



Persona IQ[®]

THE SMART KNEE[™]

Frequently Asked Questions

What happens after I enroll?



After you've been enrolled, you'll receive a welcome packet. This packet will include your home base station, as well as quick start guide including instructions on activating your account and connecting the base station. The instructions will include support team phone numbers in case you need help during set-up.

How do I set-up my account and what information will I need?



Instructions to set-up your account and base station are included in the welcome packet. It should only take you a few minutes to complete. You'll need information like:

- Your desired username and a password
- Caregiver name, address, phone number, and email address (optional)
- Primary care physician name, address, and phone number
- Emergency contact name, phone number, and email address

For your security, don't share your username and password with anyone you don't want to be able to view your personal health information.

After surgery, you can log into your dashboard using the username and password you create during set-up to monitor your progress.

How much time should it take to set-up the base station? What do I need?



The base station will stay in your home. It'll likely take 10 to 30 minutes to set up your base station depending on the speed of your Wi-Fi connection. You'll need the following:

- The username and password you created during your account activation
- The quick start guide, base station, USB cord, and wall plug adapter (all included in your welcome packet)
- A computer or laptop that's Windows 10 compatible
- Your Wi-Fi username and password.

What does the base station do?



The base station is a receiver/transmitter that wirelessly communicates with your smart implant. Each night, it receives your daily activity information from the Persona IQ Smart Stem and sends it online to your dashboard where you and your doctor view the data.

What if I suspect that my device isn't working or I accidentally break the base station?



Three days after your surgery, you'll start being able to see information on your patient dashboard. If, after three days, your information still doesn't show up, check your base station to make sure the light is solid green. If the light is solid green, wait 24 hours and re-check your patient dashboard. If the light is not solid green, unplug the base station for 5 seconds, then plug it back in. Wait 24 hours and re-check your patient dashboard.

If there's still an issue, contact Persona IQ Smart Stem support at **1-844-799-8208** or email SmartKneeSupport@zimmerbiomet.com.

What types of data does the Persona IQ Smart Stem collect?



- The range of motion in your knee
- Your step count
- Your stride length
- The distance you walk
- Your average walking speed

How will my data be used?



You, your surgeon, and medical care team will be able to view your data via a secure online portal.

How long will my data be used?



The data will be used by your medical care team as long as you continue sharing your data. If you decide you no longer want your data collected, you can simply opt out. Talk to your doctor for information on how to opt out. Outside of regulated implant reportable data elements, your historical data will be anonymized once you have opted out of data sharing.

Who has access to my data?



Your data will be available to your medical care team and authorized administrators (Zimmer Biomet and Canary Medical) of your Persona IQ Smart Stem Implant. You can also view your information on your patient dashboard.

How will I be able to see my data?



The data from your Persona IQ Smart Stem will be visible on your patient dashboard hosted on the Canary Medical website. For more details, see the patient materials packaged with your welcome packet.

Will the smart implant track my location?



No, the Persona IQ Smart Stem Implant is not a GPS tracking device.

What happens when I travel?



The Persona IQ Smart Stem Implant can store 30 days of information within the implant itself, so you don't have to worry about taking your home base station with you on most trips. When you get home, the smart implant and base station will transmit the stored information to your surgeon and your patient dashboard.

If you're traveling for more than 30 days, the smart implant will keep collecting information. However, it will start to overwrite information that's more than 30 days old. This means you could begin losing earlier data.

If you spend part of the year away from home, for instance, if you have a second summer or winter home, simply take your home base station and accessories with you to your new location. Repeat the set-up steps in your quick start guide and you'll be all set. Your smart implant will then transmit as usual.

Do I need to tell other doctors about the implant if I need a different surgery?



It's always good to inform your physicians about your medical history.

Can the battery inside the smart stem device hurt me?



Some medical procedures use medical equipment that introduces electrical currents into your body. These procedures may not be safe with your smart stem implant. Inform your health care provider that you have a smart implant before any medical procedure.

What happens if I change my mind before or after the surgery?



You will need to contact your surgeon’s office to tell them of your decision in a timely manner.

Your surgeon will determine the best clinical care plan for your surgical intervention without a smart implant.

There will be return instructions for sending back your home base stations.

If you still want to stop your data from being transmitted, Canary Medical can turn off the sensor remotely.

All data captured prior to the shut off date will still be visible in the system, but no further data can be captured without your consent.

Troubleshooting



The table below lists some problems you might experience with your Persona IQ System and suggested actions you can take to try to fix the problem. If you have a problem with the system that is not listed here, or that isn’t fixed with the information provided, call your doctor or Persona IQ support at 1-844-799-8208.

If the problem you’re experiencing concerns your health (such as pain or limited mobility) and isn’t with the operation of your smart implant system, call your doctor.

If you’re experiencing a health emergency, call 911.

Problem	Action
The light on the base station isn’t lit.	Make sure the USB power cord, data cable, and wall plug adapter are connected to the base station. Make sure the base station is plugged into the wall outlet. If the outlet is controlled by a light switch, make sure the switch is turned on.

Troubleshooting *(continued)*

Problem

Action

I can't log in to my patient account.

Check your username and password.

I can't see my patient dashboard information.

You'll begin seeing information on your patient dashboard 3 days after your surgery.

If your information still doesn't show up after 3 days, check your base station to make sure the light is solid green. If the light on your base station is green, check your patient dashboard again in 24 hours.

The light on the base station is solid red.

Unplug the base station, wait 5 seconds, and plug it back in. If the light remains solid red, contact Persona IQ support at 1-844-799-8208.

The light on the base station is solid yellow.

Check your home Wi-Fi signal to make sure it's operating. This can be done by checking your smart phone's Wi-Fi signal in your bedroom next to your base station. If you have a good signal on your phone, please contact customer support to assist you in troubleshooting.

If you don't have a good signal on your phone, consider moving your modem closer to your bedroom, if possible, to increase the strength of the signal. If you have a cable outlet closer to your bedroom, you can try plugging in the modem there instead. If you can't do that or are still having issues, please contact customer support for assistance.





For additional information,
email SmartKneeSupport@zimmerbiomet.com
or call 844-799-8208.



Legal Manufacturer:

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WARNING - The kinematic data from this device have not been demonstrated to have clinical benefit. It is not intended to be utilized for clinical decision-making, and no data have been evaluated by FDA regarding clinical benefits.

Disclaimers

Not all patients are candidates for this product and/or procedure. Only a medical professional can determine the treatment appropriate for your specific condition. Appropriate post-operative activities and restrictions will differ from patient to patient.

Talk to your surgeon about whether joint replacement is right for you and the risks of the procedure, including the risk of implant wear, infection, loosening, breakage or failure, any of which could require additional surgery. For additional information or to find a surgeon near you, visit www.zimmerbiomet.com, email SmartKneeSupport@zimmerbiomet.com, or call 844-799-8208.

Results are not necessarily typical, indicative, or representative of all recipient patients. Results will vary due to health, weight, activity and other variables. Not all patients are candidates for this product and/or procedure. Only a medical professional can determine the treatment appropriate for your specific condition. Appropriate post-operative activities and restrictions will differ from patient to patient.

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