



5835 Lehman Dr., STE 102
Colorado Springs, CO 80918
Phone: 719-265-1987
Fax: 719-265-1920

Dear patient,

Welcome

The staff of Continuous Positive Airway Service, INC. (CPAS) is pleased to welcome you to our health care service. We at CPAS understand the importance of providing home health care services that enhance independence and daily activities. Our commitment to you is to provide care, treatments, and services in the most respectful and least intrusive manner possible.

Warranty information

CPAS honors all warranties required by applicable state law. You will not be charged for repair or replacement of Medicare covered items or services covered under warranty. CPAS honors manufacturer warranties on all equipment and supplies.

Excellence in comprehensive sleep therapy

CPAS is responsive to customers and any questions, comments, or concerns you may have. We want to hear from you! In an effort to improve the quality of care, we frequently document customer communications. Formalizing your questions, comments, and concerns allows us to improve our organization and the care we provide.

Throughout the provision of your care, you will periodically be asked questions regarding your care and satisfaction. This is part of our on-going Customer Satisfaction Survey that allows us to improve our services. Please take the time to answer the questions while we communicate with you throughout your care with us.

If you have additional questions or need other assistance, please call CPAS at (719) 265-1987 and one of our friendly staff members will be glad to assist you. Our hours of service are M-F 8:30am – 5pm, and our afterhours emergency pager number is (719) 440-8939. If you are having a life threatening emergency, call 911. You may also learn more about CPAS by visiting our website at www.cpasdme.com.

We wish you a warm welcome to CPAS and look forward to providing your health care needs. Please visit our website www.cpasdme.com for additional information.

Sincerely,

Lowell Andersen
Administrative Director

CONTINUOUS POSITIVE AIRWAY SERVICES, INC