

PROMED SERVICE TESTIMONIAL

The Brief	For one supplier where possible to source, supply, deliver and install all of the surgery medical equipment and provide the ongoing supply of consumables
The Client	Livinghealth Clinic, Mitchelstown, Co Cork, November 2008
About Livinghealth	Livinghealth Clinic was founded when six local GPs amalgamated their practices to provide the town of Mitchelstown and the surrounding area with a full range of primary care services.
The Project	Livinghealth first contacted Promed in July about the equipment they required for the clinic. Following various discussions to agree the product specification and a subsequent quotation Promed was selected to become the supplier of general surgery equipment for this project. Promed also undertook to source custom products, install all of the equipment and have the clinic operational by mid-November. Further plans would include the implementation of a stock room, and the ongoing management of primary care consumables for the clinic.



Livinghealth Clinic provide a range of patient services that include:

GP Services, Radiology, Advanced Diagnostics, Surgical Daycare suite, Hospital Consultant suite, Sports Injury Clinic, Physio Suites, Rehab Gym, Health Screening unit, Opticians, Maternity Services and Ancillary Healthcare Professionals

The Solution:

Promed proposed the following:



Promed would become the supplier for all the required surgery equipment and consumables, taking care of the entire surgery fit-out from product sourcing through to delivery and equipment installation.

Promed would procure several items of specialist medical equipment, examples included the theatre light and fittings, an audiometer booth, and customised curtain and rail systems for each of the surgery rooms.

Promed's Service Engineers would visit the clinic and agree the installation and location plan for all of the items being supplied.

Items would be procured and stored within Promed's warehouse well in advance of the agreed delivery date and installation plan.

Promed would manage the supply of consumables to Livinghealth Clinic ensuring all items are available as required by the separate surgeries.

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Adaptability:

Promed set up the range of equipment options giving the doctors the opportunity to examine items such as the Millrack sterilisation system, 2 and 3 section couches, ECGs and scales prior to purchase.

In other instances Promed organised for the manufacturer to demonstrate disposable products at the clinic a visit from SCA, resulting in the most suitable and economic solution being selected.

With an opening date in November and the Clinic still under construction it was not possible to store items on-site. Promed ordered all of the items well in advance of the required date and held the stock in storage in their warehouse until the clinic was complete and everything was ready for the Promed service team to deliver and install the equipment.

Communication:

In a project of this nature and size communication between client and supplier is crucially important. To ensure everything ran smoothly Promed created a project team with members from all relevant departments in the business who ensured that the customer's needs were met at all times and that the project was delivered on time.

Our Purchasing team designed a reporting system to keep the customer apprised of expected delivery dates which was updated and sent to the customer on a regular basis. The team also arranged for certain items to be delivered from overseas directly to the customers premises and for a Promed Engineer to be onsite at the time of delivery to coordinate the installation.

Results and benefit to the customer:

In summary Promed provided a comprehensive and professional turn-key solution that was delivered on time and that met the customer requirements throughout.

Having selected the products Promed took care of all aspects of the supply and installation.

All of the equipment supplied by Promed was positioned or wall mounted in the appropriate surgeries, this included surgery couches, wall mounted diagnostic sets, dial scales, rail curtain systems, hand hygiene dispensers and the sterilization equipment.

Full operator training was provided to all staff on all necessary equipment from ECGs to 24 hour ABPM's to scales.

Customer feedback and quotes:

"The Livinghealth Clinic was delighted by the service provided by Promed. They fully partnered with the clinic in terms of both planning and defining our medical equipment needs and then in the prompt and professional delivery of same. We were very impressed by Promed's level of professional integrity and we look forward to continuing to avail of their services in the future"

**Frank Doheny, General Manager
Livinghealth Clinic**

"Most comprehensive listing of equipment and excellent staff and service"

**Tom O' Callaghan, Clinical Director
Livinghealth Clinic**