

Smiths Medical Professional Implementation Services

Medfusion® Syringe Pump with PharmGuard® Medication Safety Software

Comprehensive (Standard) Implementation Services 21-0050-02

One-time service fee based on number of pumps or software version upgrades

Smiths Medical offers and recommends implementation services for most Medfusion® syringe pump with PharmGuard® medication safety software implementations. The Smiths Medical implementation services team follows a comprehensive six phase project management process to accurately and efficiently implement the Medfusion® syringe pump with PharmGuard® medication safety software in a collaborative, coordinated, and customized process with account project team counterparts. Clinical education specialists, with the support of education consultants, provide comprehensive inservicing and training for resource clinicians and hospital staff. A Smiths Medical clinical pharmacist provides 8 hours on-site peer-to-peer training for PharmGuard® Toolbox with 16 hours remote support. The Smiths Medical team includes the following members: project manager, infusion specialist, account manager, clinical education specialist, pharmacist consultant, and clinical education consultants. Additional information is available on request.

PharmGuard® Software Consulting Service (On-site) 21-0051-03

One-time service fee

Successful Medfusion® 3500 syringe pump technology implementations begin with well planned, developed, and referenced PharmGuard® medication safety software datasets. PharmGuard® software consulting service offers experienced Smiths Medical pharmacist consultants who provide comprehensive PharmGuard® Toolbox training and dataset review with suggestions based on best practice. Timely and accurate dataset development is the most important aspect for successful smart pump technology implementations. The pharmacist consultant provides 8 hours peer-to-peer training on-site, with 16 hours remote support for review. Additional information is available on request.

PharmGuard® Software Consulting Service (Off-site) 22-0101-01

One-time service fee

PharmGuard® software consulting service is offered remotely with experienced Smiths Medical pharmacist consultants who provide comprehensive PharmGuard® Toolbox training online and dataset review with suggestions based on best practice. Timely and accurate dataset development is the most important aspect for successful implementation. The pharmacist consultant provides 2 hours of online peer-to-peer training, with 8 hours remote support. Additional information is available on request.

PharmGuard® Toolbox General Training (Off-site) 22-0100-01

One-time service fee

PharmGuard® Toolbox general training is offered remotely to instruct customers on the fundamental operation of PharmGuard® Toolbox. Timely and accurate dataset development is the most important aspect for successful implementation. The pharmacist consultant provides 2 hours of online peer-to-peer training. This training includes general guidelines related to the drug program and configuration development, and can address account specific questions to facilitate training customization. Additional information is available on request.

Medfusion® Pump Clinician Training Service 21-0051-02

One-time service fee for 8-hour block

Medfusion® pump clinician training service offers a custom education curriculum with recommendations and suggestions based on experience with best practice. Medfusion® pump clinician training service can also be used to supplement basic inservice support. Based on the institution's specific needs, program development and training can be targeted for resource clinician training and/or staff clinician education related to Go Live. Clinical education specialists and education consultants deliver customized training designed to meet mutual agreed goals and objectives. Additional information is available on request.

Basic In-service Support

Basic in-service support is included with all pump purchases. This option is intended for customers who choose to manage the implementation process independently without pharmacy consultant or project management support.

The following resources are available for all customers regardless of the number of pumps purchased:

Online training via Smiths Medical online training portal includes:

- 1-hour introductory non-customized online training course on the PharmGuard® medication safety software
- 1-hour introductory non-customized online training course on the functionality of the Medfusion® syringe pump

Smiths Medical online training portal is at www.smiths-medical-education.com. Please contact your Smiths Medical sales representative to obtain the registration codes needed to access these courses.

Please note each online training course is intended to provide an overview. This training is not customized and does not allow for interactive questions and answers. Customers who desire this level of training support may want to consider purchasing optional additional Professional Services packages.

Electronic learning packet file includes introduction to implementation services and guidance relative to the use of additional resource materials which are also included on the online portal.

Request access to the learning packet file from your Smiths Medical sales representative.

On-Site training support

Customers who purchase 10 or more Medfusion® syringe pumps are also provided with a limited number of 8-hour blocks of on-site product training by one (1) Smiths Medical associate at no additional charge. 8-hour blocks are based on the number of purchased Medfusion® syringe pumps. See your Smiths Medical sales representative for details.

Pump units	10-19	20-99	100-299	> 300
8-hour blocks	1	2	3	4

Please note these blocks will not be scheduled until the customer has validated their custom PharmGuard® safety software Configuration (library). Multiple days are scheduled consecutively. A “train-the-trainer” model to develop resource clinicians is recommended to maximize the available in-service hours. Additional training blocks and services are available for purchase.

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