Customer Bulletin

Pneumatic Tube System (PTS) – Reference Documents   **April 14, 2020**

The purpose of this document is to provide a summary of reference materials that may be useful to our PTS customers. At Swisslog Healthcare we advocate for facility-specific guidelines created by our customer's infection control experts.

The documents and links provided below should never supersede facility infection control guidelines and/or required by local, state, federal governments.

Summary
- The flow of PTS carriers and their contents across healthcare facilities are constantly changing. Many hospitals form cross-departmental teams responsible for identifying and addressing potential risks associated with those ongoing changes.
- Swisslog Healthcare's PTS product documents are sometimes used as a reference for customers creating their own facility-specific infection control documents.
- Swisslog Healthcare has not and does not intend to create or publish recommendations specific to the COVID-19 pandemic.
- Several useful documents are available by calling **800.396.9666** (U.S.) or **877.294.2831** (in Canada) then pressing **2** for technical support. Document topics include:
    - Carrier Cleaning
    - System Cleanout Procedure
    - Nexus Panel Cleaning Guide
    - Nexus Station Operations and Maintenance Guide
- Numerous useful documents can be found on industry association sites such as ASHE (www.ashe.org) and/or ASHRAE (www.ashrae.org)
- Some facilities have found value in installing a dedicated or isolated system which can reduce the chance of cross-contamination across hospital departments. For additional information in the U.S., please call **800.396.9666** or in Canada call **877.294.2831** then press **3** for sales support.
- If you are interested, Swisslog Healthcare can schedule a technical review of your current system design, workflows, and maintenance/cleaning procedures. Please note, however, Swisslog Healthcare will not make any recommendations specific to COVID-19.

Thank you for being a Swisslog Healthcare customer.