

DEVICE SWAP SOLUTION



Reliable, compliant, and patient-centric medical device delivery and exchange on a regular basis and for emergencies

Many patients require insulin pumps to be delivered to their home or treatment center for the self-management of blood sugar levels. Without timely access to these medical devices, a critical situation could develop.

TYPICAL BUSINESS CHALLENGES

- Ensuring device availability & timely access
- Serving patients at their doorstep
- Ensuring GDP compliance
- Providing inventory visibility
- Managing the end-to-end supply chain

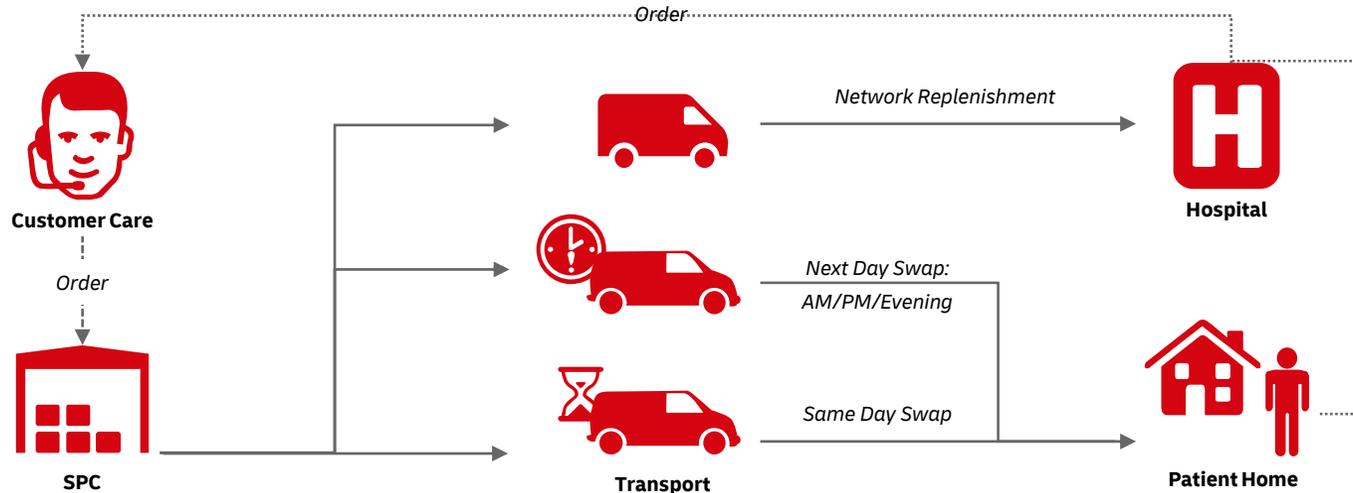
DHL SOLUTION

This solution ensures both reliable replenishment and emergency delivery of insulin pumps to the patient's doorstep or treatment center, also allowing the patient time to swap out and return their used/defective device. It includes inventory management, returns investigation, and product disposal.

SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Ensuring device availability & timely access** – Reliable delivery of regular orders within agreed timeframes as well as urgent deliveries with certified and audited carriers
- ✓ **Serving patients at their doorstep** – Patient-centric solution; 30-minute wait period for device swap; monitored business-to-consumer (B2C) handover and returns procedures with certified personnel; 24x7 patient service helpline
- ✓ **Ensuring GDP compliance** – Good distribution practice (GDP) for the handling, storage and transportation of medical devices
- ✓ **Providing inventory visibility** – Single IT platform; digital dashboard of all storage locations; inventory optimization; reducing consignment stock at treatment centers and hospitals
- ✓ **Managing the end-to-end supply chain** – Tiered network of warehouses and forward stocking locations; standardized forward and return processes and seamless flow of information

RELIABLE, COMPLIANT, AND PATIENT-CENTRIC INSULIN PUMP DELIVERY AND EXCHANGE



DEVICE SWAP SOLUTION



KEY BENEFITS FOR YOUR BUSINESS



SWAP EFFICIENCY

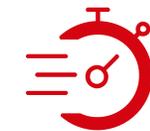
Patients are given time to swap devices

RELIABLE

Robust replenishment and returns solution



FAST



Urgent delivery within 4 hours

DIRECT

Connects the device manufacturer to patients

