

# Clinical Support Services

For Arrow Intra-Aortic Balloon Products



Customized

Offerings

Advancing

Understanding

CARDIAC ASSIST

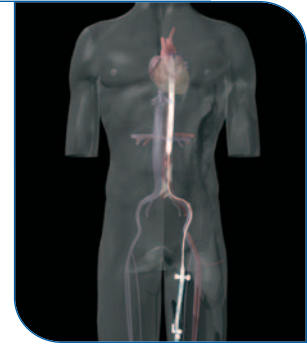




# Extensive

## INTRODUCTION

As a leader in intra-aortic balloon pump (IABP) therapy, Arrow International maintains a Clinical Support Department that stands ready to assist you and your staff in meeting the specific needs of your clinicians who provide care to IABP patients. Your Clinical Support Specialist is always available as a dependable resource for specific patient issues or for recent trends in IABP application. Monitoring of the current literature and research journals allows us to keep you abreast of changes in counterpulsation therapy. Hospital policy and procedure revision consultation assistance is always available.



## SERVICES YOU CAN DEPEND ON

Arrow offers comprehensive on-site clinical training programs customized to individual institutions' needs. From introductory programs for balloon pump beginners to troubleshooting classes for more experienced clinicians, we offer the training solutions our customers need. In addition, we also provide on-site training for all products and offer hands-on inservicing. And with physician programs, case study reviews, and other specialty programs, you can be certain you're getting the kind of comprehensive offerings you, as an Arrow customer, deserve.

## 24-HOUR SUPPORT—YOUR WAY

No matter what the time of day, when you're an Arrow customer, you're not alone. Arrow is proud to provide a 24-hour customer support line to guide you with both clinical and technical assistance. And with Arrow, you'll enjoy 24-hour access to Registered Nurses who are experienced in the management of critically ill IABP patients. Support and troubleshooting assistance from Arrow Clinical Support are also available via computer modem\* directly from select balloon pump consoles for in-house viewing.

## WITH ARROW, YOU'RE NOT ALONE

Here are some of the other support offerings that round out Arrow's one-of-a-kind approach to clinical support:

- Continuing Education Units (CEUs) available for most programs
- Access to nationally recognized experts in balloon pumping
- Convenient, pocket-sized troubleshooting cards
- Individualized clinical support
- Ongoing review of current literature related to counterpulsation
- Assistance with policy and procedure development
- CD-ROM education
- Video tape education
- Ongoing development of troubleshooting tools

## MEETING YOUR MATERIAL NEEDS

For your educational, operational, and training requirements, Arrow supplies a wide array of support materials and information. From course manuals and individual CD-ROMs to videos, posters, and handy quick-reference guides, we want to make sure you have as many answers as possible right at your fingertips. Some of the other materials we provide are:

- Pump console operation instructional videos
- Laminated information and troubleshooting cards
- Patient education brochures
- Transport considerations clinical report
- Skills checklist for all IABP consoles
- Guidelines for policy/procedure development

## ALWAYS MORE

We are continuously developing additional clinical and educational support materials to best meet the changing needs of our customers and their patient population. Contact us about online educational materials, clinical competence strategies, and much more.

\*Modem capability is not available on all pump models.



# Education

“Complex information was made simple and easy to understand!”

“I have been to other balloon pump classes. They certainly paled by comparison.”

## A CURRICULUM YOU CAN BE CONFIDENT IN

Arrow is leading the way in IABP continuing education with a diverse offering of support coursework. Many of our programs can be customized to meet the individual needs of your staff and are presented by Critical Care Specialists who are featured speakers at professional seminars.



### APPLIED CONCEPTS IN COUNTERPULSATION

This four- or eight-hour introductory course is for beginning practitioners.

- A review of cardiac anatomy, physiology, and hemodynamics
- Myocardial oxygen balance
- The principles of counterpulsation
- Current indications and contraindications of IAB therapy
- Potential complications of balloon pumping
- IAB insertion
- Care and assessment of the IABP patient
- Timing and triggering concepts
- IAB pressure waveform characteristics
- Basic troubleshooting of alarm conditions

### TROUBLESHOOTING BEYOND THE BASICS

This four-hour program is designed for the experienced clinician.

- A review of the principles of counterpulsation
- Hemodynamic outcomes of IABP therapy
- Advanced concepts in timing
- Timing and triggering problems
- Advanced balloon pressure waveform interpretation and the pneumatics of console operation
- Case studies from actual patients

### TIMING, TRIGGERING, AND TROUBLESHOOTING

This two-hour program covers basic pump maintenance and common experiences faced in everyday operation.

- Arterial pressure waveform assessment
- Timing in regular and irregular rhythms
- Triggering issues
- Using the balloon pressure waveform as a troubleshooting tool

### HANDS-ON REVIEW OF PUMP OPERATION

This variable length session is designed to increase familiarity with the balloon pump console.

- Quick start-up techniques and timing assessments
- Basic operating principles and console operation
- Alarm condition recognition and intervention
- Cabling issues

### PHYSICIAN PROGRAMS

Seminars that discuss current indications, counterpulsation therapy, and clinical techniques, including but not limited to:

- Current indications for IAB therapy
- Counterpulsation therapy principles and complications
- Role of IABs in interventional cardiology
- IAB insertion and removal techniques

# Assistance



## **A COMMITMENT TO ONGOING ASSISTANCE**

Arrow's Clinical Support Department is committed to providing unsurpassed assistance in meeting the educational needs of your staff. Offering a variety of customizable programs, our education leaders work with your team to develop an educational program that is designed to meet the specific needs of you and your clinical/medical staff.

Program offerings, developed to support novices as well as experienced clinicians throughout the continuum of counterpulsation, include the following:

### **A RANGE OF COURSES—INTRODUCTORY TO ADVANCED**

- Troubleshooting for clinical staff
- Physician programs
- Advanced concepts in counterpulsation therapy

Arrow's Clinical Support Department is an approved provider of continuing education by the American Association of Critical Care Nursing (AACN).

### **INSTALLATION TRAINING AND SUPPORT**

Following your purchase of Arrow IABPs, your Arrow Clinical Support Specialist will schedule initial education focused on the proper use of the console and common troubleshooting techniques. Follow-up training programs are then customized, based on the requirements of your facility and assessed learning needs of your staff.

### **TROUBLESHOOTING SUPPORT VIA MODEM**

Support and troubleshooting assistance from Arrow Clinical Support are available via computer modem\* directly from select balloon pump consoles for in-house viewing.

### **WEBSITE E-LEARNING WITH CONTINUING EDUCATION UNITS**

Earn Continuing Education Units at our website [www.arrowintl.com](http://www.arrowintl.com) under Products/Cardiac Assist/Education Material.



\*Modem capability is not available on all pump models.

To locate an Arrow Distributor or for ordering information, contact Customer Service at:

United States	International
Tel: 800-523-8446	Tel: +1-610-655-8522
Fax: 800-343-2935	Fax: +1-610-655-8566

[www.arrowintl.com](http://www.arrowintl.com)

# Clinical & Technical Support When You Need It Most



At Arrow International, our technical support continues well beyond the installation of your equipment. One of our experienced Clinical Support Specialists is on call for you 24 hours a day, 7 days a week to respond to the needs of your staff. You can even fax a recorder strip to the Clinical Specialist for immediate assistance or verification of your timing and triggering choices. Support and troubleshooting assistance from Arrow Clinical Support are also available via computer modem\* directly from select balloon pump consoles for in-house viewing.

**All levels of clinical support & technical assistance, 24 hours a day,  
7 days a week**

## **INTRA-AORTIC BALLOON PRODUCT SUPPORT HOTLINE**

**U.S. and Canada:  
1-800-447-IABP (4227)**

**Worldwide:  
617-389-8628**

\*Modem capability is not available on all pump models.

Caution: U.S. Federal Law limits this device to sale by or on order of a physician. Contents of unopened, undamaged package are sterile. Disposable. Refer to package insert for current warnings, indications, contraindications, precautions, and instructions for use.

U.S. Patent Nos. 6,258,035, 6,569,103 and 6,887,206



### **Distribution Worldwide:**

Arrow offices are located in Belgium, Canada, Czech Republic, France, Germany, Greece, India, Italy, Japan, Mexico, Netherlands, Slovakia, South Africa, Spain, and the United States.

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CSB-1 12/05 8M CRB-05-0361

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