

Emergency Service Guidelines Company Policy

Oxygen patients are required have an emergency preparedness plan.

The most effective way of to do this is to have a plan in place. It's very easy to panic during an emergency. An emergency preparedness plan should include a disaster supply kit, as well as any emergency essentials. Emergency preparedness supplies should also be arranged and easily accessible.

Oxygen patients must have a plan to deal with certain natural disasters, like tornados, hurricanes, fires and power outages. The Red Cross Family Disaster Plan and each counties EMA offices is available on our website.

Below are questions that need to be addressed in the event of an emergency.

1- What will the patient do if there is an **equipment failure** after they have notified the company? It is recommended that patients always keep at least a 24-hour supply of oxygen on hand.

2- What will the patient do if there is a **power outage**? It is recommended that patients always keep at least a 24-hour supply of oxygen on hand. It is also recommended that the patient have a place to go that has power, so they can use their oxygen concentrator. It is recommended that patients purchase a small generator if financially able.

3- What will the patient do in the event of a **severe weather threat or flood**? It is recommended that patients have the name and number of the county EMA service in their area. A list of counties EMA offices are listed on our web-site.

IT IS THE PATIENTS RESPONSIBILITY TO HAVE A 24 HOUR SUPPLY OF OXYGEN ON HAND AT ALL TIMES.

The company will make every reasonable attempt to provide on-going care and service to our oxygen patients during an emergency and/or a natural disaster.

The company is not equipped, nor is able to act as a First Responder in a medical emergency, power outage or natural disaster. If you feel you have a medical emergency, call 911.

What is Emergency Service and when will a Service Tech be dispatched to your home?

EMERGENCY SERVICE IS PROVIDED ON THE NEXT BUSINESS DAY.

Emergency service is provided when the mechanical oxygen equipment has truly failed, and the patient does not have enough back-up oxygen. Oxygen equipment failures will be verified by phone, by the on-call Service Technician. A technician will be dispatched to your home on the **NEXT BUSINESS DAY.**

1. The company will respond to all phone calls received; a Service Technician will attempt to trouble-shoot over the phone.
2. The company will dispatch a service technician to patients on the **next business day** only when the mechanical oxygen equipment has truly failed, and the patient does not have enough back-up oxygen.
3. It is suggested that patients contact their power company to make them aware that they have life sustaining equipment. In the event of a power outage they may have a priority list for their customers requiring supplemental oxygen.
4. In the event of a power outage **THE COMPANY WILL NOT** bring extra oxygen tanks. It is recommended that you either go to the nearest hospital or get to a location that has power.