

Customer Care Support

INOmax Total Care™
The TRUSTED 24/7 Service Package

Customer Care Support: Overview

- Personal Customer Care Specialists assist you with:
 - Monitoring your account
 - Managing inventory of INOMAX & Delivery Systems
 - Invoice and credit questions
 - Connecting to Technical Support Team
- Available 24/7
- 1-877-566-9466

Customer Care Support: Routine Ordering Process

- Your Ikaria Customer Care Specialist will contact hospital several days before the scheduled delivery for your order
- Please provide the following
 - Number of INOMAX[®] cylinders to exchange
 - INOcal[®] calibration gas needs
 - Disposable needs
 - Any delivery restrictions
- Additional requests may include
 - Availability of delivery system(s) for preventative maintenance (PM)
 - INOMAX cylinders due back for inventory rotation

Customer Care Support: Emergency Deliveries (Delivery Systems)

Emergency INOMAX[®] delivery systems will be distributed by

- Universal Hospital Services (UHS)
- Your Ikaria Regional Service Center (RSC)



Please note: UHS only supports INOMAX delivery systems – they do not deliver INOMAX cylinders or disposables

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"The UHS Universal Hospital Services Oval Logo is a registered trademark of Universal Hospital Services, Inc."

Customer Care: Emergency Deliveries (Cylinders)

- Emergency INOMAX[®] cylinders will be distributed by
 - Your RSC
 - 3rd party provider



- Customer Care Specialist will ask the following questions
 - How many patients are currently on therapy?
 - How fast is the patient(s) going through a cylinder?
 - How many empty/full cylinders are in your inventory?
 - How soon do you need a cylinder delivery?
 - Can your hospital accept a 3rd party delivery?



Emergency Order Placement - Logistics

- Considerations for emergency services
 - Distance from provider
 - Time of day
- Emergency Delivery Options
 - Direct from Regional Service Center (RSC)
 - 7 RSCs in continental US
 - DOT driver restrictions (max 11 hours of driving)
 - 3rd Party Provider
 - Time required to process – additional time to prepare to ship
 - DOT driver restrictions (max 11 hours of driving)
- Work together to minimize the need for emergency orders
 - Awareness of consumption
 - Current patient need
 - Knowledge of existing inventories (i.e. – cylinders, disposables, INOcal...)

Thank You!



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