

Improving medical device downtime with Field Service Management software



Top factors that lead to medical device downtime

→ Complex devices

- equipment diversity
- unique configurations
- less common replacement parts
- stringent regulatory standards & safety wear during repairs



→ Service scheduling

- limited access to area
- remote location
- coordination with patient care



→ Paper-based forms

- pre-visit information gathering
- retrieval of customer & service records
- changing regulations & procedures



” Even just one minute of operating room downtime can cost well over \$100

Healthcare Financial Management Association (HFMA) studies

Estimated cost per factor

” Medical device errors & failures **cost** the US healthcare industry around \$1.5 billion annually

Study by ECRI Institute

35%

Complex devices

- improper repair of devices
- equipment downtime
- patient harm & legal liability
- device malfunctions
- long repeat visits

Paper-based forms

- increased idle time
- fines, legal fees
- reputational damage

25%

30%

Service scheduling

- longer wait times for service
- increased downtime

Changing regulations

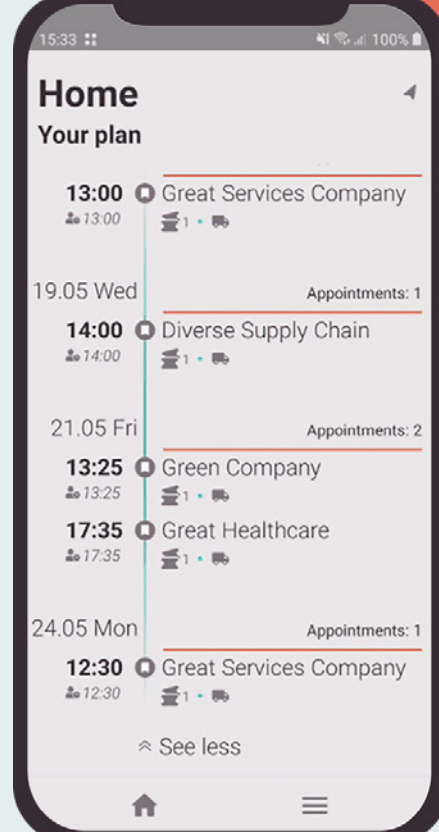
- increased idle time
- fines, legal fees
- reputational damage

10%

Fieldcode FSM features to improve downtime

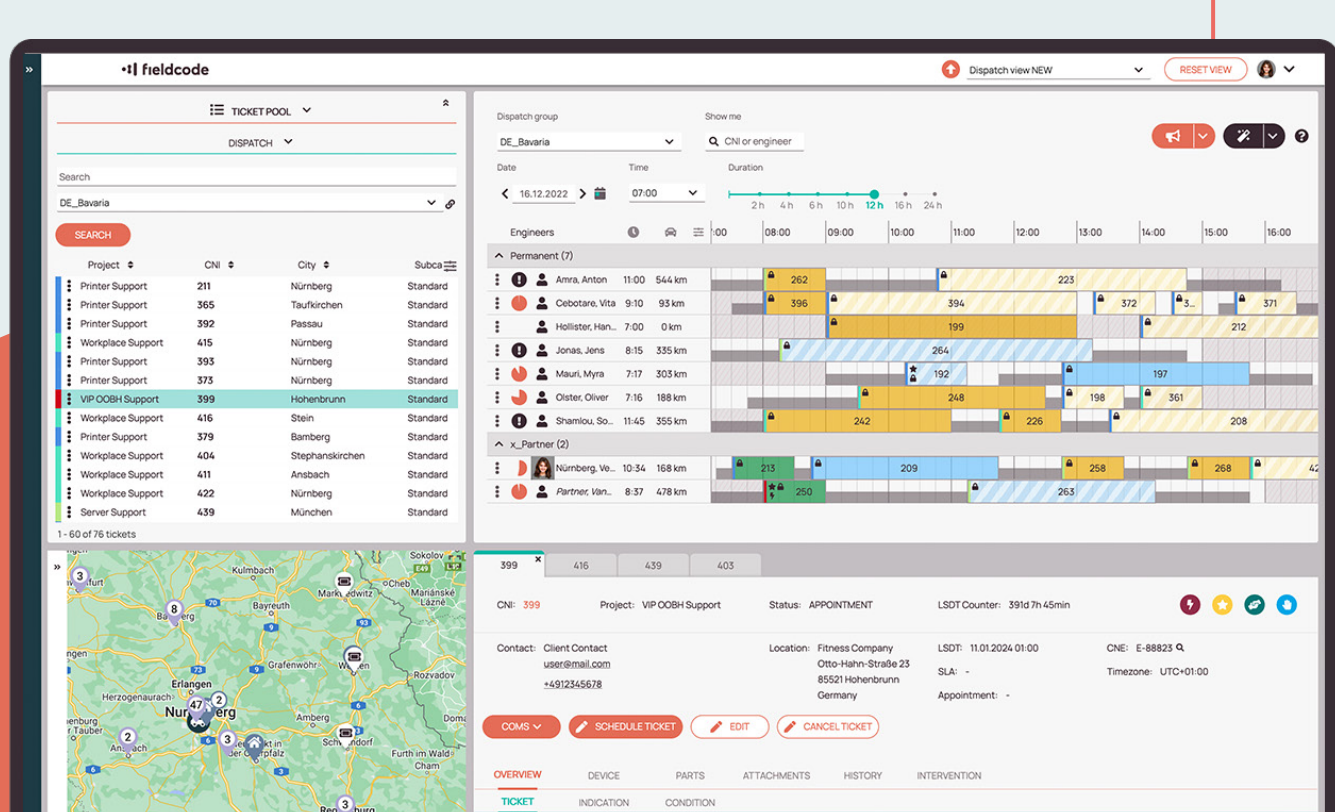
→ Fieldcode customizable workflow functions

- step-by-step instructions for **troubleshooting**, & **setup** at each facility
- access to equipment **specifications**, maintenance **history** & unique **requirements**
- **customized checklists** for protocols and regulations
- **track & manage** spare parts based on model
- check **availability** & request **replenishment parts**
- **collaboration** & **knowledge sharing** - documented insights & feedback from technicians
- **Proactive service** with **IoT sensors** which provide **real-time** diagnostic data



” Emergency field service calls and visits fell by more than 20% from planned preventative maintenance schedules

Study by McKinsey & Company

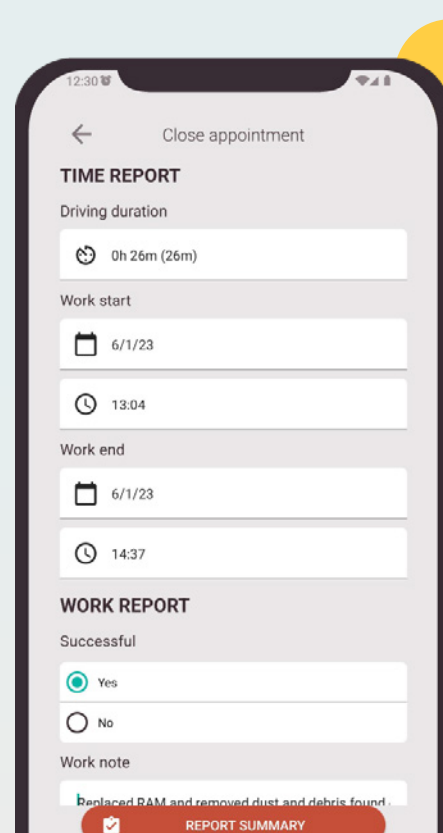


→ Scheduling with the Fieldcode optimizer

- **proactive scheduling** to accommodate **medical devices** being unavailable
- **preventative maintenance** tracking and alerts
- automated service reminders to **notify clients** ahead of time
- **real-time visibility** into technician's location, arrival and departure times
- **notifications** for facility access requests, security clearance, background checks, and equipment sterilization protocols
- **real-time communication** between all parties
- **scheduling** considers availability, skills, certifications, location, and urgency
- automated confirmation of **facility appointments**, and ability to reschedule
- visibility into **work order status** allows healthcare professionals to plan for their patient care

→ Reporting with the Fieldcode mobile app

- find medical equipment **service records** in seconds
- create **digital forms** or **reports** tailored to medical device compliance & regulations
- **capture** signatures, upload photos, and add notes
- **maintain records** accurately and **document work** for regulatory requirements
- **central repository** for regulatory information, tracking updates & providing alerts on technician reports
- **quick access to technician reports** for compliance and audit purposes



Achievements with Fieldcode

Avg
→ **40%**
Productivity of field workforce increased

Avg
→ **35%**
Device downtime reduced

*Average Fieldcode customer results

Let us show you how our software minimizes device downtime

REQUEST DEMO