

CASE STUDY

How A Top 5  
Health System  
Found Success  
With New  
Warranty-Proof  
Monitor Mounts



Replacing restrictive patient monitor equipment mounts with warranty-proof alternative creates more ideal, ergonomic, high-performance care environment, major Healthcare Network finds.

**INTRODUCTION**

When installing patient monitors, healthcare facilities often default to OEM mounting solutions. However, OEM solutions do not always offer the flexibility needed for today's clinical workflows. Beyond lack of adaptability, catalog options often fail to account for unique room schematics, such as height-restricted tracks or architectural obstructions, and can complicate coordination between IT and biomedical departments.

As it turns out, these limitations are often self-imposed. Concerns that utilizing third-party hardware will void original product warranties are often unfounded. This case study examines how a Top 5 U.S. Healthcare Network moved beyond these perceived boundaries to adopt the high-performance AccessMount™ series, driven by a comprehensive service model that prioritized architectural adaptability over pervasive industry myths.

## THE CHALLENGE: BEYOND THE “URBAN LEGEND” OF BRAND EXCLUSIVITY

For years, a Top 5 U.S. Healthcare Network’s biomedical teams operated under the belief that they were required to use specific OEM-provided mounts to maintain warranties on their equipment. This widespread industry “urban legend” often keeps facilities tethered to less-effective hardware despite persistent ergonomic and functional failures.

This “default” approach created three primary operational hurdles:

- 1. Restrictive Architectural Constraints:** Legacy arms lacked the range of motion to support staff in rooms with tracks mounted seven feet high, as rigid catalog options could not accommodate these specific height and space limitations.
- 2. Specialized Integration Hurdles:** The incumbent vendor offered no viable solution for integrating monitors onto specialized equipment, such as patient monitor mounts for various machines, central monitoring stations, and clinical areas.
- 3. Clinical Clutter and Fragmented Workflows:** Managing various hardware vendors and clumsy setups created significant coordination complexity, leading to disorganized workspaces and poor communication between IT and biomed teams.

## THE SOLUTION: DUE DILIGENCE AND A WARRANTY-PROOF ALTERNATIVE

To resolve internal friction regarding warranty concerns, the hospital network team vetted TouchPoint Medical’s AccessMount hardware against the product requirements of their primary tech partner. Once it was verified that the AccessMount series—was a universal monitor mount solution that did not impact equipment warranties, the IDN commissioned proposals from TouchPoint Medical to solve high-friction pain points.

### Phase 1: Solving the “Worst-Case” Integration

The collaborative team of TouchPoint Medical and the hospital network addressed the most difficult scenario first: anesthesia machines. In collaboration with clinical staff, a viable, safe, economic and ergonomic solution was developed for the anesthesia machine-- a configuration previously unaddressed by other vendors.

### Phase 2: Verifying System-Wide Compatibility

Once the mounting solution was validated, the team demonstrated its broader utility across the network. Clinical staff successfully mounted computer displays and entire patient monitor systems onto AccessMount hardware in mockup rooms, confirming that the system provided superior stability and weight capacity.

## Outcomes: Measurable Results

The healthcare network moved away from a vendor-exclusive model and forward with TouchPoint Medical's proposal. The transition from OEM to tailored workstation mount systems, administered and supported by a TouchPoint Medical solutions expert, created a "one-stop-shop" solution that resolved the previous legacy system issues.

- 1. Adaptive Ergonomics:** The new [adjustable monitor arm allows heavy monitors, such as the Philips MX750](#), to lower to a comfortable working height. This implementation successfully overcame the challenge of tracks mounted seven feet high, significantly reducing physical strain for clinicians.
- 2. Enhanced Range of Motion for Specialized Care:** In anesthesia settings, the AccessMount arm provided an increased range of movement, allowing critical data to remain visible even in cramped or complex architectural layouts.
- 3. Consolidated Workstations:** By utilizing combination mounts, the facility consolidated multiple devices onto a single workstation arm. The resulting integrated cable management reduced clutter in high-demand environments like the ICU and NICU.



## FUTURE-PROOFING THE RELATIONSHIP: BEYOND THE HARDWARE

The success of the AccessMount initiative set the stage for a long-term, service-driven, custom-focused relationship. Because the healthcare network is no longer tethered to an OEM-exclusive model, biomedical engineers and IT can now tap into a one-call resource for any mounting configuration, from a simple monitor only mount to a full anesthesia cart build-out.

Looking ahead, this partnership will also allow the healthcare network to pivot between technology brands seamlessly. Whether the facility requires a Nihon Kohden, GE, Philips or any other patient monitor system, TouchPoint Medical provides ready-made, compact monitor arm solutions that are:

- **Brand Agnostic:** Capable of supporting many major OEM patient monitor without compromising warranty status.
- **Architecturally Responsive:** Custom-engineered adapters for new construction can be procured in days, thanks to domestic manufacturing in Oregon and Florida.
- **Consistently Maintained:** Ongoing preventative maintenance ensures the adjustable monitor arm configurations remain optimized as clinical workflows evolve.

## CONCLUSION

The AccessMount project demonstrated that healthcare facilities are not bound to legacy hardware by warranty or engineering constraints. TouchPoint Medical addressed the specific challenges of unique architectural parameters, custom mounting goals, and clinical clutter through a collaborative, service-centric partnership. As a result, this Top 5 U.S. Healthcare Network has realized the stable, efficient care environments promised to its providers and patients. The success of this initiative was rooted in a service-after-the-sale approach where a dedicated expert from TouchPoint Medical managed the entire integration lifecycle, effectively acting as an added project manager and a catalyst for long-term clinical excellence.

**READY TO TURN YOUR FACILITY'S CLUNKY MONITOR SETUPS INTO SLEEK, INTEGRATED, CLINICIAN-FRIENDLY WORKSTATIONS? [Contact us to see how our warranty-proof AccessMount™ products and services can streamline your next technology rollout.](#)** Whether you need to solve an ergonomic challenge for a single room or standardize a multi-facility network, our solutions experts manage the heavy lifting— from vetting monitor warranty compatibility to engineering the perfect monitor arm for your most complex architectural spaces.