



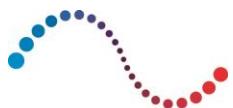
BEST-IN-CLASS PATIENT SETUP PROGRAM

LEARNER'S GUIDE

2022

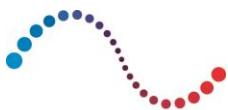
Commercial
Learning





ResMed Best-in-class patient setup program

This guide is to be used during the instructor-led portion of training for the Best-in-Class Patient Setup Program. Your instructor will be posing questions to the group and this guide allows you to take notes on responses provided.



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Importance of a good patient setup

Do you feel that the patient setup appointment has an impact on a patient's success rate with therapy?

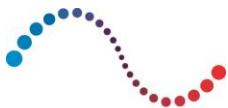
Why and how?

Notes and ideas:

What could go wrong?

What could go wrong if we don't provide a good patient setup?

Notes and ideas:



Confidence rating using the setup checklist

Learner note

People can be confident in different things for different reasons. Maybe you've had more practice in an area than others, maybe you've had more experience. Take this opportunity to be honest with yourself in what you excel at and what you need more help with.

Take the Sleep therapy setup and education checklist and mark 3 sections you feel very confident in and 3 sections where you feel you could use some additional practice or guidance.



= I feel very confident in this area

Welcome / Install myAir

- Introductions
- Install myAir app (if not already installed)

Patient's story

- What led you to be here today?
- How have you been feeling? Symptoms?
- What are your goals?

Today's appointment goals

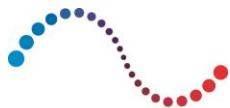
- First and Foremost - Improve your health by helping you get restful, restorative sleep by:
 - Ensuring you have a clear understanding of OSA
 - Teaching you how the machine works and how it treats the issue
 - Ensuring you understand what you can expect with treatment (what's normal / what's not)
 - Explaining what is required of you

Our company and services

- Who we are/what we do
- How we work with your physician

Multi-use checklist

- The checklist is meant for both yourself and the patient.
- The patient should receive a copy to take home to help refresh them on everything you covered.
- Either check items off yourself or have the patient do it to keep them engaged.



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Welcome / Install myAir

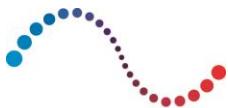
What can we tell the patient to convince them to install myAir?

Notes and ideas:

Patient's story

Why is it important that we cover this section? What are we hoping to get out of the patient?

Notes and ideas:



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Today's appointment goals

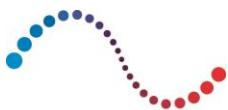
What do you think the benefit is to explaining your goals to the patient are?

Notes and ideas:

Our company and services

What to cover with your patient in regard to your company and services

Notes and ideas:



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General education

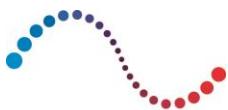
What topics would you cover when providing a sleep apnea overview?

Notes and ideas:

General education (continued)

How would you go about explaining how CPAP can help?

Notes and ideas:



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General education (continued)

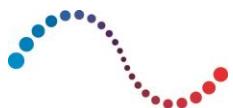
What approach would you take in explaining a patient's Rx pressure setting?

Notes and ideas:

Using myAir during setup

How do you think introducing and using myAir during the appointment helps the patient?

Notes and ideas:



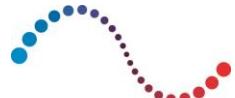
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Mask selection and setup

What are the consequences of not selecting the right mask?

Notes and ideas:



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Exercise



Minimalist
masks

Small. Light. Simple.
Designed to help you forget
you're wearing anything
at all.



Freedom
masks

Sleep in any position.
Designed with the air tubing
connection on top rather
than the front.



Ultra Soft
masks

**Patented memory foam
offers unique comfort.**
Enjoy the comfort and
softness of UltraSoft™
memory foam.

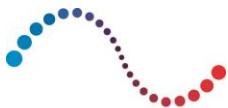


Universal Fit
masks

**Classic designs that fit
nearly every face.**
Proven masks designed to fit
a wide range of faces.

Simplifying mask selection

Scenarios	Mask profile	I'd recommend ...
①  I'm new to therapy. I sleep on my stomach and I don't want to wear anything too bulky. I breathe through my nose.		
②  I often grow a beard and breathe through my mouth.		
③  I often suffer from a stuffy nose due to my seasonal allergies. I also want something that fits really well from Day one.		
④  I have dexterity issues and so I need something simple and lightweight. I breathe through my nose.		
⑤  I breathe through my mouth but I don't like the look of the full face masks. They make me feel claustrophobic. I also like to read at night and wear reading glasses.		



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Machine overview

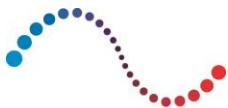
When conducting a CPAP machine overview, what elements are important to cover?

Notes and ideas:

Test drive

What are the key objectives to having a patient try out their machine during the appointment?

Notes and ideas:



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Adjusting to therapy

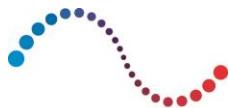
What are the key objectives to having a patient try out their machine during the appointment?

Notes and ideas:

Maintenance and care

What is important to tell the patient regarding proper equipment maintenance?

Notes and ideas:



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Compliance / therapy adherence

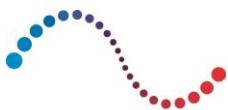
Why is it so important for a patient to adhere to compliance? What happens if they do not?

Notes and ideas:

Follow-up & administrative

Why is this important to set the stage for follow-up?

Notes and ideas:



Tying this into our processes

Some process points to discuss as a group.

- How do we prepare a patient for their upcoming setup?
- Who is responsible for monitoring a patient's ongoing therapy and compliance?
- Who is responsible for ensuring the patient has all the supplies they need?
- How do we accomplish this?

Notes and ideas: