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Customer Survey Rates Philips for Patient Monitoring and Ultrasound

In separate independent surveys by IMV Limited, customers were asked to rate ultrasound and patient monitoring systems manufacturers on a broad range of factors across the product ownership lifecycle.

For patient monitoring service and performance, Philips led with 20 number one rankings within the areas of system performance, satisfaction with manufacturer, OEM service performance, help desk telephone support, satisfaction with service engineer, and installation and training.

Similarly, for ultrasound all systems service and performance, Philips leadership was confirmed in 15 factors, including top marks in the areas of service engineer performance, emergency response, satisfaction with service and manufacturer, help desk telephone support and remote dial-in diagnostic support.

Philips also scored 16 top ratings in the separate 2006 Ultrasound Radiology / OB GYN ServiceTrak report published by IMV, outperforming competitors with the most first-place rankings in the industry, most notably in key performance factors such as overall service performance and probability of repurchase.

Philips recently introduced enhancements to its iU22, iE33, HD11XE, EnVisor and HD3 ultrasound platforms, continuing to raise the bar for image quality, intelligent functionality and clinical versatility.

More than 100,000 of the market-leading Philips IntelliVue patient monitors featuring sophisticated clinical decision support tools were in use in healthcare institutions worldwide by mid-year 2006. Earlier this year Philips introduced SureSigns VM vitals signs monitors, designed with intuitive navigation and bright, simplified display options for exceptional ease of use in a wide variety of care environments.

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