

# Agile Service for Your Complex Demands

**Flexible  
Clinical  
Engineering  
Services**



# IMPOSSIBLE EXPECTATIONS:

## THE NEW REALITY FOR CLINICAL ENGINEERING DEPARTMENTS

A 62% increase in devices-per-bed over the past 20 years has increased costs, workloads and complexity. Still, you're asked to do more with less — negotiate service contracts, support software-enabled devices, manage staffing and ensure compliance.

Meanwhile, sourcing and retaining qualified technicians grows increasingly more difficult. With an aging workforce, increasingly sophisticated devices and unpredictable spikes in demand, a routine PTO request can disrupt service and drive costly equipment backlogs.

### HOSPITALS STRUGGLING TO FILL HEALTHCARE TECHNOLOGY MANAGEMENT (HTM) NEEDS



**61.7%** INCREASE IN HTM  
STAFF NEEDS BY 2027<sup>1</sup>

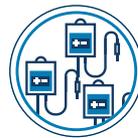
1. U.S. Bureau of Labor Statistics

# THE RESULTS ARE OFTEN COSTLY

Compliance risks increase. Your administrative burden swells. Turning to OEMs for equipment repair is expensive. And your top internal talent has to divert their attention from more critical tasks to repair and maintain moveable medical equipment (MME), contributing to turnover and job dissatisfaction.



**High Costs**



**Increased Backlogs**



**Wasted  
Technician Time**



**Staffing  
Disruptions**

# CUT COSTS WITHOUT CUTTING CORNERS

Agiliti gives you access to top technical talent — available locally when you need them — to keep you ahead of your equipment service demands. Our highly trained biomed engineers partner with in-house teams to:



## **Reduce Backlogs**

Maximize uptime to reduce unnecessary rentals and purchases



## **Protect Your Budget**

Pay-for-what-you-need pricing  
(hourly or block-of-time)



## **Mitigate Compliance Risks**

Online service documentation  
and reporting

# IMPROVE EFFICIENCIES WITH FLEXIBLE SERVICE PROGRAMS

Fast, flexible equipment service and technical labor support readily available across the country — including your immediate area.



## **On-demand Technical Labor**

80+ locations, 400+ technicians available when and where you need them



## **ISO 13485:2016**

Adherence to industry-leading quality and patient safety standards



## **Local Parts Support**

Advanced parts stocking and equipment buying power

# Flexibility to support surge or long-term contract needs for entire medical equipment types.

Click an equipment type below to learn more.



**Infusion Pumps** >



**Ventilators** >



**Monitors** >



**Beds and Stretchers** >



**Anesthesia Units** >



**Endoscopes** >



**Diagnostic Ultrasound** >



**Contrast Injectors** >

To learn how Agiliti can help,  
contact us today at: [www.agilitihealth.com/flex](http://www.agilitihealth.com/flex)



# INFUSION PUMPS



**Flexible Technical Staffing Options:** Access to qualified, experienced biomed technicians to support your in-house staff



**High-Quality Outcomes:** Adherence to industry-leading quality standards (ISO 13485:2016) and OEM specifications



**Recapture Wasted Costs:** Technical expertise to maximize uptime, offload administrative burden and reduce unnecessary costs

## Flexible Service Programs

	Preventive Maintenance	Full Service	Additional Services Available
Electrical safety test	✓	✓	<ul style="list-style-type: none"> <li>• Manual updates to drug library</li> <li>• Transportation of pumps to off-site facilities</li> <li>• Remediation support</li> <li>• Off-cycle software updates</li> </ul>
Functional check	✓	✓	
Battery testing	✓	✓	
Software and network configuration	✓	✓	
Reports and documentation	✓	✓	
Calibration	✓	✓	
Repair labor and parts		✓	

**Contracting Terms:** Fixed, annual or multi-year contract. Flat rate, block of time, and time and materials also available.



### Agiliti Supports These Manufacturers

- B. Braun
- Baxter
- CareFusion
- Fresenius/Kabi
- Hospira/ICU Medical
- Smiths Medical



### Other Equipment Types Available for Service

- Anesthesia Units
- Beds and Stretchers
- Contrast Injectors
- Diagnostic Ultrasound
- Endoscopes
- Monitors
- Ventilators
- And more

Please contact us with questions. If you do not see your manufacturer listed, or to schedule service, visit [www.agilitihealth.com/service](http://www.agilitihealth.com/service)



# VENTILATORS



**Flexible Technical Staffing Options:** Access to qualified, experienced biomed technicians to support your in-house staff



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**Recapture Wasted Costs:** Technical expertise to maximize uptime, offload administrative burden and reduce unnecessary costs

## Flexible Service Programs

	Preventive Maintenance	Full Service	Additional Services Available
Electrical safety test	✓	✓	<ul style="list-style-type: none"> <li>• Installation support</li> <li>• Ready access to extensive rental fleet of more than 400,000 movable medical devices</li> <li>• Multi-year overhauls</li> </ul>
Humidifier testing	✓	✓	
Replacement of batteries and blower	✓	✓	
Replacement of oxygen cells and regulators	✓	✓	
Verify operation of clinical alarms	✓	✓	
Functional check	✓	✓	
Reports and documentation	✓	✓	
Calibration	✓	✓	
Repair labor and parts		✓	

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### Agiliti Supports These Manufacturers

- Acutronic
- Bio-Med Devices, Inc
- Bird/Viasys
- Carefusion/Vyaire
- Draeger Medical
- eVent Medical
- GE
- GE Versamed
- Hamilton
- Impact/Zoll
- Maquet
- Medtronic/Covidien/Nellcor/Puritan Bennett
- Newport
- Percussionaire Corp
- Pulmenetics
- Philips Respironics
- Sechrist Industries Inc
- Smiths Medical



### Other Equipment Types Available for Service

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# MONITORS



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**Recapture Wasted Costs:** Technical expertise to maximize uptime, offload administrative burden and reduce unnecessary costs

## Flexible Service Programs

	Preventive Maintenance	Full Service	Additional Services Available
Electrical safety test	✓	✓	<ul style="list-style-type: none"> <li>• EMR integration</li> <li>• Telemetry coverage</li> </ul>
Functional check	✓	✓	
Battery testing	✓	✓	
Reports and documentation	✓	✓	
Repair labor and parts		✓	

**Contracting Terms:** Fixed, annual or multi-year contract. Flat rate, block of time, and time and materials also available.



### Agiliti Supports These Manufacturers

- GE
- Philips
- Mindray
- Datascope
- Spacelabs
- Welch Allyn
- Nihon Kohden
- Fukuda Denshi



### Other Equipment Types Available for Service

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# BEDS AND STRETCHERS



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**Recapture Wasted Costs:** Technical expertise to maximize uptime, offload administrative burden and reduce unnecessary costs

## Flexible Service Programs

	Preventive Maintenance	Full Service	Additional Services Available
Electrical safety	✓	✓	<ul style="list-style-type: none"> <li>• Entrapment testing</li> <li>• Transportation of beds to off-site storage</li> <li>• Services for mattresses and surfaces</li> </ul>
Functional check	✓	✓	
Battery testing	✓	✓	
Reports and documentation	✓	✓	
Calibration	✓	✓	
Repair labor and parts		✓	

**Contracting Terms:** Fixed, annual or multi-year contract. Flat rate, block of time, and time and materials also available.



### Agility Supports These Manufacturers

- Gendron
- Hill-Rom
- Joerns
- Linet
- Sizewise
- Stryker



### Other Equipment Types Available for Service

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# ANESTHESIA UNITS



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**Recapture Wasted Costs:** Technical expertise to maximize uptime, offload administrative burden and reduce unnecessary costs

## Flexible Service Programs

	Preventive Maintenance	Full Service	Additional Services Available
Electrical safety test	✓	✓	<ul style="list-style-type: none"> <li>• Installation support</li> <li>• Multi-year overhauls</li> <li>• Trace gas analysis testing</li> <li>• Off-cycle performance testing</li> <li>• Room air exchange testing</li> </ul>
System leak test	✓	✓	
Ring seal and gasket replacement on the machine and vaporizer	✓	✓	
Vaporizer efficacy	✓	✓	
Functional check	✓	✓	
Reports and documentation	✓	✓	
Calibration	✓	✓	
Repair labor and parts		✓	

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### Agiliti Supports These Manufacturers

- GE/Datex-Ohmeda
- Draegar Medical
- Mindray
- Penlon



### Other Equipment Types Available for Service

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# ENDOSCOPES



**Improve Turnaround Time:** Nationwide footprint and access to loaners to minimize disruption through an accelerated repair process



**Reduce Administrative Burden:** Eliminate time-consuming tasks for your team with comprehensive, centralized management



**Recapture Wasted Costs:** Streamlined endoscope repair process ensures more accurate billing and immediate savings

## Flexible Service Programs

	3rd Party Service	Additional Services Available
Optical relay interior cleaning	✓	<ul style="list-style-type: none"> <li>• Refurbishment</li> <li>• Training for handling and cleaning of scopes for hospital staff</li> <li>• Standby loaners for all models and types</li> <li>• Rigid scope services available</li> </ul>
Control knob assembly cleaning, resealing, inspection, and replacement	✓	
Air/water port resealing and realignment	✓	
Bending rubber inspection/repair	✓	
Eyepiece inspection/repair	✓	
Brake knob inspection/replacement	✓	
C-cover inspection/replacement	✓	
Insertion tube inspection/replacement	✓	
Lens inspection/replacement	✓	
Light cone inspection/replacement	✓	
Optical window inspection/replacement	✓	
Tubing and fiber inspection/replacement	✓	

**Contracting Terms:** Fixed, annual or multi-year contract. Flat rate, block of time, and time and materials also available.



### Agiliti Supports These Manufacturers

- ACMI/Circon
- Arthrex
- Smith & Nephew/Dyonic
- Karl Storz
- Linvatec
- MicroAire
- Olympus
- Pentax
- Richard Wolf
- Stryker
- Zimmer Hall



### Other Equipment Types Available for Service

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# DIAGNOSTIC ULTRASOUND



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## Flexible Service Programs

	Preventive Maintenance	Full Service	Additional Services Available
Electrical safety test	✓	✓	<ul style="list-style-type: none"> <li>• Installation support</li> <li>• Data backup of hard drive</li> <li>• Software upgrades</li> <li>• Recalls and modifications</li> </ul>
Probe physical check and performance inspection	✓	✓	
Thorough cleaning of housing and components	✓	✓	
Calibration	✓	✓	
Functional check	✓	✓	
Reports and documentation	✓	✓	
Repair labor and parts		✓	

**Contracting Terms:** Fixed, annual or multi-year contract. Flat rate, block of time and time and materials also available.



### Agiliti Supports These Manufacturers

- GE
- Philips
- Siemens
- Toshiba



### Other Equipment Types Available for Service

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# CONTRAST INJECTORS



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**Recapture Wasted Costs:** Technical expertise to maximize uptime, offload administrative burden and reduce unnecessary costs

## Flexible Service Programs

	Preventive Maintenance	Full Service	Additional Services Available
Electrical safety test	✓	✓	• Installation support
Functional check	✓	✓	
Reports and documentation	✓	✓	
Repair labor and parts		✓	
<b>Contracting Terms:</b> Fixed, annual or multi-year contract. Flat rate, block of time, and time and materials also available.			



### Agiliti Supports These Manufacturers

- Medrad
- Mallinckrodt / Liebel-Flarsheim



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### **One Element of a Broader Solution**

Agiliti is fast becoming a preferred source for technical support because of the quality of our technicians and the flexibility of our offerings. But clinical engineering alone doesn't address equipment utilization, vendor standardization or controlling rental and capital costs. Agiliti offers an approach called Equipment Value Management (EVM) that fixes processes within your hospital to multiply cost savings and deliver valuable clinical improvements.

Learn more at [agilitihealth.com/evm](https://agilitihealth.com/evm)

#### **CORPORATE OFFICE**

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