

# Direct Healthcare Group

Advancing Movement & Health®

## ProServe®

Service Solutions for the  
Safe Moving & Handling Portfolio



# Why ProServe®?

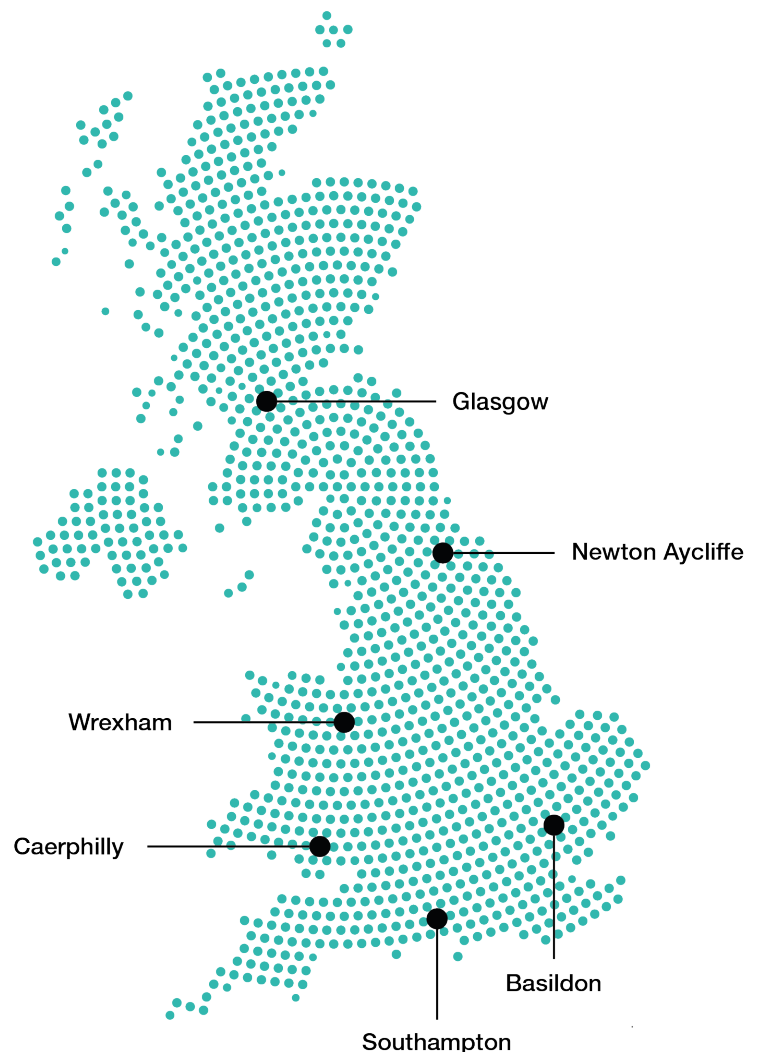
## Service Solutions from Direct Healthcare Group

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, Basildon, Southampton, 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.



## 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 that need upgrades and repairs. Twice yearly LOLER inspections, with weight testing if applicable, ensure that your assets remain legal for use.

The service we offer helps healthcare facilities 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 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 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**



## 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.
- Priority on-site trouble shooting and assistance - with no call out charges.\*\*
- Additional units provided during service period - Minimising potential patient and clinical impact.

\*\*Where service callouts are found to be user error, an hourly rate of £30 per hour is applied

# Service Options

	ProServe® Sustain	ProServe® Active	ProServe® Active Plus
2x 6 monthly LOLER inspections (1 with weights)	✓		
Annual service, including weights test	✓	✓	✓
Inspection reports and visual certification on product	✓	✓	✓
Socially cleaned prior to service and on return	✓	✓	✓
Replacement parts @ 20% discount from list	✓	✓	✓
PAT Test	✓	✓	✓
2x 6 monthly LOLER inspections (2 with weights)		✓	✓
Includes all serviceable parts			✓
Accidental damage cover and extended damage on parts listed but not limited to: castors, handsets, actuators, brake/steer pedals			✓
Includes replacement produce when out of service			✓

## Ad-Hoc Servicing

For our customers who do not wish to take out a service plan option, we also offer ad-hoc servicing solutions. Please contact your Business Development Manager for more information.

# 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 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 group, 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.

Direct Healthcare Group have built several patient handling rental packages for use across a variety of healthcare environments:

- **Early Discharge Rental Package** - Providing clinically effective equipment to promote early discharge from the hospital environment.
- **Single-Handed Care Rental Package** - Enables short- or long-term care with a single carer.
- **Recovery Period Rental Package** - Allows gradual mobilisation and improved physical well-being following a prolonged period of immobilisation or recovery from illness.
- **Rehabilitation Rental Package** - Promotes and assists progression to pre-mobilisation/pre-illness mobility levels to help achieve independence.

All of our specialist equipment is available to rent 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**

**Safe Moving & Handling**

**Bathroom Safety Solutions**

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