Together, for a better life.
Given an increasingly ageing population, the growing number of chronic patients and the emergence of new pandemics, access to health care and the control of healthcare expenditure are now more than ever the major challenges for all healthcare stakeholders. It is within this context that we have, for several years, developed an innovative and complete services offering that positions VitalAire as a leader in Homecare at the international level.

Meeting those challenges involves establishing, for the benefit of patients and their relatives, close relationships with healthcare professionals and payers. Our ambition is to improve the daily lives of chronic patients while facilitating the work of prescribing physicians and providing healthcare authorities with new cost effective solutions. It is in this spirit that we have created our education and support programs for patients, in order to encourage their autonomy, empowerment, and ensure that they comply with their treatment. The professionalism, integrity and ethics of our multidisciplinary teams reflect the vision we have for our business.

Our ability to innovate is our growth driver. This allows us to serve an increasing number of patients worldwide always at the same uncompromising quality and safety standards. We are building with our partners the future of healthcare...

Olivier PETIT
Vice-President, Healthcare activities
Homecare and Medical Gases
Air Liquide Group
Who We Are

As the International Brand for Homecare activities of the Air Liquide Group, VitalAire is a major player in the therapeutic management of more than 600,000 chronic patients in 33 countries.

VitalAire provides patient follow-up throughout the duration of their treatment at home and guarantees:

- the coordination of the return of hospitalized patients to their home in cooperation with the healthcare professionals
- the use of innovative medical technologies tailored to each patient
- the implementation of education and support programs for patients and their caregivers for a more efficient treatment and a better quality of life

Health is a growth driver of Air Liquide. Our activities in this sector cover:

- gaseous drugs and related services for hospitals, and for some treatments out of hospital
- medical equipment for respiratory assistance, anesthesia, aerosol therapy and the distribution and administration of gaseous drugs,
- products and services of medical hygiene,
- therapeutic management of chronic patients at home.

Air Liquide - world leader in gases for industry, healthcare and the environment – is present in over 75 countries with 42,300 employees. Since 1902, Air Liquide has been exploring the best that air can offer to preserve life.

« Acting for a better life is our core mission. »
We offer our customers innovative healthcare solutions:

- medical and technical services meeting requirements of the medical prescription, and meeting criteria of excellence for quality and safety,
- assistance and support for chronic patients, making treatment more effective and improving quality of life,
- cost-effective solutions in order to contribute to the control of healthcare expenditure, in particular by strengthening compliance and prevention of rehospitalizations.

VitalAire takes care of patients during their treatment at home by combining added-value services and technologies. Our teams are particularly involved in the following treatments:

- Oxygen Therapy and Ventilation for severe chronic respiratory insufficiency and particularly COPD (Chronic Obstructive Pulmonary Disease). Oxygen therapy is also used to treat patients suffering from Cluster Headache attacks,
- Continuous Positive Airway Pressure (CPAP) for sleep apnea syndrome,
- Ambulatory Perfusion for antibiotic therapy, chemotherapy and treatment for pain, Parkinson’s disease and other rare conditions as cystic fibrosis, pulmonary arterial hypertension and primitive immune deficiency,
- Insulin Pump Therapy,
- Artificial Nutrition, enteral and parenteral.

Our offer is adapted locally to the needs of doctors and health authorities as well as to the regulations in place.

« Making daily life easier for patients thanks to the availability, commitment and professionalism of our teams. »

Dr. Dalva POYARES, MD, PhD, Neurologist, Researcher and Professor of Sleep Medicine at the Paulista Medical School of the Federal University of São Paulo - Brazil.

« Nowadays, the concept of homecare is gaining momentum on a global scale. When providing therapeutic care for home-based patients, it is of the utmost importance from a medical point of view to ensure life support with maximum safety. VitalAire’s approach is interesting and innovative: their teams provide patients with solutions in terms of medical equipment and home-based therapeutic care, as well as greater monitoring and a willingness to establish a strong relationship with patients. And this is particularly important to ensure compliance with treatment, especially when it is a prerequisite for care at home. Also, I was able to witness the rigorous procedures of VitalAire for the implementation of homecare treatment, thereby providing patients with service and safety of care 24 hours a day, seven days a week. »
Delivering excellence of our service is our passion.
Our Know-How

The expertise of VitalAire in homecare is based on an experience of over twenty years. VitalAire has developed, over the years, a special relationship with the healthcare professionals to support and care on a daily basis patients at home.

Proximity:
- 24/7 call and coordination centers in many countries,
- full local logistics involving VitalAire technicians and nurses at patients’ home,
- facilities dedicated to equipment and long-term monitoring of patients.

Medico-technical expertise:
- internal laboratory for medical device evaluation,
- regulatory, medical and technological monitoring,
- clinical and cost-effectiveness evaluation of healthcare practices.

Coaching:
- support tools to enhance patient education and motivation,
- information programs for healthcare professionals,
- secure patient records and web portals for prescribers.

Patient and team safety:
- quality control - including traceability procedures, medical devices vigilance and pharmacovigilance,
- patient education on proper use of their medical devices,
- systematic compliance with hygiene and maintenance requirements for medical equipment.

« Delivering excellence of our service is our passion. »
We train and accredit our multi-disciplinary teams who continually adapt to the demands of our profession.

- Healthcare professionals: doctors, pharmacists, nurses, physiotherapists and dieticians
- Specialist technicians
- Administrative teams

We commit everyday alongside patients and caregivers to:

- coordinate the hospitalized patients’ return to home in collaboration with the healthcare professionals,
- implement their home-based treatment in compliance with medical prescription,
- train patients and caregivers in the proper use of their medical devices and motivate them,
- provide patient follow-up and ensure compliance throughout the duration of their treatment,
- be available to meet their needs 24/7,
- facilitate their travelling through our international network,
- simplify their administrative procedures and ensure billing compliance with the requirements of payers.

With improved compliance, patients become more committed to their treatment for a greater efficacy and a better quality of life.

« The involvement and the motivation of our teams are at the heart of our commitment. »

Jason SALLOWS, Registered Respiratory Therapist (RRT), Supervisor Great Toronto Area - Canada

« After eighteen years spent working in the health sector, VitalAire today is like my second home. Despite rapid growth of VitalAire’s business in Canada, we have managed to maintain a sense of family with our employees and customers. This human aspect allows us to give patients the best care and services. Whether you are dealing with one of the frontline staff like me or with someone of the administrative staff, you will always be welcomed with a warm smile and a helping hand. This is a strong value shared by all VitalAire employees. »
Jean Claude ROUSSEL, President of the French Federation of National Associations of Patients with Respiratory Failure or Disability (FFAAIR) - Paris - France

« We should not forget that behind the diseases we are treating people. Just as we must not speak of “technical support provider”, but of a “home healthcare provider”. The homecare service provider must be concerned about the daily lives of patients by providing more comprehensive and global care. VitalAire does not merely rent medical equipment; the company teams are supporting and guiding patients. Because it is not about just delivering a medical device: we are talking here about medical treatment and disrupted lives. VitalAire understands the importance of the human dimension of things. Their teams do not just show a high level of professionalism; they will take time to explain how to follow your treatment at home and they also take the time to explain what the treatment will bring to you, how you will live with it every day, what if you want to go on vacation. VitalAire is for us a preferred partner. »

Carla GRIENBERGER, National Association of Statutory Health Insurance Funds - Health Department - Berlin - Germany

« The benefits of home healthcare services are socially important because they support and care for patients with serious or disabilitating conditions. They are also a real political issue because of the healthcare expenditure rise. Since the early 90s, politicians have tried, rightfully so, to temper the rise of healthcare costs. They have implemented reforms but without giving up the idea of providing good standard medical equipments and services. However, until now, the German regulatory framework did not make it possible to properly assess the competitiveness of individual homecare providers, particularly in relation to the quality of services offered to patients.

For that reason, we must work with homecare providers to better define objective criteria to measure the quality level of home-based therapeutic treatments as well as their medical and economic performance. »
Creating innovative solutions tailored to the needs of our customers to build the future together.
Innovation is the engine of our growth.
The Research & Development Division of Air Liquide builds the future by developing new applications of therapeutic gases in the field of anesthesia, treatment of pulmonary arterial hypertension (PAH) and inhalation therapies. Our researchers are also designing innovative antiseptics and disinfectants to fight against nosocomial infections.

As a world leader in healthcare, we are preparing today, technologies and services that patients, prescribers and health authorities will adopt tomorrow.

We perform clinical trials and medico-economic studies in chronic diseases to better control healthcare expenditure.

- SAS Compliance, a medico-economic study launched in 2010 in partnership with other homecare players has enrolled more than 100,000 sleep apnea patients treated with Continuous Positive Airway Pressure (CPAP). This study aims at measuring the impact of enhanced monitoring of patients on long-term compliance to treatment.

- COMET, a European multicentric study, sponsored by Air Liquide, launched in fall 2010 including over 500 patients in Germany, Spain, Italy and France designed to evaluate the effectiveness of a personalized support program for COPD (Chronic Obstructive Pulmonary Disease) patients on the prevention of exacerbations.

We develop telemedicine solutions to be integrated into our future services.

- Study planned for 2011 including nearly 1,000 COPD patients equipped with our remote telemonitoring system that aims to validate the feasibility of the system and assess its medico-economic impact on hospital readmission as well as its impact on reducing length of hospital stay.

The Air Liquide Foundation is an extension of the social and human commitment of the Group.
The numerous philanthropic actions taken by Air Liquide and its affiliates worldwide – including the preservation of life and the environment – gave birth in 2008 to a foundation. Air Liquide Foundation’s mission is to encourage and develop international projects in three areas:

- Health: support for research projects covering the field of human respiratory function
- Environment: support for research projects contributing to the preservation of the atmosphere
- Support for Micro-initiatives for local development (education, disability, micro-entrepreneurship).

« Early and accurate diagnosis of acute infectious diseases is paramount to provide an effective treatment and supportive care to patients. Moreover, early detection of pathogens, recently appeared or not, is critical to preventing or reducing the risk of epidemics and pandemics. With the support of the Air Liquide Foundation, we have created at the Institut Pasteur of Shanghai a diagnostics platform that can rapidly detect viruses causing respiratory infections. During a recent study we have identified a significant change of rhinovirus genome circulating in China. This is yet another example of viruses that are constantly mutating, which can potentially lead to the emergence of new strains of highly pathogenic virus. Our diagnostics platform is able to detect them early enough, to enable national and international authorities to launch public health plans to prevent the spread of infectious diseases. »

Dr. Ke LAN, MD, PhD, Principal Investigator, Tumor Virology Unit, Institut Pasteur of Shanghai - China
VitalAire is present in over 30 countries around the world.
Our International Presence

« We constantly reinvent our business to anticipate the challenges of our markets, in line with our values: ethics, quality, safety, efficiency and innovation. »

Argentina  Australia  Brasil  Belgium
Canada  中国  Chile  한국  Danmark
Deutschland  مصر  España  France
Ελλάδα  香港特別行政區  Italia  日本
الجمهورية اللبنانية  Luxembourg  المغرب  Niederlanden
Österreich  Portugal  Polska  România
South Africa  Singapore  Sverige  Switzerland
تونس  台灣  United Kingdom  Uruguay
Together, for a better life.

www.vitalaire.com

Air Liquide Healthcare is a world leader in medical gases, home healthcare, hygiene products and healthcare specialty ingredients. It aims to provide customers in the continuum of care from hospital to home with medical products, specialty ingredients and services that contribute to protecting vulnerable lives.

To minimize our impact on the environment, we have used a vegetable-based ink and paper that we have chosen is made of natural fibers, renewable, recyclable and made from wood from sustainable forests planted and grown for the production of paper.