



Use this QR link to
our Sleep Apnea page
for more information.



Your Apria Sleep Therapy User Guide For ResMed AirSense™ 11



WELCOME

Thank you for choosing Apria as your home medical provider. You are receiving this package because your doctor has diagnosed you with sleep apnea and prescribed Positive Airway Pressure therapy. Positive Airway Pressure therapy—also known as PAP therapy or sleep therapy—helps millions of users feel more energized and refreshed.

We are excited to accompany you on your journey to a better night's sleep!

Responsive. On Time. Apria Delivers.

With approximately 280 branch locations in the U.S., Apria is ready to support patients every day and in times of need with well-established emergency preparedness protocols in place. Apria has the knowledge, experience, and ability to provide excellent home health and equipment delivery services in all types of environments.

Mobilized Efforts: Trained staff members available around the clock to coordinate urgent and after-hours orders and carry out emergency services

24/7 Delivery Services: Deliveries to homes, shelters, and other areas pre- and post-catastrophic events

Locations Nationwide: Approximately 280 local branches with teams ready to serve patients, day or night

Extensive Inventory: Home oxygen therapy and respiratory services, sleep therapy and supply refills, non-invasive ventilation therapy, and negative pressure wound therapy

Care is just around the corner.

Make sure your home address can be easily seen from the street during both day and night.

If you are expecting a night delivery or visit, turn on the porch light. Check to see that your address numbers are easy to spot and can be read from the street. This will allow all Apria and emergency services to locate your residence easily.

Follow Emergency and Natural Disaster Instructions.

In the event of an emergency or natural disaster, follow the radio or television instructions of your local authorities.

Overview

Your doctor has prescribed PAP therapy because you have been diagnosed with sleep apnea. Sleep apnea occurs when a person repeatedly stops breathing for 10 or more seconds at a time while sleeping. These events may occur hundreds of times throughout the night, causing oxygen levels in the blood to drop, putting stress on the heart. If left untreated, sleep apnea is linked to many other serious conditions like high blood pressure, diabetes, heart disease, and stroke.

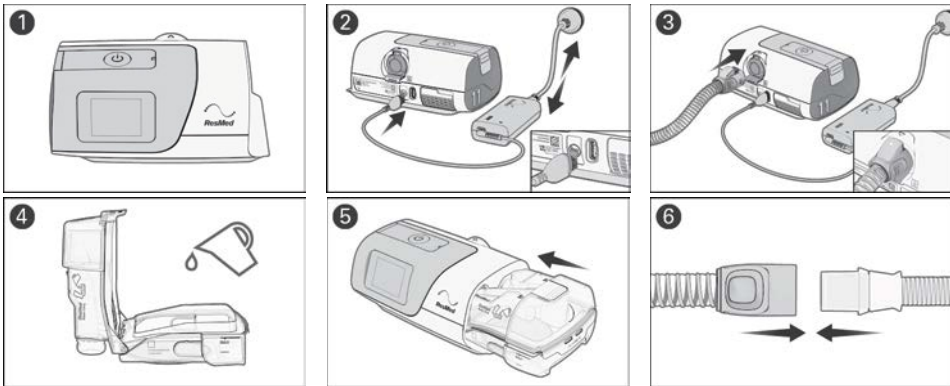
This guide contains easy step-by-step instructions for using your PAP equipment, and is designed to help you benefit from therapy as soon as your equipment arrives. Please watch the sleep apnea video on the enclosed DVD and review the manufacturer's user guides along with the other educational materials that were included with your equipment. The sleep apnea video can also be found on Apria's website at [Apria.com/resource-center](https://www.apria.com/resource-center) in the "Video Library" section located at the bottom of the screen. Additional information is also available at [Apria.com/sleep-apnea](https://www.apria.com/sleep-apnea).

Your Device and Settings

A licensed Apria clinician has programmed your PAP machine with the settings prescribed by your physician. If your doctor recommends changes to your PAP settings, please notify Apria immediately so that the clinician can make any necessary adjustments.

GET STARTED

Start your therapy tonight so you can feel refreshed in the morning.



To set up the device:

1. Place the device on a stable level surface.
2. Connect the power cord into the power inlet at the rear of the device. Connect one end of the power cord into the AC adaptor and the other end into the power outlet. Ensure the device is set up and connected to power to enable settings to be applied wirelessly to the device if required.
3. Connect the air tubing firmly to the outlet connector at the rear of the device.
4. Open the humidifier tub and fill it with distilled water up to the maximum water level mark. The humidifier tub must be removed from the device before adding water. The humidifier tub has a maximum capacity of 380 mL.
5. Close the humidifier tub and insert it into the side of the device.
6. Connect the free end of the air tubing firmly onto the assembled mask.

See the mask user guide for detailed information.

Recommended masks for use with this device are listed on ResMed.com.

Note:

- Do not insert any USB cable into the AirSense 11 device or attempt to plug the AC adaptor into a USB device. This may cause damage to the AirSense 11 device or USB device.
- The electrical connector end of the heated air tubing is only compatible with the air outlet at the device end and should not be fitted to the mask.
- Do not use electrically conductive or anti-static air tubing.

GET FAMILIAR WITH YOUR PAP EQUIPMENT

If your doctor prescribed a specific mask and size, follow the fitting instructions provided by the manufacturer, then proceed to Step 3. If you received a mask with multiple cushions, follow the instructions below and on the next page.

There is a mask cushion currently attached to the frame of your mask. This size fits most patients. Once you begin therapy, if your mask is leaking or feels uncomfortable, try removing the existing cushion and replacing it with a different size cushion. If you are between sizes, it is best to use the larger cushion. Use the fitting template (for nasal mask and full-face mask) and/or the manufacturer's instructions included with your mask for help.

myAir™ is a smartphone app that guides you through the setup process. See page 14 of this booklet for more information.





Nasal Mask

1. Release the lower strap magnets from the frame of the mask. Make sure the logo on the headgear is facing outward. While holding the mask against your face, pull the headgear over your head.
2. Position the lower straps so they both sit below the ears. Bring each of the magnets up to meet their corresponding clips on the frame.
3. Adjust the fastening tabs on the upper straps until the mask feels even and stable. Do not overtighten. Reattach the fastening tabs.
4. Repeat Step 3 with the lower straps. Reattach the fastening tabs.
5. Connect the hose to the front of the mask. Ensure that the nasal mask fits securely over your nose. It is normal to feel some air escaping through the small air vents on the elbow of the hose.

Please refer to the manufacturer's instructions for additional information on topics, such as:

- How to properly remove your mask
- How to remove and change the mask cushion
- How to adjust the length of the mask straps



Nasal Pillow Mask

1. Hold the pillows away from your nose with the left (L) and right (R) indicators correctly facing towards you.
2. Guide the nasal pillows into your nostrils.
3. Pull the headgear over your head by holding the bottom strap and stretching it around the back of your head.
4. Adjust the top and bottom straps. The top strap should fit comfortably on the top of your head.
5. Ensure that the nasal pillows fit securely into your nostrils with both pillows positioned upright. If not, move the mask away from your face and then place it back again.
6. To achieve a comfortable fit, adjust the straps. Spread the straps apart to loosen, or draw them closer together to tighten.
7. If the headgear comes with a buckle, adjust the headgear by pulling the headgear through the buckle to fix mask leaks. Adjust only enough for a comfortable seal and do not over-tighten. The headgear may need to be adjusted as it can stretch over time.





Full Face Mask

1. Twist and pull both magnetic clips away from the frame. With the logo on the headgear facing outward, hold the mask against your face and pull the headgear over your head.
2. Bring the lower straps below your ears and attach the magnetic clip to the frame.
3. Undo the fastening tabs on the upper headgear straps. Pull the straps evenly until the mask is stable and positioned as shown in the illustrations. Reattach the fastening tabs.
4. Undo the fastening tabs on the lower headgear straps. Pull the straps evenly until the mask sits firmly on the chin and reattach the fastening tabs.
5. Connect the air tubing from your device to the elbow. Attach the elbow to the mask by pressing the side buttons and pushing the elbow into the mask.
6. To achieve a comfortable fit, readjust the straps. Evenly apply only enough tension so that a seal is achieved.



Please refer to the manufacturer's instructions for additional information on topics, such as:

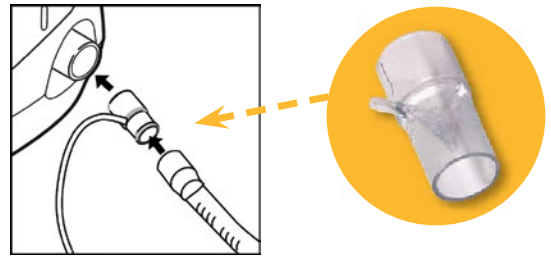
- How to properly remove your mask
- How to remove and change the mask cushion
- How to adjust the length of the mask straps

How To Attach Oxygen To Your PAP Machine

If you are using non-heated tubing, and you are also using prescribed oxygen, follow these instructions.

Attach the oxygen tee adapter that was included in the box to your PAP machine.

Next, attach the large-bore PAP tubing to the oxygen tee adapter. Finally, connect the small-bore oxygen tubing to the oxygen tee adapter.



Oxygen Tee Adapter

For detailed instructions on oxygen use, you should also review the PAP and oxygen manufacturer's user guides included in your package.

IMPORTANT SAFETY NOTE: If you are using prescribed oxygen with your PAP device, be sure to observe all the fire and safety rules associated with the use of oxygen. Follow this sequence of steps when turning your oxygen on and off. **1.** Always turn your PAP machine ON before turning ON the oxygen flow from your oxygen source. **2.** Always turn OFF the oxygen flow from your oxygen source before turning OFF the PAP machine.

ClimateLineAir 11

The ClimateLineAir 11 is a heated tube that delivers air to a compatible mask. When used with the device tub, ClimateLineAir 11 heated air tubing allows you to use the Climate Control feature.

ResMed's Climate Control solution is designed to offer relief from dryness and congestion.

When using ClimateLineAir tubing, your device will automatically default to Climate Control Auto when you plug the tubing into the machine (unless your doctor has prescribed a specific heat and humidity setting.)



Climate Control

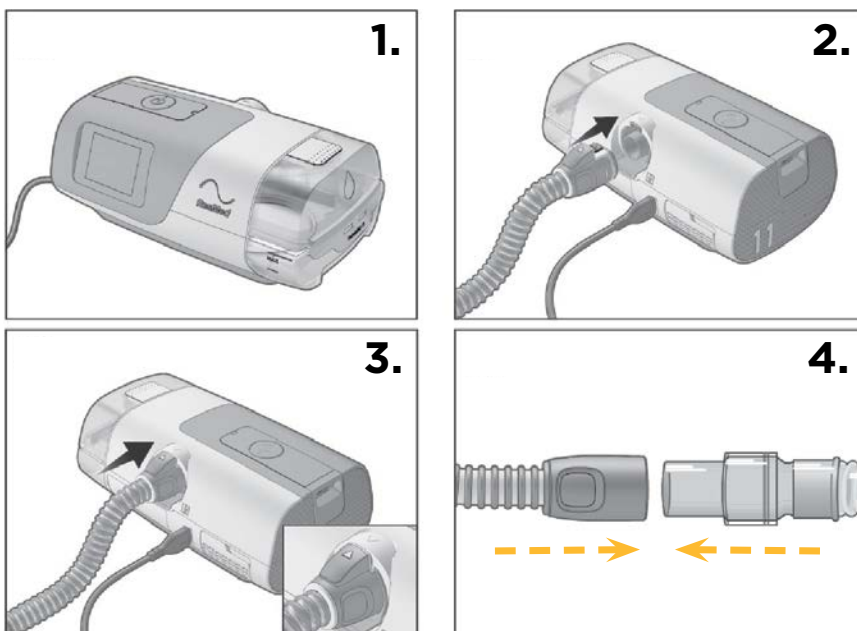
Climate Control is designed to make therapy more comfortable by enabling constant temperature and maintaining humidity. This feature:

- Delivers comfortable humidity level and temperature during therapy
- Maintains the set temperature and relative humidity during sleep to prevent dryness in the mouth
- Can be set to either Auto or Manual
- Is only available when both the ClimateLineAir and HumidAir™ tub are attached

Setting Up the Device and Tubing

1. Make sure the device is turned on.
2. Hold the cuff of the heated air tubing and line up the tubing with the outlet connector at the rear of the device.
3. Push the cuff firmly into place. ClimateLine connected will briefly display on the device screen.
4. Connect the assembled mask to the free end of the heated air tubing.

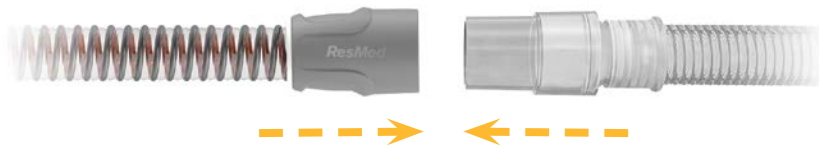
Note: The electrical connector end of the heated air tubing is only compatible with the air outlet at the device end and should not be fitted to the mask.



START YOUR PAP MACHINE

To Start Therapy

1. Fit your mask and put it on.
2. Connect the tubing to the mask.



3. Lie down and take four deep breaths. The machine should connect automatically. If you do not hear the machine start, press the **Start Therapy/Standby** button. Relax and begin to take slow breaths through your nose.



4. Check for air leaks. Small leaks are acceptable. If large leaks occur, try the following:
 - Grasp the mask frame and lift it away from your face. The cushions should also lift off your face. Lightly place the mask back on your face
 - If large leaks still exist, adjust the headgear. If the headgear is either too tight or too loose, it can cause leaks
 - Additional tips for managing mask leaks are provided on the next page. You should also review the manufacturer's user guides provided in your package.

Helpful Tips

For Nasal and Full Face Masks

- To resolve leaks at the upper part of the mask, adjust the upper headgear straps.
- For leaks at the lower part, adjust the lower headgear straps.
- When adjusting straps, loosen or tighten both the left and right straps so that adjustments are made evenly.
- Adjust only enough for a comfortable seal.
- The upper strap adjustment is the key to seal and comfort.
- Do not overtighten the lower straps. They mainly serve to keep the cushion in position.

For Nasal Pillows Masks

- Position the pillow cushion tips into your nostrils so they sit comfortably under your nose without any gaps. Pull the mask away from your face, then place it back to get a comfortable fit.
- Adjust the side straps evenly by pulling downwards; the mask should feel secure and comfortable against your face. Do not overtighten.
- If leaks persist, try the next larger set of cushions.
- If the pillow is not staying in place in your nostrils, try the next smaller cushion size.

Handwashing Technique

Thorough handwashing must be done prior to all procedures. Contaminated, dirty hands are one of the most common sources of infection.

1. Wet your hands thoroughly with warm water.
2. Use soap.
3. Scrub hands for 20 seconds using a rotary motion and friction. Wash:
 - Back and palm of each hand
 - Between all fingers
 - Fingernails

Need a timer? Hum the “Happy Birthday” song from beginning to end twice.

4. Rinse your hands under the running water.
5. Dry on clean towel or with a paper towel.

For additional good health habits, visit our patient education section on [Apria.com](https://www.apria.com).

GET COMFORTABLE WITH YOUR THERAPY

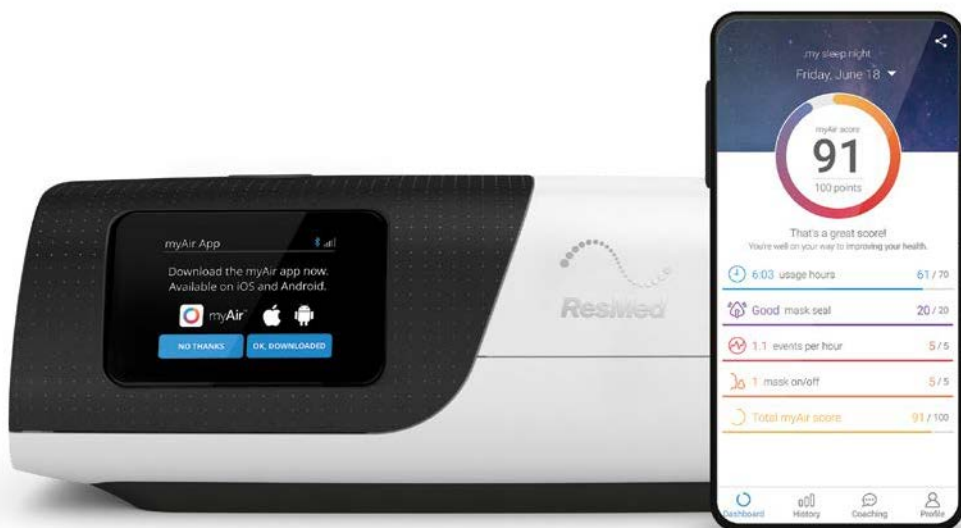
Use your PAP therapy during all hours of sleep, including during naps. Some people may need up to one or two weeks to adjust to PAP therapy, but the benefits are well worth it.

Ways to help you adjust:

- Try watching TV or reading while wearing your mask and headgear. Turn on the PAP device for short periods of time while wearing your mask to get used to the pressure.
- Use your equipment every night.
- Keep the device turned on for as long as you can tolerate, building up each night until you have reached at least 4 hours per night.
- Keep practicing until you are using PAP therapy during all hours of sleep, including during naps.



TRACK YOUR PROGRESS



myAir™ is a smartphone app that guides you through the setup process. This includes setup videos, mask fitting videos, trying therapy using the **Test Drive Feature**, and tracking your sleep health progress.

The app is not required to set up or use the device.

The device can be used without the app, or if you choose you can decide to install the app at a later time.

Connect to myAir™

1. Ensure your AirSense 11 device is set up correctly and plugged into a power source.
2. Launch the myAir app. Tap **Continue**.
3. Follow the prompts on the myAir app to complete the Bluetooth connection. AirSense 11 is now connected to the app. The Bluetooth connection symbol appears on the status bar to confirm the connection between the AirSense 11 device and the smartphone.
4. Tap **Done**.

GET SUPPORT

If you are having difficulties getting used to therapy, try using your machine's "comfort features" to help.

Do you have a dry nose or throat, or a runny nose?

Increase the humidity level.

Are there droplets of water or condensation inside your nose, mask, or tubing?

Decrease the humidity level. [To change Humidity Level, see below.](#)

Is the air pressure making it difficult for you to fall asleep?

Turn on the Auto Ramp or increase the Ramp Time.

Do you feel bloated?

You may be swallowing air. Turn on the Auto Ramp or increase the Ramp Time.

Do you feel like you are not getting enough air?

Turn the Ramp Time to "off." [To change Ramp Time, see below.](#)

Do you have sore or dry eyes?

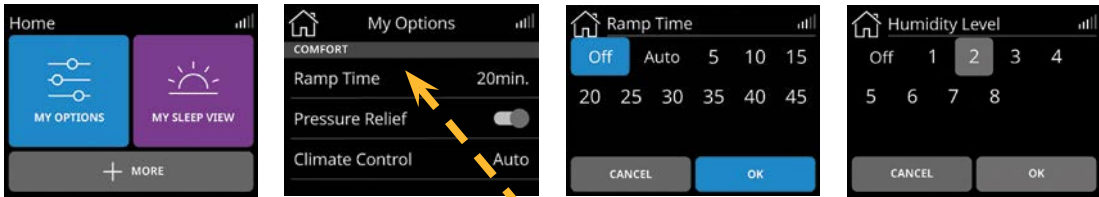
Adjust your mask or headgear. It may need to be repositioned. Refer to the instructions provided in the manufacturer's user guide for your mask. Also review Steps 2 and 3 in this guide.

Are you experiencing redness on your face where the mask touches the skin?

Your mask may be too tight. Try adjusting your headgear. If redness persists, contact Apria.

Do you have nasal, sinus, or ear pain?

You may have a sinus or ear infection. Stop using your machine and contact your doctor.



To update the setting for **Ramp Time** or **Humidity Level**, tap **MY OPTIONS** from the Home screen, go down the list of options, and select the setting.

1. Tap **Ramp Time** or **Humidity Level**.
2. Tap the preferred setting.
3. Tap **OK** to save the change.

This information is intended for your general knowledge only and is not a substitute for medical advice or treatment for a specific medical condition. Should you have any healthcare-related questions, please consult your doctor.

CLEANING YOUR PAP EQUIPMENT

The following instructions are for home cleaning. Instructions for reprocessing devices intended for multi-patient re-use can be found in the clinical guide.

You should clean the device, humidifier tub, air tubing, and outlet connector as described.

Daily:

1. Empty the humidifier tub and wipe it thoroughly with a clean disposable cloth. Allow it to dry out of direct sunlight.
2. Refill the humidifier tub with distilled water.

Weekly:

1. Wash the components using one of the following options:
 - Wash the humidifier tub, air tubing, and outlet connector in warm water using a household dishwashing liquid. Components should not be washed in temperatures higher than 149°F (65°C)OR
 - Wash the humidifier tub and outlet connector in a solution of 1 part vinegar and 9 parts water. The air tubing should be washed in warm water using a household dishwashing liquid. The air tubing should not be washed in temperatures higher than 149°F (65°C).
2. Rinse each component thoroughly in water.
3. Allow to dry out of direct sunlight or heat
4. Wipe the exterior of the device with a dry cloth.

Notes:

- The humidifier tub may be washed in a dishwasher on the delicate cycle (top shelf only).
- Do not wash the heated air tubing in a dishwasher or washing machine.
- The air filter is not washable or reusable.

For cleaning your mask, refer to the mask user guide for detailed instructions.

REPLACE SUPPLIES REGULARLY

Replace your sleep supplies regularly. This helps to ensure a good mask seal and reduce buildup of bacteria, viruses, and allergens.¹ Ordering fresh, clean supplies to replace your old items helps improve the comfort of your mask and maintains the overall effectiveness of your therapy.

Recommended Replacement Schedule

Twice Monthly	Once Monthly	Every 3 Months	Every 6 Months
<ul style="list-style-type: none">• Nasal mask cushions and nasal pillows• Disposable filters	<ul style="list-style-type: none">• Full-face mask cushions	<ul style="list-style-type: none">• Mask frame• Tubing (standard or heated)	<ul style="list-style-type: none">• Headgear and chin straps• Humidifier water chamber• Non-disposable filters

Please note that the frequency of resupply and your insurance's coverage of supplies will be governed by your insurance plan and may differ from the schedule provided above.

Source:

1. Horowitz A, Horowitz S, Chun C. CPAP Masks are Sources of Microbial Contamination. SleepHealth Centers, Div. of Sleep Medicine, Brigham and Women's Hospital, Harvard Medical School, Boston. APSS Poster; 2009.

CONVENIENT ORDERING OPTIONS

When ordering fresh supplies through Apria, shipping is always free, and we verify and bill your insurance for you.

Enroll in Apria's Continuous Sleep Resupply Program*

Determine if you want fresh PAP supplies shipped to your front door every three or six months, and let Apria do the rest. Visit Apria.com/papresupply to access the online form or call a Sleep Resupply Expert at **877.265.2426** and select option 2.

Order Online

Apria.com/PAPresupply — Register for the PAP Patient Portal with your Apria Patient ID and place an order when you need new supplies.

ApriaDirect.com — Order supplies anytime on the retail (non-insurance) website.

Call Our Automated System

Dial **800.436.5657** to use Apria's automated phone system available 24/7 to place your order.

Speak with an Apria Sleep Resupply Expert

Dial **877.265.2426** and select option 2 to order supplies with an Apria Sleep Resupply Expert. Monday through Friday: 8 a.m. – 9 p.m. EST or Saturday: 8 a.m. – 7 p.m. EST.

Note:

If you decide not to participate in the PAP Resupply Program, you will receive convenient, automated calls from Apria to remind you that it is time to order replacement sleep supplies.

*This Continuous Sleep Resupply Program is not available to all Sleep patients. Patients with certain payors, such as Medicare, Medicaid, Managed Medicaid, or TRICARE, are not eligible.



We are here for you! With Apria's Premium Care Sleep™ program, you can rest assured that you will receive the support you need to achieve a better night's sleep. It's not uncommon to experience discomfort for the first several days. The goal of therapy is to minimize the impact of your sleep apnea.

Remember that regular use will help improve your overall quality of life, so you can look forward to:

- Increased energy and alertness
- Improved blood pressure
- Improved glucose tolerance

Data from your PAP machine is securely communicated to Apria using cloud-based software. You will receive feedback on your therapy results either by phone call, text message, and/or email. Your feedback is also shared with Apria to ensure your therapy is working.

If you are struggling to adapt to therapy, one of Apria's dedicated Patient Health Advocate team members and/or an Apria respiratory therapist will reach out to you. If you have questions about your equipment, please call us right away. We are here to assist you.

Remember to use your PAP therapy anytime you sleep, including during naps. Compliant use is often defined as at least 4 hours per night for at least 70% of the days.

You may receive email notifications from: u-sleep.No-Reply@Umbian.com

Phone and text notifications will be sent from: **201.420.8904**

If you have questions about the notifications you will receive or general questions about the sleep monitoring program, please contact Apria's Patient Help Advocate Team.

877.265.2426

Monday through Friday: 8 a.m. – 10 p.m. EST

Saturday: 11 a.m. – 7:30 p.m. EST

If you have any questions, or need help setting up your device and getting started, please call a member of Apria's Premium Care Sleep Expert team. Dial the number below and select option 4.

877.265.2426

Monday through Friday: 8 a.m. - 10 p.m. EST

Saturday: 11 a.m. - 7:30 p.m. EST

Apria is committed to safe, quality patient care. We encourage you to report any concerns to your local Apria branch. If your concern is not resolved, please contact the Patient Satisfaction team at the number listed below.

800.260.8808