Choosing a CPAP Provider

To help you get the best possible care when choosing a Continuous Positive Airway Pressure (CPAP) provider, please think about the guidelines in this pamphlet.
Staff, location, and technical help:

• Your provider should be conveniently located so you can visit for follow-up care and to buy supplies.

• Registered Respiratory Therapists should be on staff to give instructions and follow-up care.

• If there is a technical emergency with your machine, you should be able to get help by phone after hours.

• Warranty information for your equipment should be given and followed.
Starting CPAP
A good provider will:
• Explain what Obstructive Sleep Apnea (OSA) is.
• Explain why CPAP helps treat OSA.
• Give instructions and information for you to take home for review as needed.
• Contact you within 2 days of receiving the faxed prescription from your doctor.
• Start a testing period with CPAP within 3 weeks of contacting you (unless you are unavailable within those 3 weeks).
• Give home CPAP testing for at least 1 month.
• Help with insurance claims and payment options.
• Give you rental options.
CPAP equipment

- CPAP equipment should have built-in software that gives information about how well the machine is working for you. This is called compliance data.
- CPAP pressure should only be set according to your doctor’s prescription.
- A variety of masks (including nasal masks, nasal pillows, and full-face masks) should be offered unless a specific mask has been prescribed by your sleep doctor.
- CPAP masks and headgear should be carefully fitted and loaned until a suitable and comfortable mask is found.
- CPAP pressure changes must only be made with a prescription from your doctor.
- Heated humidifiers should come with your CPAP equipment.
- Chin straps should be available if needed.
For good follow-up care you should expect:

- To get a follow-up call within 1 week of starting CPAP to make sure you are doing well with the therapy.
- To meet with your provider within 1 month of starting CPAP to make sure that your mask fits well and that you are adjusting well to the therapy. To check your progress, your provider should download your machine data.
- To get help from your provider if you have problems with your therapy at any time, until you are satisfied.
- To visit your provider each year to check on your progress.
- To have all information about your progress communicated to your main healthcare provider.
If you have any questions, please ask. We are here to help you.

Looking for more health information?  
This pamphlet and all our active patient pamphlets are searchable here:  
Contact your local public library for books, videos, magazines, and other resources. For more information go to http://library.novascotia.ca

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