



## RapidCare

Life Systems Services, Point-of-Care Agreements

We get the point: **Speed**

With the heavy workload and fast pace at your institution, you need equipment service that is all about speed to resolution. Immediate answers. Accelerated response times. Same day repairs. Priority support.

### Accelerate your service response

- **Same day repair\*** — Our team of experts will work to make your equipment operational the same day you call, which means receiving priority service from our local Field Engineers.
- **Same day critical parts\*** — Thanks to our dedicated local inventory, you or your GE Healthcare Field Engineer will have the critical parts available to repair equipment quickly and efficiently.
- **Loaner equipment\*** — If your patient monitor and module repairs cannot be completed the same day, we will loan you the necessary equipment.
- **Priority access to field resources** — A team of designated field engineers are available to prioritize your support needs for rapid response.
- **Priority technical support** — As a RapidCare agreement customer, your call goes to the top of the queue for quick response.

### Enhance your RapidCare package with these flexible offerings

- **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.
- **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.
- **Vaporizer efficacy tests** — Verification of vaporizer output.
- **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.
- **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.
- **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.
- **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.



## At-a-glance

Package features	RapidCare
Equipment repair	Same day
Parts delivery (critical parts)	Same day
24/7 technical phone support	Highest priority
Module and monitor loaner (if repair is not possible in the field)	Same day
Clinical applications phone support	Yes (8 a.m. - 5 p.m., CST)
Travel and mileage (if applicable)	Included

Optional services	Add what you need:
On-site repair kits	Optional
"First responder" technical training	2-day off-site
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
Documentation support	Optional
Preventive maintenance	1-4 visits per year
Service parts	Preventive maintenance parts and/or repair parts
Repair labor	Repair labor or second-call repair labor
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

**Note:** If you do not select "Repair labor" from the options above, we will still commit to fixing your equipment same day, however you will be charged on an hourly basis at standard rates, including travel time. Same applies to "Repair parts".

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## 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.



\* Same day service not offered in every location. Consult with your GE Service representative. Calls must be placed before 4 p.m. local time, Monday through Friday, to receive same day repair service.

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