



## Choosing an Oxygen Delivery System & Service Provider

Before you choose an oxygen delivery system, discuss your choices with your healthcare practitioner. Then explore companies in your area that provide service. Start by checking with your health insurance provider. They may have contracts with specific companies in your area.

If you're free to choose for yourself, shop around. Companies generally offer the same products and systems. You want to find the one with the best service.

Start by talking to people you know who get oxygen therapy. Then call some companies and compare services and prices before making your final decision. Don't be afraid to ask lots of questions.

### Ask about the company

- Are you a national company?
- How many branches do you have, and where are they located?
- Are you licensed by the state?
- Are you accredited by Medicare/Medicaid and by the Joint Commission on Accreditation of Health Organizations (JCAHO)?

### Ask about their products and services

- What systems can you provide? What influences your decision to provide one system over another? (**Note:** they may only offer systems that make them the most profit.)
- How often do you check or service your equipment?
- How often do you deliver?
- Will you help make arrangements for oxygen delivery when I'm traveling?
- What is your emergency response time?
- How long does it take to replace defective equipment?
- How often will the respiratory therapist come to my home?
- Do you have any customer testimonials?



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## Ask about costs

- How much will this cost me? Most companies follow [Medicare coverage guidelines](#). However, it's good to have the facts about [costs and coverage](#) before you choose your system.
- What if I choose to buy the system? Will you still provide service?

## Choosing an oxygen delivery system

Thanks to advances in technology, you have a range of systems to choose from. And they all can help you maintain an active and healthy lifestyle.

Home oxygen equipment has two essential components:

- The container or [storage system](#) holds the oxygen. The oxygen may be compressed gas, liquid, or from a concentrator.
- The [delivery system](#) transports the oxygen from the container into your lungs.

When choosing a system look for one that meets your specific needs for mobility and portability — and fits your budget. It helps to talk to your healthcare practitioner and home oxygen therapy provider. They can help you think about your specific needs and select the system or systems that are the best fit.

***For more in-depth information on this topic, please visit the [Big Fat Reference Guide \(BFRG\)](#). If you are enrolled in AlphaNet's Subscriber Portal, you can access the BFRG [here](#).***

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