

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.

When you think of the products and services that are required within hospice, please think of the MMS Hospice division.

*We really do care!*

### 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

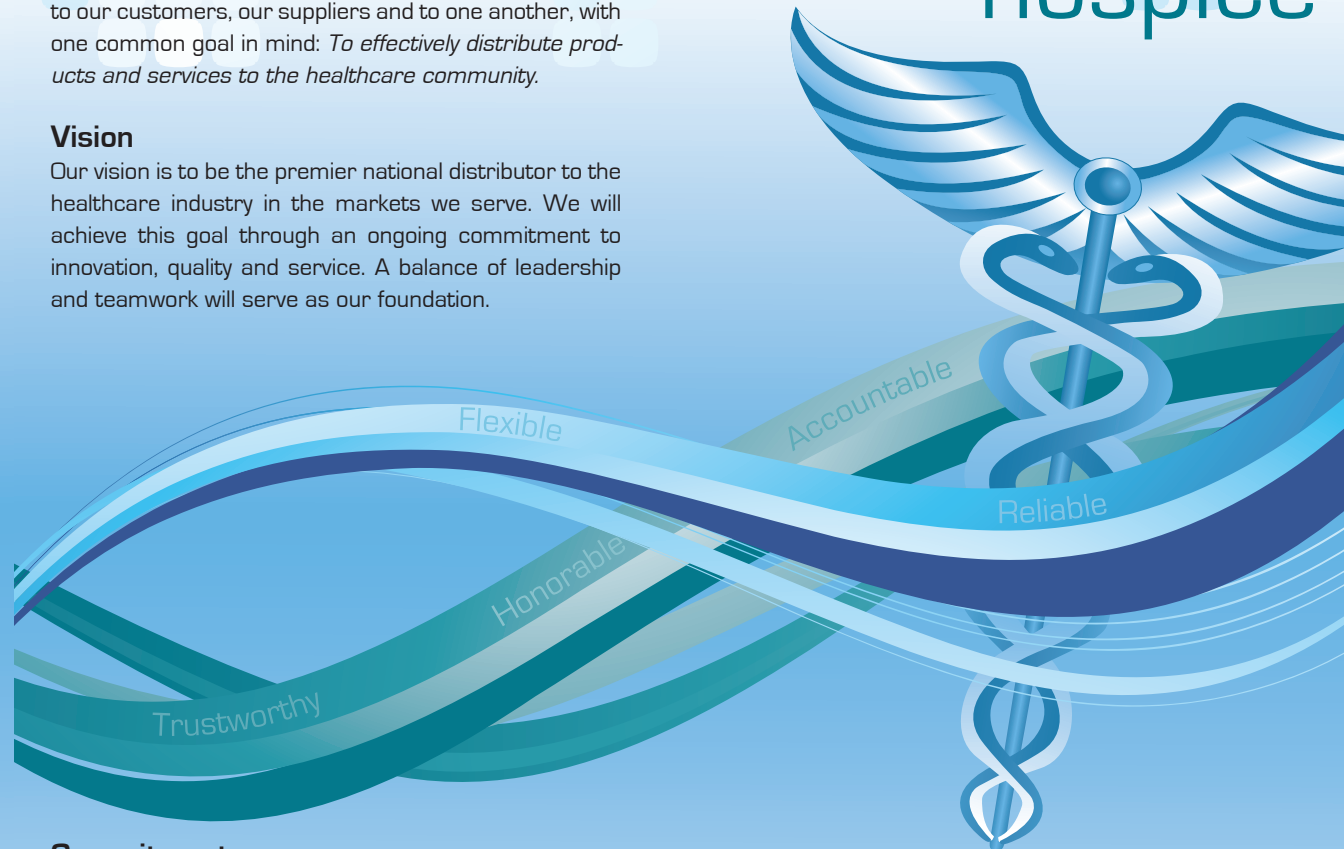
Our vision is to be the premier national distributor to the healthcare industry in the markets we serve. We will achieve this goal through an ongoing commitment to innovation, quality and service. A balance of leadership and teamwork will serve as our foundation.

### Commitment

- To provide seasoned account 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!



# hospice



## 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, inventory control, customized reporting and prices that reflect commitment to our partnership. MMS will help manage your supplies and bring a true partnership to your medical supply relationship.

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,

*Your Partner for  
Medical Supplies  
and Solutions!*

# hospice division

## Quality Product Standardization

At MMS, we believe in providing the highest quality name brand products to our customers for the best pricing. With over 900 manufacturers to choose from some include; Kendall, Convatec, First Quality, Molnlycke, Coloplast, Becton Dickenson and 3M. We propose product standardization, providing consistent care, continuity of care and in-depth product use knowledge.

## 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, e-mail, online or through our inventory control system. A reorder system will be customized to your requirements. MMS online ordering system is specific to your organizations programs and needs.

## Storeroom Set-Up

MMS is available to clean and arrange your store-room, 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.

## 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.

## 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 Product category areas will ensure proper product use. Wound Care, Skin Care, Incontinence, Ostomy and Enterals are some of the protocols we assist in developing.

## Inventory Control Systems

MMS offers an inventory control system that isolates the normal day to day use of supplies from the overall processes of maintaining items and on hand quantities of supplies. This bar code scanning system automatically generates orders based off of par levels. This inventory control system will provide reports such as, order history, order amounts, costs per individual patient or clinician and even customized reports to fit your needs.

## BeCompliant™

Free web-based tool exclusively from MMS. BeCompliant™ helps you easily track purchases by location, product and product category and allows you to have more control over all aspects of your purchases. Manage and view spending limits by product and product category. Notifications via email are sent out when non formulary items are ordered, when items are ordered over the par level or ordered over the budget by product or product category. Generate custom reports that can be downloaded into Excel. Track costs per patient per day by product, product category or overall spend.

## Benchmarking

MMS works with hundreds of Hospice organizations across the country, we will provide your organization with usage and cost comparisons of other hospice organizations or between your organizations locations. These comparisons will show you what your organization is spending or using per patient per day by product or product category.

## CEU's and Education

CEU Credits are earned online, you can save time and money with access to interactive courses for your nursing staff and an easy-to-use tracking system. Online courses for Nursing Education, Administration Education, CNA In-Service Education, Clinical Skills and OSHA Compliance. Additional education and in-service is available thru our manufacturer partners.

## 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.

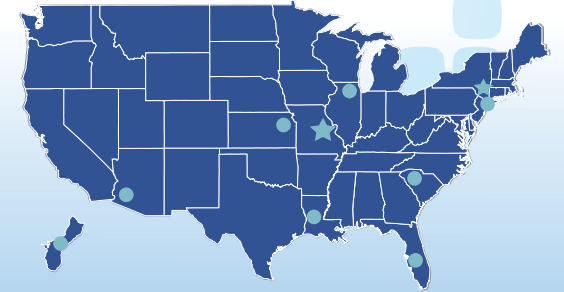
## Cost Containment

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

## Comprehensive Medical Supply Programs & Services

- Our proven excellence in Hospice Programs nationally.
- Experienced Hospice Sales Specialists and Customer Service Specialists.
- Quality name brand products, including product protocols and in-service training.
- Inventory control systems and customized reporting tools to help contain usage and costs.
- An MMS Hospice Specialist will introduce you to our Hospice Supply Program today!

# locations



## Headquarters - Missouri

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

## Regional Office - New York

145 Huguenot St., Suite 108  
New Rochelle, NY 10801  
Phone: 914-819-1100  
Hospital: 800-585-8882  
Fax: 914-738-9568  
Extended Care: 800-221-0850  
Fax: 914-738-4536

## Arizona

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

## Florida

1575 Aviation Ctr Pkwy #525  
Daytona Beach, FL 32114  
Phone: 386-252-9960  
Fax: 386-252-9961

## Guam

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

## Illinois

1555 Hawthorne Lane, Suite 1W  
West Chicago, IL 60185  
Phone: 630-231-0440  
Cust. Service: 800-882-8889  
Fax: 630-231-4626

## Kansas

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

## Louisiana

3401 Oak Villa Blvd  
Baton Rouge, LA 70814  
Phone: 225-216-3329  
Cust. Service: 800-473-2332  
Fax: 225-216-3346

## South Carolina

4260 Orchard Park Blvd  
Spartanburg, SC. 29303  
Cust. Service: 866-825-6078  
Phone: 864-576-0010  
Fax: 864-576-0140

## New Jersey

200 Seaview Dr.  
Secaucus, NJ 07094  
Phone: 201-223-4602  
Fax: 201-223-4607