

February 1, 2021

Ref.: Letter of Support for SB0412

To whom it may concern:

This is to support the Senate Bill SB0412 - Consumer Protection – Right to Repair, introduced by Senator Katie Fry Hester.

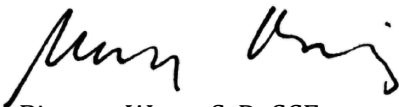
Sodexo Clinical Technology Management is a division of Sodexo headquartered in Gaithersburg, MD, that provides maintenance and management of medical equipment services to healthcare institutions. We are not affiliated with manufacturers and, thus, often known as independent service organization (ISO). Healthcare providers prefer us over the manufacturers because not only we are more cost effective but we maintain staff either at their locations or nearby, so we can promptly restore the medical equipment they need to provide care to their patients.

The fact that we are better prepared to support healthcare providers became evident during the COVID-19 pandemic. Many manufacturers were unable or unwilling to send their field service personnel to healthcare institutions due to the travel restrictions and their desire to protect their employeesⁱ. Thus, the burden of keeping equipment safe and available for care fell on the technical staff we maintain locally. Our staff struggled to get service instructions and replacement parts from the manufacturers in order to keep essential medical equipment safe and usable for the care of COVID-19 patients.

We hope this bill will address these challenges during and after the pandemic subsides for the benefit of all the residents of Maryland.

We are at your disposal if you need further information.

Very truly yours,



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ⁱ Reported also in this article: <https://24x7mag.com/inside-htm/htm-expert-panel/>