

stryker

Connected Solutions





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.

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.

References

1. No PHI information is transmitted
2. When combining the proper processes and technologies to help reduce risk of bed related falls.

Vision 3.0, Stryker or its affiliated entities own, use, or have applied for the following trademarks or service marks: Flex Financial, Prime Connect, Prime Series, ProCare, Smart Equipment Management, SEM, Vocera Engage, Stryker. All other trademarks are trademarks of their respective owners or holder.

The absence of a product, feature, or service name, or logo from this list does not constitute a waiver of Stryker's trademark or other intellectual property rights concerning that name or logo.

3800 E. Centre Avenue
Portage, MI 49002 USA
t: 269 329 2100
toll free: 800 327 0770

stryker.com

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 stretcher solutions were designed to help prevent patient falls, simplify workflows and help keep patients safe. We can wirelessly communicate stretcher data and priority alarms to caregivers when they can't be with the patient.

3rd 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. Prime Connect has numerous data points available via our exclusive wireless system.

Common integration partners

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

iBed Locator

Serving as a stretcher locator, the locator automatically pairs with Prime Connect using infrared technologies.

Work smarter not harder

Available on our Prime Connect stretcher series, our wireless system 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 prevention², 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 stretcher location, operational status for service, and diagnostic error codes.

stryker

Prime Connect

Stryker's smart, connected stretcher designed to support fall prevention protocols.

Important data delivered to you¹

- Bed exit (set/not set)
- Bed exit alarming
- Bed exit zone
- Location
- Wi-Fi connection
- Patient weight*
- Serial number
- Error codes
- and more!

*Saved for EHR

Vision

A clinical dashboard that pulls fall risk score from the EHR and associates it with hospital protocols. Vision provides HCPs with increased visibility to safe product configuration compliance, fall protocols, and bed/stretcher alarm activity.

