



PHILIPS

Aarhus University
Hospital, Denmark

Customer Services

Aarhus University
Hospital (AUH)

Who? Where?

Dr. Thomas Christiansen,
Chief Doctor – Department of
Radiology*

Kurt Sørensen,
MTA Technician*

Mette Simonsen,
Operational Manager*

Morten Kamp Ditlev,
Department Radiographer*

Challenges?

Planning and delivering
world-class healthcare in
a large, multi-disciplinary
facility.

Solution?

RightFit service agreements to
deliver collaborative, strategic
service and support.

Count on us as your patients count on you

Today's healthcare environment is complex – we understand that ensuring your care systems run smoothly is one challenge you can do without.

At Philips, we work as one with your teams. We share their dedication to stop issues before they start, and their drive to keep your care delivery going day and night. Our full set of customizable service and support options has been designed to adapt to your specific needs.

With us taking care of your systems you can focus on what really matters – delivering better care, to more people, at lower cost. Together, we can create a healthier future.

Planning for excellence

Maintaining an award-winning healthcare facility demands an outstanding dedication to patient-care. It also requires staff and equipment to be at the top of their game - delivering specialist care is complex and is best achieved when people and technology are working together seamlessly.

However, ensuring caregivers have the right equipment, exactly when they need it is not always easy, especially in a large multi-disciplinary facility. We find out how a celebrated Hospital in Denmark has consistently risen to the challenge of planning and delivering specialist treatment on a large scale, and always to the highest possible standards.



“ They have an understanding of the patient, not just the equipment and we need that.”



Aarhus University Hospital (AUH) in Denmark is an elite global university hospital and in 2013 and 2014 were named as 'Denmark's best hospital' by the healthcare newspaper, 'Dagens Medicin'.

Since its formation in 2011, following the merger of two University hospitals, the facility is home to a total of 44 clinical departments, 1,150 beds and 10,000 staff across several locations. The hospital is established as an exceptional facility for clinical research and is credited with inventing the Stent Valve and developing it into clinical practice.

Dr. Thomas Christiansen is Chief Doctor for the Department of Radiology at AUH which is home to 55 CT and MR examination rooms which rely on Philips equipment and support.

Dr. Christiansen's goal for the department is to be the best in Europe, and he explains the importance of having high-quality technology to help achieve this; **"You need good organization and employees, but equipment is also important, it needs to be up-to-date. We try to utilize as much as possible from our equipment."**

Global expertise and infrastructure, locally delivered

To ensure his department gets the most out of its systems, AUH benefits from RightFit Select/Assist service agreements on all their Philips machines. Dr. Christiansen stresses the need for a strong relationship between his team and the Philips support staff they work alongside; **"We have a really good collaboration with Philips and have had it for many years. They understand how much regular contact means to us and they are really good at that, we really work as one team. I think it is one of the principles of Philips."**

Dr. Christiansen is particularly positive about the local technicians Philips deploys to his department when they are required; "We like the Philips technicians; they are very good at what they do. **They have an understanding of the patient, not just the equipment and we need that.**"

Sharing risk, increasing the return on your investment

Aarhus University Hospital has its own in-house technical department known as MTA who act as a first response to system incidents within the facility. The MTA team works closely with their Philips counterparts to ensure the Hospital's systems are operating at peak capacity year-round.

Kurt Sørensen, MTA Technician explains; **"Our Philips RightFit agreements cover periodical maintenance service, software upgrades and access to the Philips service help desk. These agreements are based on what makes sense for us from an economic perspective."** So how does this dual approach to service work for AUH? "It works well. We get the right help from Philips and are always able to plan our timeframes together, this gives us security."



“ Philips listens to our needs and we have a really strong collaboration.”

Understanding your needs, designed for you

Morten Kamp Ditlev, Department Radiographer reiterates the advantages of strategic maintenance planning at AHU; “Philips is good at estimating the number of service days for each piece of equipment, and if they can minimize the number of service days they will do it. Everything is planned one year in advance so we can close down in relation to the service days – it works well.”

Morten also explains how the AHU and Philips continuously look to improve their working relationship; “For the past two years we have held a yearly dialogue meeting where we discuss what can be improved upon. **Philips listens to our needs and we have a really strong collaboration.**”

Always there, always on

AUH also benefit from their access to Philips Remote Services for those incidents which cannot be planned for ahead of time. Mette Simonsen is an Operational Manager at AUH and is personally responsible for four Philips CT scanners; “**In my experience remote service gives us very fast response times when we experience unplanned downtime.** I have been here for 27 years and we have used remote service as long as it has been available – it has really sped up the process.”

The message is clear – to deliver award-winning and diverse healthcare, Aarhus University Hospital has developed a collaborative approach to equipment support which enables them to plan for success, year in, year out.

Global expertise and infrastructure, locally delivered

Wherever you are in the world, Philips is ready to support you. Our local field service teams understand your local needs. At the same time, they're backed by our extensive technical support network and international research and development organization. We channel our global reach towards delivering you world-class expertise.

