

GE Healthcare



Imagination at Your Service



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Every day is different. Every procedure is different.

At GE Healthcare Services, we understand just how demanding this can be, as every healthcare institute has different challenges.

So whether your focus is enhanced clinical outcomes, improved efficiency or optimized patient safety, we listen to your needs and think ahead with you.

With our access to the latest technology and our legacy of expertise, we can offer you the right service solution.

Every detail matters. Because every patient matters.

Enabling a safer environment for you

Ensuring that your hospital is a safe, hazard-free environment is crucial for both patients and staff. That is why at GE Healthcare we have placed safety at the core of everything we do, and have developed a suite of services that help you deliver on your safety goals.



Impact of high standard Preventive Maintenance (PM)

Preventive Maintenance is not only designed to pro-actively maintain equipment and ensure it is up and running for the maximum amount of time, it is also designed to ensure the safety of both patients and staff using this equipment, through a range of standardized checks and tests depending on the type of equipment:

- Calibration to control the dose of radiation
- Electrical and mechanical safety checks to prevent potential hazards
- Investing in PM tool-kits and in their regular upgrades
- Thorough checking of emergency circuits and warning indicators
- Patient Table Checks to prevent malfunction during diagnosis or operations
- Frequent safety Field Modification Instructions (FMI's) to correct any safety issues that are identified on the system
- Making sure equipment settings are as per the manufacturer's specifications

Use of certified parts

GE Healthcare services use original or refurbished parts that are manufactured/processed at sites operating under GEHC Quality Management System controlled environment or sourced from GE Healthcare approved suppliers compliant with global regulations and quality standards but also compliant with local regulations to repair and maintain medical equipment.

- GE Healthcare manufacturing sites operate at international quality standards certified facilities and/or at global/local regulatory bodies approved sites in compliance with ISO guidelines
- Globally dedicated team of more than 300 people focused on quality assurance activities in the fields of medical device production, supplier quality and regional QMS management in compliance with the guidelines*

Closer to you, closer to your needs

At GE Healthcare, we understand that caring for patients and improving a hospital's efficiency is a major goal, and a challenge that is faced by most healthcare facilities. Experience has shown that this is most efficiently achieved through the optimum use of assets and equipment, and through optimized work processes and patient management systems. That is why we developed a suite of services and a global support network that help you do just that.

Middle east has a direct services team and dedicated channel partners to serve you and ensure that you have a team close to you.



Local Service Delivery Infrastructure

An experienced local team, supported by global expertise, always available to provide faster and accurate service adapted to your needs.

Middle East and Pakistan

- 30+ remote and field engineers located in UAE and Jordan
- 200+ field engineers of our partners located in Afghanistan, Bahrain, Iraq, Jordan, Kuwait, Lebanon, Oman, Pakistan, Palestine, Qatar, Syria and Yemen
- 80+ hours/year training per engineer
- Average 10 years experience

Service Center

A personalized customer service

- Fully trained and equipped call center agents
- Dedicated toll-free hotline
- 10 seconds response time

Global Team

- 8,000+ field and remote engineers
- 100+ hours/year training per engineer
- Average 15 years' experience

Warehouse

Strategically located to ensure real-time parts availability

- Fast delivery
- 70 - 80 % of necessary parts are delivered within 72 hours

Closer to you, closer to your needs

Digital Services

GE Healthcare services has created a complete portfolio of digital platforms that empowers you with knowledge, tools and expertise that enable you to improve diagnostic capabilities and to increase efficiency.



OnWatch*

Proactive Monitoring Service

Support that never sleeps, OnWatch* enables you to achieve greater efficiencies by delivering optimum availability

- Proactively monitors hundreds of parameters 24/7
- Anticipates and forewarns of potential issues to reduce system failure
- Minimizes work-flow disruption

InSite*

Remote Technical Support Service

A service platform engineered for a fast and efficient response, reducing repair time

- Secure broadband service enables the repair of 30% of issues remotely in less than 20 mins
- Provides priority access to online technical experts with a single click via ilinq™
- Delivers automatic system updates

AppsLinq*

Clinical Application Support Service

Connect with an application expert for assistance or training at any time

- Reduce scan time and optimize protocol for improving image use
- Schedule coaching sessions at a time that suits you best

iCenter*

Performance and Asset Management Service

Reduces costs and improves efficiency by providing a consolidated overview of your facility's equipment status

- Monitors patient volume per asset
- Tracks system uptime / downtime
- Identifies the number of maintenance tasks scheduled and performed per system

Closer to you, closer to your needs

Asset Management

How well hospitals manage their mobile clinical assets is a key factor in the cost and quality of care delivery. Many hospitals are losing millions of dollars and potentially putting patients at risk because of bloated and underutilized asset inventories, ineffective workflow processes, lack of asset information, and limited maintenance and service practices.

The Asset Management practice gives healthcare organizations access to operational expertise, proven methodologies, and enabling technologies to help dramatically improve the availability and utilization of assets. GE can help drive efficient patient care and reduced operating and capital expense.



AssetPlus

Computerized maintenance management solution for healthcare.

- Makes life easier for your staff by providing instant access to inventory data for every asset, preventive and corrective maintenance requests from all departments, stocks of spare parts and consumables and statistical reports and dashboards.
- Tracks service activity throughout the lifecycle of each device, helping you make the best use of your equipment. This means you can reduce downtime, optimize inventory levels, optimize maintenance contracts and service level agreements.
- Connects easily with your hospital- or network-wide IT system, including your hospital information system (HIS) and any financial or ERP systems providing instant access to reliable data.

A better outcome for everyone

In order to support you in your quest for enhanced clinical outcomes, GE Healthcare has designed a comprehensive set of information support services. These span education, image quality checks, networking with world-renowned Centers of Excellence and clinical experts.

Education Services

Faced with ever evolving technology and frequent updates to procedures, the continuous training and education of staff becomes the core of any healthcare institution's performance. Education is a main pillar of achieving better clinical outcomes and delivering quality care to patients.

That's why at GE we have developed an education curriculum that supports the development of all your staff in their respective roles - clinical, technical, managerial and leadership. Our teams of experts have designed an education syllabus that best fits your learning style, time schedule and budget needs.

Classroom

- Learn with hands-on experience on systems
- Opportunity to learn directly from a subject matter expert in the medical field
- Training provided in more than 80 countries in GE Education Academy and Mobile training centers
- Around 120 classrooms courses delivered every year
- More than 10,000 customers trained every year



On-Site

Acquire in-depth diagnostic knowledge and skills in your own environment

Immersion™

Acquire in-depth diagnostic Shadow an expert from a world class medical center

- Education from an experienced healthcare professional
- Share best practices
- Learn new methods such as positioning, screening procedures, protocols and techniques
- Be exposed to the very latest healthcare practices

At your location

Get trained in your own environment and on your own equipment

- Gives you an opportunity to learn and create solutions to real issues at the same time
- Reduces mobility costs
- Enables powerful skill mastery on your own GE equipment
- More than 150 clinical education specialists delivering high quality onsite training



Online

A variety of continuous education courses

@Live Expert

A live web connection with a worldrenowned expert

- Learn from renowned clinical experts
- Share expertise and discuss complex cases
- Build your network
- Maximum knowledge in minimum time
- Self-Paced Content

TiP-Ed OnlineSM

More than 200 online programs designed to support Radiologic Technologists in their quest for professional development

- Fast registration and easy content search
- Flexibility to create your own learning plan
- Print certificate anytime upon successful program completion
- Access leadership courses in addition to clinical courses

Everything you need, and nothing you don't

At GE Healthcare services, we understand that each healthcare institution has its own unique set of challenges and needs a personalized service solution specifically designed to accommodate its particular circumstances. We offer various service solutions to enable you to get the best value, response and support according to your budget and your operating requirements. This will boost the lifespan of your equipment, thereby enhancing your return on assets and maximizing the value of your ownership in the long run.

Life Cycle Management

A new life for your imaging systems. Better performance for you.

From thoughtfully designed additional features and components to the latest technologies and hardware and software upgrades, at any time over the lifespan of the equipment. These solutions include the ability to:

- Optimize image quality thereby increasing your diagnostic confidence
- Boost your productivity and optimize your work
- Integrate your equipment with IT and streamline your procedures
- Expand your areas of practice and improve your quality of care
- Ensure compliance and meet requirements on dose limits



Service Agreements

Each offering is designed with appropriate balance of maintenance and service elements to meet your needs and expectations while using your GE devices and imaging equipment.

Harmony

An offering that is essential to patient and staff security, while guaranteeing the smooth operation of your imaging system.

- Preventive maintenance
- Compliance with regulations
- Safety for patients and staff

Protecta

An offering that facilitates a controlled utilization of the imaging department resources. It ensures system availability and helps you to sustain a high level of activity.

- Excellent system availability
- Very high image quality
- Fast and effective technical support
- Access to operational performance options

Serenity

An offering that fosters the optimum use of your resources and helps them reach the highest levels of productivity.

- Optimization of all resources: people, systems and processes
- Privileged access to technical and application support
- Excellent image quality
- Access to the latest digital service technologies and continuous education solutions

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About GE Healthcare

GE Healthcare provides transformational medical technologies and services to meet the demand for increased access, enhanced quality and more affordable healthcare around the world. GE (NYSE: GE) works on things that matter - great people and technologies taking on tough challenges. From medical imaging, software and IT, patient monitoring and diagnostics to drug discovery, biopharmaceutical manufacturing technologies and performance improvement solutions, GE Healthcare helps medical professionals deliver great healthcare to their patients.

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*Guidelines of ISO Medical Device standards, FDA regulations and regional/local regulatory bodies like EU MDD, Saudi FDA, China FDA, Korea FDA etc.

