COMPREHENSIVE PROFESSIONAL SERVICES

We've covered all the bases

Signing on the dotted line does not simply complete the sale, it initiates a partnership between Spacelabs and our customers. During our product installation, we follow through on the commitments made during the sales process and show you what our Customer First philosophy means in action. All aspects of the patient monitoring implementation – from installation through training – are included in Comprehensive Professional Services.

Project Discovery and Scoping

Spacelabs realizes that a patient monitoring project can involve an overwhelming list of configuration options and operations decisions. Our project discovery and scoping process assures that customers fully understand the solution that was purchased and expectations for customers and Spacelabs alike. Whether prior to the sale, or directly following, Spacelabs makes a team of experts available to customers, ensuring customers have full transparency with what they purchased and how it will be deployed. Through careful planning before the implementation starts, we set our customers up for success by striving to get it right the first time, every time.

Field Service Installation

New equipment orders include installation by a factory-qualified Spacelabs Field Service Engineer (FSE). The Spacelabs Field Service team will:

- Unpack and inventory the received equipment.
- For telemetry deployments, conduct a telemetry coverage walkthrough with customer staff and provide the customer with a floor map of the coverage area as sold.
- Conduct a WMTS spectrum analysis, as needed for telemetry deployment.
- Provide coaxial cable and other components required for a functional telemetry system according to the coverage area specified in the purchase agreement.
- Design, build and validate any included telemetry infrastructure products, such as receivers and antennas.
- Assemble and install equipment[1].
- Complete all manufacturer-specified validations and onsite testing.
- Provide onsite guidance and at-the-elbow consultation with local biomed support teams.
- Staging of waste materials.
- Channelization for replacement Atelemetry transmitters.

Professional Services

Network Consultants

Spacelabs customers have access to a team of highly trained network design consultants during project implementations. On most medium- to large-sized projects, Spacelabs network design consultants are embedded within the project team. Spacelabs network design consultants often assist customers with multicast network configurations, cross-campus networking and other networking-related aspects of an implementation project. Network design consultants also assist customers with the configuration of VPN connections for cloud services implementations.

Network Requirements

The Spacelabs telemetry system typically utilizes the installation of a vendor-provided network and is often required to connect to the customer's enterprise network via a Layer-3 boundary. Unless explicitly specified as part of the order, Spacelabs will utilize enterprise grade switch hardware with one or more power supplies and one or more data uplink connections. Spacelabs products require multicast networking. Customer-specific redundancy requirements can often be met; however, this may result in an additional charge and/or delivery time. Contact your Spacelabs Technology Manager or Network Engineer for additional information.

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[1] Replacement equipment and telemetry transmitters excluded, unless noted otherwise.

Project Management

For medium to large projects[2], a Spacelabs Project Manager will guide customers through every step of the implementation: from kickoff through project completion. Spacelabs Project Managers typically collaborate with a customer manager or customer project manager to ensure the project remains on time, on budget, and within scope. Our project managers will deliver project documentation, which typically includes a scope of work, meeting minutes and project closeout materials. The Spacelabs project manager acts as the primary contact for customers throughout the implementation effort.

Integration Services

Spacelabs knows the importance of delivering timely data to customers' Electronic Health Records (EHRs). Our Enterprise Integration Managers are experienced with integrating with all major inpatient EHR vendors. For projects requiring integration, bidirectional integration to one EHR is included for all standard data types[3].

Clinical Solutions Training

At Spacelabs, we believe that collaboration is the key to successful training. Our goal is to ensure that the most efficient workflows and alarm management practices are established and implemented so you can provide the best care experience for your patients. Spacelabs clinical offerings include a blend of eLearning, remote training, onsite classroom education and at-the-elbow go live support. Our clinical team of consultative specialists will work with your education leaders to create a plan for clinical transformation that meets your unique needs.

The Spacelabs clinical education service includes:
- Workflow assessment pre-installation and development of new workflow processes
- Policy review
- Clinical default discussions with stakeholders for alarm settings for hardware and software
- eLearning for all products: 1-year online access from first monitoring installation, or download of files into your LMS
- End user training in a model that supports your needs
    - Onsite training is provided on three (3) consecutive weekdays of up to seven (7) hours of class time/day between the hours of 8am-8pm. Provides training for up to 150 participants/week.
    - Remote training is offered for add-on or replacement devices.
    - Clinical education provided is dependent on the size of the organization and number of care areas included in the purchase.
    - Training may include Physicians, Nurses, Monitor Technicians, Nursing Assistants, Nurse Administrators, Clinical Informatics, Professional Development Educators, Respiratory Therapists when applicable.
- At-the-elbow clinical go-live support
    - Provided Tuesday – Thursday between the hours of 7am and 9pm. Weekend support can be purchased separately.
- Additional training and make-up sessions after initial installation are purchased separately.

Implementation Scheduling

Spacelabs understands that your time is valuable. We will make every effort to accommodate all customer-initiated scheduling requests. Installation and clinical education will be conducted during working hours (8:00am to 5:00pm local time, excluding Spacelabs Holidays), unless otherwise specified. Requests for overtime or after-hours installation work should be reviewed with the Spacelabs project manager and will be billed at the prevailing time and material rate. After-hours and weekend support is available at an additional charge (unless otherwise specified). Project scheduling may be subject to supply chain availability, especially for third-party products.

Post Implementation Support

Spacelabs offers a variety of post implementation support options ranging from phone support through onsite engineering or clinical consultation support. Reference your Spacelabs order for additional details or contact your Spacelabs project manager.

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[2] Typically, medium to large projects include projects with a telemetry system installation or modification; projects involving the installation of five or more patient monitors; or four or more central stations. For more information, please contact the Spacelabs Implementation Team or your Regional Service Manager.
[3] See exclusions for details.

Customer Responsibilities

Customers are responsible for:

- Customers must assign a single executive sponsor who will have responsibility to approve customer configuration decisions and project scope.
- Ensuring the prior removal of all asbestos and regulated environmental contaminants in the installation area. Under no circumstance can Spacelabs install any components in asbestos areas or other environments deemed hazardous. Customers are responsible for providing skilled labor in these areas and all associated mitigation costs. Reference the Spacelabs Terms of Sale for additional information.
- Providing timely access to all installation areas.
- Providing appropriate staging space in a climate-controlled, secure, onsite location and suitable for unboxing, assembling, configurating and staging equipment for the duration of the project. Staging spaces must include adequate power, lighting, and network connectivity to support the installation effort. For most installations, the staging space must be accessible using a standard pallet jack so that equipment pallets can move into the area. Note that inadequate or inappropriate staging space may delay or prevent equipment installation. Larger Spacelabs order typically ship on standard 48"x40" pallets using a commercial freight shipper. Loading dock access may be required by the shipper. Customers must provide for the disposal of packing materials.
- Providing adequate, accessible rack space in a clean, secure, and appropriately climate-controlled environment for all purchased equipment, as needed.
- Timely delivery of floor plans, drawings, and IT configuration requirements.
- Disposal of items with biological contamination.
- Provide timely signoff of the telemetry antenna coverage area floorplan map, if applicable.
- Providing and mounting all necessary wall channels, cabinetry, mounting boards, or casework required for patient monitoring and/or telemetry installation.
- Providing electrical infrastructure, including all required power outlets, emergency backup power and uninterruptable power supply (UPS) equipment (not included in the order). Emergency power and local battery backup power is required for each central station and all telemetry infrastructure.
- Providing all network cabling and fiber infrastructure not included in the order.
- Provide properly configured network ports for all hardwired patient monitors, if applicable.
- Provide properly configured wireless infrastructure for all wireless patient monitors, if applicable.
- Providing all workstations, servers and associated third party software, including, but not limited to, operating systems, SQL server software, and security software if applicable.
- Unless explicitly included under Turnkey Services, customer is responsible to install all network and IT cables, including providing, pulling, terminating and validating the cables (copper and fiber optic). Certification of all network infrastructure must be completed by the customer unless otherwise noted, and all copper infrastructure must meet a minimum of ISO/IEC 11801/IEC 61156/EN 50173 Cat 5E. Customers are responsible for accurate labeling of all customer-provided network connections. Spacelabs reserves the right to consider unnecessary rework or delays due to inaccurate or absent labeling as a scope change, which may result in an increased project timeline or additional charge.
- Modification to building structure, including drywall and ceiling tiles, unless explicitly specified otherwise.
- Customer is responsible for core drilling to accommodate cable pulls and the penetration and sealing of firewalls.
- Customers are responsible for informing Spacelabs of all plenum rating requirements and other code requirements during project discovery to avoid project delays. Spacelabs reserves the right to consider all undisclosed customer-side plenum or code requirements as a scope change, which may result in an increased project timeline or additional charge.
- Installation of any locally required conduit or cable management.
- Provide all locally required permitting by project milestone dates.
- Register all WMTS spectrum devices in accordance with regulatory requirements. If applicable, provide Spacelabs with an accurate listing of all WMTS frequencies in use at the customer's facility. Spacelabs reserves the right to consider unnecessary rework or delays because of inaccurate WMTS frequency utilization, or WMTS interference in violation of federal requirements as a scope change, which may result in an increased project timeline or additional charge. Customers are responsible for mitigating all WMTS interference issues.
- Providing all required SFP network modules, compatible with the customer's infrastructure.

- Customers are responsible for removing existing, in-use patient monitoring equipment and infrastructure, as applicable. To ensure compliance with local processes, customers are responsible for facilitating pickup of trade-in equipment with the Spacelabs-provided commercial shipper or local processor, as applicable.
- Customers are responsible for disclosing all local work requirements during project discovery. Undisclosed local work requirements may require a project scope change, which may result in an increased project timeline or additional charge.

Exclusions

The following are not included in Comprehensive Professional Services unless otherwise noted:

- Implementation of Remote Telemetry Monitoring (telemetry monitoring as a service).
- Integration to more than one EHR (unless explicitly quoted).
- Post-implementation configuration or deployment changes.
- Integration of 12-lead reports using the 12-Lead ECG Format Translator System (quoted separately).
- Integration of third-party workflow engines for alarm forwarding and processing (quoted separately).
- After hours or weekend support (unless explicitly quoted).
- Implementation of Sentinel and other Diagnostic Cardiology products (quoted separately).