

[sandscapes]
newsletter

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Improve Your Lab Efficiency With Web Based Training

In addition to our new Extended Support package, we are launching our new web-based training service. Interactive, web-based training sessions conducted from the comfort and convenience of your office are now available for *Sandman Elite*® and *Sandman Express*™ sleep diagnostic systems. Simply contact your Sleep Business Manager to get a quote and then schedule extra training when you need it with an expert *Sandman* Product Applications Specialist. All you need is a high-speed Internet connection and a telephone. You can choose the training purpose that best meets your needs. Here are a few possibilities:

- > Provide a *Sandman* system overview for newly hired technologists
- > Gain more in-depth knowledge on a specific product function
- > Train your physicians on how to best review patient files
- > Improve your efficiency – score faster

The cost of this valuable service is only \$125 per hour*, and even less if you are enrolled in our new GOLD or higher Extended Support packages.

To introduce this new service, we will be holding three FREE 15-minute sessions to show you the new features of *Sandman Elite v.8.0*. If you are interested in registering, please submit your email address to sandman.prodapps@tycohealthcare.com. We will contact you with a meeting schedule and forward a course syllabus.

Kristin Carroll
Product Application Specialist

Go To Your Patients – Sandman Express Is Now Portable

Puritan Bennett is pleased to offer a new, portable version of its *Sandman® Express™* sleep diagnostic system. The system's mobility makes it ideal for use in conducting sleep studies in a patient's home. It also gives hospitals the flexibility to move sleep diagnostic equipment around the facility as needed.



The *Sandman Express* portable sleep diagnostic system comes with a custom carrying case on wheels and combines all the hardware, software and sensors that sleep laboratories need to conduct comprehensive sleep studies in one easy-to-use system. Individual components include well-known and reliable brands, such as:

- > *Sandman Express* sleep diagnostic software
- > *Sandman Digital 20™* amplifier with built-in pulse oximetry
- > Dell™ computer system
- > Puritan Bennett Bi-Level device for titration

With an emphasis on convenience, the *Sandman Express* portable sleep diagnostic system offers quick plug and play setup, allowing most laboratories to unpack the system and run a sleep study the same night. The system is also very easy to learn and use. It features a unique Coach™ software assistant that guides sleep technologists through each sleep study, one step at a time, thereby quickly allowing laboratories to maximize staff effectiveness. Like

“The *Sandman Express* system merges our expertise in sleep therapy with industry-leading *Sandman* sleep diagnostics to bring our customers exceptional quality and value,” said Dale Tyerman, Vice President of Respiratory Homecare Sales for Puritan Bennett.

Puritan Bennett's market-leading *Sandman Elite*® sleep diagnostic software, the *Sandman Express* portable system allows the user to control the Puritan Bennett Bi-Level from the computer to make patient titration more convenient. Pressures can be adjusted with a single mouse click, and real-time tags are automatically placed with each pressure change to enhance analysis of the patient study. The file format is the same as *Sandman Elite* sleep diagnostic software, so labs can collect data with the *Sandman Express* portable system, and download and score with *Sandman Elite* if desired.

Coming Soon

Sandman Express portable with video for laptops

Sandman Express Sleep Diagnostic System Promotion

For each *Sandman Express* system purchased and shipped between December 15, 2005 and March 31, 2006 you will receive – at no additional charge – an exchange of your used *KnightStar 330 Bi-Level* Ventilator for the *GoodKnight 425ST Bi-Level* when it becomes available. Also, in addition to your system purchase, you will receive at no additional charge, two hours of Web-based online product training with an experienced Product Application Specialist and two hours of report customization.

Melissa Keown
Marketing Manager

A Perfect Fit – Delivering Efficiency And Flexibility With Sandman Elite v.8.0/GoodKnight 425ST Bi-Level Device

Puritan Bennett offers sleep laboratories improved efficiency and flexibility with the latest version of *Sandman® Elite*® sleep diagnostic software, v.8.0. *Sandman Elite* software is the industry leader for diagnosing sleep disorders.

Sandman Elite v.8.0 now offers compatibility with the Puritan Bennett® products *GoodKnight® 425ST Bi-Level*® devices as well as titration control for the world's smallest and lightest bi-level devices, featuring whisper-quiet operation and working pressures of 3 to 25 cm H₂O.

The new Report Builder tool gives users the flexibility to create their own *Sandman* patient reports using Microsoft® Word. Selecting from menu icons, users simply point, click and format to create tables and graphs from individual patient data in minutes.

Other improvements with *Sandman Elite* v.8.0 software include the user-customizable toolbars and icons which provide sleep laboratories with

the ability to streamline workflow for increased collection and scoring efficiency.

The advanced 16- to 64-channel digital *Sandman Elite* v.8.0 system interfaces with the *Sandman Digital 32+™* amplifier and also communicates with the new *Sandman Digital 20™* amplifier (*SD20*). The *SD20* is one of the smallest, lightest and most cost-effective digital amplifiers available today. Powerful and flexible, it records up to 29 channels with 8 optional DC channels. It also features built-in Nellcor® *OxiMax*® pulse oximetry (with 2- to 3-second averaging), additional integrated sensors for body position and nasal pressure, and a disposable *BreathSensor*® airflow thermistor.

For more information on *Sandman Elite* v.8.0 software, the *Sandman Digital 20* amplifier or *GoodKnight 425ST Bi-Level* device, please visit our website www.sandmansleep.com or contact your Sleep Business Manager at 1-800-663-3336.



Maureen Kibbee
Product Manager
Sleep Diagnostics

Coming Soon

Sandman Express with *GoodKnight 425ST Bi-Level*.

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Bennett**

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SANDMAN®

Investing In Technical Support And Services To Serve You Better

As some of you may be aware, our **Sandman**® sleep diagnostics business has experienced a significant amount of growth this past year. We are coming off our most successful year ever, with the installation of the most beds and addition of the most new customers in our history. As the sleep diagnostics market continues to grow – so will our customer base.

In response to this growth, the Technical Support and Services team here in Ottawa has continued to add resources to ensure we continue to provide our customers superior support. Additional positions in Quality/Regulatory, Product

Applications and Software Development have also been added.

Specific to our Technical Support group, some of the more notable changes include:

- > Dylan Fabian has been promoted to Manager of Technical Services,
- > Mark Beasley has been promoted to Supervisor of Technical Support.

Both Dylan and Mark have been part of the Sandman team for many years, and they bring a wealth of technical and customer experience to the group. They are responsible for the largest and most experienced

Technical Support team we have ever had.

Other changes include the implementation of a new internal call tracking system, which will help to support our growth and add new efficiencies to this group. Every interaction with our support team is logged and calls remain open until the issue is resolved.

Much of our team's past success has been based on our core value: It's all about the customer. We strongly believe that this philosophy, along with the regular release of quality software, are the best business

strategies for the long term. We will always strive to exceed your expectations, and we appreciate your support over the years.

We would like to hear your feedback about our service, current product offerings or ideas for software refinements that could help support your business needs. You can email us at sandman.techsupport@tycohealthcare.com or you can email me directly at joe.doria@tycohealthcare.com.

Joe Doria
Site Director
Sleep Diagnostics

Could Dispensing Sleep Therapy Products From Your Sleep Lab Serve Your Customers Better?



Many of our **Sandman**® laboratory customers have expressed interest in dispensing sleep therapy products. As your partner in sleep diagnostics and therapy, Puritan Bennett can help introduce you to several key issues to consider before pursuing this business option.

There are many steps to explore before a sleep lab can begin

dispensing sleep therapy equipment. Consider the following:

1. Start by consulting with competent legal counsel to understand how federal and state regulations may impact or limit your dispensing options. There are many state licensure and accreditation issues to consider.
2. Before dispensing sleep therapy equipment, you will need to obtain supplier numbers and possibly meet defined supplier standards.
3. Finally, you will need an understanding of customary coverage and reimbursement for sleep therapy prior to negotiating contracts to provide these devices.

For more information, call your Sleep Business Manager for a copy of Puritan Bennett's guide, "Expanding Your Sleep Business with Therapy Solutions." This paper highlights issues that should be considered before expanding your business to become a supplier of CPAP devices and accessories. If a dispensing program is good for your business, it may offer the benefits of repeat customers, increased referrals, improved payer outreach and – most importantly – the satisfaction of managing your patients' sleep condition across the continuum of care.

Mary Erslon, RN, MSN –
Reimbursement Consultant
Health Care Economics Department

Compliant At Last – Patient Finds “Dream” Mask

This is an actual letter from Puritan Bennett client, Denice Walker, who is also the wife of an Obstructive Sleep Apnea patient. As director of a sleep lab, Denice has access to all masks on the market and said she was unable to find a comfortable fit for her husband until she was introduced to the DreamFit™ nasal mask from Puritan Bennett. Since writing this letter to our sales representative, Denice reports that her husband has been compliant with his CPAP therapy for the past 10 months using the DreamFit mask.

I wanted to say “thank you” and follow-up with you about our successful use of the **DreamFit** mask. As we discussed, my husband, Dave, was diagnosed with Sleep Apnea in July of 2004. As I have been a Respiratory Therapist and Registered Polysomnographic Technologist for many years, I recognize the importance of CPAP compliance. Since Dave began his therapy we have struggled to find a mask he can wear throughout the night. As you would imagine we have tried various

masks. I would like you to know he tolerated the **DreamFit** mask better than any other one he has tried. We are going on our second week that he has worn the CPAP every night. Up until now, he has only used it occasionally. I would like to again say “THANK YOU”...

Denice Walker, RPSGT/CRT
Clinical Manager
ETMC Neurological Institute Sleep Disorder Center



For more information about Puritan Bennett Therapy Accessories, call your local Sleep Business Manager.

New And Improved Sandman Extended Support Package

Now is the best time to renew

The new **Sandman**® Extended support package has been developed based on your feedback and designed to provide peace of mind and value added services, including software upgrades, hardware repair and loaner hardware during the repair period. The redesign and launch of the Extended Support package includes

a reduction in price to your laboratory while offering many value-added services. Keep your laboratory's **Sandman** sleep diagnostic equipment functioning effectively and efficiently with an Extended Support package from Puritan Bennett. Each plan is designed to save your lab time and money, and offers the security of

uninterrupted coverage when the initial one-year warranty expires. Basic packages include hardware repair and software upgrades, while other packages add benefits such as report customization and training sessions to help your lab gain the most value from your **Sandman** sleep diagnostic systems. More details on the optional levels are available on the website and from your Sleep Business Manager or call our Extended Support Specialist at 1-800-663-3336 x 271 for details.

Customers whose coverage has expired on or after October 1, 2005 have 3 months from January 30, 2006 to join the new program without having to pay the usual 10% administration fee.

Jim Lambley
Manager, Product Applications

GoodKnight 425ST Bi-Level Coming To Your Sleep Lab

With backup rate/assist control

Puritan Bennett has been a leader in breathing systems for close to 100 years and has supplied sleep therapy products for more than 15 years. The newest addition is the **GoodKnight**® 425ST **Bi-Level**® device, the smallest, lightest bi-level device on the market. It offers ultra-quiet operation, with its patented FlowSens technology for increased patient comfort as well as features for tracking patient compliance. There is also an optional integrated heated humidifier – the **GoodKnight** H₂O heated humidifier. It features a small footprint as well as the patented HumidControl, which reacts to ambient room temperature to reduce tube condensation.

Sleep Labs will also appreciate the seamless integration between

Sandman Elite® sleep diagnostic systems and the **GoodKnight** 425ST **Bi-Level** device. **Sandman** software allows users to perform such functions as selecting CPAP/bi-level mode for the **GoodKnight** 425ST **Bi-Level** device and increasing or decreasing pressures with a single mouse click. **Sandman** software also conveniently tracks each pressure adjustment made on the sleep therapy device by creating a real-time tag in the patient study.

In addition, Puritan Bennett offers a host of interfaces, including the **Breeze**® **SleepGear**® CPAP interface system and new **DreamFit**™ nasal mask, to provide patients with an array of choices to find the right fit for their needs.



Convenient small size
(weighs only 1.5 pounds and measures 3" high, 5.5" wide, 8" deep).

Rick Mendez
Marketing Manager, Sleep Therapy

Setting Up And Viewing The Most Recently Used Files List

Recently Reviewed File list radial button which lists the files that you have recently worked with. When you view the available patient files in the Open File window, selecting the Most Recently Reviewed File list radial button lists the files that you have recently examined in Analysis. When you select the Most Recently Collected File list radial button, the files you have most recently collected are listed in the Open File window.

The MRU Studies Setup option in Analysis allows you to customize these most recently used file lists. You can enable Most Recently Reviewed and Most Recently Collected media and select the number of studies to display in each list. The Most Recently Collected Media also allows you to select which media to include in the list.

To customize the most recently used files list select the Configuration menu in Analysis, then select MRU Studies Setup.

Mark Beasley
Supervisor, Technical Support