

Key Questions to Ask Each Supplier Before Your Next Repair

When choosing one supplier over another, make sure you are comparing the facts and apples to apples. Here's a short list of questions that must be part of your interview process in order to assure you make decisions you, your clinicians and patients can live with.

	PROVIDER 1	PROVIDER 2	INNOVATUS
What is your standard pricing structure?			
Tiers for volume discounts?			
Do you charge for loaners?			
Do you charge for evaluations?			
What is your routine repair time?			
Standard probes:			
TEE probes:			
MRI Coils:			
Describe your loaner program:			
How quickly can I get a loaner?			
Do you have customized loaner programs?			
Do you have specialty and hard to find loaners?			
Do you offer exchange and loaner programs?			
Describe your capabilities and processes:			
Describe your repair capabilities for ultrasound probes:			
Describe your repair capabilities for MRI coils:			

Are you able to mechanically fully restore MRI coils?			
Do you use data-driven processes for repairs and testing?			
Describe services performed in a preventative maintenance service:			
Describe your quality systems and processes:			
Are you ISO 13485:2016 certified?			
What is your source for replacement / repair parts?			
Describe your warranty programs:			
Who performs repairs? An in-house team or a 3rd party?			
\$5 GIFT CARD QUESTIONS			
“ _____ Doppler is best for high velocities.”			Attend Matt Tomory's session on Friday at 8:00 AM. Give us the answer for a \$5 Starbucks card.
What's the most common cause for array damage?			Attend Dennis Wulf's session Saturday at 9:45 AM. Give us the answer for a \$5 Starbucks card.

For more detailed answers about these issues, specifications about loaner pool programs, evidence-based repair and testing processes and other questions you may have, visit us at Booth 501. You can also call us anytime at 844.687.5100, visit innovatusimaging.com, or email TedL@innovatusimaging.com.



INNOVATUS
Imaging

SEE BEYOND

www.innovatusimaging.com

Customer Care 1-844-687-5100

info@innovatusimaging.com

PITTSBURGH | TULSA | DENVER | MAASTRICHT

MKT-00015, Rev 0