

CRITICAL SERVICES



SMARTWAYS
logistics for life

Our **CRITICAL SERVICES** are the industry best solutions to complex medical logistics needs.

All critical services are tracked live by our dedicated and experienced operations team, nimble enough to often make changes to shipment routing, live based on changing traffic conditions, flight schedules and end user requirements to ensure the most expeditious delivery.

If there are any disruptions in transit with your shipment you will receive direct notification ahead of the scheduled ETA to allow you to make the most informed decisions in planning ahead. Smartways technology also allows you to track your dedicated medical courier live on GPS for most critical services. Critical Services operate 24/7/365 with our medical courier and direct drive network available outside of normal business hours.



PATIENT ON TABLE

Our Patient on Table service is the premium medical courier service in Australia designed for trauma and critical situations where a patient is in the operating theatre.

ETA calculated based on live traffic information plus allotted time for loading and unloading. All bookings made with POT services have GPS enabled tracking via the app or Smartways System.



DIRECT DRIVE

The Direct Drive service is specifically designed for long haul drives of emergency transport shipments where your medical courier will operate a dedicated route. These movements are typically between metropolitan and regional locations.

ETA calculated based on live traffic conditions plus a 60-minute incremental time allocation to allow for unloading, parking and the final journey to the end user.



NEXT FLIGHT

The Next Flight service is our premium air freight offering whereby shipments are placed on the next available flight. Due to our strategic partnerships with the domestic airlines, Smartways medical shipments are the last item loaded and first item unloaded to further expedite delivery times.

ETA is treated with the same urgency as a "Patient on Table" and where physically possible, reach your delivery point on the same day.



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