Patient Monitoring RightFit Value Alliance Services

Service delivery	
Hours of telephone coverage (24 x 7)	Included
Initial telephone response (2 hours)	Included
Remote services	
Web-based support	Included
Technical telephone support	Included
Clinician telephone support	Included
Direct Connect to technical engineer	Included
Parts	
Standard parts coverage	Included
Parts delivery	Priority
On-site delivery	
On-site response	Optional 2nd response*
Overtime labor and travel	Preferred rates

* Includes labor and travel after the initial biomed efforts are completed.

Availability of all options depends on system type and software release levels.

PHILIPS

sense and simplicity