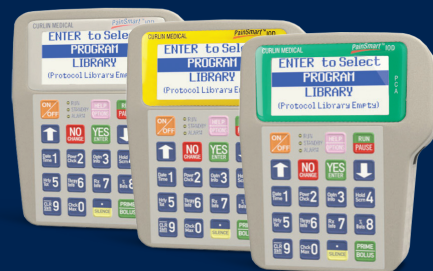




Customer Support Line: 800.970.2337

Clinical Support: Speak live with a Moog Clinical Representative for pump questions and troubleshooting guidance 24 hours per day, 7 days per week.

Customer Support: Call during business hours for product line questions, orders, complaints, and RMA support. Hours are Monday through Friday, 7:00 AM - 5:00 PM (Mountain Time)



Training Options



e-Learning: Enroll in our comprehensive online e-Learning training program and learn from any device or location at your own pace. This is a comprehensive program covering the PCA therapy mode. Users can track training progress for your facility and run reports to evaluate education compliance. A certificate of achievement is awarded to each trainee upon successful completion. To enroll in an e-Learning course, email us at eLearning@moog.com.



Live Stream Video Training: The Moog clinical team provides a variety of classes and custom sessions conveniently available through live stream video. Our Clinical Specialist will connect with your team in real-time direct from our facility. We will help organize the needed training materials and customize this small-group training to meet the needs of your business. Request live stream training through your CURLIN Sales Representative or contact Clinical Support.



On-site Education: For larger groups, our Clinical Team can work with your administrator to organize and develop in-person training at a location of your choice. Request on-site education through your CURLIN Sales Representative or contact Clinical Support.

***NOTE:** For safety reasons, Moog will not give out the pump access code over the phone. Please obtain the code from your administrator or specialty pharmacy prior to calling for support.

To order training materials at no charge, refer to the order numbers below and email Customer Service: Medcustomerservice@moog.com

Please include the following in your email order: Account Name, Order # (located at end of each item), Ship to Address/Attention To, Quantity Ordered

Training Materials

Click on the download button to view each file (requires an internet connection).

[PainSmart Skills Check List \(48958-007\)](#): This skills checklist can be utilized by your educators to document hands-on return demonstration.

[PainSmart In-Service Outline \(53676\)](#): This tool was developed to assist your educators in providing a full in-service to your staff. We recommend that a full in-service is completed when training new users of the pump. Refer to the operator's manual for full instructions, cautions, and warnings.

[PainSmart Training DVD Post-Test \(58949\)](#): This post-test contains questions on the PainSmart pump, and can be used to evaluate learning after viewing the training video.

[Clinician Guide PainSmart IOD \(46263\)](#): This guide provides instructions on loading the administration set, changing batteries, programming and troubleshooting

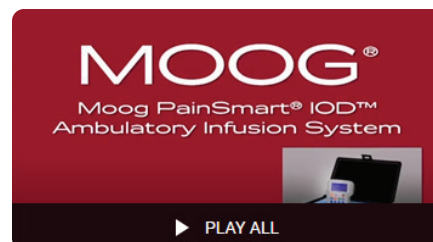
[Clinician Pocket Guide PainSmart IOD \(Library Programming\) \(46279\)](#): This pocket-sized guide provides quick instructions on programming, hanging a new bag, titrating therapy, shift totals, etc. when using the Protocol Library Safety System.

[Clinician Pocket Guide PainSmart IOD \(Manual Programming\) \(46278\)](#): This pocket-sized guide gives quick instructions on programming, hanging a new bag, titrating therapy, shift totals, etc. when manually programming the pump.

[Hanging Pump Tag \(PCA Mode Instruction & IOD keys\) \(49237-001\)](#): This laminated card is meant to be attached to the metal ring located on the back of the lock box, and it acts as a quick reference for using the pump and Information on Demand (IOD) key description.

Training Videos

Click on the links to view each video (requires an internet connection).



1. [Introduction](#)
2. [Changing the Batteries](#)
3. [Administration Sets and Priming](#)
4. [Loading the Set](#)
5. [Pump Keypad and Features](#)
6. [Programming the Pump Using PLSS](#)
7. [Manual Programming of the Pump](#)
8. [Priming the Set on the Pump](#)
9. [Resuming a Therapy in Progress](#)
10. [Changing the Rate or Dose](#)
11. [Information on Demand \(IOD\) Keys](#)
12. [Setting and Stopping a Clinician Dose](#)
13. [Hanging a New Bag on the Same Patient](#)
14. [Medication Limits Feature](#)
15. [End of Infusion](#)
16. [Options Menu](#)
17. [Troubleshooting Tips](#)