

## Stryker Customer Support Services

### Stryker Medical Service

Best-in-class products and reliability are just the beginning of the Stryker commitment to life-time customer satisfaction. Smart maintenance and service solutions protect your investment, improve patient safety and assure peak equipment performance.

#### Stryker Service Agreements

- Stryker Premium<sup>SM</sup> Service Program includes parts, labor and travel, one preventative maintenance check per year per product and Joint Commission documentation
- Stryker Complete<sup>SM</sup> Service Program includes parts, labor and travel
- Stryker Standard<sup>SM</sup> Service Program includes one preventative maintenance check per year per product and Joint Commission documentation

### FLEX Service Plan

With FLEX, you receive a Stryker Purchasing Card that gives you access to service and maintenance when you need it — and only when you need it. You spend only what you need for current service and can roll over an unused percentage of funds to the next year. Keep track of account activity online for complete control and planning purposes.

### Technical Support and Service Call Center

The Technical Support Center is available 8 a.m. to 6 p.m. EST, Monday through Friday. The Service Call Center is available from 8 a.m. to 8 p.m. EST, Monday through Friday. We guarantee a call back from a service representative within two hours from the time your call is logged.

### Financing

Whether you choose a capital or operating lease, you get full use of the products immediately. Contract terms and payment options are customizable.

### Shipping

The Stryker trucks are specially configured to ship Stryker beds, stretchers and furniture unboxed and completely assembled for fast start-up and reduced waste.

### Training

Protect your equipment investment with Stryker-certified maintenance and training. Contact the Stryker technical support department or your Account Manager or field service representative to schedule Stryker-certified training.

### Contact Information

Visit [www.stryker.com](http://www.stryker.com) for more details on equipment and capabilities or call 1 800 STRYKER (1 800 787 9537) during standard business hours.

Joint Replacements

Trauma, Extremities & Deformities

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Spine

Biologics

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Interventional Spine

Navigation

Endoscopy

Communications

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Patient Care & Handling Equipment

EMS Equipment

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[www.stryker.com](http://www.stryker.com)

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Medical

# Connect to Prevention

Connected Hospital<sup>®</sup>



# Connect to Help Prevent Adverse Events

By providing better bedside data and greater flexibility to connect, you can improve care efficiencies to help prevent adverse events. Our open architecture approach reduces your total cost of ownership and gives you the freedom to build a custom solution.

## *i* Better Bedside Information Through the *i*Bed<sup>®</sup> Platform

*i*Bed Awareness gives you the ability to establish a more specific and focused approach to preventing adverse events. Specifically, it allows you to set a custom bed configuration and alerts you that a condition has changed, potentially putting the patient at risk.

More importantly, this information not only can be communicated through your system but at the bedside. The caregiver will have an immediate and clear description of exactly what needs attention on a digital readout at the bedside.

With *i*Bed Awareness, any siderail configuration, Chaperone<sup>®</sup> Bed Exit System, brakes, low bed height and 30-degree head of bed angle can be selectively and actively monitored.

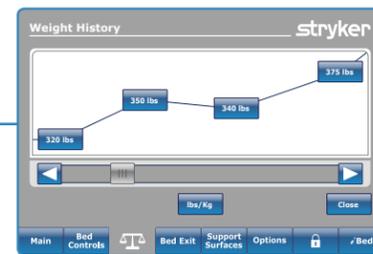


## Integration That Enhances Documentation

In addition to *i*Bed Awareness, *InTouch*<sup>®</sup> also has a richer set of caregiver and patient-centric information that can help improve care efficiencies. Starting with the basics, like weight, *InTouch* is designed for fast access along with multiple levels of patient details. Caregivers have the ability to establish workflow protocols that are in line with industry best

practices. This information is continuously collected, sorted and ready to be disseminated to multiple destinations like the hospital's EMR system.

Starting with better information at the bedside, *InTouch* delivers a rich set of documentation features that will enhance hospital workflow.



## *W* Flexible Connectivity Multiple Connection Options

In its most basic form, *i*Bed Awareness monitors configurable parameters set on the bed and provides an alert when conditions change. For wired connectivity, you can transmit this information to call systems or full networks via a direct hard-wired connection option.

Wireless connectivity offers even greater information and flexibility, providing full data flow compatibility with more systems. A three-component system, the Stryker wireless solution consists of bed-mounted WiFi and IR transmitter/receivers, a bed locator fixed in the room to provide accurate bed location and a server application residing within the hospital's network data.

The Stryker technology is so robust that it is the first in the industry to receive stringent 510(k) clearance by the FDA.\*

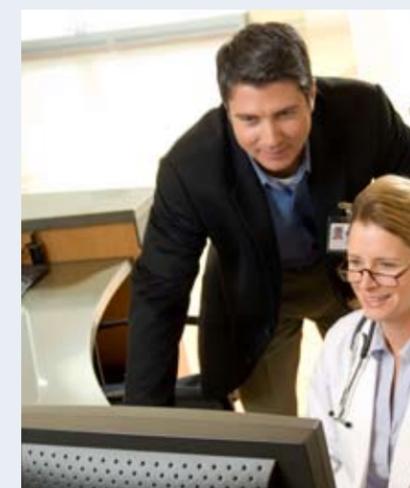
\*According to an FDA Premarket Notification database search from January 1, 1975 to February 1, 2011, there are no other approvals listed for the specific indication under product code FNL, as of February 1, 2011.



## *\$* Lower Total Cost of Ownership Maximize Your Current Investment

The Stryker open architecture platform enables compatibility with your current or future information management systems. This approach allows you to maximize your current investment and configure a solution at a lower total cost of ownership.

In this way you can minimize your initial investment and future-proof your bed decision as your medical device connectivity strategy evolves. This approach puts you in control.



## *M* More Partners The Choice Remains Yours

Stryker is actively working with the leading suppliers of EMRs and enterprise-level hospital information systems to integrate information. Approaching the solution as an open architecture platform enables you to have complete freedom to customize the system that's right for your hospital's needs.

This fundamental philosophy of adaptability and openness may be the most important aspect in your choice of a connected smart bed system.

For more information on the Stryker *i*Bed platform, Stryker Connected Hospital or Stryker data integration, contact your Stryker Account Manager.