



# **Five Mistakes to Avoid When Purchasing a Patient-Ready Pump for Your Vet Clinic**

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With so many things to consider, the purchase of a “new-to-you” pump for your facility can be a daunting task. Where will the pump be used? Who will use the pump? What about the budget? What is the reason for the new pump? What kind of support do you get with the pump?

Once you have gotten through identifying what it is you want and need, and have done a value proposition to make sure it fits your business model, it is time to decide whether your purchase should be of a patient ready pump, rebuilt pump, or a refurbished pump. The terminology often gets commingled but there are substantial differences in each version and definitions. It is important to understand what your vendor means by their “term”.

**Patient Ready** - This is a pump that has been purchased in the market by a vendor, cleaned up, calibrated, tested to OEM specs and made available for sale. Generally, a clean-up does not include cosmetic improvements. This means that scratches, dents and chipped paint typically aren't addressed. Buying a patient ready pump, means you are buying a used pump that looks used.

**Refurbished or Rebuilt** - This is a complete overhaul that varies per vendor. In addition to cleaning up, calibrating, testing, and replacing worn or stressed parts, you should be getting a fresh exterior. The product may have been repainted, touched up, or with some high-quality vendors, a complete cosmetic replacement of exterior parts. This involves new cases, keypads, and battery covers. This product offers the value of a used pump, with the appearance of a new pump. Most pumps that have this level of upgrade offer you a longer warranty.

If a patient-ready pump is the best fit for your needs, it is important to avoid these five mistakes when making your purchase.

### 1) Not Understanding the True Running Cost



There are other costs associated with running your pump than just the purchase of the pump itself. Depending on the manufacturer and type of pump you purchase, you may need specialized items that are compatible with your pump. For example, some pumps require OEM or specialized tubing sets or cartridges, tubing gauge or tubing locks. In some cases, these items can add anywhere from \$5 to \$15 per tubing set.

## 2) Software Incompatibility



Not doing your research when it comes to purchasing patient-ready pumps, can be a costly mistake when it comes to software compatibility. You may think a particular pump meets your needs but find out later that you do not have the software to properly maintain the pump.

Many newer infusion pumps require a specialized end user software license in order to re-program the pumps, add drug libraries, and manage patient histories. OEM's make gaining this software a very complicated process for third parties. They prefer you, the end user, to only purchase new pumps.

## 3) Not Understanding Your True Needs



Buying from the OEM, you will be getting the latest "Cadillac" with all the bells and whistles. Some of this is safety driven and in certain applications done because OEM's are required to meet regulatory guidelines. However, if you are doing a basic time over deliver infusion you probably don't need something that is programmable to the micro-millimeter or has built in drug libraries. The difference in costs on these items can range from \$500-\$1000.

If you don't need a multitude of options, a patient-ready pump can offer you more flexibility in your pump buying decision. The luxury of the used market is that you are allotted the opportunity to buy for "your needs". AIV offers a variety of patient-ready pumps to make sure your needs are met.

## 4) Not Knowing Your Vendor



One of the most important things to consider when purchasing a patient-ready pump is to make sure you are buying from a reputable source. Do your research on the reputation of each vendor you are considering. Purchasing a pump from EBay may seem like a cost-effective option, but what do you know about the seller? Are they following safety and regulatory standards? Using ISO certified vendors like AIV, will ensure that proper processes and quality inspections have been verified on the pump purchase.



### 5) Not Defining Your Warranty

When you are getting ready to make your purchase the warranty is an important consideration of the pump price. What kind of warranty is offered and how long is it for? Does the vendor you are choosing offer a repair or replacement with their warranty?

Now that you have done your research on pumps, determined your budget, defined your needs, and researched vendors who specialize in refurbished pumps, you are ready to make your purchase. For reliable, quality-driven patient-ready pump options, call on AIV. AIV manufactures replacement parts for many pumps that have been designed to strict quality standards in our US based ISO 13485:2016 certified facility. In addition, all [patient-ready pump maintenance and repairs](#) are performed by AIV's trained and experienced technicians. That's why AIV's [patient-ready infusion pumps](#) are trusted by veterinary clinics worldwide.



Need more help with your patient-ready pump purchase?  
Contact AIV today at **888-509-8760** or send an email to [sales@aiv-vet.com](mailto:sales@aiv-vet.com).

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