



SMARTCARE SERVICES

SMARTCARE PROTECTION+ WITH REMOTE MANAGEMENT For Centrella and Progressa Smart+ Beds

We understand the impact downed equipment can have on you and your patients.

Nurses are left using potentially unsafe equipment until a replacement is found, while patients are put at risk and care is interrupted. All of this could be avoided with proper preventive maintenance and a proactive response to service needs.

The **SmartCare** Protection+ with Remote Management service plan can reduce interruptions in care, allowing you to focus on what's really important - your patients.

Service Results

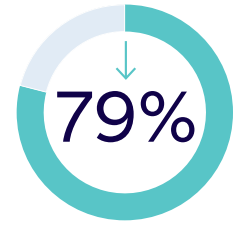
- Improve patient safety & clinical outcomes
- Reduce downtime with proactive service
- Experience fewer interruptions in care
- Enhance product performance
- Reduce repair costs
- Stay compliant with regulations
- Gain remote control of your fleet



Bed Preventive Maintenance (PM) Checklist*

Inspection Category	Potential Clinical Impact
✓ Mattress	Reduce the risk of potential infections due to fluid ingress
✓ Siderails	Properly functioning siderails can help reduce patient falls
✓ Scale System	Accurate patient weight is important when setting bed exit alarms
✓ Functional Controls	Caregiver and patient controls are relied on for comfort, safety and care
✓ Brake & Steer System	When working properly, can help prevent caregiver injuries

*Partial checklist.



DECREASE IN INTERRUPTIONS¹

A comprehensive preventive maintenance program has been shown to decrease interruptions in care by 79%.¹

Protect Your New Investments and Save from the Start

SmartCare Protection+

- Hillrom certified technicians
- 24/7 remote technical support
- Online documentation
- Scheduled preventive maintenance
- On-site repairs
- OEM replacement parts
- 10% off parts and fee-for-service



SmartCare Remote Management

- Firmware updates
- Error code notification
- Bed location tracking
- Preventive maintenance tracking
- Patient in bed status
- Essential device data
- Single Sign-On (SSO) capability
- Reports to reduce manual transcription

SmartCare Protection+ with Remote Management is a discounted service plan available for up to three years post standard one year warranty with a **Centrella** or **Progressa** Smart+ Bed purchase. Plan must be added at the time of your new bed purchase.

Take control. Visit us at hillrom.com or contact your Hillrom representative today.



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¹Hillrom customer results. Data on file.

Hillrom reserves the right to make changes without notice in design, specifications and models. The only warranty Hillrom makes is the express written warranty extended on the sale or rental of its products.