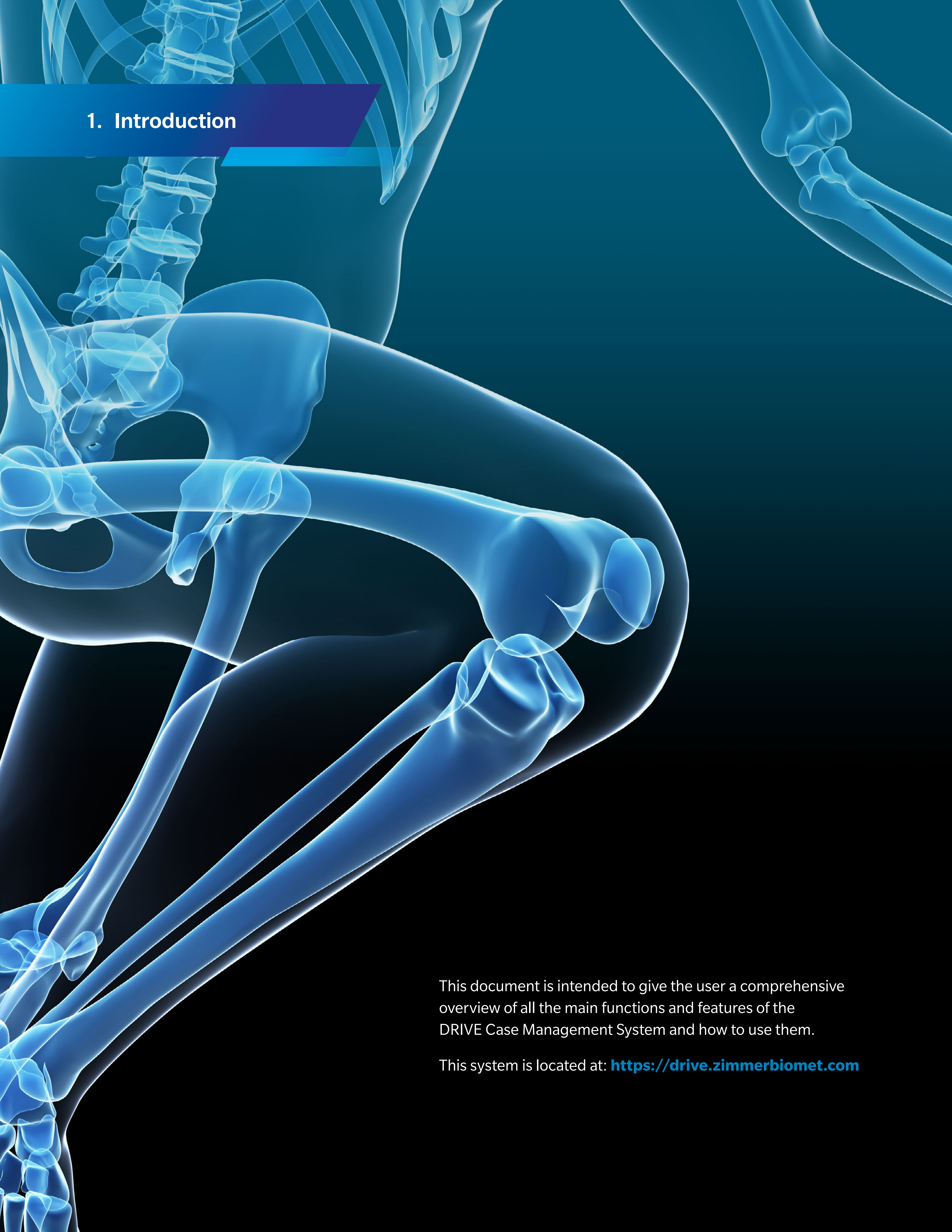
ZIMMER BIOMET
Your progress. Our promise.®

DRIVE

Case Management System

General User Manual

Table of Contents



1. Introduction

This document is intended to give the user a comprehensive overview of all the main functions and features of the DRIVE Case Management System and how to use them.

This system is located at: **https://drive.zimmerbiomet.com**

2. DRIVE Overview

DRIVE Case Management System (DCMS) is a Zimmer Biomet portal that will be the new location for case management of Materialise Personalized Guides for brands including:

- Persona® The Personalized Knee
- Vanguard® Knee
- NexGen® Complete Knee Solution
- Natural-Knee® System
- Oxford® Partial Knee
- Zimmer® Unicompartmental High Flex Knee*

*Not available in all countries

DCMS is supported by all common web browsers (i.e. Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Internet Explorer v11). DCMS allows the Surgeon to access the surgical planner and approve cases, along with many other features. It combines the Signature™ Online Case Management (SOMS) and Zimmer Online Case Management (ZOMS) Portals together, to provide one central location for internal and external Zimmer Biomet Personnel to access surgical cases.

Note: The many benefits of this web-based system include: global availability, no software installation required, and multiple user-interface capability including: PC, Mac, iPad, and tablet. Personal preferences (i.e. implants and instruments) are stored in the profile associated with the user's login.

2.1 Transfer Process and Credentialing

All SOMS and ZOMS users who have logged in at least once with credentials since January 2017 will be transferred to DCMS. There will be a onetime authentication process for each user upon registering. The authentication process will be necessary for every machine that the user logs on to. **Zimmer Biomet Sales Representatives will now be required to use Active Directory (AD) Accounts if they originally used an outside email address (i.e. Gmail or Yahoo).** All new users will need to reference Relationship HUB Documents for further registration instructions. Refer to Section 6.

Relationships will be established based on current SOMS/ZOMS (i.e. Surgeon A linked to Sales Representative Team Member A).

Sales Representative team members will use Zimmer Biomet Credentials to login (i.e. John Doe: last name + first initial e.g. doej).

Note: Customer Support at Personalized Solutions will be the go-to place for any questions on scan sites, case questions, and how to use DCMS. The IT Help Desk will be the resource for any technical Active Directory Account questions.

2.2 User Roles

Customer Service Representatives (CSRs), Administrators, Surgeons, Sales Representatives, Scan Technicians, and Patient Care Coordinators (PCCs) will have access to the DCMS Portal.

Materialise will be responsible for the “Segmentation,” “Planning,” “Guide Design,” “Manufacturing,” and “Shipping” (Figure 2).

DCMS Case Management

Figure 2

Abbreviations

DCMS	DRIVE Case Management System
CSR	Customer Support Representative
PCC	Patient Care Coordinator
NAM	North America
EMEA	Europe/Middle East/Africa
M3S	Materialise Medical Manufacturing System
APAC	Asia Pacific
PO	Purchase Order
MTLS	Materialise
SOMS	Signature Online Management System
ZOMS	Zimmer Online Management System
SCP	SurgiCase® Planner

Figure 3

Internal and External DCMS Authorization

Administrator

- Create Case
- View Case
- View Case List
- Update Case List
- Update Case Cancel
- Update Case Code
- Create Comment
- View Comment
- Create Note
- View Note
- Create DICOM Study
- View Audit Record
- View Plan
- Update Plan Save
- Update Surgery Information
- View Protected Health Information
- Update Protected Health Information
- Create Purchase Order-External
- Update Purchase Order External
- Create Purchase Order
- Update Purchase Order
- Create Error Handling
- View Reports
- View Logistics Information
- View Shipping Information
- Update Shipping Information

CSR

- Create Case
- View Case
- View Case List
- Update Case List
- Update Case Cancel
- Update Case Code
- Create Comment
- View Comment
- Create Note
- View Note
- Create DICOM Study
- View Audit Record
- View Plan
- Update Plan Save
- Update Surgery Information
- View Protected Health Information
- Update Protected Health Information
- Create Purchase Order-External
- Update Purchase Order External
- Create Purchase Order
- Update Purchase Order
- Create Image Association
- View Image Rejection Override
- Create Error Handling
- View Reports
- View Logistics Information
- View Shipping Information
- Update Shipping Information
- Create Expedited Case

Sales Representative

- Create Case
- View Case
- View Case List
- Update Case List
- Update Case Cancel
- Update Case Code
- Create Note
- View Note
- Create DICOM Study
- View Plan
- Update Surgery Information
- View Protected Health Information
- Update Protected Health Information
- Create Purchase Order- External
- Update Purchase Order-External
- Create Purchase Order
- Update Purchase Order
- View Case Reports
- View Logistics Information
- View Shipping Information
- Update Shipping Information

Surgeon

- Create Case
- View Case
- View Case List
- Update Case
- Update Case Cancel
- Create Comment
- View Comment
- Create DICOM Study
- View Plan
- Update Plan Approve
- Update Plan Save
- Update Surgery Information
- View Protected Health Information
- Update Protected Health Information
- Create Purchase Order-External
- Update Purchase Order External
- View Reports
- View Logistics Information
- View Shipping Information
- Update Shipping Information

PCC

- Create Case
- View Case
- View Case List
- Update Case
- Update Case Cancel
- Create Comment
- View Comment
- Create DICOM Study
- View Plan
- Update Surgery Information
- View Protected Health Information
- Update Protected Health Information
- Create Purchase Order-External
- Update Purchase Order External
- View Reports
- View Logistics Information
- View Shipping Information
- Update Shipping Information

Scan Technician

- View Case
- Create DICOM Study

Figure 4

Note: Please reference the internal and external authorizations listed above when accessing the DCMS Portal to avoid user-role confusion.

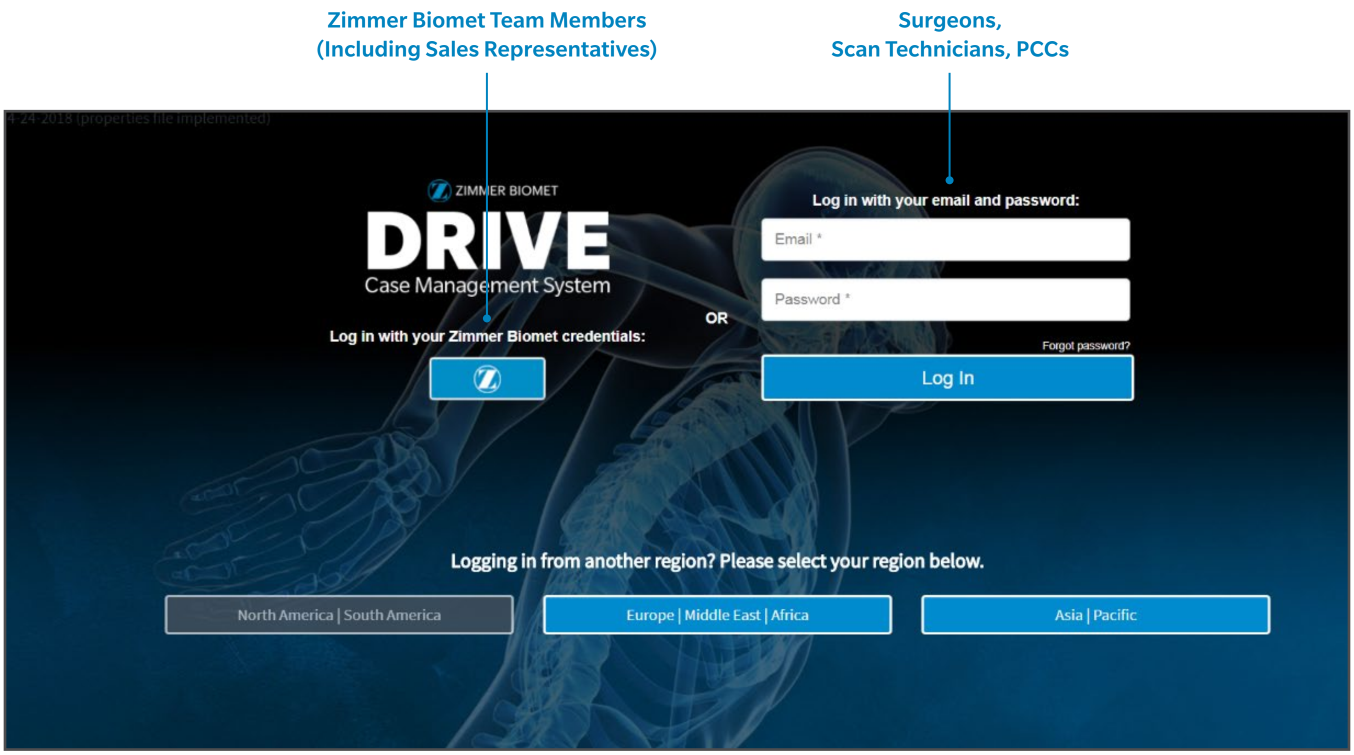


Figure 5

3.1 Logging On

Zimmer Biomet Members, including Sales Representatives will press the button and login with Zimmer Biomet Credentials (Figure 5). The user's region will automatically be selected based on log on locations.

Those who are non-Zimmer Biomet Personnel (i.e. Surgeons, Scan Technicians, and PCCs) will login with emails and passwords in the section located on the right side of the DRIVE Login Page.

Note: Corporate IT Security and the industry best practice is to require two-factor authentication for accessing systems with confidential information (i.e. PHI – protected health information). You will need to:

1) *Enter password*
2) *Get a verification code (text message)*

Verification codes will expire after 10 minutes. If your code expires, you will need to request a new one. Select the "Back" button on the browser and re-login, and a new code will be sent. If this is your first time logging in, please refer to section 6.3 New User Registration for specific details on how to register.

Note: When traveling outside your home region, the login will default to the geographic location where you are signing in from. You will need to select a home region before logging in with credentials.

You should check the "Remember Me" box to avoid the two-step verification process every time you log in.

To access "Legal and Privacy Notices":

1. Select "Legal & Privacy Notices" in the footer links (Figure 6).

2. Then, select the form or notice you would like.

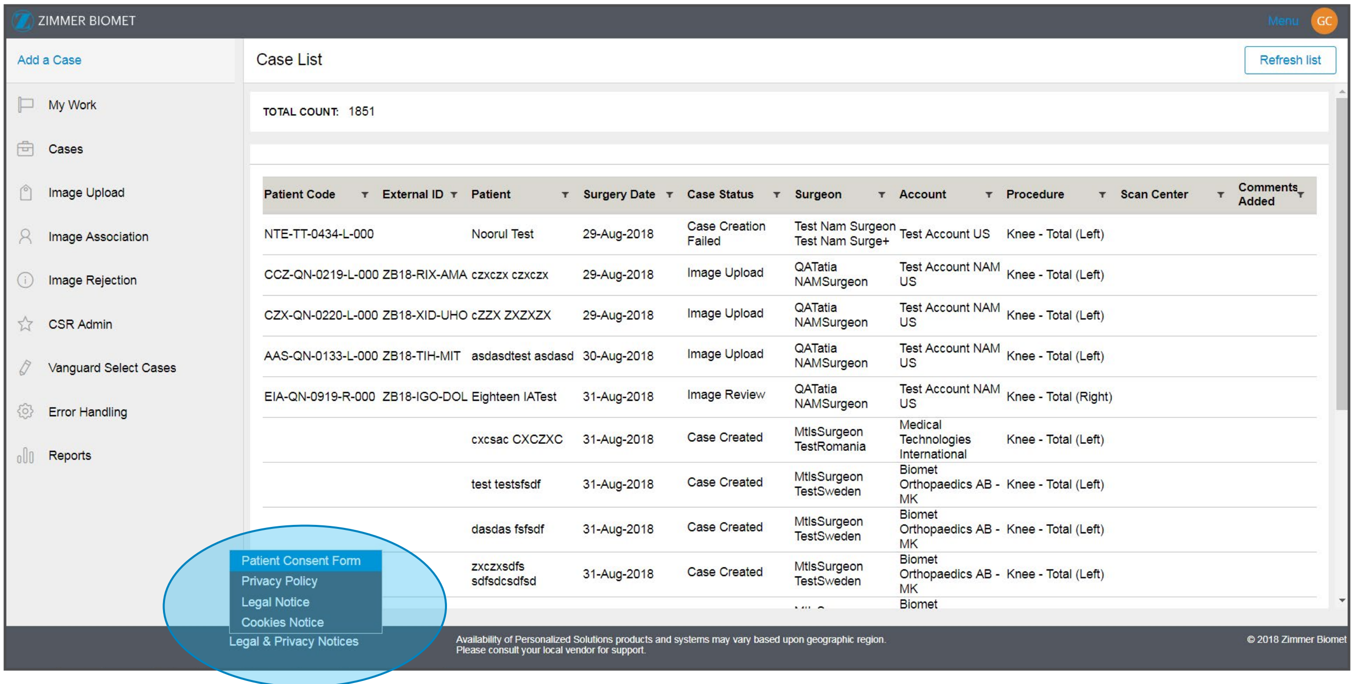


Figure 6

Legal & Privacy Notices

3.2 Creating a Case

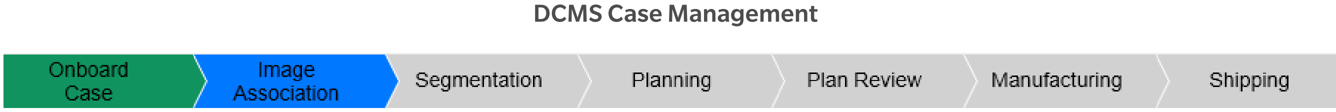


Figure 7

In Figure 7, green on the progress bar indicates a complete phase, blue indicates a current phase, and grey indicates a future phase to be completed.

Once logged into the portal, if you are an Administrator, CSR, Sales Representative, Surgeon, or PCC, you have the authorization to create a patient case.

Note: User permissions are based on regional requirements. For example, only the Surgeon and PCC can create cases in EMEA.

To create case, an Administrator, CSR, Surgeon, Sales Representative, or PCC should:

1. Select "Add a Case" function (Figure 8).

   Note: If the Surgeon logs in, step 1 will read: "Patient"

2. Select "Personalized Solutions" and search for Surgeon's name and region.

3. Check the 'Surgeons List' and select "Open" when Surgeon's name appears (Figure 9).

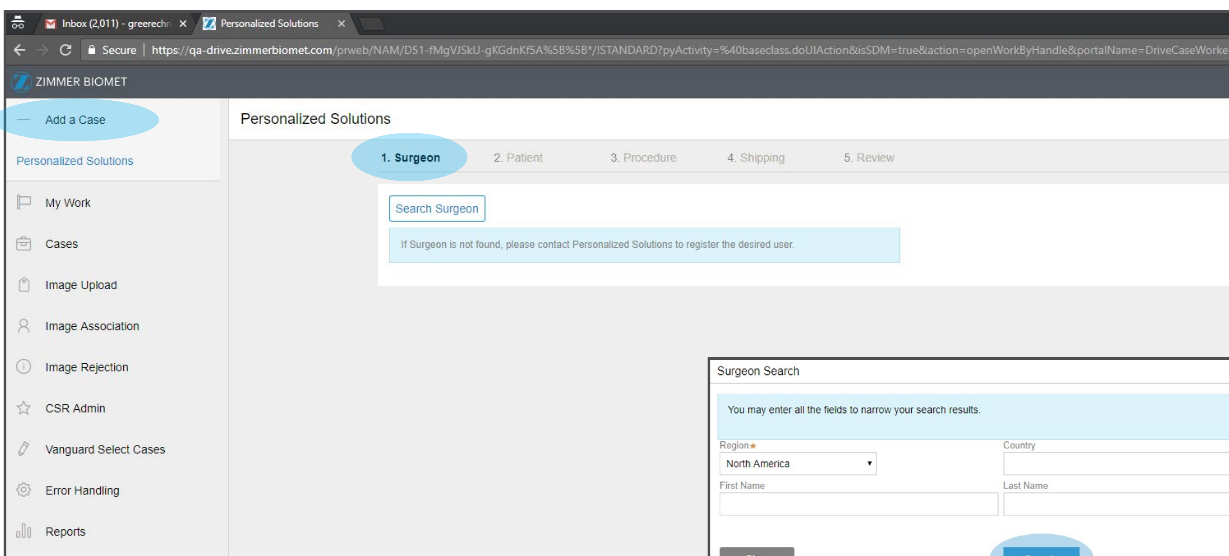


Figure 8

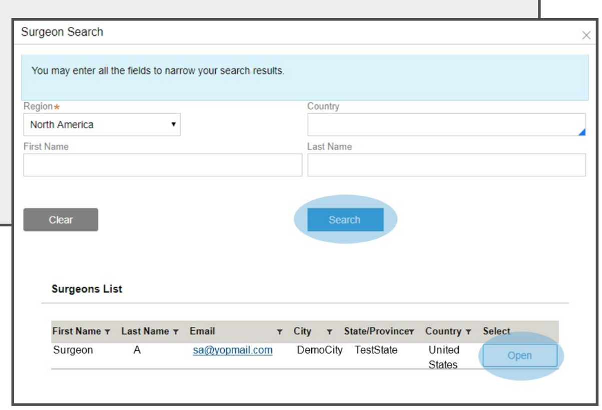


Figure 9

4 Select the “Continue” button Continue at the bottom right-hand corner when the complete to move onto the next step.

5 Fill out the patient information in step 2 (Figure 10). Then, select the “Account/ Hospital,” the “Sales Team/ Rep,” and the “Distributor/ Country” (indicated by *). Next, fill out the “Patient Information” section. The required fields in this section are as follows:

- Patient First Name
- Patient Last Name
- Patient Date of Birth
- Gender

The Patient Middle Name and Patient ID are optional fields.

When complete, select the “Continue” button Continue at the bottom right-hand corner and move onto the next step.

To refer back to previous pages, select the “Back” button Back located at the bottom left-hand corner of each page.

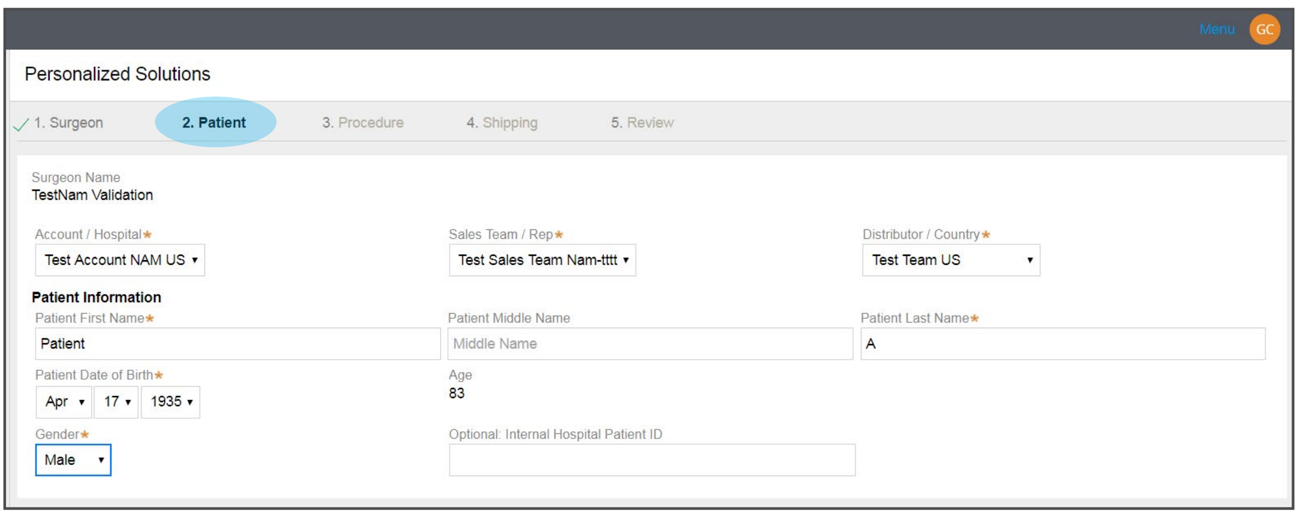


Figure 10

6 Fill out the procedure in step 3 (Figure 11). It is required to select:

- Body Side
- Procedure
- Surgery Date (Please note: a minimum of 20 business days is required for manufacturing)
- Scan Center

After the "Body Side" is selected, the option to select "Bone Model" is available. Select either "MRI" or "CT" in order to select a Scan Center.

Note: By checking the "Bone Model" box, you indicate that you would like to receive a bone model with the patient case. If you order the Signature Vanguard Total Knee or Oxford Partial Knee, and you are located in a 100% bone model country (U.S., Australia, Israel, Canada, and New Zealand), then you will receive a bone model with the case, regardless if you select it or not. By checking the "Vanguard Select (PSF)," you indicate that you would like to receive a patient specific femur.

To refer back to previous pages, select the "Back" button **Back** located at the bottom left-hand corner of each page.

When complete, select the "Continue" button **Continue** at the bottom right-hand corner and move onto the next step.

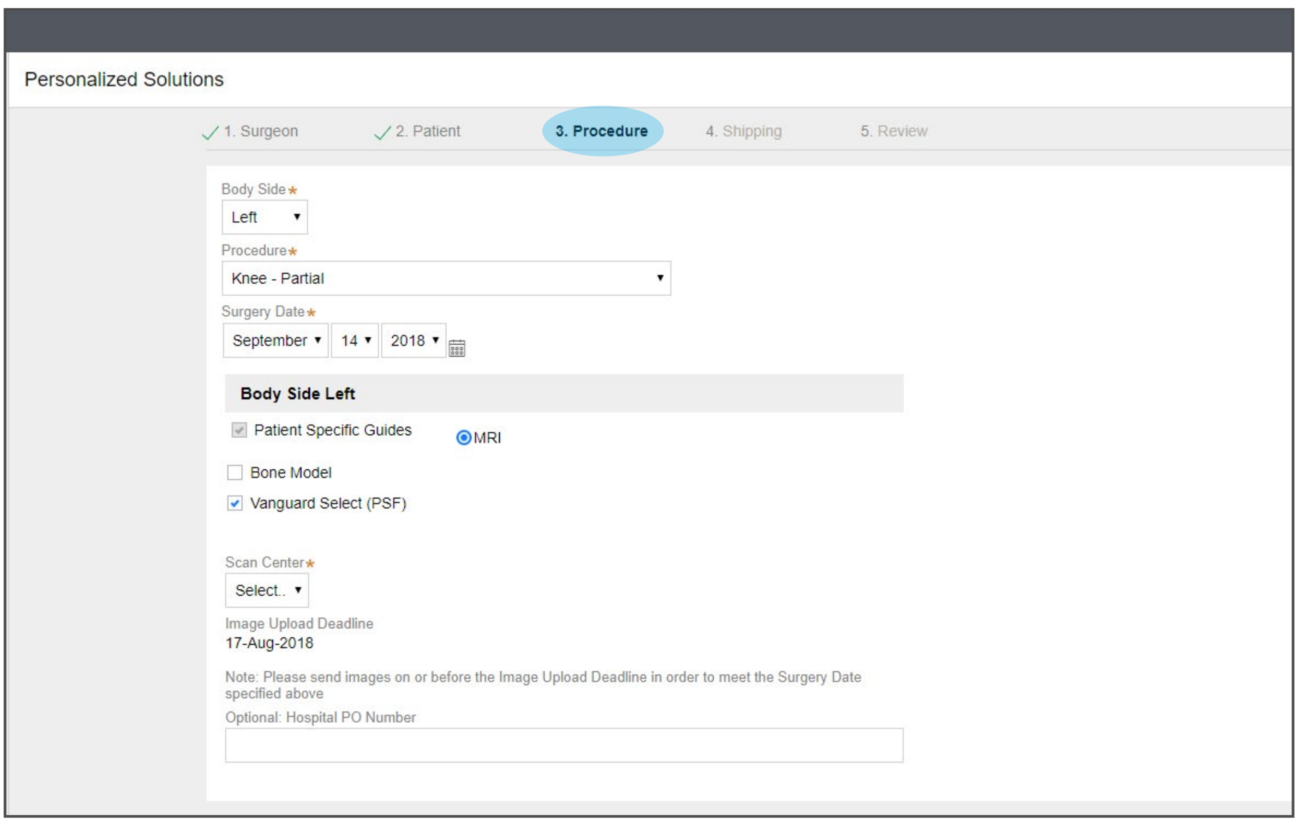


Figure 11

7 In step 4, the default shipping address will appear as the distributorship address for the United States (NAM) and as the country-specific locations for Canada (NAM), APAC, and EMEA (Figure 12). If you are located in US and would like to change the address, then you can do so at this time by overwriting on the following fields:

- Attention
- Name
- Country
- Street 1 (and possibly Street 2 and/or Street 3)
- State/Province
- City
- Zip Postal Code

Note: If you are located in Canada, APAC, or EMEA, this option is not available. It must go to the country-specific location address. In some countries, the shipping has been set to local Zimmer Biomet offices.

To refer back to previous pages, select the "Back" button **Back** located at the bottom left-hand corner of each page.

When complete, select the "Continue" button **Continue** at the bottom right-hand corner and move onto the next step.

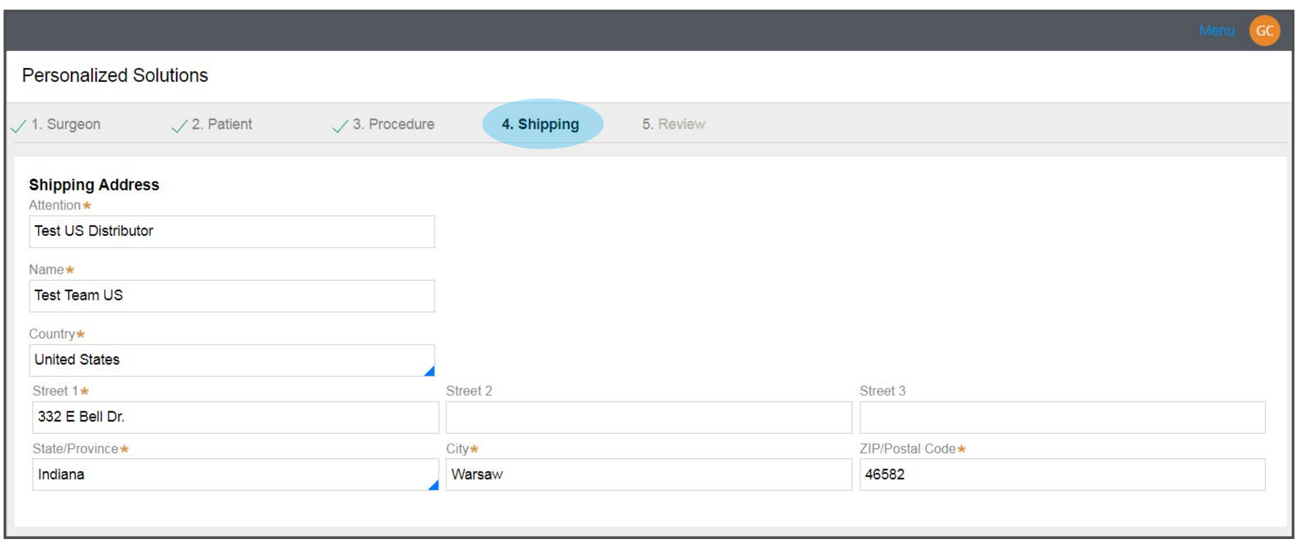


Figure 12

8 In step 5, you can review the patient case (Figure 13). In this section, you can view the name of the Surgeon, Patient Information, and the Body Side Information. If you need to refer back to any of the previous pages, you can select the "Back" button Back located at the bottom left corner of each page.

Once the patient case is reviewed, select the "Continue" button at the bottom right-hand corner of the screen.

After a new patient case is created, anyone associated with the case will be emailed and notified.

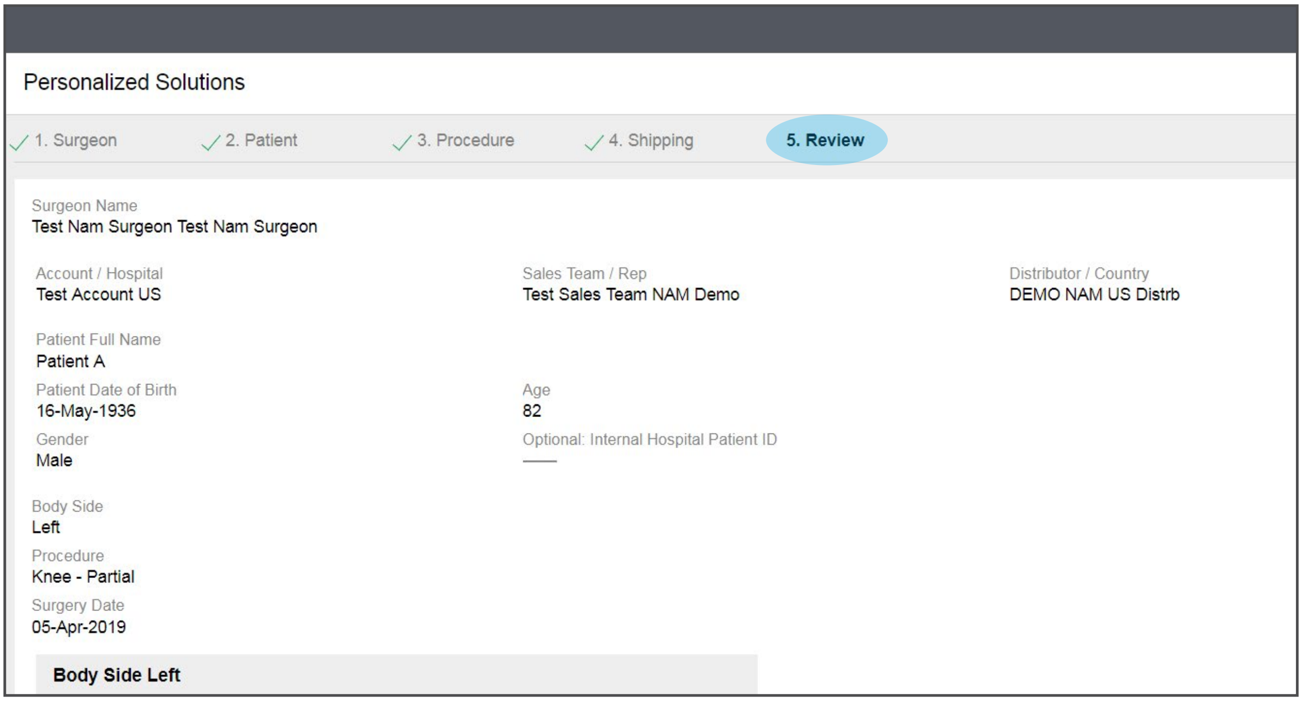


Figure 13

3.3 Image Upload Methods

DCMS Case Management

Figure 14

CSRs will monitor the “Image Upload” function and will be notified when the image upload is past due (Figure 14). The Scan Center will be sent a three day advanced warning to upload the images, a one day warning, and an email one day after the images are uploaded. The Sales Representative will be copied on all three of the emails. The Surgeon will only be copied on the email in EMEA. The PCC will be copied on the post-upload email.

Three ways to get images to Zimmer Biomet Personalized Solutions:

- Direct Method (This is the preferred method by Zimmer Biomet)
- Mail in CD
- Web Uploader via Nuance Powershare

Direct Method can be uploaded via Laurel Bridge DICOM Router or via VPN. This is an already-in-place feature, and it is supported by Zimmer Biomet Personalized Solutions.

3.3.1 Setting Up the Direct Method

Initial steps include:

1. The Sales Representative contacts the targeted Scan Centers to start discussions and gathers contact information regarding the Scan Centers (i.e. name, phone number, email, address, CT/MRI)
2. The Sales Representative contacts Personalized Solutions Customer Support Team at: personalizedsolutions@zimmerbiomet.com / 574-371-3710 and provides them the Scan Center Contact Information.

The Personalized Solutions Picture, Archive and Communications System (PACS) Support Team Process includes:

1. Scan Center contact Information are provided to Personalized Solutions PACS Support Team to initialize set up.
2. An initial introduction email sent to the provided contact person outlining the two primary ways preferred to receive images (VPN or Laurel Bridge/Compass).
3. If the site is not comfortable with either of those options – a call is scheduled to discuss other secure ways to send the images that are compliant with local laws and regulations.
4. Once the connection is established, the test images are sent in for Customer Service to review.

3.3.2 Image Upload Step within DCMS

If you are transferring images, you need to indicate how you intend to transfer those images to Zimmer Biomet (Figure 15).

Option 1: Direct Method - Images are sent via Laurel Bridge or VPN.

Option 2: CD - Images are burnt on a disc and mailed (send via UPS or FedEx) to Personalized Solutions at:
Zimmer Biomet
Attention: Personalized Solutions, Building D
56 E Bell Drive
Warsaw, IN 46582

Option 3: Web Uploader - User selects the "Nuance" button.

If you are a CSR, you will need to associate the images once the images have been uploaded. This will need to be completed within 24 hours of the status changed to "Image Association."

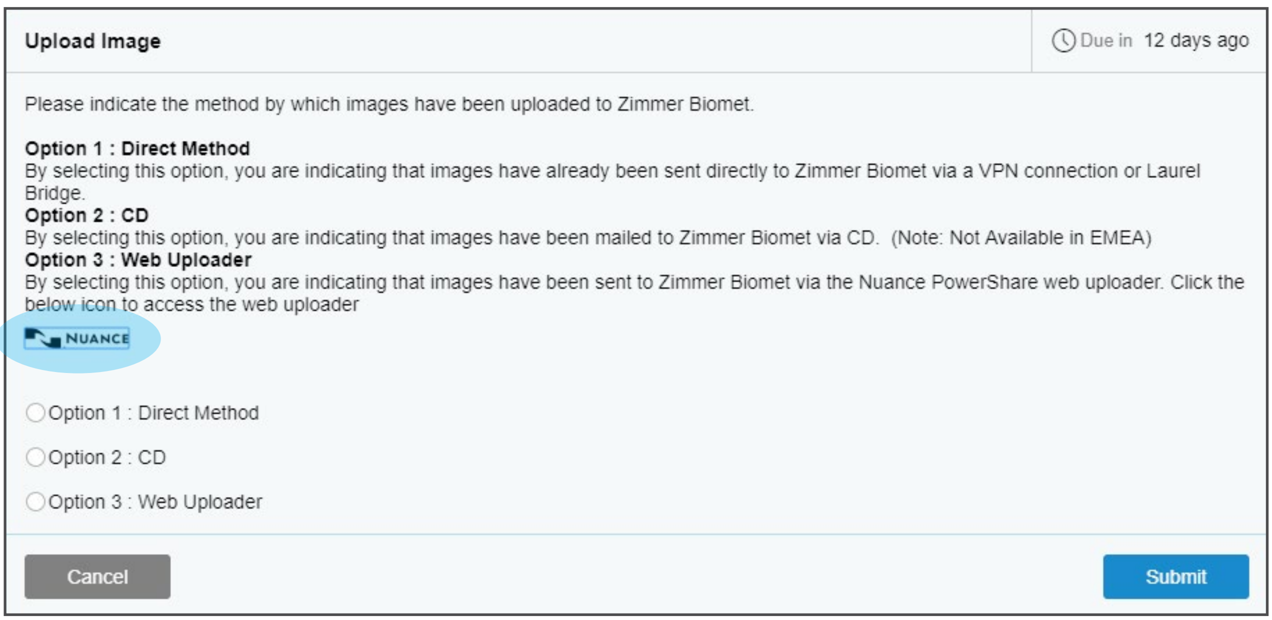


Figure 15

3.4 Case Lists

3.4.1 Menu Bar

The menu bar is located to the left-hand side of the screen. Depending on your authorization, some work baskets will be restricted (Figure 16). All of the work baskets within the menu bar are listed as:

- **My Work:** Requires the specific user logged in to take action
- **Cases:** Shows all of the active cases (some may require action, and others may not)
- **Image Upload:** All of the cases in the image upload status (a user will need to take action)
- **Image Association:** Images are ready to be associated by Customer Support
- **Image Rejection:** Images that have problems, geographic issues, or discrepancies that Materialise sends. CSRs will need to look into the problem.
- **CSR Admin:** Cases that require CSRs to enter PO numbers are delegated here
- **Vanguard Select:** A specialized tab for the Patient Specific Femur (PSF)
- **Error Handling:** When images do not get transferred over to Materialise properly. This is system to system communication. Customer Support will need to look into how to resolve the problem.
- **Reports:** How one accesses closed and cancelled cases

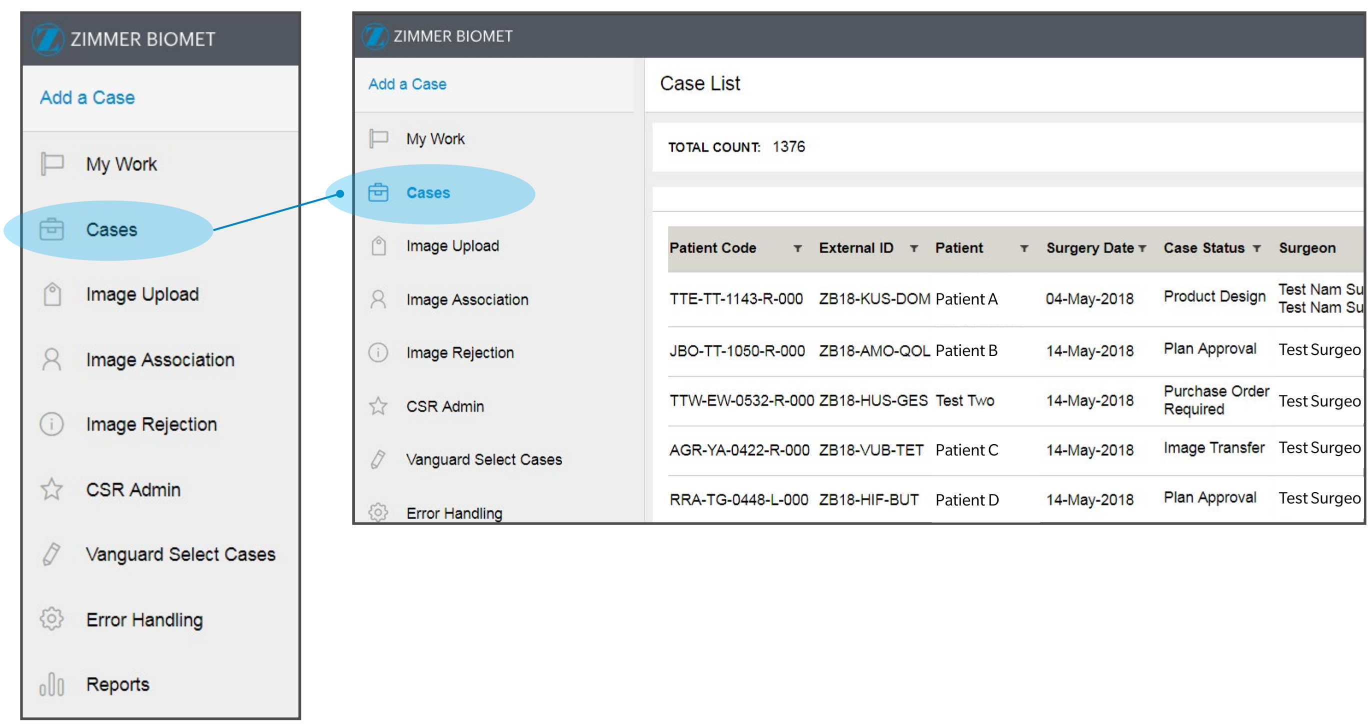
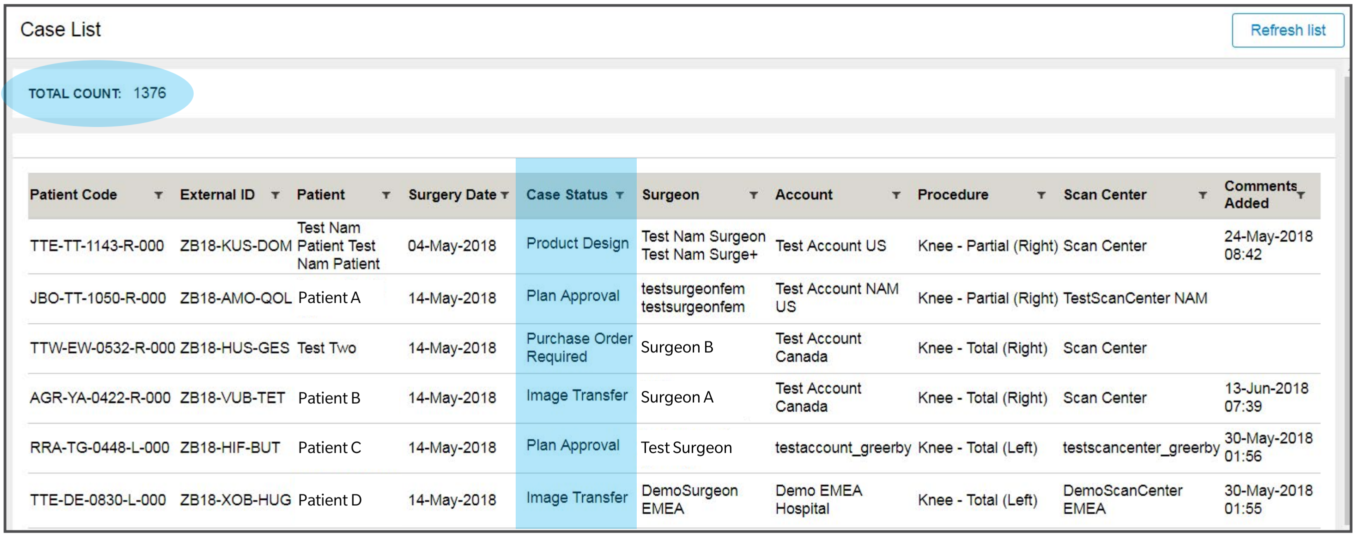


Figure 16

3.4.2 Case Statuses

The Patient Code, External IDs, Name of the Patient, Surgery Date, Case Status, Surgeon, Account, Procedure, and Scan Centers are all visible (Figure 17). Administrators, CSRs, Surgeons, Sales Representatives, and PCCs can select a patient's information to pull up a case and view/edit the case details. Scan Technicians can only see the case lists. Refer to Figure 18 for all "Case Status" definitions.

A total count for the number of cases in each work basket is located at the upper-left of corner of the page.



Case List

Refresh list

TOTAL COUNT: 1376

Patient Code	External ID	Patient	Surgery Date	Case Status	Surgeon	Account	Procedure	Scan Center	Comments Added
TTE-TT-1143-R-000	ZB18-KUS-DOM	Test Nam Patient Test Nam Patient	04-May-2018	Product Design	Test Nam Surgeon Test Nam Surge+	Test Account US	Knee - Partial (Right)	Scan Center	24-May-2018 08:42
JBO-TT-1050-R-000	ZB18-AMO-QOL	Patient A	14-May-2018	Plan Approval	testsurgeonfem testsurgeonfem	Test Account NAM US	Knee - Partial (Right)	TestScanCenter NAM	
TTW-EW-0532-R-000	ZB18-HUS-GES	Test Two	14-May-2018	Purchase Order Required	Surgeon B	Test Account Canada	Knee - Total (Right)	Scan Center	
AGR-YA-0422-R-000	ZB18-VUB-TET	Patient B	14-May-2018	Image Transfer	Surgeon A	Test Account Canada	Knee - Total (Right)	Scan Center	13-Jun-2018 07:39
RRA-TG-0448-L-000	ZB18-HIF-BUT	Patient C	14-May-2018	Plan Approval	Test Surgeon	testaccount_greerby	Knee - Total (Left)	testscancenter_greerby	30-May-2018 01:56
TTE-DE-0830-L-000	ZB18-XOB-HUG	Patient D	14-May-2018	Image Transfer	DemoSurgeon EMEA	Demo EMEA Hospital	Knee - Total (Left)	DemoScanCenter EMEA	30-May-2018 01:55

Figure 17

You can select the arrow next to "Case Status" or any of the fields on the bar to filter though the cases for a specific case search (Figure 17). Finally, once you've selected an arrow to filter, you can select any of the categories that pertain to your search, or you can type in key words into the "Search Text" box and select "Apply" (Figure 18).

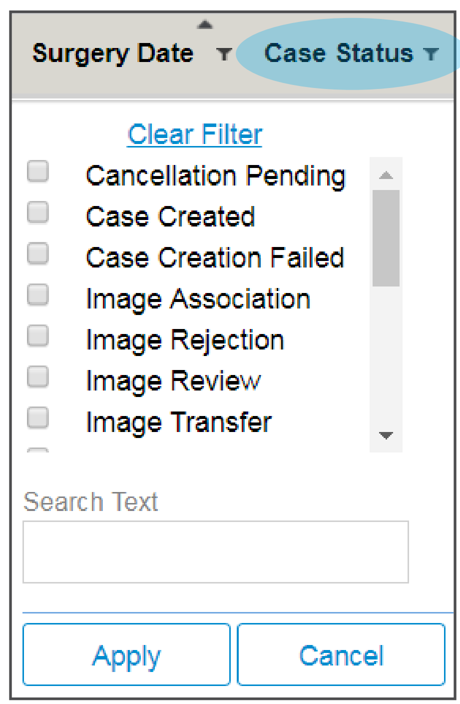


Figure 18

Case statuses are as follows:

Internal Case Status	External Case Status	Description
Case Created	Case Created	Case has been added to the system
Case Creation Failed	Case Created	There was an error in the case creation between DCMS and M3S
Image Upload	Image Upload	Images need to be uploaded for the case
Image Upload Failed	Image Upload	There was an error in completing the image upload step
Image Association	In Process	Images need to be associated to a case and transferred to M3S
Image Transfer	In Process	Images are in process of being sent to M3S
Image Transfer Failed	In Process	There was an error in the transfer of images from DCMS to M3S
Image Review	In Process	Images have been received by M3S and are in the Image Review status with Materialise
Image Rejection	In Process	Materialise has rejected images and sent the case back to Zimmer Biomet to accept or reject disposition
Image Rejection Override	In Process	Zimmer Biomet has rejected Materialise's disposition and notified them to proceed with Segmentation *Note: This status will only be displayed for a short period of time until Materialise updates the status back to Image Review*
Segmentation	e-Manufacturing	The case has moved to 3D Reconstruction and Planning in M3S
Plan Approval	e-Manufacturing	The plan is ready for review and approval
Plan Signature	Plan Pending Signature	The plan has been approved in SurgiCase Planner and requires Surgeon electronic signature to finalize the approval
Purchase Order Required	e-Manufacturing	The case requires a PO before it can move to Product Design and Manufacturing
Product Design	Manufacturing	The case is in the Design stage in M3S
Manufacturing	Manufacturing	Design has completed and the case is in the Manufacturing stage in M3S
Shipped	Shipped	Manufacturing has completed and the case has been shipped
Closed	Closed	The case has been shipped and delivered and is closed
Cancellation Pending	Cancellation Pending	The case is awaiting confirmation from Materialise that the case can be cancelled
Cancelled	Cancelled	The case has been cancelled

Figure 19

3.5 Editing a Case

Limited patient case information can be changed up until manufacturing (Figure 20). If you are an Administrator, CSR, Sales Representative, Surgeon, or PCC, to edit a case:

1. Select the "Cases" function, select case for edit, and then select the "Actions" drop down menu in the top right corner.
2. Select "Edit Case Details" in the drop down menu.
3. Then, edit or cancel the case. Editable information depends on position within the case approval process.

There are multiple fields displayed. You can:

- Enter the Purchase Order (PO)
- Change the Account
- Enter the Patient ID
- Change the Procedure and Surgery Dates
- Change the Bone Model

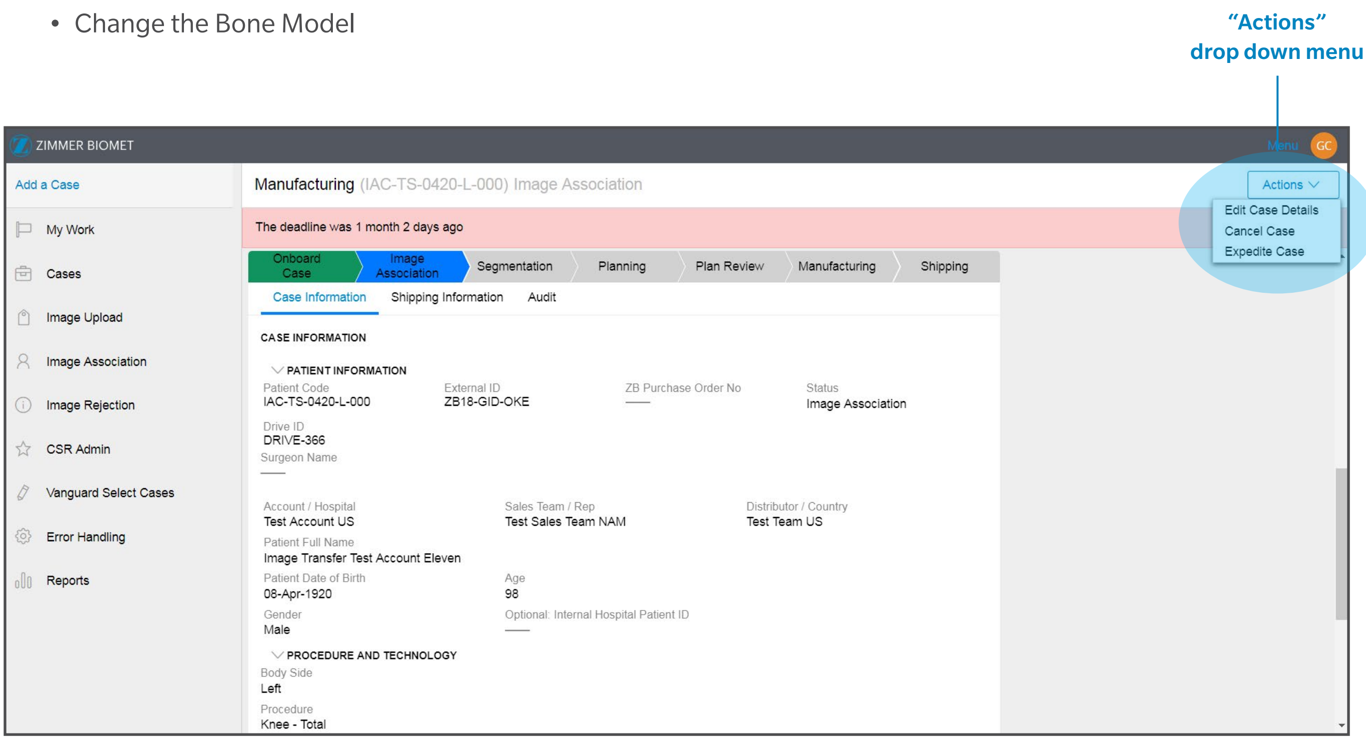


Figure 20

3.5.1 Entering a Purchase Order

The Purchase Order (PO) Number is required to manufacture the surgery guides (Figure 21). If a plan is approved without a PO, the case will not progress until the PO is provided. If you are a Zimmer Biomet Customer Support Team Member, you may contact the Sales Representative to obtain the correct PO number if PO has not been entered in a timely manner.

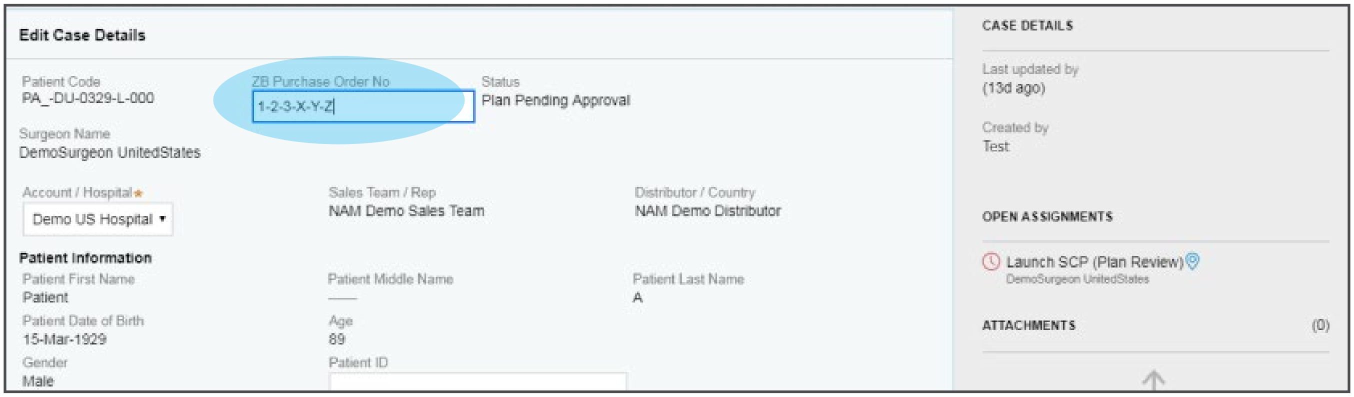


Figure 21

3.5.2 Changing the Surgery Date

You can edit the surgery date by selecting the fields under "Surgery Date" (Figure 22). The surgery date availability date is agreed upon via system logic with Zimmer Biomet and Materialise. A warning will be displayed if the surgery date is not feasible.

If images are uploaded after the due date, the Surgeon will be sent an automated email notifying them that the surgery date was rescheduled to the earliest next available date. The Sales Representative will be copied on this email.

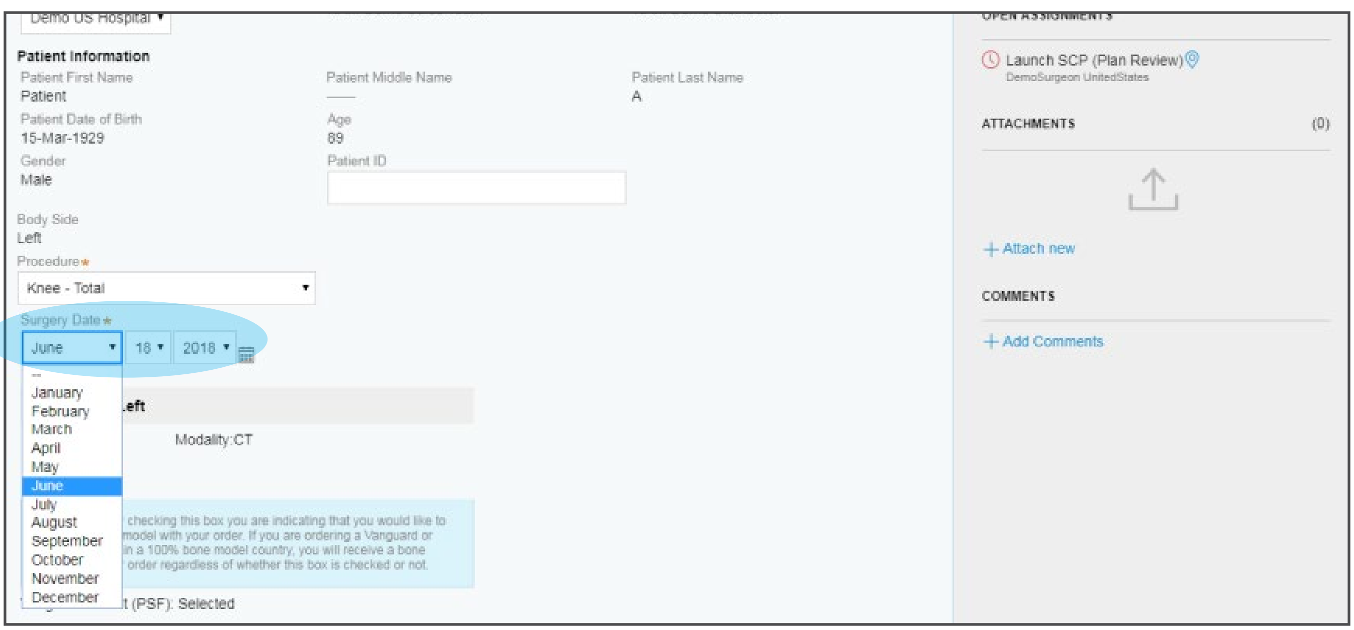


Figure 22

3.5.3 Changing the Procedure

The procedure type can be edited, and it is located under "Procedure" (Figure 23). A Surgeon can change the procedure type up until the plan is approved.

Note: Changing a procedure in DCMS will be limited once the case has been created; but it can be changed in the SurgiCase Planner until the plan has been approved. Once a plan is approved, the procedure cannot be changed.

Note: This includes changes for surgical procedures, not surgical preferences (i.e. cut blocks). To change Surgeon preferences, access SurgiCase Planner within the planner software.

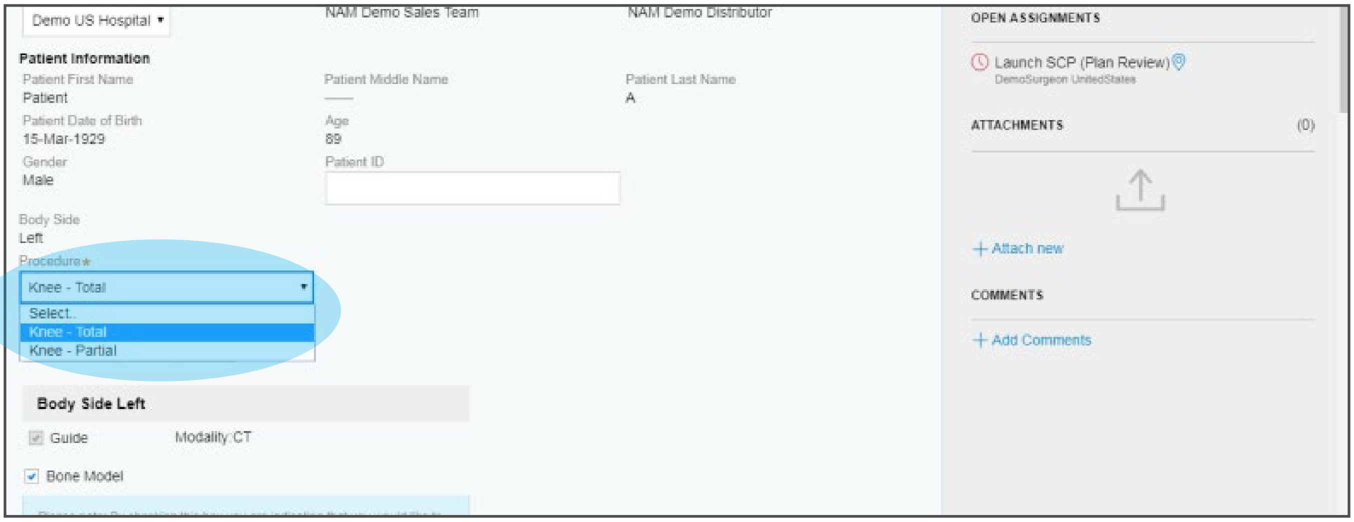


Figure 23

3.5.4 Viewing/Changing Shipping Information

By design, shipping addresses will default to the distributorship address for the United States (NAM) and the country's specific location for Canada (NAM), EMEA and APAC (Figure 24). Due to logistical optimization, this cannot be changed for Canada, EMEA, or APAC. If you are located in the United States, you can change the shipping address in the "Edit Case Details" function up until manufacturing.

Sales Representatives will be sent an email once the product has shipped, and PCCs will be copied on that email. The shipping tracking number will be a hyperlink within the email.

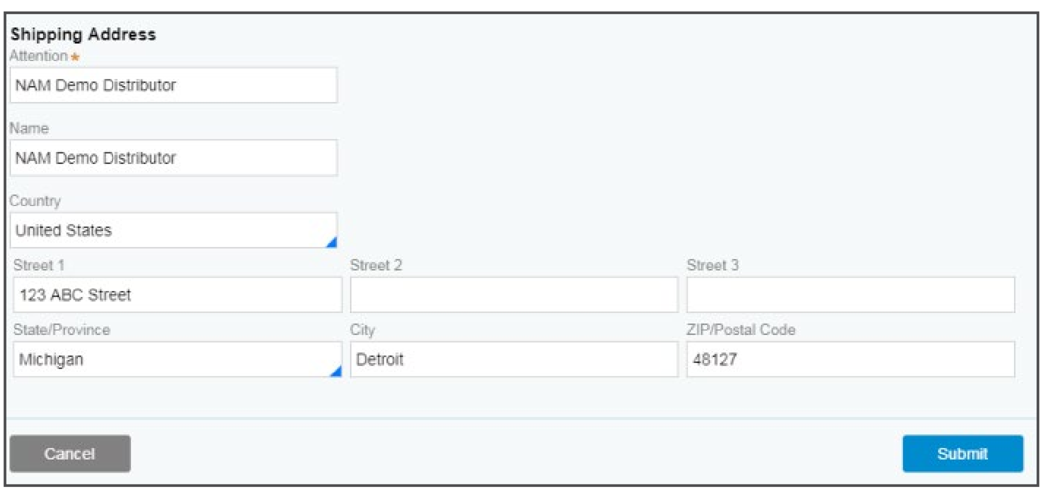


Figure 24

3.5.5 Adding/Viewing Comments and Attachments

If you are an Administrator, CSR, Sales Representative, Surgeon, or PCC, you can add and view comments.

To add a comment:

1. Select "Add/View Comments" button located at the lower right-hand corner (Figure 25).
2. Type their public or private comments into the text box (Figure 26).
3. Select "Post" on the left-hand side.

Note: Private comments are for internal communications between the Zimmer Biomet Team and Materialise Customer Support. Public comments are communications for anyone who has access to the case. The comments section will automatically default to private comments (Figure 26).

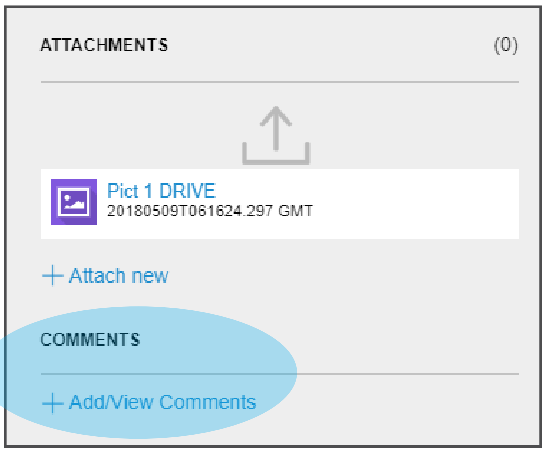


Figure 25

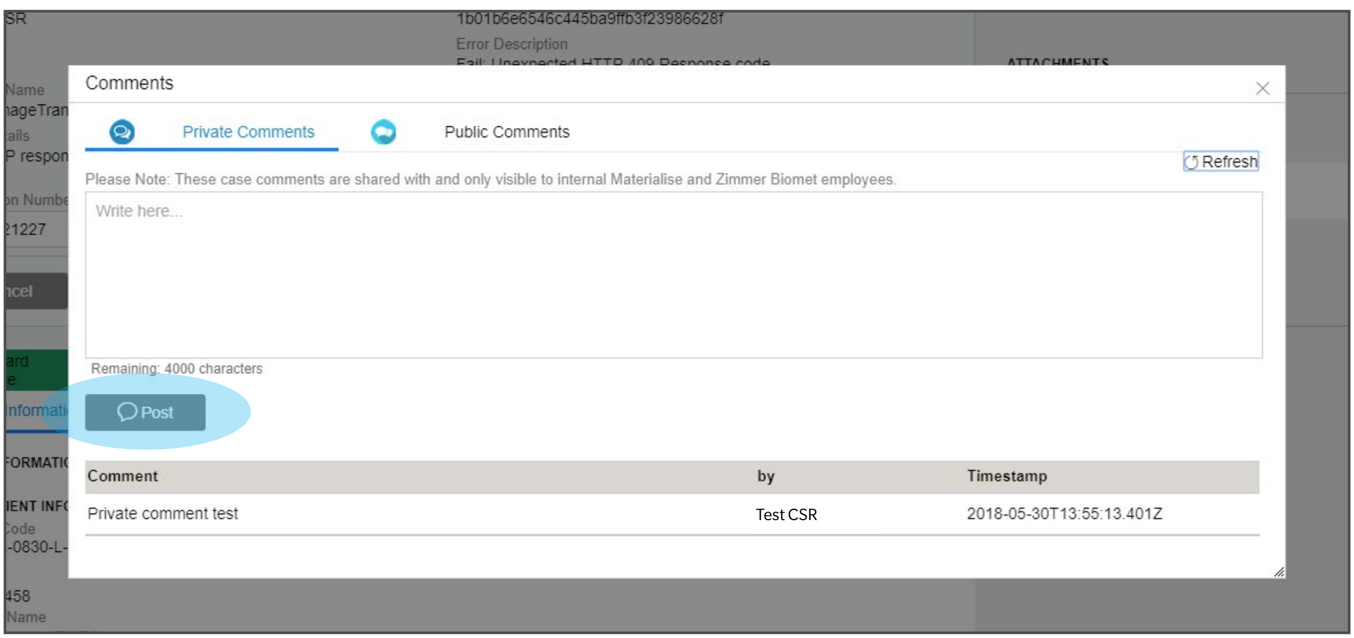


Figure 26

To add attachments to a case:

1. Select the "Attach new" button located in the lower right-hand corner (Figure 27).
2. Select either "File from device" or "URL" to attach file.

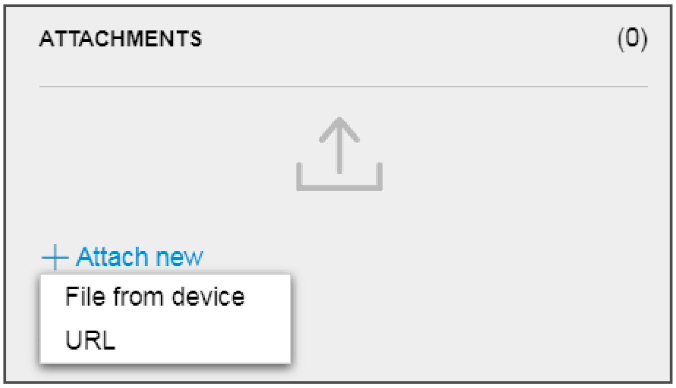


Figure 27

3. For "File from device" option:
Either select "Select file(s)" or drag the file to "Drag and drop files here" (Figure 28).

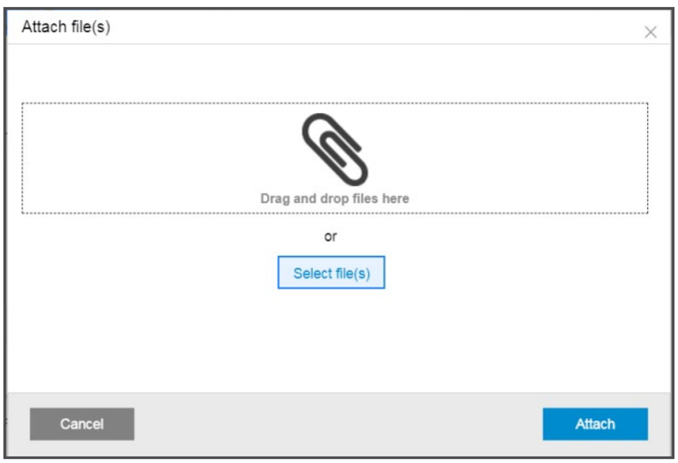


Figure 28

4. For "URL" option:
Type in a subject under "Subject" and type in a URL under "URL" (Figure 29) and select "Submit."
Both fields are required.

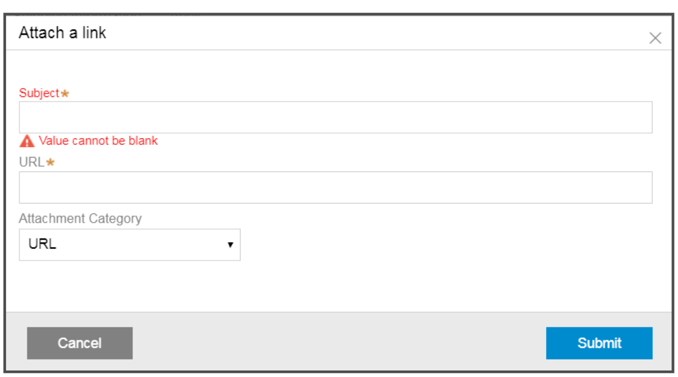


Figure 29

3.6 Cancelling Cases

Administrators, CSRs, Sales Representatives, Surgeons, and PCCs can cancel cases. Select "Cancel Case" from the drop down menu on the right side of the screen, if you wish to cancel a case (Figure 30).

When a cancelled case is in the "Image Upload" phase, the Scan Technician will be notified. The Sales Representative, Surgeon, and PCC will be copied on the email. A case may be cancelled up until manufacturing.

To cancel a case:

1. Select **required** reason for cancellation from the drop down menu (Figure 31).
2. Select "Submit."
3. MTLS will be notified that a request for cancellation has been submitted. MTLS will be responsible for accepting or rejecting the request for cancellation. The case will remain open until MTLS has accepted the cancellation.

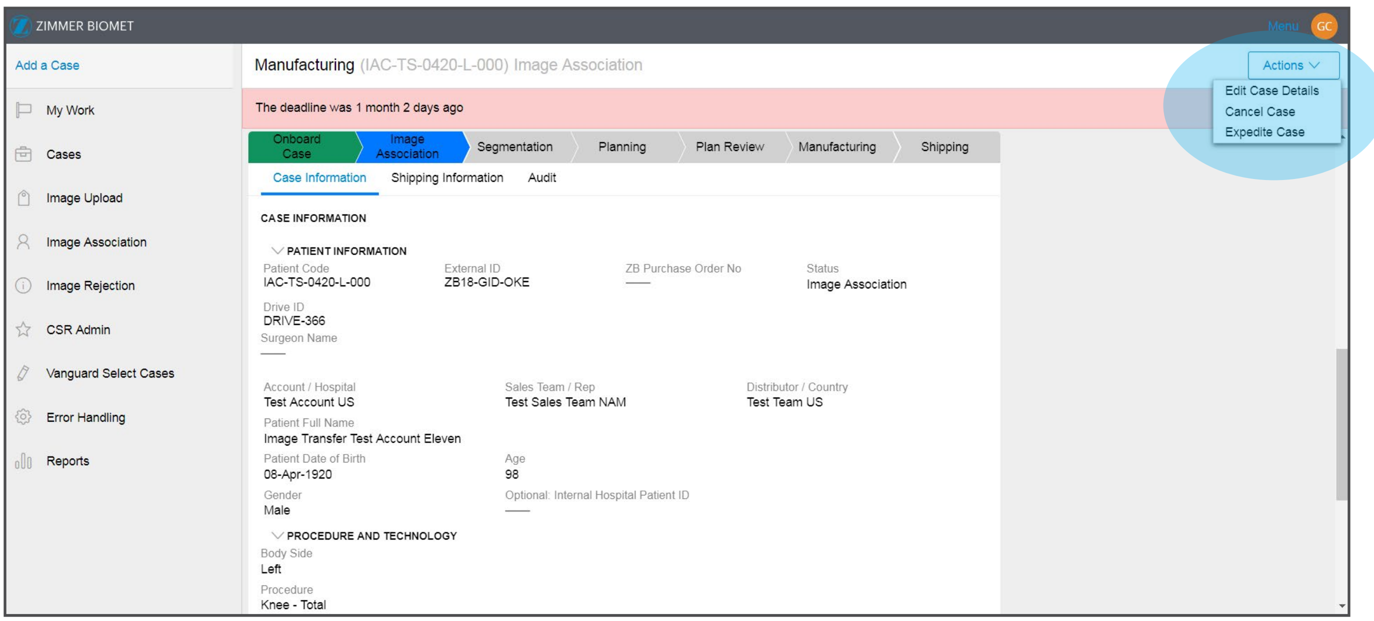


Figure 30

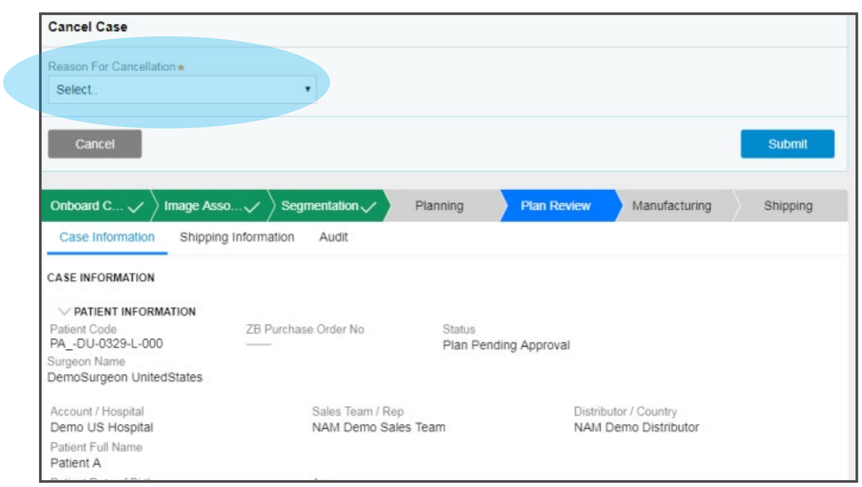


Figure 31

3.7 Shipping Information

You can locate shipping information under the “Shipping Information” tab (Figure 32). This tab can be found once a case is in the “Shipping” phase. There will not be a tracking number until items have been shipped.

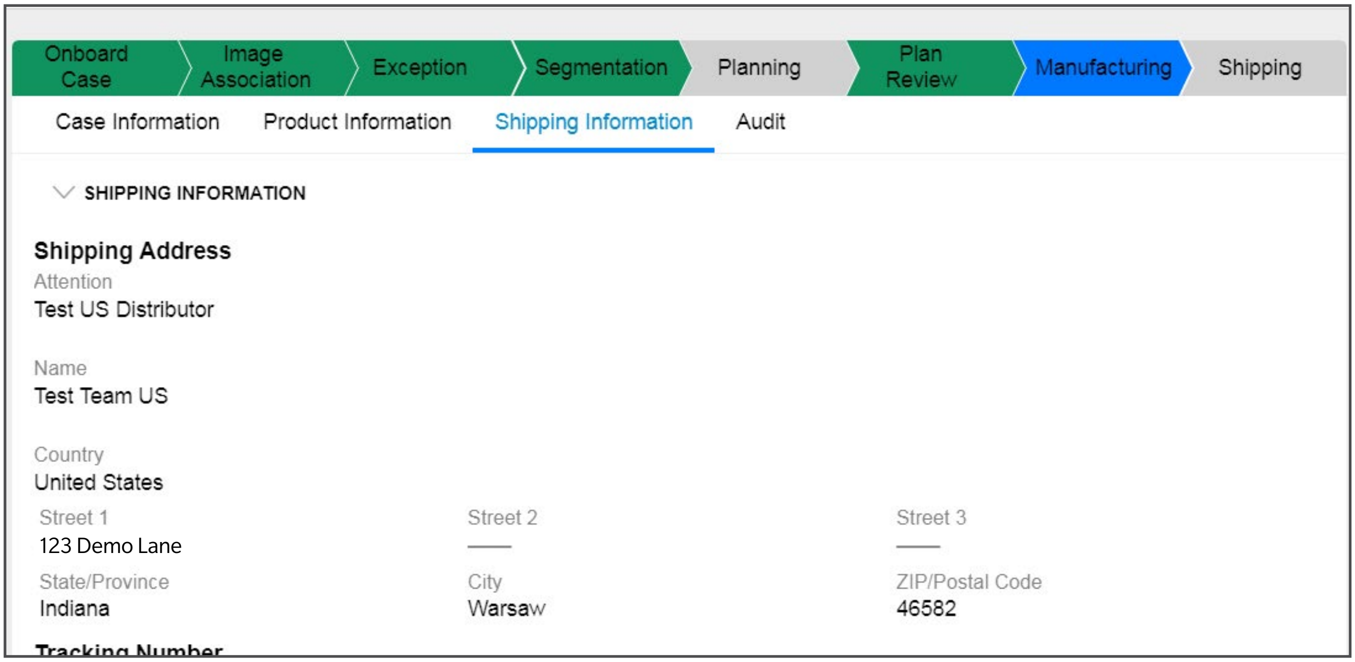


Figure 32

3.8 Reports: Closed Cases

If you are an Administrator, CSR, Sales Representative, Surgeon, or PCC, you can access closed cases by:

1. Selecting "Reports" (Figure 33).
2. Selecting "All Reports."
3. Selecting "Closed Cases Volume."

Note: If closed cases cannot be seen, then disable the pop-up blocker.

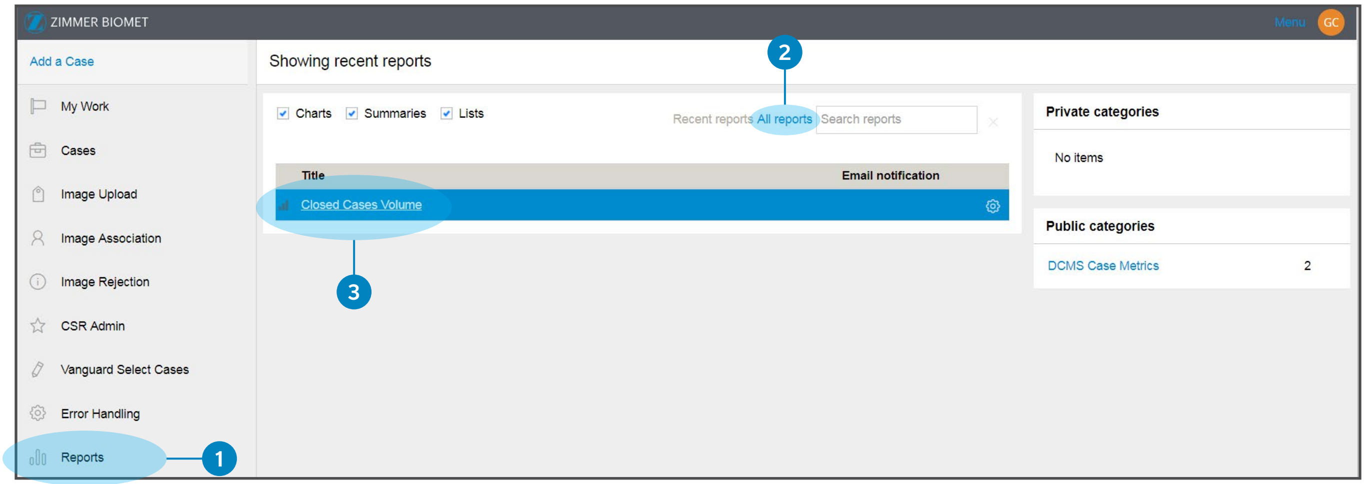


Figure 33

Once you select "Closed Cases Volume," it will open in a new window, and you will:

1. Select date range, and select "Apply Filters" (Figure 34) (cases can only be filtered for a month at a time).
2. Select the "Knee" line.

Figure 34

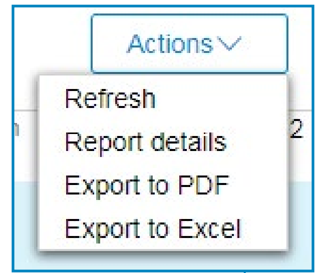
Note: When selecting the “Knee” line, closed cases will appear.

A list of cases for date range selected will be displayed. You can do one of the following:

1. Select “Actions” to export closed case reports to PDF or Excel (Figure 35).

   OR

2. Select a single case, and a report will open in DCMS (Figure 36).
   Note: The DCMS Case Screen is behind the report pop-up.
   You will need to minimize the report or select the browser window.



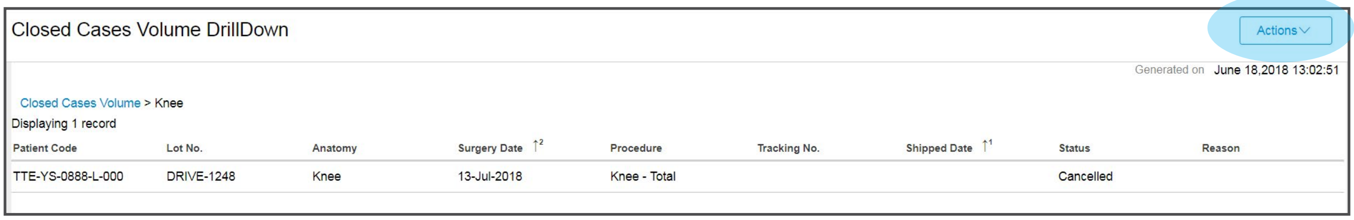


Figure 35

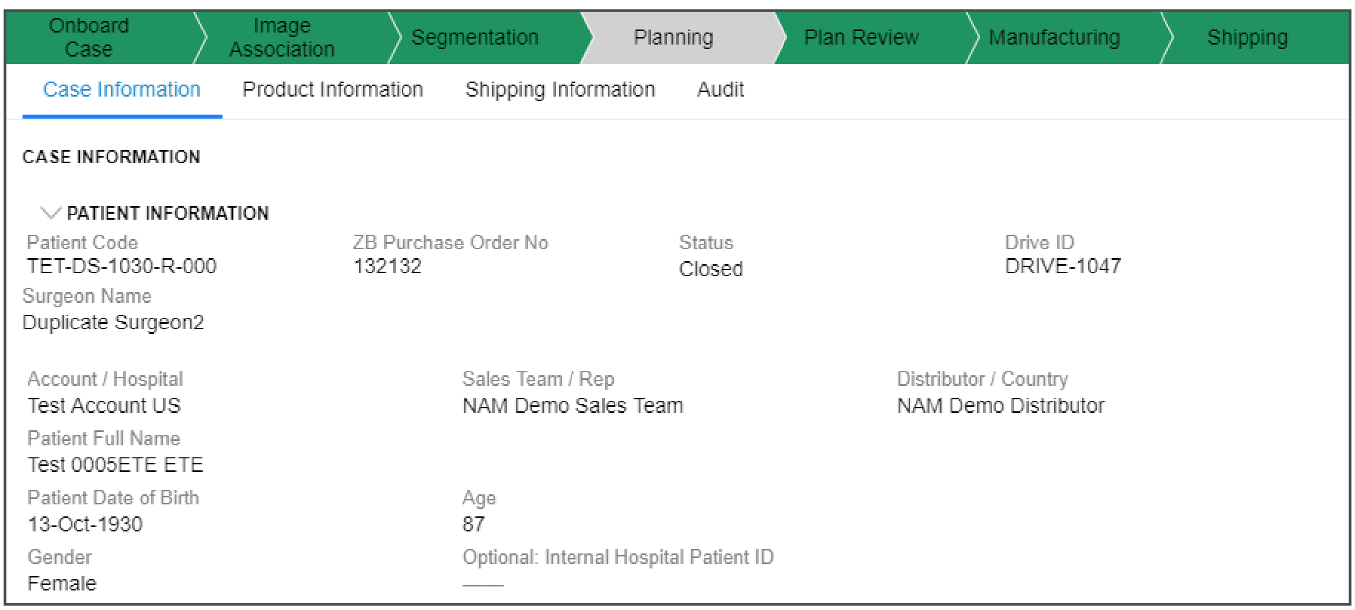


Figure 36

4. Surgeon Manual

4.1 Launch Web Planner

The Web Planner (e.g. SurgiCase Planner) can be launched when it is time to view the patient case plans (Figure 37).

DCMS Case Management

Figure 37

1. Select “My Work” (Figure 38).

Figure 38

2. Select chosen patient information line (Figure 39).

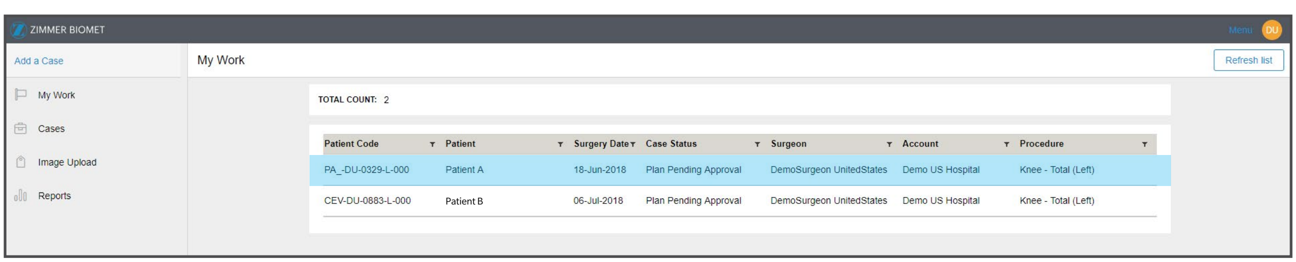


Figure 39

3 Select “Actions” > “Review Plan” (Figure 40).

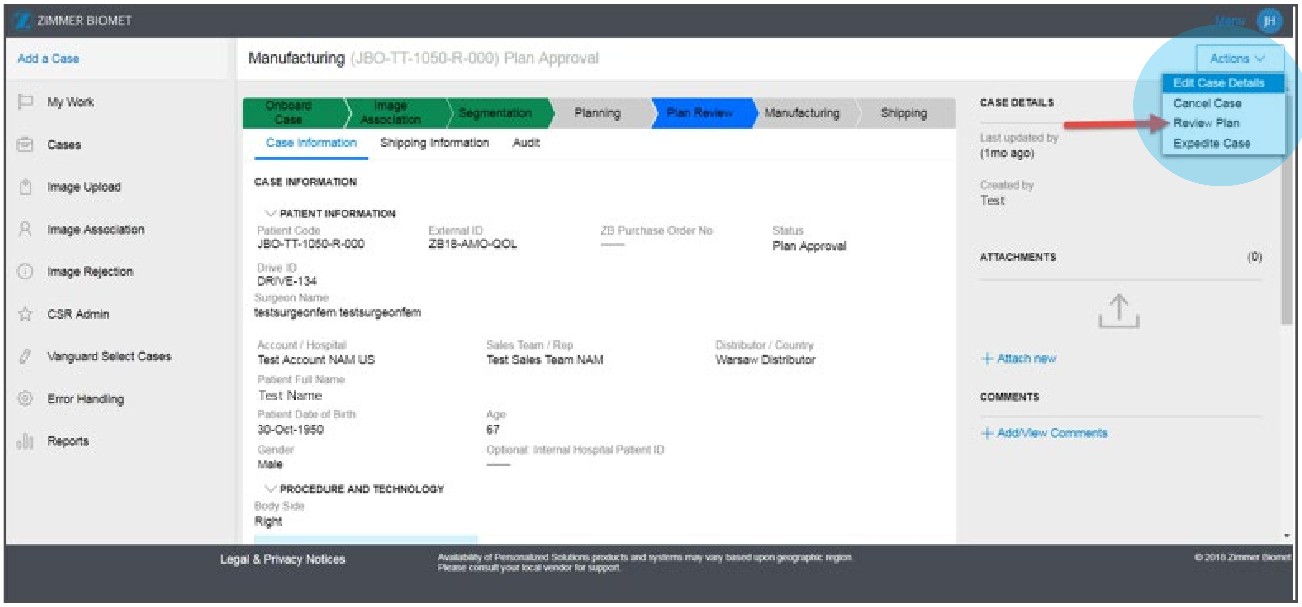


Figure 40

4 Select “Click Here to Launch Web Planner” to launch the SurgiCase Planner (Figure 41).

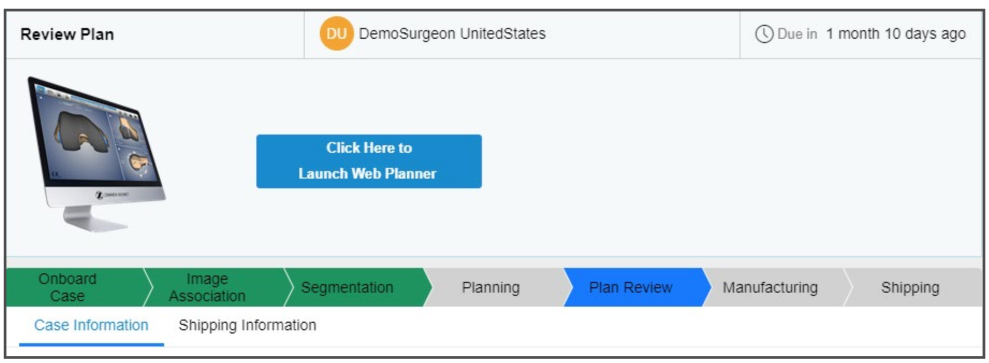


Figure 41

5 When a case is ready for approval, the Surgeon will need to approve the case through the SurgiCase Web Planner.

4.2 Approving a Case

Only a Surgeon has the ability to approve a case. Please note: due to IT, Compliance, and Regulatory requirements, all cases must be approved by a Surgeon regardless of the legacy system, **the default approval option is no longer available.**

You will be sent an email notification when a case is ready for approval and requires an e-signature. The Sales Representative and PCC will be copied on these emails. Another email will be sent to you if the case approval needed to be re-evaluated and is ready for you to approve again. The Sales Representative and PCC will also be copied on this email.

Please see the SurgiCase Planner Manual for detailed instructions.

1. Within the SurgiCase Planner, apply modifications, then select "Approve Plan" (Figure 42).

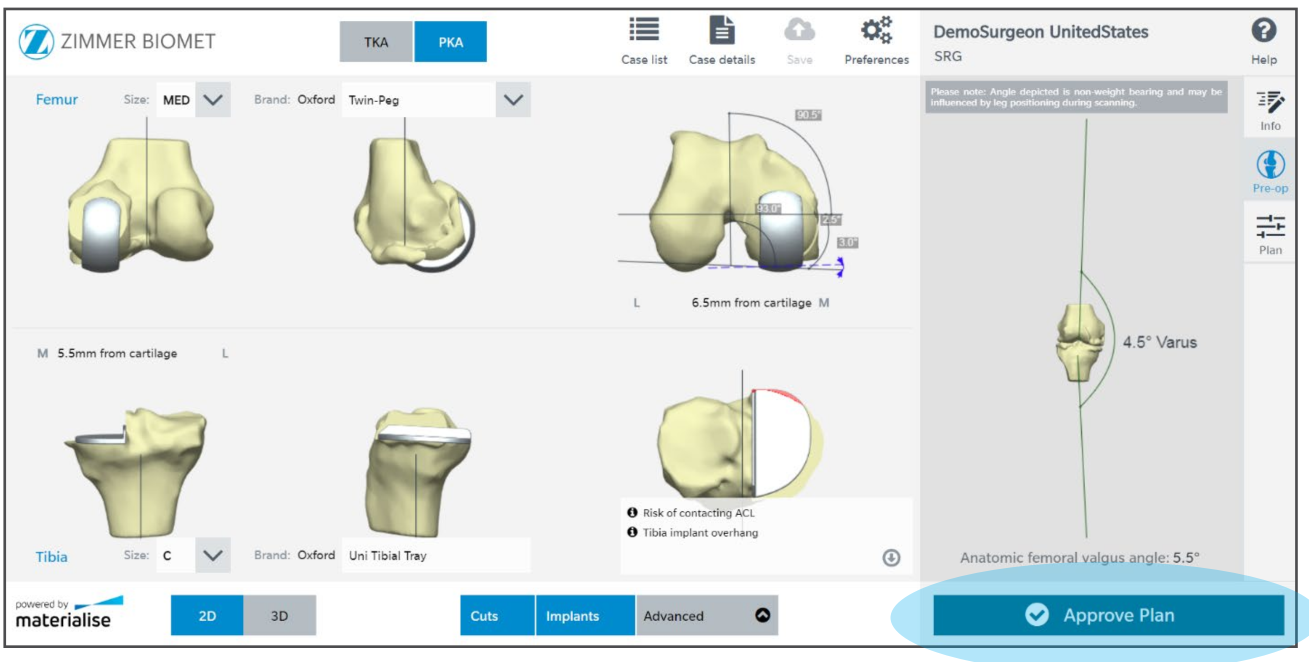


Figure 42

If you are a Surgeon, once you select "Approve Plan," a warning will appear on the screen, if you need to look over the plan again (Figure 43).

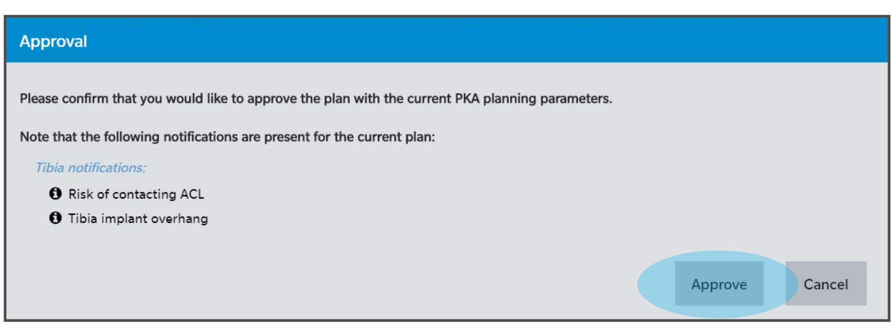


Figure 43

Once you select “Approve,” you will be routed to the screen below.

Note: It is very important that you allow the screen to load and do not exit out of the page, so that you can be taken to the next phase of approval (Figure 44).

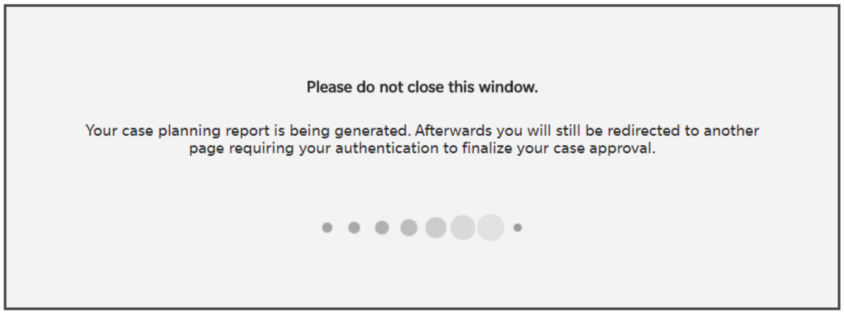


Figure 44

2. You will be taken back to “Case Details” (Figure 45).

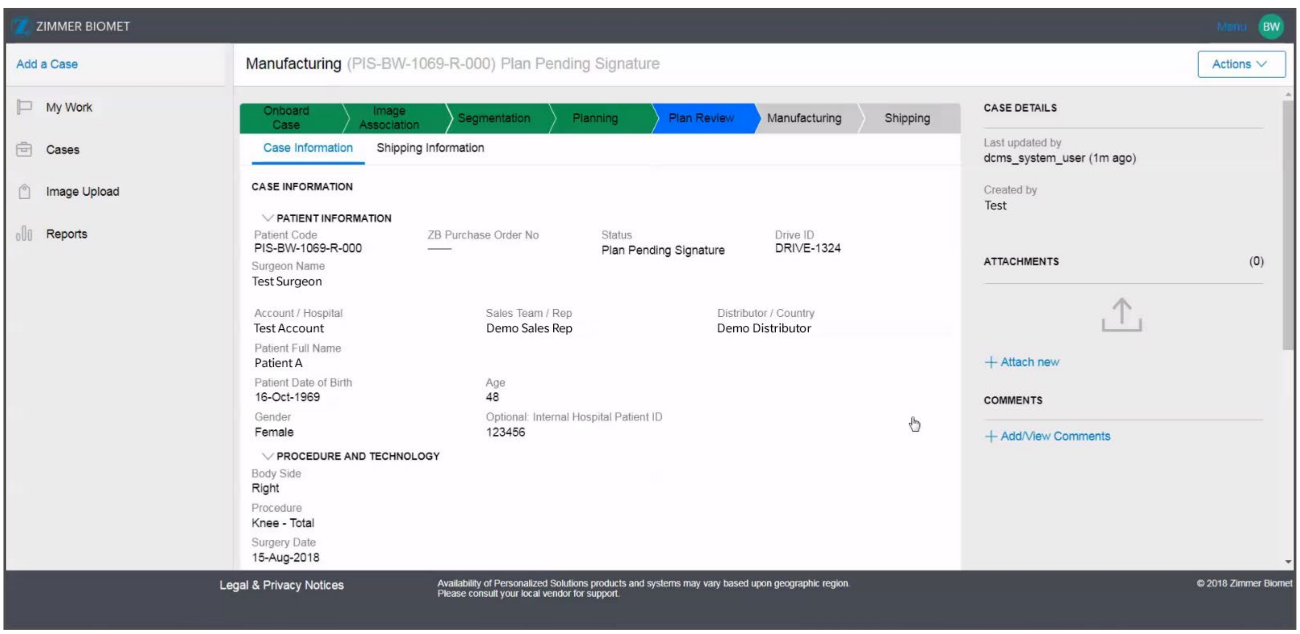


Figure 45

3 Select “Actions” > “Capture Signature” (Figure 46).

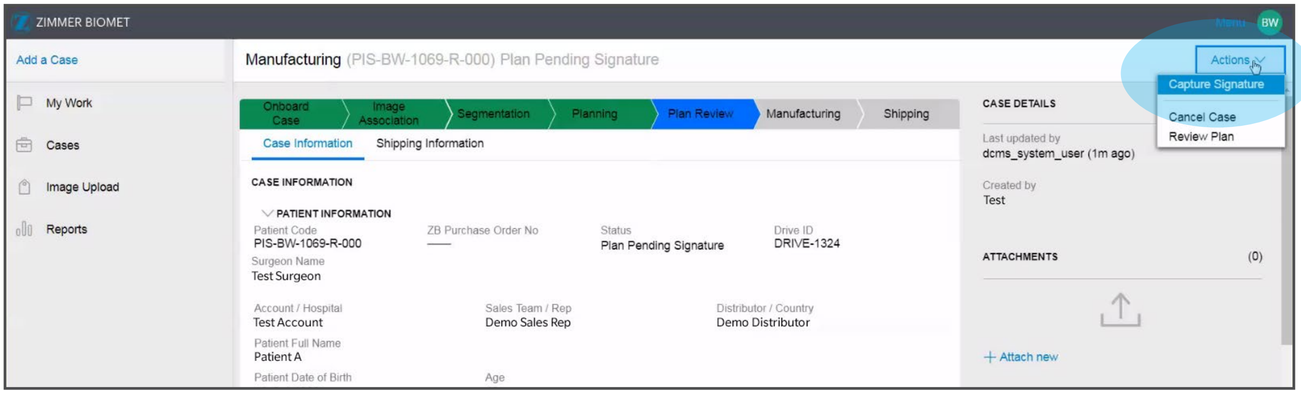


Figure 46

4 Enter your password and select “Submit Signature” button. Your email address will be pre-populated (Figure 47).

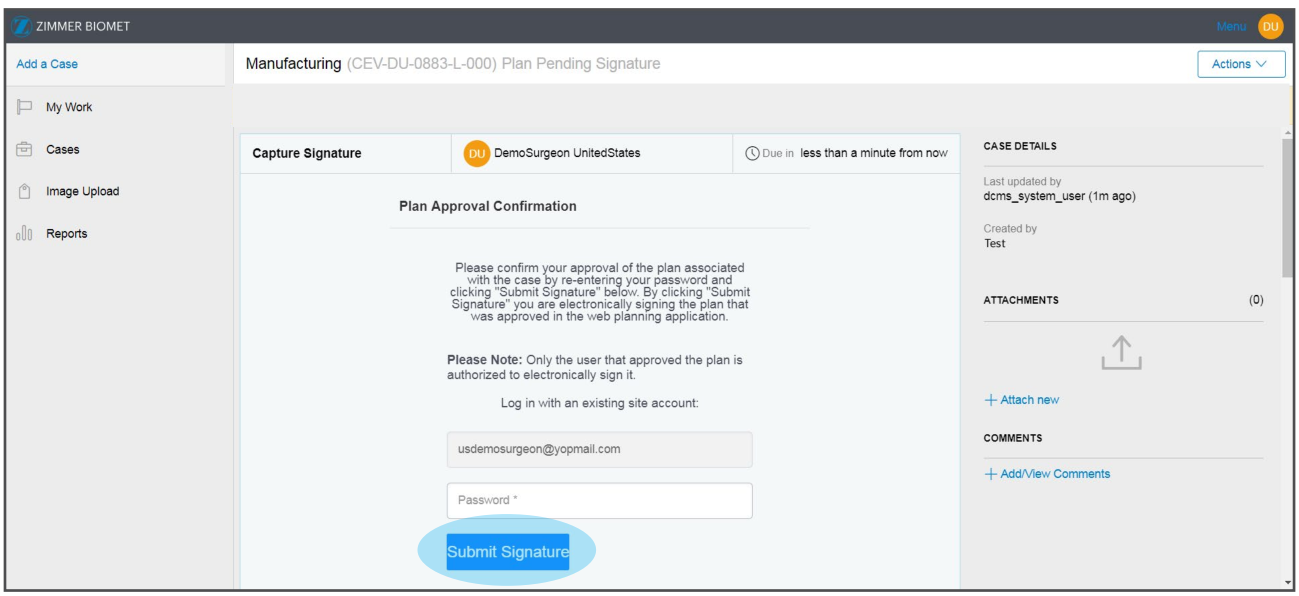


Figure 47

Once you select the “Submit Signature” button, you will be taken back to patient’s information page. You will need to submit a captured signature, which is located at the top of the page (Figure 48).

*Note: You must enter your password to approve a case due to FDA CFR part 11 electronic signature requirements. If you select approve, but do not enter a password, the **case is not approved**, and you will receive an email notifying you that the case is awaiting an electronic signature. You will receive a notification an hour after you do not finish the approval process.*

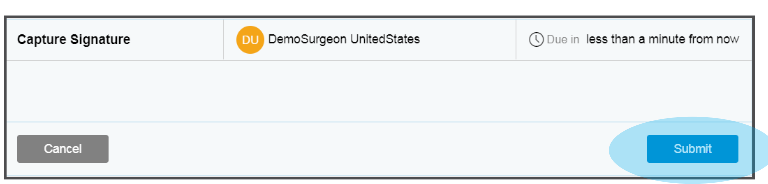


Figure 48

4.3 Surgeon PDF

You can access the Surgeon PDF via DCMS when a case has been approved. The Surgeon PDF is located under attachments on the right-hand side of the screen (Figure 49). Surgeon PDFs will now show any changes made to the case.

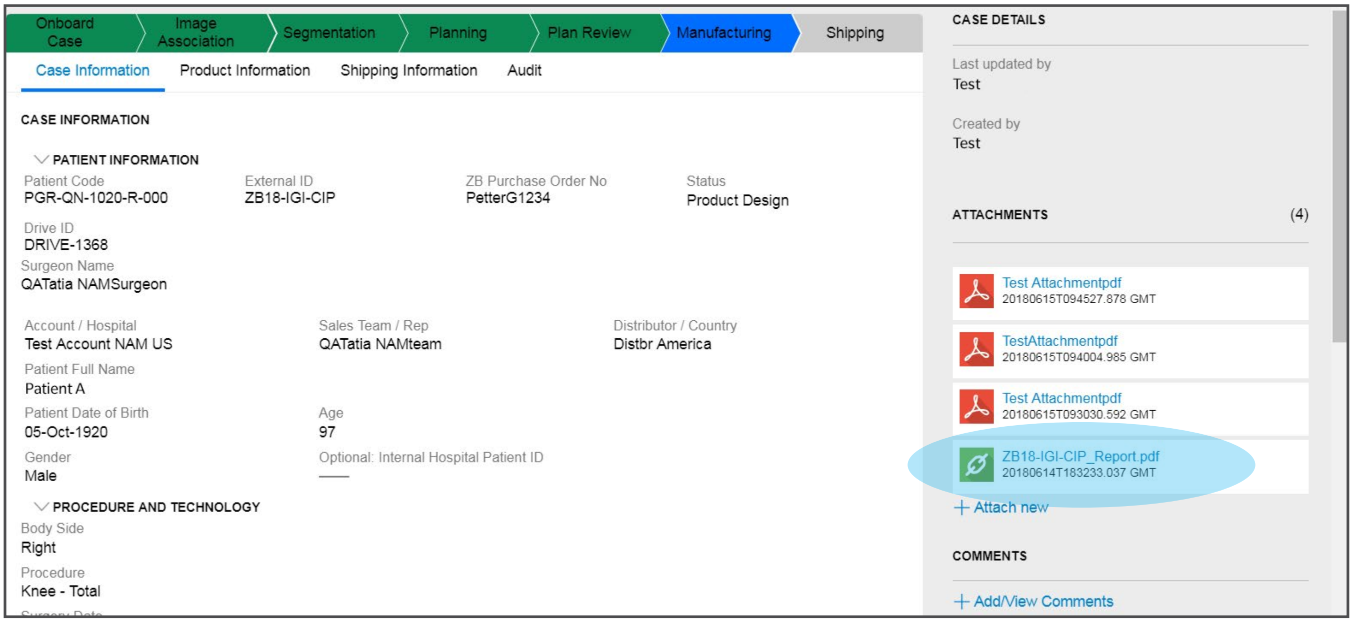


Figure 49

An example of the new Surgeon PDF format is featured below (Figures 50 and 51).

ZIMMER BIOMET

1 of 2

Knee Planning Report

Case ID: PGR-QN-1020-R-000
Procedure: MRI TKA R Knee
Surgery Date: 03 Sep 2018
Patient: Patient A
Surgeon: Surgeon A

Implant and Cut Block Information

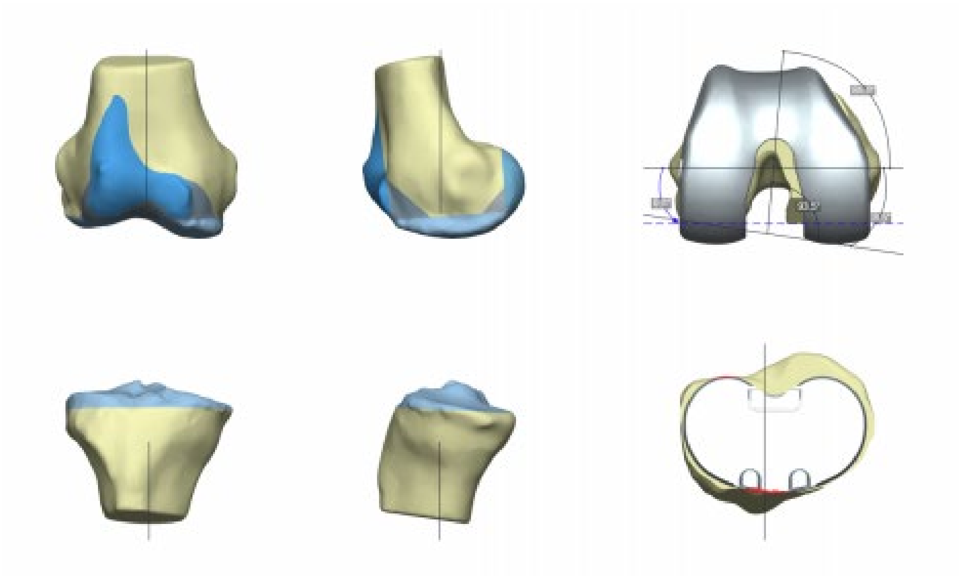
Implant Family:	**Vanguard**

FEMUR

Implant:	CR	Femur Size:	75
Instrumentation:	PREF		
Distal Cut Block:	Premier Fixed Distal Resector	32-487002	
4in1 Cut Block:	Vanguard Femoral Block 75mm	32-4871-07-0	

TIBIA

Implant:	I-Beam	Tibia Size:	75
Proximal Cut Block:	Premier Tibial Resection Head, Right	32-487555	



Pre-op Alignment*

Knee Varus/Valgus:	1.0° Varus
Femoral Valgus Angle:	6.0° Varus

**Please note: alignment is estimated based on the patient MRI scan (non-weight bearing)*

Materialise NV | Technologielaan 15 | 3001 Leuven | Belgium | materialise.com
USA: +1-734-259-6669 | Europe: +32-16-744-930 | Asia-Pacific: +603-772-41-415

powered by materialise

Figure 50

ZIMMER BIOMET

Knee Planning Report

Case ID: PGR-QN-1020-R-000
Procedure: MRI TKA R Knee
Surgery Date: 03 Sep 2018
Patient: Patient A
Surgeon: Surgeon A

Planned Surgery Parameters

Femur	Approved Plan		Default Plan	
Size	75		75	
Distal Resection [mm]	M: 11.0	L: 6.0	M: 11.0	L: 6.0
Varus(+)/Valgus(-) [deg]	0.0		0.0	
Flexion(+)/Extension(-) [deg]	4.5		4.5	
Posterior Resection [mm]	M: 10.0	L: 3.5	M: 10.0	L: 3.5
Rotation Reference	Epicondylar Axis			
Internal(-)/External(+) Rotation [deg]	0.0		0.0	

Tibia	Approved Plan		Default Plan	
Size	75		75	
Proximal Resection Reference	Lateral High (with limit on Medial Low)			
Proximal Resection [mm]	M: 1.0	L: 10.0	M: 1.0	L: 10.0
Varus(+)/Valgus(-) [deg]	0.0		0.0	
Posterior Slope [deg]	3.0		3.0	
AP axis	Medial third axis			
Internal(-)/External(+) Rotation [deg]	0.0		0.0	

Case Notifications:

The posterior axis is rotated externally by more than 6 deg.
Tibia implant overhang.

Personal Planning Notes:

No comments.

In case of questions, please contact Zimmer Biomet through +1-574-371-3710 or by email through personalizedsolutions@zimmerbiomet.com

Materialise NV | Technologielaan 15 | 3001 Leuven | Belgium | materialise.com
USA: +1-734-259-6669 | Europe: +32-16-744-930 | Asia-Pacific: +603-772-41-415

powered by materialise

Figure 51

4.4 Post Approval

You can select the “Cases” function and select a case. This will provide the case details that have been updated to include the product information. The “Product Information” tab is present on the case but only gets populated with data once the Surgeon approves the case, and it is in product design (Figure 52).

Note: The Surgeon can navigate to case information, product information, shipping information, and audit (case history).

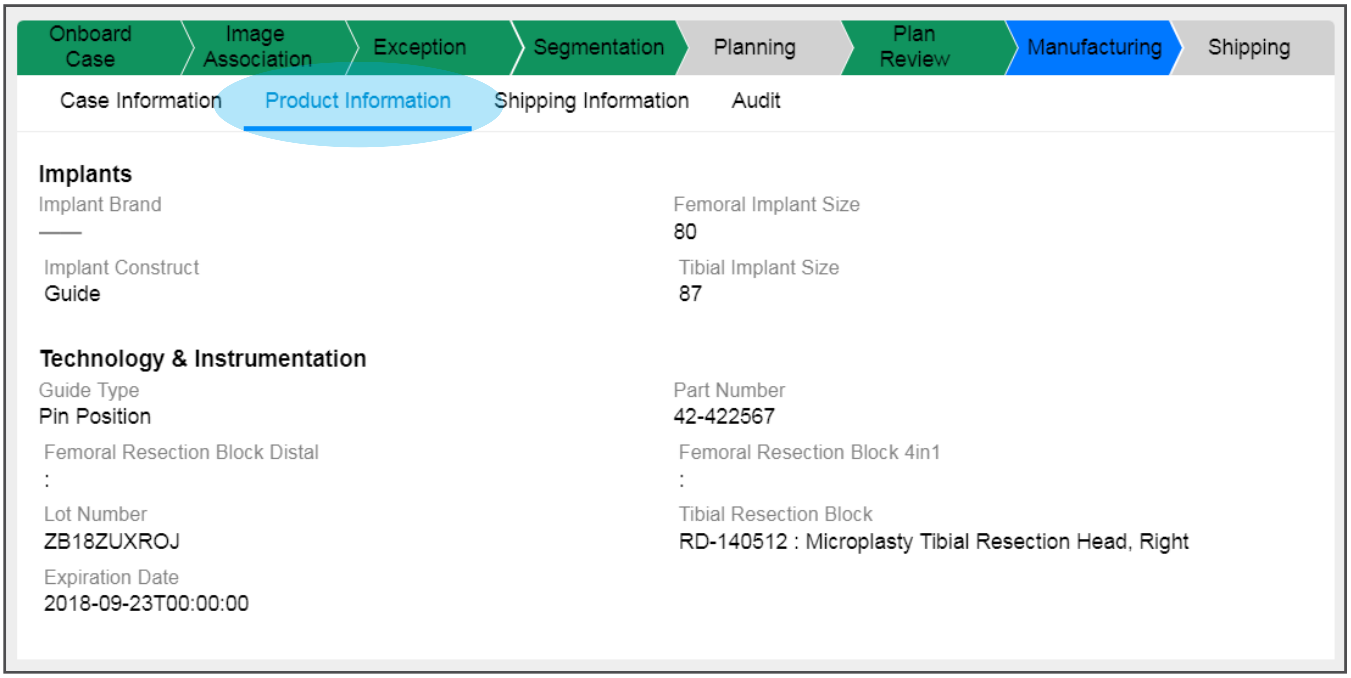


Figure 52

5. CSR Manual

5.1 Image Association

To associate images:

1. Open "Image Association" queue to view cases awaiting images to be matched.
2. Locate the case images on the image portal and match them to the case.
3. Verify the Patient ID and Accession Number through DICOM data in Image Upload System.
4. Select the "Image Association" function (Figure 53).
5. Type in the "Patient ID" and then the "Accession Number" (Figure 54).

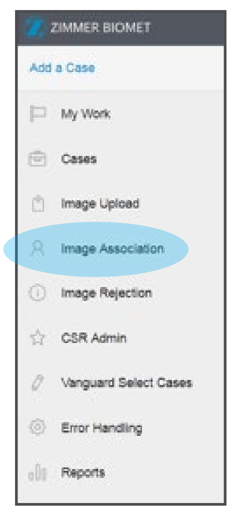


Figure 53

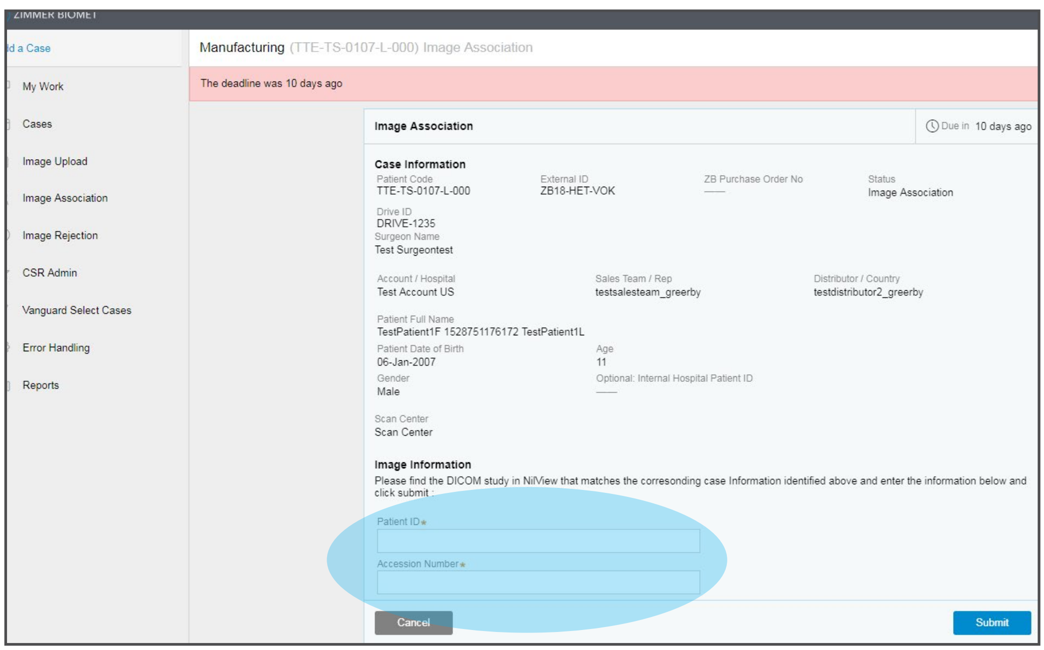


Figure 54

5.2 Image Rejection

To review rejected images:

1. Select the "Image Rejection" function on the left-hand side of the screen (Figure 55).

2. Select a case, review the images associated with that case, and leave a Review Comment (Figure 56). A Technical Specialist will review why the images have been rejected, and they will work with a Sales Representative, a Scan Technician, or other sources to resolve the problem.

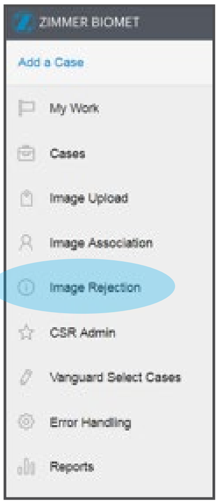


Figure 55

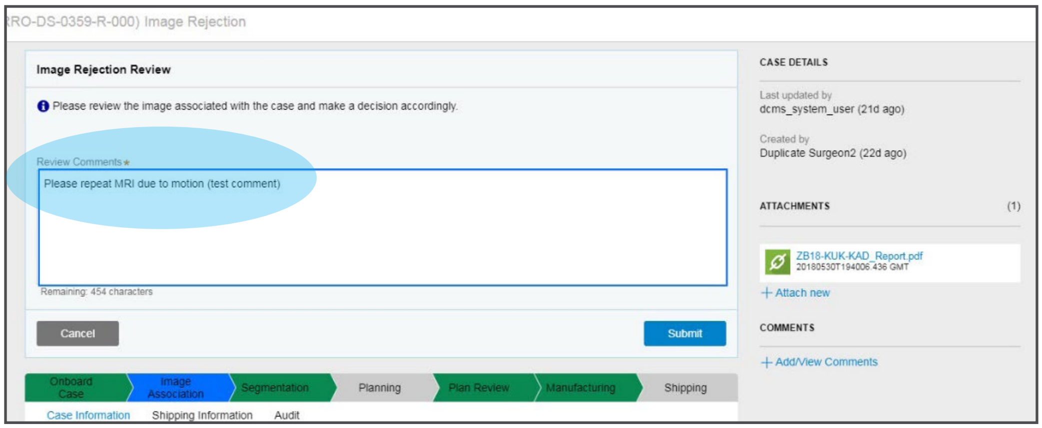


Figure 56

3. Attach files related to the case (Figure 57).

4. Submit the case review (Figure 58).

Note: Private comments are for internal communications between the Zimmer Biomet Team and Materialise Customer Support. Public comments are communications for anyone who has access to the case. The comments section will automatically default to private comments.

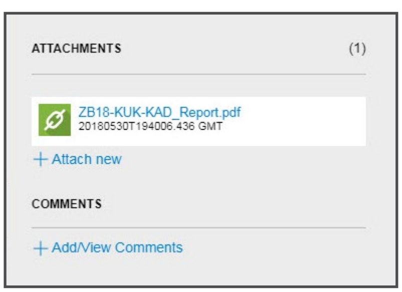


Figure 57

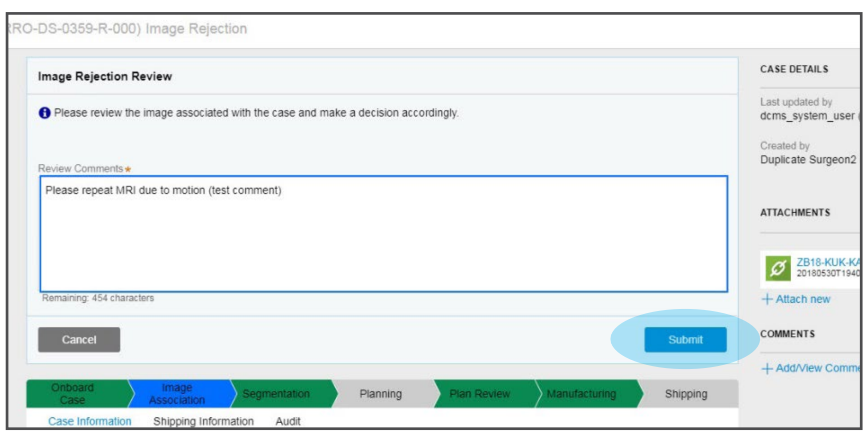


Figure 58

5.3 Expediting a Case

To expedite a case:

1. Leave a comment for Materialise requesting to expedite case. They will advise whether or not they can do the case within 24 hours and as we get information back, accept or reject the rush case.

2. Select "Expedite Case" from the "Actions" dropdown menu (Figure 59).

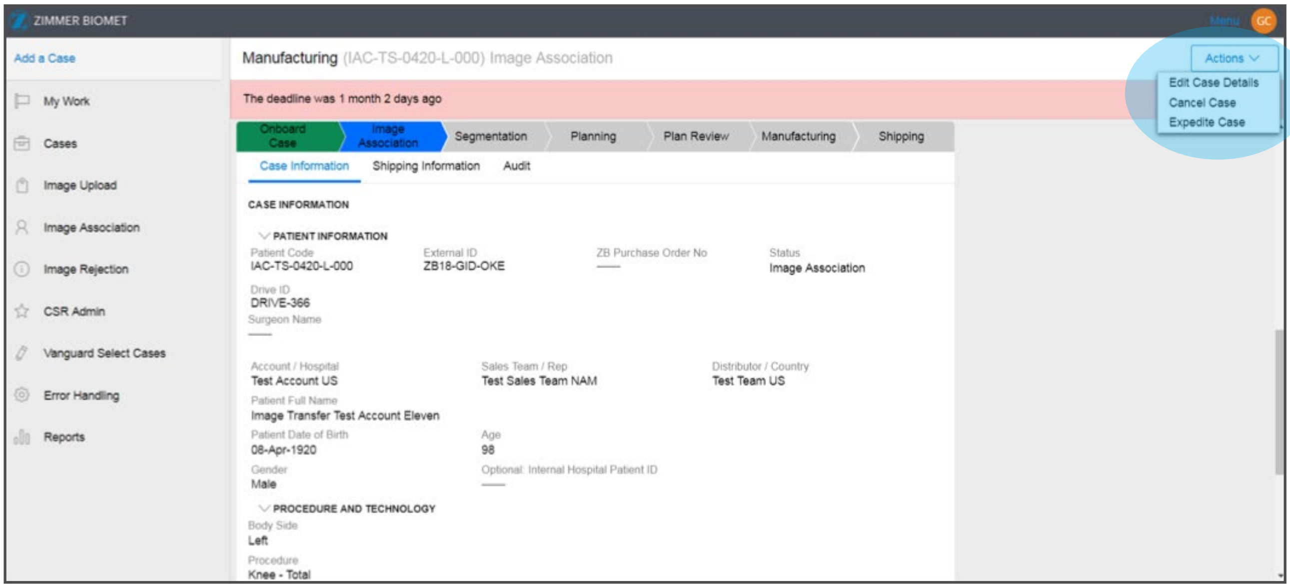


Figure 59

3. Add the surgery date ("Surgery Date") and an explanation ("Comment") (Figure 60). These fields are required.

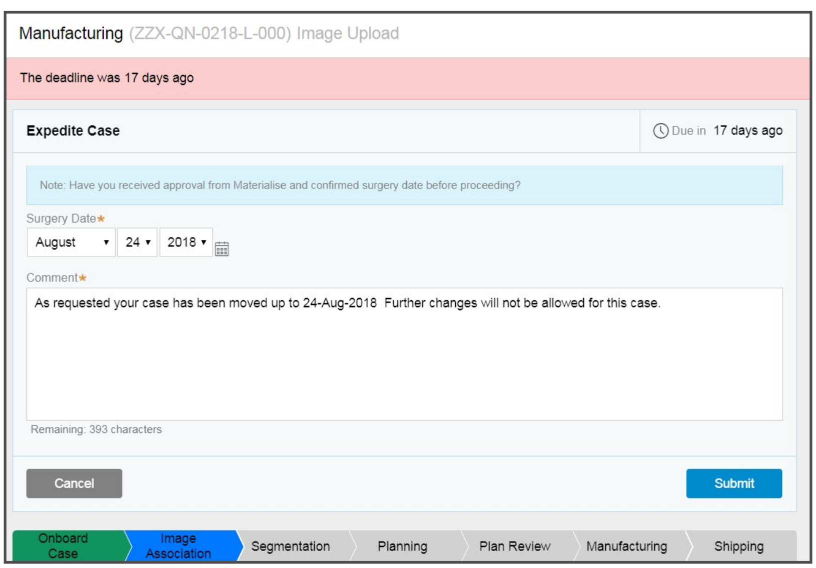


Figure 60

4. Select "Submit."

Note: There is a current process in place for rush requests, please review with Customer Support prior to completing this request to MTLS.

6. Relationship HUB

CSR's will create accounts for new DCMS users who do not have accounts with the legacy SOMS or ZOMS Portals. There is a two-part process to create a new account. A CSR must build a new user profile through Relationship HUB located in DCMS. Then, once they receive an invitation to join DCMS, the new user must complete the registration process. Unlike the legacy SOMS and ZOMS portals, there is no registration hierarchy. Any new user can be registered into Relationship HUB at any point in time. Users no longer need to wait for other users to register new accounts. In addition, profiles within Relationship HUB can be edited at any point in time.

6.1 Creating a New Account (CSR/Administrator Role)

1. Log into DCMS, select "Switch apps," and then select "RH Management" (Figure 61).

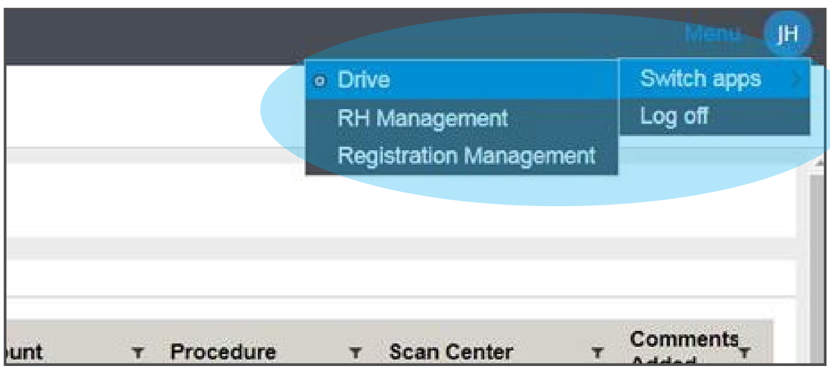


Figure 61

2. Select the user role or entity type located on the left-hand side of the screen. You have the ability to create new DCMS accounts for Surgeons, Accounts (Hospitals), PCCs, Distributors, Sales Teams, Sales Representatives, Scan Centers, and Scan Technicians (Figure 62).

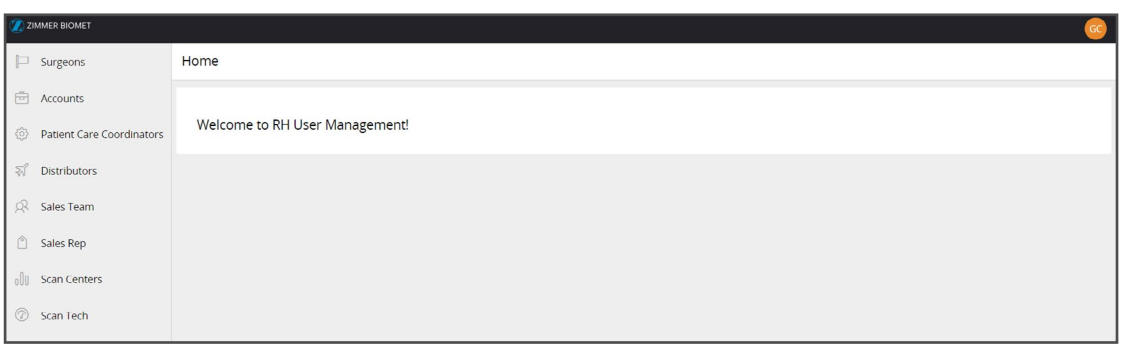


Figure 62

Search and Create Record

To Search and Create Surgeon records in Relationship HUB, select the Surgeon role from the side panel of the application (Figure 63).

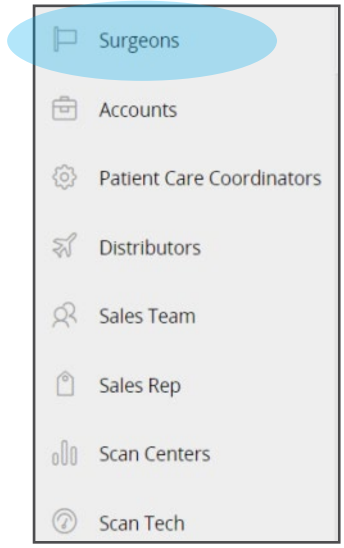


Figure 63

Search for Surgeon Record

1. Search for a Surgeon by selecting their region and entering in their first and/or last name. Then, select the "Search" button below (Figure 64).

2. The list of results that match the criteria are displayed in the Search Results section (Figure 65). If there are results, select "Open" to review result information. If this information does not match, please verify the selected region. If desired results are not found, create a new Surgeon record.

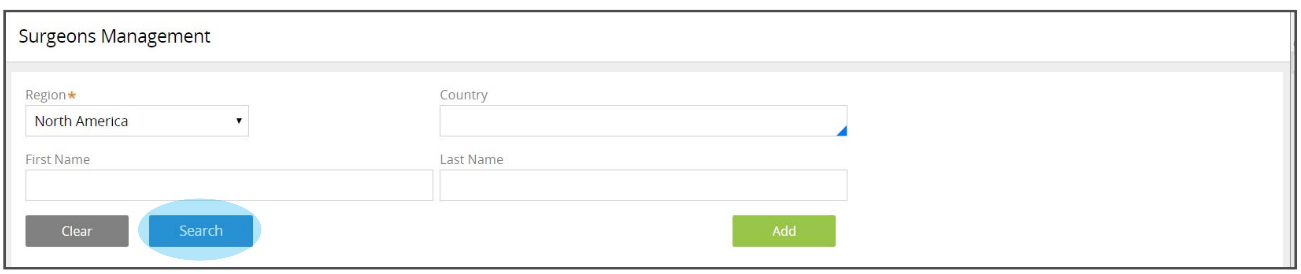


Figure 64

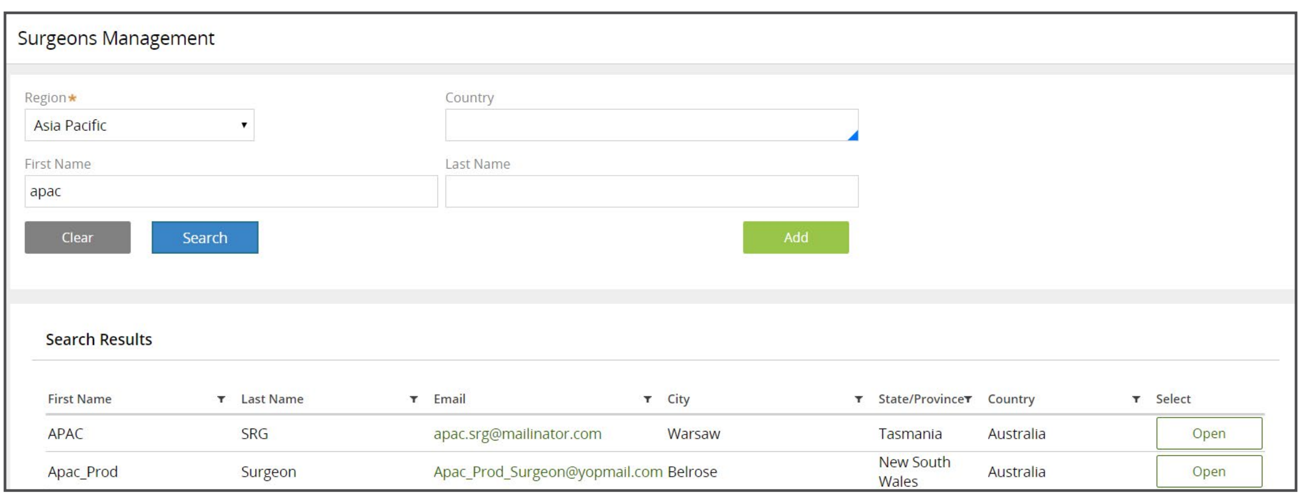


Figure 65

Create Surgeon Record

1. Once it has been confirmed that the user is not already in the system, select the "Add" button (Figure 66). The system does not currently check for duplicate entries, so best practice is to perform a search on the user first to make sure that they do not already exist before creating them.

2. Enter all of the required information marked with an asterisk, and select "Save" to create the record (Figure 67).

   Note: If a surgeon is allowed to order Vanguard Select, then the "PSF Allowed" flag must be selected (Figure 67). If unknown, please verify with Sales Representatives.

3. Once the record is created, the Surgeon can be associated with the user and entities identified below by selecting the "Add" button under each user/entity tab.

   Note: At this point, a Surgeon can be invited to access DCMS, but they will not be able to create a case until the required associations identitified below are complete (Figure 68):

   - *Account (Hospital): Required*
   - *Sales Team: Required*
   - *Patient Care Coordinator: Optional*
   - *Scan Centers: Required*
   - *Product: Automatically populated based on the Surgeons's country, but if a Surgeon is trained to use Oxford or Vanguard M, then this must be selected in this tab.*
   - *Preferences: Required*

Figure 66

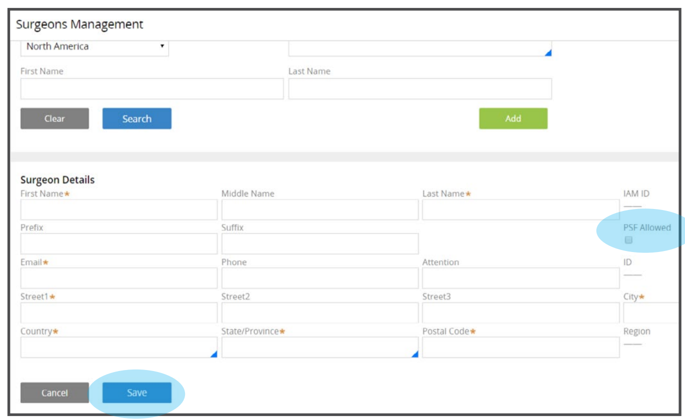


Figure 67

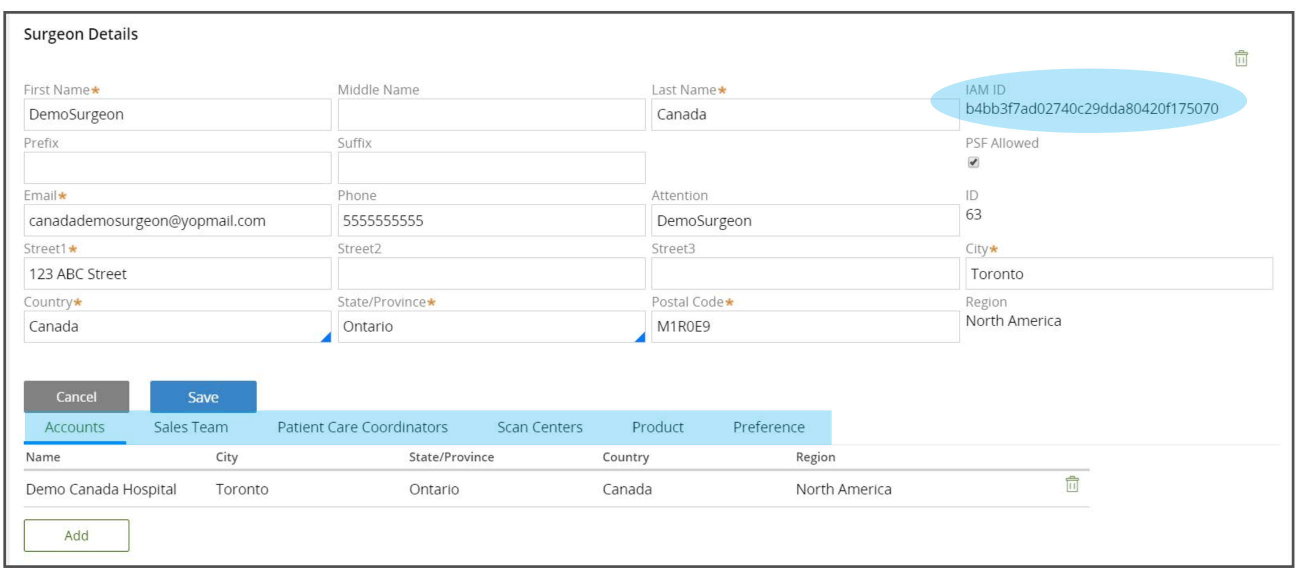


Figure 68

Search and Create (Hospitals) Records

To Search and Create Accounts (Hospitals) records in Relationship HUB, select the Accounts role from the side panel of the application (Figure 69):

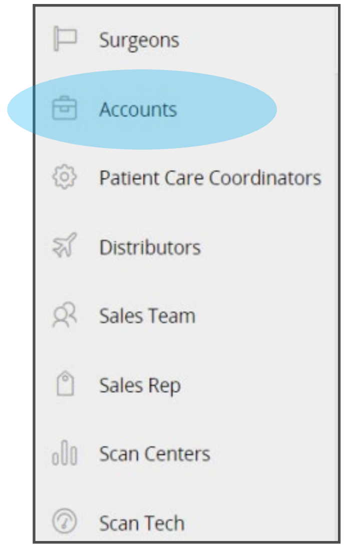


Figure 69

Search for Account (Hospital) Record

1. Search for an Account Hospital) by selecting the region and entering in the name of the Account (Hospital). Then, select the "Search" button below (Figure 70). If this information does not match, please verify the selected region. If desired results are not found, create a new Account (Hospital) record.

2. The list of results that match the criteria are displayed in the Search Results section (Figure 71).

Figure 70

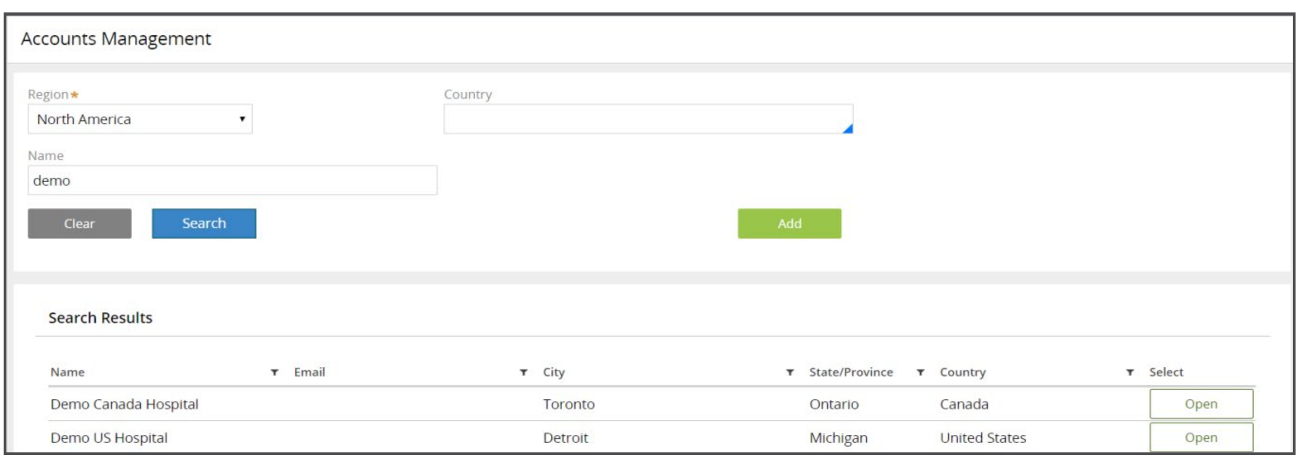


Figure 71

Create Account (Hospitals) Record

1. Once it has been confirmed that the user is not already in the system, select the “Add” button (Figure 72).
2. Enter all of the required information marked with an asterisk, and select “Save” to create the record (Figure 73).
3. Once the record is created, the Account (Hospital) can be associated with a Surgeon by selecting the “Add” button under the Surgeon tab (Figure 74).

Note: At this point, an Account (Hospital) can be invited to access DCMS.

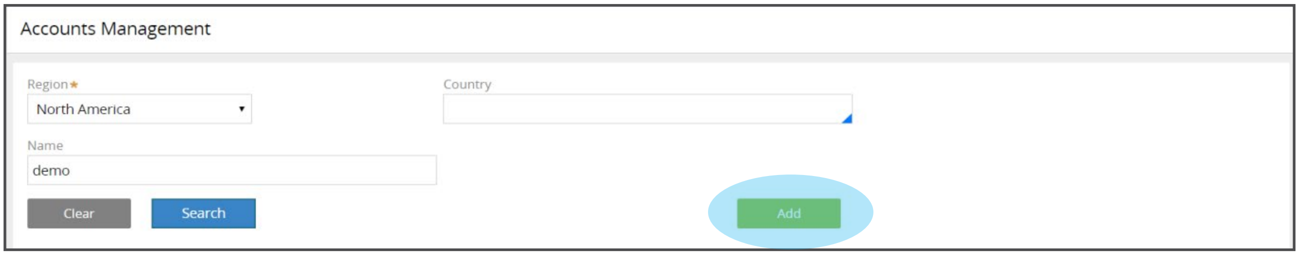


Figure 72

Figure 73

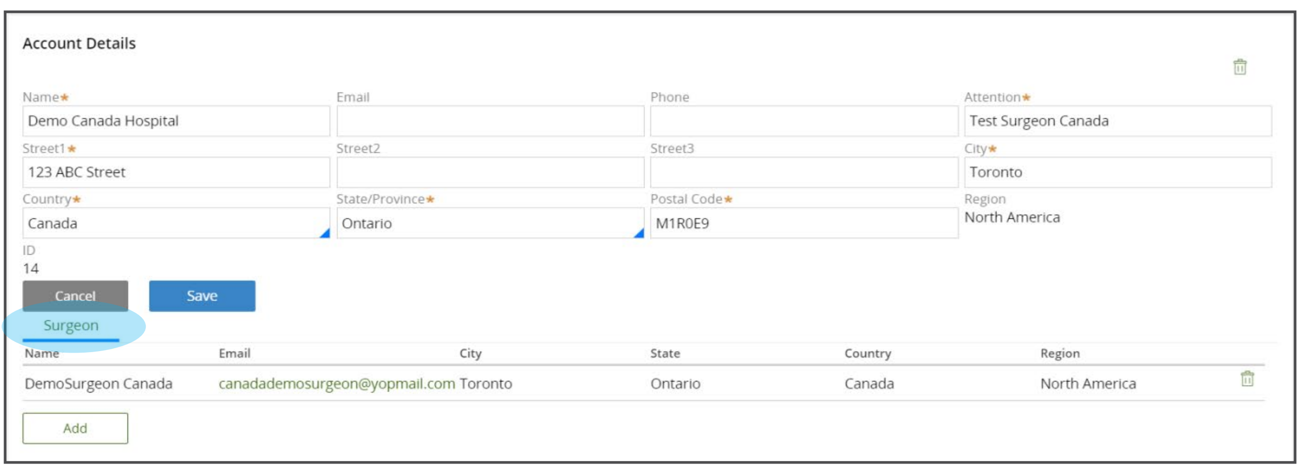


Figure 74

Search and Create PCC Records

To Search and Create PCC records in Relationship HUB, select the Patient Care Coordinators role from the side panel of the application (Figure 75):

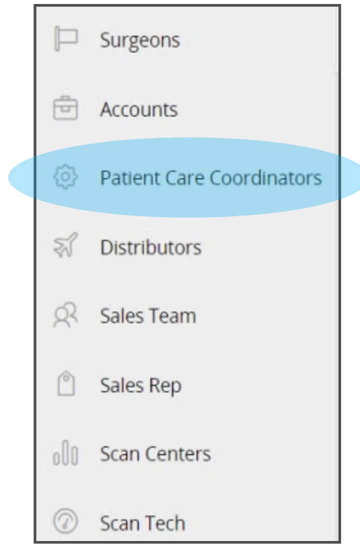


Figure 75

Search for PCC Record

1. Search for a PCC by selecting the region and entering in the name of the PCC. Then, select the "Search" button below (Figure 76).

2. The list of results that match the criteria are displayed in the Search Results section (Figure 77).

Figure 76

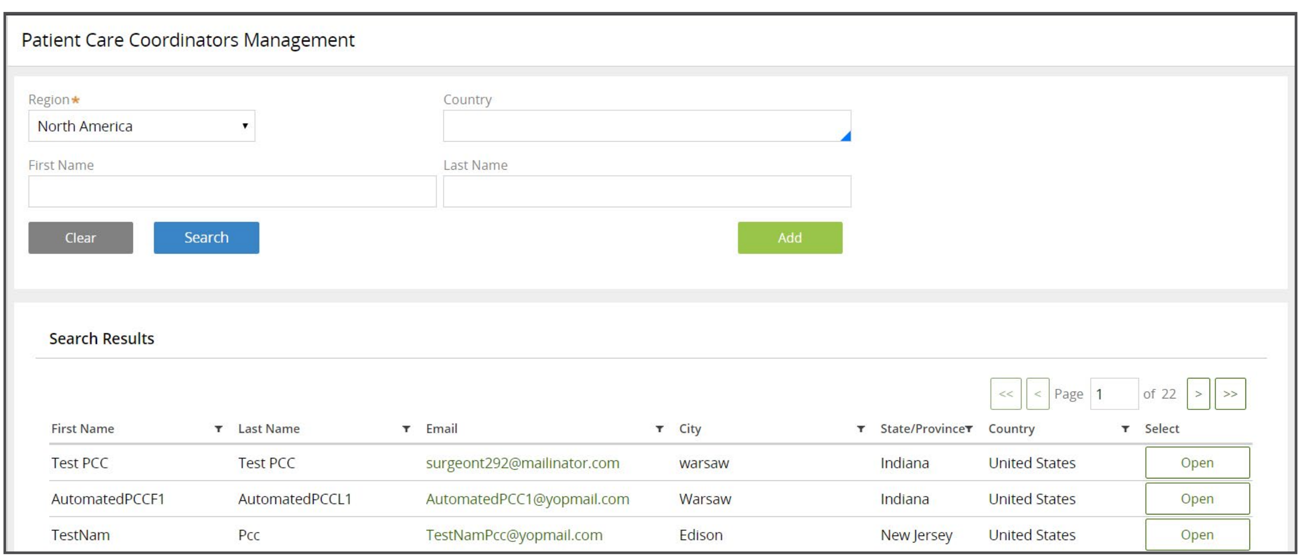


Figure 77

Create PCC Record

1. Once it has been confirmed that the user is not already in the system, select the "Add" button (Figure 78).
2. Enter all of the required information marked with an asterisk, and select "Save" to create the record (Figure 79).
3. Once the record is created, the PCC can be associated with a Surgeon by selecting the "Add" button under the Surgeon tab (Figure 80).

Note: At this point, a PCC can be invited to access DCMS.

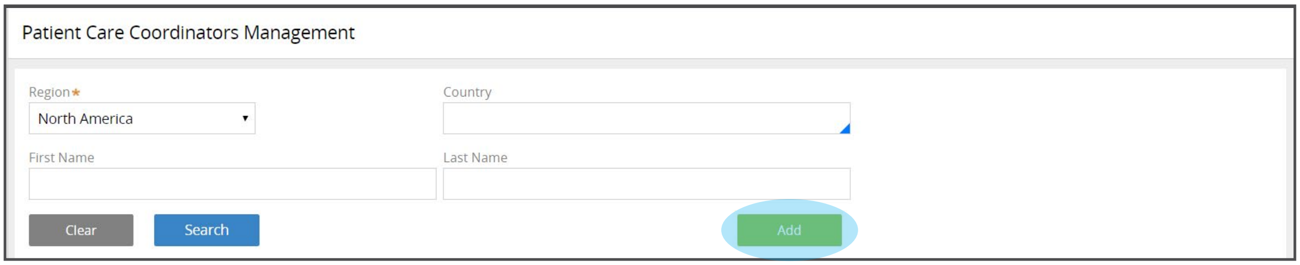


Figure 78

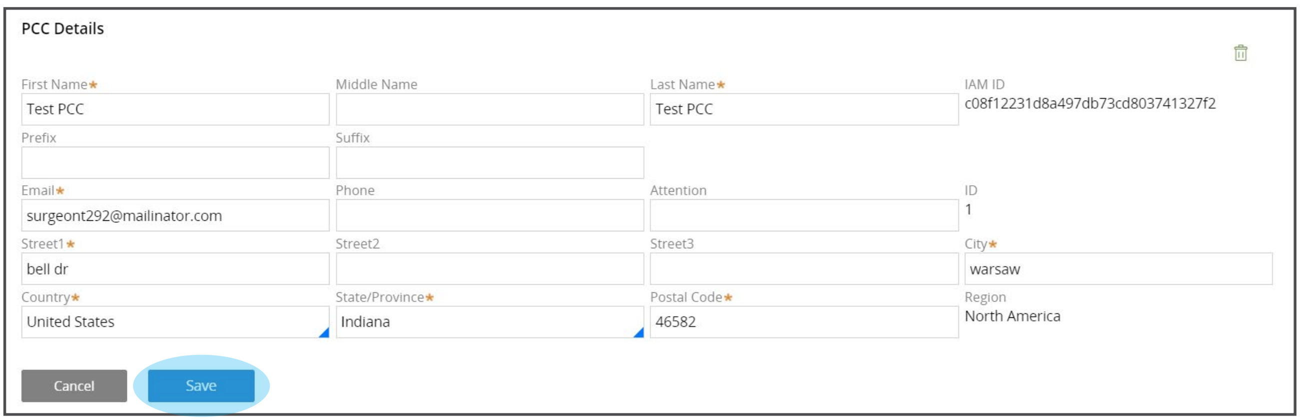


Figure 79

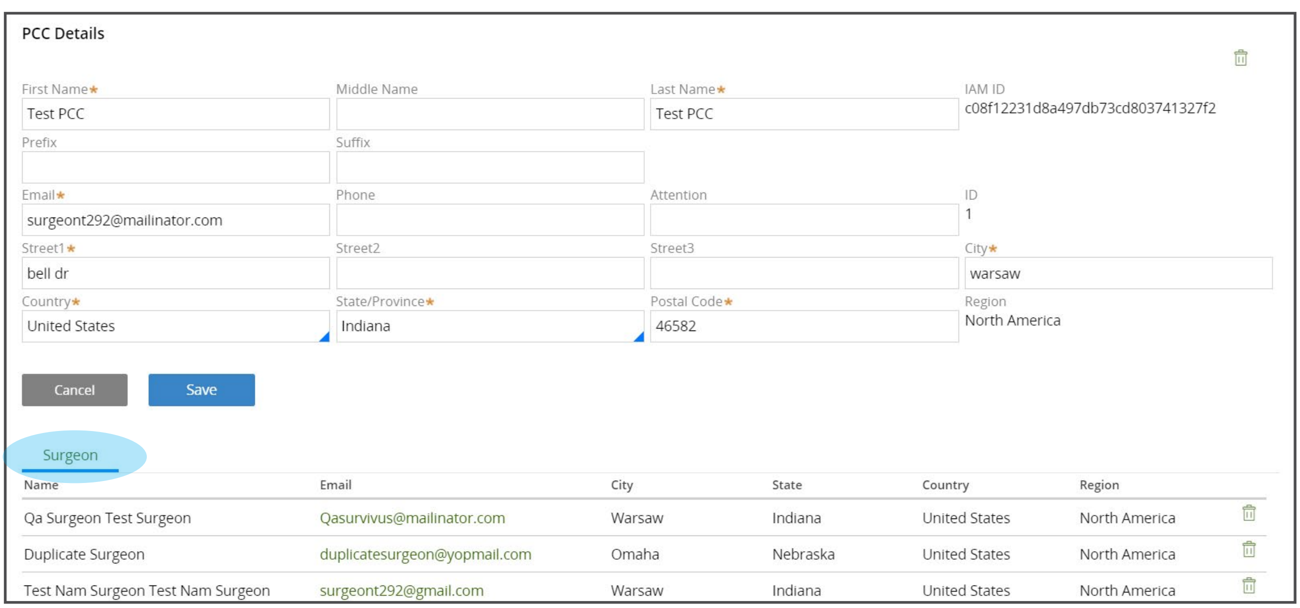


Figure 80

Search and Create Distributor Records

To Search and Create Distributor records in Relationship HUB, select the Distributors role from the side panel of the application (Figure 81):

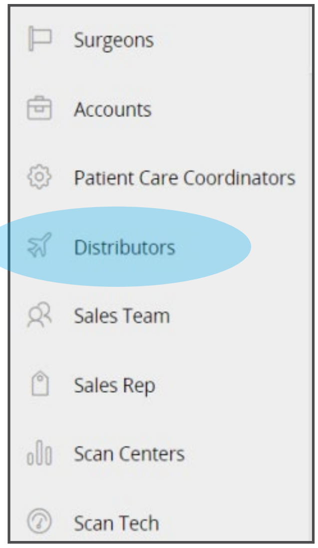


Figure 81

Search for Distributor Record

1. Search for a Distributor by selecting the region and entering in the name if the Distributor. Then, select the “Search” button below (Figure 82).

2. The list of results that match the criteria are displayed in the Search Results section (Figure 83).

Figure 82

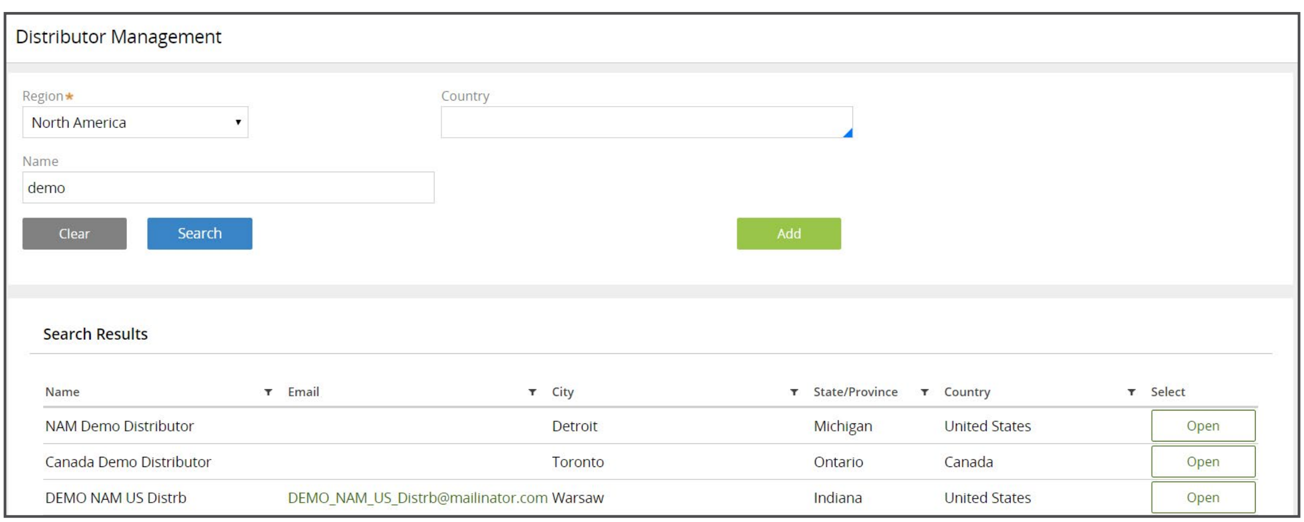


Figure 83

Create Distributor Record

1. Once it has been confirmed that the user is not already in the system, select the “Add” button (Figure 84).
2. Enter all of the required information marked with an asterisk, and select “Save” to create the record (Figure 85).
3. Once the record is created, the Distributor can be associated with a Sales Team by selecting the “Add” button under the Sales Team tab (Figure 86).

Note: At this point, a Distributor can be invited to access DCMS.

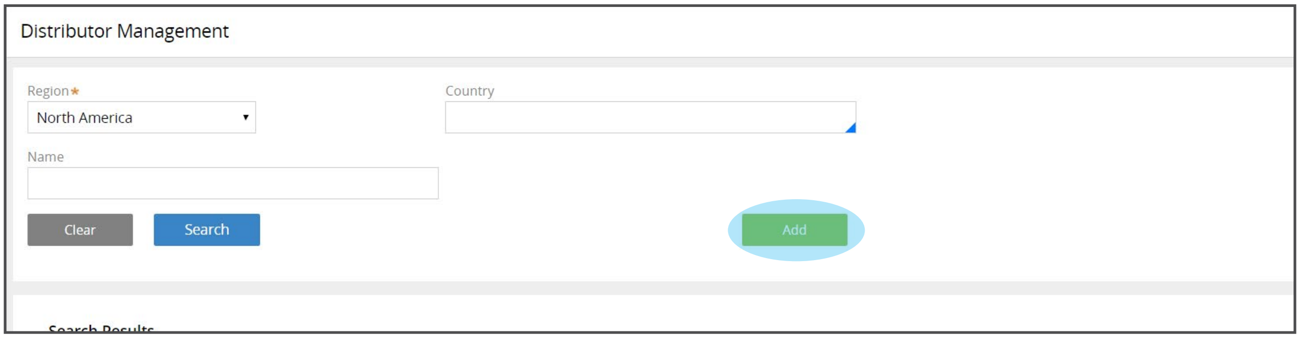


Figure 84

Figure 85

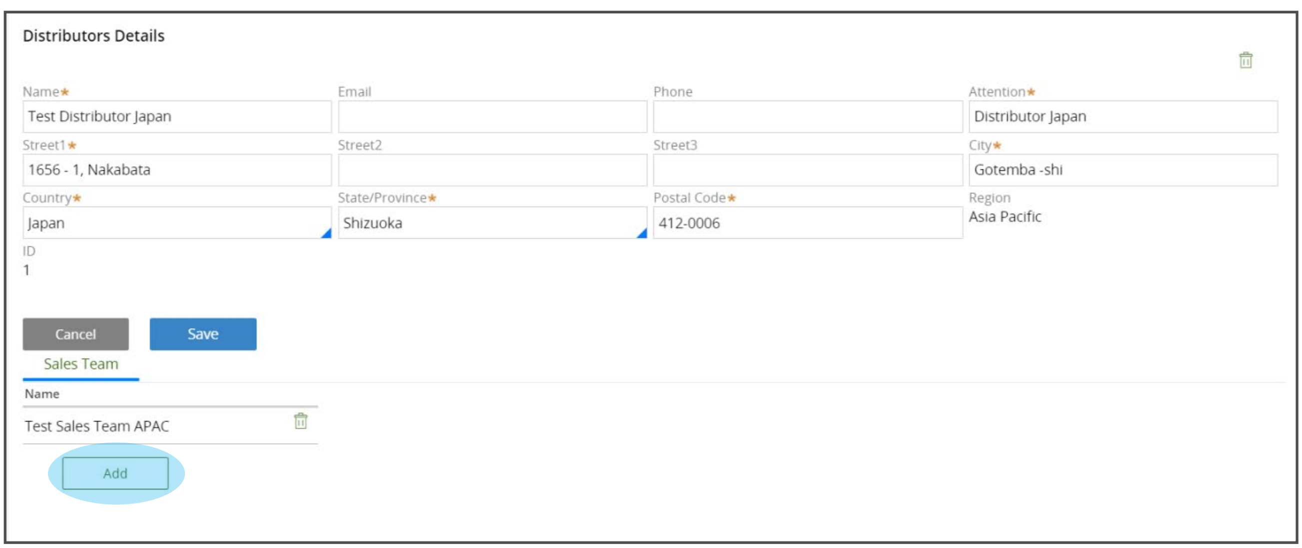


Figure 86

Search and Create Sales Team Records

To Search and Create Team records in Relationship HUB, select the Sales Team role from the side panel of the application (Figure 87):

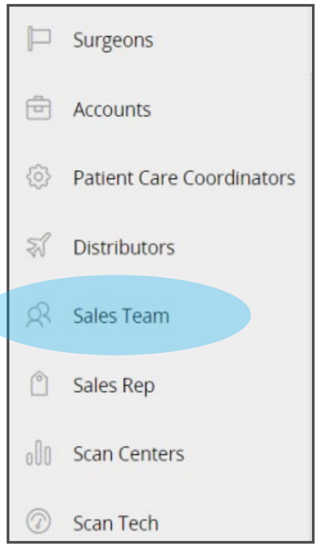


Figure 87

Search for Sales Team Record

1. Search for a Sales Team by selecting the region and entering the name of a Sales Representative on the Sales Team that you are searching for. Then, select the “Search” button below. (Figure 88).

2. The list of results that match the criteria are displayed in the Search Results section (Figure 89).

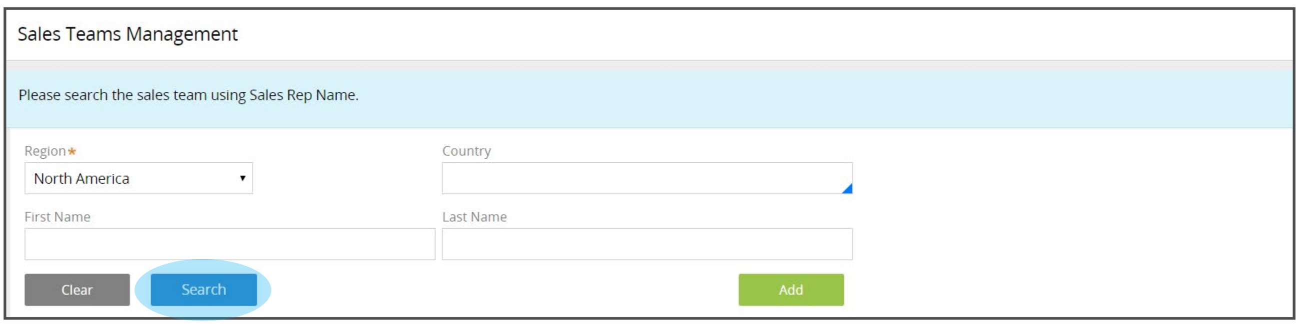


Figure 88

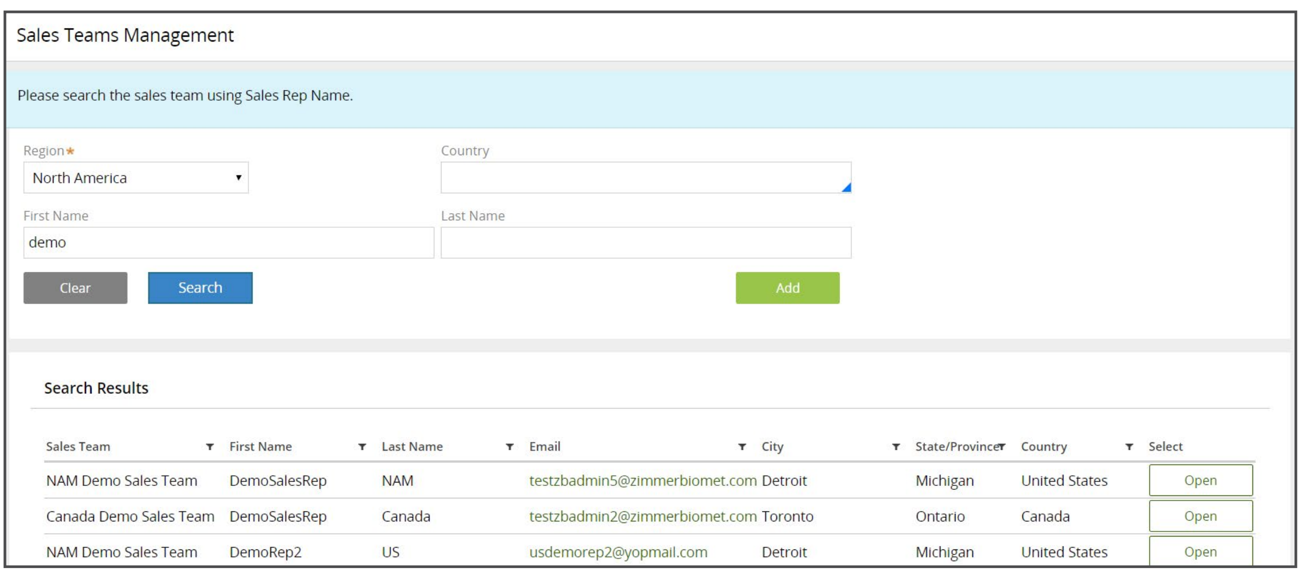


Figure 89

Create Sales Team Record

1. Once it has been confirmed that the user is not already in the system, select the "Add" button (Figure 90).
2. Enter all of the required information marked with an asterisk, and select "Save" to create the record (Figure 91).
3. Once the record is created, the Sales Team can be associated with Distributors and Surgeons by selecting the "Add" button under the designated tabs (Figure 92). Sales Representatives cannot be disassociated from or added to the Sales Teams.

Note: At this point, a Sales Team can be invited to access DCMS.

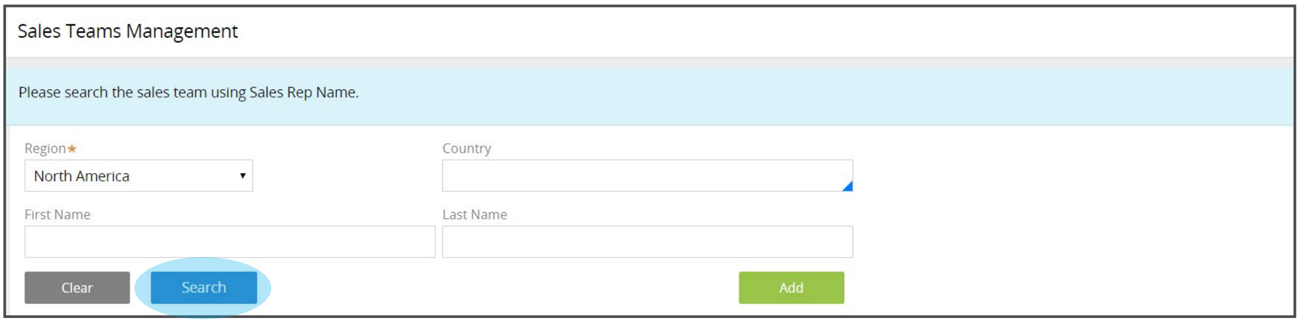


Figure 90

Figure 91

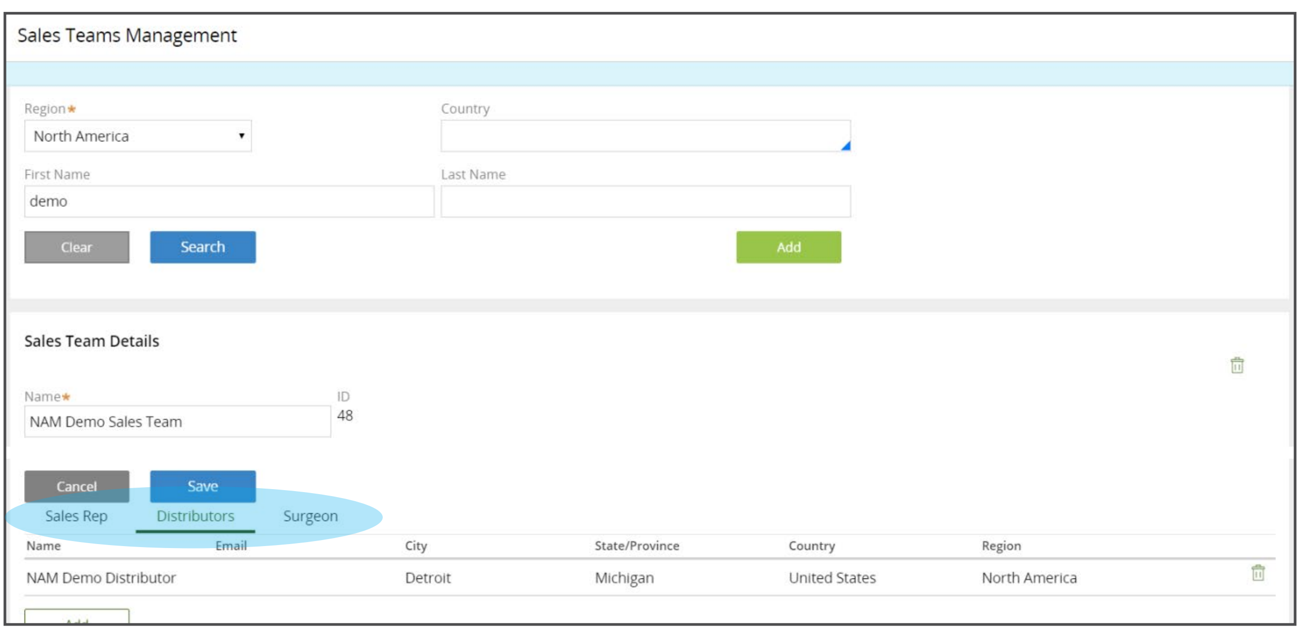


Figure 92

Search and Create Sales Representative Records

To Search and Create Sales Representative records in Relationship HUB, select the Sales Rep role from the side panel of the application (Figure 93):

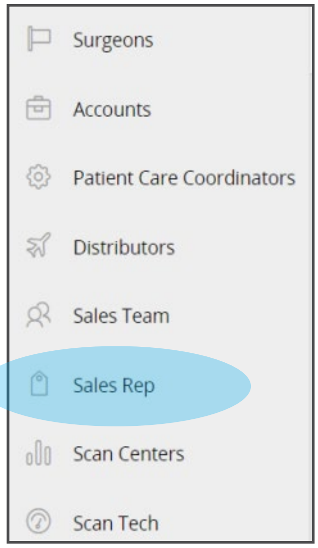


Figure 93

Search for Sales Representative Record

1. Search for a Sales Representative by selecting the region and entering in the name of the Sales Representative. Then, select the "Search" button below (Figure 94).
2. The list of results that match the criteria are displayed in the Search Results section (Figure 95).

Figure 94

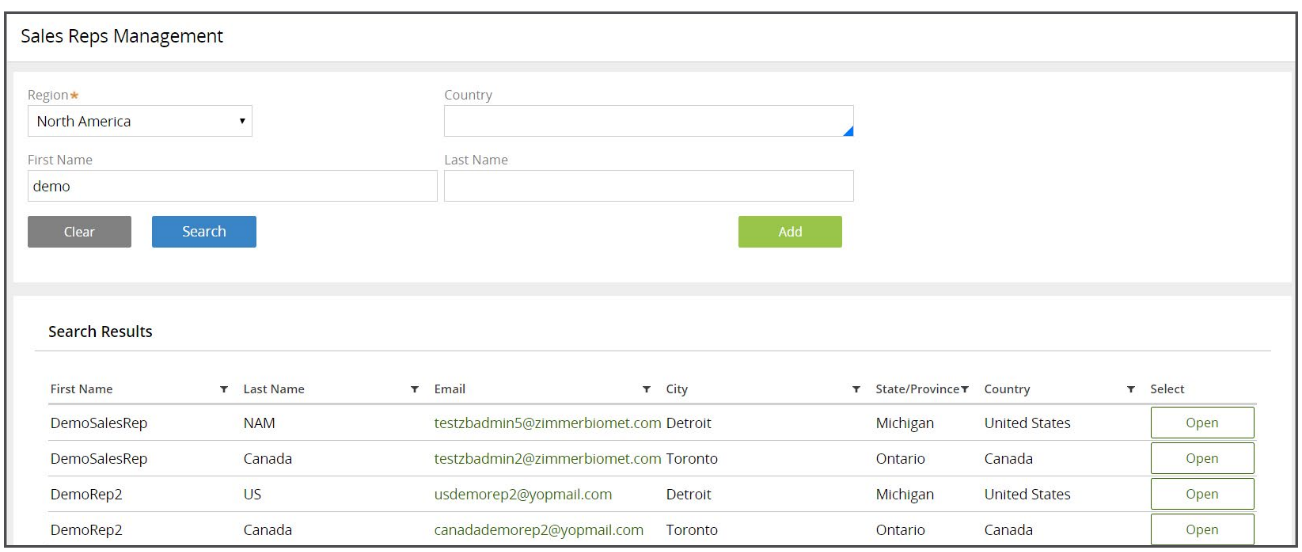


Figure 95

Create Sales Representative Record

1. Once it has been confirmed that the user is not already in the system, select the "Add" button (Figure 96).
2. Enter all of the required information marked with an asterisk, and select "Save" to create the record (Figure 97).
3. Once the record is created, the Sales Representative's Sales Team can be edited by selecting the "Update Sales Team" button towards the bottom of the screen (Figure 98).

Note: At this point, a Sales Representative can be invited to access DCMS.

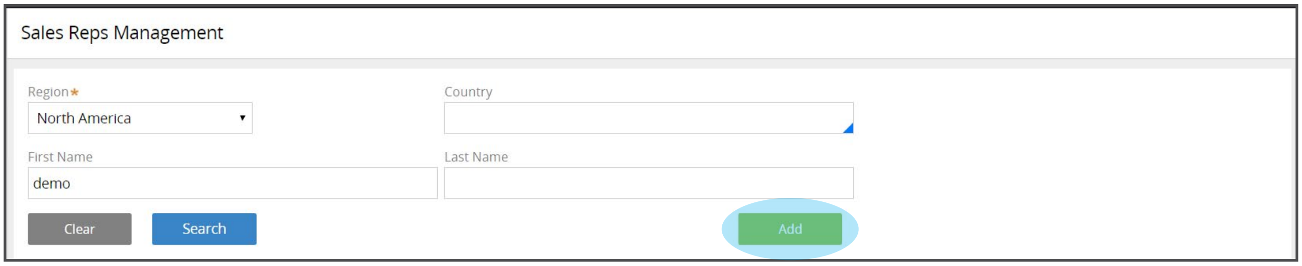


Figure 96

Figure 97

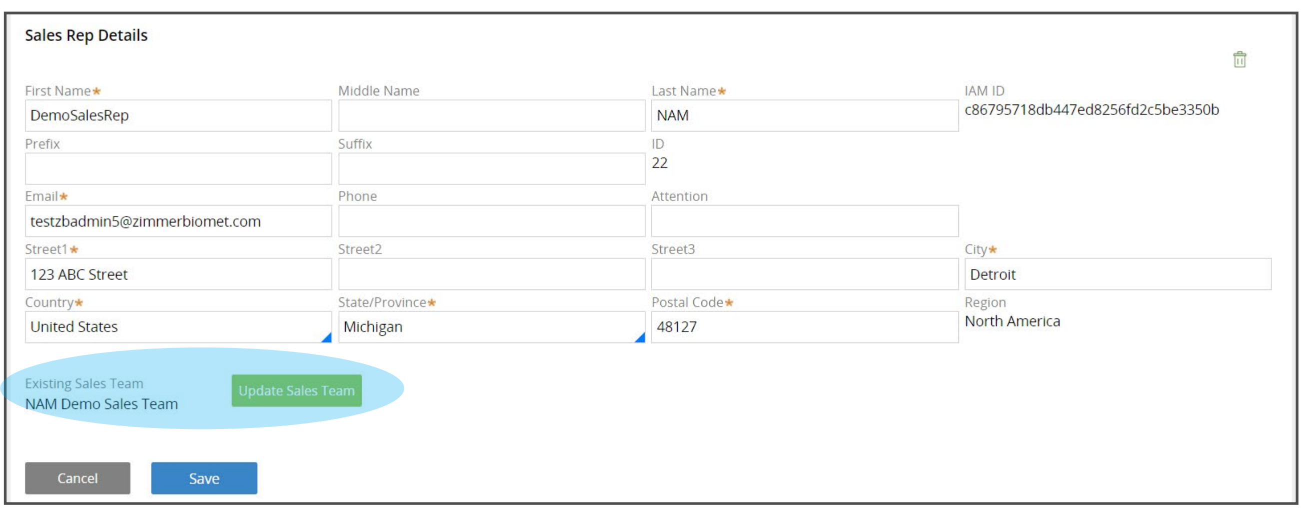


Figure 98

Search and Create Scan Center Records

To Search and Create Scan Center records in Relationship HUB, select the Scan Centers role from the side panel of the application (Figure 99):

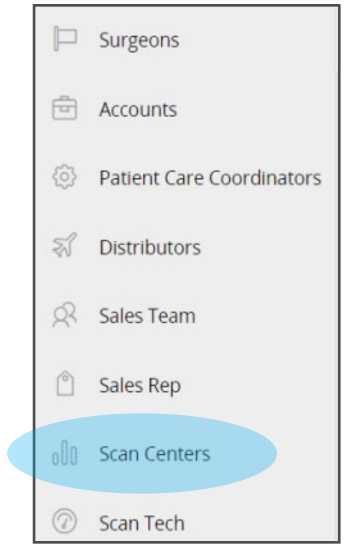


Figure 99

Search for Scan Center Record

1. Search for a Scan Center by selecting the region and entering in the name of the Scan Center. Then, select the "Search" button below (Figure 100).
2. The list of results that match the criteria are displayed in the Search Results section (Figure 101).

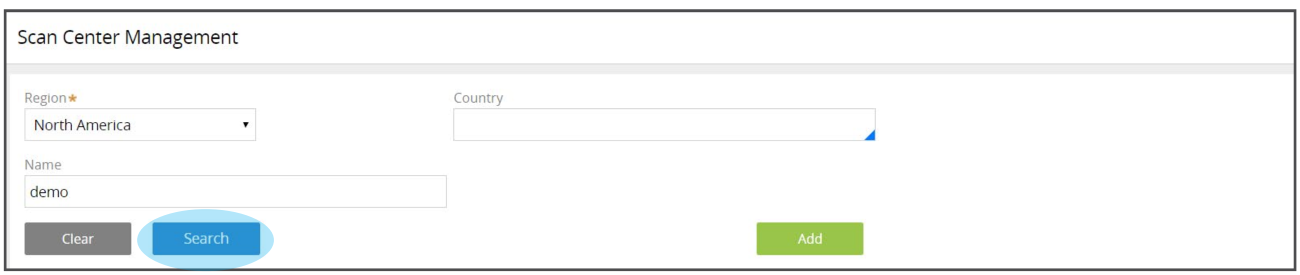


Figure 100

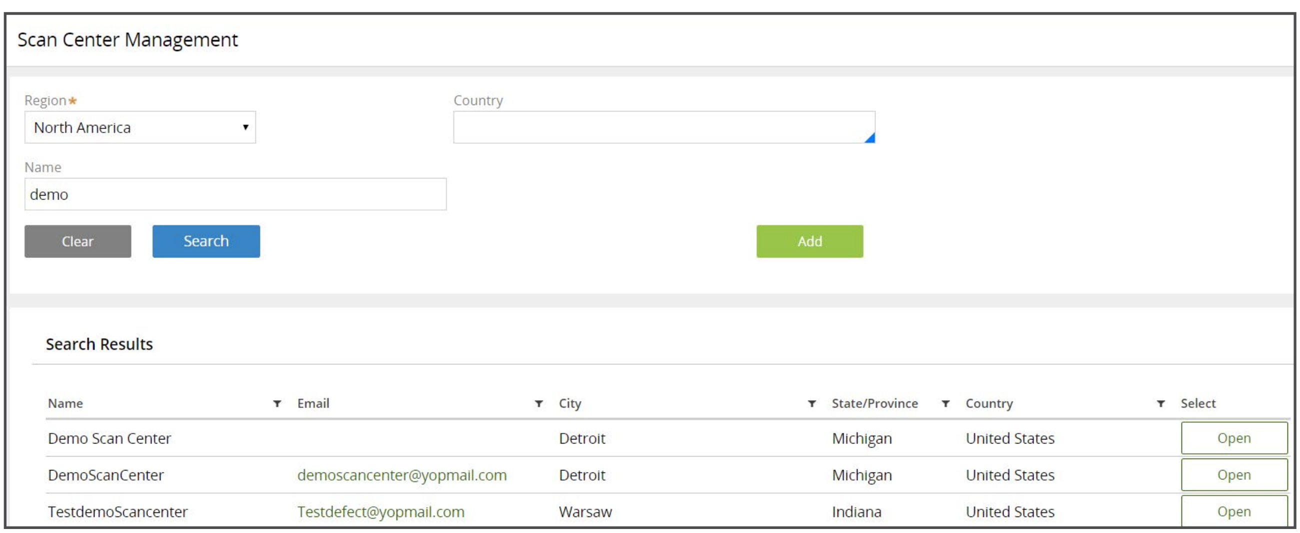


Figure 101

Create Scan Center Record

1. Once it has been confirmed that the user is not already in the system, select the "Add" button (Figure 102).
2. Enter all of the required information marked with an asterisk, and select "Save" to create the record (Figure 103).
3. Once the record is created, the Scan Center can be associated with Scan Technicians and Surgeons by selecting the "Add" button towards the bottom of the screen (Figure 104). AMT (Anatomy, Modality, and Technology) information will need to be gathered as well.

Note: At this point, a Scan Center can be invited to access DCMS.

Figure 102

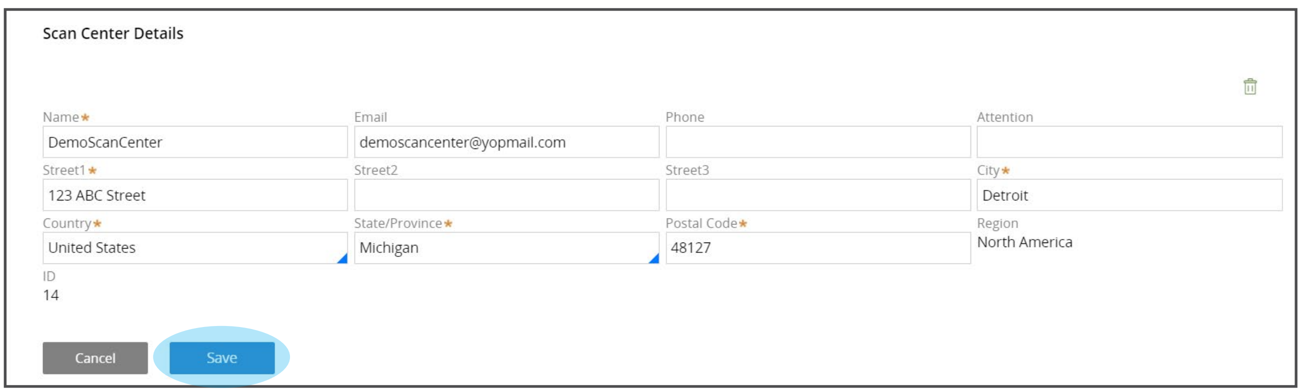


Figure 103

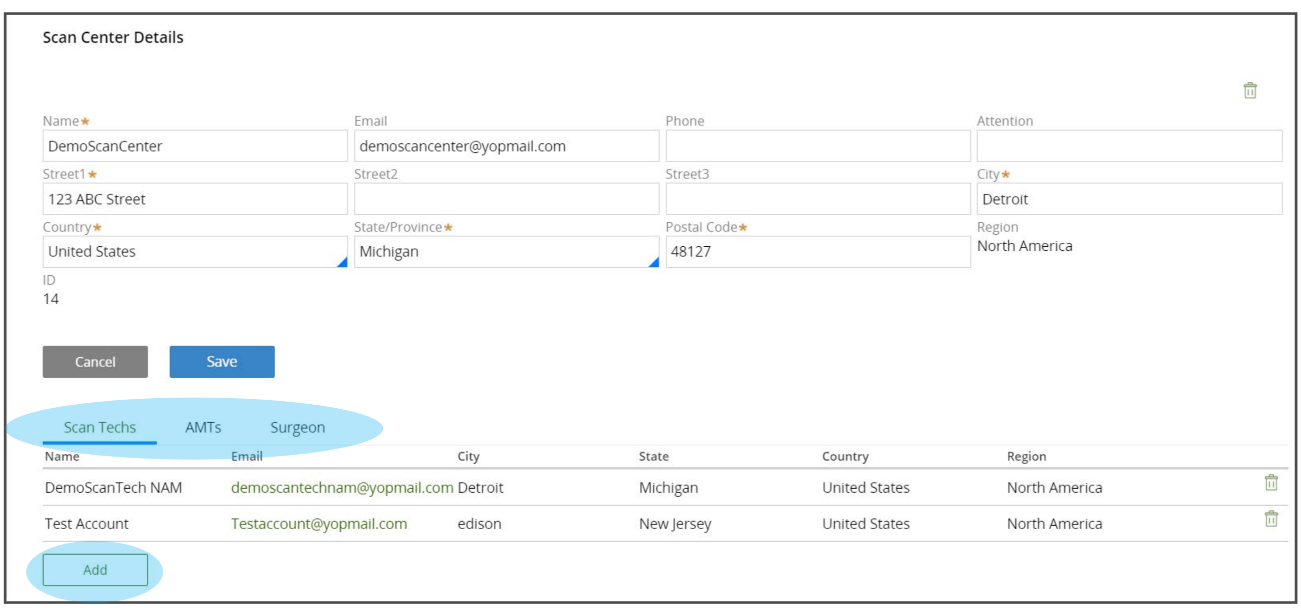


Figure 104

Search and Create Scan Technician

To Search and Create Scan Technician records in Relationship HUB, select the Scan Technician role from the side panel of the application (Figure 105):

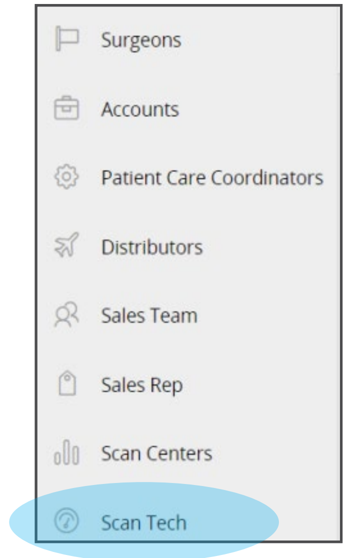


Figure 105

Search for Scan Technicians

1. Search for a Scan Technicians by selecting the region and entering in the name of the Scan Technician. Then, select the "Search" button below (Figure 106).

2. The list of results that match the criteria are displayed in the Search Results section (Figure 107).

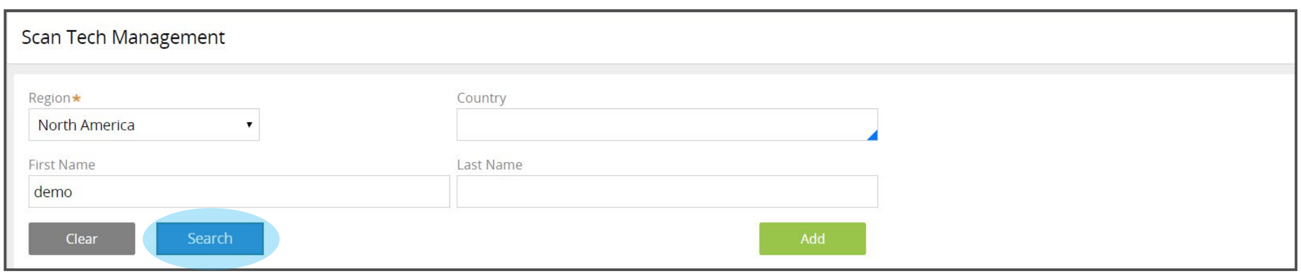


Figure 106

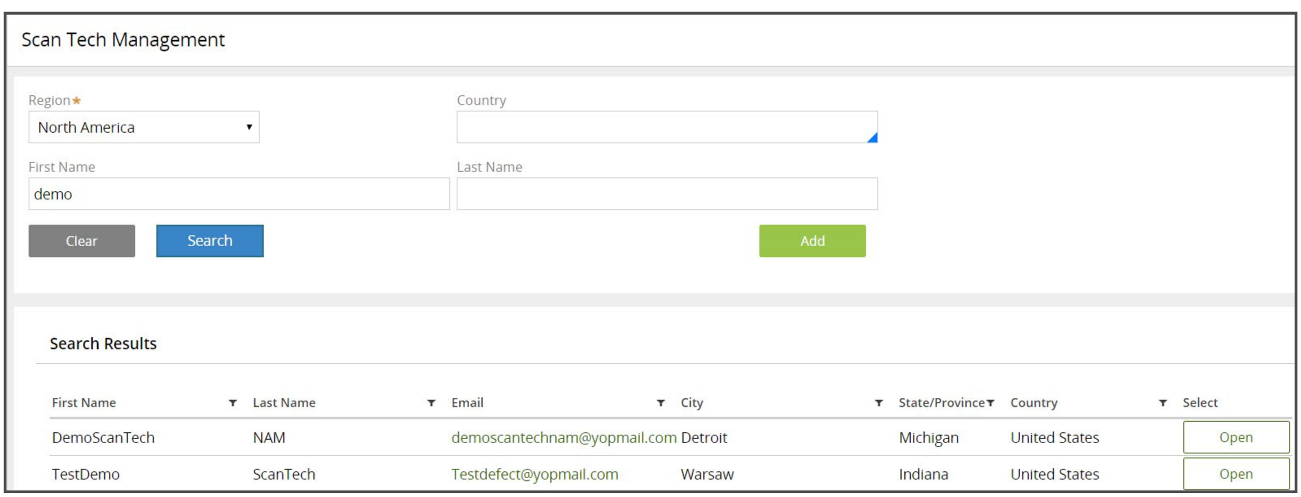


Figure 107

Create Scan Technician Record

1. Once it has been confirmed that the user is not already in the system, select the "Add" button (Figure 108).
2. Enter all of the required information marked with an asterisk, and select "Save" to create the record (Figure 109).
3. Once the record is created, the Scan Technician can can be associated with a Scan Center by selecting the "Add" button towards the bottom of the screen (Figure 110).

Note: At this point, a Scan Technician can be invited to access DCMS.

Figure 108

Figure 109

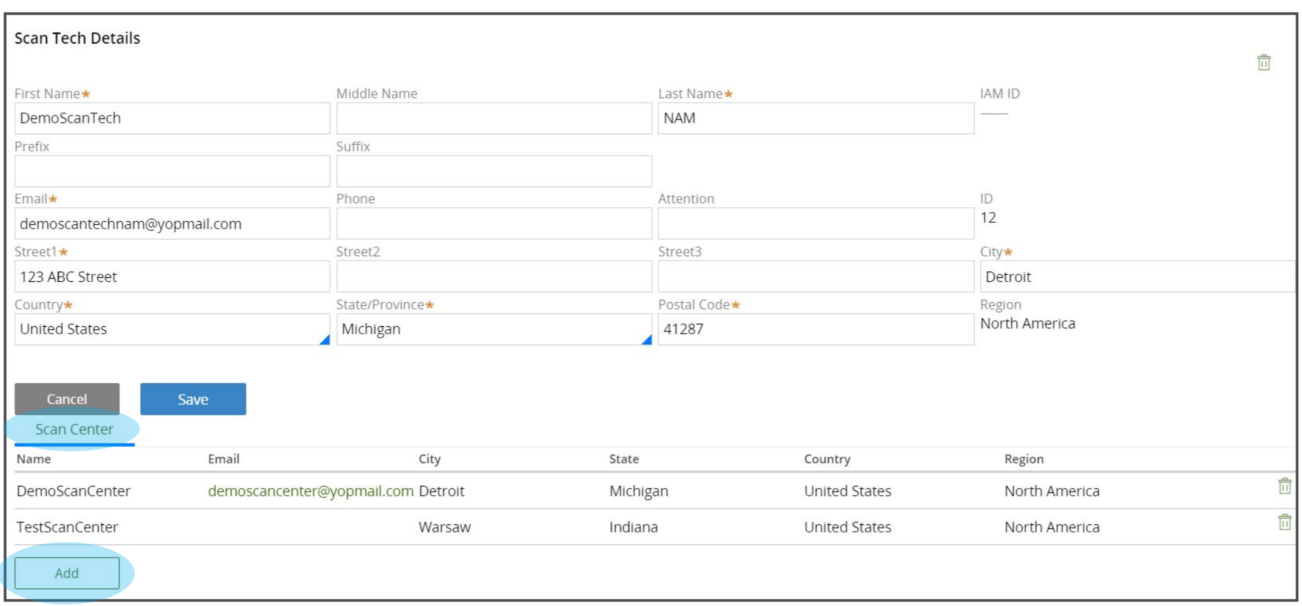


Figure 110

Inviting New Accounts to Access DCMS

Once you've created a new user account, you will need to invite the user to access DCMS.
To give new DCMS users access:

1. When logged into DCMS, select your name icon in the upper right hand corner, "Switch apps," and then "Registration Management" (Figure 111).

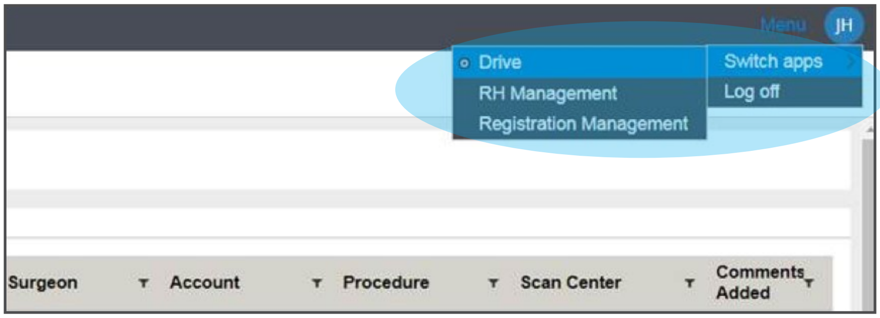


Figure 111

2. Once you are in the "Registration Management" application, select the "New" function, then select the "User Invitation" function (Figure 112).

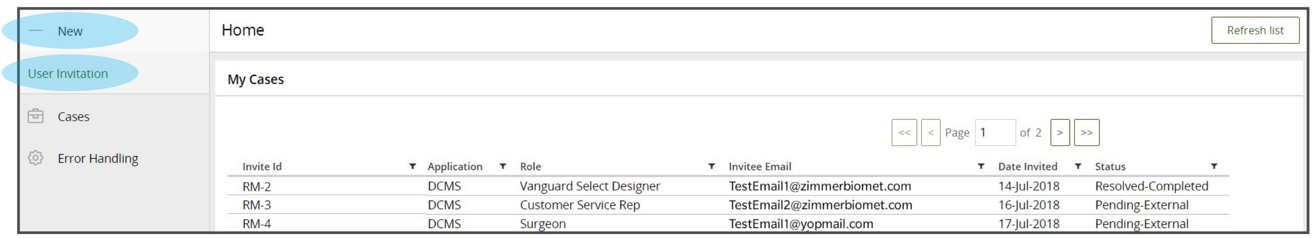


Figure 112

3. Select the "DRIVE Case Management System" application, the country that your new user is located in, and the new user's role from the drop down menu. Select "Search" (Figure 113).

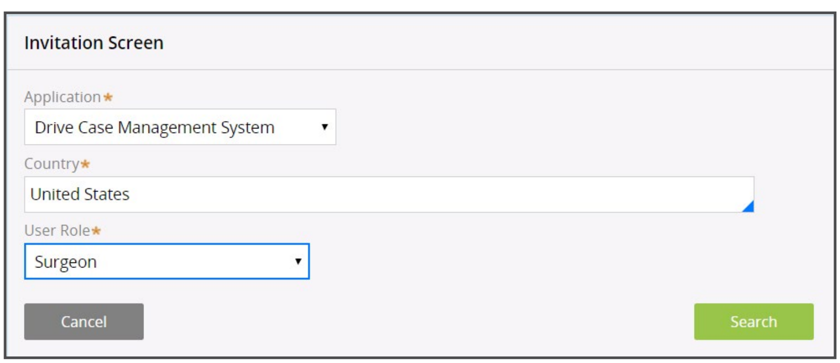


Figure 113

4 Once you are on the "Invitation Screen," search for your new user by either first or last name, and select "Search." Once you've located the user, select the "Select" button next to the user's information (Figure 114).

Figure 114

5 The "Registration Screen" will show you the user's name and address. At this point, if any of the information is incorrect, you can select "Cancel" and go back into "RH Management" and make and corrections. If the user's information is accurate, select "Invite," and a registration email notification will be sent out to them (Figure 115).

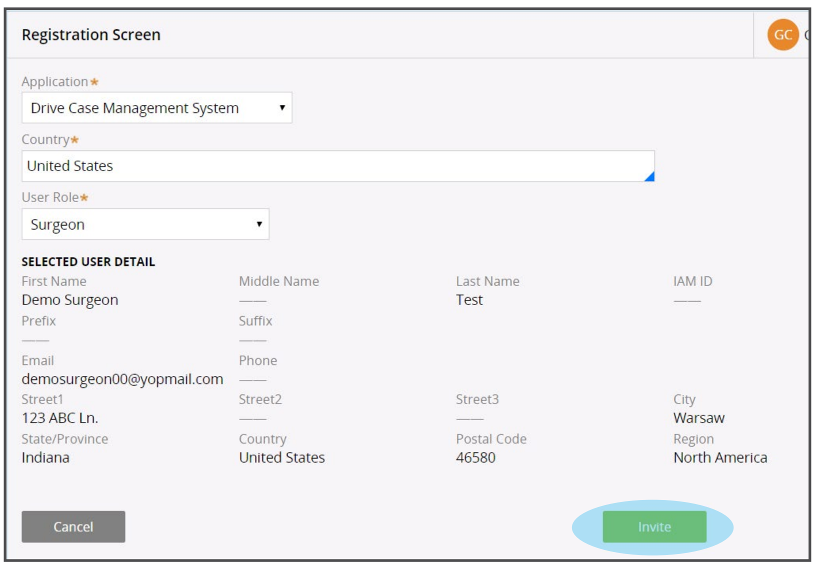


Figure 115

6 The "Cases" function allows you to view all of the users who have been registered for DCMS. You can view the status of each user's registration completion on the right-hand side. The status: "Pending-External" means that the user has not complete registration. The status: "Resolved-Completion" means that the user has finished their DCMS registration. You also have the ability to sort through your cases by selecting any of the arrows (Figure 116).

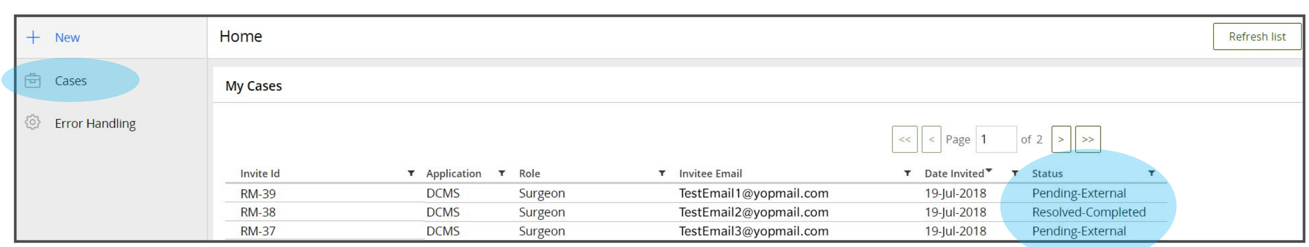


Figure 116

6.2 Modify/Delete Records

You have the ability to modify and delete records. To modify or delete records, see the steps below:

1. Once you've selected "Search," select "Open" next to the name of the list of the results displayed (Figure 117).

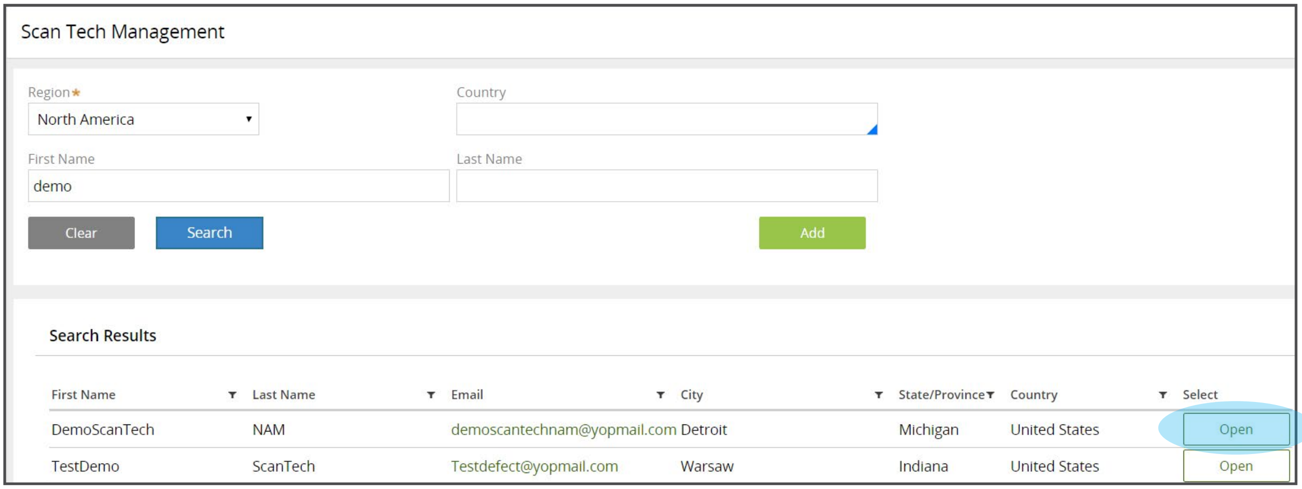


Figure 117

2. Select "Save," once you have added or revised all necessary information for the record that have edited (Figure 118).

Figure 118

3. To delete a record, select the trash icon in the record (Figure 119).

Figure 119

6.3 Completing User Registration (New Users' Role)

Once a CSR has added you to the system, you will need to complete phase two, so that you can begin accessing DCMS. To complete registration:

1. Access your email, and open the "Drive Case Management System: "Invitation To Register to-Drive Case Management System" email. Then, select "Click here" (in blue) (Figure 120).

   If you are a Zimmer Biomet team member: In order to access DCMS and register, you must be on the Zimmer Biomet network. If you are not already logged into the Zimmer Biomet network, then you will be presented with the Zimmer Biomet login screen below when accessing DCMS. To login, enter your Zimmer Biomet credentials in one of the formats specified below:

   - Corporate email address: (e.g. first.last@zimmerbiomet.com)
   - domain\username

   If you are a new employee or legacy Zimmer then use one of the following (depending on your region):

   - North America: nam\username
   - Europe: eur\username
   - Japan: jpn\username
   - Pacific: pac\username

   If you are a legacy Biomet employee then use biomet\username.

   Note: If you encounter problems logging in with your corporate credentials, please contact the Zimmer Biomet IT Help Desk (see Appendix for phone number).

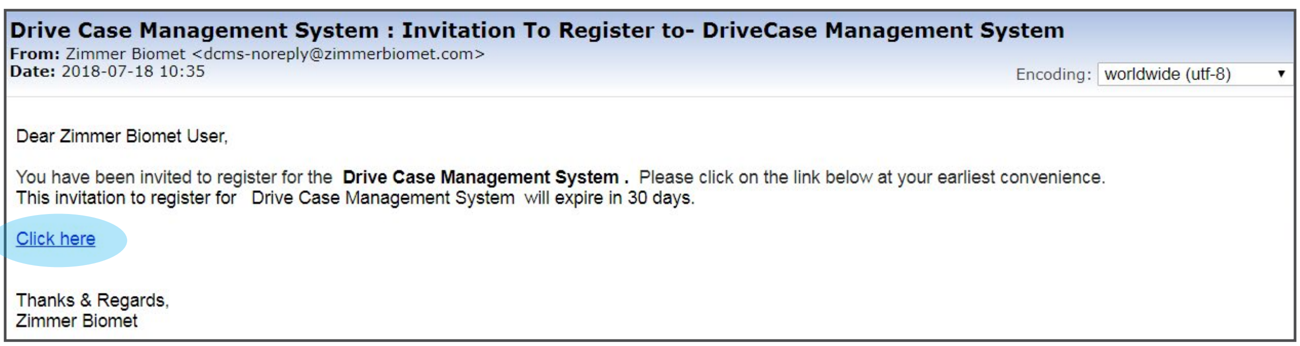


Figure 120

2. On the "Registration" screen, your email and first and last name will be pre-populated. Choose a password and then check the "Terms and Conditions" and "Privacy Policy" box. Once complete, select "Submit" (Figure 121).

   2a. Registering as Surgeon, Patient Care Coordinator, or Scan Technician:
   On the "Registration" screen, your email and first and last name will be pre-populated. Choose a password and then check the "Terms and Conditions" and "Privacy Policy" box. Once complete, select "Submit".

   2b. Registering as a Sales Representative or Customer Support Rep: Check the "Terms and Conditions" and "Privacy Policy" box. Once complete, select "Submit".

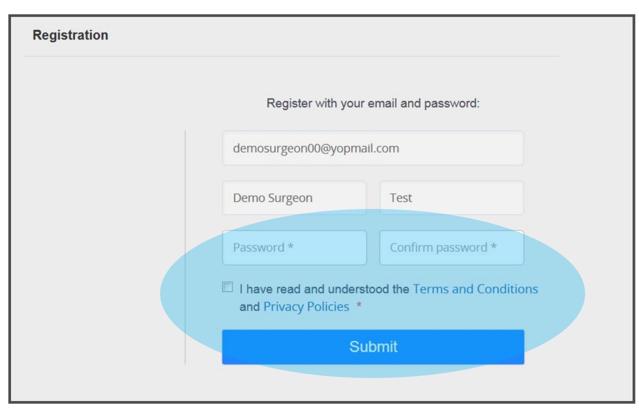


Figure 121

3 Select your country and phone number to receive your verification code. Select "Get the Code," and a verification code will be sent to you through text message. Whenever you log into a new device, you will receive a new verification code through text message, and you will enter this number into DCMS upon logging in (Figure 122).

Note: you are only able to receive verification codes through text message. Email verification codes will be available with future updates.

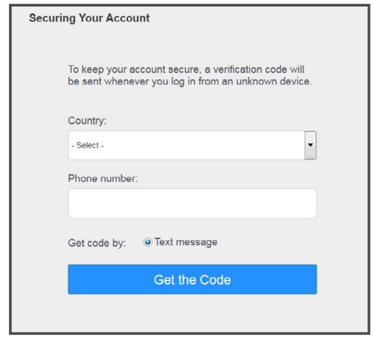
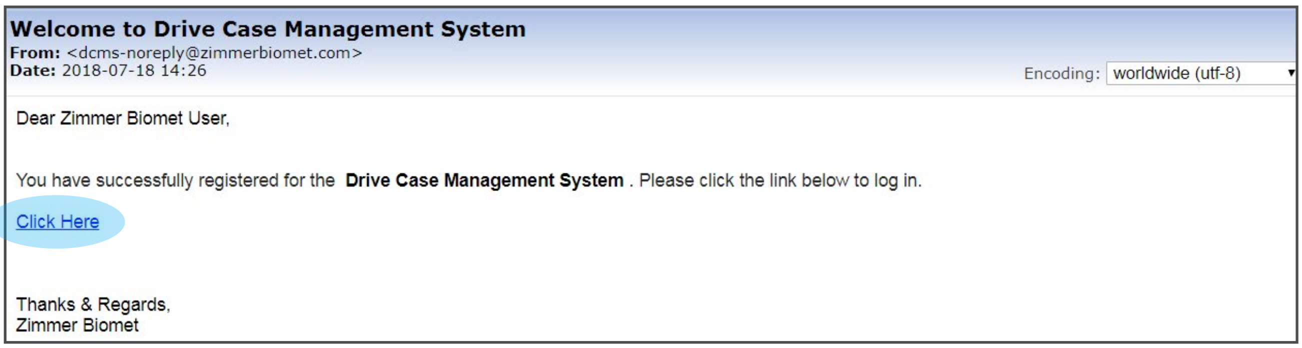


Figure 122

4 Access your email, and open the email titled: Welcome to Drive Case Management System. Once in the email, select "Click Here," and you will be routed to DCMS, where you will be able to login and begin using the system (Figure 123).


Welcome to Drive Case Management System
From: <dcms-noreply@zimmerbiomet.com>
Date: 2018-07-18 14:26
Encoding: worldwide (utf-8)

Dear Zimmer Biomet User,

You have successfully registered for the **Drive Case Management System** . Please click the link below to log in.

Click Here

Thanks & Regards,
Zimmer Biomet

Figure 123

5 Log in with your email address and password. If you are a Zimmer Biomet Team Member or Sales Representative, select the button. If you are a Surgeon, Scan Technician, or PCC, enter your email and password in on the right-hand side (Figure 124).

Zimmer Biomet Team Members (Including Sales Representatives)

Surgeons, Scan Technicians, PCCs

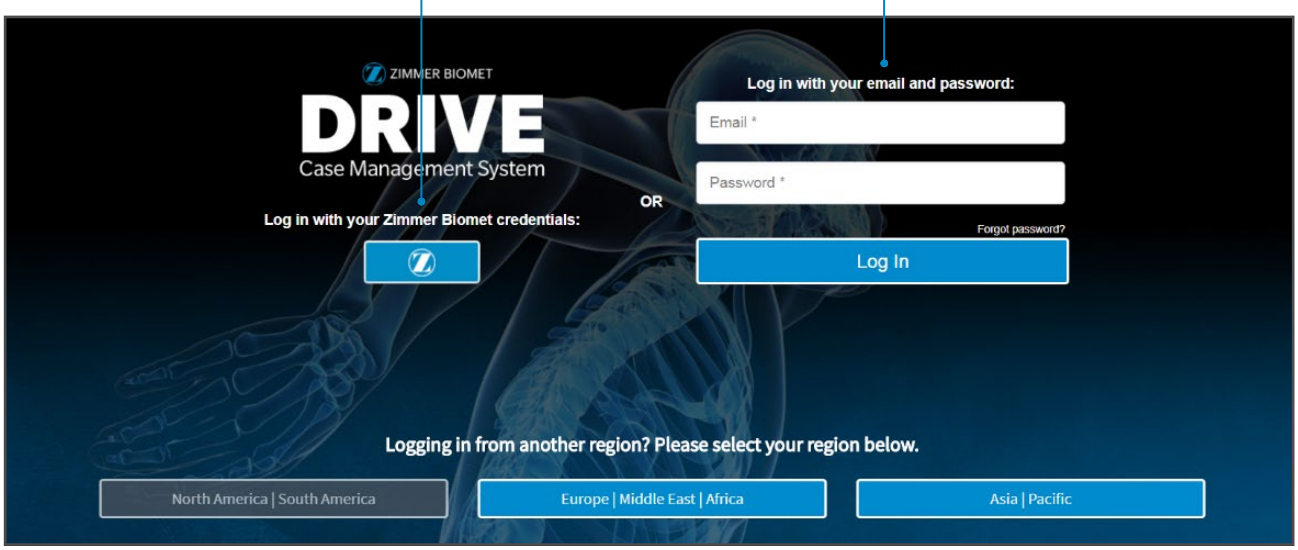


Figure 124

7. Troubleshooting

The Personalized Solutions email address is: **personalizedsolutions@zimmerbiomet.com**.

Q **I'm getting an error when entering the verification code during login.**

A Verification codes will expire after 10 minutes. If your code expires, you will need to request a new one. Select the "Back" button on the browser and re-login, and a new code will be sent.

Q **I'm seeing the following error when trying to log into DCMS in Internet Explorer 11 (Figure 125):**

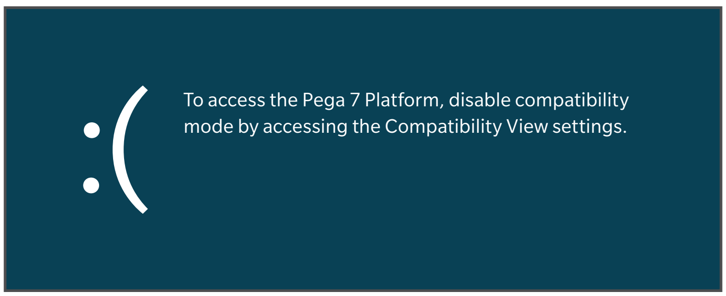


Figure 125

A This is an issue with the IE11 browser, in order to fix this issue, please see the below steps:

1. Select the "Gear" icon in the bowser and then "Compatibility View Settings" (Figure 126).
2. Ensure that there are no websites listed in the "Websites you've added to Compatibility View" section (Figure 127).
3. Ensure that the "Display intranet sites in Compatibility View" box is **unselected** (Figure 128).
4. Select "Close."
5. Close the browser, reopen it, and try logging into DCMS again.

Figure 126

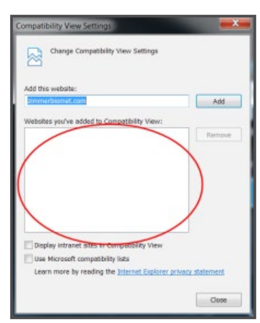


Figure 127

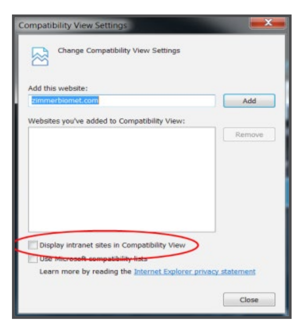


Figure 128

I’m not getting logged into DCMS when using Internet Explorer 11 and logging in as a Zimmer Biomet user with my corporate account.

A This is an issue with the IE11 browser. In order to fix this issue, please do the following:

1. Select the “Gear” icon in the browser, and then select “Compatibility Settings” (Figure 129).
2. Ensure that there are no websites listed in the “Websites you’ve added to Compatibility View” section (Figure 130).
3. Ensure that the “Display intranet sites in Compatibility View” is unselected (Figure 131).
4. Select “Close.”
5. Close the browser, reopen it, and try logging into DCMS again.

Figure 129

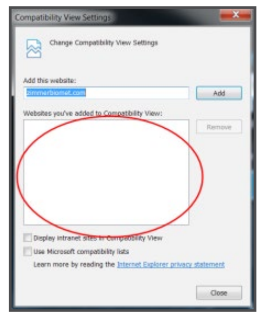


Figure 130

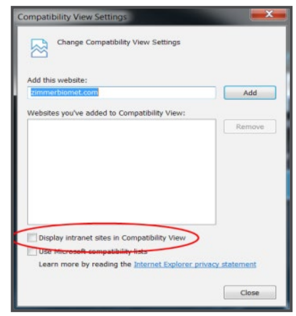


Figure 131

I’m seeing an error page after successfully logging in instead of the “Case List” in DCMS.

A Make sure that you’re using a compatible browser (Chrome, Safari, FireFox, IE11).
Edge is compatible with DCMS but not compatible with SurgiCase Planner.

The Surgicase Planner isn’t launching from DCMS.

A Make sure that you’re using a compatible browser (Chrome, Safari, FireFox, IE11) and device (desktop or iPad/tablet).

8. FAQs

Q What email address will be used?

A Sale Representatives and other Zimmer Biomet Team Members will use corporate Zimmer Biomet Active Directory Accounts. Non-Sales Representative users (Surgeons, Scan Technicians, and Administrators) will use what is currently in SOMS and ZOMS.

Q What if I don't know my corporate email address?

A Contact Personalized Solutions or the IT Service Desk.

Q What devices will DCMS and SurgiCase work on?

A DCMS is compatible with desktop, tablets (including iPads) and mobile phones. The SurgiCase Planner is compatible with desktops and iPads.

Q How do I create a case?

A See section 3.2 Creating a Case.

Q How does a Sales Representative view a case ready for Surgeon approval?

A In the SurgiCase Planner, once a Surgeon sets preferences, a Sales Representative can view a case by following the instructions in Section 3.7 – Launch Web Planner. (A Sales Representative and Surgeon will be notified when a plan is ready for approval) Please see section 4.2 Approving a Case for approval procedures.

Q How does a Surgeon approve a case?

A There is a 2-step process that the Surgeon must go through. First, the Surgeon selects "Approve," and then enters a password. See section 4.2 Approving a Case.

Q How do I manage image uploads?

A The preferred method is Direct Method via Laurel Bridge or VPN. See section 3.3.1 Setting Up Direct Method.

Q How do I add a scan site?

A Contact Personalized Solutions, where CSR will gather information. A test scan will be required for new sites. If it is already an existing scan site, CSR should go into Relationship HUB to set up.

Q How do I add a new user?

A Contact Personalized Solutions, CSR should go into Relationship HUB to set up.

Q **Can I change a surgery date?**

A Yes, see section 3.5.2 Changing the Surgery Date

Q **How do I check on the status of a case?**

A Select “Cases” on the left-hand side of the screen to view all cases, and filter by case status (Figure 132).

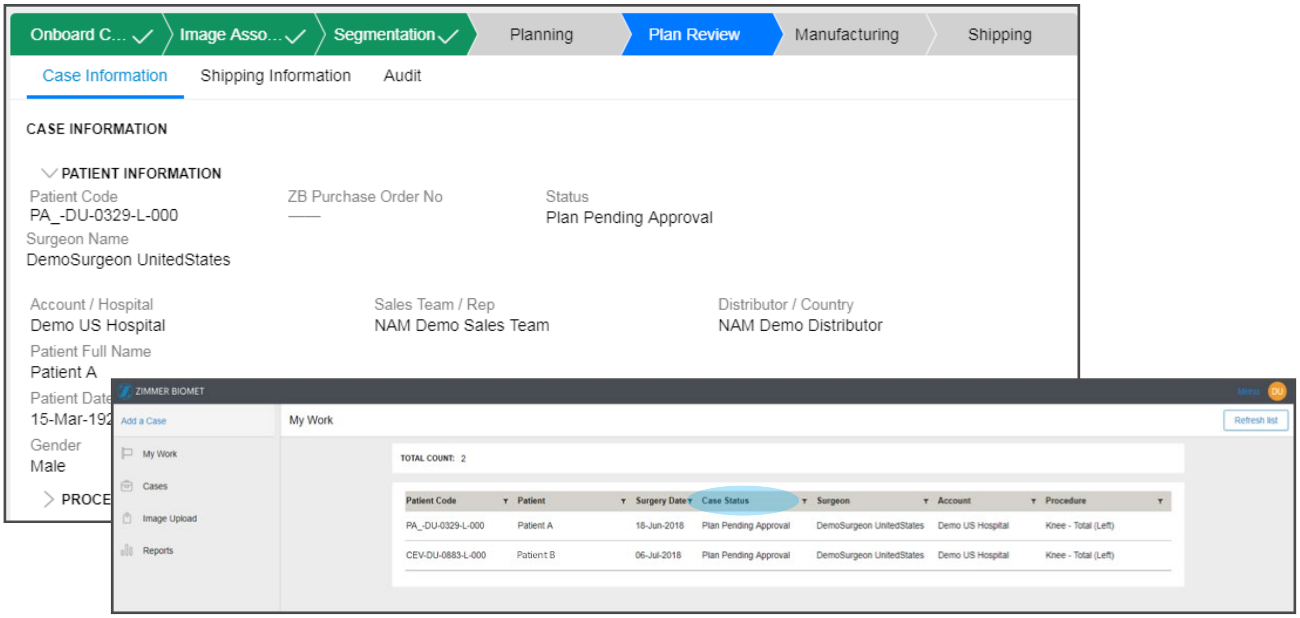


Figure 132

Q **We are having issues uploading images. How can we troubleshoot this?**

A If you are using VPN or Laurel Bridge, contact Personalized Solutions Team. If you are using NUANCE, Powershare call: 1-866-809-4746 for technical support.

Q **Can I track my case (shipping)?**

A You can track shipping on the DCMS Screen or through email. Sales Representatives will receive an email notification, which includes the tracking number, a Hyperlink to FedEx/UPS, the Procedure type, the name of the Surgeon, and the date of the surgery. All of this information can be found under the “Shipping” tab (Figure 133). You must go to “Shipping.”

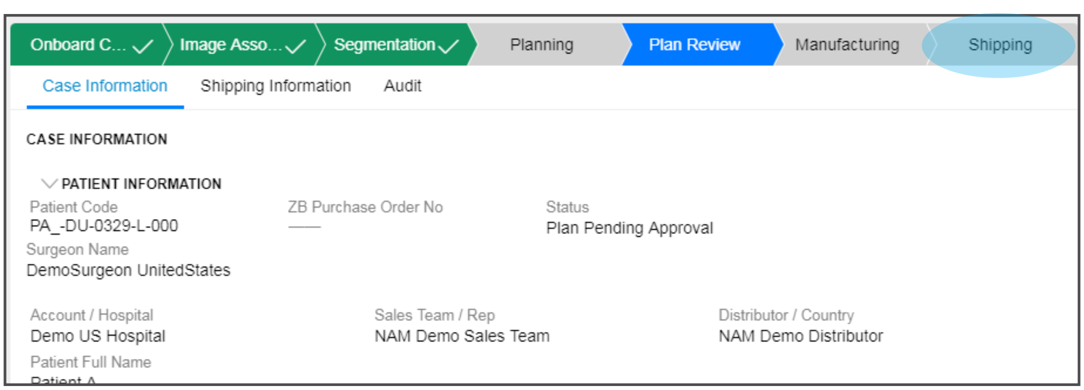


Figure 130

Q How do I upload or create a test scan for MRI/CT?

A Send images to Personalized Solutions via Direct Method, CD, or Web Uploader. Communicate that test images have been sent by emailing Personalized Solutions at: (574) 371- 3710 or personalizedsolutions@zimmerbiomet.com.

Q As a Signature user, why do I have to approve my plans now?

A To meet the IT, Compliance, and Regulatory requirements, all cases must be approved by a Surgeon regardless of the legacy system and process that they used.

Q How to get historical case information (pdfs, planning, etc.) from the former SOMs and ZOMs site once they shut down?

A Please contact Personalized Solutions Customer Support with Case ID, Surgeon Name, and/or Surgery Date at: (574) 371-3710 or personalizedsolutions@zimmerbiomet.com.

Q How to get case historical information (pdfs, planning, etc.) from DCMS?

A This information can be obtained from the Case List and Case Reports. You can go back one year with DCMS.

Q How frequently do you have to change your password?

A 90 days for internal users and 180 for external users.

Other Issues?

If encountering other issues, please include the following information when reporting the problem to help the team identify root causes and troubleshoot:

- Browser
- Device (i.e. desktop, tablet, etc.)
- Geographic location
- Network from where the application was being accessed (Hospital, Zimmer Biomet facility, etc.)
- Steps to reproduce the problem
- Screenshots

For additional information, please visit PS.ZimmerBiomet.com.

powered by materialise

*A collaborative partnership with Materialise, N.V.

This material is intended for health care professionals. Distribution to any other recipient is prohibited.

For product information, including indications, contraindications, warnings, precautions, potential adverse effects and patient counseling information, see the package insert and www.zimmerbiomet.com.

Check for country product clearances and reference product specific instructions for use. Not for distribution in France.

ZIMMER BIOMET
Your progress. Our promise.®

2172.1-GLBL-en-REV0918 www.zimmerbiomet.com