



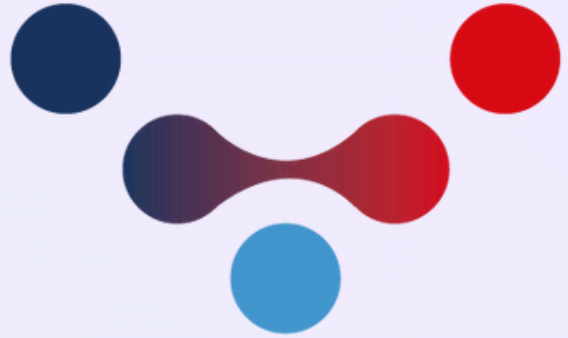
CPAP INTRODUCTION ONGOING SUPPORT

A GUIDE TO BETTER SLEEP



Vital360

Your Patient Care Program



Congratulations on starting your Vital360 journey! We are committed to your sleep success and are thrilled to have you with us. This program is so much more than a CPAP machine; it's a partnership designed to ensure your treatment is effective and sustainable. We understand that beginning a new therapy can feel like a big step, which is why we've designed Vital360 as a personalised patient care program tailored to your specific needs and preferences.



The initial phase of your CPAP therapy is an important time, with habits often become established within the first month,¹ and early engagement is predictive of sustained adherence.¹ Our dedicated Care Team is here to help you address any challenges during this foundational period.



"One-Size-Fits-All" Doesn't Fit All:² Obstructive Sleep Apnea is a chronic condition, it can require continuous management and follow-up.³ A lack of consistent follow-up has been shown to be a contributor to treatment failure.⁴ Vital360 provides long-term, personalised care, helping you integrate your device into your daily life and address individual barriers like motivation and discomfort.



The Power of Personalised Care: Your Custom Care Plan is built by considering your communication preferences, motivational goals, and individual needs. This personalised approach ensures you receive the right level of support and guidance throughout your CPAP therapy journey.

Your Vital360 Journey

A Roadmap to Success



EVERYDAY PROACTIVE & PERSONALISED CARE

We're here to support you at every step of your journey, not just the beginning. Our approach is to help you create a personalised toolkit of strategies and insights, ensuring you feel confident and prepared to navigate life's challenges long-term.



Initial Therapy Introduction and Set Up

Your first step! We'll help you get comfortable with your new therapy device and set it up for optimal use.



Days 2-5: Initial Sleep Care Agent Call

Dedicated Sleep Care Agent will contact you, answer any questions, and check on your first few nights of therapy.



DAYS 7-10: SLEEP CARE AGENT FOLLOW UP

Dedicated Sleep Care Agent will help set therapy goals, and motivate you toward better sleep.



YOUR VITAL PROGRAM COMMENCEMENT

At this point, your chosen program officially begins, ensuring continuous support tailored to your needs.



DAY 30-60 IN CLINIC FOLLOW UP

A crucial in-clinic visit to review your therapy progress and address any concerns face-to-face.



DAY 300 IN CLINIC FOLLOW UP

An in-clinic long term therapy review with your CPAP therapist, ensuring your mask and machine settings are a perfect fit for you.



6 MONTH DELIVERY

We'll deliver your essential therapy supplies right to your door, keeping your therapy fresh and hygienic.



12 MONTH DELIVERY

We'll deliver your essential therapy supplies right to your door, keeping your therapy fresh and hygienic.