

Compliance
Maximizer™ RELEASE 1.12

CE 0123

Fisher & Paykel
HEALTHCARE

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Introduction

Welcome to Fisher & Paykel Healthcare's Compliance Maximizer, a powerful reporting package to facilitate the management of patient compliance reports.

Compliance Maximizer provides the functions you need to accurately download compliance data from a range of Fisher & Paykel Healthcare CPAP Systems and report it in an effective manner for customers, sleep physicians and insurance providers.

COMPLIANCE MAXIMIZER PROVIDES THE FOLLOWING FEATURES:

• Full compliance download and reporting

Compliance Maximizer is able to download day-to-day compliance information such as compliant time, humidity settings and summary data for a specified time period. The downloaded data is presented in a concise report format that includes a summary section and a section with specific daily information.

• LCD display summary reporting

The LCD display on the CPAP device summarizes CPAP usage with total hours used and average hours used per night. Compliance Maximizer lets you check that these values are correct over the phone with a unique checksum system.

• Report delivery

Compliance Maximizer can print out each report as required or e-mail it to the recipient(s) of your choice.

• Patient database

Compliance Maximizer's database stores patient reports and contact details for reference purposes. The archiving function allows the CPAP device to be used on multiple patients.

• Website link

Compliance Maximizer provides a link that makes it easy to:

- visit the Fisher & Paykel Healthcare website at:

www.fphcare.com

- update the Compliance Maximizer Software to the latest revision

System Set Up

To familiarize yourself with the Compliance Maximizer software program, the following approach is recommended:

- Set up your system (install software, set up communications and personalize set up)
- Create patient records and download CPAP data
- Generate reports by “full download” and by “LCD” format
- Print or email reports
- Review data management section

Refer to the menu chart for quick references

SYSTEM REQUIREMENTS

Recommended: Pentium 166 MHz
32 Mb RAM
Windows 95[®] or later

WARNINGS

Do not use your CPAP device for treatment while connected to a PC i.e. during the downloading or clearing of patient compliance data.

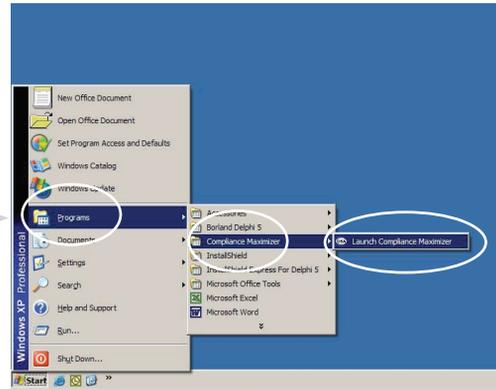
INSTALLING COMPLIANCE MAXIMIZER

NOTE: If you have a previous version of Compliance Maximizer, it will be automatically upgraded. All existing patient data and reports will remain unaffected.

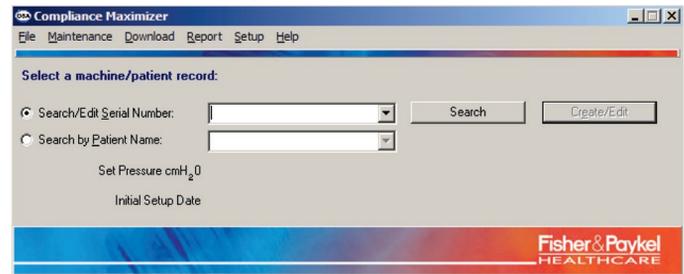
1. Close all open programs
2. Place the CD in your CD-ROM drive
3. If the installation does not start automatically, run Setup.exe from the CD volume. For example, D:\Setup.exe
5. Follow on-screen instructions

Start Compliance Maximizer by clicking on:

**START,
PROGRAMS, then
LAUNCH COMPLIANCE MAXIMIZER**



Main Screen

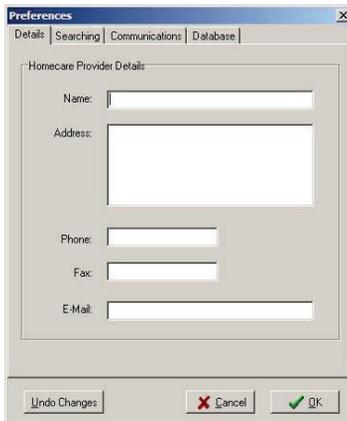


PERSONALIZING COMPLIANCE MAXIMIZER

• HOMECARE PROVIDER DETAILS

Enables your details to be automatically included in any reports and when using the report e-mailing facility.

1. From the **Setup** menu, select **Homecare Provider Details**.
2. Add information by clicking the appropriate text box and typing in details.
3. After you have completed all relevant details, click **OK**.

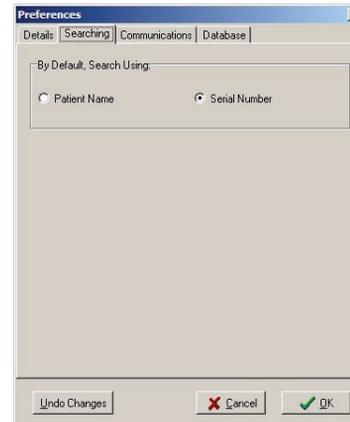


The screenshot shows the 'Preferences' dialog box with the 'Homecare Provider Details' tab selected. The dialog has a title bar with 'Preferences' and a close button. Below the title bar are tabs for 'Details', 'Searching', 'Communications', and 'Database'. The main area is titled 'Homecare Provider Details' and contains five text input fields: 'Name:', 'Address:', 'Phone:', 'Fax:', and 'E-Mail:'. At the bottom of the dialog are three buttons: 'Undo Changes', 'Cancel', and 'OK'.

• SEARCHING

Searching for patient records can be performed by patient name or CPAP device serial number. Select your preferred search method here.

1. From the **Setup** menu, select **Searching**.
2. Click which option the search will default to.



The screenshot shows the 'Preferences' dialog box with the 'Searching' tab selected. The dialog has a title bar with 'Preferences' and a close button. Below the title bar are tabs for 'Details', 'Searching', 'Communications', and 'Database'. The main area is titled 'By Default, Search Using:' and contains two radio button options: 'Patient Name' and 'Serial Number'. The 'Serial Number' option is selected. At the bottom of the dialog are three buttons: 'Undo Changes', 'Cancel', and 'OK'.

• COMMUNICATIONS SETUP

To view or edit the communications setup for Compliance Maximizer, select the **Setup** menu, then **Communications**. The communications setup has 2 sections - **COM Port** and **E-mail**.

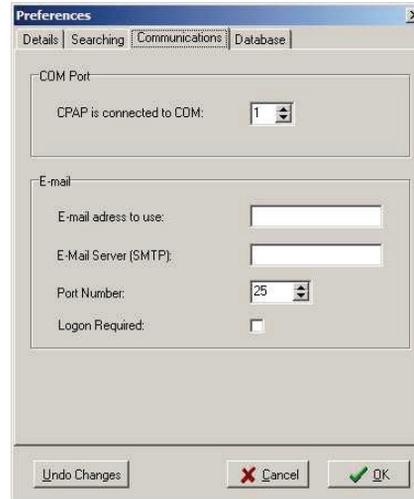
• COM Port

The **COM Port** setting is used for downloading compliance data. This will normally be a number between 1 and 99. **NOTE:** The default **COM Port** setting is 1. Consult your computer's documentation for the appropriate setting

• E-mail

Compliance Maximizer has the ability to e-mail compliance reports to e-mail addresses of your choice (see **Working with a Compliance Report**). **E-mail Setup** details can usually be found in your e-mail program settings or from your internet service provider.

NOTE: You must have an existing internet connection to use the report e-mailing facility, otherwise, leave the **E-mail Setup** details blank.

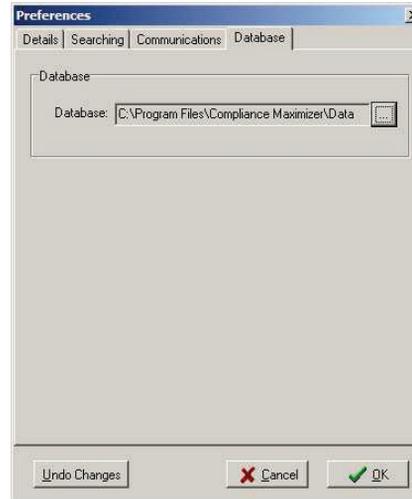


• DATABASE

The storage location of the patient data can be changed by selecting the **Setup** menu, and then the **Database** option.

1. Click the  button.
2. Select the folder from the list, or create a new folder.
3. Click **Confirm** (on folder select window).

NOTE: Compliance Maximizer will shut down automatically and will need to be restarted.



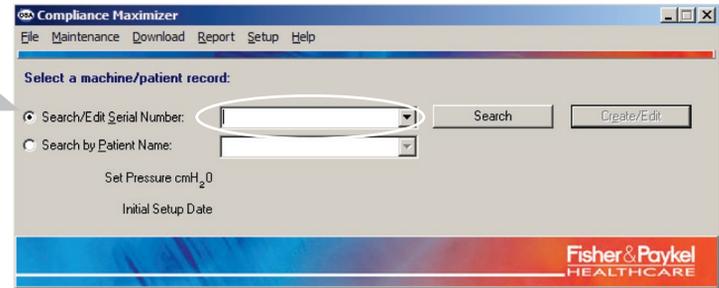
Patient Records

Patient records need to be created in Compliance Maximizer before data can be added to a patient's record or before a search can be performed.

CREATING A NEW PATIENT RECORD

1. Click the **Serial Number** text box on the main screen.
2. Enter the serial number of the CPAP device to be allocated to the patient eg. 010627000064. The serial number is labelled on the shipping carton (stickers) and on the underside of the CPAP device.
3. Click **Create/Edit** or press **Enter**.
4. Click **Yes** to create a new record or **No** to Cancel.

See **Viewing/Editing An Existing Patient Record**



VIEWING/EDITING AN EXISTING PATIENT RECORD

Once a patient record has been created, you can edit the details as required.

1. From the main screen, select the patient from dropdown list or by using the **Search** function.
2. Click the **Create/Edit** or **Edit** button.
3. To edit patient details, click **Edit** on the screen shown.
4. Add patient information by clicking the appropriate text box and typing the relevant information.
5. Physician, insurance information and comments can be added by selecting the appropriate tab.
6. Past reports can be listed for viewing or deleting under the **Past Reports** tab.
7. Entire patient records can be deleted by clicking the **Delete** button.

NOTE: This includes archived patients allocated to the same CPAP device serial number.

NOTE: For accurate LCD reports, Initial Setup Date of CPAP must be set to the date the patient started using this device.

The screenshot shows a software window titled "Create/Edit Patient Details". At the top, there is a "CPAP Serial Number" field with a dropdown menu set to "SAMPLE FILE" and a "Search" button. Below this, "Set Pressure cmH₂O" is set to "10.0" and "Initial Setup Date of CPAP" is "Oct-24-2001 Wed". There is an "Archive Patient" button and a dropdown menu set to "ACTIVE PATIENT".

Below these fields are several tabs: "Details", "Physician", "Insurance", "Comments", and "Past Reports". The "Details" tab is selected, showing the following information:

Name	TOM SMITH	Age	45	CPAP Model	[Dropdown]
ID	1212	Sex	male		
Address	1135 Washington Blvd Springfield CA92064	Height	6'		
		Weight	220lb		
		BMI	30		
Phone	555-6398	Sleep Lab	Sleepwell		
Fax	555-6399	Mask Type	Aclaim		
E-Mail	patient@phcare.com				

At the bottom of the window, there are "Edit" and "Delete" buttons on the left, and a green checkmark icon with "OK" on the right.

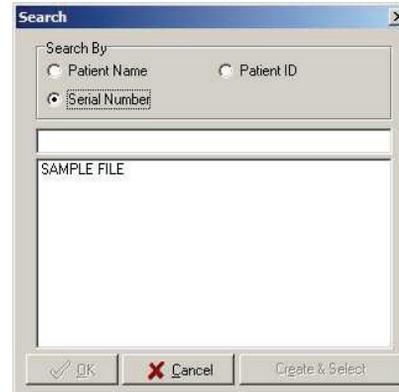
SEARCHING FOR AN EXISTING PATIENT RECORD

The search facility enables you to search your entire patient record database by name, patient ID or serial number.

1. Click the **Search** button.
2. Select **Patient Name**, **Serial Number** or **Patient ID**.
3. Click the text box and begin typing your selection.

NOTE: Your entire list will be displayed initially, then as you type in search text, the list will only include those records containing that text. **Sample File** is included with Compliance Maximizer for demonstration purposes.

4. When you have found the name or serial number that you are looking for, either double-click it on the list or click it and then click **OK**.



Compliance Data

DOWNLOADING COMPLIANCE DATA

1. With the CPAP device turned off and unplugged at the electrical outlet, connect the 900HC232 serial cable (single pin end) to the serial port of the CPAP device.
NOTE: The serial port may have a small plastic plug that can be removed using a screwdriver.
2. Plug the cable (nine pin end) into the computer **COM** port (back of PC).
3. Plug the CPAP device into the electrical outlet and turn it on.
4. From the **Download** menu, select **Download Compliance Data**.
5. Follow on-screen instructions.
6. Compliance Maximizer will automatically display the raw download data.

Reports can be automatically generated when **OK** is pressed. This can be set up by placing a tick in **Generate Report After Download** in the **Report Options** Dialog.

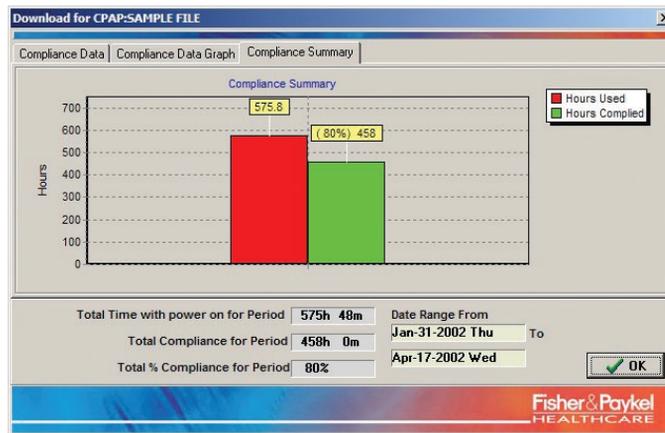
It is possible to view the **Raw Download Data** at any time by selecting the option under the **Report** menu.

NOTE: Old compliance data will be automatically overwritten when new data is downloaded. Previously saved reports will remain.

DISPLAY RAW DOWNLOAD DATA

When this option is selected, the Raw Data is presented in the following formats:

- Compliance data (date, time used, time complied, % complied)
 - Compliance Data graph (trend graph)
 - Compliance summary (bar graph)
1. From the **Report** menu, select **Display RAW Download Data**.
 2. Click on the various tabs to view information



Reporting

GENERATING COMPLIANCE (LCD) REPORT BY TELEPHONE

Compliance Maximizer can help you assess patient compliance over the telephone and confirm accuracy of the information.

1. From **Report menu**, select **Generate LCD Report**.
2. Telephone the patient and request the CPAP device to be turned on. From the LCD display, ask the patient to read you the three numbers associated with compliance monitoring.

The numbers required are:

- **Total Hours Used**

This is the accumulative number of hours the machine has been turned on since the initial set up date.

- **Average Hours Per Night**

This is the average number of hours per night that the patient has complied with therapy. This is determined by the number of hours the CPAP is used with a mask on relative to the number of actual nights used.

- **Checksum**

(refer to the CPAP device's user manual if necessary)

3. Input the information to the relevant text boxes in the LCD Report window. A red or green light will appear in the LCD Report window to indicate if the checksum is valid. A green light indicates the **Total Hours Used** and **Average Hours Per Night** are correct. A red light indicates the LCD values provided are not correct and may need to be reconfirmed for accuracy.
4. Ask the patient for the CPAP humidity setting (refer to the CPAP device's user manual if necessary). Input this in the 4th text box.
5. If you wish to generate a report from this summary information, press **OK**. See Sample Reports section for more detail.

See **Working with Compliance Reports**

The screenshot shows a software dialog box titled "LCD Report". Inside the dialog, there is a prompt: "Please Enter the details from the LCD on the CPAP". Below this prompt are four rows of input fields, each with a unit symbol to its right:

- Total Hours Used [] hr
- Average Hours per Night [] hr/L
- Checksum [] J
- Current Humidity Setting [] SSS

At the bottom of the dialog box, there are two buttons: "Cancel" (with a red X icon) and "OK" (with a checkmark icon).

GENERATING A COMPLIANCE REPORT (FULL DOWNLOAD)

The compliance download report includes summary data for the selected time period, and compliance and humidity data for each day within the selected period.

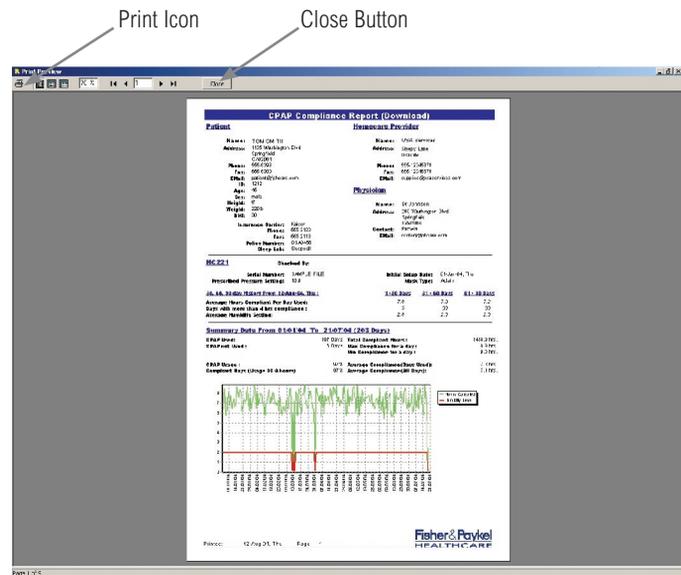
1. From the **Report** menu, select **Generate Download Report**.
NOTE: This is available once compliance data has been downloaded from a CPAP device.
2. Depending on the Preferences setup under **Report Options**, you may be prompted to select a date range. The default date range is based on the date of the oldest data to the current date.
3. Input the **Checked By** name (if **Prompt for Date Range** is selected). Click **OK** to see a **Print Preview** of the report.



WORKING WITH A COMPLIANCE REPORT

• PRINTING THE REPORT

Once the report has been generated, click the **Print** Icon in the **Print Preview** window. See **Generating a Compliance Download Report**.

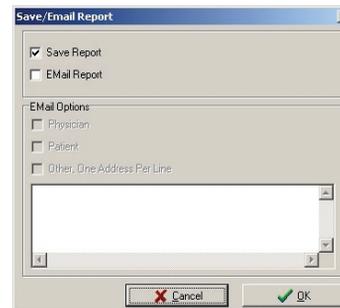


• SAVING OR E-MAILING A REPORT

NOTE: It is recommended that you save all reports generated as old data is overwritten with each download.

In the **Print Preview** window, click the **Close** button. The following dialog box will appear provided you have checked the box to be prompted to **Save/Email Report**.

(See **Report Options** section)



Select the appropriate check boxes and ensure you are connected to the internet (for email) before clicking **OK**.

NOTE: You will need to have set up the e-mail facility before e-mailing reports. (See **Communications Setup**)

To email the report to addresses other than the physician or the patient, select the **Other** check box and enter one email address per line in the text box that follows.

REPORT OPTIONS

For generating Compliance Download reports with various customized viewing and reporting formats.

From the **Report** menu, select **Reporting Options** to customize as follows:

• PRINTING

Select the appropriate check boxes to:

- Print either a full report or a summarized 1 page report,
- Include a comments page in the report,
- Generate a report automatically after downloading.

• DATE RANGE

Select the appropriate check boxes to either:

- Print a full date range report or a selected range within the last 256 events (nights) without a date range prompt, OR
- Ask to be prompted each time to select a date range.

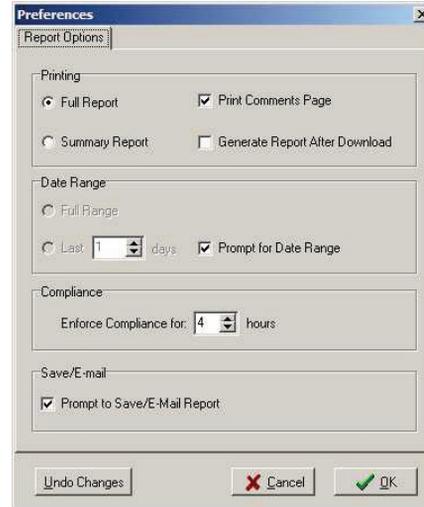
• COMPLIANCE

Set the limit (in hours) for measuring compliance by entering the desired value.

• SAVE / EMAIL

Check the box to activate the **Save/Email Report** prompt when a report's print preview screen is closed.

(See **Working with Compliance Reports** for more details)



Data Management

CLEAR COMPLIANCE DATA FROM CPAP

The CPAP device will typically have sufficient memory to store up to 256 events (nights) of data. When the data exceeds the memory capacity, the machine will gradually delete the oldest data to create space for new data.

For instances where the device is to be used by other patients (see **Archiving Patient Data**), the entire memory can be cleared .

Note: This will clear **all** recorded data from the CPAP device including total hours used, average hours use per night, compliant time etc.

1. With the CPAP device turned off and unplugged at the electrical outlet, connect the serial cable (single pin end) to the serial port of the CPAP device.
2. Plug the cable (nine pin end) into the computer serial port (back of PC).
3. Plug the CPAP device into the electrical outlet and turn it on.
4. From the **Download** menu, click **Clear Compliance Data** from the CPAP device.

Follow the on-screen instructions.

ARCHIVING PATIENT DATA

If the CPAP device is to be given to another patient, a new set of patient data can be assigned with the same serial number.

From the **Create/Edit Patient Details** window, click the **Archive Patient** button. This process is irreversible.

To access archived patient's details, click the **Pull-down Button** to reveal previous patients assigned to that serial number.

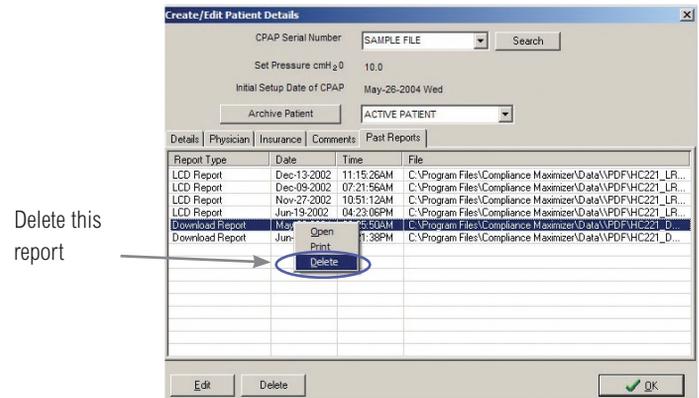
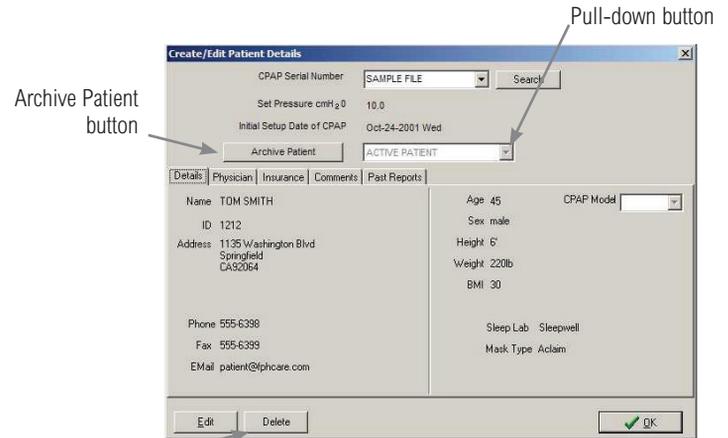
NOTE : When viewing archived patient data, the download function is not available.

The archiving process can be repeated for other patients if necessary.

Pressing the **Delete** button here will delete the serial number including all current and archived patient data.

To delete a patient's past report, select the appropriate report, and right click to delete.

All delete processes are irreversible



IMPORTING AND EXPORTING PATIENT DATA

Individual patient compliance data can be exported from one computer, then imported on another. The data can also be exported to a text file for use in other software packages.

• IMPORTING (from disc or email)

Use this function to import compliance data that has come from another computer.

To import patient data, check that the serial number already exists, otherwise create a new record with the correct serial number. (See **Creating a New Patient Record**). Then:

1. From the **File** menu, select **Import Data**.
2. Identify the folder that contains the data file(s).
3. Click **OK**.

• EXPORTING (save to disc or email)

Use this function to export compliance data to another computer, or to back up.

To export patient data:

1. Select the patient that you would like to export data from.
2. From the **File** menu, select **Export Data**.
3. Select the folder that you would like to export the data to.
NOTE: Only compliance data will be exported, not patient details.
4. Click **OK**.

• EXPORTING DATA AS TEXT (save to disc or email)

Use this function to export data to a text file (.txt) for use in other software packages such as spreadsheets.

To export data as text,

1. Select the patient that you would like to export data from.
2. From the **File** menu, select **Export Data As Text**.
3. Select the folder that you would like to export the data to.
NOTE: Only compliance data will be exported, not patient details.
4. Click **OK**.



Program Maintenance

In the unlikely event that your computer causes data corruption within the Compliance Maximizer program, there are two functions that may help:

RE-BUILD INDEX

When a user manually alters the data directory (copy, paste, or delete files), Compliance Maximizer is able to re-build the index that it uses to reference patient information:

1. From the **Maintenance** menu, select **Re-Build Index**.
2. Compliance Maximizer will automatically re-build the index.

BUILD DATA DIRECTORY

When the data directory structure is manually altered, Compliance Maximizer is able to automatically build the data directory used to store patient information:

1. From the **Maintenance** menu, select **Build Data Directory**
2. Compliance Maximizer will automatically build the data directory.

NOTE: The storage location of the patient data can be changed by selecting **Database** from the **Setup** menu.

UPDATING SOFTWARE

For updating your current version of Compliance Maximizer to the latest revision via our website.

1. From the **Maintenance** menu, select **Software Update**. This will launch Internet Explorer and take you to the website for updating.
2. Follow onscreen instructions.

Troubleshooting

1. I am not able to download information from the unit.

- Check that the serial cable is plugged in exactly as described in the **Downloading Compliance Data** section.
- Check that the CPAP is switched on.
- Check COM port settings on your PC. See **Communications Setup** in the **PERSONALIZING COMPLIANCE MAXIMIZER** section.
- Check that your unit is Compliance maximizer enabled. The following units are Compliance Maximizer enabled:
 - HC211
 - HC221
 - HC234
 - HC604

2. I have tried e-mailing reports, but keep getting an error displayed.

Check that you have the correct SMTP settings in **Setup > Communications > E-mail** section. If you are unsure of your SMTP settings, look in the options or settings section of your e-mail program or contact your internet service provider. Ensure that you are connected to the internet before attempting to e-mail the report from Compliance Maximizer.

3. I have previously stored patient data but cannot view this data in compliance Maximizer.

Make sure that Compliance Maximizer is pointing to the right database directory in **Setup > Database**.
Try rebuilding your index.

4. My mouse is behaving erratically when I connect the CPAP device.

Make sure your computer is turned on and ready before turning on the CPAP device.

5. How can I attach a previously generated report to an email that I have generated in my own email program?

The pdf files of the reports are stored by default in the Program Files\Compliance Maximizer\data\pdf folder on your hard drive. The files are named with the following convention:

HC221_[DR or LR]_[CPAP serial number]_YYYYMMDD_HHMMSS.pdf

Key: DR	Download Report
LR	LCD Report
CPAP serial number	The serial number that has been input into the program
Y	Year
M	Month
D	Day
H	Hour (24 hour format)
M	Minute
S	Second

For example, **HC221_DR_020325004621_20020114_143841.pdf** is a download report pdf file for the CPAP machine with a serial number 020325004621. The report was generated on the 14th of January 2002 at 2:38 and 41seconds in the afternoon.

Sample Reports

Sample report - Full compliance data download

Patient details

Compliance data
and machine details

Homecare Provider
and Physician details

CPAP Compliance Report (Download)

<u>Patient</u>	<u>Homecare Provider</u>
Name: TOM SMITH Address: 1135 Washington Blvd Springfield CA92064 Phone: 555-6398 Fax: 555-6399 Email: patient@fphcare.com ID: 1212 Age: 45 Sex: male Height: 6' Weight: 220lb BMI: 30 Insurance Carrier: Kaiser Phone: 555-3130 Fax: 555-2118 Policy Number: OSA3456 Sleep Lab: Sleepwell	Name: OSA Services Address: 55 Evergreen Terrace Springfield CA92064 Phone: 555-12345678 Fax: 555-12345679 Email: supplies@osaservices.com <u>Physician</u> Name: Dr Johnson Address: 288 Washington Blvd Springfield CA92064 Contact: Pamela doctor@fphcare.com

HC221 Checked By:

Serial Number: SAMPLE_FILE	Initial Setup Date: 01-Jan-04, Thu
Prescribed Pressure Setting: 10.0	Mask Type: Adiam

<u>30, 60, 90 day History From 20-Sep-04, Mon :</u>	<u>1-30 Days</u>	<u>31 - 60 Days</u>	<u>61 - 90 Days</u>
Average Hours Compliant Per Day Used:	0.0	0.0	7.3
Days with more than 4 hrs compliance :	0	0	26
Average Humidity Setting:	0.0	0.0	2.0

Summary Data From 01/01/04 To 29/01/04 (29 Days)

CPAP Used:	29 Days	Total Compliant Hours :	209.2 hrs.
CPAP not Used :	0 Days	Max Compliance for a day :	8.7 hrs.
		Min Compliance for a day :	5.7 hrs.

CPAP Usage :	100%	Average Compliance(Days Used):	7.2 hrs.
Compliant Days (Usage >= 4 hours)	100%	Average Compliance(All Days):	7.2 hrs.

Date	Hours Compliant	Humidity Level
01/01/04	6.5	2.0
02/01/04	8.0	2.0
03/01/04	8.5	2.0
04/01/04	6.0	2.0
05/01/04	6.5	2.0
06/01/04	7.5	2.0
07/01/04	8.0	2.0
08/01/04	7.0	2.0
09/01/04	7.5	2.0
10/01/04	6.5	2.0
11/01/04	7.0	2.0
12/01/04	7.0	2.0
13/01/04	7.0	2.0
14/01/04	7.0	2.0
15/01/04	8.0	2.0
16/01/04	7.5	2.0
17/01/04	8.0	2.0
18/01/04	8.0	2.0
19/01/04	7.5	2.0
20/01/04	6.5	2.0
21/01/04	7.0	2.0
22/01/04	7.0	2.0
23/01/04	7.0	2.0
24/01/04	7.0	2.0
25/01/04	8.0	2.0
26/01/04	7.0	2.0
27/01/04	7.0	2.0
28/01/04	7.0	2.0
29/01/04	7.0	2.0

Printed: 20-Sep-04, Mon
Page 1

Printed report date and time

CPAP Compliance Report (Download)

FOR THE PERIOD OF: 01-Jan-04, Thu To 29-Jan-04, Thu

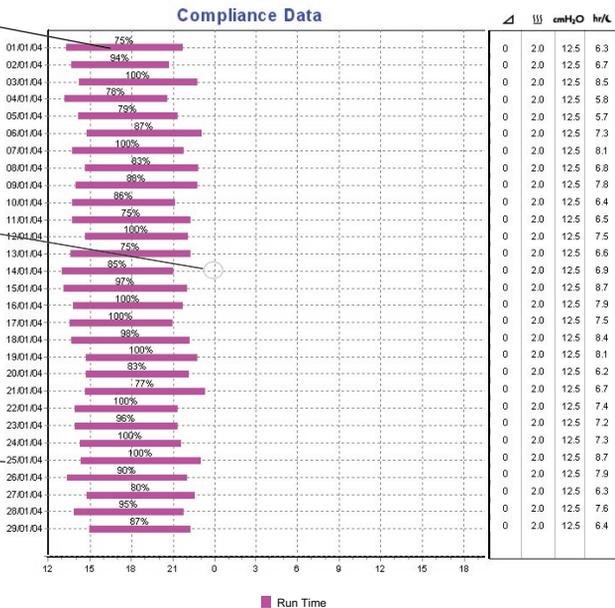
Report Coverage date

Percentage Compliance during use

Unit turned off during this time

Date – Note: data is for the 24 hour period starting midday on this date

Compliance Data



SYMBOL DEFINITION

	No. of Ramps
	Humidity Setting
	Pressure Setting
	Average compliance hours per night

Sample report -

Comments Page

Note: This contains information from the Comments section of the Patient Details.

CPAP Compliance Report (Download)	
Comments	
This SAMPLE FILE is to demonstrate report writing capabilities.	
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Sample report - LCD Report

CPAP Compliance Report (LCD)	
<u>Patient</u>	<u>Homecare Provider</u>
Name: TOM SMITH	Name: OSA Services
Address: 1135 Washington Blvd Springfield CA92064	Address: 55 Evergreen Terrace Springfield CA92064
Phone: 555-6398	Phone: 555-12345678
Fax: 555-6399	Fax: 555-12345679
EMail: patient@fphcare.com	EMail: supplies@osasaervices.com
ID: 1212	
Age: 45	<u>Physician</u>
Sex: male	Name: Dr Johnson
Height: 6'	Address: 268 Washington Blvd Springfield CA92064
Weight: 220lb	Contact: Pamela
BMI: 30	EMail: doctor@fphcare.com
Insurance Carrier: Kaiser	
Phone: 555-3130	
Fax: 555-2118	
Policy Number: OSA3456	
Sleep Lab: Sleepwell	
<hr/>	
<u>HC221</u>	
Serial Number: SAMPLE_FILE	
Prescribed Pressure Setting: 10.0	
Mask Type on CPAP: Acclaim	
Reporting Period: Jan-01-2004 to Sep-20-2004	
<u>Humidity Setting</u>	2.5
<u>Patient Compliance</u> <i>(based on actual nights used only)</i>	
#Avg. Patient Compliance (hrs/night used).....	6
<u>CPAP Usage</u> <i>(including days CPAP not used & CPAP time without a mask)</i>	
Total Hours Used (hours)	1758
Total Calendar Days (days)	264
#Avg. CPAP Usage (hrs/night)	6.7
* Data Verified By Checksum.	
# Please Note: Average Patient Compliance greater than Average CPAP usage may indicate that the CPAP has not been used on a nightly basis.	
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Average Patient Compliance:
(same as Average Hours per Night Used)
This is a daily average of time based on the number of actual nights the machine is used with a mask on.

Total Hours Used
This is the accumulative number of hours the machine has been turned on since the initial set up date.

Average CPAP Usage
This is the average number of hours per night the device has been turned on since the setup date. It is calculated by dividing the Total Hours Used by the Total Calendar Days since the patient started using the current machine.



Support Services

Fisher & Paykel Healthcare Support Services

For further assistance, please send an e-mail to info@fphcare.co.nz or contact your local Fisher & Paykel Healthcare office:

International

Fisher & Paykel Healthcare Ltd

15 Maurice Paykel Place, East Tamaki, Auckland 1701.
P O Box 14 348, Panmure, Auckland 1134, New Zealand.
Tel: +64 9 574 0100 Fax: +64 9 574 0158

Sales info: info@fphcare.co.nz

Investor info: investor@fphcare.co.nz

Site Feedback: web@fphcare.co.nz

United States

Fisher & Paykel Healthcare Inc

22982 Alcalde Drive, Suite 101, Laguna Hills, CA92653, USA.
Tel: 1800 446 3908 or +1 949 470 3900 Fax: +1 949 470 3933
Email: information@fphcare.com

Australia

Fisher & Paykel Healthcare Pty Ltd

36-40 New Street
P O Box 167, Ringwood, Melbourne, Victoria 3134, Australia.
Tel: +61 3 9879 5022 Fax: +61 3 9879 5232
Email: info@fphcare.com.au

China

Fisher & Paykel Healthcare Ltd

Guangzhou Representative Office
Rm.2203, 22/F Yi An Plaza
33 Jianshe Liuma Lu, Guangzhou 510060, China.
Tel: +86 20 8363 4286 Fax: +86 20 8363 3595

France/Benelux

Fisher & Paykel Healthcare SAS

10, Avenue de Québec - Bâtiment F5, Silic 512- Villebon-s/Yvette,
91946 Coutaboeuf Cedex, France.
Tel: +33 (0)1 64 46 52 01 Fax: +33 (0)1 64 46 52 21
Email: info@fphcare.fr

Germany/Austria

Fisher & Paykel Healthcare GmbH & Co KG

Hundsberger Straße 45, 73642 Welzheim,
Postfach 1103, 73636 Welzheim, Germany.
Tel: +49 7182 93777 0 Fax: +49 7182 93777 99
Email: info@fphcare.de
Austria: (Freephone from within Austria only)
Tel: 0800 29 31 23 Fax: 0800 29 31 22

Italy

Tel +39 06 7839 2939 Fax +39 06 7814 7709
Email: info@fphcare.it

India

Fisher & Paykel Healthcare Ltd

94/1, 8th cross, 13th Main
1st Stage, Rajmahal Villas Extension, Bangalore-560080, India
Tel: +91 80 5123 6041, or +91 80 5123 6042, or +91 80 5123 6043 Fax: +91 80 5123 6044
Email: sales.india@fphcare.com

Japan

Fisher & Paykel Healthcare KK

Libera Kayaba-cho Bldg. 5th Floor
3-8-10 Nihonbashi Kayaba-cho, Chuo-ku, Tokyo 103-0025
Tel: +81 (3) 3661 7205 Fax: +81 (3) 3661 7206

Netherlands

Postbus 48, 3352 VA papendrecht, The Netherlands.

Tel: +31 78 644 0924 Fax: +31 78 644 0914
Email info@fphcare.nl

Spain

Velázquez, 86-B Bajo centro, 28006 Madrid, Spain
Tel: +34 902 013 346 Fax +34 902 013 379

United Kingdom/Ireland (EU authorised representative)

Fisher & Paykel Healthcare Ltd

Unit 16, Cordwallis Park, Clivemont Road, Maidenshead
Berkshire SL6 7BU, United Kingdom.
Tel: +44 1628 626 136 Fax: +44 1628 626 146
Email: info@fphcare.co.uk
Republic of Ireland: 1800 409 011
Northern Ireland: 0800 132 189