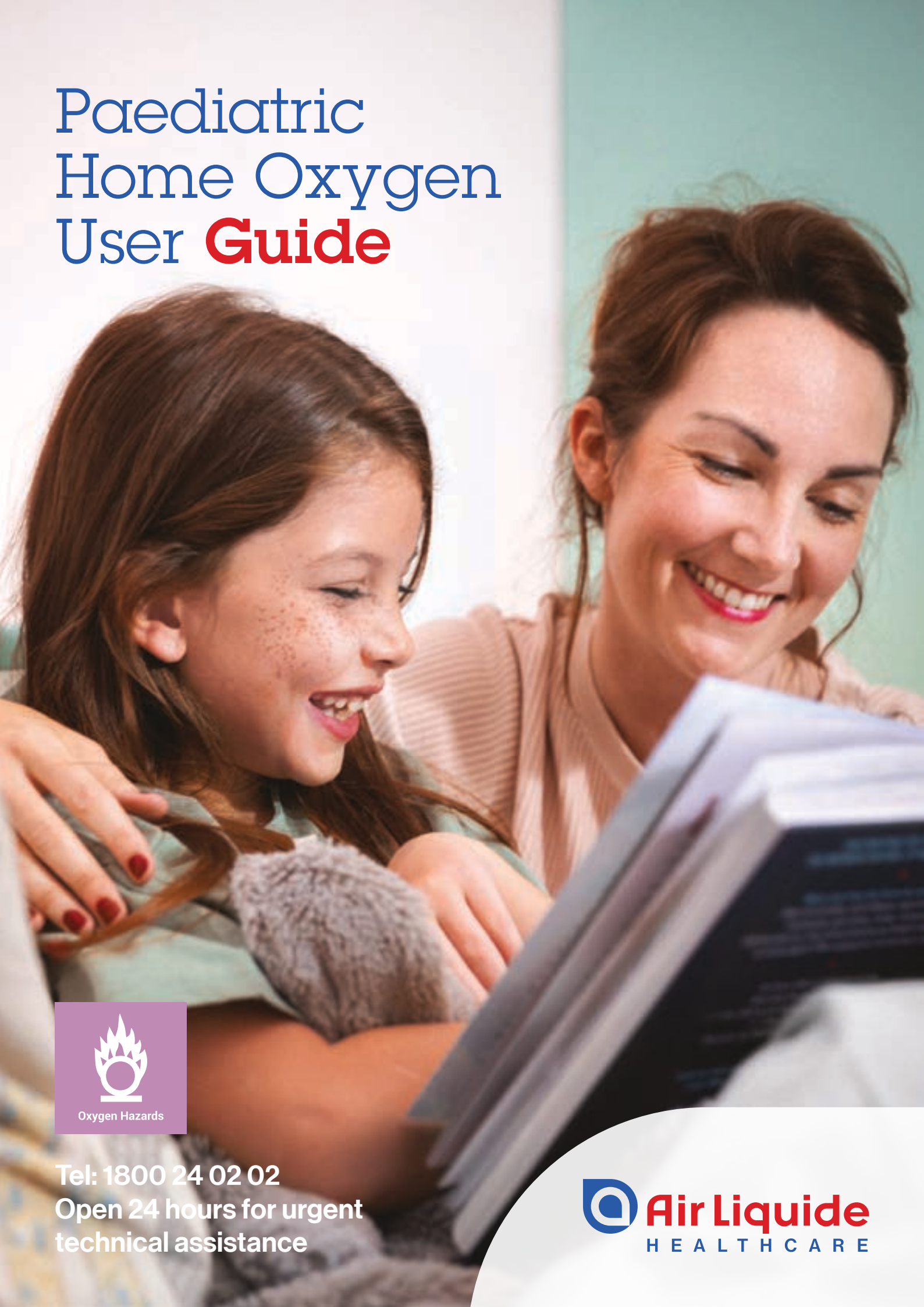
Paediatric Home Oxygen User **Guide**



Oxygen Hazards

Tel: 1800 24 02 02
Open 24 hours for urgent technical assistance

Air Liquide HEALTHCARE

Contents

Quick Reference Guide

Standard Deliveries, Enquiries or Requests. Call our Customer Service Team

8:00am – 5.00pm Monday to Friday (excluding bank holidays)

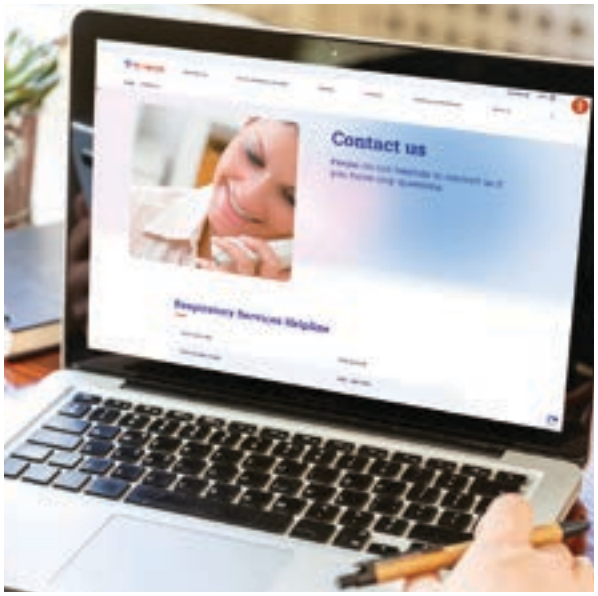
Freephone: 1800 24 02 02 (select option 3)

Online Ordering of Cylinders/ Consumables

To make it easier for your cylinder or consumable replenishment needs, Air Liquide have a cylinder/consumable ordering page on our website that you can use. This allows you to order your portable cylinders and consumables. You should always receive a mail back from us confirming that your order has been dealt with.

To order cylinders or consumables please visit the below webpage: **https://ie.healthcare.airliquide.com/order-your-replacement-cylinders-and-consumables-here**.

Alternatively, contact our Customer Service Team directly to re-order your refills on 1800 24 02 02 (select Option 1).



Outside of Normal Working Hours

Outside of normal working hours our customer service team should only be called in the event of an emergency. For example, if your equipment does not work or you have a concentrator and there is a power cut and you have no alternative supply such as a back-up cylinder.

Troubleshooting

If you are experiencing problems with your equipment and cannot resolve it with this guide, or your equipment guide, call our customer service team.

Change of Contact Information

To ensure your oxygen supply remains uninterrupted, it is very important that we have accurate and up to date information about you. Please contact our customer service team to let us know if you change any of your details, including:

- Home address
- Telephone number

Insurance

We recommend you inform your home insurance provider that your child is using oxygen equipment in your home. If your child uses or carries home oxygen equipment when travelling by car we recommend you inform your motor insurance company. This should **not** affect your insurance premium.

Our Service

Air Liquide Healthcare is a provider of home oxygen and other healthcare services. We are committed to providing a safe and effective home oxygen service for your child and we want to provide you with all the support you may need right from the begining of this journey.

Before You Start

Air Liquide appreciates that this can be an anxious and uncertain time for you and your family and as you may be unfamiliar with the Home Oxygen Service, we have developed this brochure to help answer some of your questions.

Before you use any of your oxygen equipment there are some simple and important safety rules that you must follow. These will be explained to you by your technician during training. If you are unsure, please ask your technician, call our customer service team, or speak to your healthcare professional. We have developed equipment tutorial videos which are available for you to view on our website. Please visit our website **www.airliquidehealthcare.ie** for access to these videos and other information or scan this QR code.

Going Home

Your child's healthcare professional will order oxygen equipment when your child is ready to go home. Prior to discharge, use the opportunity to ask any questions you may have about caring for your child.

This guide will help you through some simple and important rules that you must follow as well as some useful advice specifically for babies, young children and adolescents. Please speak to your healthcare technician or our customer service team should you have any further questions.

Keeping You Safe

The technician who installed your child's equipment will also have carried out a risk assessment and documented where your equipment has been situated. This risk assessment and the servicing of any equipment will be completed yearly after installation to keep equipment in good working order and to ensure it continues to deliver oxygen safely.

It is important that we are able to access your property and equipment to complete this. We will also complete regular checks of your equipment to record usage. Failure to allow access may result in us contacting your prescriber and your equipment being removed. The equipment supplied remains the property of Air Liquide. All equipment must be returned when no longer required.

Our Service (cont.)

In addition to your oxygen equipment, your clinician may order saturation monitoring if it is deemed necessary for your child's safety and these alert/alarm if the oxygen levels are lower than the accepted level as indicated by your healthcare provider.

We recommend all new users register with their electricity provider as a vulnerable customer if you have been supplied equipment that requires electricity for it to work.

Keeping Your Information Safe

We understand how important it is to keep your child's personal data safe.

Your child's information will be held securely within our database which operates in line with the current legislation and Information Security standards. You will already have given consent to your child's healthcare professional for them to share your child's information with us when you signed the Home Oxygen Consent Form.

We are committed to sharing the minimum amount of information necessary to ensure your child's continued safety. We will only share your child's information with healthcare professionals involved in their care or the administration of their care.

It is important that you keep us up to date with any changes to your child's data to ensure we are able to uphold a safe and efficient service for them.

You have a number of rights under data protection law. You can find more information regarding these and other rights by checking the data protection commission website at **www.dataprotection.ie** or by referring to the Air Liquide Healthcare privacy notice for home oxygen patients, found on our website **www.airliquidehealthcare.ie**.

If however you would like to exercise any of these rights or provide feedback regarding how your child's data has been used, you may do so by contacting our data protection officer directly on: **dpo@airliquide.ie**.

Stay in Touch

We will contact you every year to arrange a concentrator service, or to update you with any changes to the service. Please contact our customer service team to update us with your preferred contact details.

Follow Up Call

Within two weeks of receiving your home oxygen equipment, a member of our team will contact you. We want to make sure you are completely satisfied with your home oxygen equipment and with the training and support given to you at the time of installation.

Our trained team is available to answer any questions you may have, to ensure you feel completely at ease with the home oxygen equipment and we will call you shortly after your child commences treatment.

An Introduction to Home Oxygen

Why Does My Child Need Oxygen?

Everyone needs oxygen. Without it, we could not survive, as our cells use oxygen and nutrition from the foods we eat to make the energy needed to function. The air that we breathe contains approximately 21% oxygen.

Children with healthy lungs get all the oxygen they need through normal breathing. Children with lung, some cardiac, muscular or chest wall conditions may have lower levels of oxygen in their blood, and it is these children who may need extra oxygen. Your health professional will have explained this prior to your child having oxygen delivered.

Without sufficient oxygen, most children will work harder at breathing, have less energy, be more sleepy and more limited in what they can do. Oxygen therapy can correct the low levels of oxygen and give children who need it a better quality of life. Your medical professionals will have explained the signs to recognise this and how any additional saturation monitoring will help.

Oxygen is not addictive but too much can be harmful and too little may not be beneficial. Oxygen can only be prescribed by a healthcare professional and your child should **ONLY** use the amount that has been prescribed for them by their clinician.

Using Home Oxygen

Your healthcare professional will have completed a Home Oxygen Order Form (HOOF) requesting your child's oxygen equipment. As part of your assessment they will have determined how much oxygen your child needs (litres per minute) and for how long (hours per day or in which emergency situations and for how long). **Oxygen is a prescribed medicine; using more than prescribed can make certain people unwell and can have longterm impairment, and using less than prescribed may be of no benefit.**

It is important that you:

- **ALWAYS** follow the advice of your child's healthcare professional
- **ALWAYS** follow the important safety advice
- **NEVER** adjust the amount of oxygen your child uses unless it is under the strict instruction of your healthcare professional
- If your child has been prescribed a variable oxygen flow rate, your child's healthcare professional will have informed you when to alter the flow
- If your child feels unwell seek medical attention
- **NEVER** use more or less oxygen than prescribed by your child's healthcare professional
- If your child has been prescribed oxygen for emergency situations, once you need to start using the oxygen you should contact emergency services.

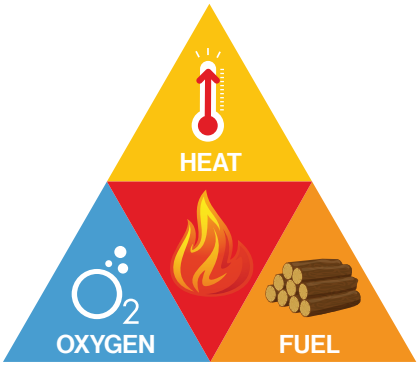
If your child feels unwell and requires medical attention please contact your GP or emergency services on 999 or 112. If you require technical assistance for equipment failure please move to your back-up cylinder and contact us on 1800 24 02 02.

Home Oxygen Safety (For Parents)

The Fire Triangle

To start a fire, three things are needed:

- **Fuel** – something to burn
- **Heat or a spark** – something to set it alight
- **Oxygen** – to support the fire and keep it going



Fire Risk

Oxygen is essential to sustain life, but has several unique properties which expose you, and those around you, to higher risk:

- It supports combustion - fires thrive in oxygen
- We can't see, smell or taste oxygen
- Oxygen settles easily into the tiny spaces in fabrics and hair

The air we breathe is made up of 21% oxygen but the medical oxygen you use at home is much higher, up to 90-100%, depending on the equipment type. As materials that burn in air will burn hotter and faster in oxygen, this means that you need to take extra care around any naked flames and other sources of ignition.

Home oxygen is safe to use when the safety guidance is followed, however as materials burn much faster and hotter in oxygen than in air alone, it is therefore important that you:

- **NEVER** smoke or vape or let anyone else smoke or vape near your child when they are using their oxygen equipment, this includes e-cigarettes
- **NEVER** charge an e-cigarette close to your child when they are using their oxygen equipment or near the equipment itself or other electronic devices or chargers
- **NEVER** use or store oxygen equipment within 3 metres (10 feet) of open fires or naked flames such as cigarettes, e-cigarettes, matches, lighters, boilers, gas cookers, open gas fires, candles, or machinery which could create sparks
- **NEVER** use or store oxygen equipment within 1.5 metres (5 feet) of heat sources (e.g. a radiator) and electrical appliances such as, televisions, hair dryers, and toasters
- **NEVER** smoke when you are using an aerosol e.g hairspray, or just afterwards
- **NEVER** use oxygen equipment that has been involved in a fire or accident. If your oxygen equipment is involved in a fire you should contact our customer service team
- **REMEMBER** birthday candles are a naked flame. Take extra care if your child is using oxygen equipment. Turn off the oxygen and remove the cannula or mask at least 15 minutes before your child blows out the birthday candles
- **REMEMBER** it is a good idea to keep a torch within reach in the bedroom for power-cut situations

In the event of a fire, leave the building immediately and ring 999. You should advise the emergency operator that there is oxygen on the premises.

Home Oxygen Safety (For Parents) (cont.)

Electronic Cigarettes and Other Personal Electronic Devices

Electronic cigarettes (e-cigarettes) are battery powered tobacco replacement products which use a heating element (atomiser) to produce a vapour which resembles smoke. A number of incidents have been reported involving e-cigarettes that have exploded or ignited to cause a fire while **recharging or in use** in an oxygen rich environment. It is recommended to only buy e-cigarettes and chargers from new and from reputable sellers that feature safety markings.

Other personal electronic devices that require charging of their lithium ion batteries include mobile phones, laptops, tablets, cameras, e-bike batteries etc. All these devices must be charged away from the area where oxygen is used and stored. All personal rechargeable electronic equipment should be visually inspected prior to use and found to be free from defects, cracks, damaged cables, burn marks.

NEVER use e-cigarettes around anyone using oxygen.

ALWAYS charge your personal electronic devices away from the area where oxygen is used and stored and **NEVER** in an oxygen-rich environment.

Oxygen Saturation (Enrichment)

Oxygen itself does not burn, but it does help a fire to start and to keep burning. If air is enriched with increased levels of oxygen, there is a chance that a fire will start and spread more quickly, and continue to burn hotter and faster.

Because oxygen can build up unnoticed and saturate our surroundings, home oxygen users are at greater risk from their clothing, bedding, furniture and hair catching fire, if people around them are careless and do not follow safety advice or if other people smoke in close proximity to them.

In oxygen-rich areas, fabrics, wood, paper and other materials which normally do not burn easily in air could suddenly catch fire on contact with a small spark from a lit cigarette or electronic cigarette.

Because of this, you should:

- **ALWAYS** turn off your oxygen equipment when your child is not using it
- **ALWAYS** use or store your oxygen equipment in a well ventilated area
- **NEVER** place your oxygen equipment near curtains or cover it with coats, blankets, cuddly toys or other materials that may restrict the air circulation around it
- **NEVER** leave the cannula or mask on the bed or chair when your oxygen equipment is switched on
- Ventilate any clothing or bedding, where it is suspected that it has become saturated with oxygen, to ensure that any oxygen enrichment is cleared. It can take at least 15 minutes to adequately ventilate clothing or 30 minutes to ventilate bedding before it is safe to approach with a source of ignition

Home Safety Visit

It is good practice to look at household safety such as:

- How to exit the home in the event of a fire
- Have a fire extinguisher or fire blanket in an easy to reach location

Home Oxygen Safety (For Parents) (cont.)

Smoking - The Risks

Smoking increases the risk of developing serious health conditions. Every year around 6,000 people in Ireland die from smoking, with many more living with debilitating smoking-related illnesses.

Oxygen therapy is a life-enhancing therapy and for many diseases and conditions it reduces the risk of complications when your oxygen blood levels are reduced. If oxygen is used in the vicinity of someone smoking, it poses serious safety risks.

Smoking can worsen or prolong the symptoms of respiratory conditions not only for the user but others in the vicinity. The beneficial effect of oxygen may be offset by the harmful effects of this. Furthermore, friends and family who breathe in second-hand smoke regularly are more likely to get the same diseases as smokers including lung cancer and heart disease.

Passive smoking is harmful to others, particularly children. Stopping smoking is a really effective way to benefit your child's health. In order to avoid these risks and to ensure your child continues to receive the beneficial effects of oxygen therapy, you may like to maintain your home as a smoke-free environment.

The most serious incidents involving the use of home oxygen are caused by smoking which is why you should NEVER smoke or let anyone else smoke near your child when they are using their oxygen equipment.

Remember

NEVER smoke a cigarette or use an electronic cigarette close to your child when they are using the oxygen.

NEVER charge an electronic cigarette or similar device close to your child using oxygen therapy or near to the oxygen source itself.

Ready to Quit

It is never too late to give up, no matter how long you have smoked. Your quality of life will improve and you will reduce the risk of a fatal fire by stopping smoking, especially now you have a child that is using home oxygen. Two out of every three fires in homes where home oxygen is used are the result of the oxygen user smoking.

Getting support from friends, family and professionals is very important and research shows that people who get support from stop smoking services are four times more likely to succeed compared to those who don't.

When you stop, you give your lungs the chance to repair and you'll be able to breathe easier. There are lots of other benefits too, and they start almost immediately. Not only does it improve your physical health but it also boosts your mental health and wellbeing.

Support and Advice

Free HSE smoking cessation helpline: **1800 201203** or free text **Quit to 50100**. Lines are open Monday and Tuesday 10.00am to 8.00pm, Wednesday and Thursday 10.00am to 7.00pm, Friday 10.00am to 5.00pm and Saturday 10.00am to 2.00pm. Or visit their website: **https://www2.hse.ie/living-well/quit-smoking/**.

Alternatively, for advice and support regarding smoking cessation, talk to your GP or nurse.

Home Oxygen Safety (For Parents) (cont.)

Storage and Usage

You should always follow the advice given to you by your technician about the safest place to store and use your child's oxygen equipment.

It is important that you:

- **ALWAYS** keep cylinders laid flat or secured upright in a position to prevent them falling over, especially when children are around. Keep the equipment away from small children to avoid risks of inadvertent tampering
- **ALWAYS** ensure your oxygen equipment is stored in a well ventilated area, kept clean, dry and away from any sources of heat or fire e.g. paraffin or convection heaters, gas or electric fires and cookers
- **NEVER** store your oxygen equipment close to paint, oil-based products, grease or any domestic heating gases e.g. in a garage or shed where these items may be stored
- **NEVER** use oil or grease in or around your oxygen equipment. **ALWAYS** ensure your hands are clean
- **NEVER** keep combustible materials near your oxygen equipment e.g. newspapers and magazines and other items that may burn easily
- **NEVER** modify or tamper with your child's oxygen tubing by adding to it, or changing components
- **NEVER** remove or tamper with the firebreaks in the tubing. A fire break is a safety device fitted between a cannula or mask and the tubing attached to the oxygen equipment

Your oxygen equipment should be stored in line with your technician's instructions and should never be left exposed to the weather.

This information applies to all places where oxygen equipment is used or stored, and when travelling with it.

How do I check if oxygen is coming out?

If your child uses a very low flow rate, you might find it difficult to determine whether oxygen is flowing. If at any time you are concerned that the cylinder is not delivering any oxygen, specifically with low flow rates:

1. Check that the tubing has not become trapped or kinked obstructing the flow
2. Place only the tips of the cannula into a saucer of water to ensure the water bubbles or place on your cheek to see if you can feel the oxygen
3. Once you have established oxygen flow, wipe and dry the tips of the cannula before placing into the child's nostrils

NEVER completely immerse the end of the cannula in the water.

Oxygen Tubing, Masks, and Nasal Cannula

Oxygen Tubing

As part of our technician's risk assessment, they will speak with you about locating your oxygen equipment in the most ideal location, that is both safe and easily accessible. They will measure and cut your oxygen tubing at a length that allows your child to reach the required areas of your home. The maximum permitted tubing length is 15 metres (inclusive of the nasal cannula or mask tubing), but it should always be kept as short as possible to reduce the risk of tripping and falls.

It is important that you only use tubing that has been supplied and installed by Air Liquide as these have been tested for compatibility with

Home Oxygen Safety (For Parents) (cont.)

our equipment. Please do not cut it yourself or add other tubing as doing so may affect the oxygen flow rate.

Our freeline tubing is crush resistant, but please always be vigilant that it does not become kinked, trapped under furniture or under a door, and that it remains connected to your oxygen supply at all times.

If you use a static concentrator, your technician will install a firebreak in the tubing. This will make it safer in the event of a fire by stopping the flame burning along the oxygen tubing and towards the concentrator. You must **NEVER** remove the firebreak from the tubing but if it does become disconnected, you can refit it again. If your firebreak has a blue directional arrow printed on it, **ALWAYS** ensure the arrow on the firebreak points in the direction of oxygen flow. If it is not blue in colour the firebreak can be placed in any direction.

Your nasal cannula and/or face masks should be kept as clean as possible. Please check the tubing regularly for signs of damage such as splits and kinking and follow this advice for maintaining them. You may wish to keep a note of the cannula size or product number so you can easily re-order.

Oxygen Masks

Oxygen masks should be cleaned regularly in hot soapy water, rinsed and then air dried before use (do not dry with a towel/cloth). Any mask with a reservoir bag attached should **NEVER** be submerged in water. Masks can last approximately 6 months with regular cleaning.

They should be changed when used for the following hours per day:

- 0-12 hours change every year
- 12-24 hours change every 6 months

Nasal Cannula

Your child's cannula can easily become blocked by nasal secretions and mucus, especially if they have a cold. Over time nasal cannula will become hard/brittle if not changed and may cause nasal irritation and discomfort.

The tips of the nasal cannula can be wiped with a warm soapy cloth, but **NEVER** submerge them in water because water droplets can find their way into the tubing and increase the risk of chest infections. Please change your cannula on the advice of your healthcare professional – advice can depend on your clinical condition but on average it should be changed when used for the following hours per day:

- 0-12 hours change every 2 months
- 12-24 hours change every month

Oxygen and dryness

Your child may experience some drying in their nose and throat when they first start using home oxygen. This can ease over time, however if it is a problem, staying adequately hydrated can help, together with regular mouth and nose care (with suitable water-based products). Please contact your healthcare professional for further advice.

Nasal Cannula Fitting

Secure your child's nasal cannula as you have been advised to do so by your healthcare professional. We can supply Tender Grips (small stickers) on request, enough to last between visits, to help secure the tubing to your child's face.

Home Oxygen Safety (For Parents) (cont.)

Oils and Grease

Skin creams, sometimes known as emollients, are used by many people every day to help manage different dry skin conditions such as eczema and psoriasis. They are easily transferred from skin on to clothing, bedding and furnishings. When fabric with dried-on emollient comes into contact with a naked flame, **the fabric acts as a wick and the emollient product as an accelerant**, the resulting fire burns quickly and intensely. Changing and washing the bedding or clothing regularly can reduce a build up, but it does not totally remove it.

Therefore it is important not to smoke or come into contact with naked flames when using emollients.

- **NEVER** use oils or grease near your oxygen equipment or near a heat source
- **ALWAYS** ensure you inform your healthcare professional if you have been prescribed an oil-based product for a skin condition. A water-based product MAY be a suitable alternative
- **ALWAYS** make sure your hands are clean when using oxygen equipment

Discuss with your healthcare professional or pharmacist if you are unsure.

Baby Massage Therapy

If you have been advised to apply baby massage therapy, please speak with your baby's healthcare professional to inform them that your child is on oxygen so they can advise you on the safest water-based creams and lotions to use on your baby's skin.

Hand Sanitiser

Always rub it in completely, for at least 30 seconds, and ensure that it fully evaporates from your hands before you touch your oxygen equipment or go near a source of ignition.

Dynamic Air Flow Pressure Relieving Mattresses

Also known as 'air mattresses', these are provided for prevention and treatment of pressure ulcers (bedsores). They are filled with air by an electrical pump. If the mattress becomes punctured, the pump works harder to keep the mattress inflated. Where the puncture is caused by an ignition source such as smoking, this can cause a fire. When oxygen is in use, the fire can burn much hotter and spread much more quickly.

NEVER smoke, burn candles or use lighters/matches in a room whilst using an air mattress.

NEVER place hot electrical items such as hair dryers or straighteners on an air mattress.

NEVER use electric blankets whilst using oxygen and an air mattress.

Beware of Tripping Over Your Oxygen Tube

Your healthcare technician will consult with you to determine the length of oxygen tubing that safely meets your child's needs. Please be mindful that longer tubing increases the risk of tripping so everyone in your home should take extra care.

It is your responsibility to remain safe whilst the oxygen is being used.

The oxygen equipment has been installed following a risk assessment by your healthcare technician. The length of your oxygen tubing will give your child the greatest freedom around the home, keeping it as short as possible while meeting their needs, up to a maximum distance of 15 metres/50 feet, inclusive of the nasal cannula or mask tubing.

When moving around your home, please remember that the oxygen tubing is trailing behind you and around your feet. By always holding the tubing when you move, you will be more aware of it as you and your child go about your activities.

Here are some tips:

- **ALWAYS** keep tubing away from your feet when walking and take care not to slip or trip over it, especially on staircases
- **ALWAYS** ensure tubing does not become trapped under doors, cots or heavy furniture as you move around your home
- **ALWAYS** speak to your child's healthcare professional if you would like to take them off oxygen for short periods of time for moving around the home or bathing etc
- **ALWAYS** contact our customer service team who will arrange for your healthcare technician to visit if you feel your child's equipment could be moved to a different location within your home

If your child uses a micro or low flow meter, the easiest way to transfer to another oxygen cylinder is to disconnect it and re-connect to the new cylinder with the cannula still attached.

You should take care to ensure:

- Your tubing does not get kinked, damaged, trapped under doors, cots, high chairs or crushed under equipment and furniture as this could affect the flow of oxygen
- Your tubing does not pass close to naked flames including gas fires, gas cookers and candles, or hot items such as electric cookers, heaters and lamps. These could damage or melt the tubing and cut off your child's oxygen supply or even cause a fire
- Children are supervised around the tubing at all times, ensuring they do not get tangled in it or disconnect it
- Your pets do not bite or chew on the tubing
- Your tubing should be kept out of the cot or bed to avoid the risk of strangulation

NEVER modify, remove, or tamper with the oxygen tubing and firebreaks.

Play and Activity

Taking part in play and activities is important for social interaction and milestone development for children. Please consult your healthcare professional and any relevant parties for advice on the extent and limitations of your child's ability to participate in play and activities.

Play can be in the home or at a play centre such as play groups, day centre or an educational setting. The presence of an oxygen supply should not hinder your child joining in these activities as long as precautions are taken to minimise risk to ensure your child and those around them are safe.

Home Oxygen Safety (For Parents) (cont.)

Slips, Trips and Falls

You may like to consider making some adaptations to improve safety and reduce the risk of slips, trips and falls.

Here are some examples:

- Rearrange furniture so that you can move around more easily
- Coil cords and wires up close to the wall, the use of hooks are helpful
- Organise appliances close to plug sockets
- Ensure light bulbs and lights are working
- Clear away clutter
- Be aware of loose bedding on the floor
- Clean up any spills or dropped food
- Non-slip matting (e.g. in the bathroom) can help reduce the risk of slipping
- Remove loose rugs/mats or secure with double-sided carpet tape
- Be aware that long, loose-fitting clothing can cause tripping
- Keep emergency numbers nearby
- Keep a torch in the bedroom

Contact our customer service team if you have any questions or are experiencing difficulties with your oxygen tubing.

Going Out and About

If your child's healthcare professional has ordered portable oxygen equipment, it is important that you and your child familiarise yourselves with it when going out and about. When you are ready to go out, remember to check the oxygen flow and contents of your portable oxygen equipment before leaving the home. When using a portable cylinder, check that the oxygen supply is enough for the time you will be out (refer to your specification sheet for durations).

Portable cylinders will come with a carry bag to make it easier to travel in the pushchair or car. This is the safest way to transport the cylinder. The cylinder can be placed in the shopping bottom compartment of the pushchair.

NEVER balance the oxygen on the pushchair.

ALWAYS pack a replacement cannula or mask in case needed when out.

ALWAYS distribute the weight of the oxygen evenly to avoid the pushchair toppling over.

ALWAYS locate the oxygen as low as possible so it is less likely to fall.

ALWAYS transport liquid oxygen units upright to prevent oxygen escaping – when in a car, it is advisable to hang a liquid oxygen unit over the back of a car seat to ensure it remains upright.

Home Oxygen Safety (For Parents) (cont.)

Pre-school and School

Many children who use oxygen attend a pre-school or school. Please speak to your child's healthcare professional if this applies to you. There may be an option of setting up a secondary supply there so that oxygen can be supplied on a permanent basis. Our healthcare technicians can visit the pre-school or school to help train the staff and answer their questions.

Swimming

Oxygen should not stop your child from joining in most everyday activities including swimming. You should check with your child's healthcare professional if it is safe.

Please contact the swimming pool in advance of your visit so they can accommodate your requirements. The portable oxygen equipment must be kept on the side of the pool so it does not get wet. Call our customer service team to request a longer length of tubing and additional nasal cannula that will be used for swimming purposes only. After swimming, ensure you change your nasal cannula and tubing to a dry set.

Bathing a Baby

When bathing your child, using a bath mat may help prevent slipping. If you have an oxygen concentrator, this must **NEVER** be moved into the bathroom. Instead, either run the tubing into the bathroom or use your portable oxygen equipment.

It is advised to use a separate nasal cannula to wear in the bath. The cannula can be dried with a quick blast of oxygen and then left to be used for the next bath time.

Concentrator Safety

Your technician will explain how to use your concentrator safely. It is important that you follow these instructions. The technician will check the main plug socket on installation and therefore every effort should be made to plug the concentrator into this socket directly (as per manufacturer's guidelines). If you choose to use an extension lead, then you take full responsibility for doing so as we cannot check the suitability of the extension lead being used.

Your concentrator will be installed in a location that is documented suitable and is safe for everyday use.

It is important that you:

- **ALWAYS** switch your concentrator off when you are not using it
- **ALWAYS** make sure that the operating controls are easy to access
- **NEVER** open or remove the cover
- **ALWAYS** keep your concentrator at least 1ft (30cm) away from walls, drapes, bedding, furniture, and keep in a well ventilated area.

It is important that you're aware that your concentrator can alarm (audible and/or visual) at any time during operation to alert you to a potential issue. Please refer to the troubleshooting section on page 19 for more details if this happens.

Back-Up Cylinders

As a patient with a concentrator you will also receive a back-up cylinder(s) to use in the event of a power cut or concentrator breakdown.

You should:

- **ALWAYS** ensure you know where your back-up cylinder(s) is located and that it is easily accessible especially in the event of a power-cut
- **ONLY** use your back-up cylinder(s) in the event of an emergency, concentrator breakdown or power-cut
- **ALWAYS** tell us if you have used your back-up cylinder as this needs to be full at all times
- **ALWAYS** keep a torch somewhere accessible in the event of a power-cut

Please refer to our Using Cylinders section on page 23 for information on how to use and store your back-up cylinder safely.

Your Electricity Provider

If you have a static or transportable concentrator, you should contact your electricity provider to explain that you are a patient on home oxygen and require electricity for your medical equipment to operate. Your electricity provider may be able to place you on a Priority Services Register and offer additional help and support. If you are on a pre-payment meter arrangement, you can benefit from notifying your electricity provider that you are an oxygen patient. If a patient 'has an illness or disability that could be made worse if they lose power', your electricity provider can help! They do this by:

- Replacing your pre-payment meter with a standard meter
- Ensuring you are placed on the vulnerable customer register by contacting your electricity supplier

You can register if you or someone in your household:

- Relies on medical equipment
- Have refrigerated medicines
- Have a serious or chronic illness
- Have a disability
- Is living with dementia
- Are of pensionable age
- Have mental health difficulties

Looking After Your Concentrator

Servicing and Maintenance

Your concentrator will be serviced annually, to ensure that it is working correctly and in line with the manufacturer's specifications. This is for your safety and to ensure your equipment is working properly.

It is important that our healthcare technicians are able to access your property and equipment to complete the service. Failure to allow this may result in your equipment being removed.

In addition to servicing the equipment, your technician will also:

- Check your tubing is in good condition
- Check the back-up cylinder(s) are full and working properly
- Provide replacement consumables

Cleaning

It is important to clean your concentrator and filter every week.

To clean the outer cover:

1. Turn your concentrator off and unplug it from the mains socket before cleaning
2. Use a damp cloth
3. Wipe it dry (**NEVER** use detergents or abrasive cloths)

A clean filter helps to prevent overheating and ensures the concentrator is working efficiently.

To clean the filter:

1. Remove the filter (if your technician has advised you of this) and replace it with the spare filter
2. Hand wash the filter in warm soapy water
3. Rinse the filter thoroughly and remove any excess water with a clean absorbent towel
4. Allow the filter to dry naturally
5. When the filter is completely dry it should be stored in a safe place

Do not operate the concentrator without a filter installed. If you do not have a filter, please call our customer service team.

(NB: the VisionAire 5 and Everflo concentrator does not have an external filter requiring weekly maintenance). The VisionAire 5 will need to be cleaned where the handles/vents are located on both sides. The Everflo will need the cover on the back of the device to be cleaned/hoovered.

Concentrator Troubleshooting

My concentrator is not working and there is a constant audio alarm when the power switch is on?

Check that one end of the power cable is attached to your concentrator, the other is in the wall socket, and that the wall socket is switched on. If it is and this continues, use your back-up cylinder and call our customer service team.

There has been a power cut so I cannot use my concentrator?

Use your back-up cylinder during the power cut and contact our customer service team to determine if a replacement cylinder is required.

All user manuals can be downloaded by scanning this QR code.

My concentrator is on but oxygen does not flow?

Check that the tubing has not become trapped or kinked obstructing the flow. Check the position of the indicator ball as if this has dropped, it normally indicates a blockage. Check if you can feel the flow at the end of the cannula or dip the cannula tips into a glass of water - you should see bubbles if oxygen flowing. If the flow is still obstructed remove your tubing and cannula and replace. If this does not resolve the problem use your back up cylinder and contact our customer service team.

If you have any further questions please either ask your technician or call our customer service team or view our concentrator video on our website www.airliquidehealthcare.ie

Using Your Concentrator

Before using your concentrator it is important that you take the time to read this guide. If you have any questions please ask your technician or contact our customer service team.

At installation, our healthcare technician will:

1. Attach the oxygen tubing to the outlet connection on the concentrator
2. Insert the power plug into an electricity mains socket and switch the socket ON
3. Turn your concentrator switch to ON
4. Turn the flow control knob anti-clockwise until the ball inside the flow meter centres on the flow line number that has been prescribed by your healthcare professional
5. Check the oxygen flow and purity that your concentrator produces

To use your concentrator:

1. Turn your concentrator switch to ON. A test alarm will sound for a few seconds. This is normal, it is to check the alarm is working

If the test alarm does not sound when you switch the concentrator on, then please contact our customer service team.

2. When you are not using your concentrator you should turn it off. If you are not using the concentrator for a number of hours, switch it off at the mains socket

NEVER adjust the flow control on your concentrator unless instructed to do so by your healthcare professional.

NEVER move your concentrator from where your healthcare technician installed it.

Oxygen Cylinder Safety

(Static/Backup and Portable cylinders with or without conservers)

Your technician will explain how to use and store your cylinders safely in a clean, dry, well ventilated area. It is important that you follow these instructions:

- **ALWAYS** store your cylinders laid down or secured upright to prevent them falling over.
- **NEVER** attempt to remove or tamper with any part of your cylinders.
- **NEVER** remove the plastic guard from your cylinders as this protects the valve against accidental damage. All cylinders carry a tamper proof tab on the oxygen outlet and is an indicator that the cylinder as not been used/opened.
- **NEVER** use excessive force when opening or closing the flow selector.
- **ALWAYS** turn off the cylinder by turning the flow selector to 0 (zero) when you are not using them, or when they are empty. You may hear a short 'hissing' sound after doing this, which is normal.
- **ALWAYS** be vigilant in checking the cylinder. Ensure there is sufficient oxygen by checking the contents indicator, that there are no kinks in the tubing, the cylinder is on, and is delivering the correct flow rate. This is particularly important when the cylinder is located in a different room to the patient.

When travelling with cylinders in any vehicle **ALWAYS** ensure they are transported and secured safely. For example, in the car boot, behind the front seats or in the back seat with a secure fastening. For more information on travelling with oxygen in a vehicle go to **https://ie.healthcare.airliquide.com/patients-oxygen-therapy/travelling-oxygen**

Cylinder Care

Changing to a New Cylinder

The contents gauge will show you how much oxygen is remaining in the cylinder.

When the contents gauge indicates the cylinder is empty (in the red zone), you will need to connect your tubing to a new cylinder. You can do this safely and effectively by following these steps:

1. Turn the flow selector to 0 (zero) to close
2. Remove your tubing from the oxygen outlet on the cylinder
3. Now follow the **'Using Your Cylinders'** section on page 23

Replenishments and Maintenance

To order replacement cylinders you will need to call our customer service team at least three working days before you require delivery, bearing in mind that deliveries are only made Monday – Friday.

Your technician will only replace cylinders that are empty. Additional cylinders cannot be left as the number of cylinders you have been allocated will have been prescribed by your doctor.

If your requirement has changed and you feel you need additional cylinders or would like your cylinders removed, please contact your healthcare professional.

Cylinder Troubleshooting

My cylinder is on and I have selected my flow rate but the oxygen does not flow?

Check the contents indicator gauge and replace the cylinder if it is empty. If it is not empty, check that the tubing has not become trapped or kinked, obstructing the flow.

If the flow is not obstructed try replacing the cannula with a new one. If you are still having problems, call our customer service team.

When my cylinder was delivered the needle was not at the top of the contents gauge, is it full?

As long as the needle is in the green section of the gauge, the cylinder is full. (This diagram is to illustrate the green section only, the other colours on the gauge may vary between cylinders).

If you have any further questions please either ask your technician or call our customer service team or view our cylinder video on our website www.airliquidehealthcare.ie

Anticipated Flow Rate & Durations

Cylinder B1	1 Litre CC
Size (LTR)	1
Pressure (BAR)	300
Flow Rate Setting L/MIN	Duration (HH:MM)
0.5	10:00
1.0	5:00
1.5	3:18
2.0	2:30
3.0	1:42
4.0	1:12
5.0	1:00
6.0	0:48
8.0	0:36
10.0	0:30
15.0	0:18

Cylinder B2	HC02HQ
Size (LTR)	2
Pressure (BAR)	230
Flow Rate Setting L/MIN	Duration (HH:MM)
0.5	16:20
1.0	8:10
2.0	4:05
3.0	2:43
4.0	2:02
5.0	1:38
6.0	1:22
8.0	1:01
10.0	0:49
12.0	0:41
15.0	0:32

Cylinder B10	HC10HQ
Size (LTR)	10
Pressure (BAR)	200
Flow Rate Setting L/MIN	Duration (HH:MM)
0.5	70:00
1.0	35:00
2.0	17:30
3.0	11:40
4.0	8:45
5.0	7:00
6.0	5:50
8.0	4:23
10.0	3:30
12.0	2:55
15.0	2:20

Using Your Cylinders

Before using your cylinders it is important that you read this guide. If you have any questions please ask your technician or contact our customer service team on 1800 24 02 02.

Opening your Cylinders

1. Check the contents gauge to make sure the cylinder contains oxygen
2. Make sure that the flow selector is set to 0 (zero)
3. Attach your tubing to the oxygen outlet
4. Turn the flow selector to the flow rate that has been prescribed by your healthcare professional

Closing your Cylinders

1. Turn off the cylinder by turning the flow selector to 0 (zero)

How Long Will My Cylinder Last?

Refer to your cylinder specification on page 22 for information on flow rates and duration times.

Conserver

(not for use in Children under 7 years)

When we breathe we spend most of our time breathing out. When a cylinder is used with a continuous flow, most of the oxygen is wasted. A conserver cuts out that waste by providing a precise amount of oxygen at the point of breathing in.

A conserver should only be used with portable cylinders, it can make the cylinder last up to three times longer. You should only use this device with a nasal cannula and if you have been assessed for same.

Connecting your conserver

1. Place the cylinder into the portable carry bag provided.
2. Place the conserver into the pocket at the front of the bag.
3. Connect the female end of the coiled tubing to the outlet connector on the cylinder.
4 Secure the female end with the tube clamp.
5. Connect the quick connect end of the coiled tube to the cylinder connection on the conserver.
6. Connect the cannula tubing to the cannula connection on the side of your conserver.

Important

Conservers are not suitable for patients under seven years old.

NEVER use whilst sleeping.

NEVER shorten the tubing.

A mask is unsuitable for use with a conserver.

Mediline conserver

- Set the Cylinder valve to 4LPM and set your prescribed setting on the conserver
- Connect the nasal cannula to the output connector
- Put on the nasal cannula and start to breathe

Conserver

(not for use in Children under 7 years) (cont.)

Valve Conserving Devices

Oxymo is a 2 piece oxygen conserving system used for 0.5 to 7.5lpm requirements inserted directly into the valve on the side of the cylinder. This will need to be added and removed from the cylinder. All controls regarding your prescription are managed on the conserver box.

Pic 1

Pic 2

- Connect the regulator as shown in picture 1
- The device is switched on by pushing the key ON/OFF. During the starting test (3 seconds) all the symbols on the screen blink together with an acoustic signal. After the test, OXYMO is ready to operate in Conserver Mode
- Connect the nasal cannula to the output connector
- Put on the nasal cannula and start to breath

Sabre Elite is a pneumatic conserver delivering up to 8 settings. It works in a different way to most conservers. It is a quieter system than most other conservers and is completely managed on the valve. As it's always turned on it therefore should be removed when not in use. The Sabre Elite delivers 1 to 8 settings.

- Connect the cannula to the conserver outlet
- Connect the conserver to the side outlet of the cylinder
- Select the prescribed setting on the conserver

Transportable Oxygen Concentrator (TOC)

A transportable oxygen concentrator is a larger concentrator device which can be wheeled with you and used on battery, mains and DC (in some settings) and can generally deliver higher oxygen flows. They can also be used in cars, planes, boats, and trains. These are used to provide continuous flow oxygen from 0.5 to 3lpm and Pulse delivery up to a bolus of 192mls. These can be used for overnight delivery as well as on the go. It has inbuilt alarms to alert the user to any issue with oxygen delivery and can easily be toggled between continuous and pulse delivery if needed. These are a heavier device than a POC weighing approximately 7Kg and come with a trolley as a standard. It is important to consider that this device will need to be lifted in and out of a vehicle and may be unsuitable for more frail users. This device would be unsuitable if the user is trying to manage stairs/steps.

Transportable concentrators act as both a temporary static concentrator whilst also providing the freedom to continue to use ambulatory oxygen whilst away from home. They are the ideal solution for home oxygen users who are active and away from home for long periods at a time. There is no need to wait in for cylinder replenishments with this option as the user can charge and go. The device can be used as a static concentrator when used in continuous flow mode and can be used temporarily with other devices such as CPAP and bi-level devices. Your prescriber will advise you regarding this if required.

It is important to use the mode and prescribed level of oxygen as recommended by your physician and to check the device is in the correct mode. When being used in continuous mode, the user will see LPM and when in pulsed mode the user will see mls/ setting.

For all users of TOC's - you may need to consider requesting additional batteries if you are very active or if you are travelling.

Most airlines recommend the user bring their requirement and up to 50% extra battery life. Please refer to your manual for guidance on this.

Sequal Eclipse Specifications:

Size H – 19.3 inches x W – 12.3 inches x D – 7.1 inches.

H – 49.0 cm x W – 31.2 cm x D18.0 cm.

Weight Eclipse 15 pounds - Power Cartridge 3.4 pounds.

Innovative Universal Cart – easy to move around and allows easy battery access.

Continuous Flow Settings 0.5, 1.0, 1.5, 2.0, 2.5, 3.0lpm.

Transportable Oxygen Concentrator (TOC) (cont.)

Pulse Dose Settings:

Pulse Dose Setting	Bolus Size) ±15%) ml.	AC Power Supply & Power Cartridge (Battery)	DC Power Supply
		Max Breath Rate	Max Breath Rate
1.0	16	40	40
2.0	32	40	40
3.0	48	40	40
4.0	64	40	31
5.0	80	37	25
6.0	96	31	20
–	128	23	15
–	160	18	12
–	192	15	10

Bolus Volume (+/- 15%)

User Care and Cleaning of your TOC Device

Ambient air is drawn into the device through the air inlet located on the top rear of the device. Cleaning the air inlet filter is the most important maintenance activity you will perform as a user, cleaning the air inlet filter will keep your Eclipse performing properly. Check this air inlet filter daily and clean it at least once a week using the following procedure:

1. Remove the air inlet/foam filter at the back of device
2. Wash the filter in warm tap water using a mild soap detergent solution
3. Rinse the filter thoroughly with clear tap water and squeeze out the excess water
4. Allow the filter to air dry
5. Reinsert the clean filter back into the cabinet

CAUTION

The Air inlet filter should be free of liquid water and dry to the touch before re-installation. Moisture in the filter may impair proper operation of the eclipse.

Note that the service port is exposed (when the air inlet filter is removed). **DO NOT** attach any cables to this service port. The part is to be used by a qualified service technician only.

DO NOT place foreign objects into or through the vent holes of the air inlet or exhaust vent.

Transportable Oxygen Concentrator (TOC) (cont.)

The air inlet filter should be replaced as needed. If the Eclipse is used in a dusty environment, the filter may need to be replaced more frequently. You should not operate the Eclipse without an air inlet filter installed.

AC Power Supply, DC Power Supply, Power Cord and Outer Case: Turn OFF the Eclipse and disconnect from AC or DC power before any cleaning or disinfection activity. Use a damp (not wet) cloth or sponge. You can use a mild detergent solution to clean the cabinet and power supplies.

Universal Cart: Before cleaning the Universal Cart, remove it from the Eclipse. Use a damp (not wet) cloth or sponge and mild detergent solution to clean the Universal Cart.

Battery Life

Typical New Power Cartridge Operating Times

Flow Rate Setting	Continuous Flow (LPM)	Setting (mL)	Pulse Dode Mode (12 BPM)
0.5	4.4 hours	–	–
1.0	3.7 hours	16mL 1.0	5.4 hours
2.0	2.0 hours	32mL 2.0	5.1 hours
3.0	1.3 hours	48mL 3.0	4.9 hours
–	–	64mL 4.0	4.0 hours
–	–	80mL 5.0	3.7 hours
–	–	96mL 6.0	3.5 hours
–	–	128mL	2.5 hours
–	–	160mL	2.0 hours
–	–	192mL	1.7 hours
NOTE: Battery times will decrease with higher bolous size, breath rate, ambient temperature. Battery age and use over time.			

PLEASE NOTE: The Sequal Eclipse 3 will not operate on DC if using above 2lpm continuous flow or 96mls/Setting 6. If the other settings are required then the device will run on the battery of the device.

Transportable Oxygen Concentrator (TOC) (cont.)

Sequal Eclipse 3

Setting available when operating on DC

Flow Rate Setting	Continuous Flow	Bolus Size (mL)	Pulse
0.5	Yes	–	–
1.0	Yes	16mL	Yes
1.5	Yes	24mL	Yes
2.0	Yes	32mL	Yes
2.5	No	40mL	Yes
3.0	No	48mL	Yes
–	–	56mL	Yes
–	–	64mL	Yes
–	–	72mL	Yes
–	–	80mL	Yes
–	–	88mL	Yes
–	–	96mL	Yes
–	–	128mL	No
–	–	160mL	No
–	–	192mL	No

NOTE: When operating with a DC Power Supply, Eclipse settings greater than 2.0 LPM. Continuous Flow, will automatically switch to the 2.0 LPM Continuous Flow setting.

NOTE: Actual performance of the Eclipse may vary depending upon usage conditions of the motor vehicle.

Sequal Eclipse 5

All settings are available on DC mode on the Sequal Eclipse 5

Flow Rate Setting	Continuous Flow	Bolus Size (mL)	Pulse
0.5	Yes	–	–
1.0	Yes	16mL	Yes
1.5	Yes	24mL	Yes
2.0	Yes	32mL	Yes
2.5	Yes	40mL	Yes
3.0	Yes	48mL	Yes
–	–	56mL	Yes
–	–	64mL	Yes
–	–	72mL	Yes
–	–	80mL	Yes
–	–	88mL	Yes
–	–	96mL	Yes
–	–	128mL	Yes
–	–	160mL	Yes
–	–	192mL	Yes

Transportable Oxygen Concentrator (TOC) (cont.)

Eclipse 5 Troubleshooting:

Please refer to the user manual for your device. The alarms on this device are similar to a standard concentrator. You can access the manual by scanning this QR code.

For all users of TOC's - you may need to consider requesting additional batteries if you are very active or if you are travelling.

Most airlines recommend the user bring their requirement and up to 50% extra battery life. Please refer to your manual for guidance on this.

Troubleshooting Table **DO NOT** Ignore Alarms

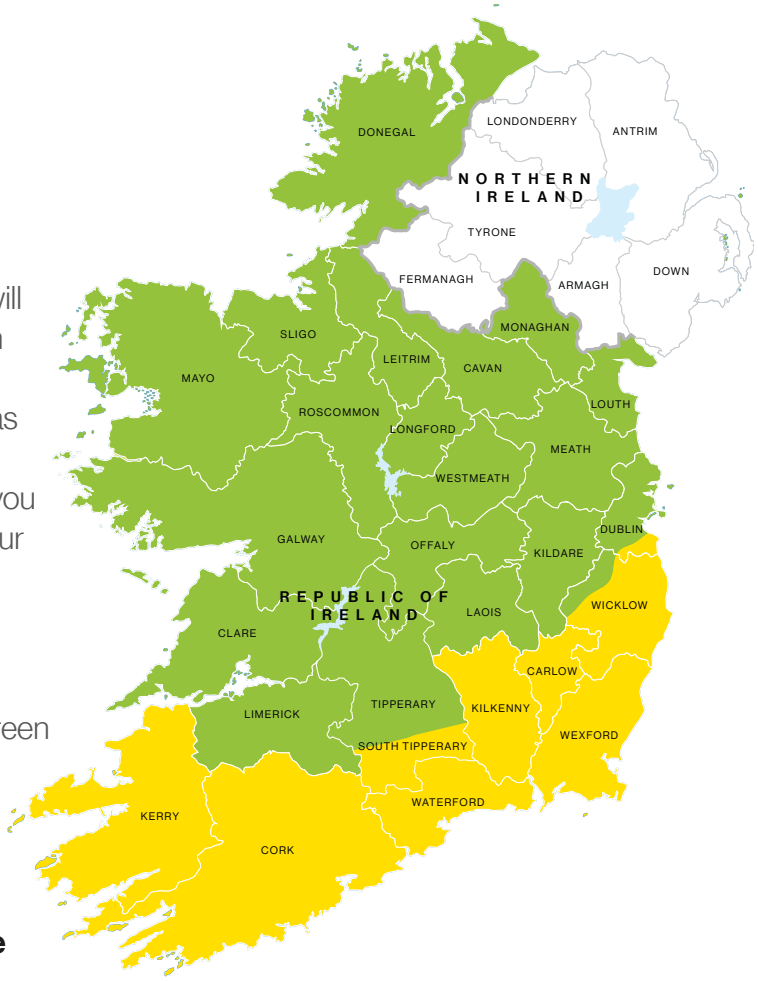
Symptom	Probable Cause	Remedy
Eclipse does not power on when ON/OFF button is pressed	No Battery installed.	Install Battery or plug into external power.
	Battery is discharged or no external power is present.	Plug into external power.
	AC or DC Power Supply is not plugged in correctly.	Check plug at outlet, Power Supply box and at the Eclipse to ensure properly plugged in.
	Insufficient power from the outlet.	Ensure there is adequate power from the outlet. (Outlet may be controlled by a wall switch or the circuit breaker may have engaged.).
	Other.	Contact your dealer/provider.
No Oxygen	Filter blocked.	Clean air inlet filter.
	Humidifier.	Check humidifier attachment and tubing.
	Eclipse not ON.	Power Eclipse ON.
	Tubing or cannula is not properly connected or kinked.	Check tubing, cannula and connections.
	Other.	Contact your dealer/provider.
Low Oxygen Concentration	Restriction in tubing or humidifier.	Repair or replace tubing or humidifier. Place your Eclipse so there is adequate air flow.
	Filter restricted.	Clean or replace air inlet filter. Place your Eclipse so there is adequate air flow.
	Exceeding maximum breath rate in Pulse Mode. •See Pulse Dose Mode Breath Rate Chart (p 33).	Switch to Continuous Flow Mode until respiratory rate resumes to an acceptable rate.
	Other	Contact your dealer/provider.
Low Oxygen Flow	Restriction in humidifier or tubing.	Repair or replace humidifier or tubing.
	Filter blocked.	Clean or replace air inlet filter.
	Other.	Contact your dealer/provider.
No Oxygen Delivered in Pulse Flow Mode	Tubing/cannula longer than 7 feet (2.1m).	Attach 7 feet (2.1m) tubing/cannula.
	Humidifier attached	Remove humidifier.
	No inspiration detected.	Contact your dealer/provider.
	Unit in Continuous Mode.	Switch to Pulse Mode.
	Nasal cannula not in the nose or mouth breathing.	Place nasal cannula in nostrils and breath through your nose.
Power Cartridge Status Gauge never indicates fully charged	Pulse Cartridge (Battery) is aging.	Contact your dealer/provider to replace Power Cartridge (Battery).

Holiday Information

At Air Liquide Healthcare we understand that many things have changed in your life since receiving your child's oxygen, especially around holidays and travel. We will do our utmost to help you plan your oxygen requirements and arrive at your destination with the required equipment and services as you have at home. However, it is important that you plan your trip in advance and that you seek medical advice if air travel is part of your holiday arrangements.

Travelling within Ireland

Air Liquide can supply oxygen within our contracted regions (see areas marked in green in map opposite). We are unable to supply oxygen in non contracted areas (marked in yellow) and in Northern Ireland due to contractual agreements in place.



If you are travelling within an Air Liquide Area (marked in green above):

1. You can choose to bring your equipment to another location. If you need replenishments you will need to provide us with your temporary holiday address. ALWAYS transport your equipment safely. For guidance on how to transport oxygen safely please contact Air Liquide or consult with your home delivery technician for best advice.
2. Should you require Air Liquide to deliver your child's equipment, you will need a Holiday oxygen request from the HSE with
   - Your holiday address
   - Dates for travel
   - A contact number and details of who can take receipt of your oxygen equipment before you arrive at your destination.

We will complete a risk assessment and deliver oxygen to this location. You can order your replenishments to the temporary address while on holiday.

Please note if you are a private patient (non medical card holder) you will incur an additional charge please contact our customer service team for further details.

If you are travelling outside of an Air Liquide Area in the Rebublic of Ireland (marked in yellow).

You will need the HSE to organise this order for you. A Home Oxygen Order form will be required from your child's prescriber, this needs to be sent your local HSE office who will in turn send the order to the equipment supplier in the region our are travelling to.

Should you bring any of your Air Liquide equipment and run into any difficulty, we will be unable to support you in a region that we do not cover (this includes the area marked in yellow and white).

Holiday Information (cont.)

Travelling to and from your Destination

If you use portable oxygen equipment **REMEMBER** to take enough for your return journey. **ALWAYS** bring home any oxygen equipment, chargers and accessories that you take from your home supply and do not leave it at your destination.

Transporting your Oxygen Equipment Safely

When travelling with your oxygen equipment in a car, **it is your responsibility to ensure it is secured safely**. Please safely secure spare cylinders in the boot. Secure your child's portable oxygen equipment behind the front seat or strapped in the back seat. **NEVER** leave equipment where it can move or roll around. **ALWAYS** secure. **ALWAYS** transport your static concentrator behind a seat or upright and secure in the boot with the flow meter turned off.

NEVER smoke or vape or allow anyone else to do this while using oxygen in the car.

NEVER use oxygen in a fuel station.

NEVER store cylinders in the car unattended. Place them in the boot out of view.

ALWAYS keep the car well ventilated when carrying oxygen.

ALWAYS keep your liquid portable unit upright at all times.

ALWAYS keep the amount of oxygen cylinders in your car to a minimum.

ALWAYS remove oxygen cylinders from your child's pushchair when not in use.

ALWAYS bring your TOC in car charging cables if planning to run off a car battery. Always ensure the car is on and running first.

If you are unable to travel or your plans change you should call our customer service team.

Going on Holiday - Abroad

Travelling Abroad

If you are travelling outside of Ireland or travelling by aircraft, it is important to plan your oxygen requirements well in advance (up to 6 weeks). You will need an updated copy of your child's prescription and discuss equipment options with your prescriber. It is recommended that you contact the Irish embassy for the country you are travelling to for best advice on how to go about ordering your oxygen at a local level. There are also many private companies who assist oxygen patients while holidaying. You will need to pay a fee for these services.

Static or stationary equipment provided by Air Liquide for your home oxygen service cannot be taken out of the country. Air Liquide is not able to arrange oxygen services or support any user outside of Ireland, however we can offer the following help and advice:

If you are travelling within Europe we recommend that you apply for a EHIC (European Health Insurance Card). This gives you the right to access state provided healthcare during a temporary stay in the European Union. Visit https://www2.hse.ie/services/schemes-allowances/ehic/ for the current and up to date information, alternatively you can call HSE Live on 1800 700 700 or +353 1 240 8787 from outside of Ireland.

It is your responsibility to organise Holiday insurance or Private Health cover to manage any issues that may occur while travelling.

Please note that Air Liquide Healthcare are independent of the following named companies. We can offer no guarantees as to the reliability or safety of any equipment supplied by other companies.

We do not endorse or recommend any specific company.

Oxygen Worldwide
Can arrange supplies worldwide
Tel: (0034) 966 882 873
Email: info@oxygenworldwide.com
Website: **www.oxygenworldwide.com**

Omega Advanced Aeromedical UK
Cruise/airport oxygen assistance, overland tour oxygen, medical escorts.
Tel: (0044) 345 100 0084
Email: info@omega-oxygen.com
Website: **www.omega-oxygen.com**

Other useful resources include:

- The Department of Health **https://www.dfa.ie/travel/**
- Air Liquide Healthcare - Travelling with Oyxgen **https://ie.healthcare.airliquide.com/patients-oxygen-therapy/travelling-oxygen**

Going on Holiday - Abroad (cont.)

Planning on Travelling by Plane or Boat?

Before booking your ticket you should discuss your plans with your child's healthcare professional. If you plan to fly, you may need a fitness to fly assessment and confirmation from your airline carrier.

You should also confirm:

- The carrier's policy on travelling with oxygen such as TOC's and oxygen services available via your carrier (usually chargeable for each part of your journey)
- The duration of your equipment's battery and should you need to order more for the journey or any delays that may occur - usually recommended up to 50% more battery life.
- The exact length of the flight or cruise
- The facilities eg. charging points and assistance available at ports of departure and arrival

Once you have agreed your holiday plans with your child's healthcare professional, make sure that your travel insurance provider is aware of your oxygen requirements.

Air Liquide healthcare Ireland are providing this information as a basic guide to travelling either within Ireland or outside of Ireland. Each airline and travel destination will have different rules regarding the safe use and transportation of oxygen. Please thoroughly research what is required for you during your holiday.

Air Liquide healthcare can accept no responsibility for any travel plans made by the user, we provide this equipment on the proviso that the end user understands there is no technical support cover when equipment is taken outside of the Air Liquide Ireland covered regions.

How to Contact us with a Concern or Compliment

How to Tell us if You Have a Concern

If you have any problems or concerns with our service you should call our customer service team or email us.

Freephone: **1800 24 02 02**
Email: **healthie@airliquide.ie**

Alternatively, you can write to us:
Air Liquide Healthcare Ireland Ltd
Stratus House
Unit 1 IDA College Park
Blanchardstown Road North
Dublin 15
D15 PEC4

How to Pay a Compliment

If you are happy with the services you have received from Air Liquide, we would love to hear from you. You can feedback compliments using the same details as above. As part of our commitment to providing your Home Oxygen Service, your feedback is really important to us to allow us evaluate, change and improve our services. On installation of our equipment and on subsequent visits, we will ask for your consent to share educational materials, complete surveys and give us your feedback. If at any point you prefer to stop, all you need to do is advise us in writing.

Useful Contacts

CF Trust

Helpline: **1890 311 211**
Website: **https://www.cfireland.ie/**

Irish Neonatal Health Alliance

Website: **www.inha.ie**

Infant

Website: **www.infantcentre.ie**

HSE

Website: **www2.hse.ie**

Patient Declaration

As a home oxygen user it is important that you understand what equipment is in your home and how to use it safely.

After completing your initial installation and after each risk assessment your technician will ask you to sign the following statement. This will be saved to your patient record.

I confirm that I have been trained in the safe use of the equipment provided and have received important safety information.

I am satisfied with my installation and understand:

- All oxygen equipment provided is the property of Air Liquide, which is on loan to the NHS
- The local Fire and Rescue Service may visit me to carry out a home safety check. In addition, Air Liquide will visit my home on a regular basis to service the equipment and carry out a risk assessment
- The dangers of smoking and that I must not smoke or let anyone smoke near me whilst using the oxygen equipment. This includes both cigarettes and e-cigarettes
- I should never use or store oxygen equipment within 3 metres (10 feet) of open fires or naked flames such as cigarettes, e-cigarettes, matches, lighters, boilers, gas cookers, open gas fires, candles, or machinery which could create sparks
- I should never use or store oxygen equipment within 1.5 metres (5 feet) of heat sources (e.g. a radiator) and electrical appliances such as, televisions, hair dryers, and toasters
- The oxygen equipment must be kept clean and dry
- I should only use water- based products when using my oxygen equipment and that I should never use petroleum jelly or other oil- based products
- The airflow to the oxygen equipment must not be obstructed and that I must allow adequate ventilation
- The items attached to the oxygen equipment or within the tubing have been provided as an integral part and for my safety and must not be removed or tampered with
- The fire breaks must not be removed
- The oxygen installation must not be altered without prior consultation and with agreement from Air Liquide
- Not to use any oxygen equipment that has not been requested by a healthcare professional and provided by Air Liquide
- How to order replenishments and/or contact Air Liquide if there is a problem with my equipment

I accept responsibility to keep the equipment in a safe condition and location as instructed by Air Liquide and to return it to Air Liquide when it is no longer required. I understand that failure to return the equipment to Air Liquide may result in prosecution.

Notes

Notes

Contact:
Air Liquide Healthcare Limited
Stratus House, Unit 1, IDA College Park, Blanchardstown Road North,
Dublin 15, D15 PEC4.
Email: healthie@airliquide.ie
Tel: 1800 24 02 02
www.airliquidehealthcare.ie

Air Liquide HEALTHCARE

Air Liquide Healthcare is a world leader in medical gases, home healthcare, hygiene products and healthcare specialty ingredients. It aims to provide customers in the continuum of care from hospital to home with medical products, specialty ingredients and services that contribute to protecting vulnerable lives.

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