



CRITICAL SERVICES



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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www.smartwayslfl.com

SMART SERVICES



CALL INS: Smartways medical courier network is the largest in Australasia and for medical device companies, as part of our service, we work with the CSSD and identify your loan set kits. Once located, our customer operations will contact you immediately to seek direction on your reverse logistics.

CALL BACKS: Once we deliver your loan kit to a hospital, we'll monitor the scheduled operation date and liaise with the CSSD to facilitate collection and return, ultimately reducing your inventory downtime.

INTERNATIONAL LOGISTICS: Whether you import from Australia or export to Singapore, Smartways takes care of lodging, customs clearance and the import/export of your goods.

SMART SENSITIVE: Smartways' sensitive freight services, include hand load and unload as well as tailgate delivery options for equipment and delicate items.

SMART TEMP: Smartways can ensure integrity of your products with our temperature controlled packaging, monitoring and cold chain track and tracing.

PLANNED SERVICES



Smartways acutely understands that all shipments in healthcare affect patient outcomes. Whilst all Smartways services have the highest level of care, our planned services offer a variety of tiered solutions that ensure that you can choose a level of service that best fits the planned patient outcome.

REGIONAL/INTERSTATE

METROPOLITAN



SAME DAY DRIVE

Our Same Day Drive is typically a metro to regional, or regional to metro dedicated driver service. This is an alternative to a Direct Drive and is ideal when missing network cut offs, or time sensitive long hauls that cannot miss a patient deadline.

ETA being based on live traffic conditions plus 240 minutes.



EMERGENCY

Our Emergency Services encompass local metropolitan deliveries.

ETA based on live traffic conditions plus 60 minutes.



TIME SENSITIVE

The expedited alternative to overnight road

ETA by 9am next day to all major metropolitan areas.



VIP SERVICES

Our VIP services encompass local metropolitan deliveries.

ETA based on live traffic conditions plus 120 minutes.



OVERNIGHT

Our national infrastructure allows us to meet your overnight requirements.

ETA by 11am next day to all major metropolitan areas.



STANDARD

Our Standard Services encompass local metropolitan deliveries.

ETA being based on live traffic conditions plus 180 minutes.



REGIONAL SERVICES

Smartways has the largest regional medical courier network in Australia. Call in, Call back and many critical and planned services are available in these locations.



Find out more about our best in class Logistics solutions.

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