

Oracle Health Advanced Exchange Support

Device Replacements When You Need Them

To help maintain critical connectivity within your fast-paced health care environment, Oracle Health offers an optimal one-year or three-year service plan for all your *Oracle Health EHR Nursing Mobility, Oracle Health Patient Flow, Oracle Health Bedside Medical Device Integration, Oracle Health Patient Observer, Oracle Health Laboratory Medical Device Integration, Oracle Health Digital Room Signage, and Oracle Health Payment* devices. In the event of a device failure, Oracle Health Advanced Exchange (AE) Support helps ensure timely device replacement, allowing you to avoid costly downtime or disruptions in patient care and staff productivity.

You Control Your Assets

Customer-owned, conveniently located spares, provide you with the ready replacement of failed devices within your health care network.

The Oracle Health AE inventory is an available stock of managed devices and parts maintained for on-demand replenishment of the on-site replacement pool.

An on-site customer inventory provides the timely replacement of failed products. Staff can quickly replace the devices within the health care setting while Oracle Health overnights a replacement from our inventory to replenish your on-site spares pool. All your Oracle Health AE devices, both new and repaired, are owned by you, so your devices remain within your own health care environment.

Ordering a Replacement Device is Convenient and Quick

AE device exchange is for hardware failures only. Most software issues can be addressed without exchange. For some devices, customers may be requested to help troubleshoot to determine if the failure is a hardware or software issue, which may include resetting and/or re-imaging the device using an Oracle Health supplied flash drive. If it is a software issue, re-imaging the device, in most cases, will fix the problem. Steps to follow to submit an AE request:

- Contact Direct Care to have a Service Request (SR) opened over the phone by calling 1-866-221-8877, (Select Option 3, Option 3) or,

Additional Program Information

- Best effort will be applicable in the unlikely event of epidemic failure or product return rates. In those cases, remedy will be subject to replacement product availability.
- In the unlikely event of a manufacturer recall or mandatory field upgrades, the manufacturer's process for remedy will supersede the Oracle Health AE program to ensure the timeliest delivery of product to customers.
- Shipping times are based on carrier estimates and are subject to change without notice. Oracle Health is not liable for a carrier's failure to ship as estimated. Times do not include weekends, Oracle-observed holidays, and severe weather conditions.
- Expendable or consumable items including, but not limited to, recordable media, ink cartridges, thermal ribbons, print heads, batteries, and other operating supplies, are not covered.

- **Log onto [Support | Oracle and Cerner \(eService\)](#) and open a Service Request (SR);**
 - Select: Service; New record; Incident; Solution Family: Advance Exchange; Environment: PROD;
 - Enter the following information in the Description Field under Description Detail:
 - Customer name and valid ship-to address (device location)
 - Device description
 - Model number of the device
 - Device serial number
 - Software version
 - Description of the problem

The SR will be immediately routed to the Oracle Health Technologies Operations Center (TOC) for same-day shipment. The replacement device will be shipped for expedited delivery (Monday-Friday)*. For international, processing can take up to three days for actual shipment to occur.

Returns are Easy

Return instructions are included with delivery of the replacement/repaired device. Simply reuse the original packing material for the defective device and affix the pre-paid/pre-addressed label to the box, then forward to the appropriate shipping point for return to Oracle Health.

Repairs for Devices Without AE Support

For customers who opt out of the AE support program, standard manufacturer warranties apply. You will be required to log an SR requesting repair of the device. The SR (number) will serve as the authorization to return the device to Oracle Health for repair or replacement. Parts and labor will be covered for the returned devices within the one-year warranty period. In-house average repair times range from 10-15 days, with up to 10 additional days for shipping and handling. Some vendor exceptions exist where repair timeframes can take six to eight weeks, or longer. After warranty expiration, return/repair is no longer available and new equipment must be purchased.

*Requests must be completed prior to 1 p.m. CST Monday-Friday to ensure same day processing.

Customers may incur additional charges for the following:

- Service required as a result of alteration of the equipment or repairs made by persons other than Oracle, its agents, distributors, contractors, or licensees.
- Damage resulting from the use of supplies other than those authorized by Oracle.
- Damage or other equipment failure caused by other than normal use, including, but not limited to: misuse or negligence, the failure to maintain the equipment according to the owner's manual instructions, abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power, war or acts of God.

Connect with us

Call **+1.866.221.8877 (option 3, option 3)** or visit **Support | Oracle and Cerner.**

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