



ValueCare for Surgery Centers

Life Systems Services, Point-of-Care Agreements

We get the point: **Predictability**

With the heavy case load, fast pace and cost pressure at your surgery center, you need equipment service that is all about speed to resolution, immediate answers and accelerated response times at a predictable cost. No hassles. Next day repairs. Next day loaners. Priority support.

Accelerate your service response

- **Next day repair*** — With a ValueCare™ for Surgery Centers service agreement, you can depend on an aggressive repair cycle. Our team of experts will work to make your equipment operational no later than the next day.
- **Next day critical parts*** — A centralized inventory of top critical repair parts helps ensure you receive the parts you need 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.
- **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.

Enhance your ValueCare for Surgery Centers package with these flexible offerings

- **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.
- **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.
- **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.
- **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.
- **Vaporizer efficacy tests** — Verification of vaporizer output.
- **On-site repair parts** — When system availability is at stake, waiting for replacement parts can seem like an eternity - especially when downtime equates to significant income loss from idle operating rooms. With GE Healthcare’s on-site parts inventory, you don’t have to wait for parts.



At-a-glance

Package features	ValueCare for Surgery Centers
Equipment repair	Next day
Parts delivery (critical parts)	Next day
24/7 technical phone support	Priority
Module and monitor loaner (if repair is not possible in the field)	Next day
Clinical applications phone support	Yes (8 a.m. - 5 p.m., CST)
Travel and mileage (if applicable)	Included
Service parts	Preventive maintenance parts and repair parts
Service labor	Repair and maintenance labor

Optional services	Add what you need:
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
"First Responder" technical training	2-day off-site
Documentation support	Optional
Various other technical education programs (see education catalog)	Optional
Environmental tests per year (trace gas analysis and room air exchange)	1-4
Vaporizer efficacy tests	1-4
On-site repair parts	Optional

Note: We will only perform environmental tests during scheduled planned maintenance events.

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.

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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