

Non-invasive ventilation (NIV).

An overview for our ventilated patients.



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Dear patient,

You rely on home ventilation therapy. This represents a new life situation for you and your relatives.

Linde Healthcare is at your side to provide advice and support.

What you should know about us.

Overview of services.

Linde Healthcare is responsible for expanding healthcare activities within the Linde Group and is active in over 50 countries with 13,000 employees. [Please fill in your local text: In [country], Linde Healthcare employs xx people and provides supplies to patients and physicians in practices, clinics and rescue services. As a world-wide supplier, Linde Healthcare can look back on years of experience in ventilation therapy.]

In ventilation therapy, maintaining a good supply to patients is closely connected with experience and the quality of the supply service. Our high quality and safety standard with regard to the products and our service also results in high customer satisfaction.

Benefits for you

- Professional advice and instruction
- Independent and comprehensive range of devices
- No mask limitation
- Trans-regional emergency service
- Cost clarification
- 24-hour availability

We are happy to serve you.

Important telephone numbers.

Please note the following telephone numbers in case you have questions. We will be happy to provide you with further assistance. Our customer service centre will answer your questions comprehensively and with specialised knowledge.

Outside of our normal business hours, you can call our emergency number in urgent cases.



Customer service

+XX.XXXX.XXXX-XX

Business hours:
Monday to Friday
x:xx am – x:xx pm



Emergency phone number

+XX.XXX.XXXXXXXX

Outside our normal business hours



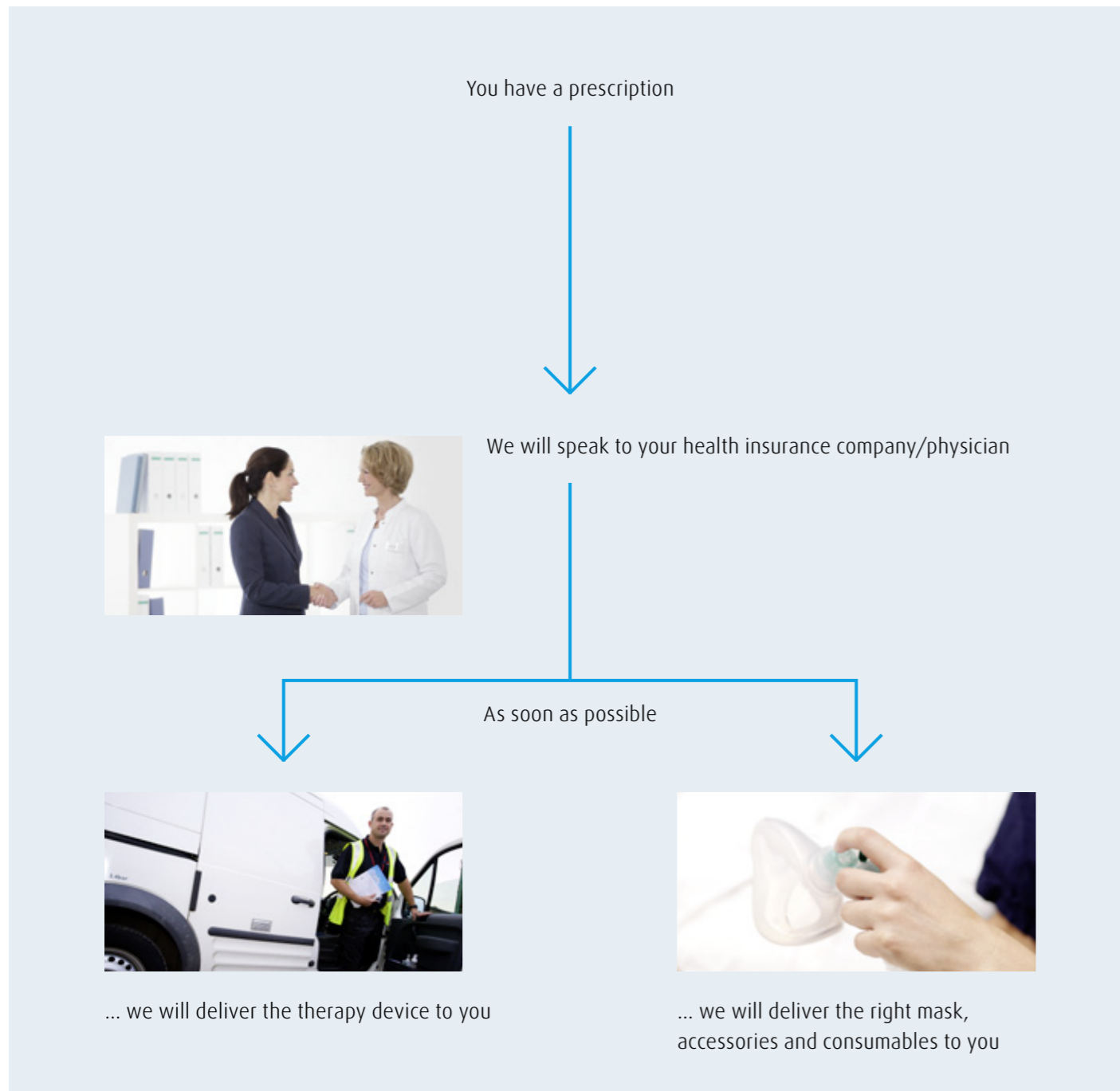
Emergency physician and rescue services

XXX

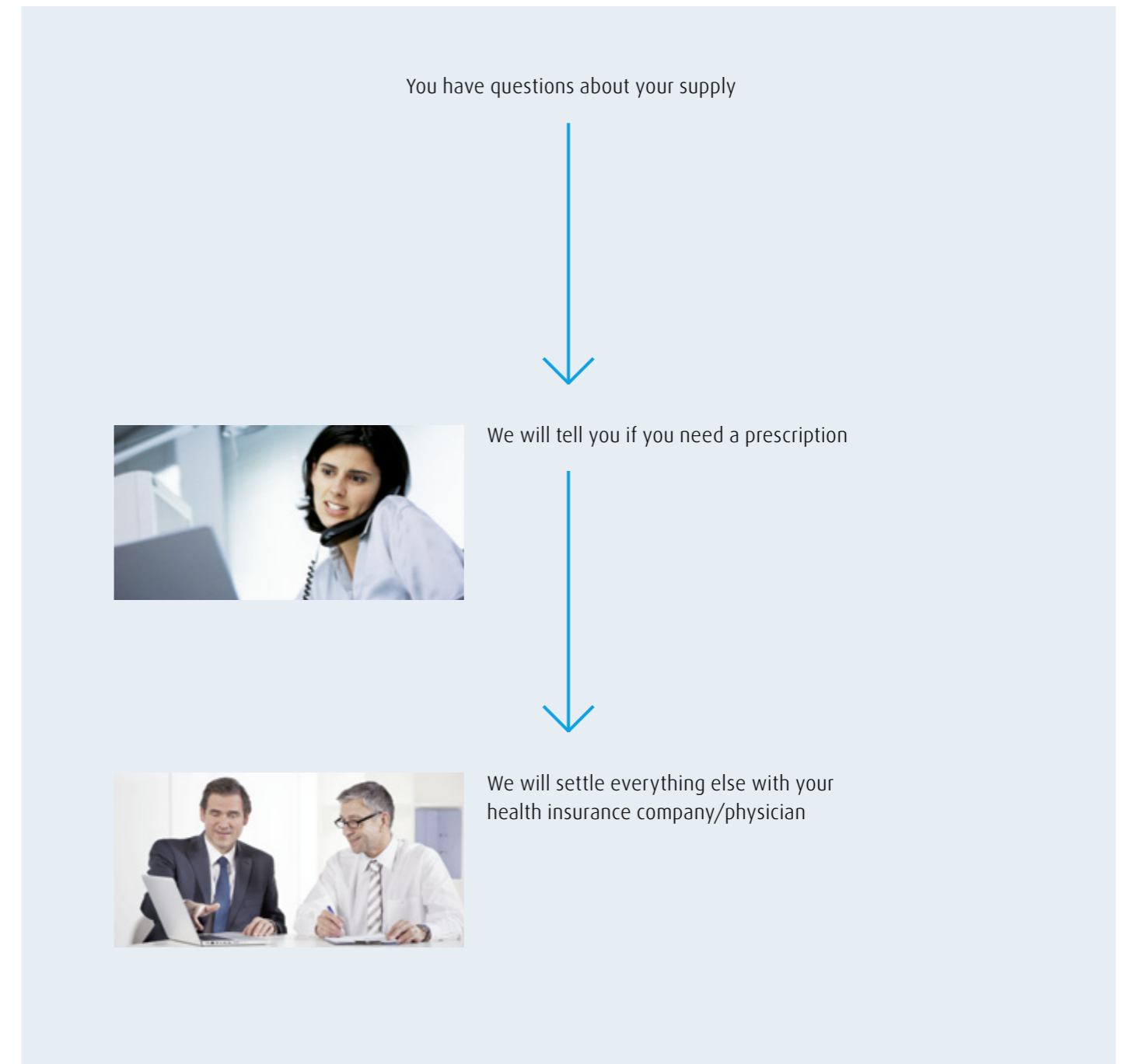
Please fill in your local phone numbers and business hours and delete this text box

What we can do for you. Your supply.

We support you from the doctor's prescription to the delivery of the medical devices.



How we care for you. Your follow-up supply.



What we do for your mobility. Our travel service for you.

- Flight clearance certificate or labelling of your medical device (aeroplane symbol on the bottom side)

Travel preparation checklist

- Instruction manual for the therapy device
- Patient ID card (therapy instructions also in English)
- Ask about supply voltage at the destination (110 V or 230 V)
- Plug sockets adapter for the destination
- Spare filter for the therapy device
- Check therapy tube
- Check mask and headband
- If prescribed: load and test external battery

Faulty device en route

[Please fill in your local text and phone numbers: If a fault should arise with your therapy device while en route within [country], we will provide you with a replacement device at no charge. A right to a replacement device at no extra charge is only guaranteed within [country].

If your device develops a fault outside [country], we will try to help you on site. However, we cannot guarantee this. As a rule, costs that arise will not be accepted by your health insurance company.]

Phone +xx.xxxx.xxxx-xx

Fax +xx.xxxx.xxxx-xx

What we have to offer you. Our service for you.

Please fill in your local information, phone numbers and business hours and delete this text box

Currently, over xxx employees are responsible for order acceptance, order processing and patient care. We provide you detailed advice, prepare cost estimates and offers for the health insurance company and obtain authorisations from health insurance companies. Additionally, we are happy to take your order of accessories and consumables and arrange for their delivery.

You can reach our customer service Monday to Friday from x:xx am – x:xx pm on telephone number +xx.xxxx.xxxx-xx.



Instruction

All our employees are trained contract consultants for medical devices. We provide you with personal instruction allowing you to cope safely and confidently with your therapy.

Accounting

A team of experts is available by telephone to answer all your questions.

Phone +xx.xxxx.xxxx-xx

Delivery

We have patient caregivers ready to serve you throughout [country]. This enables us to reach any residence promptly. Delivery to your home is performed free of charge.

How we can help you.

Useful tips.

Cleaning and maintenance

Material	Cleaning	Cleaning agents	Change
Mask	Daily	Commercially available detergent	Approx. 1 to 1.5 years
Coarse filter (grey)	According to IFU*	Water	According to IFU*
Fine filter	According to IFU*	Do not wash out	According to IFU*
Tube without valve	Weekly	Commercially available detergent	Approx. every 6 to 12 months
Leakage valve (for tube without valve)	Daily	Commercially available detergent	In case of fault
Tube with valve	-	-	Monthly
Tube extension	Weekly	Commercially available detergent	Monthly
Humidifier chamber	Daily	Commercially available detergent	In case of fault
Oxygen adapter	As required	Commercially available detergent	In case of fault

* Instructions for use

Humidification

If you use a breathing air humidifier, we recommend that you use boiled tap water or sterile water from the pharmacy for humidification. Please do not use distilled water.

Oxygen line

If you have been prescribed the administration of oxygen under ventilation, please always adhere to the following approach:

When switching on:

- Check the adapter to the oxygen line (correct fitting)
- Switch respirator on
- Turn oxygen supply on

When switching off:

- Turn oxygen supply off
- Switch respirator off

External battery

If you were prescribed an external battery, please read the information and maintenance instructions in the external battery's instructions for use.

Test lung

If you have received a test lung, please store it in the device pouch. The technician needs the test lung to be able to help you quickly by telephone in the event of a fault.

Repair, maintenance

Many of the current therapy devices are low-maintenance or maintenance-free. Your respirator will undergo a technical safety check (TSC) every two years at the latest. Maintenance and TSC are planned automatically by our technology and an appointment will be scheduled with you.

Linde AG

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