

Philips HeartStart Essentials

Comprehensive AED program management services

Your key to a successful early defibrillation program

Program management made easy

At Philips, we understand that your successful early defibrillation program requires more than just defibrillators. You want a complete solution that helps you manage the entire spectrum of your AED program, including site assessment, training, data management, regulatory support, medical direction, risk mitigation, and more.

With Philips HeartStart Essentials, you can rely on a dedicated team of program management specialists to help ensure that your program details are in place and that your organization is prepared in case an event should occur. And you can rest assured, knowing that we apply the same rigorous quality processes to our program management services that we have used to ship hundreds of thousands of our exceptionally reliable AEDs.

HeartStart Essentials offers four comprehensive programs, designed around you, which are easy to implement and maintain. We'll help you select the right program to fit your organization's unique needs.

Philips HeartStart Essentials Programs

- Premier Readiness Plus
- Premier Readiness
- Medical Oversight Plus
- Maintenance



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Philips HeartStart Essentials Programs

- **Premier Readiness Plus** – Offers comprehensive outsourced readiness and risk mitigation, including nationally recognized CPR/AED training.
- **Premier Readiness** – Provides outsourced readiness and risk mitigation for those who already have a training provider.
- **Medical Oversight Plus** – Emphasizes medical oversight, post-event services, regulatory compliance, and program management.
- **Maintenance** – Includes on-location device inspection and program management services.

	Premier Readiness Plus Program	Premier Readiness Program	Medical Oversight Plus Program	Maintenance Program
AED Standard Product Indemnification	●	●	●	●
Five-year AED Product Warranty	●	●	●	●
AED Program Warranty	●	●		
Customer Service <ul style="list-style-type: none"> • Dedicated team of HeartStart Essentials specialists 	●	●	●	●
Maintenance Services <ul style="list-style-type: none"> • On-location device inspection 	●	●		●
Program Management <ul style="list-style-type: none"> • Data entry and management of AED program information with our SMART Track AED program management system, including: <ul style="list-style-type: none"> - Device model, serial number, location, and warranty status - Defibrillation pads/cartridge and battery expiration dates - Responder refresher and re-certification training dates - Site contact names, phone numbers, and email addresses • Quarterly courtesy calls 	●	●	●	●
State AED Regulatory Support Services <ul style="list-style-type: none"> • Access to state AED regulatory summaries and statutes • Payment and assistance with registering AEDs, as required 	●	●	●	
Medical Direction Services <ul style="list-style-type: none"> • Prescription for AED purchase, if necessary • Annual approval of CPR/AED training program, as necessary • Annual review of policies and procedures pertaining to AED program, as requested 	●	●	●	
Post-Sudden Cardiac Arrest Event Services <ul style="list-style-type: none"> • Overnight shipping of device to HeartStart Essentials response depot • Loaner AED while the used device is being prepared to return to service • Event data retrieval • Clinical review of the event by your Medical Director • Written summary report of the event • Replacement of pads/cartridges used during the SCA event • Expedited shipping of original device to customer location for redeployment • Assistance in interacting with local emergency medical services (EMS) regarding the event 	●	●	●	
Training <ul style="list-style-type: none"> • Your choice of: <ul style="list-style-type: none"> - AHA Heartsaver CPR/AED training for up to 8 people or - Medic First Aid CPR/AED training for up to 12 people • Access to web-based AED refresher program (customized for FR2+, FRx, and/or OnSite Defibrillators) 	●			

Contact Philips today!

Join the thousands of companies worldwide that have counted on Philips to deliver advanced medical products and services for over 70 years.

To learn more about Philips HeartStart Essentials program management services, call 1-800-453-6860, or visit www.philips.com/heartstart.



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Printed in The Netherlands.
 4522 962 17381 * JAN 2007