

## Key information to report on a case

when there is customer feedback to share after a case

- Send the information in the blue cells by e-mail to [dtangun@vesalio.com](mailto:dtangun@vesalio.com)
- Preferably call Diane on **+33 (0)6 21 35 05 94** for detailed information on the case after speaking to your physician. Putting Diane in touch with the physician is always an option to get to the root of issues where needed.

|                            |   |                            |
|----------------------------|---|----------------------------|
| Date of Case               |   |                            |
|                            |   |                            |
| Hospital Name              | Physician Name                          | Physician Title, Specialty |
|                            |   |                            |
| Hospital Address           | Hospital City, State, Zip Code, Country |                            |
|                            |   |                            |
| Physician Phone            | Physician Fax                           | Physician Email            |
|                            |   |                            |
| Product Name -which NeVa ? | Part Number                             | Lot/Serial Number          |
|                            |   |                            |

### Feedback Description – preferably on the phone

Find out/ describe what happened.

1. Case information: note occlusion site, anatomical challenges where relevant.
2. Access strategy the physician used: balloon guide, local aspiration catheter, microcatheter brands and sizes used, where relevant
3. Try to get information on what happened in as much detail as possible. Walk through the procedure step by step to get this information.
  - a. Was the case started / completed with NeVa?
  - b. Was the case started / completed with another product? If yes: specify.
  - c. What happened at each pass?
4. What was the case result?
5. Do not hesitate to use the CASE FEEDBACK FORM where you can