



# When moments matter, call a courier who delivers.

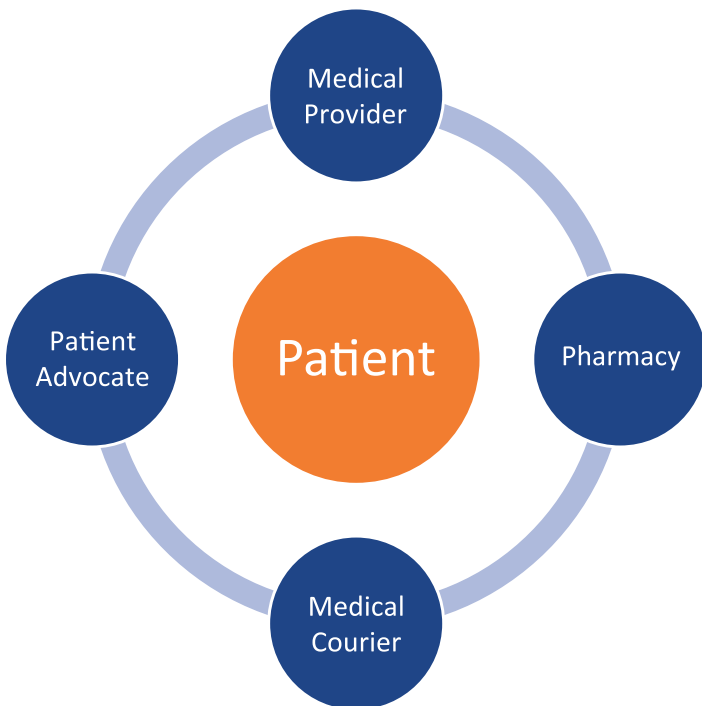
## A Courier Partner for Your Specialty Medical Courier Needs

For 35 years the Pillow Logistics Life Sciences Group has provided courier support in the continuum of patient care. As a medical courier, Pillow Logistics Life Sciences Group partners with pharmacies, medical groups, and diagnostic labs to deliver.

**We have a focus on the major branches of the healthcare industry.**

**To support these branches, we provide:**

- Cold chain logistics with reliable tech support
- Handling of ambient, refrigerated, and/or frozen specimens
- Route optimization including top-of-the-line tracking software
- Stat and routed delivery



# WHEN MOMENTS MATTER, CALL A COURIER WHO DELIVERS PILLOW LOGISTICS GROUP—LIFE SCIENCES

## The Pillow Logistics Group: Life Sciences Courier Difference



### Why Us?

- 24/7 live dispatch with email order confirmation
- Specialized trained & knowledgeable staff
- Regional courier distribution network
- Experienced and preferred vendor



### We Focus on the Patients and Those Who Support Them.

- Same-day delivery in the medical industry
- Dedicated route services to move deliveries quickly
- Customer service with an understanding of the unique concerns in healthcare



### Remove the Distraction of Logistics from Our Front-Line Heroes.

- Get quotes and schedule services immediately with a user-friendly interface
- Mobile tracking provides real-time data and mobile tracking
- Geofencing ensures the delivery is made at the correct location



### Reliability Without Fail.

- Fleet includes vans and/or 26' straight trucks
- On-demand, routed, and scheduled deliveries can be arranged online
- Automatic route optimization



### The Complete Picture.

- Warehousing and cross-docking services
- Full-service logistic management
- Risk and overhead reduction and on-time



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## Caring for Your Patients Is Our Primary Focus



### Specialization Really Matters.

- Cold chain logistics provider
- HIPAA/OSHA/TSA compliant
- Proper handling of ambient, refrigerated, and/or frozen specimens



### Patient Care Focus.

- Focused on serving patients, families, and caregivers
- Supporting doctors, pharmacists, and healthcare professionals



### The Team.

- Experienced account manager
- Accessible executive manager
- Trained and fully vetted drivers for on-demand service available 24/7
- Back-up team ready to step in



### Service Area.

- Servicing Central Indiana, Kentucky and Ohio.
- Regional locations to support the Midwest



### Performance Metrics.

- Driver training with up-to-date reviews
- Geo fencing of delivery





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## Who We Are & Whom We Serve

### Beneficiaries of Our Services

- **End Users**
  - o Patients
  - o Guardians and family members
  - o Caregivers
- **Healthcare Professionals**
  - o Doctors
  - o Pharmacists
  - o Lab technicians
  - o Administrators
- **Organizations**
  - o Hospital groups
  - o Retail pharmacies
  - o Specialty pharmacies
  - o Long-term care facilities
  - o Rehabilitation centers
  - o Diagnostic laboratories
  - o Clinics
  - o Public health administration centers
  - o Clinical trial centers
  - o Urgent care facilities



- **Specialized Medical Transport**
  - o Medical supplies
  - o Pharmaceutical products
  - o Ambient, refrigerated, and/or frozen specimens
  - o Medical test samples
  - o Test results
  - o Cold chain sensitive items
  - o Blood
  - o Live tissue
  - o Medical equipment

## KEEN AWARENESS, NEVER A DROP AND RUN

*Serving as a driver on the Pillow Logistics Team takes more than just safe driving skills. Sometimes it takes lifesaving skills. One of our home pharmaceutical delivery drivers found one of their delivery recipients incapacitated at the bottom of their front stairs. He went the extra mile to contact medical technicians and waited to confirm that the patient was in good hands. He was then able to continue with the rest of his route and make sure that all the other patient deliveries he was responsible for were received on time.*

