



Carestream Health
Dealer Partner
Service Welcome Packet

Center of Excellence: 1-800-328-2910



Dear Carestream Channel Partner,

I'd like to personally thank your organization for choosing a Carestream product solution. I would also like to acknowledge the important role I believe you play as a Carestream Channel Partner in the ultimate success of our solution at your customer facility:

- in improving patient outcomes and satisfaction
- helping to control costs
- maintaining the highest system availability
- providing critical training and support to physicians, nurses, and other clinicians

By choosing to partner with Carestream Service you have taken an important step to ensuring your success in this role and with our innovative medical imaging solutions.

Within this notebook you will discover that you are now at the center of an extensive and experienced community of support— **Carestream's Customer Success Network**. Your Customer Success Network provides:

- a **Single Point of Entry**, for rapid access to a global team of support experts and certified parts to ensure that you can deliver with confidence what your organization requires
 - ❖ 1-800-328-2910
- a **Smart Services** portfolio of the best technical support and professional services to improve and reinforce your own capabilities—all at the most advantageous cost

On behalf of Carestream I look forward to creating a long-lasting relationship with you and I am always available to you for any questions, comments or concerns. Again, thank you for choosing Carestream!

Sincerely,

Steven Kralles
Regional Service Manager, US and Canada
Global Customer Care Solutions
steven.kralles@carestream.com
(585) 627-6406



Tab 1

SMART



A Smart Start to Ongoing Success.

Protect your equipment investment and optimize performance – right from the start – with a Carestream service plan. By purchasing your plan at installation, you'll have coverage that you can count on for the future, without disruptions or gaps, and at an optimized price. Our special Smart Start offerings can be customized to your needs and your budget. They ensure preventative and proactive care of your Carestream system with fast access to expert and personal support through our Customer Success Network. With Carestream, you'll have a solid start, a clear plan, and the right partner for ongoing success.

ADVANTAGES AT A GLANCE

- Optimized affordability and a predictable service budget for years to come
- Preventative, proactive, and seamless care for products post-warranty
- Customized to your individual requirements and based on collaborative planning
- Strong relationships with a network of experts, including local and personalized service
- Fast access to remote diagnostics and support

CARESTREAM Smart Start



The Carestream Customer Success Network surrounds you with a dynamic team of exceptional experts, with a single point of contact for easy and customized access to the right people for every situation.

Putting Our Customer Success Network to Work for You

When you partner with Carestream, you put yourself at the center of an extensive and experienced support network – one that is passionately focused on your success. You'll have easy access to a global team of exceptional experts through a single point of contact. For each situation, that contact will rally together the right team to address your needs, drawing from the industry's most complete and most talented group of technical specialists. You and your patients will benefit from the advantages and best practices only Carestream can deliver, based on thousands of customer engagements worldwide and our 100-year heritage in medical imaging innovation. It's a community of service and support, configurable to your needs, which you can depend on.

Personalizing to Your Needs

Your healthcare enterprise faces unique challenges. So our flexible Smart Start service plans are based on a thorough understanding of your imaging infrastructure and workflow, and are aligned with your patient care goals and business objectives. They give you precisely the care you need at the lowest total cost of ownership. Plus, we adapt our services and solutions to the way you want to work – and evolve, innovate, and grow with you. We're focused on empowering your success, your way.

Giving You More Freedom to Focus on Patient Care

Carestream technical support and professional services, including our Smart Start service plans, are designed to help you optimize patient outcomes, minimize operating costs, and create efficient imaging workflows. They help you maximize your resources while honoring your commitment to quality patient care.





A Simple Choice

Our special Smart Start service plans provide the flexibility to fit your needs and budget:

- **Smart Care Complete:** Full-service coverage that includes standard parts, labor, regularly scheduled preventative maintenance, and on-site and remote support, with additional coverage options available such as extended hours, tube coverage, or accident protection for your detector
- **Smart Care Select:** A configurable option that starts with parts and allows you to build the exact coverage you need to fit your unique requirements

A Complete Portfolio

Drawing on more than 100 years of collaboration with imaging customers, we offer an unmatched portfolio of professional services:

-  **Smart Planning:** Project management, technology consultation, site planning, DICOM interoperability, redeployments, and equipment removals
-  **Smart Staff:** Network optimization and professional development for radiology staff, biomedical engineers, and clinical engineers
-  **Smart Support:** Service agreements, field service, parts distribution, depot repair, and remote diagnostics
-  **Smart Options:** Software and hardware upgrades, accessories, cassette refurbishment, and integration services



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YOUR CONNECTION TO REMOTE SERVICES.

CARESTREAM Smart Link remote technology creates a powerful bridge between your Carestream solutions and Carestream's Customer Success Network. Secure Internet access to expert, global support will maximize your resources and enhance the performance of your CR, DR, laser imager and Vue solutions.

It's just one more Smart Service from Carestream, dependable and configurable to your needs so you can focus on what's most important – your commitment to quality patient care.



ENHANCED PRODUCTIVITY.



ADVANTAGES FOR YOUR IMAGING DEPARTMENT.

Maximize Your System Availability and Uptime

Every minute of imaging system downtime chips away from your facility's productivity and quality of patient care. So you need to know that performance issues will be recognized and resolved rapidly.

- **Proactive System Monitoring**

Smart Link's real-time monitoring gives you peace of mind. We are continually on the lookout for unforeseen issues that could result in costly downtime. A dashboard view of system status and issue alerts is visible to your Carestream Customer Support Specialists, allowing them to take immediate action to keep your system running at peak performance.

- **Faster Resolutions**

With the advanced diagnostic information that Smart Link provides your Carestream Customer Support Specialist, many service requests can be resolved remotely and rapidly. If an onsite repair is necessary, a Carestream Customer Service Engineer will be better equipped to resolve it quickly – arriving with advanced and in-depth diagnostic knowledge of the issue and the right parts and tools to resolve it.

Support You Can Depend On

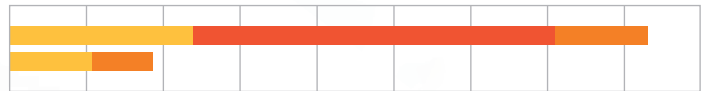
Ensuring optimal system performance requires fast access to the right person, with the right knowledge, at the right time. With Smart Link's remote connectivity, your service request will be immediately addressed by an experienced Carestream Customer Support Specialist. This individual will either resolve your issue remotely, or enlist the best expert from your Customer Success Network – to get you back up and running quickly.

Keep Your System Up-to-Date

Superior patient care requires state-of-the-art technology – but keeping track of and installing ongoing updates can be a time-consuming hassle. With Smart Link, staying current couldn't be easier. Many upgrades are delivered over our secure Internet connection, so you get them fast and conveniently, with no need to wait for a Customer Service Engineer to arrive onsite. Even in situations when Carestream installation is required, pre-stage downloads accelerate the process.

Relative Resolution Time

Onsite resolution without Smart Link



With Smart Link remote resolution

■ Technical Phone Support and Diagnosis

■ Onsite Arrival

■ Corrective Actions



Smart Link is designed with the highest data security and quality patient care in mind – ensuring satisfaction for both your IT department and imaging technicians.

ADVANTAGES FOR YOUR IT DEPARTMENT.

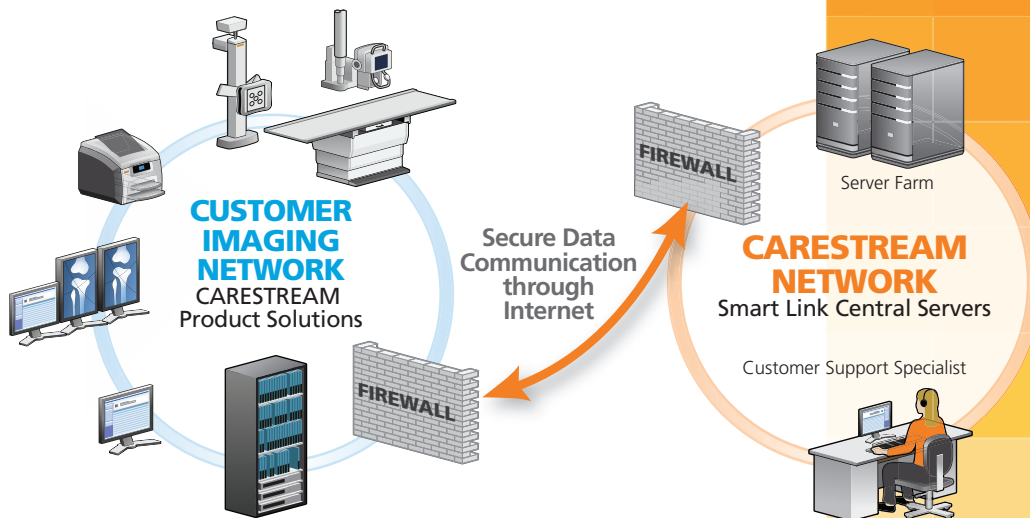
Control Your Information Technology Support Costs

Healthcare facilities today operate at an intense level of speed. And when service is needed, choosing the right resources to resolve your issue can be difficult. Make the wrong choice, and both time and money are wasted. With Smart Link, your Carestream Customer Support Specialist will have advanced diagnostic information and can determine if you should turn to your IT department. The results? You will be back up and running faster, while unnecessary IT costs are eliminated.

Choose the Best Connection for Your Facility

There are multiple options for securely and remotely connecting your CARESTREAM CR, DR, laser imager and Vue solutions. You select the option that best fits your network and security infrastructure or policies.

- **CARESTREAM Secure Remote Service Access (SRSA)** provides a secure connection to the Smart Link central servers through the Internet, using your compatible VPN device or a Carestream-supplied SSL or IPSec VPN appliance. This hardware-based VPN solution provides the flexibility to support a variety of network configurations, while providing a central point of access to your imaging network. Plus, it doesn't require your Carestream product solutions to have an Internet connection.
- **CARESTREAM Remote Management Services (RMS)** utilizes the Internet and creates a direct connection, from your Carestream product solution to the Smart Link central servers. Connecting is simple, no hardware is required. As secure as SRSA, communication is initiated from software embedded in your Carestream product solution and can only connect to the Smart Link central servers. All communications are made through a secure and encrypted tunnel using SSL, multi-level authentication, role-based authorization and digital certificates, in a public key infrastructure.



Carestream Health, Inc., participates in the Safe Harbor program and adheres to the Safe Harbor Principles developed by the U.S. Department of Commerce and the European Union for data protection. (For more information about the Safe Harbor program, please visit the U.S. Department of Commerce's Safe Harbor website: <http://export.gov/safeharbor/>)

SAFEGUARD YOUR PATIENT PRIVACY AND NETWORK SECURITY.

We understand that regional and data privacy laws (e.g. HIPAA), patient privacy, and network security are real and serious issues in today's healthcare environment. Smart Link can support you in these areas. To maintain secure data communications between our Smart Link Central Servers and your Carestream product solutions, we employ globally accepted Internet security protocols. Only trained and properly credentialed Carestream Customer Support Specialists are permitted access to your systems. And, we put you in control: you specify the security and access levels for your devices, and most service sessions do not require any sharing of personal data or images. An audit trail of system access and activity is maintained, and the latest, most advanced virus protection is always in place.

A COMMUNITY OF SERVICE AND SUPPORT.

Putting Our Customer Success Network to Work for You

When you partner with Carestream, you put yourself at the center of an extensive and experienced support network – one that is passionately focused on your success. You'll have easy access to a global team of exceptional experts through a Single Point of Entry. For each situation, that contact will rally together the right team to address your needs, drawing from the industry's most complete and most talented group of technical specialists. You and your patients will benefit from the advantages and best practices only Carestream can deliver, based on thousands of customer engagements worldwide and our 100-year heritage in medical imaging innovation. It's a community of service and support, configurable to your needs, that's always here for you.



A COMPLETE PORTFOLIO OF SMART SERVICES.

CARESTREAM Smart Link is just one option in our full spectrum of Smart Services delivered by your Customer Success Network. From the first handshake to the last image managed, we work to continuously improve your imaging performance, helping you to innovate as needs change and make the most of your budget and resources.



Smart Planning

To get you up and running and plan for your future



Smart Support

To maintain your system and help you if it is down



Smart Staff

To get the most from your system and staff



Smart Options

To maximize your potential and minimize your costs




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YOU ARE AT THE CENTER OF WHO WE ARE.

With the Customer Success Network, you're at the center of an extensive and experienced support network that is passionately focused on nurturing your ongoing success. Through a **Single Point of Entry**, you have easy access to a global team of experts who bring you years of innovation, creativity, and proven ability. It's your personal community of service and support – configurable to your needs and expectations – that you, your patients, and your staff can depend on.

A close-up, low-angle portrait of a man with light skin and blue eyes. He is looking upwards and to the right with a slight smile. He is wearing a white shirt and a dark suit jacket. The background is a soft, out-of-focus grey.

FOCUSED
ON YOUR
SUCCESS.

YOUR CUSTOMER SUCCESS CORE TEAM.

Ensuring your success requires easy access to the right person, with the right knowledge at the right time. That's exactly what you get with your Customer Success Core Team. You can rest assured that the best person to meet your needs is involved and knowledgeable of your situation, regardless of where you or they are in the world.

Customer Care Representatives

Customer Support Specialists

Customer Service Engineers

Regional Product Specialists

Territory/District Service Managers

Service Solutions Specialists

Applications Consultants

HOW WE ARE DIFFERENT.

TRUST

Trust In A Firm Foundation

- We bring a unique problem-solving perspective to each of your service requests.
- That perspective is based on thousands of customer engagements worldwide and our 100-year heritage in medical imaging innovation.
- It's an unmatched combination of proven best practices and dynamic fresh perspectives that results in benefits to you and your patients.

PERSONAL

Get A Personalized Solution

- First we listen, then we assist you in customizing our broad portfolio of services to meet your patient care goals and business objectives.
- We adapt our services and solutions to the way you want to work and the metrics that matter to you.
- It's about developing a close relationship, one that is built to last – we're committed to evolve, innovate, and grow with you.

PROACTIVE

Maximize Productivity With A Proactive Partner

- We train and equip our service experts to ensure preventive and proactive care of your Carestream product solution.
- With our experience, knowledge, and creativity, we can anticipate needs and act quickly to avoid costly disruptions.
- With our Smart Link remote technology solutions we offer advanced monitoring, diagnosis and service delivery for even faster resolution of your service request.

RESOLVE

Count On Our Resolve To Make It Right

- We focus on keeping your system running at peak performance so you can focus on your patients.
- Regardless of the source of a problem – even if it may involve another manufacturer – we'll do whatever we can to make it right.
- We go the extra mile to exceed your expectations and ensure that your service experience is the absolute best that it can be.



YOUR CUSTOMER SUCCESS NETWORK.

Surround yourself with a dynamic team of exceptional experts – with a **Single Point of Entry**, you'll have easy and customized access to the right people for every situation.

SINGLE POINT OF ENTRY



- With one call to one number, reach a multi-talented, Customer Care Representative who will work with you in your native language.
- Your Representative will take immediate ownership and action to address your request.

CONNECTION TO THE RIGHT SPECIALIST



- For requests requiring technical assistance, your Representative will engage a Customer Support Specialist while ensuring you retain a single point of contact for a smooth resolution.

FIELD RESOURCES DISPATCHED



- When the situation calls for it, your Specialist will dispatch the appropriate Customer Service Engineer for on-site resolution.



- While on-site, your Engineer depends not only on their own knowledge and expertise to meet your needs, but can easily access a broader team of experts from within the Customer Success Network.

EMPOWER YOUR CORE TEAM

Add **Smart Link** remote connectivity for enhanced Carestream Service delivery and even faster resolution.

Your Request Resolved

Every Carestream employee is committed to ensuring your success and complete satisfaction by resolving your request as well as providing the absolute best service experience.

Our eXceed Commitment

Your satisfaction is something we measure and continuously strive to improve.

At Carestream, your satisfaction is at the core of our culture and all that we do.



YOUR SMART SERVICES PORTFOLIO.

Carestream technical support and professional services are designed to help you improve reliability, optimize patient outcomes, minimize operating costs, and create efficient imaging workflows. They help you maximize your resources while honoring your commitment to quality patient care.



Smart Planning

To get you up and running and plan for your future.

Planning Services

- Project Management
- Site Planning
- Relocations/Removals
- Technology Consulting
- System Integration
- Network Services



Smart Staff

To get the most from your system and staff.

Educational Services

- Clinical Training
- Technical Training
- Applications Consulting



Smart Support

To maintain your system and help you if it is down.

Maintenance Services

- Flexible Service Agreements
- Warranty Coverage
- Preventive Maintenance
- Smart Link Remote Technology Solutions



Smart Options

To maximize your potential and minimize your costs.

Value-Add Services

- Service Agreement Uplifts
- CR and DR Accessory Sales
- Software Options and Upgrades
- Certifications

Operation Services

- Depot Repair
- Cassette Refurbishment
- Advanced Unit Replacement

More information:

To learn more about Carestream's Smart Services, simply call your Single Point of Entry, ask your Customer Service Engineer or contact your local Service Solutions Specialist.



www.carestream.com



Tab 3

Options



Maintain Peak Software Performance.

Ongoing pressure to improve productivity and patient care make it vital to keep your CARESTREAM DIRECTVIEW CR and DRX System at peak performance. Now, our Software Refresh Plan offers automatic upgrades to the latest software functions and capabilities as soon as they become available.

For maximum confidence, be sure to purchase the Refresh Plan up front, as a part of your overall equipment and service plan for DIRECTVIEW CR and DRX equipment. You will benefit by having fast access to all of the new standard features and productivity enhancements so that your system will never be out of date. Bottom line? You'll gain the peace of mind that comes from knowing that your CR and DRX systems are always operating with our most current, state-of-the-art software. And the Software Refresh Plan helps you to maximize return on your investment through a simple budgeting and purchasing process.

ADVANTAGES AT A GLANCE

Typical software revisions include:

- New features for efficient workflow
- Improvements in productivity and ease of use
- Service enhancements to maximize uptime
- Image-quality upgrades
- New DICOM and IHE features
- Advanced security features

CARESTREAM Software Refresh Plan

for DIRECTVIEW CR and DRX Systems



Ongoing Service and Support

With Carestream's Customer Success Network, you're at the center of an extensive and experienced support system – professionals passionately focused on your ongoing success. Through a Single Point of Entry, you'll be surrounded with a dynamic team of global experts – giving you easy and customized access to the right people for every situation.

Carestream's Customer Success Network is an approach to service that is truly different. We promise to:

- Bring a unique problem-solving perspective to each of your service requests, based on thousands of customer engagements worldwide and our 100-year heritage in medical-imaging innovation.
- Really listen to your situation and needs, then customize our broad portfolio of services to meet your patient-care goals and business objectives.
- Train and equip our service experts to ensure preventive and proactive care of your Carestream product solution.
- Go the extra mile to exceed your expectations and ensure that your service experience is the absolute best that it can be.

Plus, our Smart Link remote-technology solutions offer advanced monitoring, diagnosis and service delivery for even faster resolution of your service request.

SIMPLIFIED PURCHASING AND BUDGETING

As part of your warranty or service agreement, the Software Refresh Plan for CARESTREAM DIRECTVIEW CR and DRX Systems provides reasonable pricing with:

- Easy purchasing terms and conditions for upgrades – simply purchase the plan as an extension of your service plan.
- Predictable payments within your operating budget – no need to allow for software upgrades in your capital budgets.
- A single invoice at the time of equipment purchase to cover all hardware and the multi-year service agreement that includes Software Refresh.

Basic and Premium Plans

Choose the plan that's best for you.

- **Software Refresh Basic** provides the license for the latest version of software released.
- **Software Refresh Premium** includes the basic plan plus installation and upgraded computer hardware, if required by the software.



carestream.com/software



UPGRADE TO HIGHER PERFORMANCE.

You rely on DIRECTVIEW CR and DR Solutions for superb imaging performance. Upgrading to the most current software version and computer hardware makes it even more powerful. Apply the latest advances in technology with a range of useful new features and valuable options – all designed to leverage your current capture hardware for even higher image quality, productivity, speed and ease of use.



POWER TOOL.



TAKE IMAGING TO A HIGHER LEVEL STILL.

You have been a loyal Carestream customer for many years. Today, you count on our CR and DR Software to provide a single platform solution for both CR and DR imaging systems. To show our appreciation and support, we are now offering you the Extend Program.

This technology upgrade offers you a dynamic set of new capabilities—the base platform is feature-rich and robust, while a broad range of options lets you select the mix of add-on features best for you. These capabilities will help you extend the life of your imaging assets for years to come – and save your capital budget for other urgent needs in your department.

DRX SYSTEMS+LEGACY DR SYSTEMS+CR FLOOR-STANDING UNITS

CR+DR COMPATIBLE.

The DIRECTVIEW CR and DR Software upgrade is available with new DIRECTVIEW installations and as an upgrade for your legacy system. This innovative platform is fully compatible with DRX systems, legacy DR systems and CR floor-standing units.





CONSIDER THE BENEFITS.

Carestream is committed to continual investment in new and better technology. Case in point—the Extend Program offers you:

- Image quality enhancements
- Enhanced productivity and faster workflow
- Compatibility with both CR and DR platforms
- Maximization and life extension of your existing hardware investment
- Ease of use with streamlined software and touchscreen functionality
- Enables radiation dose reporting to HIS/RIS



OVERCOMING THE BARRIERS TO FASTER WORKFLOW.

There are many challenges that impede radiography workflow. For example, the time it takes to train technologists on multiple software platforms. The inevitable delays and disrupted workflow as technologists stop to re-acclimate each time they switch systems. Or, the need to learn new system interfaces. All of these factors can slow examination times and increase the need for retakes.

Focus on Quality

With DIRECTVIEW Software, software features and functionality are consistent across all compatible systems. This gives your productivity level a major boost, enabling you to:

- Train technologists on one platform and know they're ready to operate a variety of systems
- Benefit from greater staff versatility — technologists can switch from one system to another quickly and efficiently
- Depend on an intuitive, easy-to-use touch-screen interface to decrease exam times and increase patient throughput
- Minimize repeat examinations, through more consistent and uniform exam protocols
- Resolve performance issues immediately and minimize downtime with a robust on-screen "help" feature and extensive remote monitoring tools
- Custom configure the system to fit your workflow — and to your users' preferences

Focus on Quality

We understand that productivity gains must never compromise your high standards for patient care. This upgrade includes advanced image-quality control capabilities to ensure the overall excellence of the radiographic images you capture, which support accurate diagnoses and positive patient outcomes. DIRECTVIEW software supports IEC standard exposure indexing of exams enabling consistent exposures across your department and helping physicists meet regulatory responsibilities.

Security and Convenience

A reality for today's healthcare facilities is the ever-present threat of a security breach. DIRECTVIEW Software incorporates protection features to shield you from unauthorized access, theft of information, violation of confidential patient records, and the potential for serious financial consequences.

We've also paid attention to the little things. For your convenience, this upgrade supports the use of jump drives and CD/DVD — for fast and easy image export and transport.

The simplified user interface reduces the time required to complete a procedure. And the robust on-screen help feature allows for immediate problem resolution and minimizes support time.

Multi-format printing capability offers the flexibility to print multiple images on one film to save both time and money.



SUPPORT FOR SPECIALTY APPLICATIONS

DIRECTVIEW CR and DR Software options can maximize quality and productivity in these specialty imaging applications:

Mammography

Carestream's proprietary algorithms increase software performance for mammography-quality images. Our Total Quality Tool for Mammography boosts the versatility of CR systems, for high performance specific to mammography or mixed-use environments.

Pediatrics

Monitoring exposure is particularly critical in pediatric imaging. Depend on reliable measurement and tracking with the IEC standard Exposure Index feature to ensure you are within range. Gain performance versatility as well, with imaging options for seven different pediatric body types linked to exposure techniques.

Long Length Imaging

The software includes features specifically designed for orthopedic applications such as scoliosis and long-length imaging. Image stitching is performed automatically, providing seamless images in less time—no need to manually align them. For even greater control, use the DR manual stitch editor* when manual orientations are desired.

**Not available in the US.*



OPTIONAL FEATURES COMPLETE THE PERFORMANCE PICTURE

Your healthcare facility is unique—with its own particular set of imaging needs. So what combination of capabilities are you looking for? Remote data entry? Interconnectivity between multiple CR and DR systems? Support for specialty applications?

DIRECTVIEW Software offers these capabilities and many more. You select from a broad menu of options—giving you a custom mix of the tools you require, with no need to pay for those you don't. So consider this diversity of options*, then make DIRECTVIEW Software exactly what you need it to be.

*Consult with your sales representative for the standard and optional features for specific Carestream products.



Remote Operations Panel



Exam Tutor

Workflow Enhancement Options

Carestream products support DICOM interoperation and comply to IHE standards to address specific clinical needs and support optimal patient care.

Remote Operations Panel

Save time and steps in your work process. With this wall-mounted panel, technologists can perform most of the functions of the main CR system without walking to the machine itself.

IHE Scheduled Workflow

DIRECTVIEW CR and DR Software saves time and boosts productivity by automatically notifying your HIS/RIS of exam status.

DICOM Modality Worklist

Facilitates automatic transfer of patient and procedure data from your HIS/RIS system, eliminating manual data entry, and increasing technologist productivity.

Simple Capture Link

Integration means efficiency. Connect as many as two CR Systems or a CR and DR System together, scan and review images on any one of them, and watch productivity spike in your high-volume areas.

Remote Patient Data Entry

Patients are your first priority. Let radiographers dedicate more time to them, by making data entry an office-based PC task. Reduces overall radiographer workload, too.

Procedure Mapping

Extra keystrokes add up to wasted time. Count on this platform's simple RIS and procedure codes to speed data entry and workflow. Exam Tutor gives technologists the flexibility to acquire images in any sequence.

Advanced Trauma Capability

Work faster when every second counts. Gain immediate access to patient records and depend on predefined exam/procedure codes to speed workflow in trauma cases — and get patients to treatment faster.

Patient CDs

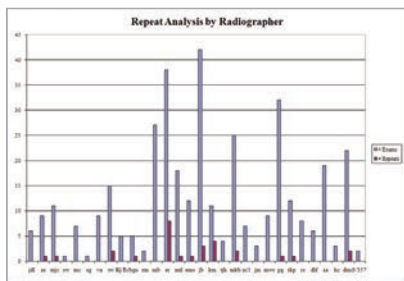
Increase your patients' satisfaction. Now they can walk out the door with a CD copy of their images including a DICOM viewer to take to their referring physician.

Auto-Correct for Image Display

Save time with software that will automatically display chest images in the proper orientation.

Prior Image Review

Retrieve and review images from PAC's and copy techniques to the current exam.



Administrative Analysis



Tube and Line Visualization

Quality Enhancement Options

Administrative Analysis and Reporting Option

Improve your department's overall performance by taking analysis and reporting to a new level. This easy to use software provides a single, consolidated source for viewing all performance metrics from your CR and DR systems in a format that works for you. With this "digital dashboard" you are able to analyze results and develop improvement plans.

Total Quality Tool

Keep work flowing. Now, the same interface can be used for patient exams and objective quality-control image tests on your CR and DR systems. With the Total Quality Tool package — software, phantom and carrying case — you can perform these tests when it's convenient for you — without interrupting workflow or incurring the cost of third-party testing.

Image Processing Options

EVP Plus

Supercharge processing productivity. EVP Plus image processing accelerates the capture set-up process and increases output quality. It provides greater efficiency and supports enhanced patient diagnosis.

Grid Detection and Suppression

Get a clearer view. This option provides improved image quality through automatic detection and suppression of gridline artifacts.

Tube and Line Visualization

Be confident with a single exposure. With this feature, a companion image is created from the original exposure with optimized processing for clearer, easier visualization of PICC lines and tubes. It increases confidence that tubes and lines are placed correctly — and remain in position.

Pneumothorax Visualization

Save time with software that creates a companion image from the original exposure that is optimized to accentuate the appearance of free air in the chest cavity.

Low-Exposure Optimization

Low-exposure optimization minimizes quantum noise interference in low-exposure imaging areas to capture high-quality diagnostic details.

Black Surround

Focus in on the issue. This black surround option masks the white collimated area to eliminate foreground flare. It defines your area of interest automatically, and allows manual selection of complex anatomical structures for rapid, accurate collimation verification.

SATISFACTION ACROSS THE ENTERPRISE.

DIRECTVIEW CR and DR Software offers benefits for stakeholders throughout your facility:

- Radiologists get high quality diagnostic images in less time
- Patients receive faster diagnosis, treatment, and an enhanced level of care
- Technologists enjoy improved ease of use and convenient operation
- IT departments receive DICOM-compliant, reliable and secure software performance
- Administrators and department heads see greater productivity, patient satisfaction and increased ROI



Products Specifications

Current DIRECTVIEW CR Systems:

- Max, Classic and Elite CR

Legacy DIRECTVIEW CR Systems supported:

- CR 825, CR 850, CR 950, CR 975

Current DRX Systems:

- DRX-1 System, DRX-Mobile Retrofit Kit, DRX-Evolution System, DRX-Transportable System, DRX-Ascend System, DRX-Revolution Mobile X-ray System*

Legacy DR Systems supported:

- DR 3500, DR 7500, DR 9500

Remote Operations Panel:

- 19" ROP (1280 x 1024 pixels)

Computer Hardware and Monitors vary by equipment model.

Monitors are available

up to 3 MP.

Creative Financial Solutions.

Don't let capital budget concerns prevent you from gaining the tremendous benefits the Extend Program provides. Carestream Health offers a variety of creative financial solutions tailored to your specific situation and needs.

We also offer an attractive trade-in program. It gives you a discount on the cost of the Extend Program when you trade in your older PCs, monitors, and Remote Operation Panels (ROPs). As part of our Green initiatives, we will recycle this equipment for you—sparing you the costs, time, and hassles.

Please contact your Carestream Service Solutions Specialist for details or go to www.carestream.com/extend

*Pending 510(k) Clearance.



www.carestream.com



CR & DR

Long-Length Imaging

- DR Long-Length Imaging Software
- DIRECTVIEW CR Long-Length Imaging Software
- Patient Stand for DR Long-Length Imaging System
- DIRECTVIEW CR Long-Length Vertical Imaging System
- DIRECTVIEW CR Long-Length Portable Imaging System



Patient Stand for DR Long-Length Imaging System



DIRECTVIEW CR Long-Length Portable Imaging System

A Complete Portfolio

Drawing on more than 100 years of collaboration with imaging customers, we offer an unmatched portfolio of professional services:



Smart Planning

To get you up and running and plan for your future.



Smart Staff

To get the most from your system and staff.



Smart Support

To maintain your system and help you if it is down.



Smart Options

To maximize your potential and minimize your costs.

Contact your Carestream Customer Service Engineer today.

Notes:

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Carestream

Carestream

CR & DR Accessory Program

Get Optimized Performance.

Your Trusted, Convenient Source For Accessories





SMART OPTIONS

Introducing the Carestream Service Accessory Program

You've invested in cutting-edge Carestream CR and DR systems – so who better to trust for rapid access to high-performance accessories?

Why is the Carestream Service Accessory Program right for you?

Streamlined Operations

All accessories can be ordered directly from Carestream Customer Service Engineers. No need to spend extra time searching for the right accessories.

Peace of Mind

Get trusted accessories from Carestream, the original designer and manufacturer of your imaging solutions, thereby minimizing risks and protecting your investment.

Better Performance

Get the best selection of accessories that can assist in improving workflow efficiency, product functionality, patient care and satisfaction.



DR Accessories

- DRX Detector Holder with Grid
(Single handle 103LPI 6:1FD40-72IN grid lines in decubitus)
- DRX Detector Holder without Grid
(Single handle)



DRX Detector Holder

- Grid for DRX-Evolution Wallstand*
- DRX System Battery Charger
- UPS for DRX-Evolution
- Proximity Badge Reader
- Additional Proximity Badge
- 2D Barcode Reader



Barcode Readers



DRX System Battery Charger

* Various options are available. Please consult your Customer Service Engineer.

Carestream Factory Refurbishment Includes:

- Complete inspection, disassembly and cleaning
- Replacement of bar codes, latches, set-screws and labels
- Replacement of corners where required with a factory original part
- Replacement of phosphor plate with a factory original part
- Testing to original factory specifications
- 90-day warranty
- Hassle-FREE White Glove Service*
 - Includes cleaning, packaging and shipping your CR cassettes to Carestream
 - Includes return shipping back to you

Optional Services:

(extra charges apply)

- Replacement of shell and/or insert where required with a factory original part
- Same-day exchange program

* See your Carestream Representative for details. Not available in all areas.

Contact Us ▶

1-800-322-5711 (U.S.)
1-866-792-5011 (Canada)

Get the Carestream Service Advantage Today

- Only Carestream Health can maintain your Carestream/Kodak CR systems and printers to the same standards of care as the day they left the factory.
- You deserve the peace of mind that only our White Glove CR cassette repair service can provide.*
- Contact your Carestream Customer Care professional for more information today.

Notes: _____

* See your Carestream Representative for details. Not available in all areas.

For CR cassette refurbishment, contact us today:

Contact Us ▶

1-800-322-5711 (U.S.)
1-866-792-5011 (Canada)

www.carestream.com/value

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Carestream

Carestream

Factory CR Cassette Refurbishment

Protect Your CR Investment

Only Carestream Can Refurbish Your CR Cassettes to "Like New"



Introducing Carestream Factory CR Cassette Refurbishment

You purchased the best CR System for your X-ray needs. Why not trust Carestream Health to maintain and refurbish your Carestream/Kodak CR Cassettes to the same standards of care as the day they left the factory?

Why does the location matter?

Quality and reliability: The Carestream factory is registered to manufacture regulated medical devices. Is your current CR cassette repair supplier regulatory compliant? Only the Carestream factory can guarantee that your CR cassettes will be refurbished to the same exacting standards and processes used for the manufacture of new CR cassettes.

Why Carestream Field Service?

Knowledge: As the designer and manufacturer of your CR systems, only Carestream Field Service can maintain your equipment to the same standards of care as the Carestream factory. We also offer a full spectrum of maintenance service agreements designed to maintain your CR systems to factory specifications.*

* Please see your Carestream Customer Care professional for details.



Before (for illustration purposes only)



After

Why is Factory Refurbishment important?

Peak performance and highest quality: Carestream has a dedicated CR cassette refurbishment and remanufacturing process line located in the same regulatory-compliant factory that manufactures brand new CR cassettes. This assures consistent performance and optimal image quality.

What does that mean?

Peace of mind: Carestream refurbishes your CR cassettes to the same exacting standards of quality and care that we do for new CR cassettes. So you can trust Carestream to consistently refurbish your CR cassettes to “like new” condition.



Contact Us 

1-800-322-5711 (U.S.)
1-866-792-5011 (Canada)



CARESTREAM HEALTH



Mail In Repair Services

Carestream is pleased to offer **Mail In Services**

Our **Mail In Service** provides customers an option to repair, recondition, or recondition/upgrade through Carestream Depot Repair Center using genuine Carestream parts, factory trained engineers and fast turnaround of the repair unit!

It is designed to help improve customer satisfaction and extend equipment life.

Mail In Service is available for:





Film Digitizers LS 40, LS 50, LS 75 and LS 85

ACR 2000i, ACR 2000RT

Point of Care (POC) Products

Arrangements can be made for pick up and delivery of the unit.

Options include:

-  Flat Fee pricing
-  Pricing which includes loaners
-  Pick up and delivery included
-  Time and Material pricing

Call for details and pricing today!!

800-328-2910 and ask for Depot Repair Programs.



CARESTREAM HEALTH

REPAIR PARTS and PREVENTATIVE MAINTENANCE KITS



Are you in need of replacement parts or preventative maintenance kits for your Carestream equipment?

We have everything you need to repair or maintain your Carestream equipment. Don't take chances with non-OEM parts. We have original factory parts and kits for:

 *Processors and Film Handling Equipment*

 *Wet Laser Printers*

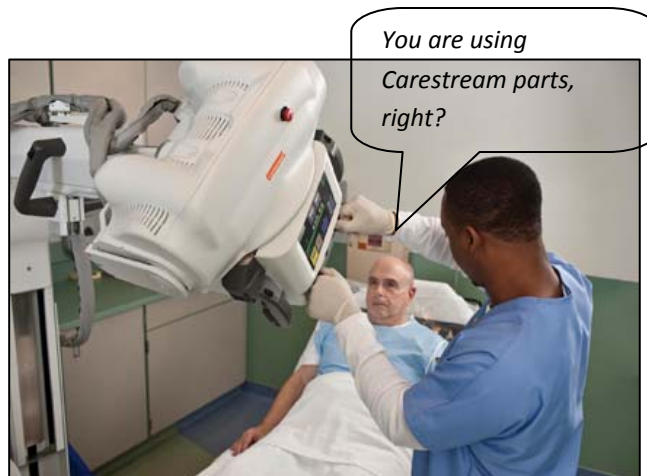
 *DryView Laser Printers*

 ~~*All Kodak and Carestream CRs*~~



 ~~*All Kodak and Carestream DRs*~~

 *All DRX Products*



Contact Carestream Parts Services at 866-027-1023



CARESTREAM Dealer Service Plans Feature Comparison Matrix

■ Included □ Preferred Rates ▲ Chargeable Options

		WARRANTY COVERAGE	CARE PLUS	FULL PARTNERSHIP <i>For Dealer Engineers</i>	PARTS AND PHONE <i>For Dealer Engineers</i>
BASIC COVERAGE					
100% Customer Satisfaction		■	■	■	■
Remote	Phone Support: 24 x 7	■	■	■	■
	Phone Response: 60 minute	■	■	■	■
	Smart Link remote connectivity solution	■	■	■	■
	CARESTREAM Genuine Repair Parts	■	■	■	■
On-site	On-site Support	■	■	■	□
	On-site Response: 4 hours	■	■	□	□
	On-site Repair Labor	■	■	□	□
	On-site Repair Travel	■	■	□	□
	After Hour Rates	□	□	□	□
Preventive Maintenance	CARESTREAM PM Parts	■	■	■	■
	PM Labor: DO and CR	■	■	□	□
	After Hour PM	□	□	□	□
Technical Training	Required: at contracted prices				
Software Maintenance support and updates only		■	■	■	■

CHARGEABLE OPTIONS – Add an Valuable Uplift to your Coverage

Extended Hours	▲	▲	N/A	N/A
Call Continuation includes After Hour PM if started during Plan Hours	▲	▲	N/A	N/A
Field Engineer Assistance support labor for trained bio-med staff	N/A	N/A	■	▲
Tube Coverage	■	▲	■	■
Software Refresh * requires Service Plan coverage; CR and DR only	■ if also purchased for post-warranty	▲	▲	▲
Extended Cart Battery Coverage for DRX Revolution	■	▲	▲	▲
DRX Detector Battery	■	Consumable Item: not covered; available for purchase		
Accident Protection Plan for DR Detector Replacement Fee: \$5K Drop or \$10K Liquid	▲	▲	▲	▲

ADDITIONAL SMART SERVICES

Image Certification: DO and CR	■	Optional: at published rates	Optional: at published rates	Optional: at published rates
Performance Certification	■	Optional: at published rates	Optional: at published rates	Optional: at published rates
IP Address Changes	□	□	□	□
Native DICOM Connections	□	□	□	□

* Software Refresh Options	Software Version Upgrades	PC / RAM	Installation	Basic Training
BASIC	■			
PREMIUM	■	■	■	■