

[sandscapes]

NEWSLETTER

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National Sales Manager

We are pleased to announce the promotion of Mike Hamlin to Puritan Bennett National Sales Manager, Sleep Diagnostics.



Mike joined us in 1992 as a Hospital Clinical Consultant,

having completed his Bachelors in Education and AAS in Respiratory Therapy from University of Akron, and an MBA from the University of Cincinnati. In 1997, he was promoted to Puritan Bennett Sandman Sales Representative where he has won many sales awards.

Mike's focus on customers as partners makes him ideal for this role.

customer feedback

"(Kassandra Courtney, Puritan Bennett Sandman Sales Representative for Florida) very expertly addressed all of (our) issues and concerns. Most importantly (she) came across as a person who was going to work with us in an honest and intelligent fashion. I have over the years worked with many sales representatives of different companies and felt (her) presentation was what I would want someone to present to me. It was not high pressure, it was open and honest and acknowledged strengths and weaknesses."

Dr. Joseph Bordelon,
Sleep Associates, LLC
Baton Rouge, LA

the ultimate sleep lab solution

The Puritan Bennett® Sandman® software version 7.1 promises to deliver new levels of convenience and efficiency for titrating your sleep apnea patients with an integrated sleep therapy and diagnostic solution.

A plug-and-play connection to the Sandman v.7.1 software for our Knightstar® 330 Bi-Level® Ventilator will be made possible with the compact new Sandman elink™ ethernet connection box.

Technologists will now be able to titrate patients

directly from within the Sandman system.

The CPAP/Bi-Level mode can be selected and pressures can be increased or decreased with a single mouse click.



You can also record any of the 8 channels from the Bi-Level without any additional cabling or calibration.

Sandman software conveniently keeps track of each pressure by laying a tag in the patient study real-time as the pressure

changes. Pressures are later reported in your Sandman reports for the ultimate in ease, efficiency and accuracy.

Both technologists and patients will love the new Puritan Bennett KnightStar 330 Bi-Level Ventilator, which is packaged small enough to fit easily in the palm of your hand and so ultra quiet your patients can sleep undisturbed.

Beta trials for v.7.1 software will continue for the next 60 days, with a targeted Spring release date to be announced.



KnightStar 330 Bi-Level and Sandman elink ethernet connection box

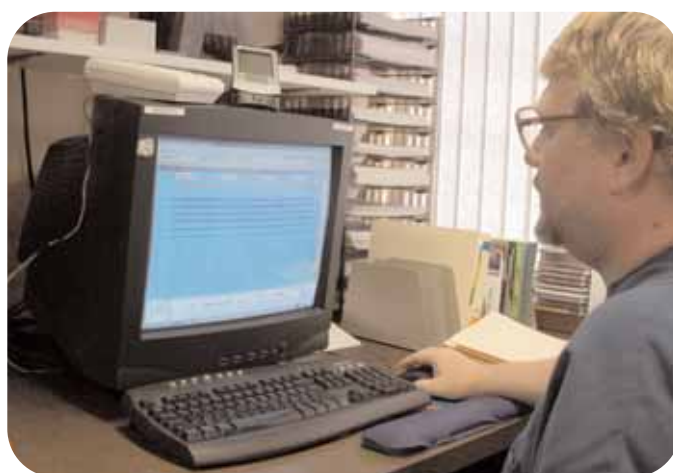
For more information about the new Sandman Elite® v.7.1 software and the KnightStar 330 Bi-Level ultimate solution, ask your Puritan Bennett Sandman Sales Representative or call us at 800.663.3336.

Maureen Kibbee
Product Manager
Sleep Diagnostics

"it's just excellent software"

Don't take our word for it. Shawn Bailey, RPSGT, Center Manager at Sleep Management Institute (SMI)'s Northern Kentucky facility shared his experiences with Sandman Sleep Diagnostic Systems.

SMI is led by Dr. Bruce Corser, one of the nation's foremost sleep-disorder physicians. Dr. Patricia Miles is the Medical Director at SMI's Northern Kentucky facility. Both Dr. Corser and Dr. Miles are Diplomats of the American Academy of Sleep Medicine.



Shawn Bailey, RPSGT, from Sleep Management Institute's Northern Kentucky facility shares his experience with Sandman Sleep Diagnostic products and services.

SMI consists of six sleep labs. Two of these facilities use a combined total of nine Sandman software beds and six Sandman Digital 32+™ Amplifiers (SD32+).

Why Sandman?

In Shawn's own words, "the scoring is absolutely the quickest, most user-friendly software on the market and the quality of the EEG signals is the closest to paper I've ever seen."

Favorite Software Feature

The most beneficial feature discussed was the auto-marking feature. As Shawn states, "You can click on any recorded parameter and score the appropriate event. For example, if you click on an EEG parameter you get an arousal; if you click on a leg channel you get a PLM event. This feature has saved us considerable amounts of time in scoring files and allows us to guarantee a 24-hour turnaround time on scoring. Being able to stay ahead of the pace is a great marketing feature."

Comments on Service

"Technical Support couldn't be any better. We have never waited more than an hour for a return call and Mark and Jim have been simply excellent."

"We had issues with a not so well known feature of the Sandman Software

called the EDF file conversion. The format created in the conversion from Sandman Elite v.6.2 was not compatible with our specific research protocol. The Sandman Engineering team modified the EDF conversion process and included it in the Sandman Elite Software v.7.0. Your job was to make us happy, and you did that."

Would you recommend Sandman products?

"Yes I would, and have, to four other facilities. Why? Because the Puritan Bennett Sandman Software is the most user-friendly sleep diagnostic software on the market. It has a logical layout and it's just excellent software! It's so stable we've run for 15 months and never lost a study! You can't say that about the competition."

Melissa Kelly
Marketing Communications
Manager

get more for your dollar



We have recently added some exciting new

benefits to our software and hardware support programs. Call us today to find out how you can get reduced pricing and discounts on specialized Sandman services and free product!

If you are enrolled in our Software Service Support

Program, you will be receiving our latest release of Sandman software version 7.0. New transparent score tags, enhanced speed scoring, video compression and editing are some of the features you can take advantage of.

In this issue of Sandscapes, you have learned about the features in our upcoming

Sandman software v.7.1 release. These features will only be available to customers who are enrolled in our Software Service Support Program at the time of release. Enroll now!

Have you heard about the handy new SD32+ Impedance Meter? Find out how you can receive this \$400 value for free!

Our #1 priority is to ensure we provide the best service in the industry. Our Sandman Extended Support Department would be happy to discuss the options available to you. Contact our Puritan Bennett Sandman Sales Support Representative at ext. 250 for more information.

Debbi Kruger
Sales Administration
Manager

save time during hook-up



SD32+ Impedance Meter

Low impedance values are important in the preparation of a patient study to ensure superior signal quality during a sleep study. Puritan Bennett now provides an optional external Impedance Meter which provides an instant check of electrode impedance and comparison of all channels during a patient hook-up. The best feature of this device is that it interfaces directly to the Sandman Digital 32+ headbox, saving preparation time by eliminating the need for the Polysomnographic Technologist to start the computer software to run the impedance test. It can now be done from the patient prep room.

To learn more about the SD32+ Impedance Meter, contact your Puritan Bennett Sandman Sales Representative.

Tim Carroll
Product Application Specialist

Sandman v.7.0 Tip - NightView™ video protection for patients and techs

Sandman Elite version 7.0 has a new digital video feature called NightView, which allows the user to review an entire night's video recording in less than 2 minutes. If you review the NightView clip as your first step in analyzing the study, you will get a rough idea of the quality of the patient's sleep. This feature will be turned on when you install Sandman version 7.0.

The NightView clip will always be recorded,

regardless of whether normal video is being recorded or not. Note however, that the clip is not recorded during monitor mode. This video file is very small, so there is little need to worry about the disk space.

NightView play back has to be manually selected; Analysis will normally play the more detailed video clips. To view the NightView clip in Analysis, right click in the video window to display the pop-

up menu and click on Use NightView Clips. Now when you press the Play button, the video for the entire night will begin to play back at a very fast rate. Use the video window's pop-up menu to return to normal video play back by selecting Use Normal Clips.

Analysis will not edit or delete the NightView clip. The video editing feature only applies to the Normal video stream. You will always be able to view the

NightView clip, regardless of how you edit the study.

The NightView clip can be used to protect your technicians and patients from any claims of impropriety. For this reason alone, you may wish to activate this feature on all your machines.

For more information, please contact Sandman Technical Support.

Mark Beasley
Lead Technical Support
Specialist

GoodKnight® 420E Auto-CPAP

The Puritan Bennett GoodKnight 420 CPAP System now includes the 420E Auto-CPAP model, so patients who require auto-CPAP therapy can enjoy the advantages of the world's smallest, lightest system.



GoodKnight 420E Auto-CPAP

At just 1.5 pounds and measuring 3" in height, 5 1/2" in width, and 8" in depth, this whisper-quiet

unit offers durability under heavy use and is very affordable.

The GoodKnight 420E Auto-CPAP System adapts to airway pressure needs on both a short and long-term basis. The 420E system detects apneas with and without cardiac oscillations to avoid increasing pressure on central apneas with open airways. It detects inspiratory flow limitation with and without hypopnea to adapt to pressure needs and to avoid increasing pressure on central hypopneas, and it also detects and responds to snoring events.

The GoodKnight 420E System offers the following features: compliance and hour meters, a pressure sensor, automatic leak compensation, automatic altitude compensation, ramp feature, compliance data download, and SilverLining® Data Management Software.

For more information on the new Puritan Bennett GoodKnight 420E Auto-CPAP System call 800.635.5267 or visit us at www.puritanbennett.com.

Mei-Mei Stark
Sleep Therapy Product
Manager

promote your lab

Help improve public awareness and promote your lab at the same time by taking advantage of our free National Sleep Awareness Week package.

Included in the package will be information on sleep disorders and sleep products that can be used to promote sleep awareness. We will also

place an advertisement in a local newspaper if you wish to conduct a public sleep awareness seminar during National Sleep Awareness Week, March 29 - April 2, 2004.

To request your free package and advertisement placement, e-mail us at: sandman@tycohealthcare.com by March 1, 2004.

to serve you better

In a perfect world, we would never have to encounter error messages or failed components. Unfortunately, we live and work in a world where things don't always go as expected. If something happens to your Sandman system, we see it as an opportunity to provide you with the level of service you expect and deserve.

With free 24-hour Technical Support, loaner equipment and Quality System processes,

we are equipped to handle any issues that may arise.

An additional resource available to you is the role of our Customer Satisfaction Representative. This position has been designed to ensure your issues are taken care of and documented to allow for continual product and process improvement.

Christina Vincent
Acting Customer
Satisfaction Representative
800.663.3336 ext. 203

upcoming conferences

To confirm your attendance for one of our User Group Meetings, please contact Vaughan Cunard at 800.663.3336, ext. 491 or at vaughan.cunard@tycohealthcare.com.

- Mar 26-27 North East Sleep Society Annual Meeting, LeHigh Valley, PA
- Apr 6 Sandman Regional User Group Meeting, Pleasanton, CA
- Apr 22-24 FOCUS on Respiratory Care & Sleep Medicine Conference, Baltimore, MD
- May 12-17 Washington Regional: Spring Sleep Seminar, Houston, TX
- May 14-17 Canadian Sleep Society: Canadian Congress on Sleep and Sleep Disorders, Quebec City, QC