



## Mediwatch Service & Sales Support Program

### Equipment Available:

- Urodynamics – Clinic Panel/Laptop & Portable systems with Duet or Sensic software
- Anorectal Manometry – Clinic Panel & Clinic Laptop Encompass systems
- Ultrasound (PVR) – Portascan+ Multiscan PVR
- Uroflow – Urodyn 1000, Portaflow & Portaflow Advanced

### Supplies We Provide:

- Air Charged Catheters & cables
- Patch or Sponge Electrodes & cables
- Pump Tubing, Extension & Perfusion Sets
- Water-Charged Catheters
- Pressure Transducers or Domes & cables
- Puller Arms & Pressure Cuffs
- Service Supplies / Spare parts



### Every Urodynamics & ARM system we sell includes:

- A full day of clinical training on patients in your office or clinic
  - Clinical Phone Support – direct line to our team of experienced clinicians
  - Training materials – videos, manuals & detailed guides to using the equipment
- Customization of your system at delivery to suit your practice
  - Free software upgrades during warranty period or service agreement
- Full 1-year warranty
  - Technical Phone Support – direct line to our dedicated team of engineers
  - Modular systems for simple replacement of components
- Consumable supplies for 10 procedures

### Also available:

- Professional Services – customization of studies & reports:
  - EMR integration – up to complete bi-directional HL7 interface
  - Extended service agreements – customized to your needs
- Clinical Services – Extended or refresher training with your system:
  - Training sessions at another site – CEU credits & real patients
  - Network of 20 trained clinicians located across the country for on-site training
- Technical Services – A range of service agreements to suit your needs:
  - On Site Service – visit from one of our sales team or our service team as required
  - Depot Repair – our Florida office has a complete workshop for advanced repairs
  - Next Day Service – overnight shipment of parts
  - Replacement Parts – support for Duet & Menuet systems as well as newer models
  - Self-maintainer program – supported by our technical team
  - Network of 30 trained field technicians located across the country to provide on-site service for your equipment
- Toll free support line: 888-471-2611      Monday – Friday 9:00 – 5:00 Eastern time

### *A Systems Approach To Pelvic Floor Diagnostics*