



**PHILIPS**

Customer Testimonials  
South Africa

Customer Services

# Count on us as your patients count on you

Today's healthcare environment is complex – ensuring your care systems are running 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.

## Specialist care demands specialist support

When a facility is known for delivering world-class patient care, the pressure is always on to get things right at the first time of asking – unscheduled downtime is simply not an option. Such facilities require a service partner who can provide outstanding equipment support.

We hear from two South African hospitals who are known far and wide for their quality of care, about why they trust Philips Customer Service Agreements\* to help them deliver outstanding performance their patients expect.

## Wits Donald Gordon Medical Centre

### Who? Where?

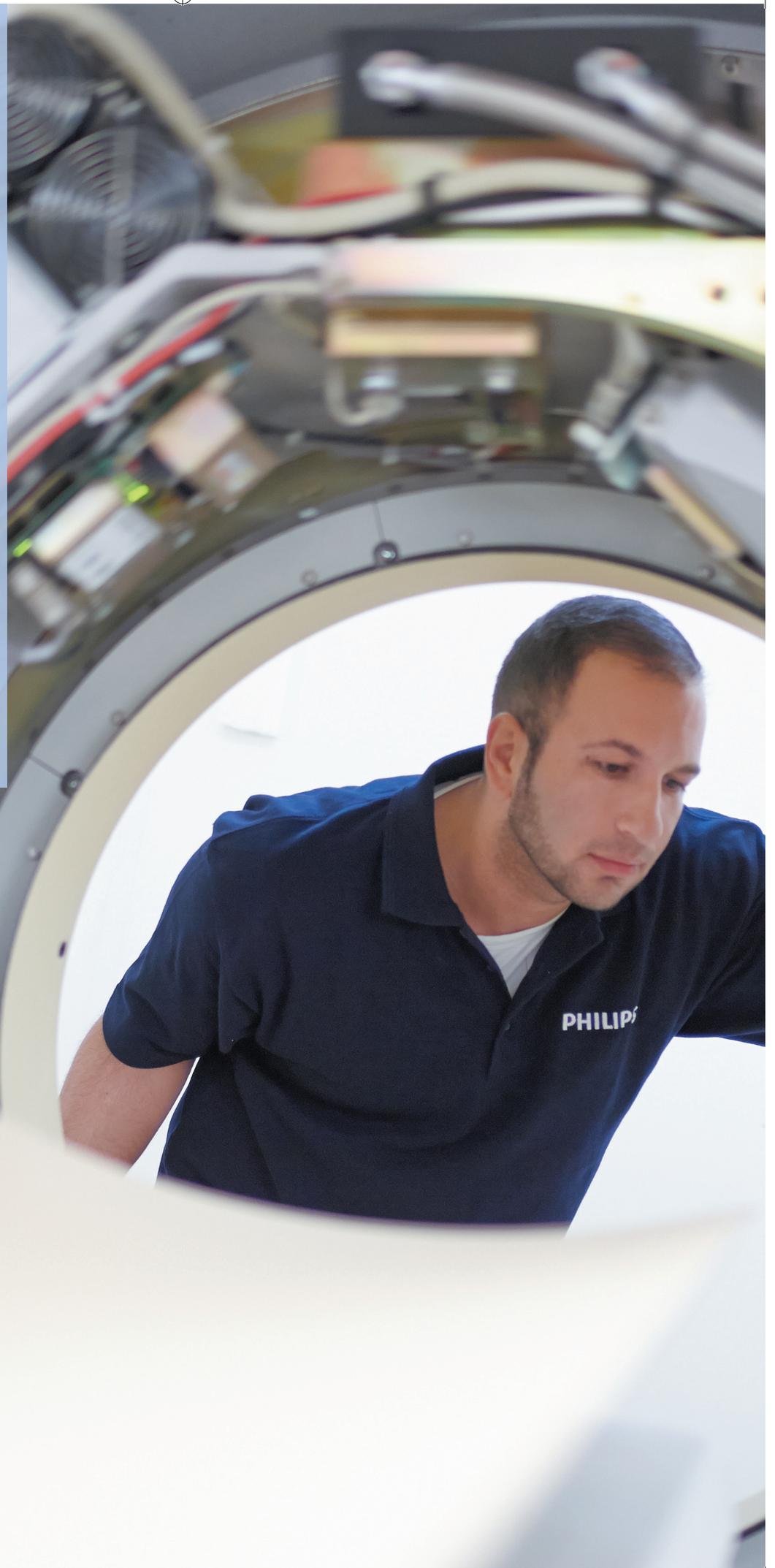
Mrs. Angela Nel, Practice Manager  
at Dr TJ Nel Inc radiology – Wits  
University Donald Gordon Medical  
Centre, Johannesburg, South Africa

### Challenges?

To offer high-quality imaging services  
for all patients including end-stage  
patients from across South Africa.

### Solution?

A Philips Customer Services agreement  
with equipment uptime guarantees.



The Wits Donald Gordon Medical Centre (WDGMC) is the first and only private teaching hospital in South Africa. The 190-bed hospital was established to enable the private sector to train and retain specialists and sub-specialists in South Africa for South Africa.

The hospital's radiology practice offers inpatient and outpatient diagnostic and interventional (minimally invasive radiology) services. The practice was started by Dr. Theo Nel and is renowned as a Centre of Excellence for Africa, providing some of the best imaging services available anywhere on the continent.

Mrs. Nel manages the practice and its staff of 55 employees. She is herself a radiographer and has a business degree which helps her in the day to day running of the practice's non-medical activities. "We deal primarily with difficult and end-stage cases from across South Africa – our aim is to put the patient back into medicine – we try to provide an exceptionally high standard of care."

#### Support when you need it

In order to deliver such advanced care, the practice rely on a variety of Philips MRI, CT, and digital X-ray machines: "When we opened 12 years ago we almost entirely populated the practice with Philips equipment. We wanted to work with a company who operated in our time zone, where we could get service from the 'A-Team' when we needed it. Philips does that."

Since opening its doors in 2002 the practice has thrived, as has their relationship with Philips; "Since day one we have had a high-level Customer Service Agreement\* with Philips for all their machines. **They come out when we call them – day or night. It's always been a very good relationship.**"

#### Always there, always on

This quality, trusted equipment support is essential when delivering the high standards of care demanded at the Nels' practice: "We simply cannot have a machine go down for one or two days – our patients are too important to us to allow that."

**“ Having the service contract is fantastic because I can relax and know that there will be a machine functioning to do the job. It's reassuring.”**

#### Working together as part of your team

Philips help to ensure the Nels' team of radiographers can deliver first-class patient care day-and-night by guaranteeing equipment uptimes as part of their Platinum/Gold Customer Service Agreement\*; "Having the service contract is fantastic because I can relax and know that there will be a machine functioning to do the job. It's reassuring."

The benefits of a close working relationship with Philips are also clear to Mrs. Nel: "**We know the people; we see the same faces regularly and have never had a negative service experience with any of them.**" Even when an unexpected event strikes, Philips is on hand to provide

'outstanding' support: "Someone once accidentally wheeled a chair into the MRI room causing it to go down. We called Philips and it took them only 36 hours to ramp the machine down and have it working again. **They stayed the entire time and really went above and beyond – they were fantastic!**"

Based on her experiences Mrs. Nel has recommended Philips Customer Service Agreements\* multiple times, telling colleagues; "Philips support staff are excellent – they are capable and have individual machine specialists."

The message is clear – when high-quality care is needed, so is high-quality equipment support.

\* Also known as Philips RightFit Agreement, dependent on geography



## Sunninghill Radiology

### Who? Where?

Dr. Jonathan Hack, Radiologist at Sunninghill Radiology, Johannesburg, South Africa

### Challenges?

To offer radiology services to a specialist hospital with a large 24 hour accident and emergency unit.

### Solution?

A Philips Customer Services agreement with equipment uptime guarantees.



# Always there, **always on**

Sunninghill Hospital in northern Johannesburg is renowned for its large 24-hour accident and emergency unit, cardiology and pediatric specializations. It is a world-class, 400 bed facility which demands much from its in-house service providers.

Dr. Jonathan Hack is a radiologist at Sunninghill's radiology department and is mindful of the requirements of operating in such a hospital; "We need to have our scanners up and running 24/7. That is part of our service agreement with the hospital as when we go down, so can the casualty department."

To achieve this unflinching performance, Sunninghill Radiology trust Philips to ensure their MRI and CT are up to the job: **"System performance is critical to us. From minor advice to major technical issues, having our Philips Customer Service Agreement\* is essential in guaranteeing the uptime we need."**

**Understanding needs, designed for you**  
Dr. Hack has been working with Philips

since he started in private practice and appreciates the support such a long-term commitment provides, from the call-center to the on-site technician: "I like to deal with a company which is made up of individuals who you can contact and rely on. Philips staff turnover is limited so when we need it we can have contact with the same service and training staff."

Working in such a challenging facility, Dr. Hack says he needs to "leave service related issues to the experts and Philips allows that." Incidents are well attended with a good response – uneventful with no dramas. And that's precisely how Dr. Hack likes it: "I really do think their overall service is more than acceptable and would recommend to colleagues. **Score out of 10? Nine!**"



### 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.

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