



# Signature™ ONE Process

*Scan Site Registration & DCMS*



QF18-59 Rev.1

Zimmer Biomet® Patient Specific Instruments for Total Shoulder Arthroplasty  
**SIGNATURE ONE SHOULDER** Surgeon Registration Form

**Registration and Confirmation of Training**

Surgeon Information			
First Name	Last Name	Phone Number	Email
Account/Hospital			
City	State/Province	Zip/Postal Code	Country
By signing this form, the surgeon confirms that approval or rejection of the surgical plan, as detailed on the next page of this document, is the legally binding equivalent of a handwritten signature.			
Signature		Date (DD-MMM-YYYY)	

**Surgical Plan Preferences**

TSA (Total/Anatomic Shoulder)			
Implant Type (select preference)	<input type="checkbox"/> Comprehensive Total	Implant Inclination	deg.
		<input type="checkbox"/> Inf.	<input type="checkbox"/> Sup.
Additional notes			
RSA (Reverse Shoulder)			
Implant Type (select preference)	<input type="checkbox"/> Comprehensive Reverse (Mini) <input type="checkbox"/> Comprehensive Reverse (Augment) <input type="checkbox"/> TM Reverse Plus	Implant Inclination	deg.
		<input type="checkbox"/> Inf.	<input type="checkbox"/> Sup.
Additional notes			

Sales Associate Information			
First Name	Last Name	Phone Number	Email
Distributor/Territory		Sales Team	

Shipping Address			
Name/To	Address		
City	State/Province	Zip/Postal Code	Country

Please list the CT scan sites utilized by this surgeon for shoulder cases			
Name of the Scan Site	City	State/Prov.	Approved
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

**Surgeon must sign off that they have read:**

1. Surgical Technique
2. Planner User Guide

**CANNOT start process WITHOUT this form**

**All fields on form must be COMPLETED and LEGIBLE before submitting**

**Form can be found:**

1. On Sales Hub
2. In Resources in DCMS
3. Contact Personalized Solutions

# Signature ONE Registration

- ◆ PS will invite Sales Rep to DCMS
- ◆ Surgeon will receive email with DCMS user credentials (after Rep accepts)
  - (from: dcms-noreply@zimmerbiomet.com)
    - Invitation is active for 10 BD
      - Surgeon MUST accept invitation BEFORE patient cases can be added
    - Rep will enter patient information into DCMS for Signature ONE cases OR
    - Rep to provide Patient Care Coordinator contact to add cases if they wish



# New CT Scan Site Registration

Rep fills out **Surgeon Registration Form** and returns signed form to:

[PersonalizedSolutions@zimmerbiomet.com](mailto:PersonalizedSolutions@zimmerbiomet.com)

**If Scan Site not approved; Req Scan Site Reg Form:**

- The CT protocol (CT Tech)
- Setup a secure connection for image transfer (IT Contact)

Once the connection has been established, we require a **test image** from the site (rep will provide sawbone scapula—contact PS if difficult to obtain)

After successful review, the **site is approved** to begin transmitting images

**Note:** Sales Rep must contact scan site in advance to inform them ZB will be contacting them as well as coordinating delivery of sawbone scapula

**All legacy ZPSI Shoulder & Signature Shoulder CT scans sites do NOT need to be re-approved.**

# Case Process Timelines

The time begins when images pass QC & connected to DCMS case (with correct patient info). This is non-negotiable – **RUSHING** cases cannot be standard. Utilize the Patient Care Coordinator in Surgeon's office to add cases

## Pure Planning



GOAL: 3 business day turnaround for all cases; **currently 5 BD**

## Guide Process



A 20 business day turnaround

*Rep is responsible to set surgeon expectation that this is a 20 business day process*

Patient information **MUST** be accurate: Patient First & Last Name, DOB, Gender, Laterality

**\*If not correct, case will be delayed**

# Creating Patient cases in DCMS

◆ DCMS case must be added **BEFORE** patient images arrive at ZB.

- ▶ Automatic email notification will be sent if images are not uploaded for case.
- ▶ You may create an SMS case for billing purposes, but you should not select a technology.

Input patient information

Clinical Case

1. Patient 2. Procedure 3. Shipping 4. Review

Surgeon Name  
SurgFAPAC SurgLAPAC

Account / Hospital\*  
AccountAPAC

Sales Team / Rep\*  
SalesTeamAPAC

Distributor / Country\*  
Zimmer Biomet BVBA

Shipping Address  
Attention : Attention  
Name : Zimmer Biomet BVBA  
Country : Belgium  
Street 1 : Meyskenstraat 224  
Street 2 : Street 3 :  
State/Province : Vlaams-Brabant  
City : Wemmel Zip/Postal Code : BE-1780

Patient Information

Patient First Name\*  
First Name

Patient Middle Name  
Middle Name

Patient Last Name\*  
Last Name

Patient Date of Birth\*  
-- -- -- --

Age

Cancel Continue

Input procedure and technology information

Clinical Case

1. Patient 2. Procedure 3. Shipping 4. Review

Product Preference

Anatomy	Technology	Modality	Procedure	Family	
Knee	ROSA	XRAY	Total	Vanguard	Select
Shoulder	Guide	CT	RSA/Reverse	TMR+ Baseplate	Selected

Add new preference

Planned Surgery Date\*  
September 25 2019

Body Side\*  
Select..

Allergy  
 Nickel

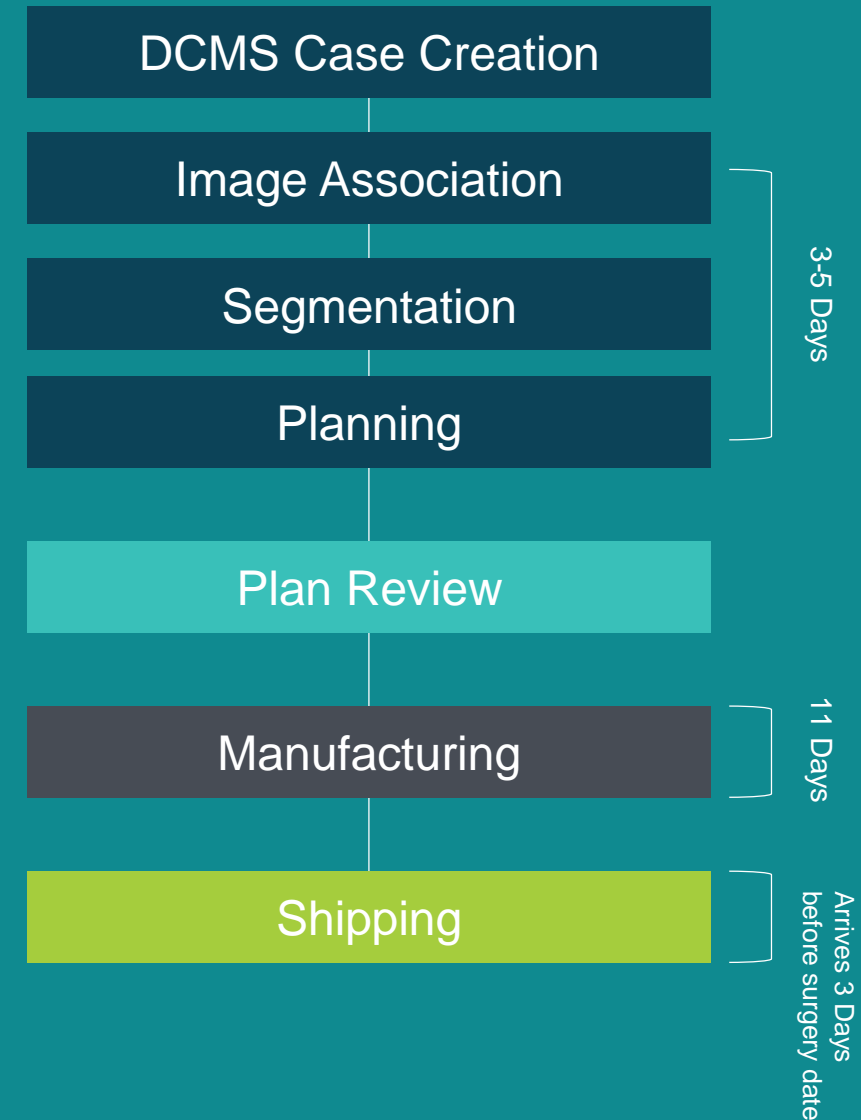
Back Continue

- ◆ When images to protocol arrive at ZB, they are matched to DCMS case
  - If rejected, PS team will contact Rep

- ◆ Case status communicated via DCMS:
  - Call PS for any surgery date changes

Create case before images are transferred to Zimmer Biomet

Surgeon MUST approve plan within 3 days to remain within 20-day guide production timeline!



# Citrix Workspace



CITRIX®

- ◆ Citrix runs in the background so that users can access the ONE Planner application *(will not need to create Citrix account)*
- ◆ Must be downloaded on **every device** that will be used to open the ONE Planner from DCMS
  - For Windows: <https://www.citrix.com/products/receiver.html>
  - For Mac/iOS: <https://www.citrix.com/downloads/workspace-app>
  - In the AppStore it is the Citrix Workspace App



1. Click "Actions"
2. Click "Review Plan"

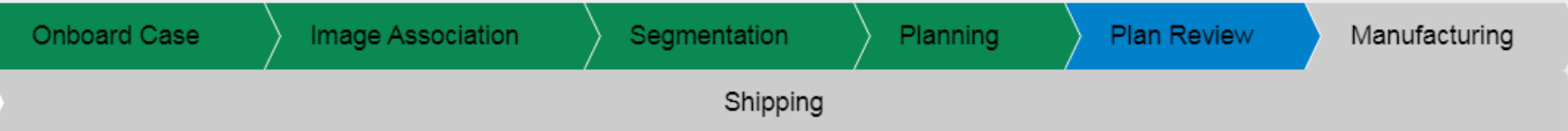
1

Actions

- Refresh
- Edit Case Details
- Cancel Case
- Review Plan

2

(SCA2B8R19SC19UO) Plan Approval



Case Information Product Information Shipping Information Audit

CASE INFORMATION

▼ PATIENT INFORMATION

Patient Code	External ID	ZB Purchase Order No	Status
SCA2B8R19SC19UO	_____	_____	Plan Approval
Case ID			
SOS-6			
Surgeon Name			
Shoulder CadaverSurgeon			
Account / Hospital	Sales Team / Rep	Distributor / Country	
Test Hospital	ASM Team	Shoulder Cadaver	
Patient Full Name			
S191919 Cadaver			
Patient Date of Birth	Age		
01-Jan-1919	100		
Gender			
Male			

Optional: Internal Hospital Patient ID

CASE DETAILS

Last updated by  
dcms\_system\_user (5d ago)

Created by  
Alexandria Griggs (11d ago)

ATTACHMENTS

(1) Refresh

+ Add/View Attachments



COMMENTS

(0) Refresh

+ Add/View Comments

TOOLS

Print

Add a Case

My Work


Cases


3. Click here to review plan

Case List [DDEC6FL24SS19AO](#) x

(DDEC6FL24SS19AO) Manufacturing Actions

**3** Review Plan

 **Web Planner**  
Launch Web Planner

 **Plan PDF**  
Download Plan PDF

Onboard Case > Image Association > Segmentation > Planning > **Plan Review** > Manufacturing

Shipping

Case Information | Product Information | Shipping Information


CASE INFORMATION

CASE DETAILS

Last updated by Agent(System-Queue-ServiceLevel.ProcessEvent) (17h ago)  
Created by SurgFAPAC SurgLAPAC (18h ago)

ATTACHMENTS Refresh

+ Add Attachments

 PlanPDF.pdf

Click here to view plan PDF

4. A blank window will open, in which a Citrix launch file will download (*this could take a minute; do not close out the window*)



5. Run the launch file to open the ONE Planner





IMPLANT SYSTEM

GLENOID

Comprehensive Total



Medium



Restore Pre-Plan

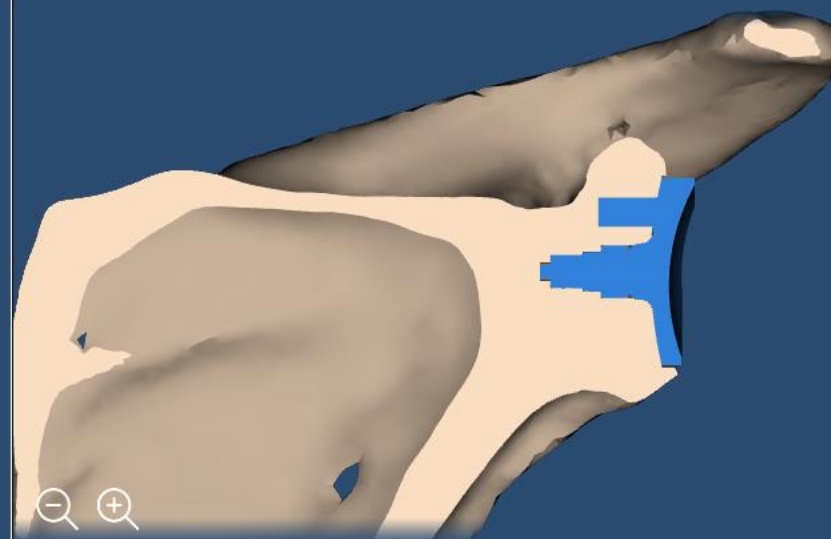
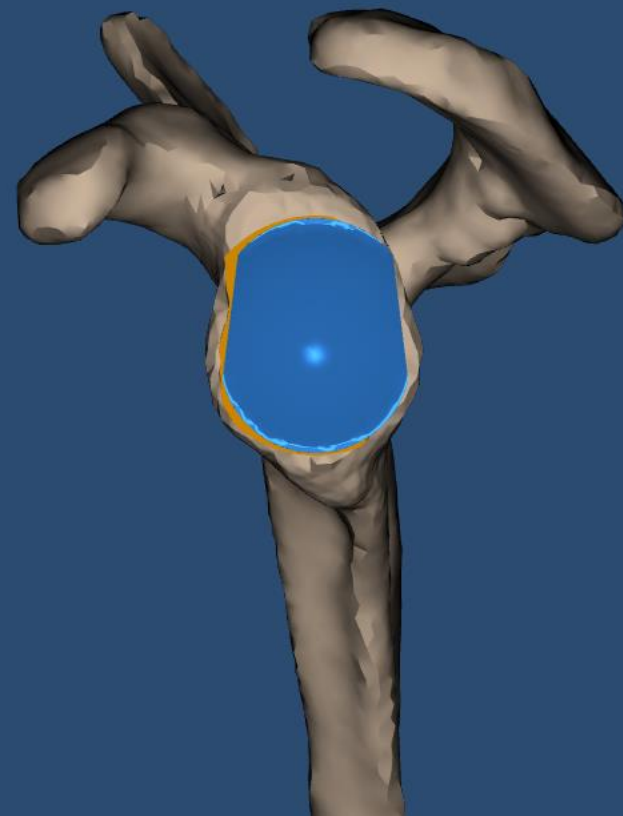


Implant Contact  
**64%**

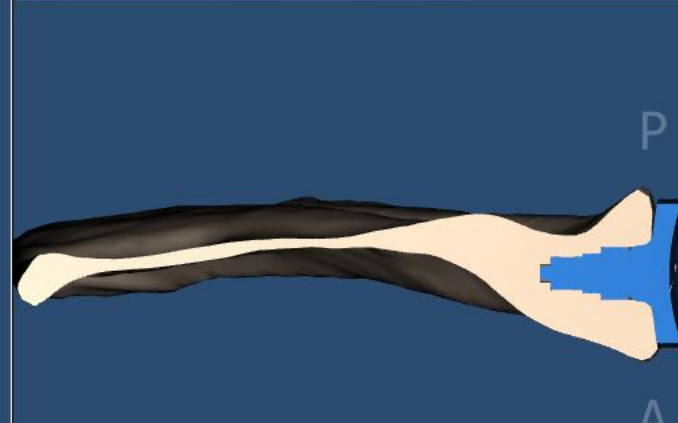
SHOW



TOOL



Implant Neutral Inclination  
**0.0°**



Implant Neutral Version  
**0.0°**

VIEW  
LAT | MED | POST | ANT | INF | SUP



6. Review and modify plan



PLANNING VALUES

Baseplate Inclination: ..... -5.0°

Baseplate Version: ..... -3.5°

Implant System: ..... Comprehensive Reverse

Baseplate Size: ..... Augment Medium

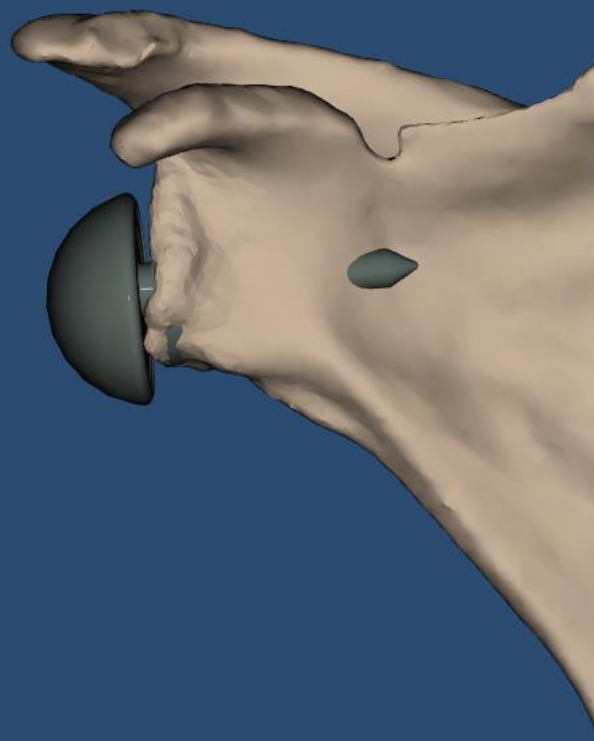
Central Screw Length: ..... 35mm

Glenosphere Size: ..... 36mm | Standard | 1.5mm

ORDERING OPTIONS

- Pure Planning
- Signature Guides & Bone model
- Bone model only

Be aware that if case is created as a "Plan" but approved as "Guides and Bone Model", the surgery date will need to reflect the addition of 11 business days.



COMMENTS

Input your comments here...

SURGEON'S APPROVAL

Approve

7. Click here to approve plan\*  
8. Surgeon will be prompted to enter credentials

**\*Only the surgeon can approve a plan**

VIEW

LAT | MED | POST | ANT | INF | SUP

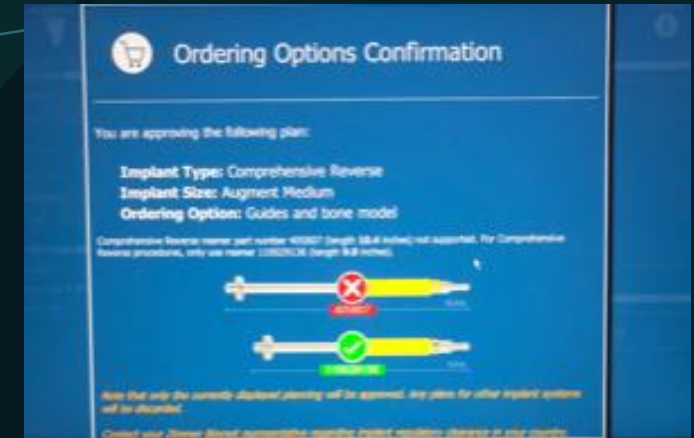


# Tips from Personalized Solutions Team

- ◆ Work with **Patient Care Coordinator** so they can login and create cases for Rep so images can be matched to case when they arrive.
- ◆ Patient Info **MUST BE CORRECT** in case or case is delayed.
- ◆ Plans are now available in 3-5 BD, surgeon's prompt approval is critical to keep guide on production timeline.
- ◆ We can no longer maneuver surgery dates in DCMS. We are forced to the 20 BD surgery date at case creation and it cannot be changed by the CSR's as with the current Signature System.
- ◆ DCMS is a brand new system and we are working through IT issues. Patience and understanding during this time will ensure that the transition and issues will be resolved as quickly as possible.

# Known System Issues

- ◆ No Notification email for Surgeon Approval from DCMS
  - will be fixed this week
- ◆ Citrix Screen Resolution when approving Comprehensive Reverse – Confirm button missing
  - will be fixed in April / May
- ◆ The software for an iPad needs to be updated to iOS 13.3.1 and the Citrix application will need to be updated to the latest version from the app store
- ◆ Unable to update surgery date in DCMS Case
  - Comment placed that Production is aware of updated surgery date
  - will be fixed in April / May
- ◆ Cases that are entered as plan but changed to a guide during surgeon approval; starting over
  - will be fixed in June / July
  - **\*\*if any chance the case will be a guide it needs to put in as a guide case**





# Legacy System Closure Dates

- ◆ ZPSI (TMR) Shoulder – no more cases after **March 16**
- ◆ Signature (BiometOS) – no more cases after **June 1**

A hand holding a smartphone displaying a website interface. The background is a dark teal gradient with geometric shapes.

# Personalized Solutions Contact

- ◆ [PersonalizedSolutions@zimmerbiomet.com](mailto:PersonalizedSolutions@zimmerbiomet.com)
  - Answered within 24 hours
- ◆ Phone: 574-371-3710
  - Extremities specialist available 8AM-5PM EST
  - 7am-6pm (EST) phone is answered and will take messages for team for call back