



PHILIPS

Clinical Services

Your need for clinical support doesn't end when your warranty expires

Clinical Excellence Agreement

A close-up photograph of a surgeon in a blue surgical cap and mask, wearing dark blue scrubs with a teal stripe. The surgeon is focused on washing their hands under a running faucet in a stainless steel sink. The background is a bright, clinical setting. Another person in a purple cap and mask is partially visible in the foreground on the left, out of focus.

You're expected to do more with less
We can help



Our Clinical Excellence Agreements take care of your ongoing clinical needs, maintaining your staff's knowledge and skills on the tools and features included on your system(s).

- **E-learning library.** The e-learning are designed for healthcare professionals who want to expand their imaging-related knowledge and skills, obtain continuing education credits to maintain certification or professional licensure, and enhance the delivery and quality of patient care. The modules provide clinical focus and system specific clinical education, learning paths, and clinical case studies.
- **Assessment.** During the assessment the Philips Clinical Services Specialist will assess, define and implement clinical solutions to meet your education and support needs. We will monitor and evaluate progress throughout the program and provide custom training and education plan.
- **Onsite Visits and Case Support.** A Philips Clinical Services Specialist will consult with the clinical staff on a mutually agreeable date and time to provide direct support for image quality, education refresh and optimization as appropriate.
- **Virtual Instructor-Led Trainings.** Live socially engaging, purposefully designed trainings. Courses are taught by both Philips clinical instructors and physicians and vary in length from one hour to full-day.
- **Education Credits.** Philips will provide via Philips Learning Connection and a robust list of ASRT course offerings for the customer to select from which vary in CEU credit values.
- **Clinical Phone Support.** A Philips Clinical Specialist will be available to answer clinical questions relating to the proper usage of the system such as patient set-up positioning to protocol selection and more.



An educational experience unlike any other

Flexibility and efficiency from continuous clinical support

Philips knows the importance of ongoing clinical support. Our skilled specialists use webinars, web-based tools and a hands-on, personalized approach to help your staff stay up-to-date with their training.

95% of customers responded with increased **clinical confidence** and knowledge upon completion of a course*

*n= 2924 Philips ultrasound customer survey responses 2018-2021

Improve Staff Satisfaction

Staff education investment provides ongoing staff competency and development opportunities. Continuous clinical support gives clinical staff easy access to knowledge and experience from Philips specialists

Improve Cost of Care

Realize the full potential of your investment with improved advanced technology and standardization across departments, creating efficiency gains and increasing first-time right image acquisition

Enhance Patient Experience

Increasing clinical confidence in your staff through Philips education programs can create less downtime, rescheduling and enhance image quality

Better Health Outcomes

Enhance the utilization of advanced functionality and innovations through ongoing clinical education and clinical support



96%

of customers state Philips education courses meets the stated objectives such as workflow efficiency gains and protocol optimization*

Get peace of mind and extra savings today

We make it easy to purchase your Clinical Excellence Agreement. Buy it now, when you purchase a Philips CT, MR, or IGT system or when your warranty expires.



Contact your service sales specialist today
call **800.229.6417** or
email: **Philips_Clinical_Services_Imaging@philips.com**

* Contact a Philips sales specialist for eligible systems.



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