



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Fwd: MySignO Oxygen Monitor

1 message

Main Account <office@viamed.co.uk>

9 October 2023 at 11:52

To: Kate Griffiths <kate.griffiths@vmsecure.me.uk>

----- Forwarded message -----

From: **Sasikumar Vai** <V.Sasikumar@rbht.nhs.uk>

Date: Mon, 9 Oct 2023 at 11:52

Subject: RE: MySignO Oxygen Monitor

To: steve.hardaker@viamed.co.uk <steve.hardaker@viamed.co.uk>

Hi,

Sorry for the late replay. Could I request for a returns number and the address the device would be sent to for assessment.

Kind Regards


Vaisakh Sasikumar

Technical Support Technologist

Clinical Engineering Department

Royal Brompton Hospital

Ext: 82781

signature_1910197575*Part of Guy's & St Thomas' NHS Foundation Trust*

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker**Sent:** 28 September 2023 17:48**To:** Sasikumar Vai <V.Sasikumar@rbht.nhs.uk>**Subject:** Re: MySignO Oxygen Monitor

Hi Vaisakh,

Further to our conversation today, we can take a look at the device for you and quote for a repair. As it is obviously faulty, we would do this without an assessment fee. If you want to do that, we need you to request a returns number and we will advise the address to send it to.

As the device was manufactured in 2016, it might be worth considering a replacement, which is available as follows:

0111276 - Oxygen monitor MySign O @ £347.00+VAT

0111277 - Oxygen monitor MySign O Kit @ £394.85+VAT

<https://www.viamed.online/collections/oxygen-monitors/products/0111276-mysigno-oxygen-monitor>

I look forward to hearing from you as to how you would like to proceed, I'm not working tomorrow, but if you want to contact the sales office on info@viamed.co.uk, someone will be able to assist you further, or I will be back on Monday.

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

Website: www.viamed.co.uk
email: steve.hardaker@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582

Sign up to our mailing list, go to www.viamed.co.uk/sign-up
Twitter: twitter.com/ViamedLtd
Facebook: facebook.com/ViamedLtdUK
Company registered in England, No. 1291765.

E-mail Disclaimer

The information in this email is confidential and may be legally privileged.
It is intended solely for the addressee. Access to this email by anyone else is unauthorized.
If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542
GDPR / Privacy Policy available at www.viamed.co.uk/policy

On Tue, 26 Sept 2023 at 16:14, Sasikumar Vai <V.Sasikumar@rbht.nhs.uk> wrote:

Hi,

The SN:101312. It has a faulty display so when trying to turn on, the alarms can be heard but the display wont turn on, I have also tried replacing the battery.

Kind Regards

Vaisakh Sasikumar

Technical Support Technologist

Clinical Engineering Department

Royal Brompton Hospital

Ext: 82781

Part of Guy's & St Thomas' NHS Foundation Trust

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths

Sent: 26 September 2023 16:01

To: Sasikumar Vai <V.Sasikumar@rbht.nhs.uk>

Cc: Steve Hardaker <steve.hardaker@viamed.co.uk>

Subject: Re: MySignO Oxygen Monitor

Good afternoon Vaisakh,

Thank you for your email.

Please could I ask for the serial number of the MySign O and the nature of the fault? I can then try to assist you further.

Many thanks.

Kind regards

Kate Griffiths

Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

<http://www.viamed.co.uk>

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542

On Tue, 26 Sept 2023 at 15:18, Sasikumar Vai <V.Sasikumar@rbht.nhs.uk> wrote:

Hi,

Do you provide any repair service on MySignO Oxygen Monitor?

Kind Regards

Vaisakh Sasikumar

Technical Support Technologist

Clinical Engineering Department

Royal Brompton Hospital

Ext: 82781

Part of Guy's & St Thomas' NHS Foundation Trust

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths

Sent: 15 September 2023 16:35

To: Sasikumar Vai <V.Sasikumar@rbht.nhs.uk>

Subject: Re: MySignO Oxygen Monitor

Good afternoon Vaisakh,

Thank you for your email.

Please could you send any further queries/orders to orders@viamed.co.uk - these can be accessed by all office staff. Thank you.

The MySign Rechargeable Battery part number is 0131901. The price is £43.40 + VAT, plus £12 postage. This item is currently in stock. I have attached a price list.

Many thanks.

Kind regards

Kate Griffiths

Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

<http://www.viamed.co.uk>

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542

On Fri, 15 Sept 2023 at 16:24, Main Account <office@viamed.co.uk> wrote:

----- Forwarded message -----

From: Sasikumar Vai <V.Sasikumar@rbht.nhs.uk>

Date: Fri, 15 Sept 2023 at 15:34
Subject: MySignO Oxygen Monitor
To: Steve.Nixon@Viamed.co.uk <Steve.Nixon@viamed.co.uk>

Hi,

Can I get the part no and pricing for the MySignO Oxygen Monitor Battery.

Kind Regards

Vaisakh Sasikumar

Technical Support Technologist

Clinical Engineering Department

Royal Brompton Hospital

Ext: 82781

Part of Guy's & St Thomas' NHS Foundation Trust

DISCLAIMER: The information contained in this email may be subject to public disclosure under the NHS Code of Openness or the Freedom of Information Act 2000. Unless the information is legally exempt from disclosure, the confidentiality of this email, and your reply cannot be guaranteed. The information and material in this email is intended for the use of the intended addressee or the person responsible for delivering it to the intended addressee. It may contain privileged or confidential information and/or copyright material. If you receive this email by mistake please advise the sender immediately by using the reply facility in your email software or notify the Royal Brompton & Harefield hospitals Switchboard on +44(0) 20 7352 8121. Communication is not sent through a secure server; Royal Brompton & Harefield hospitals cannot accept responsibility for the accuracy of outgoing electronic mail. Any views or opinions expressed are solely those of the author and do not represent the view of Royal Brompton & Harefield hospitals unless specifically stated.

DISCLAIMER: The information contained in this email may be subject to public disclosure under the NHS Code of Openness or the Freedom of Information Act 2000. Unless the information is legally exempt from disclosure, the confidentiality of this email, and your reply cannot be guaranteed. The information and material in this email is intended for the use of the intended addressee or the person responsible for delivering it to the intended addressee. It may contain privileged or confidential information and/or copyright material. If you receive this email by mistake please advise the sender immediately by using the reply facility in your email software or notify the Royal Brompton & Harefield hospitals Switchboard on +44(0) 20 7352 8121. Communication is not sent through a secure server; Royal Brompton & Harefield hospitals cannot accept responsibility for the accuracy of outgoing electronic mail. Any views or opinions expressed are solely those of the author and do not represent the view of Royal Brompton & Harefield hospitals unless specifically stated.

DISCLAIMER: The information contained in this email may be subject to public disclosure under the NHS Code of Openness or the Freedom of Information Act 2000. Unless the information is legally exempt from disclosure, the confidentiality of this email, and your reply cannot be guaranteed. The information and material in this email is intended for the use of the intended addressee or the person responsible for delivering it to the intended addressee. It may contain privileged or confidential information and/or copyright material. If you receive this email by mistake please advise the sender immediately by using the reply facility in your email software or notify the Royal Brompton & Harefield hospitals Switchboard on +44(0) 20 7352 8121. Communication is not sent through a secure server; Royal Brompton & Harefield hospitals cannot accept responsibility for the accuracy of outgoing electronic mail. Any views or opinions expressed are solely those of the author and do not represent the view of Royal Brompton & Harefield hospitals unless specifically stated.

DISCLAIMER: The information contained in this email may be subject to public disclosure under the NHS Code of Openness or the Freedom of Information Act 2000. Unless the information is legally exempt from disclosure, the confidentiality of this email, and your reply cannot be guaranteed. The information and material in this email is intended for the use of the intended addressee or the person responsible for delivering it to the intended addressee. It may contain privileged or confidential information and/or copyright material. If you receive this email by mistake please advise the sender immediately by using the reply facility in your email software or notify the Royal Brompton & Harefield hospitals Switchboard on +44(0) 20 7352 8121. Communication is not sent through a secure server; Royal

Brompton & Harefield hospitals cannot accept responsibility for the accuracy of outgoing electronic mail. Any views or opinions expressed are solely those of the author and do not represent the view of Royal Brompton & Harefield hospitals unless specifically stated.

2 attachments

image001.png
3K



image001.png
3K