

A man with dark hair is shown in profile, looking intently at a laptop screen. The laptop is open on a desk, and the screen displays a complex medical monitoring interface with various graphs and data points. The man is wearing a watch on his left wrist. The background is a blurred office or clinical setting.

PHILIPS

Patient Care and
Monitoring Solutions

Right from the **start**

Philips Value Added Services for patient monitoring

Confidence from day 1

You've chosen your patient monitoring solution. Now take the next step to success with quality guidance to plan, install, and implement your complete medical monitoring system.



Because we do more than 7,000 installations each year, we can help you identify challenges you're likely to face, preventing unnecessary costs and delays.

Leverage our know-how to improve your installation

Our goal is to help you have a seamless and effective monitoring experience, from installation to ongoing use. The Philips Value Added Services consultation team can help you think through the patient monitoring system design, use models, and installation process to help you meet your clinical, biomedical, and IT needs, while delivering to a tight project schedule with costs that are known up front.

Your Philips Value Added Services team will work to:

- Identify the costs associated with installation and planning, as well as additional services that can help make your patient monitoring more effective

- Examine crucial issues and work with you to identify a comprehensive solution to meet your needs, many elements of which can be performed by your own organization
- Evaluate different IT systems and clinical use models to help your organization run more efficiently

The Philips difference

Not only do we identify our costs up front, we see to it that all parts of your system can work together over time. We understand that a smooth and timely installation means a better experience for you, can lead to better care for your patients, and, ideally, results in a long-term relationship between your organization and ours.

Value Added Services offerings

Here are the core set of services and products that can be included in your patient monitoring solution. Some of these services are essential to your monitoring installation and are performed by Philips. You'll find that other services can be performed by Philips, third parties, or your own organization. We'd like to help you better understand the value of each so that you can compare and select the best alternatives.

Installation services

Services necessary to complete most installations include device upgrades and cabling infrastructure. A Philips factory-trained, experienced professional service engineer will perform the field-tested installation upgrade to provide new enhancements and additional functionality not available with previous monitors.

Value differentiator	Philips deliverable	Value proposition
<p>✓ Device upgrade services</p>	<p>A Philips service engineer will perform the field-tested installation upgrade on the following products:</p> <ul style="list-style-type: none"> • IntelliVue patient monitors and information systems • IntelliVue MX40 telemetry monitors • IntelliVue Guardian Solution software • IntelliSpace Event Management (IEM) software • SureSigns Vital Signs monitors and systems • Avalon fetal monitors and systems • HeartStart defibrillators <p>A Philips Clinical Specialist will provide go-live support to your clinical staff.</p>	<ul style="list-style-type: none"> • Extends the life of your existing monitors • Offers a cost-effective and time-efficient approach to software and hardware upgrades • Services are performed right the first time and backed by qualified Philips technical resources • Over 200 US-based field service and network engineers in addition to the Customer Care Solutions Center for prompt, nearby service
<p>✓ Cabling infrastructure</p>	<p>Philips provides high-quality, complete cable services including:</p> <ul style="list-style-type: none"> • Cat 5/6 cable pulling • Cat 5/6 patch panel • Cable termination • Fiber pulling (6- and 12-strand) • Fiber patch panel • Point-to-point testing • TIA/EIA testing and certification • Dust containment (HEPA filtering) • Cable project management services • Labeling 	<ul style="list-style-type: none"> • Provides infrastructure reliability • Minimal disruption to staff and facility for cable pulling installation • Coordinates vendor activity to free up customer resources • HEPA filtering during installation helps to protect the work environment and patient care areas • Services are performed right the first time and backed by qualified Philips resources • Full turnkey solution is not offered by many other monitoring OEMs; Philips provides a one-stop shop • Labeling of the patch cable defines the device it supports for easy identification





Cable run in server room.




Professional services

Philips IT-related services include project management and implementation, integration and interoperability, telemetry implementation, and network design and consultation.

Value differentiator	Philips deliverable	Value proposition
 Integration and interoperability services	<p>Philips industry- and factory-trained integration and field service engineers will:</p> <ul style="list-style-type: none"> • Configure HL7 vital sign data for export to electronic healthcare record system (EHR) and the hospital information system (HIS) • Configure the interfaces of external medical devices with RS232 or LAN interface to Philips IntelliVue patient monitors via IntelliBridge • Provide installation, configuration, and test services for registration information to the PIIC/PIIC iX and IntelliVue bedside • HL7, ADT, Wave Strip Export, Document Export, RS232 Out, and Workflow for SureSigns/Guardian, IntelliBridge Systems Services also available 	<ul style="list-style-type: none"> • Easy troubleshooting of connectivity issues • Easy for hospital IT to transfer Philips data into their system • A one-stop shop can reduce clinician workload • Personnel who understand the customer environment and industry standards, resulting in on-time performance and compliance with industry regulations and standards • Over 200 US-based integration and field service engineers
 Project management and implementation services	<p>Philips will assign a project manager to interface with your organization and manage all Philips aspects of the project for timely completion. These services include:</p> <ul style="list-style-type: none"> • Project kick-off meeting with key stakeholders • Management of installation services • Discussion with construction and other cable vendors • Post-implementation walkthrough • Project acceptance • As-built documentation <p>Additional project management services are available and scalable ranging from basic to advanced project management services:</p> <ul style="list-style-type: none"> • Project schedule/Gantt chart • Work breakdown structure (WBS) • Risk management • Change management • Communication management • Project workbook • Vendor management 	<ul style="list-style-type: none"> • Provides one point of contact for hospital staff • Frees up valuable hospital resources • Offers smooth, timely, and on-budget installation planning • Project planning management conforms to PMI standards



IntelliVue bedside display with VHM support arm.

Value differentiator	Philips deliverable	Value proposition
<p>✓ Telemetry implementation services</p>  <p>Access point enclosure in hospital hallway.</p>	<p>Customizes the telemetry design to your specific facility by taking precise measurements to understand the RF environment of our 1.4 Smart Hopping network (the RF environment is different with each facility and may be impacted based on facility structure as well as other equipment operating within the same frequency band).</p> <p>Available services include:</p> <ul style="list-style-type: none"> • Access point surveys • Hot spot surveys • Short range radio (SRR) surveys • RF design • Access point enclosures • Telemetry transmitter storage • Wireless medical telemetry service (WMTS) registration and surveys 	<ul style="list-style-type: none"> • RF surveys provide documentation of system performance and deliver a solid baseline in signal interference issues arising from changes in wireless environment or outside influences • RF surveys provide recommendations for optimization of access point, hot spot, and/or Short Range Radio locations to reduce patient signal dropouts, inoperative alarms, and nursing visits to the bedside due to potential signal errors • Access point enclosures help prevent theft since doors are lockable, are HIPAA compliant, and allow biomedical personnel to access without needing HEPA tents • WMTS registration service so that your system is in compliance with FCC regulations and that the certificate is delivered in a timely fashion • Gives customers the confidence in design and operational integrity due to the highly qualified factory- and industry-trained wireless engineers who perform these services
<p>✓ Network design and consultation services</p>	<p>Philips offers multiple options designed to meet networking strategies of hospital organizations and life-critical network requirements.</p> <ul style="list-style-type: none"> • Customer-supplied clinical network (CSCN): consultation on the design and operational requirements by factory- and industry-trained network engineers where the hospital manages the complete implementation <ul style="list-style-type: none"> – Some of the CSCN consultation services performed by the network, integration, and field service engineers include 802.11 surveys, DNS services, DHTP services, and virtualization consultations • Philips-supplied clinical network (PSCN): professional design and installation whereby Philips manages the complete implementation 	<ul style="list-style-type: none"> • For CSCN – <ul style="list-style-type: none"> – Deploying Philips patient monitors on a hospital's network gives greater control and visibility of Philips networked devices to the IT department – Utilization of customer-provided infrastructure to maximize investment – Hospital can develop its own risk management strategy such as IEC 800001-1:2010 • For PSCN – <ul style="list-style-type: none"> – Hospital labor and management not required, allowing staff to carry on its day-to-day business with limited interruption – Provides continuous operation with minimal delay and downtime on a reliable OEM-provided secure private network • Philips provides customers choices to employ either PSCN or CSCN



Remote displays in cockpit with KVM, audio, and mounts.

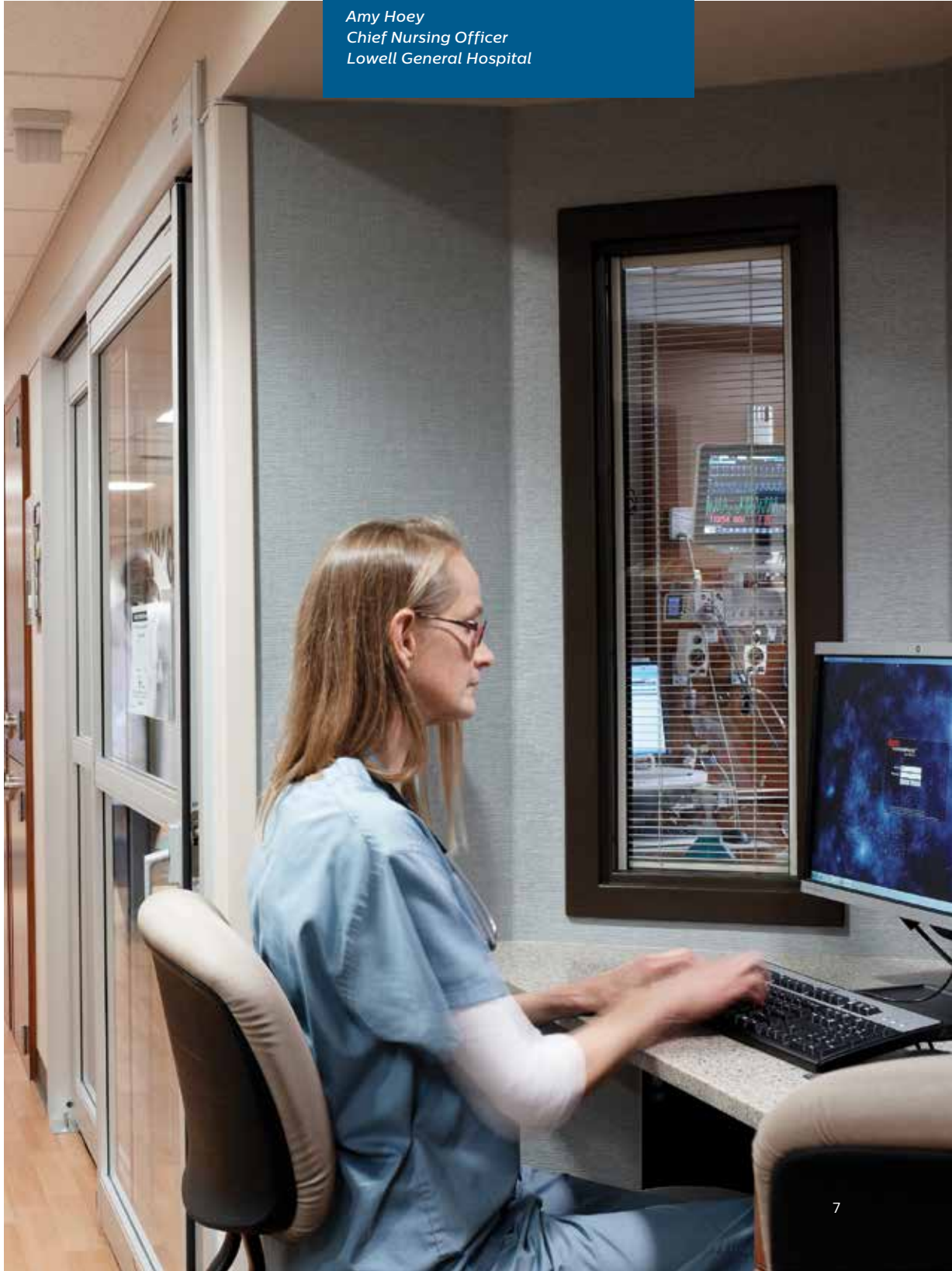
Clinical enhancements

Philips can provide services that improve the clinical and technical use of your monitoring systems.

Value differentiator	Philips deliverable	Value proposition
<p>✓ System hardware</p>	<p>Philips will:</p> <ul style="list-style-type: none"> • Procure, install and configure server and client hardware including mouse, keyboards, and printers • Mount and install patient monitoring devices associated with the system • Provide operating system software, SQL server, and anti-virus applications 	<ul style="list-style-type: none"> • Installation is tailored to comply with customer's departmental standards to be certain the solution is complete and fully operational • Hardware includes a vendor three-year, 24x7, four-hour response warranty • Frees up customer IT resources as Philips assumes the bulk of the workload
<p>✓ Displays</p>	<ul style="list-style-type: none"> • Single- or multiple-monitor display solutions, including remote displays designed to meet recommended size and diagnostic resolution requirements for central station locations • A range of display sizes are available upon request. 	<ul style="list-style-type: none"> • Maximizes functionality and maintains consistency throughout your facility • Monitors are compatible with factory specifications
<p>✓ Remote solutions</p>	<p>Remote solutions designed to provide displays in convenient locations such as waiting rooms, hallway alcoves, and the staff lounge.</p> <p>Solutions include:</p> <ul style="list-style-type: none"> • KVM and multi audio/video • PIICs remote KVM • Input devices (mouse, keyboard, etc.) • Interactive and non-interactive displays with and without audio • Remote CPU 	<ul style="list-style-type: none"> • Allows staff to obtain patient data remotely to provide prompt patient care untethered to the central station • Provides a well-organized area and better use of limited nursing space • KVM allows for a secure location of critical monitoring hardware in a controlled environment, which can help extend the life of the equipment • Provides HIPAA security and improved clinical workflow

“Working with Philips was transformational. It helped us to look at taking care of patients in a way we’ve never done before.”



*Amy Hoey
Chief Nursing Officer
Lowell General Hospital*





Cardiology review station with remote displays.

Clinical enhancements

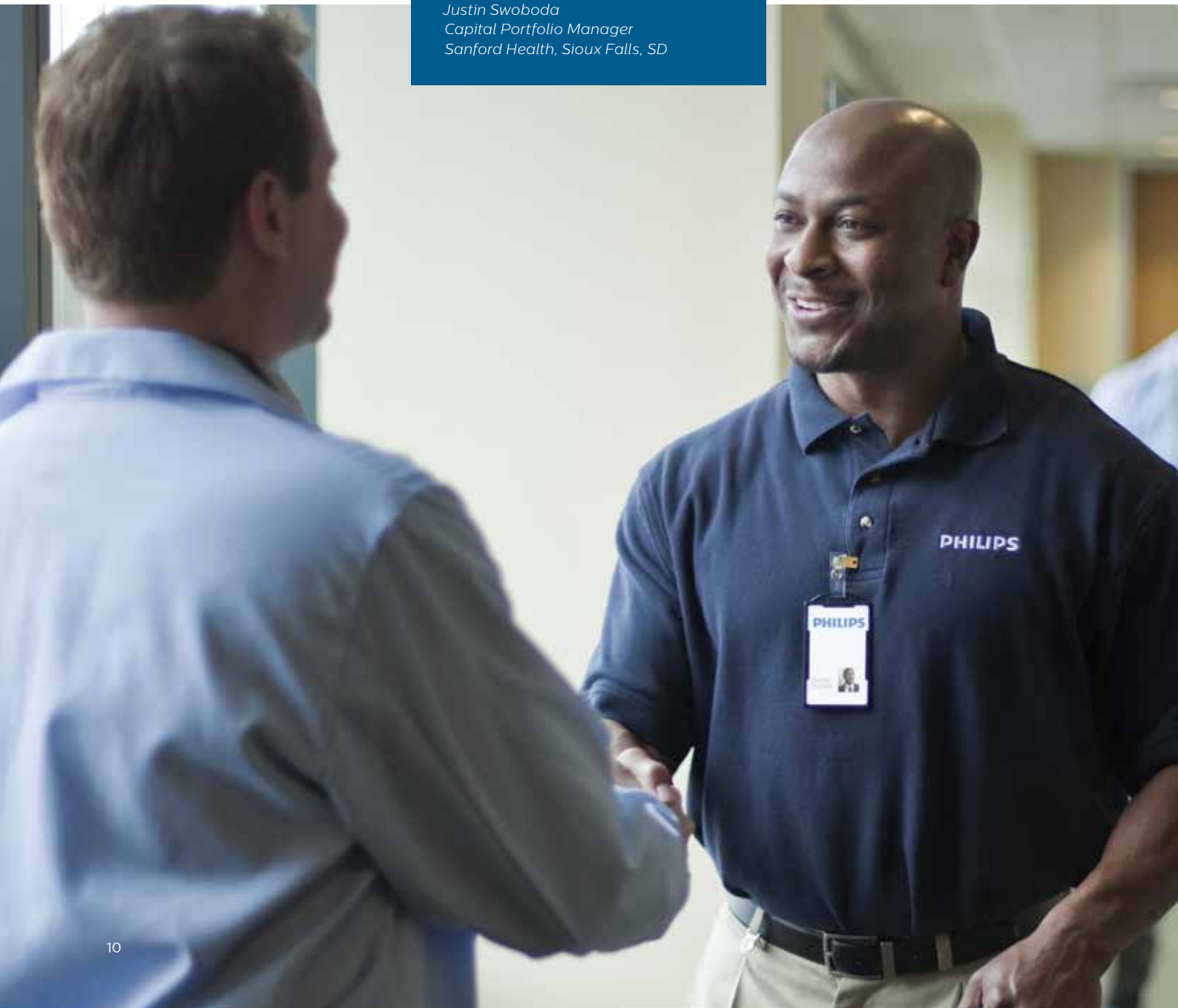
Value differentiator	Philips deliverable	Value proposition
<p> Equipment closet solutions and components</p>	<p>Philips provides standard network hardware for mounting network components in communication closets.</p> <p>Components include:</p> <ul style="list-style-type: none"> • Two- and four-post open-faced racks • Enclosed racks • Cabinet wall mount solutions • Rack consoles • Cable management trays • Rack ladders and power strips • UPSs 	<ul style="list-style-type: none"> • Solutions provide a clean, streamlined work environment by reducing the footprint of devices • Provides a one-stop service location for your clinical engineering team, freeing up valuable resources
<p> Medical device mounting solutions and consultation</p>	<p>Bedside and central station monitor mounting solutions are tailored to optimize workflow in each department of the healthcare environment.</p> <p>These mounting solutions include:</p> <ul style="list-style-type: none"> • Two sizes of variable-height mounts with optional extension and suspension • Interface to architectural products such as headwalls and pendants • Multiple lengths of standard fixed height arms, with tilt/swivel/pivot • Roll stands with handle, cable management, and storage • Patient cable management hardware • Wall, countertop, or ceiling display mounts • Fetal monitor carts with integrated charting workstation configurations • Under-the-counter CPU mount and sling • Charging station and power supply mounts with covers for clean workstations • Anesthesia mounting solutions • AFC ERGO desks • War room design consultation 	<ul style="list-style-type: none"> • Variable-height mounts provide a range of heights and articulation for Philips monitors, resulting in a more ergonomic and flexible solution • Mounts are medical-grade quality and designed to last longer than many alternative options, reducing cost of ownership • Solutions for central monitoring units and central monitor mounts are designed to meet your site-specific configuration as well as provide the ability for growth • Mounting solutions are factory-validated and approved • Cable management allows for fast application of leads and quick patient assessment and treatment, facilitates improved compliance with Joint Commission patient safety guidelines¹ by reducing infection and safety risks associated with disorderly cords and alleviates entanglement problems with individually stored cords <div data-bbox="837 1375 1252 1795" data-label="Image"> </div> <p>IntelliVue monitor mounts with cable holders in OB department.</p>

¹ Joint Commission National Patient Safety Goal 07.03.01 and Joint Commission Infection Control Standard IC.02.02.01

“We’ve had a long-standing relationship with Philips, so I think they bring value every day to our patients and to our staff. It’s those niceties that we’re seeing by using the Value Added programs and Philips services.”

*Justin Swoboda
Capital Portfolio Manager
Sanford Health, Sioux Falls, SD*

Field service engineer meeting with biomedical technician.



Education services

Valuable education services are enhancements to most implementations, and include clinical education and consultation services and biomedical education tailored to your needs.

Value differentiator	Philips deliverable	Value proposition
<p>✓ Biomedical education</p>	<p>Philips provides hands-on education to your biomedical staff delivered by CompTIA-certified technical trainers, allowing your staff to support your Philips solutions.</p> <p>Some examples of factory-training courses include:</p> <ul style="list-style-type: none"> • MX40 Telemetry and Wireless Monitors • Telemetry 1.4/2.4 Ghz • PIIC iX Basic Service Training 	<ul style="list-style-type: none"> • Training extends beyond the individual monitor to network components and basic understanding of network infrastructure • Most biomedical service courses provide identical training for customers as with Philips field service engineers • A trained staff may result in reduced service costs and decreased time to resolution • All courses are available at our state-of-the-art training facility in Cleveland, OH • Many courses are also delivered locally
<p>✓ Clinical education and consultation service</p>	<p>Philips offers educational services, including:</p> <ul style="list-style-type: none"> • Clinical use-model assessment, consultation, configuration services, essential end-user education, advanced concepts education, on-site go-live support, and on-site follow-up • Clinical assessment helps determine appropriate course objectives • On-site essential education and/or go-live support by a clinical specialist during the time frame associated with initial equipment installation • On-site support for customers at initial use of new systems with on-site demonstration along with written materials (including instructions for use and skills checklists) and computer-based training (CBT) • Clinical Performance Agreements (CPAs) for 24- or 30-month terms providing a highly flexible, customized program ranging from education, workflow services, configuration and online learning 	<ul style="list-style-type: none"> • A local account clinical specialist works in close collaboration with the education department to design an education strategy to meet the needs of the staff and help to enhance clinician productivity • CBT allows the clinician to go online and conveniently access our virtual classroom to obtain self-paced product education • The virtual classroom also allows customers to manage students, track learner progress and completion • Philips provides contact hours for nurses who successfully review the CBT and score appropriately on the given exam • CPAs provide convenient delivery times, allowing our program of services to fit your busy schedule • Philips has 90 clinical specialists across the US and 99% of them are RNs with at least 15 years' of nursing experience



Bringing Value Added Services to the hospital server room.



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