

Patient Care Solutions – Service Offerings



GE HealthCare

Your biomedical devices are a critical factor in patient care

The pressure is on to keep your devices ready for care

Every day, you and your team make a huge effort to keep your fleet of biomedical devices ready. Fleet size can make locating devices in need of service time-consuming and complicated. At stake with every repair is someone's care, and downtime means fewer patients served by that device and less value for you and your organization.

As innovation outpaces manufacturing and cyber threats ramp up, upgrading your devices keeps them secure and on the cutting edge. Keeping up, however, can sometimes feel like a full-time job.

You're expected to get the most out of each device lifecycle. With services from GE HealthCare Patient Care Solutions on your side, you can.

Top 5 challenges facing clinical engineers



Tracking down devices in need of repairs



Maintaining devices for a full lifecycle



Connecting devices for interoperability and data flow



Keeping devices secure



Managing costs

Every day, your team does everything possible to keep your fleet ready.

With the help of GE HealthCare's comprehensive suite of services, your fleet can be

completely ready for care

delivering value across the life of your devices

We are trusted by clinical engineers and IT professionals


The medical device company with the **#1 best service and support***



3.3 million
devices serviced



88%
of clinical engineers believe we deliver **high quality service** for monitoring solutions†

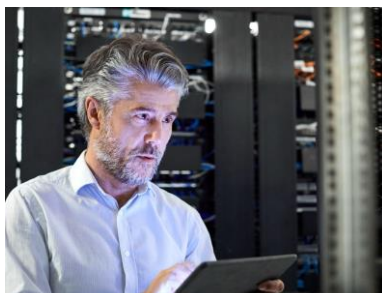


2,600 service engineers across the globe



94%
of clinical engineers believe we deliver **high quality technical support** for monitoring solutions†

90K+
GE HealthCare's Service Shop parts & accessories



#1
for education and training*



~6000
employees supporting Patient Care Solutions

*Rankings, ratings, and additional metrics obtained via a 2022 double-blind survey of 10 US clinical engineers with experience using Patient Monitoring, Anesthesia, Diagnostic Cardiology, Maternal & Infant Care, and Digital Applications technologies.
†Rankings, ratings, and additional metrics obtained via a 2022 double-blind survey of 17 worldwide clinical engineers with experience using Patient Monitoring, Anesthesia, Diagnostic Cardiology, Maternal & Infant Care, and Digital Applications technologies.

Comprehensive services help your teams be completely ready for care

Delivering holistic clinical value for the life of your devices

With a range of services spanning repairs to lifecycle optimization, we can enable you to:

- Proactively and predictively lower the cost of managing your fleet, from the start and until the end
- Secure complete care by enhancing device performance and protecting data integrity
- Optimize your teams with reliable reinforcement from our experts



AssurePoint™ offers flexibility to meet your needs

Full-Service

- We can provide:
 - Labor (on-site/ROC)
 - Tech support
 - Regular PMs
 - All repair parts
 - Software/quality updates
 - Shipping
 - Ability to buy up
 - PM frequency
 - Coverage hours

In-House

- We can assist your current team with:
 - Parts-coverage
 - Labor back-up
 - Equipment loaners
 - Software/quality updates

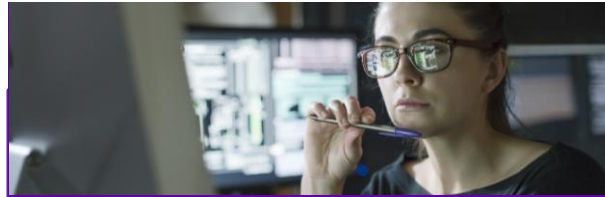
Both options include discounts on all labor (post coverage hours), InSite™, and Advanced Visual Support

Whether you outsource, have in-house support, or simply need coverage



Consider us as your full-service provider...

- Continuity™
- AssurePoint™ Service Offerings
- Patient Care Infrastructure (PCI) Services
- Software Support Agreement



Consider us as your clinical engineers' partners....

- Advance Remote Service
- In-House Reserve
- AssurePoint In-House Offerings



Consider us for fundamental coverage...

- AssurePoint Planned Maintenance
- AssurePoint Technical Support
- AssurePoint In-House Parts

Training & education, remote fleet management, extended warranties, and on-demand offerings are also available

Table of Contents

Introduction

- Challenges
- Why Patient Care Solutions services
- Service offering overview
- Service recommendations

- Extended Warranty Program
- Advance Remote Service

- FleetCare™
- Continuity™
- In-House Reserve
- Patient Care Infrastructure (PCI) Services
- AssurePoint™ Technical Support
- InSite™
- Advanced Visual Support
- Planned Maintenance
- Software Support Agreement

- Training and education

- Encompass™
- ReadySee™

- Service Shop
- Repair Operations Center (ROC)
- Original Equipment Manufacturer (OEM) parts
- Clinical accessories
- Hourly Billable Service

Protect your devices from the start and along every step of the way

Medical devices are a huge and necessary investment. Protecting that investment when problems arise can be a balancing act.

These service solutions are available when you purchase GE HealthCare equipment. They can help you plan for the future, while protecting your present.

- Extended Warranty Program
- Advance Remote Service

Extended Warranty Program¹

Proactive and cost-effective asset maintenance

Our Extended Warranty program for your equipment provides a cost-effective and proactive way to maintain and optimize your assets.

Different plans extend your standard manufacturing warranty² from 1 to 4 years and may include:

- Expert GE HealthCare parts, labor and tech support options
- Full OEM parts coverage with hundreds of field replaceable parts, and next day free shipping
- On-site and depot/ROC support for corrective repairs
- Remote technical support for labor with faster response times³

1.*Covered for select devices within Patient Monitoring, Diagnostic Cardiology, Anesthesia and Respiratory, and Maternal and Infant Care. Please contact your sales representative for more information.

2.Please refer to GE HealthCare Warranty Statement for Exceptions.

3.Actual GE HealthCare call reports 2021.

4.Available for select devices. Please contact your sales rep for more information.

GE HealthCare's equipment is designed to make identifying issues and executing repairs easier on you and your care teams.



Advanced repairs with Repair Operations Center (ROC)⁴



Easy access to critical parts for repair



Remote hardware monitoring, diagnostics, alerts, and support

Advance Remote Service

A streamlined service for your entire fleet of Patient Care Solutions devices*

Get technical support from every angle with Advance Remote Service, a bundle of our three remote technical support solutions.

With Advance Remote Service, you can count on:

- Remote Technical Support—telephone support 24/7 to protect your equipment, save money, and provide peace of mind
- InSite™—a secure connection between your devices and our experts, who can update software, configure equipment, and catch intermittent faults
- Advanced Visual Support—augmented reality interface to quickly diagnose and fix problems in real time

66%

of issues can be fixed remotely¹

With Advance Remote Service, you can



Help reduce downtime



Interact in real time



Reinforce your teams' knowledge with expert guidance

*Devices include Patient Monitoring, Diagnostic Cardiology, Anesthesia and Respiratory, and Maternal and Infant Care.

1. PCS 2022 Internal Data (Data from FCR dashboard in service suite).

Prepare your fleet for a changing environment

Adapting to new norms, patient expectations, and rapid innovation can be time-consuming and costly. Still, you're expected to keep pace to get the most value from your devices.

Lifecycle optimization services flex with your organization's needs so you can keep your devices on the cutting edge and ready for care.

- FleetCare™
- Continuity™
- In-House Reserve
- Patient Care Infrastructure Services
- AssurePoint™
 - Technical Support
 - InSite
 - Advanced Visual Support
 - Planned Maintenance
- Software Support Agreement

FleetCare™

A streamlined service for your entire fleet of Patient Care Solutions devices*

FleetCare is an all-in-one, enterprise-level solution that allows you to consolidate service strategies into a single, easy-to-manage agreement, while providing a high level of risk protection across your entire fleet of devices.

Our fleet-based solution enables you to:

- Help reduce your financial investment
- Simplify operations
- Access genuine original equipment manufacturer (OEM) parts
- Support your clinical engineering team with reliable reinforcement from our experts
- Receive technical support and Advance Visual Support

*Devices include Patient Monitoring, Diagnostic Cardiology, Anesthesia and Respiratory, and Maternal and Infant Care.

A cost-effective maintenance solution that helps improve productivity, equipment uptime, and patient care



Flexible service options



Full OEM parts coverage with free, next-day shipping



Access to ongoing technical training courses



Easy access to real-time phone and field engineer support



Remote diagnostics and advanced service tools

Continuity™

Easily keep your devices protected and ready to go

Continuity is an easy way to keep your Patient Care Solutions devices secure, reliable, and up to date, so you spend less time on upgrades and your ecosystem stays ready for the next wave of technology.

Available for a duration of three to eight years*, Continuity Advance and Standard include:

- Software updates and OS patches
- Software and/or hardware base system upgrades
- Clinical software and/or hardware base system upgrades
- Installation labor (if required)
- Training, technical, and clinical applications (if required)

*Coverage duration and Continuity offering may vary based on device. Please contact your sales rep for more information

Leave the future forecasting to us



Elevated system protection against cyberattacks



Less financial and scheduling burdens associated with keeping your system current



Optimized device performance for a longer lifecycle



Heightened staff confidence and capability

In-House Reserve

Predictability you can rely on

In-House Reserve is a program designed to save you money and time by streamlining your replacement parts, clinical accessories, and depot repair needs into one-stop shopping.

- Simplify spending with a single purchase order
- Save on costs with discounted GE HealthCare billable services (includes discounts on labor, accessories, depot, and parts)
- Gain operational benefits through dynamic spending reporting
- Dedicated specialists to simplify repairs
- Greater long-term value thanks to ROC repairs
- Verified accessories and consumables for compatibility

The AssurePoint In-House Reserve
offering you already know for your most critical devices



Trusted and proven offering



Simplified orders
and depot repairs



Cost savings on parts
and services

Patient Care Infrastructure Services

Ensure continuous and efficient patient monitoring

Patient Care Infrastructure services help enhance the stability of your CARESCAPE™ patient monitoring network for the ongoing flow of life-critical patient data.

A service strategy for your network can help you:

- Reduce unexpected costs and downtime
- Make faster repairs
- Get alerts for critical device issues
- Gain visibility to device inventory and performance analytics
- Schedule and document planned maintenance

25%

A preventative maintenance contract can save as much as 25% versus going at risk for calibrations or planned maintenance.¹

Stability of your patient monitoring network

-  Cybersecurity protection
-  Technical support
-  Corrective parts and labor
-  Ongoing software updates
-  Peace of mind

1. PCI On-Demand Service Pricebook, 2021

AssurePoint™ Technical Support

✓ Part of AssurePoint

Save on tech support call costs with tiered plans

AssurePoint Technical Support offers tiered service plans¹ for remote technical support calls, enabling a proactive way to:




- Provide first step remote troubleshooting and support for your clinical engineers
- Protect your equipment
- Save costs through a tiered strategy versus paying on demand
- Quick resolutions to unanticipated equipment and technical malfunctions

37%

less spending per asset
for technical support
calls*



Rely on remote tech support your way

-  Proactive backup for your biomed
-  Equipment protection
-  Cost savings, no extra costs

1. Offer excludes: MUSE, MARS, CARESCAPE Gateway, Telemetry, Cardioday, Clinical Networking infrastructure, and Enterprise Access

*Based on a facility with approximately 1,000 devices and an average of 40 hours per year on the phone with technical support.

InSite™

✓ Part of AssurePoint

A secure connectivity solution to help maximize uptime

InSite is a powerful connection between you, your devices, and our experts and digital tools that protects against downtime and revenue loss.*

InSite's suite of digital tools and services is comprehensive and connected for:

- Faster support with direct, one-on-one access to GE HealthCare engineers
- Can help reduce staff training cost with real-time observations and training sessions
- Proactive and predictive monitoring and services to help reduce unplanned downtime
- Remote Health Checks to detect issues before they occur
- Transparency on system availability and usage

*InSite is available on select equipment that has the agent enabled. Please contact your sales rep for more information.



Protect against downtime and revenue loss



Clinical outcomes and patient satisfaction



System uptime



Financial outcomes

Advanced Visual Support

✓ Part of AssurePoint

Augmented reality for accelerated uptime

Advanced Visual Support makes equipment troubleshooting and repair efficient with a simple augmented reality interface, backed by a team of remote support engineers.

Advanced Visual Support allows you to:

- Protect data privacy—HIPPA compliant interactions
- Drive productive collaboration between clinicians and technicians, and your clinical engineers and our GE HealthCare field experienced technical support
- Follow protocols with guidance on proper lock-out or tag-out parts and other key precautions
- Trouble-shoot equipment that isn't accessible today

89%

of equipment failures are solved in the first call using Advanced Visual Support.¹

1. In the first call in 2021 in Europe and Asia.



Tech support that's as advanced as we are



Get direct access to remote expertise



Share video and images to help diagnose and fix issues rapidly



Reinforce training with walkthroughs from our experts

Software Support Agreement

GE Healthcare's Software Support Agreement ensures your investments stay current and operational for as long as possible.

Our Software Support Agreements are a cost-effective and proactive way to ensure that your solution stays protected and receives the latest software updates and upgrades to optimize uptime and help ensure top-quality care is never compromised providing:

- Remote Tech Support
- Remote Clinical Applications Support
- Software Updates and Upgrades
- Installation support
- 3- or 5-year term agreements

Support you can count on



Keeping your investments secure



Proactively managing systems



Flexible contract durations

Planned Maintenance

Service built around your schedule




Having structured support for the fundamental maintenance of your devices helps enable efficient, high-quality care. Planned Maintenance includes:

- Original equipment manufacturer (OEM) parts
- Performed as per manufacturer recommendation
- GE HealthCare labor and additional planned maintenance in select plans
- InSite remote diagnostics with Advanced Visual Support*
- PMs can schedule during and after hours depending on plan coverage
- My GEHealthCare Experience—detailed service records and contract summary information on our app or secure web portal

*Billed at HBS rates.



Enabling efficient, high-quality care

-  Dependable quality
-  Simple and convenient
-  Detailed records of services

Keep your teams equipped for the future

Staying ahead of the latest innovations can ensure that your teams are working effectively and efficiently to find, troubleshoot, and fix devices.

With three training formats to choose from, we can help keep your teams working at the top of their game.

- Onsite
- Offsite
- Virtual



Training and Education

Education opportunities boost your technical and clinical teams' expertise

You can use GEHC's Service Shop to conveniently sign up for the product or product family training needed. There are three options you can choose from:

- Onsite
 - During onsite training, our experts visit your facility. This is beneficial for larger team trainings and for getting familiar with your equipment and workflows.
- Offsite
 - Offsite training opportunities are available at our Healthcare Institute (HCI) in Milwaukee. When your team visits the HCI, they can count on in-depth training and specialization with devices.
- Virtual
 - Virtual classes are convenient and thorough, for when your teams quickly need to brush up on their skills or learn something new.
 - We also offer Computer Based Training/CBT (aka self-paced courses)

Onsite, offsite and virtual training options are not available on all products.



Ensuring everyone is equipped to operate our devices



Clinical training for physicians



Technical training for clinical engineers

Managing biomedical devices is critical for patient care, and time is of the essence

If you've been frustrated by a lack of visibility into your network and devices, ongoing manual troubleshooting, and downtime, you're not alone.

Remote tracking and inventory solutions eliminate the search for mobile equipment and give visibility into network and device risks and behaviors, so you can proactively optimize device health.

- ReadySee™
- Encompass™

Encompass™

Encompass is a Real Time Location System (RTLS) that seamlessly integrates into your facility to track, manage and analyze location data for mobile assets. Encompass tells you where your equipment is to save on operating costs, prevent delays with patients, and keep nurses at the bedside where they are needed most.

With Encompass, you can:

- Spend less time searching for mobile equipment
- Help increase staff productivity and efficiency
- Assist in improving capital allocation with accurate data to reduce rental, maintenance, and labor costs
- Help ensure the necessary equipment is ready when patients need it

83%

faster searches, from
24 minutes down to just 4¹

1. In a small to medium-sized hospital (100-300 staffed beds), based on average 24-minute search time without Encompass and 4-minute search with Encompass.



ReadySee™

See more to secure more and help enable seamless care

ReadySee is a vendor-agnostic, scalable platform that gives you insights into your device inventory, behaviors, and risks and provides automatic monitoring for your devices and infrastructure.

With ReadySee you can:

- Gain automatic visibility into newly added devices, and view if a device is clinically in use*
- Stay on top of security issues and head off potential problems with alerts for network infrastructure and critical traffic flows (i.e., HL7, Vitals)
- Prioritize and proactively manage your inventory by viewing potential device vulnerabilities such as exploits, weak ciphers, and encryption
- Gain a more holistic picture of networked devices and traffic on your segregated CARESCAPE network, including patient monitoring accessories
- Self-manage policies to enable critical medical equipment communication while minimizing risk

*exclusive for GE HealthCare patient monitors



Help keep your biomedical devices ready to go, so care teams can be ready to care for patients

 Device visibility

 Comprehensive monitoring

 Simplified workflow

Every little piece keeps your device functioning at the highest level

When hospitals source parts and accessories from multiple vendors, inefficiencies and uncertainty can arise.

Our on-demand offerings are built to provide simplicity, reliability, and efficiency. They include our Service Shop, repair center, and available accessories and parts.

- Service Shop
- Repair Operations Center (ROC)
- Clinical accessories
- Original Equipment Manufacturer (OEM) parts
- Hourly billable services

Service Shop

A carefully curated portfolio of clinical accessories, parts, and training

Our portfolio of clinical accessories and parts were designed to meet some of the highest standards of utility, performance, and reliability.

- We verify that they will work seamlessly with your GE HealthCare equipment
- Alignment to ISO 13485 and ISO 14001 certification standards
- Demos, loaners, and rental equipment available*

How to register

Registering for GE HealthCare's Service Shop is simple. Just follow these four easy steps:

1. Visit ServiceShop.GEHealthCare.com
2. Navigate to the registration link in the upper right-hand corner of the page.
3. Give us your account details.

Pro tip: Provide your customer account number for expedited registration. Our customer service representatives will process your registration information within one business day. If you need to order immediately, please call 1-800-437-1171.

4. Start shopping! A welcome message will be sent to the email you provided.

*Demos, loaners and rentals are not available on all products



Our Service Shop promises

-  GEHC quality
-  Compatibility
-  Relevant inventory
-  Customer support

Repair Operations Center (ROC)

 Part of AssurePoint and FleetCare

Advanced repairs for your equipment

Our state-of-the-art repair depot and expert team deliver quality and timely repairs, so your equipment is ready to deliver patient care. The ROC services equipment through its lifecycle, from warranty and beyond, including remanufacturing, harvesting, and recycling.

All repairs meet original equipment manufacturer (OEM) standards:

- OEM-certified repairs with only factory-approved parts, all managed within one center
- OEM-trained and certified technicians
- 6-month warranty on parts and labor
- Vigorous testing and inspection of refurbished parts and systems
- Alignment to ISO 13485 and ISO 14001 certification standards
- Demos, loaners, and rental equipment available*

*Demos, loaners and rentals are not available on all products

50%

faster turnaround
with the ROC vs traditional
onsite support¹

1. In the first call in 2021 in Europe and Asia.

Ensure your GE HealthCare Patient Care Solutions equipment is ready to go with ROC



Repairs for a wide range of products throughout the lifecycle



Cost efficiencies and customized options



<5 business day average turnaround time^{1†}



Performance assurance

Straightforward repair and maintenance process

- 1 Contact us and we will send you a return shipping label and box.
- 2 Send your equipment for repair and/or maintenance, we'll return it quickly with care.
- 3 **Find us here:**
<https://services.gehealthcare.com/gehcstorefront/repair-solutions>
1-800-437-1171
PCSDepot.CustomerSupport@ge.com





Original Equipment Manufacturer (OEM) Parts

Keep devices running smoothly with OEM parts

When you source genuine OEM parts as a part of your GE HealthCare service solution, you can:

- Receive the most up-to-date version of the part or accessory
- Be assured that the parts and accessories meet our design and quality standards
- Determine accessory compatibility with help from our experts and resources
- Rely on our expanded inventory
- Get support for equipment as well as throughout purchase and post-purchase

Count on OEM parts to overcome challenges

-  Inefficiencies resulting from multiple vendors
-  Difficulty validating compatibility
-  Potential for a supplier to discontinue a part
-  Performance assurance

Clinical Accessories

Quality accessories and consumables can make the difference

Our clinical accessories and consumables are manufactured to GE HealthCare specifications, matching the latest standards of utility, performance, and reliability—because at the end of the day, quality parts can directly impact the quality of your care.

Additionally, we offer accessory bundles for some of your most critical devices, so you can always have what you need on hand and helping to:

- Simplify your workflow
- Ensure patient safety
- Standardize accessories
- Meet the highest quality standards



Bundles are available on a subset of our offerings



Monitoring Systems



Anesthesia Respiratory Care



Maternal Infant Care



Diagnostic Cardiology

Hourly Billable Services

Our hourly billable services simplify the process

Our hourly billable services options allow you to decide what services you need, when you need them, at prices you can feel good about. This one-stop shop offering allows you to:

- Maximize the performance of your devices
- Stay one step ahead of fleet challenges
- Improve operations
- Ensure device quality and uptime
- Receive services by OEM repair teams
- Have confidence that OEM parts are backed by our standard parts and labor warranty

Hourly billable services simplify your service



Proactive services



Convenient fleet maintenance



Operational excellence



Device quality and uptime

