



Quarterly User Satisfaction Report™ 4th Quarter 2009

Vendor	HAMILTON MEDICAL
Technology	VENTILATOR
Date	12/16/2009

User Satisfaction Ratings Review	2
User Satisfaction Ratings For All Vendors	2
User Comments	2
Two Year Trending.....	6
Vendor Ranking for 4th Quarter 2009.....	7

User Satisfaction Ratings Review

Category	4th Quarter 2009	3rd Quarter 2009	2nd Quarter 2009
System Performance	9.4 ▲	9.2 ▼	9.3
System Reliability	9.4 ▼	9.5 ◆	9.5
Installation / Implementation	9.3 ▲	9.2 ▼	9.3
Applications Training	8.9 ◆	8.9 ▼	9.0
Service Response Time	9.4 ◆	9.4 ▼	9.5
Service Repair Quality	9.4 ▲	9.2 ▼	9.4
Composite Rating	9.3 ▲	9.2 ▼	9.3

◆ Indicates No Change in Rating

▲ Indicates Rating Went Up

▼ Indicates Rating Went Down

User Satisfaction Ratings For All Vendors

	System Performance	System Reliability	Installation / Implementation	Applications Training	Service Response Time	Service Repair Quality	Composite
CAREFUSION	9.1	8.6 ▼	8.8	9.2	8.6 ▼	8.7 ▼	8.8 ▼
COVIDIEN	9.2	8.9	9.1	9.2	9.0	9.1	9.1
DRAEGER MEDICAL	9.0	8.9	9.2	9.2	8.9	9.3	9.1
HAMILTON MEDICAL	9.4 ▲	9.4 ▲	9.3 ▲	8.9 ▼	9.4 ▲	9.4 ▲	9.3 ▲
MAQUET	9.1	9.0	8.9	9.3 ▲	8.9	8.8	9.0
PHILIPS	8.6 ▼	8.9	8.7 ▼	9.0	8.7	8.8	8.8 ▼

▲ - represents the highest rating in a category. ▼ - represents the lowest rating in a category.

User Comments

The User Comments in this report may include individual responses that were gathered from specific interviews. However, the majority of the comments below are summations indicating the general themes raised by your customers.

SYSTEM PERFORMANCE

- Great platform for weaning patients.
- Best combination of patient ventilation, quality, and price

- Successful across all patient types and ages.
- Reason given for purchase: Adaptive Support Ventilation (ASV) mode.
- Users would like an MRI Conditional platform.
- Quality product and company.
- Galileo users request smaller profile and improved internal battery for transport.
- Very positive feedback on the G5 for touchscreen and layout, overall design of the machine.

SYSTEM RELIABILITY

- Some issues with 'bad' oxygen cells.
- Very reliable instrument, minimal downtime.
- Caps that cover screws on wheels come off easily.
- Most 'problems' are due to user error.
- Occasional sensor issues with G5.

INSTALLATION / IMPLEMENTATION

- Deliveries are well coordinated.
- Installation completed on schedule and accurately.
- Assistance provided with initial setup and calibration.
- Outstanding field service technicians for installation.
- Very easy to install.

APPLICATIONS TRAINING

- Very knowledgeable clinical educators.
- Positive feedback on initial on-site training.

- Follow up available as needed; will return to train new staff and physicians.
- A few users stated there is a need for more clinical specialists, additional resources.

SERVICE RESPONSE TIME

- Continue to purchase Hamilton products because of superior customer support.
- From routine to urgent needs, very quick response time.
- Parts sent out, received in a timely manner.
- Some users worked with local, third party vendors for many years; curious to see if Hamilton provides same high level of service.

SERVICE REPAIR QUALITY

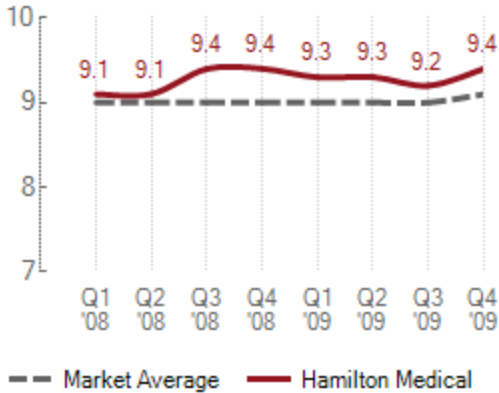
- Majority of facilities have on-site trained personnel, which is their preferred arrangement.
- Field service technicians prompt, very competent, highly skilled.
- Appreciate quick diagnosis and correction of problem.
- Consistent quality over the years.

ADDITIONAL COMMENTS / OBSERVATIONS

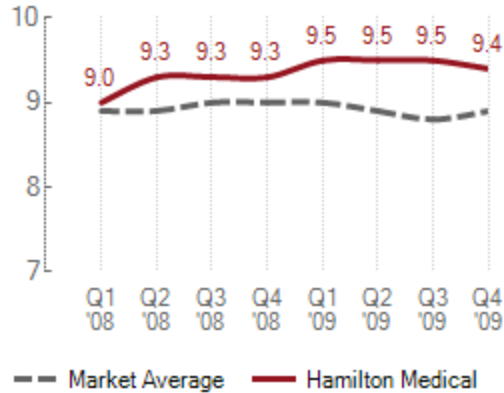
- Many long-time customers (10, 15+ years).
- Positive feedback from biomedical engineers regarding complete service training.
- Excellent communication, very responsive to customers' needs.
- MD Buyline purchasing activity for Hamilton-C2 is low, yet strong customer interest.
- Slight increase in ratings: performance, installation, and repair quality.
- Slight decrease in system reliability ratings.
- Lowest rating: application training. Customers praise educators, yet reflect a need for additional educational support.

Two Year Trending

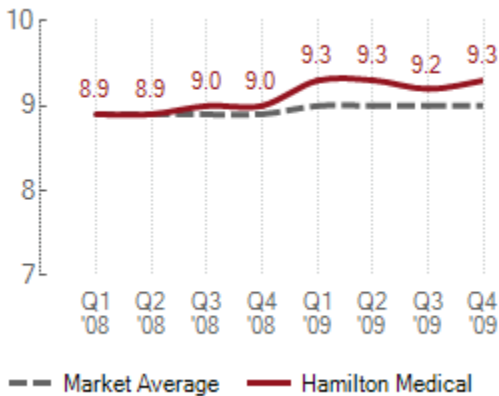
System Performance



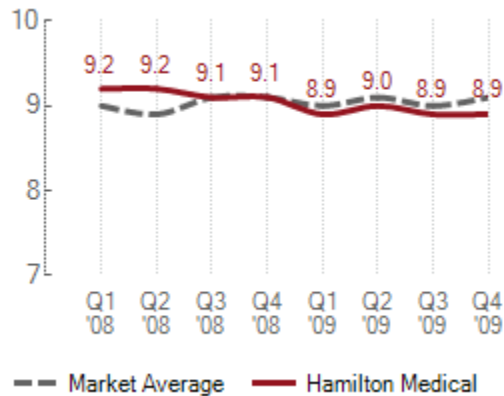
System Reliability



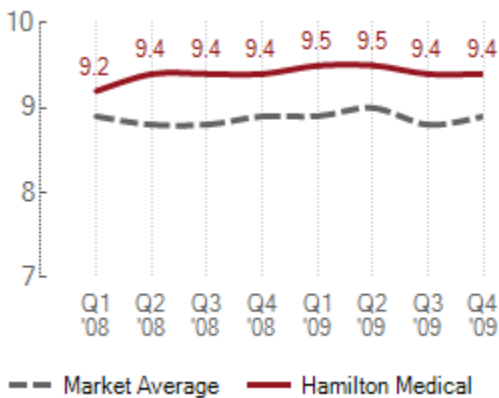
Installation / Implementation



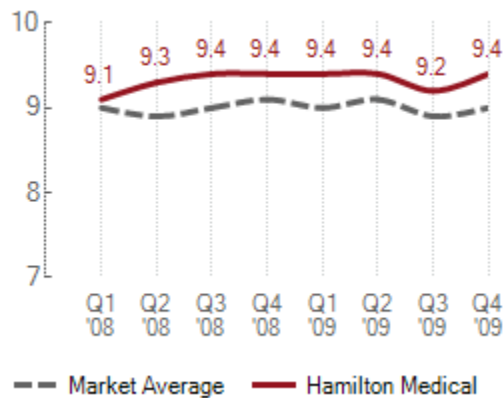
Applications Training



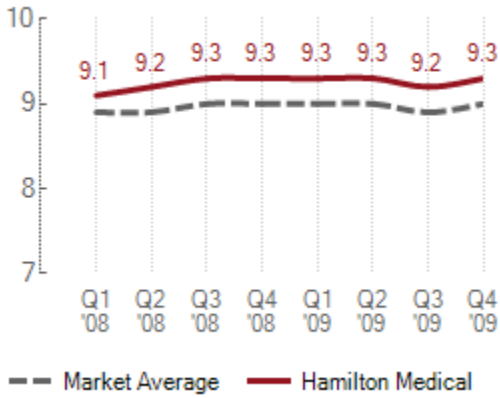
Service Response Time



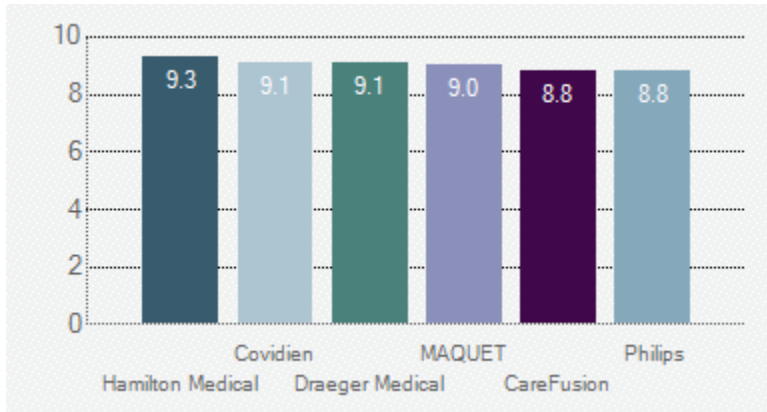
Service Repair Quality



Composite Rating



Vendor Ranking for 4th Quarter 2009



MD Buyline places strong focus on the opinion of those who use the product every day. The vendor rankings are based on the User Satisfaction Composite Ratings.

Questions?

Contact: Kathey Leibold, Clinical Analyst
Kathey.Leibold@mdbuyline.com
 (800) 375-5463 ext. 6889