



**PHILIPS**

Healthcare Services

# Philips RightFit Biomedical Services

Comprehensive on-site biomedical multi-vendor service program

Philips comprehensive on-site biomedical multi-vendor service program brings to your department and organization skilled on-site trained technicians and program leaders.

At Philips, we pledge to provide distinctive quality and unparalleled customer service regarding all phases of the life cycle of biomedical equipment from essentially all manufacturers.

#### **Key Benefits of Philips RightFit Biomedical Program**

- Dedicated On-site and field-dispatched biomedical technicians
- Customer accessible point-of-service documentation system – InfoView
- Preventive maintenance and repair
- Electrical safety compliance and performance inspections
- Support Joint Commission /CMS/DNV audits
- Program compliance with TJC, ECRI, DMV, CMS, SMDA, OSHA and other regulatory agencies and codes
- Incident investigation
- Quality assurance reporting and EOC committee participation
- Parts inventory management and sourcing
- Pre-purchase equipment consulting and committee participation
- Support device recall requirements
- Supervision of software installations (upgrades and original OEM)
- Staff training support
- BMET leadership, specialty and life support device training
- Quarterly customer satisfaction surveys and annual comprehensive account audit (QIT)

#### **Philips On-Site Biomedical Services**

**Program** is far more than a repair service – It's a comprehensive program for asset planning and management. The goal is to reduce equipment life cycle costs and maximize the organization's capital investments.

### Typical equipment we serve (sample list):

Experience managing over 8,000 unique models, and over 180,000 unique assets

We service	By these manufacturers
Anesthesia	Allergan Inc.
Respiration Therapy	St. Jude Medical Inc.
Cardio Pulmonary	3M Co.
Lasers	Olympus Corp.
General Laboratory Equipment	Boston Scientific Corp.
Lithotripters	Abbott Laboratories
Nursery	Stryker Corp.
Labor and Delivery	General Electric Co.
Nurses Services	Siemens AG
Surgical Equipment	Medtronic Inc.
Surgical Lights and Tables	Baxter International Inc.
Scopes Flexible/Rigid/Fiber Optic	Koninklijke Philips Electronics NV
Physical Therapy Rehabilitation	Essilor International SA
Sterilizers/Washers/Dryers	Covidien plc
General BioMedical Equipment	Novartis AG
...And More	...And More

### Get real-time access to inventory, corrective and preventative maintenance work orders

Through our simple-to-use cloud based asset management application, Philips InfoView makes reporting and planning management of your assets simple at every level of your organization. Record entire service maintenance history and the related service costs for each piece of equipment, providing meaningful data back to those who need it.

### Support multiple sites using a single point of access, anywhere...anytime.

- Initiate service requests
- Access real time, complete inventory information
- View down systems and the status/utilization of mission critical devices
- Quarterly asset reconciliations ensure accurate inventory and service levels
- Check the status of work orders and PM compliance
- Manage equipment warranties and subcontract information
- View, create and schedule clear, customizable reports and dashboards for every purpose from compliance to cost management
- Provide clear, concise capital asset and equipment lifecycle planning information



### Biomedical services to fit your needs

From full-service to asset tracking only plans, we provide flexible service agreements to repair, maintain and manage the life-cycle for your biomedical equipment located throughout hospitals and ancillary healthcare facilities.

	Full service	Labor only	Planned maintenance only	Electrical safety only	ASSET tracking only
Labor:					
On-site project team	YES	YES	YES	YES	YES
Service hours	8 a.m. – 5 p.m., M – F	8 a.m. – 5 p.m., M – F	8 a.m. – 5 p.m., M – F	8 a.m. – 5 p.m., M – F	
Extended hours	Optional	Optional	Optional	Optional	
Parts:					
Coverage	Standard parts – value cap at 50%	Not included	Standard for PM's	Not included	Not included
Asset management and reports:					
InfoView	Available	Available	Available	Available	Available

- 1. Full service:** with standard parts: on-site service from 8:00 a.m. – 5:00 p.m., Monday – Friday, excluding Philips published holidays; includes coverage on parts to maintain and repair the equipment.
- 2. Labor only:** Labor Only with no parts: on-site service from 8:00 a.m. – 5:00 p.m., Monday – Friday, excluding Philips published holidays; excludes coverage on parts to maintain and repair the equipment.
- 3. Planned maintenance:** On site planned maintenance from 8:00 a.m. – 5:00 p.m., Monday – Friday, excluding Philips published holidays; Parts required to perform Planned

Maintenance are included. Parts needed for repairs discovered while doing Planned Maintenance are not included.

- 4. Electrical safety:** Electrical safety test from 8:00 a.m. – 5:00 p.m., Monday – Friday, excluding Philips published holidays; parts not included. Inventory tracking included in InfoView and will track repairs via service reports and invoices.
- 5. Tracking only:** Inventory tracking included in InfoView and will track repairs via service reports and invoices; parts are not included.



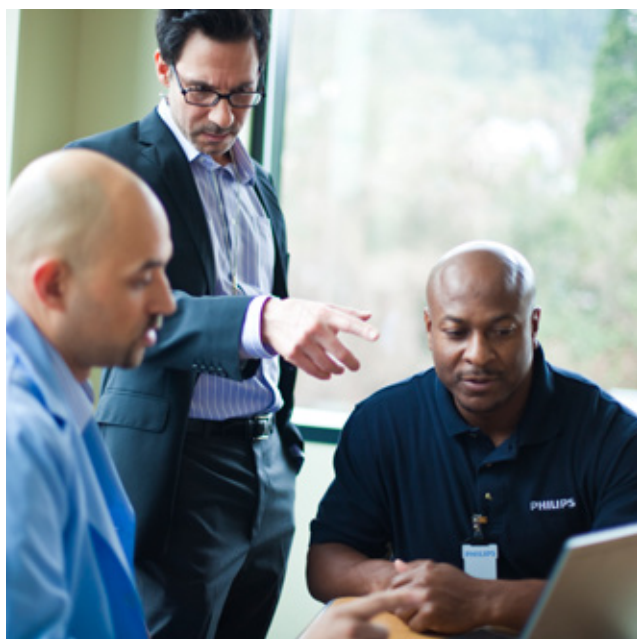


## Proven Implementation with our customers.

### We support your needs.

The Philips service team performs the task of coordinating and managing pre-program implementation details through complete program reviews and audits. This entire process is coordinated closely with your biomed resources ensuring a strong working relationship and partnership to support your overall business needs.

Pre implementation	Implementation	
Prior to contract start date	0 – 45 days after contract start	46 – 90 days after contract start
<ul style="list-style-type: none"><li>• Work with liaison<ul style="list-style-type: none"><li>› Collect site specific data</li><li>› Identify offsite locations and inventory schedule</li></ul></li><li>• Create preliminary implementation file<ul style="list-style-type: none"><li>› Establish 'bill to' and 'payer' numbers</li><li>› Last PM date/install date</li><li>› Model/manufacture</li><li>› OEM system ID number</li><li>› Peripherals</li><li>› Probe inventory</li><li>› TEE probes inventory</li><li>› Coil Inventory</li></ul></li><li>• Review current Philips service contracts</li><li>• Establish meeting and reporting preferences</li></ul>	<ul style="list-style-type: none"><li>• Conduct inventory verification</li><li>• Contract kick-off meeting</li><li>• Contract overview<ul style="list-style-type: none"><li>› How to contact the customer care solution center in order to request service</li><li>› Review Philips site tags and entitlement tags</li><li>› Introduction of local service team</li><li>› Review service delivery plan</li><li>› Review add/delete process</li><li>› Review PRS connection process</li><li>› Continuing education units</li><li>› Establish cryogen reporting process</li></ul></li><li>• Schedule system audits<ul style="list-style-type: none"><li>› Verify existing software and literature</li><li>› Identify and review pre-existing conditions</li><li>› Collect remote services information</li></ul></li><li>• Conduct power audits</li></ul>	<ul style="list-style-type: none"><li>• Follow-up system and power audits</li><li>• Inventory reconciliation and approval</li><li>• Enable remote services (DSS installed)</li><li>• Quarterly review meeting</li></ul>



## Let Philips help you with your operational goals.

Contact Us with your questions or needs, at [www.philips.com/mvs](http://www.philips.com/mvs), or (800) 229-6417.

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