Medline
Physician Office
Presented to:
Physician Partners
Why Medline?

- Family owned since 1910
- **Largest** privately held manufacturer & distributor of healthcare products in the US
- **Zero** debt
- **1,400** + sales representatives and clinical specialists
- **36** distribution centers
- **#1 leader** in exam gloves, skin care, OR kits, incontinence products
Ready for Integrated Care

Specialization in Each Care Setting

Communities, Tertiary or Academic Hospital

Medline has products and people that touch every need across all care settings.

Retail and Home Medical
- Safety and Mobility Products
- Bandages, Tapes and Braces
- Protective Gloves and Face Masks
- Direct-to-Patient Delivery

Physician Office
- In-Office Lab
- Injectable Pharma
- Minor Procedure Kits
- Office Design
- Low Unit of Measure

Ambulatory Surgery
- Surgical Instruments
- Anesthesia Circuits
- Instrument Reprocessing
- Surgical Procedure Trays
- Orthopedic Implants

Acute Care
- Robust Infection Prevention line
- Complete Perioperative Supply Portfolio
- Capital Equipment
- Textiles and EVS

Post Acute Care
- Continence Management
- Skin and Wound Care
- Durable Medical
- Equipment
- Like-Home Interiors
- Diagnostic Devices

Across All
1400 Service Representatives
$8.0B Revenue
Physician Office Division Infrastructure

• Medline’s Physician Office team calls on nothing but Physician offices, clinics, and urgent care facilities.

• 130 Sales Territories

• 8 Division Managers

• 6 National Accounts VP’s

• 2 Dedicated Analysts

• 17 Dedicated Service Managers
The Medline Difference

- What Differentiates Medline from our competition?
- Acute Care Contract Coordination
- Visibility
- Manufacturing
  - Medline manufactures over 125,000 different items
  - Our competitors have “private label” goods manufactured by other companies
  - Buying direct from a manufacturer saves money
- Continuum of Care
  - Medline is a market leader in the Hospital, Nursing Home, Surgery Center, Physician Office, Home Care and Retail markets
Expanding Integrated Networks

Increasing challenges and complexities of disparate facilities each with unique distribution and supply chain requirements

Successful, coordinated network expansion requires:

» Centralized supply management to include logistic, purchasing and contracting functions

» Comprehensive analytics on spend, price and rate of turn

» Scalability of logistics and operations in facilities of different size, patient volume and rate of turn

» Product standardization
Operations & Logistics Service Options

- 3:00 pm ordering cut-off for next day delivery
- Low unit of measure delivery
- Scheduled delivery days
- All Deliveries via FedEx Ground to Desktop
Customer Service

• Each office of MultiCare System will be provided with:
  – Dedicated Customer Service Representative
    • All day to day requirements
    • IT Support connection
  – Local Sales Representative
    • One Stop for all issues
    • Identify additional savings opportunities
    • Product training
  – Sales Management
  – Emergency Operations Phone Number
    • Medline’s After Hours Emergency Customer Service Hotline can be reached Monday - Friday from 7:00pm – 7:00am (CST) and 24 Hours Sat-Sun by calling 563-543-0558
Flexible Ordering for Your Offices

Ordering Options:

- Web (www.medline.com)
  - Template can be created to make ordering fast & easy
- Your Medline Sales Rep
- Dedicated Customer Service Reps
- EDI
- Fax
- Telephone
More than 125,000 different medical products stocked in the warehouse with a world-class 99.00% order fill rate.
Office Set-up:
Direct delivery to practice.

White Glove Price includes:

- Installation
- Set-up
- Remove and dispose of old equipment
- Remove all packing material
- Stage and Store
- Move equipment and furniture for practices
- Flexible delivery dates
HOUSEKEEPING SUPPLIES

• And everything in-between!
• Table paper
• Tissue apparel
• Face tissue
• Towels
• Liners
• Cleaning chemicals/supplies
MINOR CAPITAL CAPABILITIES

- Medline is prepared to outfit your practice with high quality equipment including:
  - Exam tables
  - Scales
  - Stainless
  - Stools
  - Lights
  - Wheelchairs

**Office Set-up:**
- Direct deliveries
- Price includes:
  - Installation
  - Set-up
  - Remove and dispose of old equipment
  - Remove all packing material
  - Stage and Store
  - Move equipment and furniture
  - Flexible delivery dates
PHYSICIAN OFFICE LAB CAPABILITIES

- Medline offers a complete lab service through Medline & national brand lab products.
- Lab Equipment
  - Chemistry
  - Immunoassay
  - Hematology
- Reagents
- Lab Consumables
- Point-of-Care Tests
- CLIA Waived
- 15% Savings
Medline University

- **Free** Online Education
- **Over 358,000** users
- **10,000** users every month
- **230** courses for CE credit
- **Over 1,100,000** total courses taken
- **Over 15,000** iPhone users
The Medline Choice In Your Physician Office

- Privately held, no debt, flexible
- One stop distributor for all care points
- Lower Acquisition Cost
- Create Templates For Easy Ordering
- 38 Distribution Centers
- Technology tools
- Robust Transparent Reporting
- Education – Free CEU’s
- 24/7/365
- Dedicated Customer Service Rep
- Trained Account Managers
October Promos

- Medline Pink Gloves
- Medline gives a portion of the proceeds to breast cancer research
- Pink Glove Dance
- [http://www.pinkglovedance.com](http://www.pinkglovedance.com)
- Pink Blood Pressure cuffs, Shears, Aneroid kits, etc.
  - 10% of those sales will go to American Cancer Society
NEXT STEPS

- Introduction to Medline rep
- Provide us with all Locations and Point of Contact
- Item file list
- 12 month usage (Man. #, Description, UOM, Price)
- GPO Contract Connections – 15 Days
- Stocking products within 30 Days
- Implementation timeline (45 Days from signing)
- Review cost savings initiatives (A, B, C items)
Amber Williams, MBA

- Physician Office Account Manager, San Diego
- ABWilliams@medline.com
- 951-216-0681 (Phone)
- 866-252-3946 (Fax)
- 855-294-9618 (Customer Service)
Questions?