

MOBILITY

*Fighting chronic lung disease one patient at a time.*

HOLIDAY REMINDERS

Mark your calendar! Oxygen One will be closed in observance of the following Holidays:

- Memorial Day - Mon., May 28<sup>th</sup>
- Independence Day - Wed., July 4<sup>th</sup>
- Labor Day - Mon., September 3<sup>rd</sup>

Please plan ahead for your oxygen needs. It is also a good time to review your summer travel plans to assure the equipment for your trip is available.

IMPROVING HEALTH

By Donelle Melka, Human Resources Coordinator

At Oxygen One, our mission is to improve the health and quality of life of our patients. In order to do so, our employees must be in their best health as well. With that in mind, we have established an Employee Wellness Program to help our staff make healthier lifestyle choices.

Our first program, Step-by-Step, kicked off in April. For six weeks, we will wear pedometers, a device that counts every step taken, in hopes to reach our individual and company goals. Many of us are striving to take 10,000 steps (about 5 miles) per day which studies show can improve one's fitness level, blood pressure, and cholesterol. Together, our goal is a total of four million steps! When we hit this goal, Oxygen One will send a donation to the American Lung Association!

We're learning that walking is an easy way to improve our health. It doesn't require a gym membership, exercise videos or equipment, just a good pair of walking shoes and a willing attitude. So, why don't you join us?

The Government & You!

For those of us on oxygen therapy, we know that by using oxygen it will prolong our lives. Many people with COPD and respiratory conditions have been targeted for cuts in Medicare reimbursement. Based on information provided, as of today, Medicare rents specified home oxygen equipment for 36 months. This equipment includes concentrators, liquid reservoirs and portable units, and gas tanks. After 36 months of rental, the ownership of the equipment belongs to the patient. If the oxygen equipment needs any maintenance, after 36 months, it is now the patient's responsibility.

Recognizing how detrimental this new provision could be to the elderly and/or sick Medicare beneficiary, Congressman Tom Price (R-GA) introduced HR 621, the Home Oxygen Patient Protection Act of 2007. This bill, if enacted, will overturn the Medicare provision that now requires Medicare home oxygen patients to assume ownership and responsibility of their oxygen equipment after 36 months.

If passed, HR 621 will restore the previous payment method of home oxygen equipment and relieve the Medicare beneficiary from having to assume responsibility for determining if their equipment is functioning properly, is in full working order, or is in need of servicing.

Transferring the burden of ownership to the Medicare beneficiary presents serious risks to patient safety. Moreover, medical oxygen therapy at home cost less than \$8.00 per day in Medicare Part B benefits while a typical inpatient hospital day costs \$4,603.00 in Medicare Part A benefits.

Oxygen therapy requires more than one piece of equipment. Service costs for medical oxygen therapy in the home far exceed the cost of equipment by three to one. Much of the costs associated with providing home oxygen therapy are related to services including delivery, maintenance, repairs, patient assessment and education as well as regulatory compliance. The equipment represents just one of the costs of home oxygen therapy.

*(Continued on p. 3)*

EMPLOYEE SPOTLIGHT



Oxygen One is pleased to welcome two new employees to our team.

Dan Bahr, our warehouse technician, has previous work experience in warehousing, carpentry and as an oxygen technician. In his free time, he enjoys bowhunting, fishing, playing guitar and being a handy man. Dan is involved with the Ojibwa Bowhunters, Wisconsin Bowhunters Association, and he is a former Big Brother. His most proud accomplishments include graduating from college, old football and track awards, and raising two children.

Brian Pekarske, a medical technician, comes to us from the US Army, 101st Airborne division. He is a member of the American Legion and 84th Division Reserve. Before the Army, Brian was employed with the maintenance department at Linden Grove in Waukesha. In his free time, Brian enjoys playing saxophone and piano and is now teaching himself to play the base guitar. He also enjoys writing and has written his first novel while deployed to Iraq. Above all, Brian is most proud of his two year old daughter and loving wife.

## WHO'S CALLING?

By Nicole Gaeth, Patient Care Representative

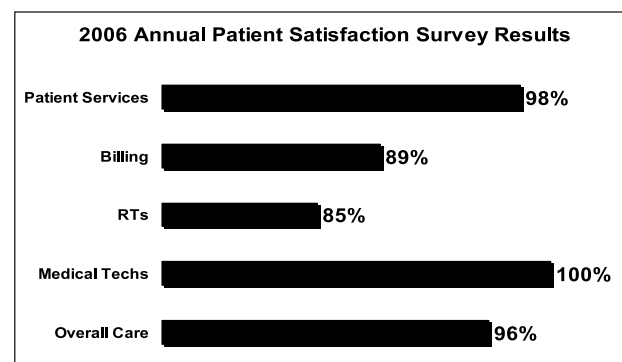
As some of you are aware, Oxygen One has a new phone system! Due to the large volume of calls we receive, we implemented a phone system that will better serve our patients and referral sources. Your call will always be important to us and rest assured that if you leave a message, we will get back to you.

Upon calling to reach us about your oxygen or nebulizer therapy, we ask that you press number two (2). You will be immediately directed to one of our Patient Care Representatives. If they are unavailable at that time, you will be directed to the next available staff member. In most cases, this will be our Clinical Manager. If it is an emergency situation, you can press zero (0) at any time to be guided to someone in our Clinical Department to assist you.

As with any new process, there have been plenty of "bugs" to work out. This automated system has been a huge adjustment for us as well as for you. With that, we thank you all for your patience and understanding during this necessary transition.

Also, you may have noticed we have been calling to schedule your delivery the day before. We are trying to serve you better by giving you more notice on when to expect your oxygen. As always, we request a minimum of 2 days notice for deliveries. In the event you should require a next day delivery, please be sure to place an order before 3:00 p.m. so we can get you on the schedule. Thank You!

## 2006 PATIENT SATISFACTION SURVEY



Some patient comments include:

"Your services are excellent. I would recommend you as the best" - Fern P.

"I am well satisfied with your service." - Ralph E.

"You've gone above and beyond the call of duty. Your staff is outstanding!" - Margaret B.

"Keep up the good work!" - John J.

## TRAVELING WITH OXYGEN

By Ashley Berger, Patient Care Representative

With the busy travel season approaching, you might be wondering how you can make travel possible with your oxygen. Currently, there are three different units available that can make traveling with oxygen a pleasant experience. These units are the Inogen One, the Sequal Eclipse, and the Airsep Freestyle all of which are available to rent through Oxygen One, Inc. They are all battery operated portable concentrators that can be used, and are not restricted for use during air flight and even driving. Functionally, these units act as a portable and stationary system, and could potentially be used for your full oxygen needs. These units allow oxygen users to be mobile and free without being limited to their homes.

Patients from Oxygen One, and other home oxygen companies, have graciously provided comments about the units they rented from Oxygen One for their recent travels:

"This unit really worked wonderfully. You don't have to use tanks. It is quiet, lightweight and is a unit that makes travel easy. While traveling with this unit everything went smoothly," - Sue V. is on service with another oxygen provider, but rented the Sequal Eclipse through Oxygen One.

"Inogen One is the only way to go. Not only does this unit make flying easy, but the unit itself has options which allow you to carry it or put the unit on a cart. It allows you to be mobile without being obligated to buy oxygen from the airline. It also provides oxygen in between flights rather than going without." - Jim J. is on service with Oxygen One and has rented the Inogen One several times.

"We traveled by train and the unit was absolutely perfect. We were able to walk around and be mobile. Best of all, the unit was not too heavy to carry. Compared to past trips, the unit worked very well." - Mary Y. is on service with Oxygen One and rented the Airsep Freestyle.

"Inogen One is one of the best machines for travel that is available. The unit is usable practically anywhere. It is the most convenient unit and I have had no troubles with it. It works like a clock." - Dominic F. is on service with another oxygen provider, but rented the Inogen One through Oxygen One.

We enjoy helping oxygen users reach their travel destinations and we look forward to helping you reach yours. By calling Oxygen One, we can help you evaluate what type of oxygen system will work best for you. Bon Voyage!

## The Gov't & You... (cont. from p.1)

Equipment costs can fluctuate based on the technology of the products provided. Advanced technology also requires higher service and maintenance needs both during the 36 months of rental as well as after.

Oxygen therapy is critical to approximately one million Americans who suffer from respiratory illnesses, such as chronic obstructive pulmonary disease (COPD), and who require oxygen therapy under Medicare. Nationwide, as many as 15 million Americans have been diagnosed with COPD, a number that is growing. COPD is a slowly progressive, incurable disease that causes irreversible loss of lung function. Although existing medications have not proven beneficial in reversing its effects, home oxygen therapy, when properly prescribed and maintained, can slow or stop lung degeneration.

It is important for all of us to remember that Oxygen One will always be there for us and will continue with much needed products and services. If you have any questions or comments, please give us a call or e-mail me at [bill@oxygenone.com](mailto:bill@oxygenone.com). Remember, as I always tell you, please exercise as much as you can and by all means wear your oxygen when you are supposed to wear it. If your Doctor has told you that you should wear it 24 hours a day, 7 days a week, then please do so. You will certainly live longer by wearing it as it has been prescribed.

Sincerely,

*Bill Anderson*