

What is CAIREview powered by SynsorMed?

CAIREview is an innovative telehealth solution that allows communication between your oxygen concentrator and your oxygen provider.

What data is being sent?

The concentrator is sending data related to the machine functions. No personal or patient related information is being captured or transmitted. HIPAA Guidelines and federal regulations are followed, as well as, software security safeguards in place to protect the transfer of any personal information.

When is data being sent?

Data is sent when app is opened, once an hour, or when an alarm condition exists.

Is the app used to control my oxygen concentrator?

No. Use of the app does not alter the delivery of oxygen. There is nothing you could possibly do with the app to affect oxygen delivery.

Is use of the app required for the oxygen concentrator to function?

No. The app does not have to be in use for the concentrator to function.

Who receives the oxygen concentrator data?

The data is being sent to the company that delivers and maintains your concentrator. This allows faster support in the event that you have issues with your unit.

What do I do if I receive a notification on my phone or tablet from CAIREview?

Make sure your concentrator is powered on. Tap the notification you received. The CAIREview app will open. Proceed to log in and the app will connect to your concentrator at that point.

What happens if the app or oxygen concentrator stops working?

The company that delivered and maintains your concentrator receives periodic automatic notifications if certain levels of inactivity are detected. You may be contacted if there are any issues. You may contact the company directly.

Who do I call for help with the CAIREview powered by SynsorMed app?

Call your oxygen concentrator provider or use the information below to contact CAIRE.

CAIREview™ Support | 1-800-482-2473

[techservice.usa@chartindustries.com](mailto:techservice.usa@chartindustries.com)  
8:30 AM - 5:00 PM EST Monday - Friday

[customerservice.usa@chartindustries.com](mailto:customerservice.usa@chartindustries.com)  
7:00 AM - 7:00 PM EST Monday - Thursday  
7:00 AM - 5:00 PM EST Fridays