

6 patient education strategies for CPAP resupply success

Actionable strategies for DME providers

Obstructive sleep apnea (OSA) is a common but treatable condition, and ongoing continuous positive airway pressure (CPAP) therapy is vital for lasting health outcomes. Comprehensive patient education is the foundation of a high-performing resupply program for CPAP therapy. Use these proven strategies to help your patients stay engaged, compliant, and confident.

1 Set clear expectations from Day 1

- Explain the purpose and value of regular CPAP supply replacement and its role in effective therapy and good health.
- Clarify insurance guidelines, potential out-of-pocket costs, and how the resupply program supports ongoing care.
- Ensure transparency by letting patients know a third-party representative may reach out periodically, always in compliance with privacy regulations.

2 Secure patient consent and respect preferences

- Discuss outreach methods and obtain formal opt-in consent (in adherence with the Telephone Consumer Protection Act).
- Offer multiple communication options — live calls, IVR, email, or text — so patients can choose what works best for them. S3 Resupply, powered by WellSky, supports all of these communication options.

3 Enhance patient understanding with demonstrations

- Leverage demo materials from your resupply partner, such as sample call recordings or template messages.
- Share these resources (written or digital) during patient discussions to reinforce program details and boost engagement.

Check out the [sample text messages](#) from S3 Resupply that DME providers can share with their patients!

4 Provide a comprehensive set-up packet

- Ensure the packet includes a CPAP resupply brochure, contact information, and clear instructions for how to respond to outreach.
- Include guidance on how to order supplies through mobile or web applications (if available) to help streamline the process.

5 Offer ongoing support and timely reminders

- Recognize that adhering to CPAP therapy can be challenging. Support your patients with regular follow-up calls or messages, especially in the first 90 days.
- Reinforce key program information at each touchpoint and celebrate compliance milestones to motivate continued engagement.
- Encourage the use of available technology platforms like S3 Resupply for convenient supply ordering and program participation.

6 Maintain strong partnerships for better outcomes

- A well-educated patient is more likely to remain compliant and satisfied with their therapy. By collaborating with reliable resupply partners and maintaining clear communication, you can drive better health and business results.



S3 Resupply, powered by WellSky, simplifies CPAP resupply with decades of DME expertise and innovative tools designed to optimize outreach, streamline workflows, and enhance patient satisfaction.

Discover how S3 Resupply and WellSky can elevate your resupply program.

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