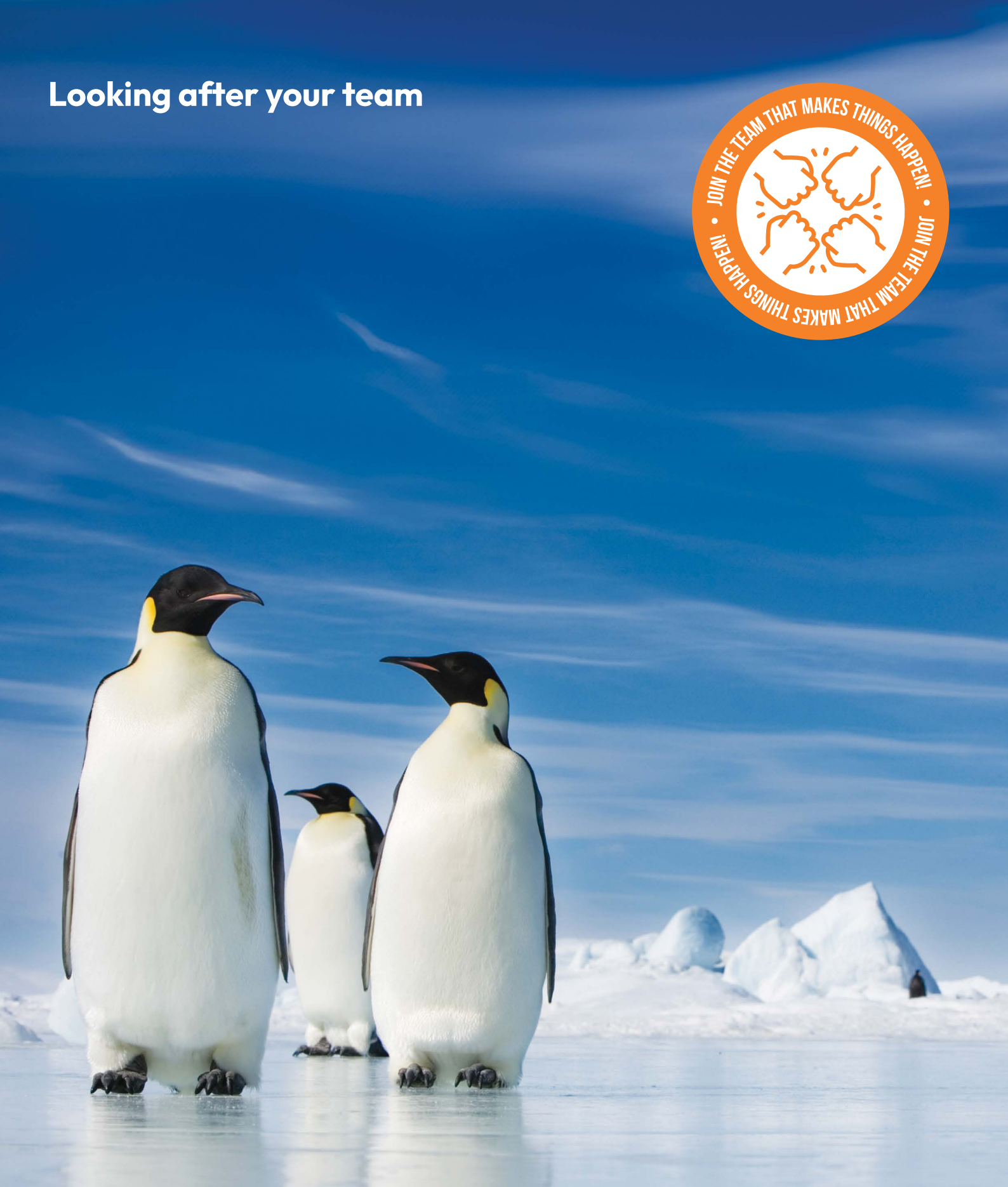


# Looking after your team



teammedical 

We are a proud family owned and operated Australian company.



# Looking after your team.

Team Medical is a proud family owned and operated Australian company.

## GET ONLINE WITH US

### Everything you need at your fingertips

With a teammed.com.au login you can access over 9,000 products, place orders, create order templates, pay invoices, track your orders and so much more.

For feel-good ordering register online today.

Find our online services at [www.teammed.com.au](http://www.teammed.com.au)



## GET IN CONTACT WITH US

*We're Here to Help*

### Contact Team Medical Supplies

Phone 1300 22 44 50  
Fax 1300 22 44 60  
info@teammed.com.au



### Contact Capital Medical Supplies (ACT)

Phone 02 6241 5511  
Fax 02 6241 7538  
info@capitalmedicalsupplies.com.au



### Customer Service Opening Hours:

Monday - Thursday	8:30 - 17:00	WA	6:30 - 15:00
Friday	8:30 - 16:30	WA	6:30 - 14:30

### Contact BP Medical (WA)

Phone 1300 33 55 60  
Fax 1300 33 55 70  
info@bpmedical.com.au



### Contact Alpha Medical Supplies (TAS)

Phone 03 6273 1091  
Fax 03 6272 7706  
admin@alpha-medical.com.au



## MY ACCOUNT INFORMATION

Account Number:

Team Medical Account Manager Name and Mobile:

Web Login:

Web Password:



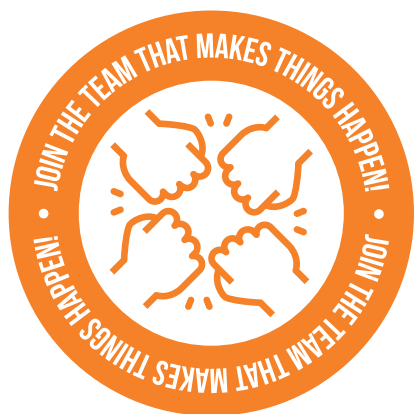
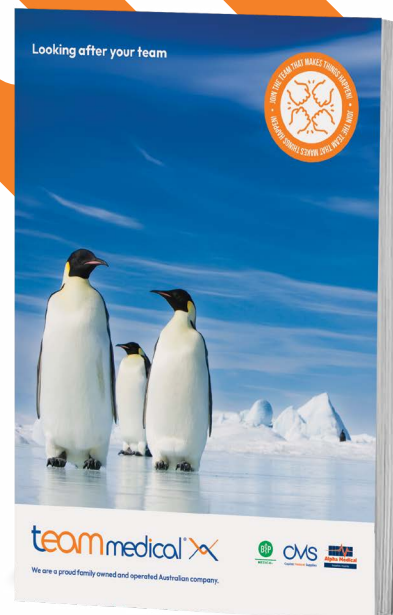
# WELCOME TO OUR 2024/25 CATALOGUE

## Thanks for being part of the team

In this latest edition, you will find over 4,000 products featured across over 400 pages. While browsing our extensive product range, say hello to our fantastic team from across Australia.

A lot has happened since our last edition. We welcomed Capital Medical and Alpha Medical, adding colleagues and warehouses in Canberra and Hobart. We reached over 8,000,000 giving impacts as a B1G1 Business for Good. We can't forget becoming ISO9001 certified. We love being busy!

Team Medical is a family owned and operated company, where everybody belongs. We share responsibilities and success. We get the job done, and we have fun doing it.



Since day one, our focus has been on providing premium service and quality products, and we're proud to say this is still our main focus today. Our vision has kept evolving as we create solutions to build a better and healthier world.

**Thank you for your continued support of Team Medical and our local teams. It's great to have you as part of our journey.**

## ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation we acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander people today.



Team Medical offices and warehouses operate from the land of the Dharug (Sydney), Yuggera (Brisbane), Wurundjeri (Melbourne), Whadjuk (Perth), Ngannawal (ACT) and Palawa-Pakana (Tasmania) nations.

## TERMS AND CONDITIONS

See page 414-415 for a summary of our terms and conditions.

For our complete terms please visit our website - [www.teammed.com.au](http://www.teammed.com.au)

All prices are subject to 10% GST unless marked with \* (GST Free) and are subject to change without notice.

Bulky Freight charges will apply when you see this icon

ABN 26 923 058 165

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**We accept: (no surcharge)**



## DIAGNOSTIC SETS

- Otorscopes
- Ophthalmoscopes



23

## DERMATOSCOPES



37

## SPHYGMO-MANOMETERS

- Mercurial
- Aneroid
- Digital



45

## THERMOMETERS



56

## STETHOSCOPES



58

## LOUPES & MAGNIFICATION

- Loupes
- Headlights



66

## DIAGNOSTIC TOOLS & DR'S BAGS

- Torches
- Eye Charts
- Doctor's Bags



68

## SCALES & MEASUREMENT

- Height measures
- Baby scales
- Scales



72

## AUDIOMETERS



80

## DIAGNOSTIC METERS

- CoaguChek
- Blood glucose monitors
- Strips & Lancets
- Hemocue
- cobas b
- Afinion



81

## DOPPLERS

- Huntleigh
- Foetal dopplers
- Vascular dopplers
- ABI monitors



89

## PULSE OXIMETERS

- Pulse Oximeters
- Vital signs monitors
- 24hr BP monitor



95

## 24HR ABPM MONITORS

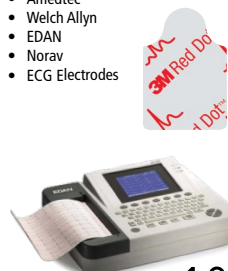
- AND
- Amedtec
- Welch Allyn - Hillrom



100

## ECG MACHINES

- Amedtec
- Welch Allyn
- EDAN
- Norav
- ECG Electrodes



103

## SPIROMETERS

- Medikro
- Microlab
- Vitalograph
- Welch Allyn
- Mouthpieces



112

## NEBULISERS

- Peak flow meters
- Nebulisers
- Spacers
- Nebuliser masks and kits



118

## SUCTION & EAR IRRIGATION

- Ear syringe
- Suction pumps
- Ear toilet



120

## RESUSCITATION

- Laryngoscopes
- Resuscitators
- Regulators
- Oxygen masks and kits



125

## DEFIBRILLATORS



130

## ELECTROSURGERY

- Aaron
- Hyfrecator
- Tips and sheaths



134

## CRYOSURGERY

- Nitrospray
- Walmay
- Dewars
- CryoSucces
- Histofreezer



139

## REHABILITATION

- Ultrasound
- Tens machines
- Acupuncture needles
- Hot & cold packs
- Exercise balls
- Wheelchairs and crutches



142

## LIGHTING

- Magnifying lights
- Task lights
- Examination lights
- Minor procedure lights



146

## SURGICAL FURNITURE

- Vaccine fridges
- Couches
- Step up stools
- Surgeon stools
- Trolleys
- Mayo Tables
- Screens
- Bins
- X-ray viewers



157

## AUTOCLAVES & STERILISATION

- MELAG autoclaves
- Ultrasonic cleaners
- Autoclave pouches
- Distilled water



185

## SURGICAL INSTRUMENTS



199

## DISPOSABLE INSTRUMENTS

- Razors
- Vaginal specula
- Biopsy punches
- Dermal curettes
- Tongue depressors
- Blades



210

## HOLLOWARE & DRESSING PACKS

- Disposable instruments
- Holloware
- Dressing packs
- Suture kits



225

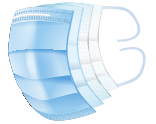
## DRAPES & GOWNS

- Drapes
- Isolation gowns
- Aprons
- Shoe Covers



230

## FACE MASKS & EYEWEAR



233

## GLOVES

- Examination gloves
- Surgical gloves
- Dispensers



236

## WOUND CLOSURES

- Sutures
- Wound closure strips
- Skin adhesive



244

## ACUTE WOUND CARE & GAUZE

- Dressing strips & spots
- Cotton wool balls
- Gauze
- Non-adherent dressings



257

## CHRONIC WOUND CARE

- Hydrogel
- Alginates
- Hydrofiber
- Foam Dressings
- Antimicrobial Dressings
- Protective Barriers



264

## BANDAGES

- Conforming gauze
- Crepe
- Cohesive bandages
- Compression bandages
- Tubular bandages



309

## TAPES

- Retention tape
- Sports tape
- Surgical tape



317

## ORTHOPAEDICS

- Plaster
- Stockinette
- Cast liners
- Splints
- Slings



323

## HANDWASH SOLUTIONS

- Avagard
- Microshield
- Cutan
- Kleenex
- Moisturisers



329

## PAPER PRODUCTS

- Hand towels
- Toilet tissues
- Facial tissues
- Underpads
- Bedsheets
- Wipes
- Curtains



342

## DETERGENTS & DISINFECTANTS

- Detergent wipes
- Instrument detergents
- Surface disinfectants



352

## INSTRUMENT CLEANING & STERILISATION

- Instrument cleaners
- Sterilisation packaging
- Sterilisation monitoring
- Indicators



363

## WASTE DISPOSAL

- Contaminated waste bags
- Sharps containers
- Spill Kits



371

## SYRINGES, NEEDLES & IV THERAPY

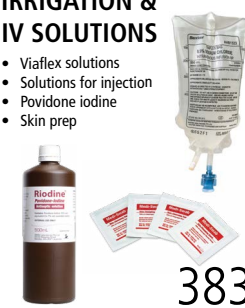
- Syringes
- Needles
- Scalp vein sets
- IV Catheters
- Giving Sets



375

## ANTISEPTIC, IRRIGATION & IV SOLUTIONS

- Vialflex solutions
- Solutions for injection
- Povidone iodine
- Skin prep



383

## GYNAECOLOGY & UROLOGY

- Lubrication
- Pregnancy tests
- IUD insertion kits
- Vaginal specula
- Catheters



387

## DIAGNOSTIC REAGENTS

- Urine test strips
- Alcohol and drug testing



392

## PHARMACEUTICALS

- Pharmaceuticals
- Anaesthetics
- Minims eye drops



394

## VACCINES

- GSK
- Sanofi Pasteur
- Seqirus
- Pfizer



401

## FIRST AID

- First aid kits
- Burn kits
- Eye kits



411

## MISCELLANEOUS

- Cups
- Vomit Bags
- Lollies
- Batteries
- Stickers



413





## TEAM MEDICAL IS ISO 9001 CERTIFIED

### What does ISO 9001 mean for you?

We're proud to share that we recently became ISO 9001 Certified. This globally recognised certification assures we do what we say we do - provide quality products and service, which has been our priority since day one.



*ISO 9001 is a global standard ensuring organisations maintain effective systems to consistently provide quality products and services.*

It also certifies that we have the correct procedures and training processes to continue growing and delivering for our customers throughout Australia.



Our Risk and Compliance Manager Tash and General Manager Tom are showing our recent ISO9001 certification.

### TIMELINE OF TEAM MEDICAL

A lot has changed over the past decade. Our commitment to look after our customers hasn't.



**2011**

Team Medical starts from a Pennant Hills Lounge Room with a team of 10.



**2013**

Launch of our customer focused online ordering platform.



**2015**

Team partners with Perth based medical wholesaler BP Medical.



**2016/2018**

Brisbane Warehouse and Customer Service Centre and Melbourne Warehouse open.

## OUR PURPOSE - To create solutions for a healthier world.

Our values are active reminders of who we are and how we do things. They contribute to our success personally, as a team and for our customers:

### EVERYONE MATTERS

We are inclusive, diverse and care for all, every step of the way. Customers, suppliers, our teams and our communities all matter.



### FUN

We all need fun. We work better and we live better when we make each other laugh.

### QUALITY



We are hardworking and knowledgeable and only offer products and services we trust.



### SOCIAL IMPACT

We make sure our work creates meaningful opportunities in the wider world. Giving back is the best part.



### WE MAKE IT HAPPEN



We create solutions for our customers every day. We love results and find a way.



**2021**

Partnership with Avant Mutual.



**2022**

We move into our new state-of-the-art Sydney Head Office and Warehouse.



**2023**

Team Medical partners with Alpha Medical Supplies in Hobart and Capital Medical Supplies in Canberra.



**2024**

Today our team counts over 100 team members across 8 locations.



## OUR STORY

Team Medical was established in April 2011. Starting as a team of ten from our founder Marijke's living room, including her nephew Matt.

By the start of 2012, the team had doubled and outgrown Marijke's living room (and the orange couch). Team Medical moved to a new facility in Dural, NSW.

Pieter (Marijke's brother, Matt's dad) joined Team Medical in 2012, bringing over 30 years of experience in Medical Sales and Management. Tom (Pieter's son) joined the team in 2013 making Team Medical truly a family company.

We have continued growing the family ever since! In 2015, we partnered with BP Medical in WA. In 2016 and 2018, our Brisbane and Melbourne warehouses were opened. In 2021, we partnered with Avant Mutual. In 2023, we welcomed Capital Medical in Canberra and Alpha Medical in Hobart to the family.

Social impact has always been at the core of what we do. In 2021 we became a Business for Good with B1G1 and have already created over 8,000,000 giving impacts locally and globally so far. We're proud and excited to contribute to a better world by going about our everyday business.

Today, Team Medical employs over 100 team members across 8 locations. We love supporting you, no matter where you are based in Australia.

As a team, we are committed to looking after you and your team.

### The Orange Couch

Why orange? It's a colour that is vibrant, fun, and bursting with enthusiasm - just like us.

Everyone is welcome and can be themselves on the couch.

The orange couch has been with us since the beginning.

Not so long ago, the whole team could fit on the couch.

## MISSION STATEMENT

To provide our customers with a trusted supply partner who always puts service first.

Delivering excellent service partnered with flexibility, reliability, and trust.

Our team looking after your team.





## WHY CHOOSE TEAM MEDICAL?

Over the past decade and a bit, Team Medical has become one of the most trusted distributors of medical supplies throughout Australia.

We are proud to be a family owned and operated company and we maintain a strong relationship with our customers. This allows us to offer a level of flexibility others simply can not match.

Specialising in supplying to the Primary Healthcare market, our customers include General Practitioners - ranging from small GP Clinics to large Healthcare Groups - Dermatologists, Cardiologists, Day Surgeries, and many more.

We regularly supply to over 10,000 customers throughout Australia. We aim to provide customers with a reliable supply partner who always puts service first. Delivering premium service, quality products and being flexible to our customers' requirements. We listen to our customers and understand their needs.

Our extensive product range includes diagnostic equipment, wound care, surgical instruments, furniture and fittings, pharmaceuticals and vaccines.

Join the Team that delivers – create an account today.



## KEY BENEFITS OF WORKING WITH TEAM MEDICAL



**Industry leading  
Customer Service**



**Highly experienced  
Sales Team**



**Extensive product  
range over 16,000  
products**



**Fast and  
reliable delivery**



**User friendly  
online  
ordering system**



**Experts in cold  
chain vaccine  
storage and  
delivery**



**Warehouses in  
6 strategic locations**



**Competitive  
pricing on  
quality products**



**Temperature  
controlled  
warehouses**

# IT'S ALL IN THE DETAILS

## Quality Products

We choose to stock quality products from brands that you know and trust. We pride ourselves on being able to offer our customers a range of quality products at competitive prices. We keep a wide range of products in stock at all times, ensuring you get what you need; when you need it.

## Cold Chain Deliveries

We are experts in cold chain deliveries, ensuring millions of vaccines are delivered on time every year. All orders are processed inside our coolrooms, ensuring the correct temperature is maintained throughout the entire process. All our cold chain deliveries include heat and freeze monitors, whether delivered by cold truck or esky. See page 409 for more on our cold chain procedure.

## Temperature controlled warehouses

All our warehouses are temperature controlled. Not only does it keep our warehouse staff happy, it also ensures all therapeutic goods are stored to their requirements. If your product says store below 25° or 30°C, you can be sure that it was stored that way with us.

## Batches, expiry dates and serial numbers

We record batches, expiry dates and serial numbers of our products. Your invoice will show you all this information. It assists with returns, warranties and product recalls.

## National Distribution Network

Team Medical operates from six warehouses throughout Australia, allowing us to have complete national coverage. Our warehouses are located in Sydney, Brisbane, Melbourne, Perth, Canberra and Hobart. Our nationwide delivery platform is built on accuracy and fast turn-around times, driving efficiencies for our customers.



## GOING ABOVE AND BEYOND

Team Medical aims to provide a seamless customer experience that exceeds your expectations.

Our service model is based on flexibility, reliability and trust. We focus on listening and understanding our customers' needs.

Our experience allows us to help our customers in the best possible way. Providing our customers with the best advice to create the best outcome.

By listening to our customers' feedback and empowering our teams, we continually improve the customer experience through innovation.

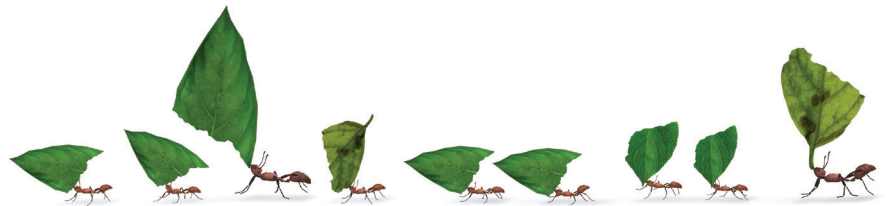
Our promise to you is to always deliver great service.



## NO SET-UP IS TOO BIG OR TOO SMALL

### SETTING UP A NEW PRACTICE OR UPGRADING?

#### WE'RE THE RIGHT TEAM FOR THE JOB.



We understand that when it comes to investments, it is important that you are given advice and helped throughout the entire process.

With a dedicated and knowledgeable team, we offer the highest level of service for any setup, regardless of your location within Australia. We specialise in seamless clinic setups.

Whether you're looking to expand by one room or outfit a new super GP clinic with 20 rooms or more, we've got you covered. On average, Team Medical assists with the set up or upgrade of three surgeries per week.

We understand that while planning your set-up is important, sometimes things can be left a little late. This is why we hold significant stock for our set-up orders. It allows us to quickly turn around even the most urgent set ups.

Allow us to take the stress out of setting up your new practice.



### Need a Quote? Let us give you a hand

Fill out the form on our website or via the QR code to be contacted by one of our specialists. Let us give you a hand, no matter where you are in the process.





## MEET OUR TEAM

Have you met all of our teams? Who do you know well – and who have you only heard stories about?

Over the following few pages, you'll see all of our teams. Yes, all of our teams because at Team Medical, everyone belongs and plays a role in getting your orders to you.

Throughout the catalogue, you'll get a chance to learn a bit more about some of us; our pet peeves or favourite food, maybe? As we know this is sought-after, we've helped you find the "Meet our Team" snippets with page numbers alongside the pictures.

Enjoy getting to know us all a little better. If we haven't met you yet, we look forward to meeting you soon!



## MANAGEMENT TEAM

### Leading the way with experience, diversity, ambition and fun.

To lead a growing team and business takes a strong team with the right mix of professional skills. Their diverse knowledge and insights help lay the groundwork for a highly productive team.

Our management team collaborates and innovates in an atmosphere of mutual trust and respect. With plenty of ambition and commitment to our continued success, our management team keeps each other on their toes.

As a team, we are keen to succeed in spreading our culture focused on people first and service excellence – while creating solutions to build a healthier world. Of course, with lots of fun along the way.



# SALES TEAM

## Your Expert Partner

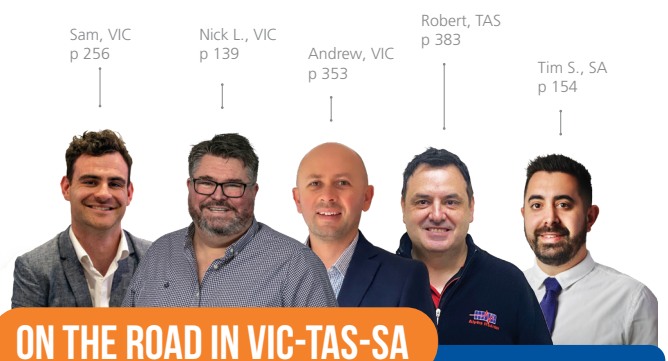
Team Medical has one of the largest Sales Teams in the country, combining Internal Account Managers, Account Managers and Business Development Managers across seven states and territories.

Many of our salespeople have been in the healthcare industry for decades, bringing a wealth of experience. Others have journeyed through our company, bringing product knowledge and a deep passion for service.

Together, they have created a highly experienced group of trusted advisors. Continually drawing from each other's experiences and knowledge to give you, our customers, the best solutions. They are a team we're genuinely proud of!

### The Team Medical difference:

- 20+ people on the road
- Over four centuries of combined experience
- In-depth product knowledge
- Personalised service from a trusted partner



**Connect with your local account manager today. Customers trust our team for accurate, practical and reliable advice. Our Sales Team is ready to assist you with:**

- ✓ Any size surgery set-up
- ✓ Product recommendations
- ✓ Quotes and prices
- ✓ Product information
- ✓ Samples and demos

## CUSTOMER SERVICE TEAM

### Champions of Customer Service

From day one, Team Medical has promised to provide the best customer service in the industry. Because you, our customers, deserve the best.

Our Customer Service Team is renowned for their commitment to service excellence. They have an excellent understanding of all our processes and regular product and system training for continued knowledge development. Ensuring they are equipped to answer almost any customer questions.

We value our Customer Service Champions, located across the country, allowing fast response times for all customers. In addition, our team offers personalised service; they are here to listen to and support you.

Dee  
p 140



Erin T.  
p 394



Margaret  
p 400



Erin A.  
p 256



Tania  
p 363



Sherrie  
p 400



Sandra  
p 255



Ricardo  
p 155



Rohini  
p 346



Belinda  
p 254



David  
p 42



Trish  
p 224



Blake  
p 224



Zoe  
p 224



Mary Ann  
p 224



Adrian P  
p 224



#### The Team Medical difference:

- 15+ fun and dedicated team members
- Local teams based in Sydney, Brisbane, Cebu, Melbourne and Hobart
- Committed to the best customer outcomes
- Available 8.30 am to 5 pm (Fridays: 4.30 pm)  
WA: 6.30 am to 3 pm (Fridays: 2.30 pm)

#### Our Customer Service Team is here to help you with:

- ✓ Practice set-ups
- ✓ Using the [www.teammed.com.au](http://www.teammed.com.au) customer portal
- ✓ Placing orders
- ✓ Tracking your deliveries
- ✓ Taking payments
- ✓ Problem solving
- ✓ Any customer inquiry

## OUR TEAMS BEHIND THE SCENES

A business can only thrive when all departments are well-oiled machines. We think our in-house teams are the best in the industry, and they step up to the challenge of an ever-evolving company every day.



### ACCOUNTS TEAM

#### Seamless Account Management

Flexibility and efficiency are essential when looking after our customers' accounts. We pride ourselves on ensuring that customer and supplier accounts are set up and transact smoothly.

Dedicated and focused, our Accounts Team makes looking after more than 10,000 accounts look seamless. Don't hesitate to get in contact with them for any account related questions.

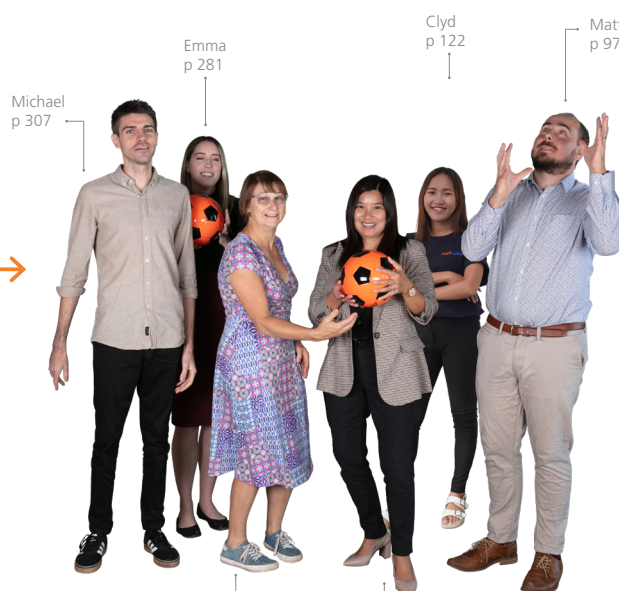


## PURCHASING TEAM

### Procurement Specialists

Our Purchasing Team has stepped up to the challenge of our fast growing company. Procuring stock for six warehouses from over 450 suppliers is not an easy task. We think our purchasing team makes it look simple.

Their dedication is the key to our low backorder rates on customer orders.



## MARKETING TEAM

### Flexible and Focused

Our Marketing Team enjoys putting together quality material for our industry. They are responsible for our catalogues, specials, websites, conferences, social media and events.

Our marketeers are often at the forefront of creating and executing projects that enhance your customer experience.

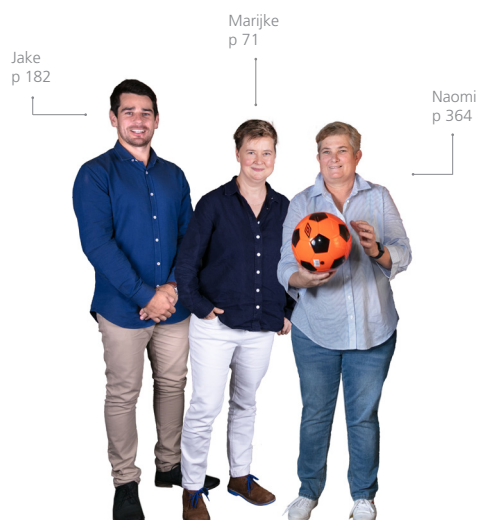


## IT TEAM

### Delivering Practical Solutions

We understand that technology is vital for smooth business operations and customer demand.

Having an in-house IT Team allows our business to quickly adapt with the demands of our customers. We create customised solutions when needed.



## OPERATIONS TEAM

### Efficient action

Nothing can happen without prompt deliveries, good logistics and dedicated staff.

Our operations team understands that efficient systems are key to smooth operations. Therefore, we are constantly advancing our warehouse processes to ensure quick turnaround times for all customers.

# OUR TEAMS BEHIND THE SCENES

## WAREHOUSE TEAM

### The Engine Room

Nothing can happen without prompt deliveries, good logistics and dedicated staff. We understand efficient systems are key to smooth operations. We are constantly advancing our warehouse processes to ensure quick turnaround times for all customers.

Our warehouse teams are committed to going the extra mile. We aim to deliver on time and without errors. Getting things done right the first time around benefits our team and more importantly our customers.

Take a virtual tour of our Sydney facility



SYDNEY



MELBOURNE



PERTH



BRISBANE



**360,000**  
parcels dispatched annually



**28,700**  
cold chain parcels dispatched annually



**96%**  
of orders delivered in full, on time, via our national courier network



Our strict warehouse processes allow for our accuracy rate of **99.97%**



## We're a national team of locals

Our warehouse, customer service, and sales teams across the country provide friendly, local and personalised service. It also ensures we can offer fast and reliable service from coast-to-coast. For example, if a product is ever out of stock in your local warehouse, we'll ship it from another warehouse (if available) to limit shortages.

### CANBERRA



Mark - Canberra

### HOBART



Jamie - Hobart

### SYDNEY



Sydney 2IC Aaron and Manager Anthony

### BRISBANE



Brisbane Manager Jodi and 2IC Sav



### PERTH



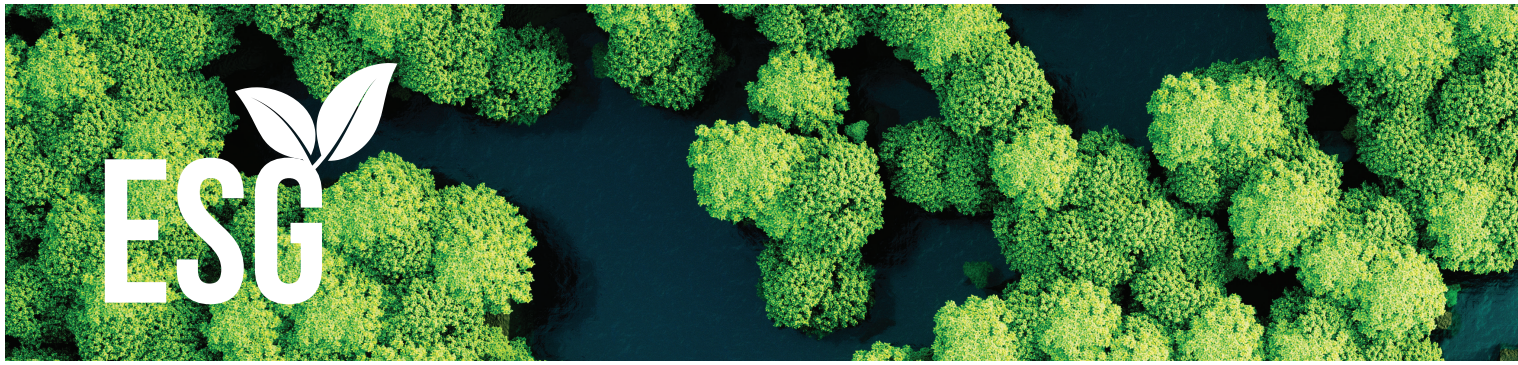
Perth Manager Nathan and 2IC Daniel

### MELBOURNE



Melbourne Manager Rafael and Sam from Sales when he was 2IC





What does ESG stand for? Every Song Goes? Eating Someone's Grub? Everybody Supports Geelong? Well, the official version is Environment, Social and Governance, covered in our ESG policy.

This is all about sustainability and doing the right thing for the world, people, and planet. From day one at Team Medical, people and paying it forward have mattered.

## HOW WE ARE HELPING THE ENVIRONMENT



78% of vaccine orders sent via specialist cold chain couriers



We recycle 90% of packaging we receive from suppliers



Using 100% recyclable packaging material wherever possible



Our Marketing Team has gone paperless for all editing



Reduction in courier miles by combining deliveries



100% of customer statements are sent electronically



Battery powered forklifts on all sites reducing carbon emissions



All printer cartridges are recycled



**acaciaEAP**  
employee assistance program

Everyone Matters is one of our values, and none of us can bring our best to work if life is throwing us curve balls. On top of helping each other, all of the team has access to Acacia Employee Assistance Program, which provides confidential and effective solution-focused counseling to us and our families.

### Team Medical is ISO 9001 Certified



When it comes to Governance, the ISO9001 Quality Management System certification signifies that a business is able to provide clear evidence and documentation of a strategic approach that ensures customer satisfaction and a consistently high level of quality products and services.

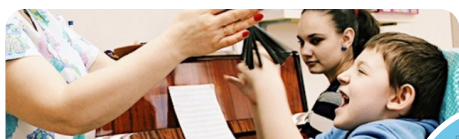
Here, our hardworking Risk and Compliance Manager Tash is showing our recent ISO9001 certification.

*Great work, team!*



# WE ARE A BUSINESS FOR GOOD

As a B1G1 – Business for Good, we're proud to say that we have impacted **162 projects** that support sustainable development goals across the globe. In addition to contributing as a team, we also support B1G1 individually, making donations on our anniversary dates. Here are some recent contributions:



## ANNLONE

11 x 30-minute music therapy sessions to children with special needs.

**2-YEAR ANNIVERSARY**



## ERIN A.

120 days of food to feed rescued farm animals in Australia.

**5-YEAR ANNIVERSARY**



## GIVING STORIES

Through our giving stories, we are able to create micro-giving impacts simply by doing what we do everyday. For example:

**When a customer places their first order, we donate food to farmers in Australia: 5,898 days of food provided.**

**Each month, to offset our team members out on the road, we create impacts to offset our carbon emissions: 29,260 impacts to date.**



Find out more at [www.teammed.com.au/esg-giving-back/](http://www.teammed.com.au/esg-giving-back/)

## TOTAL GIVING IMPACTS WE CREATED

Giving has become a habit for us. Only three years into this journey, we know that great things can be achieved together.

**OUR GIVING SO FAR:**  
**8,360,234**  
**LOCAL AND GLOBAL IMPACTS**

**CREATE A WORLD FULL OF GIVING WITH US**



**BUSINESS FOR GOOD**



# THE FAMILY IS GROWING

It's our people that makes Team Medical work. We're one big group of family and friends. We have fun and we enjoy working together.

Just how Marijke started the company: with two handfuls of friends and family. And that's how we've grown to now more than 100 team members.

Many of us have worked alongside each other for well over a decade. Others are lifelong friends and family. This creates experience, commitment and accountability that sets us apart as a company.

In our daily work, we nurture opportunities for our team members to develop and grow their skills as we grow. **As our company grows, our team grows and our family grows.**



The family sure is growing. Check out this throwback pic from 2015.



# THE TEAM IS GROWING



**MEDICAL**

Partnering with Perth-based medical wholesaler BP Medical in 2015 was the first time we added a full, extended family to the Team Medical team.

Nearly ten years ago, we kicked off a great journey of getting to know our new family and customers on the West Coast. Every day we are encouraged by the strong relationship between our WA customers and the BP Medical team, and the team appreciates all the tools, support and resources added from the rest of the Team Medical team around the country.



Capital Medical Supplies

Early in 2023, we partnered with Capital Medical Supplies in Canberra, as the founder Brian and his son-in-law Mark were looking to retire.

Combining our forces, we can continue to service our treasured customers in Canberra, while bringing new solutions, education and products to the local market.



Tasmania joined our Team Medical family as we in 2023 partnered with Alpha Medical Supplies Imports.

Robert has built the business and is luckily continuing to serve our Tasmanian customers - now supported by a big, fun-loving, national team. He enjoys being able to be out on the road seeing you all, now having help in the warehouse and customer service to answer questions.



**teammedical**



# ORDERING SOLUTIONS

We have a range of flexible ordering options that cater to the needs and preferences of all our customers.

Our intuitive online ordering system is the ordering option of choice for over 65% of our customers. It has an extensive range of features that assist with administration, stock control and purchasing for your practice.

However, if you prefer to order via more traditional methods - you can place your order via phone, fax, or email.



## WELCOME TO FEEL GOOD ORDERING - [WWW.TEAMMED.COM.AU](http://WWW.TEAMMED.COM.AU)

We strive to bring joy to ordering online. From the moment you log on we want your web experience to be easy. Use your customer log-in to place orders, create order templates, pay invoices, track your orders and so much more.

### IT'S ALL ABOUT A GREAT CUSTOMER EXPERIENCE

We have developed our website with all our customers in mind, from single doctor practices to larger corporate customers with multiple sites. Many of our custom features have been built based on the feedback and requirements of our customers.

We work closely with our developers and have an in-house programmer allowing for quick development and implementation of customised solutions.

Our website is fully integrated with our ERP allowing account, stock availability and pricing information in real-time.

Over  
**8,800**  
Customers  
active Online.



On average  
**501**  
orders placed  
online per day.

### Some of our customer's favourite features include:



Customised  
Order Form



Intuitive  
ordering to  
limit  
over-ordering



Automatically  
saved cart



Check ETA's on  
Backorders



Secure  
Payment



Product  
Information  
including expiry  
dates



Download  
Statements &  
Invoices



Single user  
Login for  
Multiple  
Accounts

## GET ONLINE WITH TEAM MEDICAL AT [WWW.TEAMMED.COM.AU](http://WWW.TEAMMED.COM.AU)

### Do you have an online account?

To register for an online account, visit our website and click on the 'Register' tab.

If you are a new customer, fill out the application form or use the guest check out option.

