

Grifols Corporate Quality Memorandum**Center Notification
2020-216**

To: Donor Center Management, ROMs, RQMs, DOOs, DOQs, and Presidents
From: *for* Michelle Engelhardt / Director, Center Quality Operations *Christy J. Miller*
CC: Donna Eatough / Director, Center Quality Operations
Issue Date: December 7, 2020
Re: Hillrom™ SmartCare™ Service Program for Welch Allyn Vital Signs Monitors – Resuming the week of December 7, 2020

Purpose	This notifies you that Hillrom is resuming their SmartCare™ Service Program for Welch Allyn Vital Signs Monitors the week of December 7, 2020.
General Information	The suspension of the SmartCare™ Service Program for Welch Allyn vital signs monitors, which was communicated in Center Notification 2020-057, Hillrom™ SmartCare™ Service Program for Welch Allyn Vital Signs Monitors – Suspended Due to Covid-19, has ended. The SmartCare™ Service Program is resuming for Biomat USA donor centers the week of December 7, 2020, which means that Hillrom representatives will resume coming to donor centers to perform calibration of Welch Allyn vital signs monitors.
Training Requirements	Training is not required for this notification. Communicate the notification to impacted staff.
Instructions	• Inform impacted staff of this notification. • If any donor center has Welch Allyn vital signs monitors due for calibration before January 1, 2021, the center should immediately call the Hillrom Technical Support Center at (866) 422-2220 (Option 2, Option 2) to ensure that a representative will be able to come qualify the Welch Allyn vital signs monitors by the due date. • File this notification with related documents for future reference. • If you have any questions concerning this notification, contact the Director of Quality for your Business Unit.