

# Refurbished Systems: A Solution for Every Budget

With constantly decreasing reimbursements and increasing financial restrictions, hospitals as well as private practices, have to find ways to get the most of their investment while maintaining the highest quality standards. The “Proven Excellence” program of Siemens Medical’s Refurbished Systems division may well be a suitable alternative. Three experts share their experiences.

**MEDICAL SOLUTIONS:** Please tell us about the situation in your facility when you decided to buy a refurbished system.

**LIMMROTH:** I work for a charitable trust organization that supports children. We depend on donations and try to invest them as effectively as possible. With refurbished units we are able to increase the number of systems and consequently are able to improve the medical infrastructure in Belarus.

**STOKES:** Due to increasing patient numbers, we found that more and more often we weren’t able to get reports back in time. We didn’t have a CT scanner, so our patients had to be scanned in the hospital next door. Our aim was to make the examination process more convenient for our patients.

**GILLILAND:** When I joined Austin Heart, they were performing more stress echo exams than nuclear. We needed to accelerate patient

throughput, so we decided to update our existing equipment by purchasing a refurbished e.cam.

**MEDICAL SOLUTIONS:** Why were you in need of the particular unit you ended up purchasing?

**LIMMROTH:** Until last spring there wasn’t any ultrasound system with dedicated pediatric transducers available that we know of in the whole region – and therefore the children didn’t receive adequate medical care.

**STOKES:** We had the goal of becoming the number one facility in the region in terms of patient satisfaction. The “new” system would not only give us the best results but also help us to save time and increase our efficiency.

**MEDICAL SOLUTIONS:** How did you find out about the Siemens Refurbished Systems program and what influenced your decision to purchase one of those systems?



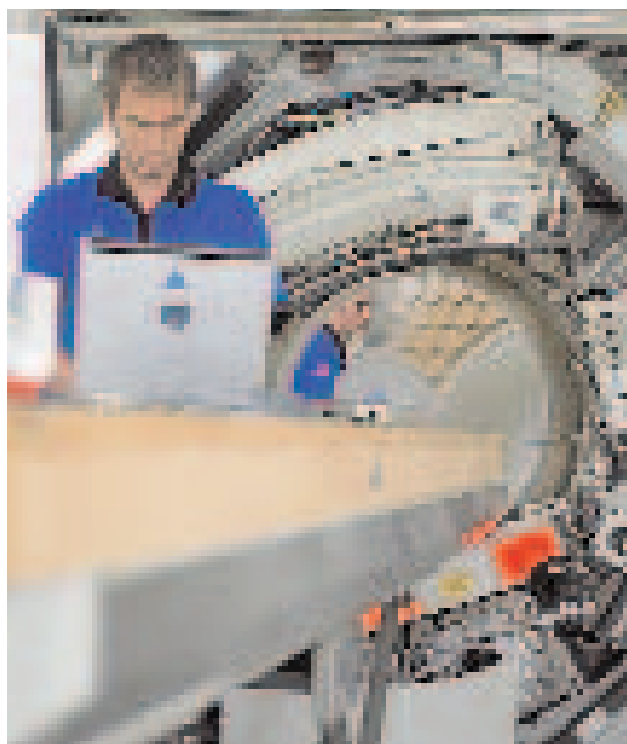
AS A MEMBER of the German nonprofit organization "Aktion Tschernobyl-Hilfe e.V.," Rita Limmroth supports children in radioactive contaminated regions in Belarus by providing clothes, food, toys, and medical devices. The group purchased a SONOLINE Omnia ultrasound system in March this year.



GARY STOKES (LEFT) is the director of special services at the Sulphur Springs Surgical Clinic, P.A., in Sulphur Springs, Texas. This private group practice of 14 physicians leased a refurbished SOMATOM Volume Zoom CT scanner in October 2003 and bought a new SOMATOM Sensation 16 CT only one year later.



PAUL GILILLAND is the supervisor of nuclear medicine for Austin Heart, P.A., a private practice specializing in cardiology, in Austin, Texas. Over the past three years they equipped the facility with three refurbished e.cam cardiac gamma cameras and bought a new Signature Series cardiac e.cam in August 2003.



ALL REFURBISHED SYSTEMS are extensively tested at Siemens Medical Solutions' facilities.

## »The idea of buying a fully functional state-of-the-art camera for 30 percent less was very attractive.«

Paul Gililland, CNMT at Austin Heart, P.A. in Austin, TX

**GILLILLAND:** My Siemens sales representative informed me about the Refurbished Systems program. The idea of buying a fully functional state-of-the-art camera for 30 percent less was very attractive. In today's world of decreasing reimbursement, you have to find ways to improve profitability. Decreasing up-front expenditure and increasing efficiency – that is the strategy we are pursuing.

**LIMMROTH:** The Siemens Refurbished Systems caught my attention when I was visiting the tradeshow “Medica” in Germany last year. The “Proven Excellence” concept was really convincing.

**STOKES:** We decided to do our own research. We visited about nine sites, reviewed their systems, and talked to the users about the

system handling, outcomes, and service. The decision to buy a refurbished system was made after talking to users who seemed very content with their refurbished systems. And many users who we talked to actually recommended Siemens equipment.

**MEDICAL SOLUTIONS:** What were the factors that made you decide in favor of Siemens?

**GILLILLAND:** Siemens simply has a good reputation in the nuclear environment. Customer service makes a big difference as well, which is why Siemens sets high standards in this area.

**STOKES:** Siemens is known for quality and reliability and that surely influenced our decision. All the users we talked to were extremely satisfied with the equipment performance. Moreover, we have a great service response in the area. In case of any issues, the service technician is on site within a day to resolve any potential problems.

**LIMMROTH:** It is very important to us that donations are invested carefully. We knew we were on the safe side when we decided to invest in the outstanding quality and reliability of Siemens technology.

### The “Proven Excellence” Process: A Warranty for First-Class Quality

The Siemens Refurbished Systems business unit has established the Proven Excellence program to guarantee highest quality for customers. Every preowned system has to undergo a five-point quality process:

- 1) SELECTION:** Only trade-ins of the best systems worldwide are accepted, using strict selection criteria.
- 2) DEINSTALLATION:** The system is professionally deinstalled by qualified service partners and delivered to one of the refurbishing sites in original transport packaging.
- 3) REFURBISHMENT:** After the equipment is cleaned, disinfected, and painted, all parts subject to wear and tear are replaced with original Siemens parts. In addition, all components and sub-systems are thoroughly tested and, if defective, replaced with original parts. Software and hardware is updated to the most recent version. Finally, the

entire unit is tested using the original test instructions for new systems and then subjected to a quality acceptance test. Only these systems receive the ‘Proven Excellence’ quality seal.

- 4) INSTALLATION:** The system is reinstalled by our professional service partners and put into operation. Application training is offered as an option. Finally, the customer receives a “Proven Excellence” quality certificate.
- 5) WARRANTY:** “Proven Excellence” systems regularly have a 12-month warranty against defects, equivalent to that for new systems. Spare parts are usually available for at least five years after purchase. The full spectrum of service contracts and financing solutions, as well as qualified contact persons worldwide, are also available to the customer.



Internet: [www.siemens.com/refurbished](http://www.siemens.com/refurbished)