

March 25, 2009

Dear Rick,

Thank you very much for taking time to in-service our staff on the proper usage of PeriGuard. It makes a difference when staff can see a representative, ask questions, and have them answered there on the spot. I am grateful for the additional usage tips. Little suggestions, such as aiding in protecting the back of the ears from the oxygen tubing, are always helpful in making our resident comfortable.

The trial on our 4 North unit went so well that I don't see any unexpected issues arising. As you know, the only problem we had during the trial was in the first week when the aids were using too much product. Once they were reeducated on the usage everything went very well.

I was very surprised to realize that your 4 oz tube lasted longer than the 8 oz tube of our former product. Not to mention the cost savings, which are considerable.

Again, Thank you for your time and help in making the product switch. It is appreciated greatly.

Kathleen Sheehan
Central Supply Coordinator
Marian Manor Home for The Aged and Infirmed
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