



ConnectCare

Life Systems Services, Point-of-Care Agreements

We get the point: **Collaboration**

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.

Connect to improve your operations

- **Clinical training day (on-site)** — A six hour training session customized to your needs. Ideally suited for post-install training due to staff turnover, refresher course or review of advanced operating features.
- **Dedicated contact** — Through a dedicated GE Healthcare contact, you will have access to a team of experts. Your point of contact will help you manage all your service needs.
- **Next day repair*** — Our team of experts will work to make your equipment operational no later than the next business day.
- **Next day critical parts*** — A centralized inventory of critical repair parts helps ensure you receive parts no later than the next business day.
- **Loaner equipment*** — If your patient monitor or modules cannot be repaired on-site, we will provide loaner units within 24 hours.
- **Technical support** — You can rely on exceptional telephone service, including 24/7 direct access to technical expertise.

Enhance your ConnectCare package with these flexible offerings

- **On-site leased loaners** — To minimize service disruptions, loaner equipment for your entire anesthesia machine is available on consignment. Store fully operational replacement equipment on-site.
- **Two-day off-site technical training** — Improve competencies in the basic operation and troubleshooting of equipment. This "first responder" training, designed for anesthesia technicians and biomedical engineers, includes problem simulation and hands-on practice.
- **Environmental tests** — Our trace gas analysis and room air exchange testing services can help you meet regulatory requirements - and help ensure a safe facility for staff and patients.
- **Vaporizer efficacy tests** — Verification of vaporizer output.
- **Documentation support** — Ready access to the tools and resources you need to independently repair or maintain equipment in-house. Gain access to the current technical reference manuals, latest planned maintenance procedures as well as technical and marketing bulletins, as they are issued.
- **Preventive maintenance** — Keep your equipment in good operating condition and minimize downtime. Schedule one to four preventive maintenance visits a year with our service technicians.
- **Service parts and labor** — Reduce unanticipated maintenance costs. This program encompasses all parts (including freight) as well as labor, travel, mileage and other expenses for planned maintenance and repairs.
- **Depot repair** — If it is necessary, we will repair or service your equipment at our off-site depot location and return it quickly to you.



At-a-glance

Package features	ConnectCare™
On-site clinical training	Yes
Dedicated contact	Yes
Equipment repair	Next day
Parts delivery (critical parts)	Next day
Module and monitor loaner (if repair is not possible in the field)	Next day
24/7 technical phone support	Priority
Clinical applications phone support	Yes (8 a.m. -5 p.m., CST)
Travel and mileage (if applicable)	Included

Optional services	Add what you need:
On-site leased loaners	Optional
On-site repair parts kit	Optional
"First responder" technical training	2-day off-site
Various other technical education programs (see education catalog)	Optional
Environmental tests per year	1-4
Vaporizer efficacy tests	1-4
Documentation support	Optional
Preventive maintenance	1-4 visits per year
Service parts	Preventive maintenance parts and/or repair parts
Repair labor	Repair labor or second-call repair labor
Depot repair	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

Note: If you do not select "Repair labor" from the options above, GE Healthcare will still commit to fixing your equipment next day, however you will be charged on an hourly basis at standard rates, including travel time. Same applies to "Repair parts".

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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 Healthcare 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.

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



* 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.

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