

# Applicant Information Sheet

## Application for Home Oxygen (Adult)

## Eligibility

Administrative eligibility is dependent upon the applicant being a permanent Queensland resident. The applicant must hold one of the following eligibility cards – in the name of the applicant:

- Centrelink Pensioner Concession Card
- Centrelink Health Care Card
- Centrelink Confirmation of Concession Card Entitlement Form (conditions apply)
- Department of Veteran's Affairs (DVA) Pensioner Concession Card (conditions apply)
- Queensland Government Seniors Card

To confirm eligibility: Please provide a signed consent to access Centrelink information ([MASS 84 Proxy Access to Centrelink Information](#)) OR a copy of both sides of the eligibility card.

Clinical eligibility will be determined by the Medical Aids Subsidy Scheme (MASS) Clinical Advisor based on the information provided by the prescribing therapist as required in the MASS General Guidelines.

The guidelines are available on the MASS website at [health.qld.gov.au/mass](http://health.qld.gov.au/mass)

- MASS General Guidelines: [health.qld.gov.au/\\_data/assets/pdf\\_file/0027/430992/mass-general-guidelines.pdf](http://health.qld.gov.au/_data/assets/pdf_file/0027/430992/mass-general-guidelines.pdf)
- Application Guidelines for Oxygen: [health.qld.gov.au/\\_data/assets/pdf\\_file/0028/428455/guidelines-oxygen.pdf](http://health.qld.gov.au/_data/assets/pdf_file/0028/428455/guidelines-oxygen.pdf)

## How to Apply

MASS operates through a prescriber model in that MASS designated prescribers, in consultation with the applicant, submit an application (on behalf of the applicant) to MASS for consideration for funding assistance. The MASS designated prescriber completes the application form in accordance with the General and Oxygen sections of the [MASS General Guidelines](#).

MASS designated oxygen prescribers are:

- Cardiologists
- General practitioners (conditions apply)
- Neurologists
- Oncologists
- Palliative care physicians
- Respiratory nurse practitioners
- Specialist general physicians
- Thoracic Physicians

Refer to Oxygen – Designated Prescriber Chart in the [MASS General Guidelines](#) for further details e.g. endorsement requirements for medical practitioners in rural and remote areas.

MASS-eApply is the preferred method for prescribers to submit applications. More information can be found on [health.qld.gov.au/mass/mass-online-applications](http://health.qld.gov.au/mass/mass-online-applications).

Forms can be found on the MASS website at [health.qld.gov.au/mass](http://health.qld.gov.au/mass)

- General MASS forms: [health.qld.gov.au/mass/subsidy-schemes/mass](http://health.qld.gov.au/mass/subsidy-schemes/mass)
- Oxygen Forms: [health.qld.gov.au/mass/prescribe/oxygen](http://health.qld.gov.au/mass/prescribe/oxygen)

## Consent to Email Communication

MASS offers applicants the opportunity to communicate by email. This page provides information about the risks of email, conditions for use of email communication and how email communication is used. You can provide consent, or revoke consent to email communication by contacting the Oxygen Services team or completing the “Consent to Email Communication” page on your application forms.

### Risks of communicating via Email

Communication by email has a number of risks which include, but are not limited to, the following:

1. MASS cannot guarantee that any particular email will be read or responded to.
2. An email can be circulated, forwarded and stored in paper and electronic files.
3. Backup copies of emails may exist even after the sender or the recipient has deleted their copy.
4. Email senders can easily misaddress an email or email can be received by unintended recipients.
5. Email communication can be intercepted, altered, forwarded or used without authorisation or detection.
6. Employers and online services have a right to archive and inspect communication transmitted through their systems.

### Conditions for the use of electronic communication

1. MASS will use reasonable means to protect the security and confidentiality of information sent and received. However, because of the risks outlined above, MASS cannot guarantee the security and confidentiality of email communication, and MASS will not be liable for the inadvertent disclosure of confidential information.
2. Email is not appropriate for urgent or emergency situations, nor is it a substitute for care that may be provided during a face-to-face visit or a telephone/telehealth consultation.
3. It is my responsibility to inform MASS of email address changes
4. When emailing MASS, I will:
  - 4.1. Put the applicant name, date of birth and MASS reference number (URN) in the body of the email, not the subject line.
  - 4.2. Include the general topic of the email in the subject line. For example, “application status” or “delivery”

- 4.3. Contact MASS via the alternative communication methods (phone, letter etc) if a reply is not received within a reasonable period of time.
5. I will not use email for communication regarding sensitive medication information.
6. I am responsible for informing MASS of any types of information that I do not want to be sent by email.
7. I am responsible for protecting my password or other means of access to email. MASS is not liable for breaches of confidentiality caused by myself or any third party.

### **Collection Notice**

1. Queensland Health (QH) is required to manage my personal information in accordance with the Information Privacy Act 2009 and the Hospital and Health Boards Act 2011.
2. Email communication between myself and the health care professional will be printed and filed in my client record. As emails are a part of the client record, other individuals authorised to access the client record will have access to those emails.
3. Email messages from myself may also be delegated to another health care professional or staff member for response. Administration staff may also receive and read or respond to my emails.
4. Some of my personal information on my medical record may be given to caregivers, guardians and other government departments who provide associated services that require my information for the purpose of providing a health care service

## **Applicant Acknowledgements**

### **I confirm that:**

1. I have been provided with information by my prescribing medical specialist regarding the safety aspects associated with the use of domiciliary oxygen.
2. I am aware oxygen can be a dangerous fire hazard if used in the vicinity of naked flames.
3. I am a non-smoker and I will not allow others to smoke near my oxygen equipment.
4. I will use the oxygen as explained to me by my prescribing medical specialist.

### **I acknowledge that:**

1. The equipment subsidised by MASS always remains the property of the oxygen supplier.
2. Repairs must only be carried out by the oxygen supplier.
3. I am responsible for loss of and/or damage of the oxygen equipment.
4. The oxygen and oxygen equipment will only be used for the purpose for which it was prescribed.
5. MASS takes no responsibility for any injuries sustained through the use of the oxygen and oxygen equipment subsidised by MASS.
6. MASS will no longer be financially responsible for the oxygen equipment when any of the following occur:
  - I am advised by my prescribing medical practitioner that I am no longer clinically eligible to be provided with oxygen through MASS.
  - I am no longer eligible for a Pensioner Concession Card or Health Care Card.
  - I no longer reside in the state of Queensland.
  - I have moved in to a Commonwealth funded aged care facility.

- I do not return the MASS renewal application form by the due date.

**I agree to:**

1. Immediately contact the oxygen supplier if there is any problem with the oxygen equipment.
2. Immediately contact MASS to organise return of the oxygen equipment when it is no longer required. I understand that this must then be followed by confirmation from my doctor in writing.
3. Inform MASS within 14 days of any change in my residential address or eligibility for MASS subsidy e.g. if I am no longer eligible for a Health Care Card.
4. Keep in good order the oxygen equipment subsidised by MASS.
5. Promptly answer any enquiries made by MASS in relation to my need for continued use of oxygen and related oxygen equipment.
6. Check with my oxygen supplier for instructions and advice if I decide to power my concentrator with a generator. I understand that generators require a minimum set of specifications for powering concentrators and this may vary between machines (concentrator users only).

## Privacy Statement

The Queensland Health, Medical Aids Subsidy Scheme (MASS) collects administrative, demographic and clinical data as part of the MASS application processes, in accordance with the Information Privacy Act 2009 and Hospital and Health Boards Act 2011, in order to assess your eligibility for funding assistance for the supply of aids and equipment.

The information will only be accessed by Queensland Health officers. Some of this information may be given to the applicant's carer or guardian; other government departments who provide associated services; the prescribing health professional for further clinical management purposes; and to those parties (e.g. commercial suppliers, community care and repairers) requiring the information for the purpose of providing aids, equipment and services.

Your information will not be given to any other person or organisation, except where required by law.

## Resources

'Handbook for Home Oxygen Therapy' ([health.qld.gov.au/ data/assets/pdf file/0027/428472/oxygen-handbook.pdf](https://health.qld.gov.au/data/assets/pdf_file/0027/428472/oxygen-handbook.pdf)) for all applicants

- Power Failure Emergency Plan
- Department of Communities
- Child Safety and Disability Services
- Electricity Life Support Concession
- Smoking Alert



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**For more information contact:**

Medical Aids Subsidy Scheme

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[health.qld.gov.au/mass](https://health.qld.gov.au/mass)