



This welcome letter will give you an idea of what to expect if you switch your CPAP supply orders to us. **ParkCrest Medical Supply would be honored to be your new provider of CPAP and supplies.** We sincerely hope that you will allow us to show you the consistent premium service and care we provide to our patients who soon become more like family.

As another testament to our desire to provide our patient family with five star treatment, is the affiliation we have with our two neurologists who are also board certified in sleep medicine, Dr. Doug Hudson and Dr. Greg Tempest. These two doctors are considered locally and nationally as “thought leaders” in sleep medicine. They are actively involved in clinical research and are unrivaled in their quest for cutting edge treatment of sleep disorders.

What to expect if you are a new patient set up? Phone calls to check on you from our respiratory therapist after your 2nd, 7th and 30th day after your new CPAP set up.

What to expect for supply re-orders? Every 3 months our respiratory therapist will call or email you to see how you are doing. Is the machine working properly, do you still like your current mask or would you like to try another one. We will then mail out all your supplies or you can come pick them up.

Why do we need to get new CPAP supplies every 3 months? The supplies are not made to use longer than 3 months. The switching of supplies regularly helps prevent (1) bacteria buildup in mask and tubing (2) skin sores due to over tightening headgear because of stretched out band and (3) dirty filters that can “damage CPAP”.

CPAP patients qualify for a new machine every 3 years on most private insurance plans. Consider CPAP as a similar electronic product to computers – many times technology advances greatly over a period of 3 years.

We also have a sleep support group. This is where our patients can get together to discuss issues such as mask leaks, machine use, insurance regulations, or just to share experiences. We would enjoy having you a part of our “sleep family”.

Locations in both Austin and San Marcos and proud to be locally owned and operated. Please feel free to contact Steve Berglund, Director of Patient Care at 512-944-5249.