

# GLOBAL HEALTHCARE PROVIDER



**D.**med  
healthcare

# CEO STATEMENT



## DEAR HEALTHCARE COMMUNITY

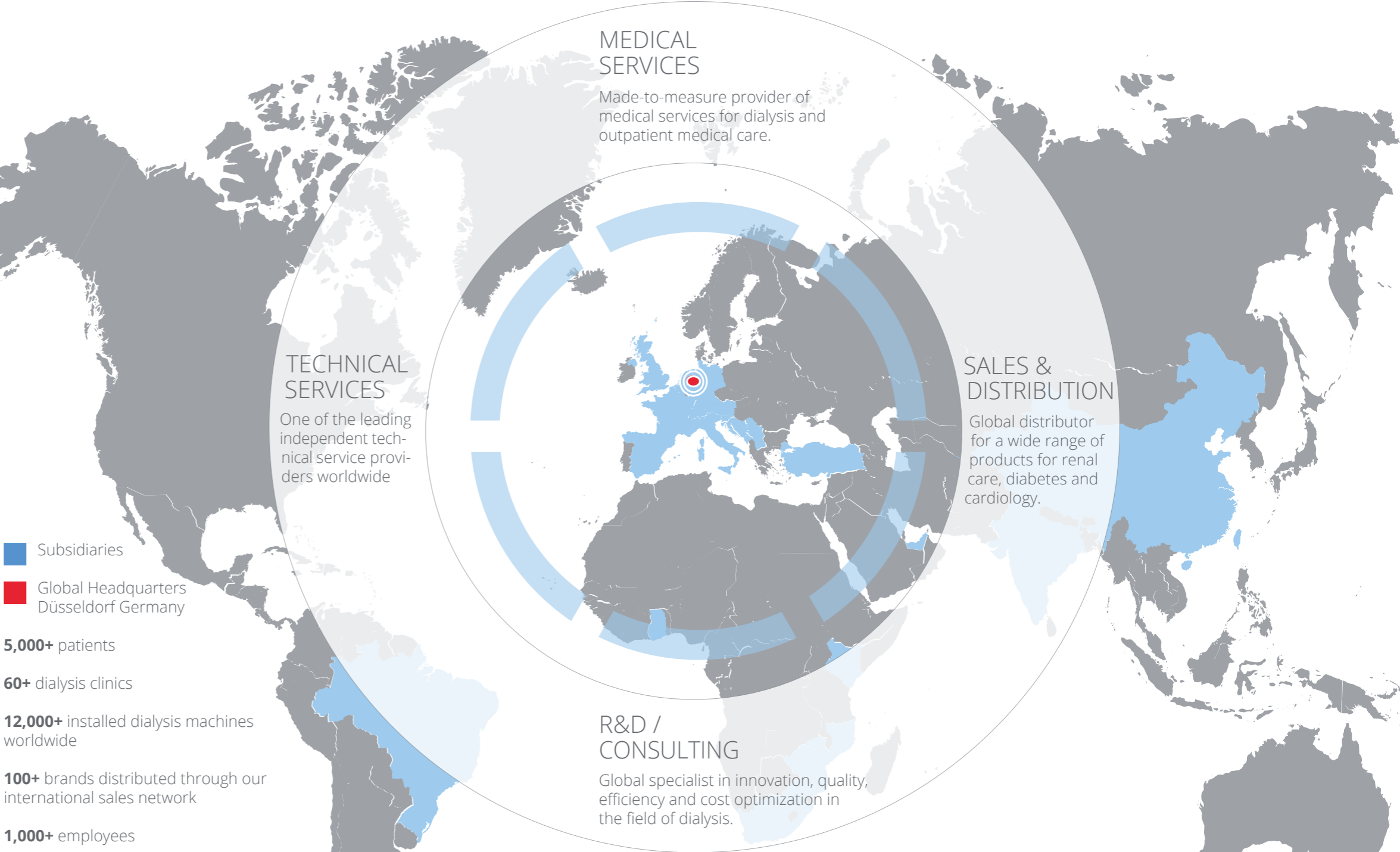
We at D.med define ourselves as a made-to-measure provider of medical products and services. We identify gaps and inefficiencies in the global healthcare system with the goal to close and eliminate them through our value-for-money approach that delivers uncompromised quality at a reasonable cost.

Our activities revolve around nephrology, cardiology and other fields of internal medicine. With lean and agile operations and an open and intercultural mindset we are reaching out to the world.

It is our firm belief that patients around the globe deserve better and more affordable care and all D.med team members are fully committed to contributing to make this happen: country-by-country, patient-by-patient and day-by-day.

We look forward to joining forces with you!

**SVEN-AXEL KRENTORZ**  
**PRESIDENT / CEO / FOUNDER**



# WE SERVE, WE CARE PERSONALLY & PROFESSIONALLY



Around the world, more than 5,000 renal patients trust in the high level of medical care in our global network of more than 60 dialysis clinics.

From chronic treatments in our dialysis clinics to acute dialysis in intensive care units to continuous support for home dialysis patients, our world-class know-how and dedication to patient welfare enables us to provide made-to-measure solutions in each and every case.

Building on our success model, we are committed to expanding our medical services to other fields of internal medicine. The first D.med Cardiology Hospital will be operational in 2020.

### FOCUS ON UPGRADING PUBLIC HEALTHCARE

With innovative public private partnership (PPP) models, we contribute to sustainable improvements in public healthcare: by investing in medical infrastructure, high-end medical expertise and operational excellence, we ensure access to high-quality care at an affordable price.



# PATIENT EXPERIENCE



**FANI, 26 – DIALYSIS PATIENT**  
“There were ups and downs, good days and bad days. I lost my kidneys and my left leg, but thanks to the professional staff in the dialysis center my life has become better and easier. Besides all my problems and difficult days, I still love life. I believe in a better future...”



# FOCUS ON QUALITY



**PROF. DR. MED. JÜRGEN WAGNER**  
CHIEF MEDICAL OFFICER

"With our hearts and brains devoted to our patients, German technology and state-of-the-art equipment — dialysis at its best!"

We operate according to the international ERBP guidelines - official guideline body of ERA-EDTA® and KDIGO®.



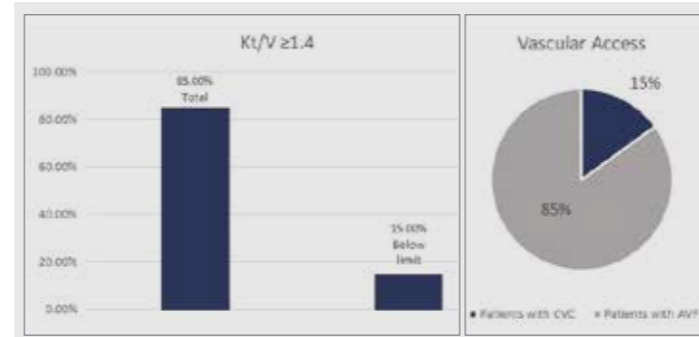
## QUALITY

Advanced quality management is the key driver to guarantee outstanding treatment results independent of local reimbursement rates. That's why we in D.med Healthcare have developed our own made-to-measure instruments, like specific monitoring software, educational programs and high- standard medical and operational guidelines.

## OUR MEDICAL KPIS: BENCHMARKS THAT MAKE US STRIVE FOR EXCELLENCE

A complex set of key performance indicators serve as a compass for our daily mission to provide the best possible care, among them:

- Adequate dialysis dose achieved by at least 85% of our patients ( $Kt/V > 1.4$ ).
- Sufficient dialysis time for at least 85% of our patients ( $\geq 240$  minutes of dialysis time per session).
- Optimal dialysis access: more than 85% of patients with AV fistulas.



# D.MED HOMECARE – HOME DIALYSIS SPECIALISTS



D.med Homecare specialises in home hemodialysis. The quality of care and the safety of our patients are our focus. We view ourselves as a partner to the consultant and ensure a high-level of medical quality for dialysis treatments outside the dialysis clinic.

The D.med Homecare team supports all logistical and administrative tasks for the planning, preparation, and implementation of home hemodialysis. Our home dialysis specialists provide extensive training prior to patients eventually performing the treatment on their own. The continuous 24/7 availability of the D.med Homecare team ensures the highest levels of safety and maximum flexibility for patients.

# INTERNATIONAL SALES NETWORK FOR RENAL CARE, DIABETES AND CARDIOLOGY PRODUCTS

## A WELL-DEVELOPED INTERNATIONAL SALES NETWORK FOR A WIDE RANGE OF PRODUCTS FOR RENAL CARE, DIABETES AND CARDIOLOGY.

With a focus on dialysis, diabetes and cardiology products, sales and distribution has had a successful history in D.med. Whether it's new brands, new markets or innovative products, with our medical expertise, world-wide network, reliable logistics and dedicated customer care, we develop value propositions and turn them into actual sales.

We offer global distributor & key account management as a one-stop-shop-solution to our manufacturing partners and bring medical products through D.med sales offices in Germany, the Balkan region and different African countries directly to end users.

Whatever we do, it is our ambition to work to the full satisfaction of suppliers and customers alike.

### VERN TAAFFE, PRESIDENT & CEO RPC - DIALYSIS TECHNICAL SPECIALISTS

"Given RPC's extensive history of excellence in the dialysis industry, it is with genuine sincerity that all of us at RPC remark on what a pleasure it has been to partner with D.med Healthcare.

D.med Healthcare personnel are highly professional, polite, enthusiastic, knowledgeable, and invested in compassionate patient safety.

Throughout the world, D.med Healthcare consistently demonstrates a unique ability to work well within different cultures and disciplines.

With their important focus on clinic growth, value integration, and continuous improvement, we at RPC look forward to a distinguished and celebrated future working with D.med Healthcare."

### CLAS BOLANDER, VISE PRESIDENT SUPPLY CHAIN DIAVERUM

"Our experience at Diaverum in collaboration with D.med Healthcare has been very positive. Over the last two years, we have found D.med Healthcare to be a reliable and professional business partner.

Their reliable logistics, great customer service, professionalism, integrity and above all their people are second to none."

# ZÜCKERLI – OUR DIABETES SALES PLATFORM

Zückerli, literally "little sugar" in Swiss German, is our diabetes sales platform. With both our private label and other established brands we dispose of a wide range of diabetes products.

Online and through our specialised stores, we process prescriptions from all parts of Germany and cover the needs of diabetes patients with dedicated OTC products.

In our wholesale business, we focus on the demand of medical institutions and trade with partners from all across the globe helping to give access to affordable high-quality products.



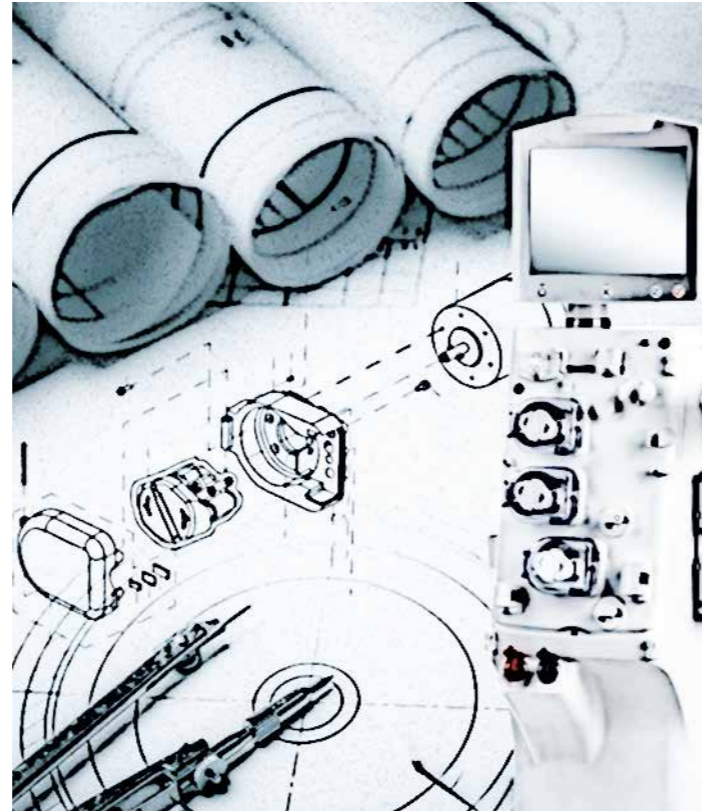
**Zückerli**  
Dein Diabetes Spezialist

## RENAL ENGINEERING EXPERTS



**GERD BREUCH, CHIEF TECHNOLOGY OFFICER**

"Our passion is extracorporeal therapies, especially all forms of renal replacement therapy and our mission is to continually improve them. We are the global specialists in innovation, quality, efficiency and cost optimization in the field of dialysis developing future-proof products and defining state-of-the-art technology. To achieve our ambitious aims, we rely on our greatest asset: our experienced, innovative and highly motivated team."



Our research and development business has had a very strong impact on the excellent reputation that the D.med brand enjoys today.

### **SURDIAL-X - OUR SUCCESS STORY**

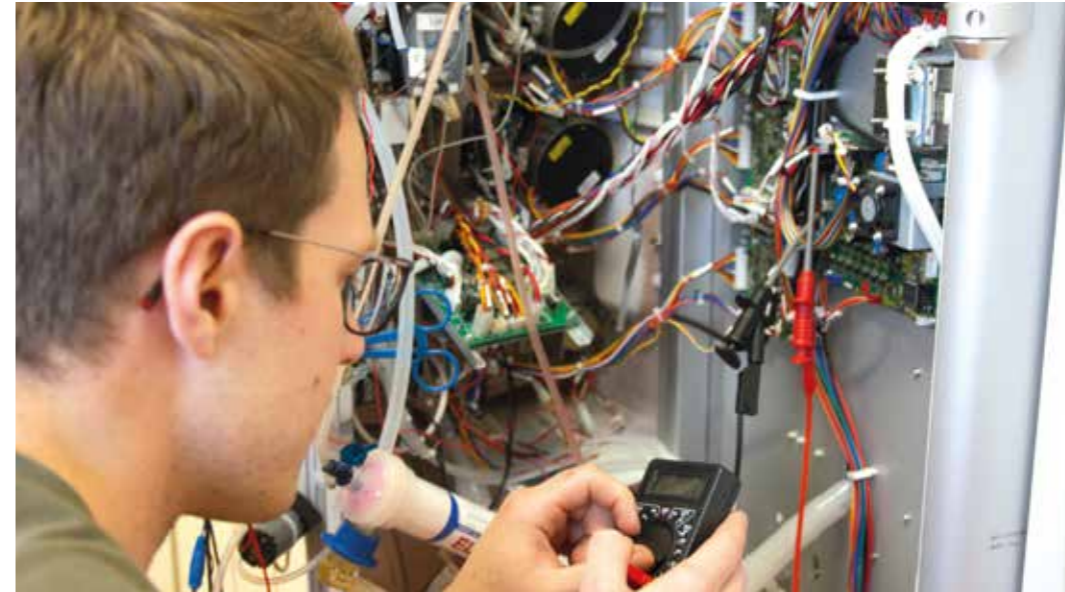
The design of the Surdial-X which is one of the world's leading hemodialysis machines was the starting point on our way to becoming a renowned international expert for the development of extracorporeal equipment. Nowadays, a team of more than 30 medical engineers, software develop-

pers, medical doctors and application specialists are involved in shaping future dialysis. The organisation and implementation of clinical trials and regulatory consultancy complete our service portfolio.

### **D.MED TECHNICAL PRODUCTS**

As a spin-off to our R&D activities, DMTP distributes their own-developed and other high-quality technical products like blood volume and Kt/V measurement devices, custom-made LAN boards and specific pumps and valves.

## TECHNICAL SERVICES OF DIALYSIS EQUIPMENT



Technical expertise has always been one of D.med's core competences. With an installed base of around 12,000 hemodialysis and apheresis machines, we are one of the leading independent technical service providers worldwide.

### **WHEREVER A DIALYSIS MACHINE IS NEEDED, WE SET IT UP AND TAKE CARE OF IT.**

Our service organisation consists of more than 60 engineers, technicians and related specialists and operates from our technical headquarters in Hamburg and ten further locations covering Europe, Africa, Russia and parts of the Middle East. And in the whole region, D.med guarantees the highest quality and reliability of services.

### **OUR SERVICE PORTFOLIO**

- Installations, repairs and maintenance
- Spare part and supply chain management
- Technical training
- Quality and complaint management



*Personally & Professionally*  
**WE SERVE** — — —



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