



Southpoint

Old Brighton Road

Lowfield Heath

Crawley, RH11 0PR

Phone: 0800 917 9840

Email: patient.support@dolbyvivisol.com

North Suite

Lomond Court

Castle Business Park

Stirling, FK9 4TU

Phone: 0800 833 531

Email: oxyadminSCO@dolbyvivisol.com

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

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





Considerations for Oxygen Users: Post Government Lockdown Restrictions

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.

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

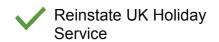
HOW CAN I STAY SAFE OUTSIDE MY HOME?

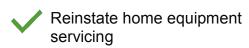
- Limit contact with people outside your household
- Avoid being face-to-face with someone
- Keep your distance and avoid crowds
- √ Wash your hands often
- ✓ Do not touch your face with unwashed hands
- √ Wash your clothes regularly
- Allow hand sanitiser to dry before touching any oxygen equipment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

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.

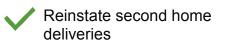
YOUR HOME OXYGEN SERVICE - WHAT TO EXPECT?

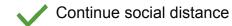






Electricity rebates back to actuals







DO NOT TOUCH YOUR FACE

Wash your hands well and often to avoid contamination.

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

ake care of yourselves

and your loved ones

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

A high temperature

WASH YOUR HANDS

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