

Home oxygen service - new contract update

The new contract commenced on the 1 October 2023, the contract is now a 7 day a week service more in line with the needs of our patients and Health Professional.

Air Liquide has been the only oxygen supplier in Cornwall for the past 10 years and has just been successfully awarded the contract in the Southwest for the provision of services commencing 2023/2030.

The Oxygen Supplier has not changed as the incumbent Air Liquide Home Care (ALHC) Limited was successful in their bid.

Use the existing HOOFs to order oxygen:

- Part A HOOF for non-specialist clinicians prior to a formal oxygen assessment
- Part B HOOF for Home Oxygen Assessment and Review Services (HOS-AR), Paediatric and other Specialist Teams. This is a restricted document

To access the Part A and Part B HOOF go to www.airliquidehomehealth.co.uk/hcp/portal

Ordering replacement ambulatory oxygen (cylinders and liquid oxygen) – patient request.

Patients can no longer order replacement ambulatory oxygen as an urgent 4-hour order delivery.

Ordering of ambulatory home oxygen – healthcare professionals

Only respiratory nurses or specialist teams who have access to the Part B HOOF will be able to order ambulatory oxygen.

Over the weekend and any other time, ambulatory oxygen can only be requested from a healthcare professional who has access to a Part B HOOF.

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