

**Dear SAVVIK/NCEMSC Member,**

It gives us great pleasure to announce that we have selected Henry Schein EMS as our provider of EMS products and solutions. Through a collaborative effort between SAVVIK/NCEMSC, Henry Schein, and Novation, we are positioned to reduce costs and improve the level of service that is critical for continued success. This program will provide access to a complete portfolio of medical/EMS/surgical supplies, pharmaceuticals, and equipment.

By leveraging SAVVIK/NCEMSC' overall purchasing power, you should see immediate savings.

A dedicated representative will be working with you to ensure the highest level of service and support.

*We have enclosed the following items for your reference:*

- ***Member Value Reference***
- ***Henry Schein Overview***
- ***Henry Schein EMS Website***
- ***Ways to Order and Contact Information***
- ***Your Distribution Center***

Please contact us with any questions. We look forward to working with you.

Sincerely,

**SAVVIK/NCEMSC Contact**

**Mickey Schulte:**

Phone: 1-713-504-7737

Email: [mschulte@ncemsc.org](mailto:mschulte@ncemsc.org)

**Henry Schein EMS Contact:**

**Jesse Garringer**

Phone: 1-800-845-3550 (Ext. 390)

Email: [jesse.garringer@henryschein.com](mailto:jesse.garringer@henryschein.com)

# WORKING TOGETHER

## SAVVIK/NCEMSC Group Member Value Proposition

### HENRY SCHEIN PROGRAM OVERVIEW:

Henry Schein has been chosen to provide a best-in-class medical supply program.

The following outlines the value programs we will bring to each member:

### HENRY SCHEIN COMPANY OVERVIEW:

- Leading distributor to non-acute health care markets in the US and North America
- Providing service to EMS for 39 years
- Products include Medical/surgical, pharmaceuticals, laboratory, and equipment
- Ordering options include easy-to-use Web-based ordering, phone, fax, and EDI (electronic platform)

### MEMBER BENEFITS:

- Product Sales Plan/Formulary encompassing all EMS/medical specialty products
- Pricing integrity
- 1-2 day standard delivery with a 99% fill rate
- New/lower-cost alternatives
- Ease of ordering
- Best-in-class service to include real-time follow-up and communication
- Reporting capabilities include member customized reports and standard product usage reports

### COST SAVINGS:

- Proven performance in providing significant total savings upon transition to Henry Schein
- Additional savings opportunity for members to standardize products and/or move to high-quality/lower-cost alternatives, including Cardinal product opportunities
- Supply chain, invoicing, and receiving efficiencies resulting in back-end cost reductions
- Leveraging Novation contracts

### MEMBER VALUE-ADDED SERVICES:

- Barcode scanning and inventory optimization
- Inventory Management
- Infection Control - Education Resource, inControl Guide
- Pharmaceutical Programs-Live hotline, Rx samples, Onsite Dispensing, BioTherapeutics Quarterly Publication

### STRATEGIC ALIGNMENT OF MEMBER NEEDS AND OBJECTIVES

- Henry Schein will work with each member to clearly understand its short- and long-term service requirements, goals, and objectives
- All levels of Henry Schein Leadership and Service Groups will be strategically aligned to provide best-in-class service to program members

Contact:

**EMS Customer Service**  
Phone: **1-800-845-3550**  
Fax: **1-800-533-4793**

## CUSTOMER AND INDUSTRY RECOGNITION

2014  
A Fortune®  
World's Most  
Admired Company

### #1 in Wholesalers Health Care Industry

#1 in all 9 categories, including:

- Social responsibility
- Innovation
- Quality of products and services
- Global competitiveness

- Fortune Magazine 2015

2014  
An Ethisphere®  
Institute  
World's Most  
Ethical Company

### Recognized as one of the World's Most Ethical Companies

- Ethisphere 2014



### #1 in Customer Satisfaction

- Customer service
- Quality of products and services
- Fast and accurate order fulfillment

- 2011 AMA Physician Medical Supply Survey

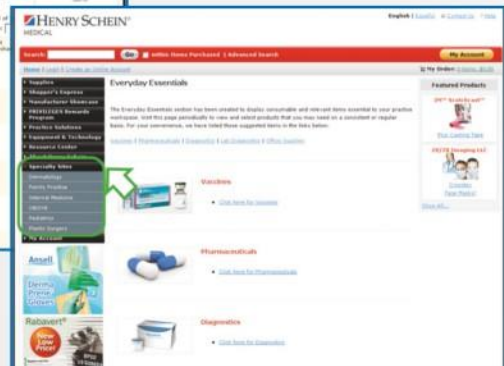
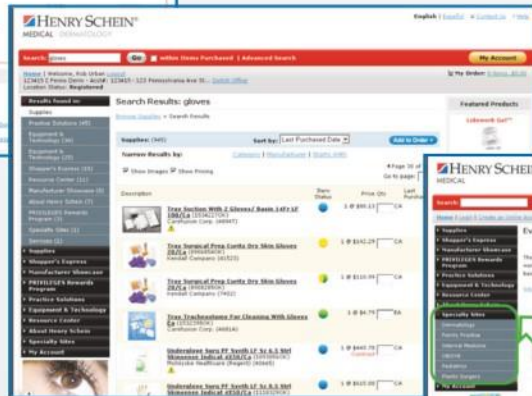
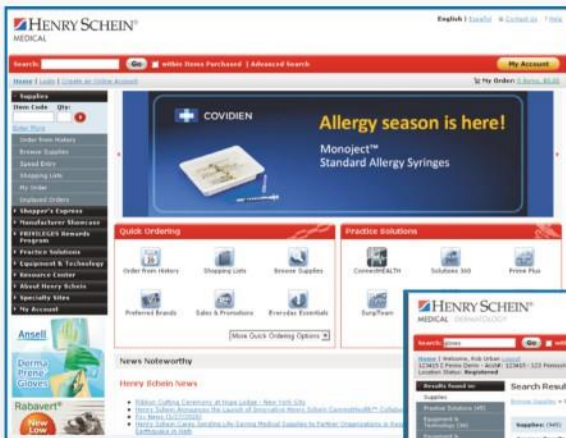
# EMS MEDICAL WEBSITE



**ORDERING MADE EASY:** Our Website enables each practice to manage the acquisition of supplies efficiently:

- Orders placed before 4:00 PM will be filled and delivered the next day
- Order tracking and receipt capabilities
- Comprehensive reporting capabilities
- Customized user-driven shopping lists by location
- Item stock status
- MSDS access for products ordered

Henry Schein ordering app



## Henry Schein: Ways to Order your Supplies

Below are the various ordering options available to you through Henry Schein EMS. Please contact the Henry Schein team if you have any questions:

**1**

**Website**

**Visit:**  
[www.henryschein.com/medical/us-en/matrix](http://www.henryschein.com/medical/us-en/matrix)

**For Website support**  
Call:  
1-800-711-6032  
or  
1-631-843-5500 Ext. 5117

**E-mail:**  
[ECS@henryschein.com](mailto:ECS@henryschein.com)

**2**

**Phone**

**1-800-845-3550**  
(8am-9pm, et)

**3**

**Fax**

**1-800-533-4793**  
(24 hours)

**4**

**Dedicated  
Account  
Reps**

**Contact your  
Henry Schein Representative**

If you are not sure who your account representative is, please contact  
**the Customer Service line**  
**1-800-845-3550**

