## What do experts think about us?

National Orthopaedic Hospital Cappagh, Ireland





Through these short conversations, we try to understand what our customers think about us. Today, we are going to Dublin in Ireland to meet Ms. Laura Murphy, Chief Medical Scientist at the Haematology and Blood Transfusion Department of the National Orthopaedic Hospital Cappagh (NOHC).

**The NOHC** is one of the largest orthopaedic centres in Ireland providing comprehensive services for patients with lower and upper limb and spinal conditions. The centre offers a range of services including: adult orthopaedic and musculoskeletal services, paediatric orthopaedic services, a bone tumor centre, a centre for rehabilitation, and rheumatology and sports and exercise medicine services. The centre has 142 hospital beds and is a pioneer in joint replacement surgery. The NOHC is also a teaching hospital since 1921.



**A. Could you explain what your activities consist of?** I am the chief medical scientist for the haematology and blood transfusion services in the NOHC managing both departments regarding technical procedures, procurement, staff etc. NOHC is predominantly an orthopaedic hospital specializing in elective procedures.

We analyse full blood counts, coagulation, ESR and blood films for diagnosis of haematological parameters. In blood transfusion we determine blood groups and analyse prior to surgery should the patient require a transfusion preoperatively, intra operatively or post operative.

**B. Why is there a need for cold storage?** We need cold storage because we store plasma and provide it for surgery.

Plasma Storage Freezer

fig. Model F131

- **C. Which products did you buy from B Medical Systems? For which purpose?** B Medical Systems' F131 freezer for storage of plasma.
- **D.** What are the features that you liked the most? Could you please talk about the performance of the devices? The equipment is compact and serves its specific purpose for storing plasma and we have not faced any issues to date since it's in operation. We are governed by the Irish national accreditation board, so all procedures are document-controlled, and the freezer is temperature-controlled by the REES monitoring system which includes a biannual preventative maintenance and temperature mapping.
- *E. How are you using B Medical Systems' products and how do they benefit your institution?* We use it as a back up to our existing plasma freezer, to store plasma.
- F. Have you found in B Medical Systems a trustworthy partner? Yes.
- **G. How did you learn about B Medical Systems?** Through the HSE (health service execution) approved framework for laboratory equipment.
- H. How long have you been a B Medical Systems customer? Since June 2024.
- **I. Are you satisfied with the equipment?** Yes, no issue till date.
- J. Would you recommend B Medical Systems to your peers? Yes found sales team very friendly and helpful when purchasing the freezer. Delivered on time and all appropriate documentation obtained.

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