

What do experts think about us?

ERASME HOSPITAL, Belgium

B medical systems



Laboratory
& Pharmacy
Refrigerators

fig. Models
P380 & LF260

Through these short conversations, we aim to understand what our customers think about us. Today we are going to Brussels in Belgium to visit **The ERASME Hospital (www.erasme.ulb.ac.be)**, the hospital of the ULB university in Brussels. They are using different models from our Laboratory Refrigerator range to store their products. The manager of CMMS (Computerized Maintenance Management System) development, Christian Dubois, has accepted to answer some of our questions.

01. Could you please introduce your hospital and its activities? The Erasme Hospital is the academic hospital of the ULB (Université Libre de Bruxelles). A private and non-religious academic institution, it fulfills 3 missions: patient care, teaching and research.

The hospital is located on the Erasme hospital-faculty campus which includes the Faculty of Medicine (about 3500 students), the Faculty of Motor Sciences (about 1100 students) and the School of Public Health (about 600 students).

Opened in 1977 and with a capacity of 1,048 beds, the hospital admits 25,000 to 30,000 patients annually and performs between 350,000 and 400,000 consultations.

More than 4,000 staff members, in 80 different professions, contribute daily to provide care aiming for ambition, excellence and the patients' well-being.

2 external polyclinics (located in Lothier and Nivelles) and 2 external centers (the Traumatology and Rehabilitation Center - CTR and the Geriatric Revalidation Center - CRG) complete our care offering.

02. Could you briefly introduce yourself and describe your role in the hospital? I have been working for the Erasme Hospital since 1986, my current role is application and functional referent of the CMMS (computer assisted maintenance system) software in the Hospital Engineering Department. As part of my work in our hospital institution, I also supervise the maintenance and monitoring of the refrigerators and freezers.

03. Could you please explain what are your medical refrigeration needs and why? Storage of drugs, pharmaceutical products, conservation of biological samples under different ranges of refrigerators +4°C, biobank management under different ranges of freezers from -20°C to -80°C.

04. Which models did you buy from B Medical Systems? We have several models, the most common are the models: L130-L290-L380-P380-LF260-DMF290SG

05. Which features do you like the most? The commissioning of the product, which is quite simple, and the follow-up of the history of alarms triggered when necessary.

06. How have you used the B Medical Systems product(s) and what benefits have you experienced? The devices are used in multidisciplinary units, pharmacy departments, laboratories, consultation, and care units. Some of them are coupled with Holifresh probes. An extension of the warranty to five years is offered if our technicians are trained by B Medical Systems.

07. Have you found B Medical Systems to be a reliable partner? Yes, the proof is that we have been ordering from B Medical Systems for several years.

08. How did you learn about B Medical Systems? In the past, we used to order from Dometic, which has stopped its activity in this sector. We were directed by our supplier at the time to B Medical Systems.

09. How long have you been a customer of B Medical Systems? Since 2017.

10. Are you satisfied with the equipment? Our customer experience is positive, during the rare issues encountered over several years, we could count on our partner SHMC, our intermediary in Belgium, for its reactivity to intervene quickly. We have had very few interventions in terms of repair on a park which has an estimated +/- 130 devices.

11. Would you recommend B Medical Systems? Yes, due to the low failure history and the reliability of the devices, combined with a good customer service, we can recommend B Medical Systems.

