

Key information to report on a case

when there is customer feedback to share after a case

- Fill in the information under the blue cells before sending the form in
- Preferably call your MARDEV counterpart for detailed information on the case after speaking to your physician
- Putting your MARDEV counterpart in touch with the physician is always an option to get to the root of issues where needed

Date of Case		
Hospital Name	Physician Name	Physician Title, Specialty
Hospital Address		Hospital City, State, Zip Code, Country
Physician Phone	Physician Fax	Physician Email
Product Name	Part Number	Lot/Serial Number
Feedback Description – preferably done via phone call to your MarDev partner:		

Find out and describe what happened.

1. Case information: note occlusion site, anatomical challenges where relevant.
2. Access strategy and ancillary devices the physician used: especially microcatheter brand and size used
3. Information on what happened in as much detail as possible. Walk through the procedure step by step to get this information.
 - a. Was the case started / completed with our device?
 - b. Was the case started / completed with another product? If yes: specify.
 - c. What happened at each step of the procedure?
4. What was the case result? Did the patient outcome get affected by the described incident?
5. Do not hesitate to use the CASE FEEDBACK FORM where you can
6. Attach any visuals from the case to your message