

InfuSystem Offers White Glove Service

Save time, reduce cost, optimize equipment availability.

White Glove Service is InfuSystem's premium, end-to-end biomedical service that efficiently manages scheduling, labor and parts to keep your infusion pump inventory compliant and patient ready.

InfuSystem's dynamic, full-service program manages your annual maintenance schedules and swiftly handles all scheduled maintenance, including offering loaner and rental pumps available for high-volume devices to reduce the impact on patient care.



Device Tracking



Repair Service



Supply Chain
Management



Leave it up to us to schedule and manage all facets of infusion equipment maintenance and support for you.

- Technicians and service representatives will gather equipment on a schedule that meets your facility's unique maintenance requirements.
- Or, when you're ready, we're prepared with on-demand customer service to help you optimize your preventative maintenance and repair cycles.

White Glove Service ensures the systematic and prompt handling of all scheduled maintenance, and through our online portal, **DeviceHub**[®], you have complete visibility of the status of service for each site and device in our system.

Key Features of InfuSystem White Glove Service

- Annual maintenance schedules focus on equipment preservation and are performed in a designated month
- Tech and service reps will visit facilities to gather equipment for scheduled service featuring a “hands-off” approach to manage and obtain devices
- Dedicated customer service offers on-demand pickups during times of high volume
- Seven service depots throughout the U.S. and Canada enable equipment to be returned to service quickly
- Loaner and rental pumps available for high-volume use
- Online portal provides transparency throughout the preventative maintenance and repair cycle



InfuSystem White
Glove Service

The White Glove Service Advantages

- Reduce downtime and headcount to manage maintenance
- Eliminate high-priced maintenance contracts offering short-term solutions
- Equipment rental fleet can reduce the impact on patient care
- Annual maintenance is scheduled on a regular, recurring basis
- All scheduled maintenance is efficiently and quickly handled
- Real-time status of each site and device
- Service and repair cases closed electronically — no data entry
- On-site teams will ensure compliance



Managing infusion pumps can account for 30 percent of your workload. White Glove Service gives you back this time by offering a complete “hands-off” approach. In other words, we take care of everything while you take care of your patients.



ISO 13485 Medical Device
Management Systems certified by
PJR under certificate C2021-01483
Bakersfield, CA



ISO 9001 Quality Management Systems certified
by BSI under certificate number FM590233
Rochester Hills, MI | Santa Fe Springs, CA |
Canton, MA | Lenexa, KS | Mississauga, ON

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