



Practice Recovery Program

**We're Here
To Help—
Today And
Tomorrow**

COVID-19

WE'RE HERE TO HELP

www.henryscheindental.com/recoveryprogram

Frequently Asked Questions

Updated as of May 4, 2020

1. Q: *What is the Henry Schein Practice Recovery Program?*

A: The Henry Schein Practice Recovery Program is a roadmap to help dental professionals in private practices or small groups within the United States contending with the COVID-19 pandemic to quickly return to providing care. Central to the roadmap is the Henry Schein Thrive Practice Recovery Program, a single, cost-effective suite of solutions to help dentists prepare for the re-opening of their practices, reconnect with patients, and access a wide range of financial services.

See a full list of solutions and services available in the Henry Schein Practice Recovery Program here <https://henryscheindental.com/recoveryprogram>

2. Q: *What is included in the Henry Schein Thrive Practice Recovery Program?*



Prepare to Reopen – Safety and Emergency Service

- Remote practice reopening service, plus in-person emergency labor included for 3 months (up to four hours total in the program period)
- Recovery Kit – key infection control and PPE items including a no-touch infrared thermometer (included with complete program only)
- Continuously updated COVID-19 Resource Center including a comprehensive reference guide for re-opening your practice Dental Resource Center providing 24/7 OSHA training (3-month subscription included)

Reconnect With Patients – Patient Retention and Acquisition Tools

- Patient re-engagement package, including e-mail and social media campaigns
- Enhanced Profile at WebMD + Vitals.com to help a practice attract new patients
- 3-month subscription for new users only to Demandforce, Dentrix Patient Engage, Lighthouse 360, or Sesame Communications (Ortho), plus guidance on setting up a virtual waiting room process for new and existing users
- Online Booking and eStatements with Online Bill Pay (requires Dentrix)

Leverage Financial Options – Flexible Financial Solutions

- Access to deep discounts on thousands of items through the Recovery Pricing Plan
- Lower interest rates and flexible payment terms for merchandise and equipment (with approval)
- Shipping included on all merchandise orders above \$199 within the contiguous U.S.
- Henry Schein Practice Recovery Planner, plus a Practice Analysis to help identify production opportunities and get practice growth back on track
- Review of dental office lease options during the crisis

3. Q. What is the cost of the Henry Schein Thrive Practice Recovery Program?

A: The Henry Schein Thrive Practice Recovery Program has been designed with two options to best meet the needs of our customers.

- The first option is the complete program that includes the Recovery Kit and all solutions for \$999 + \$349 per month for the full 3-month program.
- The second option is a solution only program for \$349 per month for the full 3-month program.
- Current Thrive by Henry Schein members as of May 1, 2020 can purchase either program, on the same terms, except with monthly payments of \$299.

Regardless of which option is chosen, all payments are deferred for 90 days.

4. Q: *After a dental professional signs-up, when can they start implementing solutions?*

A: After purchase, a member of the Henry Schein Practice Recovery Concierge Team will typically contact the practice within 2 days to activate select services immediately. Subsequently, the Henry Schein Practice Recovery Concierge Team will work with the practice and Field Sales Consultant to schedule remaining services based on priorities and needs.

Certain program components (i.e. Recovery Pricing Plan) end on August 1st regardless of enrollment date. The 90-day period for other services (i.e. many of the Henry Schein One patient communication opportunities) will start on the date the service is activated; and such services must be activated within 60 days of program purchase.

Understanding each practice has unique reopening timelines, the practice may begin service subscriptions up to 60 days from program purchase, and Henry Schein will offer Henry Schein Thrive Practice Recovery Program enrollees an opportunity to extend their services subscriptions after the initial 90-day period. However, the solutions and services offered in the complete program, as described in the Terms and Conditions, may be subject to change.

5. Q: *What safety and infection control products are included in the Recovery Kit?*

A: Henry Schein recognizes that many practices may have suspended operations during the outbreak because of social distancing requirements. Knowing there are concerns about staff and patient safety in this environment, we have gathered resources to make infection control, personal protective equipment (PPE), and practice protection more accessible. Through this program, customers will be shipped a kit containing a variety of supplemental PPE items and infection control products including a no-touch infrared thermometer. As the supply of PPE and infection control items continue to fluctuate, the kit contents and brands may vary, but will have a minimum value of \$1,500 based on current vendor list price. Qualified customers can continue to purchase PPE items outside of this program subject to terms and conditions.

6. Q: *When will the Recovery Kit ship?*

A: As long as a customer enrolls in the Henry Schein Thrive Practice Recovery Program by June 1, the Recovery Kit will ship on or before June 19. Customers also have the option to purchase PPE and infection control items separately from the program, adhering to any restrictions in place at the time of purchase. The Recovery Kit will have no effect on these restrictions.

For customers purchasing PPE and infection control items separately, please be aware that the cost of raw materials and shipping is fluctuating, and those changes may flow through into the product categories listed below, among others:

- **Products experiencing high demand and shortages:** face masks, gloves, hand sanitizers, isolation gowns, jacket and lab coats, shoe covers, and surface disinfectant wipes.
- **Products experiencing high demand:** alcohol prep pads, blood infusion sets, face shields, IV solutions, IV extension sets, nasal cannulas, protective eyewear, pulse oximeters, respiratory equipment, stethoscopes, and thermometers.

7. Q: Are components of the Henry Schein Thrive Practice Recovery Program available for purchase separately?

A: The Henry Schein Thrive Practice Recovery Program assembles a portfolio of solutions, services, and products that we are offering at a significant discount to help customers during this challenging time. Certain solutions may be available for purchase separately, and special terms may apply.

8. Q. Will customers get priority PPE and services by signing up for the program?

A: No. The Henry Schein Thrive Practice Recovery Program is not intended to be a prioritization program. It is a cost-effective, turn-key program to help our practice owners reopen safely. Any customer purchasing the complete program will receive the Recovery Kit including a variety of supplemental PPE items and infection control products under the terms and conditions outlined at the time of purchase. Emergency service requests automatically get prioritization. Current purchase limitations relating to all customers for Henry Schein’s PPE offerings will not be effected if they choose not to purchase the Recovery Kit option.

9. Q. Are offices who currently purchase 100% from a competitor eligible for the Henry Schein Thrive Practice Recovery Program?

A: Yes. The Program is available to current customers as well as those not working with us today.

10. Q: What is the difference between the Henry Schein Thrive Practice Recovery Program and the Thrive by Henry Schein membership value club? Will enrollees in the Practice Recovery Program automatically become Thrive by Henry Schein members?

A: The Henry Schein Thrive Practice Recovery Program is a single, cost-effective suite of products and solutions to help dentists prepare for the re-opening of their practices, reconnect with patients, and access a wide range of financial services. The Thrive by Henry Schein membership value club represents Henry Schein Dental’s subscription and membership programs that provides customers access to exclusive benefits and solutions across the Henry

Schein portfolio. Dental professionals who purchase a subscription to the Henry Schein Thrive Practice Recovery Program will NOT automatically become Thrive by Henry Schein members.

11. Q: *Will there be special discounts available for existing Thrive by Henry Schein members?*

A: All existing Thrive by Henry Schein members due to renew between May 1, 2020 and July 31, 2020 will have their membership extended to July 31 at no additional charge.

In addition, existing Thrive by Henry Schein members will receive a reduced monthly price of \$299 per month for the Henry Schein Thrive Practice Recovery Program.

12. Q: *Are there special terms and conditions that apply?*

A: The Terms and Conditions specific to this Program are available at:
www.henryscheindental.com/recoveryprogram