

Secure and flexible IT services for your patient monitoring solution

Philips Patient Monitoring Informatics Service Agreement

Patient monitoring technology continues to evolve at a rapid pace. As a healthcare provider, you must ensure that your clinical teams work with up-to-date hardware and software so that you can deliver the best possible quality of care. To provide a superior level of service, you need an enhanced monitoring technology that is safe, secure and reliable while protecting your patients and their data against emerging cybersecurity threats. Clinicians and their teams also need to learn and use these solutions right away so that they can focus on patient care.

You also need to streamline your system and operational workflow and access critical insights, while still ensuring that your investments meets your budget.

Helping you meet these goals and challenges, we offer the Patient Monitoring Informatics Service Agreement – a modular regulations and guidelines compliant offering where technology meets IT.

A modular service offering

The Patient Monitoring Informatics Service Agreement is where technology meets IT – empowering you to focus on delivering outstanding care to your patients.





Protect against cybersecurity threats

Software upgrades and fixes

- Software upgrades for central station and/or patient monitors
- Latest software assures interoperability, compatibility and protection against cyber attacks

OS patching services

- Controlled, semi-automated roll out of the latest security patches for the Microsoft™ operating system on PIC iX platform* and IntelliBridge Enterprise
- Central management of OS patches eases pressure to manually identify and install fixes
- Service can be offered remotely, on-site or via self-support with PerformanceBridge Focal Point

Hardware upgrades

- Offers PC and/or server refresh when required by software upgrades for the central station

Antivirus management**

- Philips Antivirus Management Services provide Philips patient monitoring customers with:
 - Malware detection through a Philips validated antivirus solution
 - Incident monitoring and remediation through the Philips Security Operation Center

Cybersecurity assessment

- Gain insights about your patient monitoring system's recommended security baseline
- Assess how your patient monitoring implementation meets these recommendations
- Uncover possibilities to implement improvements / harden security



Enhance solution performance and network integration

Maintenance services

- Provide preventive and corrective maintenance based on your needs and available skills
- Range of maintenance coverage available
- Spare parts exchange option available

Network assessment

- Structured approach to assessing your patient monitoring network for optimal performance
- May improve IT network performance to support and optimize clinical workflow

Interoperability consulting

- Advanced integration support to keep your systems running smoothly using IntelliBridge Enterprise or your hospital broker
- Overcome the challenges of interoperability – with experts talking to experts



Accelerate access to knowledge and improve workflows

Remote expert connect

- Remote care and assistance wherever and whenever needed
- Technical troubleshooting and support

24/7 support*

- Technical troubleshooting and support whenever needed, remotely or on-site

Technical/clinical education and services

- Technical and practical support with go-live
- Bring your systems – and clinical teams – up to speed quickly and efficiently, with targeted professional support
- Training provided at training facilities, on-site, or digitally
- Technical and clinical consulting available to assess and improve your workflows

PerformanceBridge Focal Point

Enhance your experience in asset management, security and diagnostic capabilities, such as uptime tooling, benchmarking performance and/or capacity utilization – plus support and enable delivery of specific services

* Support services vary by country. Please check with your Philips representative for complete portfolio availability.

** Philips Antivirus Management Services is a standalone offering that can be purchased together with the Patient Monitoring Informatics Service Agreement.

Deliver high-quality care

with our Patient Monitoring
Informatics Service Agreement -
driven by our Quadruple Aim



Better health outcomes

- Improving the health of individuals and populations
- Take advantage of innovations
- Keep your systems secure and clinically up-to-date
- Ensure improvement of workflows
- Always access the latest clinical software applications



Improved patient experience

- Improving the patient experience of care (including quality and satisfaction)
- Ensure continuity of care
- Keep your solution up to date and security-compliant
- Improve network performance for optimized clinical workflow



Improved staff experience

- Reduce maintenance complexity, maintain interoperability
- Receive go-live training and IT expert support
- Ensure integration of patient monitoring solution



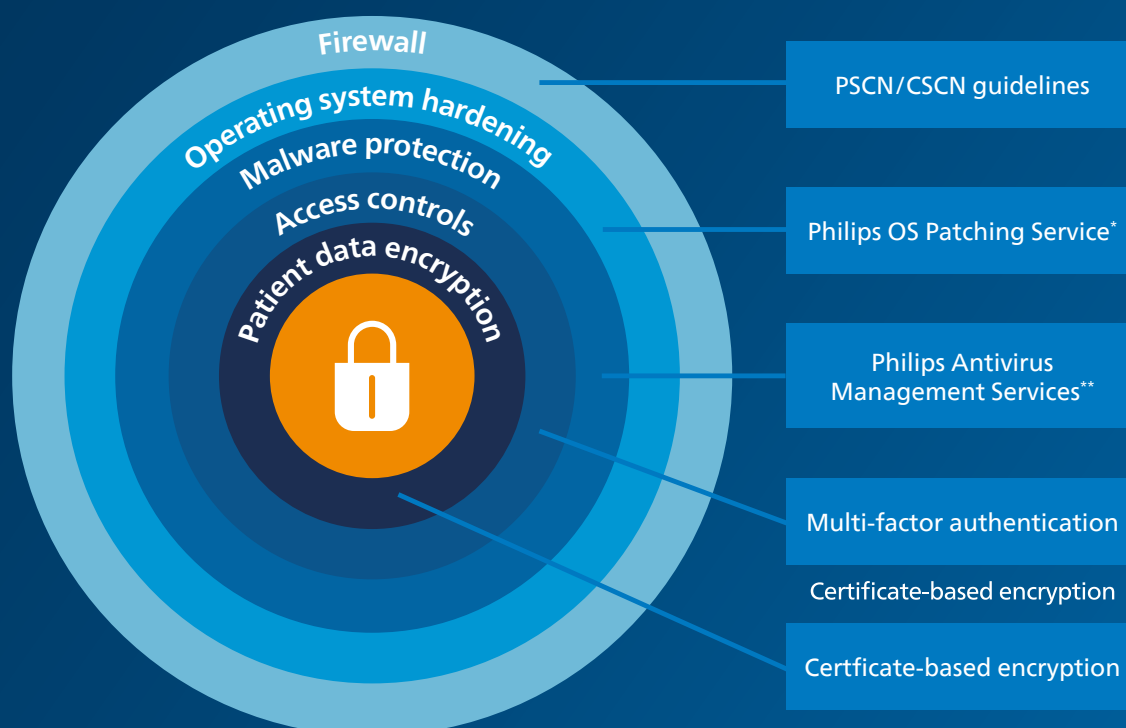
Lower cost of care

- Reducing the per capita cost of healthcare
Cost-effective availability / compliance management
- Predictable budgeting
- Lock in upgrades and services at today's prices
- Better utilize IT and EMR

Shield your systems against cyber threats

Given the scale of the potential threat of malware and cybercrime as a whole, it is vital to keep your facility, medical equipment and data fully protected. There is no one single way to provide cybersecurity for your patient monitoring devices. That's why experts recommend an in-depth, multi-layer approach. Following best practices, each of these defensive layers plays an important role in helping obstruct hackers, defend against malware and prevent unauthorized access of medical devices.

Our defense-in-depth strategy



Healthcare is the industry most impacted by data breaches, with an average cost per breach of **\$10.1 million**, more than double the average cost of a breach across all industries.¹



In 2021, **714 healthcare data breaches were reported involving 500 or more records** – almost double the 2018 total, according to the HIPAA Journal.²



Healthcare is the fifth-most targeted industry, accounting for **5.1%** of all cyber-attacks on the top 10 industries³

* Available for PIC iX and IntelliBridge Enterprise

** Available for selected Philips products and as a separate contract

Why choose the Philips Patient Monitoring Informatics Service Agreement?

Philips has the size, experience and expertise to support you effectively – both now and in the long term.

In addition to our vast global network of remote services, our team of field service engineers is among the largest in the industry.



Remote services
provided to
128
countries/territories
worldwide



7,700
field service engineers
worldwide



100,000+
people trained
every year



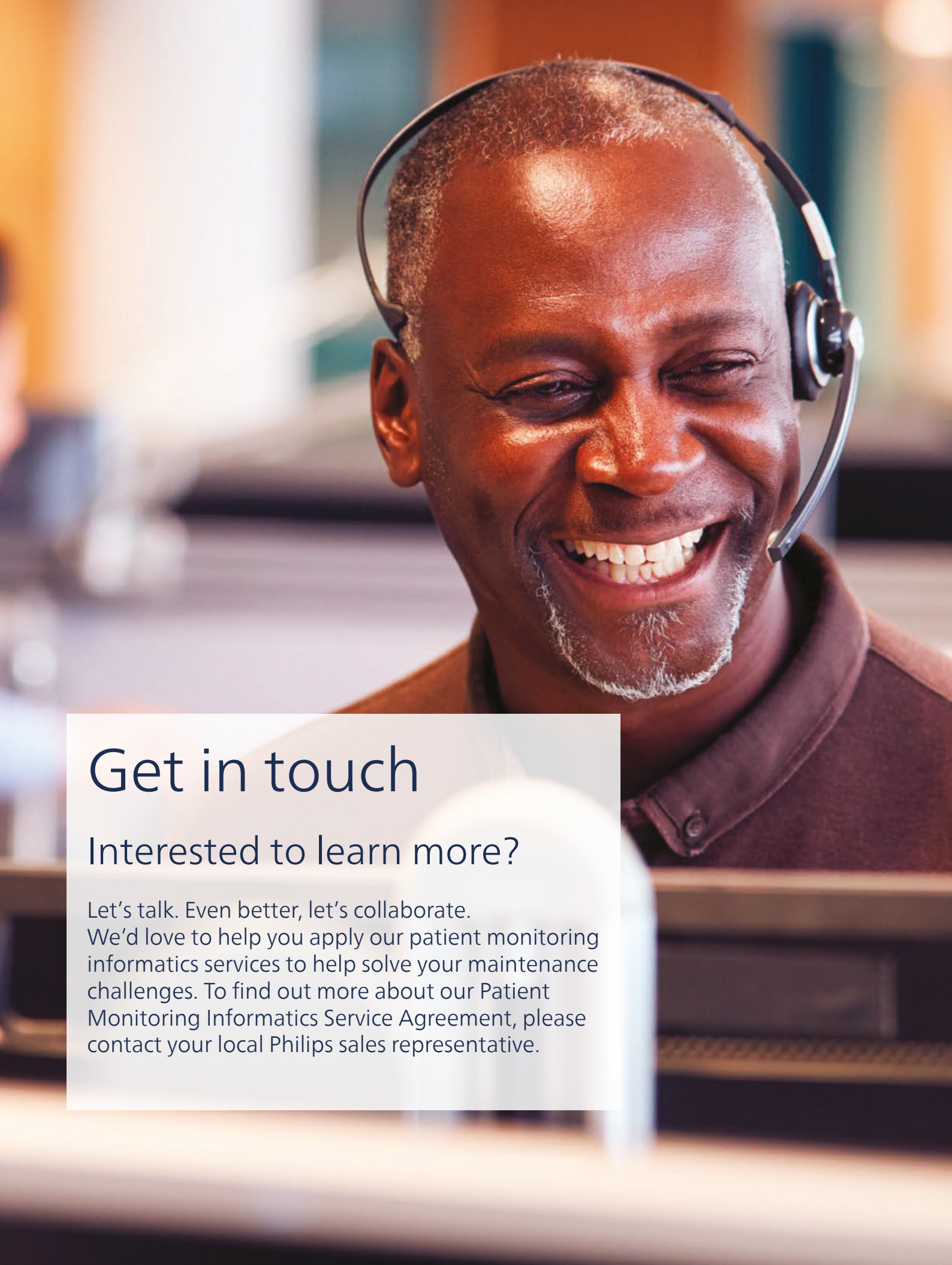
Remote service
connections
160,000+
customer systems



A partner that understands
your needs

9.2 out of 10 would
recommend Philips

9.3 out of 10 effective
resolution of requests



Get in touch

Interested to learn more?

Let's talk. Even better, let's collaborate.
We'd love to help you apply our patient monitoring informatics services to help solve your maintenance challenges. To find out more about our Patient Monitoring Informatics Service Agreement, please contact your local Philips sales representative.



¹ <https://newsroom.ibm.com/2022-07-27-IBM-Report-Consumers-Pay-the-Price-as-Data-Breach-Costs-Reach-All-Time-High>

² <https://www.hipaajournal.com/healthcare-data-breach-statistics/>

³ IBM X-Force Threat Intelligence Index 2020. <https://www.ibm.com/downloads/cas/ADLMYLAZ>