



The premier healthcare support service provider nationwide



Enhancing the Clinical Experience

HEALTHCARE TECHNOLOGY SOLUTIONS

A close-up photograph of a middle-aged man with grey hair, wearing a light blue button-down shirt. He is focused on a task, looking down at a piece of medical equipment. His hands are visible, holding a red cable or wire. The background is dark and out of focus, showing some mechanical parts of the equipment. The overall tone is professional and technical.

Enhancing the Clinical Experience

We provide management and oversight of a hospital's entire life cycle of medical devices and clinical technologies. This includes safety, risk management, technical support, financial stewardship and healthcare technologies that are totally integrated and compatible with other systems.



Enhancing Satisfaction

Offering a greater level of quality, safety and performance assurance. Increased patient safety and reduced medical device risk by reducing variation in processes through our ISO 13485:2016 Certified Quality Management System.

Your patients avoid delays. Properly operating equipment enhances safety and healing. You can offer a more patient-centric experience.

Our clients experience transparent communications and accountability. We solve problems together as your partner. Our Quarterly Business Reviews examine all KPI performance and ensure we are consistent with your strategic missions.

Systematic gathering of customer feedback. Built-in customer feedback loop to provide communication channels, allowing prompt, proactive issue resolution.

Enhancing Technical Service

Standardized protocols drive predictable outcomes. We embed our time-tested quality methodology and continuous improvement initiatives across your sites to deliver a positive KPI trajectory.

On-site Technicians deliver faster problem resolutions. You benefit from more uptime and longer asset life.

Diagnostic Imaging Services are available 24/7/365. Our highly trained imaging engineers minimize your downtime and ensure strict compliance with all existing codes, standards and regulatory requirements.

Our field services team provides additional acute care technical support. As patient activity ebbs and flows in your hospital, you need support that adjusts to activity—we can help with those demand peaks. When you need it. Where you need it.

Ambulatory support is offered through our field services team. We ensure that your assets are operating and available for patients, family and staff at Urgent Care and Surgi-Centers.

Our Technical Resource Center (TRC) supports your on-site technicians. The TRC provides training, problem resolution, part acquisition and more to maintain focus on service and clinical staff communication.

Your clinical staff has equipment available when and where needed. We can also optimize any RTLS system so devices are tracked, disinfected, repaired, maintained and available.

Enhancing Cost Savings

Intelligent Repair provides access to parts from multiple resources. We drive your cost savings on parts by taking on all the risk. Our Charlotte-based TRC provides parts with extended service hours and 30+ years of experience.

Capital Planning can reduce your overall capital requirements. Asset optimization and standardization extends useful life. We are not motivated by equipment sales and are manufacturer agnostic—we recommend the best brand and value for your needs.

Life Cycle Management reduces capital impact. Unbiased data, through our capitalINSIGHTS platform, providing medical equipment priority replacement guidance and justification.

Enhancing Partnership

Clinical Relationships are developed through frequent collaboration with nursing. We participate in nursing rounds and huddles. This creates an open flow of communication to shorten problem resolution and address issues before they become problems.

Medical Equipment Management Reporting and Dashboards. Real-time reporting, analytics, and dashboards in teamCHAMPS enable you to receive data insights correlating to an asset and facility in just a few clicks.

To find out how Crothall can help
create a Welcome Experience in your
hospital, visit **crothall.com** or call
1-877-4CROTHALL.

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