April 18, 2017

Adam Silver  
Vice President, Bard Care Marketing  
Bard Medical Division

RE: BARD LINK Patient Care Program

As the former Chief Operating Officer of a large urology group, I would like to comment on our personal experience with the BARD LINK Patient Care Program. From an operations standpoint, efficient processes are what make a large group able to function as an integrated, patient-centric entity. Numerous operational challenges negatively impact large groups today and without efficient ways to contact, care for and communicate with our patients, valuable time is lost and patient needs are not met.

Addressing one of these processes is the BARD LINK Program. Houston Metro Urology utilizes the program to help our Medical Assistants and administrative staff effectively order, follow up and communicate with our patients regarding their catheter supplies. The BARD LINK Program provides us one place in which to capture the order and ultimately know that the best interests of our patients are being served as it relates to out of pocket expense and timely delivery. With our complicated health insurance industry, the BARD LINK Program directs the patient’s order to an in-network supplier that will maximize their benefits and additionally makes certain that the supplies are shipped in a timely manner. As a large practice, with numerous other priorities and tasks each day, this necessary service is managed by a competent, well versed team; the BARD LINK Program enables the physician staff to focus on taking care of the patient.

There are many distributors in the mix, and dealing with each of them is neither an efficient nor an effective way to manage this aspect of our patients’ medical care. The BARD LINK Program is user friendly and provides us with a centralized and standardized way of dealing with catheter supplies.

Kathy Hille, PhD  
Medical Consultant  
Former COO, Houston Metro Urology

Kathy Hille, PhD, did not receive compensation for writing this testimonial. She is a Bard consultant for other projects.