


[Agency logo]

Partnering to Help Clients Stay at Home

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1. Review Incontinence Assessment from **intake** and provide free sample information
 2. **Referral** information comes into Tranquility®
 3. Tranquility ships **samples** and provides coupon for ComfortPlusOnline.com

Intake

1. If during the intake process a client has been identified as having heavy to severe incontinence, Tranquility would be a good option to recommend.
 - a. Your agency can use the *Incontinence Assessment Form* to understand the client's incontinence needs and the type of product that may work best for their incontinence level.
 - b. Tranquility will supply your agency with *product brochures*, as well as the *Take Control of Incontinence flyer*. These items can be left behind with the client.

Referral

2. Referral Information comes into Tranquility two ways:
 - a. If the client is receptive, your agency can collect the client's information and authorization to send it to the Tranquility Care Center. Within 24 business hours of receiving, a Tranquility Care Representative will contact your client to determine the best product samples for his or her individual needs.
 - b. The client may contact the Tranquility Care Center directly at 1-866-865-6101 or customerservice@pbenet.com. When they contact Tranquility, they should be sure to mention code: [Coupon code].

Samples

3. Tranquility will ship samples to your client within 5 business days. Enclosed with the 2-pack samples will be a product brochure and the coupon code listed above to ComfortPlusOnline.com to save *10% off the initial order and receive free shipping*.



For questions contact Steve Sczesny
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