



**PHILIPS**  
RESPIRONICS

**Solutions**

**Convenient solutions**  
for you and your patients

# **Home Delivery and Remote Setup (HDRS)**



# Home Delivery and Remote Setup (HDRS)

## What is it?

Home Delivery and Remote Setup provides patients with a complete sleep apnea setup kit at their doorstep. Consumer-friendly packaging and detailed instructions make it easy for you to get patients up and running on therapy. The Remote Setup service also provides patients with step-by-step instructions over the phone or online with a licensed respiratory therapist.

## Why is it good for business?

Home Delivery and Remote Setup are designed to support growth and efficiency by helping you take on more patients without additional resources. The time saved on fittings and implementation can help reduce costs and enable faster, more efficient patient setup. This enables your people to focus on other business opportunities and organizational growth.

## How does it work?

- 1 DME identifies and screens eligible patients
- 2 Philips sends eligible patients a home setup kit that includes all therapy components, educational materials and links to online resources
- 3 Education for device, mask and sleep apnea are provided over the phone and online



**DME**



DME identifies patient for services



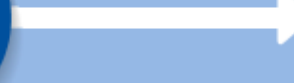
Enters patient information into EncoreAnywhere or Care Orchestrator



**Philips team**



Contacts patient to confirm address, set up appointment and review OSA w/ respiratory therapist



Sends patient HD LMS platform emails



Sends equipment to patient (with consumer-friendly packaging)

**Patient**



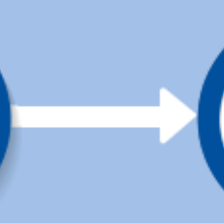
Patient receives email and creates account



Logs in and signs documents (optional)



LMS faxes signed documents to HCP e-fax number



Watches videos on OSA, mask, DreamStation and DreamMapper



Receives machine

Home Care Provider (HCP) alerted that patient setup is complete



Respiratory therapist contacts patient and performs setup



# **Asset Management Program**



# Asset Management Program\*

## What is it?

The Philips Asset Management Program will retrieve and recondition gently used PAPs from non-adherent patients for use with future home delivery patients.

## Why is it good for business?

Philips will manage the retrieval of PAP devices from non-adherent patients which will virtually eliminate the need for DMEs to collect, inventory and warehouse returned machines.

## How does it work?

- 1 Philips Respironics will contact non-adherent patients after their acclimation period has expired
- 2 Philips will send a call tag to the patient for them to use when returning the device to the Philips warehouse
- 3 The returned PAP device will be cleaned, tested and reconditioned with new filters, tubing and either a water chamber or humidifier per DME instructions
- 4 The refurbished device will then be placed back into the DME's inventory within Philips

\*Only available with HDRS



**Patient**



Patient is non-adherent at 90 days



Patient sends PAP back to Philips team

**Philips team**



Philips team contacts patient to request they send equipment back



Philips team sends call tag and new box if needed



Philips receives product



Philips team cleans and performs performance check



Philips team replaces tubing, filters and humidifier chamber



Philips places asset into vendor managed inventory



Philips team picks device and ships to new patient

**DME**



DME places order for new HDRS patient

# **Patient Adherence Management Service (PAMS)**



# Patient Adherence Management Service (PAMS)

## What is it?

Patient Adherence Management Service works to motivate and coach patients through their initial 90-day acclimation period. Patients receive personalized one-on-one care through live-call coaching and ongoing sleep apnea education from a team of sleep coaches.

## Why is it good for business?

By reducing the burden on your respiratory therapists and customer service, you're able to deploy resources more strategically. In addition to taking manual burden off your staff, Patient Adherence Management Service helps keep patients adherent. This may help you increase your reimbursement revenue and differentiate your business to win more contracts and patient referrals.

## How does it work?

- 1 DME enters new patient information into EncoreAnywhere or Care Orchestrator
- 2 These systems track device usage and provide insight into outreach opportunities
- 3 Sleep coaches proactively reach out to assist patients and ensure proper device usage and coach on usage using motivational enhancement therapy techniques
- 4 Patients who struggle are escalated to licensed respiratory therapists for additional support
- 5 In the rare occasion that a patient needs a face-to-face intervention, the patient is referred back to the DME



**DME**



DME enters patient into PAMS program

**PAMS team**



PAMS team reviews usage of patient therapy



Sleep coach contacts patient live at set schedule



Sleep coach motivates patient to use therapy



Sleep coach escalates patient clinical issue/s to respiratory therapist



DME works to resolve patient issue



Notified patient has become adherent or non-adherent

**Philips respiratory therapist**



Respiratory therapist works with patient to resolve issue



Resolved ?

Yes  
No



Clinical Issue

Yes

No



Continues coaching and motivating

# **SRC Services Mask Program**



SRC Services  
Mask Program

# SRC Services Mask Program

## What is it?

If you are a Philips Respironics PAMS customer, we will work with your patients during the first 30 days of therapy to determine if their mask is meeting expectations. If the patient is struggling during the first 30 days of usage, and is using a Philips Respironics mask, we will send a new Philips Respironics mask type (fit pack) that our respiratory therapists believe will help the patient with fit and comfort.

**Note: Limit 1 exchange per patient**

## Why is it good for business?

As you know, mask usage questions and refits are common problems with new sleep apnea patients. And the time commitment and labor costs can be excessive. When DMEs enroll in the SRC Services Mask Program, Philips Respironics will manage mask exchanges and patient questions, which can provide efficiencies for the DME, allowing staff to focus on more pressing issues.

## How does it work?

- 1** Philips Respironics sleep coaches and respiratory therapists work with your patients to help with proper mask fit and training, including day-to-day usage, maintenance and more
- 2** Philips Respironics sleep coaches and respiratory therapists monitor EncoreAnywhere and Care Orchestrator for adherence keys including comfort, excessive mask leaks and more
- 3** If a problem occurs with the mask or device, such as a comfort issue, we will determine if proper fit is occurring, or a new mask type is needed. If a new mask is needed, a fit pack will be delivered to the patient's home
- 4** Once the patient receives a new mask, a Philips Respironics respiratory therapist will contact the patient, perform mask fitting over the phone and alert the DME of the new mask type and size through EncoreAnywhere or Care Orchestrator



**Patient**



Patient is struggling with mask within the first 30 days

**Philips team**



Philips team implements SRC Mask Guarantee Program (optional)



Works with patient to identify best mask



Philips team sends mask fit pack to patient



Philips team tracks mask shipment

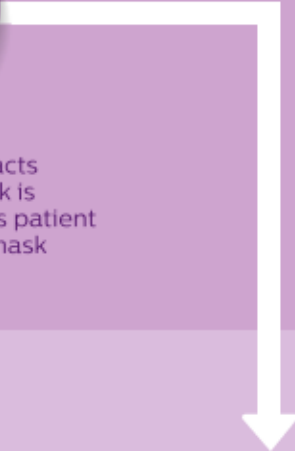


Philips team contacts patient when mask is received, educates patient on mask and fits mask

**DME**



DME is alerted to new mask type and size



# **Long-term Adherence Management Service**



# Long-term Adherence Management Service

## What is it?

The Philips Respironics' Long-term Adherence Management Service helps coach and encourage patient usage after the 90-day acclimation period. Our program assists patients to remain adherent to therapy for months 4-12 immediately following the initial 90-day acclimation period.

## Why is it good for business?

As you know, many insurance companies are requiring patients to be adherent longer for DMEs to receive setup reimbursements. So it is important to keep patients adherent long-term to establish a strong resupply funnel that can help defray the costs of non-adherent patients and add to your bottom line. Also, by continuing to monitor and support after the initial 90-day acclimation period, our Long-term Adherence Management Service maintains communication with your patients for an additional nine months, which can help create stronger relationships with your resupply base.

## How does it work?

- 1 After the patient completes the PAMS program, you can opt your patient into the long-term adherence program
- 2 Next, our sleep coaches will monitor patient usage and intervene when therapy usage starts to slow or stop
- 3 Our sleep coaches use a variety of methods for engaging patients during this phase of therapy (email, text, IVR and live call)
- 4 Once your patient completes the nine-month program, they are reassigned back to your staff



DME



DME communicates through EncoreAnywhere or Care Orchestrator if patient should be put into program

Philips team



Philips team manages adherence months 4-12



Philips team reviews usage and communicates to patient with text, email and live call



Philips team coaches and motivates patient to use therapy



Patient drops from therapy?



Patient is removed from program

Patient



Patient drops usage completely and asks to not be called



Philips team communicates patient status to DME







## Learn more

Now that you've seen how far Philips Home Delivery and Remote Setup goes to help your patients succeed, talk to your Philips Account Manager to ask how you can refer patients.



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Caution: U.S. federal law restricts these devices to  
sale by or on the order of a physician.

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