



Direct Healthcare
Services

Delivering the Promise

ProServe[®]

Service & Rental Solutions
from Direct Healthcare Services



Why ProServe®?

Technical Service from Direct Healthcare Services

ProServe® Technical Services provides you with our premier quality technical support 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 Services 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 repair centres at our UK headquarters in Caerphilly (nr. Cardiff), Tameside, Wallasey, Stafford or London where also we perform specialist customer training.

For customers with our ProServe Protect package, we provide our latest Mobile Servicing Units that are comprehensively equipped to perform a wide range of servicing and on-site repairs – these service elements are structured to offer you peace of mind, by helping you avoid potentially complex internal processes, streamline repair times and minimise equipment downtime.



Direct Healthcare Services Headquarter's, UK



ISO9001 and ISO13485 Accredited Quality Systems



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 Services 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 needing 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®

- Next Day Loan Equipment – Reduced potential risk to productivity.
- Priority On-site Trouble Shooting and Assistance – There for you 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 the ProServe Mobile Servicing Unit.
- 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 repairs.



Same day
Rental
Equipment



On-site
Trouble
Shooting



Collaboration with Medical Engineering

We employ qualified engineering staff that 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 Services 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 ISO13485 the UK repair centre 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.



Predict and Control Your Costs

With ProServe from Direct Healthcare Services 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®

- 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.

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.
- Next Day Loan Equipment – Minimising potential patient and clinical impact.
- Same day Rental Equipment.

Service Options

	ProServe [®] Prevent	ProServe [®] Prevent Plus	ProServe [®] Protect
Original Direct Healthcare Service Components & Strict Quality Procedures	✓	✓	✓
8am – 6pm Technical Support Hotline	✓	✓	✓
Preventive Maintenance, Auditing, Calibration and Annual Service	✓	✓	✓
Free Engineer Call Outs with Mobile Service Unit		✓	✓
Routine Repairs, Excludes Accidental Damage		✓	✓
First Line Diagnostic Staff Training		✓	✓
Same Day Collection and Pre 10am Shipping		✓	✓
Next Day Loan Equipment with Free Shipping			✓
Priority Breakdown Call Out with Mobile Service Unit			✓
Accidental Damage including Parts and Labour			✓
Unlimited On-site or Off-site Repairs			✓
Decontamination of Equipment being Serviced or Repaired			✓
Clinical Training Advisor Support			✓

Please Note Terms & Conditions Apply to all ProServe Service Options

ProServe[®]

Service & Rental Solutions
from Direct Healthcare Services

Please contact your sales representative or call
Direct Healthcare Services Technical Services
on **0800 043 0882**

Rental Solutions

Direct Healthcare Services 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 an increasing clinical demand.

Often, the broader needs of a multitude of healthcare industries require urgent ad-hoc or planned rental programmes. At Direct Healthcare Services, we are perfectly positioned to offer these 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 sure that by placing your trust in us, we will *"deliver the promise"*.

All of our specialist equipment is available to rent, lease or purchase at very competitive prices, provided from a service centre 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 England and Wales and deliver to most areas within 4 hours. Please call our National Rental line on **0800 043 0882** and arrange delivery of your choice of system.



Training and Installation

Full training and install assistance will be provided with your Dyna-Form mattress system. Our trained engineers will ensure you have been fully trained before leaving the system with you.



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Issue 2 Date Nov 2016

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