

## Dräger Professional Services

Implementing a new patient monitoring and IT system can be challenging for a health care facility. As your specialist in critical care, Dräger offers Professional Services – value-added consulting that can help maximize the clinical impact of your new solution, while minimizing disruption to patients and clinicians.



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### DISCOVER DRÄGER PROFESSIONAL SERVICES

Professional Services is a team of experts from Dräger who focus on planning and implementing monitoring and IT solutions to satisfy your hospital's clinical and IT requirements and help you achieve your critical success factors. In short, we can help you turn a challenge into an opportunity.

Our Professional Services team consists of core subject matter experts with specialized acute care backgrounds, including:

- Clinical Implementation Specialists (CIS) – Registered Nurses with active licensure in good standing, with critical care and OR backgrounds, so your implementation has a sound clinical foundation

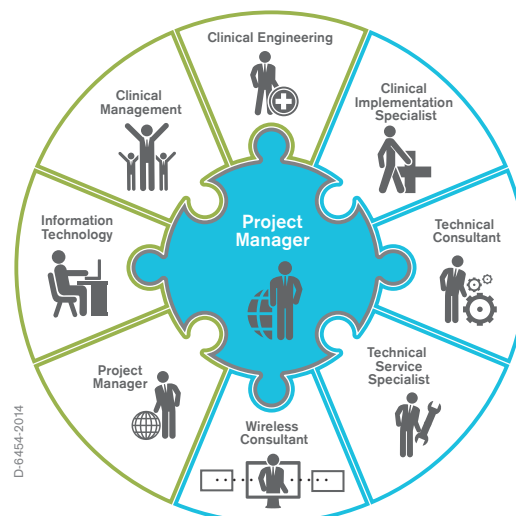
- Technical Consultants – Technical experts with industry-standard certifications, to optimize your solution using industry-standard technology
- Project Managers (PM) – Dedicated project managers with professional project management certification, who use proven industry-standard methodology to ensure consistent, successful results
- Technical Service Specialists (TSS) – Highly trained technicians with years of experience in installing, testing and maintaining patient monitoring and IT systems, who know how to maximize equipment uptime

### DRÄGER PROFESSIONAL SERVICE TEAM

Our team of Professional Services experts work with your hospital team to create monitoring and IT solutions that satisfy your facility's unique clinical and IT requirements.

For more information about Professional Services, please visit [www.draeger.com/draegerservice](http://www.draeger.com/draegerservice).

- Dräger Team Member
- Customer Team Member



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## PROJECT LIFECYCLE PHASES



### SUCCESSFUL RESULTS BASED ON DEFINED PROCESSES AND BEST PRACTICES

Our Professional Services team works from a standardized Project Management methodology consistent with industry standards and best practices. These defined processes are designed to provide dedicated oversight throughout each phase of the project lifecycle.

We start by working with your clinical and IT staff to understand your current equipment and processes, and then perform a clinical and technical assessment to identify your strategic business and clinical objectives. We also identify potential workflow and process improvements. This process enables us to define the best Dräger solutions to meet your current and future objectives.

### CUSTOMER-FOCUSED IMPLEMENTATION

To customize the solution to your specific needs, we focus on your hospital's critical success factors and engage your staff in all phases of the project. Our Clinical Implementation Specialist will perform a care area assessment so we can fully understand your clinical requirements and develop a solution to meet your needs.

### KNOWLEDGE TRANSFER

To ease the transition to your new system, Professional Services includes a carefully planned training program for both key users and end users at your health care facility.

### PART OF A COMPREHENSIVE SOLUTION

Professional Services is part of the Dräger Services suite of service and training agreement options, which also includes plans to provide repair, preventive maintenance, and inspection of your Dräger medical equipment at a fixed annual cost, as well as ongoing education for your staff. Dräger can also provide custom solutions to meet your specific needs.

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#### CORPORATE HEADQUARTERS

Drägerwerk AG & Co. KGaA  
Moislinger Allee 53–55  
23558 Lübeck, Germany

[www.draeger.com](http://www.draeger.com)

#### USA

Draeger, Inc.  
3135 Quarry Road  
Telford, PA 18969-1042, USA  
Tel +1 800 4DRAGER  
(+1 800 437 2437)  
Fax +1 215 723 5935  
[info.usa@draeger.com](mailto:info.usa@draeger.com)