



Hillrom™



SMARTCARE™ SERVICES

PROTECTING PATIENTS WITH PROACTIVE SERVICES

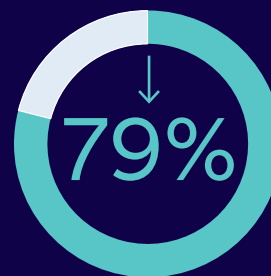
We understand the impact downed equipment can have on you and your patients.

Nurses are left using potentially unsafe equipment until a replacement is found, while patients are put at risk and care is interrupted. All of this could be avoided with proper preventive maintenance.

SmartCare™ service plans can reduce interruptions in care, allowing you to focus on what's really important - your patients.

Service Results

- Assess risk early & often
- Improve patient safety & clinical outcomes
- Experience fewer interruptions in care
- Enhance product performance
- Reduce repair costs
- Stay compliant with regulations



DECREASE IN INTERRUPTIONS¹

A comprehensive preventive maintenance program has been shown to decrease interruptions in care by 79%.¹



Explore our different SmartCare™ Service plans - protect investments and save from the start

SmartCare™ Service plans offer proactive service solutions for up to three years post standard one year warranty.

POINT OF SALE*	Prevention PS	Protection	Protection+
POST SALE	Prevention	Response	Complete
Hillrom certified technicians	✓	✓	✓
24/7 remote technical support	✓	✓	✓
Online documentation	✓	✓	✓
Scheduled preventive maintenance**	✓	—	✓
10% off parts and fee-for-service	✓	✓	✓
OEM replacement parts	—	✓	✓
On-site repairs	—	✓	✓

* Discounted service plans that are available at time of capital purchase up to 90 days after product ship date

** Periodic inspection completed for lifts

Bed Preventive Maintenance (PM) Checklist*

Inspection Category	Potential Clinical Impact
✓ Mattress	Reduce the risk of potential infections due to fluid ingress
✓ Siderails	Properly functioning siderails can help reduce patient falls
✓ Scale System	Accurate patient weight is important when setting bed exit alarms and when used for dosing medications
✓ Functional Controls	Caregiver and patient controls are relied on for comfort, safety and care
✓ Brake & Steer System	When working properly, can help prevent caregiver injuries

*Partial checklist.

For more information on how our SmartCare™ Service plans can support your facility, please contact a Hillrom representative at 1-800-267-2337 or servicecanada@hillrom.com.

hillrom.ca

¹ Hillrom customer results. Data on file.

Hill-Rom reserves the right to make changes without notice in design, specifications and models. The only warranty Hill-Rom makes is the express written warranty extended on the sale or rental of its products.