

## **Answers to Your Questions on Equipment Maintenance and Repairs**

April 30, 2020

Ensuring critical medical equipment is properly functioning and available for use on patients is important in any situation, but it is particularly crucial during the COVID-19 outbreak as the demand for ventilators outpaces current hospital inventory.

We, at Dräger, are seeing a significant worldwide increase in demand for our ventilators. We are doing everything we can to both maintain the global supply of products and services to our customers and provide continued support for our equipment currently being used by caregivers in hospitals throughout the world.

Below are answers to frequently asked questions regarding Dräger's service and support.

### **Q. Can I obtain parts for my Dräger ventilators?**

*A. Anyone can order parts for our ventilators - or any of our equipment.*

### **Q. Can I obtain training on Dräger ventilator maintenance and repairs?**

*A. Dräger makes Service training available for all of our equipment, including ventilators to our customers and other third party service organizations.*

### **Q. How can I access documentation and software related to Dräger ventilator maintenance and repairs?**

*A. Dräger makes documentation and software available to all Dräger trained technicians. Once an individual passes our training class, he or she can access our electronic service documentation and all of the required software.*

### **Q. How does Dräger support biomedical technicians in healthcare facilities with equipment maintenance and repairs?**

*A. Dräger is actively involved with the Association for the Advancement of Medical Instrumentation (AAMI) in the education and training of biomedical technicians. Hospital*

*biomedical technicians and Dräger technical service representatives sit in the same classroom and receive the same training. In 2019, Dräger participated in a public forum on the importance of healthy original equipment manufacturer (OEM)/biomedical technician relationships in the servicing of equipment.*

*We routinely work with third parties and hospital biomedical technicians to establish partnership programs to help them get fully qualified to maintain Dräger equipment. We provide service on a spectrum where customers can select the level of service and support that meets their needs. This can include the following scenarios, and any customized service and support plan in between:*

- *Dräger technicians perform all equipment maintenance and repairs; or*
- *The healthcare facility's in-house biomedical technicians perform the less intrusive maintenance intervals, while Dräger technicians perform the more complex ones; or*
- *Dräger trains in-house biomedical technicians to perform most equipment servicing*

*For example, Dräger recently partnered with an Integrated Delivery Network (IDN) to provide a training program, whereby we transitioned from Dräger performing the equipment servicing to empowering the resident biomedical technicians to do it on their own.*

### **Dräger's commitment to you**

We, at Dräger, are doing everything we can in these unprecedented times to support maintenance and repairs of our equipment, including ventilators. We are working hard to maintain a steady stream of equipment parts for all customers whether they perform self-service or rely on service from Dräger.

Although Dräger is honoring social distance requirements and stay-at-home orders, our training department will continue to properly train personnel on the correct way to keep equipment effective and safe for patient care once these orders are lifted.

To address the challenges of COVID-19, we have expanded our standard equipment maintenance and repair services to help customers maximize their existing assets. We

are now providing resources to help those customers with decommissioned or older Dräger equipment get these assets back in service when possible.

We have also created special programs for customers who don't normally use our maintenance and repair services. If your internal biomedical technicians or third-party service providers are struggling with their current workload, Dräger's trained service technicians will be made available where possible to supplement your existing resources to keep Dräger equipment up and running.

For questions related to our equipment maintenance and repair services, call 1-800-4DRAGER (1-800-437-2437) and follow the prompts.