

# Viamed Policy on User Training

This policy has been worked out in conjunction with several different senior people in the NHS who are responsible for training.

It is apparent that hospitals are concerned that training plays a large part in several areas, which includes insurance and the use of equipment by less highly trained staff.

Viamed has always offered free in-service training on all products, but as costs spiral upward and selling prices keep dropping, the margin can no longer support endless repeat training free of charge.

We have therefore created three categories of products:

1. Products requiring no, or very limited on-site training.
2. Low cost products requiring one-off intensive training.
3. System products, which require continuous training at regular intervals.

## Category 1 - Products requiring no or very limited training:

This range covers very simple products, normally CE Class1, where the instruction inserts are sufficient. Copies of inserts will be available on our website in PDF format and can be emailed or faxed on request.

If customers require further information, a presentation in programs such as "Powerpoint" will be constructed and made available.

*On-site training for this category of products is chargeable.*

## Category 2 - Low cost products requiring one on-site training session:

These products are relatively low cost, typically £100- £500, usually purchased in multiples. Viamed works closely with the hospital to arrange a presentation. It is expected that the hospital will release as many potential users as possible to attend. It is also expected that the person responsible for hospital training (referred to hereon in as the 'Key Trainer') will be present and trained so that they, in turn, can train future staff. The presentation will be in the form of a demonstration. Copies of any presentation materials will be made available to the Key Trainer.

It is intended that the Viamed website will also hold copies of:

- Manufacturer's instruction manual.
- PowerPoint presentation, if available.
- Video demonstration, if available.
- Interactive demonstration, if the product requires it.
- Frequently Asked Questions.
- An enquiry question section for the user.

*One initial on-site training session will be provided free of charge to the Trust, it is expected that the Trust will use this session to train Key Trainers. Further on-site sessions will be chargeable.*

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## Category 3 - System products, usually high cost requiring continuous training:

Training is incorporated into the selling price.

*A number of on-site training sessions will be provided free of charge to the Trust, it is expected that the Trust will use these sessions to train as many users of the equipment as possible, along with the Key Trainers. Further on-site sessions will be made available at a later date, where it is considered reasonable these will be provided free of charge, should it be apparent that the Trust is not fulfilling it's training obligations internally these may become chargeable.*

## Unscheduled 'refresher training' visits

There are some customers that purchase regularly over many years and occasionally request a refresher training session, this is usually when the Key Trainer is changed. In these instances Viamed will attempt to combine the training session with a service visit or a routine sales visit, which will be free of charge unless a specific site visit is requested outside of Viamed's schedule.

## **TRAINING COSTS**

The ongoing implementation of the Clinical Negligence Scheme for Trusts has significant implications regarding the training of end-users in the use of medical equipment.

As a supplier of medical products, Viamed have always offered personalized support to customers in line with their requirements, and historically training has been offered free of charge. Unfortunately the exponential increase in ongoing demands for training, and their associated costs, has left Viamed in a position whereby it is no longer feasible to offer unlimited on-site technical support, and training on-demand without somehow recouping the costs.

In order to keep the prices of products as low as possible, Viamed have opted not to build the cost of training into the product price, except for large equipment installations (defined as type 3 products in this document), but instead to charge separately for individual training visits.

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## On-Site Training

A Viamed representative will visit the hospital, or designated training site, at a mutually convenient time. Time is charged using the follow rates:

- Time in department, charged at standard training rate per hour.
- Travelling time, charged at standard travelling rate per hour.

The current charges for these rates can be obtained by contacting Viamed. No limits are placed on number of attendees.

Travelling expenses are calculated using an estimated time, rounded up to the nearest 15-minute interval, for the total round-trip from Viamed's offices (or the base of the Viamed representative) to the hospital (or designated training site) and back again, using 'Microsoft Autoroute' on default settings.

On-site training can be booked in hour-long segments, with a minimum duration of 1 hour, and is defined as the time the Viamed representative spends in the department in question, including any waiting time.

All prices exclude VAT.

## Off-Site Training

On request, a user training course can be organised at Viamed's premises, this will be free of charge but course materials may be chargeable. Attendees will be required to pay their own travel and accommodation.

## Support materials

*User manuals:* A printed copy is supplied with each item of equipment. An electronic copy will be available free of charge via email and on the Viamed website to download.

*Training materials:* An electronic copy will be available free of charge via email and on the Viamed website to download. Hard copies on paper, CD, memory sticks etc. will be offered at the cost of production and supply.