

Designing a Custom Procedure Pack

Combining Your Product Mix and Our Expertise



Healthcare

...Innovating Technologies for Life

When Designing procedure packs ITL Healthcare Offers:

Flexibility in Design

ITL Healthcare has a long history of working with Australian healthcare practitioners to design customised procedure packs for the Australian market. This ensures that we provide you with a procedure pack specifically tailored to meet your needs.

Our 5 step process is simple:

Initial Consultation: At the initial consultation your ITL Healthcare Account Manager will assist you in developing your new customised procedure pack. You can choose from over 3,000 components from independent supplier companies to ensure you get the pack with the products you need and want.

Our Proposal: ITL Healthcare will provide you with a quote of the customised procedure pack for your review and comment. During this process our Quality department carry's out important validations within our quality system.

Prototype Pack: A non-sterile procedure pack will be prepared upon your acceptance of the proposal for your team to assess the pack prior to a trial into your system. Any feedback / changes can be incorporated into your design.

Trial period: Upon your approval of the proposal and pack prototype, ITL Healthcare will then work with you to determine an appropriate trial period.

Training: As part of the design processes ITL Healthcare offers all operating theatre personnel with education and support in all phases of the implementation, including prior to, during, and post-trial activity, should this be required.

Ongoing Support

Innovation - ITL Healthcare's Business Development Manager continually review product changes and trends in surgery to ensure you are kept at the cutting edge with your customised procedure packs.

Flexibility - ITL Healthcare's Account Managers are able to meet with you regularly to discuss your on-going needs and ITL Healthcare can adjust production based upon these changing requirements. This flexibility enables you to incorporate items from other related departments, such as CSSD, into your customised pack, providing overall savings and operating theatre efficiencies.

System Design - ITL Healthcare can provide (upon request) a report that lists all "universally used" consumable items of a group of surgeons for a specific type of procedure.

Review Process - In consultation with you, ITL Healthcare's Account Managers conduct regular reviews of each item in all customised packs to maintain optimal presentations.

Customer Service - ITL Healthcare's experienced Account Managers and Customer Care Team allows for daily contact to discuss inventory requirements, delivery and product performance and to monitor performance and provide solutions as required.

In house Process Control - ITL Healthcare has invested in a manufacturing facility with a ten pallet Ethylene Oxide (EtO) sterilisation capability, which confirms our full commitment to the Australian healthcare market as a specialised custom procedure pack provider. The Australian ownership of this facility enables us to have full process control over production and operations and respond to production changes as required within an effective and expedient time frames.

Hassle Free Implementation

ITL's Healthcare's Account Manager will personally co-ordinate your hospital's implementation according to your individual requirements.

The Account Manager will be responsible for the overall management and allocation of appropriate resources to ensure the best possible outcomes.

Stock Management Reporting

The following reports can be provided on a regular basis to your hospital staff:

1. ***Stock Status Report*** - A report will be sent to key personnel (of your choosing) on a weekly basis detailing;

- The current stock held at the Chelsea Heights facility
- The packs in production and sterilisation

The anticipated monthly usage of each pack with reorder levels shown to allow for an ongoing review and efficient management of the stock holdings.

2. ***Monthly Sales Report*** - Reports will be emailed on a monthly basis detailing the unit and dollar sales of each pack at each site with the provision to extend this to an individual component level.

Quarterly and year to date reports can be developed in a mutually agreeable format.

3. ***Quarterly Business Review*** - This is a summary of purchases and activity at the hospital over the Quarter.
4. ***Comprehensive Custom Pack Review*** - A complete half yearly review of all items contained in all custom packs will be offered to each hospital. The reviews enable hospital staff to discuss any proposed changes to customised procedure packs to meet the requirements of specific surgical specialities.



"We continue to work closely with our customers to develop customised solutions that specifically meet the changing requirements of their hospital"



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