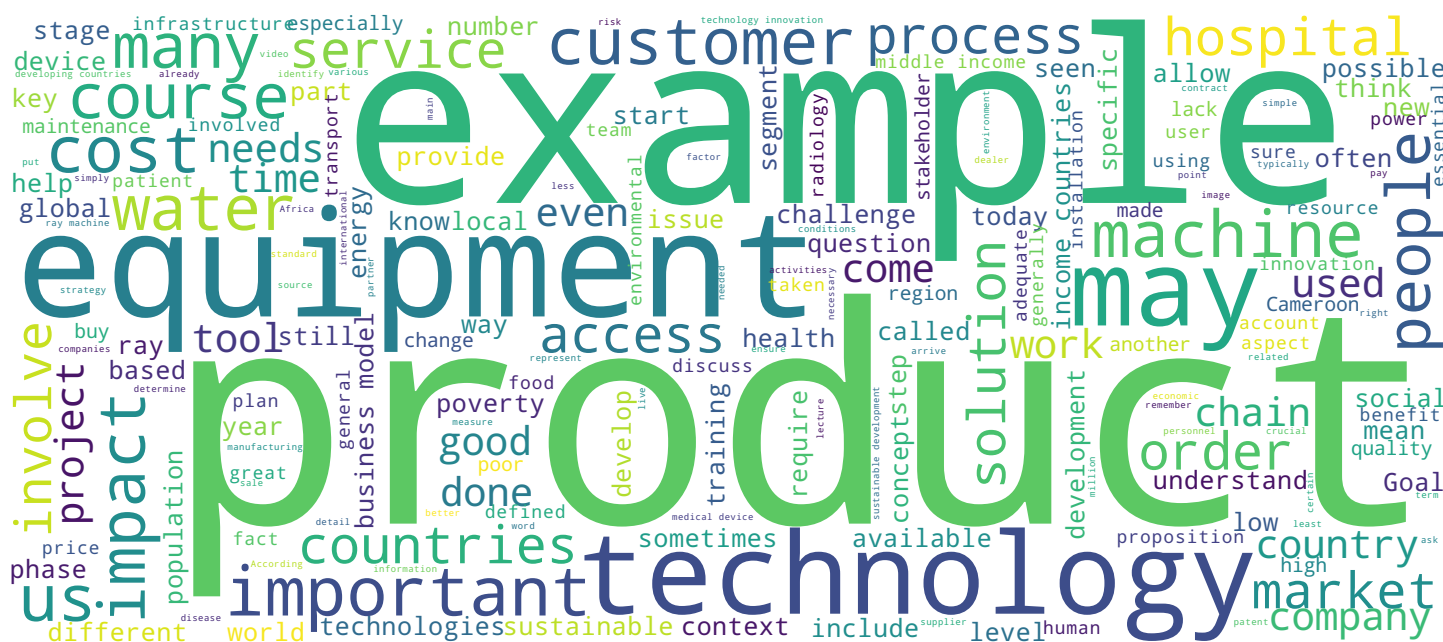
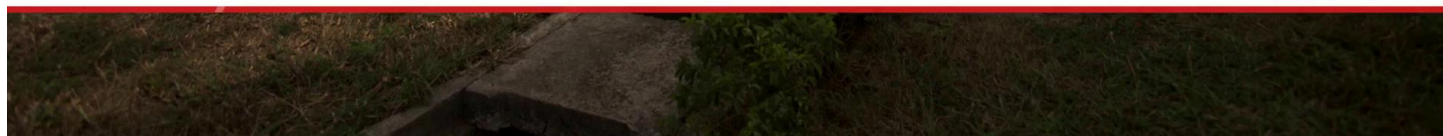
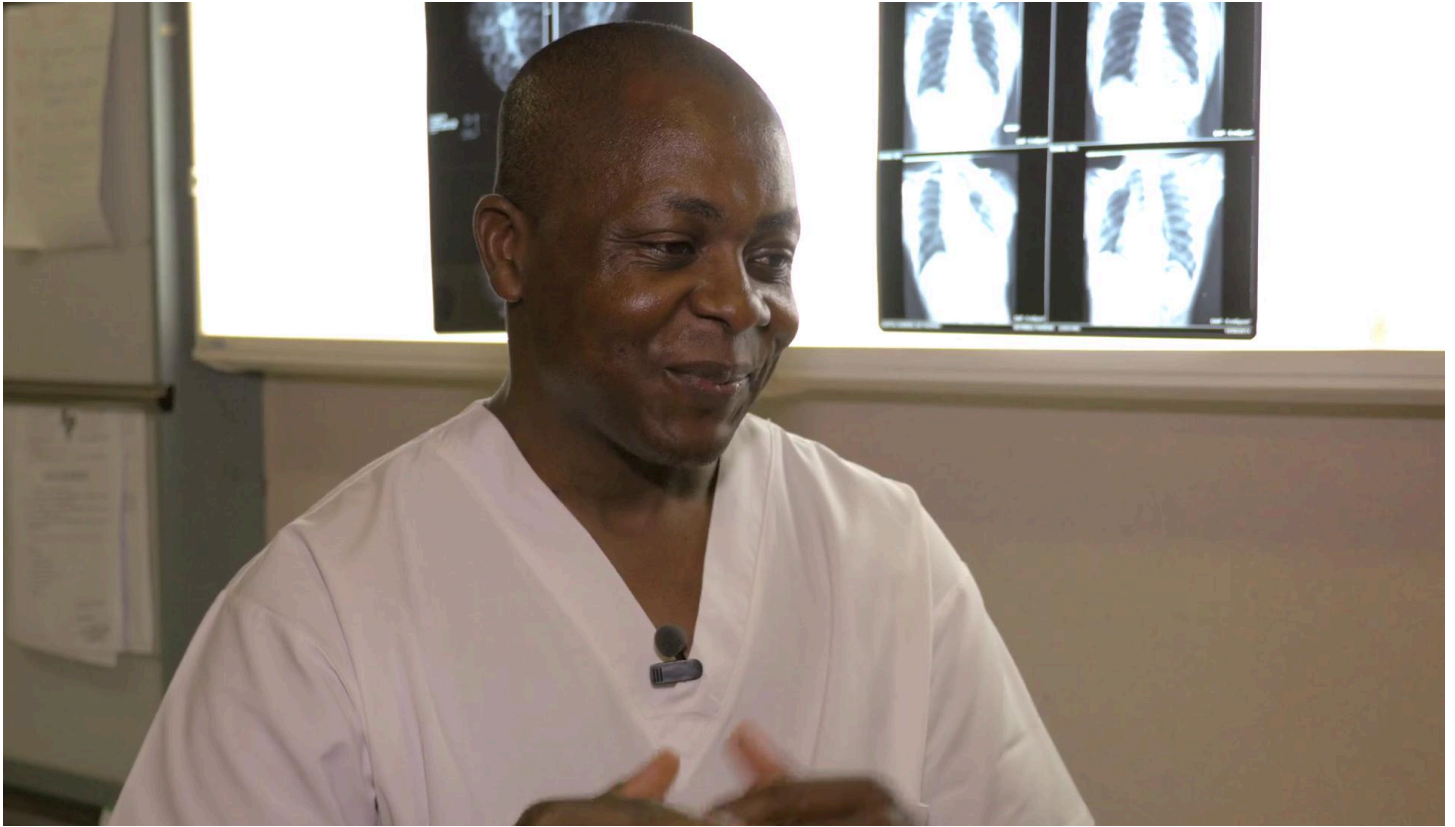


Cooperation & Development Center
EssentialTech

EPFL



If you want to buy an x-ray machine, if you want to buy a dialysis machine, the first question you ask is in what conditions does it work? Because before ordering the equipment, you need to be sure that we have the right environment to use it, to be adequate and it is not possible to arrive in this kind of hospital, this environment, you see a lot of cars parked because the x-ray machine is here, but it hasn't been working for a month. Because sometimes even the planning for acquiring the equipment doesn't take into account these aspects, especially for big equipment. For example, now we have built the imaging centre, we have built the hemodialysis centre we have a lot of other equipment for example for radiology, they are quite heavy equipments that you really need to plan before you order them and for the functionality and to put the budget into place obtain for the health facility a competent technician to train us how to use this equipment but, there's so many things that aren't taken into account from the start.

Notes

Summary





Where we were trained, we usually have seen installed equipment, before it arrives, we had meetings on what the machine does, the expected innovations compared to the old machine, and very often, a service technician would go get training somewhere where they already had this machine, so that when the equipment does arrive there is at least one person who is familiar with it. Well. On top of that, those who install, the technicians, whether it be in house engineers, of the company producing the machine or the application engineers, they come first, and have a meeting with the maintenance team and at the delivery, the two parties sign the document and the service that must use the machine sign to say they have understood how to use it and understood the necessary precautions for the optimal functioning of the machine. And only then the machine is considered as commissioned. Unfortunately here, what I have seen is, well I don't want to say the opposite to not be too extreme, but was practically very rarely applied in this way. Even when the equipment is bought, for its commissioning, which usually means the supplier has been contacted whether it be a dealer or private operator, whatever, he comes to the hospital, he just needs the administrative authorisation and he comes and installs the equipment.

Notes

Summary

1m 30s





What some of these dealers or suppliers have done in the past, and that some still do, is that the installation is managed like a state secret. During the installation, the room is closed, none or very few precautions are taken to involve the personnel in the service, which would be essential in order to understand the entire process of the installation not on a technical level, but at least the details we will need in the future to use the equipment or just to know when to call in case of a preventive maintenance alert. Sometimes the technical manuals of the equipment aren't even left with us to be given to the bio-medical engineers in case of a problem. And sometimes, the training of the local engineer when there is one, which is stated in to the contract, is not done because in principle the dealer, when the contract was properly negotiated, must leave the equipment and also train someone for maintenance, and sometimes that is not done, so those are the elements that are a problem with the commissioning.

Notes

Summary

3m 17s

