



SUPPLYDIRECTSM. WHAT'S GOOD FOR YOUR BUSINESS ALSO MAKES SENSE FOR YOUR PATIENTS.

INTRODUCING A CONVENIENT NEW DIRECT-TO-PATIENT DROP-SHIP SERVICE
for replacement OSA supplies. Brought to you by Respiration Logistics
Services, a wholly owned subsidiary of Respiration, Inc.

Envisioning tomorrow. Improving today.SM

SUPPLYDIRECT. LIKE MONEY IN THE BANK.

Increase profit margins without compromising patient care. SupplyDirect delivers it all.

Respironics has always made sleep therapy as simple and comfortable as possible for patients. Now, thanks to a new drop-ship service from Respironics Logistics Services, we're making things more comfortable for you. SupplyDirect lets you reduce inventory costs, as well as the time and expense of packing and shipping replacement supplies. For one economical flat fee, SupplyDirect does it all.

Contributing to better sleep, healthier lives... and healthier businesses.

We recognize that remaining profitable is a growing challenge in today's marketplace. That's why Respironics is developing programs and services, such as SupplyDirect, that anticipate the needs of a changing world. Here are just some of the ways SupplyDirect can help your business today:

- SupplyDirect includes all commonly replaced OSA supplies—masks, headgear, cushions, tubing, filters, chinstraps and humidifier water chambers—for all Respironics products.

- Stock only the products you need for new patient set-ups. SupplyDirect fulfills orders for all Respironics OSA supplies, including older masks and models.
- The SupplyDirect portal, located at My.Respironics.com, is easy-to-use for placing orders. The portal provides all the support documentation and tracking you need for medical billing and patient inquiries, including order confirmation, order status and proof of delivery.
- By selling replacement supplies to patients today and buying them from Respironics the same day, you can improve your cash flow.
- You can reduce the labor involved in receiving inventory and processing individual patient orders.
- Multiple invoicing options—per order, daily or monthly—and single-level mask pricing simplify purchasing and accounts payable functions.

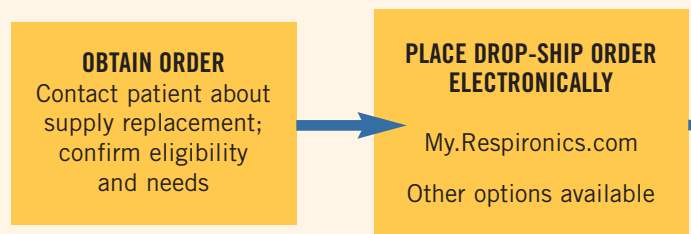
In short, SupplyDirect helps you to focus your resources on new patient set-ups and follow-up care instead of managing inventory against unpredictable replacement needs.

THE PROCESS IS SIMPLE.

The Respironics products you supply to your patients are designed to be simple and intuitive. We made SupplyDirect in that same spirit. When a patient needs a mask, tubing or other replacement supplies, simply place a SupplyDirect order. We'll pull the stock, package, ship and deliver the supplies to your patient.

Replacement supplies will be shipped directly from our warehouse to your patient's doorstep in one package, clearly labeled with your company's name and a Respironics Logistics Services return address. The packing list is completely tailored to your company.

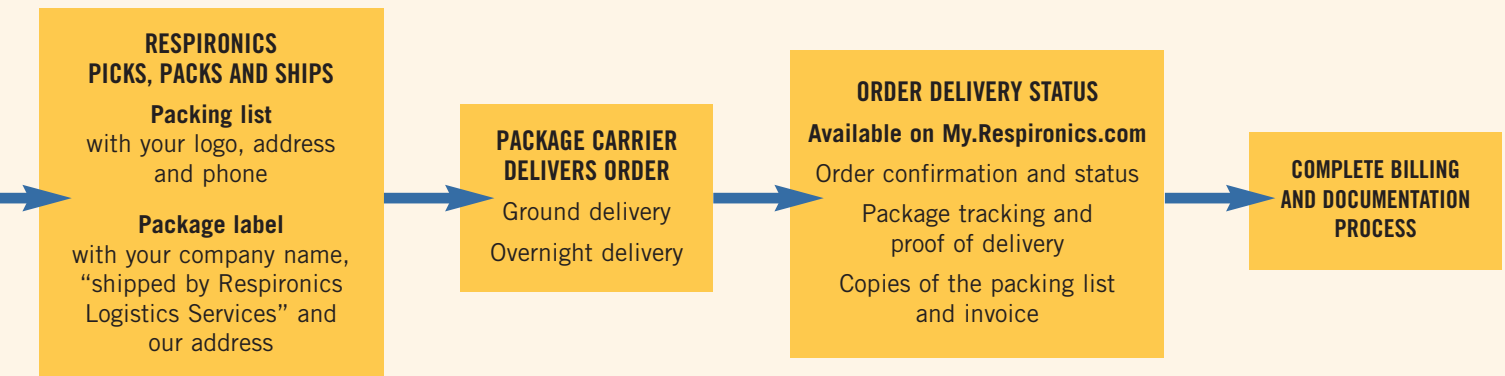
You can order, track and confirm receipt on-line—and get the back-up you need for insurance purposes. Naturally, patient medical data is treated in a confidential manner.



HOW CAN YOU GET STARTED?

Follow these easy steps to start using SupplyDirect:

- 1 Sign a Respiration Homecare Supply Agreement with single-level mask pricing. This price will apply to both your regular and drop-ship orders.
- 2 Sign the SupplyDirect Drop-Ship Service Agreement. A Business Associate Agreement is incorporated, which describes how we will help you meet your requirements for HIPAA compliance.
- 3 Work with your Respiration Account Manager to complete a set-up form and tailor your drop-ship program to enhance the patient experience. We will customize the packing list to reflect your company information, including your logo and the patient's local branch and phone number. Patients are directed to contact you at this phone number with questions or if they need additional supplies.
- 4 Upon receipt of the agreements and the set-up form, our Customer Service drop-ship support staff will send you a welcome letter that contains your new drop-ship account number and instructions for how to begin placing and tracking SupplyDirect orders using the portal at My.Respiration.com.





SUPPLYDIRECT OFFERS MANY FLEXIBLE OPTIONS.

Never ones to settle for a good solution, we challenged ourselves to make SupplyDirect even better. The following features let you customize and manage the SupplyDirect program to best fit your business.

- 24-hour order entry at My.Respironics.com
- Detailed order status via the portal
- Broad selection of replacement OSA products
- Ground and overnight home delivery options
- Per patient, daily or monthly invoices
- Fax or custom integration as required

For more information about SupplyDirect, contact your Respironics Account Manager.

**RESPIRONICS**[®]

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