

# Grand ROUNDS

## RVH Sleep Products Store provides essential service



**Kim Yakaback, Clinical Sleep Educator, RVH Sleep Products & RVH Sleep Apnea Study Laboratory, goes through the COVID-19 protocols that are in place to keep clients safe during face-to-face appointments at RVH Sleep Products store.**

A good night's rest is vital to good health, especially with a virus lurking in our midst, and RVH Sleep Products store is here to make sure that happens.

During the current lockdown, RVH Sleep Products is an essential service and it is business as usual—a new usual that is.

“We continue to serve our community of CPAP users in the ‘new normal’ of safety precautions. It’s so important for patients with sleep apnea to receive proper treatment so they can get a good night’s sleep. Proper rest helps to fight this virus as well as the other significant comorbidities that can be escalated by untreated sleep apnea and sleep deprivation,” says Kim Yakaback, Clinical Sleep Educator, RVH Sleep Products & RVH Sleep Apnea Study Laboratory.

Longtime patient Louise Boucher, now on her second CPAP machine in seven years, quickly vouches for the quality of services provided at Sleep Products and the COVID-friendly practices in place.

“It’s been just fine since the pandemic began. There’s a limited number of people in the store, everyone is given a medical mask to wear while they’re there, and staff are very pleasant, as always,” shares Boucher.

Additional safety measures include a plexiglass divider on the front desk, room and the pay machine wipe down between every patient, and directional signage on the floor.

RVH Sleep Products store features three patient rooms and expertly trained and experienced staff to accommodate patients at all times.

“Our technologists have worked in the Sleep Lab prior to coming to the store, so we have a good handle on what actually happens during a patient’s sleep on and off therapy,” notes Yakaback.

COVID safety precautions have limited some aerosol-generating CPAP/BIPAP therapy studies in the RVH Sleep Apnea Study Laboratory. Patients who test positive for sleep apnea now are given a trial prescription for auto CPAP therapy to try at home..

“Patients are followed up closely by a sleep specialist to ensure therapy is successful, and to address any concerns,” says Yakaback.

In addition to the exceptional service they receive, patients feel good knowing that all profits from the sleep store go to the hospital for patient care. “The majority of our customers care greatly about RVH and like to know they are helping out,” notes Yakaback.

Current store hours are Monday to Friday, 8 am to 4 pm.