



GE Healthcare IITS – Imaging Solutions

May 2008

Dear Valued GE Customer,

At GE Healthcare we take pride in continually improving the customer experience. We want to ensure your questions, which require technical and product support, are handled promptly.

To better assist you, we have streamlined the **“Ask the Expert”** section of the Centricity PACS Customer Center. Effective immediately, we will direct you to the appropriate Service team that can assist you for administration/site access, technical and/or application support.

For Centricity PACS Customer Center Site Access, passwords, customer center content, etc., please use the “Ask an Expert” Links. Questions to other customers should be entered via the **Customer Forum**.

For GE Centricity PACS Technical assistance, please call our **GE CARES - Level 1 Remote Operations Center at 1-800-437-1171** and select 3 for GE PACS and RIS products. Then to select:

- Centricity PACS, press 1.
- RIS-IC, press 2.
- Centricity Cardio, press 3.
- Centricity RIS, CCG or Connect R Plus, press 4.

The Level 1 team is available to handle all support calls, Monday through Friday from 6:30 am to 8:00 pm CST. (Before and after these times, your calls will be automatically routed to our 24-hour global CARES center).

For GE Centricity PACS Application assistance, please call our **Application Service Support Team at 1-800-682-5327, option 1 (Applications), option 8 (Centricity products)**.

The Application team is available to handle all support calls, Monday through Friday from 8:00 am to 5:00 pm CST.

To submit your question on line please go to our iCenter Site at:

<http://icenter.gehealthcare.com/icenter/USfeindex.jsp>

If you do not have access to **iCenter** and need to register, please follow the registration form, which is located on our **Centricity PACS Customer Center** under the “Tools” section.

Should you have any questions, please do not hesitate to contact the site facilitator.