## Sticker conventions

CEID (Clinical Engineering I.D.)

Equipment managed by TriMedx will have a CEID. The CEID is a unique reference number used to track and document information on a specific device.

CLINICAL ENGINEERING I.D.#
Example
20000000

Preventive Maintenance

Each time a PM is executed, a new sticker will be attached with the completion date. The color bar varies depending on the calendar year.

TriMedx
Clinical Engineering
1.866.522.2580
Inspection Completed
Example
Date: _____
By: _____
2
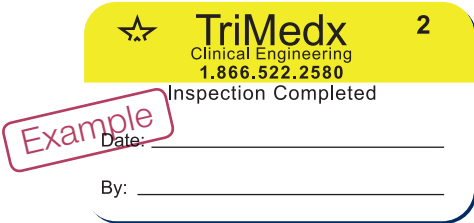
Approved for use

If the device does not require scheduled maintenance, an "Approved for Use" sticker is attached, indicating these devices received routine inspection maintenance following repair.

TriMedx
Clinical Engineering
Example
Approved for Use
1-866-522-2580

Service program

Our comprehensive programs include all patient-based technology, including biomedical, imaging, laboratory and specialty equipment.

For medical equipment service contact TriMedx Customer Care:

1-866-522-2580

or **https://clients.trimedx.com**

About TriMedx

Created by healthcare for healthcare in 1998, TriMedx understands that patients are the number one priority. Headquartered in Indianapolis, TriMedx started as a small clinical engineering department focusing on reducing expenses, optimizing service and enhancing revenue for healthcare providers. Today, TriMedx is a recognized leader in medical equipment management.

Managing nearly 750,000 devices with a total value exceeding $7.5 billion, TriMedx harnesses over a decade of data to streamline medical equipment and clinical engineering services. Serving over 1,000 customers nationwide including health systems, independent hospitals, labs and clinics, TriMedx is an affiliate of Ascension Health, the nation's largest nonprofit health network and offers technical expertise through the following programs:

- In-sourced clinical engineering
- On-site or field service resources
- Consulting for capital equipment planning
- Maximizing the value of outgoing medical equipment

Our values

Service of the Poor, Reverence, Integrity, Wisdom, Creativity, Dedication

Learn more at www.trimedx.com or info@trimedx.com

TriMedx

$166 million *in customer savings**
*as of Dec. 31, 2011

Technology. Training. Teamwork.

TriMedx brings you a holistic support structure for healthcare technology and equipment management.

Service requests
One Call *Does It All*

1) **Contact TriMedx Customer Care:**
   - **Phone** 1-866-522-2580
   - **Online** https://clients.trimedx.com
2) **Provide TriMedx Customer Care:**
   - Clinical Engineering I.D. #
   - Your name and phone number
   - Brief description of the problem
3) **Receive a confirmation number from Customer Care. A technician will be paged.**

Call escalation
To ensure your service request is handled in an efficient manner, we utilize an automated escalation system.

Requests are escalated by our automated paging system every 15 minutes for standard calls and every 5 minutes for STAT calls.

Repair services

Emergency service
STAT — Device service that should be performed immediately is classified as emergency service. Failure to take immediate action could jeopardize the care of the patient and/or pose a significant safety hazard.
After hours service calls will be immediately paged to an on-call service engineer.

Standard service
Device service that should be performed at the first opportunity, but does not affect the care of the patient or pose a safety hazard is considered standard service.
After hours service calls will be addressed on the next business day.

Scheduled services
Preventive Maintenance (PM) is the scheduled maintenance plan for equipment. Each device has a PM interval determined by the hospital-approved risk-based program. Criteria considered include safety, regulatory compliance, manufacturer recommendation, use and equipment history.

Important reminders

Equipment record
The TriMedx RSQ database is the official equipment record. Stickers are used as a communication tool and to provide visual queues in the field. Access to RSQ Client is available upon request.

Safe use of equipment
TriMedx provides scheduled preventive maintenance at a frequency determined by the hospital-approved risk-based program. An electronic tracking system monitors and notifies technicians according to the scheduled maintenance cycle. Clinical users should perform appropriate functional checks before each use.

Service cost allocation
Your hospital allocates funds to TriMedx based on the equipment inventory. It is imperative that clinical departments involve and notify TriMedx for equipment purchases, storage and removals.

Non-hospital owned equipment
Regulatory agencies like Joint Commission and Healthcare Facilities Accreditation Program require healthcare providers to manage medical equipment regardless of ownership. **Patient care equipment that enters healthcare facilities must be cleared by TriMedx as your clinical engineering provider.** To register a piece of equipment with TriMedx, please submit a service request.

86% of calls answered in 10 seconds or less

99% equipment uptime

4.7 out of 5.0 customer satisfaction
(with 5 being "very satisfied")