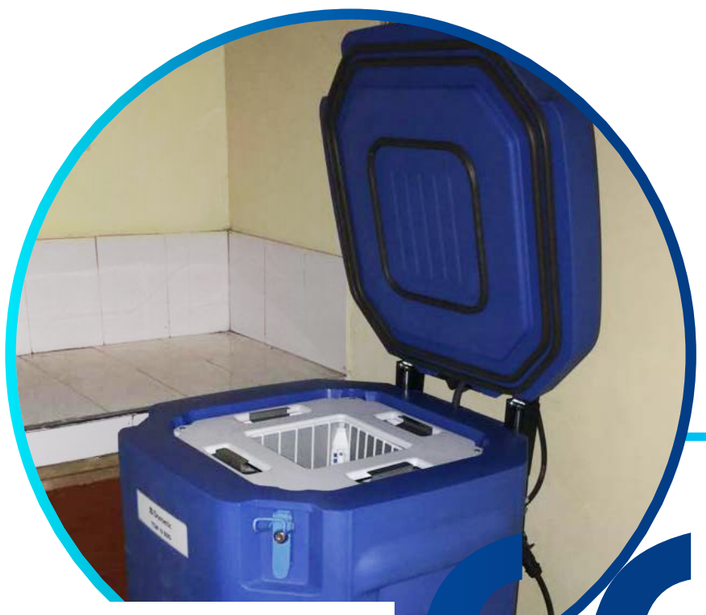
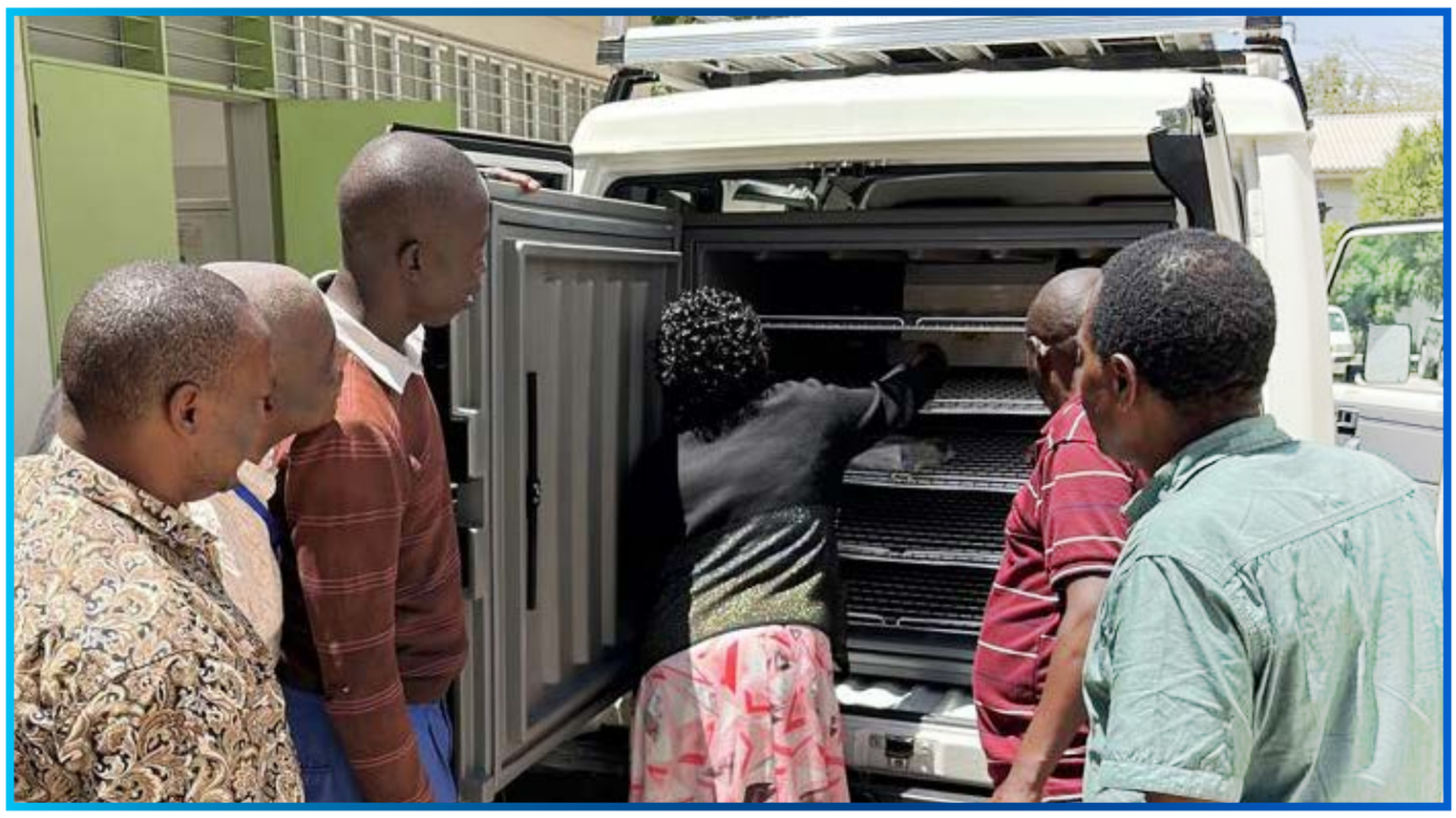
What experts think about us?

National Vaccines & Immunization program, Ministry of Health, Kenya



MINISTRY OF HEALTH

Through these short conversations, we try to understand what our customers think about us. Today, we are travelling to Kenya to speak to Mr. Ernest Some, Senior Medical Engineer Technologist, Head of Cold Chain for the National Vaccines & Immunization program (NVIP) of the **Ministry of Health** in Kenya.



Solar Direct Drive Vaccine Refrigerator & Ice-Pack Freezer

fig. Models TCW40SDD

A. Could you explain what your activity consists of? *I'm the Head of Cold Chain for the National Vaccines and Immunization Program (NVIP) in Kenya and my work consists in giving the specifications and requirements for the cold chain equipment. I'm also responsible for the cold chain maintenance of the products across the country. I assess the cold chain situation in the country, the quality of the systems and I take care of the trainings for the biomedical engineers on how to repair cold chain equipment.*

B. Why is there a need for cold storage in your business? *We are using the medical cold chain to store the vaccines but also to prepare the icepacks we need when we go on the fields for vaccination campaigns. We have refrigerators, freezers, and passive boxes. Transport boxes are used for temporary storage points in mobile clinics or during outreach. When we have a campaign of vaccination such as a polio campaign, we create collection points for the vaccines and for the icepacks for the people on the field to reduce their travelling time.*

We are storing various EPI vaccines such as the Pentavalent (DPT) BCG, Polio, Rotavirus, PCV, Malaria vaccines, COVID vaccines and some non-EPI vaccines such as anti-rabies, anti-snake venom and some insulin, antitoxin (emergency drugs).

At the service delivery point, all vaccines are stored between 2°C and 8°C for a period of 1 month, this is where the vaccination services take place. At the storage point, we have different temperature ranges: some vaccines are stored at 2°C to 8°C, others are kept in a freezer and some others even in ultra-low freezers. There, vaccines are kept for a longer period, up to 3 to 6 months.

C. Which products did you buy from B Medical Systems ? For which purpose? *We have a lot of different models, old and more recent. We have the models: RCW42EG, RCW50EG, TCW15SDD, TCW40SDD, TCW40RSDD, TCW40RAC, TCW80AC, TCW2000AC, TCW2000SDD, TCW3000AC, TCW3000SDD, TCW4000AC, TFW800, TFW3000AC, RCW25, RCW1, etc*

We just received 200 pieces under the CCEOP. Out of 10 000 refrigerators available in the country, around 6 000 are from B Medical Systems.

Vaccine Transport Box

fig. Models RCW1

D. What are the features that you liked the most? Could you please talk about the performances of the devices? *The RCW1 transport box is used for the vaccination campaign, and we really appreciate this model because of the thermometer that is on it.*

We have also had some Icepack freezers for years now and we never received any complaints from users.

The products are quite robust because of the rotomolded body, they don't rust. Their holdover time is quite good. For example, I visited an installation equipped with the TCW40RAC where a blackout happened and lasted for the whole night. I checked the temperature in the morning, and it was at 3.6°C, which is very good with approximately 18H without power. So, the holdover time of the device is quite impressive. The device enables me to read the temperature on the display even without electricity.

In general, some of the problems used to arise because of power issues and we found out the equipment burning, the compressor blowing. Now, we have devices equipped with good stabilizer, in built voltage stabilizer. The equipment is quite good, they don't burn that fast as they have adequate protection. In Kenya, the electricity is not clean and stable, we can have spike up to 450V that is why we must use extended range voltage stabilizer.

The breakdown of B Medical Systems' devices is minimal compared to other manufacturers.

Another feature that we like is the RTMD (remote temperature monitoring device) which enables us to check the quality of the Cold Chain system of the country. It's really a nice tool. We can visualize the equipment, to see where the devices are and if the RTMD has been installed well. It facilitates follow-up for the warranty. We can have a view on the dashboard and reach out to the entity to understand what is happening with the device. When I notice an issue, I call the county manager and he will have a look at the equipment. If it's something they can fix, they will fix it. If not, the issue will be escalated.

E. How are you using the B Medical Systems products and how do they benefit your institution? *We have B Medical Systems refrigerators and freezers in all facilities across Kenya. We have this equipment in Government facilities, and in private institutions.*

F. Have you found in B Medical Systems a trustworthy partner? *Yes, it's a trustworthy partner. It's a considerable investment, but the quality is good and that's why we keep on buying. I hope you will keep investing in R&D to improve your products again and again.*

G. How did you learn about B Medical Systems? *Via a procurement through a non-governmental organization.*

H. How long have you been a B Medical Systems' customer? *Since 1980.*

I. Are you satisfied with the equipment? *Yes, we are very satisfied with the equipment.*

J. Would you recommend B Medical Systems? *Oh yes, I do that already.*