

What experts think about us?

Riyadh Hospital, Kingdom of Saudi Arabia

B medical systems
From Azenta Life Sciences



Riyadh Hospital

Through these short conversations, we try to understand what our customers think about us. Today, we are travelling to Saudi Arabia to speak to Mr. Ajo Mathewkutty, Project Manager at the **Riyadh Hospital**.

Riyadh Hospital is a new university hospital part of **Dar Al Uloom University** offering multi specialties and a wide range of medical services. The Riyadh Hospital is considered as one of the most advanced private university hospitals in Riyadh with around 250 beds including 54 for critical care.

A. Could you explain what your activity consists of? I am the Chief of the Biomedical Engineering Department of the Al Riyadh Hospital. I would say that our main service scopes are general surgery, orthopedics, and neurology. We also have all laboratory specialties such as microbiology, biochemistry, immunology, and blood banking. My main activity is to take care of the procurement of biomedical equipment for all the departments of the hospital. I'm responsible for the quality approval, installation, and commissioning.

B. Why is there a need for cold storage in your business? We are using medical refrigerators in our laboratories and pharmacies. We need products able to maintain the stability of the temperature inside the cabinet for the safe storage of our medication, reagents, consumables but also for the plasma and the whole blood samples stored in our blood bank.

C. Which products did you buy from B Medical Systems? For which purpose? We have one F901, two F401s, one ultra-low freezer U901, one P700 and some transport boxes; the MT100, MT4 and MT8.

D. What are the features you liked the most? Could you talk about the performances of the devices? If we start talking about the performance of the units, we will have a lot to say because they are some of the best that we have in our hospital. To summarize, what we really appreciate about the devices are their overall durability and the stability of the temperatures offered. The products are of high quality, and the recovery times are very good. We open the units' doors a few times a day and they perform well, as the devices come back to their set temperatures very quickly, which is much better than for other refrigerators and freezers we have observed.

We also really appreciate the °B Connected monitoring software. We can log the complete data on a USB stick – it's very easy – and you can store the data for a long period on your computer. On some other cold chain units, we are still using the charts and it's often complicated when it comes to monitoring long periods.

E. How are you using the B Medical Systems products and how do they benefit your institution? Talking about the day-to-day life in our hospital, we can say that all the departments are usually very busy, and it can happen that sometimes we fail to close the door properly which can lead to huge losses of samples. This may happen with a normal fridge but with B Medical Systems' equipment, as the recovery of the temperature is very quick, once we fix the problem the temperature comes back to normal very quickly, considerably reducing the risk of such important losses.

F. Have you found in B Medical Systems a trustworthy partner? Of course, the products you are manufacturing are some of the best and I'm happy to say that I will be ordering more of your products for my hospital in the future. You also have a trustworthy local agent here in Saudi Arabia, the **Al Nahir Trading Company**. They guided us very well from the quotation to the installation. They gave us a good training on the equipment. After-sales service is a must and very important to us and your people are very fast when it comes to this, which is greatly appreciated.

G. How did you learn about B Medical Systems? I knew about B Medical Systems before I came to Saudi Arabia.

H. How long have you been a B Medical Systems' customer? Almost five years now.

I. Are you satisfied with the equipment? Yes perfectly, all jobs have been done in a perfect way. There is no discomfort or disappointment.

J. Would you recommend B Medical Systems? Yes of course. There is no doubt about this because we can count on you and on your local partner.



Plasma Storage Freezer

fig. Models F401

