



A passion for patients

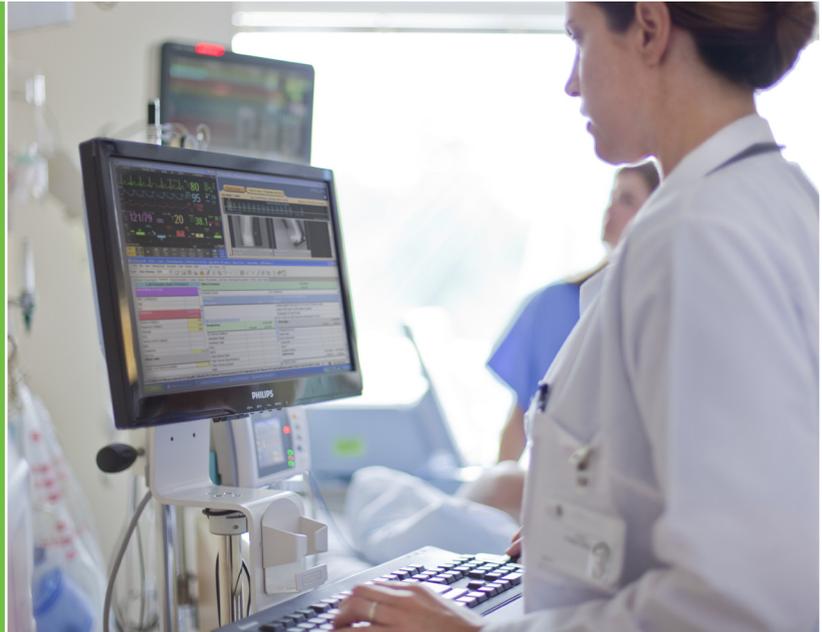
Philips Patient Monitoring Services

PHILIPS



“Our goal is to make sure you’re highly satisfied with every part of your Philips service experience – from your conversations with our account managers to the performance of your patient monitors.”

*Denise Friedman
Senior Vice President
Patient Care and Clinical Informatics*



#1

in Overall System Performance
and Probability of Repurchase.*

Putting patients first

Patient care is your passion. It's our passion too. This commitment is reflected in every education session our clinical specialists lead. Every technical challenge our field service engineers resolve. And every conversation our customer care representatives have with the dedicated clinicians, engineers, and technicians who look to us for answers.

We understand that you rely on your Philips patient monitoring equipment to help you provide the best care possible. And our mission is to support you in your quest. We're passionate about delivering the services, support, and education you need to keep your

patient monitoring systems performing at their peak. Plus, we have highly skilled people, proven processes, and advanced technologies to deliver. So you can perform the most important job of all – taking care of your patients.

* Consistently ranked #1 according to IMV ServiceTrack™ Surveys.



**“Would you rate us a
10 on this service call?
How can we improve?”**

At Philips we continually ask questions like this during day-to-day conversations with customers like you. We do this to understand what changes and improvements we need to make to provide you with the highest level of service and support.

96%

of Philips patient monitoring customers were highly satisfied or satisfied with their clinical education.*

Better clinical support for exceptional patient care

Our dedicated clinical services team can provide you with the configuration services, tools, and education you need to make the most of your Philips monitoring systems technology and enhance patient care.

More than 150 healthcare professionals across the U.S. deliver expert clinical services designed to support you through every stage of discovery, understanding, and system adoption. Philips clinical service offerings range from monitoring basics to alarm management and advanced clinical decision support education.

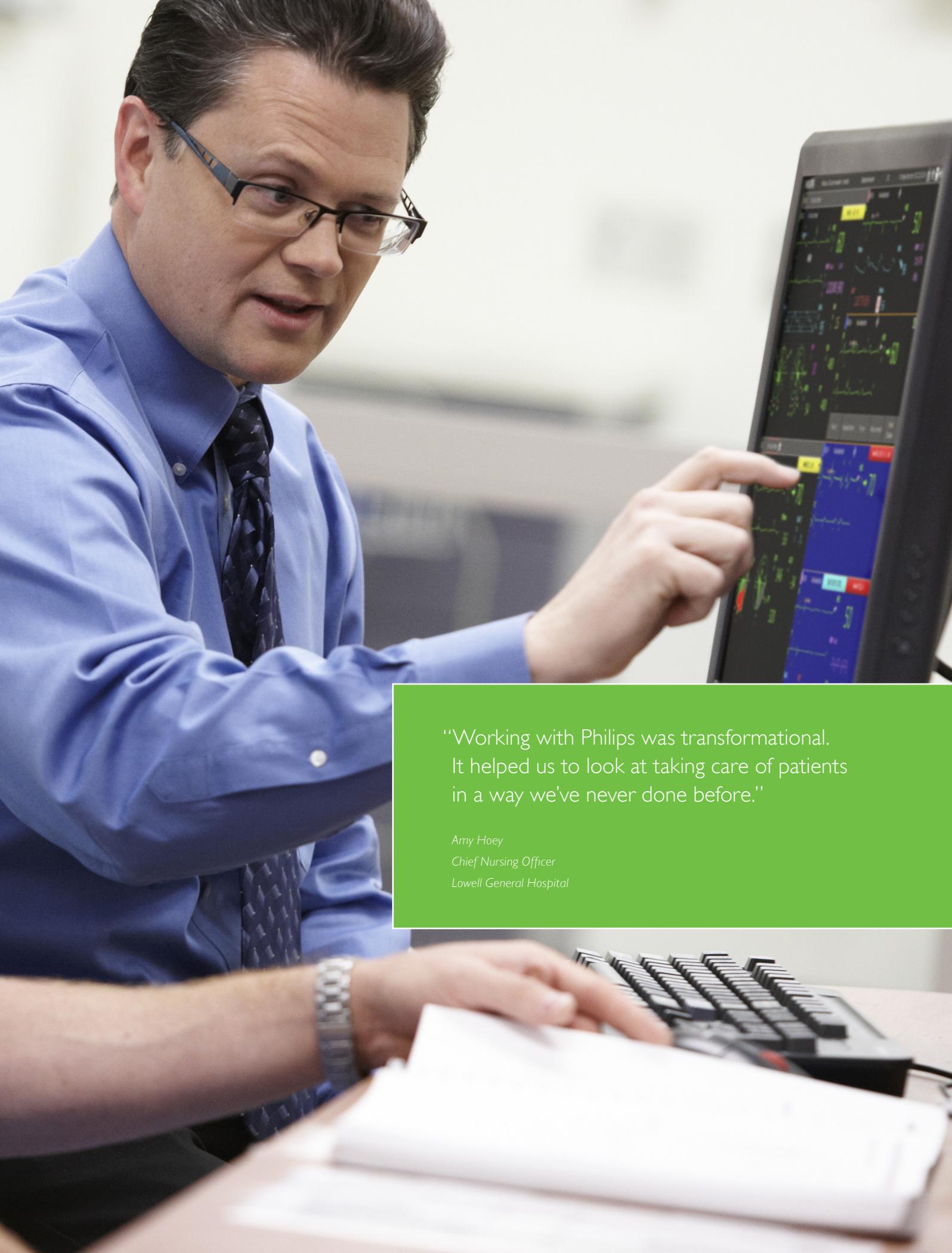
Our clinicians work with your clinicians to set up your systems, prepare your staff, and meet your standards for quality patient care. In fact, 99% of our specialists are RNs, typically adult and pediatric critical care nurses averaging more than 15 years of experience.

Many also have advanced degrees in nursing, as well as information technology, healthcare management, and education.

Your Philips clinical specialist works closely with you to assess the knowledge, experience, and skills of your staff, in addition to equipment utilization levels. We then help you create a custom education plan to meet your organization's needs – now and in the future.

* Overall Satisfaction with Clinical Education was rated 8, 9, or 10 on a 1-10 scale. IMV Surveys Jan-Oct 2012. N=208.





“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*

99%

of Philips patient monitoring customers were highly satisfied or satisfied with their maintenance experience.*

We take care of your systems, so you can take care of your patients

Every Philips field service engineer (FSE) is committed to providing the highest level of service – online or onsite. With an average of 10 years experience servicing Philips patient monitors, these seasoned professionals have the clinical knowledge and technical skills to handle your patient monitoring service challenges, from routine to complex.

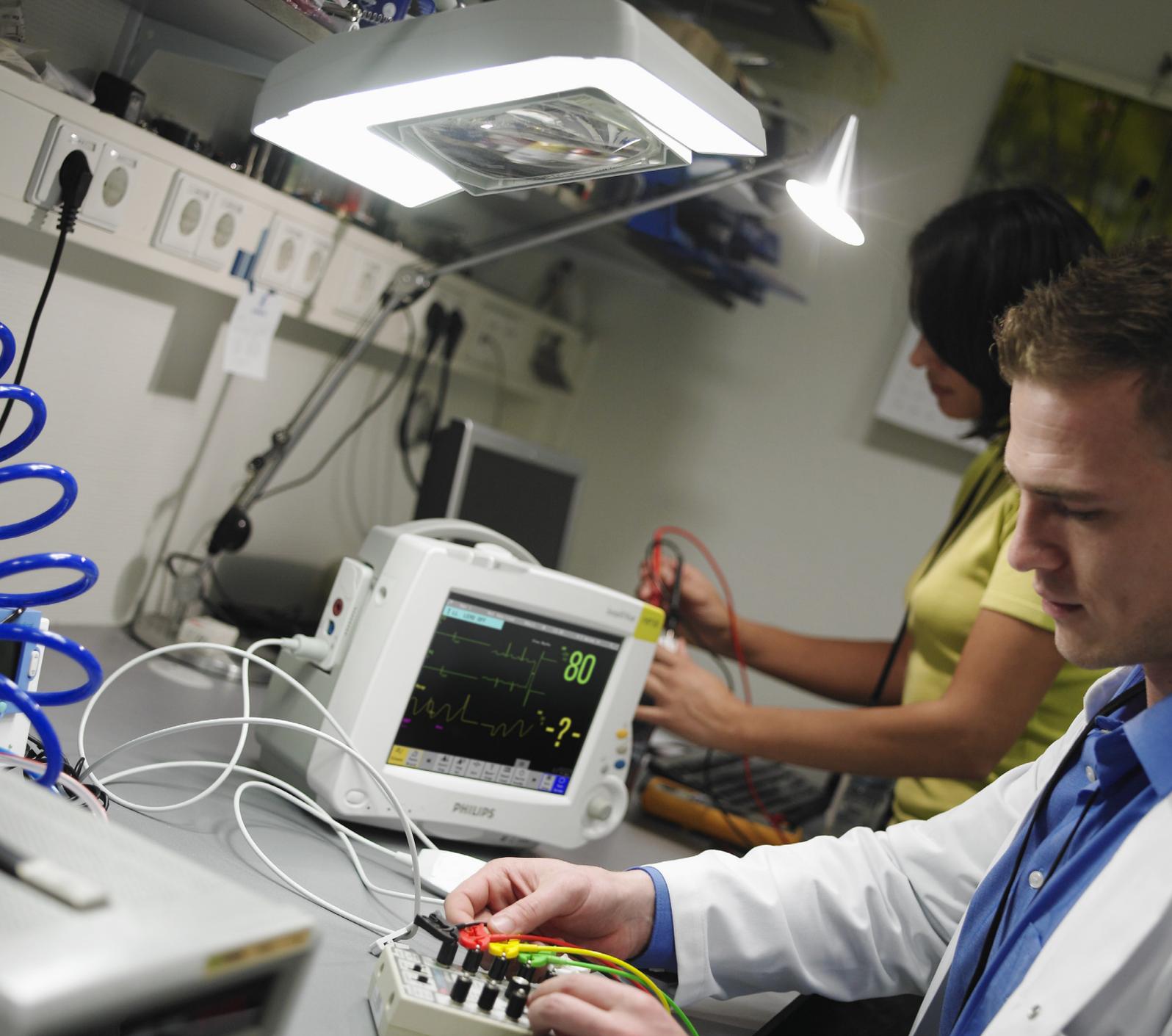
Our FSEs complete at least three weeks of training per year on Philips products and the latest healthcare industry topics at our state-of-the-art training facility. Courses cover everything from the ins and outs of our latest monitoring products and upgrades to lectures on specific Philips devices and solutions. Their comprehensive education includes product application, service, installation and product safety testing, as well as IT courses taken online or in the classroom. All FSEs undergo intensive hands-on training and troubleshooting on the specific products they'll be responsible for maintaining.

Since our FSEs work in your facility, they get to know your staff and your equipment. They're dedicated to supporting your biomed and clinical teams – by helping to prevent and quickly resolve problems. So you can achieve your goals for reducing costs and improving patient care.

With more than 300 experienced patient monitoring field service engineers and installation project managers strategically located throughout the country, Philips is there when you need us.

* Overall Satisfaction with Maintenance Event was rated 8, 9, or 10 on a 1-10 scale. IMV Surveys Jan-Oct 2012. N=1363.





“It’s critical that we help you maximize uptime – whether that means working with your biomedical engineers onsite or looking over a clinician’s shoulder to guide a process. We have very professional field service engineers here at Philips who are available to support your every need.”

*Carroll Thompson
Vice President
Philips Customer Services, North America*



“We are driven to reach the highest goal – that 100% of customers who call into our Customer Care Solutions Center have a highly satisfying experience. We sample all our calls on a monthly basis to continually elevate our ability to support you.”

*Tom Kirkland
Senior Vice President
Philips Customer Services, North America*



99%

of those who call our Customer Care Solutions Center for technical support are very satisfied or satisfied with their experience.*

Advanced support for a technologically advanced world

As technology advances, so does the need for experts who have the clinical knowledge and technical skills to handle your most urgent challenges. Our team of engineers, clinicians, and service professionals resolve over 75% of calls remotely, resulting in fast technical diagnosis and problem resolution to maximize availability of your patient monitoring systems.

Philips customer service professionals average 15 years of experience in product, network, software, data center, and information technology. And the quality of our people is unmatched – many hold advanced engineering, clinical, and technical degrees and multiple certifications.

Philips state-of-the-art Customer Care Solutions Center operates around the clock, just like you do. So when you have a question or service issue, you have direct, 24X7 access to experts with knowledge specific to your Philips patient monitoring systems.

* Overall Satisfaction with Technical Support was rated 8, 9, or 10 on a 1-10 scale. IMV Surveys Jan-Oct 2012. N=1210.



RightFit Service Agreements

Experience outstanding patient monitoring performance

Our RightFit Service Agreements are designed to help you maintain your high standards for quality care while managing costs. They provide access to people and resources you need to keep your patient monitoring systems up and running in today's mission-critical healthcare environments.

Philips RightFit Service Agreements include a comprehensive range of contract options to help you meet your organization's specific service challenges and address your business priorities. Be sure to talk with your Philips representative to find out which RightFit Service Agreement is right for you.



Software Maintenance Agreement Protection

RightFit Value keeps costs low while providing a comprehensive set of onsite services and support.

RightFit Support Exchange provides authentic Philips replacement units calibrated to the latest specifications.

RightFit Support Bench offers fast, reliable repair services directly from Philips.

RightFit Support Parts delivers genuine Philips parts, as well as Philips web and phone support, at a predictable cost.

RightFit Assist offers fast, reliable cooperative support for your biomedical staff with discounts on genuine Philips parts.

Protect your software investment

Philips RightFit Software Maintenance Agreement Protection is designed to help you experience the highest levels of system reliability and clinical performance.

It provides advanced technical and clinical support, as well as the latest software for your IntelliVue systems and patient monitors. So your patient monitors can evolve with changes in your clinical information systems, networks, and patient care environment. Philips software maintenance agreements can help reduce the expense and complexity of purchasing and installing the latest software revisions – to help support your clinical performance and investment goals.

“We talked and worked at length with Philips to make sure this particular SMA was going to meet our needs. It was really a two-way dialogue throughout the process. I’m thrilled with what we finally achieved.”

*Dennis Minsent, MSBE, CCE, CBET
Director, Clinical Technology Services
Oregon Health & Science University*

92%

of customers were highly satisfied with Philips for Overall Service Performance.*

Making the most of Philips patient monitors

Philips Value Added Services (VAS) include a broad suite of standard and customized solutions to meet your organization's need for support that goes beyond your initial purchase of Philips monitors.

Since Philips performs more than 8000 installations every year, our solutions delivery consultants have deep experience designing a broad range of the patient monitoring environment. This includes everything from developing new patient viewing solutions, customized central stations, and nursing

stations to hallway viewing, remote cockpits, and more. They routinely provide mounting solutions for monitors, modules, and accessories, as well as custom carts. And they can even help design, implement, and connect your wired and wireless clinical networks.

Philips solutions delivery consultants have the knowledge and expertise to design and implement highly personalized solutions to help you meet your cost and performance goals.

* IMV ServiceTrack™ Surveys, 2011.

“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*



“Ambient Experience is so exciting and fun and happy. And the opposite of every other experience you’ve had in the healthcare realm. You get to choose what you’re going to meditate on. It’s not frightening, not cold or sterile and threatening the way machines can be.”

*Racelle Schaefer
Breast Cancer Patient*

Create a better patient experience

A growing number of healthcare institutions have discovered that the right healing environment can create a transformational experience for patients, family, and staff alike. Philips Healthcare patient experience consultants can work with you, your architect, and your construction team to design and orchestrate an Ambient Experience for your patients.

Our solutions integrate dramatic color lighting, thematic wall projections, and audio elements to engage the senses and give patients a sense of control during treatment. Open floor plans, optimized traffic patterns, and streamlined workflow all add to creating a calm, relaxed environment. Ambient Experience is a holistic approach to helping you achieve your most important mission: taking care of your patients.

A woman and a man, both wearing dark blue polo shirts with the Philips logo, are focused on a piece of medical equipment. The woman is in the foreground, looking down at the device, while the man stands behind her, also looking at the equipment. The background is a bright, clinical setting.

Biomed Support

Support for those who support quality care

Your biomedical engineers are critical to maintaining your facility's patient monitors. You rely on them to support your clinicians in their quest to deliver quality patient care. Philips stands behind these experts by delivering a wealth of training and support to make their jobs simpler – even as patient monitors and medical systems grow in complexity. Our support programs include:

Biomed Training: Philips hands-on training courses for patient monitoring systems are taught by CompTIA Certified Technical Trainers. They use materials developed exclusively to give your biomed techs the skills needed to support your Philips medical products. Training incorporates multiple lab scenarios demonstrating real-world functionality of both the latest and legacy applications.

Clinical Education: Our team offers several customized programs designed to help your biomed techs support your clinicians and make the most of your Philips applications and systems.

Online Support: User and service manuals for your Philips patient monitoring equipment are up-to-date and available online.

Remote Support: Philips Solutions Center offers clinical and technical support by phone and through remote access to your Philips systems.

Trace Journal: Each month, Philips distributes an e-newsletter to more than 1,200 biomed techs highlighting the latest trends and technologies.

Experience the Philips difference

To appreciate the quality of Philips patient monitoring services you need to experience them firsthand. And you do – whenever you call our Customer Care Solution Center, receive an onsite visit from our highly trained service engineers, speak with an experienced clinical specialist, take a training course, or choose a service maintenance agreement.

At Philips, “People focused, healthcare simplified” is more than a saying. It’s a commitment to you and your patients – to making every service experience an excellent experience.

Our commitment to raising the bar on service never ends.

Stay in touch

Please contact us any time you have suggestions, ideas, or concerns you would like us to address. Because the more we know about you, your organizations, and your challenges, the more we can do to help you deliver exceptional patient care. Simply call us at 800 453 6860.



ServiceTrak is one of the most recognized and trusted surveys in the healthcare industry. The survey is conducted annually by IMV, an independent healthcare market research company that has been analyzing the medical imaging, clinical diagnosis, and analytical instrument markets since 1990. ServiceTrak reports provide objective, non-anecdotal benchmarks of service levels, as measured by actual customer experiences and impressions. Respondents are drawn from a randomized database of U.S. hospitals.

**Philips Healthcare is part of
Royal Philips Electronics**

How to reach us

www.philips.com/healthcare
healthcare@philips.com

Asia
+49 7031 463 2254

Europe, Middle East, Africa
+49 7031 463 2254

Latin America
+55 11 2125 0744

North America
+1 425 487 7000
800 285 5585 (toll free, US only)

Philips Patient Monitoring Services
800 453 6860 (toll free, US only)

Please visit www.philips.com/uscustomerservices



© 2013 Koninklijke Philips Electronics N.V.
All rights are reserved.

Philips Healthcare reserves the right to make changes in specifications and/or to discontinue any product at any time without notice or obligation and will not be liable for any consequences resulting from the use of this publication.

Printed in The Netherlands.
4522 962 91371 * MAR 2013