



ParagonCare
Service & Technology

LEADERS IN BIOMEDICAL ENGINEERING SERVICES



Paragon Care

SERVICE & TECHNOLOGY

We are pleased to announce that we have created a new business unit to encompass all of our service capabilities. The familiar entities, Electro Medical Group, Designs For Vision, Scanmedics, Meditron, and Medtek have combined resources into one entity — Paragon Care Service & Technology.

Blending the expertise of the multiple service divisions allows Paragon Care to offer anything from equipment repair and maintenance through to Total Equipment Management covering your company's biomedical engineering requirements.

With a dedicated technical support call centre and over 50 service engineers on the ground across Australia and New Zealand, Paragon Care offers you a one stop shop for all your service and technology maintenance needs.

Paragon Care Service and Technology offers:

- Total equipment management
- Equipment repair and maintenance
- Laboratory and scientific services
- Electrical safety testing and commissioning
- OEM service representation
- Emergency services

The merging of the service divisions will allow us to grow and better serve our partners and customers into the future, with increased resources and access to new skills, technologies and products.

We now have a dedicated Service and Technology Call Centre offering extended hours of service, please contact us on:

 **1300-BIO-MED**
(1300-246-633)

ParagonCare
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ParagonCare



 **MediTron**



Our familiar brands have combined resources into one entity — *Paragon Care Service & Technology*

ELECTRO MEDICAL GROUP

Electro Medical Group specialises in providing reliable and high-quality service support and technology management to the Medical, Scientific, Aged Care and Allied Health industry of Australia and New Zealand. EMG has established agreements in place with a number of major healthcare providers throughout the region. The acquisition allows Paragon to capitalise on the growing demand for the provision of preventative service and maintenance within the health & aged care sector.

SCANMEDICS

Scanmedics is a leading provider of solutions to the healthcare community with expert interest in specialist ultrasound, newborn health, aesthetics light based and minimally invasive plastic therapies in Australia and New Zealand.

We exclusively distribute quality equipment, offer clinical education, provide technical support and strive to deliver customer service exceeding expectations.

DESIGNS FOR VISION

Designs For Vision has been a specialist provider of products to the ophthalmic and optometry sector for over 40 years. Using a global network, Designs For Vision provides diagnostic and surgical products to a range of customers spanning across the healthcare sector.

MEDITRON

Meditron is a specialist in the sales and servicing of medical devices in the urology and ultrasound markets. More specifically its focus is on areas such as kidney stone blasting via stone lasers/lithotripters, ultrasound infection control, guidance of needles or therapeutic instruments under ultrasound control as well as stabilisers and steppers to guide ultrasound procedures during Trans-Perineal Prostate Biopsies, Brachy-Therapy and/or MRI-Fusion Biopsies.

MEDTEK

Medtek is a specialist provider of high-quality biomedical engineering services and preventative maintenance for the Medical, Scientific, Aged Care and Allied Health areas. Medtek focuses on the Far North Queensland region with offices in Cairns and Townsville. This acquisition means that Paragon Care can provide direct representation in this region, expand its service and maintenance offering and establish a sales gateway for the balance of its product portfolio.

Our Mission

To provide client focused service, support and technology management to the medical, scientific and allied health industry of Australia and New Zealand.

Our Values

Commitment to Quality

We are your Australian, medical engineering specialist company; providing innovative solutions for a diverse range of medical, laboratory and sterilising products through proven performance and integrity.

Integrity

We will always act with the highest level of honesty, reliability and fairness.

Customer Satisfaction

We recognise that customer satisfaction is the key to our success.

Teamwork

We believe in working together to achieve our common goals.

Social Responsibility

We are committed to supporting community development and charity initiatives.

About Us

ParagonCare

Paragon Care has strategically acquired reputable companies, each one a leading provider of innovative healthcare equipment, devices and consumables. Through these acquisitions we have now established offices and warehouses across Australia and New Zealand, with head office based in the eastern suburbs of Melbourne.

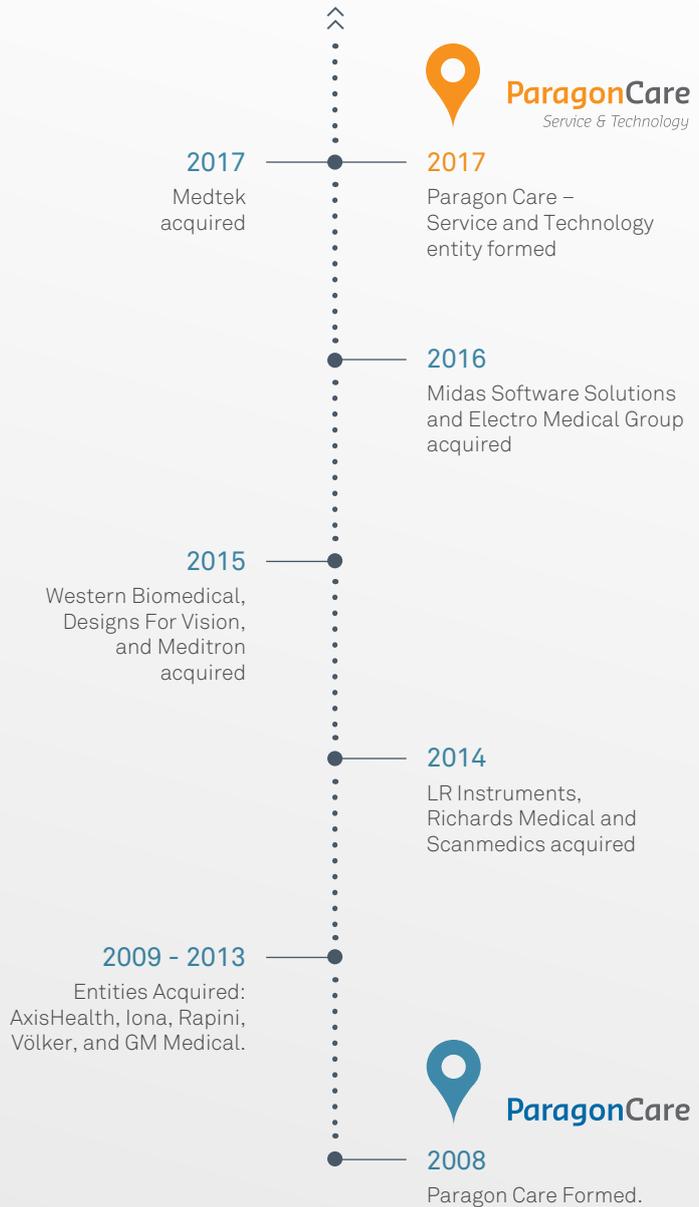
Our companies are well known throughout the healthcare industry and are now growing as one organisation, offering a peerless range of high-quality products and services. Familiar people within these businesses have given strength to the synergies that flow from the Paragon Care Group of Companies.

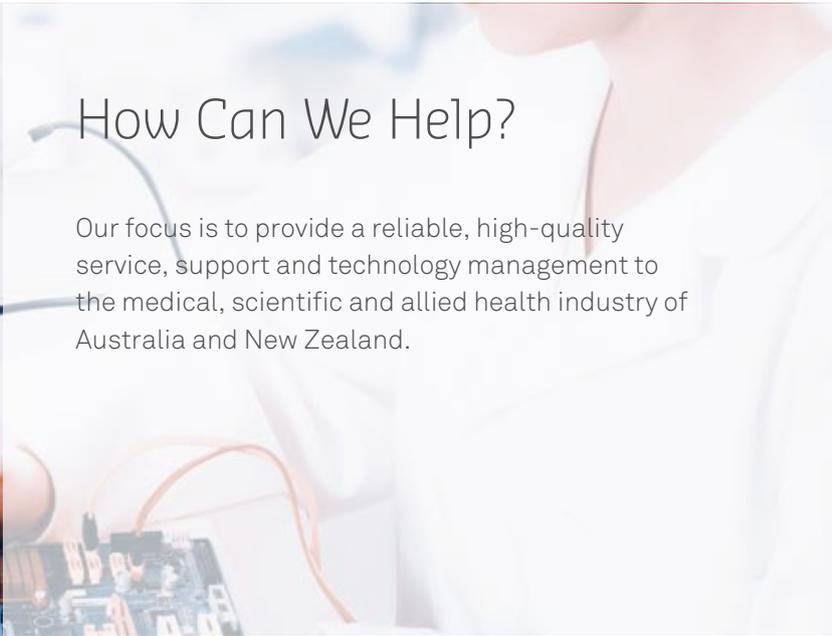
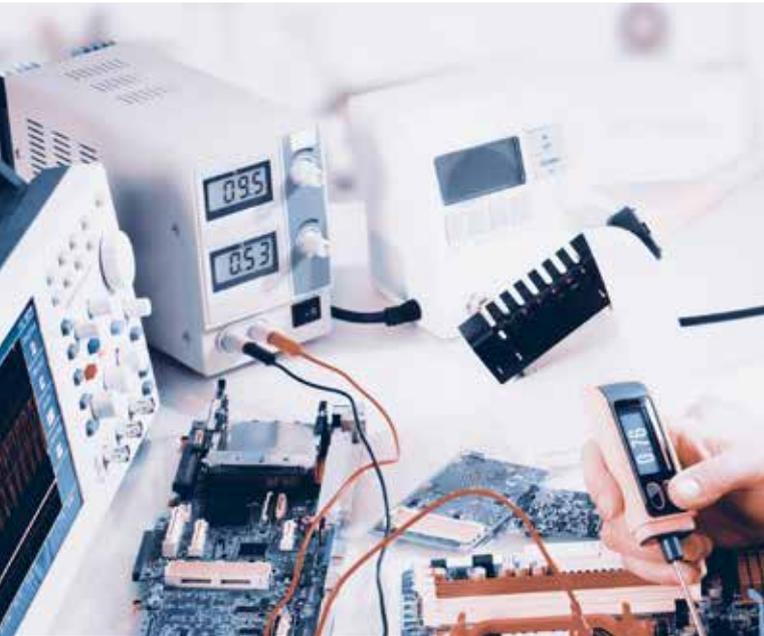
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How Can We Help?

Our focus is to provide a reliable, high-quality service, support and technology management to the medical, scientific and allied health industry of Australia and New Zealand.

A snapshot of our capabilities

- Provide on-going preventative maintenance and repair services to medical and laboratory equipment.
- Electrical safety testing and commissioning of equipment and patient treatment areas.
- Provide vendor support to Original Equipment Manufacturers (OEMs) and or their authorised representatives.
- Offer a 24 hour, seven day a week emergency repair service.
- Provide in-service training to healthcare and laboratory professionals.
- Medical and laboratory equipment sales from leading manufacturers.

Quality you can trust

We work to Australian Standards as well as manufacturers recommendations and policies. We have invested considerable resources in order to maintain a continuous high level of service to our clients within the International Standards Organisation guidelines.

These include:

- Our Business Management System (BMS)
This is the foundation of our quality systems and procedures, which helps us to complete every project to our client's satisfaction.
- Our Equipment Management System (EMS)
This is used to manage our client's valuable assets and includes the repairs, preventative maintenance schedules and service records traceability for every asset in our care.

Services

TOTAL EQUIPMENT MANAGEMENT

LABORATORY AND SCIENTIFIC SERVICES

DIAGNOSTIC IMAGING

OEM SERVICE PARTNERSHIP

EQUIPMENT REPAIR & MAINTENANCE

ELECTRICAL SAFETY TESTING & COMMISSIONING

OPHTHALMIC SERVICES

EMERGENCY SERVICES



Total Equipment Management

Total Equipment Management is aimed at healthcare facilities and laboratories of various sizes throughout Australia.

It allows our clients to have the option of a complete in-house biomedical service and engineering department without the associated costs. As one of Australia's largest Biomedical Service provider's our on-site services are tailored to suit your site, enabling us to provide rapid response times which results in minimal disturbance to your work flow.

Our on-site engineers will also assist you throughout your accreditation inspections maintaining and supplying comprehensive reports and service documentation.

Equipment Repair & Maintenance

Our extensive knowledge and skill base have enabled us to become leaders in our field supplying healthcare providers, medical practices and the general public with medical equipment completed with minimal delay.

Our team of field service engineers are also available to offer you these same services within your own premises.

- General diagnostic equipment
- Patient monitoring and critical care
- Physiotherapy equipment
- Theatre lights
- Infusion pumps
- Anaesthetic Equipment
- Defibrillators



Laboratory & Scientific Services

We provide preventative maintenance and repair services for a broad range of laboratory and scientific equipment. Our local team of engineering specialists will ensure your equipment is repaired and serviced, guaranteeing its working with minimal downtime to your laboratory.

- Automated chemistry analysers
- Refrigeration
- Centrifuges
- Incubators
- Water Baths
- Autoclaves
- Shakers and Stirrers
- Customised scientific equipment

Electrical Safety Testing & Commissioning

Accreditation and regulatory bodies in Australia require medical, dental and laboratory practices to ensure their equipment and patient areas are routinely checked. We are able to provide you with a planned system to ensure your equipment and areas are tested to the relevant and current Australian Standard.

- AS 3551
Technical management programs for medical devices.
- AS 3003
Patient treatment areas of medical and dental practices.
- AS 3760
In-service safety inspections and testing of electrical equipment.



Diagnostic Imaging

Providing Ultrasound Service and Support, when you need it most. We understand the importance of delivering the highest levels of service to ensure that your patient lists are not disrupted. Our dedicated engineers can accommodate all your service, warranty and preventative maintenance requirements. All of our work is carried out by fully trained engineers to manufacturers certification, using genuine manufacturer parts only. So you can be sure that the service you receive is of the highest standard.

We provide comprehensive support with experienced engineers and ultrasound professionals. Our extensive team includes clinical application experts, engineers and support professionals to address your situation from every angle.

From your first contact to your on-site training with our clinical applications staff, we are here to support you and make sure your needs are covered.

Ophthalmic Services

The rapid progress of technology in ophthalmic imaging and surgical equipment requires skills of the highest order to maintain and update these systems. Precise measuring tools, advanced diagnostic imaging devices and surgical items such as lasers need to operate perfectly, so our Service Engineers are constantly training with suppliers to develop the knowledge and experience that our customers require, and have come to expect.

At all levels from individually fitted magnification aids to the most sophisticated laser and imaging systems, our Service team are able to combine their proficiencies to deliver excellent and efficient response no matter how great or small your need may be.

Our expertise includes complete practice installations, IT support, training, product updates and maintenance.

Through our manufacturing partners, We can also offer repair and refurbishment of ophthalmic surgical instruments, accessories and units. All work is carried out to the highest certification standards.



OEM Service Partnership

The Original Equipment Manufacturer or OEM service, provides equipment manufacturers and their representatives with a professional and quality service representation.

We are well known amongst many OEM's for leading the way with its quality workmanship. We can provide OEM's with a cost effective and quality solution by eliminating the service risks associated when entering a new market.

The service includes:

- Timely and cost effective service
- Local representation by a reputable company
- Qualified engineers
- 24hr, 7 day-a-week support
- Large, centrally located workshop facilities
- A workshop that complies with ESD and ISO 9001 policies and procedures

Authorised specialist for many OEM's including:





Emergency Services

We understand that equipment may fail at any time. Paragon Care is able to offer its clients a 24/7 service. Whether it be telephone support or urgent on-site assistance we are just a telephone call away.

In an emergency please call our hotline (1300-BIO-MED)

 **1300 246 633**

e service@paragoncare.com.au

w paragoncare.com.au/service-technology-management

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