

Healthcare Technology Management Solutions



Are you Prepared?

ISSSolutions®
Healthcare Technology Management

Healthcare Technology Management (HTM) encompasses the planning, acquisition, implementation and oversight of all clinical infrastructure elements. ISS Solutions delivers a single, holistic HTM program, with end-to-end services that emphasize value to organizations, patients and clinical end users, allowing your staff to focus on delivering exceptional patient care.



Our team of adept clinical technology specialists enhances your clinical equipment investment by ensuring the safety, reliability and performance of essential patient care technology throughout its life cycle improving performance and utilization while reducing operating costs.

Our multiphase approach supports the strategic initiatives of today's healthcare organizations, empowers clinicians and delivers tangible benefits including:

- Comprehensive clinical and technology alignment
- Financial accountability and control
- Assured regulatory compliance
- Improved patient experience

◆ Clinical Equipment Planning and Optimization

ISS Solutions provides independent, objective and data-driven perspectives to help you make sound purchasing decisions, select the best equipment to meet your operational and financial goals, and attain the benefits of standardization across your clinical enterprise.

◆ HTM Insights

Trust ISS Solutions' HTM Insights. Using your real-time data, our technology specialists help you unlock greater value from your clinical asset investments to improve utilization, enhance patient care and reduce operational expense.

◆ TOPS Center Support

ISS Solutions' Technical Operations Center (TOPS Center) ensures rapid and efficient workflow support necessary to deliver exceptional on-site technical support. The integration of the TOPS Center with professional technical personnel provides ISS Solutions' clients the optimum combination of quality service and timely documentation.



ISS Solutions HTM Support is consistently rated "Best in Class" by our healthcare clients in annual surveys.

– Net Promoter Score® (NPS®) Results

◆ Complete Inventory Management

Clear and accurate visibility of all clinical assets is a regulatory requirement and drives the maintenance and inspection process while providing healthcare organizations with valuable capital asset information. We deliver a comprehensive inventory management strategy that tracks and monitors your healthcare technology, regardless of ownership or service provider.

◆ Preventive and Corrective Maintenance

Delivered by healthcare technology experts, on-site support is designed to minimize unplanned clinical equipment downtime, extending its useful life through rigorous inspection and routine preventive maintenance. When repair is necessary, our highly trained technical staff responds promptly to resolve problems quickly and correctly the first time.

◆ Risk Management

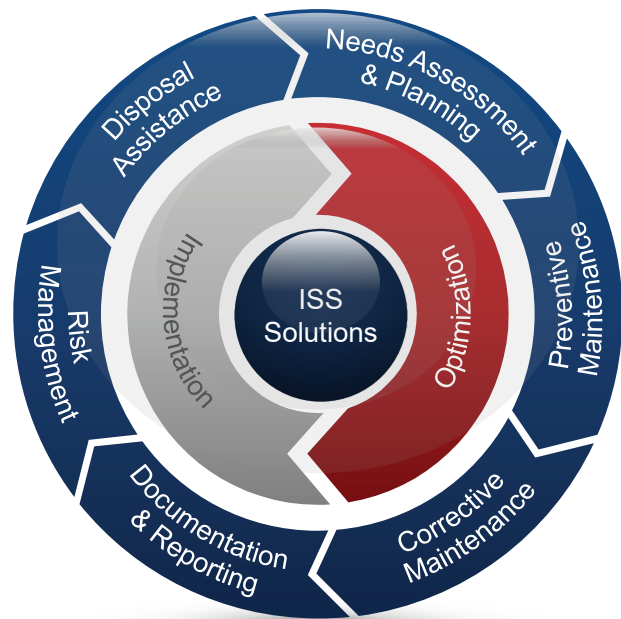
Through proactive hazard and recall monitoring and Original Equipment Manufacturer management, we address risks associated with today's complex multi-vendor service environments, including remediation and documentation of hazard and recall notices.

◆ Regulatory Compliance

We ensure your healthcare equipment remains compliant throughout its life cycle, assuring your success in delivering quality patient care. We have decades of experience successfully working with state regulatory agencies and applicable accreditation bodies.

◆ Secure Asset Disposal

We follow documented procedures for deleting Protected Health Information prior to securely disposing clinical assets.



ISS AssetManager

ISS AssetManager, our state-of-the-art enterprise asset management application, enables you to efficiently manage detailed asset information and service history records for your clinical equipment throughout its life and make better, data-driven decisions for your organization. Clients have secure, real-time access to comprehensive analytics and program reports through a convenient, web-based portal.

The Clinical Equipment We Support

We maintain a broad range of patient care equipment and specialty technologies including:

Biomedical	Imaging	Specialty
<ul style="list-style-type: none"> • Anesthesia • Contrast injectors • Defibrillator • EKG/ECG/EEG • Electrosurgical & surgery • Endoscopy • Hyper/hypothermia systems • Infusion pumps • Nutritional pumps • OR tables & lights • Oto/ophthalmoscope • Patient monitoring • Patient scales • Physical therapy • Pulse oximetry • Syringe pumps • Ventilator & respiratory • Warming units 	<ul style="list-style-type: none"> • Bone Densitometry (Dexa) • Cardiac catheterization • Computed Radiography (CR) • Computed Tomography (CT) • Digital Radiography (DR) • Magnetic Resonance Imaging (MRI) • Mammography • Nuclear medicine • Positron Emission Tomography (PET) • Radiography & Fluoroscopy • Ultrasound • Vascular 	<ul style="list-style-type: none"> • Cell counters • Dialysis and R/O systems • Fume hoods • General laboratory • Lasers • Patient beds & stretchers • Pneumatic tube systems • Slide strainers • Sterilizer • Tissue processors

A Geisinger Business

Our deep understanding of healthcare operations is evidenced by our decades-long relationship with our healthcare parent organization, Geisinger. In addition to our nationwide service to numerous healthcare clients, ISS Solutions is also the exclusive provider of clinical technology support to Geisinger's clinical enterprise, encompassing biomedical, diagnostic imaging, sterilization and specialty technologies.

An Unwavering Commitment to Healthcare Excellence

We understand that ensuring quality outcomes is about delivering exceptional patient care consistently. Today, healthcare providers are dependent upon technology to help them provide answers, perform procedures and deliver prescribed treatments.

You can trust our team of unrivaled HTM experts to deliver uncompromising on-site support, counsel and guidance to get the most out of your technology investments. Empower your clinical team to provide exceptional patient care with confidence while ensuring optimized financial performance for your organization year after year.

Contact us today to schedule a no-cost consultation.