LIFENET® Care

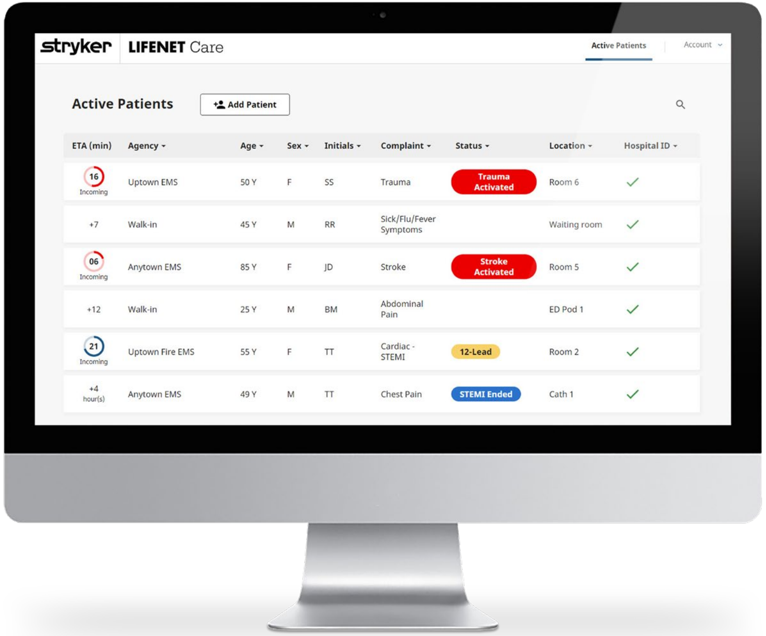
Implementation guide

LIFENET Care

Stryker's next-generation patient data communication platform.

Help deliver **faster treatment** and **enhance patient care** with a unified view of the patient's entire journey with LIFENET Care.

Use this step-by-step guide to easily configure the LIFENET Care system to align with your protocols and workflow.



Implementation components

LIFENET component	Purpose
LIFENET System https://www.lifenetsystems.com https://ca.lifenetsystems.com	System configuration • Account creations • Create/manage users for all LIFENET components • Configure dataflow from other LIFENET System accounts (local EMS agencies and hospitals) • Manage user notifications • Create receiving targets
LIFENET Portal https://portal.lifenetsystems.com/ https://portal-ca.lifenetsystems.com	System configuration • EMS events mapping • Create/manage hospital protocols • Redox feature configuration (purchased separately)
LIFENET Care https://care.lifenetsystems.com/ https://care-ca.lifenetsystems.com	Patient dashboard • View transmitted data • Manually add patient records • Activate protocols and care teams • Subscribe to receiving targets
LIFENET Care Client Locally installed desktop application	This can be installed on one or more windows-based computers to visually/audibly alert users to new patient records on the LIFENET Care patient dashboard. Subscribe to the appropriate receiving target.

NOTE: Each user should be able to access all three LIFENET websites using the same login credentials. The level of access may depend on the user's role. Users can reset their password from any of the three websites. Updating a password on one website will apply to all three LIFENET websites (LIFENET System, LIFENET Portal, LIFENET Care).

Connectivity

LIFENET applications make connections to the LIFENET System server by making outbound requests using TCP and TLS protocols with remote port 443.

The destination applications make requests to the server using the SOAP data method to determine if new data exists for the destination application.

The applications pull the data to the destination and present it to the user in different methods depending on the type of destination and its configuration.

Network configuration

Internet access is required for the LIFENET System to function properly. Network security systems may need to be configured to properly allow the LIFENET destination applications to communicate to the LIFENET System.

There are many methods to secure a network that is connected to the internet. For all solutions, it may be necessary to know details about where the LIFENET System is on the internet.

FQDNs:
https://www.lifenetsystems.com/

IP subnets:

1. 209.67.69.176 255.255.255.240 or a 28-bit mask
2. 209.67.72.32 255.255.255.224 or a 27-bit mask

The system is co-located at a Cyxtera™ facility.

FQDNs:
https://ca.lifenetsystems.com

IP subnets:

1. 74.200.9.32/27
2. 98.158.94.128/28

The system is co-located at a Equinix® facility.

Technical specifications

LIFENET System properties

Protocol:

- HTTPS

Connection:

- TLS 1.2, 1.3; 128 bit or higher encryption; RSA 2048 bit or ECDSA 256 bits key exchange.

Address/URL:

- https://www.lifenetsystems.com/
- https://ca.lifenetsystems.com

Pool server address:

- https://pool.lifenetsystems.com/
- https://ca.lifenetsystems.com

Other

Email filters may need to be set to allow emails originating from
web@lifenetsystems.com
web@ca.lifenetsystems.com

Workstation requirements

1) The LIFENET Care website is approved for use in Google Chrome and Microsoft Edge.
2) LIFENET System destination applications can be installed on existing workstations at your facility by users with administrative rights to that workstation.
3) The workstations must have .Net Framework 4.6.2. Microsoft Service Pack requirements and operating systems will vary depending on the destination client being installed.
   - You may request this specific information from your LIFENET System sales or implementation representative. Clients support Microsoft® Windows® 10 operating system or higher.
4) Workstations will need the ability to play audio if audio alerting is desired.

Implementation configurations

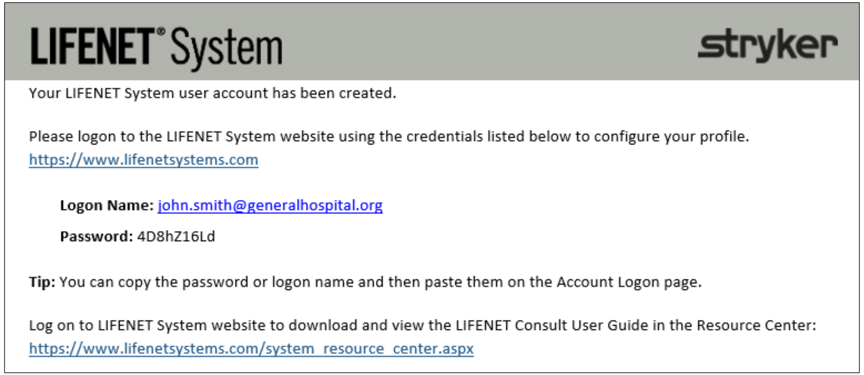
LIFENET access

The email address associated with the contact on the implementation request form will receive a new user account email from the LIFENET Portal.

- Click the link in the email to get started. At first login, you will be prompted to change your password.
- If you cannot locate this email, search your inbox or junk/trash folders.
- If no one has been provided access to your LIFENET System account, contact your local Stryker representative.

If your facility or agency already has an existing LIFENET System account, proceed to the next sections.

The same username and password will be used to access all LIFENET websites (LIFENET System, LIFENET Portal and LIFENET Care) if your user's role allows access. Updating the password on one website will also apply to the other websites.



LIFENET® System stryker

Your LIFENET System user account has been created.

Please logon to the LIFENET System website using the credentials listed below to configure your profile.
https://www.lifenetsystems.com

Logon Name: john.smith@generalhospital.org

Password: 4D8hZ16Ld

Tip: You can copy the password or logon name and then paste them on the Account Logon page.

Log on to LIFENET System website to download and view the LIFENET Consult User Guide in the Resource Center:
https://www.lifenetsystems.com/system_resource_center.aspx

LIFENET System configurations

https://www.lifenetsystems.com

https://ca.lifenetsystems.com

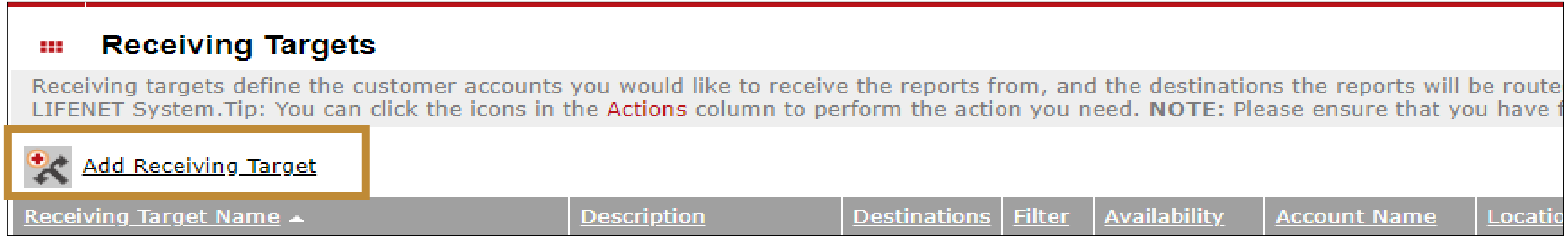
Receiving targets

- Receiving targets are used to manage the data flow on your account.
- Create one receiving target that will be configured to allow any local EMS agencies to transmit data.
  - You can create additional receiving targets depending on your organization's desired data flow. For instance, you can create separate receiving targets for the ED and cath lab where the ED will receive all data from EMS, and the cath lab will receive only filtered data from EMS.
  - Individual LIFENET Care users will need to configure which receiving target(s) to view from their settings on the LIFENET Care dashboard. Each LIFENET Care Client will need to configure which receiving target to subscribe to.
- To delete an incorrectly created receiving target, contact your Stryker implementation project manager or solution center.

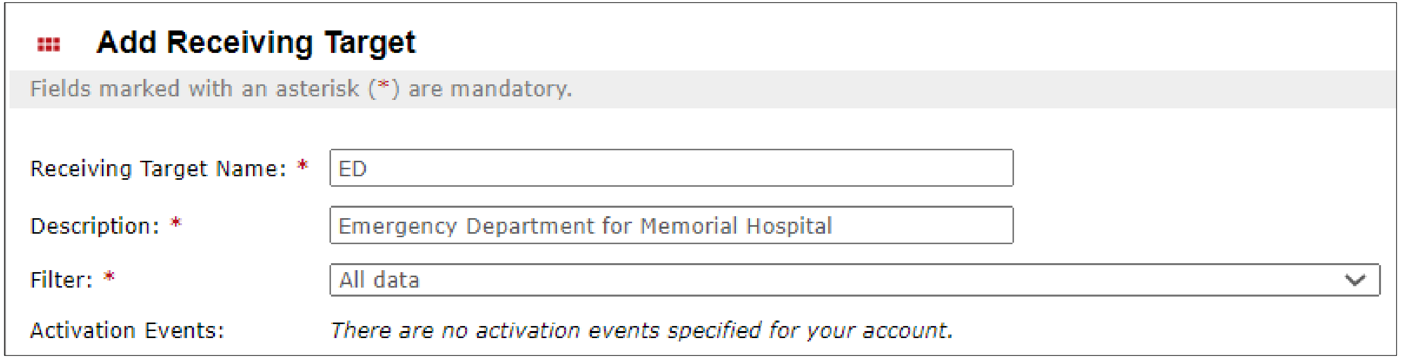
Receiving targets

Configuration:

- On the **My Network** menu, select **Receiving Targets.**
- Your account may have one or more receiving targets listed if other data products have been purchased. These may not pertain to your LIFENET Care implementation.
- Select **Add Receiving Target** to create a new receiving target.
  - If you previously implemented a LIFENET subscription, you may choose to use an existing receiving target instead of creating a new one.



Receiving targets



Receiving target name: Visible to LIFENET Care users for selection in their account settings and other LIFENET System accounts that you select to receive data from.

Description: A user-friendly way of identifying the receiving target or where/how it is used in your facility. Visible to other LIFENET System accounts that you select to receive data from.

Filter: Limits the type of data sent (all data, 12-lead only, 12-lead with acute MI, 12-lead with ST elevation) from LIFEPAK® 15 monitor/defibrillators. For example, the ED can have a receiving target to receive all data, and the cath lab can have a separate receiving target to receive only filtered 12-leads.

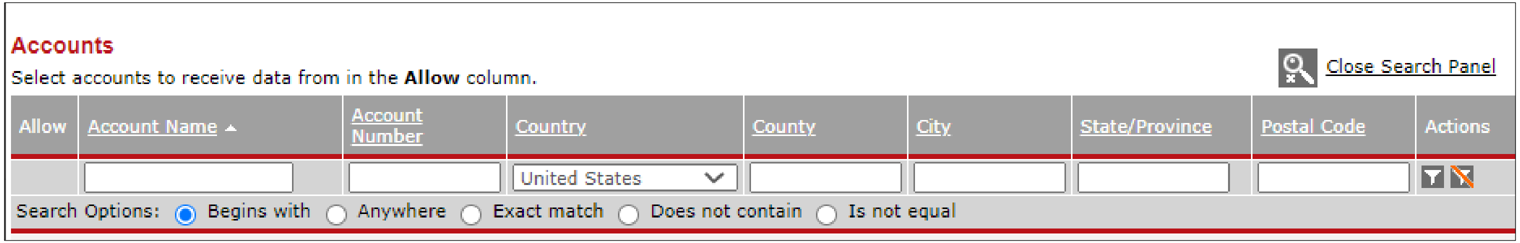
Receiving targets

Activation events: This section does not apply to LIFENET Care implementation.

Schedule enabled: If the receiving target is available 24/7, leave the schedule enabled check box UNCHECKED. Otherwise, check this box and specify a schedule for when the receiving target is available to receive data.

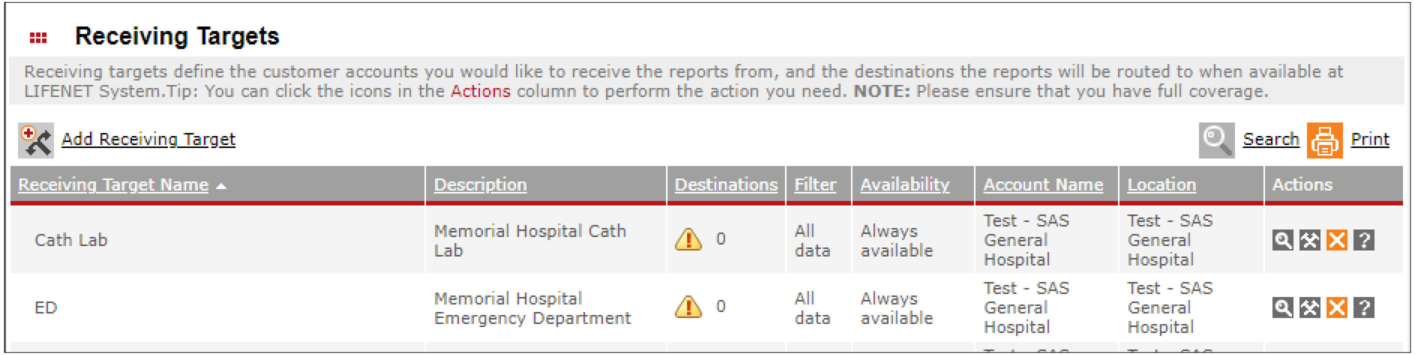
Destinations section: This section does not apply to LIFENET Care implementation.

Accounts section: Search for and check other LIFENET System accounts you want to transmit to. This could be other EMS agencies or hospitals in your region. You may choose to complete this section once your initial configurations and testing are in place and your staff is trained.



Save your changes to create the receiving target. It may take several minutes (up to 10 minutes) for new or updated receiving targets in the LIFENET System to appear on the LIFENET Care website for selection.

Receiving targets



Receiving Targets

Receiving targets define the customer accounts you would like to receive the reports from, and the destinations the reports will be routed to when available at LIFENET System.Tip: You can click the icons in the Actions column to perform the action you need. **NOTE:** Please ensure that you have full coverage.

Add Receiving Target   Search   Print

Receiving Target Name ▲	Description	Destinations	Filter	Availability	Account Name	Location	Actions
Cath Lab	Memorial Hospital Cath Lab	0	All data	Always available	Test - SAS General Hospital	Test - SAS General Hospital	
ED	Memorial Hospital Emergency Department	0	All data	Always available	Test - SAS General Hospital	Test - SAS General Hospital	

Viewing or modifying receiving targets:

View the receiving target details using the magnifying glass icon in the ‘Actions’ column.

- **Published to accounts** shows the LIFENET System accounts that are allowed to transmit to this agency.
- **Used by sites** list the accounts your receiving target is published to that have connected to this receiving target. These are the accounts that you can expect to receive transmissions from.

Edit the receiving target details using the crossed hammers icon in the ‘Actions’ column.

- For new EMS agencies needing to transmit to your account, you should edit an existing receiving target instead of creating new.

Account information

Account configuration:

- On the **Account** menu, select **Information.** This page provides information about your LIFENET System account and the features enabled including:
  - LIFENET System account name, account number and address.
  - Subscription date.
- **Consider updating the following:**
  - Allow Stryker to manage receiving targets.
    - This will allow the implementation specialists to assist any EMS agencies with transmitting to your receiving targets in the future.
    - If this is not enabled, one of your administrative users will be responsible for allowing any new LIFENET System accounts to transmit to your facility.

LIFENET users

Users needing access to the LIFENET System, LIFENET Portal or LIFENET Care websites will need to be added to the LIFENET System. Users will have one username/password to access all three sites.

Consider adding:

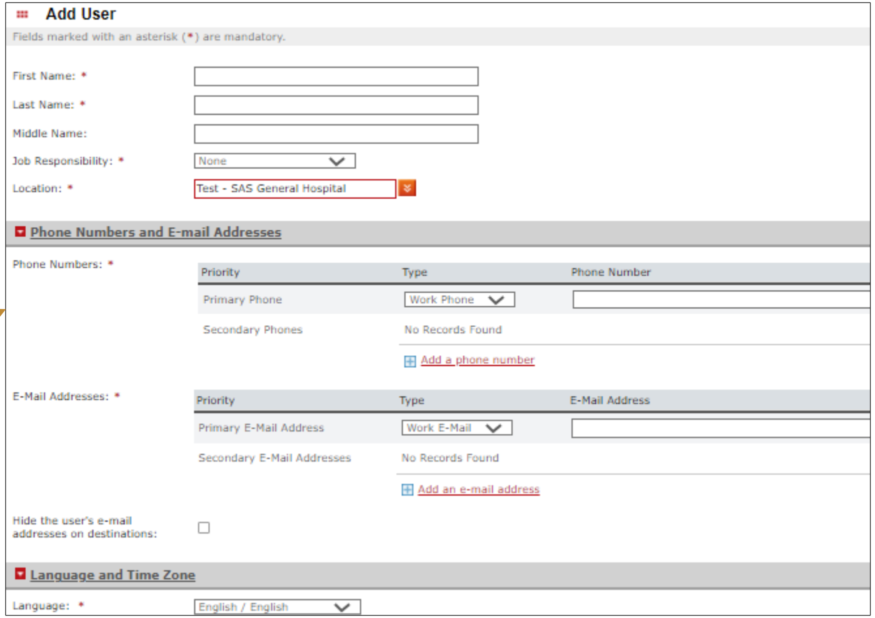
- A minimum of two account administrator users to manage the entire LIFENET System.
  - These may be individuals from the clinical or IT team that will manage the overall system for the entire hospital.
- IT members that need access to download and install the LIFENET Care Client onto hospital computers or for application support post-implementation.
- Clinical users that need access to login to the LIFENET Care website to access patient data.
- Clinical team members that would like to receive hospital team activation notifications (STEMI, stroke, trauma, sepsis).

Note: Other users may appear on your LIFENET System account for the management of Stryker devices or software at your facility.

LIFENET users

User configuration:

- On the **Account** menu, select **Users.**
- Select **Add User** above the grid on the left.



LIFENET users

Complete all mandatory (*) fields for each user.

User fields	Description
Job responsibility	This is a label to better identify each person's role at the organization on the account. You can select one of the predefined responsibilities or select '**Other**' and enter a custom one. This does not control user access to the various systems or features.
Primary email address	If the user will be logging into one or more of the LIFENET websites, this should be their main email.
Secondary email address	For users that would like to be notified via text message or pager.
Time zone	Ensure the time zone is correct for the user's location.
Logon enabled	This should be checked for anyone that needs access to any of the following websites: LIFENET System, LIFENET Portal, LIFENET Care.
Logon name	Defaults to the primary email address. This can be modified if desired.
Logon role	Account administrator: Users in charge of managing or configuring their entire system. This role gives users access to configure the LIFENET System and LIFENET Portal websites. Guest: More limited view-only access. Custom roles can be created and assigned to users if desired. LIFENET Care users will need to have the "View" privilege for the destination.

Notifications

- Administrative users can subscribe their users to LIFENET notifications under the **Account** tab on the **Notifications** page.
- Any user with the ability to login to the LIFENET System website (“login enabled” access) can subscribe themselves to LIFENET notifications under the **My Settings** tab on the **My Notifications** page.

LIFENET Portal configurations

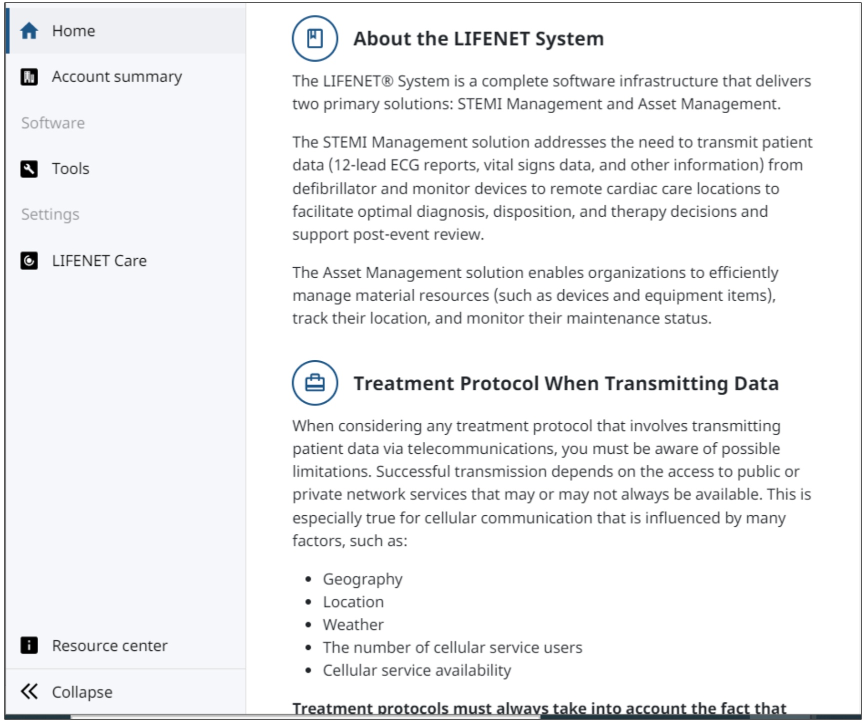
https://portal.lifenetsystems.com

https://portal-ca.lifenetsystems.com

stryker

LIFENET Portal website

- This website can be used by LIFENET account administrators to configure the following optional features of LIFENET Care:
  - Protocols
  - LIFEPAK 15 event mapping
- If utilizing the Redox feature, Stryker’s data solutions team will configure website integrations.

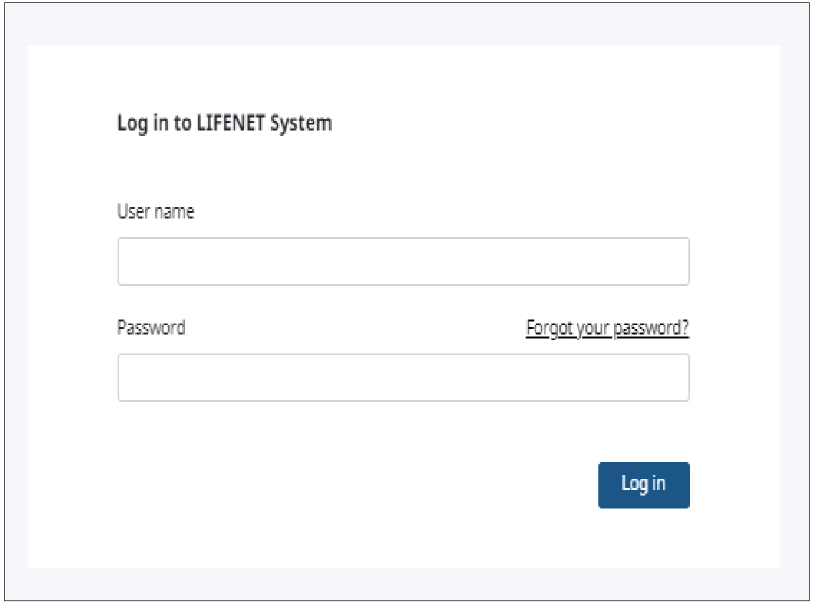


Logging in to LIFENET Portal

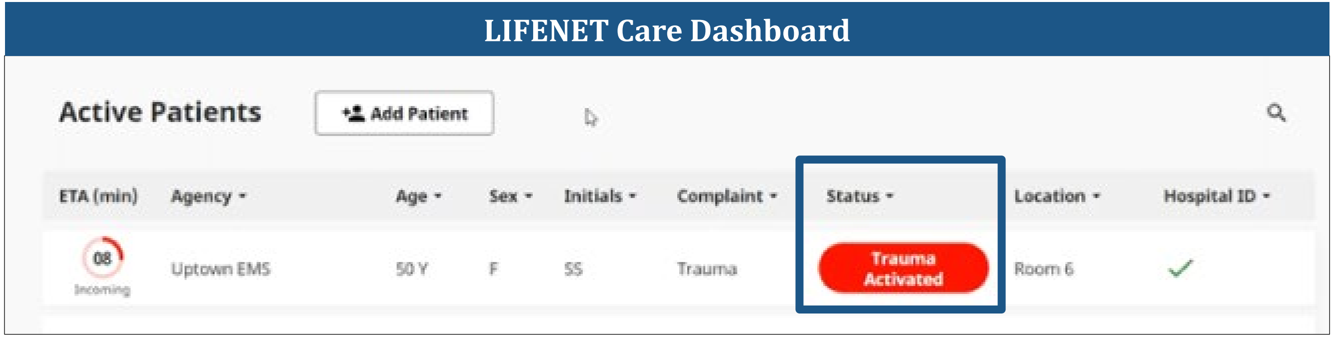
https://portal.lifenetsystems.com/

https://portal-ca.lifenetsystems.com

- LIFENET System users with an **Account Administrator** role will have access to download the LIFENET Care Client and make configuration changes on the LIFENET Portal website.
- Users can reset their password directly on the LIFENET Portal website. This will also update the password for the username on the LIFENET System and LIFENET Care websites.



EMS event mapping

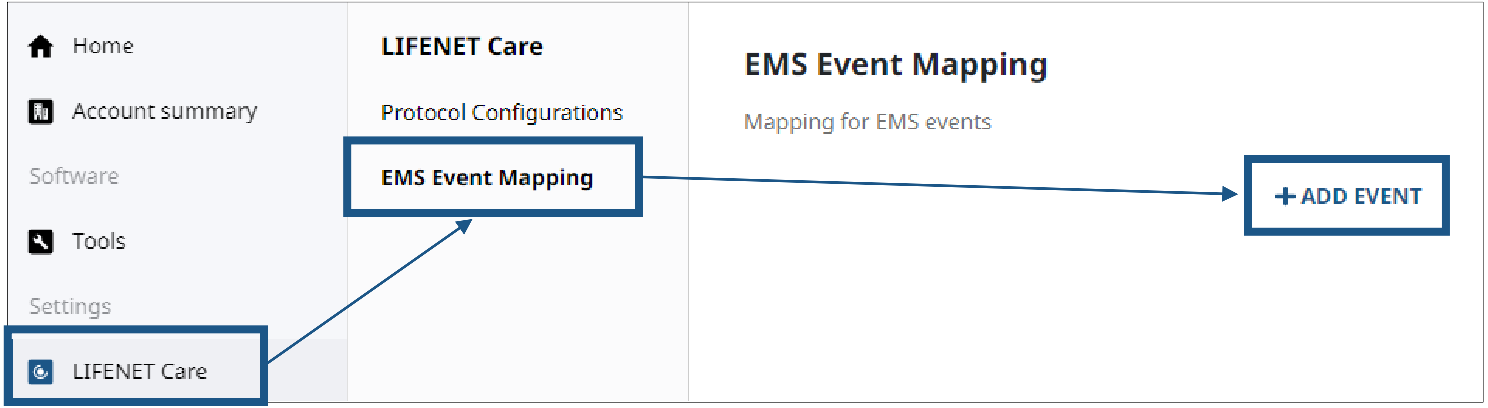


Purpose

- The EMS event mapping section is used to associate EMS events entered on LIFEPAK devices with a status label on the patient dashboard in LIFENET Care. STEMI, stroke, sepsis or trauma are examples of events you may want to configure in this section.
- Your facility will want to work with local EMS agencies to determine whether they are utilizing events on their LIFEPAKs devices. Obtain a list of their LIFEPAK events to determine which events will trigger a customized status label on the patient dashboard in LIFENET Care.
  - We recommend you only create EMS event mapping for high priority events, not all possible events on a LIFEPAK device. This allows you to standardize events used by different EMS agencies into one status on the patient dashboard.

EMS event mapping: Configuration

- Navigate to **LIFENET Care** in the left Menu, select **EMS Event Mapping**.
- A list of mapped events will appear.
- Select **+ ADD EVENT** to create a new mapping.



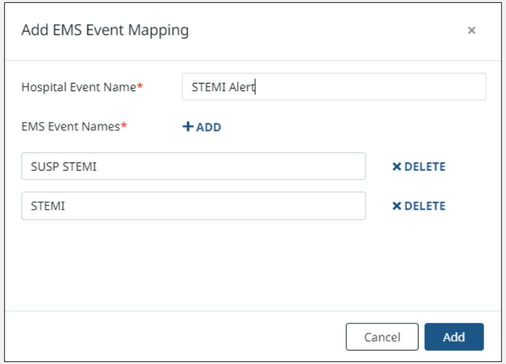
EMS event mapping

- **Hospital event name**
  - Type the name of the status to display on the patient dashboard.
- **EMS event names**
  - Type the event name that each EMS agency uses on their LIFEPAK. That should trigger the hospital event name to display on the patient dashboard.
  - Click **+ADD** to add additional events that will map to that same hospital event name.
  - Capitalization does not matter.

Example

Your local EMS agencies have a custom event on their LIFEPAK device that they add to indicate a STEMI patient:

- **EMS agency A LIFEPAK event: SUSP STEMI**
- **EMS agency B LIFEPAK event: STEMI**

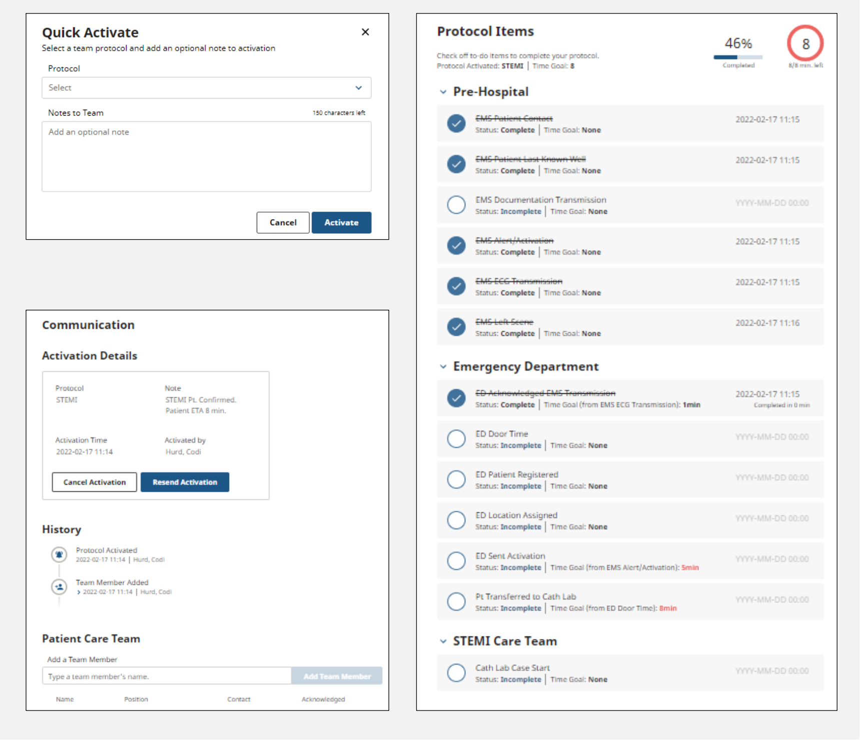


The above EMS event mapping will display a **STEMI alert** status on the LIFENET Care patient dashboard when either of these agencies transmit a patient report that includes their STEMI-related event.

Protocol configurations

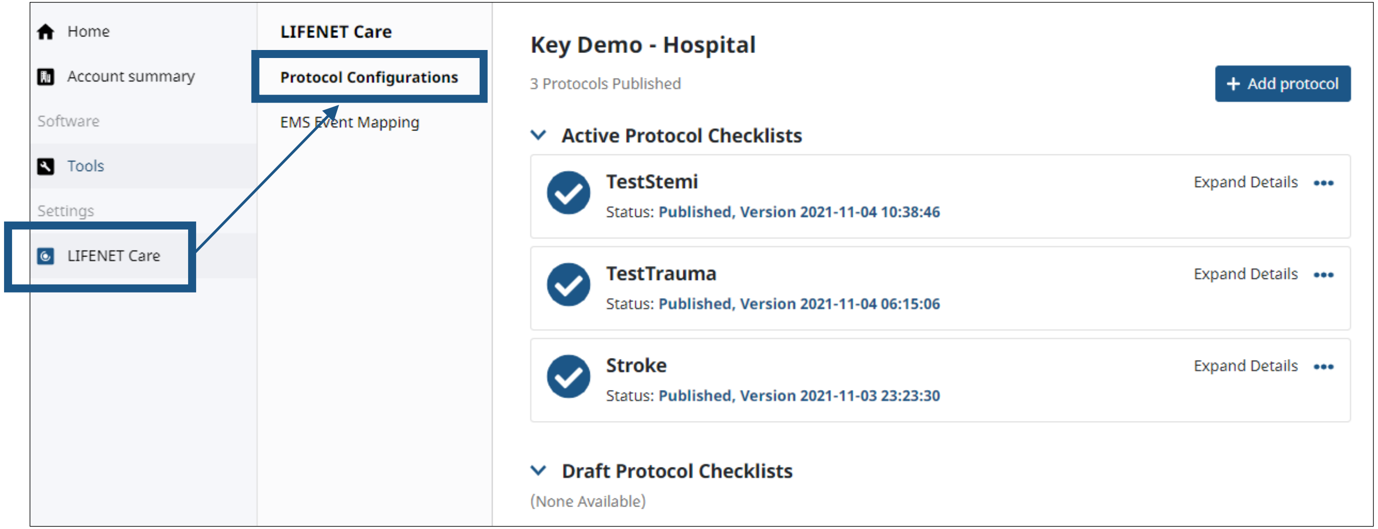
- Create custom protocols that can be activated for a patient's record on the LIFENET Care website.
- Protocol examples:
  - STEMI, stroke, trauma, sepsis.
- Protocol configurations can include:
  - Team member activations/acknowledgements.
  - Time goal displays.
  - Customized checklists for care teams to follow and/or complete.

LIFENET Care patient record



Protocol configurations

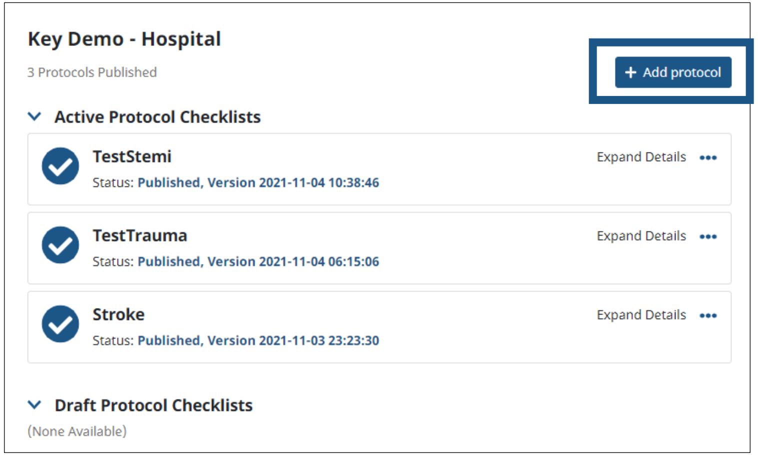
- Navigate to **LIFENET Care** in the left menu and select **Protocol Configurations**.
  - Active protocol checklists are published to LIFENET Care and can be activated by users.
  - Draft protocol checklists are not visible in LIFENET Care.



Protocol configurations

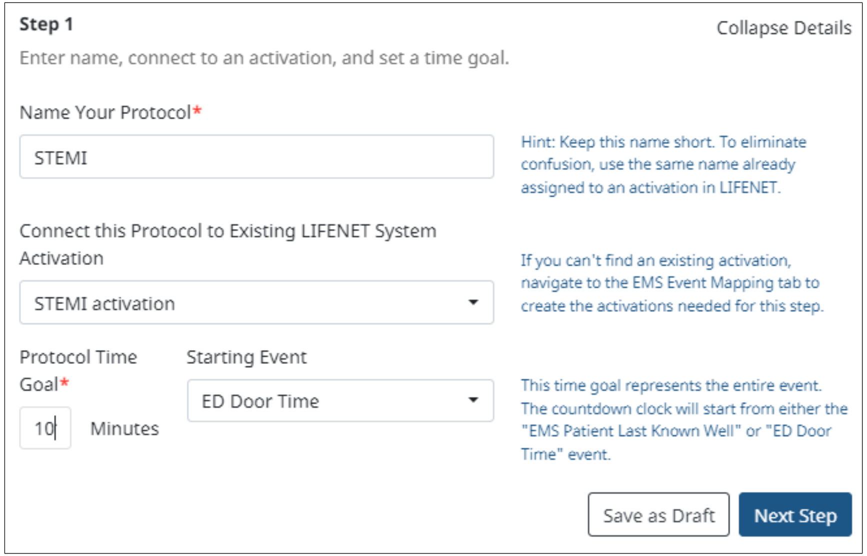
Configuration:

1. To create a new protocol, select **+ Add protocol.**
2. Choose the … icon for an existing protocol in the list to duplicate it if desired.
3. Follow the on-screen instructions to complete the protocol.
    - There are notes next to most fields to explain their purpose.
    - Complete all fields with a red asterisk.
    - The protocol can be saved as a draft at any point in the protocol creation process.
    - Click **Next** to move to the next step.



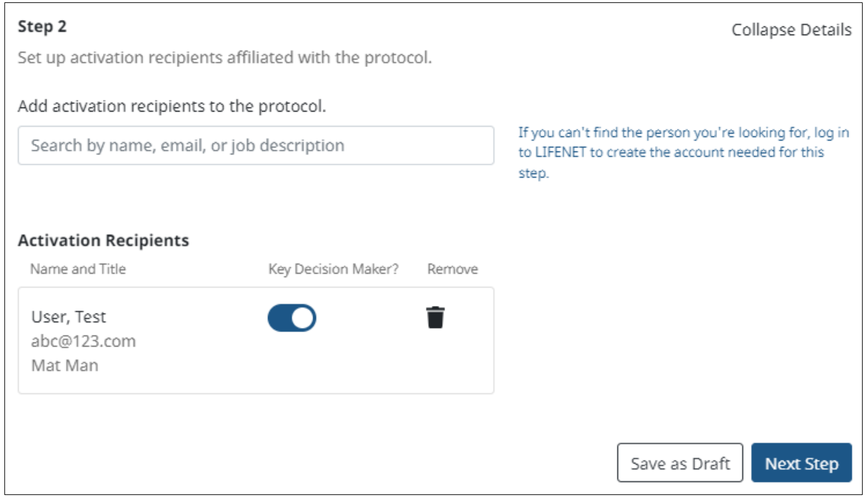
Step one

- **Name your protocol**
  - This will be the visible name for users to select.
  - It will appear in the notifications that are sent out for team activations.
  - Consider including your hospital abbreviation in the protocol name if your physicians could receive activation alerts from other hospitals using LIFENET Care.
- **Connect to existing activation**
  - This is the list of the EMS event mappings that are configured on the LIFENET Portal.
- **Protocol time goal**
  - This is required if you select a starting event other than ‘**none**’.
  - When activated, the time goal will be displayed.
  - Choose which starting event (‘EMS Patient Last-Known Well’ or ‘ED Door Time’) will start counting down your time goal.



Step two

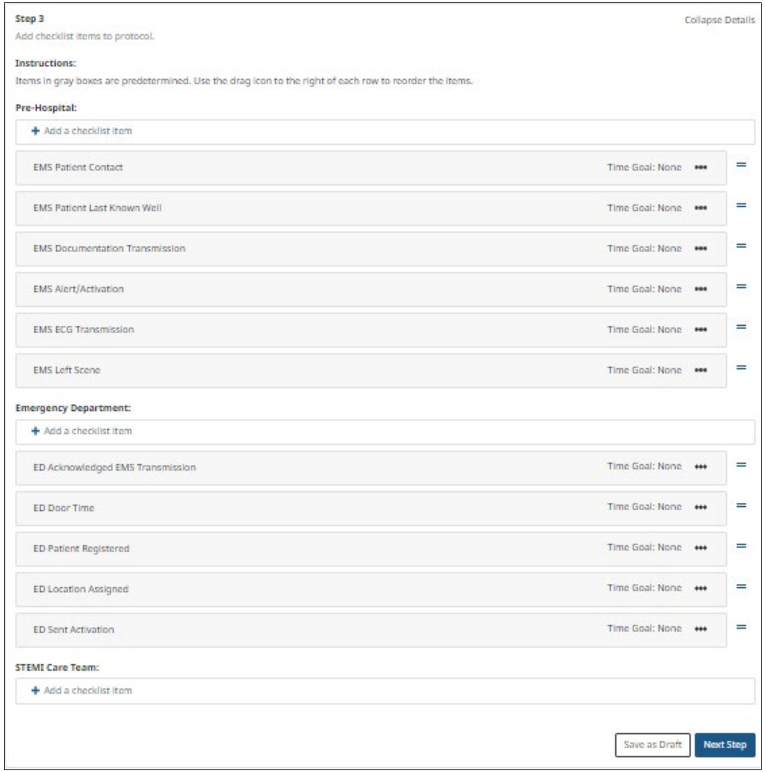
- **Add activation recipients**
  - Search for and select individuals to automatically notify when this protocol is activated.
  - This searches the users that have been added to the LIFENET System website. If unable to find a person, they add them as a user on the LIFENET System website first.
  - Add as many activation recipients to this protocol as desired.
  - LIFENET Care users can also manually add or delete activation recipients after the protocol has been activated.
- **Activation recipients**
  - Selected users will appear in this section.
  - Enable the 'Key Decision Maker' option to label any contacts that will be the key decision maker in this activation.
    - This will label recipients as key decision makers during the team activation in LIFENET Care and allow you to see whether all key decision makers have acknowledged the activation.



Step three

- **Configure your checklists**
  - There are three sections:
    - Pre-hospital
    - Emergency department
    - [Protocol name] care team

Both the **pre-hospital** and **emergency department** checklists will include several default checklist items. These cannot be deleted, but you can reorder any tasks within a section.



Step three

- **Edit checklist items.**
  - If desired, you can add or duplicate checklist items.
  - To reorder the checklist, click on a checklist item and drag it to a new location.

Add a custom checklist item to the section

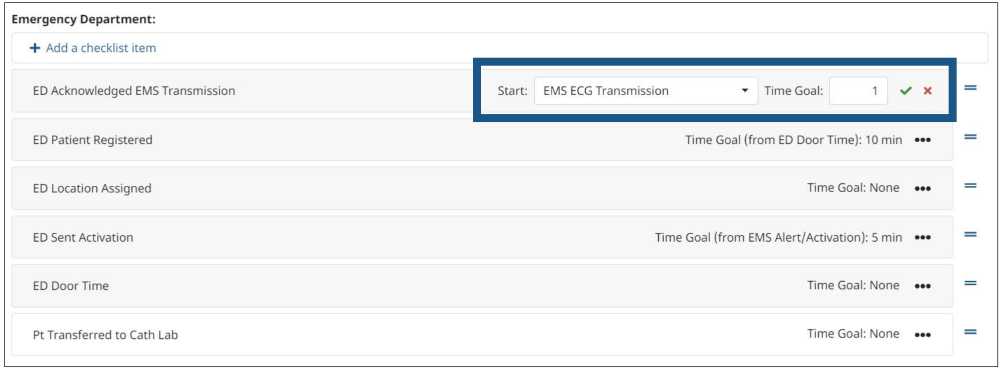
Custom checklist items appear in white

Click and drag to customize the checklist order

Edit the time goal for a checklist item or duplicate the checklist item

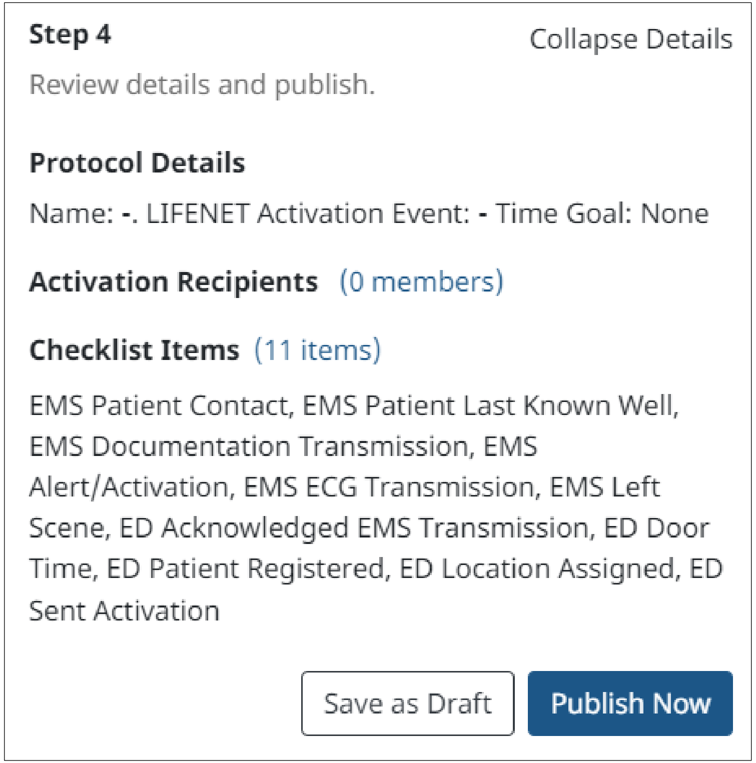
Step three

- **Edit checklist items.**
  - Individual time goals can be defined for any checklist item.
    - Select a starting event to trigger the start of the checklist item.
    - Select a time goal (in minutes) for completing this checklist item.
    - Select the green checkmark to save, and the red X to discard changes.
    - Time goals will display in red on the protocol checklist.



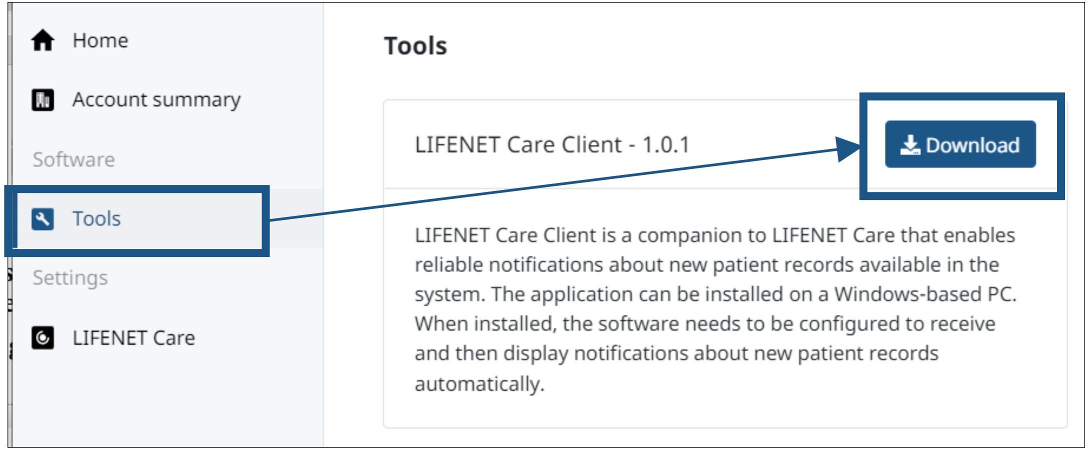
Step four

- **Review your protocol**
- **Choose one of the following**:
  - **Publish Now** will make this protocol available immediately for LIFENET Care users.
  - **Save as Draft** will save your list to the draft section. It will not be available to LIFENET Care users.



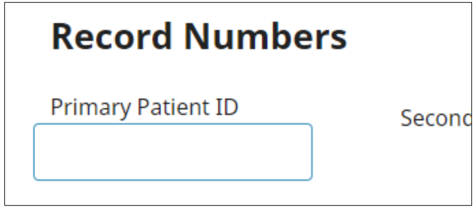
LIFENET Care Client

- LIFENET Care Client is a separate application that can be installed on any computers that need to alert users (audibly and/or visually) of new patient records on the patient dashboard.
- To download this application, navigate to **Tools** and select **Download**.
- Reference the LIFENET Care Client section for details on installing and configuring this application.



Redox integration

- The Redox feature integrates data from the patient dashboard into the hospital EHR.
  - With the initial release, PDF attachments on the patient record can be transferred to the hospital EHR.
  - Discrete field transfer will be integrated in future releases.
- For accounts with Redox integration:
  - Users must manually enter the **primary patient ID** field in LIFENET Care for data to transmit to Redox.
    - This should be the EHR hospital identification number for the patient.
    - This field is located in the patient record tab in LIFENET Care.
  - Data integration is also attempted anytime a new 12-lead file is transmitted on the same patient record.



Redox integration

1. Review all Redox integration on-boarding documentation and checklists.
2. Once all security reviews or other applicable integration paperwork is completed by your facility and hospital resources have been identified for your Redox integration, contact your implementation project manager.
3. Your project manager will submit a Redox project request on your behalf which will assign a Redox integration manager to your Redox integration. Assignment will take between two to three weeks.
4. The assigned Redox integration manager will email the customer contact with a kickoff window and integration manager availability.
5. Your Redox integration manager will assist with interface build, connectivity and integration testing. Your project manager will assist with any configurations or testing in the LIFENET System.

LIFENET Care configurations

https://care.lifenetsystems.com

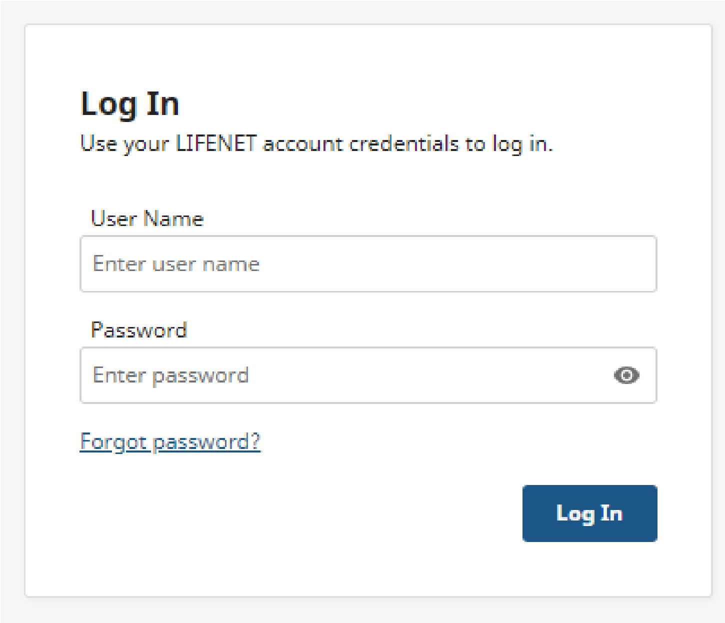
https://care-ca.lifenetsystems.com

Logging in

https://care.lifenetsystems.com/

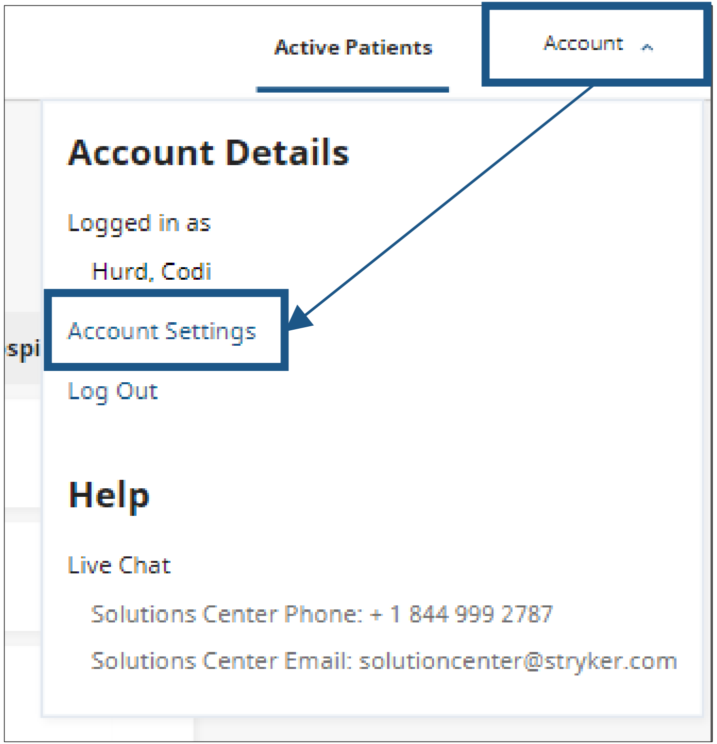
https://care-ca.lifenetsystems.com

- **User access for the LIFENET Care website is configured on the LIFENET System website.**
- **Login requires a valid, non-expired username and password.**
  - Users can reset their password directly on the LIFENET Care website. This will also update the password on the LIFENET System and LIFENET Portal websites.
- **Users stay logged in if their browser tab is open.**
  - Users will be logged out if connection with the server has been lost for more than 15 minutes or if the device changes network (browser window closed, computer connects to a different wireless network).
- **Reference the <u>technical specifications</u> section of this guide for supported browsers.**



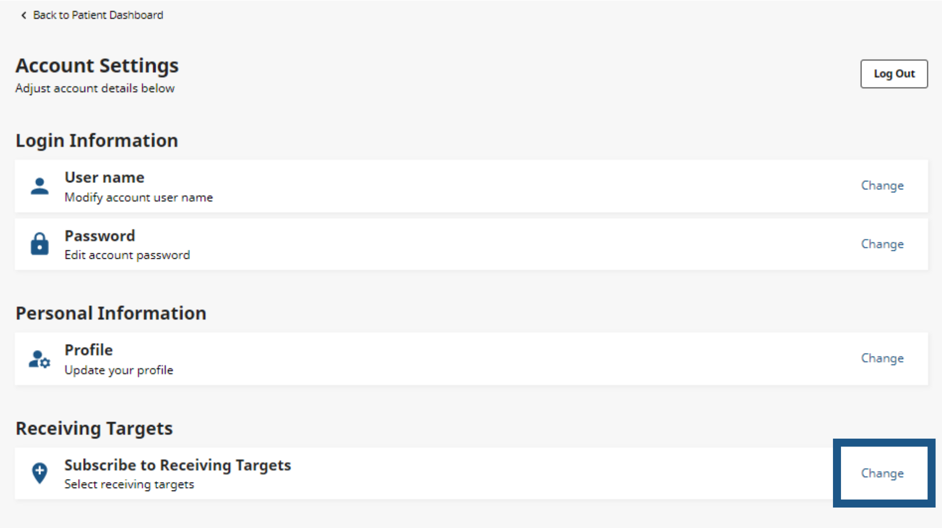
Account configurations

- Navigate to the **Account** icon in the top right corner of the website.
- Confirm the user logged in.
- Note the solutions center contact information available on this menu.
- Select **Account Settings.**



Account configurations

- **Users can make updates to their login or personal information if needed:**
  - Modify username
  - Modify password
  - Update their personal information including name, email address or phone number
- **Users will need to subscribe to receiving targets in order to see transmitted data**
  - Select the **Change** option under this section to select receiving targets



Account configurations

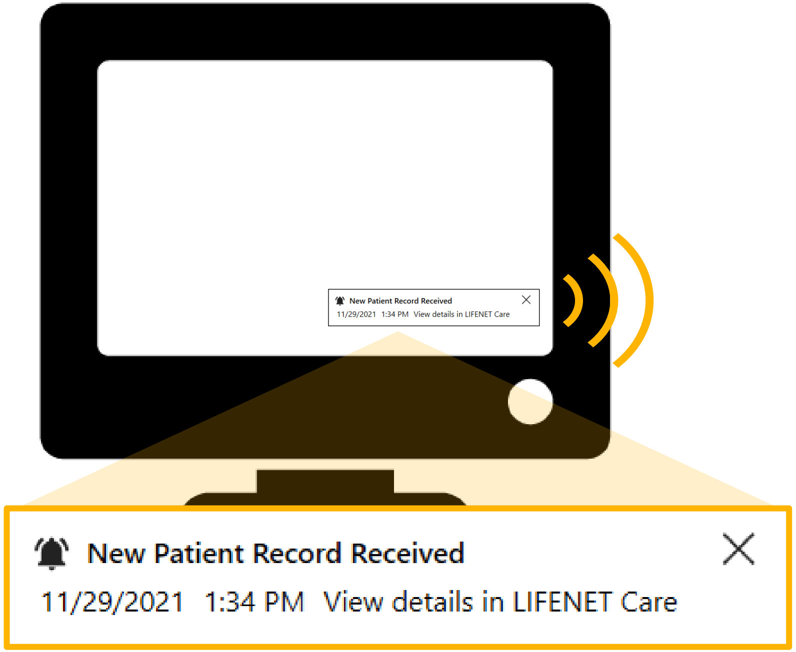
- **Subscribe to receiving targets**
  - These settings are user specific. **All LIFENET Care users will want to complete this step**.
  - Select the **Change** option to view the receiving targets.
  - Check any receiving targets that you want to view data for.

    Note: It may take up to 10 minutes for a receiving target added in the LIFENET System to display in this list. Your LIFENET System account may have additional receiving targets for other data solutions products which are unrelated to the LIFENET Care system. Those may remain unchecked.
  - Once complete, select **Save Changes.**

LIFENET Care Client Installation/configuration

Software client installation

LIFENET Care Client



LIFENET Care Client notifies the team of a new patient record in the LIFENET Care dashboard. Your IT department will most likely need to assist with the installation of this application onto any desired Windows-based computer(s) at your facility.

LIFENET Care Client displays a popup window on the computer screen and can be configured to play an audible alert. These notifications occur when:

- A new patient record is transmitted to that LIFENET Care Client's subscribed receiving target(s).
- A patient is manually added to the patient dashboard.

Clicking on the notification window will open the patient record on the LIFENET Care website. Selecting the X icon will close the popup window.

You may consider implementing LIFENET Care Client on any computer where the staff:

- Wants to be alerted to new records when a user is not logged into a computer.
- Does not have the LIFENET Care website open.
- Wants a visual or audible notification whenever a new record is available on the patient dashboard with quick viewing access.

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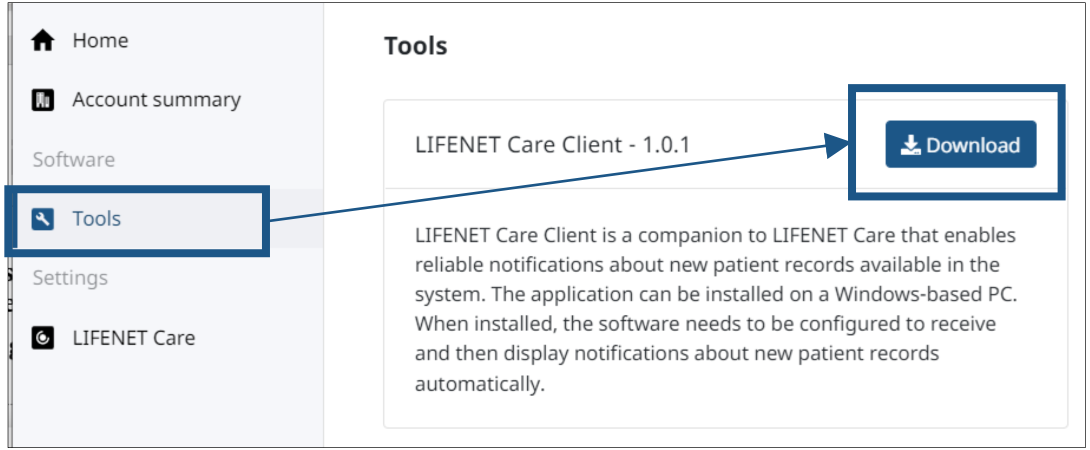
System requirements/considerations

- Review the technical specs at the beginning of this guide for a full list of technical requirements for implementation.
- Software download
  - Download the LIFENET Care Client installer file from the following website:
    - LIFENET Portal: https://portal.lifenetsystems.com
      https://portal-ca.lifenetsystems.com
    - Any IT member installing this application will need login credentials with an account administrator role to download and/or register this application with LIFENET.
- Software installation
  - The LIFENET Care Client software can be installed on any Windows-based computer to alert users to new cases on their LIFENET Care patient dashboard.
  - Supported operating system: Windows 10
  - Computers will need the ability to play audio if relying on audible alerting.
- Communication is done through HTTPS on the LIFENET side (port 443). There is no need to activate this port on the computer side.

LIFENET Care Client: Download

- The executable file is available for download on the LIFENET Portal website (https://portal.lifenetsystems.com) (https://portal-ca.lifenetsystems.com)
- To download this application, navigate to **Tools** and Select **Download**

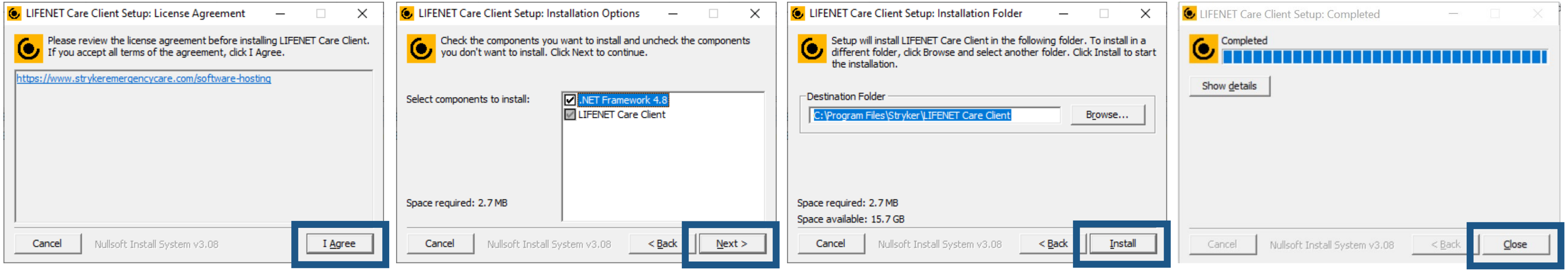


Note: LIFENET System users with an “account administrator” role will have access to log in to the LIFENET Portal website. Contact a LIFENET System administrator if you need access to the LIFENET Portal for this purpose.

LIFENET Care Client: Installation

- Open the installer file and follow the instructions on the screen to complete the installation.
  - Alternatively, this can be installed through the command prompt window (see the following page for details).

3347392_B_LIFENET_Care_Client_1.0.1_Installer.exe



LIFENET Care Client: Alternative installation using a command line

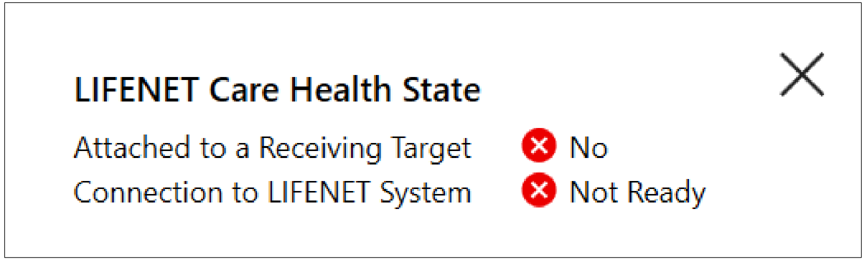
- Alternatively, the LIFENET Care Client can be installed by your IT team using a silent installer through the command prompt window with the "/S" option.
  - The silent installer does not register the client, which must be done manually. Automation of the installer is planned for the next release.

Command Prompt

```
C:\Users\JohnSmith\Desktop\3347392_B_LIFENET_Care_Client_1.0.1_Installer.exe /S
```

LIFENET Care Client: Installation

- Upon closing the installer, the LIFENET Care Health State window will appear in the bottom right corner of the screen.
- Initially, it will indicate that it is not attached to a receiving target or connected to the LIFENET System.

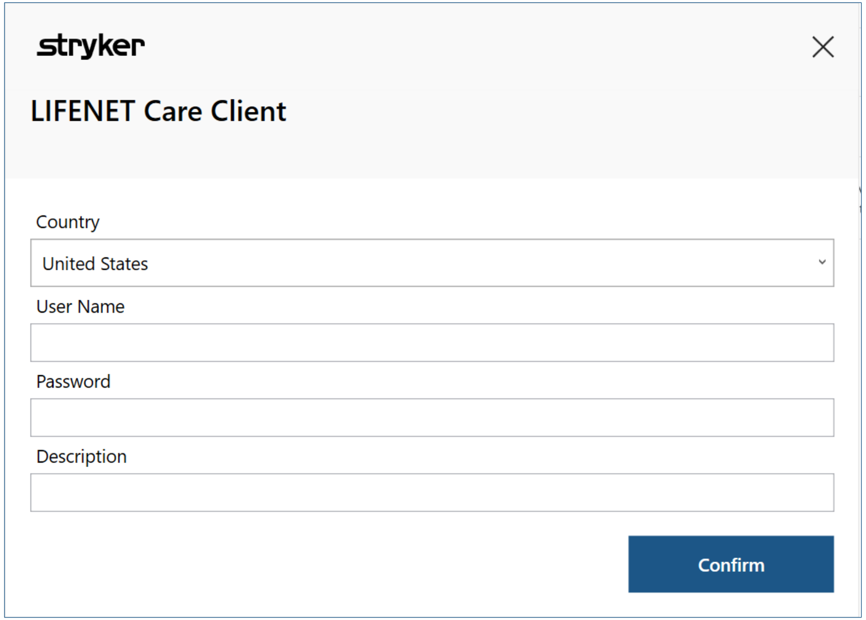


LIFENET Care Client: Configuration

- The LIFENET Care Client configuration window should appear after the installation is complete.
- If the configuration window does not automatically appear at the completion of the installation, you can manually open it.
  - Locate the LIFENET Care icon in the system tray (bottom right corner)
  - Right click the icon
  - Select the **Configure** option

LIFENET Care Client: Configuration

- Ensure the correct country is selected.
- Enter the LIFENET username and password to register the application to your facility's LIFENET account.
- Enter the name of the computer or location where it is installed for the description.
  - Note: The description field is not currently used.
- Select **Confirm.**

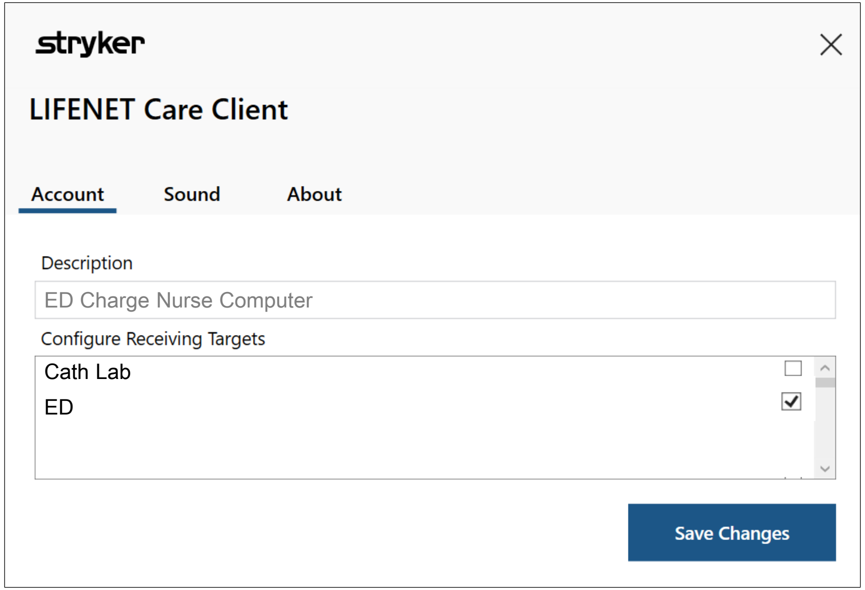


LIFENET Care Client: Configuration

- On the **Account** tab:
- Select the receiving target(s) in the list that you want to receive new transmission alerts for. This will typically be related to the department where this computer is located (ED, cath lab).

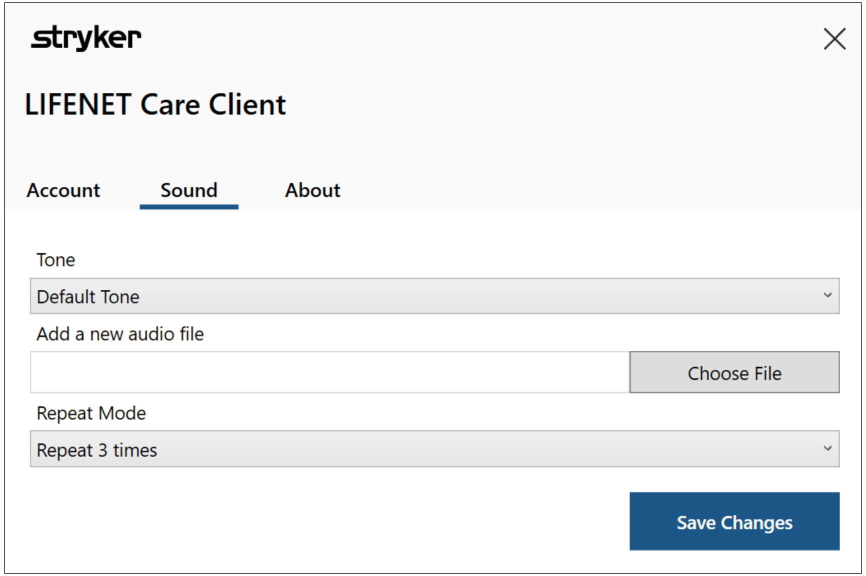
  Note: Your LIFENET System account may have additional receiving targets for other data solutions products which are unrelated to the LIFENET Care system. Those may remain unchecked.

- Select **Save Changes**.



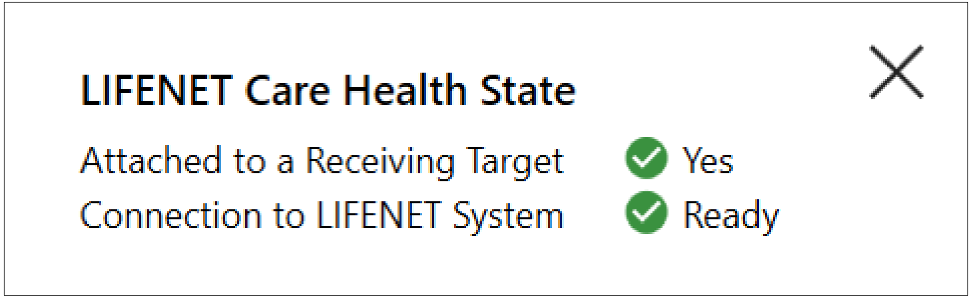
LIFENET Care Client: Configuration

- **On the Sound tab:**
  - Choose the default tone or select a new audio file for the notifications.
  - Select a repeat mode for the notification sound:
    - Play once (default)
    - Repeat three times, pausing every 15 seconds
    - Repeat three times
- **Select Save Changes.**
- **Select the X** in the upper right corner to close the configuration window.



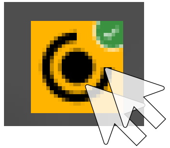
LIFENET Care Client: Configuration

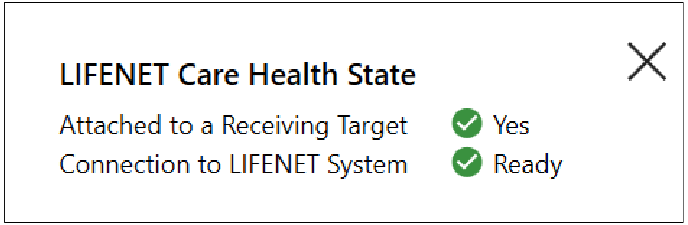
- Once one or more receiving targets are configured, the LIFENET Care Health State window should display **Yes** for the 'Attached to a Receiving Target' status.



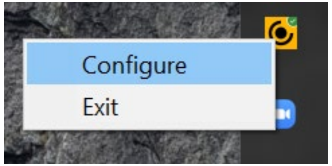
LIFENET Care Client: Configuration

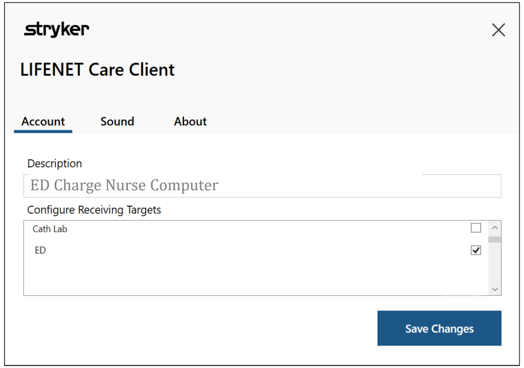
To display the LIFENET Care Health State at any time, double click on the LIFENET Care icon in the system tray.





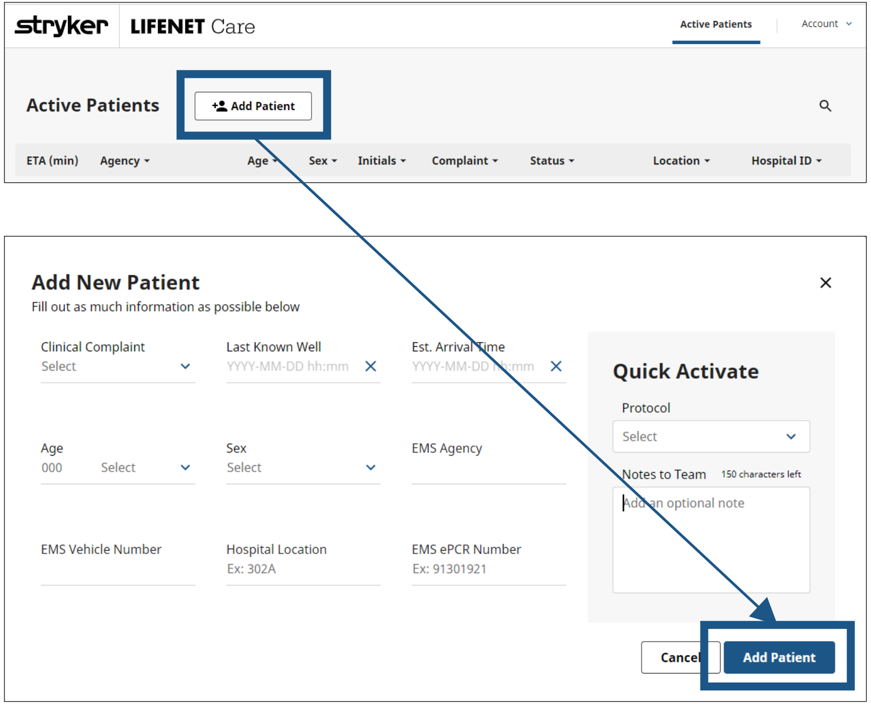
To configure the LIFENET Care Client, right click on the LIFENET Care icon in the system tray.





LIFENET Care Client: Testing

- Open and log in to the LIFENET Care website. (https://care.lifenetsystems.com/) (https://care-ca.lifenetsystems.com)
  - Select the ‘Add Patient’ icon.
  - A new window will open. Select the ‘Add Patient’ icon in the bottom right corner.
- Confirm the LIFENET Care Client window displays, and the alert tone is audible.
- Click on the notification to confirm the patient record opens in the LIFENET Care website.
- Confirm this alert works similarly for standard users on the computer in addition to admin users.
- Coordinate with local EMS agencies to send test transmission(s).



LIFENET Care Client: FAQ

1. **How is data pushed?** Data is pushed by the LIFENET server to the Client as soon as a new record is available.
2. **Which port is used?** Communication is done through HTTPS on the LIFENET side (port 443). There is no need to activate this port on the computer side.
3. **What if I'm not logged in to the website or the window is closed?** Alerts will be shown if the Client is connected to internet and to LIFENET.
4. **Is there an auto-print feature?** Auto-printing of reports from the Client is scheduled for the next release.

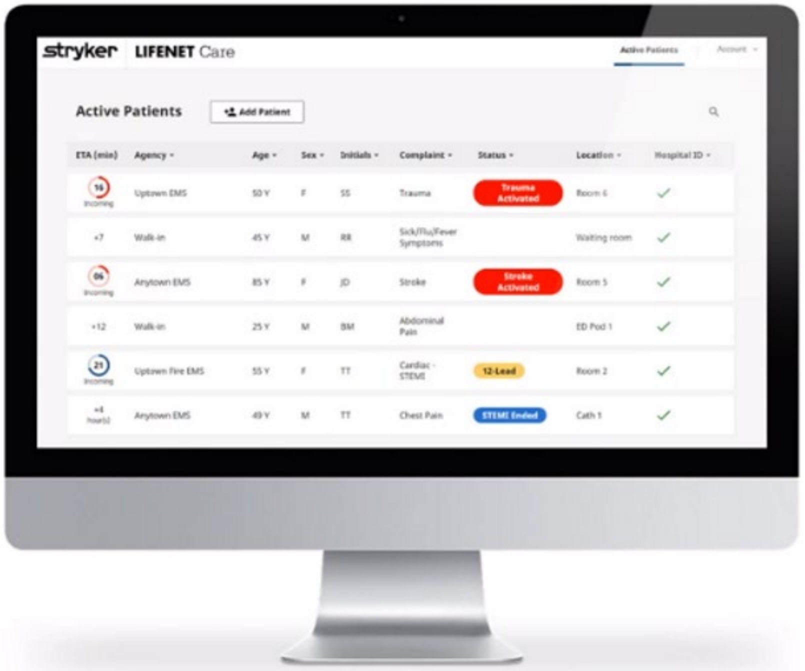
Support resources

- For detailed assistance within your LIFENET System account, refer to the ‘Help’ menu in the top right corner of the website.
- If you still require assistance and your system is LIVE, please contact Stryker’s solution center. Their contact information can be found on any of the LIFENET websites utilized.
- For all other inquiries, please contact your local Stryker representative.

LIFENET Care
Quick start guide

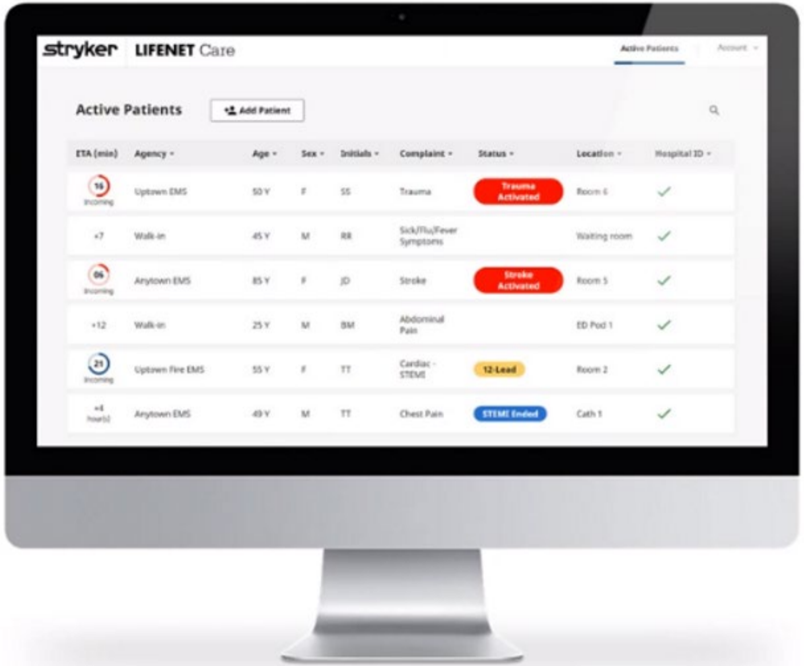
Patient dashboard

- The dashboard will display the following:
  - Patient cases transmitted to any of the subscribed receiving targets for the user that is logged in.
  - Any manually added patients.
- In the initial release, the patient report will be available on the dashboard for 24 hours.
  - Future updates may allow users to archive or move completed cases to another dashboard.



Patient dashboard

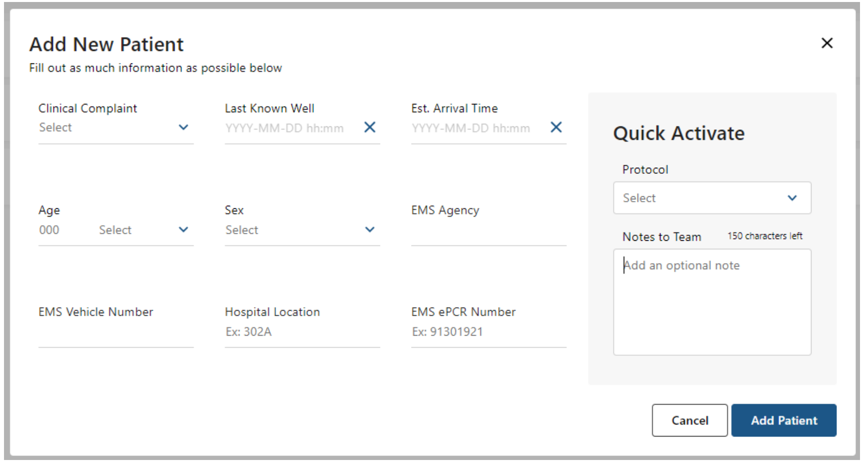
- Data will automatically refresh on this page
  (users do not need to refresh the page for new data to display).
- The default sort is by record creation date/time, with the newest created record at the top.
- Users can manually change the column sort.
- Users can also use the magnifying glass icon to filter the data displayed on the dashboard.



Patient dashboard

Manually add a patient

- **Patients can be added manually to the dashboard**
  - This may be needed for in-bound patients where an EMS transmission has not been received or for in-house patients.
- **Steps to add a patient**
  - Select the 'Add Patient' icon
  - Fill out any necessary fields.
  - You can also quickly activate a protocol for this patient from this screen by selecting a protocol and entering option notes.
  - Select the 'Add Patient' icon
  - The dashboard will automatically refresh with the new patient record. It may take several seconds before the new patient appears in the list.



*Note: All users will see any manually added patients on their dashboard regardless of the receiving targets their user is subscribed to. All LIFENET Care Clients will alert users to any manually added patients.

Patient dashboard

Status column

- The status for each patient will vary depending on how the patient is added to the dashboard and what data is included with the patient.

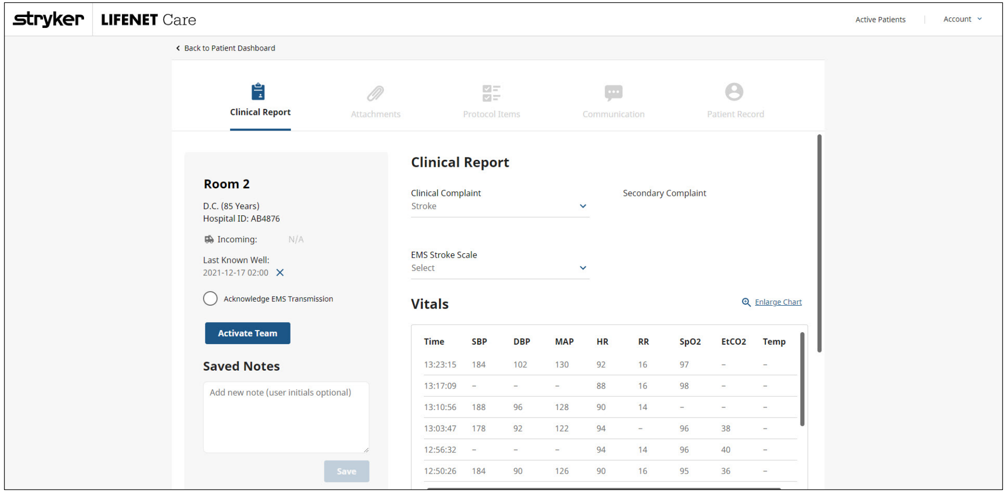
Statuses	Details
Blank	• New patients without a protocol manually added on the LIFENET Care website • EMS transmission that has been acknowledged.
New patient	• EMS transmissions without a 12-lead attached.
12-lead	• EMS transmission with a 12-lead attached.
EMS event	• EMS transmission where a mapped EMS event is included in the transmission. If more than one mapped event is included in the transmission, it will display the first event documented on the LIFEPAK device.
[Protocol name] activated	• When a protocol has been activated.
[Protocol name] ended	• When a protocol is completed.

Patient report

Viewing a patient report

- Click on a row in the patient dashboard to open the patient report.
- **Patient panel** (left section) is visible from all tabs to allow for quick visibility of critical patient information.
- **Navigate via the top tabs:** Clinical report, attachments, protocol items, communication, patient record
- Text fields are automatically updated/saved when exiting the field.

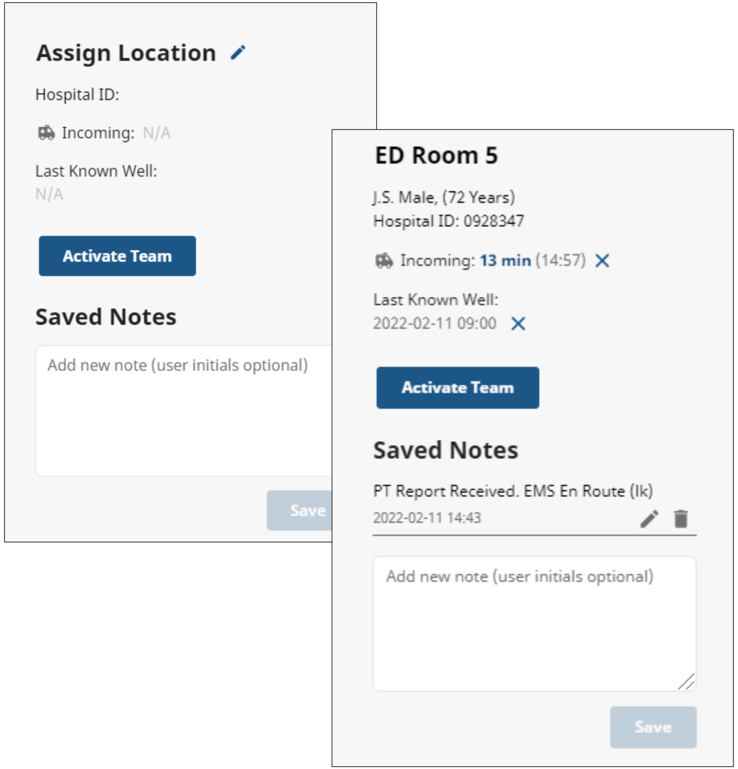
Click **Back to Patient Dashboard** in the top left corner to exit the patient report and return to the patient dashboard.



Patient report

Patient panel

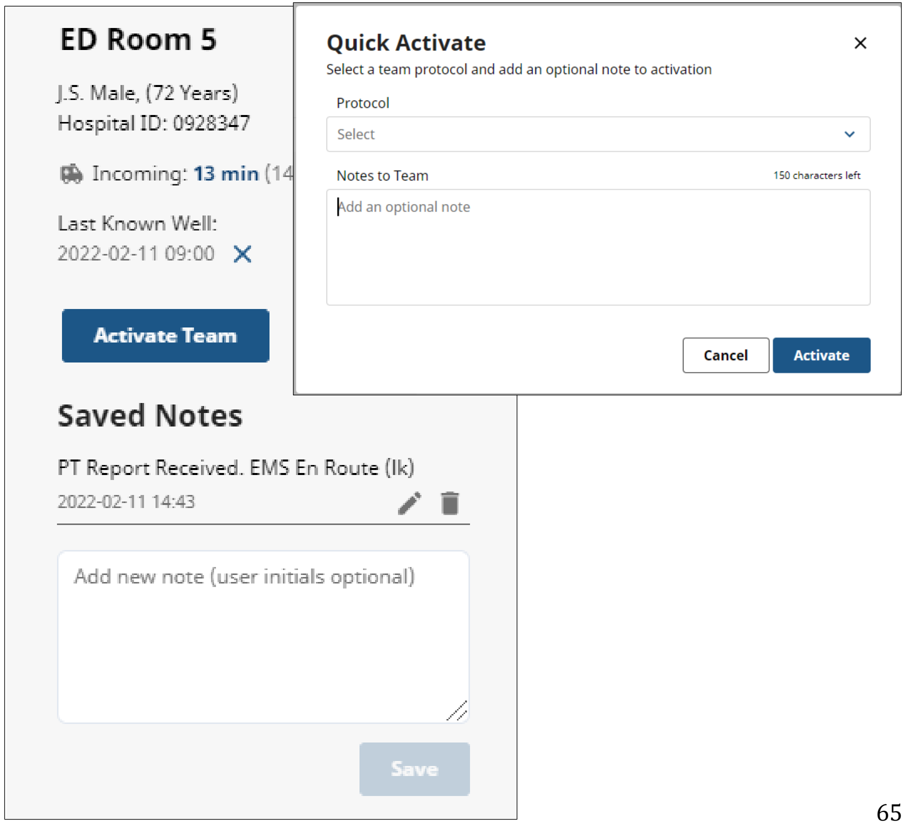
- **Assign location:** Add or edit the patient's assigned location or room. This displays on the location column on the patient dashboard.
- **Patient details:** Displays the patient's initials, gender and age (documented on the patient record tab).
- **Hospital ID:** Displays the primary patient ID (documented on the patient record tab).
- **Incoming:** Displays the ETA column on the patient dashboard and will countdown to zero minutes. Time should be entered in military time.
- **Last-known well:** Time should be entered in military time.
- **Acknowledge transmission:** This only displays for device transmissions. Selecting this icon clears the "new patient" status from the patient dashboard.



Patient report

Patient panel

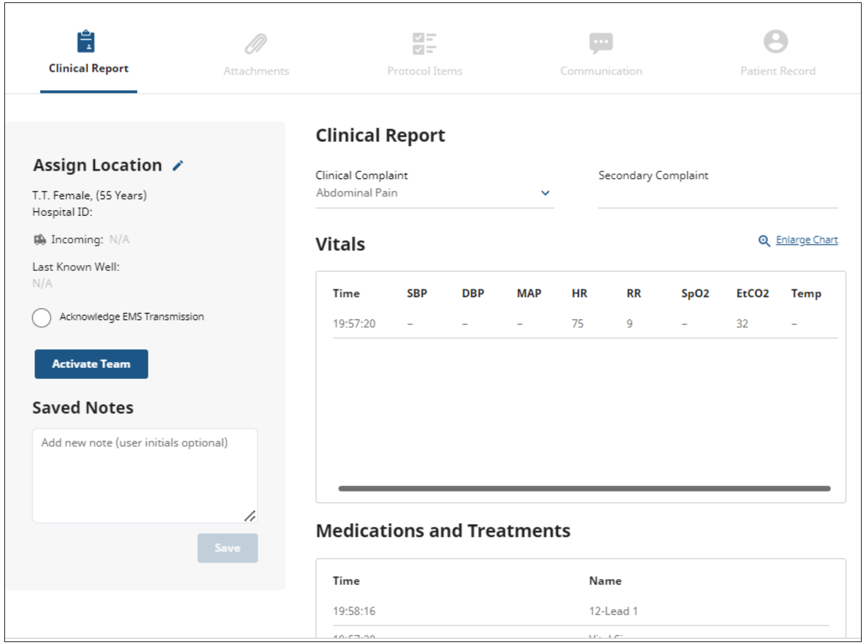
- **Activate team/cancel activation**
  - Quickly activate the desired protocol and/or team.
  - A new window opens where you can select a protocol (STEMI, stroke, trauma, sepsis) and enter notes to send to the team.
  - The protocol will be activated and can be managed on the communication tab.
  - Once activated, users have the option to cancel activation from this area.
- **Saved notes**
  - Add notes for other LIFENET Care users to see in the patient record.
  - Consider adding your initials or other identifier if multiple users are adding notes.
  - Saved notes will appear above this box.



Patient report

Clinical report tab

- Document primary and secondary complaints.
- View transmitted vitals and events data from Stryker's defibrillators.

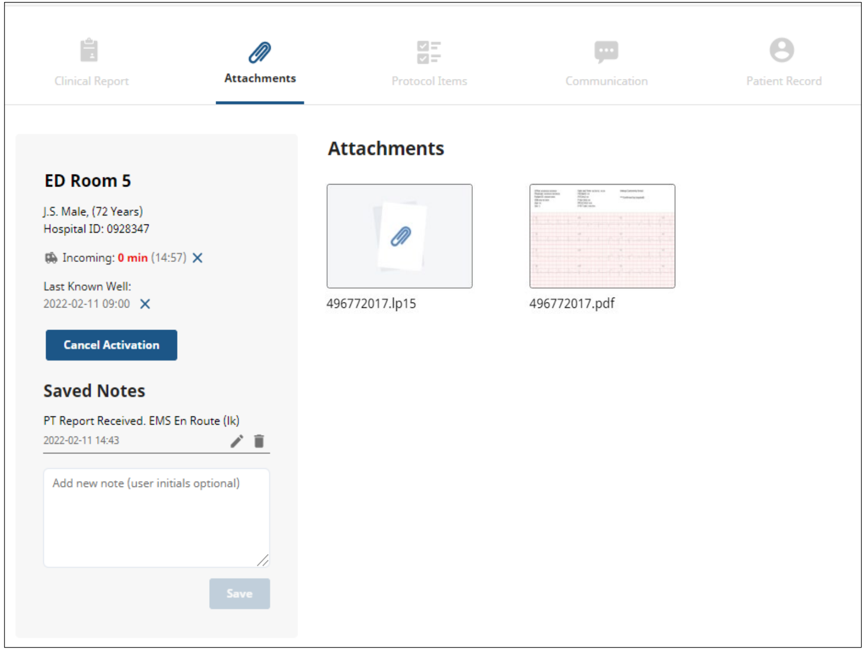


Patient report

Attachments tab

- Displays transmissions received from devices which could include the following attachments types:
  - 12-lead image (pdf file)
    - Users can view or print this file
  - LIFEPAK 15 file

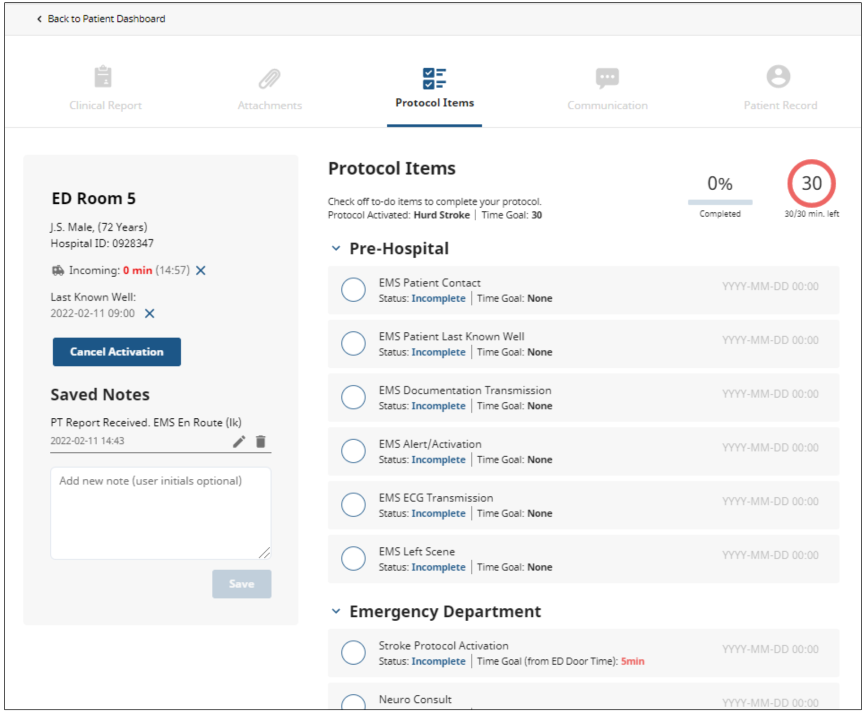
    *NOTE: Users will not be able to open and view this file type unless they have access to Stryker's DT EXPRESS™ or CODE-STAT™ data review software application for post-event review analytics.



Patient report

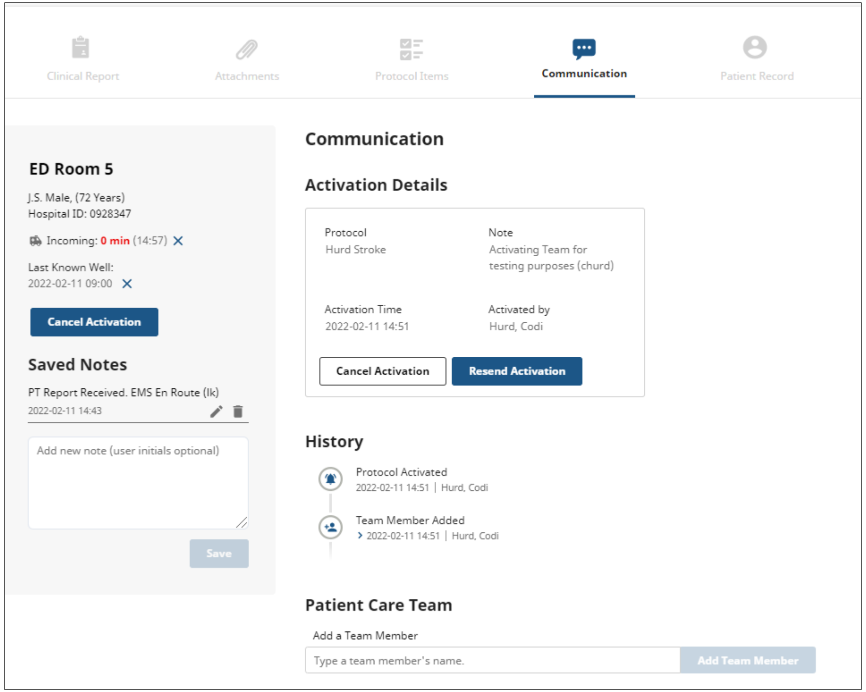
Protocol items tab

- LIFENET Care users can view and complete their protocol checklist.
- A default protocol will show for all patients.
- A custom protocol will show if a protocol has been activated.
  - Time remaining will display if a protocol time limit has been configured.
  - Time limits for individual tasks will also display (if configured)
- **Click on an individual task to complete it**
  - It will be stamped with the current date and time.
  - Users can modify the date/time if needed.



Communication tab

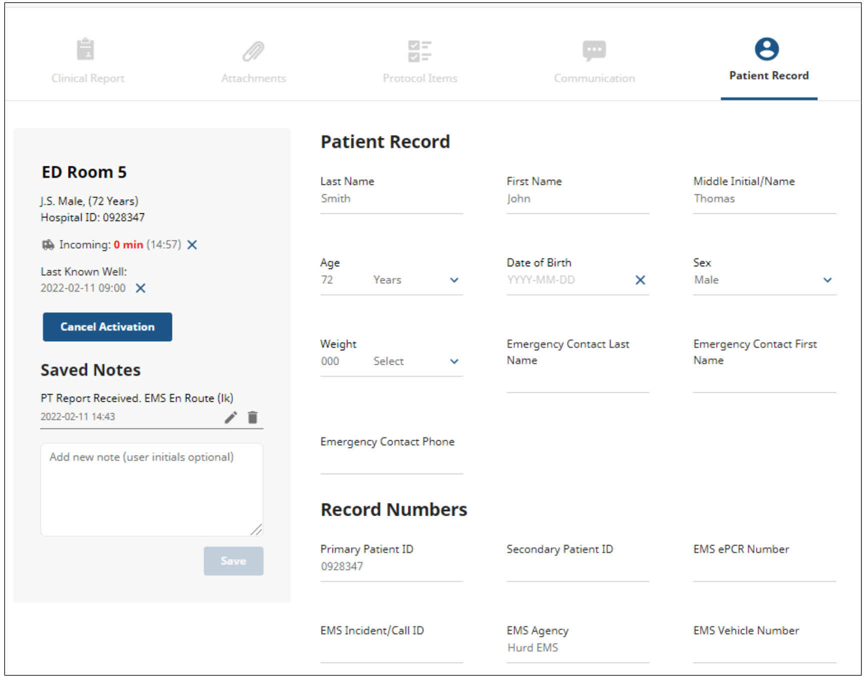
- **This tab will display the activation details once a protocol is activated.**
- **Users can perform the following actions from this tab:**
  - Cancel or resend an activation
  - View the history log for the activation.
  - View a list of team members that were notified.
  - Add or remove individual care team members to be notified.
  - Resend activations to individual team members that have not yet acknowledged.



Patient report

Patient record tab

- Updates to these fields are automatically saved.
- Updates to some of these fields may display in other areas such as the patient dashboard.
- The following fields may automatically populate if entered and transmitted by EMS using LIFEPAK 15 devices.
  - Last name
  - First name
  - Age
  - Sex
- If using the Redox feature, entering the primary patient ID field will automatically try to send any 12-lead attachments for this patient to the EHR. Future releases may allow additional information to integrate with the EHR.



Thank you!

Questions?

For additional questions, please contact 844 999 2787
or solutioncenter@stryker.com

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