



PHILIPS

Clinical Services

Meet your staff's workflow needs while caring for patients who need you most

Our event management system is designed to aid you in making informed decisions, communicate and collaborate with your clinical team, improve workflow and help enhance patient care.

CareEvent Clinical Solutions will customize an alert system that supports your communication needs, enhances your workflow and notifies you when your patients need you the most. We will work with you through each step in order to help achieve your goal of creating a collaborative work environment that delivers exceptional care.

Our CareEvent implementation process helps foster customer success



Initiation

During a clinical kickoff meeting, the Philips Clinical Specialist will provide a clinical solution overview, will work to identify key clinical stakeholders, and will review and document the customer's goals for the solution. An on-site walk through is planned to assess needs and evaluate the clinical workflow. Then, the team reviews the functional design for accuracy, engagement and final approval.



Planning

Once the clinical decision makers have approved the configuration, a customized education plan is developed based on the desired design and workflow. User acceptance testing (UAT) is completed by testing alerts from patient monitors, telemetry and nurse call to make sure clinicians are happy and confident using the new system.



Implementation

During a small, hands-on learning class, your staff will learn and demonstrate their understanding of alerts and the corresponding alert behavior, messaging, making assignments and setting up coverage. We support customer resources during the go-live phase by making sure the system and alerts are working per the customer's intentions.



Closing

To help make your CareEvent system successful, we provide your team members with the skills required to interpret clinical reporting, and access to online learning opportunities. Equipped with this knowledge, your team members will be able to adjust your CareEvent system as unit needs evolve.

Throughout the implementation process, from the initial kick-off to closing, you'll get the project support you need to deliver the care your patients deserve through our CareEvent Clinical Solutions.

Contact your sales account manager to learn how to get started.

