



The LifeNet Health Service Advantage

At LifeNet Health, when we say service, we mean 25 years of proven support. We have a variety of programs and policies in place to earn your confidence and ensure your complete satisfaction.

Access and Ordering

- Dedicated customer service team available every day from 7 a.m. to 7 p.m., plus 24-hour on-call support for emergencies.
- Free next-day shipping.
- Bio-Implant Locator service.
- Flexible return policy.
- Three strategic inventory alternatives: direct invoicing, delayed billing invoicing and on-site consigned inventory.

Dedicated Staff and Partners

- On-site bio-implant specialist to consult with implanting surgeons, or conduct in-services at customer's request.
- Training Center at Virginia Beach facility covers topics such as tissue banking history, practices, quality assurance, donor screening and clinical application of human tissues.
- Continuing education provided to staff on an ongoing basis.
- Partnerships with world-renowned companies, such as DePuy, St. Jude Medical, and Arthrex Tissue Systems, to provide management and marketing support as well as technical expertise.

Education for Your Employees

- Continuing education for nursing and technical staff at no charge.
- Specific in-service programs designed to train OR staff in the reconstitution of tissue, proper use and handling, and more.
- Variety of manuals, in-service presentations and other resources for dissemination or presentation to your employees.

Donor Family Support and Assistance

- Dedicated to supporting the recipients touched by this process, and the donors who make this wonderful gift possible, through continuous communication, workshops and support groups.
- Our Web site, www.healingthespirit.org, is available to all who mourn the death of a loved one, and contains information to aid in the grieving process.
- "Thanks to You" program allows recipients to send a thank you letter to the donor's family, coordinated and facilitated by LifeNet Health.



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www.lifenethealth.org / www.accesslifenet.org

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The information provided in this brochure is not meant to replace the advice or expertise of a physician or other qualified health care provider. You should never disregard the advice of your physician or other qualified health care provider because of any information you read in this brochure. If you have any additional questions regarding tissue transplants, please consult your physician or other qualified health care provider.

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