



You deliver the care.  
**TUG delivers the rest.**



**TUG**

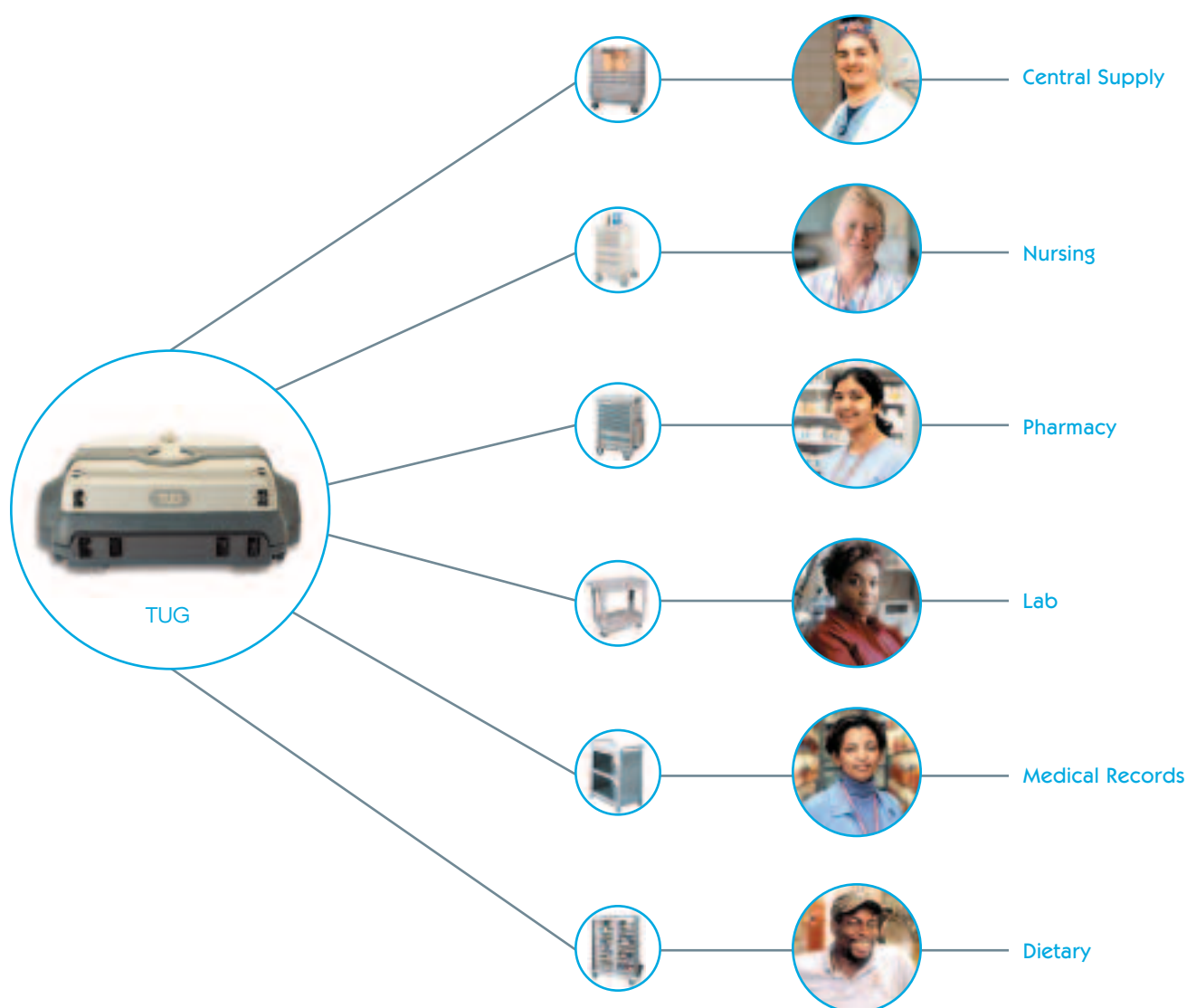
The automated system for transporting and tracking hospital goods.

## ATTENTION ON CARE, NOT CARTS



TUG<sup>®</sup> — the robotic indoor transport system from Aethon<sup>®</sup> — automates and tracks the delivery of goods in hospitals, reducing costs and improving productivity. It eliminates repetitive, mundane tasks, like pushing carts and running errands. It ensures that materials are close at hand when needed. With TUG, your staff has more time to concentrate on their primary jobs — without distractions — resulting in an environment that is conducive to good patient care.

The TUG system transports a wide variety of hospital carts and can be employed for virtually any application:



*Patient safety is a major issue. It's a major focus for every hospital right now. And anything that we can do to keep our staff on the units, at the patient's bedside, is going to enhance that. TUG puts people back where they need to be...either taking care of patients or cleaning supplies or filling drug orders.*

— Linda Antonelli, Vice President Support Services, Magee-Womens Hospital, Pittsburgh, PA

## DELIVERING THE GOODS



**Like a tugboat, Aethon's TUG is a compact, powerful transport system that delivers impressive results:**

### **Improving Clinical Productivity and Patient**

**Care:** Studies show that professionals handle 30% of the deliveries of hospital goods. With vacancy rates of 6% for pharmacists and 15% for nurses, using TUG frees these professionals to provide patient care instead of running errands.

**Impacting the Bottom Line:** For a 300-bed facility, \$3 million is spent annually on people pushing carts. Each day, 600 hours of staff time is dedicated to this mundane but necessary task. One TUG working just two shifts seven days per week saves the labor of 2.8 full-time equivalent (FTE) workers and costs only one-fourth as much.

**Improving Patient Safety:** RNs spend a significant portion of their time performing non-nursing activities, including delivering and retrieving food trays, medical

equipment and supplies, blood products or laboratory specimens (Aiken et al., 2001a). TUG helps nurses remain on the unit at the bedside, keeping patients safe.

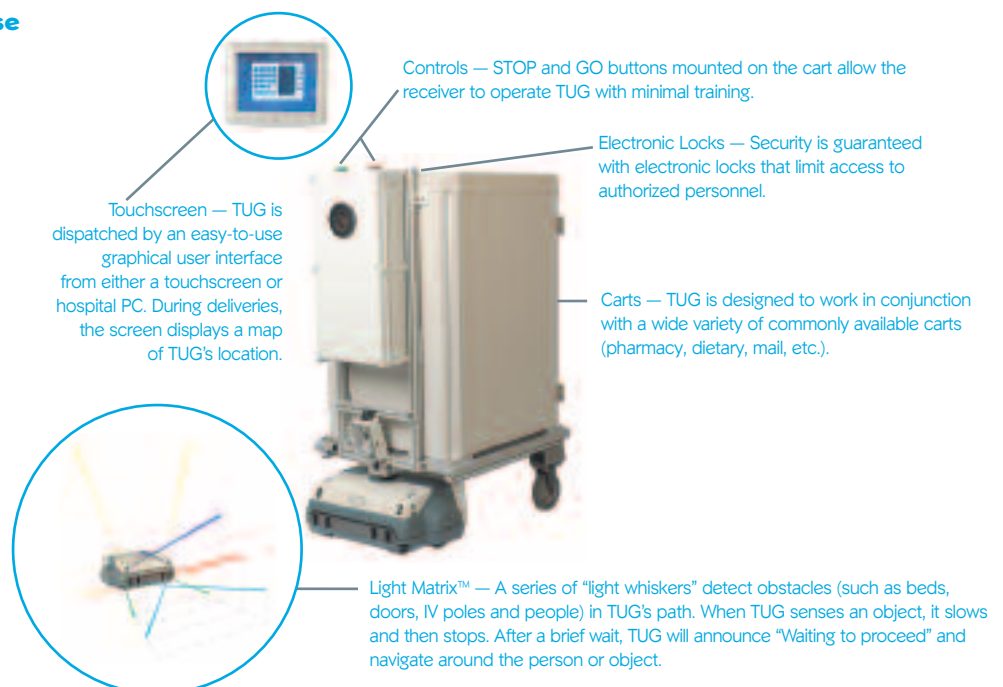
**Elevating Employee Satisfaction:** When departments receive what they need, right when they need it, employee satisfaction increases. A University of Maryland study showed that with TUG, nurse satisfaction with Pharmacy service increased 23% and confidence that pharmacists would promptly fill and deliver new medication orders grew 50%.

**Overcoming Staff Shortages:** Service workers are responsible for 70% of hospital transport. They are in short supply (up to 10% vacancy rate) and have a high turnover rate (up to 70% per year). TUG is a reliable worker that's never sick, never late, and never stops to chat.

## TUG AT A GLANCE

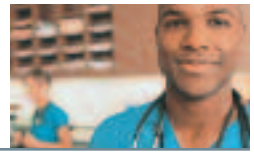
### **How TUG Delivers on Its Promise**

*Think of TUG as the strong, silent type.* Available 24/7 and never needing a break, TUG is a rugged system that features Aethon's patented navigation system to get deliveries done. It combines precise control with hauling power up to 500 pounds. Offering up to 10 hours of continuous operation, TUG is recharged when automatically docked on its home base. TUG is a cost-effective, practical option that delivers real-world benefits such as reduced labor and time.



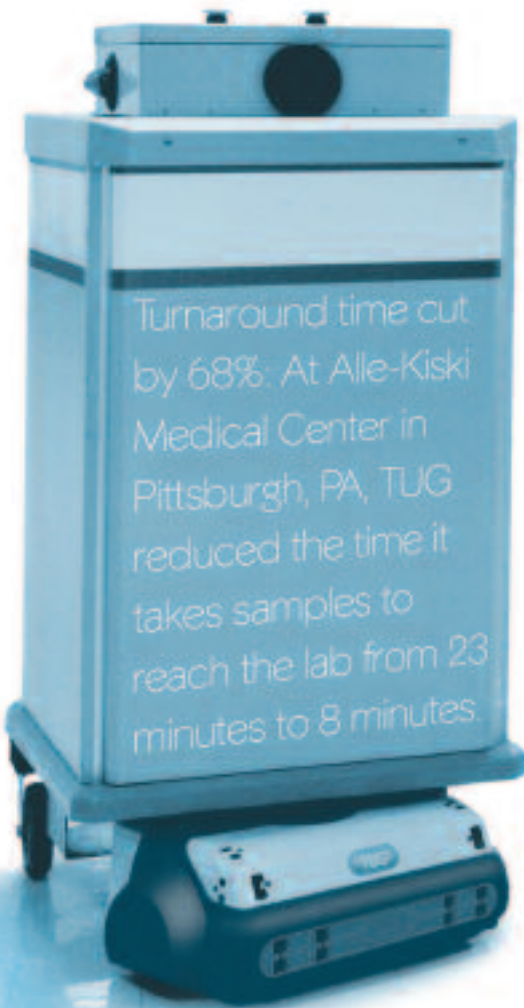


## DRIVEN TO DELIVER



*Hospitals are under more pressure than ever before to reduce costs while remaining focused on quality patient care. But it's tough to squeeze any more savings from salaries, particularly in an era of staff shortages. Our major savings will have to come from process changes — reinventing the way we deliver healthcare. TUG lets us do that.* — Richard E.

*Sobehart, CEO, UPMC St. Margaret Hospital, Pittsburgh, PA*



### Every Aethon TUG® system includes:

#### Hardware

- **TUG® robot**
- **Home base** — automatic, hands-off recharging.
- **Universal cart adapter** — you choose the best cart for your application.
- **Light matrix™ sensor system** — to nimbly traverse busy hospital hallways.
- **Touchscreen (or optional browser)** — just push two buttons to send the TUG — no training required.
- **Annunciators** — allows the TUG to deliver to closed areas by ringing a doorbell upon arrival.

#### Software

- **TUG OS™** — state-of-the-art navigation software avoids costly facility modification.
- **TUGcom™** — advanced communication software that allows TUG to operate elevators and automatic doors, and communicates TUG's location to users.
- **Management reporting** — timely information to manage your supply chain.
- **Tracking software** — know where every delivery is at all times.

#### Services

- **Cost-benefit analysis** — a pre-installation study to quantify the potential savings.
- **Implementation** — a hassle-free implementation, led by a dedicated Project Manager and expert Aethon installers.
- **24/7 Help Desk** — worry-free reliability, with 24/7 support and remote system monitoring.
- **Consulting** — available ongoing logistic and change management consultation to optimize TUG utilization.



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