

# LodgeNetRX Service & Support



Leading Healthcare's Interactive  
Television Revolution With  
Unsurpassed Service and  
Support 24/7/365

**LodgeNet**<sup>™</sup><sub>RX</sub>

INTERACTIVE PATIENT TELEVISION SYSTEM

The unsurpassed service and support behind the LodgeNetRX™ Interactive Patient Television System are the “hidden advantages” that make it the premier choice for service-minded healthcare providers across the United States and Canada. With a superior, toll-free technical support group, more than 70 percent of all calls are resolved over the phone during the initial call.

LodgeNetRX is backed by a team of experts that provide customers with quick solutions to issues concerning their LodgeNetRX Interactive Patient Television Systems. Maintenance includes all software updates to keep your LodgeNetRX system on the latest release. Maintenance also includes all headend-related hardware and software at no additional cost.

## CUSTOMER AND TECHNICAL SUPPORT

LodgeNetRX is backed by the same toll-free telephone support introduced to the lodging industry in 1991 – and the same world-class service and support organization that expertly services nearly two million hotel guest rooms across North America.

This pioneering service standard is extended to the healthcare industry with a dedicated toll-free number, through which customers can address billing, programming and technical issues related to their LodgeNetRX system with a single call. This number includes access to Contact Center support for an unsurpassed 24/7/365 technical help desk staffed 100 percent by in-house employees, and real-time system monitoring from LodgeNetRX's centrally-located Network Operations Center.

## service & support



### FIELD SERVICE

You can have peace of mind knowing that your LodgeNetRX Interactive Patient Television System will have maximum “up-time” with a 27-office Field Service network of more than 250 expert technicians across North America available for on-site preventative maintenance and timely service visits. These experienced technicians are equipped with the latest mobile communications and diagnostic equipment.

In addition, quality control and remote training initiatives have established industry leadership in response time, efficiency and professionalism. In an era of widespread outsourcing, it is important to know that nearly 90 percent of all customers are supported by professionally trained LodgeNet employees (and the remainder with qualified service partners). LodgeNetRX ensures you have the right people and the right tools to keep your system operating properly.

### EASY IMPLEMENTATION AND MAINTENANCE

With its patented two-way communication technology, the LodgeNetRX Interactive Patient Television System is extremely easy to install, use and maintain. LodgeNetRX utilizes your existing coaxial cable infrastructure so a stand-alone network is not required and your IT staff can focus on other important initiatives.

As a unique feature, the LodgeNetRX system is headend based and does

not use set-top boxes, and many times can be used with your facility’s existing televisions. All of our hardware is centralized in a server area outside of the patient rooms to minimize disruption to the patient and your workflow should service be required.

The LodgeNetRX system can be scaled to meet a healthcare facility’s needs as it grows, and it leverages the investments you have made in infrastructure and clinical solutions.

The LodgeNetRX system is not only easy to install, but it is just as easy to learn. Your LodgeNetRX system comes with training in system diagnostics and patient room terminal change-outs, as well as training for nurses on how to set up custom presentations and how to delete or add content for patients – empowering your authorized staff to easily and immediately update content themselves on the internal information channels, which saves time and money. You have the power to put important healthcare facility information in every patient room when you need it!



A Solution from

**LodgeNet.**  
Healthcare

To learn more  
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HC094FE08-SERV