What do experts think about us?

EPID Health Center Benue State, Nigeria





Through these short conversations, we try to understand what our customer think about us. Today, we are going to Benue State, in Nigeria, to speak with **Mr. Ernest Ukpo, the State Cold Chain Officer (SCCO)**.

Nigeria is a federal republic of 36 states, and Benue State is in the east-central part of the country and shares a border with Cameroon. The state has a total of 1614 hospitals and clinics: 1489 for primary care, 122 for secondary care and 3 for tertiary care. We are travelling today to one of the primary health care centers (PHC) of the Benue State.

- A. Could you explain what your activity consists of? In recognition of the risks faced by Nigerian children (the probability of dying by age 5 in Nigeria is 110.80 per 1000 live births), one of the important services covered by Primary Health Care (PHC) in Nigeria is immunization. Epid Unit SMOH is tasked with the responsibility of receiving and storing vaccines that are to be used for immunization within the local vicinity where we are situated.
- **B.** In which circumstances would you need cold storage? Cold storage is needed to maintain products that have specific temperature requirements to avoid decay or contamination. In our field of specialization, cold storage is needed to store and preserve vaccines which we use for immunization purposes and maintain their potency.
- C. Which products did you buy from B Medical Systems? For which purpose? We have the Solar Direct Drive (SDD) TCW40SDD Refrigerator. We use the refrigerator to store the vaccines which we use for our immunization services.
- D. Which characteristics of our products do you like the most? Can you please talk about the performances of our units? There are many commendable and unique characteristics worthy of note. One of the most important is the equipment's use of solar energy. Due to unstable electricity in Nigeria, a reliable and consistent energy source is needed for the preservation of vaccines and other medical reagents. The TCW40SDD satisfies that purpose and hence, we don't worry about vaccines and reagents losing their potency due to lack of an efficient power supply.

Some other characteristics include its hybrid-like nature of having both a refrigerator space for the vaccines and the freezer space for ice-packs that help in cooling the refrigerator. The TCW40SDD is also a very user-friendly equipment.

I like that the equipment is designed to still perform optimally in tropics with an ambient temperature of up to +43°C.

- E. How are you using the B Medical Systems' products and how do they benefit your institution? The TCW40SDD is used for storage and protection of vaccines and reagents. One of the major benefits to our institution is that we don't require electricity to power the equipment due to the fact that Nigeria has an unstable power supply in some regions. The solar energy is more guaranteed.
- F. Have you found in B Medical Systems a trustworthy partner? Surely, I have.
- **G.** How did you learn about B Medical Systems? I have attended several short trainings with them.



- **H. How long have you been a B Medical Systems customer?** For more than 8 years (since 2015).
- I. Are you satisfied with the equipment? Very much satisfied.
- J. Would you recommend B Medical Systems? Of course, very reliable and dependable.





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