



Coronavirus FAQ for Oxygen Patients

VitalAire understands that during the coronavirus (COVID-19) outbreak, you may have some questions about the coronavirus as it relates to oxygen therapy. VitalAire encourages you to visit the [Government of Canada website](#) to review current information on COVID-19. The contents below are provided for informational purposes only. VitalAire is unable to provide medical advice regarding COVID-19.

1. Now that the office is closed, should I be requesting a delivery of my tanks instead of exchanging them at the branch?

We are offering contactless deliveries or curbside pick up. Our storefronts are closed but you can exchange oxygen cylinders at your local office during regular business hours. To request a delivery or pick up, please call our toll free number at least one business day in advance. When scheduling the delivery or pick-up, please inform us if additional items, other than cylinders, are also being returned. If picking up equipment from one of our locations, please be advised that patients must remain outside the building at all times.

2. If VitalAire is contacting me regarding delivery/pick up of oxygen or oxygen equipment, is it safe for VitalAire staff to enter my home?

In order to limit person-to-person contact, we request that all equipment be left outside your residence or an alternate outside location. If a VitalAire team member must come into the home, we will pre-screen for COVID-19 prior to pick up and follow strict infection control procedures, including wearing Personal Protective Equipment (PPE) to protect both you and our team.

3. Are my oxygen cylinders and equipment sanitized before they are delivered to me?

Yes. We follow very strict infection control procedures to sanitize cylinders and equipment using approved disinfectants in compliance with the World Health Organization guidelines.

4. What is VitalAire doing to ensure my safety during the COVID-19 pandemic?

In an effort to eliminate any physical contact with patients, family members or caregivers, VitalAire is providing contactless delivery and virtual care home oxygen setups. VitalAire has implemented strict infection control procedures including Personal Protective Equipment (PPE) and is following the disinfecting and sanitizing practices in compliance with the World Health Organization. Returned equipment is initially disinfected at point of customer pick up and then sanitized at the VitalAire branch.

5. If my doctor prescribed me oxygen, can I still get it set up?

Yes. VitalAire is providing contactless delivery of oxygen equipment and providing virtual care appointments to patients and/or their caregivers to assist with the setup of home oxygen equipment. If an in-person setup is required, VitalAire will set up patients in accordance with established safety and COVID-19 protocols. VitalAire follows strict infection control procedures, including wearing Personal Protective Equipment (PPE) and following the cleaning and disinfecting practices in compliance with the World Health Organization.

6. Should I order extra oxygen cylinders or soft nasal cannulas due to COVID-19?

No, it is not necessary to stock up on nasal cannulas or order extra oxygen cylinders. We have an adequate supply of oxygen and equipment to meet the needs of our patients. And, to ensure that government health authorities have access to essential oxygen equipment during the COVID-19 pandemic, we request that you do not stock up on extra supplies. Please call our toll free number to fulfill your oxygen requirements.

7. I am positive for COVID-19 and was prescribed oxygen, will it be delivered?

Yes, VitalAire is providing contactless oxygen delivery and virtual care home oxygen setups to patients who have tested positive for COVID-19. Oxygen cylinders and equipment can be delivered outside of your residence or to an alternate outside location (family member, friend or neighbour). If outside delivery cannot be arranged, our team can provide delivery inside the residence by following strict infection control procedures, including wearing Personal Protective Equipment (PPE).

8. A household member tested positive for COVID-19, should I notify VitalAire? And does this affect my oxygen delivery?

Please notify us if anyone in your home has tested positive in the past 14 days or has COVID-19 symptoms. Contactless supply of oxygen cylinders and equipment can still be delivered outside of your residence or to an alternate outside location (family member, friend or neighbour). If outside delivery cannot be arranged, our team can provide delivery inside the residence by following strict infection control procedures, including wearing Personal Protective Equipment (PPE).

9. If I feel there has been a change in my oxygen needs and I do not have a respiratory illness, will I still be able to get an assessment?

All routine assessment visits are currently suspended in accordance with applicable public health guidelines and directives. We will not perform any oximetry or other diagnostic testing on prescribed patients in the home or community until further notice. If your oxygen requirements have changed, please consult with your physician.

10. Should I turn up my oxygen if I tested positive for COVID-19?

Oxygen therapy is a physician-prescribed medication based on a specific medical requirement. If your oxygen requirements have changed, please consult with your physician. Do not adjust your oxygen levels without receiving a new prescription from your physician. Any alteration to your oxygen levels may be detrimental to your health.

11. I am due for my 6-month visit, will I still get it?

Due to the risk of COVID-19 exposure, all in-person follow up appointments or office visits are currently suspended until further notice. Government health authorities will determine when follow-up assessments will resume. Please call our toll free number for assistance with any oxygen supplies that you may require for the next 6-months.

12. Can I order N95 masks or other Personal Protective Equipment (PPE) from VitalAire?

Given the current health crisis, we are complying with Health Canada guidelines to supply N95 masks and other Personal Protective Equipment (PPE) to healthcare professionals only. We are unable to support any general sales of N95 masks or PPE at this time.

13. I am out of supplies. How can I get what I need?

Please call our toll free number for assistance with any oxygen supply requirements. If you require repairs or replacement of your oxygen equipment, please [contact VitalAire](#) to discuss your options. It is important that you have the required oxygen equipment and supplies to maintain your oxygen therapy at an optimal level.

Contact VitalAire for more information:

- Alberta: 1 800-252-9384
- Alberta direct hospital line: 1 855-627-8278
- British Columbia: 1 800-637-0202
- Manitoba: 1 855-309-8301
- Ontario: 1 800-567-0202
- Prince Edward Island: 1 877-362-2473
- New Brunswick: 1 877-362-2473
- Newfoundland: 1 800-563-2698
- Nova Scotia: 1 800-361-5939
- Quebec: 1 800-465-1539
- Saskatchewan: 1 800-252-9384