



Dear Oxygen Oasis Hyperbaric Oxygen Therapy Patient:

In order for the staff to minimize wait times for you and our patients, we need your assistance.....

- Please arrive at least 20 minutes before your hyperbaric oxygen therapy “HBOT” appointment to allow time for the staff to get your vital signs and for you to get changed and ready for treatment.
- When coming to your HBOT appointment, please make sure to stop by the front desk to sign in and let the receptionist know that you have arrived. Please relax comfortably in the waiting area until the receptionist or HBOT Tech lets you know when it’s time to go in to the hyperbaric chamber room.
- We see our patients in order of their scheduled appointments. Should you arrive early, you will be asked to wait in the reception area until the HBOT department is ready. If there is a change in the schedule, we will be happy to accommodate you earlier if time allows.
- If you should arrive for your treatment more than 10 minutes after your scheduled dive time, you will be deferred to the next dive day unless there has been a change in our schedule that allows you to be seen that day. If you know that you are going to be late, please call in advance to see if we will be able to see you. We don’t want you to drive here and then have to send you home. Please remember that our Physicians are here only for the scheduled dive times. They also have office hours and/or surgeries before and after their scheduled times of dive coverage. If you arrive late, your Physician may already be gone or not be able to stay long enough for you to receive your dive.
- Please make the front desk receptionist aware if you know in advance of any days you will be unable to dive. If you are unable to keep your scheduled dive time, please call the front desk any time, day or night and leave a detailed message explaining why and how we can reach you. We will return your call promptly during regular business hours.
- It is important to us that we work as a team: the patient, the HBOT Techs, and the Physicians to help get you healed. You can assist us in meeting this goal by keeping your HBOT dive appointments, arriving **ON TIME** and following the plan of care that is ordered by your Oxygen Oasis health care provider. If you are an insurance patient and miss more than three (3) dives without calling to cancel, we may need to refer you to another HBOT center for treatment.
- To protect the privacy of all our patients, we ask that patients and their family members remain in the waiting area until asked to come back to the HBOT chamber room. Please note that all food and beverages are prohibited in the chamber room.
- All patients **MUST** be able to get dressed within 15 minutes of their pre/post treatment. Please see one of our HBOT technicians if you are unable to do so and they will try to accommodate you with scrubs to take home. If patient is not self-sufficient (cannot dress themselves or get on/off stretcher), they must accompanied by a care taker that can assist with these responsibilities.

By following the above process, we have been successful in providing our patients timely care. We ask for your assistance in maintaining that success. If you have any questions or concerns, please contact us so that may assist you and provide you the best possible experience.

Sincerely,
The Oxygen Oasis Hyperbaric Team

Patient Signature

Date/Time

Patient's Representative