

NOT JUST A LABEL

45+ years of Labeling Expertise

Industry-leading Customer Service & Support

Nationwide Sales Consultants

Stock & Custom Label Capabilities

Serving Healthcare Exclusively



TimeMed[®]

Increase your Return on Investment. Visit us at www.TimeMed.com

EXCELLENCE

TimeMed has been the innovator and leader in hospital labeling since 1955. Originating with Time Tape, expanding to include a variety of label products in the 60's, pioneering EDP labeling in the 70's and 80's, adding a full line of thermal labeling systems in the 90's and introducing twin web laser products for the millennium; TimeMed has been the architect that designed and defined hospital labeling for over the past 45 years.





Facilities

With three facilities geographically located to provide the best possible service to hospitals nationwide, TimeMed provides leading edge delivery systems on stock and custom products. In order to provide the greatest value to our customers, TimeMed uses the latest Supply Chain Management techniques to include just in time inventory from suppliers, top of the line manufacturing equipment and processes and innovative delivery and distribution.

Sales Force

Our sales force is the most experienced, knowledgeable and highly trained sales force in our industry. We have no competitor who is so capable of delivering expert service on a nationwide basis. The ability of our sales force to solve customer-labeling problems in a professional, value-added manner has been and continues to be one of our greatest strengths.

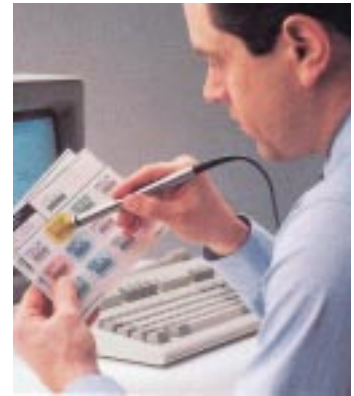
This sales force, and our three customer service departments, are poised to provide you with unparalleled service.

Marketing

Complementing the efforts of our sales force, our Marketing Department has been extraordinarily successful in identifying products that hospitals need, bringing them to market and creating full lines of stock products. Their knowledge allows TimeMed to deliver products to the marketplace with the right adhesives, face stocks and performance characteristics that make the complex job of hospital labeling seem easy.

Customer Service

At TimeMed, everything we do is aimed at providing our customers with the greatest value possible. As the leader in the industry, we stand behind every product and service we deliver. Our Corporate Customer Service Manager tells her people every day, "Our goal is total customer satisfaction." This has been the goal of TimeMed for the past 45 years and will continue to be our goal for the future.

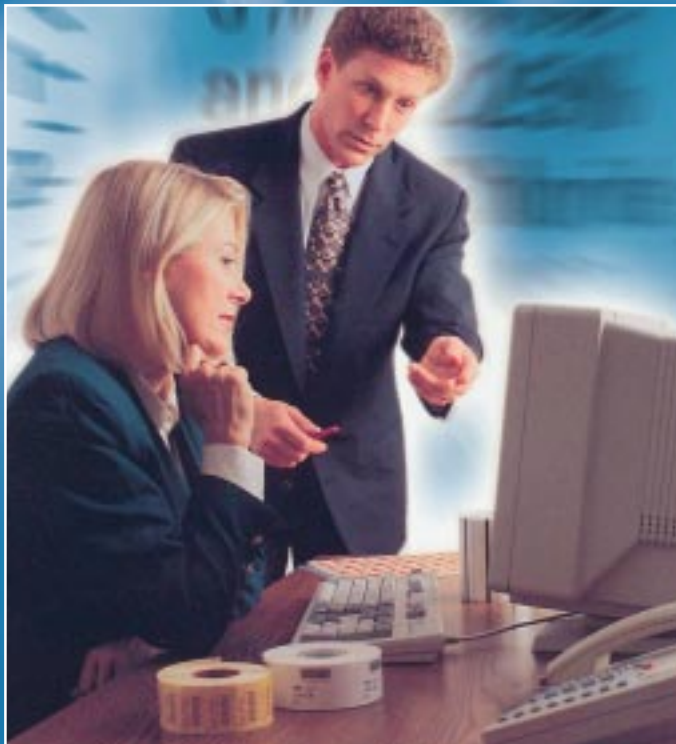


You can count on TimeMed to apply the right label printing technologies and systems to better manage the business of patient care.

INNOVATION

QUALITY

Throughout your institution, TimeMed will demonstrate how labeling contributes to the new reality of healthcare. It's been our reality for more than 45 years.



Our solutions tailored to your specific needs, technology and budget. We can help you cut costs, reduce errors and speed up the flow of information, resulting in improved patient care.





Labeling systems have become important management tools; employing the right ones will have far-reaching impact on the successful operation of your organization.

Labeling should be an essential component of a facility-wide information system. One that focuses on your patients, materials and management processes.

That is precisely how TimeMed will view your operation.

We begin with a thorough inspection of current labeling practices. A TimeMed representative will meet with your department managers to search out areas where improved labeling systems can streamline procedures. The representative then returns with a solution tailored to your size, computerization and budget. Our solutions can help cut costs by increasing productivity, reducing errors, speeding information flow... and improving patient care.

We don't stop there. Long after other companies would have left you on your own, we're there to train your people to employ your TimeMed system to its best advantage. We will be there to advise your departments on new

labeling technologies. What's more, we'll continue to counsel your departments as additional needs unfold.

We're constantly searching for new solutions

In healthcare, nothing stands still, including labeling. TimeMed continues to find visionary ways to make labeling work faster, more efficiently and more cost-effectively. In addition, our expertise in labeling means that you don't have to waste valuable time "experimenting" with products that might not work... or that might harm your expensive equipment.

No wonder TimeMed remains the labeling leader in so many healthcare departments, where some of our accomplishments include:

- Delivering labeling systems that help materials management control inventory and assure accurate charge recording.
- Refining laboratory labeling to identify samples, track them through rigorous testing procedures and deliver more accurate result reporting.

- Enhancing pharmacy control and supply replenishment while speeding the flow of data from receiving to billing.

We've done the same in Nursing, Radiology, Medical Records, Admitting and the Blood Bank. TimeMed also supports alternate site enterprises with labeling systems for nursing homes, reference laboratories and home care.

Stock products not stock answers

On analysis of your operations, your TimeMed representative may find the right solution to a labeling issue in our vast inventory of stock products. The result of many of our custom design programs, over 2,000 economical products, are ready for almost every application. No one else in labeling... or forms... boasts such a large inventory of stock labeling systems, or equals our 99% fulfillment rate!

CONSULTING

KNOWLEDGE

Sales & Training

Sales

In order to understand your business requirements, our national sales representatives visit your facilities by department to see firsthand how they can be of value. A number of different material/adhesive combinations can solve a variety of individual departmental labeling needs. Our sales representatives are trained to determine the optimal material/adhesive combinations, which involves several factors: material, temperature, environment, type of adhesion, printer and if barcode or human readable information will be printed on the label. With all these variables involved in determining labeling needs, it is

important our sales representatives have a hands-on selling approach.

Many labeling requirements are extensive and need a comprehensive understanding of the labeling environment before we can provide the best solution. This is why we place a premium on our fully trained, outside, tape and label sales force. Concentrating solely on the healthcare tape and label market, we have a demonstrated history of driving contract compliance, while providing labeling solutions for end users.

We understand the need to improve supply chain management by consolidating vendors and increasing contract compliance, while easing the ordering process.

We have introduced a new value added service called "The Label Management Program". Our sales representatives, with authorization from the Materials Management Department, visit each department within a facility to collect samples of all current labels, determine if these labels are satisfying your present requirements and explore future possibilities. In conjunction with the support of our Marketing and Customer Service departments, we cross-reference these labels with ours. We provide a custom catalog with samples of these labels, TimeMed product codes and other pertinent information. The goal is to streamline operations, consolidate vendors, standardize label usage, increase contract compliance and ease the label ordering process.

Training

At TimeMed, learning and sharing knowledge is an important part of our strategic plan for the future. All new hires on our Sales staff complete a yearlong, nine-phase training program consisting of in-class training, structured field experiences, coaching and evaluation. A heavy emphasis is placed on knowledge of the healthcare industry, hospitals and TimeMed products.

All of our sales reps are trained in all details of label manufacturing. You can count on your personal TimeMed Representative to solve all your labeling needs.



Customer Service

TimeMed's in-bound Customer Service Department resides in three locations. The corporate facility is based in Burr Ridge, Illinois and houses dedicated



customer service representatives, technical support representatives, a supportive

supervisor to assist with all inbound calls and additional sales support representatives committed to our sales force. The hours at this location are 7:30 a.m. until 5:00 p.m. (Central Time) Monday through Friday.

The other sites are located in Dallas, Texas and Chatsworth, California. The Dallas facility has full-time individuals to receive in-bound calls during the hours of 8:00 a.m. until 5:00 p.m. (Central Time) Monday through Friday. The Chatsworth office maintains customer service representatives to accept in-bound calls during the hours of 8:00 a.m. until 4:30 p.m. (Pacific Time) Monday through Friday. Also, a 24-hour voicemail system is available to place orders and to leave messages for customer service.

TimeMed also offers a **Technical Help-Line** for our customers. This is a toll-free number to call for assistance with our HealthCoder® thermal printer product line. This free service includes analyzing and resolving system problems, product installation assistance and basic trouble-shooting.

Call toll-free **800-323-4840** or visit our website **www.TimeMed.com** for further information.

Manufacturing & Distribution: Quality, Reliability and Life Expectancy

Our Mission is to provide cutting edge identification and labeling solutions to the healthcare industry. As such, our products are guaranteed to be free of defects. Our rate of product defect (defects per line item shipped) is currently .1% (.001) making us one of the highest **quality** label manufacturers in the industry.

Our standards are not only extremely high, but we are able to maintain these high standards on the broadest product offering of any label manufacturer in our industry.

Our continuous **quality** improvement process includes:

■ Full documentation of all product specifications with:

Written specifications

Illustrated specification worksheets

AutoCAD drawings

■ Our products are bar-coded with (Code 3 of 9) HIBC standards. The bar code identifies the product with two pieces of identification:

TimeMed product

Product number

■ Our current fill rate is in excess of 99% for both order and line item, and emergency stock orders ship same day when received before 3:30 pm Central Time. This is the reliability you can count on to be sure what you order gets to you when you need it.

The **life expectancy** of our product is 1 year from date of invoice when stored in optimal conditions:

■ Temperature not to exceed 75 degrees Fahrenheit

■ Relative humidity not to exceed 50%

In addition to the **life expectancy** of product, TimeMed is committed to the **life expectancy** of our planet. As such, TimeMed has been a leader in developing recycling strategies in the pressure sensitive industry. We worked with a regional recycling disposal company to develop markets for our manufacturing byproducts and we developed procedures to process those byproducts through our facility and into the hands of our recycler. As a result over 95% of all byproducts from our plant are recycled.

SERVICE

OUR PROMISE

Warranty/Guarantee

TimeMed Labeling Systems, Inc. products are produced to provide our customers with 100% satisfaction in mind. Our detail to reduction in material defects and highly skilled workmanship make our products the best in the market place. If our customers should have any problems with our products we will work with them to correct the situation immediately. We have the capacity, the expertise, the integrity and a history of success that absolutely guarantees to our customers that we can do what we say.

Facilities

TimeMed has three separate manufacturing facilities located geographically to best serve our customers needs. The locations are as follows:

■ **Burr Ridge, Illinois**

This facility will handle most of the East and Southern Regions of the U.S.

■ **Dallas, Texas**

This facility handles the Midwest and Central States

■ **Chatsworth, California**

This facility handles all of the West Coast

Value Added Programs

In order to optimize supply chain management efficiencies, TimeMed provides two programs to both reduce your purchasing costs and manage inventories: **Customer Service Release Program**, and our **Run & Hold Program**. We also offer a **Label Management Program** in which our sales professionals will help you to better manage your label usage.



TimeMed®

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