

CUSTOMER TESTIMONIAL

DR. MOHAMMAD ALFAGIH HOSPITAL,
SAUDI ARABIA

ABOUT OUR CUSTOMER

Today we are going to the Riyadh, Saudi Arabia, at the **Dr. Mohammad Alfagih Hospital** to talk to Mr Waleed Khiri, Laboratory supervisor at the hospital. Dr. Mohammad Alfagih Hospital is a state-of-the-art hospital using advanced and modern infrastructure to cater to the kingdom's population needs. One of the main activities of the hospital is the Health Research Center which is focusing on the causes of heart diseases. The hospital hosts approximately 350 beds. Learn more about Dr. Mohammad Alfagih Hospital at <https://dmf.med.sa/en/home-2/>

INTERVIEW

01. Could you explain what your activities consist of?

"I'm the laboratory supervisor at Mohammad Alfagih Hospital. We have extended laboratory services such as a core lab, a microbiology service, serology, clinical chemistry, hematology, blood bank, OCT services, etc. I'm supervising the various activities of the different departments."

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

"We are using refrigerators and freezers together with monitoring solutions. We have -40°C and -80°C freezers and blood bank refrigerators. We store reagents, different types of samples and of course blood components."

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

"We have the laboratory freezer F400, and the blood bank refrigerator B401 to store our various components."

Blood Bank
Refrigerator
B401

Laboratory
Freezer
F400

04

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

"The temperature is stable. The number of malfunctions is very low with this equipment. I heard from other hospitals that they are facing a lot of problems with their own equipment from other brands, especially in blood bank. As you know, in Blood Bank, you need to open the door for long periods of time and with our unit the recovery time to the set temperature after a door opening is pretty fast compared to what our peers are experiencing. In addition, we have many options to extract the data from the units; by USB, SD card. I can check the history and the events. I'm also able to filter the data as I wish, it is very nice."

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

"Yes, of course. There are other common competitors' brand here in Saudi Arabia, and I think this unit cannot even be compared to the others. In my opinion, it is better, really. In my work, I meet a lot of inspectors from CAB (local regulatory body) or AABB and all the ones who saw the device have been impressed by it."

06. How did you learn about B Medical Systems?

"I discovered the brand when I joined the hospital in 2020."

07



How long have you been a B Medical Systems customer?

"Approximately, since 2020."



08. Are you satisfied with the equipment?

"Yes, I'm satisfied with the device and also the support received. The products are excellent. If we need service, they are pretty fast. We are waiting for the remote monitoring solution to be fully implemented, and we could then become a reference in the country."

09



Would you recommend B Medical Systems?

"Yes, I do to any customer who asks."



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