

## SERVICES OVERVIEW

### ASSET MANAGEMENT



#### KEY FEATURES |

- Capped cost for equipment under program
- Three year fixed pricing
- Coordination and documentation of multiple service vendor activity with Virtual Imaging being the primary service vendor
- Flexibility in adding and deleting equipment at any time
- Monthly invoicing from one vendor (Virtual Imaging)
- Surplus of on-site parts in local warehouse
- 60+ Service Engineers trained in all modalities
- 30%-40% lower service cost than OEMs
- On-site engineer provided with a combined annual service contract in excess of \$500,000
- Statewide - 24 hour service response time

#### REFERENCES | Asset Management & Service Contract

**Palm Beach Gardens Medical Center**  
Wayne Jones, COO  
561-694-7200

**Naples Community Hospital**  
**North Collier Hospital**  
Jim Bates, Imaging Director  
239-436-5357

**Florida Medical Center**  
Kimberly Weick, Director of Imaging  
954-735-6000

## EQUIPMENT REPAIR / SERVICE

- **24-Hour On-Call Service**
- **15-Minute Response Time** via Phone by a Qualified Technician
- **2-Hour On-Site Response Time** (after Initial Service Call) in the Regular Coverage Area
- **4-6 Hour On-Site Response Time** (after Initial Service Call) outside the Regular Coverage Area
- **Short-Term, Long-Term and Extended Service Contracts** are available
- **Cryogen Maintenance** of MR systems are available
- **Extensive Parts Inventory** for your convenience

## MAINTENANCE

- **Multi Modality | Multi Vendor** Including Legacy Equipment
- **After Hours Service:** 5 p.m. - 9 p.m. M-F
- **After Hours Service:** Weekend Coverage
- **After Hours Preventive Maintenance**
- **Glassware Coverage**
- **Glassware-Only Contracts**
- **24/7 Service Coverage**
- **Express Parts Service (Overnight)**
- **Asset Management**
- **DR Extended Parts Warranty**
- **Short-Term, Long-Term and Extended Service Contracts**
- **Extensive Parts Inventory**
- **Site Preparation**  
Detailed Drawings De-installation, Installation, Equipment Transportation
- **Equipment Upgrades**  
(Digital, High Frequency Generators, etc. )

## REPAIR / SERVICE PRICES

- **\$200.00** /hr for Service on Radiographic, R&R, Portables
- **\$200.00** /hr for Service on Viewer
- **\$200.00** /hr for Service on X-ray and R/F Systems
- **\$250.00** /hr for Service on Bone Densitometer
- **\$250.00** /hr for Service on C-Arms
- **\$250.00** /hr for Service on Mammo Systems
- **\$250.00** /hr for Service on Ultrasound
- **\$290.00** /hr for Service on CT Scanners
- **\$290.00** /hr for Service on Laser Imagers
- **\$290.00** /hr for Service on MRI Systems
- **\$290.00** /hr for Service on Nuclear Medical Systems
- **\$290.00** /hr for Service on PACS Systems
- **\$290.00** /hr for Service on Special Procedures and Cardiac Cath Lab Systems

\*Travel expenses are charged at the same hourly rate as One Labor Hour – with a one (1) hour minimum. Service hours are determined to be 8am – 5pm. Service hours after 5pm will be charged at an overtime rate (time and one-half)

## ADDITIONAL SERVICES AVAILABLE

- CT Tube Replacement Program
- Imaging Financial Solution
  - Leasing
  - Fee per Scan
  - Rental Services
  - Mobile MRI
- Site Preparation including detailed drawings
- De-Installation, Installation and Transportation of Medical Imaging Equipment
- Equipment Upgrades (Digital, High Frequency Generators, etc.)