ResponseCare® Services
Service and Support Agreement (SSA) for StealthStation® and O-arm®

Delivering Uptime and Peace-of-Mind

“There have been times we’ve needed support and couldn’t have done the case without it. I don’t know how to put a value to that - in my opinion, having the SSA is invaluable.” - SSA customer
Get the most from your Medtronic StealthStation® and O-arm® systems

“I find it comforting to know that if the system is not functioning for whatever reason, that we will have support or service.” - SSA customer

With the ResponseCare SSA, Medtronic’s expert team of clinical specialists, field service engineers, and technical support ensure your systems deliver optimal performance.

**Keep your:**

- Complex procedures running smoothly with on-site case coverage
- Cases on schedule with rapid response on-site and remote response
- Staff trained, competent, and confident with a variety of educational options
- Systems current with the latest software

**Customer statistics speak to the quality and value of the SSA.**

- 72% of current SSA customers are extremely satisfied and feel it provides exceptional value. *
- Over 85% of StealthStation customers select SSA coverage once their systems are out of warranty.*

*Data on file
Comprehensive repair coverage
Minimize downtime with no hassles. Get responsive, high-priority on-site repair services within 24 hours. All parts, labor and travel included.

“Absolute must to have quick repair for issues. Extended downtime means lost cases or higher liability surgery.” - SSA customer

Case coverage/surgical support
Breathe easier when you have complex cases or new staff. Medtronic clinical specialists provide expertise and real-time assistance when you need it to keep things running smoothly in the OR.

“Due to their extensive knowledge of cases, the reps are uniquely able to help the surgical team plan, execute cases and to help with a smooth process.” - SSA customer

Education/training
Build staff competence and confidence along with CEU contact hours. Select options to fit your needs: off-site, on-site, on-line. Get deep hands-on training at StealthStation® University or with interactive eLearning.

“I can’t speak highly enough of the Stealth classes. They were amazing and Medtronic was great for helping with our accommodations.” - SSA customer

Planned maintenance
Know that your system is thoroughly checked each year to ensure it is operating at peak performance.

“Keeps the system working properly and catches potential issues prior to them becoming a problem.” - SSA customer

Technical phone support
Think of this team as remote clinical specialists who are available in 10 seconds by phone. They will help get your case back on track and are available 24/7.

“Having tech support that we can call to help us through a potential problem is a great weight off our shoulders when needed.” - SSA customer

Software
Keep your system current with software updates at no additional charge.

“The software update was critical for us. This was of no cost to our facility and improved patient care.” - SSA customer

Remote support
Troubleshoot and solve problems faster with remote support tools.

“Connecting directly to the Support Center stops the problem in its tracks.” - SSA customer
Smother cases with a Medtronic clinical specialist in your OR

Medtronic has the expertise to help with your cases. Our clinical specialists have deep knowledge of the StealthStation and O-arm systems, applications and related surgical instruments. They can focus on the technology so your surgeon and staff can focus on the patient.

A Medtronic clinical specialist provides help in the following areas:

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<tr>
<th>Pre-Surgery</th>
<th>Make sure all the right instruments and disposables are ready for the case. Confirm when the StealthStation scan is scheduled and ready. Provide staff with in-service, setting expectations. Formal hands-on education.</th>
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<tbody>
<tr>
<td>Day of Surgery</td>
<td>Provide system set-up and functional verification. Get the scan loaded onto the system, verify the scan. Is exam merging required? Are 3D models built? If so, check them.</td>
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<tr>
<td>During Surgery</td>
<td>Quickly troubleshoot and resolve equipment and instrument issues. Provide real-time guidance and training to OR staff.</td>
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<tr>
<td>Post-Surgery</td>
<td>Check equipment, clean and stow. Review case questions with OR staff.</td>
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"Our Medtronic clinical specialist acted as a member of our surgical team, putting patient care first. She should be the gold standard of field support." — SSA customer

To get the most from your Medtronic StealthStation® and O-arm® systems, count on the ResponseCare SSA to deliver uptime and peace-of-mind.