

# Direct Healthcare Group

Advancing Movement & Health®

## ProServe®

Service Solutions from  
Direct Healthcare Group



# Why ProServe®?

## Service Solutions from Direct Healthcare Group

ProServe® Service Solutions provides you with our premier quality, ISO 13485 compliant servicing options for the wide range of products your hospital or equipment service have on-site. They will be cared for by our team of highly skilled engineers that are trained to ensure they are qualified to the required quality and regulatory standards we demand.

Direct Healthcare Group offers a range of technical service packages designed to suit the needs of our customers in today's ever changing healthcare environment.

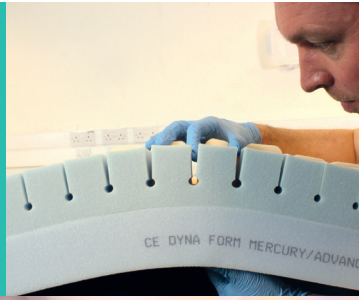
We provide technical support from our fully equipped Service Depots at our UK headquarters in Caerphilly (near Cardiff), Wrexham, Hillingdon, Newton Aycliffe and Glasgow. Direct Healthcare Group also perform specialist customer training from these depots.

For customers with our ProServe® Sustain, ProServe® Active and ProServe® Active Plus packages, our field based team of MIA accredited Service Engineers offer a wide range of services from training your teams through to complete on-site delivery of your servicing, repairs and preventative maintenance requirements. Fully supported by our Technical Service department in Caerphilly, we can provide the assurance of efficient, high quality support and solutions to minimise downtime.



Direct Healthcare Group Headquarters, Caerphilly, UK

## Achieving Clinical Outcomes



## Product Care Maintenance



## Partnership with your Clinical Team

We are able to offer technical support options that can be managed around your priorities and those of your staff. We plan our service work in alliance with your clinical and technical teams, enabling you to focus on achieving your daily patient and clinical outcomes.

## Simple Asset Management

Choosing ProServe® from Direct Healthcare Group provides safeguards against poorly maintained equipment that may result in costly downtime and operational performance issues. We aim to reduce the often complicated and time consuming internal processes to identify equipment need upgrades and repairs.

The service we offer helps hospitals who are aiming to maximise their use of assets and those who are planning ahead for their capital replacement.

### With ProServe®

- Additional units provided during service period - Reduced potential risk to productivity.
- Priority on-site trouble shooting and assistance - There for when you need us most.
- Unlimited accidental damage cover - Peace of mind that we will cover all repairs on our equipment.

### With ProServe®

- Reduce unnecessary processes by using our field-based engineering teams.
- Product care throughout the life of the product helping maintain performance.
- Maximising potential utilisation of equipment due to availability of loan kits and quick turnaround on repair.



## Same Day Rental Equipment



## On-Site Trouble Shooting

## Collaboration with Medical Engineering

Our qualified engineering staff are highly trained and skilled to service and repair your equipment. We guarantee quality and product reliability by only using genuine parts, specialist tooling and Direct Healthcare Group approved quality inspection procedures. These elements within ProServe® are designed to help users get the best experience from the products, and greater reliability.

Certified to ISO 13485, our UK Service Depots and Mobile Servicing Units provide a service that is a benchmark within the industry, strategically positioned geographically around the UK to provide rapid response times for urgent breakdowns and on-site service visits.

### With ProServe®

- We have accredited first line diagnostic training - Helping you support your clinical teams.
- On-site mobile maintenance - Faster breakdown response times.
- Unlimited accidental damage cover - Simplifying your processes.

## Predict and Control Your Costs

With ProServe® from Direct Healthcare Group, we offer you greater peace of mind that all eventualities with your equipment are protected against and your costs for servicing and maintaining your equipment will not fluctuate over the time of a contract. Choose from a range of clear and simple options, with no hidden costs, that allow your clinical teams to keep on performing.

### With ProServe®

- Financial stability and predictability through unlimited repairs, with no hidden costs.
- Priority on-site trouble shooting and assistance - with no call out charges.
- Additional units provided during service period - Minimising potential patient and clinical impact.

# Service Options

Pump Service Options			
	ProServe® Sustain	ProServe® Active	ProServe® Active Plus
Provision of service kits at contracted price*	✓	✓	✓
Free half day technical training or 10% discount on additional purchases	✓	✓	✓
Full annual service on site by a qualified DHG technician		✓	✓
Annual service kit included		✓	✓
Additional units provided during service period		✓	✓
Next day collection of failed units - 5 working day return		✓	✓
7 day, 8am-5pm technical support hotline		✓	✓
Decontamination of products under repair and service		✓	✓
Detailed service log provided		✓	✓
PAT test		✓	✓
Advanced service kit in year 2			✓

Mattress Service Options			
Inspection of cover integrity**		✓	✓
Visual Inspection of interior mattress components ensuring assembly is unaffected.		✓	✓
Replacement of damaged/missing items, including umbilical seals and cell clips			✓
Free replacement of up to 2 damaged cells per mattress			✓

\*Minimum annual purchase of 50% of the total units purchased

\*\*Includes free exchange of up to 5% of covers on contract

## Mattress Audit

For our customers who do not wish to take out a mattress service option, we also offer ad-hoc mattress audits:

Standard Mattress Audit - £20 per mattress, parts chargeable

Advanced Mattress Audit - £30 per mattress, parts included

# Rental Solutions

Direct Healthcare Group acknowledges that most organisations do not always have the appropriate equipment required at the very time that it's urgently needed. We also recognise that there is not always enough equipment on your shelves to fulfil and increasing clinical demand.

Often, the broader needs of a multitude of healthcare industries require urgent ad-hoc or planned rental programmes. At Direct Healthcare group, we are perfectly positioned to offer there types of services. With our strategically located service and decontamination centres, we can offer a fast, local service to the people that matter.

Whether it's a specialist bariatric requirement, pressure relieving mattress and bed rental or even a thorough decontamination process, you can be assured that Direct Healthcare Group have the technical expertise and product to deliver a clinically effective solution.

All of our specialist equipment is available to rent, lease or purchase at very competitive prices, provided from a service depot near you. Should you require any of the services mentioned above or if you simply need further information about these products, then please contact us.

## Which areas do we cover?

Our rental team cover the whole of England, Scotland and Wales with a maximum delivery time of 4 hours. Rentals can be made 24 hours a day, 7 days a week for 365 days of the year.

## Training and Installation

Full training and install assistance will be provided with your rental equipment. Our trained engineers will ensure you have been fully trained before leaving any product with you.

24/7/365 Rental Line

**0800 879 9289**

# Direct Healthcare Group

Advancing Movement & Health®

Intelligent Pressure Care Management

Specialist Seating

Rental & Servicing Solutions

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