

[Thank you for visiting our FAQ page!](#)

We are a team of clinicians, including Health Coaches, Respiratory Therapists, and Pharmacists, here to support you. We created this page to help guide you and reduce any stress. If you do not find the answer to your question here, we are always just a phone call away at (866) 239-3784.

Patient Privacy and Safety

We understand that you play a very important role in your loved one's life. Please remember that we will request a one-time verbal approval from our patient to ensure that you, the caregiver, can speak on their behalf.

Medication Information

Is it okay if they do not follow the directions on their breathing medications?

We get this question often. Taking their breathing medications as directed by their doctor or provider will help them breathe easier.

They say, "I am feeling good, I don't need to take my maintenance breathing medications."

Yes, they may be feeling good today, and that is great. We want to keep them feeling good and breathing easier. It is important to take their prescription as ordered by their provider, even if they are feeling good.

I do not understand all these breathing medications.

Call a member of our clinical team at (866) 239-3784, and we can go over everything to ensure that you feel comfortable and confident in your loved one's respiratory care routine.

Can I approve their refill as a caregiver?

Yes, please verify their birthday and name over the phone, just like you would when getting lab work.

They don't stay awake for the 12 hours to take both doses (if applicable).

That's okay. Our clinical care team will work with you on therapy timing that works best for your loved one's schedule.

What to look out for?

They are coughing more than usual.

- Are they coughing anything up?
- What color is their sputum/phlegm/mucus?
- Do they have any other symptoms?
- When does the cough happen?

If you notice any changes, please call one of our clinicians so we can help guide you and reduce emergency room visits.

Are there non-medication ways that can help my loved one breathe easier when experiencing shortness of breath?

Yes! Pursed lip breathing can help reduce shortness of breath. Most patients report not having to reach for their rescue inhaler after using pursed lip breathing.

Please visit the [instructional videos page](#) on our website for a step-by-step tutorial.

I would love to have one on one calls with a health care professional.

Lucky for you, we are pros at this! In our Inspire Virtual Pulmonary Rehabilitation Program, we welcome you, the caregiver, to join your patient. Many of our patients have stayed out of the hospital because they had that one-on-one care with our clinical team.

Please [click this link](#) to watch our Inspire videos.



Equipment

Please [click this link](#) to watch our instructional videos.

SmartNeb portable nebulizer is not producing mist:

- Make sure it has been charged for at least 4 hours.
- SmartNeb should be unplugged during use.
- Ensure there is liquid in the SmartNeb.
- Tilt slightly towards you and it should be ready to mist.
- Mouthpiece breathing treatment: Inhale via mouth and exhale as you please.
- Mask breathing treatment: Inhale via nose or mouth and exhale through pursed lips.
- If treatment is taking longer than usual (>20 minutes), the atomizing cup may need to be replaced. It should be replaced every 3 months. You can call us, and we will send you a replacement.



Please put the SmartNeb in the cleaning cycle after each use. (See next page for Easy Cleaning Instructions.)

I don't have internet or a smartphone to use the SmartNeb.

That's okay. We designed the SmartNeb to be used with or without additional technology.

The patient is not capable of holding a device.

Please call one of our Patient Care Coordinators to go over alternative options.

When they take their breathing treatment, they have a challenging time breathing.

Please coach your loved one to breathe normally. There is no need to hold their breath or take deep breaths. The nebulized breathing medication will go into the lungs with minimal effort.

Materials Needed

- Distilled or purified water (avoid tap water to prevent clogging)
- Alcohol wipes
- Clean paper towel
- Teaspoon

1. Empty Medication

- Pour out any remaining medication.

2. Add Water & Shake

- Add 1 teaspoon of distilled or purified water to the atomizing cup.
- Shake for 5 seconds with the lid closed.



3. Wipe Clean

- Pour out the water.
- Wipe the inside of the atomizing cup with an alcohol wipe.
- Add 1 teaspoon of clean water, close the lid.

4. Activate Cleaning Cycle

- Press and hold the power button until it flashes green and blue.
- Allow it to sit for 2 minutes during the cleaning cycle.

5. Finish

- Pour out the water and let the atomizing cup dry upside down on a clean paper towel.

6. Maintenance

- After each use, repeat the cleaning process.

You are always welcome to refer patients back to Conversio Health and connect with a team member 7 days a week at (866) 239-3784.

Do you have any questions for our care team?



Call Conversio Health at:
(866) 239-3784
Hours of Operations:
6:00 am to 5:00 pm Pacific Time
9:00 am to 8:00 pm Eastern Time

**Scan the QR code to download
the Conversio Health app.**

