

CUSTOMER TESTIMONIAL MEDCARE HOSPITAL, UAE

ABOUT OUR CUSTOMER

Medcare Hospital Group is a leading private healthcare provider in the United Arab Emirates operating a network of hospitals, medical centers and specialty clinics. Their entities are located in Dubai and Sharjah area. Today we talk to Mrs Farah Othmanly, Laboratory supervisor at one of the Medcare's hospital. Learn more about Medcare Hospital Group at www.medcare.ae/en.

INTERVIEW

01. Could you explain what your activities consist of?

"My name is Farah Othmanly and I'm currently the lab supervisor working at Medcare Hospital. I worked for 22 years in government hospital and then shifted my career to the private sector 9 years back, in blood bank at the beginning then as Lab Supervisor.

The hospital I'm working in is a multi-discipline hospital covering all specialties including emergency operations 24/7. It is a branch of Medcare Dubai Al Safa. It is a 5 stars building hospital. The capacity of the hospital is approximately 40 to 50 beds. An Internal Organ Transplantation Department is launching soon."

02. Why is there a need for blood storage in your business?

"In our hospital we are maintaining an inventory for Blood products PRBCS (Packed Red Blood Cells), Platelets, Fresh Frozen Plasma and Cryoprecipitate."

03. Which products did you buy from B Medical Systems? For which purpose?

"We are using the transport boxes to transfer the blood from the laboratory to the blood bank. We also use the transport boxes with PCM to safely transport our fresh frozen plasma. Transport duration is approximately 30-60 minutes depending on the traffic. We will most likely need more as the hospital Internal Organ Transplantation Department is launching soon.

We are also using a plasma storage freezer model F381 for the storage of our fresh frozen plasma and Cryoprecipitate. We have a F380 as well.

We maintain minimal stock from each blood group and upon request we dispatch it."

Plasma
Storage
Freezers
F381

Laboratory
Freezers
F380

04

What are the features that you like the most? Could you please talk about the performances of the devices?

"We are satisfied with the temperature stability of the transport boxes. It maintains the required shipment temperature and this is confirmed by our internal validation for the transport boxes that is performed every 6 months.

Regarding the plasma storage freezer, we like the design of the unit. It is well designed, and compact. The capacity is accepted. It's easy to adjust the parameters and the opening/closing is very practical. The performance of the unit is good and stable."

05. Have you found in B Medical Systems a trustworthy partner?

“Yes, they are really professional in the blood bank industry.”

06. How did you learn about B Medical Systems?

“We learnt about the brand during an exhibition in Dubai.”

07. How long have you been a B Medical Systems customer?

“We have been B Medical Systems’ customer for 9 years so starting in 2017.”

08



Are you satisfied with the equipment?

“Yes.”



09



Would you recommend B Medical Systems?

“Yes, strongly.”



B | medical systems

**SAVING LIVES
THROUGH RELIABLE AND
INNOVATIVE TECHNOLOGY**

Contact:
17, op der Hei, L-9809 Hosingen, Luxembourg

Tel.: +352 92 07 31-1 | Email: info@bmedicalsistemas.com | www.bmedicalsistemas.com

