



MOBILITY

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

MARK YOUR CALENDAR

*Please note that our office
will be closed in observance
of the following holidays:*

Memorial Day, May 26, 2008

Independence Day, July 4, 2008

Labor Day, September 1, 2008

NOTES FROM YOUR TECHNICIAN

- 1) When the Patient Services Representative (PSR) calls, let them know if you have any special requests (i.e., morning or afternoon delivery, call before arriving, deliver to back door, etc.).
- 2) Before calling the PSR for a delivery or other inquiries, check your inventory of supplies (i.e., tubing, cannulas, connectors, ear wraps, etc.). Let us know if you are running low.
- 3) When calling the office, be sure you ask the name of the person you are speaking to in case you have to refer back to them.

*...Again, these tips will allow us to
provide the best service possible.*

OXYGEN & YOU

Spring/Summer 2008

Ask Bill: How do I Travel with Oxygen?

For those of us who depend on supplemental oxygen to breathe, we are certainly glad that winter has come and gone. The cold and snowy weather has kept a lot of us at home this winter. Now that spring is here, and summer isn't far behind, it is a great time to do some traveling. Yes, I know the very thought of traveling scares a lot of us because we don't think we can do it. Most of us can travel - and should - as it



Bill Traveling with his Liquid Oxygen

makes you feel better to get out and do something different. I would like to share some tips for traveling with oxygen. Even if you plan to be gone only for a few hours, the unexpected can happen. Being well prepared for any emergency is important, especially if you are on oxygen.

Always make sure you have an adequate supply of oxygen with you. If you are on liquid, make arrangements for a travel reservoir or compressed portables for backup or emergency use. If you use tanks, bring an extra one with you. Oxygen One also has portable oxygen concentrators that you can rent. These are great to have because they can be plugged into a wall outlet or car adapter and the batteries can be recharged. It is also a good idea to carry an extra cannula with you. You never know when you might need it.

Always carry a full day's supply of your medications with you. This also means taking your inhalers or nebulizers with you. You never know if you will be unexpectedly detained.

(Continued on p. 3)

DID YOU KNOW?

When planning a trip, factor your oxygen costs into the cost of your trip. If you have Medicare as your primary insurance and would like to rent travel oxygen, it is important to know that Medicare will not pay for this service. Medicare pays for your home system and not for travel. It is important to remember that oxygen for travel is above what Medicare reimburses. If you have a supplemental insurance policy, most follow Medicare's guidelines, and will also not cover travel oxygen. Most private insurance companies follow Medicare's guidelines as well. If you wish to travel, you will probably have to pay privately for the travel equipment while you are using it.

If Medicaid is your primary insurance, and you would like to rent travel oxygen, please speak with an Oxygen One Billing Representative at least four weeks before your trip to allow Medicaid to process your request. It is very important to contact our office as soon as you know the dates you will be traveling, so we can plan accordingly.

Oxygen One has a variety of affordable rental options for your next trip. Travel oxygen is rented on a weekly basis and full payment is requested at the time of pick-up. Please contact our office for pricing and further details on the rental of the travel equipment.

Debbie N., Billing Specialist

HEALTHY AVENUE

Maintaining a healthy lifestyle can be a challenge for many. For some, the challenge may be making the right food choices, for others it is sticking to the daily routine of exercise. Either way, striving to stay healthy doesn't just happen, it is in decisions you make on a daily basis and can affect your long term health. This is especially true with home oxygen therapy.

Every day, you make the decision whether to use your oxygen as prescribed or not. When you are not following the orders as prescribed by the physician, it may feel like your body is unaffected, but the effects (of low oxygen levels) on your body - and especially your heart - are severe and could result in hospitalization or death.

The same applies when traveling with oxygen. Traveling may be great, but it can also be stressful - no matter where you are going. Going to different areas of the country or traveling by air or to higher altitudes may affect your oxygen saturation levels and breathing as well. For maximum benefit, consult with your physician in advance to

determine the appropriate liter flow needed for these circumstances.

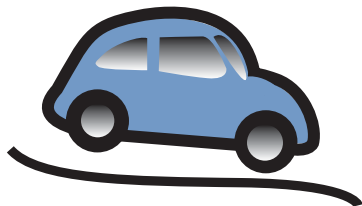
In the past, it may have been difficult and a lot of work to arrange for oxygen while traveling, but over the last several years the technology available for oxygen users has advanced by leaps and bounds.

Being an oxygen user does not need to keep you from traveling, but requires you to plan ahead to make the healthiest decision about your equipment. If you have any type of trip, no matter how short or long it may be, contact Oxygen One to help you decide what type of equipment would work best for you.

Ashley B., Patient Services Representative



Ask Bill... (cont. from pg 1)



Be sure you take some water with you so that you stay hydrated and can take pills if needed. For day trips, be sure to take frequent rest breaks to move around. This keeps your blood circulating and helps prevent your legs and ankles from swelling. You will also feel better once you have walked a little.

If you are traveling by car, crack the windows to allow oxygen to vent. Limit your exposure to high-altitude areas. It is well known that, in many instances, high altitudes and/or flying can cause decreased oxygenation and increased shortness of breath. If it cannot be helped, remember to move slowly, use pursed-lip breathing, and pace yourself to allow for the changes. Get your doctor's recommendations ahead of time regarding the possible need to increase your oxygen during these times.

With advanced planning, you may even take longer trips. Make a personalized checklist for yourself when you begin planning your trip. It will make preparations easier and less stressful as your trip draws near. Please remember - don't try to do too much at one time! Check with your doctor to be sure it is okay for you to travel. Make sure you have enough of your medications with you to last the number of days that you will be gone, plus two additional days. Make sure you carry a current prescription for your oxygen with you. If you don't have a prescription and find yourself in need of oxygen, no one will sell it to you.

Your best resource when making plans for a trip is to talk to someone in Patient Services at Oxygen One. They will be more than happy to assist you in making your travel oxygen plans. They may put you in touch with another supplier in the area you are going to so, if you need more oxygen, you will have the name and address of the other company. It is important to make your plans well in advance of your actual trip. If you are going to have Oxygen One help you, please allow them at least two weeks to make the proper arrangements.


I hope each of you will be able to get out this summer and enjoy some beautiful Wisconsin weather. Always remember that Oxygen One will be glad to help you with any questions you may have regarding your travel oxygen needs.



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Have a great summer.

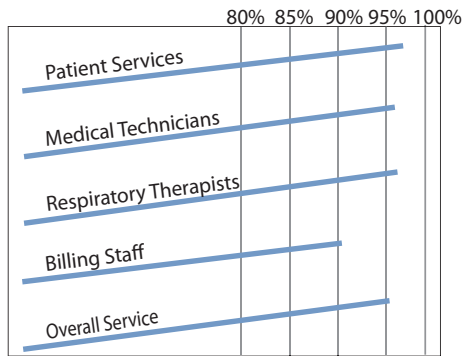
Sincerely,
**Bill
Anderson**

 **Oxygen One, Inc.**
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The results are in! Our annual patient surveys were returned at an outstanding rate. Thank you for your time! The approval ratings are as follows:

Patient Services	97.1%
Medical Technicians	96.2%
Respiratory Therapists	96.5%
Billing Staff	90.4%

Oxygen One's overall service rating is 95.3%. Thanks for your approval!



Ashley B.

Ashley was nominated as **April's Employee of the Month** for her outstanding work and dedication to Oxygen One and its patients! She continues to go above and beyond and is a true asset to the Oxygen One family. Be sure to see the Employee of the Month plaque on the wall the next time you are in the office!



Jim S.

Jim plays an essential role in the steady growth of the Oxygen One family as a new Medical Technician. Jim comes to Oxygen One with a background in construction. He enjoys playing sports, including the Oxygen One sponsored softball team, spending time with his Rat Terrier, Mickey, and volunteering at the Racine animal shelter. Welcome aboard Jim!