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USEFUL CONTACTS

British Lung Foundation:
Website: www.blf.org.uk
Tel: 03000 030 555

NHS 111 (England):
Website: www.111.nhs.uk/covid-19
Tel: 111

NHS 24 (Scotland):
Website: www.nhs24.scot
Tell: 111

Gov.uk Coronavirus:
Website: www.gov.uk/coronavirus



Considerations for Oxygen Users: Post Government Lockdown Restrictions

VIVITRAVEL*

From the **1st July 2020**, we will be recommencing our private oxygen ordering, Vivitravel.

Vivitravel offers patients private oxygen therapy which includes:

- Access to wide range of products
- Dedicated holiday enquiry line

Please call **0330 123 0305** for more information or email Vivitravel@dolbyvivisol.com

**England Only*

Your Questions Answered

STAYING SAFE

As we ease out of the government lockdown restrictions, Dolby Vivisol wants to make sure that we can keep providing your home oxygen service to you safely. We are working closely with the health authorities to get their advice, so we can prepare for any further developments.

Please continue to let us know if you're in self isolation. Home Care Technicians and Customer Care teams will also be asking everyone, so please do not be offended if you are asked.

As someone who receives home oxygen, you may have a lot of questions as lockdown restrictions are eased. We have tried to answer the most common ones:

WHEN WILL I SEE MY HOME CARE TECHNICIAN?

We are planning to resume routing servicing from July 2020. We will be in contact with you via the telephone to arrange servicing dates.

SHOULD I STILL BE SHIELDING?

Please continue to follow government guidelines for vulnerable patients and consult with your clinician where possible.

CAN I WEAR A FACE COVERING WITH MY OXYGEN?

Visiting family members should wear a face covering – in accordance to current guidelines. **It is not recommended for children under the age of two or people with breathing difficulties to wear a face covering. If you choose to wear a face covering with oxygen via nasal cannula beware of the increased risk due to oxygen enrichment. We do not advise wearing a face covering if using an oxygen mask.**

YOUR HOME OXYGEN SERVICE – WHAT TO EXPECT?

- ✓ Reinstate UK Holiday Service
- ✓ Reinstate home equipment servicing
- ✓ Reinstate fixed Installs
- ✓ Electricity rebates back to actuals
- ✓ Reinstate second home deliveries
- ✓ Continue social distance

WHAT IF I START TO DEVELOP SYMPTOMS?

Continue to follow the Government guidelines:

- ✓ Self-isolate
- ✓ In England, call 119 and book a test
- ✓ In Scotland, call 0800 028 2816 and book a test
- ✓ **Do not** go to places like a GP surgery, hospital or pharmacy

HOW CAN I STAY SAFE OUTSIDE MY HOME?

- ✓ Limit contact with people outside your household
- ✓ Avoid being face-to-face with someone
- ✓ Keep your distance and avoid crowds
- ✓ Wash your hands often
- ✓ Do not touch your face with unwashed hands
- ✓ Wash your clothes regularly
- ✓ Allow hand sanitiser to dry before touching any oxygen equipment or tubing

Take care of yourselves and your loved ones

Stay Safe



WASH YOUR HANDS

Wash your hands well and often to avoid contamination.



DO NOT TOUCH YOUR FACE

Avoid touching your face with unwashed hands, especially your eyes, nose and mouth.



SOCIAL DISTANCE

Remember to distance yourself from others by following the recommended social distance.

It is your responsibility to adopt these principles wherever possible

Do not leave home if you or someone you live with has any of the following:

- A high temperature
- A new, continuous cough
- A loss of, or change to, your sense of smell or taste