



**Medtronic**

# ResponseCare<sup>SM</sup> Surgical Technologies Services

TECHNICAL SERVICES CONTACT CENTER

Get the clinical and technical help you need when you need it



# Technical Service Contact Center

Surgical equipment uptime is everything and OR time is valuable. If you have a question regarding your Medtronic Surgical Technologies equipment\*, we are here to assist you.. Our breadth of product support coverage has now been expanded to include Neuromonitoring and ENT products such as NIM® 3.0, NIM Eclipse®, Midas Rex®, IPC® (Integrated Power Console) and related blades, burrs, and hand pieces. This is in addition to the existing support coverage for StealthStation® & Fusion® Navigation systems and O-arm® & PoleStar® surgical imaging systems.

## Fast and Live

We understand how costly delays to surgery can be, both to your patients and to your OR throughput. With an average wait time of 10 seconds on our Support Line, during business hours\*\*, you can be assured your question will be answered promptly.

## Round the Clock

We understand emergencies may happen outside of normal business hours so we are staffed 24 hours a day, 7 days a week and 365 days a year. The contact center is fully staffed from 5 a.m. to 5 p.m. MST. For after business hours, nights, weekends, and holidays there are agents “on-call” for any emergencies.

In the U.S. & Canada, call +1(800) 595-9709.  
All other countries, call +1(720) 890-3160.

## Expertise

Our expert clinical and technical support team in Louisville, Colorado handles more than 60,000 global calls per year with 40% of the calls coming in during actual surgical cases.” Our team is trained to have answers in pressure situations.

## Simulated Environment

Our Technical Services Contact Center is equipped with all of the Medtronic Surgical Technology equipment above for Neuro, Spine and ENT surgery. This includes our legacy or older equipment. This allows our agents to simulate your scenario and your questions on a step-by-step basis to ensure proper diagnosis and resolution.

\* Note: Technical support for Midas Rex® drills and the Meniett therapy are not provided by the Technical Services Contact Center in Louisville:

- For Midas Rex® drills, call 800-335-9557 between 7:30am and 5pm CST.
- For Meniett therapy, call (800) 874-5797, option 4.

\*\* You may experience longer wait times outside of normal business hours.

[www.MedtronicNeurosurgery.com](http://www.MedtronicNeurosurgery.com)

### Medtronic, Inc.

Surgical Technologies, Neurosurgery  
826 Coal Creek Circle  
Louisville, CO 80027 USA  
Toll Free: 877-242-9504  
Telephone: 720-890-3200  
Fax: 720-890-3500

[www.MedtronicENT.com](http://www.MedtronicENT.com)

### Medtronic ENT

6743 Southpoint Drive N  
Jacksonville, FL 32216  
Toll free: (800) 874-5797  
Fax: (800) 678-3995



This therapy is not for everyone. Please consult your physician. A prescription is required. For indications for use, risks and precautions, please contact Medtronic ST Neurosurgery at (877) 242-9504, and/or consult Medtronic's website at [www.MedtronicNeurosurgery.com](http://www.MedtronicNeurosurgery.com).

Rx only. NIM® 3.0, NIM-Eclipse®, Midas Rex®, StealthStation®, Fusion®, O-arm®, and Polestar® are registered trademarks of Medtronic, Inc. ResponseCare is a registered service mark of Medtronic, Inc. © 2013, Medtronic, Inc. All rights reserved. UC201306111 EN 1013