

hospice



A Regional Distributor with a National Presence

www.mmsmedical.com



who we are

The goal of the MMS Hospice Division is to assist hospice organizations and their caregivers by providing quality products, timely deliveries, treatment protocols, product use training and prices that reflect commitment to our partnership.

Who could imagine a better relationship! MMS is our trusted supplier of essential supplies. The MMS staff recognizes our critical needs. We are confident of accurate on time deliveries, quality products, in-service requirements, and consistently fair pricing. They help us serve and meet our 600 plus patient's requirements and our hospice patient care mission. We expect and plan for this relationship to continue for many years.

—Jerene Maierle, Administrator
Hospice of Arizona

Providing products for Hospice patients began in 1978. Today we are even more dedicated to serve the hospice community.

Our Hospice Care Team is dedicated to serve hospice organizations and hospice patients throughout the country. We recognize the need for inventory control, order entry, on-time delivery, protocols, usage controls, training programs, usage reports, reserved inventory, store room set ups, usage reviews and consistent follow-up.

We set high expectations for each and every one of our employees. It is important to us

that we earn the right for business opportunities and that we maintain and grow those relationships. A true and effective partnership with our customers is the ultimate goal. When the provider and the customer share common goals and care for each others well being, a great team will result.



The Hospice caregivers are recognized as very special people. They provide comfort and grief counseling to the patient and family as indicated. At MMS we have that same caring attitude and dedication.

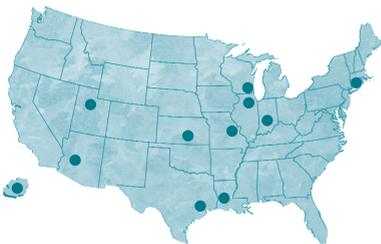
As a customer we are really rough to please. With a daily census of over 1500 patients we expect our vendors to be as 100% committed to every one of those patients as we are. Our relationship with MMS and primarily Darrell Tannatt has proven to us that a high quality long-term partnership in health-care is indeed possible. They and he are equally committed to quality and customer service.

When you think of the products and

—Susan Goldwater Levine
Chief Executive Officer
Hospice of the Valley

services that are required within hospice, please think of the MMS Hospice division. We really do care.

Locations



Headquarters

13400 Lakefront Drive ■ Earth City, MO 63045
Phone: 314-291-2900 ■ Toll Free: 800-736-2115
Customer Service - T: 800-473-2332 F: 800-352-1778
Government - T: 800-488-7951 F: 800-811-3752
Home Care - T: 888-540-3232 F: 314-291-2998

Arizona - Hospice Headquarters

2229 East Magnolia St.
Phoenix, AZ 85034
Phone: 602-306-1722
Cust. Service: 800-777-2634
Fax: 602-306-1787

Connecticut

238 Prestige Park Rd.
East Hartford, CT 06108
Phone: 860-291-8080
Cust. Service: 800-633-7674
Fax: 860-291-8083

Guam

165-E Guerrero St.
Hannon Industrial Park
Tamuning, GU 96913
Cust. Service: 671-922-2700
Fax: 671-922-6967

Illinois

2545 S. 25th Ave.
Broadview, IL 60155
Phone: 708-344-3190
Cust. Service: 866-257-4388
Fax: 708-344-7134

Indiana

12336 Hancock St.
Carmel, IN 46032
Phone: 317-843-1661
Cust. Service: 800-843-8218
Fax: 317-575-3257

Kansas

1970 S. West St., Ste. 360
Wichita, KS 67213
Phone: 316-945-6941
Cust. Service: 800-473-2332
Fax: 316-616-0000

Louisiana

6565 Exchequer Dr., Ste. 160
Baton Rouge, LA 70809
Phone: 225-755-0662
Cust. Service: 800-473-2332
Fax: 225-755-0664

Texas

4655 Wright Rd., Ste. 250
Houston, TX 77477
Phone: 281-313-4711
Cust. Service: 800-473-2332
Fax: 281-313-4736

Utah

585 West 3900 South, Ste. 10
Salt Lake City, UT 84123
Phone: 801-266-3510
Cust. Service: 800-678-6660
Fax: 801-266-3568

Wisconsin

W223 N777 Saratoga Dr.
Waukesha, WI 53186
Phone: 262-549-5660
Cust. Service: 800-336-6001
Fax: 800-545-0065

hospice division

Quality Product Standardization

At MMS, we believe in providing the highest quality products to our customers. Our manufacturers include, but are not limited to, Johnson & Johnson, Kendall, Molnlycke, 3/M, Coloplast and Becton Dickinson. We propose product standardization, providing consistent care, continuity of care and in-depth product use knowledge.

Hospice Specialists

MMS provides each hospice organization a Hospice Sales and Service Specialist and a specifically assigned Customer Service Representative (CSR). It is the goal of each Hospice Specialist to fully understand the mission and philosophy behind your organization. MMS Hospice Specialists and CSRs contribute years of experience through partnerships with hospice organizations across the United States. It is our goal to develop a lasting relationship between MMS, your hospice organization and your specific needs.

Customized Ordering System

MMS understands that every hospice organization is unique. We will provide your organization with customized order forms, which include a list of your authorized products. This approved list of products will include cost and ordering-control measures. It can also be used as a management tool for you to identify treatment exceptions and related costs. MMS is also

committed to accommodate your ordering preference, whether it's phone, fax or e-mail. A reorder system will be customized to your requirements. Additionally, online ordering specific to your organization's program is available.

Protocols and Treatment Programs

The MMS Hospice division will work with your organization and manufacturers to find the best product and/or treatment approach for your patients needs. It is our mission to help develop and implement customized protocols consistent with your philosophy and goals of care. Our in-service training programs are sponsored and available from manufacturers. Specialists in all care areas will ensure proper product use.

Cost Containment

With our volume purchases and national contracts, we are able to provide the best possible pricing in the industry. We simply will not be undersold.

Storeroom Set-up

MMS is available to clean and arrange your storeroom, by product category and product code, according to your state and regulatory guidelines. Shelves will be labeled and organized for easy product identification and reordering. Expired merchandise concerns will be eliminated. Instruction for staff on proper maintenance is provided.

Inventory Control Systems

The inventory management system will coincide with the storeroom set-up and your customized order form to help expedite your ordering process within all sites. Inventory management systems will provide order history, order amounts, and minimum/maximum par levels for each product.

Utilization Reports

MMS will provide customized usage reports upon request. Report examples include; usage and expenditures by site, cost by product or product category, total expenditures by site, region or agency and a complete product listing.

Comprehensive Medical Supply Programs & Services

- Our proven excellence in Hospice Programs nationally.
- Quality name brand products, including product in-service training.
- Experienced Hospice Sales Specialists & Customer Service Specialists.
- Systems to evaluate results and continually improve our programs.
- An MMS Hospice Specialist will introduce you to our Hospice Supply Program today!



Mission

To effectively serve all of the specialized and diverse needs of the medical community, while conducting ourselves with honesty and integrity. We dedicate ourselves to our customers, our suppliers and to one another, with one common goal in mind: *To effectively distribute products and services to the healthcare community.*

Vision

Our vision is to be the premier national distributor to the healthcare industry in the 12 markets we serve. We will achieve this goal through an ongoing commitment to innovation, quality and service. A balance of leadership and teamwork will serve as our foundation.

Commitment

- To provide Hospice Sales & Service representatives and ongoing support.
- To offer quality products, service and training.
- To build partnerships of value for the present and future.
- To possess a broad working knowledge of all facets of this industry.
- To encourage high standards and loyalty in all relationships.
- To exceed your expectations!

