



**360°**

SERVICE  
PLAN

# The Most Comprehensive Service Plan in the Industry

With 60 years of best-in-class facility practices, all our solutions and services are delivered by a dedicated and experienced team of experts and service technicians who support our clients throughout our ongoing partnership. Our robust service organization is specifically tailored to exceed healthcare facility requirements and expectations, in turn setting us and you apart from the competition. We are dedicated to ensuring that our clients receive the highest level of support, 24/7/365.

**TeleHealth offers the most comprehensive service packages available in the industry today, including:**

- 100% coverage on all functional parts, labor, and travel
- Nationwide service
- Unlimited service calls
- Full-time direct technicians
- 200+ verified subcontractors
- One to five year plans
- Monthly payment plans
- Response times prioritized to meet your needs



## Solutions Covered:

- ✓ Healthcare Grade Televisions
- ✓ Digital Headend and Distribution Solutions
- ✓ Pillow Speakers
- ✓ Healthcare AV Solutions
- ✓ Data Over Coax and IPTV Systems
- ✓ Low-Voltage Television Systems (SATV)



## Benefits & Coverage

With TeleHealth's 360° Service you can rest easy knowing our support team is continually monitoring key metrics on your system to identify, diagnose, and resolve issues both in-house and remotely. This proactive approach dramatically decreases downtime by identifying challenges early, and resolving them before they cause any adverse outcomes. With various levels of managed services available, we offer custom support options to best meet your facility's needs.

Managed Services	Silver	Gold	Platinum
Parts	✓	✓	✓
Labor	✓	✓	✓
Replacements	✓	✓	✓
Shipping (parts/ replacement)	✓	✓	✓
Software upgrades (current version)	✓	✓	✓
Discounted T&M rates	✓	✓	✓
Semi-annual preventative maintenance	✓	✓	✓
Quarterly preventative maintenance		✓	✓
Part-time on-site staff (technical/ concierge)	Optional	✓	✓
Full-time on-site staff (technical/ concierge)		Optional	✓
Unlimited technical support			✓
Account Management			✓
Site-wide equipment coverage			✓
Complimentary site surveys for RF and healthcare AV applications			✓
Complimentary television mapping templates			✓

# Client Testimonials

“TeleHealth Services is our trusted partner, rather than just a vendor. Many vendors say this, but TeleHealth actually does what they say. They are willing to work with us on a variety of complicated issues and willing to learn about new technical areas as needed. We will often go to them with a nonstandard issue and just ask them for their suggestions. TeleHealth as never hesitated to jump in and help if they can.”

**David B.**  
Manager / Systems Engineer  
Information and Analytics Services  
Carolinas HealthCare System

“Excellent service, AS  
ALWAYS!!!”

**Carrie N.**  
Sr. Systems Administrator  
Sentara Healthcare

“Fast response. Fixed our issue  
immediately. Thanks!”

**Caryn B.**  
Patient Engagement Coordinator  
Centra Lynchburg General



TeleHealth Services, a subsidiary of Telerent Leasing Corporation, is dedicated to enhancing the hospital experience and positively affecting patient outcomes. We strive to assure that each of the thousands of individuals discharged from U.S. hospitals daily have been engaged and educated about their condition, treatment, next steps, and resources to achieve better health. To fulfill this vision we work tirelessly to develop flexible, scalable, affordable, impactful, practical, and innovative solutions to meet the needs of our healthcare clients and foster the connection between healthcare facilities and patients.

With more than 60 years of experience and industry expertise, TeleHealth Services designs, implements and maintains interactive patient care solutions, turn-key television solutions, and audio visual communication technologies. Join the more than 2,500 hospitals nationwide that have made TeleHealth Services their complete solutions provider in transforming their hospital's patient experience and quality of care.

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