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USER TRAINING POLICY

Viamed's training policy has been developed in conjunction with input from senior NHS personnel responsible for training, in compliance with the latest industry regulations and Viamed's externally audited ISO Quality Management System.

Viamed is committed to upholding its obligations towards ensuring the safety of patients and the end-users of its products. However, it is the responsibility of all end-users to ensure that risk is effectively managed, and to that end, the customer organisation should not rely upon product training from external bodies in order to ensure the clinical competence its own personnel.

Viamed believes that training from a device manufacturer in the clinical application of an instrument may present its own risks due to potentially not correlating with current clinical practices and training.

Where training information is provided, it is with the intention that the customer organisation will incorporate the information into its own training and assessment programmes to train its Staff in the use of the device.

Viamed is not able to provide clinical competency assessment of healthcare providers. Where competency assessment forms are provided, these are intended to be used as a basis for assessing candidates on their understanding of the device and its operation and should be expanded upon by the customer organisation.

If the customer organisation is not able to conduct its own training and assessment, Viamed recommends that the implications of this be given due consideration prior to purchase.

End-User Product Support

User manuals

- A printed copy is supplied with each item of equipment.
- An electronic copy will be available free of charge via email upon request.

Training materials

Where additional training materials exist:

- An electronic copy will be available free of charge via email upon request.
- Additional copies on paper, CD, memory sticks etc. will be offered free of charge or, if required in high volumes, at the cost of production and supply.

Additional Support

Viamed offers additional product support at no charge:

- Telephone product and technical support: 01535 634542
- Email product and technical support: info@viamed.co.uk
- Website product support and additional resources: www.viamed.co.uk

This policy is subject to change without notice. For clarification of any details within this policy, please contact Viamed.