This business abides by the
Sleep Health Foundation
Code of Practice
for Suppliers of CPAP Sleep Therapies

Suppliers must:

1. Place the patient’s health and well-being at the forefront of their approach by ensuring their needs are adequately assessed and all treatment options are adequately considered.

2. Provide the opportunity for home product trial of equipment prior to sale. Supplier facilities should offer patients privacy and provide a setting (bed/recliner chair) suitable for fitting of/adjustment of/acclimatisation to therapy.

3. Have capacity to provide patient support services at short notice, including a point of contact for after-hours needs and mobile services where possible.

4. Have available a range of masks and CPAP devices for pre-purchase trial and for loan/rental when repairs are required. All trial/loan masks and devices must be maintained in accordance with the manufacturer’s recommendations for multi-patient use.

5. Ensure patients can access a face to face consultation to discuss purchasing equipment, therapy initiation and follow up as needed. Furthermore, if the patient experiences problems with product use or side effects the supplier must offer appropriate advice and resolution, with the option of a face to face consultation.

6. Maintain accurate records of patient interactions and equipment sales that can be easily accessed for the purpose of regulatory matters or medical needs. Suppliers must preserve the confidentiality of patient information restricting access to those directly involved in the patient’s care or processes arising from it.

7. Demonstrate a scheduled and recorded patient follow-up service including the provision of a patient CPAP data download service.

8. Encourage their patients to actively participate in their treatment and the entire decision making process.

9. Avoid or minimize conflicts of interest that may limit patient choices and impact negatively on patient outcomes. Before the provision of equipment, a patient should be independently assessed by an appropriately trained medical practitioner. This practitioner should order and interpret diagnostic sleep test reports and provide treatment prescriptions separate from any financial or other inducement by the equipment supplier. These diagnostic services should be separated from the sale of treatments such that the patient is informed of and can consider options for treatment, including alternatives to CPAP, by providers independent of the diagnostic facility.

10. Maintain an adequate level of knowledge and a commitment to continued learning and professional development. Staff should be encouraged to attend at least one externally provided sleep education session annually (e.g. ASA, ASTA, Sleep Health Foundation, manufacturer training).

11. Provide care in a professional manner with objectivity and integrity. Exercise sound professional judgment, manage conflicts and provide qualified and ongoing service and support.

12. Ensure changes to recommended therapy are made in consultation with the referring medical practitioner responsible for the patient.

13. Work collaboratively and professionally with other health care professionals to optimise the health outcomes of the patient. Always act in a professional manner and never in a way which may bring disrepute to the Sleep Health Foundation.