

# Additional Clinical Support

The right expertise, at the right place,  
at the right time



## Tap your equipment's full potential

Receive ongoing educational case support via our flexible self-service scheduling tool and gain access to a local team that can support you during advanced procedures.

With Additional Clinical Support (ACS), you can expand your clinical knowledge and capabilities to support unique cases while utilizing your advanced software features. By leveraging our case support resources, you can increase staff confidence and deliver high-quality patient care.

## What is Additional Clinical Support?

Additional Clinical Support is comprised of year-round onsite or virtual visits to assist you with different procedures. This is especially helpful when a system is used for complex procedures or for different specialties.

## How it works?

When there is a procedure where you would like a Siemens Healthineers' trained applications staff member to support you, **you can scan the QR code sticker on your mobile c-arm and fill out the request form.**

## Benefits for you and your facility

- Cross-specialty utilization (e.g., pulmonology with Cios Spin)
- Expansion of your portfolio of offerings to tackle more complex procedures
- Better trained staff for operational efficiency and improved patient care
- Peace of mind—support is available when and where you need it!

## Additional Clinical Support FAQs

### Onsite Support

#### What does in-person support look like?

In-person case support is usually done onsite over 8 hours with an application specialist. The application specialist helps with optimizing the workflow and training staff on proper procedures like how to best use the equipment for the case associated with the request. All training is tailored to your specific needs to support improved care delivery.

In-person case support is subject to availability. We recommend requesting support at least 2 weeks ahead of your desired case.

Support is available Monday to Friday, 8:00 a.m.–5:00 p.m. (local time) up to 4 visits a year, up to 8 hours at a time.

### Virtual Support

#### What does virtual support look like?

Virtual case support is a phone call or video call with an application specialist who will walk you through the case. This is not live support during a case but training prior to a complex procedure to ensure your workflows and processes are in line.

### FAQs

#### How fast can I get case support?

Virtual case support can be scheduled in as little as 48 business hours from a request, and onsite case support scheduling takes 2 weeks on average. Subject to local application specialists' availability.

#### When to use virtual support vs. onsite support?

Virtual support is best utilized if you require less in-depth support or have short notice prior to a procedure.

In-person support is best utilized for complex clinical cases or new procedures where your staff can afford to wait up to 2 weeks for a local applications specialist to be available.

➔ [siemens-healthineers.us/mobile-c-arms-education](https://siemens-healthineers.us/mobile-c-arms-education)