



Home Oxygen

RESPIRATORY CARE GROUP

WRHA PERSONAL CARE HOME

Request for Home Oxygen

REQUEST FOR INSTALLATION OF AN OXYGEN CONCENTRATOR OR REPLACEMENT OF A MALFUNCTIONING OXYGEN CONCENTRATOR

- Call RANA at **1-888-297-7889**; stay on the line to speak to a RANA representative.
- State the name of the personal care home and the delivery location for the new or replacement oxygen concentrator (e.g. 3rd floor nurses desk).
- The RANA representative will ask for the caller's name and phone number.
- The oxygen concentrator will be delivered before the end of the working day, if calling Monday through Friday between 8am to 5pm. If the call is placed after regular business hours, the oxygen concentrator will be delivered within two hours.

Note: Extra charges apply to the PCH Respiratory Program for service after regular business hours.

REQUEST FOR REMOVAL OF AN OXYGEN CONCENTRATOR

- Call RANA at **1-888-297-7889**; stay on the line to speak to a RANA representative.
- State the name of the personal care home and the pick-up location for the oxygen concentrator (e.g. 1st floor maintenance room).
- The RANA representative will ask for the caller's name and phone number.
- The oxygen concentrator will be removed the next time a RANA technician is near the personal care home (usually within 48 hours of the removal request).

CLEANING, MAINTENANCE AND GENERAL INFORMATION FOR PERSONAL CARE HOME STAFF

- The oxygen concentrator should be plugged into a dedicated power outlet (not to be plugged in with other large appliances, air conditioners, etc.).
- Clean the foam filters weekly. Remove and clean with mild soap and water. Remember to make sure the filters are clean and dry before reinstalling. The oxygen concentrator can be left running during this cleaning process.
- Ensure the oxygen tubing is not tangled or kinked. The tubing must be replaced before a new client uses the oxygen concentrator. If the client uses an oxygen concentrator for an extended period of time, the tubing should be replaced as per the personal care home's procedures.
- Keep the oxygen concentrator away from all heat sources.

CONTACT RANA IF YOU HAVE ANY QUESTIONS OR NEED ASSISTANCE WITH ANY OF THESE STEPS.

1.888.297.7889

RANA cares to make a difference.