



Innovations that  
empower outcomes

## Customer Support Services

### Technical Support

Our Technical Support comprises a team of professionals available to help with your iBed Wireless needs. Contact via phone at 1 800 STRYKER or email at [medicaltechnicalsupport@stryker.com](mailto:medicaltechnicalsupport@stryker.com).

### Stryker's ProCare Services

Every day, you count on your medical equipment to perform at its best. With ProCare Services, our people help to ensure your equipment is ready to perform when it's needed and make it easier to get the most from your investment. When an issue arises, we promise that we'll work to solve it — performing repairs quickly and correctly in accordance with the terms of the ProCare services agreement.

ProCare isn't just a service program. It's a partnership you can count on to give you one less thing to worry about, and one more reason to feel confident you're doing all you can for your clinicians, staff and patients.

All ProCare agreements provide:

- Stryker-authorized service representative
- Stryker-direct factory parts
- Two-hour callback response time
- Fixed service costs up front
- Increased uptime
- 24-72 hour equipment turnaround time\*\*
- Access to the SEM application\*\*\*

\*\*Based on the provisions of the Service Agreement and the location of the product.

\*\*\*Access to the SEM application is included in ProCare agreements for iBed Wireless users only.

### Flex Financial Program

Our financial programs provide a range of smart alternatives designed to fit your organization's needs. We offer flexibility beyond a cash purchase with payment structures that can be customized to meet budgetary needs and help to build long-term financial stability. Contact your account manager for more information.

1. Through Stryker's Financial Guarantee program, we promise you'll see a 50% reduction in bed-related falls occurring on Stryker beds equipped with iBed Wireless technology \* Facility must meet eligibility requirements as outlined in the iBed Wireless Fall Reduction Agreement. If a reduction of 50% of bed-related falls is not recognized after one full year (based on the Guarantee Commencement Date) of product use by the facility, Stryker will refund a portion of the on-bed wireless components.
2. No PHI information is transmitted

\*When combining the proper processes and technologies to help reduce risk of bed related falls.

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# Connected solutions





## Connected and confident care at your fingertips

With nurses caring for more patients at a time than ever before, demands on them have only increased. Our connected bed solutions were designed to help prevent patient falls, simplify workflows and keep patients safe. We can wirelessly communicate bed data and priority alerts to caregivers when they can't be at the patient's bedside.

### 3<sup>rd</sup> party applications

Interoperable for data integrations with dozens of 3rd party partner companies in various markets including electronic health records (EHR), nurse call, dashboards, mobile communication, etc. ProCuity has over 800 data points available via our exclusive iBed Wireless system.

### Common integration partners

- Vocera Engage
- Rauland, IV, V
- Ascom
- Critical Alerts
- Cerner
- Capsule
- West-Com
- Meditech
- Medisign

### Secure Connect

Serving as a cable-free nurse call solution and a bed locator, Secure Connect automatically pairs with ProCuity using both Bluetooth and infrared technologies.

## Work smarter not harder

Available on our ProCuity bed series, S3 MedSurg Bed and InTouch Critical Care Bed, iBed Wireless is compatible with most information management systems, allowing your facility to build a custom solution and maximize current investments. It offers solutions for advanced fall prevention\*, to help simplify workflows, and supports data-driven care decisions.

### Smart Equipment Management (SEM)

This cloud-based application offers remote visibility to key maintenance data including bed location, operational status for service, and diagnostic error codes.

## Important data delivered to you

- Bed exit (set/not set)
- Bed exit alarming
- Siderail positions
- Patient weight
- Head of bed angle
- Low height (yes/no)
- Brake set (yes/no)
- Surface data
- And much more...

### iBed Vision

A clinical dashboard that pulls fall risk score from the EHR and associates it with hospital protocols. iBed Vision allows caregivers remote visibility to whether patients' beds are compliant with hospital fall prevention protocols.

### ProCuity

Stryker's safest and most versatile bed solution – ProCuity is a connected bed built to support nearly all patient care environments.

