

**A Better Choice for Negative  
Pressure Wound Therapy**



Medela Invia® Motion™ NPWT System

# Patient Welcome Packet

Advancing Healthcare at Home



Part of the Owens & Minor Family

# Apria wants to hear from you.

Apria is one of the nation's leading providers of home medical equipment. Apria's goal is to ensure your total satisfaction and we are determined to exceed the expectations of those we serve and demonstrate our high clinical standards and compassion in care.

While Apria strives for excellence in all aspects of our business, we do realize that issues can arise from time to time. When they do, please let us know. Apria's customer service team is dedicated to resolving all matters as quickly and simply as possible.

You will receive an Apria Patient Satisfaction Survey with a pre-paid postage return envelope. We hope that you will take a few minutes to complete the survey and return it to us.



If you have questions about your Negative Pressure Wound Therapy, or to order supplies, please contact a member of Apria's Customer Service team.



**Phone: 800.780.1228**



**Email: [Patient\\_Satisfaction@Apria.com](mailto:Patient_Satisfaction@Apria.com)**



To find Negative Pressure Wound Therapy patient educational materials, product manuals and videos online visit **Apria.com** or scan this code with your smartphone's camera:



# Negative Pressure Wound Therapy Patient/Caregiver Acknowledgement

## Apria Materials

- Welcome Letter .....
- Medela FitPad Application Procedure .....
- HIPAA Notice of Privacy Practices .....
- Fire Safety and Tips to Avoid Falling .....
- Patient Bill of Rights and Responsibilities/Medicare Supplier Standards .....
- Interpretation Service Available Brochure .....
- Healthy Habits that Help Stop the Spread of Germs .....
- Feedback on Our Services .....
- Letter of Non-Discrimination ACA .....
- Patient/Caregiver Instructions and Other Resources for Negative Pressure Wound Therapy on Apria.com .....

## Additional Reference Materials

- Equipment user guides provided by the manufacturer .....

## Equipment Information

Equipment Model \_\_\_\_\_

Equipment Serial Number \_\_\_\_\_

The information below is to be completed and signed by the Apria representative providing training and signed by the patient/caregiver after training has been completed.

## Patient/Caregiver Training

- 1. How to turn the pump on and off .....
  - 2. How to charge the pump, in preparation for the initial visit with your nurse .....
  - 3. Who to contact about any routine or after-hours equipment problems .....
  - 4. How to manage supplies by maintaining enough supply on hand and reordering supplies before you need them .....
  - 5. How to safely manage your tubing without tripping or stepping on it .....
  - 6. Why it is important to read all of the informational materials provided .....
- The undersigned acknowledges that he/she has received, been instructed in, and understands the subjects shown on this page and covered in this manual.
  - The undersigned acknowledges that he/she has been advised to download Patient/Caregiver Instructions and manufacturer manuals from Apria's website (Apria.com/documents) and has been provided with instructions on how to access this.
  - The undersigned has also been advised to call Apria at (888) 492-7742 if he/she needs additional help with obtaining the instructions and manufacturer manuals referenced above.

\_\_\_\_\_  
Patient/Caregiver Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Apria Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Please print name

\_\_\_\_\_  
Please print name

# Welcome.

Dear Valued Customer,

Welcome to Apria — your home healthcare provider for Negative Pressure Wound Therapy (NPWT) equipment and supplies. Your doctor has prescribed the following items as part of your wound treatment: a specially-designed portable NPWT pump, NPWT supplies, and the dressings you will need for your individualized therapy.

No matter where or how severe your wound, and no matter what other health problems you may currently be facing, we share your desire to achieve the best possible outcome.

## Initial Delivery

An Apria technician will deliver your initial kit, containing everything you need to begin treatment, before you leave the hospital or soon after you return home. Your initial kit will include a NPWT pump and plug, tubing, canisters and dressings to last the first week. Your Apria technician will show you how to turn the pump on and off and how to charge the pump so it is ready when the home nurse, prescribed by your doctor, visits to set up the equipment and begin your home therapy.

You will also receive user guides, or will be instructed on how to download these user guides, about your equipment and home care published by the equipment manufacturer. It is important that you read and understand the material in these user guides before you begin your therapy, so that you are well informed about the operation of your equipment and equipment alarms, what to expect during therapy, how to safely operate and maintain your equipment, when to call your healthcare provider, and who to contact if you need assistance.

## Shipment of First Month's Supplies

As communicated before initiation of your therapy, an additional delivery of supplies will arrive at your home in 5 to 7 days, which should provide enough supplies for your first 30 days of therapy.

## Shipment of Additional Supplies

Apria will ship additional supplies each month, as needed, for as long as your doctor prescribes them. You will receive an automated phone call approximately 20 days from initial setup to confirm your approval to ship additional supplies for therapy, based on your doctor's prescription. ***If you miss the call, it is important that you call us back 10 days prior to running low on supplies.***



To order more supplies, call:  
**Phone: 800.780.1228**

## Inspection of Shipments and Monitoring of Supplies

Please be sure to immediately inspect all shipments upon receipt. Please contact us right away if you have any questions or if, for any reason, you believe your order is not complete.

An Apria NPWT Support Team member will contact you regularly about your supply needs, reminding you to order fresh dressing kits. If, however, you anticipate running short on supplies before your next scheduled delivery, please call us to reorder. ***For continuous and proper care of your wound, please make sure that you have at least 5 days' worth of supplies on-hand at all times.***

## Equipment Maintenance and Disposal

Please clean and store the NPWT pump in accordance with the manufacturer specifications described in the equipment user guides provided by the manufacturer. If your equipment is damaged or malfunctions at any time, please contact us to arrange for a replacement.

Upon completion of your therapy, ask your healthcare professional how to dispose of used canister/tubing sets and the Invia® Motion™ NPWT pump.

## Support

Apria is proud to provide you with an Apria NPWT Support Team member to answer your questions about the delivery, return, and/or replacement of your NPWT equipment and supplies. Please contact us at any time with questions, concerns, or to reorder supplies:



**Phone: 800.780.1228**



**Email: [Patient\\_Satisfaction@Apria.com](mailto:Patient_Satisfaction@Apria.com)**

Once again, please accept our personal welcome to Apria. We look forward to serving you and helping you heal.

Sincerely,  
Apria

*Home Healthcare Services and Equipment Provider*

# Healthy Habits that Help Stop the Spread of Germs

Infection is one of the greatest dangers to a healing wound. While using your NPWT system, make sure to follow the recommendations below to help prevent the spread of germs.

## The Proper Handwashing Technique

1. Turn on the faucet and adjust the water to a lukewarm temperature. Leave the water running.
2. Wet your hands and wrists under the running water and apply soap.
3. Rub your hands together to make a lather and scrub them well. Start at your fingertips and move upward beyond your wrists.
4. Continue rubbing your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
5. With the water still running, dry your hands and wrists using a paper towel.
6. Turn off the faucet using the same paper towel.



If soap and water are unavailable, you can also clean your hands with an alcohol-based hand sanitizer.

## Cover Your Cough



Germs travel far when you sneeze without covering your nose and mouth. A sneeze can travel up to 12 feet, and reaches speeds up to 100 miles per hour! So, cover your nose and mouth with a tissue or paper towel. If you don't have one available, sneeze into the crook of your elbow

- Cover your mouth and nose when you cough or sneeze.
- Put your used tissues or paper towels in a waste basket.
- You may be asked to put on a mask to protect yourself and others.
- Whenever you cough or sneeze, make sure to clean your hands.

#### FOR PATIENTS RESIDING IN FLORIDA

The Florida Healthcare Administration requires patients be provided the following information:

- To report a complaint regarding the services you have received, please contact the Florida Healthcare Administration Home Health Care Hotline by calling 888.419.3456.
- To report abuse, neglect, or exploitation, please call 800.962.2873.
- To report suspected Medicaid fraud, please call 888.419.3456.

#### FOR PATIENTS RESIDING IN MARYLAND

The Maryland Department of Health and Mental Hygiene requires patients be provided the following information:

- Apria is licensed as a residential service agency by the Maryland Department of Health, Office of Health Care Quality. License No: R1114R.
- To report a complaint regarding the services you have received, please contact the Maryland Department of Health Hotline by calling 410.402.8001.
- To report suspected abuse of children or vulnerable adults, call 800.917.7383.

#### FOR PATIENTS RESIDING IN NORTH CAROLINA

The North Carolina Division of Health Service Regulation requires patients be provided the following information:

- To report a complaint regarding the services you have received, please contact the Division of Health Service Regulation Complaint Hotline by calling 800.624.3004 (toll free within North Carolina) or 919.855.4500.

#### FOR PATIENTS RESIDING IN WASHINGTON

The Washington State Department of Health requires patients to be provided the following information:

- To report a complaint regarding the services you have received, please contact the Washington State Department of Health Complaint Hotline by calling 360.236.2620 or by visiting its website at [www.doh.wa.gov](http://www.doh.wa.gov).
- To access a list of licensed providers, visit the Washington State Department of Health website at [www.doh.wa.gov](http://www.doh.wa.gov).
- To report suspected abuse of children or vulnerable adults, call 866-END-HARM (866.363.4276).

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