

Information & Resources



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Welcome to

Freespira!

About Freespira

OUR MISSION

Expanding access to care through unique at-home treatments that empower individuals to take control of their own mental health.

THE COMPANY

Freestira is an at-home behavioral health treatment with FDA indications for PTSD and panic disorder symptoms. Freestira's clinically-validated solution combines a medical device with high-touch support to deliver rapid and lasting symptom relief in just 28 days.

**FREESTIRA IS SHIFTING THE PARADIGM FOR BEHAVIORAL
HEALTHCARE SOLUTIONS.**

The Benefits of Freespira



TAKES JUST MINUTES TWICE
DAILY TO USE



MEDICATION-FREE



REQUIRES ONLY 28 DAYS
TO COMPLETE



EASY TO LEARN, INCLUDES
TRAINING SUPPORT



USE AT HOME,
OR ANYWHERE

Getting Started with Freespira

When you meet with your Freespira Care Specialist, they will help you set up the device and get started with your first treatment. Here are some simple steps to help you become familiar with the system.

1

WHAT YOU WILL FIND IN THE BOX

- 1 Freespira device
- 1 charger for the Freespira device
- 2 sampling cannulas
- Two user guides

A



B



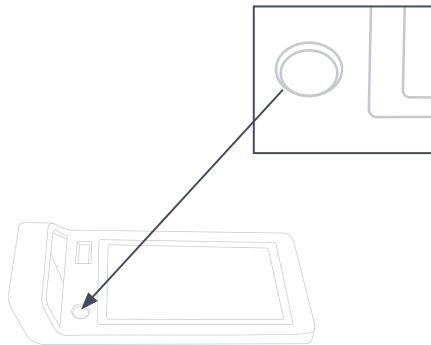
C



2

TURNING ON YOUR FREESPIRA DEVICE

Push the power button located on the front of your device.



3

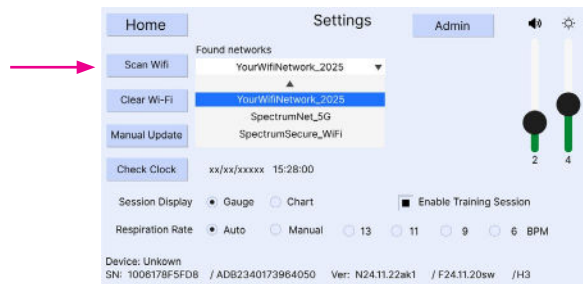
FROM THE DEVICE HOME SCREEN, TAP THE “SETTINGS” BUTTON.



Note: Freespira advises using private Wi-Fi network to protect against cyber security threats.

4

TAP THE “SCAN WIFI” BUTTON AND AWAIT TO DETECT WIFI OPTIONS.



- 5 SELECT YOUR WI-FI NETWORK AND A NEW SCREEN WILL APPEAR FOR YOU TO ENTER YOUR PASSWORD.



- 6 ENTER YOUR PASSWORD AND TAP “OK.”



Adjusting to Freespira Breathing

Freespira is a safe and effective treatment for panic attacks, panic disorder, and post-traumatic stress disorder (PTSD symptoms). However, some users report feeling as though they are not getting enough air during their first few sessions. This typically subsides quickly.

WHY DOES THIS HAPPEN?

Freestira teaches you to inhale less air, which may be the opposite of how you've been taught to breathe when you are anxious. As a result, when first learning the Freestira breathing technique, you might feel like you want more air.

Remember:

- Freestira trains you to inhale less air in order to raise your exhaled CO₂ levels, a key part of normalizing your breathing pattern.
- Initially, you may feel a bit short of breath, or even a bit lightheaded, as your body adjusts to this style of breathing.
- Imagine your life free from your symptoms, stay positive, and stick with the program! Sessions will get easier as you practice.

WHAT TO DO?

Keep going! If you feel like you are not getting enough air during the first few sessions, it means you're learning a new way of breathing and making progress. Most Freespira users find this sensation subsides after a few sessions and ceases once the session ends.

If you are having difficulty, **try focusing on breathing with the tones**. Once you have mastered that, practice inhaling less air to move your exhaled CO₂ level into the target range. This may take a few sessions.

Breathe with your mouth closed, using your diaphragm (using your abdomen rather than your upper chest).

Completing sessions twice daily is more important than achieving perfect charts. If at any time you feel too uncomfortable during a session, you can stop and try again next time. Be patient and keep trying with each session.

If the paced breathing rate is too fast, talk to your Freespira Care Specialist who may recommend reducing the target breathing rate.

Speak with your clinician, or Freespira Care Specialist if you have any questions, or contact Freespira Care Operations at 800.735.8995 or care.advisor@freespira.com.

How to Return the Freespira System

PLEASE **SAVE THE SHIPPING BOX** FOR RETURNING THE SYSTEM WHEN YOUR RENTAL IS COMPLETE.

When you have finished your course of treatment using the Freespira system, it must be returned to Freespira. Please follow these instructions:

1

PLACE THE FOLLOWING ITEMS BACK INTO THE BOX AS SHOWN IN THE PHOTO:

- 1 Freespira device
- 1 charger for the Freespira device
- Any unopened cannulas (do not return used cannulas)
- User guides

2

FIND THE PRE-PAID RETURN LABEL AND AFFIX TO THE OUTSIDE OF THE SHIPPING BOX, MAKING SURE TO EITHER REMOVE OR COMPLETELY COVER THE ORIGINAL “SHIP TO” LABEL.

3

LEAVE THE PACKAGE AT THE APPROPRIATE SHIPPING LOCATION DEPENDING ON THE LABEL. IF YOU NEED PICKUP ARRANGED, PLEASE CALL 800.735.8995.



Patient Privacy (HIPAA) Information

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Freespira is committed to preserving the privacy of your personal health information. In fact, we are required by law to protect the privacy of your medical information and to provide you with this notice describing how your medical information is used and disclosed for your treatment, to obtain payment for treatment, administrative purposes and to evaluate the quality of care that you receive.

USES AND DISCLOSURES:

We may use and disclose elements of your Protected Health Information (PHI) in the following ways:

- Treatment: including, but not limited to, inpatient, outpatient or psychiatric care.
- To your treating physician(s).
- Payment: including, but not limited to, asking you about your health care plan(s), or other sources of payment; preparing and sending bills or claims; and collecting unpaid amounts, either ourselves or through a collection agency or attorney.
- Health care operations: including, but not limited to, financial or billing audits; internal quality assurance; personnel decisions; participation in managed care plans; defense of legal matters; business planning; and outside storage of our records.
- Disclosures when release is authorized by law: including, but not limited to, judicial settings and to health oversight regulatory agencies, law enforcement and correctional institutions.
- Uses or disclosures for specialized government functions: including, but not limited to, the protection of the President or high-ranking government officials; for lawful national intelligence activities; for military purposes; or for the evaluation and health of members of the foreign services.
- In emergency situations or to avert serious health/safety situations.
- If you are a member of the armed forces, we may release medical information about you and your dependents as requested by military command authorities.
- Disclosures of de-identified information.

- Disclosures relating to worker's compensation claims.
- To medical examiners, coroners or funeral directors to aid in identifying you or to help them in performing their duties.
- To organizations that handle organ and tissue donations.
- To public health organizations or federal organizations in the event of a communicable disease or to report a defective device or untoward event to a biological product (food or medication).
- Disclosures to "business associates" who perform health care operations for us and who commit to respect the privacy of your health information.
- We may be required or permitted by certain laws to use and disclose your medical information for other purposes without your consent or authorization.
- We will notify you by e-mail or US Mail of any breaches of your PHI.

YOU HAVE THE FOLLOWING RIGHTS CONCERNING YOUR PROTECTED HEALTH INFORMATION (PHI):

Restrictions: To request restricted access to all or part of your PHI. To do this, contact the organization's HIPAA Privacy and Security Officer. We are not required to grant your request and you do not have the right to restrict disclosures required by law. If we do agree, we must honor the restrictions you request.

Confidential Communications: To receive correspondence of confidential information by alternate means or location such as phoning you at work rather than at home or mailing your health information to a different address. To do this, contact the organization's HIPAA Privacy and Security Officer. We will take reasonable actions to accommodate your request.

Access: To inspect or receive copies of your PHI.

To do this, contact the organization's HIPAA Privacy and Security Officer. In certain circumstances you may not have the right to access your records if the organization reasonably believes (or has reason to believe) that such access would cause harm. Examples include, but are not limited to, certain psychotherapy notes, information compiled in reasonable anticipation of or for use in civil, criminal or administrative actions or proceedings, or information obtained from someone other than a healthcare provider under a promise of confidentiality and the access requested would be reasonably likely to reveal the source of the information.

Amendments/Corrections: To request changes be made to your PHI. To do this, contact the organization's HIPAA Privacy and Security Officer. We are not required to grant your request if we did not create the record or the record is accurate and complete. If we deny your request for amendment/correction, we will notify you why, how you can attach a statement of disagreement to your records (which we may rebut), and how you can complain. If we agree to the request, we will make the correction within

60 days and will send the corrected information to persons we know who got the wrong information, and others you specify.

Accounting: To receive an accounting of the disclosures by us of your PHI. To do this, contact the organization's HIPAA Privacy and Security Officer. By law, the list will not include disclosures for purposes of treatment, payment or health care operations; disclosures with your authorization; incidental disclosures; disclosures required by law; and some other limited disclosures. You are entitled to one such list per year without charge.

If you want more frequent lists, you will have to pay for them in advance. We will usually respond to your request within 60 days of receiving it, but by law, we can have one 30-day extension of time if we notify you of the extension in writing. We are not required to give you a list of disclosures that occurred before April 14, 2003.

This Notice: To get updates or reissue of this notice, at your request.

Warranty, Complaints & Emergencies

EQUIPMENT WARRANTY

Freestira will honor all manufacturers' warranties under applicable state law. In addition, the User Manual will be available to all rental beneficiaries for all equipment provided.

If any item delivered to a rental beneficiary is substandard or unsuitable, Freestira will accept the return of the item or exchange the item. You will NOT be responsible for payment for repair or service for your equipment supplied by Freestira.

COMPLAINT PROCESS

Freestira provides a process for patients or clients to file a written or telephone complaint or grievance about the products and services provided. Freestira has a complaint resolution process for identifying, responding to, and resolving complaints in a timely manner. All written and oral complaints or grievances will

include your name or the name of the caregiver voicing the complaint.

If you have a complaint or a grievance you would like to file, please call the Care Operations team at 800.735.8995 or send an email to care.advisor@freespira.com.

EMERGENCY PREPAREDNESS

Freespira provides clear user instructions about the Freespira system in the product training session, as well as in key educational documents including the Freespira User Manual that is and available online to the user for the duration of the treatment. Content includes requirements outlined in the Electrical Safety and Essential Performance standards for Home Use Medical Equipment including Usability, Product Labeling, and Instructions. All product precautions and warnings are outlined and instructions for proper use are identified.

For additional information regarding panic attacks and PTSD (the conditions treated by Freespira) see <https://www.apa.org/topics>.

Freespira products and services do not perform any life-sustaining, safety critical, or essential functional requirements and pose minimal to no risk to you. Freespira is an adjunctive therapeutic and is not a substitute for prescription medication. Please seek help from your healthcare provider if new or worsening symptoms occur. Talk to your Freespira Care Specialist if symptoms are not improving after 2-3 weeks use of Freespira. If you experience a medical emergency at any point during your Freespira treatment, dial 9-1-1 immediately.

Complaints: To complain to us or the U.S. Department of Health & Human Services if you feel your privacy rights have been violated. To register a complaint with us, contact: Freespira Customer Service at 800.735.8995. The law forbids us from taking retaliatory action against you if you complain.

Our Duties: We are required by law to maintain the privacy of your protected health information (PHI). We must abide by the terms of this notice or any update of this notice.

As a patient of Freespira, you have important rights relating to inspecting and copying your medical information that we maintain, amending or correcting the information, obtaining an accounting of our disclosures of your medical information, requesting that we communicate with you confidentially, requesting that we restrict certain uses and disclosures of your health information, and complaining if you think your rights have been violated.



Contact

CALL 800.735.8995

EMAIL CARE.ADVISOR@FREESPIRA.COM

WEB WWW.FREESPIRA.COM

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