



service contract

rental

beds awarded with the Red Dot design award

**post-sales analyses**

help with optimal configuration of beds

Assistance in concept design

credit period

warranty conditions

fixed price guarantee

3D room visualisation

**Responsibility about careful instalation**

staff training

expert portal for monitoring of falls

# 21 innovative services



DVD instructions – always available

**Staff training**

**Linet Scholaris and professional confereces**

LINis – the best diagnostics

call centre – expert consulting

instructions in brief – ideal for the patients

**e-learning – effective and flexible training**

analysis of the bed operation using cutting-edge PDA diagnostics

# 21 Services

Beds with the highest level of support and service

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»The necessary condition for long-term satisfaction is a well thought-out contract specification and effective utilisation.«

# BED CAPACITY ANALYSIS

If the purchase of beds is to be cost-effective, it is necessary to prepare a well thought-out contract specification corresponding to the needs of each ward. With their experience in handling requirements of worldwide customers, our sales team will be able to assist you with defining your specifications that will be tailored exactly to your needs.

## HELP WITH OPTIMAL CONFIGURATION OF BEDS

Our specialists will help you with analysing and defining the number of standard and intensive care beds, including their optimal configuration and accessories. The solution is based on the number of patient transports to examinations and the proportion of patients at risk of immobility, pressure ulcers, VAP and those who are overweight. The choice of an appropriate bed is also made with the required safety features in mind; it should be easy to clean and operate providing maximum comfort for the user.

## POST-SALES ANALYSES:

6–9 months after installation is the best time for a data analysis on the utilisation of the bed features and the frequency of their use. This analysis usually leads to recommendations regarding additional training for the staff, further optimisation of the bed stock or adding useful accessories to the beds.

- Bed utilisation review
- Pointing out functions which are not used and proposal for additional training
- Consultations with the users and proposals for additional accessories

## EXPERT PORTAL FOR MONITORING OF FALLS

The expert portal at [www.padovastudie.com](http://www.padovastudie.com) is focused on the issue of falls in hospital patients. The aim of the project is to collect data from practice and share proposals for preventative measures.



»One of the main parameters, when evaluating the quality of provided care, is the environment.«



# ROOM DESIGN

Patient satisfaction research clearly shows that clients and patients use very subjective factors to evaluate the quality of the provided care. When evaluating the care, the main criteria include helpful and communicative staff, quality of food and the appearance and surroundings of the rooms. Quality design can result not only in higher satisfaction of the patient but also in the improvement of their psychological condition.

## 3D ROOM VISUALISATION

Well arranged and professionally prepared visualisation design of the rooms provides a clear idea of the resulting colour concept, aesthetic look and optimum spatial arrangement.

## ASSISTANCE IN CONCEPT DESIGN

Matching the decoration, colour shade of the floor, window sills and the colour of the beds and furniture requires aesthetic perception and experience. Our architects will provide you with ideas and assistance leading to significant improvements in the resulting atmosphere of the rooms.

## BEDS AWARDED WITH THE RED DOT DESIGN AWARD

All the beds are developed with the contribution of top European designers. They are therefore exceptional not only due to their features and technical solutions, but also due to their attractive design which has been successful with the patients as well as in the most prestigious design competition, the Red Dot Award.



»Good investment is always based on optimal terms and conditions«



# OPTIMAL FUNDING SOLUTIONS

In recent years, budgets of health care and nursing facilities have often been dramatically reduced. This mostly applies to the capital expenditure sections of budgeting. A solution is often found by using financial tools and services to enable funding of the necessary capital expenditure.

## CREDIT PERIOD

The credit period can be agreed upon taking account of the conditions of each specific project and your individual needs and possibilities. Financial assistance can be arranged in selected cases.

## FIXED PRICE GUARANTEE

Fixation of prices for the whole period of a tender specification can be agreed contractually in the case of large and long-term deals which are not supplied as a single delivery.

## WARRANTY CONDITIONS

The standard two-year warranty period can be extended under certain circumstances, so that it will satisfy your needs.

## RENTAL

The need for new equipment is more and more often solved by a long term hire. It is popular particularly in the area of active mattresses and home care beds. One of the main advantages of hiring is that the service duties of the owner such as cleaning, repairs and maintenance are passed to the provider.

## TCO CONCEPT (TOTAL COST OF OWNERSHIP)

Concept TCO is focused on three fields which can lead to financial savings up to multiple purchase cost during the lifelong of the patient bed. That is why during the development LINET is focusing on:

- Ownership costs of the patient bed (purchase cost, service, maintenance, spare parts, energy efficiency, training)
- Clinical benefits of ownership which leads to shorter patient hospital stay's and reduces medical complications (nosocomial infection, prevent pressure ulcers, incidence of VAP, reduce the risk of patient falls, decrease of injuries of nurses).



»Hands-on skills and expertise will make your work more effective.«

# INSTALLATION AND TRAINING

Health care products are increasingly more sophisticated, providing a number of new features, which results in lower physical effort for the staff and higher comfort for the patient. In many cases, appropriate use of the bed functions can prevent undesirable complications associated with a hospital stay. Therefore, good product knowledge and staff training is essential.



## RESPONSIBILITY ABOUT CAREFUL INSTALATION

Beds are usually handed over directly to the staff of the facility. Our engineers supervise the transport and unpack and install a bed directly in the room. This procedure guarantees the health care facility will always receive a top quality product.

## PRODUCT TRAINING

### 1. Staff training on the receipt of goods

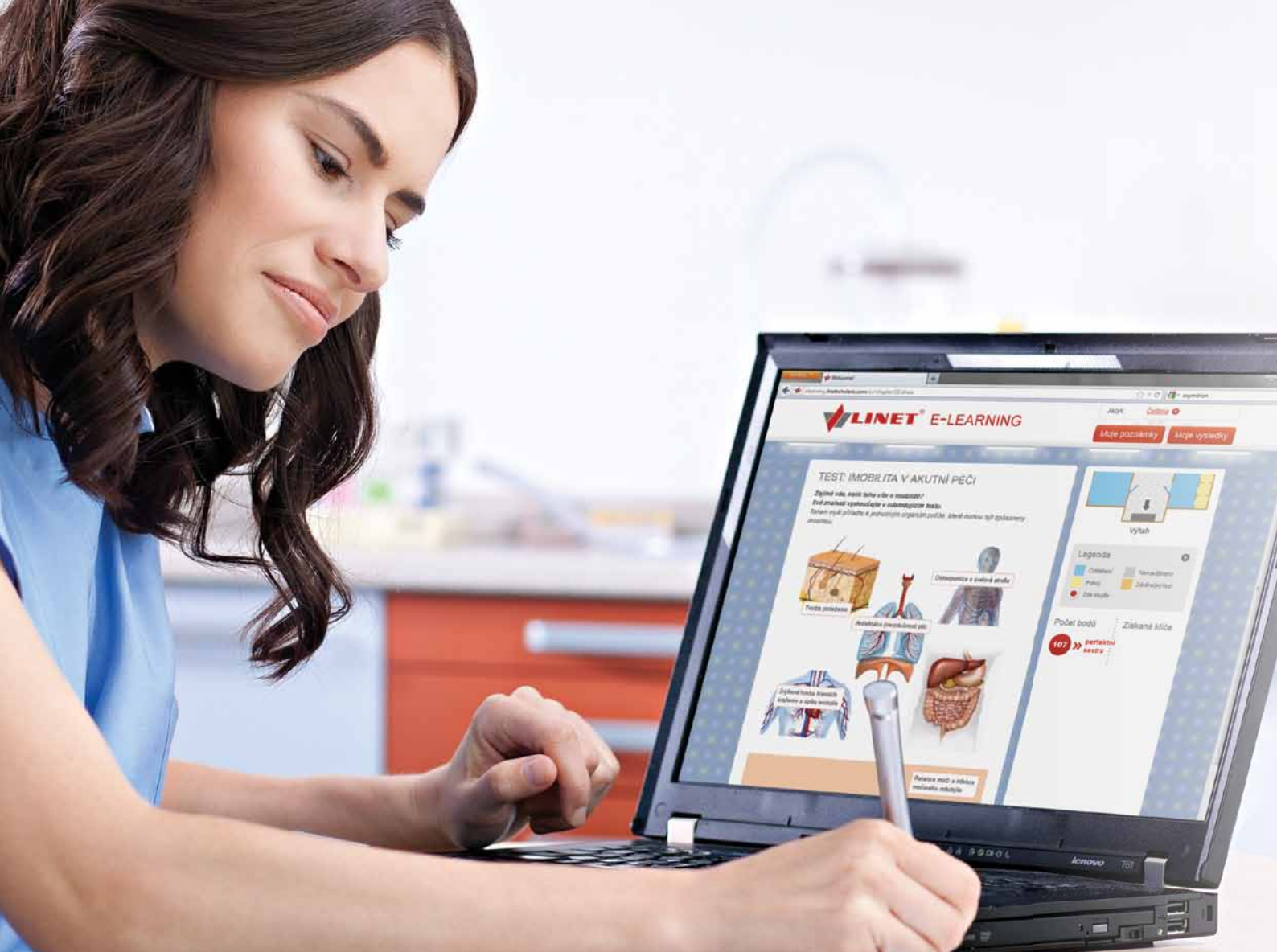
Our specialist will provide initial staff training during the hand-over of beds. The training includes presenting all the main functions and features of the bed. By using these features the nurses will be able to make their bed-related day-to-day activities more effective.

### 2. DVD instructions - always available

For various reasons, sometimes not all the nurses are able to attend the training session. Staff change over time. An optimum tool for these cases is the DVD user manual introducing users to the bed functions and their use within 20-30 minutes.

### 3. Instructions in brief – ideal for instructing the patients

Apart from the standard user manual, each bed comes with clear instructions in brief. It is designed for nurses, but it can also be used to briefly present the basic functions of the bed to the patients.



»Training adapted to limited time available.«



# LONG TERM TRAINING FOR NURSES

Training projects, Linet Scholaris and E-learning courses, are included in a credit system of lifelong education in nursing. The certified courses were prepared with the contribution of more than 100 nurses across Europe. The resulting professional and useful information is available in an attractive and interesting format. The system of the training provides the necessary time flexibility.

## LINET SCHOLARIS AND PROFESSIONAL CONFERENCEES

The Linet Scholaris Project offers a lot of hands-on information in the form of direct consultations with specialized nurses. Each of the 40 specific expert topics is lectured by a professional nurse with many years of practice.

- More than 40 accredited professional and technical courses,
- Professional lecturers with many years of practice in nursing,
- Specialized expert training in the area of active mattresses and pressure ulcers

We regularly organise lectures of leading experts at professional conferences and workshops which provide opportunities to review expertise and share experience from day-to-day practice.

## E-LEARNING – EFFECTIVE AND FLEXIBLE TRAINING

The whole program is divided into 9 self-contained courses focused on different aspects of the training. The courses are popular due to a number of interactive features, instructional videos and photos. The e-learning format provides maximum flexibility, which makes it a very attractive form of training. Main benefits:

- Flexible time of study.
- Quick and effective training.
- Certified final tests.





»We are always ready to help you.«



# SERVICE & MAINTENANCE

Nowadays, good service means providing a lot more than merely repairing or delivering spare parts. Using our cutting-edge diagnostic tools, identification of problems and their causes can be more accurate and rapid. In many cases problems can be predicted, thus preventing possible nuisance and damage. Connecting a bed via the Internet represents the highest degree of diagnostic methods, thereby enabling bed analyses to be done online.

## SERVICE CONTRACT

An optimal solution to the warranty and after-warranty service of beds is an individually adjusted service contract. The contract determines the level of guaranteed services which a customer demands after expiration of the warranty period. The basic contract determines regular safety controls over products after the warranty expiration date. The most comprehensive contract, within the scope of the Linet's lump fee, guarantees an immediate and complete coverage of the product's reparation including spare parts. Within the service contract it is possible to achieve a significant decrease in long-term expenditures on service, shortening the reparation process, and prolonging the life a product.

## CALL CENTRE - EXPERT CONSULTING

A team of engineers is always ready to provide you with any information about issues concerning hospital and nursing beds. See the back cover of the catalogue for the infoline number and service facility in your country.

## ASSESSMENT OF A BED'S SERVICE

**PDA** – The memory of the bed control unit allows for retrospective analysis of the bed operation, wear of selected parts or indication of overload, which significantly speeds up the identification of the necessary service intervention. It also eliminates intervention which, due to the specific use of the bed, is unnecessary to perform.

**LINIS** – Connecting a bed via the Internet represents the highest degree of diagnostic methods, thereby enabling bed analyses to be done online. In addition to monitoring the safe position of the bed, Linis can also provide you with a number of valuable data on the technical condition of the bed, intensity of its use and overloading of some of its parts. These data often help in the prevention of damage to the bed or in a quicker service action.



... above-standard service



[www.linet.com](http://www.linet.com)