# VM3COP38.14 Depleted Oxygen Sensor Process

Bags of depleted sensors are often returned to us for disposal.

Take care when handling the sensors as they can cause irritation to the skin, use the gloves provided in the blue ducket in the office.
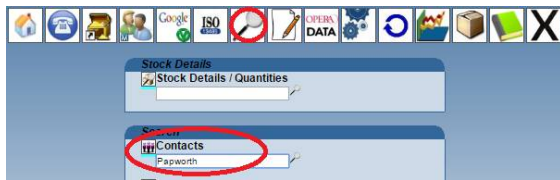
Retrieve a bag or box from the blue ducket in the office. Open the packaging and empty the depleted sensors into the ducket provided.
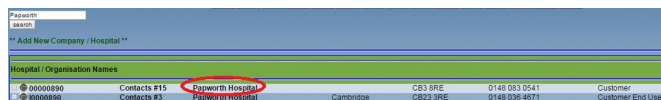
Locate the returns form, which may be inside or on the outside of the packaging.

From Intrastats, click on the magnifying glass and click into the 'Contacts' field. Type in the name of the company/hospital and press enter.

Click on the '0' account. E.g. 00000890, not I0000890
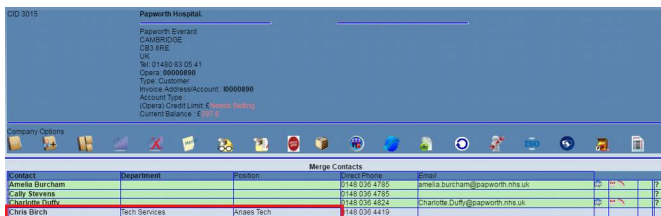
Click on the name of the person named on the returns form. If they are not listed, add them to the list as per VM3COP20.081 - Adding Amending Contact Records in the CRM.
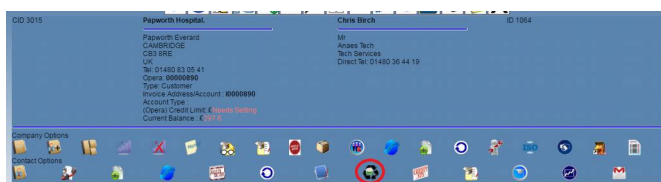
Click on the 'Sensor recycle' icon
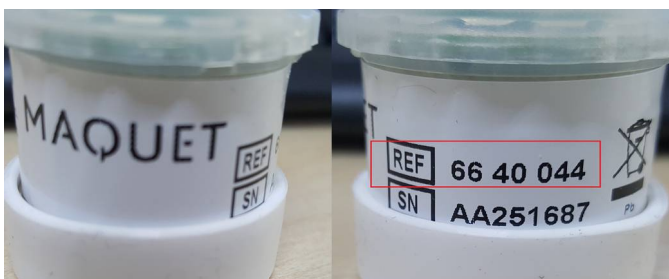
Locate the manufacturer and model number of the sensor returned.
Note: "SN" refers to Serial Number and is unique to that specific sensor; it is not the model number.

Select the sensor manufacturer, the model number and the quantity of that particular sensor returned, then select the equipment the sensors have been used in as per the returns label.

When completed, click "commit".

This will take you back to the contact's page. If more than one type of sensor has been returned, click the 'Sensor recycle' button again and repeat process as necessary.

If Viamed offer an alternative/compatible sensor, our part number will be shown in brackets on the far right, make a note of these part numbers.

Once all sensors are entered onto IntraStats, go to Goldmine to generate a letter.



Firstly, in the 'Contact Search Center', select 'Company' in the 'Lookup' pull-down menu.

In the search field, type the name of the company/hospital. The list beneath will display all contacts from the company/hospital you searched for. Select the name of the person on the returns form.



Click the 'Write' button; this will be displayed on your toolbar at the top or left of the GoldMine application.



Ensure your own name is selected in the 'User' drop-down menu.

In the 'Letters, Memos and Faxes' menu, select 'Oxygen Sensor Disposal – Thank you' and double-click to open it in Microsoft Word/OpenOffice/Libre Writer.

N.B. If this letter is not listed in the 'Letters, Memos and Faxes' menu, speak to the marketing department and ask them to add it to your list.



Ensure the name, address and greeting on the letter are correct as per the returns form and ensure the date displays today's date.

If the oxygen sensors you booked in were from other manufacturers and we have a compatible sensor, then fill out the table on the letter to identify the compatible model and part number related to the returned sensor.

| OEM Manufacturer | OEM Part Number | Viamed Model Number | Viamed Part Number |
| --- | --- | --- | --- |
| Datex-Ohmeda | 6600-1278-600 | R-43V | 0110043 |

An example letter can be found at the end of this document.

N.B. Lines on the table are not required for Teledyne, Viamed or Maxtec manufactured sensors, this is because our model numbers are already the same. Only include a table when the sensors are from manufacturers with different model/part numbers and we have compatible sensors.

If there are no lines required on the table, delete the table; the letter must still be sent.

Ensure the table displays the correct sensors and compatible part numbers, then proof-read the letter. When you are happy that it is correct, print the letter onto letterhead paper.
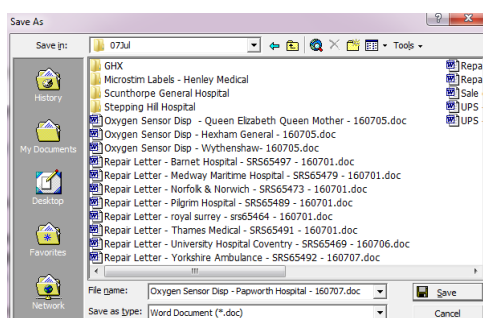


Sign the letter, and post in an A5 envelope along with a price list (highlighting any alternatives you have mentioned in the table), oxygen sensor leaflet and a new disposal pack.

Save the letter in U:\Drive > *Current year* > *Current month* > "Letter – Oxygen Sensor Disp – *Hospital Name* – *Date backwards*".
E.g. "Oxygen Sensor Disp - Southend University Hospital – 150927"

Take the sealed envelope to Goods Out and place in the 2nd Class ducket.

Place the depleted sensors into the blue, metal, 'Depleted Sensors' bin in the office. When the bin in half full, contact the warehouse team leader to collect them.

**Sample Letter**

Mr Chris Birch
TSS
Papworth Hospital
Papworth Everard
Cambridge
CB23 3RE

27 April 2017

Dear Mr Birch,

**Viamed Oxygen Sensor Disposal Service**

You recently returned your depleted oxygen sensor(s) to us using our oxygen sensor disposal service.

We thank you for using this service and hope that you will continue to do so in future.

| OEM Manufacturer | OEM Part Number | Viamed Model Number | Viamed Part Number |
|---|---|---|---|
| Datex-Ohmeda | 6600-1278-600 | R-43V | 0110043 |

Please find enclosed our oxygen sensor price list, which details the quantity discounts available and free of charge delivery that applies to our entire range of oxygen sensors, along with extra sensor returns bags.

Our Oxygen Sensor Cross reference can be found online at www.viamed.co.uk/xref

Should you require further information on our range of oxygen sensors or cannot find the compatible sensor required, please do not hesitate to contact a member of our sales team on 01535 634 542, between the hours of 09:00 and 17:30.

Yours sincerely

Katie Evans
Office Team Leader