

Dear Customer,

[Medtronic Diabetes: Bridging the Gap Program Application](#)

Congratulations on your decision to join the growing number of people with type 1 diabetes in Australia and globally who want increased flexibility and control in their lives! In Australia, *3 out of 4 insulin pumpers use Medtronic*. * The Medtronic *Bridging the Gap* program was designed for people like you who have made the decision but are still in the waiting period for their health fund maturation.

First Steps!

In order to access the Medtronic *Bridging the Gap* program you will need to:

- Complete the attached application form – signed approval from your Clinician and Diabetes Educator is required and essential.
- Complete the Credit Card Authorisation Form
- Provide confirmation of your current membership with a registered health insurer, inclusive of basic hospital cover and start date. A copy of your Health Fund Confirmation Letter or recent statement indicating level of cover is sufficient.

There is strong demand so we are not in a position to guarantee the availability of a specific colour or model under the Bridging the Gap program.

The conditions attached to the loan pump are outlined in the attached document.

Application completed – next steps!

Your healthcare team will then forward your application to Medtronic and a loan pump will be dispatched to the Diabetes Service you have identified in your application. (Please note: we are unable to send the pump to your home address – appropriate training needs to be undertaken by your Diabetes Service). They will discuss with you how to access insulin pump consumables through the NDSS, your consumable requirements, the initiation process and then set a date to commence insulin pump therapy.

* Based on total number of pump consumables sold nationally.
NDSS Sales Data 2011.

The Bridging the Gap program provides you access to a range of services and updates that enable you to get the most out of insulin pump therapy:

- Our Medtronic 24Hr Product Helpline (1800 777 808) is a toll free number (from Australian landlines only) that offers assistance for any pump-related technical issues you may encounter. In the event our technical team determine your pump should be replaced we will send out a replacement loan pump for you within 36 hours.
- Quarterly consumer newsletter, with inspiring stories, research updates and handy tips.

The Medtronic loan pump remains the property of Medtronic at all times, however the care and maintenance of the insulin pump is your responsibility. Typically, your health insurance won't cover lost or stolen pumps. We suggest you check with your Home and Contents insurer as many cover insulin pumps under their policies.

We will be in contact with you closer to your health fund maturation date when you can access your new insulin pump.

Yours sincerely

The Medtronic Diabetes Team



BRIDGING THE GAP AGREEMENT

Section 1. Application's Details *(Please print clearly)*

Name of pump user:			
Name of Guardian: (if applicable)			
Address:			
State:		Postcode:	
Telephone No:		Mobile No:	
Email:		Date of Birth:	
Name of Health Insurer:			
Membership No:			
Start Date with Insurer:			
As Guarantor of this loan pump, I have read and accepted the Loan Pump Terms and Conditions.			
Signature: Pump User or Guardian		Date:	

Section 2. Hospital Details *(Please print clearly)*

Name of Hospital initiating the loan pump training:			
Address of Hospital:			
State:		Postcode:	
Size of pump requested (please select one)	<input type="checkbox"/> 5XX Model (1.8mL reservoir)	<input type="checkbox"/> 7XX Model (3.0mL reservoir)	
Period of loan From:	To:		
As the Clinician engaged in the management of this person's Type 1 Diabetes, I approve of a Medtronic Loan Pump being made available to the person identified above during their health fund waiting period.			
Signature of Clinician:		Date:	
Name of Clinician:		Telephone:	
As the Diabetes Educator engaged in the management of this person's Type 1 Diabetes, I will be undertaking the appropriate training with the user on the Medtronic Loan Pump.			
Signature of Diabetes Educator:		Date:	
Name of Diabetes Educator:		Telephone:	
Email:			

MEDTRONIC INTERNAL USE ONLY

SAP Account No	ZRAP No
Pump Model	Serial Number
<input type="checkbox"/> PHI confirmation <input type="checkbox"/> Credit Card Authority Form	

LOAN PUMP TERMS AND CONDITIONS

1. Medtronic is the owner of the Medtronic Paradigm™ Insulin Pump (“Pump”). The Pump User (“Pump User”) requires the Pump for insulin pump therapy for either:
 - a. An interim period whilst the patient is travelling overseas and requires a backup Pump; or
 - b. An interim period whilst the Pump Users Pump is out of warranty and waiting to access a new Pump via their private health insurance; or
 - c. An interim period whilst the patient is unable to access reimbursement for the Pump (Collectively the “Interim Period”)

Medtronic agrees to provide a Loan Pump (“Loan Pump”) free of charge for any of the above mentioned interim periods, except travel loaner insulin pump, on the terms and conditions outlined in this document.

2. Where the Pump is required for travel purposes, AUD \$50.00 non-refundable Service fee will be charged to credit card nominated on Credit Card Authorisation Form.
3. Where the Pump is required other than for travel purposes, the Pump will only be made available once Pump User has confirmed current membership with a registered health insurer with Medtronic. Pump User must provide a copy of their Health Fund Confirmation Letter or Policy Document with their application and health insurance membership must include basic hospital cover.
4. Prior to taking possession of the Loan Pump the Pump User must provide Medtronic with their credit card details as a deposit; and complete, sign and return the Loan Pump Form attached to this Agreement.
5. Medtronic retains full title to the Loan Pump. The Pump User, while in possession of the Loan Pump, is regarded as a bailee. If the Loan Pump is lost, damaged or destroyed while in the possession of the Loan Pump User, the Pump User **may, at Medtronic’s discretion, be liable for the replacement cost of the Loan Pump**. The Pump User must not mortgage, pledge, sell, charge, encumber, sub-let, part with possession of, grant any lien, licence or other encumbrance over or otherwise dispose of or deal with or permit to exist any licence or other encumbrance over the Loan Pump or any part of it and the Pump User must keep the Loan Pump free from any distress, execution or other legal process.
6. The Pump User shall bear all expenses for the use, operation, maintenance and safe keeping of the Loan Pump.
7. The Loan Pump will be made available for the duration (or part thereof) of the Interim Period (subject to availability). The Pump User must return the Loan Pump to Medtronic Diabetes Support Services within 14 days of returning to Australia from their travels or receiving a new Pump from their health insurer.
8. The Pump User undertakes that during the Term it will: (a) be the only user of the Loan Pump; and (b) comply with the instructions and recommendations of Medtronic and the manufacturer in relation to the Pump and its use.
9. To the extent permitted by law, Medtronic is not liable to the Pump User in any manner relating to the Loan Pump including but not limited to its use, operation, maintenance and safekeeping or any claim or damage by any person in connection with the Pump, its use, operation, maintenance or safekeeping. The Pump user indemnifies Medtronic and its directors, officers, employees, agents and representatives against all claims, proceedings, costs (including legal costs on a solicitor/own client basis) expenses, loss or damage that Medtronic may sustain or incur as a result of or in connection with, whether directly or indirectly, the use of the Pump by the Pump User.
10. This Agreement is governed by New South Wales law. The parties will attempt to resolve all disputes by negotiation. Any unresolved dispute will be mediated promptly by a qualified mediator. The Pump User must report all Loan Pump related adverse events and/or equipment complaints to Medtronic as soon as they occur.
11. Medtronic is committed to protecting the Pump Users privacy and will only use personal information and health information for the purposes for which it was collected in accordance with the privacy statement located at www.medtronic.com.au. Medtronic will collect the Pump Users information for the purposes of providing the Loan Pump and securing a deposit for the amount of the loan pump.



LOAN PUMP CREDIT CARD AUTHORISATION FORM

Prior to taking possession of your loan insulin pump you must provide Medtronic with credit card details as a deposit, in accordance with the Loan Pump Terms and Conditions. No funds will be directly debited from this account unless it is a travel loaner insulin pump.

If the insulin pump is lost, damaged or destroyed you may be liable for the replacement cost of the loan insulin pump (to the value of AUD \$9,500.00 GST exempt).

Type of Loan:

- Travel Loaner
- Bridging the Gap Loaner
- Out of Warranty Loaner
- Other : _____

Customer Name: _____

Cardholder Name: _____

Card Account Number: ____ / ____ / ____ / ____

Expiry Date: __ / __ Security Code: ____

Type of Card:

- Amex
- Mastercard
- Visa
- Other : _____

Amount to charge AUD \$50.00 (non-refundable Service fee applies to Travel loaner only)

Cardholder Signature: _____

CONFIDENTIAL

This form contains personal information and is only to be used by authorized Medtronic staff.
Destroy when no longer required.

Privacy: Medtronic is committed to protecting our pump user's privacy and personal information and will only use personal information for the purposes for which it was collected in accordance with the privacy policy located at www.medtronic.com.au.