



the Med SupplyLine

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Mission Statement

At ACO Med Supply, Inc. we have created a company committed to one thing, you, the customer. Our staff will work with a single-minded goal of supplying technologically advanced medical products through the best procurement system available at competitive prices. We are here to provide you and your patients with the best service possible.

ABOUT ACO MED SUPPLY

ACO Med Supply, Inc. was established June 1, 1995 as an orthopaedic specialty distributor covering North Carolina, South Carolina and Virginia. The company had two inside employees and nine sales representatives covering three states. Initially, ACO Med Supply represented three manufacturers; DonJoy, Procure and Tecnol.

ACO began in a warehouse of 2,500 square feet located at 306 Meacham Street in Charlotte, North Carolina. Stuart Ross and Jimmy Gray worked long hours outfitting and stocking the shelves of the new business. Hard work paid off as the company experienced rapid growth. ACO Med Supply moved to a new location January 1, 1997. The warehouse of 5,200 square feet was located at 226 Meacham Street, only a block from the original location.

ACO joined Abco in July, 1998 and hired its first "full-line" med-surg sales representative. Many new product lines were added as the company entered the medical surgical market. Plans were already being made to move to a larger location to accommodate the products needed for this new venture.

ACO Med Supply is now readying itself for a move to Charlotte Distribution Center in June, 1999. This 12,800 square foot warehouse will allow the company the necessary space to continue its growth and add the product lines needed to service all medical specialties.

Long term, the move will make servicing, shipping, order processing and communications more efficient. You will receive reminders on your invoices of our new remittance address. If you have any questions or concerns, please don't hesitate contacting our office.

We have experienced significant growth due to your confidence in our abilities and service. As we prepare for our next stage of growth we'd like to extend our sincere gratitude for your support, past, present and future. In continuing to change to meet the future, we will always look to our mission statement as our cornerstone for doing business. ■

1-800-351-8006

(704) 921-0116

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WHO YA GONNA CALL?

Orthopaedic patients can now have virtually pain-free surgery thanks to PainBuster, a new pain management system. PainBuster provides continuous infusion of a non-narcotic, local anesthetic directly into the wound site for up to 72 hours after surgery. PainBuster was the first product of its kind to be cleared by the FDA for orthopaedic applications. The use of non-narcotics eliminates negative side effects typically involved with narcotic pain relievers that can interfere with the patient's recovery.



**PAIN
BUSTER!**

There are approximately 3.5 million orthopaedic surgeries in the United States each year, of which about 1.4 million involve significant post-operative pain. In addition to providing non-narcotic pain relief, the PainBuster system offers profound advantages over existing treatments. Its continuous flow into the surgical site decreases the incidence of breakthrough pain that is sometimes experienced with the intermittent administration of intravenous injections or oral pain relievers.

Insurers have embraced this technology because of its potential to reduce hospital stays and rehabilitation times to enable patients to return to their normal activities faster, thus decreasing the total cost of the procedure. In addition, the complete system is portable, disposable and cost-effective.

To receive an educational video featuring Dr. Lonnie Paulos and patient testimonial, or to schedule PainBuster for your next surgical case, contact your local DonJoy sales representative or call 800-351-8006.

ACO Med Supply Sales Team

ACO Med Supply distributes orthopaedic and med-surg products in North Carolina, South Carolina and Virginia. Within this three-state area our sales team represents over 100 years of orthopaedic experience.

Pictured here are the ACO Med Supply sales representatives and sales support staff: left to right front row, Jim Reeks, Chuck Plowden, Bobbie Horne, Kenneth Tucker, Jimmy Gray, Laura Totilas, Judi Judge, Tim VanSchaick, back row, Alan Livingston, Rod Ferguson, Chuck Sharpe, Stuart Ross. Not pictured: Kevin Jordan, Angela Sampson, Grant Prescott, Nancy Feder, Garrick Shannon, Melanie Byrd and Tracey Moody.

Because we are a regional distributor we work hard to keep up with local meetings, trade shows and events. ACO sales representatives participate in local and regional professional organizations, and support local fund raising efforts; they also organize training programs such as casting labs and brace-fitting workshops.

We at ACO Med Supply are proud of each of our sales representatives. It is our goal to work with our customers as partners in a consulting capacity. Each sales representative works closely with the doctors, staff and patients to ensure a high level of customer service and patient care. ACO sales representatives are backed by our promise to procure quality products at competitive prices with customer driven programs to reduce costs (i.e. vendor consolidation, custom fax order forms, single source invoicing, and extended hours).

ABCO MEMBERSHIP

As of July 1998 ACO Med Supply became an Abco member. As a member, ACO Med Supply has access to hundreds of manufacturers. Not only can we supply your orthopaedic product needs, but literally thousands of other med-surg products. As part of our move to a larger warehouse facility, we are able to stock the products you need for a quick delivery.

Let's back up for a moment. You may be wondering, "What is Abco, anyway?" Abco Dealers is a medical products buying and selling cooperative that negotiates with carefully selected manufacturers on behalf of the Abco distributor, (that's us, ACO Med Supply!). Abco distributor sales are over \$1 billion per year. With sales at this level, Abco is able to negotiate significant discounts through volume purchasing.

What does this mean to you, our customer? It means utilizing one source for your med-surg items, your orthopaedic softgoods, and specialty bracing. We at ACO Med Supply are employing critical strategies to maintain an edge in the consolidation of medical products distribution.

INVENTORY MANAGEMENT MADE EASY THROUGH DONJOY'S OFFICECARE

One of the ongoing concerns in the medical community is how to reduce the overhead of stocking softgoods while continuing to provide quality products at the point of service. Clinics that dispense DME products are all too aware of the costs involved. Upon close examination many offices even discover they are not recouping their costs of dispensing softgoods. DonJoy's OfficeCare program offers a creative solution to "inventory control".

OfficeCare is a comprehensive program designed to allow you to provide the products you want for your patients in the convenience of your office – without the concerns associated with reimbursement. Through DonJoy's OfficeCare program, DonJoy stocks the office with the products you want from a full line of orthopaedic softgoods. This means you'll no longer have cash tied up in inventory or lose money on uncollectible claims. We assume responsibility for maintaining clinic inventory and billing the insurance company on behalf of the patient, leaving you to focus on patient care.

Staff paperwork is kept to a minimum, and because of our national relationships with most major insurance companies, you can be sure claims will be handled efficiently for your patients.

Instead of seeing numerous sales representatives in the course of the day and week, you'll have all your orthopaedic product needs met by one sales representative; your ACO representative. The OfficeCare program affords your practice the capability of providing products to your patients from the convenience of your office, applied by your staff, without the concerns of managing inventory or the difficulty of securing reimbursement. To get started, just ask your local representative or give us a call at 800-351-8006.

GET BACK – *OnTrack*

DonJoy has released OnTrack, a revolutionary knee brace system. Created by renowned physical therapist Kate Grace, OnTrack provides non-surgical treatment for the common knee pathology, patellofemoral pain (PFP).

There is a high demand for PFP treatment modalities because it is such a pervasive problem. Studies show that 25% of the global population suffers from this type of knee ailment at some point in their life. While there are other products on the market that treat the symptoms of PFP, OnTrack is the first to directly correct one of its underlying causes, patellar malalignment.

Designed for everyday use as well as strenuous physical activity, the OnTrack system relieves pain by realigning the patella in the intercondylar groove, and placing a constant stretch on the lateral knee

structures. With relief of the patellofemoral pain, patients find it easier to work on regaining quadriceps muscle strength. The system provides an easy-to-use, comfortable and patient-compliant alternative.

Grace, a registered physical therapist and orthopaedic physician assistant, spent over 10 years researching PFP at her private practice in San Diego. In support of DonJoy's manufacturing and distribution of the OnTrack brace, Grace will conduct accredited seminars throughout the year focusing on diagnosing and treating PFP. The seminars are targeted at medical practitioners and feature manual therapy techniques, therapeutic exercise strategies and actual patient examinations.

The On-Track is a five part system that is comprised of a neoprene knee cuff and strap that fits over adhesive

knee patches, a VMO activator that provides tactile stimulation and visual biofeedback, and a patient exercise video. The system corrects bony malalignment of the patella, including tilt, glide, rotation and anterior or posterior deformity. Its effectiveness is supported by patient clinical trials, radiographic views and MRI research studies. Training classes are available through DonJoy with educational CEU's. For more information call 800-351-8006.



2205-A Distribution Center Dr.
Charlotte, North Carolina 28269

NEW
ADDRESS



For More Information
Fax To Nancy Feder 704-921-0117

- OnTrack Knee Brace
- PainBuster PainBuster Video
- Functional Knee Bracing
- Osteo Arthritis Bracing
- OfficeCare Stocking Program
- DonJoy Catalog Med-Surg Products
- Orthopaedic Softgoods Casting Supplies

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ADDRESS _____

PHONE _____



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To laugh often and much; To win the respect of intelligent people and the affection of children; To earn the appreciation of honest critics and endure the betrayal of false friends; To appreciate beauty; To find the best in others; To leave the world a bit better, whether by a healthy child, a garden patch or a redeemed social condition; To know even one life has breathed easier because you have lived; This is to have succeeded.

Ralph Waldo Emerson

NEW
PHONE
NUMBERS

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