



Siemens Healthineers Diagnostics Welcome Kit

Your guide to a successful implementation

At Siemens Healthineers, our purpose is to enable healthcare providers to increase value by empowering them on their journey towards expanding precision medicine, transforming care delivery, and improving patient experience, all enabled by digitalizing healthcare.

An estimated 5 million patients globally benefit every day from our innovative technologies and services in the areas of diagnostic and therapeutic imaging, laboratory diagnostics and molecular medicine, as well as digital health and enterprise services.

We are a leading medical technology company with over 170 years of experience and 18,000 patents globally. With more than 48,000 dedicated colleagues in 75 countries, we will continue to innovate and shape the future of healthcare.

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The information in this document contains general technical descriptions of specifications and options as well as standard and optional features, which do not always have to be present in individual cases.

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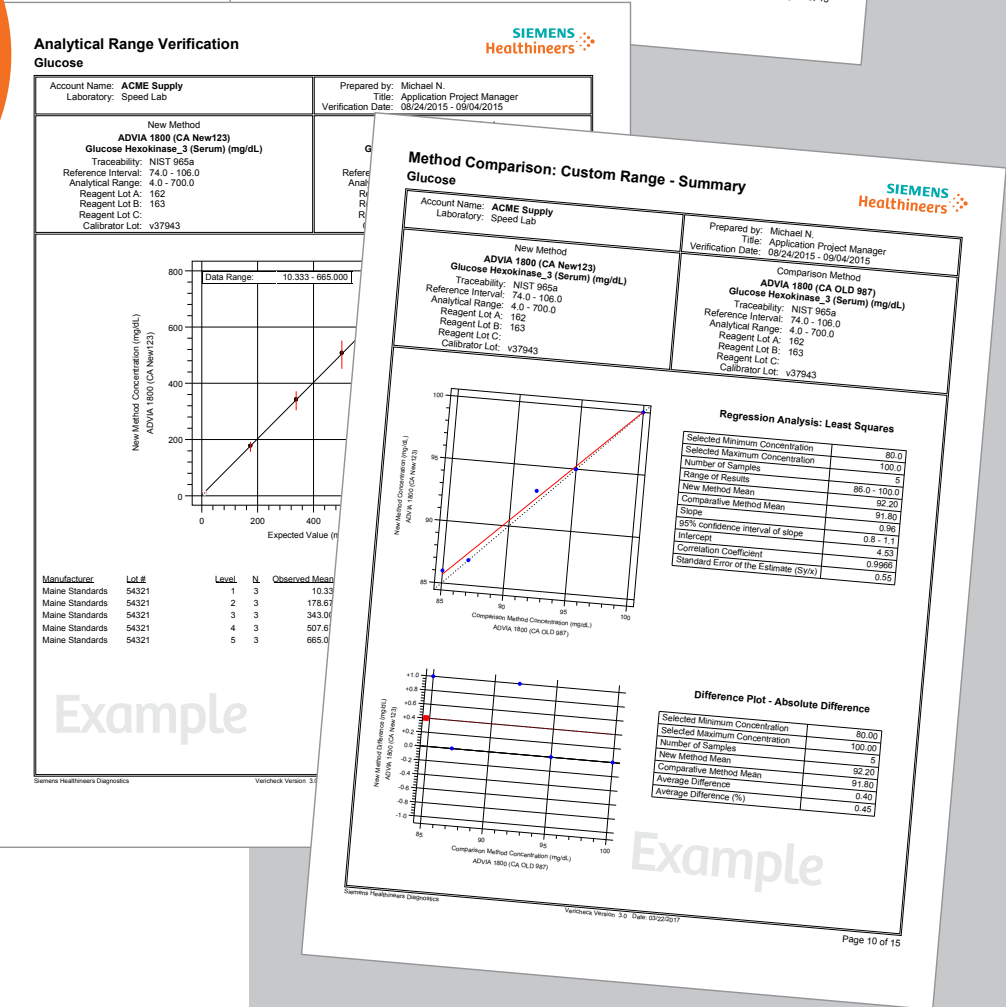
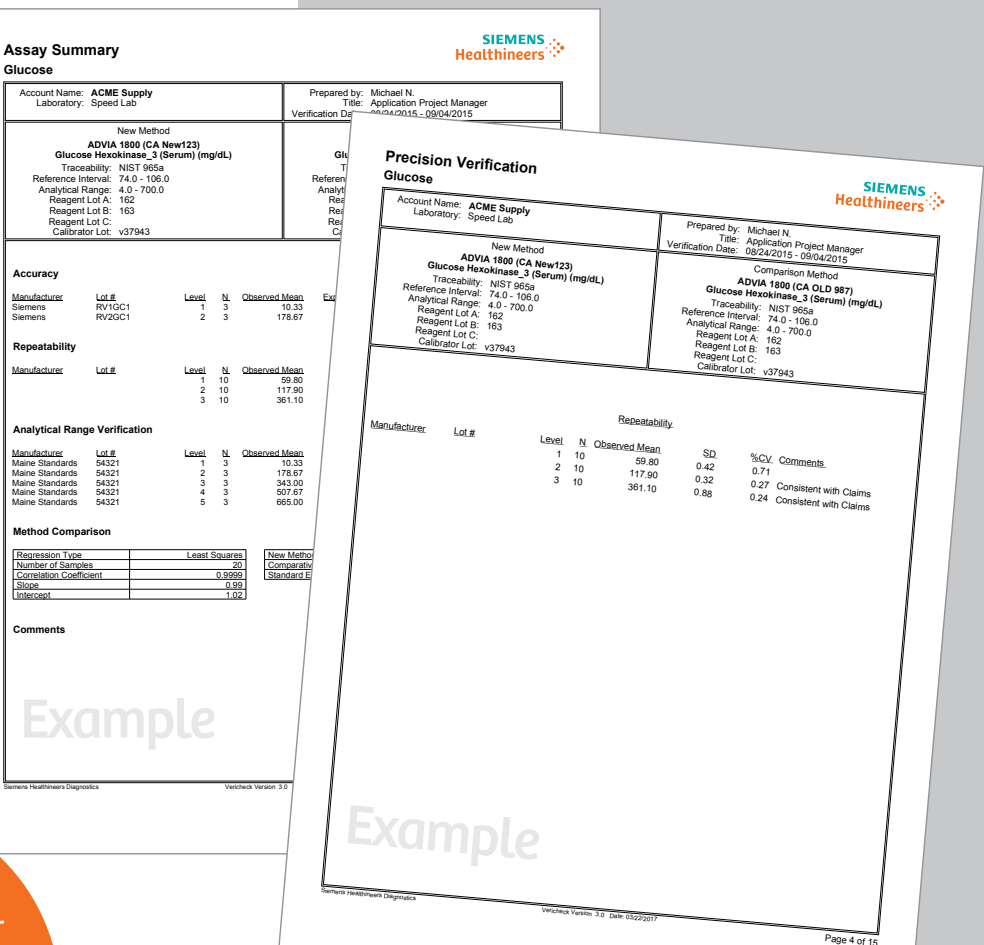
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Published by
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Assay Verification software analyzes your Siemens Healthineers instrumentation data to generate reports such as the examples displayed on this page.



Congratulations!

You will soon be the proud owner of an innovative product from Siemens Healthineers. This Welcome Kit provides information on the installation process as well as resources you can use throughout the life of your Siemens Healthineers equipment. We look forward to providing you with a successful implementation and ongoing support.

Getting Started with Your Team

When your partnership with Siemens Healthineers begins, you will be introduced to your Project Coordinator, who is a key member of your Implementation Team. As the single point of contact throughout the implementation process, the Project Coordinator will help coordinate scheduling, site readiness, instrument and consumable delivery, installation, verification studies, and clinical application training so they are performed in a timely manner.

Early and open communication with your Project Coordinator is a key element in a successful implementation. Along with your Implementation Team, your Project Coordinator will participate in your project kick-off meeting. The kick-off

meeting will include your laboratory management team and staff, IT personnel, facilities management, and any other required stakeholders. The Project Coordinator will also host regularly scheduled conference calls with your staff and the team from Siemens Healthineers to support an efficient and effective implementation process. Your Project Coordinator is committed to understanding your needs and desired outcomes and will help you maintain schedules from the start of your project. He or she will be on-site through scheduled appointments during the Pre-implementation and Implementation phases to monitor progress and answer questions.

Implementation Steps

Your Siemens Healthineers Implementation Team uses quality-focused processes to support the implementation of your new equipment. The following steps outline the

implementation process, from site selection to installation and first clinical use of your system.



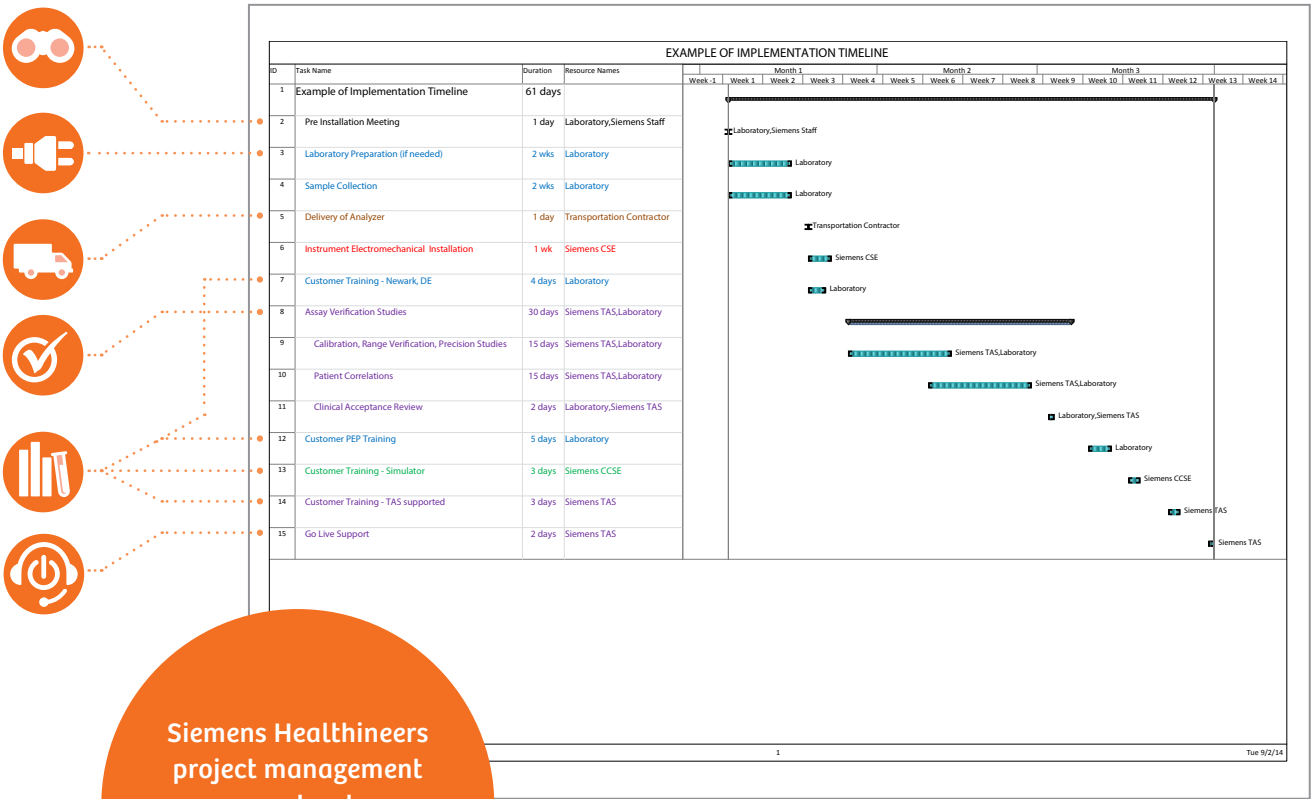
Milestones

It is important for you and your team to become familiar with the milestones that appear below and in the sample Project Timeline Gantt chart on the next page. Our goal is to develop a customized action plan for your project that results in a successful installation without delays.

- Site preparation (construction and renovations)
- Collection of patient comparative samples
- Interface requirements and hospital IT considerations
- Site and delivery considerations

- Training requirements (i.e., formal in-house training and Personalized Education Plan [PEP])
- Initial order placement for reagents, supplies, and quality-control and linearity material
- System verification and comparative study testing considerations
- Assay Verification documentation
- Go Live

Sample Project Timeline Gantt Chart



Siemens Healthineers project management processes track your implementation every step of the way.



Resources and Tools

The Customer Care portfolio of value-added services is one of several resources and tools Siemens Healthineers offers to help prepare you for the implementation and ongoing use of your new equipment. In addition to the information below, you can obtain more details from your Siemens Healthineers team or by visiting usa.siemens.com/diagnostics.

Resources

- **System Services:** Making sure your medical systems stay up and running takes more than simply replacing parts. It's about understanding your needs and being proactive to ensure peak performance, higher reliability, and enhanced uptime. With Siemens Customer Care System Services, you receive flexible coverage options and a quick response when you need it—so you can concentrate on delivering the best patient care.
- **Inside Sales Support:** Your Siemens Healthineers reagent support specialist (RSS) will consult with you to provide key assay information, pricing, webinar opportunities, literature, and other information that may benefit your laboratory.
- **User Services:** Clinical expertise and high efficiency are essential to achieving quality results, fast throughput, and optimized resource management. Personalized training and consulting unlock your staff's potential and keep your organization at the forefront of clinical diagnostics. Our global team of clinical education and application specialists understand your needs and deliver training whenever and wherever it's appropriate. You can count on our portfolio of services to help maximize your return on investment, because we deliver more.

– **PEPconnect:** Available exclusively from Siemens Healthineers as part of the total Siemens Personalized Education Plan (PEP) solution, PEPconnect is a technologically advanced, virtual, competency-based education and training solution that focuses on increasing the knowledge, skills, and abilities of each individual user—ultimately reducing the time to achieve job competency. Through this customizable approach, individual learners can plan, achieve, and maintain proficiency standards directly from any device at their convenience.

Tools

- **Technical Document Library:** Our convenient online Customer Document Library provides access to customer bulletins, operator's guides and manuals, Clinical and Laboratory Standards Institute® (CLSI) documents, instructions for use (IFU), and material safety data sheets (MSDS).
- **Online Ordering:** Revolutionize your ordering process with Webshop, our online ordering site that enables you to place, track, and receive real-time information about your orders.
- **Assay Verification:** Assay verification software is used to analyze data from the instrumentation to generate an installation report. This report provides verification data and graphs where appropriate.
- **Siemens Remote Service (SRS):** SRS is a secure data link that connects your medical systems to the service experts in our Customer Care Center. Via SRS, the performance and condition of your equipment can be monitored in real-time. It makes available a broad range of proactive and interactive services—including fast error identification, remote repair and software updates, preventive maintenance, and collaboration services. SRS gives you the confidence that deviations and disturbances can be tracked down before a problem can affect your work. And for questions about usage, collaboration services are available to support you.

Moving Forward with Siemens Healthineers

For additional information on how to make your installation successful, please contact your Siemens Healthineers regional service manager.