



1 Get started

Delivery Assist

Manufacturer’s Warranty

2 Improve efficiency

Technical Training

EMR Connect

3 Stay optimized

Service Agreements

Extended Warranties

Connection Service Plan

Technical Health Checks

HealthCast™ Services and Hardware Solutions

Lean on us for support.

We offer service solutions to cover the entire lifecycle of our monitoring products. We are here for you – from technical implementation to ongoing support – so you can focus on providing the highest quality of care without disruption.





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Solutions Overview

We cover you throughout the product lifecycle

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Delivery Assist

Get started with new monitors

Let the Delivery Assist services team handle the heavy lifting. From unpacking and setting up through establishing default settings, our experienced and efficient team will help get the monitors into patient rooms – tested and ready to use. Delivery Assist’s onsite service includes the following support:

- Unbox and set up monitors
- Assemble mounting brackets
- Charge batteries
- Assist biomed with asset tagging
- Perform initial device configurations
- Set parameter defaults in line with hospital protocol
- Assist biomed and clinical staff with putting monitors in patient rooms

Devices:

- RespArray™ monitors
- Microstream™ monitors
- Nellcor™ monitors
- INVOS™ monitors
- BIS™ monitors





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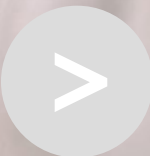
Best-in-class coverage

Standard manufacturer's warranty terms apply to monitors and accessories. Protection and coverage against defects are among the best in class.

- Monitoring products are built to last
- Technical support and service available for any defects
- Contact us today if you need support with any of your monitors

Devices:

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Technical Training

Staying up to date with monitoring technologies

Ensure biomed and IT staff have the technical proficiencies for self-sufficient maintenance of your monitor fleet. Schedule a comprehensive train-the-trainer education session at any time after implementation. With this training, we’ll empower your staff to quickly respond to clinician help requests, and keep monitors optimized and running at peak performance.

- Biomed and IT staff receive training on how to use and manage patient monitors and software
- Six-hour, in-person training sessions scheduled at your facility, at your convenience
- Receive remote monitoring documentation and end-user quick reference tools

Devices:

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EMR Connect

Efficiency through connectivity

When connectivity gaps slow you down and cause inefficiencies, it impacts the time you can spend with your patients. EMR Connect is a simple and economical solution to connect your unconnected devices to your EMR and improve your workflow. EMR Connect helps:

- Standardize clinical workflow and data mapping
- Save valuable time by reducing the burden of manual charting and eliminating transcription errors
- Optimize reimbursement administration with the data you need automatically captured in your EMR

Devices:

- All Medtronic monitors
- Other third-party devices





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Service Agreements

Additional complete coverage

Uncertain times require coverage confidence. Service agreements provide a complete and comprehensive solution for your fleet of monitors, no matter what maintenance and repair they require. These agreements and the entire Medtronic Services Team will support our entire fleet of patient monitors to make sure all devices and any challenges are assessed, repaired, and returned in a timely and efficient manner.

- Covered for accidental damage to the monitor
- Flexible start date – coverage can start when you are ready
- Available in flexible 1- to 5-year contract options

Devices:

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Extended Warranties

Extending assurances

Medtronic Extended Warranties provide defect protections for the length of your coverage. These offerings extend the duration of the product’s manufacturer’s warranty in customizable 1-year increments, as needed by your organization. Any additional repairs or replacements needed due to defects in workmanship or materials are covered by these warranties.

- Extend the life of our standard manufacturer’s warranties
- Protections and support for any defects in materials or workmanship
- Available in flexible 1-year increments

Devices:

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Connection Service Plan*

Keep connectivity uninterrupted

Once you experience the ease and improved accuracy of EMR connectivity, keep your EMR connections functioning at peak capacity with annual service that includes:

- Firmware updates
- Network changes
- Server/MS patch installation
- Hardware appliance updates and issue mitigation

Devices:

- All Medtronic monitors
- Other third-party devices

* Required when purchasing EMR Connect for hardware appliance servicing





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Optimizing monitor performance

Technical Health Check service plans amplify your device warranty and functionality by ensuring your monitoring devices and systems are optimized. Each flexible plan includes an onsite visit with a Medtronic Services Engineer to:

- Verify firmware and software are updated and consistent across the monitor fleet
- Ensure alarm settings are set to hospital protocol
- Conduct two-hour technical training refresher for IT and biomed staff
- Facilitate the return-to-service for monitors that need physical repair, parts ordering, or calibration
- Review monitoring platform utilization

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Contact Us

We’re here for you

To learn more about how these services could provided value in your hospital, please contact your local rep or visit: [Medtronic.com/HealthCast](https://www.Medtronic.com/HealthCast)

To get technical support for one of your monitors today, please contact Technical Services listed below:

Call Technical Services (urgent):

Call **1-800-255-6774**

Select Option 1, then Option 2

Tech services will assist with coverage status, repair/replacement processing, and additional troubleshooting steps.

Email Technical Services (non-urgent):

For monitors: rs.hqtsweb@medtronic.com

For Vital Sync: rs.himsupportboulder@medtronic.com

