



OUR SERVICE IS ESSENTIAL AND MOBILE

During the global pandemic crisis, Aidacare is fully operational, with a few small changes to accommodate the health and social regulations. That means, all of our regular service options are still available - they're just being done a little differently.

With so much pressure on our hospitals and health facilities at the moment, it is critical for equipment to be working at full capacity. So, regular mobile service and repairs are even more important than usual - and we have changed the way we do things so we can ensure the safety of staff, patients and residents.

Our Aidacare staff member will arrive fully equipped with all the required personal protection equipment including mask, gloves, hand sanitiser, antibacterial wipes and, where necessary, protective clothing. Social distancing 1.5m rule will be applied and all equipment and touch points will be wiped clean before departure.

Our mobile service team offers the following options:

1. Service of equipment at the loading dock, outside or in an isolated location within your facility.
2. After-hours service and repairs by appointment.
3. Pick-up for offsite service or repair. If it isn't convenient for us to work onsite, we can arrange a contactless pick-up and delivery option so we can repair equipment at our facility.

We are happy to arrange customised solutions for you to ensure your organisations' needs and circumstances are properly catered for while ensuring the safety of staff, patients and residents. We are in this together - and all of us at Aidacare are working hard to make sure our health workers have what they need, in optimum working order.

PLEASE CONTACT US TO DISCUSS THE BEST SERVICE OPTION

If you have any concerns or specific requirements, please give us a call to arrange a solution to meet your needs. We know these are difficult times and we are happy to alter our usual processes where required.

Many of our services will be operating as normal, albeit with some small changes. If you need to contact us, please call our Customer Service Team or email us any time.