

## RESPIRONICS CPAP FAQ's

**Q: What can I use to wash my equipment & supplies?**

**A:** The following options are safe for your CPAP equipment & supplies:

- Citrus II CPAP Mask Wipes. You can use 1 wipe to clean all your equipment except for the tubing, with recommended frequency of use varying amongst users (Average usage is 1 wipe every 3 – 5 days). Cost is roughly \$11.00 after tax for 62 wipes. Please note that these are not covered by insurance.
- Blue Dawn dish soap & warm water. Do not use the other colors of Dawn dish soap as they contain fragrances & are not as gentle as the blue Dawn.
- Baby shampoo & warm water
- So Clean machine. This will clean all your supplies, including the tubing & the water in your humidifier chamber. Cost is \$335.00. Please note that this is not covered by insurance.
- 1:3 ratio of white vinegar: water

Do NOT use any other sort of wipes to clean your equipment (i.e. Lysol wipes, Clorox wipes) as they contain chemicals that will break down the supplies.

**Q: I find that I am removing the mask in my sleep. Is there something I can do to prevent that?**

**A:** Try wearing the mask with the CPAP machine turned on before you go to bed or at any point while you are awake watching tv, reading, or whatever it is you do to relax. Your body is likely removing the mask during sleep as it is not used to having a mask on or having constant air pressure blowing in your nose/mouth. Wearing it while you are awake will help your body acclimate to the therapy so it doesn't reject it while asleep.

**Q: The mask I received when I was setup on my CPAP is uncomfortable. What should I do?**

**A:** Please contact our office at 907-274-0770. Our customer service representatives or clinicians will be able to assist you with any issues you may be experiencing.

**Q: I keep waking up with water in my mask/tubing. What do I do?**

**A:** Your machine is equipped with heated tubing. The higher the tube temperature, the less water condensation you should experience. Please refer to the Quick Start Guide/Patient Welcome Guide for step by step instructions on how to change your heated tubing setting.

**Q: Will you automatically ship me supplies when I'm eligible for them?**

**A:** No, you will need to contact us when you want additional supplies. You may order your supplies using the following methods:

- VA Patients-
  - Contact the VA directly for supplies

**Q: What happens if I get a cold? Do I still use the CPAP?**

**A:** Yes, you should absolutely try to use your CPAP, as it can aid in the healing process. If you find you have congestion, runny nose, etc., please proceed using normal cold treatments. Things such as saline rinses, peppermint tea, and certain decongestants or cold medicines all work well. Other options include Breathe Right strips and nasal sprays before bed. Always check with your doctor before using any over-the-counter medication.

**Q: What do I do if the power goes out?**

**A:** This therapy is considered life improvement, not life support. As a result, your insurance does not cover a battery pack for this device. However, we do carry battery packs, which is rated to last 2 – 4 nights on one charge. You can also look into purchasing a Portable Jump Starter from your local Home Depot, Costco, etc.

- Please always contact the manufacturer of your CPAP machine to find out the exact power requirements necessary to run the device prior to purchasing any non-authorized power supply for this unit.

**Q: Do I take my CPAP machine with me when I travel?**

- A:** Yes. The CPAP is an additional free carry-on on flights as it is a medical device. DO NOT check the CPAP at the airport as it will likely get damaged & that damage is not covered under warranty.
- Remove the water from the chamber before moving the equipment.
  - Keep a copy of your prescription in the bag in case you need to get supplies from another provider if there is not a Procure Home Medical nearby.

**Q:** **The pressure feels too strong/weak/needs to be adjusted, what can I do?**

**A:** You can temporarily lower the pressure by pushing the “Ramp” button on top of the CPAP (the green button located directly to the right of the power button). This will lower the pressure for about 30-45 minutes or until the CPAP detects that you have fallen asleep. Otherwise, if you need the pressure increased or lower on a more permanent basis, please contact your prescribing doctor’s office at the phone number listed on your prescription. By law, any pressure changes require a new prescription be written and authorized by your health care provider.

**Please call our office at 907-274-0770 if you have any questions.  
Our hours are Monday-Friday, 8:00 a.m. – 6:00 p.m., Saturday 10:00 a.m. – 2:00 p.m.**

**Thank you and sleep well!**

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