

# What do the experts think about us?

Les Portes du Sud – Hospital Group, France

**°B** | medical systems



Through these short conversations, we try to understand what our customers think of us. Today, we are going to Vénissieux, south of Lyon in France, to meet Mr. Frédéric Steenhoute, technical and safety manager at the **Les Portes du Sud – Hospital Group**.

The hospital group was created in 2008 following the merger of the La Roseraie clinic and the Polyclinique des Minguettes. In 2023, the facility was acquired by Pauchet Santé and has 345 beds and places in MCO and EHPAD.



**°B Connected  
– Monitoring  
Software**

fig. Model  
P500

**1. Could you explain what the establishment does and what your role is?** The Hospital Group covers an area of 25,000 m<sup>2</sup> and offers everything a local healthcare facility can offer in terms of healthcare services. We have a dedicated obstetrics department, an operating theater, a testing laboratory, a blood bank, and provide consultations in various fields. We also have an imagery and dialysis department.

*I am the technical and safety manager and I work with the °B Connected remote temperature monitoring system, mainly for on-call duties. Outside of working hours, we may be called upon in the event of technical problems, breakdowns, or temperature issues. We intervene and check whether we can restart the equipment correctly. We manage the alerts issued by the monitoring system.*

**2. Why is there a need for medical refrigeration in your organization?** We use medical devices to store blood bags. We have a blood supply that we receive from the Etablissement Français du Sang (EFS) to meet our transfusion needs. We also use medical refrigerators to store medicines in our pharmacy and for chemotherapy. We use the °B Connected system on our medical refrigerators.

**3. Which products did you buy from B Medical Systems? For which purpose?** We use the model MP370SG – P290 - P380 – P500 medical refrigerators and B51 and BR60 models for blood storage. We also use °B Connected software to monitor temperature, door openings, and refrigerator power supply.

**4. What are the features that you like the most? Could you please talk about the performance of the devices?** We appreciate the alarm management system, which allows us to respond quickly in the event of a problem. We receive messages to alert us when it is time to perform maintenance, for example. Various types of alarms are sent. The software is quite flexible and can be configured according to our needs. I learned how to work with the system with the support of your team.

**5. How are you using B Medical Systems' products and how does it benefit your institution?** We have connected the °B Connected system to voice synthesis software that reads alerts received by the software and then calls the responsible persons to read them the alerts. This reduces the risk of missing a critical message. Without this technology, we would not be aware of power or temperature problems and the impact they could have on stock and, consequently, on patients. The system also allows us to provide proof of proper temperature maintenance. We can extract temperature curves in PDF format.

**6. Have you found in B Medical Systems a trustworthy partner?** Yes, absolutely. The company is very responsive. As soon as we contact you, we receive a quick response. In addition, based on my experience, I think I have seen your devices in many hospitals. I don't know the names of your competitors.

**7. How did you learn about B Medical Systems?** I personally discovered it when I started working with the software. From the hospital's point of view, I think the devices have always been there.

**8. How long have you been a B Medical Systems customer?** The establishment is a customer since 2016.

**9. Are you satisfied with the equipment?** Yes, I am satisfied. Obviously, the equipment works quite well; it's good equipment. The software solutions are effective and integrated into the refrigerators.

**10. Would you recommend B Medical Systems to your peers?** Yes, I would recommend B Medical Systems.