

Life Systems Services, Solution Time Guarantee

Creating Point-of-Care solutions that meet your needs

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. Priority support.

If you are dealing with these issues, GE Healthcare can help

Can you tolerate downtime?

Downtime must be kept to a minimum in a clinical environment. Your surgical suites must be ready to serve at all times. Regional hospitals and those designated as “trauma” centers require an even greater level of readiness.

Can you afford lost income?

How many surgeries do you see on a typical O.R. per day? Cancelling procedures due to system downtime can hurt the hospital financially.

Can you handle unscheduled disruptions?

Surgeons and anesthesiologists may serve multiple sites and clinics so a malfunctioning system disrupts their schedules and adds to their level of stress.

Are you protecting your well earned reputation as best as you can?

Rescheduling or cancelling procedures due to equipment malfunction is a big inconvenience to patients and may result in customer dissatisfaction.

Do you want to minimize stressful situations?

As a biomedical technician, you are well aware of the stressful situations that occur when anesthesia and other vital equipment is not working properly or not at all. These instances can create stressful situations with clinicians who desperately need equipment to quickly become operational again.

GE Healthcare provides fast help for increased uptime

At GE Healthcare we get it. We understand downtime must be minimized and rapid response is becoming increasingly critical. Anesthesia equipment has to function day and night, and if it doesn't, a solution has to be found fast. GE Healthcare offers same day or next day solution guarantees, depending on your needs, including loaner backup equipment if necessary.

Same day solution guarantee

- **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.

Next day solution guarantee

- **Next day repair†** — You can depend on an aggressive repair cycle. Our team of experts will work to make your equipment operational no later than the next day.
- **Next day critical parts†** — A centralized inventory of top critical repair parts helps ensure you receive the parts you need no later than the next business day.
- **Loaner equipment†** — If your patient monitor or modules cannot be repaired on-site, we will provide loaner units within 24 hours.



GE Healthcare's solution time guarantee can help you:

- **Maintain high equipment uptime**
Ensure maximum equipment uptime and keep your operating room running at maximum efficiency.
- **Maintain high reputation of your hospital**
Manage equipment malfunctions expeditiously and maintain the high reputation of your operation.
- **Protect your profitability**
Protect your operating room profitability and improve your risk mitigation strategies. Getting the most out of capital investments is critical to driving profitability, which funds future patient benefiting investments.
- **Maintain excellence in patient care**
Maintain your patient care at the utmost level of excellence. Minimize patient disruption or rescheduling.
- **Minimize stressful situations with patients and staff**
Avoid spending hours on the phone rescheduling next day's entire patient load or possibly sending them to another facility if time is of the essence. Patients are inconvenienced, and the hospital often loses at least a portion of that day's income.

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

† Calls must be placed before 4 p.m. local time, Monday through Friday, to receive next day repair service. If call comes Friday, we will commit to fixing your machine by the following Monday.

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.



GE Healthcare
P.O. Box 7550
Madison, WI 53707-7550
USA

www.gehealthcare.com



© 2009 General Electric Company - All rights reserved.

General Electric Company reserves the right to make changes in specifications and features shown herein, or discontinue the service described at any time without notice or obligation. Contact your GE Representative for the most current information.

GE and GE Monogram are trademarks of General Electric Company.

All other marks are property of their respective owners.