



PHILIPS

Clinical services

Patient care and
monitoring solutions

Delivering on clinical value

Innovation is re-defining healthcare and shaping your day-to-day routine. The products, systems, and solutions you deploy have potential to make a tangible difference to the way clinicians work, patients are diagnosed and treated, and medical facilities operate. But harnessing this potential and applying it in a way that makes sense for you is no easy task.

To get the most out of your technology, you need to understand exactly what it can do and how it can help you enhance your processes and achieve your goals. In other words, the right knowledge, education, and skills are meaningful assets that can add significant value. And that is where our clinical service offerings come in.

The power of 3

Delivered by our experienced Clinical Specialists (CS), these comprehensive services are tailored to meet your specific needs and requirements. The program is structured into three elements: Essential, Enhance and Excel. Each offering delivers a variety of clinical services, designed to support you at every stage of your technology journey – from installation to advanced utilization.

E¹ Essential

Essential is about creating a solid foundation of knowledge that can be built upon and expanded in the future.

- Covers the key elements of installation, configuration, and set-up
- Instructs staff on how to use Philips technology safely and effectively day-to-day
- Delivered in compact, on-site sessions
- Focuses on a specific topic, module or functionality
- Offers e-learning, training guides, checklists and competency tests

E² Enhance

Enhance goes beyond the basics, giving key users and select employees deeper insight into a product and its features.

- Focuses on individual needs and expectations
- Provides clinical services tailored to a specific environment or department
- Offers face-to-face, on-site training
- Helps staff expand skills and apply knowledge to best effect
- Delivers concrete recommendations, for example, on workflows or insight into your current alarm situation
- Creates Philips solution experts who become champions in your clinical unit, trained to support other staff with the transition to your new monitoring solution

E³ Excel

Excel takes knowledge to a new level, showing how modern technologies can make a meaningful difference to all aspects of the healthcare environment.

- Focuses on global healthcare trends relevant to you and your department
- Provides a fresh approach to tackling challenges
- Supports you in developing solutions and complying with clinical pathways
- Guides you in implementing optimization programs
- Delivered in on-site training sessions and off-site workshops
- Includes customized content developed around your clinical unit's goals and aspirations



An ongoing experience

With Philips, knowledge is not a destination but a continuous journey. Our Clinical Specialists and consultants are your learning partners, helping you acquire, develop, and improve your expertise along the entire technology lifecycle. Drawing on their extensive experience, they work with you to combine the right clinical services to help you achieve your goals. You can schedule education sessions and explore new offerings as and when they become relevant to you, strengthening your knowledge and honing your skills over time.

Empowering the people behind the products

Our three-part Clinical Services offering goes beyond the technology itself – to the people who use it on a day-to-day basis, and, ultimately, to the patients. These modular tools are designed to help you reap maximum reward from your systems. Their structure, content, and delivery are geared toward helping you achieve your learning objectives, cementing knowledge in the minds of all staff, and adding value across the healthcare continuum.

How does it work?

A standard catalog provides descriptions of the content, format, and any prerequisites of each clinical services module, giving you a transparent overview of what's available and helping you select the offerings that can add the most value for you.

Should you require additional clinical services, we also offer half- and full-day workshops. Select from our extensive catalog to design a workshop that meets your current clinical needs.

Helping you meet your long-term goals



Our Service Contracts provide the framework for helping you meet your objectives. They deliver flexible support for educating both existing staff and new hires. Each agreement begins with a meeting between you and your Clinical Specialist. Together, you identify both short- and long-term learning goals relating to your patient monitoring equipment.

Your Clinical Specialist translates these needs to a strategy that aims to help you simplify operations – and spend more time focusing on what’s important: your patients.

Our Clinical Service offerings include:

- On-site education workshops
- Off-site education workshops
- Customized configurations
- Customized screen designs
- Alarm consultations
- Workflow services
- Clinically focused biomedical education
- Philips clinical programs
- Philips e-learning
- Clinical account management

Find out more

To explore Essential, Enhance and Excel in more detail, please contact your Philips representative.

