

[sandscapes]

NEWSLETTER

issue 16 | spring 2004

sleep in the news

Lack of sleep is not only causing unnecessary safety risks but it's also costing a fortune.

Arlene Weintraub's article "I Can't Sleep," published in the January 26, 2004 issue of *BusinessWeek*, identifies that the U.S. economy is being heavily taxed by sleep disorders. Lost productivity costs a whopping \$18 billion per year, while healthcare (\$14 billion) and motor-vehicle accident costs (\$13 billion) bring the grand total to \$45 billion a year.

(Data: Harris Interactive, Sleep, National Highway Traffic Safety Administration)

customer feedback

I recently attended a Sandman user's group session and found it to be very informative and pleasurable. The update on new software features and the open forum were particularly helpful. I was also able to make contact with other Sandman users in my area, which is a valuable connection.

I appreciate that Puritan Bennett would strive to connect with its *Sandman* users by having a session of this type. This personal contact brings forward the human side of the company.

Thanks again to Puritan Bennett for the insight to offer this *Sandman* User's Group. I look forward to the next session.

Jim Ghiron RRT-NPS, RPFT, RCP
Sleep Laboratory Coordinator
Children's Hospital and
Research Center, Oakland CA

take the express lane to success

Puritan Bennett is pleased to offer the new *Sandman*® *EXpress*™ Sleep Diagnostic System. This turnkey system is designed to get new and expanding sleep labs up and running faster than ever. Just unpack it and you're ready to go that same night.

The *Sandman EXpress* system is designed for the cost conscious user. It combines all the hardware, software and sensors you need to conduct sleep studies in one easy-to-use system. It includes brands you know and trust:

- *Sandman EXpress* sleep diagnostic software
- *Sandman Digital 20*™ Amplifier with built-in pulse oximetry
- Dell™ computer system
- *KnightStar*® 330 *Bi-Level*® Ventilator

Based on the market-leading *Sandman Elite*® Sleep Diagnostic Software, the *Sandman EXpress* system allows the user to control the *KnightStar 330 Bi-Level* Ventilator from the computer to make titration more convenient. Pressures can be adjusted with a single-click, and real-time tags are automatically

placed in the patient study with each pressure change to enhance analysis.

The *Sandman EXpress* Sleep Diagnostic System is very easy to learn and use, so staff will be up and running in no time. *Sandman EXpress* software features the unique Coach™ Software Assistant that guides you through each sleep study one step at a time.

Access to the exceptional *Sandman 24/7* technical support and regular upgrade options are some of the many benefits of

Sandman system ownership. If you're planning on adding or expanding a sleep diagnostic facility, take the express lane to success with the *Sandman EXpress* Sleep Diagnostic System.

Maureen Kibbee
Product Manager
Sleep Diagnostics



flexibility is a priority at NYU

Dr. David Rapoport, MD Associate Professor of Medicine from New York University (NYU) Sleep Disorders Center took a moment to speak with us regarding his experience with *Sandman* Sleep Diagnostic products.

The NYU Sleep Disorder Center is a 4-bed, hospital-based facility that focuses on the control of breathing. *Sandman* products were installed in January 2004 and the center has already become a Beta Site and a Center of Excellence.

Why Choose Sandman?

Dr. Rapoport explained that *Sandman Elite* software offers the greatest flexibility when it comes to recording DC signals and in particular with respect to how the respiratory signals are handled. These two features are the tools he needs to get the job done. Among others, these features make the *Sandman* system adaptable for his research use.

The NYU Sleep Disorders Center currently uses



From L-R: Ming Chen, RPSGT - Head Sleep Technician, Beno Oppenheimer, MD - Pulmonary Fellow, David Rapoport, MD - Medical Director, Serena Byrd - Sleep Technologist, (foreground) Vanessa Coradian - Sleep Technologist

Sandman software for recording sleep studies and then converting them into European Data Format (EDF), allowing the center to score studies using their own customized scoring software.

Favorite Feature

Currently using *Sandman Elite* version 7, the NYU Sleep Disorders Center was impressed with the video capabilities in this release.

- Check out some of the great new advantages:
- Intelligent Video provides the fastest ever video editing using the revolutionary KEEP/DELETE shortcut keys.
 - *NightView*™ technology allows an entire night's video to be viewed in less than two minutes.
 - Advanced auto backup feature protects you from losing video files.

When asked what *Sandman* marketing tools have helped this facility to be successful, Dr. Rapoport

says it is the speed in which the facility can generate reports. A quick turn-around time for their patients is at the top of their list, and to do this they need efficient report capabilities.

Comments on Service

During the sales process, the demo was very helpful and the sales representative was able to respond quickly to a variety of difficult questions. When the answers could not immediately be found, the sales representative was quick to respond with the information. This was greatly appreciated and helped them to make the right decision in a timely manner.

Would You Recommend Sandman products?

Yes. Looking at the reputation of *Sandman* products, there is a long list of satisfied customers. The NYU Sleep Disorders Center proudly counts themselves amongst this group.

software controlled titrations

New features in the 7.1 version of *Sandman Elite* Sleep Diagnostic Software from Puritan Bennett bring added convenience and efficiency to sleep labs. This latest update of *Sandman Elite* software now allows the user to control the *KnightStar 330 Bi-Level* Ventilator from the computer, to make titration easier than ever.

This new titration control feature for the *KnightStar 330* Ventilator allows you to increase or decrease pressures with a single mouse click. The *Sandman Elite* software conveniently

keeps track of each pressure adjustment by laying a real-time tag in the patient study as the pressure changes. Pressure readings are later analyzed in *Sandman* reports for the ultimate in ease, efficiency and accuracy.

Another improvement with *Sandman Elite* version 7.1 software is a new automated data management feature that makes managing data easier and more efficient. You can customize this feature to automate the tasks you do every day, to ensure consistency while

managing your sleep studies.

About Sandman Elite Sleep Diagnostic Software

Designed for diagnosing sleep disorders in clinical and research facilities, *Sandman Elite* software is the sleep diagnostic industry leader. This advanced 16- to 64-channel digital sleep system interfaces with the *Sandman Digital 32+*™ Amplifier or with any analog output polygraph, DC device or other manufacturer's amplifier. The *Sandman Elite* system has a modular design that

offers computer-assisted PLM, respiratory, arousal, snore, heart rate, ETCO₂, bad data, desaturation, EKG and pH event detection. Puritan Bennett regularly adds new tools to the extensive line of *Sandman* products to make sleep studies easier and protect your investment.

For more information on *Sandman* products visit www.sandmansleep.com.

Maureen Kibbee
Product Manager
Sleep Diagnostics

visual cues



Visual Cue Toolbar

Visual cues mark points of interest along the signal tracing and provide information about those points. There are two types of visual cues: Hardware and Notes.

Hardware Visual Cues are automatically recorded when changes are made to the hardware settings in Collection and can have a note added to them. For example, a technologist changes the reference on the EMG channel and then adds a note to the visual cue to explain why they have done this. To add a note to a visual cue, right click on it and choose Add Note.

Note Visual Cues are inserted manually by the technologist. These can be edited in the same way as Hardware Visual Cues.

The Visual Cue Toolbar is used to add New Visual Cues, Hide All Dots, Show All, Hide All (hides just the text boxes), and View Previous/Next Visual Cue.

For more details see your *Sandman Elite* manual or contact *Sandman* Technical Support.

Nicole LeDrew
Senior Technical Support
Specialist

saving trees

We are taking initiatives to reduce waste and be more environmentally conscious.

For example, our *Sandman Elite* manuals are now available online at:

www.sandmansleep.com/support/elite.cfm

You will also be receiving manuals on CD when you receive your software upgrade packages.

Copies of the *Sandscape* newsletter will be available on the website and distributed by e-mail three times a year. If you wish to receive a copy, please e-mail your request to:
sandman@tycohealthcare.com.

breathe easy with Breeze SleepGear improvements

Puritan Bennett will soon introduce improvements to its innovative *Breeze SleepGear*™ CPAP Interface System. The *Breeze SleepGear* system sets new standards in comfort for OSA patients. Its streamlined design contours the head and floats over the face. The

Breeze SleepGear interface can be used with either Nasal Pillows or the *DreamSeal*® Mask. *Breeze SleepGear* improvements include thicker padding in the cradle pad for increased comfort, and a new cuff that helps keep the swivel adapter more securely in place. In

addition, the *Breeze SleepGear* interface used with Nasal Pillows will have a more durable hose guide and a new clip that gives patients greater flexibility in positioning the halo straps. Call Puritan Bennett at 800.635.5267 to learn more.



Mei-Mei Stark
Product Manager
Sleep Therapy

upcoming conferences

To confirm your attendance for one of our 2004 *Sandman* User Group Meetings, please contact Vaughan Cunard at 800.663.3336, ext. 491 or at vaughan.cunard@tycohealthcare.com.

Jun 7-9	18th Annual APSS, Philadelphia, Pennsylvania
Aug 21-25	AASM National Sleep Medicine Course, Oak Brook, Illinois
Aug 27	New England Polysomnography Society Meeting, Sturbridge, Massachusetts
Sept 2004	Current Concepts in Sleep, St. Petersburg Beach, Florida
Sept 17-18	Ohio Sleep Medicine Keynote Symposium, Dublin Ohio
Oct 7-10	SE/SW Regional PTA Annual Meeting, Coconut Grove, Florida

it's a fact

Nellcor Puritan Bennett (Melville) Ltd. ranked # 11 on the *Ottawa Business Journal's* list of largest software developers in the Ottawa, Ontario, Canada region.

spotlight on technical support

Each time you call for Technical Support, you are receiving support from qualified individuals with over 25 combined years of *Sandman* software support experience.

You can expect to receive professional and knowledgeable service. Our Technical Support Specialists

complete Customer Service Training and are continually upgrading their skills by receiving ongoing new software release and product education.

Providing you with superior service is our main goal. One example of how we are serving you better is our new Dell certification

program, which allows us to order Dell parts directly over the phone. This saves you from having to troubleshoot directly with Dell for computer hardware related issues.

We also have updated and improved the FAQs listed on our website. Check out the following link for further information:
www.sandmansleep.com/support/elitesupport

We know you are busy and that wait times should be kept to a minimum; we strive to minimize your wait times. Your average wait time over the past year has been under two minutes.

As always, your suggestions guide us to improve our service. Contact us at 800.663.3336 to give us your feedback.

Our daytime Sandman Technical Support Team consists of (from left): Dwight Espino, Nicole LeDrew, Dylan Fabian and Mark Beasley. Absent are April Campbell and our night-time staff Mike Hall and Jason Brown.

