



HealthLink Europe

The European Customer Service & Logistics Network

TransMedics® Expands Its European Presence.

TRANSMEDICS has developed the world's first commercial, portable, warm blood perfusion system for organ transplantation called the **Organ Care System (OCS™)**—designed to maintain organs in a warm, functioning state outside the body to optimize function and enable continuous clinical evaluation. As a result, hearts beat, lungs breathe, kidneys produce urine, and livers produce bile.

TransMedics, located near Boston, MA, is a medical device company founded in 1998 by a cardiac surgeon with the mission of developing the OCS to replace cold ischemic storage and become the standard of care for *ex vivo* resuscitation and assessment of all solid organs in preparation for transplantation. Through the use of proprietary technology, the OCS is designed to improve patient outcomes and increase the availability of transplantable organs.

“About 3 years ago we identified 5 companies that had the potential to manage our European logistics for us,” says **Elizabeth Ewaschuk**, Director of Supply Chain for TransMedics. “After conducting due diligence very carefully, it was clear that HealthLink was the right partner for us. Given that our customers are the major transplant hospitals in Europe, we wanted to be sure we could provide the best service possible to them. It’s one of the best decisions I’ve made in my career, no doubt.”



Elizabeth Ewaschuk is Director of Supply Chain for TransMedics™, based in Andover, Mass., and founded in 1998 to address the unmet need for better, more effective organ transplant technologies.



Richard Hughes is President of HealthLink Europe, with offices in Raleigh, NC, USA, and the Netherlands. His company manages fulfillment and customer service in Europe for USA-based TransMedics™ and its Organ Care System.

“The TransMedics Organ Care System maintains a human heart in near physiologic condition, reducing ischemic injury, to improve patient outcomes.”

“HealthLink’s European distribution center provides TransMedics with the ability to serve hospitals directly and rapidly throughout Europe.”



The TransMedics® **Organ Care System (OCS™)** contains novel technologies that simulate the conditions of the human body, allowing an organ, such as a heart, to function as it normally does. The system integrates a compact wireless monitor, an organ-specific perfusion module, and proprietary solutions for organ maintenance.

FAST TURNAROUND IS MISSION CRITICAL

“HealthLink delivers our product to our customers in the quickest and most efficient manner possible,” says Elizabeth. “They’re right there in Europe. They speak multiple languages, so they can communicate with our customers with ease no matter where in Europe they’re located. And when the call comes in, they have our product from *their* warehouse to *our* customer as soon as the customer needs it. That’s just one of the reasons why they are extremely important to us. I would be lost without HealthLink. I really would.”

HealthLink is an ISO 13485 Medical Device Support Services and Distribution Company with facilities in the Netherlands and the U.S. North American Medical Device Manufacturers use its services to serve their customers throughout Europe. Acting as an extension of its customers’ business, HealthLink provides Direct Sales Support, Customer Service, Financial Services, Logistics, Fulfillment and Value-Added Services, and more.

New technologies like the TransMedics OCS may play a vital role in helping to increase the utilization of available healthy organs from the pool that are presently going unused by lengthening time between organ donation and transplant, increasing the distance an organ can travel, allowing for better assessment of the organ by the physician, and potentially improving the health of organs for better overall outcomes.

“We are extremely proud to be a part of the critically important business of TransMedics,” says Richard “Rick” Hughes, President of HealthLink Europe. “And we also are very proud to be a material factor in their tremendous success.” ■