



Partners in CareSM Services

Support, education and professional services that keeps equipment in the hands of clinicians.



Partners in Care Services™
SUPPORT | EDUCATION | PROFESSIONAL

WelchAllyn®

Partners in Care Services.

Three essential services. Flexible choices.

One collaborative resource.

Nearly one hundred years of experience in frontline care has helped Welch Allyn understand that healthcare staff can't afford interruptions from out-of-service equipment. That's why we designed Partners in Care Services to deliver flexible programs to optimize your investments:

- > **Support Services** to help manage service complexity and minimize downtime
- > **Education Services** that promote clinical/technical best practices to enhance patient care
- > **Professional Services** to help effectively integrate new technology into your environment and workflows

These programs are designed specifically to help you adopt new methods of biomedical, clinical, and IT excellence and provide the highest level of care, delivering a collaborative service relationship that's critical in helping you meet your facility's top priorities, including:

- > Achieving system reliability
- > Strengthening staff competencies
- > Managing costs
- > Optimizing technology assets
- > Extending the life of your systems

Your need	Partners in Care delivers:
Improve system uptime and performance	Comprehensive suite of support, education, and professional services
Predictable support costs	Support agreements with fixed costs resulting in no unexpected financial surprises
Regulatory compliance	Online or classroom; technical training courses with documented certification of completion
Faster response times and issue resolution	Support agreements provide defined, enhanced response times
Timely access to parts	Direct line to Partners in Care Technical Support Center and expedited shipping
Timely, predictable, automated access to software and firmware updates	The Service Tool enables real-time access to updates and licensable upgrades
Efficient, cost-effective methods to keep equipment maintained	The Service Tool provides sequential process steps, with specifications and parameters at your fingertips



SUPPORT

Comprehensive Program: Designed for busy medical practices or facilities with limited resources, allows staff to focus on patient care without relying on a third-party provider. Includes:

- Repair parts and labor
- Accessory protection
- Loaner coverage
- Fast turnaround time
- Remote technical support
- Free shipping
- Calibration discounts
- Software updates

Biomed Partnership Program: Designed for hospitals to ensure our products and your people, never have to leave your facility. Welch Allyn engineers, technical experts, core intelligence and trainers help biomed increase on-the-job efficiency and extend the useful life of devices and systems. Includes:

- Replacement parts and service kits
- Online technical training
- Accidental protection coverage
- Accessory protection
- Loaner coverage
- Free shipping
- Fast response and turnaround time
- Software updates
- Remote services & Welch Allyn Service Tool

System Programs: Designed to support the Connex Clinical Surveillance System for hospital medical surgical floors. Choose from three levels of support based on your needs:

Basic Support Program: For facilities that require support of Welch Allyn software for EMR integration and maintenance

Full Support Program: For facilities that require support service on standalone, non-EMR integrated systems

Premium Support Program: For facilities that require EMR system integration and maintenance

Device Programs:

- Extended Warranties (available in select regions)
- Preventive Program (available in select regions)

EDUCATION

Education Services: Designed to help your clinical and biomed staff enhance their skills and performance, our clinical and technical training programs help optimize technology and processes with workflow training and implementation.

- **Clinical:** On-site, hands-on instruction or online training help reduce the costs and productivity losses associated with staff education and turnover
- **Technical:** Online Certification Program for warranty maintenance on-site, including calibration, upgrades and repairs

PROFESSIONAL

Professional Services: Our experience and proven methodologies significantly reduce the risks involved when installing new products and software, ensuring the system is ready for clinical use. Includes:

- Examining your workflows to configure systems to your existing technology
- Ensuring systems match the way you send and record patient data in your EMR
- Customizing the HL7 interface to your EMR, eliminating third-party or internal resources
- Complete Installation and Configuration
- Validation and Hand-off at Go-Live

Experience the Partners in Care advantage.

Partners in Care Support Programs go beyond the standard product warranty to take service and support to another level. It provides faster turnaround times, free shipping, software updates, and more—everything you need to achieve higher service levels and to meet your goals for cost and lifecycle planning. Talk to your Welch Allyn representative on how Partners in Care can help you.

To learn more about how Partners in Care Services can help you care for your patients and maintain your equipment, contact your Welch Allyn representative, call 1.800.535.6663 to speak with a customer service representative, or visit www.welchallyn.com/services.

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Certain Partners in Care service options and features are not available for all products or in all countries. Service features and options for your equipment are determined by the written terms of your Service Agreement.

WelchAllyn[®]

Advancing Frontline Care[™]