

CUSTOMIZED SERVICE PARTNERSHIP

Is it right for you?



Helmer Scientific offers customized service partnership agreements tailored around the needs of the facility to better manage medical cold storage units.

Medical-grade cold storage units are critical to the delivery of healthcare. Refrigerators, freezers, and ultra-low freezers are used across hospital departments and ambulatory sites to safeguard medications, vaccines, blood therapies, tissues, patient samples, and reagents/controls. These products are highly regulated, expensive, and require proper temperature-controlled environments.

Properly maintaining cold storage used for clinical applications can be challenging but is necessary to ensure patient safety, maintain regulatory compliance, and prevent financial loss related to downtimes or performance issues.

A Helmer Scientific Service Partnership can help simplify the management of clinical cold storage, enhance performance, safety, and compliance, and allow your team to focus on patient care.

COLD STORAGE SERVICE CHALLENGES

We've found that there are many pain points and challenges to maintaining operational efficiencies for cold storage. Some of these include:

- » Lack of consistency in technical response to temperature excursions and other medical-grade refrigeration issues.
- » Unpredictable service spends and lengthy repair cycles resulting in excessive down-time.
- » Limited visibility to historical service, preventative maintenance (PM), and calibration records needed for regulatory compliance.
- » Inefficiencies in coordination of internal and external staff for routine maintenance and repairs of equipment.

Here's what customers have to say...

"We are now able to triage service events more quickly than ever before."

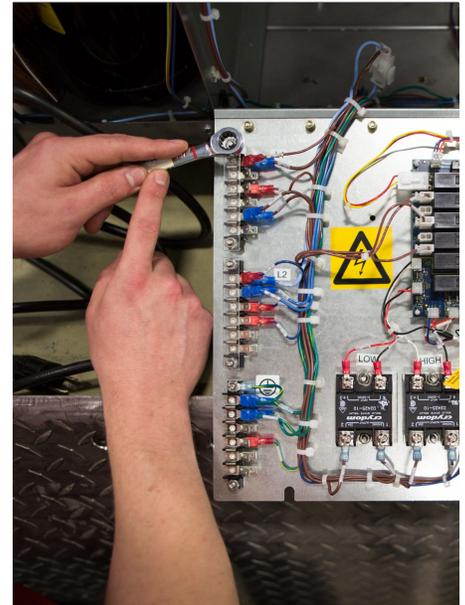
"Service records for PMs, service, and calibrations are always at hand when needed for audits."

BENEFITS OF A CUSTOMIZED SERVICE AGREEMENT SOLUTION

IMPROVED UPTIME

One service provider for all medical-grade cold storage units across the entire enterprise

- Certified technicians manage and perform preventative maintenance as required by manufacturers of all clinical refrigerators, freezers, and ultra-low freezers
- Service Level Agreements are available to provide 24/7 emergency support for Helmer and non-Helmer units resulting in fast and efficient turnaround time
- Advice from a certified technician to help determine if replacement is recommended over repair; equipment loaner programs are also available
- Remote troubleshooting and parts inventory designed for first-visit, on-site resolution
- Forward operating parts depot options help improve uptime during times of repair



REGULATORY COMPLIANCE

Reduce risk of audit non-compliance by ensuring use of appropriate cold storage equipment and proper maintenance

- Provide management of regulatory process to ensure Certificates of Calibration are compliant with ISO17025, are generated according to regulatory requirements, and are stored for easy, on-demand access
- Maintenance of service documentation, including Preventative Maintenance records and Certificates of Calibration, to help facilitate audit documentation requests from Joint Commission, State Board of Pharmacy, VFC, and others

SINGLE-POINT SERVICE COORDINATION

Reduce time and effort required of clinical staff to manage support networks and coordinate service to maintain cold storage units

- Acute care hospitals and ambulatory centers may have fleets of cold storage units from multiple manufacturers and all ages spread over multiple facilities. A Helmer service agreement provides a single point solution to manage the complexities of maintaining and resolving issues with cold storage
- Eliminates the inefficiencies of clinical staff managing coordination and communication across departments, or between internal and external service providers

If you'd like to explore how a service agreement can help ensure quality medical-grade cold storage through increased uptime, decreased risk of regulatory compliance issues, or simplified coordination of maintenance and repairs across your healthcare facility, Helmer Scientific is ready to help customize a service agreement just for you.

Contact Helmer Scientific at Scoordinator@helmerinc.com

