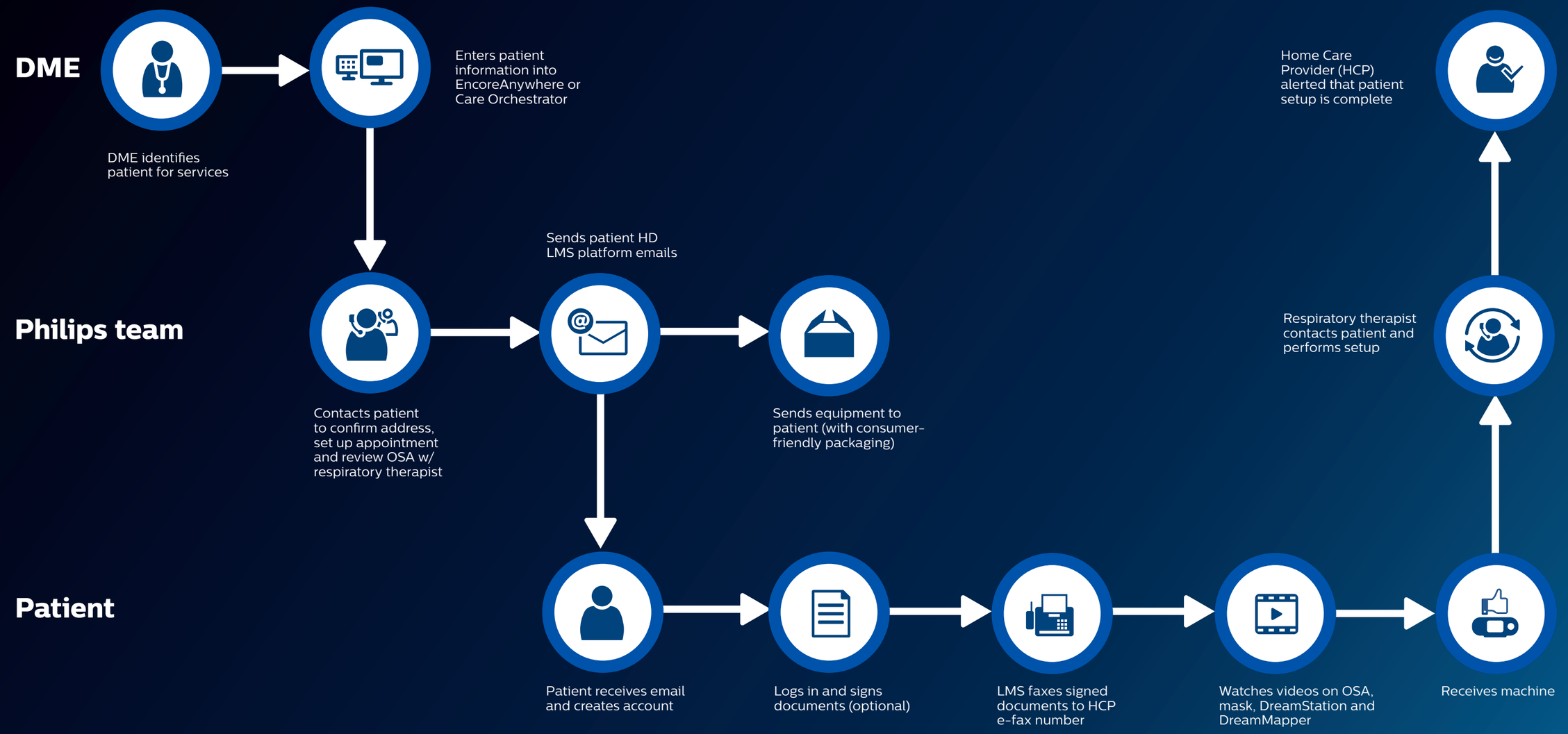
DME
DME identifies patient for services
Enters patient information into EncoreAnywhere or Care Orchestrator
Philips team
Contacts patient to confirm address, set up appointment and review OSA w/ respiratory therapist
Sends patient HD LMS platform emails
Sends equipment to patient (with consumer-friendly 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
Respiratory therapist contacts patient and performs setup
Home Care Provider (HCP) alerted that patient setup is complete