



GE Healthcare Services

GE Healthcare understands that your number one priority is patient care. We know you want confidence in the clinical performance of your equipment and a quick resolution when support is needed.

From our frontline personnel to our back-office staff, GE Healthcare Services remains committed to ensuring your equipment is running at its peak - allowing you to focus on achieving the best possible outcomes for your patients.

Online Engineering Team



GE have invested in assembling a team of highly experienced technical specialists to provide immediate online or remote support once a call is triaged. This team has direct access to the GE's latest remote tools, virtual consoles, and technical documentation ensuring your equipment is diagnosed and repaired in the fastest possible time.

Biomedical Training



GE value the partnerships we have with your in-house biomedical engineering teams. We provide various levels of training depending on your biomed team's capacity and capabilities. GE has a strong reputation for its instructor led training and are continually expanding the portfolio to include online and remote courses.

InSite RSvP



InSite RSvP is GE's next generation remote service platform that allows customers to experience true remote diagnostics. With cybersecurity considerations and encrypted connections at its core, InSite RSvP creates a safe and secure method of remote support to ensure downtime is kept to a minimum.

Healthcare Digital Tools



GE are focus on ensuring you have data available to make the best possible decisions. All service contracts come with iCenter - GE's asset maintenance and asset analytics software. It ensures that compliance is made easy with access to service reports and maintenance history at your fingertips. Accompanying iCenter is the NEW MyGEHealthcare App which allows you to create and track repairs with real-time updates.

GE Onsite Service and Repairs



GE continues to invest in training and growing our Field Engineering Team ensuring they have the latest knowledge and up-to-date skillset to keep your equipment performing at its best. GE continues to expand its already extensive inventory of genuine parts held in local distribution centres across Australia.

“A range of service offerings to suit your needs”

Full GE OEM Service		Biomedical Partnership	
GOLD Comprehensive	BRONZE Preventative Maintenance Only	ESSENTIAL FRONTLINE	ADVANCED Biomedical Partnership
GE expert team provide on-site and end-to-end coverage	GE expert team perform essential Preventative Maintenance (PM)	GE engineers perform PMs and corrective maintenance with back-up from your trained Biomed team (3rd Party or In-house)	Hospital Employed Biomed Team trained to provide full diagnosis and perform PMs. GE provides back-up with corrective repairs.

Service Category	Description	Full GE OEM Service (GOLD)	Full GE OEM Service (BRONZE)	Biomedical Partnership (ESSENTIAL)	Biomedical Partnership (ADVANCED)
Planned Maintenance	GE Experts to perform all Preventative Maintenance using genuine parts.	✓	✓	✓	Performed by Hospital Employed BMEs
Corrective Repairs	Dedicated GE Field Engineer Labour & Genuine GE Parts Coverage - Onsite within 4 Hours (Metro)	✓	On-demand Service	✓	✓
	Portable devices ¹ serviced at GE's Repair Centre	✓	On-demand Service	✓ ⁵	✓ ⁵
	Minimize downtime with access to GE Healthcare's pool of Loan Equipment ²	✓	On-demand Service	✓	✓
Contactless Service	Rapid Telephone Support from Specialized Online Engineering Team	✓	Initial consult, then On-demand	✓	✓
	Remote Diagnostics with InSite RsVP, GE's secure remote service agent.	✓	Subject to existing InSite Connection	✓	✓
	Access to MyServices Portal with 5% discount on selected parts; real time inventory & orders tracking;	✓	✓	✓	✓
Training and Information	Access to Biomedical Technical Training. Training options vary depending on choice of service coverage ³	N/A	N/A	✓	✓
	Access the latest User and Technical Manuals including instructional videos	✓	✓	x / ✓	✓
	Access to GE Healthcare Digital Tools iCenter - GE's asset maintenance and analytics software. MyGEHealthcare App: Track repairs with realtime updates	✓	✓	✓	✓

1. Portable Devices include: All Carescape Monitors, Apex Pro Transmitters, Gas & Respiratory Modules, MAC ECG Carts, SEER Holters, BP Monitors, Corometrics, LED Phototherapy Devices

2. Loan Equipment is subject to availability

3. Biomedical Training & Partnership Agreements are only available for selected products - Anaesthesia Machines; Carescape BX50 Monitors; Central Stations; Warmers & Incubators

4. Training content differs between Essentials and Frontline Partnerships

5. Coverage includes labour and parts, however, biomed partnerships do not guarantee GE onsite within 4 hours

Visit our MyServices portal at services.gehealthcare.com.au

For more information, please email us at servicesolutionsanz@ge.com or call us on 1800 659 465 (Australia) or 0800 659 465 (New Zealand)

