

Siemens Medical Solutions USA, Inc. 221 Gregson Drive, Cary, NC 27511

Customer: BRIGHAM AND WOMENS HOSPITAL

Customer PO:
PO Date:
City: BOSTON

Contract#: 0035246625 **Contract End date:** 31-DEC-2024

State: MA

X-Ray Registration Number: N/A

CSE Name		Employee#	Notification#	Func.Loc.#	System Description		Room#
KOPF,JOHN		29955	400112524442	400-289785	SOMATOM Definition AS		L1-CT2
SVC Arri Date/Time/Day	SVC Comp Date/Time/Day	Effect	Cause Code	S/W Level	Counter	GTIN / Model #	Serial#
03/28/2024 17:00 Thursday	03/28/2024 19:56 Thursday	2	3080			4056869003665	64081

Symptoms Reported / Reason for Service

Issues querying HIS/RIS, unable to send images to PACS from scanner console. Previous ticket 400112495505 for same issue. ..System available date (CLT): 28-Mar-2024, 17:00
(see overflow on next page)

Corrective Action / Service Performed

Based on customer description of intermittence of error the ICS and IES Databases were deleted. Furthermore confirmed ICS network connectivity. Confirmed connection to Siemens SRS and to the IES(Wizard). Attempted to ping and DICOM echo to all registered nodes on the ICS. Only Siemens SRS and the IES were reachable. The ICS uses IP Address 172.23.245.18. and MAC 90-1b-0e-61-95-15 This address and MAC were deployed approximately 6 weeks ago. Request that the PACS and HIS/RIS administrators be contacted to confirm the new address has been registered on the respective systems. As ICS to Wizard and Siemens SRS is
(see overflow on next page)

Repair Hours Breakdown

	Covered hours	Non-Covered hours
Regular	3.00	0.00
Overtime	0.00	0.00
Double Time	0.00	0.00

Report Sent to following Fax / Email:

siemens@siemens-healthineers.com
ibwh5@bwh.harvard.edu
JOHN.KOPF@SIEMENS-HEALTHINEERS.COM

#	Qty	Part # Installed	S/N In	Description	Type	Qty	Part # Removed	S/N Out
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								

#	Test Equipment Used	Description	S/N	Calibration Expiration
1.				
2.				
3.				
4.				
5.				

Indicate system was properly functioning and include test & inspection data, if applicable

System requires a follow-up visit to fully comply with manufacturer's specifications.

This is not an Invoice

Your final invoice will reflect pricing based on your specific Service Agreement coverage and/or Labor Rates including the application of the Flat Travel Fee (FTF).

Customer Signature

(Acknowledgement of Services Rendered)

Date 03/28/2024

Dept/Title

Did you know that you can download copies of your service reports from our online customer service portal, **teamplay Fleet?**
Go to fleet.siemens-healthineers.com to register or login

Please contact the **Siemens Healthineers Customer Care Center** for any service needs or other assistance.
Call 1-800-888-7436 and follow the prompts for your desired selection.

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Symptoms Reported / Reason for Service

*T Customer Contact:
Lindsey Jacobs
*T Customer Phone:
+(617)602-2010
*T Customer Phone Ext:
*T Customer Cell Phone Number:
*T Customer Email:
ljacobs8@bwh.harvard.edu
*T Preferred Communication:
* Preferred communication method is email
*T Application:
*T Software Version:
*T Time Zone:

Corrective Action / Service Performed

functional its possible that the nodes the system needs to communicate with may need to be updated as the MAC and IP address have been updated. In the interim the IES (Wizard) can be used to register and transfer patients andperform other DICOM and communications tasks.