

In order to ensure your safety and ongoing care in the event of a natural or man-made disaster, Respiratory Technologies, d.b.a.RespirTech, has developed the following steps you should take if you experience an event such as hurricanes, tornadoes, fires, floods, or extended power outages.

Steps to take in an emergency:

1. Ensure your own safety and that of your family. Be sure you are in a safe and secure environment. If necessary, evacuate according to local policy and emergency management guidelines.
 - Contact your local police or county emergency management agency if you need assistance.
 - **If you need immediate medical attention or evacuation, contact 911.**
2. If you are on life supporting products (e.g., oxygen therapy, ventilator, etc.) and you experience an equipment failure or power outage, immediately switch to your back-up device. See additional instructions below.
3. If you require assistance with your device, (e.g., not working, power outage, using your back-up equipment, etc.) contact RespirTech at **800.793.1261**.

Below outlines additional instructions based on the respiratory device you are using:

For life supporting products (e.g., oxygen therapy and ventilators):

- When receiving these products, contact your local electric utilities provider and notify them that you have life support equipment in the home. Most electric utility companies maintain records of these types of situations in order to allow them to respond faster to an electrical outage in your area.
- Ensure you switch to your back-up equipment immediately. Always keep any batteries used to power your equipment or back-up equipment in a charged and ready status so that they are available in these situations. Once on your back-up equipment, contact RespirTech at 800.793.1261 to arrange for additional equipment, if needed.

For Non-life Support Products (e.g., Philips InCourage system and CoughAssist):

- These devices are not considered life supporting in nature. If possible, find electrical sources into which you could plug your device and continue therapy. If electrical sources are not available, you will hold therapy until you are able to find an appropriate electrical source. For device failures, contact RespirTech at 800.793.1261 and arrangements will be made during normal business hours to have your device exchanged or repaired.

If you have questions or need assistance at any time regarding the steps to take when an emergency occurs, call RespirTech to assist you in putting together a plan that is individualized to your situation. *(Note: For Florida residents, RespirTech can provide the phone number to your local county emergency management agency, as required under state law.)*

Hours of operation: Monday–Friday, 8:00 AM – 5:00 PM central time / Telephone: **800.793.1261**
24/7 On-call Support