

A photograph of two workers in a factory setting. One worker is lying on the floor, and another worker is kneeling beside him, applying a white electrode pad to his chest. A third worker, wearing a yellow hard hat, is kneeling nearby, observing the process. A red Philips AED is on a wooden bench to the left. The background shows industrial equipment and a concrete floor.

PHILIPS

AED Services

Be prepared to help save lives

HeartStart AED Service Solutions

Purchasing Philips HeartStart automated external defibrillators (AEDs) is an important step in preparing your organization to help those experiencing a suspected sudden cardiac arrest. Let us help you manage your program through our array of management tools and resources to ensure your AEDs are ready for use. We have several service program options to fit your needs.

HeartStart AED services suite of products include these bundled programs and stand-alone options:

- Premier Readiness Program Bundle
- Maintenance Program Bundle
- Program management with SMART Track
- Site inspection service
- Supply replenishment
- State AED regulatory support
- Medical direction and oversight
- AED/CPR training
- Post-event review and support

Choose the services you need

	Premier Readiness Program Bundle	Maintenance Program Bundle	Stand-alone offerings
Program management with SMART Track	Philips managed	Philips managed	Self managed
Site inspection service	•	•	
Supply replenishment	Five-year program only	•	
State AED regulatory support	•	•	
Medical direction and oversight	•		•
Post-event review and support	•		•
AED/CPR training			•

Bundles bring services together for comprehensive management



Premier Readiness Program Bundle*

The Premier Readiness Program Bundle, offered in one-year and five-year programs, is our most comprehensive service offering. It includes program management with SMART Track, site inspection service, supply replenishment (five-year program only), state AED regulatory support, medical direction and oversight, and post-event review and support.



Maintenance Program Bundle*

The Maintenance Program Bundle, offered as a five-year program, is designed for those who want an economical service option that includes program management with SMART Track, site inspection service, supply replenishment and state AED regulatory support.

* Service initiation for the Premier Readiness Program and Maintenance Program Bundles is contingent upon Philips receipt of all required HeartStart AED Services Agreement documentation.



The smart way to manage your AED program

Program management with SMART Track

Successful AED program management requires ongoing monitoring of program status and system details. SMART Track is a user-friendly, online system that monitors important components of your program, including device details, accessory expiration, trained responder readiness, and inspection status. Fully managed SMART Track is included with the Premier Readiness Program and Maintenance Program Bundles, while self-managed SMART Track is offered as a stand-alone program.

Fully managed SMART Track

With fully managed SMART Track, a Philips HeartStart AED service representative will load your AED device, accessory, responder and inspection data into SMART Track. Your representative will work with you to create program status reports and determine appropriate intervals and methods of receiving program status updates. Then the SMART Track system takes over, monitoring status and reporting to you as scheduled or when action is required.

Your HeartStart AED service representative will also act as the program manager of your SMART Track account, providing:

- Review of AED model, serial number, location and warranty status
- Tracking of defibrillation pads and battery expiration dates; notification to replenish
- Tracking of responder refresher/re-certification training dates; notification to re-certify
- Management of site contact names, phone numbers, and email addresses
- Calls quarterly to verify accuracy of program data, inquire about program status and recent AED events, answer questions, and schedule future training or supplies replenishment

Self-managed SMART Track

The self-managed version of SMART Track puts control in your hands. With training and support from a HeartStart AED service representative, you will load your AED device, accessory, and responder data into SMART Track. Next, with the help of SMART Track reporting tools, you can easily create program status reports using pre-defined system reports, self-defined reports specific to your program, or a combination of both options. You can also choose appropriate intervals and methods of receiving program status updates.

SMART Track will monitor expiration dates for your program's batteries, pads and responder training, as well as due dates and status for program inspections across all your sites. Status updates will be sent to you and others in your organization based on your specifications and program protocols.

Real-time program updates, reminders when action is required, and alerts when notifications go unacknowledged help you maintain confidence that your program is up-to-date even in the event of vacations or personnel turnover.

My Dashboard and My Resources

Both fully managed and self-managed SMART Track include My Dashboard and My Resources.

My Dashboard gives you an updated overview of your entire program. Green lights indicate all components are in good standing. Red or yellow lights mean action is required. Use your personal page to track program sites, devices and trained responders, as well as status of your batteries and pads, device inspections and pending training courses purchased through Philips. **My Resources** provides a place to upload customized program and policy information and post documents, links and other important files. Philips provides standard templates and instructional videos for your convenience.



Site inspection service

Site inspection service, included with the Premier Readiness Program and Maintenance Program Bundles, offers reassurance that your AEDs are ready for use through yearly device inspections performed on location by an inspector certified by Philips, and replacement of adult pads and batteries at the end of their useful lives.

Yearly on-location AED inspections include:

- Confirmation that AEDs are accessible and in good working condition
- Verification that defibrillation pads and batteries are within the use period
- A battery insertion test (BIT) to check AED status
- Loaned AEDs if your devices are removed from service for any reason
- A site coordinator report that summarizes the inspection outcome

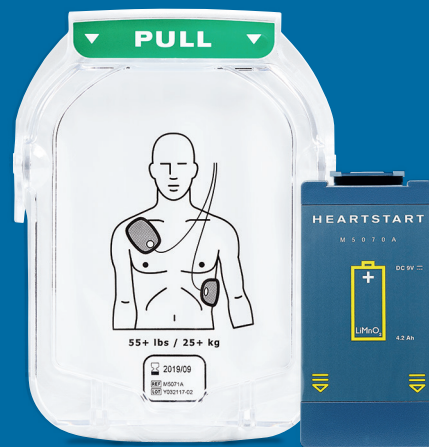
State AED regulatory support*

State requirements for AED ownership and use vary dramatically. Included with the Premier Readiness Program and Maintenance Program Bundles, State AED regulatory support services educate you about AED ownership requirements in your state(s). Services also include web-based access to the HeartStart AED services state AED regulatory summaries and statutes, and assistance with registration of AEDs and payment of associated fees.



Supply replenishment

In addition to yearly site inspections, if you purchase the Maintenance Program Bundle or the five-year Premier Readiness Program Bundle, you will receive replacement pads and batteries 60 days prior to scheduled expiration dates. Prior to shipment, we will send an email confirming shipment of replacement pads or batteries.



* We provide this information as a service to assist you in complying with local requirements. Ultimate responsibility to understand and comply with specific local requirements is your responsibility. Philips does not claim to have knowledge of local AED registration requirements. If made aware of specific local or state AED registration requirements, we will make a reasonable effort to register and pay any associated registration fees.



Medical direction and oversight

Most states require physician oversight for early defibrillation programs. The medical direction and oversight service offers physician oversight from a nationally recognized service provider experienced in corporate and community access early defibrillation programs. This consultative service is designed to meet regulatory compliance and quality assurance standards, while providing risk management expertise and general program support. If you already have a relationship with a medical director, the HeartStart AED services physician is available to provide additional oversight and answer questions.

The medical direction and oversight service includes:

- Initial prescription for each AED purchased
- Certification of medical oversight, AED prescription and authorization
- Physician signature on regulatory documents, if required and requested
- Annual review of policies and procedures pertaining to your AED program, as requested
- Phone and email consultation for program support and clinical non-emergencies*
- Downloading of post-event data from AED
- Physician review report of the event data to maintain ongoing quality assurance
- Loaned AEDs while AED data is being downloaded, if needed. Loaned device shipping costs are not included.

During program set-up, you may be responsible for providing information regarding program managers, site coordinators, AED locations, models, serial numbers and expiration dates using tools provided by Philips. You are also required to advise your medical director immediately of any changes in your program that may occur during the term of your medical direction and oversight service.

* Medical Direction representatives may be reached by email at admin@mdsimedical.com and you can expect a response within 24 hours. Representatives provide phone support during regular business hours, 8:00AM – 5:00PM Pacific Time, at 1-888-683-7988.



Post-event review and support

Post-event procedures are vital to the integrity of any early defibrillation program. Included in the Premier Readiness Program Bundle and offered as a stand-alone option, the post-event review and support program provides comprehensive assistance after response to a sudden cardiac arrest (SCA) to confirm HeartStart AEDs are re-deployed and ready for subsequent use and that event data is downloaded and documented for your reference. Post-event review and support includes two services – device and AED program readiness and incident reporting.

Device and AED program readiness

Device and AED program readiness provides support after response to an SCA, including preparations to re-deploy the AED. Services include:

- Overnight shipping of a loaned device and instructions for temporary deployment of the loaned device at your site
- Pre-paid shipment of your used device to the Philips response depot for event data downloading
- Assistance in notifying local EMS of the SCA event, if necessary
- Comprehensive tests to confirm readiness of the AED including, but not limited to, presence and function of pads, voltage and ECG calibration tests, ECG interpretation, user interface and button tests
- Complete inspection and cleaning of the device and case
- Expedited return shipping of your device with instructions for redeployment
- Replacement of pads or cartridges used during the SCA event

Incident reporting

Because incident reporting for early defibrillation programs is required by many states within the USA, incident reporting allows for downloading and archiving of SCA event data to meet possible future oversight requirements. This information is critical if correct functioning of the AED, timing of event actions and other event information is questioned after the SCA. Services include:

- Event data retrieval by a technician certified by Philips at the response depot
- Clinical review of the event by a medical director
- A written summary report of the event sent to a designated person in your organization

Completion of the incident reporting service is made in conjunction with the device and AED program readiness service. Both services are completed within five working days of receipt of your used device at the response depot.





AED/CPR training

AED/CPR training is offered through the American Heart Association (AHA) and through Medic First Aid (MFA). Both AHA and MFA offer a number of training options.

American Heart Association AED/CPR training

- **AHA Heartsaver AED with adult CPR training** for 1-8 students includes operation of the Philips HeartStart AED, adult cardiopulmonary resuscitation (CPR) training using barrier devices and giving first aid for choking.
- **AHA Heartsaver AED with adult CPR training** for 1-8 students includes operation of the Philips HeartStart AED, adult CPR training using barrier devices and giving first aid for choking, plus selection of one MFA supplemental training course.
- **AHA Heartsaver First Aid with AED and adult CPR training** for 1-8 students includes first aid for acute injuries and sudden illnesses for adults, adult CPR and operation of Philips HeartStart AEDs.

Medic First Aid AED/CPR training

- **MFA four-hour AED/CPR training** for up to 12 students includes operation of the Philips HeartStart AED and fundamental CPR training.
- **MFA six-hour AED/CPR/First Aid training** for up to 12 students includes operation of the Philips HeartStart AED and fundamental CPR and first aid training.
- **MFA eight-hour AED/CPR/First Aid training** for up to 12 students includes operation of the Philips HeartStart AED and fundamental CPR and first aid training, plus selection of two supplemental training courses (see options below).
- **MFA eight-hour, two-day AED/CPR/First Aid training** delivered as two four-hour sessions in two days for up to 12 students includes operation of the Philips HeartStart AED and fundamental CPR and first aid training, plus selection of two supplemental training courses (see options below).

MFA supplemental training

- **Blood-borne pathogens**
- **Emergency oxygen**
- **Infant/child CPR:** also can be added to four- and six-hour AED/CPR training



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