

CENTRALIZING SERVICE ACROSS 3 STATES AND 11 CLINICS

A comprehensive care organization for aging populations in rural locations with a growing emphasis on operational efficiency and regulatory compliance outpaced its ability to manage medical equipment service and compliance effectively beyond initial warranty.



KEY ISSUES

- **Decentralized biomedical service management** with each location independently coordinating repairs and preventive maintenance.
- **Missing or fragmented service records**, creating compliance risks during inspections.
- **Significant time lost by nurse managers**, arranging service, tracking warranties, and coordinating vendors.
- **Lack of pricing consistency and limited visibility**, into equipment lifecycle or total cost of ownership.
- **No single source of truth for device readiness**, service schedules, or capital replacement planning.



SOLUTION

Avobus implemented a full-service, centralized biomedical service management system for all 11 locations:

Unified Biomed Service Portal

- equipment readiness reports and compliance documentation

Automated Preventive Maintenance

- automated service scheduled at manufacturer intervals

Analytics and Lifecycle Reporting

- AI-enhanced risk ratings for equipment readiness and capital replacement planning

Consolidated Service Agreements

- Including bundled service + equipment packages for de novo clinics



OUTCOMES WITHIN 6 MONTHS

	BEFORE	AFTER
 Percent of Devices with Current PM	73 Percent	100 Percent
 Time Spent Coordinating Service	~12 hours/mo/site	<1 hour/mo
 Cost per PM Service	Variable, \$180–\$260	Standardized per device
 Missed Inspections	4 in previous 12 months	0
 Service Record Accessibility	Manual/Disparate	Fully Digital via Portal

LEADERSHIP FEEDBACK

“

Before Avobus, biomed requirements were a constant fire drill. Now it’s automated, documented, and under control. Our staff can focus on care—not chasing down service vendors or paperwork.

”

Rural Health System
VP of Operations

NEXT STEPS

Following the success of the centralized biomed service program, the health system is now working with Avobus to:

- Standardize all infusion pumps and patient monitors
- Consolidate accessory ordering across locations
- Deploy predictive analytics to optimize equipment replacement timing



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