Baxter

RESPIRATORY HEALTH

HELPING YOUR PATIENTS BREATHE EASY IN THE HOSPITAL, AT HOME AND ON THE GO

Product Portfolio and Services

THE **CARE CONNEX** PROGRAM BY BAXTER

Baxter created the **CARE Connex** Program to deliver comprehensive services at every step of the patient journey, offering new efficiencies for your practice and helping improve the therapy experience for your patients. We work with over a thousand leading local, regional and national insurance companies to include commercial health plans and networks, Medicaid, Medicare, TRICARE and the Department of Veterans Affairs.

THE **CARE CONNEX** PROGRAM BY BAXTER

A new level of service for your practice and patients, supporting you with a range of innovative services:

Coverage

Advocacy

Respiratory care

Education & empowerment

CONNEX HEALTH PORTAL

– **Connex** Health Portal is a holistic health management platform
– Physicians and patients can track compliance data from **The Vest** APX System and **Monarch** Airway Clearance System

EXCELLENT CARE AND SUPPORT SERVICES

INSURANCE PROVIDER SERVICES

The **CARE Connex** Program by Baxter is committed to working with patients, their insurance providers and healthcare team to gain coverage and reduce the financial burden for your patients. We are passionate about improving our patients' lives and simplifying this process with dedicated resources throughout.

24/7 CLINICAL CARE WITH MULTILINGUAL CUSTOMER SERVICE AND PRODUCT SUPPORT

You and your patients will always have the expertise and power of the **CARE Connex** Program by Baxter at your fingertips with our dedicated and compassionate support team. Our clinically trained team is available around the clock to answer questions about disease state, therapy, prescriptions and devices. Through our partnership with **LanguageLine Solutions**, we can ensure all of your patients get access to the support they need, with spoken interpretation and written translation in more than 240 languages.

600+ IN-HOME LICENSED CLINICIANS

We understand the challenges of a patient's transition from hospital to the home. With the **CARE Connex** Program, each patient will be assigned a licensed clinical professional including certified respiratory therapists to help ease the adjustment. Whether it's from a hospital room or the comfort of their home, our clinical professionals will be there to train, educate and set up customized therapy with the patient and their caregiver or family member. Patient training reports conducted by a clinical professional can then be shared with physicians and payers as needed.

CLINICAL IN-HOME ASSESSMENTS, TRAININGS, OUTCOMES MONITORING AND REPORTING

Our network of in-home clinical trainers provide education and assessments to help ensure patients achieve optimal therapy outcomes. When we've finished device setup, our clinical support team stays in contact with patients and caregivers, providing multiple touchpoints during the patient's therapy journey. The **CARE Connex** Program assesses your patient's condition and satisfaction, using tools like the COPD Assessment Test (CAT) and patient satisfaction surveys to evaluate patient outcomes and service performance. Monitoring your patient's care is clear and simple with our comprehensive reporting on patient progress and satisfaction.

CONTINUING EDUCATION COURSES

With robust continuing education (CEU) courses, we can ensure your team and healthcare providers, as well as educators and students at respiratory schools, have the knowledge and support they need. All courses are approved by the AARC for respiratory therapists.

E-PRESCRIBING AVAILABLE (PARACHUTE, EPIC, CERNER, ALLSCRIPTS AND OTHERS)

With multiple options to submit a prescription electronically through major EMR and e-Prescribing platforms, the **CARE Connex** Program by Baxter can refine the ordering and approval process for your team. Sending orders and patient documentation digitally is easy and efficient.

SIMPLIFYING INSURANCE SUBMISSIONS

The insurance submission process can be complex and time-consuming for everybody involved. The policies and coverage criteria for insurances vary widely—meaning you and your staff can be confronted with patient questions you may not have the resources to handle. In an effort to streamline and simplify the insurance submission process, the **CARE Connex** Program by Baxter is here to advocate for you and your patients.
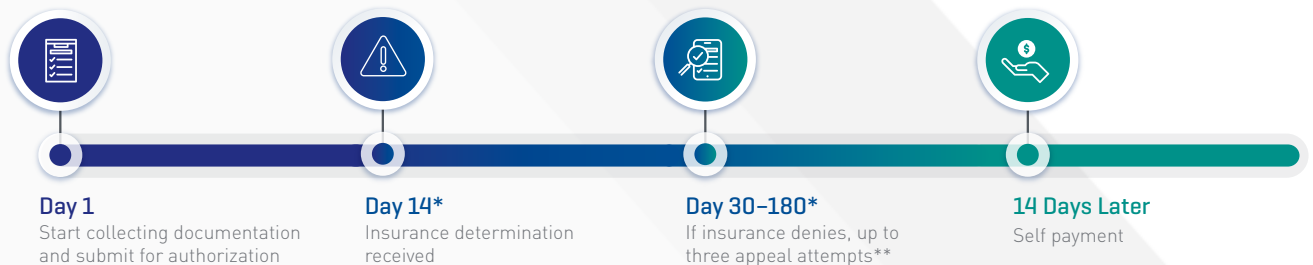
EXPERTLY MANAGING THE PROCESS

- Compiling only the relevant, required documentation necessary to obtain prior authorization
- Following up with the insurance company to ensure the submission proceeds smoothly

ADVOCATING FOR PATIENTS

It can be stressful for the patient when a payer denies coverage. However, these decisions can often be appealed. In the event of a denied authorization request, our professional and passionate appeals staff will be there to advocate for patients and submit an appeal to the payer to present a case for coverage.

TIMELINE FOR INSURANCE SUBMISSION AND POTENTIAL APPEALS

Day 1
Start collecting documentation and submit for authorization

Day 14*
Insurance determination received

Day 30–180*
If insurance denies, up to three appeal attempts**

14 Days Later
Self payment

*Varies by insurance
**Various levels of appeal based on insurance

THE VEST APX SYSTEM

INCORPORATES WELL-ESTABLISHED, PATENTED TECHNOLOGY AND TRUSTED EFFICACY, WITH NEW COMFORT AND EASE

For over 30 years, clinicians and patients have trusted **The Vest** System from Hillrom for High Frequency Chest Wall Oscillation (HFCWO) therapy to help improve respiratory health and quality of life. No other HFCWO device has been studied as extensively, prescribed as often, or trusted by more patients. Now that Hillrom and Baxter are one team, we are proud to introduce **The Vest** APX System. It makes the same therapy more comfortable and easier for patients to use and transport, supporting daily use.

APX = ADVANCED PULMONARY EXPERIENCE

From the game-changing comfort of a streamlined garment to an intuitive touchscreen interface and travel-friendly carrying case, **The Vest** APX System is designed to deliver a HFCWO therapy experience that fits your patients' lives, in the home and on the go.

THE VEST APX SYSTEM IS THE NEXT GENERATION OF **THE VEST** SYSTEM.

43%REDUCTION*
in disease-specific hospitalizations[1]

★★★★⯪

OVERALL CUSTOMER SERVICE PERFORMANCE*
of **The Vest** System[2]

*Data for **The Vest** System, Model 105, using the same technology as **The Vest** APX System

FEATURES

- Streamlined garment design focuses therapy on the lungs and away from the abdomen, for more comfortable treatment
- Appropriate for patient sizes from pediatric to geriatric, with vest and wrap garment options
- Easy to navigate preprogrammed protocols
- **Connex** Health Portal
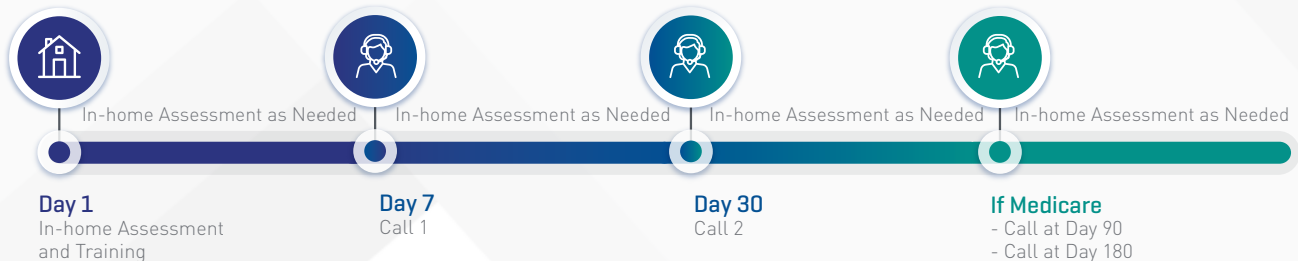- Multiple languages
- Quick attach hose connections

SUPPORTING YOU
AT EVERY STEP

The **CARE Connex** Program high-touch clinical service team engages and motivates your patients. Multiple face-to-face and virtual touchpoints along the patient care journey allow our clinical team to assess, train and be there for support throughout your patient's experience with **The Vest** APX System.

Scan the QR code for **The Vest** APX System prescription form.

In-home Assessment as Needed   In-home Assessment as Needed   In-home Assessment as Needed   In-home Assessment as Needed

Day 1
In-home Assessment and Training

Day 7
Call 1

Day 30
Call 2

If Medicare
- Call at Day 90
- Call at Day 180

MONARCH AIRWAY CLEARANCE SYSTEM

WHERE THERAPY IS MOVING

Imagine how the quality of your patients' lives could be improved if they were given the freedom to do their airway clearance therapy while still doing everyday activities. That's exactly what our **Monarch** Airway Clearance System is designed to do. The **Monarch** System employs revolutionary technology to provide High Frequency Chest Wall Oscillation (HFCWO) therapy in a mobile way.

INNOVATION IN MOTION

With its innovative technology, the **Monarch** System lets your patients move about freely even as they receive targeted kinetic energy and airflow to thin and mobilize airway secretions.

FEATURES

– Eight Pulmonary Oscillating Discs (PODs) positioned to deliver targeted kinetic energy
– Multiple programming options
– Sportswear-inspired design
– Quiet operation enables easy conversation
– Clinician-patient connectivity in care via **Connex** Health Portal
– Rechargeable battery

SUPPORTING YOU AT EVERY STEP

The **CARE Connex** Program high-touch clinical service team engages and motivates your patients. Multiple face-to-face and virtual touchpoints along the patient care journey allow our clinical team to assess, train and be there for support throughout your patient's experience with the **Monarch** System.

Scan the QR code for the **Monarch** System prescription form.

In-home Assessment as Needed   In-home Assessment as Needed   In-home Assessment as Needed   In-home Assessment as Needed

Day 1
In-home Assessment and Training

Day 7
Call 1

Day 30
Call 2

If Medicare
- Call at Day 90
- Call at Day 180

VOLARA SYSTEM

HELPING YOUR PATIENTS SUCCEED IN THEIR CARE SETTINGS

For your patients needing airway clearance, the **Volara** System offers hospital-level Oscillation and Lung Expansion (OLE) therapy at home. It combines three treatments in one: Continuous Positive Expiratory Pressure (CPEP), Continuous High Frequency Oscillation (CHFO) and a nebulizer integrated with CPEP and CHFO for maximum treatment efficiency.

DELIVERING PRECISION AND CONTINUITY OF CARE

The **Volara** System promotes accurate, consistent therapy in acute and chronic care settings, helping accelerate recovery and sustain lung health. With a wide pressure range that allows you to treat a broad range of patients, it accommodates multiple delivery modes, including tracheostomy, mask and mouthpiece.

OVERALL CUSTOMER SERVICE PERFORMANCE of the **Volara** System[2]

FEATURES

- 3-in-1 therapy combines CPEP, CHFO and nebulizer in one system
- Pre-set programs for your therapy protocols
- Multiple languages
- Flexible treatment options available

SUPPORTING YOU AT EVERY STEP

The **CARE Connex** Program high-touch clinical service team engages and motivates your patients. Multiple face-to-face and virtual touchpoints along the patient care journey allow our clinical team to assess, train and be there for support throughout your patient's experience with the **Volara** System.

Scan the QR code for the **Volara** System prescription form.

In-home Assessment as Needed   In-home Assessment as Needed   In-home Assessment as Needed

Day 1
In-home Assessment and Training

Day 7
Call 1

Day 30
Call 2

Day 90
Call 3

Day 180
Call 4

Yearly
Call

SYNCLARA COUGH SYSTEM

GOING FURTHER FOR PATIENT HEALTH AND COMFORT

For patients with compromised lung function, cough simulation can be a critical therapy. At Baxter, we set out to make this therapy as effective and comfortable as possible. The **Synclara** Cough System is the result, using Mechanical Insufflation-Exsufflation (MIE) technology to simulate a cough, evacuating secretions that could otherwise collect in the upper airways.

DESIGNED AROUND THE NEEDS OF YOUR PATIENTS

Designed to be easily individualized, the **Synclara** System optimizes treatment for a broad range of patients with complex and changing needs, in acute and homecare settings. We've added patient-centric features like Patient Synchrony and the novel Positive Air Pressure (PAP) on Pause that make it the most complete cough solution—for use from hospital to home.
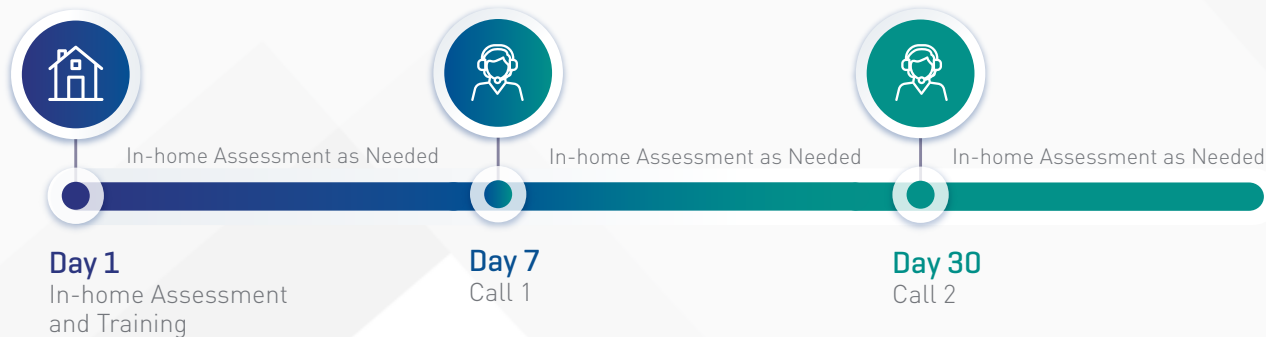
FEATURES

– Acute and homecare models available
– Use with mask, mouthpiece or tracheostomy
– Choose from automatic or manual therapy
  delivery modes
– Small and light, adaptable to virtually
  any setting

SUPPORTING YOU
AT EVERY STEP

The **CARE Connex** Program
high-touch clinical service
team engages and motivates your
patients. Multiple face-to-face and
virtual touchpoints along the patient care
journey allow our clinical team to assess,
train and be there for support throughout your
patient's experience with the **Synclara** System.

Scan the QR code for
the **Synclara** System
prescription form.

In-home Assessment as Needed   In-home Assessment as Needed   In-home Assessment as Needed

Day 1
In-home Assessment
and Training

Day 7
Call 1

Day 30
Call 2

For more information, including reports on patients, order forms, educational materials and more to support your office, please call **1-800-426-4224**.

Rx Only. For safe and proper use of product mentioned herein, please refer to the Instructions for Use or Operator's Manual.

References
1. Basavaraj A, Shah D, DeKoven M, et al. A Pre-Post Analysis Assessing the 3-Year Long-Term Impact of High Frequency Chest Wall Oscillation Therapy on Clinical Outcomes, Healthcare Cost and Utilization in Adult Patients with Non-Cystic Fibrosis Bronchiectasis in the U.S. [Abstract]. *Am J Respir Crit Care Med.* 2021;203.
2. Data on file at Baxter International Inc.
3. Carlin BW, Wiles KS, McCoy RW, Brennan T, Easley D, Thomashow RJ. Effects of a Highly Portable Noninvasive Open Ventilation System on Activities of Daily Living in Patients with COPD. *Chronic Obstr Pulm Dis.* 2015;2(1):35-47. Published 2015 Jan 1. doi:10.15326/jcopdf.2.1.2014.0116.