

**HCMO-1 Supplemental Question Responses  
Owens & Minor, Inc. and Rotech Healthcare Inc.**

1. **Per the notice, Rotech has locations in Beaverton, Eugene, and Medford. Please describe in detail:**

a. **The range of durable medical equipment (“DME”) products provided to patients by each location.**

- **Centennial Medical Equipment Inc.** provides the following types of supplies to patients: CPAP, oxygen and supplies, home ventilator and supplies, durable medical equipment, and other respiratory and wound products.
- **Better Living Now Inc.** provides diabetic supplies and monitoring supplies to patients.
- **RCPS Inc.** provides the following types of supplies to patients: CPAP, oxygen and supplies, home ventilator and supplies, durable medical equipment, and other respiratory and wound products.
- **Holland Medical Services Inc.** acts as an in-house distributor for the three Rotech (3) stores located in Oregon. In addition, Holland is licensed to ship directly to patients in Oregon and has done so on behalf of Rotech’s Oregon stores. However, all the revenue and billing flows through the local stores and all Oregon financials are attributed to the local stores. For example, if a patient ordered equipment from one of the Oregon stores, the Oregon store would do the initial install and any maintenance. However, follow-up refills ordered and shipped directly to a patient’s home may be sent from the Oregon store or by Holland on behalf of the Oregon store. In both cases, the order would be billed through the Oregon store and attributed to its revenue (not to Holland’s revenue).

b. **The range of DME-related services offered by each location to patients (e.g., in-home installation, in-home service/maintenance, clinical consultation, remote monitoring etc.)**

- **Centennial Medical Equipment Inc.** provides:
  - Clinical and non-clinical delivery and setup of equipment in the home, as applicable.
  - Shipment of equipment and supplies to the home, as applicable.
  - Clinical and non-clinical instruction and training in home and/or remotely, as applicable.
  - Clinical assessment in home, as ordered by a physician.
  - Clinical and non-clinical office personnel to assist patients, as applicable.
  - Twenty-four (24)-hour, seven (7)-days-a-week emergency service for rental equipment issues.
  - Remote monitoring of equipment, as applicable.
  - Transfer of services from our service area to another service area.
- **Better Living Now Inc.** provides:

- Shipment of equipment and supplies to the home, as applicable, on behalf of the local servicing location.
  - **RCPS Inc.** provides:
    - Clinical and non-clinical delivery and setup of equipment in the home, as applicable.
    - Shipment of equipment and supplies to the home, as applicable.
    - Clinical and non-clinical instruction and training in home and/or remotely, as applicable.
    - Clinical assessment in home, as ordered by a physician.
    - Clinical and non-clinical office personnel to assist patients, as applicable.
    - Twenty-four-(24) hour, seven (7)-days-a-week emergency service for rental equipment issues.
    - Remote monitoring of equipment, as applicable.
    - Transfer of services from our service area to another service area.
  - **Holland Medical Services Inc.** provides:
    - Shipment of equipment and supplies to Rotech's Oregon stores or to Oregon patients on behalf of the Oregon stores.
- c. **Whether the location offers on-site pickup for patients. If yes, please describe the types of DME equipment available for pickup.**
- **Centennial Medical Equipment Inc.** offers on-site pickup for patients. The following types of DME equipment are available for pickup: PAP devices and supplies, oxygen equipment and supplies as well as other miscellaneous DME equipment and supplies as described in 1(a).
  - **Better Living Now Inc.** does not offer on-site pick-up for patients in Oregon.
  - **RCPS Inc.** offers on-site pickup for patients. The following types of DME equipment are available for pickup: PAP devices and supplies, oxygen equipment and supplies as well as other miscellaneous DME equipment and supplies.
  - **Holland Medical Services Inc.** does not offer on-site pick-up for patients in Oregon.
- d. **Whether the location offers the ability to rent DME products. If yes, please describe the types of DME products available for rent.**
- **Centennial Medical Equipment Inc.** offers the ability to rent DME products. Patients can rent PAP, oxygen and ventilator equipment as well as other miscellaneous DME equipment as described in 1(a).

- **Better Living Now Inc.** does not offer DME products for rent, it only offers the purchase of diabetic monitoring equipment and supplies.
- **RCPS Inc.** offers the ability to rent DME products. Patients can rent PAP, oxygen and ventilator equipment as well as other miscellaneous DME equipment as described in 1(a).
- **Holland Medical Services Inc.** offers the ability to rent DME products. This entity ships rental PAP equipment to local Rotech stores.

2. **Please provide the following information on Rotech’s provision of medical products or supplies to facilities in Oregon, including:**

a. **The types of facilities served.**

- None. Rotech does not provide medical products or supplies to facilities located in Oregon.
- Rotech delivers its products directly to patients and bills the patients’ insurances for those products. Rotech personnel train the patient or their caregiver, as applicable, on the proper use and cleaning of the equipment delivered. All orders for the equipment Rotech provides comes from the doctor. Negative Pressure Wound Therapy (“NPWT”) device and dressings are sold in the same manner, however, home health agencies will actually apply the NPWT device and dressings to the patients’ wounds and do the measurements of those wounds.
- Rotech refers some patient to home health agencies who need ongoing clinical care in their home, and some home health agencies refer patients to Rotech who need durable medical equipment in their home. However, there is no formal referral arrangement.

b. **The range of products or supplies provided.**

- None. Rotech does not provide medical products or supplies to facilities located in Oregon. See response to 2(a).

3. **Per the notice, OMI’s Patient Direct segment has branches in Hillsboro, Medford, Portland, Salem and Springfield. Please describe in detail:**

a. **The range of DME products provided to patients by each location.**

- **Byram Healthcare** is a leading provider of medical supplies for patients with chronic diseases nationwide. Byram has a comprehensive product line which includes all major brands in a variety of sub-industries. Each Oregon location provides the same listing of products. For a listing of these products, see <https://www.byramhealthcare.com/product-and-services/catalog>.
  - Diabetes—a full line of diabetes products including testing supplies, continuous glucose monitors, test strips, lancets, insulin pumps, and more.
  - Ostomy—extensive inventory of pouches, barriers, belts, and accessories.

- Wound Care—including calcium alginate dressings; collagen dressings; composite dressings; foam dressings; honey dressings; hydrocolloid dressings; hydrofiber dressings; impregnated dressings; super absorbent dressings, and transparent film.
  - Urology—Byram carries one of the largest urologic catheter selections from all the top manufacturers.
  - Incontinence—protective underwear, briefs, and daily pads.
  - Enteral products.
  - **Apria Healthcare LLC** (Apria) provides home respiratory services and medical equipment, including oxygen therapy, noninvasive ventilation, sleep apnea devices, negative pressure wound therapy, and home medical equipment. Each Oregon location provides the same listing of products. For further information, see <https://www.apria.com/product-manuals>. The Apria Direct website has the following catalog of product categories available to patients:
    - Sleep Supply Store; CPAP, Masks, Supplies, and related accessories.
    - O2-Concentrators, POCs, Humidifiers, Pulse Ox, Nebulizers, and O2 accessories.
    - Wound Care, Nutrition and Supplies.
    - Diabetes is marketed on Apria Direct as Diabetes Byram-Diabetes accessories.
- b. The range of DME-related services offered by each location to patients (e.g., in-home installation, in-home service/maintenance, clinical consultation, remote monitoring, etc.)**
- Byram Healthcare provides DME-related services that include clinical consultation services and patient education services to patients via call centers staffed by teams dedicated to a specific product line. Byram provides the same service offerings by location to Oregon patients and consumers. Each OMI Patient Direct location (including both Apria and Byram locations) offers home delivery services, where products can be delivered within 1-5 business days. Returns are handled through the Apria and Byram websites and customer service numbers. As noted in 4(b) below, Byram also provides educational support for its products as well.
  - Apria provides the same service offerings by location to Oregon patients and consumers. In addition to remote clinical support, they offer in-home delivery and patient support.
- c. Whether the location offers on-site pickup for patients. If yes, please describe the types of equipment available for pickup.**
- All Apria locations in Oregon offer on-site pickup and curbside service. Apria will also schedule equipment returns for patients who no longer want or need their home medical equipment.

- Byram locations do not offer on-site pickup for patients. Rather, Byram offers ordering options through the company’s website, mobile app, text, email, or phone.

**d. Whether the location offers the ability to rent DME products. If yes, please describe the types of DME products available for rent.**

- Apria locations provide a wide range of home medical equipment available to patients for rental and/or purchase. Patients may rent products related to sleep apnea, respiratory devices, ventilation devices, enteral devices, suction devices, hospital beds, and wheelchairs. For additional information on these products, see <https://www.apria.com/product-manuals>.
- Byram locations do not provide rental options for patients.

**4. Please describe the differences and similarities between OMI’s Apria and Byram divisions (both nationally and in Oregon) with respect to the following:**

**a. Products offered**

- Apria and Byram offer a broad spectrum of HME/DME products and services to patients living with chronic and acute illness in the home. They focus on different therapy segments within the spectrum of services provided.
  - Apria provides traditional HME/DME products and services, specifically, respiratory (oxygen, concentrators, Non-Invasive Ventilators, nebulizers), CPAP devices and supplies, Negative Pressure Wound Therapy, Chest Wall Oscillation, Home Medical Equipment “bent metal”- wheel chairs, rollators, hospital beds/mattresses, walkers, crutches, commodes, and other supportive equipment. Apria’s product catalog is provided at the following link: <https://www.apria.com/product-manuals>.
  - Byram provides “soft goods” HME/DME products and services for patients with chronic diseases, including products for diabetes, ostomy, wound care, urology, incontinence, enteral products, breast pumps and other maternity accessory products. Byram’s product catalog is provided at the following link: <https://www.byramhealthcare.com/product-and-services/catalog>.

**b. Services offered**

- Apria provides home respiratory services and medical equipment, as described in 4(a) above. Apria also offers clinical support services, medication management, and home delivery or curbside pickup for respiratory products.
- Byram provides medical supplies for chronic diseases, including diabetes, ostomy, wound care, urology, incontinence, and enteral products. Byram offers home delivery, online ordering of products, customer support, and clinical and educational support, particularly for diabetes patients. Byram Connect is a digital health platform for diabetes patients that offers education by Certified Diabetes Care and Educational Specialists, tracks and analyzes blood glucose, weight, sleep, and other metrics, and delivers real time feedback. Byram EZ-Refill Program allows for automatic replenishment of supplies. Byram Expectant Mothers Breast Pump Platform is a web portal for expectant mothers allowing for ordering of breast pumps and accessories and related educational content.

**c. Sales/distribution channels**

- Both Apria and Byram offer online ordering options for consumers and provide delivery of disposable medical supplies and home medical equipment directly to patients and home health agencies. Providers may coordinate with Apria and/or Byram to furnish Apria and Byram’s products to their patients. Apria offers curbside pickup at Apria branch locations, including in Oregon.
- Byram does not offer in-store pickup options. Instead, Byram patients may order products through the company’s website, mobile app, text, email, or phone.

**d. Customers and patients served**

- OMI’s Apria and Byram divisions serve generally the same customer and patient base. Both Apria and Byram provide delivery of disposable medical supplies and home medical equipment directly to patients and home health agencies and assist with coordination of care with prescribing providers. Apria offers products and support services for patients in need of respiratory services. Byram offers product and support services for patients in need of chronic disease support, such as for diabetes, ostomy, wound care, urology, incontinence, and enteral products.

**5. Please provide the following information on the provision of medical products or supplies to facilities in Oregon by OMI’s Patient Direct segment:**

**a. The types of facilities served, excluding the providers listed in the table in Exhibit 10(f)(vii).**

- For clarification, OMI’s Patient Direct segment generally does *not* serve healthcare facilities. The Patient Direct segment provides disposable medical supplies and the provision of integrated home healthcare and equipment directly to patients and home health agencies. The referenced table in Exhibit 10(f)(vii) to the Confidential Appendix are those facilities served by OMI’s Products and Healthcare Services segment (“P&HS”). The P&HS segment is separate and distinct from the Patient Direct Segment and involves separate entities under the OMI umbrella.
- As discussed in question 3(b) above, Patient Direct offers online ordering of products, clinical consultation services, and patient education services directly to patients. When providing products and services to home health agencies, Patient Direct markets its products and services to the home health agency, but products are dispensed on a patient- and prescription-specific basis and delivered directly to the patient’s home for self-care in their home. Generally, Patient Direct bills the patient’s commercial insurance, unless the patient has Medicare Part A coverage, in which case Patient Direct contracts with and bills the home health agency due to the fact that healthcare products and services provided and billed under Medicare Part A are required to be bundled.
- For additional context on OMI’s P&HS segment discussed above, in Oregon, the P&HS segment is primarily operated through the OMI Distribution facility located just outside of Portland. Additionally, the OMI P&HS segment will not be impacted by the proposed transaction, as Rotech does not provide any products or services to healthcare facilities and would become part of the OMI Patient Direct segment. Nationally, the Products & Healthcare Services segment provides products and services to thousands of healthcare providers, along with certain retailers either directly or indirectly through third-party

distributors. Customers include multi-facility networks of healthcare providers offering a broad spectrum of healthcare services to a particular market or markets as well as smaller, independent hospitals. In addition to contracting directly with healthcare providers at the Integrated Delivery Network (IDN) level, OMI’s P&HS segment also contracts with Group Purchasing Organizations (“GPOs”) as well as other types of healthcare providers including surgery centers, physicians’ practices and smaller networks of hospitals that have joined together to negotiate terms. The company has contracts to provide distribution services to the members of a number of national GPOs.

**b. The range of product or supplies provided.**

- The P&HS segment has recognized brands across its portfolio of product offerings, including sterilization wrap, surgical drapes and gowns, facial protection, protective apparel, medical exam gloves, custom and minor procedure kits and other medical products.
- The Patient Direct segment provides delivery of disposable medical supplies sold directly to patients and home health agencies and is a provider of integrated home healthcare equipment and related services in the U.S. The segment offers a comprehensive range of products and services for in-home care and delivery across diabetes treatment, home respiratory therapy (including home oxygen and non-invasive ventilation services), and obstructive sleep apnea treatment (including continuous positive airway pressure (CPAP) and bi-level positive airway pressure devices, and patient support services). Additionally, Patient Direct supplies a wide range of other home medical equipment, patient care product lines, including ostomy, wound care (including negative pressure wound therapy), urology, incontinence and other products and services to help improve the quality of life for patients with home care needs. Please see the responses to Question 3 for a complete listing of the products supplied by the Patient Direct segment.

**6. Use the attached workbook to provide data on the Entities’ revenues from the supply of products and services in Oregon from January 1, 2021, through December 31, 2023. This includes the following:**

**a. Revenues from the supply of products and services directly to patients in Oregon, disaggregated by operating entity, service line, and payer type.**

- Please see the attached Exhibit 6.
- [REDACTED]

**b. Revenues from the supply of products and services to facilities in Oregon, disaggregated by operating entity, service line, and facility type.**

- Please see the attached Exhibit 6.



- As reflected in Exhibit 6, OMI’s Patient Direct segment does not have revenue from direct sales to facilities. The facilities revenue depicted in Exhibit 6 is for OMI’s P&HS segment. Rotech will fall under the Patient Direct umbrella.
7. **Please describe plans related to OMI providers in Oregon accepting Medicare assignments following the close of the transaction. In doing so, describe in detail:**
- a. **The Rotech locations in Oregon that currently accept Medicare assignment.**
- All of Rotech’s locations accept assignment from Medicare but all are enrolled with Medicare as a non-participating provider.
- b. **The OMI Patient Direct branches in Oregon that currently accept Medicare assignment.**
- All OMI Patient Direct branches in Oregon currently accept Medicare assignment.
- c. **Whether OMI anticipates any changes to the Medicare assignment status of any Rotech or OMI locations in Oregon following the close of the transaction.**
- OMI does not anticipate any changes to the Medicare assignment status of any Rotech or OMI locations in Oregon following the close of the proposed transaction. The parties comprising the post-closing Patient Direct segment (including Rotech) will continue their existing Medicare assignment statuses.
8. **The notice states, “The parties do not anticipate *material* changes to the number and type of locations within Oregon.” (Emphasis added). Please describe any anticipated changes in Oregon following the close of the transaction (including those which the parties would not consider “material”) relating to the:**
- a. **Number of OMI or Rotech branch locations supplying DME.**
- In Oregon, Rotech has locations in Beaverton, Eugene, and Medford. In Oregon, OMI’s Patient Direct segment currently operates one distribution center in Klamath Falls, and five branches (Hillsboro, Medford, Portland, Salem, and Springfield). OMI and Rotech expect to continue all existing Oregon operations after the closing of the proposed transaction for at least twelve (12) months, and the parties have no current plans to reduce the number or type of facilities, distribution channels, or services provided in Oregon, absent extraordinary circumstances. Such extraordinary circumstances could include healthcare facilities or payors responsible for patients in Oregon deciding to use a different provider than OMI. These decisions are completely outside of OMI’s control, but if they were to occur, could lead to OMI serving a reduced customer base in Oregon. The transaction is intended to provide comprehensive access to DME for Oregon consumers. OMI may evaluate national operations to ensure that the combined entities are providing enhanced comprehensive access to DME for customers, however, OMI will continue all existing operations in Oregon for at least twelve (12) months barring circumstances outside of its control, as discussed above. There are no currently planned changes to OMI’s Oregon operations following the initial 12-month period.
  - OMI’s general business strategy and focus is on growth opportunities in geographic areas where OMI and Rotech have a larger footprint, with a goal to increase service levels and ultimately serve more patients. While OMI does not currently plan on closing locations or

reducing staff in Oregon, certain aspects of the business are dependent on external factors which are outside of OMI's control, such as customer demand and payor contracts, and may be impacted by regulatory decisions by state regulatory authorities such as the Oregon Health Authority. As noted above, OMI is focused on improving service to existing customers as well as serving additional customers. Potential changes that would follow from this include, but are not limited to, opening new locations and expanding existing locations. To the extent that future unanticipated considerations warrant changes to current operations, they are unlikely to impact operations in Oregon, as it is a small segment of the business. If changes in the business are contemplated, such changes impacting patients in Oregon would be disclosed during OHA's subsequent review of the transaction. Note that the foregoing statement is not intended to indicate that OMI anticipates business strategies that will impact Oregon operations, as it does not currently have any plans to change operations in Oregon within the next twelve (12) months. Rather than the potential for limiting operations in Oregon, a more likely scenario would be the expansion of operations to reach a broader customer base and serve more patients, as this would be not only in Oregon's best interest but OMI and Rotech's as well.

**b. Location of OMI or Rotech branch locations supplying DME.**

- OMI does not have current plans to make any changes to the Apria, Byram, or Rotech locations serving Oregon consumers for at least twelve (12) months following the closing of the proposed transaction, absent extenuating circumstances. The parties plan to combine product and service offerings, further expanding access to care nationally, but do not currently plan closure or relocation of branch locations in Oregon within the next twelve (12) months. As mentioned above, circumstances outside of OMI or Rotech's control, such as decisions by customers, payors, and regulatory authorities can impact operations, and relocation at times may be in the best interest of Oregon patients in order to serve populations in need. To the extent future circumstances warrant that OMI or Rotech relocate or combine branch locations in Oregon to better serve existing patients and increase capacity to serve new patients, such circumstances will be disclosed to OHA during the subsequent reviews of the transaction if requested by OHA.

**c. DME products or services supplied by OMI or Rotech branch locations.**

- For at least twelve (12) months after the closing of the proposed Merger, OMI and Rotech anticipate that each entity will continue to provide the same services within the same geographic footprint in Oregon, barring circumstances outside of their control, as discussed in 8(a) above. The parties do not currently have plans for the Merger to result in changes to OMI or Rotech's healthcare services offered in Oregon. The parties anticipate that their combined product catalogs will provide Oregon consumers with access to the enhanced complementary service offerings, enhancing and simplifying the provision of care. The addition of the Rotech entities into the OMI Patient Direct segment will enable consumers to easily access a more comprehensive package of products and services, helping increase access to necessary homecare supplies and preventing interruptions of care if patients move within Oregon or to another state. As noted previously, OMI may evaluate national operations to ensure that the combined entities are providing enhanced comprehensive access to DME for customers in Oregon, but at this time there are no planned changes to OMI's Oregon operations.

**d. The number of employees or other staff assigned to OMI or Rotech branch locations supplying DME.**

- The parties do not have plans for the proposed transaction to result in any changes to the staffing of providers and/or employees in Oregon for at least twelve (12) months after the closing, absent extenuating circumstances. OMI may evaluate the employee census to ensure that the company continues to staff an appropriate number of employees to provide comprehensive service to customers in Oregon, but at this time no changes are planned, barring circumstances outside of the parties’ control, as discussed in 8(a). As noted above, OMI’s desire is to improve service to existing customers and serve additional patients. Such goals generally necessitate the hiring of additional persons. Due to Rotech’s small footprint in Oregon, any unanticipated circumstances that require changes to employees or staff at branch locations after this one-year period are unlikely to impact Oregon branch locations.

9. **A presentation to investors about the proposed transaction noted a \$50 million “synergy opportunity” by the end of year three, with the prospect for additional revenue synergies. Please provide:**

a. **A detailed description of how such “synergies” would be achieved.**

- Reports requested relating to synergies are covered by attorney-client privilege, and they are accordingly listed on the privilege log. The document is being withheld on the basis of attorney-client privilege because it contains advice of outside counsel at Kirkland & Ellis LLP concerning legal due diligence.

- [REDACTED]

b. **The financial modeling underlying the “synergy opportunity” valuation and any accompanying or related documents developed during due diligence.**

- Reports requested relating to synergies are covered by attorney-client privilege, and they are accordingly listed on the privilege log. The document is being withheld on the basis of attorney-client privilege because it contains advice of outside counsel at Kirkland & Ellis LLP concerning legal due diligence. [REDACTED]

[REDACTED] Any specific information in these reports is protected by attorney-client privilege.

c. **Additional information on how the “cost synergies through procurement and DS&A and network consolidation” will be obtained.**

- [REDACTED]
- Reports requested relating to synergies are covered by attorney-client privilege, and they are accordingly listed on the privilege log. The document is being withheld on the basis of attorney-client privilege because it contains advice of outside counsel at Kirkland & Ellis LLP concerning legal due diligence.

**d. Whether OMI included any network consolidation in Oregon in the synergy valuation.**

- Reports requested relating to synergies are covered by attorney-client privilege, and they are accordingly listed on the privilege log. The document is being withheld on the basis of attorney-client privilege because it contains advice of outside counsel at Kirkland & Ellis LLP concerning legal due diligence.

- [REDACTED]

- [REDACTED]

**10. Please describe plans for contracting with commercial and Medicare Advantage payers for the supply of DME to members following the close of the transaction. In doing so, please address:**

**a. Whether Rotech will continue to be the contracted entity or if Rotech's contracts will be transferred to OMI post-closing.**

- [REDACTED]

**b. If OMI will negotiate contracts with payers on behalf of Rotech.**

- [REDACTED]

**c. If contracts will include both Rotech and OMI products and services or if each entity's products and services will be separately contracted.**

- [REDACTED]

**11. Provide all service quality metrics and customer satisfaction data collected for Rotech's patient direct business covering the three most recent reporting years. In doing so, please include nationwide data and any data pertaining specifically to Rotech's Oregon operations.**

- Please see the attached Exhibit 11.

**12. Provide all service quality metrics and customer satisfaction data collected for OMI's Patient Direct segment covering the three most recent reporting years. In doing so, include nationwide data and any data pertaining specifically to OMI's Oregon operations.**

- Please see the attached Exhibit 12 for nationwide data and accreditations. OMI does not collect any data pertaining specifically to OMI's Oregon operations.
- Byram is accredited by Community Health Accreditation Partner ("CHAP"). Apria is accredited by the Joint Commission on Accreditation of Healthcare Organizations ("JCAHO").

**13. Provide any due diligence, reports, presentations, competitive analyses, market research, or data developed by or created for OMI or Rotech, including by third parties, between January 1, 2022, and December 31, 2024, related to the nationwide or Oregon markets for home medical equipment or DME products.**

- Reports requested relating to competitive analyses, market research, and data created for OMI are being withheld on the basis of attorney-client privilege because they contain advice of outside counsel at Kirkland & Ellis LLP concerning legal due diligence. They are listed on the privilege log.

# Exhibit 6 - Owens & Minor, Inc. Financial Information

## **EXHIBIT 6: FINANCIAL INFORMATION**

### **Instructions**

OHA is requesting the data in the following tabs to inform its preliminary review as directed by ORS 415.501(5) and OAR 409-070-0055

Data requested are related to:

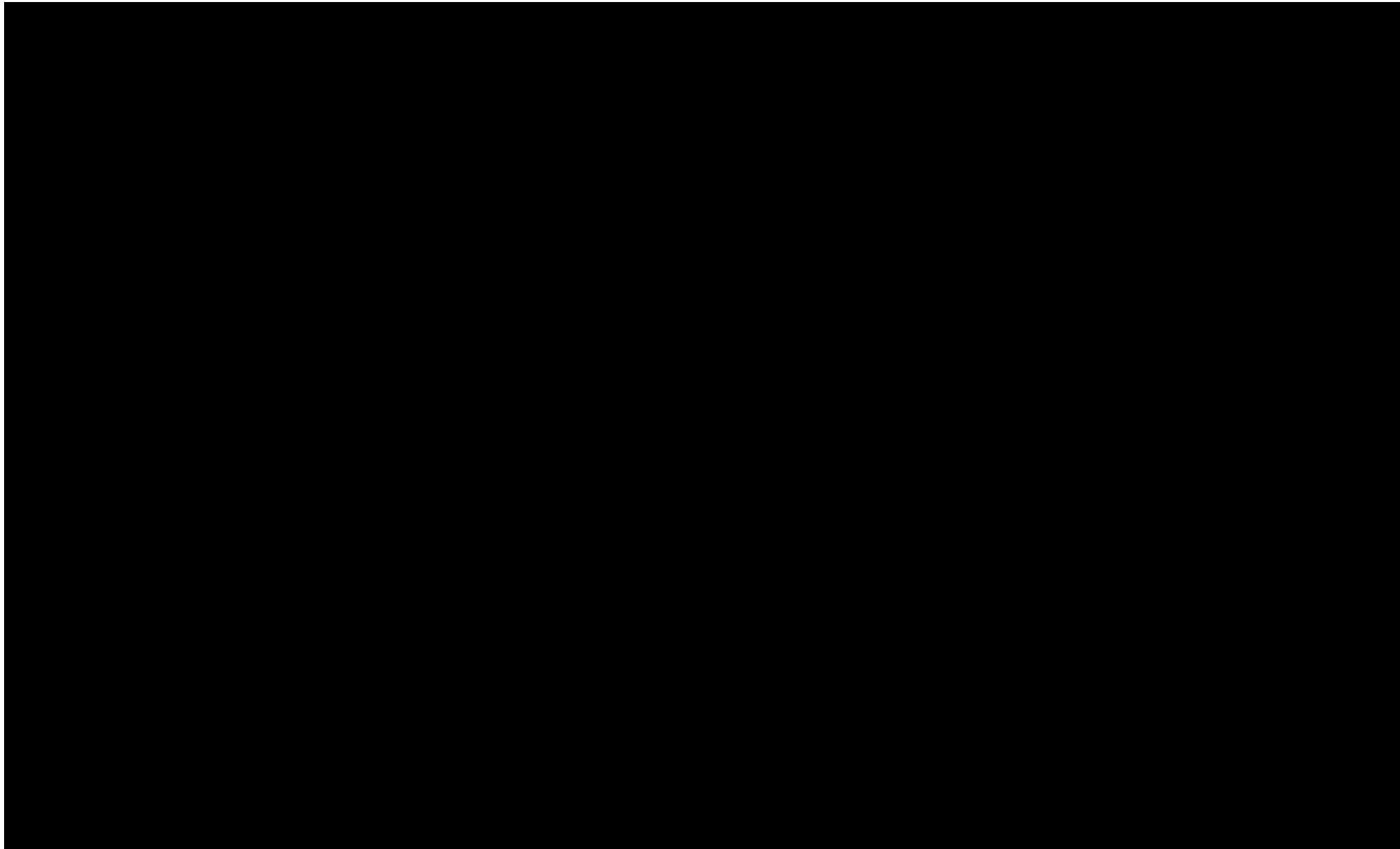
- Payments/reimbursements received for direct to patient services rendered to patients in Oregon
- Revenue received for sales to health care facilities in Oregon

Further instructions and reporting date ranges are listed in each tab. If you are unable to provide the requested data or calculate metrics as instructed, please use the notes sections within each tab to explain why you are unable to provide the data or describe what was supplied instead (i.e. what alternative metrics are provided and how are they calculated). If you have any questions or need assistance, please email [hcmo.info@oha.oregon.gov](mailto:hcmo.info@oha.oregon.gov) as soon as possible. Please return this spreadsheet in .xlsx format.

Data are requested for the Oregon locations of Apria Healthcare LLC, Byram Healthcare Centers Inc, Lofta, Owens & Minor Distribution, Inc., O&M Halyard, Inc., Centennial Medical Equipment Inc., Better Living Now, Inc., R.C.P.S, Inc. and Holland Medical Services, Inc.

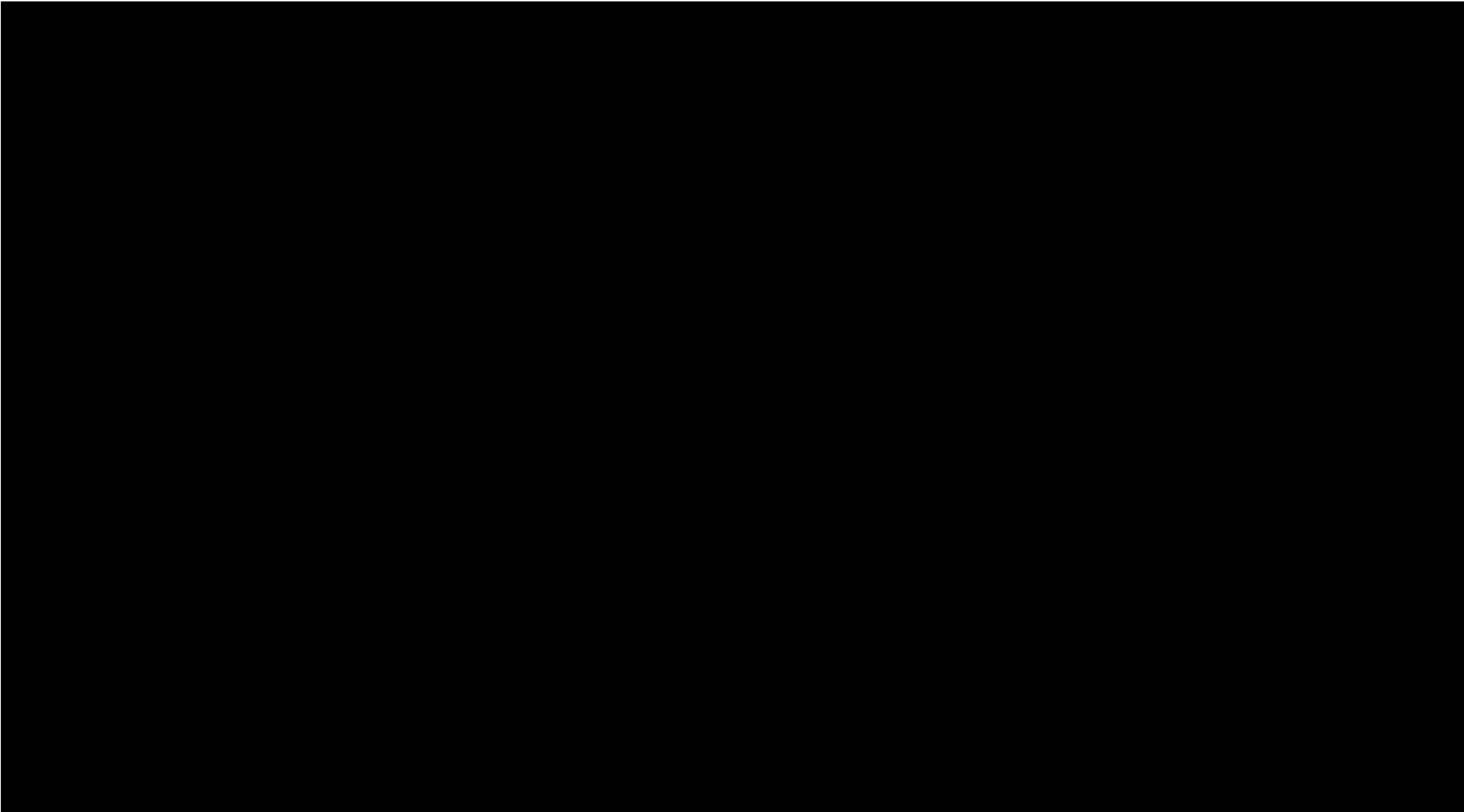
### **Confidentiality**

Pursuant to OAR 409-070-0070, if the submitting entity considers any portion of the responses in this data request workbook to be confidential, the entity must file both a version marked "CONFIDENTIAL" containing the full unredacted version of this workbook, and a version marked "PUBLIC" containing a redacted version of this workbook to be made available to the public by OHA (public version of this template may be sent to OHA as a PDF instead of .xlsx). An entity claiming confidentiality for any portion of this template must provide OHA with a redaction log providing a reasonably detailed statement of the grounds on which confidentiality is claimed, citing the applicable statutory basis for confidentiality.









Rotech Healthcare Inc.  
Perception of Care Sample Survey



## PERCEPTION OF CARE

Please take a moment to complete the survey below. Your feedback will help us improve the service to our customers.

Patient Name: \_\_\_\_\_

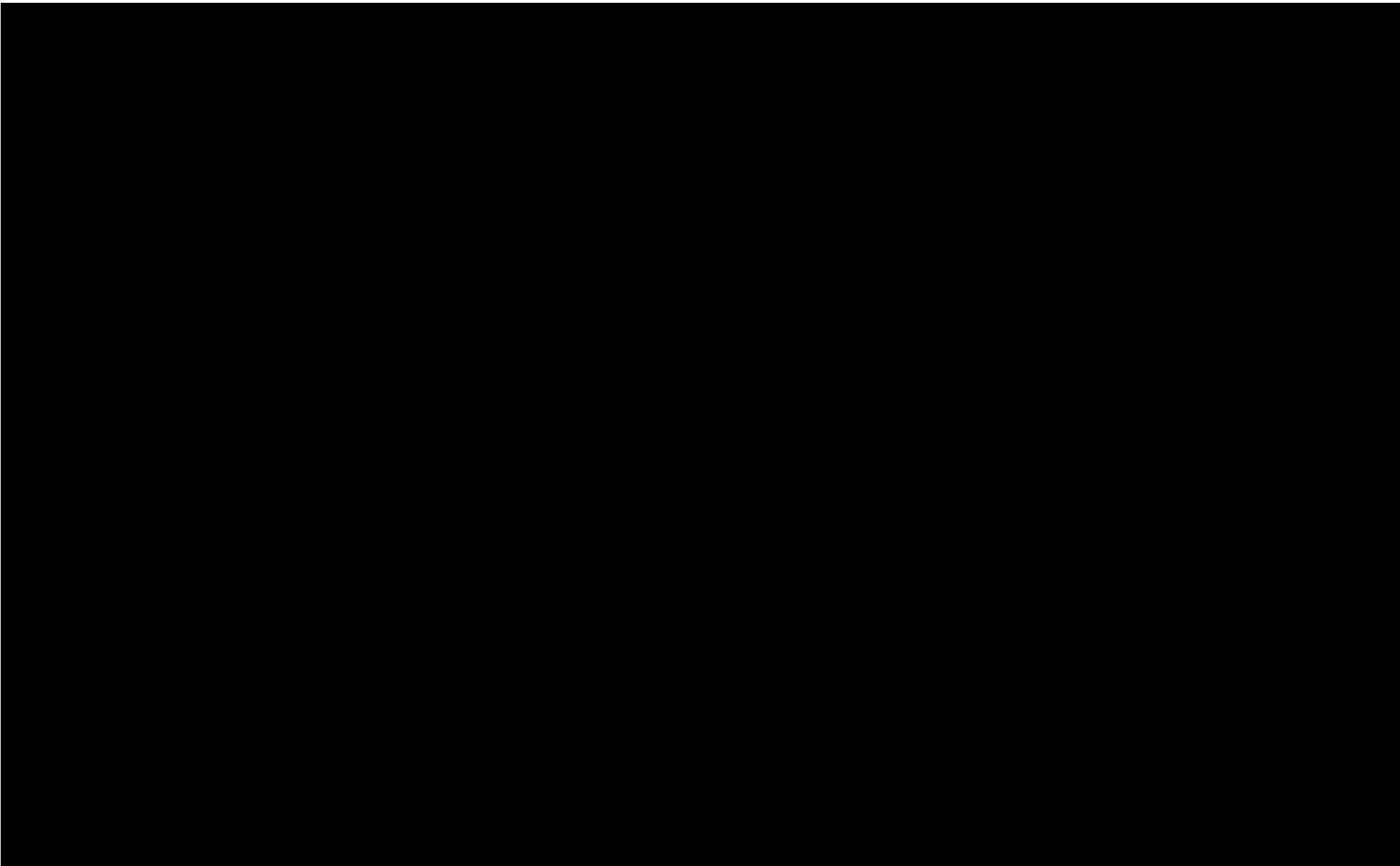
Please answer each question below, or

Survey Refused

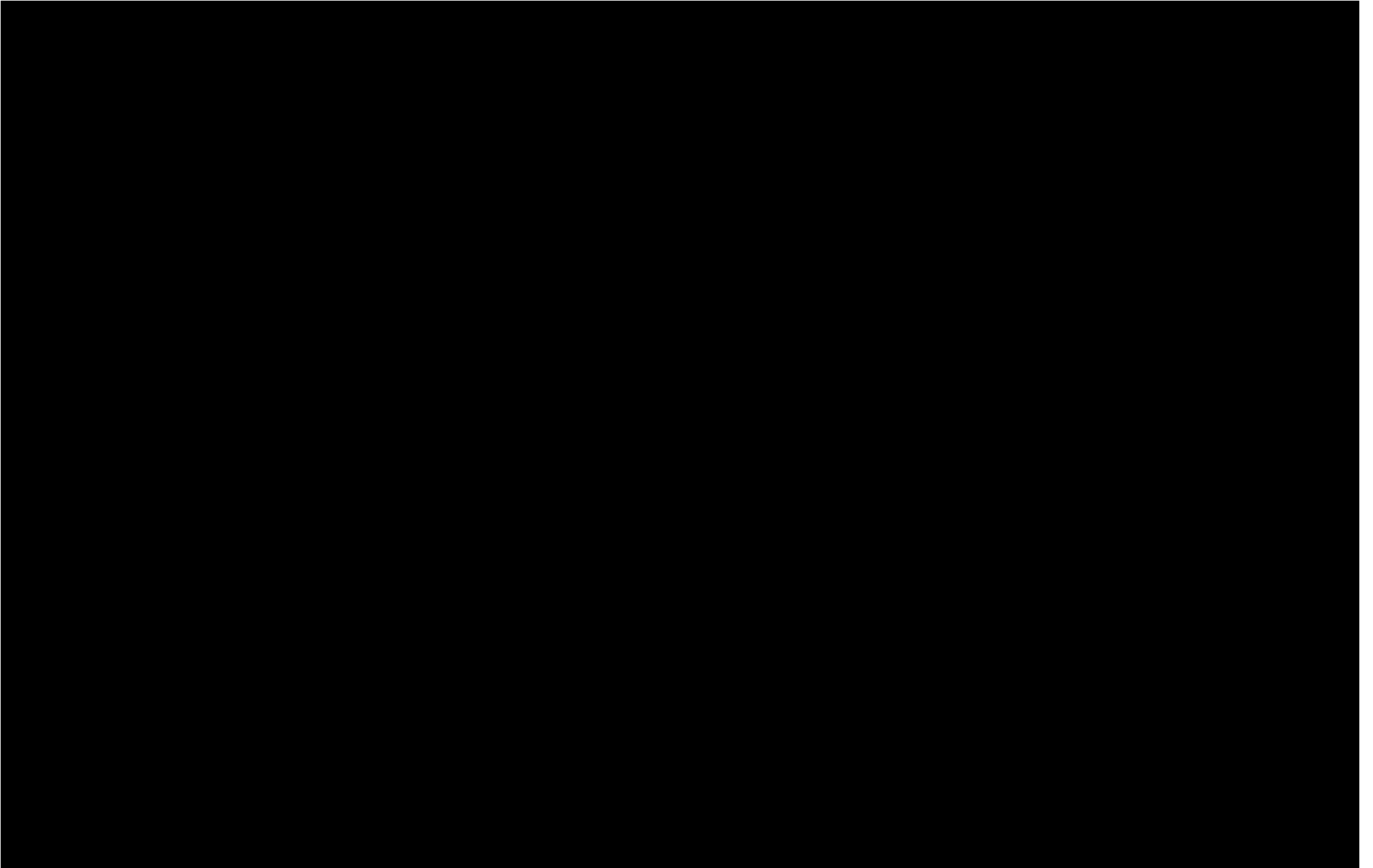
Question	Yes	No	Not Applicable
Was your equipment setup at the time scheduled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was your equipment clean and functional?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you receive the correct equipment and supplies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you receive written instructions for the equipment provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the company representative neatly dressed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you receive verbal instructions for the equipment provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the company representative explain your financial responsibility? (not applicable to VA patients)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel safe using the equipment provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Overall satisfaction with our company</p> <p> <input type="checkbox"/> Not applicable  <input type="checkbox"/> Extremely Dissatisfied  <input type="checkbox"/> Somewhat Satisfied  <input type="checkbox"/> Satisfied  <input type="checkbox"/> Very Satisfied  <input type="checkbox"/> Extremely Satisfied </p>			

Location # \_\_\_\_\_

Rotech Healthcare Inc.  
2024 National Summary Report

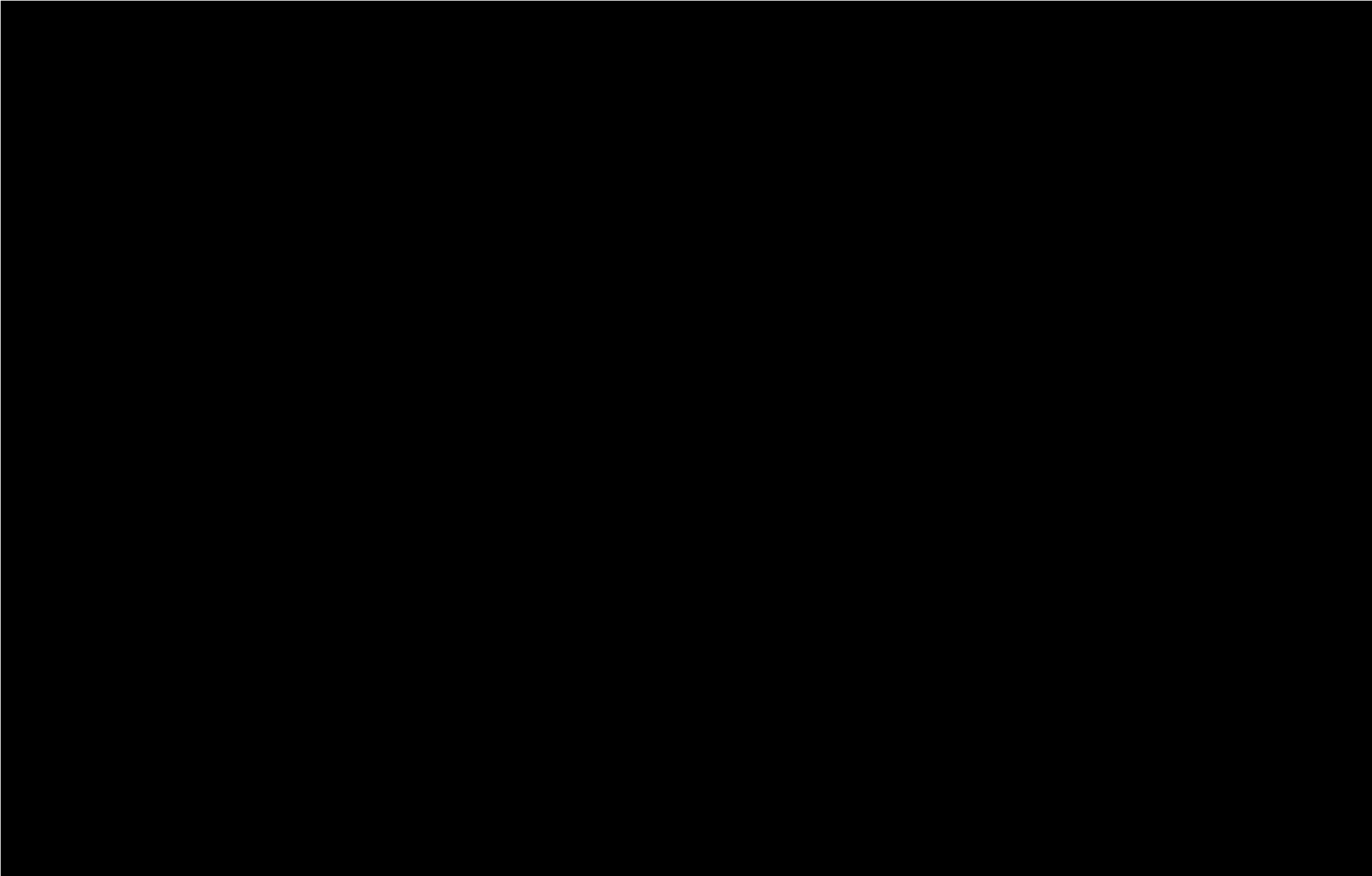


Rotech Healthcare Inc.  
2024 Oregon Summary Report

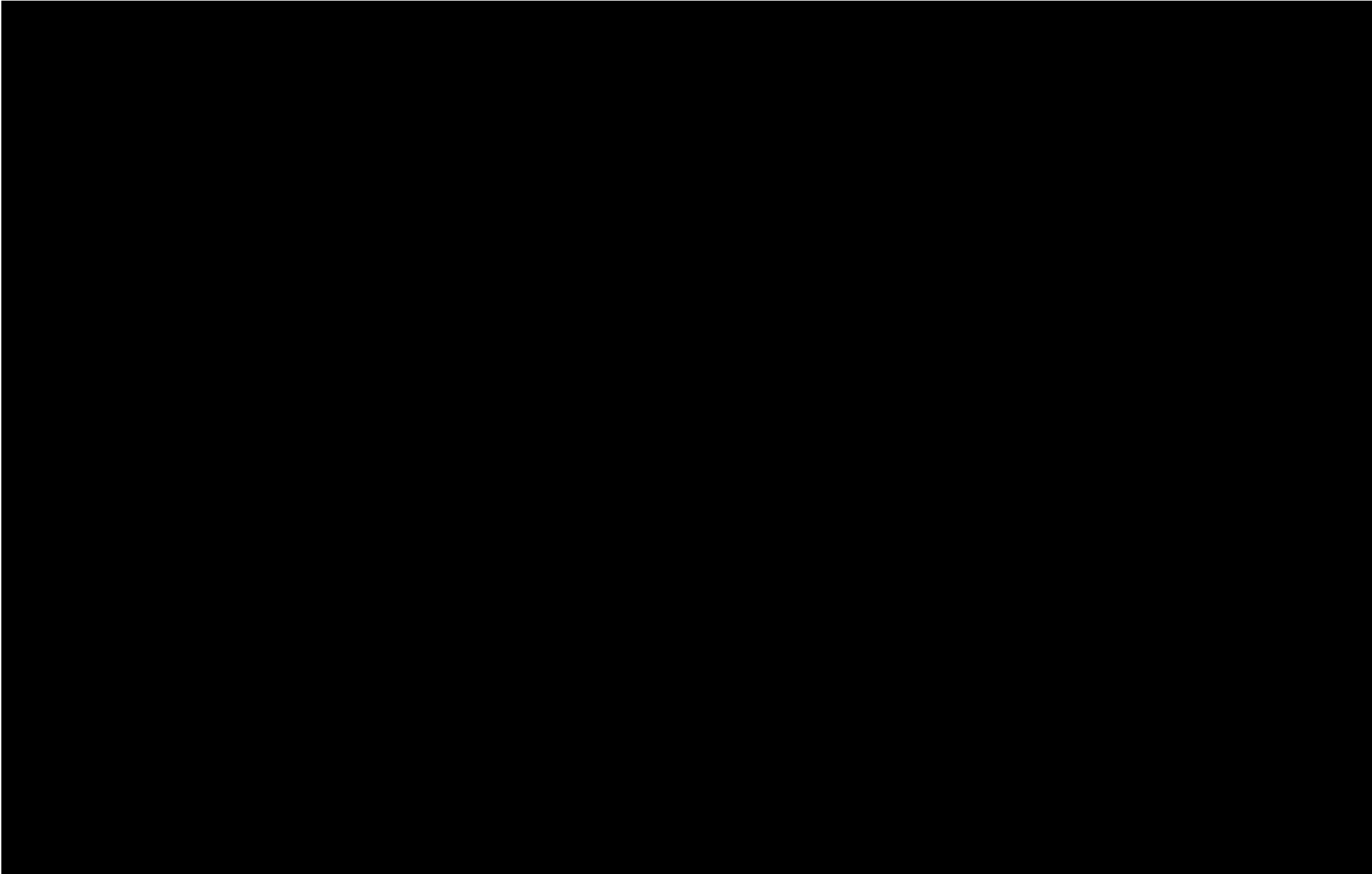




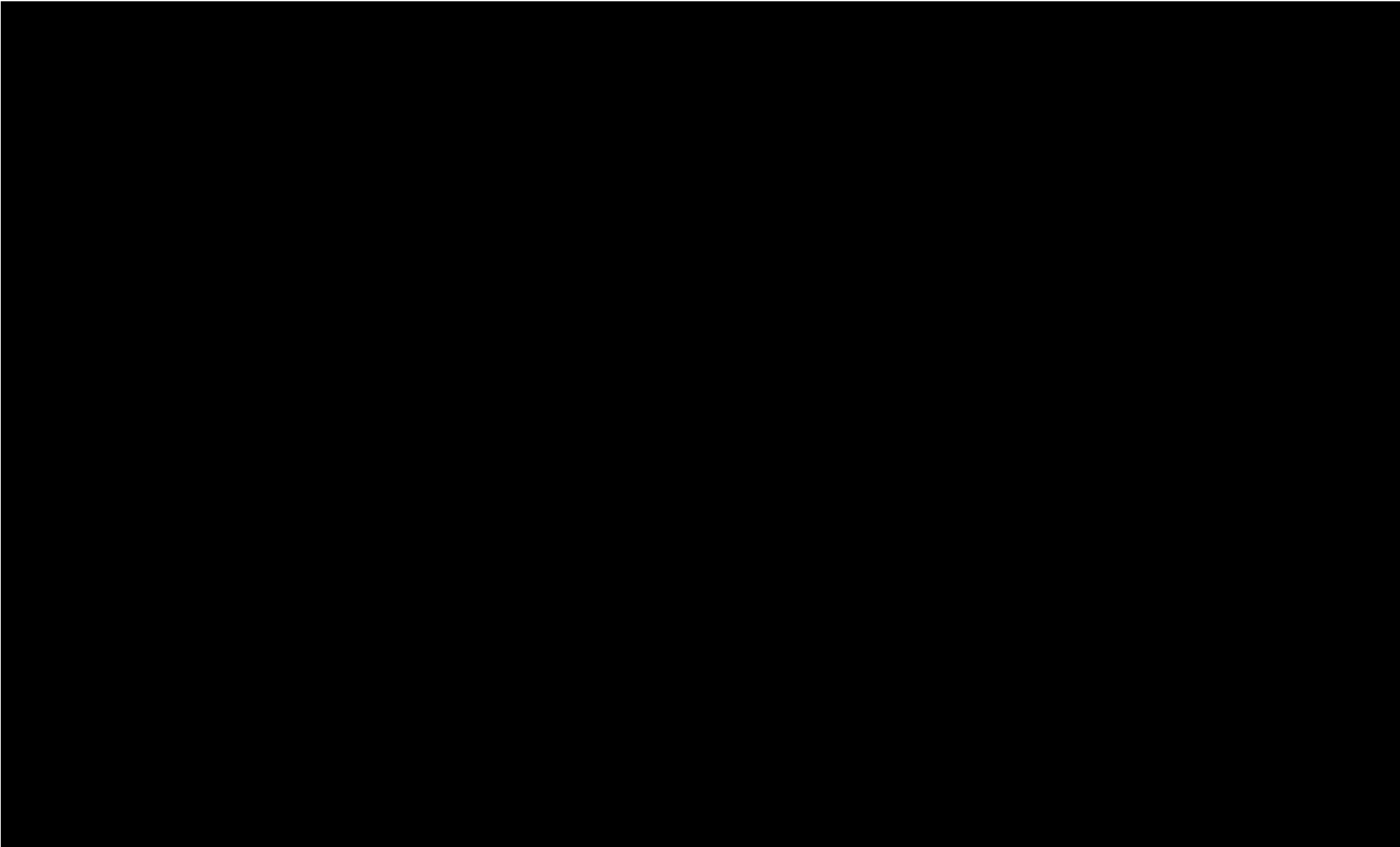
Rotech Healthcare Inc.  
2023 National Summary Report



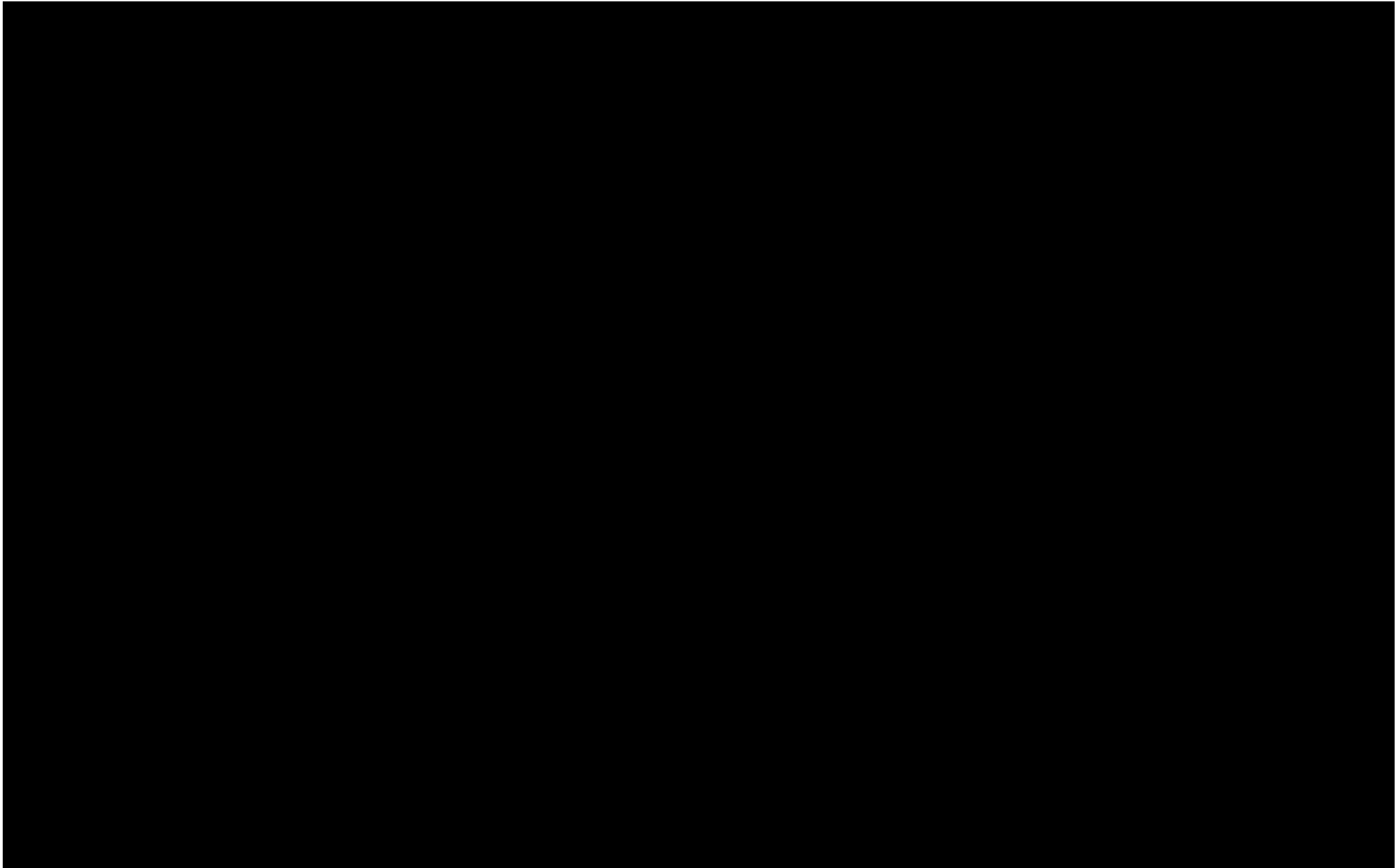
Rotech Healthcare Inc.  
2023 Oregon Summary Report



Rotech Healthcare Inc.  
2022 National Summary Report

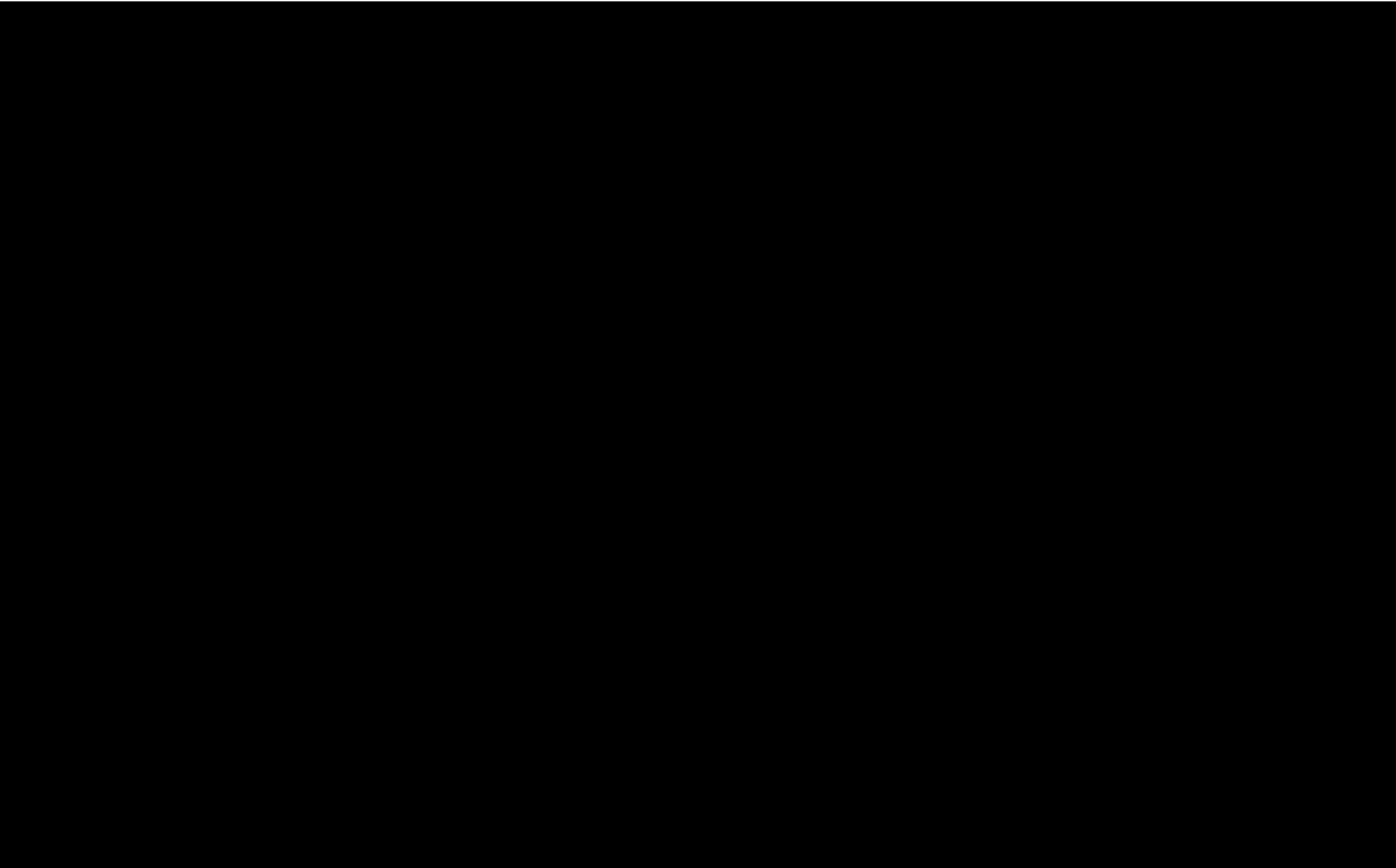


Rotech Healthcare Inc.  
2022 Oregon Summary Report





Rotech Healthcare Inc.  
2021 National Summary Report



Rotech Healthcare Inc.  
2021 Oregon Summary Report

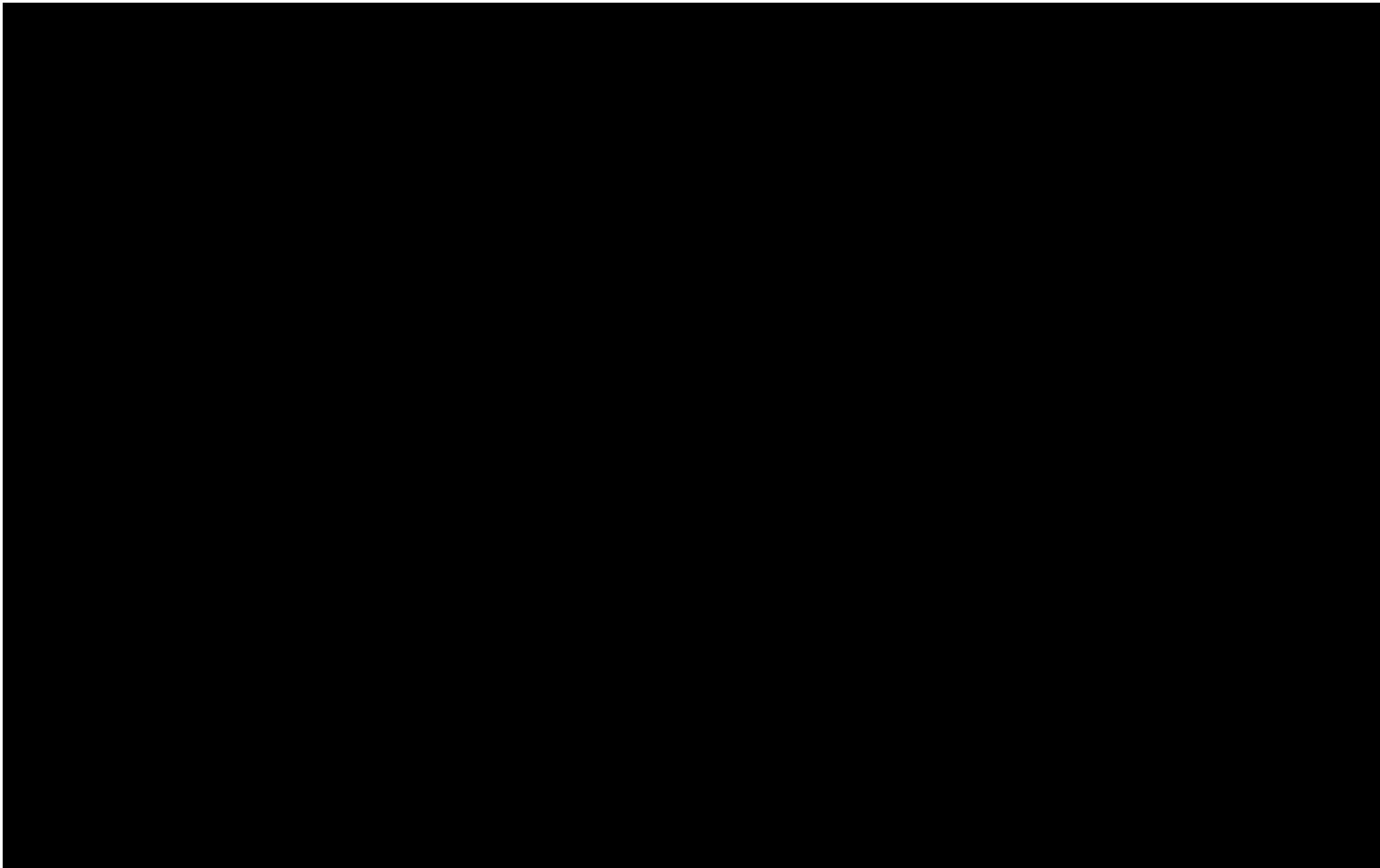


Exhibit 12 - Owens & Minor, Inc.  
Patient Satisfaction Data









