

Medtronic

Lean on us for service and support.

Great service makes a difference.

With Medtronic, you get service solutions individualized to meet the unique needs of your facility without paying for costly and complex packages that can overcomplicate and may underperform.

Whether you're looking for setup help with newly purchased monitoring devices, annual technical service assistance, or complete support to connect monitoring devices to your EMR, we're here to help ease your workflow with solutions that will get you started – and keep you up and running efficiently.



Delivery Assist

Expecting a new shipment of patient monitors at your hospital delivery dock? Let Delivery Assist services handle the heavy lifting. Our experienced and efficient team will:

- Unbox and set up monitors
- Assemble mounting brackets
- Charge batteries
- Assist biomed with asset tagging
- Perform initial device configurations
- Establish default settings in line with hospital protocol

Our on-site team will also help biomed and clinical staff get the monitors into patient rooms and perform tests to ensure each one is ready to use.



SKU
SSY0-DELIVERASST

Travel included.

Technical Training

After implementation, get the most out of your investment with additional technical training at any time. IT and biomed staff receive training on how to use and manage patient monitors and software. Training includes:

- Six-hour, in person training sessions scheduled at your facility, at your convenience
- Updated remote monitoring documentation and end-user quick reference tools

SKU
SSY0-TECHTRAINING

Travel included.

EMR Connect

Receive a consultation to assess your device EMR connectivity needs, followed by a comprehensive statement of work that outlines our complete connectivity service recommendation – customized for your facility.

Empower clinicians with:

- Fast, easy access to patient monitoring data in one place
- Enhanced and standardized clinical workflow
- Reduction in manual charting
- Streamlined reimbursement administration

SKU
SSY0-INTGRDEVICE

Includes select third-party devices and all Medtronic monitors.



Technical Health Check

Technical Health Checks include an on-site visit with a HealthCast™ services engineer to:

- Perform ongoing device and system optimization
 - Verify firmware and software are updated and consistent across the monitor fleet
 - Ensure alarm settings are set to hospital protocol defaults
 - Conduct two-hour technical training refresher session for IT and biomed staff
- Facilitate repair of broken units and return-to-service
- Assist with ordering components to maintain or repair monitors
- Calibrate Microstream™ capnography monitors
- Review monitoring platform utilization

Technical Health Check service applies to:

Low acuity multiparameter monitors

- RespArray™ patient monitor

Microstream™ capnography monitors

- Capnostream™ 20 bedside monitor
- Capnostream™ 20p bedside monitor
- Capnostream™ 35 portable respiratory monitor

Nellcor™ pulse oximetry monitors

- Nellcor™ bedside respiratory patient monitoring system, PM1000N
- BRPMS/GR101704

INVOS™ cerebral oximetry monitors

- INVOS™ 7100 cerebral oximeter
- INVOS™ 5100C cerebral oximeter

BIS™ brain monitors

- BIS™ Complete 4-channel monitor
- BIS™ Complete 2-channel monitor

SKU

SSY0-HLTHCHK-1YR

Connection Service Plan

Keep your EMR connections functioning at peak capacity with an annual plan that includes:

- Firmware updates
- Network changes
- Server/MS patch installation
- Connectivity maintenance and support
- Hardware appliance updates and issue mitigation, where applicable

SKU

SSY0-CONSVCP-1YR

A Connection Service plan is required with EMR Connect purchases for third-party devices and all Medtronic monitors.



To learn more about our service offerings, contact your local Medtronic sales representative.



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