

Extrakare understand the challenges of traveling with oxygen. This guide has been developed based upon the experiences of Extrakare oxygen patients to help you prepare for your travels with oxygen. There are three sections to the guide: car, airplane and cruise ship. Each mode of transportation has its own unique requirements and many trips encompass two or more modes of transportation. We recommend that you review the applicable sections and then call Extrakare Customer Service at (770) 449-6898.

If there is a cost for a provider at your destination to provide and oxygen concentrator or portable oxygen, Extrakare will absorb the cost, up to \$150 per month, or the monthly amount of reimbursement we receive from your insurance company, whichever is less, provided you allow Extrakare to make arrangements with the local provider in advance. Under no circumstances will Extrakare reimburse you for oxygen expenses incurred that were not arranged by Extrakare. Extrakare does not reimburse fees charged by airlines for oxygen on board aircraft.

Traveling by car

There are a number of considerations that a portable oxygen user should consider when traveling by car.

- Trips often take much longer than expected due to inclement weather, traffic delays and mechanical problems with their vehicle.
- Arrangements must be made in advance for portable oxygen and an oxygen concentrator at your destination.
- Extra supply items like tubing and cannulas should be packed in case they are damaged or lost during your trip.
- Be prepared to pay for supplies and equipment with cash when you are traveling and always get a receipt detailing the products you purchase. You may be able to file an insurance claim for reimbursement when you return home.

There are numerous options available for portable oxygen and an oxygen concentrator at your destination. Extrakare's Customer Service will discuss your itinerary and options to determine the best fit for your needs. A decision will be made based upon the length of your car trip, the amount of time you will be out of town and the amount of space available in your vehicle. The following are a number of the options to consider.

1. Transport your oxygen concentrator and Homefill compressor in your vehicle.
2. Extrakare may ship an oxygen concentrator and Homefill compressor to your destination in advance of your trip.
3. Extrakare may supply you with E cylinders and an oxygen conserver for use in your vehicle to extend the duration of portable oxygen supply.
4. Extrakare may coordinate delivery of an oxygen concentrator and/or portable oxygen at your destination from one of their affiliates.
5. A portable oxygen concentrator like the Lifestyle may be provided for use during the trip. The Lifestyle portable oxygen concentrator weighs less than 10 pounds and can operate from a cigarette lighter or an outlet.

If you are traveling to a locale with a different altitude than your home, consult with your physician to determine if you should employ a different flow rate at your destination.

Contact Extrakare Customer Service at (770) 449-6898 and they will help coordinate oxygen at your destination.

Traveling by airplane

Traveling with portable oxygen on an airplane is challenging under the best circumstances. Extrakare is committed to supporting its patients and providing guidance to make the experience as pleasant and worry-free as possible. Preparation is the key to enjoying a pleasant and safe trip so there are a number of things a portable oxygen user must consider when planning a trip that includes airplane travel.

- FAA regulations prohibit passengers from bringing their own portable oxygen on board aircraft.
- Commercial aircraft typically maintain a lower level of oxygen than is found at ground level, which means choosing to board an airplane without oxygen is not a good alternative.
- Many commercial airlines will provide oxygen to passengers for a fee, if arrangements are made in advance.
- Some airlines allow you to check empty portable oxygen cylinders as luggage. Airlines will generally not allow passengers to discharge large quantities of oxygen from a cylinder at check-in.
- Airlines normally only provide oxygen for use while on the aircraft; arrangements must be made in advance for oxygen to be used on the ground prior to boarding the aircraft and when you exit the aircraft.
- Most airlines require you to present a certificate of medical necessity upon check-in or they will not provide oxygen.
- Extra supply items like tubing and cannulas should be packed in case they are damaged or lost during your trip.
- Arrangements must be made in advance at your destination for portable oxygen.

The cabin of a commercial aircraft is pressurized to a relative altitude of 6,000 – 8,000 feet above sea level. For a perspective, Colorado Springs, CO is at an altitude of approximately 6,200 feet and Vail, CO is at an altitude of 8,150 feet. Fees vary by airline, but most charge around \$100 per flight segment. Contact the airline to find out what form they require for your flight(s). Some airlines make information about traveling with oxygen available on their web sites but you are likely to get more thorough answers from a reservation agent on the telephone.

The FAA is considering a regulation that would allow portable oxygen concentrators to be used on board commercial aircraft. If that regulation is enacted, portable oxygen users will have another excellent and more affordable option to using oxygen provided by the airlines. Until that regulation is approved by the FAA, make sure you plan your travel as early as possible so you do not encounter any unexpected roadblocks.

When you contact your airline, there are a number of very important questions to ask. Airlines change their regulations regarding traveling with portable oxygen frequently so it is prudent ask these questions even if you have traveled with oxygen previously on the airline. We recommend writing down the name of the person you talk to and the answers to each of these questions. Do not ask your travel agent these questions – contact the airline directly.

1. Do you allow passengers to travel with portable oxygen?
2. What is your fee for supplying oxygen during a flight?
3. Do you provide cannulas or do I need to provide my own?
4. What flow rates are available on your equipment?
5. Does your equipment supply continuous or conserved oxygen?
6. How do I transport my own cylinders and/or oxygen concentrator?
7. Is there a fee for transporting my own cylinders and/or oxygen concentrator?
8. Do I need to purchase and extra seat for airline-provided cylinders?
9. What is your procedure for verifying that cylinders I am checking as luggage are empty?
10. What documentation must I provide upon check-in for the airline to supply me with portable oxygen?
11. What is your oxygen cancellation policy?

Oxygen may not be available for code-share flights booked on some airlines. Some airlines, such as AirTran, do not provide oxygen on any flights. On occasion, airlines may not be able to provide oxygen even if you request it within their stated notice period. Always check on availability of oxygen before you book a non-refundable ticket.

The following table summarizes domestic oxygen information from major carriers that provide service from Hartsfield-Jackson Atlanta International Airport. Regulations for international flights vary from domestic flights so always contact the airline and discuss your needs in advance.

Airline	Notice required	Cost per segment ¹	Contact	Notes
Delta	48 hours	\$ 100.00	(800) 323-2323	No oxygen on Delta Connection or Song. No oxygen on United Express.
United	48 hours	\$ 100.00	(800) 864-8331	
Continental	48 hours	\$ 100.00	(800) 228-2744	No oxygen on Pinnacle or propeller aircraft.
American	48 hours	\$ 100.00	(800) 433-7300	
Northwest	48 hours	\$ 100.00	(800) 225-2525	

¹ A segment is defined as each flight. For example, a flight from Atlanta to Portland with a plane change in Salt Lake City is two segments. So Delta would charge \$200 for the flight from Atlanta to Portland.

If you are traveling to a locale with a different altitude than your home, consult with your physician to determine if you employ a different flow rate at your destination.

Contact Extrakare Customer Service at (770) 449-6898 and they will help with ground arrangements in Atlanta and at your destination. Extrakare has a network of affiliates throughout the Continental United States that can help make your trip worry-free during layovers and at your destination.

Traveling by cruise ship

Traveling by cruise ship with oxygen is simple if you make the proper preparations. Cruise lines are happy to help you with your oxygen needs, if you contact them in advance of your arrival on board the ship. The following items should be considered when planning your trip.

- Arrangements must be made in advance for portable oxygen and an oxygen concentrator at your departure port.
- Extra time should be allowed between your arrival time in your departure port and the ship's departure time if a local provider is delivering oxygen equipment.
- Allow extra time to return oxygen equipment to the local provider before you must leave the port city upon disembarkation.
- Extra supply items like tubing and cannulas should be packed in case they are damaged or lost during your trip.
- Be prepared to pay for supplies and equipment with cash when you are traveling and always get a receipt detailing the products you purchase. You may be able to file an insurance claim for reimbursement when you return home.

Cruise lines generally do not keep any medical oxygen on board their ships. As a result, you should be careful to determine how many portable oxygen cylinders you will require on your cruise. We recommend adding a safety margin of portable oxygen so you do not find yourself confined to your cabin with your oxygen concentrator.

Contact your cruise line directly at least four week prior to departure and ask them the following questions. We recommend getting the name of the person you talk to and writing the answers to each of these questions. Talk directly to the cruise line and not to your travel agent to get the most accurate answers to these questions.

1. What documents do I need to bring on board to travel with oxygen?
2. Can oxygen equipment be brought on board as checked luggage or must it be brought aboard as carry-on luggage?
3. Is there an available three-prong, 110 volt outlets available in my cabin?
4. Can my cabin location be moved to the center of the ship to minimize the distance I must walk to get to different areas of the ship?
5. Do you charge a fee for me to bring oxygen on board the ship?
6. What back-up options can you offer should I run out of portable oxygen and if my concentrator fails?
7. Can my cabin be upgraded to a larger room at no cost to accommodate the oxygen equipment I must bring on board?
8. Are there any areas on board the ship it is unsafe to use oxygen?

If you are flying to your port of departure, Extrakare can help make arrangements with a provider in your port city to deliver a concentrator and portable oxygen. If you are driving to your port of departure, Extrakare will provide an adequate supply of portable cylinders and packaging to allow you to transport your concentrator safely to the ship. Contact Extrakare Customer Service at (770) 449-6898 and they will help coordinate all your travel needs.