



ValueCare

Life Systems Services, Point-of-Care Agreements

We get the point: **Practicality**

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.

Choose the services you need based on your service requirements and available budget

- **Repair time guarantee*** — Our team of experts will work to make your equipment operational same day or next day, depending on your needs. If the demand on your equipment is not as intense, you may choose an option that does not include a guaranteed timeframe. GE Healthcare will still aim to repair your machine as soon as possible.
- **Repair parts guarantee*** — Thanks to dedicated local and central inventories of top critical parts, you or your GE Healthcare field engineer will have the parts available to repair equipment. Choose same day or next day, depending on your needs, or if you have the scheduling flexibility you can choose not to have a guarantee. GE Healthcare will strive to deliver parts as soon as possible.
- **Loaner equipment*** — If your patient monitor and modules cannot be repaired quickly on-site, we will provide loaners same day or next day if you select one of these options. Loaner equipment helps minimize service disruptions. On-site loaner equipment for the entire anesthesia machine and the patient monitors are also available on consignment.
- **Technology upgrades†** — Software upgrades will help you stay ahead of the curve. This package offers software upgrades that include standard new features and enhancements. Hardware upgrades are available at additional cost.
- **Clinical training day (on-site)** — A six hour training session customized to your needs. Ideally suited for post-install training due to staff turnover, as a refresher course or for a review of advanced operating features.
- **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.
- **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. Only available for people who take the 5-day training class in Madison, WI.
- **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.
- **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.
- **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.
- **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	ValueCare™
Equipment repair (same day, next day)	Optional
Repair parts (same day, next day)	Optional
Module and monitor loaner (same day, next day)	Optional
On-site clinical training	Optional
Software upgrades	Optional
Dedicated contact	Optional
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

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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.



* 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 or next day repair service.

† Ventilation modes are excluded, as any hardware needed to support software upgrades.

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