



Point-of-Care

Life Systems Services Family of Agreements



At GE Clinical Systems Services, we help you get to the point of care.

Every day 15 million patients around the world are touched by what we do.

Because of this, we know that every interaction counts, and that your reputation is your single biggest asset.

And at GE, we thrive on transforming essential services into extraordinary outcomes for your people, processes and products.



RapidCare

With the heavy workload and fast pace at your institution, you need equipment service that is all about speed to resolution. Immediate answers. Accelerated response times. Same day repairs. Priority support.

RapidCare agreements feature the following:

- **Repair time** — Same day solution guarantee. Your equipment will be operational the same day you call.
- **Repair parts** — Same day repair parts guarantee. Access to dedicated local inventory of top critical parts.
- **Loaner equipment** — Same day loaner guarantee, on patient monitors and parameter modules, if not repairable in the field.
- **Priority access to field resources** — Always available to you. Designated backup field engineers are ready to assist you.
- **Access to priority technical support** — Direct access to technical support. Customers are given highest priority queue which means fast problem resolution and/or quick field engineer dispatch.

A RapidCare agreement can help you:

- **Maintain high equipment uptime** — Ensure maximum equipment uptime and keep your operating room running at maximum efficiency.
- **Maintain high reputation of your hospital** — Manage equipment malfunctions expeditiously and maintain the high reputation of your operation.
- **Protect your profitability** — Protect your operating room profitability and improve your risk mitigation strategies.
- **Maintain excellence in patient care** — Maintain your patient care at the utmost level of excellence. Minimize patient disruption or rescheduling.

Additional flexible options

- First responder technical training.
- Various technical education programs.
- Vaporizer efficacy tests.
- Environmental tests (trace gas analysis and room air exchange).
- On-site repair parts kits.
- Documentation support.
- Preventive maintenance.
- Repair service parts and labor.
- Return to factory repair.

At GE Clinical Systems Services, we help you get to the point of care.





Staying at the leading edge of patient care is critical to your forward-thinking institution. You want access to resources that will keep your skills and capabilities on an upward trajectory. Continuous upgrades. Customized technical training. Responsive service. Backup solutions.

AdvanceCare™ agreements feature the following:

- **Technology upgrades** — Access to new features and feature enhancement, via software upgrades. Hardware upgrades also available.
- **Repair time** — Next day solution guarantee. Your equipment will be operational by next day.
- **Repair parts** — Next day repair parts guarantee. Access to special inventory of top critical parts.
- **Loaner equipment** — Next day loaner guarantee, on patient monitors and parameter modules if not repairable in the field.

An AdvanceCare agreement can help you:

- **Stay at the leading edge** — Utilize the financial advantages of technology upgrades for your healthcare equipment.
- **Maintain high equipment uptime** — Solve your problems quickly and efficiently with next day solution guarantee from GE.
- **Get peace of mind** — Keep your operations going with loaner equipment while yours is being repaired.

Additional flexible options

- On-site leased loaners for entire machines or patient monitors.
- “First responder” training for anesthesia/biomedical technicians.
- Various technical education programs.
- Vaporizer efficacy tests.
- Environmental tests (trace gas analysis and room air exchange).
- On-site repair parts kits.
- Documentation support.
- Preventive maintenance.
- Repair service parts and labor.
- Return to factory repair.



ConnectCare

Your people work most productively when they partner with a service provider who believes in open dialogue and sharing of ideas. Feedback. Training. On-site and remote support so we're always in touch.

ConnectCare™ agreements feature the following:

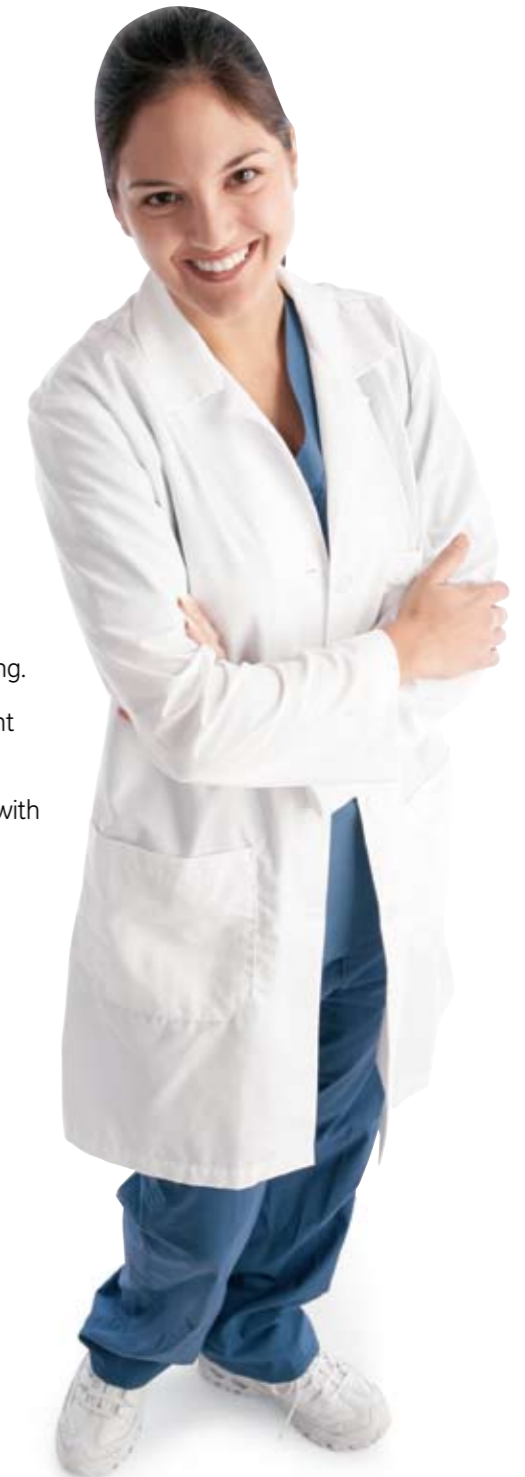
- **A clinical training day** — A six hour training session customized to your needs, conducted on-site (8 people max).
- **Direct access to GE customer loyalty leader** — Loyalty leader can provide quick and complete answers from a team of experts and proactive quarterly communications from GE Healthcare.
- **Repair time** — Next day solution guarantee. Your equipment will be operational by next day.
- **Repair parts** — Next day repair parts guarantee. Access to special inventory of top critical parts.
- **Loaner equipment** — Next day loaner guarantee, on patient monitors and parameter modules if not repairable in the field.

A ConnectCare agreement can help you:

- **Alleviate staff turnover** — Continuing education programs can alleviate staff turnover and provide a better experience for student anesthetists.
- **Improve patient safety** — Human error is the leading contributor to anesthesia equipment related problems. The implication is that hospitals need greater training.
- **Optimize equipment usage** — Increase your expertise with training on equipment usage optimization. Also take advantage of advanced operating features.
- **Maintain high equipment uptime** — Solve your problems quickly and efficiently with next day solution guarantee from GE.
- **Get reliable and personal response** — Direct contact to get quick and complete answers from a reliable and dedicated team of experts.

Additional flexible options

- On-site leased loaners for entire machines or patient monitors.
- “First responder” training for anesthesia/biomedical technicians.
- Various technical education programs.
- Vaporizer efficacy tests.
- Environmental tests (trace gas analysis and room air exchange).
- On-site repair parts kits.
- Documentation support.
- Preventive maintenance.
- Repair service parts and labor.
- Return to factory repair.





ValueCare

Your healthcare institution is dealing with greater cost pressures than ever. And you expect your service provider to be part of the solution. Reliability. Dependability. And the unerring ability to assist you in delivering quality care at a predictable cost.

ValueCare™ agreements feature the following:

- **Technical support** — You can rely on exceptional telephone service, including 24/7 direct access to technical expertise.
- **Clinical applications phone support** — Our clinical applications support is designed to help you better understand your equipment - so you can achieve precise operation and fast troubleshooting.

A ValueCare agreement provides

- **Cost effectiveness plus quality** — To avoid trade-offs between the services you would like to have and your available budget.
- **Customizable services** — Enhanced by the possibility to choose from a range of flexible options. From basic to full service or anywhere in between, choose just the services you need based on your service strategy and available budget.

Additional flexible options

- Repair time. Choose from same day solution, next day solution or “no guarantee” (but as soon as possible).
- Repair parts. Choose from same day delivery, next day delivery or “no guarantee” (but as soon as possible).
- Loaner equipment. Choose from on-site leased loaner, same day delivery, next day delivery or no loaner.
- Clinical training day.
- Technology upgrades.
- “First responder” training for anesthesia/ biomedical technicians.
- Various technical education programs.
- Direct access to a GE Healthcare customer loyalty leader.
- Environmental tests (trace gas analysis and room air exchange).
- Vaporizer efficacy tests.
- On-site repair parts kits.
- Documentation support.
- Preventive maintenance.
- Repair service parts and labor.
- Return to factory repair.



At-a-glance

Offering four distinct service plans for your life support systems

Package features	RapidCare	AdvanceCare	ConnectCare	ValueCare
Equipment repair	Same day*	Next day†	Next day†	Optional
Parts delivery (critical parts)	Same day*	Next day†	Next day†	Optional
24/7 technical phone support	Highest priority	Priority	Priority	Priority
Module and monitor loaner (if repair is not possible in the field)	Same day*	Next day†	Next day†	Optional
On-site clinical training	N/A	N/A	Yes	Optional
Clinical applications phone support 8 a.m. - 5 p.m., CST	Yes	Yes	Yes	Yes
Technology upgrades	N/A	Software upgrades included (Hardware upgrades are optional)	N/A	Optional
Dedicated contact	N/A	N/A	Yes	Optional
Travel and mileage (if applicable)	Yes	Yes	Yes	Yes

Additional flexible options	Add what you need:			
On-site leased loaners (machines and/or monitors)	N/A	Yes	Yes	Yes
On-site repair parts kit	Yes	Yes	Yes	Yes
“First responder” technical training	2-day off-site	2-day off-site	2-day off-site	2-day off-site
Various other technical education programs (see education catalog)	Yes	Yes	Yes	Yes
Documentation support (only available for people who take 5-day training class in Madison, WI)	Yes	Yes	Yes	Yes
Environmental tests per year (trace gas analysis and room air exchange)	1-4	1-4	1-4	1-4
Vaporizer efficacy tests	1-4	1-4	1-4	1-4
Preventive maintenance visits per year	1-4	1-4	1-4	1-4
Repair labor	Repair labor or second-call repair labor	Repair labor or second-call repair labor	Repair labor or second-call repair labor	Repair labor or second-call repair labor
Service parts	Preventive maintenance parts and/or repair parts	Preventive maintenance parts and/or repair parts	Preventive maintenance parts and/or repair parts	Preventive maintenance parts and/or repair parts
Depot repair (for patient monitors and parameter modules)	Included with repair labor and repair parts	Included with repair labor and repair parts	Included with repair labor and repair parts	Included with repair labor and repair parts
Preventive maintenance hours of operation	8 a.m. -5 p.m., 8 a.m. -9 p.m. or 24/7	8 a.m. -5 p.m., 8 a.m. -9 p.m. or 24/7	8 a.m. -5 p.m., 8 a.m. -9 p.m. or 24/7	8 a.m. -5 p.m., 8 a.m. - 9 p.m. or 24/7

* Same day service not offered in every location. Consult with your GE Service representative. Calls must be placed before 4 p.m. local time, Monday through Friday, to receive same day repair service.

† Calls must be placed before 4 p.m. local time, Monday through Friday, to receive next day repair service. If call comes Friday, we will commit to fixing your machine by the following Monday

Life Systems Services Value Promise

Fast service response time – With over 180 local Field Service Engineers, we ensure fast response times and local service.

High technical competency – Our engineers average 12 years service experience and remain up-to-date on new equipment and technology.

Full parts coverage – We only use GE parts. No substitutions. Our full parts coverage option maximizes equipment performance with predictable life cycle costs.

Clinical and technical education – Excellent support and training helps customers provide better patient care.

A team of professionals who care – When surveyed, 95% of Life Systems Services customers would recommend GE Healthcare service to a colleague.

Healthcare Re-imagined

GE is dedicated to helping you transform healthcare delivery by driving critical breakthroughs in biology and technology. Our expertise in medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, and biopharmaceutical manufacturing technologies is enabling healthcare professionals around the world to discover new ways to predict, diagnose and treat disease earlier. We call this model of care “Early Health.” The goal: to help clinicians detect disease earlier, access more information and intervene earlier with more targeted treatments, so they can help their patients live their lives to the fullest. Re-think, Re-discover, Re-invent, Re-imagine.

GE Healthcare
P.O. Box 7550
Madison, WI 53707-7550
USA

www.gehealthcare.com

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imagination at work