



# Ultrasound Customer Services

Continuing education and service offerings driving outcomes.

[usa.siemens.com/ultrasoundeducation](https://usa.siemens.com/ultrasoundeducation)

**SIEMENS**  
Healthineers 

# Education Services

The more you know,  
the better their care.



## Our approach to education

Our clinical education specialists will ensure that your staff masters all the necessary skills for a system or specialty using a variety of learning options. Our highly qualified trainers are board-certified and licensed in their area of practice. Most come with on-the-job experience, and we provide them with even more extensive training so they can effectively transfer that knowledge to you and your staff.

We take a team-based approach to meet all your needs. This means you'll not only train with world-class educators and instructors, but also dedicated team members from Siemens Healthineers who will work behind the scenes to address the scheduling, compliance, and logistics of your education experience.

## Education at your fingertips

A user-friendly and intuitive online learning platform, PEPconnect and anywhere anytime message offers quick and reliable access to clinical training and continuing education. With SLC, medical professionals can focus on improving their own clinical abilities through design and discovery of their own curricula from a desktop or mobile device. Users can create a custom-blended education library from our expansive content portfolio, which features a variety of training options for specific modalities and certifications.

## Options for Continuing Education

### The Enhanced Virtual Learning Subscription

Includes ongoing access to virtual learning opportunities in one place, PEPconnect. The subscription includes:

- Access to on-demand web-based trainings
  - Offered as a self-paced online module, web-based trainings are a convenient way to receive continuing education credits 24 hours a day, 7 days a week, when, where, and how you need them.
- Step-by-step videos
- Access to 12 CEUs

### ACR Accreditation Support Package

Our ACR Accreditation Support Package helps you stay on top of the requirements necessary for ACR accreditation.

## Workshops

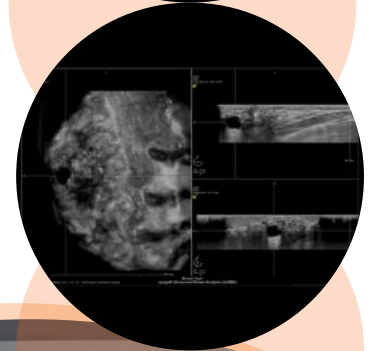
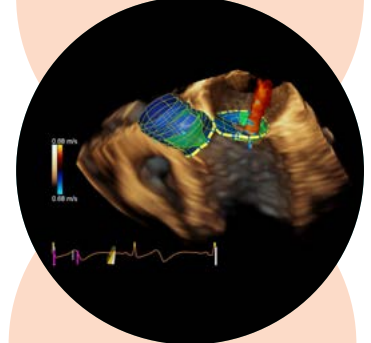
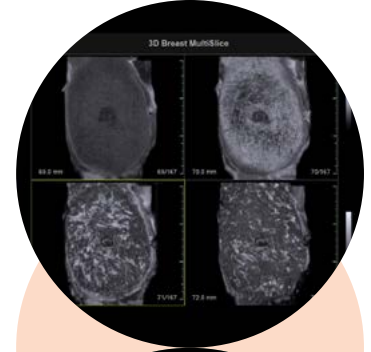
### Automated Breast Volume Scanner (ABVS)

#### Physician Training Workshop

This interactive 1-day course is designed to help physicians realize the full potential of the ABVS and its technology. The class highlights include technical and clinical lectures as well as intensive hands-on data manipulation under the supervision of product experts.

#### 3D TEE Physicians Workshop

This physician-led workshop includes didactic lectures and hands-on training on ACUSON SC2000™ 3D TEE cardiac volumes, postprocessing data sets, manipulations, and interpretations. It will cover the fundamentals of three-dimensional imaging, 3D color imaging, and valve analysis.



To view upcoming workshop dates and to register, visit [www.siemens.com/pepconnect](http://www.siemens.com/pepconnect)



## Customized Education Program (CEP)

### Overcome the Hurdles

Like any imaging department, you face your share of challenges—some are industry-wide like regulatory requirements and some may be unique to your facility, for example, staff turnover or policy changes. The good news: Siemens Healthineers can deliver a customized education program tailored to the specific needs of your team. One that will address gaps and provide solutions to tough problems. One that will help you overcome barriers and put you on the fast track to imaging excellence.



## Healthcare Workforce Development Series

The Healthcare Workforce Development Series is a customized approach to staff development that uses innovative, interactive formats to help your staff implement new techniques to effectively thrive and drive the highest quality of patient care. The series includes workshop options for three different audiences: frontline staff, managers, and executives.

Workshops are held at your location and begin with a series of pre-assessments so we can truly personalize the content to your staff's—and your organization's—exact needs.

## Innovations for Imaging

Innovations for Imaging is our annual customer education symposium for healthcare managers or supervisors, technologists, sonographers, and related clinical professionals. The program offers educational content designed for imaging professionals who want to acquire skills and knowledge to maximize the use of their imaging equipment from Siemens Healthineers, as well as for managers and supervisors who want to enhance their management capabilities and expertise.

The Innovations for Imaging symposium helps attendees improve the level of care to patients by sharing insights and experiences with their peers and session presenters.





# Solution Services

We go beyond a break/fix approach to offer preventative and collaborative solutions. Whether you work at a private practice, an imaging clinic, or a hospital of any size, you can depend on exceptional expertise and realize more value for your bottom line.

## Who We Are

Our Customer Care Center is located in Cary, NC, and focuses on providing customer support 24 hours a day, 7 days a week, 365 days a year.

## Flexible Service Offerings

- A full range of service offerings to meet a variety of needs and budgets.
- *syngo*® Evolve ensures your hardware and software stay up-to-date to provide your patients with the latest technology and benefits.

## Technical Solutions

- U.S. based, best-in-class call center for 24/7 phone support.
- 200 Technical Support Specialists with 10 years of experience, on average.
- Siemens Remote Services (SRS), which provides remote diagnosis and repair.
- Ultrasound System Security, which guards against unwanted applications, such as viruses.
- 44% of issues are resolved remotely to reduce downtime.

## Service Engineer Expertise

- Our 900 service engineers and managers have 16 years of experience, on average.
- Our service engineers receive 100 hours of training per year, and many have advanced certifications.
- 63% first-visit fix rate helps to ensure your systems are consistently up and running.

## Parts Availability

- 31 local and regional distribution centers across the U.S.
- 98.7% overall parts availability.

# Technical Training Services

As a biomedical technology manager you can obtain the same ultrasound training curriculum as our service engineers. In fact, you will attend classes alongside them.

We offer technical training for our systems at our Training and Development Center in Cary, NC. Our system training classes combine lectures with hands-on labs to help students maintain, troubleshoot, and repair the equipment just as our own field service engineers.

For more information or to register for biomed training, please contact [healthcarecsgtechnicaleducationrequest.healthcare@siemens.com](mailto:healthcarecsgtechnicaleducationrequest.healthcare@siemens.com).



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