



Catrin Hollings &lt;viamed.catrin.hollings@gmail.com&gt;

---

## Hospital at Home, Phototherapy Lamps & Fwd: 1114006 EyeMax 2 Neonatal Phototherapy Mask. ISO Feedback request Ordered on Ref B12817425

---

**Catrin Hollings** <catrin.hollings@viamed.co.uk>

6 December 2023 at 12:11

Reply-To: catrin.hollings@viamed.co.uk

To: heather.graham9@nhs.net

Bcc: Catrin Hollings &lt;catrin.hollings@vmsecure.me.uk&gt;

Hi Heather,

I trust this email finds you well. I am reaching out to you with great interest in your Hospital at Home service and, more specifically, the utilization of the EyeMax Phototherapy Eye Masks. I have noticed your hospital's commitment to incorporating cutting-edge technologies to enhance patient care at home.

I am currently exploring options for introducing a bassinet-style phototherapy canopy designed for hospital use, with the added consideration of its compatibility with your esteemed Hospital at Home service. In this regard, I am keen to learn about the specific device(s) your team has employed when managing patients with jaundice in a home setting.

Understanding your experience and insights into the devices used in conjunction with your Hospital at Home service would greatly assist us in refining our range to align seamlessly with your operational requirements. We believe that our phototherapy canopy not only serves hospital needs but also holds the potential to enhance the effectiveness of your at-home care services.

I appreciate your time and consideration in providing any information or guidance you can share on this matter. Your expertise will undoubtedly contribute significantly to our ongoing efforts to advance patient care and reduce hospital readmissions.

Thank you in advance for your cooperation, and I look forward to hearing from you soon.

Please also see the request below for feedback specifically on the effectiveness of the EyeMax phototherapy eye masks.

Kind regards

Catrin Hollings  
Marketing  
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.**

*Working hours:* Monday 9am - 3pm, Tuesday 8.30am - 5.30pm, Wednesday 8.00am - 2.30pm, Friday 7am - 12 noon.

Should you need any urgent assistance outside of these hours please email [sales@viamed.co.uk](mailto:sales@viamed.co.uk) otherwise I will be in touch on my next working day.

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

Email: [catrin.hollings@viamed.co.uk](mailto:catrin.hollings@viamed.co.uk)

Tel: +44 (0)1535 634 542

Fax: +44 (0)1535 635 582

Twitter: [twitter.com/ViamedLtd](https://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](http://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

-----

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

From: **Catrin Hollings** <[catrin.hollings@viamed.co.uk](mailto:catrin.hollings@viamed.co.uk)>

Date: Tue, 5 Dec 2023 at 11:02

Subject: 1114006 EyeMax 2 Neonatal Phototherapy Mask. ISO Feedback request Ordered on Ref B12817425

To: <[jackie.wilson@borders.scot.nhs.uk](mailto:jackie.wilson@borders.scot.nhs.uk)>

Dear Jackie Wilson

As a previous purchaser, we kindly request your feedback.

In order to maintain the audited technical files necessary to comply with current EU regulations and CE certifications, it is now mandatory that we obtain specific post-market surveillance information from end users of products.

We would be grateful if you could please kindly assist by completing the below quick survey and returning back to us at Viamed.

Please click the following link: [www.viamed.co.uk/eyemax-survey](http://www.viamed.co.uk/eyemax-survey)

Kind regards

Catrin Hollings  
Marketing  
Viamed Ltd.

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

Email: [catrin.hollings@viamed.co.uk](mailto:catrin.hollings@viamed.co.uk)

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

Company registered in England, No. 01291765.

E-mail Disclaimer

-----

GDPR / Privacy Policy available at [www.viamed.co.uk/policy](http://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

-----