

Respiratory Care

Information for Patients



Enhancing outcomes for
patients and their caregivers:

Hill-Rom

Our success depends upon doing the right thing for each patient.



Advanced Respiratory, Inc., a Hill-Rom Company, offers home care models of The Vest® System. At Advanced Respiratory, doing the right thing includes keeping you informed. This booklet is designed to do just that — explain the need for airway clearance, introduce you to The Vest® Airway Clearance System, and describe our reimbursement services.

Airway Clearance

Airway clearance is the elimination of excess mucus and contaminants from the lungs. Natural airway clearance is accomplished when three mechanisms interact effectively: mucus is secreted to entrap harmful substances and keep airways clean; cilia continuously sweep mucus from lower to upper airways; and coughing clears it from the respiratory system.

Why do I need Airway Clearance Therapy?

When a medical condition impairs the body's ability to perform airway clearance on its own, Airway Clearance Therapy is needed.

Some people have trouble clearing mucus from their airways because:

- Cilia are damaged or ineffective
- Lungs secrete excess mucus
- Mucus is too thick for cilia to move effectively
- Ability to cough is impaired by muscle weakness

Airway clearance is extremely important because mucus that accumulates in the lungs may lead to serious complications. Excessive or retained mucus creates an ideal environment for the growth of infection-causing bacteria. Multiple infections can damage healthy lung tissue and make breathing even more difficult.

Why do doctors prescribe The Vest® System?

Your physician has determined that your medical condition creates a need for Airway Clearance Therapy. Clinical studies and patient experience show The Vest® System is safe and effective.

The Vest® Airway Clearance System

What is The Vest® System and how does it work?

The Vest® System is a portable, easy-to-use airway clearance device for both children and adults. It consists of an inflatable garment connected by Air Hoses to an Air Pulse Generator. The Air Pulse Generator rapidly inflates and deflates the inflatable garment, gently compressing and releasing the chest wall, creating increased airflow within the lungs. This process moves mucus toward the larger airways where it can be cleared by coughing or suctioning.

The Vest® System does not require special skills or techniques to administer quality Airway Clearance Therapy. Most patients are able to perform therapy with The Vest® System on their own.

Who uses The Vest® System?

More than 97,000 patients have used The Vest® System to meet their airway clearance needs.

How will I know how to use The Vest® System?

A training video is included with the device. In addition, a clinical trainer will call or come to your home to provide training on The Vest® System.

The trainer will:

- Outline steps recommended for using The Vest® System.
- Emphasize the role of airway clearance in improving your health.
- Answer any questions and discuss any concerns you may have relating to treatment with The Vest® System.

How will I know if The Vest® System is helping?

Although each person is different, by using The Vest® System regularly you will get airway clearance which may lead to:

- Easier breathing
- Less frequent coughing
- Increased energy level



Reimbursement Services

Will Advanced Respiratory help pursue payment from my insurance company?

Yes. If you authorize us, we will help pursue possible options to obtain coverage for The Vest® System. Our reimbursement staff draws upon years of experience with the insurance submission process. They will work with your insurer to:

- Assemble and submit required paperwork
- Answer questions
- Coordinate appeals

How long does the insurance process take?

While insurance carriers vary, it generally takes 45 – 90 days to receive an answer to our request for payment. If an appeal is necessary, the process will take longer.

After insurance coverage is determined, you will be billed for any amounts not covered by your insurance and/or any co-

payments, co-insurance or other amounts that you are responsible for under your insurance plan.

In the event of financial hardship, please call our Patient Billing and Collections Department at 800-426-4224 to learn about our payment options and programs.



What happens if my insurance denies coverage or I don't have insurance?

If your insurance carrier denies coverage for The Vest® System, one of our Representatives is assigned to your case and, with your consent, will assist in an appeal where appropriate.

The most effective method for successfully resolving appeals involves a joint effort between you and our advocacy staff.

In the event that you do not have the financial resources to pay for what insurance does not cover, we have reimbursement specialists available to discuss your options.

We offer assistance to help eligible patients gain access to The Vest® System. Where approved, assistance may take the form of payment plans, partial or full financial assistance. Applications for assistance are available. A Patient Financial Specialist is available to explain the application process.



Follow-Up Calls

What is the follow-up program?

As a service, we will periodically call to:

- Discuss how The Vest® System is working for you.
- Answer your questions about The Vest® System.
- Request the total number of hours you have used The Vest® System; which is automatically recorded by the system.

Insurance providers may use this data to assure that the device is being used and providing benefit. This information may also be beneficial to your physician in assessing treatment plans and progress.

All information is treated confidentially and is shared with your physician and insurance provider as they require or as otherwise appropriate.



Enjoying Life Again

Patients tell us that it is the simple, day-to-day things they miss the most when they aren't feeling well. Using The Vest® System has helped give them a better quality of life.

“Just a 10-minute session with The Vest® System each day keeps my airways clear so I can maintain a normal lifestyle— working and hanging out with my friends and traveling.”

– Matt, spinal muscular atrophy

We hope this booklet has been useful in explaining the need for airway clearance, introducing you to The Vest® Airway Clearance System, and describing our reimbursement services.

**If you would like additional information,
please call us at 800-426-4224
or visit our Web site at
www.respiratorycare.hill-rom.com.**



Hill-Rom is a leading global medical technology company with approximately 10,000 employees worldwide. We partner with health care providers in more than 100 countries by focusing on patient care solutions that improve clinical and economic outcomes in five core areas: **Advancing Mobility, Wound Care and Prevention, Clinical Workflow, Surgical Safety and Efficiency, and Respiratory Health.** Around the world, Hill-Rom's people, products, and programs work towards one mission: **Every day, around the world, we enhance outcomes for patients and their caregivers.**

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For further information about this product or a service, please contact your local Hill-Rom representative or visit our webpage:

800-426-4224

www.respiratorycare.hill-rom.com

A special thanks to our patients featured in this booklet.

COVER:

Kristin (a Hill-Rom employee), cystic fibrosis; John, amyotrophic lateral sclerosis; Mariah, spinal muscular atrophy
INSIDE:

Mariah, spinal muscular atrophy; David, amyotrophic lateral sclerosis; Meghan, primary ciliary dyskinesia; Ron, spinal cord injury; Alice, bronchiectasis; Matt, spinal muscular atrophy; Nikolas, cystic fibrosis

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