

March 20, 2018

Dear Chief Krauter

As requested, please find the information you requested pertaining to Interdev support activity as it related to ePCR support rates as well as support request pertaining to the transfer of biometric data from the Monitor/Defibrillator device to the iMEDIC ePCR system.

Interdev provides ePCR technology to over 80% of all Paramedic Services in Ontario. Our clients create over one million patient records (ePCR) per year on over 1500 devices which are processed and distributed throughout the provincial hospital and EMS system.

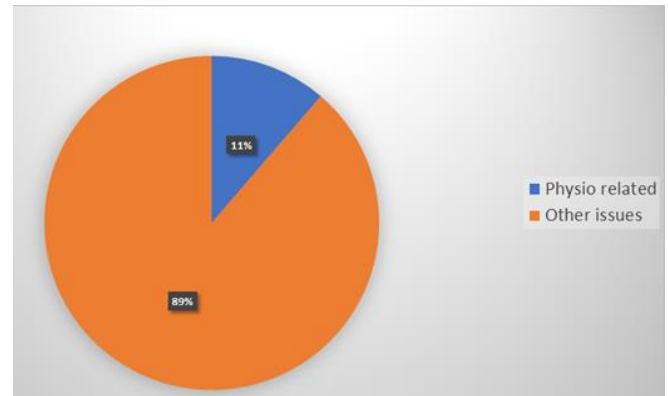
Requested information:

1. In the time period of 2017, what is the number of technical support contacts provided by Interdev for the EWEMS as it relates to the LifePak 15 (Physio) device and compared to the overall EWEMS experience?

**A: 2017 support requests for EWEMS**

**Total requests = 1064**

**Defib related requests = 103 (11%)**

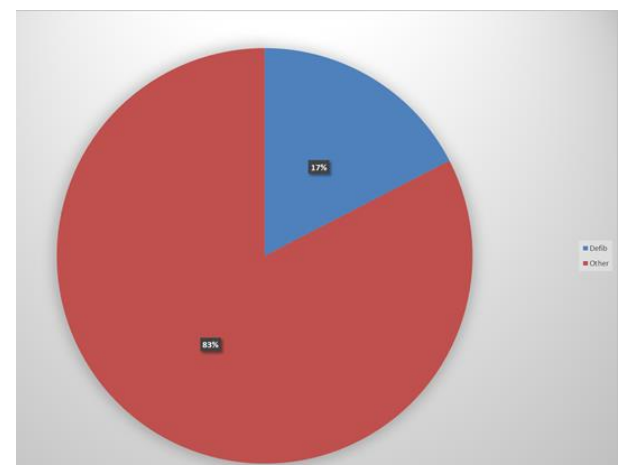


2. In the time period of 2017, what is the number of technical support contacts provided by Interdev for all Interdev clients in Ontario as it relates to the LifePak 15 (Physio) device and X Series (Zoll) device and comparatively to the overall provincial experience?

**A: 2017 support requests for all Ontario Clients**

**Total requests = 6594**

**Defib related requests = 1149 (17%)**

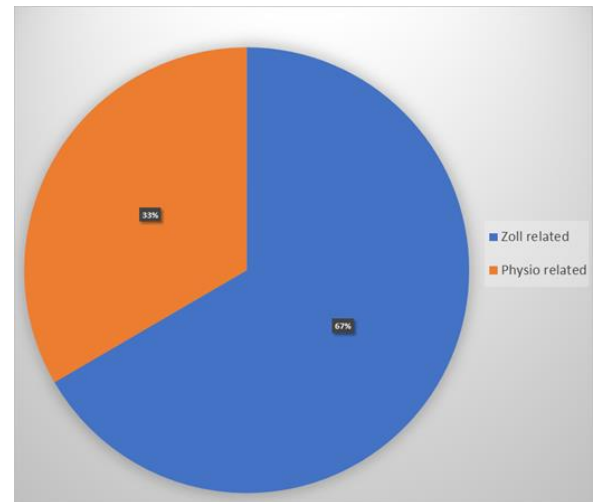


**A: 2017 Defib related support requests for all Ontario clients**

**Total requests = 1149**

**ZOLL related = 766 (67%)**

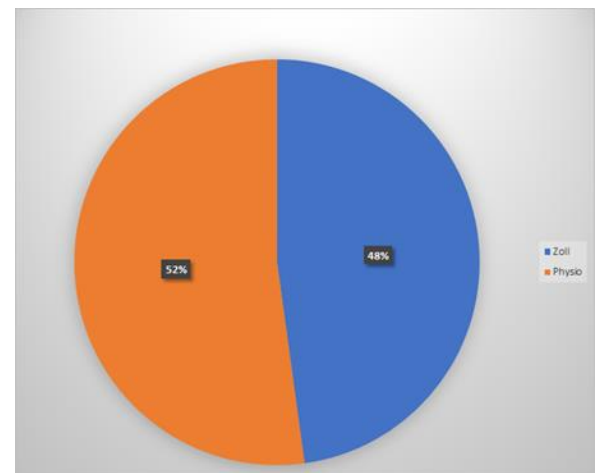
**Physio related = 384 (33%)**



3. Provide the percentage of Interdev clients, that you are aware of, who are Zoll and Stryker/Physio users.

**ZOLL clients = 48%**

**Physio Clients = 52%**



I hope that you find this information helpful. Please do not hesitate to contact me should you require further information or explanation.

Sincerely

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 President  
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