

INTRODUCING HALYARD* CUSTOM PROCEDURE TRAYS

FREQUENTLY ASKED QUESTIONS

WHY IS THE BRAND CHANGING?

Owens & Minor values our strategic brands, and we're working hard to ensure our brands are strong, recognizable and connected together. The HALYARD brand has a long-standing reputation in the Operating Room and Central Sterile Department. We will now have one product brand for our O.R. offering.

FROM



TO



WHAT IS CHANGING?

- Your AVID Medical branded Custom Procedure Trays are transitioning to the HALYARD brand
- General Custom Procedure Tray (CPT) packaging, including outer carton labels and inner pack labels
- Branding, labeling, packaging and documentation currently displaying an AVID logo
- AVID Complaints (avidcomplaints@owens-minor.com) will be directed to Partners in Quality (PIQ) at: piq@owens-minor.com.

WHAT'S NOT CHANGING?

- The AVID legal entity will remain a subsidiary of Owens & Minor.
- Products and product codes are not changing. You'll continue to receive the SAME product, with the SAME CODES from the SAME PLANT that you get today!
- Our manufacturing plant (Williamsburg, VA) and phone number (1-888-564-7153) are still the same.
- Our product ordering process and invoice payment process will remain the same.

WHAT IS THE TIMELINE FOR THE PACKAGING CHANGES?

- Products with new HALYARD* labeling will begin to ship in December 2020 and continue to roll out through early 2021.
- Changes will occur as inventory levels and manufacturing schedules allow.
- Not all rebranding will happen at the same time. There will be a period of transition where you may see both AVID and HALYARD branded trays.

HOW WILL WE BE NOTIFIED ABOUT THE CHANGES TO THE PACKAGING FOR MY CPTs?

A general communication will be coming from your Owens & Minor representative. That communication will include a *before* and *after* portfolio image illustrating the new branding.

WILL WE BE NOTIFIED ABOUT WHEN TO EXPECT THE NEW PACKAGING IN OUR WAREHOUSE?

Customers should look for the changes to show up at their facilities as soon as December 2020. We are not able to communicate when specific codes will be arriving at customer facilities due to varying code level inventories.

WHERE CAN I GO FOR ADDITIONAL INFORMATION TIED TO THE CHANGES?

For info and the most current updates, please contact your Owens & Minor representative or visit <https://www.halyardhealth.com/solutions/surgical-solutions/custom-procedure-trays>