

Protecting Patients with  
Proactive Service Solutions

# SmartCare™ Service

Experience fewer interruptions and support enhanced patient care with our proactive approach to service.

## Service Solutions Results

- Assess risk early & often
- Improve patient safety
- Experience fewer interruptions in care
- Enhance product performance
- Reduce repair costs
- Support enhanced clinical outcomes

Preventive Maintenance (PM) Checklist		
Inspection Category		Potential Clinical Impact
✓	Internal Mattress Assessment	Detect fluid ingress
✓	Scale Calibration	Provide accurate weight; using accurate weight helps prevent medication errors
✓	Bed Exit Functionality	Help reduce falls when used with a fall prevention protocol
✓	FullChair® Position & Chair Egress Movement	Supports mobility when used with an early mobility protocol

*Partial checklist — talk to your Hill-Rom representative about our complete inspection.*

A comprehensive preventive maintenance program has been shown to decrease interruptions in care by **79%**.<sup>1</sup>

## Extended Warranty

### Protect your new investments and save from the start with SmartCare™ Protection plans

	Available at time of capital purchase	Hill-Rom certified technicians	24/7 technical support	24/7 online documentation	Scheduled PM	On-site repairs	OEM replacement parts	10% off parts and fee-for-service
<b>SmartCare™ Protection</b>	●	●	●	●		●	●	●
<b>SmartCare™ Protection+</b>	●	●	●	●	●	●	●	●

## Post Warranty

### Proactively maintain your existing assets with SmartCare™ Prevention, Response and Complete plans

	Available at time of capital purchase	Hill-Rom certified technicians	24/7 technical support	24/7 online documentation	Scheduled PM	On-site repairs	OEM replacement parts	10% off parts and fee-for-service
<b>SmartCare™ Prevention</b>	●	●	●	●	●			●
<b>SmartCare™ Response</b>		●	●	●		●	●	●
<b>SmartCare™ Complete</b>		●	●	●	●	●	●	●

## Offerings designed to meet your various product needs.\*

- Frames
- Surfaces
- Lifts\*\*
- OR Tables
- Lights
- Booms
- Stretchers
- Furniture
- Patient Monitoring Equipment

\*OR tables from Trumpf Medical; patient monitoring equipment from Welch Allyn; protection plans not available on patient monitoring equipment.

\*\*Protection plans not available for lifts; preventive inspection completed instead of PM. 1. Hill-Rom 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.

©2016 Hill-Rom Services, Inc. ALL RIGHTS RESERVED.  
194021 rev 4 14-DEC-2016 ENG – US

For further information about this product or a service, please contact your local Hill-Rom representative or visit our webpage:

USA 800-445-3730  
Canada 800-267-2337

[www.hill-rom.com](http://www.hill-rom.com)



Enhancing outcomes for patients and their caregivers:

**Hill-Rom**