

A background photograph showing three healthcare professionals in a clinical setting. Two men in light blue uniforms are looking at a laptop screen; one is holding a red and yellow probe. A third person in a maroon shirt is on the right, talking on a mobile phone. The image is overlaid with large green and blue geometric shapes.

Putting service  
at the heart of  
healthcare



Clinical  
Engineering



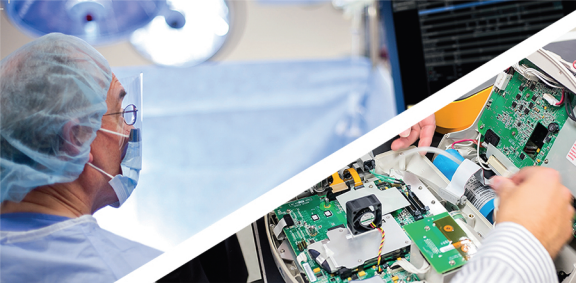
Clinical IT



Integration



Training  
& Education



Cardiac Services supply innovative healthcare technology and services to the Hospital and Pre-Hospital marketplace, throughout the UK & Ireland.



Welcome to our Service Brochure where we would like to introduce you to our Service and Education Department, comprising Clinical Engineering, Clinical IT, Integration and Training Specialists.

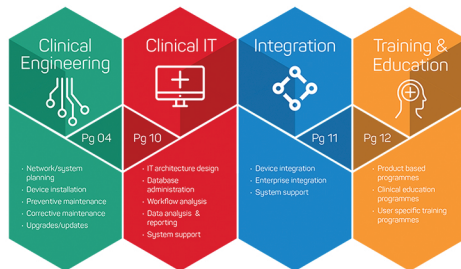
We believe this combination of skillsets and professions provides Cardiac Services' customers with a synergy uniquely applicable to a developing Healthcare industry, where clinical hardware is being increasingly integrated with IT systems and continuous product/clinical based education is seen as essential.

If we already provide services to you, please feel free to contact us and we would be happy to have a Service Manager visit you with a view to optimising our service offering. Alternatively, if you do not already avail of our services we would be delighted to meet with you and explore ways in which we may be able to add value to your existing operation.

**Richard Ellis,**  
Service & Education Director

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## Our services



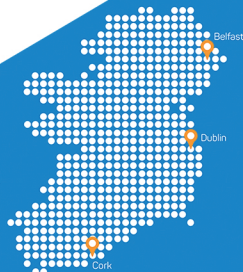
24/7/365

Dedicated customer support

90+  
Employees

30 Front Line Service  
& Education Staff

Cardiac Services have a dedicated Customer Service team available to deal with all enquiries. We also have a comprehensive repair service available for the majority of medical equipment, with 25+ Clinical Engineers available.



## Clinical IT

### IT Architecture, Database Administration, Analysis and Reporting.

Our Clinical IT and Applications Specialists engage with customers through all stages of projects from interactive demos, system design, workflow consultancy, installation and training. With proven expertise in diverse technologies, we provide solutions across all areas of the IT infrastructure.

Focusing on Business Continuity we design resilient systems, creating and testing failovers, testing data restoration processes so protecting data integrity and keeping downtime to a minimum.

Our experienced team work on-site with customers going live with new systems and act as the interface between our customers and the system manufacturers in order to drive system improvement and provide direct market feedback.

We work with the data warehouse, providing essential database analysis and reporting skills so that our customers can use this information to improve care and ensure cost efficiencies.

### Specialist support, available 24/7/365

Unique in the Irish Healthcare market, we provide a locally based 24/7/365 IT system support service. Cardiac Services uses our team of Clinical Engineers, in conjunction with the Clinical IT team, to fully support critical IT systems in hospitals across the island of Ireland. Whether linking with a system through a remote access platform, troubleshooting issues with clinical staff or implementing on-site solutions with our field engineers, our team are dedicated to maximising system uptime. This ensures that our customers have access to all of the system components that facilitate data crucial in patient care.



## Integration – Bridging Islands of Technologies

### Device Integration

Our Clinical IT team have interfaced over 30 different medical devices from over 15 different manufacturers with Clinical Information Systems and systems for Clinical studies. These devices include:

✓ Patient Monitors	✓ Intra-aortic Balloon Pumps
✓ Ventilators	✓ Infusion Management devices
✓ Anaesthetic Machines	✓ Blood Gas Analysers
✓ Continuous Renal Replacement Therapy Machines	✓ Defibrillators
✓ Haemodynamic and Cardiac Output Monitors	✓ ECG Machines



### Enterprise Integration

We use our experience and expertise to provide seamless, high-quality and robust solutions, integrating health information across distributed and disparate systems. Our Clinical IT team have completed a wide range of Enterprise Integrations including:

✓ Patient Administration Systems
✓ Laboratory Information Systems
✓ Picture Archiving and Communication Systems (PACS)
✓ Cardiovascular, Theatres and Intensive Care Information and Management Systems
✓ University research studies and National Audit Systems
✓ Consultancy services to Hospitals and Trusts embarking on systems integration

# Putting service at the heart of healthcare

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