

OLYMPUS**In Service**FREE Digital Clock.
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www.olympusamerica.com

IMPORTANT INFORMATION FOR G.I. LAB PERSONNEL/HOSPITALS USING OLYMPUS ENDOSCOPES

An update from Olympus Regulatory Affairs

If your facility uses third-party vendors to repair your Olympus endoscopes, it is likely your scopes are being modified from their original factory specifications. Olympus cannot ensure the functionality of Olympus equipment that has been disassembled, repaired, altered, changed or modified by third-party vendors. For this reason, Olympus does not recommend the use of non-Olympus parts or third-party repair vendors for Olympus medical equipment, and we do not sell our parts, materials, processes or proprietary tools and equipment to third-party vendors.

Impact on clinical performance

As we've noted in the past, changes to the working elements of flexible endoscopes can have a marked impact on the performance characteristics of that instrument (for more details, select [A] on page 8).

One of the most significant third-party modifications that has become increasingly



Insertion tubes

prevalent on Olympus flexible endoscopes is the replacement of the original manufacturer's insertion tube with a non-Olympus part. To date, every third-party insertion tube sample examined by Olympus revealed a substantial difference in design, materials and workmanship in comparison to the advanced properties of the Olympus insertion tube.

When these aftermarket insertion tubes were tested by Olympus, there was a discernible degradation in overall scope handling, performance and durability. Potential difficulties that could arise during colonoscopy procedures as a result of these third-party tubes include:

- A change in the performance of the scope's insertion tube – feeling either too rigid or floppy, or lacking sufficient column strength to evenly rotate down the length of the tube
- Longer procedure times
- Difficulty navigating the colon or reaching the cecum
- Increased patient discomfort and/or the need for additional patient medication

Endoscope handling characteristics

The architecture of an Olympus insertion tube represents more than 30 years of clinical engineering design and advancement, based on insights from endoscopists around the world, to deliver superior performance and enhance patient safety.

Olympus has designed and developed the handling characteristics of an Olympus endoscope to reflect the anatomical conditions and

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FREE INFORMATION

See details on page 8.

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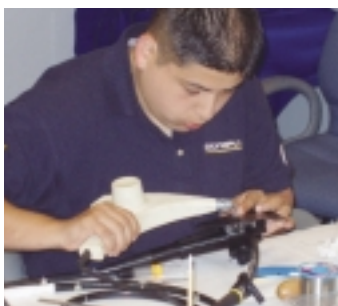
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OLYMPUS in action

Olympus Celebrates the Olympic Spirit

Peter Hamm

Senior Regional Service Manager, Endoscopy Service



Arturo Fernandez expertly performs a repair in the Olympus competition.

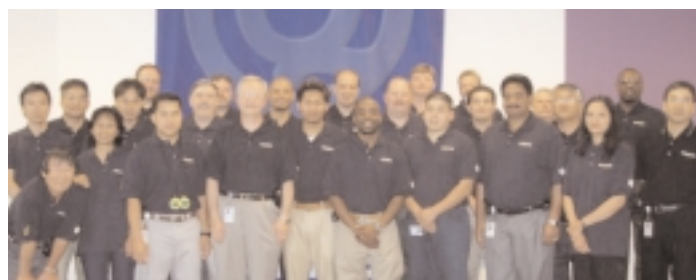
As the 2004 Olympics draw near and athletes all over the world ready themselves for competition in Athens this August, Olympus recently got in the spirit by completing its own brand of high-powered competition at the Olympus Olympics. Held this June at the National Service Center in San Jose, CA, teams of

technicians representing Olympus' 17 service centers nationwide competed not in the traditional games of the Olympiad, but in contests showcasing technical knowledge, repair skill and customer service.

Eddie Garcés, Olympus vice president of Endoscopy Service, commented that the participants' performance "demonstrates the

effectiveness of our scheduled national and regional training programs. This continuous improvement philosophy allows us to raise the bar each year, not just for our competitors, but also for all of our technicians, from the newest hires to our veteran trainers. Our commitment and responsibility is to be the best in the industry."

"Our objective is to increase the quality, knowledge and speed of our repairs. This competition not only fosters great team spirit, but also benefits our customers through a continued, demonstrated commitment to quality," concluded Yusuke Ikegami, Olympus director of field service operations. **IS**



Olympus technicians demonstrate their repair savvy in 2004 Olympus Olympics.

Olympus Participates in ASGE Learning Center at DDW

This past May, ASGE brought a satellite version of the Interactive Training & Technology (IT&T) Center to DDW 2004. The IT&T



Center, located on the outskirts of Chicago in Westmont, IL, is a state-of-the-art facility where medical

professionals can experience the latest G.I. endoscopic technology through didactic learning with quality hands-on interaction.

As one of the original equipment funders for the Illinois facility (see www.olympusamerica.com/newsletters, select "Winter 2004"), Olympus was delighted to participate in the satellite facility at DDW. The Olympus module focused on endoscopic mucosal resection (EMR), hemostasis and endoscopic retrieval, and provided participants with the opportunity to practice

these procedures using some of the latest endoscopic devices from an ever-expanding line-up of EndoTherapy products from Olympus.

As a leader in the development and manufacture of gastrointestinal endoscopes, Olympus' wide range of EndoTherapy accessories are the perfect complement to Olympus instrumentation for vascular and general surgery, urology, office endoscopy, gastroenterology and pulmonology. For more information, visit www.olympusamerica.com or select [C] on page 8. **IS**



Olympus Lends Support to ASCRS for Educational, Research Initiatives



As part of its mission to encourage the convergence of technology in the minimally invasive surgical arena, Olympus recently presented the American Society of Colon and Rectal Surgeons (ASCRS) with a grant geared toward education and research. Matt Fahy, the director of marketing for Olympus Surgical Products, said that Olympus is proud to work with the Society on their learning initiatives. "With our miniaturization technology and advancements in surgical instrumentation, Olympus is well positioned to partner with ASCRS on these exciting and important endeavors," he stated.



L to R: Dr. Bruce Wolff, ASCRS President; Olympus' John Cifarelli and Matt Fahy; and Dr. David Schoetz, ASCRS Past-President

ASCRS—concerned with the science of treating patients with diseases and disorders affecting the colon, rectum and anus—is dedicated to assuring high-quality patient care by advancing treatment options through research and education. "Several recent trials have validated the use of laparoscopic surgery

and hand-assisted surgery in almost every aspect of colon and rectal surgery," stated Bruce Wolff, MD, the Society's president and a professor of surgery at the Mayo Clinic College of Medicine in Rochester, MN. "The grant from Olympus is both generous and meaningful. It will enable us to support and expand the ASCRS laparoscopic training course to increase participation and contribute greatly to our funding needs for the 2005 ASCRS annual scientific meeting on advanced endoscopic technique."

For more information about ASCRS, visit www.fascrs.org.

Florida Hospital and Olympus Sign Strategic Alliance

Partnership will bring new technology, advanced care to community



Recently, Olympus solidified a new strategic alliance with Florida Hospital that will provide state-of-the-art technology to support the hospital's Digestive Disease Center of Excellence. "With approximately 75 million people in the U.S. suffering from some type of digestive disorder, it is vital that Florida Hospital stay on the leading edge of today's technology and treatments associated with these diseases," said Des Cummings, Jr., the executive vice president at Florida Hospital. "This partnership will benefit Central Florida by advancing the level of digestive healthcare that Florida Hospital provides to the community."

Through the alliance, Olympus will supply the Florida Hospital system with the latest in digestive health technology and state-of-the-

art instrumentation. The hospital system will be equipped with the newest in minimally invasive surgical equipment—which reduces the need for large incisions and speeds up recovery time after surgery—and advanced information technology that enables caregivers to share images from one department to another.

"As a leader in designing and developing innovative solutions in healthcare, Olympus is honored to have had an ongoing partnership with Florida Hospital for over 10 years that is now expanding in gastrointestinal endoscopy and surgical endoscopy related to minimally invasive surgery, as well as in other important areas, including professional education," stated F. Mark Gumz, Olympus president and COO.

Florida Hospital has been named as one of "America's Best Hospitals" for Digestive Disorders by *U.S. News & World Report* for three years in a row. For more information, please contact Florida Hospital Media Relations at 407-303-1917.



Matt Fahy

Industry Appointments

Matt Fahy, director of marketing for Olympus Surgical Products, was recently appointed to the editorial advisory board of *Today's Surgicenter*.



Irwin Baker

Irwin Baker, director of marketing for the Olympus Healthcare Services Group, was recently appointed to the editorial advisory board of *Healthcare Purchasing News*.

ATTENTION 100 SERIES USERS

If you currently own a 100 Series endoscope or CV-100 video processor, now is the perfect time to trade in your equipment prior to the discontinuation of repair parts and service for these older items. To assist your facility with an upgrade to the latest in video processors and EXERA™ endoscope technology, Olympus is offering a number of promotional programs. Contact your Olympus sales representative for details.



Maximize the Utility of Your Repair Dollars

Have you ever purchased something because the price was just “too good to pass up” only to find it quickly broke, wore out or otherwise disappointed you? That jigsaw that dulls after three uses. Or those “50% off” shoes that prove to be too uncomfortable to wear. When you evaluate your purchase based on how much use you actually got out of it, suddenly “too good to pass up” becomes “what a waste of money.”

I have seen similar scenarios with third-party repairs, and many of our customers have experienced this type of disappointment firsthand (see page 7). Seemingly attractive third-party pricing and contracts are hard to ignore with today’s pressure to reduce operational costs. The problem, of course, is that the price for a repair is just what you pay for that individual repair process. It doesn’t reflect the additional long-term costs associated with “bargain” repairs.

To understand the true cost of any repair (or the utility of each dollar spent) and the impact on operational efficiency, other factors need to be considered, including:

With 30 years at Olympus, Eddie Garcés, our vice president of endoscopy service, is the resident guru on all facets of endoscopic repair.

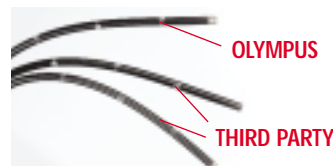
a) Frequency of repeat repairs: How many times does the scope go back for the same problem? Recurring repair expenses can really add up over time and contribute to overall downtime for the instrument with the result being cancelled procedures and decreased productivity.

b) Related repairs: Did a substandard repair for one thing cause damage to another component? For example, replacement of the bending section covering with a generic part could compromise the scope’s angulation capabilities, causing the angulation wires to stretch or break.



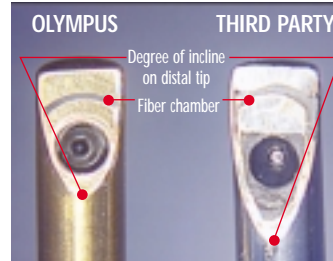
Angulation wire subassembly

c) Clinical performance: Did the repair process alter the performance characteristics of the scope? For instance, an aftermarket insertion tube could make the navigation of the instrument through the intestinal tract much more difficult, or a third-party distal tip on a surgical



Insertion tubes

telescope could impact its atraumatic design and change its angle of view.



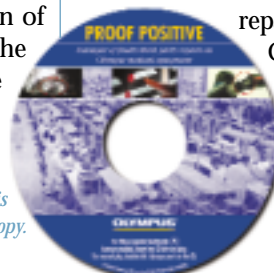
If clinical performance is impacted, a residual effect could be that the scope’s utilization rate declines as physicians and surgeons opt to wait for more desirable instruments, thus impacting your productivity once again.

d) Device life cycle and patient safety: Will the repair compromise the integrity of the device in clinical applications? Deviations from approved OEM parts, materials and processes may shorten the useful life of the instrument and could pose patient safety risks.

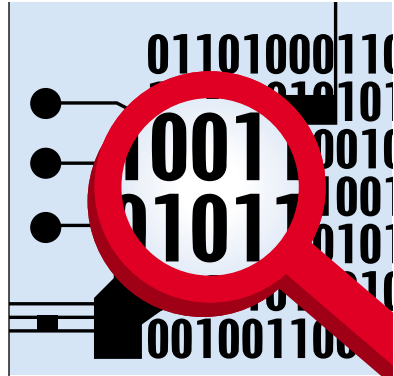
Like many things, cost is multifaceted. Make sure to look at all aspects of your repair expenditures when evaluating the best long-term solution for your facility.

Eddie

For more information about repair impact on clinical performance, select [A] on page 8. Read the latest special advisory about third-party



repairs from Olympus Regulatory Affairs on page 1.



TECH TIPS

About OEPs/OEP-3s

Pascal LaFantano
Supervisor, Olympus
Technical Assistance Center

Question

Why does my OEP or OEP-3 printer display an “INPUT MISMATCH” message on the LCD?

Answer

The NTSC/PAL switch located on the back of the printer is probably set to PAL. To fix: Power off the printer, set the switch to the NTSC position and then turn the printer back on.

Question

When I capture images to my OEP or OEP-3 printer, why do they remain on the monitor and why doesn’t the display return to a live image?

Answer

In the OEP, the timer in the MENU is probably set to “OFF.” To fix:

- Cycle the printer power off then on.
- Open the front panel.
- Press MENU.
- Press the right arrow key until you see FUNCTION SET UP.
- Press the down arrow key until TIMER is displayed.
- Press the left arrow key to set TIMER to “ON.”

CONTINUED ON PAGE 6 ...

by THE WAY . . .

Other Olympus News

Olympus Applauds Innovation with Sponsorship of New PBS Series

Tune in on Mondays this November: Nov. 8, 9:00-11:00 p.m.; Nov. 15 & 22, 9:00-10:00 p.m. ET on PBS




This fall, a new series titled “They Made America” will air on public broadcasting service (PBS) stations nationwide. Consisting of four hour-long programs, each segment will dramatize the lives of unique men and women—revolutionaries,

newcomers, icons and adventurers—who contributed to innovation and development during critical points in our country’s history. The stories reveal the inner working of American enterprise, exploring what made the United States an incubator for radical and far-reaching creativity. Products of these innovators’ genius range from jet planes to music, from computers to microwaves.

Produced by WGBH-Boston and underwritten by Olympus, the series is based on an epic book by renowned author and editor Sir Harold Evans, which will be published by Little, Brown & Company (Fall 2004). Evans—author of the critically acclaimed bestseller, “The American Century”—was the highly successful president and publisher of Random House Trade Group from 1990-1997. From 1997-1999, Evans was editorial director and vice chairman of *U.S. News & World Report*, the *New York Daily News*, *The Atlantic Monthly* and *Fast Company*, and he remains a contributing editor of *U.S. News & World Report* and an adviser to *The Week* magazine.



“I am tremendously gratified that the innovative Olympus has chosen to become the corporate sponsor of my study of innovators,” said Sir Harold Evans. “Olympus’ sponsorship . . . honors the men and women who have contributed to America’s success, but also reflects its own legacy of technological innovation.”

Mark Gumz, president and COO of Olympus, said that as a leader in the healthcare technology and consumer electronics markets, Olympus was pleased to acknowledge the important contributions of other innovators profiled in the PBS series. “We’re proud to celebrate the American ingenuity and innovation that has allowed our country to develop into a major industrial powerhouse in the last two centuries,” he concluded. 

EDUCATION



Campus Highlights

NEW G.I./O.R. E-COURSES—AVAILABLE ONLINE OR ON CD!
O.R. Module 10.3 contact hours (PED-100049)

G.I. Module 11.6 contact hours (PED-100050)

Minimal cost for the contact hours, ranging from \$10.00 for 1.8 hours to \$25.00 for 4 hours. Visit the University website for details.

G.I. & O.R. Strategies

SOLUTIONS FOR THE PRACTICING PROFESSIONAL

8 contact hours (5 G.I. specific contact hours available)
 \$145 (\$120 ea. for multiple attendees from same facility)*

UPCOMING DATES:

August 21 (Sat.)
 Hilton Columbus at Easton
 Columbus, OH

October 9 (Sat.)
 Hilton Hotel & Towers
 Charlotte, NC

October 29 (Fri.)
 Marriott Downtown
 Orlando, FL (during ACG)

November 13 (Sat.)
 Sheraton Hotel
 Columbia, MD

CARE + MAINTENANCE

MAXIMIZING YOUR ENDOSCOPE IMAGE & PERFORMANCE

4.5 contact hours, \$95*

UPCOMING DATES:

August 20
 Albuquerque, NM

August 26
 St. Louis, MO

September 9
 San Antonio, TX

September 10
 Cleveland, OH

September 16
 Des Moines, IA

September 22
 Atlanta, GA

October 7
 Denver, CO

October 7
 Milwaukee, WI

October 13
 Saddle Brook, NJ

October 14
 New Orleans, LA

October 14
 Albany, NY

October 16
 Providence, RI

October 20
 Greensboro, NC

October 27
 Fort Lauderdale, FL

October 28
 Washington, DC

November 3
 Melville, NY

November 10
 Memphis, TN

November 17
 Orlando, FL

* Special savings available for Service Agreement customers.

For details, additional dates and registration:
www.olympusuniversity.com 800-645-8100 ext. 6200

Technology On The Horizon

ALPHA ORganizer™

Unique organizational toolbox avoids confusion in the O.R.

During endoscopic procedures, operating room lighting is typically low and there is usually a plethora of surgical hand instruments nearby—all looking remarkably similar. Under these conditions, it can be difficult for even the most experienced scrub nurse to quickly locate the correct instrument. When that happens, speed and productivity suffer, work becomes more stressful and patient safety can be compromised.



With productivity in mind, Olympus created the ALPHA ORganizer. Designed by surgeons for surgeons, this

unique Olympus toolbox is an effective organizational aide that makes the selection of laparoscopic hand instruments inside the sterile field easier and faster.

Customizable for a particular surgeon or procedure

For easy recognition, Olympus customizes the front plate according to the specific set of hand instruments that you use for a specific procedure and/or surgeon. Names and images clearly mark the precise location for up to eight standard hand instruments, and the top can serve as an additional tray.

Lightweight, autoclavable and durable, the ALPHA ORganizer is also easy to assemble and disassemble for quick setup and cleaning. For more information, talk to your Olympus sales representative. **IS**

“TECH TIPS” CONTINUED FROM PAGE 4 ...

g. Press MENU to complete the process and return to the normal printer LCD display.

In the OEP-3, the AUTO LIVE in the MENU is probably set to “OFF.” To fix:

a. Cycle the printer power off then on.

b. Open the front panel.

c. Press MENU.

d. Press the right arrow key until you see PRINTER SETUP.

e. Press the down arrow key until FUNCTION is displayed.

f. Press the right arrow key once. FUNCTION SETUP will be displayed.

g. Press the down arrow key once to select AUTO LIVE.

h. Press the right arrow key to set AUTO LIVE to “ON.”

i. Press MENU to complete the process and return to the normal printer LCD display.

Question

Why can't I capture images to my OEP or OEP-3 printer and why is there a “NO INPUT” message displayed on the LCD?

Answer

The cause of this problem could be:

a. The input cables are connected to the outputs of the printer.

b. The INPUT SELECT choice is incorrect.

c. The image source for the printer is turned off.

To fix the problem:

a. Check the back of your printer and see what you are using as an input to the top row of connectors (RGB-Sync, VIDEO or S-VIDEO). Inputs should go only to the top row.

b. Next, open the front panel on the printer and locate the INPUT SELECT button; on both printers it is near the center of the door panel. Pressing INPUT SELECT once will display the type of input the printer is configured to process; it is normal for this display to disappear after a few seconds. Pressing the INPUT SELECT button repeatedly will cycle the printer to the input selection you require.

c. Turn on the device that is the image source for the printer. **IS**

Olympus Technical Assistance Center (TAC): 800-848-9024, select option #1 for Technical Support

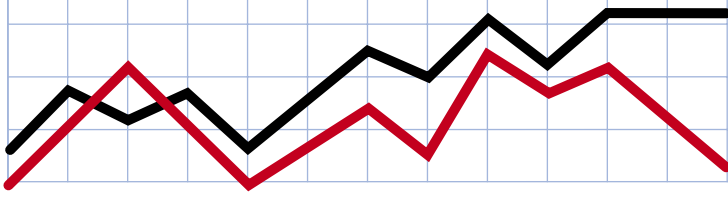
“IMPORTANT INFORMATION” CONTINUED FROM PAGE 1 ...

challenges of the procedure:

- For easy insertion, the insertion tube must be capable of accurately transmitting the subtle movements and torque applied by the endoscopist, with any rotation applied to the proximal portion being transferred to the distal end in a precise 1:1 ratio.
- The insertion tube needs to conform easily to the tortuous anatomy of the patient, yet have sufficient column strength to prevent buckling when the proximal end is pushed, and ample elasticity to return into a straightened condition when it is pulled back.

For more details on the potential impact of third-party insertion tubes on clinical performance, please select [B] on page 8. **IS**





COST CONTAINMENT *Strategies*

Danbury Hospital Reduces Repeat Repairs

Facility realizes \$116,911 savings in first year of Olympus contract

An aggressive service excellence initiative with an eye toward cost containment and operational efficiencies earned Danbury Hospital a place as one of the top performers on the *U.S. News & World Report* list of America's best hospitals (2003). This not-for-profit community teaching hospital serves the 360,000 residents of Western Connecticut and Southeastern New York, and its endoscopy suite performs more than 10,000 procedures annually.

Problems With the Third Party

With 46 Olympus endoscopes and their associated electronics, all requiring regular maintenance and repair, the hospital briefly experimented with third-party service in 2001 through two separate vendors as part of its cost containment efforts. "The results were of concern," remembers Catherine Kean, RN, the nurse manager of the hospital's endoscopy suite. "We had to monitor the third party very closely, which was difficult to do because we were so busy."

Questionable Quality



Joseph Fiorito, MD, the chief of gastroenterology and director at Danbury

Hospital, concurs. "I was not happy with the technical quality of the third-party repair. Many times the original problem was

not fixed, or the equipment was not repaired to acceptable standards. The endoscopes seemed to require service at an unusually high frequency and went back and forth for similar repairs," he explains (see "Eddie's Corner," page 4).



Operational Inefficiencies

As a result, as many as 10 endoscopes could be out for repair at the same time, severely impacting the suite's operating efficiency. "The physicians became quite frustrated," says Fiorito. "They preferred to use the newer scopes in inventory, rather than the older ones that had been repaired and re-repaired." This led to scheduling delays and placed an added burden on the endoscopy staff as physicians waited for the newer endoscopes to be cleaned.

Slow Turnaround Times

Compounding the problem, Danbury found turnaround times through the third party to be extremely slow and loaner scopes in short supply. Loaners, when available, tended to be older scopes in questionable operating condition.

Switching Over to Olympus

With operational efficiency severely compromised by inadequate third-party repairs, Danbury made the decision to return to Olympus under a Full Service Agreement in the fall of 2002.

Lower Costs

In the first full year of its contract with Olympus, the hospital recognized a savings of \$116,911 in its endoscopy repair services over its annual expenditures with the third party. In large part, the savings were a result of a significant decrease in the average number of repairs required per scope, dropping from 6.6 times per year with the third party down to 1.9 times per year with Olympus.

Maximum Uptime

According to Kean, the hospital's scope downtime has virtually disappeared since switching to Olympus service, and repair service has had little impact on procedural volume. "I really don't have any scopes

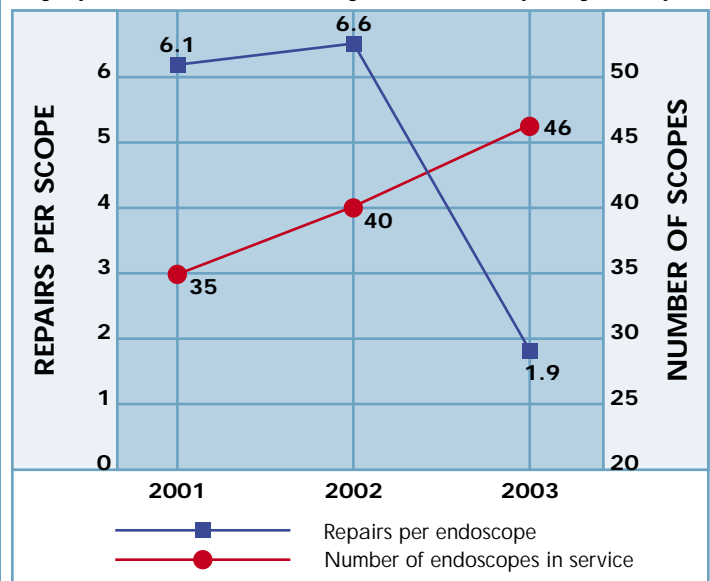
that are out for any length of time," says Kean. "Repair quality is excellent." As part of its Full Service Agreement with Olympus, the hospital also has on-site loaners as an added safety net to minimize any impact on patient scheduling.

Higher Productivity

Under the Olympus Service Agreement, the hospital has seen its productivity increase from 29.4 cases per day in 2001 to 38.1 in 2003, or 7,410 procedures total in 2001 versus 11,084 procedures in 2003. "When equipment is repaired properly and operating as it was designed to originally, everything runs a lot smoother," says Kean. "We have definitely improved our operations as a result of the Olympus Service Agreement."

For more information about Olympus Service Protection Plans, contact your Olympus sales representative, or select [D] or [E] on page 8. For a copy of the detailed Danbury Hospital case study, select [F]. **IS**

Olympus Service Dramatically Reduced Frequency of Repair



Olympus Endoscopy Request Form

Mail

Customer Relations
Olympus Endoscopy Service
2400 Ringwood Avenue
San Jose, CA 95131-1700

Fax

800.878.3691

E-mail

inservice@olympus.com

Phone

800.645.8100 ext. 6331
(Leave a detailed request and
mailing/contact information)

Olympus Customer Care Endoscopy Medical Products

800.848.9024
Fax: 800.228.4963

Surgical Medical Products

800.548.5515
Fax: 800.833.1482

FREE CLOCK

EXTENDED HOURS! To serve you better, the Olympus National Service Center is now open 6 days a week: 5:30 a.m – 11:00 p.m. Pacific Time during the week and until 2:30 p.m. on Saturdays.

24/7 SUPPORT: By the end of 2004, Olympus endoscopy service customers will be able to check on their repair orders round-the-clock via the web. In 2005, the program will be expanded further to include interactive capabilities. Please help us understand what features you would find beneficial by completing this survey. In thanks for your time, we'll send you our lightweight, mount-anywhere, digital display Olympus clock!

1. Which department do you work in?

- G.I. O.R. Both
 Other _____

2. What is your role?

- Physician Biomed/Clinical Engineer
 Nurse G.I. Assistant Technician
 Administrator Risk Manager
 Materials Manager Purchasing Manager
 Other _____

3. What is your e-mail address?

4. Do you currently use the web to place and track orders for products and services?

- Yes, I use it for:
 personal orders business orders both
 No

5. Would you find it helpful to place and track your Olympus repair orders online?

- Yes
 No
 Don't know
 Doesn't apply to my job



6. How useful would you find each of the following features if they were available online from Olympus?

Very Useful	Somewhat Useful	Not Useful	Not Applicable	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Submit service request form electronically
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Track status of your repair order
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	View inspection reports and repair estimates
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Approve repair estimate electronically
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	View snapshot of all equipment you have at Olympus for repair
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	View historical repair records for each of your instruments
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	View a complete list of your Olympus assets
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Receive e-mail alerts when your equipment ships from Olympus
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Communicate with Olympus about your repair order via e-mail for a response within 24 hours
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Order Olympus equipment, services and accessories online
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Other, please specify: _____

Check the boxes below for the information you are requesting:

- A** Proof Positive (CD-ROM): Examples of faulty third-party repairs on Olympus medical equipment
- B** X-Ray Vision (CD-ROM): The impact of third-party insertion tubes on clinical performance
- C** Olympus EndoTherapy Accessories
- D** Olympus Surgical Products Service Protection Plans
- E** Olympus Endoscopy Products Service Protection Plans
- F** Danbury Hospital Case Study

- Add my name to your mailing list. Delete my name from your mailing list. Send *In Service* to me by e-mail (fill in e-mail below).

YOUR NAME _____

TITLE _____

FACILITY NAME _____

DEPARTMENT _____

FACILITY ADDRESS _____

CITY/STATE/ZIP _____

PHONE (_____) _____ FAX (_____) _____

E-MAIL _____

PROVIDE ALL CONTACT
INFORMATION NOT
INCLUDED IN MAILING
LABEL BELOW.

OLYMPUS®

2400 Ringwood Avenue, San Jose, CA 95131-1700

Vol. 6, Issue 3

IMPORTANT INFORMATION.
DELIVER IMMEDIATELY.
IF ADDRESSEE IS NO LONGER AT
FACILITY, PLEASE FORWARD TO G.I.
LAB MANAGER OR OPERATING
ROOM SUPERVISOR.

PRESORTED
FIRST CLASS
U.S. POSTAGE
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