

Letter 736
Medicare Malfunction
Part 1
2018-12-22

Dear **Jesus**,

Friday, 14 December 2018, 10PM.

(M) has sleep apnea, and uses a BI-PAP (Bilevel Positive Airway Pressure) machine to help her breathe when she sleeps. The air supply is augmented with oxygen from an Oxygen Concentrator, a machine which electronically extracts O₂ from breathable air, and concentrates it into a more pure form of oxygen, then re-introduces this purified gas back into the air-stream of the BI-PAP.

On Thursday of this week, a delivery driver from the Medical Supply House where we rent the Concentrator arrived unannounced at our house.

When I opened the front door and went out onto the front porch, I greeted the man and wondered why he was there. In response to my queries, he indicated that he was there to exchange the on-site Oxygen Concentrator with another one.

After I questioned him further on this he said it had something to do with Medicare, adding no further details.

I went back into the house, and brought out the O₂ Concentrator. After going over some paperwork for the new rental, the driver went back to his truck with the old machine, and brought back another similar unit.

The driver had me sign for the exchanged unit, then departed. I went back into the house with the replacement concentrator, put it back where the previous machine had been, plugged it in and re-connected the oxygen tube onto the BI-PAP.

Later that night, after (M) went to bed, she called for me to come to her bedroom, reporting that the new machine was malfunctioning. It would not register any O₂ on the supply gauge. Then, as I was toying with the control knob, a loud alarm went off, indicating that service was required.

Seeing a toll-free phone number on a label, I went into my office and called for technical support.

The lady on the other end talked me through some diagnostic steps, and then confirmed over the phone that the Concentrator was indeed malfunctioning.

We made an appointment for another technician to come to the house the next day (today), and exchange the malfunctioning unit for a working model.

This exchange was made without incident. As I write this Letter, (M) has not tried the replacement unit yet. But I did turn it on after I took it into her bedroom to confirm its function. And while I was able to get the O2 level up to where it needed to be, I also could hear that it initially operated more loudly than the original machine did.

It may be that the louder noise will not bother (M), but if it does, I will have to make yet another call to have this machine changed out also. We'll both find out after (M) goes to bed.

Blessings...

R. C. Theophilus