

AVImark Practice Management System for Veterinarians Receives Highest Praise for Customer Satisfaction

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MELVILLE, N.Y.--(BUSINESS WIRE)--Sept. 27, 2000--

AAHA Survey Reveals Ninety-Seven Percent of All AVImark(R)

Customers Would Recommend It To A Colleague

Henry Schein Inc. (Nasdaq: HSIC) announced today that a national survey of computerized veterinarians revealed that 97 percent of all users of the AVImark(R) practice management system said they would recommend it to a colleague, and rated the system the highest among all competing systems as having met their expectations. The results of the survey, which was conducted by the American Animal Hospital Association (AAHA), were published in the June/July 2000 issue of TRENDS Magazine. The AVImark system is exclusively marketed and distributed through Henry Schein's Practice Management Technologies Group, and developed by McAllister Software Systems.

According to TRENDS magazine, of the 30 categories in which the highest and lowest vendors were noted, AVImark was rated highest 33 percent of the time, more than any other vendor. AVImark fared the best among all competing systems in value, quality of the system's updates, and in its ability to manage inventory, schedule appointments, generate custom reports, integrate with accounting software, and use medical records and logs. The system was also rated best in how well the company performed in converting data from an old system to a new one. AVImark also fared well in technical support services.

"We are very pleased with the results of the survey and the strong consumer confidence reported for the AVImark system," said Kimball Wirig, President of Henry Schein's Practice Management Technologies Group.

"The survey's results reinforce the fact that AVImark is the best value on the market. The system offers every feature a doctor needs to successfully manage his practice at an extremely affordable price, which is why we believe it is also the best-selling system on the market today.

"AVImark(R) customers have a very high degree of customer loyalty partly because it is sold exclusively as a fully functional system, meaning it doesn't require additional investment for more features; it is offered without site license restrictions; and customers can pay using a favorable no-interest payment schedule, continued Mr. Wirig."

"We are also very proud of the fact that these survey results come on the heels of high marks recently given to our practice management software system for Dentists," said Mr. Wirig. "An independent report by a top U.S clinical research lab reported that 94% of DENTRIX(R) customers said they would repurchase the system. No other system equaled the same level of satisfaction."

The survey was mailed to 5,000 randomly selected AAHA members. The association received 1,071 useable responses, representing a 21 percent response rate. Reprints of the survey can be ordered from AAHA as publication 00RCS.

AAHA is an international association of more than 17,000 veterinary care providers who treat companion animals. Established in 1933, AAHA is well known among veterinarians and pet owners for its standards for hospitals and pet healthcare.

Henry Schein's Practice Management Technologies Group, part of the Company's Technology and Value-Added Services Group, markets a wide range of innovative products and services designed to help maximize a practitioner's efficiency and profitability, including such leading practice management software systems as Easy Dental(R) and DENTRIX(R) for dental practices, LabNet, a software management system for dental laboratories, and the AVImark(R) system for veterinary clinics.

Henry Schein, Inc. is the largest distributor of healthcare products and services to office-based healthcare practitioners in the combined North American and European markets. Recognized for its excellent customer service and low prices, the Company serves more than 400,000 customers worldwide, including dental practices and laboratories, physician practices and veterinary clinics, as well as government and other institutions.

The Company operates its five business groups - Dental, Medical, Veterinary, International and Technology - through a centralized and automated distribution network, which provides customers in more than 125 countries with a comprehensive selection of over 70,000 national and Henry Schein private-brand products.

Headquartered in Melville, New York, Henry Schein employs over 6,000 people in 15 countries. The Company's 1999 sales reached a record \$2.3 billion. For more information, visit the Henry Schein website at <http://www.henryschein.com>.

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CONTACT: Henry Schein, Melville

Susan Vassallo, 631/843-5562

Manager, Investor and Public Relations

svassa@henryschein.com