSA and not a cure.

How long will it take before I start to feel better?

Most people will start to feel an improvement within the first few weeks as long as they are using their CPAP machine properly. For others, it may take longer.

I've lost some weight, do I still need CPAP?

It is possible that a significant amount of weight loss may result in you no longer needing CPAP treatment. Ask your healthcare professional for advice.

I use oxygen overnight. Can I still use it with my CPAP machine?

Yes you can. Please discuss this with your healthcare professional. We will provide you with safety information and connection once oxygen has been prescribed.

What happens if I break my mask or my machine stops working?

If there are any problems with your equipment that stop you from receiving your treatment then please call our helpline.

If you receive oxygen through your CPAP mask but your mask/machine breaks, then reattach your tubing to your nasal cannula to carry on receiving your oxygen overnight.

I'm waiting for an operation, do I need to take my machine into the hospital?

Yes you do. Should you need any hospital admission it is important to take your equipment and advise the medical team that you are using a CPAP device.

Can I take my equipment on holiday with me?

If you are flying you may need to take a copy of your prescription/travel letter. You will need to carry your device as hand luggage and take care of it when travelling. You may need to take a plug adapter and check the electric voltage for the country you are visiting.



How often should I change the water in my humidifier?

Distilled water is preferred; however, clean, cooled, boiled water/filtered water can be used. Please change this daily and only fill to maximum fill line. Caution: Please do not add anything to the water. Ensure your water chamber is cleaned daily and fresh distilled water is used each night. Reusing water increases your risk of infection.

Driving and the impact of OSA

If you have reported feeling excessive sleepiness while driving or while at work your Consultant will advise you on important next steps. It is especially important to report if you have had a near miss especially if your occupation involves driving of any type or if your occupation involves managing heavy machinery or where others could be at risk. You will be advised to notify your driver licensing authority (NDLS

or DVLA) and your vehicle insurance company. Your Doctor may need to complete forms for you. You will also need to advise your employer and Occupational Health dept.

Once you are using therapy successfully for a period of time and you have been given the go ahead by your Consultant then you should be able to resume normal activities.

It is important to report a return of sleepiness symptoms to your Dr as soon as possible as this may mean you need a further review.

Can my machine be used off battery?

If you go somewhere without a mains electricity supply (working on the road or camping), battery packs and 12v adaptors are available. Please refer to Accessories section.

Sleep Hygiene Tips

Sleep is essential for your physical and mental wellbeing. Your body and mind needs time to recharge by sleeping.

Healthy Sleep Habits will help you get the rest you need.

- Keep regular sleep hours and routine - during the week and at weekends
- Create a bedroom environment conducive to sleep
- Use your bedroom for sleeping
- Create a relaxing bedtime routine
- Try to minimise use of electronic devices before bedtime

- Avoid stimulants eg. nicotine, alcohol and caffeinated drinks close to bedtime
- Avoid heavy meals before bedtime
- Get plenty of exercise during the day
- Get regular exposure to natural daylight
- Limit daytime naps - if you do nap, aim for no more than 30 mins
- Don't force yourself to try and sleep - if it's not happening after 30 mins, get up and do something and then try again later



Travelling with your CPAP

When you travel with your equipment, you should have the following information with you in case you run into issues:

1. Your treatment pressure and a copy of your CPAP prescription
2. Your mask type and size
3. Your doctor's contact details and phone number
4. Your health insurance information/EHIC card/travel insurance
5. User manual for your device.

Important - please refer to the instructions on how to enable/disable bluetooth feature and Airplane mode on your device.



Please refer to page 33.

Accessories

A full range of masks, tubing and accessories including battery packs and DC charging cables are available for use with your CPAP. Our team will be happy to discuss your individual requirements. Please note if you have a medical card, you will need to arrange a prescription.

Your CPAP device needs a power source for it to work. A battery pack option is available if required and can be rented.

Our mask options are vast and include nasal pillows, standard and minimal contact nasal masks, standard and minimal contact full face and total full face masks. We have solutions to cover all requirements including options with and without magnets, masks and cushions for allergy prone or damaged skin, chin straps, headgear and mask liners.

We also stock smoothbore tubing, heated tubing and tubing insulators.

As you are using a medical device that is reliant on electricity for it to work, you can register with your electricity supplier as a vulnerable user.



Medistrom Battery Pack

Freedom Battery Pack



Philips UPS Battery Pack



Tubing



Tubing Insulator

How to fund your therapy (If you do not have a medical card)

- DPS Link/Payment Information Section
<https://ie.healthcare.airliquide.com/drugs-payment-scheme>
- If you have a medical card, then please be advised that your treatment will be paid for once approved monthly for payment
- If you have a private health insurance policy check your specific coverage or contact your provider
- If you do not have a medical card, then please read the following payment information. We will ask you to sign a direct debit mandate so we can set up a monthly payment plan for your treatment
- Ongoing Rental Costs: Monthly rental fees apply regardless of whether the device is being actively used. You may also wish to consider purchase of your device once established on treatment. Please contact our Credit Control team/Your Health Insurance company to discuss options
- Discontinuation: Should you wish to stop using your therapy, we require one month's notice and a request from your Doctor (if you have a medical card) or from yourself if you are paying for your own treatment
- Clinical Support: If you find the therapy challenging please contact our Care team. If you are feeling unwell contact your Doctor



Any questions, please do not hesitate to contact our Accounts team directly on **credcoie@airliquide.ie** or call us on **1800 24 02020** (select option Accounts team).

Air Liquide Healthcare will support you when getting your claims filed.

If you are running into any difficulty with making regular payments or your payment status changes (eg. you have been awarded a medical card) or address has changed, please contact us so we can update our records and try to help you.

Upon payment of any invoice with Air Liquide Healthcare we will post or email you an invoice marked Paid which will allow you to submit your claims to the DPS scheme. You must fill in a claim form for each month and submit it to the HSE with a receipt from the Chemist and a receipt for ourselves for that calendar month. This can then be sent to the HSE for you to receive your refund.

At first it may be useful to partially complete a form excluding the date. Take a copy. You can use this as a template for your future claims. All receipts need to be submitted with the form to make this process more efficient.



Information and Data Protection Notice

Follow instructions

- From 1st March 2011, refund claims from a person or family group registered under the Drugs Payment Scheme (DPS) who opt to use more than one pharmacy will have their refund claims processed centrally through the Primary Care Reimbursement Service (PCRS).
- A family group is you, your spouse / partner, and your children under 18 and/or dependants under 23 years who are in full time education.**
- You must be registered under the Drugs Payment Scheme to claim a refund. DPS Application forms are available from your Local Health Office or online at www.drugspayment.ie**
- Where a family group uses a single pharmacy each month they should not pay more than the monthly DPS co-payment amount.
- If your family has visited more than one pharmacy and has paid more than the monthly co-payment, the HSE will process your claim based on the information you provide from your pharmacy. Refunds will be paid at the approved HSE Drugs Payment Scheme (DPS) prices as reimbursed to pharmacies by the HSE. Confirmation receipt of items dispensed from your pharmacies must be attached to your claim. The full list of reimbursable items is available online at www.hse.ie/eng/staff/pcrs/items**
- Claims which arise from using a community pharmacy and from using an approved service provided by a supplier other than a community pharmacy e.g. CPAP/Oxygen, will also be processed centrally through the PCRS. These claims must be accompanied by a confirmation receipt of co-payment to a community pharmacy where such applies in the calendar month and a copy of the supplier's invoice.
- If you consider that you are eligible for a refund, please apply to the HSE on this claim form.
- Data Protection Notice:** Personal data collected by the HSE is used for the purpose of providing a health service. It is required, stored, processed and disclosed to other bodies in accordance with the laws relating to proper treatment of personal data.

Part 1: Applicant's Details – Please use BLOCK CAPITALS

Drugs Payment Scheme Number:	1	2	3	4	5	6	7	8	9	1	Address
PPS Number:											1:
* First Name:											2:
Surname:											3:
Daytime/Mobile Ph No:											Town:
E-mail address:											County:

Part 2: Refund Claim Details for One Month

Insert the Month where the DPS amount paid by your family was in excess of the co-payment amount, e.g. Mar 2011:	<i>eg. March 2025</i>
* Is this claim in respect of the direct supply of a service/item other than a service/item from a community pharmacy e.g. CPAP/Oxygen	Please tick appropriate box:
If 'Yes' insert supplier's name: <i>Air Liquide Healthcare</i>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

On each line as required, insert the DPS number of each family member who paid in the month concerned. Insert the number of the pharmacy (available from the pharmacy), date dispensed, and confirm receipt attached. See the example in the notes provided on the back of this form.

DPS Card Number	Pharmacy Number	Date Dispensed	Confirmation receipt of items dispensed is attached (Yes)
1. 1 2 3 4 5 6 7 8 9	<i>NA</i>	<i>March 2025</i>	<i>Yes</i>
2.			
3.			
4.			
5.			

Part 3: Declaration

I declare that all the details stated on this claim form are complete, true and correct. I also declare that I/my family has paid for all of the drugs/medicines/service set out in this claim and that this is the only DPS Refund claim submitted by me/my family in respect of this month. I give consent to the HSE to make appropriate enquiries with those involved in the prescription and supply of these medicines/service for the purpose of considering my application.

Notice: A person who knowingly makes a false statement, conceals any material fact or produces false documents is liable to a fine up to €127 or to imprisonment for up to three months, or both a fine and imprisonment. (Section 75, Health Act, 1970).

*

Signature:	Dated:	D	D	M	M	Y	Y	Y	Y
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Frequently Asked Questions

When Should I Use This Form?

1. If you or your family has opted to use more than one pharmacy and have paid in excess of the Drugs Payment Scheme monthly co-payment amount for the month. Note: In this circumstance your claim should be labelled '**DPS Refunds – Community Pharmacy**'.
2. If you or your family has received items from your community pharmacy and from an approved service provided by a supplier other than a community pharmacy e.g. CPAP/Oxygen. Note: In this circumstance your claim should be accompanied by a confirmation receipt of co-payment to a community pharmacy and a copy of the supplier's invoice and labelled '**DPS Refunds – All Services**'.

Do I have to be registered under the Drugs Payment Scheme to claim a refund?

Yes, patients must be registered under the Drugs Payment Scheme. Application forms are available at your Local Health Office or on www.drugspayment.ie.

Can I Avoid Refund Claiming?

Refunds can be avoided altogether if your family uses a single pharmacy in the month. In that case you should not pay more than the monthly co-payment amount.

Where Can I Get a Copy of this Claim Form?

This form is available on www.drugspayment.ie or at your Local Health Office or by calling 0818 224478.

Where Do I Send Refund Claims?

Refund claims should be sent to:
'DPS Refunds – Community Pharmacy' or 'DPS Refunds – All Services',
PO Box 12012, Dublin 11.

Alternatively scan your full application to PCRS.PublicRefunds@hse.ie

Where Can I Get Assistance with this Form?

At your Local Health Office or by calling 0818 224478.

Notes: How To Fill This Drugs Payment Scheme Refund Claim Form

Part 1: Applicants Details:

1. Please carefully insert the DPS number and the PPS number.
2. If your address has changed since you got your Drugs Payment Scheme card then please enclose a copy of a recent utility bill with your claim to verify your new address.
3. Please supply daytime/mobile number in the event that we need to contact you regarding your claim. This will be used for the sole purpose of contacting you regarding your refund claim. We may use your mobile number to send you a SMS in relation to the processing of your claim. You can review the HSE-PCRS' privacy statement online at www.pcrs.ie

Part 2: Refund Claim Details:

1. Complete this part as per this example.

*

DPS Number											Pharmacy No.*					Date			Confirmation receipt of items dispensed is attached (Yes)	
1.	0	1	2	3	4	5	6	W	A		1	2	3	4	5	DD	MM	YY	YES ✓	<i>Attach receipt</i>
2.	5	6	5	3	4	5	6	W	B		9	7	8	6	5	DD	MM	YY	YES	

(* Please ask the pharmacy that dispensed your prescription for this number.

Part 3: Declaration: Please read this declaration carefully and when you are satisfied that the details on the claim form are correct, sign and date it accordingly.

Your guide to funding your therapy

Welcome to Air Liquide Healthcare, your homecare respiratory supplier. We look forward to getting to know you and hope that we can help make your new therapy journey as smooth and as seamless as possible.

Please find some useful information to help you understand what you might need to do to avail of some/all reimbursement for your monthly therapy rental expenses.

The cost of your private therapy rental on (date) [redacted] is € [redacted] per month (inclusive of VAT).

What is the DPS?

DPS refers to **Drugs Payment Scheme**

The Drugs Payment Scheme (DPS) is a system whereby you or your family/household can reclaim the cost of your prescribed medical treatments such as the following:

- Approved prescribed drugs and medicines
- Rental costs for a continuous positive airway pressure (CPAP) machine
- Rental costs for oxygen
- Rental costs for ventilation therapy

The scheme applies if you and/or your family are paying more than

€ [redacted] a month.

At time of going to print (May 2026) the threshold is any expense above €80.

This threshold applies to prescriptions from the chemist as well as our equipment each month.

- If you already spend over the threshold in the Pharmacy on prescriptions you should be able to claim all of the rental for our equipment back as a refund.
- To claim back you must fill in the attached form for each month you are claiming along with our receipts and the receipts from the chemist.

If you have a medical card, you do not need a DPS card.

I don't have a DPS card?

If you do not have a medical Card, you can apply for a Drugs Payment Card.

You can apply for the Drugs Payment Scheme on their Application Form (DPS) online, by post or by email.

This is an easy process and you will need your

Your e-mail address

Your PPS number

Your date of birth

To apply online visit

<https://www.mydps.ie/>

Please also find the links to the DPS Application form below:

https://assets.hse.ie/media/documents/DPS_form.pdf

https://assets.hse.ie/media/documents/DPS_application_form_Irish_version_qPAVMS1.pdf

Who can apply?

If you have a [medical card](#) you should have [reduced prescription charges](#) and so you are **not eligible** for the Drug Payment Scheme.

There is no means test for a DPS card.

The scheme is based on the monthly cost of prescription drugs, medicines and certain appliances for you and:

- Your spouse or partner
- Your children if they are aged under 18 (or under 23 if in full-time education)
- A family member with a physical or intellectual disability or mental illness who cannot maintain themselves fully. You need to include a medical report for the family member who cannot maintain themselves.

Anyone over the age of 18 not in full-time education must apply for their own card.

If you are unsure if this applies to you, a quick call to the DPS team should be able to help.

How to use the DPS card?

Once you pay for your monthly treatment and receive your receipt by post/email, you should complete the DPS claim form and submit it to the HSE Drugs Payment department. You will need to send a copy of your receipt with the form and labelled '**DPS Refunds - All Services**'.

https://assets.hse.ie/media/documents/Drugs_Payment_Scheme_refund_form..pdf

www.drugspayment.ie

You should use this form if **you or your family** have paid in excess of the Drugs Payment Scheme monthly threshold.

See attached sample of partially completed form for guidance.

You can contact the DPS team directly to discuss your individual situation.

Drugs Payment Scheme Refund Claim Form DPSR1

The simplest way to get your Payments refunded online is to log into:

www.mydps.ie

This will allow you to submit your receipts as and when you get them.

The address of where to post your claim too:

**'DPS Refunds – All Services',
PO Box 12012
Dublin 11**

Alternatively scan your full application to PCRS.PublicRefunds@hse.ie

Your guide to funding your CPAP Therapy

(If renting privately in Northern Ireland)

Welcome to Air Liquide Healthcare, your homecare respiratory supplier. We look forward to getting to know you and hope that we can help make your new therapy journey as smooth and as seamless as possible.

Please find some useful information to help you understand how you can contact us with any queries and how you can pay for treatment while you are waiting to be assessed/taken off the waiting list by your local Trust Sleep Centre.

It may be worth making contact with your local Sleep team to give you some indication of the timeline that you may be self funding your treatment.

Payment Methods

We currently accept card payments for your treatment via telephone or by bank transfer.

We bill monthly for your treatment at the end of each month.

The cost of your private CPAP therapy rental on (date)

is £ per month (inclusive of VAT).

Air Liquide Healthcare are the current contracted home CPAP rental supplier in Northern Ireland.

Should you need to contact the Air Liquide Healthcare team regarding a specific payment issue, please:

Call our main office on Freephone number **0800 328 5875** (select option Accounts) or email credcoie@airliquide.ie.

What your monthly rental fee includes

- Set up, training, demonstration & provision of educational materials at your home/clinic
- Invitation to attend our monthly Sleep Webinar aimed at new users and their families – these happen on the last Wednesday of every month from 1-1.30pm. Please [register](#) on our website
- Premium mask (nasal, pillows or full face), tubing, filters and humidification chamber
- App tool available to help with patient motivation/compliance
- 24/7 technical support and call out where needed
- Follow up call within 10 days post installation
- Follow up home visit for any therapy or mask issues
- Yearly replacement of mask and all consumables, full equipment service
- Provision of therapy downloads to your Consultant/Sleep Team on request

Important advice for when your Trust take over your care

It is really important for you to contact us as soon as possible once your Trust has seen you and agree to take over the rental of your equipment or if they have issued you new equipment so that we can stop the automatic billing process.

Please **do not** assume that this happens automatically.

Air Liquide Contact Details for General Queries, Therapy Issues or Breakdowns

You can contact our team at any stage by:

Calling our Freephone number **0800 328 5875** or by emailing healthie@airliquide.ie.

For equipment breakdowns 24/7 contact our team on Freephone number **0800 328 5875**.

Air Liquide Healthcare Ireland Ltd
Stratus House
Unit 1, IDA College Park
Blanchardstown Road North
Blanchardstown
D15 PEC4

Re: Travel Letter – CPAP Equipment

To whom it may concern:

CPAP is a medical device for nocturnal use to treat a condition called Obstructive sleep apnoea. This can be a very serious condition and can lead to both excessive tiredness and ill health if it is not kept under control. It is important this is used whenever sleeping and consequently will need to be taken/used whenever travelling.

As a result of this we would request that you allow this medical device on board the aeroplane as a carry-on piece of hand luggage within the passenger's cabin to prevent potential damage while being transported. Any mishandling/damage of this equipment may result in further complications for the user as the device needs to always be in use while the person is sleeping. Where relevant It will be up to the individual to advise the airline and discuss travel arrangements (if appropriate) if there is a facility to use the device while sleeping for travel on board the aircraft. The device needs a power source or battery pack for it to work.

This device does not contain any parts or materials known to cause or interfere with the safety of a commercial aircraft. Please always refer to the instructions for use for the device specifically how to enable/disable Bluetooth and how to activate/deactivate Airplane mode.

Thank you for your understanding in this matter. If you have any queries, please do not hesitate to contact our main office on 1800 240202 or 0800 328 5875.

Yours sincerely

Patient Care Specialist Team

Contact us

For further information or should you wish to contact us about your experience.

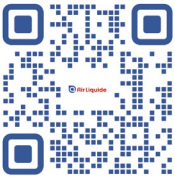
Our normal Office Hours:
Mon to Fri 8.30am till 5.00pm

Telephone: **1800 240202** (ROI)
0800 328 5875 (NI)

Email: **healthie@airliquide.ie**

Website:

<https://ie.healthcare.airliquide.com/>



Or scan the code.

For information and queries about your treatment, clinical settings, please refer to your healthcare professional.

For more information about your OSA and to meet other therapy users, join our webinar by registering on our website.

Please refer to

<https://ie.healthcare.airliquide.com/>

for the latest privacy notice.

Important

Our 24 hour support service is not a medical emergency service. If you need emergency medical assistance you should contact the appropriate medical service(s) immediately.

Address:

Stratus House
Unit 1, IDA College Park
Blanchardstown Road North
Dublin 15



