



MeLiSA stands for Master Level Service Agreement and is the industry leader in simulation maintenance programs. We demystify medical simulators and provide immediate support!

THE WORLD'S MOST TRUSTED SERVICE PARTNER

MeLiSA decreases your simulator downtime and improves operations, while connecting you to a network of simulation experts for all your simulation needs.

Unparalleled Service

MeLiSA replaces, enhances, and expands on the traditional manufacturer warranty. MeLiSA supports all makes and models of simulators and equipment under one agreement, regardless of equipment age.



Cost Stabilization

We understand that it is impossible to anticipate every issue that arises with your technology. Our aim is to provide end to end coverage that stabilizes your annual capital equipment maintenance costs and provides you with unparalleled expert service.



Technical Excellence

Our team of Emergency Simulator Responders (ESR) is well-versed in the majority of medical simulator (manikin) operating systems, including both hardware and software. Our goal is to eliminate downtime and keep your simulators in operational condition.





Feedback from one of our MeLiSA adopters:



CENTER FOR HEALTHCARE IMPROVEMENT
AND PATIENT SIMULATION

"When we decided to start with the MeLiSA program, we looked at the market to figure out what would work best for us and fit our needs, and that included the price point and service received. We wanted to condense our contracts down to a single provider, if we could, to streamline our operations. With a center our size and the equipment inventory we have, we have over 50 simulators from multiple vendors, we were looking at our service contracts and the headache it was causing us to juggle all of the different contracts from different vendors.

With MeLiSA, we have one streamlined contract, someone you can talk to and get ahold of quickly, with a great price point, and a contact we trust. I have known Kevin King – CEO of Echo Healthcare – since I started with CHIPS, and we respect him and the team he has put together. Working with Pete, Ashley, Zoriana, and Kevin – it has been great to build that relationship. We know they are truly interested in how things run at CHIPS, not just the monetary value of our contract. They want to be there to help us, and that is about networking and wanting to see us succeed and do well – a true partnership.

When you look at multiple factors – price, service, convenience, ease of the repair process, and the stress a broken down manikin causes – I don't know of any other program that I would want to go with other than MeLiSA. MeLiSA checks all the boxes and they are going to put service first to make sure our manikins are up and running in a timely manner. I would encourage anyone in simulation to look at MeLiSA when their agreements are coming up for renewal. Knowing that there is someone you can call at any point, not just a service line, with a team on the other end that you feel confident walking you through service step by step is reassuring. Why worry with the hassle of shipping your manikins off and waiting for them to come back, or waiting for a tech to come onsite, when we can use technology and the MeLiSA team to cut down on diagnosing and fixing our equipment. You cannot beat the partnership that comes along with the MeLiSA program."

Jarrod Young, MBA, BSE, CHSOS-A
Interim Co-Director and Operations Lead

REACH OUT NOW FOR PRICING AND INFORMATION