Partnering for Patient Security
The By Your Side customer care program provides you with a wide array of support services to help you plan, implement and use your patient security solution. It’s a commitment from STANLEY Healthcare and its authorized partners to a safe and secure environment for infants, children and adult patients.

Starting even before you purchase and continuing right through your first year of use and beyond, we’re right beside you at every phase of your journey toward increased patient security.

Ongoing Support

A comprehensive lineup of online and in-person support services keep your solution running at peak performance.

Key Supports*
• 24/7 Technical Support – Telephone and online access to support resources.
• Proactive System Monitoring – Proactive identification and response to issues.
• Software Update Management – Planned updates to the latest software.
• Annual Facility Inspection – Solution review to identify needed improvements.
• Onsite Service – From certified technicians.
• Onsite Education – For clinical, IT and security professionals.
• Online Education – E-learning tools for staff education and to document competency.
• Online Engagement – Support Community to access users guides and tips, exchange ideas with peers and more.
• Customer Conference and User Groups – Learn from industry experts and your peers about how to optimize your solution.

* Available through annual support and service agreements with STANLEY Healthcare and its authorized partners.

Engage with Us Online
Visit stanleyhealthcare.com/support to browse user guides and tips, exchange ideas with peers and STANLEY Healthcare and much more.
As soon as you engage with STANLEY Healthcare and its partners, you have access to a range of supports to help you plan your patient security.

**Planning & Evaluation**

**Key Supports**

- **Solution Briefing** – Overview briefing for all stakeholders on the purpose and functionality of the solution.
- **Planning Guides and Whitepapers** – Key considerations for design, implementation and use from the clinical, IT and security perspective.
- **Clinical Workflow Assessment** – Review of current workflows for solution alignment.
- **Security Needs Assessment** – Review of security needs and integrations.
- **Planning Survey** – Preliminary review of the physical environment for an accurate solution proposal.
- **Pre-Sales Solution Design Summary** – Definition of the use case, solution layout and options.

**Design Phase**

STANLEY Healthcare and its partners follow a structured approach to designing patient security solutions, applying many years of industry expertise.

**Key Supports**

- **Technical Site Survey** – Review of the physical environment, and assessment of the current IT and security infrastructure.
- **Wi-Fi Assessment** – Testing of the Wi-Fi network (for applicable solutions) to ensure readiness for mission-critical applications.
- **Technical & Security Design Workshop** – Detailed definition of technical and security requirements.
- **Clinical Design Workshop** – Detailed definition of clinical requirements.
- **Clinical Implementation Documentation** – Implementation guides and sample policies to develop patient security procedures.
- **Patient Education Materials** – Education pamphlet explaining the solution and how family can contribute to a secure environment.

**Implementation**

Dedicated project managers, engineers and educators bring vast experience to the implementation of your solution.

**Key Supports**

- **Project Management** – Overseeing all aspects of installation, so that the solution and your organization are fully prepared for go-live.
- **Onsite Education** – Training for clinical leadership, end users, security and IT staff.
- **Online Education** – E-learning tools for staff education and to document competency.
- **Acceptance Testing** – Comprehensive validation of the solution, with your participation.
- **Go-live Support** – Onsite support to help ensure a smooth launch and solution adoption.
- **PR Support** – Press release templates and images to safely promote your patient security solution.