

Rhythm Healthcare Delivers Seamless DME Provider Efficiency and Profitability with Enhanced Rhythm Resolve Program

Rhythm Resolve 2.0 commits to a 48-hour case processing SLA and eliminates the burdensome invoice-and-credit process, ensuring unparalleled financial transparency and speed for DME provider partners.

New York, NY – January 6, 2026 – Following the recent announcement of a five-year warranty extension on its core oxygen concentrators, Rhythm Healthcare today unveiled significant enhancements to its industry-leading equipment support program, **Rhythm Resolve**. Designed directly around feedback from its Durable Medical Equipment (DME) partners, the upgraded program is engineered to provide maximized operational speed and simplified financial management.

Rhythm Resolve 2.0 transforms the warranty exchange process into a streamlined operation, ensuring providers can spend more time focusing on patient care and less time on administrative overhead.

The Ultimate Relief: Eliminating the Financial Transaction

Rhythm Healthcare has addressed the primary feedback from partners regarding the complexity and delay associated with financial paperwork associated with warranty claims.

“We heard our customers clearly: complexity creates unnecessary administrative cost and cashflow drag,” said Mitch Yoel, Chief Operating Officer of Rhythm Healthcare. “Rhythm Resolve 2.0 solves this by ensuring that the financial transaction is straightforward and immediate. For qualifying partners, there is now no invoice or credit memo issued for the replacement unit, completely removing the administrative financial steps that caused delays and reconciliation issues.”

This change provides unmatched financial transparency and significantly improves operational cash flow for DME providers who maintain good standing with the program requirements.

A Commitment to Speed: Guaranteed 48-Hour Processing

In patient care, every second counts. Rhythm Resolve 2.0 introduces a stringent Service Level Agreement (SLA) focused on accelerating replacement delivery:

- **48-Hour Case Processing Commitment:** Rhythm Healthcare commits to creating the replacement unit order within 48 business hours of online submission for partners meeting standard program qualifications.
- **Rapid Shipment:** Brand new replacement units ship out the same day if the replacement order is placed before 2 p.m. local warehouse time, or the next business day.

“Our commitment means quicker turnaround times, minimizing patient downtime, and ensuring our partners’ operations keep running smoothly,” added Mr. Yoel.

Rhythm Resolve’s Core Differentiators: Quality and Simplicity

Rhythm Resolve 2.0 retains and strengthens the program’s fundamental advantages:

- **New vs. Repaired:** Rhythm Healthcare provides brand new replacement units, rather than time-consuming and costly repairs.
- **Extended Coverage:** The recently announced five-year warranty applies to key oxygen concentrator units: POCs (P2, P2-E6, P2-E7) and the LM5BA SOC.
- **Lowest Defect Rate:** The program’s requirement that all returned units go to Rhythm Healthcare for root cause analysis drives continuous design improvement, resulting in an industry-low defect rate.

Rhythm Resolve 2.0 is effective immediately for all DME partners.

About Rhythm Healthcare

Rhythm Healthcare is a market leader in respiratory and Durable Medical Equipment (DME), recognized for its portfolio of reliable oxygen concentrators. Focused on continuous innovation, engineering excellence, and unparalleled customer support, Rhythm Healthcare is committed to empowering patients with mobility and independence while offering industry-leading products and the robust Rhythm Resolve support program to its DME partners.