

Heart Safe Solutions

Placement of automated external defibrillators (AEDs) is on the rise in workplace and community settings. Having an AED at your business, school, gym or community center is the first step in giving those who visit your facility a better chance to survive sudden cardiac arrest. But just having the AED on site does not ensure your staff is ready to use the device or that the AED itself is in proper working condition.

Implementation Services

AED Placement Support: Assessment of your facility's AED needs and recommendations for AED location placement.

Medical Authorization: Since a LIFEPAK AED is a medical device that requires a prescription for purchase in the United States, we help you secure the prescription as well as provide ongoing medical oversight for each site.

State Registration: Each state has legislation specific to AEDs. Some states may require your local EMS system to be notified if you have implemented an AED program, while others may require significant paperwork and registration fees. We help you complete and file all forms and pay any required fees.

Initial CPR/AED Training: Anyone who uses an AED should have proper training. Heart Safe Solution customers can receive credits to be used by your response team for CPR/AED training courses at nationally recognized training centers. Our Heart Safe Solutions support team will help you set up the training class and track when training has been completed.



The Physio-Control Heart Safe Solution Program is designed to provide consistent support when you need it most. Depending on the program you choose, Heart Safe Solutions can provide help with AED program implementation, on-going readiness support and post-use device services. These services are provided under the authority of a qualified medical director who provides initial medical authorization and ongoing program oversight.



On-Going Program Readiness Support

Online Customer Portal: Access to our online program management tool. The online management tool helps you track AED program details, including information about program and site coordinators, device and supply status and training.

Device / Supply Tracking: Our online program management tool gives you updates on when batteries and electrodes are about to expire. This tool also helps you keep track of the devices in your program and sends notifications when maintenance is due.

Automatic Supply Replenishment: 30 days before your supplies expire, we will send you replacement supplies so your AED is always ready.

Ongoing Training Support: E-notification when your response team is up for training renewal and support scheduling a training class with our national network of training providers.

Refresher Online Training: Access to our refresher training program, AED Challenge®. AED Challenge is an interactive, online AED/CPR training tool for LIFEPAK AEDs. It enables your response team to refresh their AED/CPR skills when and where they choose.

24-hour AED-related Clinical Hotline: You will receive access to a toll-free clinical hotline to answer any non-emergency questions about AEDs.



Post-Use Services

Data Download and Clinical Review: Should you use your AED, Physio-Control will assist you in downloading the device patient data for clinical review. The Physio-Control medical director will then compile an AED Usage Medical Report which we will send to local medical authorities per state and local regulations. All patient data is sent in compliance with HIPAA regulations, which govern security and privacy of electronic patient data.*

Device Check and Supply Replenishment: A Physio-Control factory-certified technician will come to your site within 24 hours of notification to check your device, replace the electrodes and battery, and confirm it is ready for use.

Hero Program: Whatever the outcome of the event, it can cause emotional reactions and stress for those involved. Heart Safe Solution customers have the option of receiving on-site post-event stress debriefings conducted by a professional counselor within two business days of the event.



A Heart Safe Solution program from Physio-Control is the only AED Management Program to offer on-site services by a factory certified technician.



*Health Insurance Portability and Accountability Act of 1996, 45 CFR Part 164.

For further information, please contact Physio-Control at 888-627-0007 (U.S.), 888.879.0977 (Canada) or visit our website at www.physio-control.com.



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