SurgeonVault® System

iOS Mobile User Guide
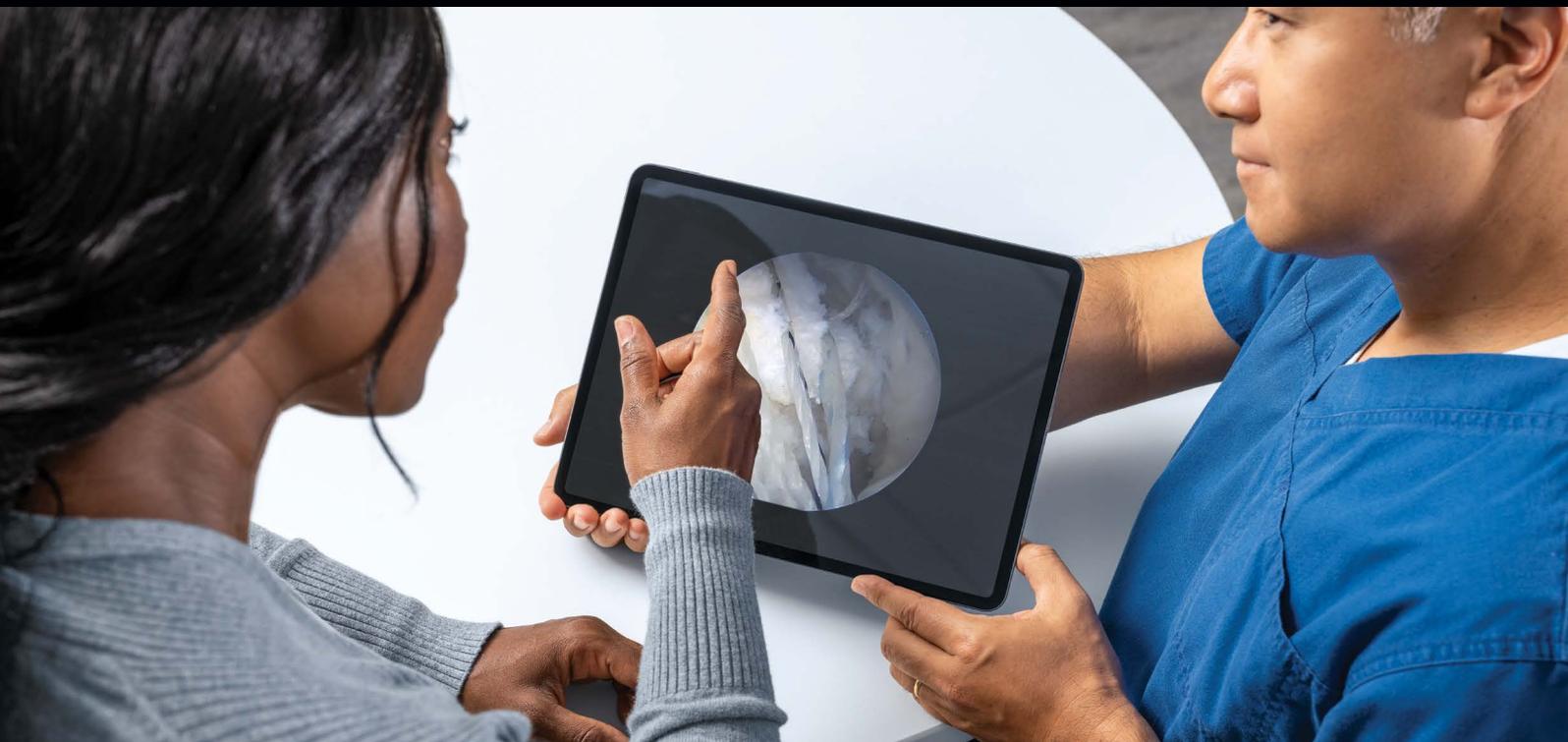
Arthrex®

Table of Contents

Introduction

It is recommended that personnel study this manual before accessing the SurgeonVault system. The document is designed to assist users in onboarding and to begin using the SurgeonVault application.

Intended Use

The SurgeonVault® system web portal allows surgeons to manage patient report templates and content for use with the Synergy Surgeon2™ app.

Users can manage their patient report templates and content for use with the Synergy Surgeon2 app.

SurgeonVault system features:

- Universal access for patient report templates

- Universal access to upload report library content, including comments, links, documents, images, videos, procedure categories, labels, etc

- Access to all library content synced to the iOS mobile device using the Synergy Surgeon2 app

SurgeonVault® Software Interconnect Diagram

Figure 1 illustrates how data is communicated across the facility network and SurgeonVault system.
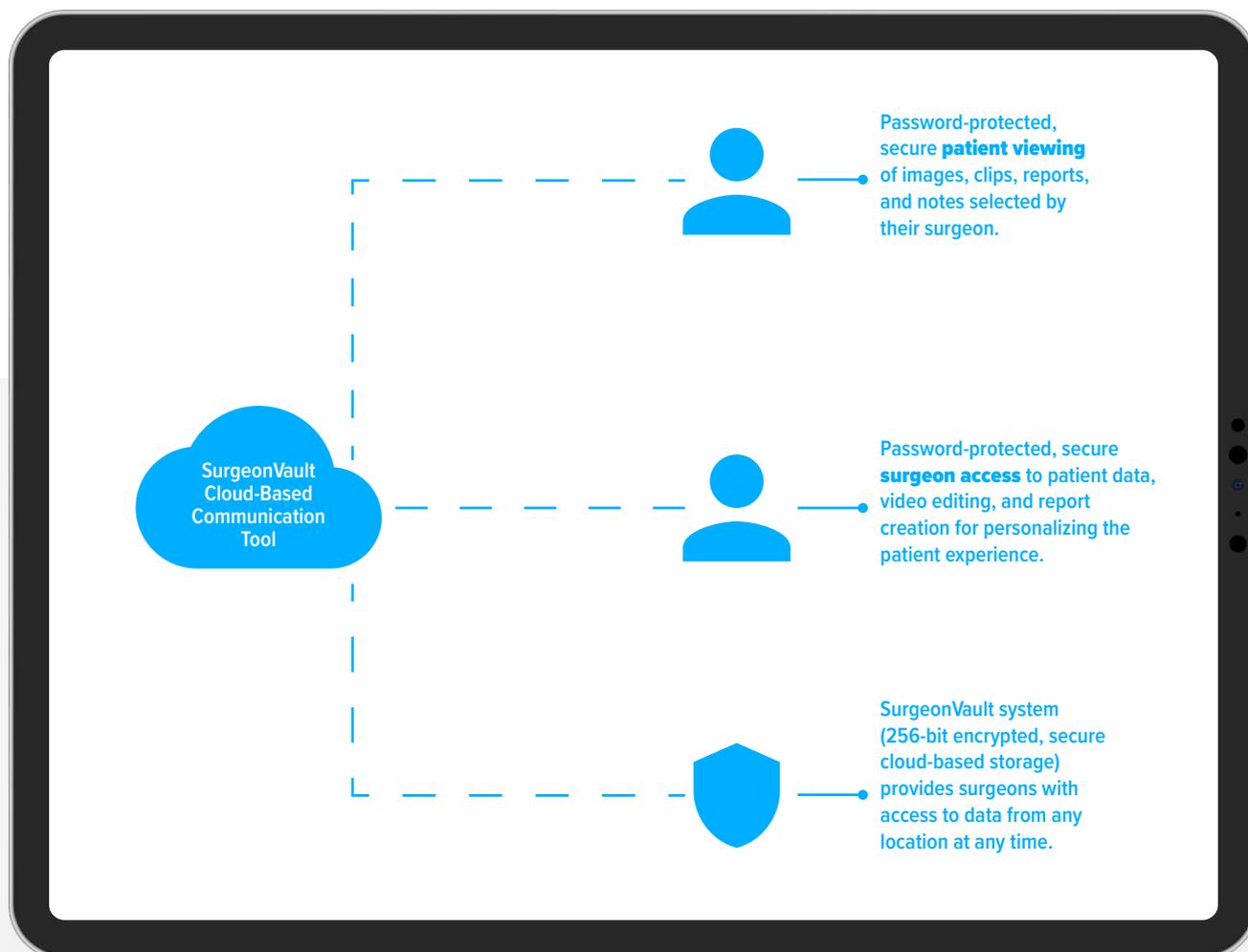

Password-protected, secure patient viewing of images, clips, reports, and notes selected by their surgeon.

SurgeonVault Cloud-Based Communication Tool

Password-protected, secure surgeon access to patient data, video editing, and report creation for personalizing the patient experience.

SurgeonVault system (256-bit encrypted, secure cloud-based storage) provides surgeons with access to data from any location at any time.

Figure 1. SurgeonVault Software Interconnect Diagram

SurgeonVault® System Use Instructions

Registration

Surgeons will receive two invitation emails, one from OKTA and one from the SurgeonVault system.

Open the OKTA email and click on the link.

- The username will be prepopulated and match the email that was submitted via the SurgeonVault rep portal.

- The surgeon will be prompted to create a password. Passwords must meet the following complex password requirements:

  - Minimum of 8 characters

  - Must contain at least 1 uppercase character

  - Must contain at least 1 lowercase character

  - Must contain at least 1 number character

  - Must contain at least 1 special character

  - Cannot contain any part of their log on name

- Save the OKTA password.

- The OKTA password will be used when logging onto the SurgeonVault system.

Open the SurgeonVault email to access the SurgeonVault.

When the surgeon accesses the Synergy Surgeon2™ app or SurgeonVault system, they will be redirected to an OKTA log on window, shown in Figure 2.

Note: The link in the SurgeonVault email will open the SurgeonVault using Safari browser. Nonpremium surgeon users need to download the Synergy Surgeon2 application from the Apple Store to their iPad for downloading case data.

Upon first log on, users will be directed to the Surgeon Profile to set up their SurgeonVault preferences.
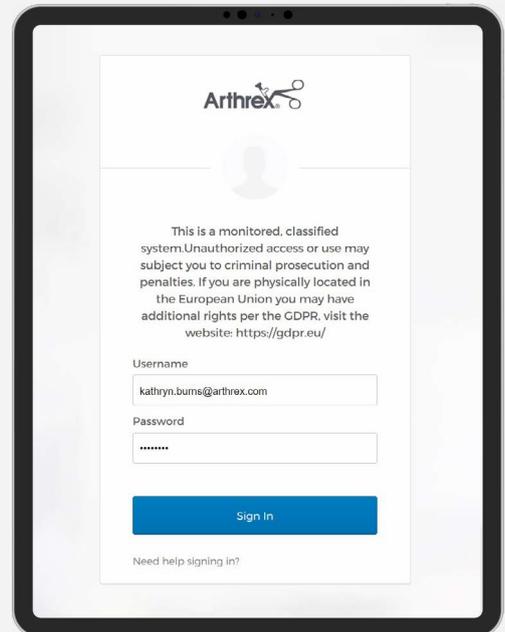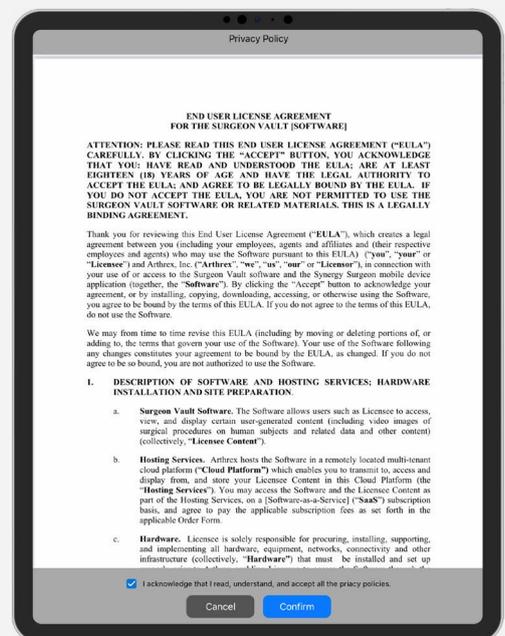

Figure 2. OKTA log on

Figure 3. End User License Agreement

Menu Navigation

Users can move to different sections within the application using the options at the bottom of the page, shown in Figure 4.
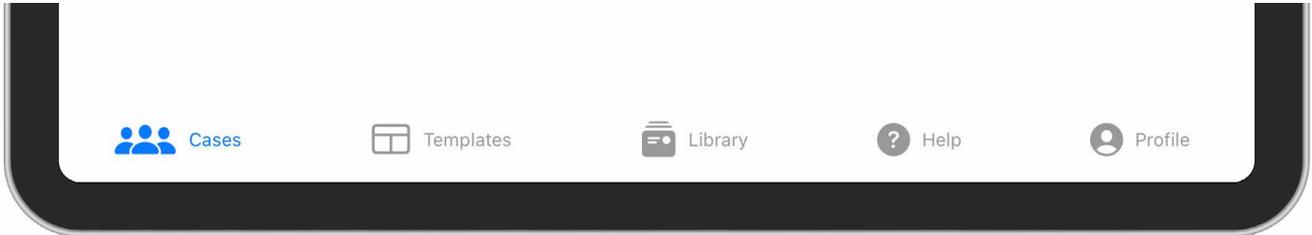

Figure 4. Navigation

Log Out

To log out of the SurgeonVault® system, navigate to the Surgeon Profile page and select the logout button, shown in Figure 5.
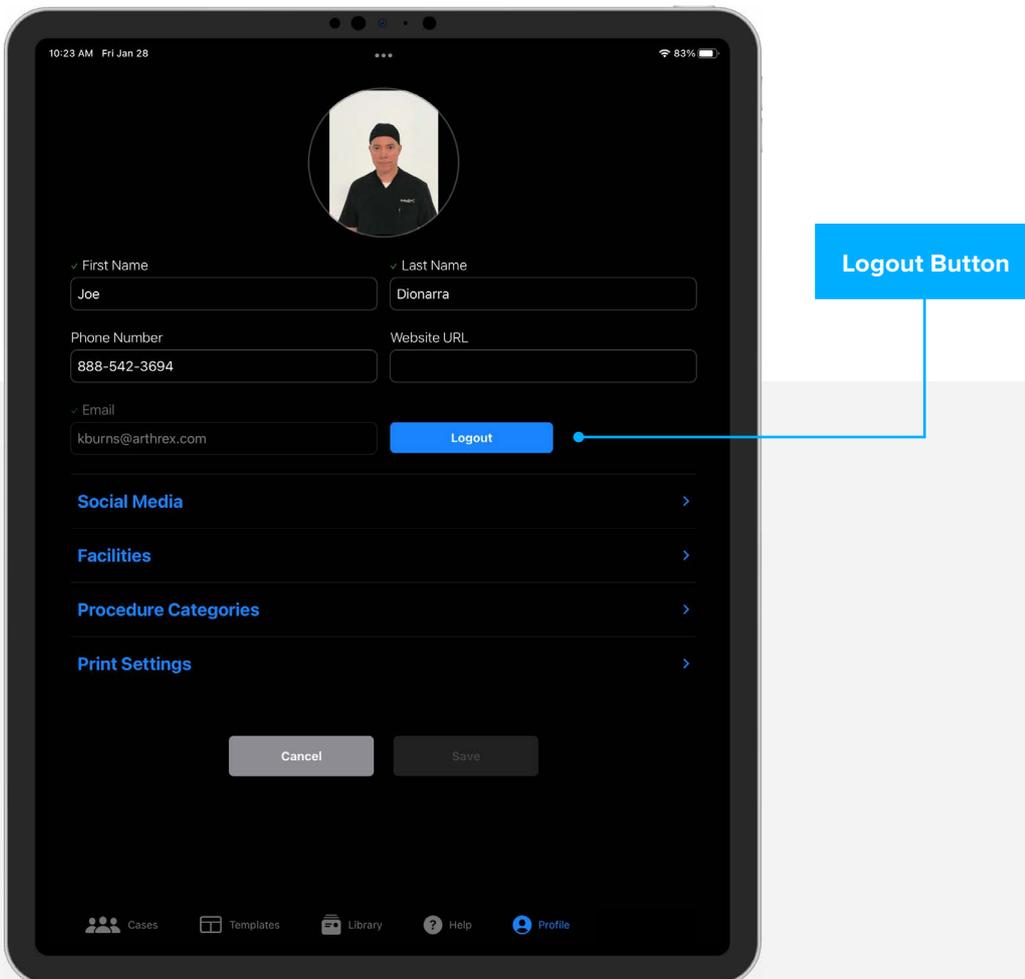

Figure 5. Surgeon Profile: Surgeon Information

Surgeon Profile

The Surgeon Profile, Figure 5, allows surgeons to add their photo, facilities, and social media accounts and select procedure categories.

Upload photo: Surgeons can add their photo to include in customized report templates.

Note: Image files must be a .jpg or .png file extension. The file extension cannot be modified.

Note: If applicable, the user will receive a notification if the file they are attempting to upload is corrupted.

- To upload a surgeon photo, click on the $+$ icon at the top of the page.

- The user will be directed to take a photo or upload from the device.

- Select the appropriate file, then click Open to save the image.

- If users select to take a photo, the camera on the iPad or iPhone will engage.

Surgeon Information

The surgeon contact information may be added and can be included in the patient report.

- Add surgeon name, phone number, and website to appear on report templates, as preferred.
  - Any of these fields can be hidden on the report template and/or final report.
- Information will appear on the patient report exactly as it is entered in this section.
- The surgeon email field will be prepopulated with the email address provided for the surgeon invitation. **This field is not editable in SurgeonVault® system.**
  - The email address used in SurgeonVault system must match the email address used on the Synergy camera system for the surgeon's cases to populate to their case list.
    - If the surgeon emails do not match, the cases will be rejected and will not upload.
    - If the surgeon email is absent on the camera system, the user must be logged onto the SurgeonVault system for the cases to upload successfully.

Note: The surgeon's email address does not display in the patient report.

  - To change the surgeon's email address, contact Arthrex technical service.
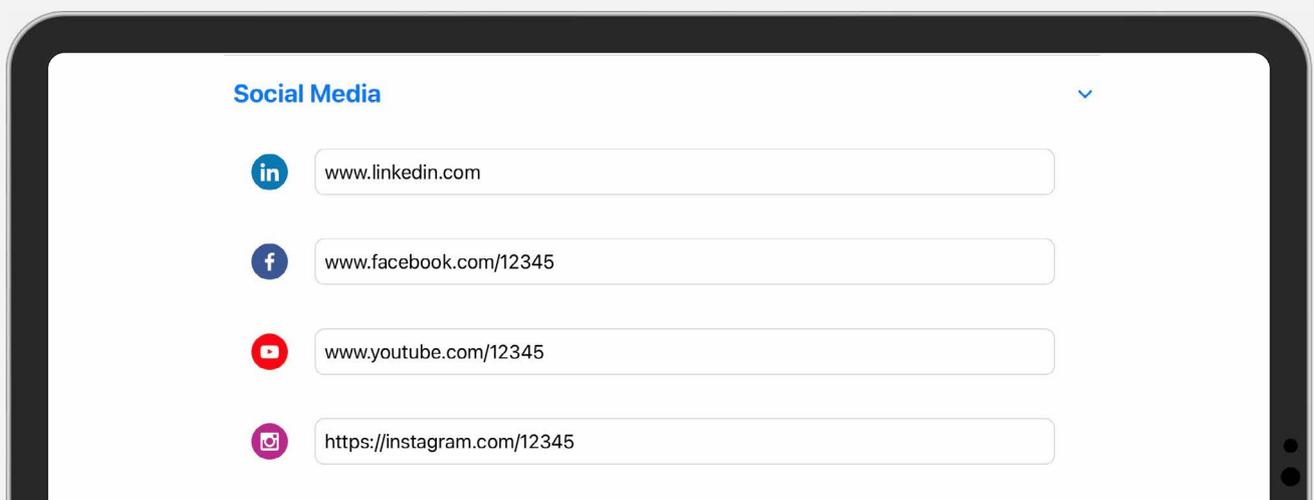
Social Media Section

Surgeons can add social media accounts that allow patients to connect with the surgeon through various social media applications.

When social media details are added, a clickable link to the surgeon's social media account can be displayed on the patient report.

To add social media accounts:

- Expand the Social Media section, Figure 6.

- Add surgeon social media URL for associated social media page, Figure 6.

- Enter the full website address, including the username.

- If included in the report template, the final report will display the social media logo with a clickable link to the designated account.

Figure 6. Surgeon Profile: Social Media

Facility Information

The Facility section allows surgeons to set up multiple facilities so that all facilities where the surgeon performs procedures are represented.

To add a facility:

■ Expand the Facility section, then click on +Add More Facilities.

■ Insert facility name, address, phone number, and/or website URL in the appropriate text fields, shown in Figure 7.

  • Website information will generate a clickable link on the patient report.

■ Upload facility logo by clicking the +Add Logo icon.

  • Logo can be uploaded from the device or by taking a photo.

Note: Logo images must in .jpg or .png format

■ The default facility box will automatically be checked when the first facility is added and may be modified if other facilities are added.

  • The default facility will be on the patient report and can be changed, if necessary.

■ Click Save in the upper right to save the facility information.

■ To add additional facilities, select +Add More Facilities.

■ To remove a facility, select Facility, then click on the delete icon.
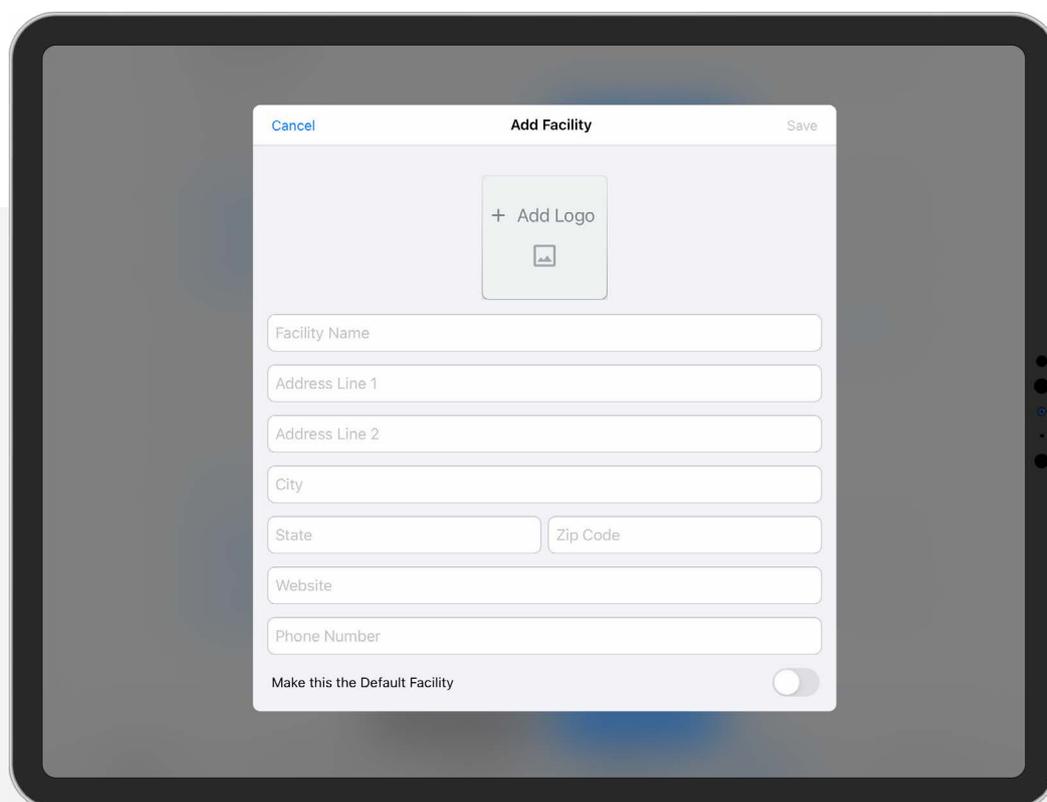
Figure 7. Add Facility

Procedure Category Section

The Procedure Category section allows surgeons to select procedures for their master list, which will filter content automatically throughout the Synergy Surgeon2™ app.

All procedure categories include specific procedures, which are displayed in the drop-down menu for the procedure. These procedures align with the procedures on the Synergy Camera Console.

- If a case is imported without a procedure, one can be assigned in the application.

To create a procedure category master list:

- Expand the Procedure Category section and a complete list of procedure categories, shown in Figure 8, will be displayed.

- Select the procedure categories performed by the surgeon.

  - Once the master list of procedures is selected, the surgeon will see only content applicable to those procedures.

  - Each Procedure Category contains a list of specific procedures viewable by selecting the expand arrow on the right.
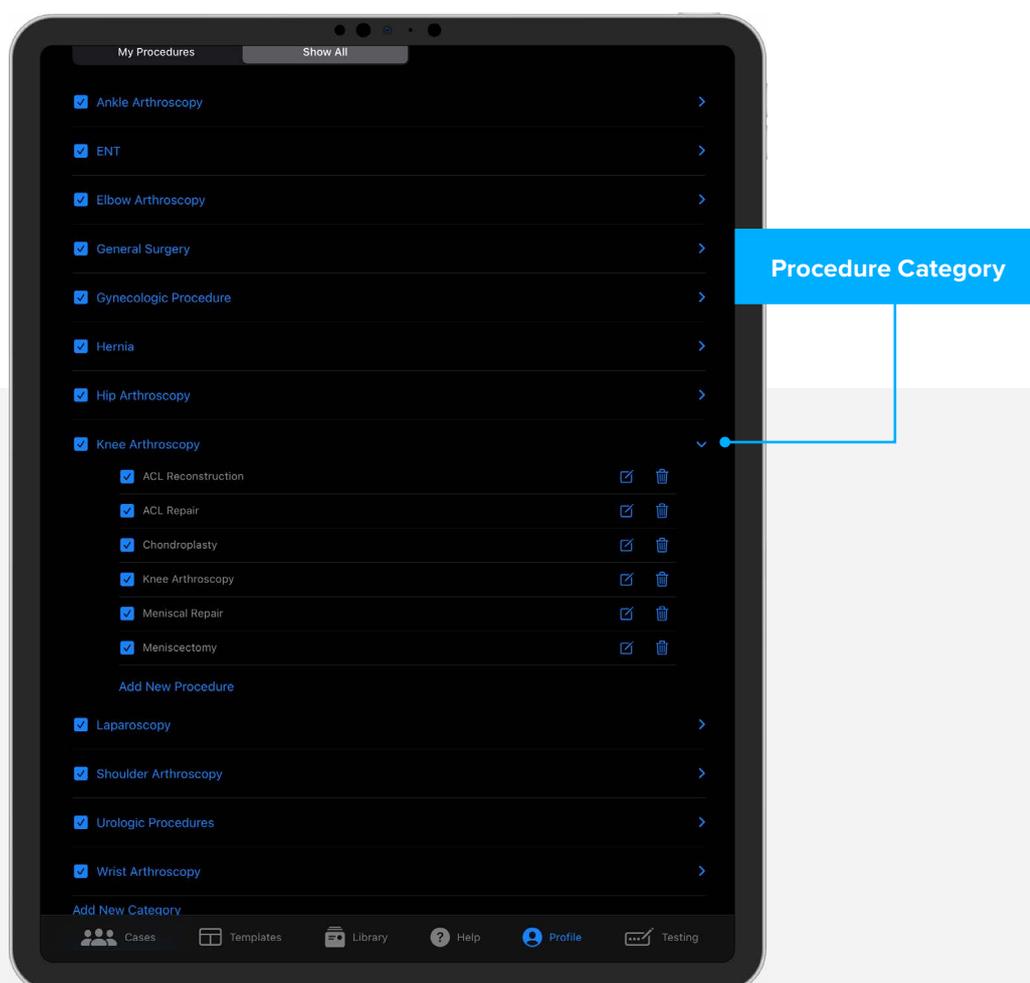

Figure 8. Procedure Category

To add a new procedure category:

- Select the Show All option.

- Scroll to the bottom of the list and select Add New Category.

- Enter the title for the new procedure category and click Save in the upper right.

- New procedure categories will automatically be added to the surgeon's procedure category list.

To add a procedure:

- On the Show All page, go to the procedure category where procedure is to be added, expand the menu, then select +Add New Procedure.

- Enter the title of the new procedure, then select Save.

- New procedures will automatically be added to the surgeon's master list the appropriate procedure category is selected.

Print Settings

Allows surgeons to select a default printer paper size.

Note: The Synergy Surgeon2™ app works with locally installed printers on the device. Printers must be installed on the device to be available as a printing option.

To select print settings:

- Expand Print Settings section.

- Select the appropriate box for letter or A4.

Save Settings

- Select the Save button at the bottom of the page to save all settings to the surgeon's profile.

Note: Changes are not saved until the Save button is selected. All changes will be lost if the users leave the page without saving.

Case Management/List

Cases imported to the Synergy Surgeon2™ app from the NanoScope™ system or Synergy Camera Consoles (CCU) will be displayed in the case list.

Import Cases

Cases can be imported to the Synergy Surgeon2 app in two ways.

- Export using an iPad or iPhone from the CCU or NanoScope console.

- To download case media to iOS device

  - Connect iPad or iPhone to Synergy CCU.

  - At case end and after case review, select media to be downloaded.

Note: All media is selected for export by default.

  - Select Export to iPad.

  - iPad icon will appear when export is complete. A green check mark will appear over the iPad icon.

  - Case will be transferred to the iPad or iPhone and available to edit on Synergy Surgeon2 app or the SurgeonVault® system.

  - Depending on the surgeon's preference on the CCU, case media may be automatically exported to the iPad or iPhone during the procedure.

- Cases uploaded via the Synergy.net™ management system connection will automatically synchronize with the user's SurgeonVault system account.

- Cases that are synchronized with the SurgeonVault system will display a cloud with a check mark, shown in Figure 9.

  - If a case is not synced, users will see a cloud icon. To sync the case, tap on the ☁ icon and select Download to Device.

Note: Synergy Surgeon2™ app users (ie, nonsubscription users) may be limited by the local storage space of the iPad or iPhone as case media is stored on the device they were uploaded to. Therefore, it is best to use the same mobile device to store case data to avoid storing cases on multiple devices.

- All imported cases will be added to the case list and retained in the SurgeonVault system until deleted.

    • Synchronized cases are noted in the case list, as shown in Figure 8.

- Cases may be deleted manually from the case list.

    • Synergy Surgeon2 app users can retain the case but delete case media to save space on their local drive, if desired.

- Case media may be permanently deleted from a case or hidden in the patient report (where they are not permanently deleted) if the surgeon does not want case media included in the patient report.

- Columns may be sorted by clicking on column header (sort and/or reverse sort).

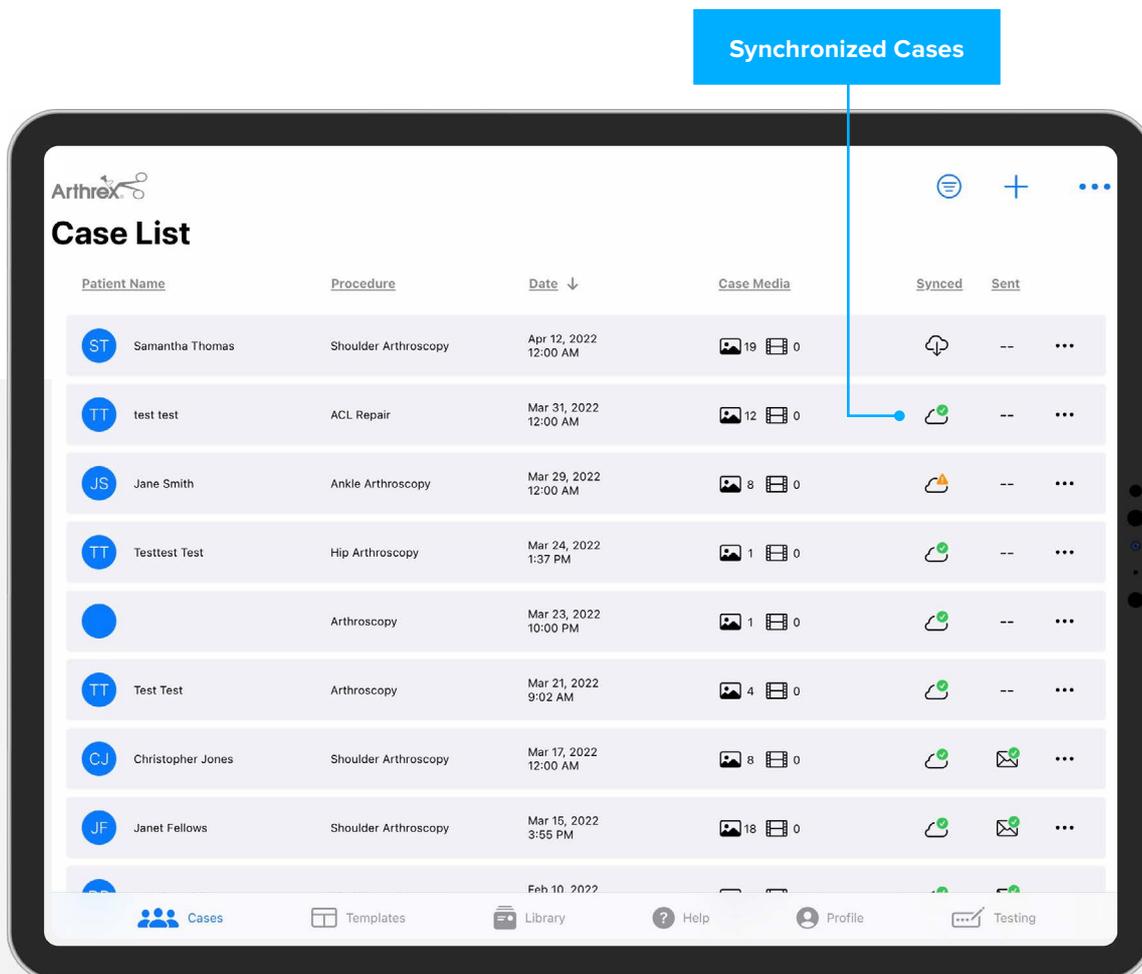   • The default column sorting displays the most recently uploaded case first.

Figure 9. Case List

Case Report

Only specific data fields can be edited within the Synergy Surgeon2™ app or the SurgeonVault® case report.

- To edit case information, click on the three dots in the upper right and select Edit Details, as shown in Figure 10.

- Any fields that can be edited will display a green check mark.

- Make the needed changes to the data fields then click Save.

Delete case images or videos

- Open case and select Case Media, as shown in Figure 10.

- Click Select, shown in Figure 11, to choose images and/or videos to be deleted.

- Once images/videos have been selected, these are noted by the blue check mark, click on the 🗑 icon to delete.

- Confirm deletion in the pop-up window.

Note: Any images or videos that are deleted will be permanently deleted from the case and are not retrievable. As an alternative, images and videos can be hidden in a patient report when the report is generated.
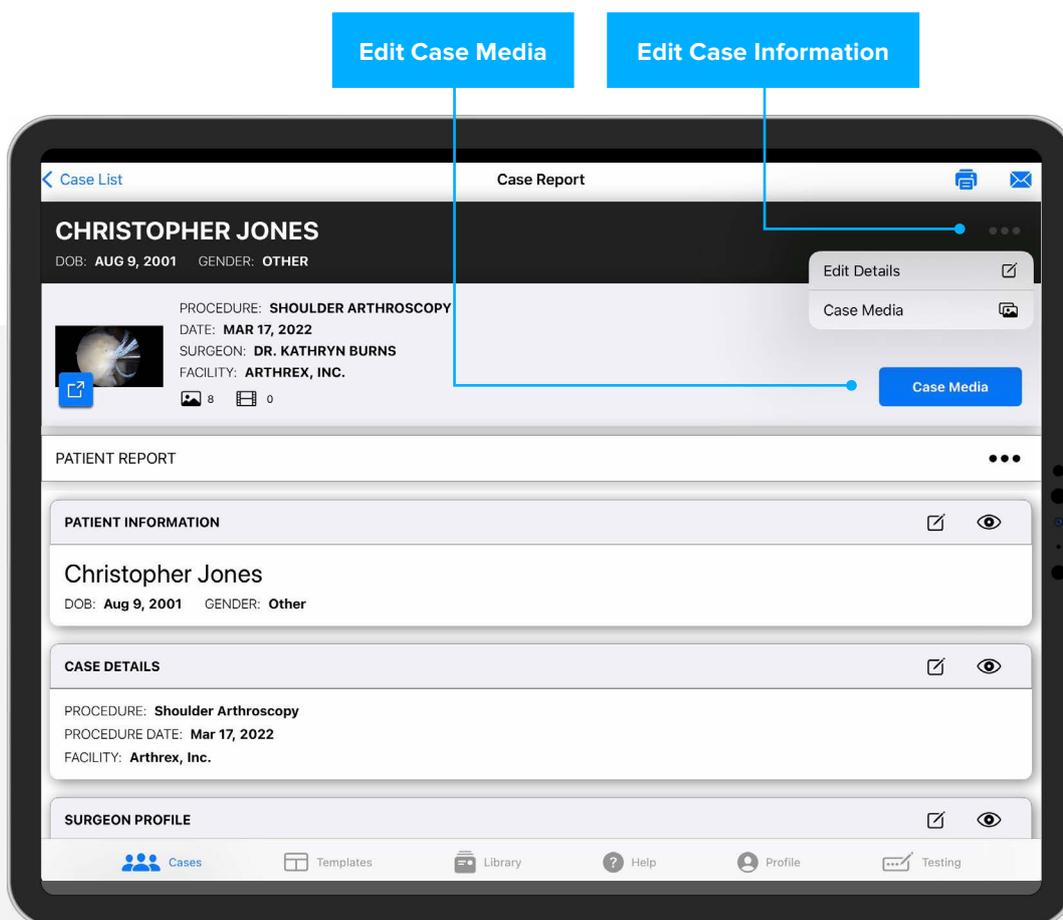

Figure 10. Edit Details

Edit Report Sections

- Note that any changes made in the case report apply to that report only and will not modify the report template.

- Select the ☑ icon in a report section to make changes to the section.

- Any selection or specific field within a section can be hidden in the report by selecting the 👁 icon.

Add case media

- To add case media to an existing case, click on the Case Media button on the upper right, shown in Figure 10.

- Click on the +, shown in Figure 11, and select either load from the device or take a photo.

- Selecting from device will direct the user to the device photo application.

  - Users can upload images using their iPad or iPhone and images will display in the order they are uploaded.

- Selecting Take Photo/Video will open the camera application on the device.

  - The device may ask the user to allow access to the camera.

  - Users can take a photo or video to upload to the case using the device application.

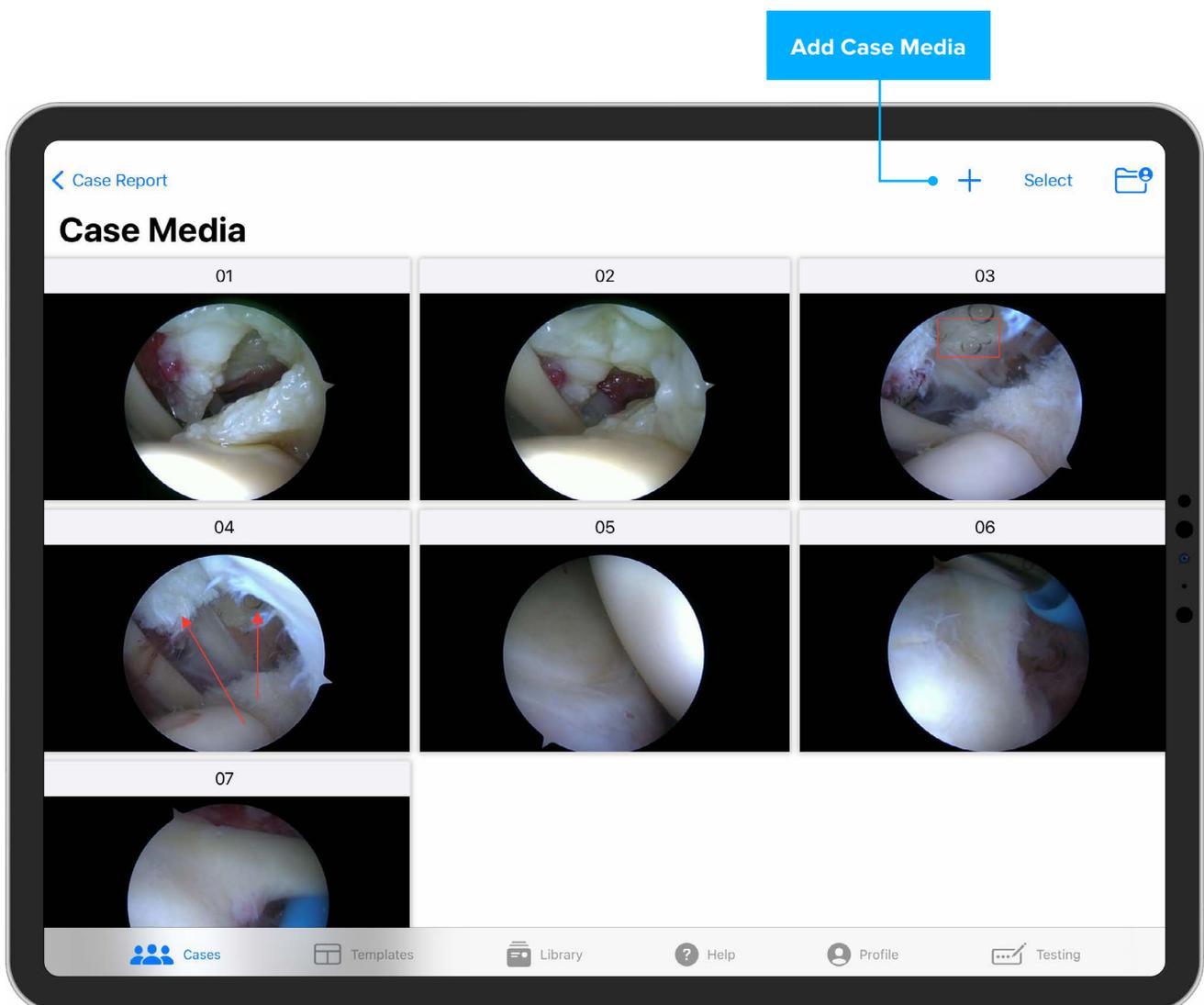- Select the case report on the upper left, shown in Figure 11, to go back to the case report page.

Figure 11. Delete Images and/or Videos

Annotate Images

Images can be annotated to provide additional details of the image.

To annotate images, open case from the case list.

- Select the Case Media button in the upper right.

- Select the image to be annotated from the media page to display image in a larger format.

- Select the ⊗ icon in the upper right to turn on annotation, shown in Figure 12.

- Annotation tools will appear at the bottom of the image, shown in Figure 13.

- Select annotation tool to apply to image.

  - A description of the functionality of the various annotation tools is shown in the table below.

- Choose Done in the upper right when finished annotating image.

  - Annotations can be resized or moved once created.

- Using the selection tool, click on the annotation and an editing box will appear around the annotation.

  - To resize the annotation, drag one of the blue circles on the edit box to enlarge or shrink the annotation.

  - To move the annotation, place a finger or cursor within the editing box and drag to the desired location.

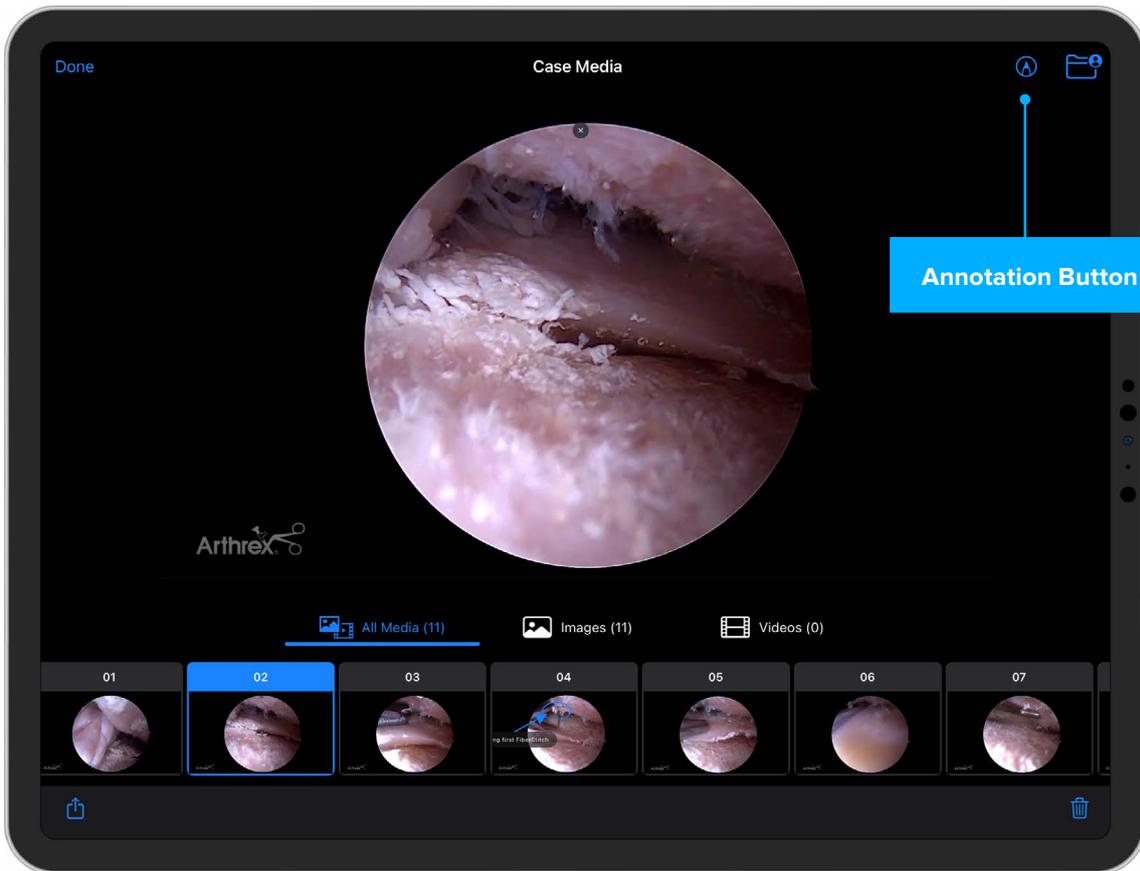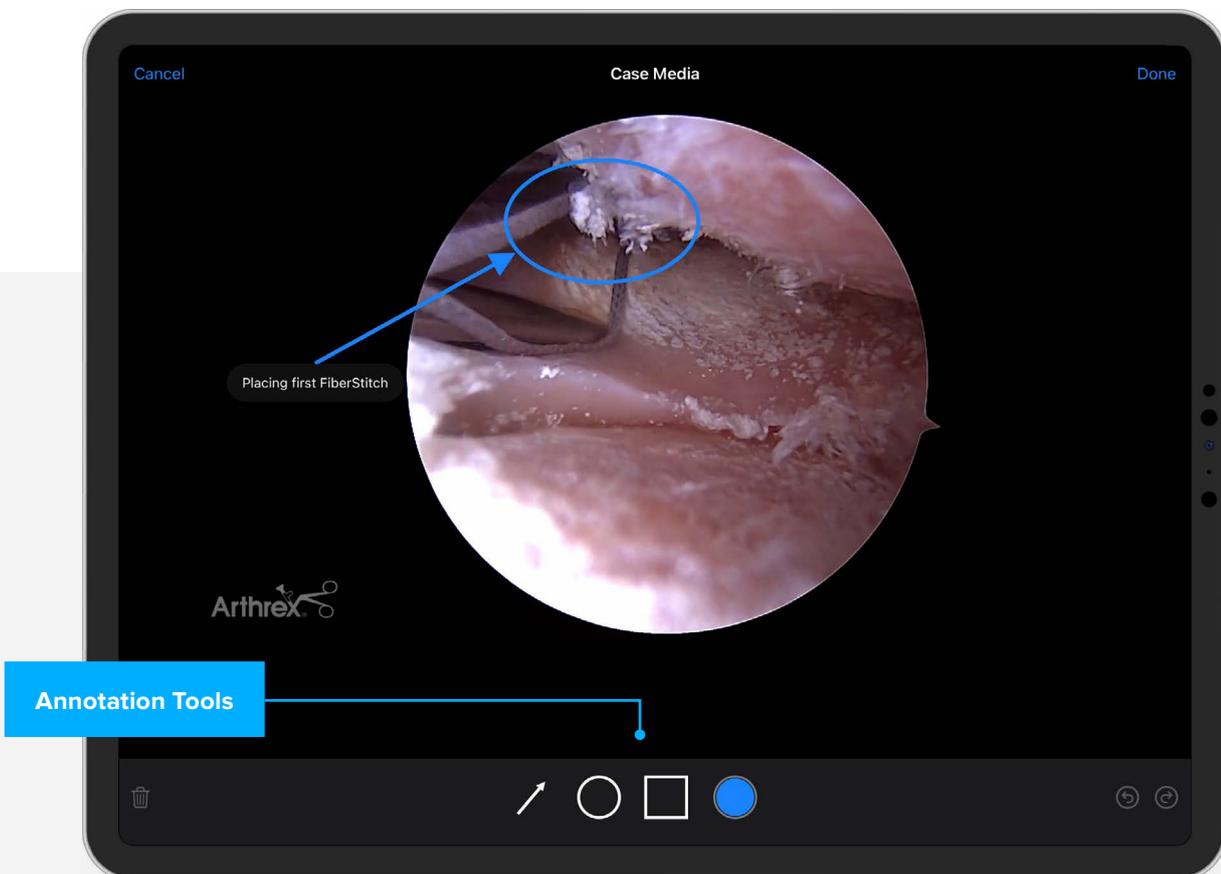| Icon	Tool Tip	Action
●	Color	Change color of annotation
□	Square	Draw a square on image
○	Circle	Draw a circle on image
✎	Arrow	Draw arrow and add label to image
🗑	Delete	Select and delete annotation attribute

Figure 12. Image Annotation

Figure 13. Annotation Tools

Filter Case List

Users can filter the case list using procedure or date filters.

■ Select the ⚎ icon in the upper right of the page, shown in Figure 14.

■ Deselect any procedure categories you do not want displayed in the case list, shown in Figure 15.

Note: No filters are applied by default, so all default procedure categories are selected.

■ If desired, select the date range filter to apply to the case list.

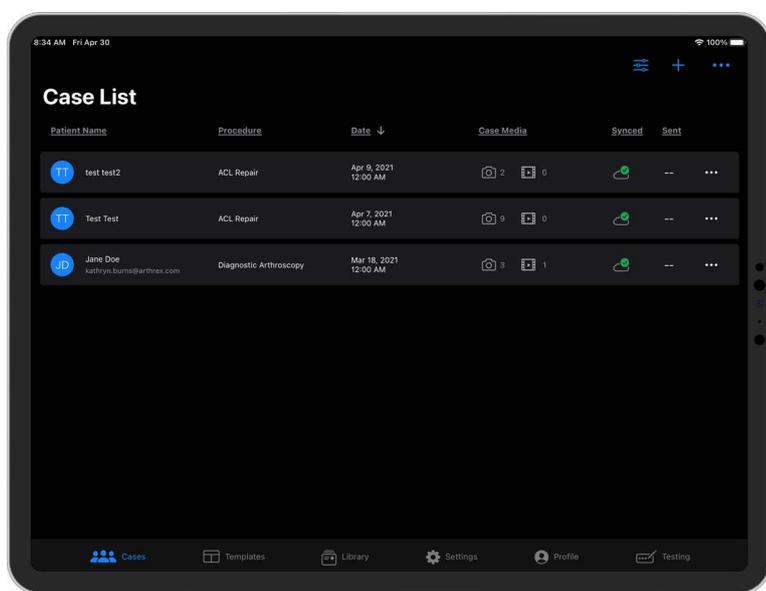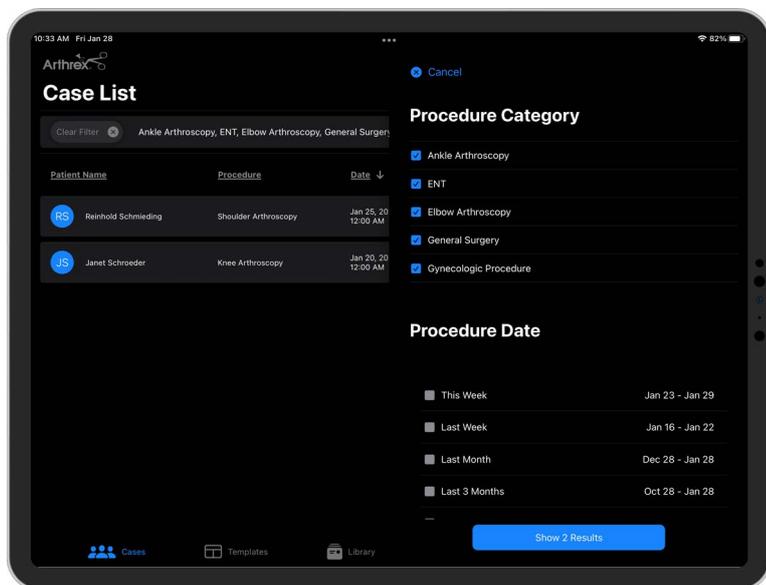■ Select the Show Results button to update the case list.

Figure 14. Filter Icon

Figure 15. Filter Options

Search Case List

Users can search for a specific case by dragging downward on the case list; a search box will appear.

- Enter the first or last name of the patient or procedure, then select search.

- Updated case list will be displayed.

Create Case

Users can create a new case using case media stored on their device.

- Cases can be created with or without media.

- Case media can be uploaded to a case on the user's device.

To create a new case, click + icon, shown in Figure 14.

- Add patient and case details, shown in Figure 16. Required fields are noted with * and must be completed to save the case.

- Once patient and case information data have been entered, save the case.

- To add case media, reopen the case.

  - Select the Case Media button to add case media.

  - Select the + in the upper right to add case media from device.

  - Add case media device or take photo/video

from device.

  - Media will be placed in the order added.

Re-order uploaded images

- In the event uploaded images are not in the preferred order, select.

Re-order from the upper right of the page.

- Drag and drop images into the desired position, as shown in Figure 15.

  - Select Confirm Order when desired order is achieved.

Figure 16. Add Case Details

Assign Report Template

The first time a specific procedure is uploaded to the Synergy Surgeon2™ app, a report template must be assigned. All cases received with the same procedure thereafter will have the selected template assigned.

- To assign a template, open the case, then click the Select a Report Template button, shown in Figure 17.

- Select a report template from either My Templates or Global Templates, then click the Select button in the upper right.

- The case will then be displayed in the case report page in the template format.
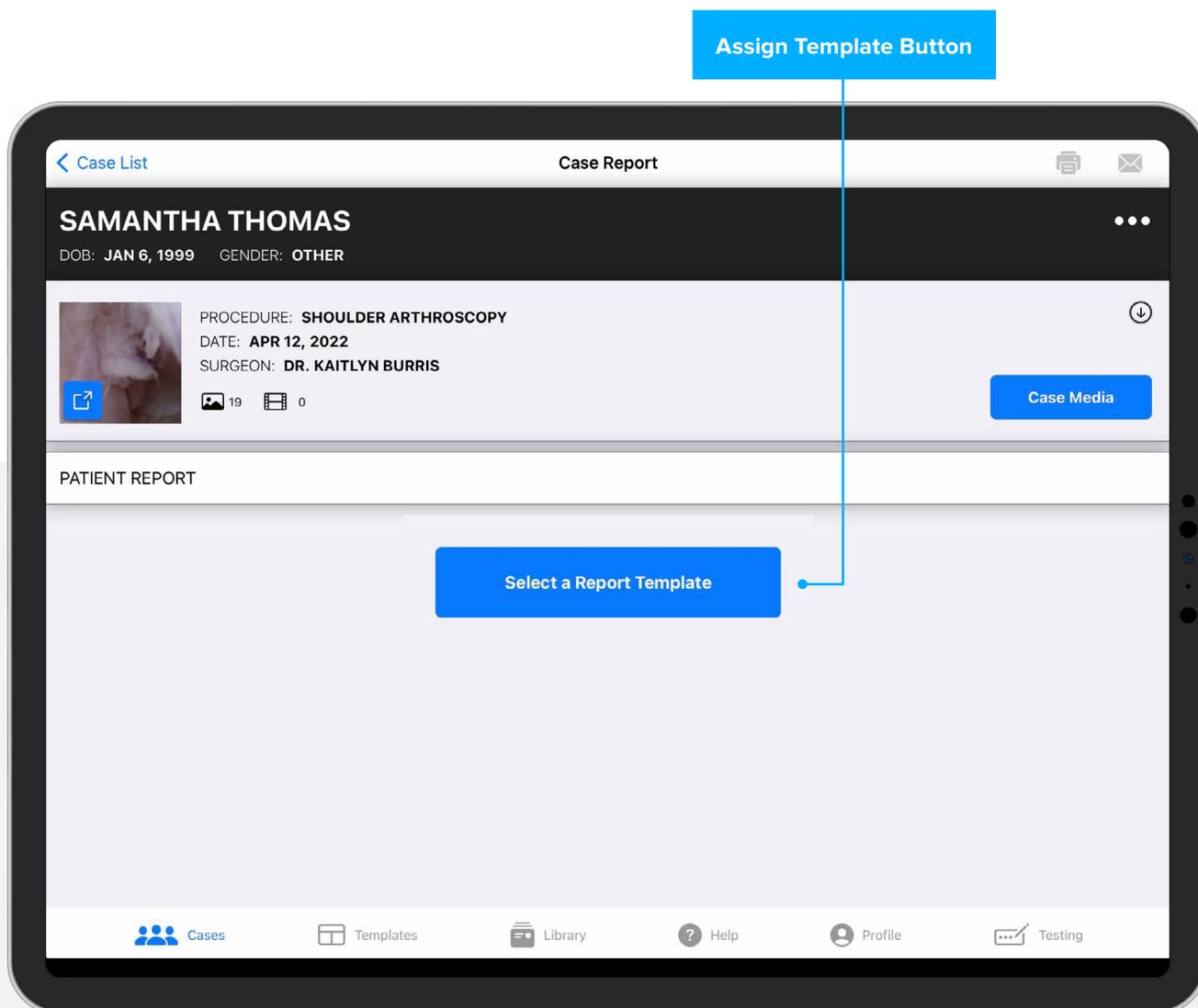

Figure 17. Assign Report Template

Edit Report

Any of the template sections can be edited prior to sending the patient report.

- Open any case and select the ☑ icon to edit or hide any template section within the report, shown in Figure 18.

  - Any section or field within a section can be hidden on the report, by clicking on the 👁 icon, without modifying the template itself.

- Comments can be added to the surgeon message and/or discharge instructions from the application library.

- Add labels to case media.

  - Select ☑ icon for case media section to initiate edit option.

  - Select the ☑ icon in the header of the image to edit or add label, shown below.

  - Choose the check mark to accept the label changes. Then select Done to accept changes to the case media section.

  - Click X to discard the label changes without saving them.

- Any of the case media may be hidden in the report without deleting or removing the image from the case, shown in Figure 18.

- Be sure to select Done for any section that is edited prior to printing or emailing report.
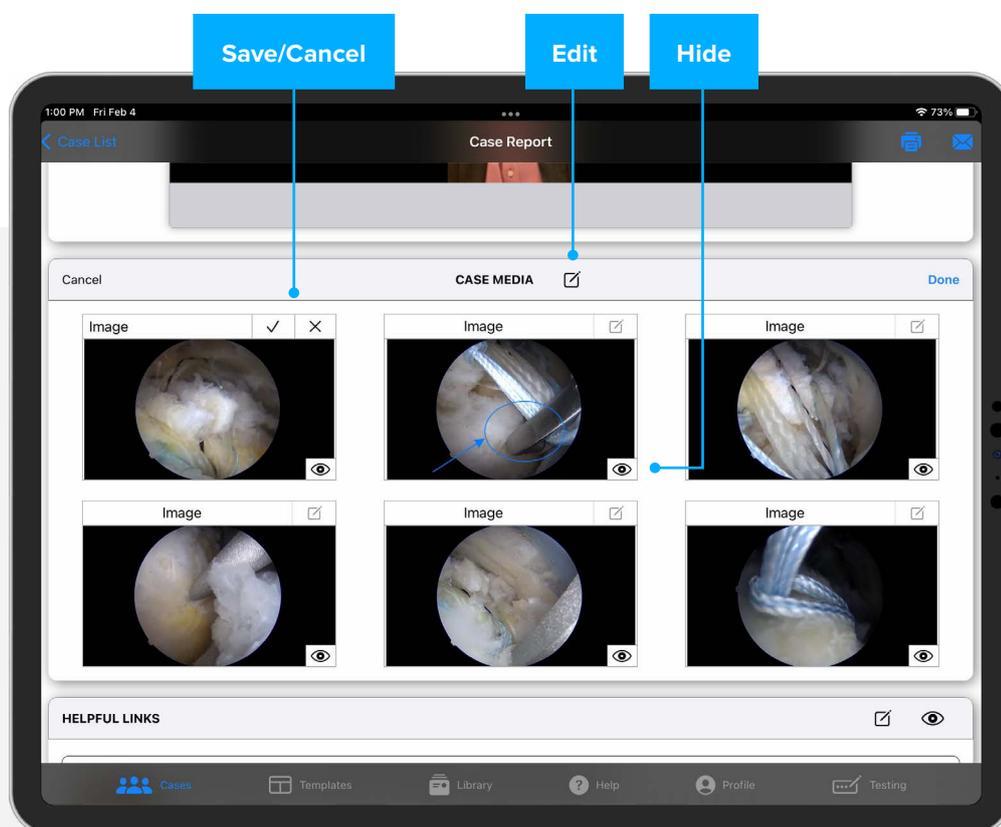

Figure 18. Edit Case Report

Email Report

- Open a case from the case list and select a template if not already assigned.

- Select the ✉ icon in the upper right, shown in Figure 18.

- Select option to send patient report via PDF or link, shown in Figure 19.

  - Reports sent as a PDF document will not include case videos. The surgeon video only will be an attachment in the email but will not be part of the PDF document.

    - Note that emails larger than 10 MB may be rejected due to email attachment size limits.

Note: The user will receive a notification if the file size is too large to send via email.

  - If sending report, the report can be edited after it has been sent to a patient. You can also edit the report if you send a PDF document. Report editing is not unique to sending a link.

    - When the report is edited or modified, the link will reflect the latest changes or template applied.

Note: Only premium SurgeonVault® system users can send patient reports via link.
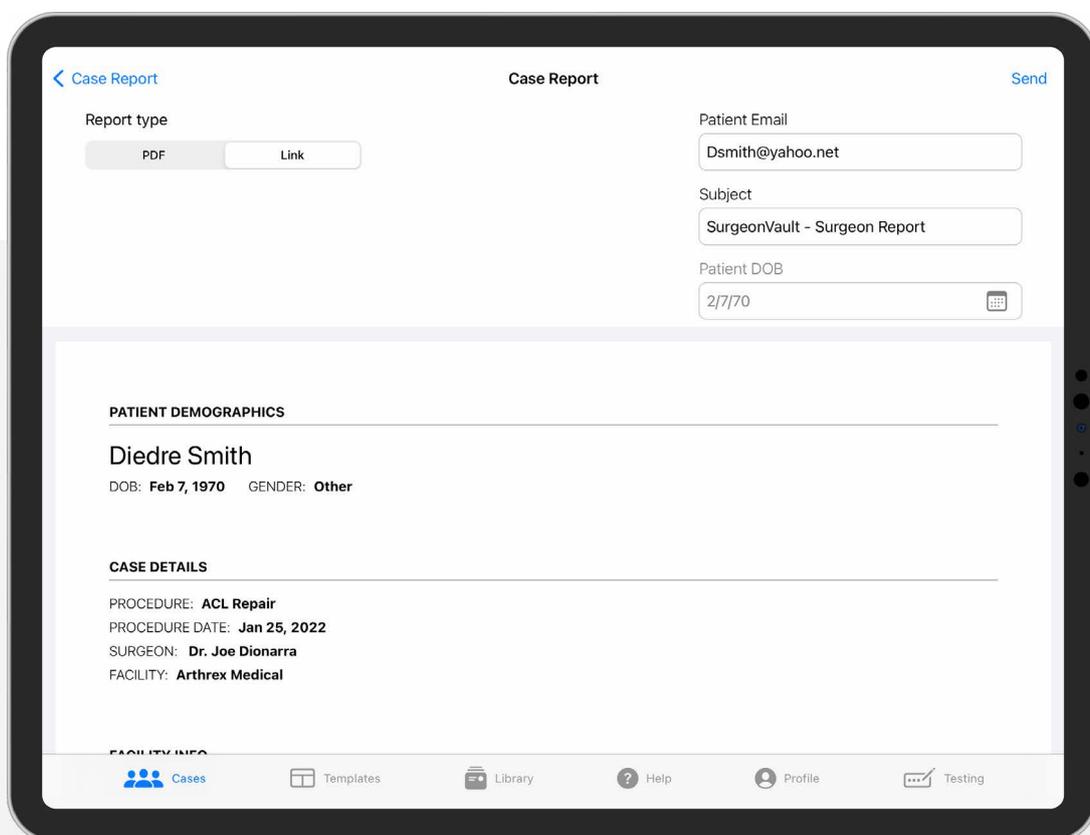

Figure 19. Send Report

- Enter patient email if it is not populated in the email field.

  - If the patient email was entered with the case in the Synergy console or NanoScope™ system, the email field will be populated in the application.

- Confirm that the patient date of birth is correct.

  - Patients will be required to enter their date of birth to access their report securely.

- Subject line for the email may be modified, if desired.

- Once complete, select Send in the upper right.

- Cases that have been sent will be noted with an ✉ icon with a green check mark on the case list, as shown in Figure 20.
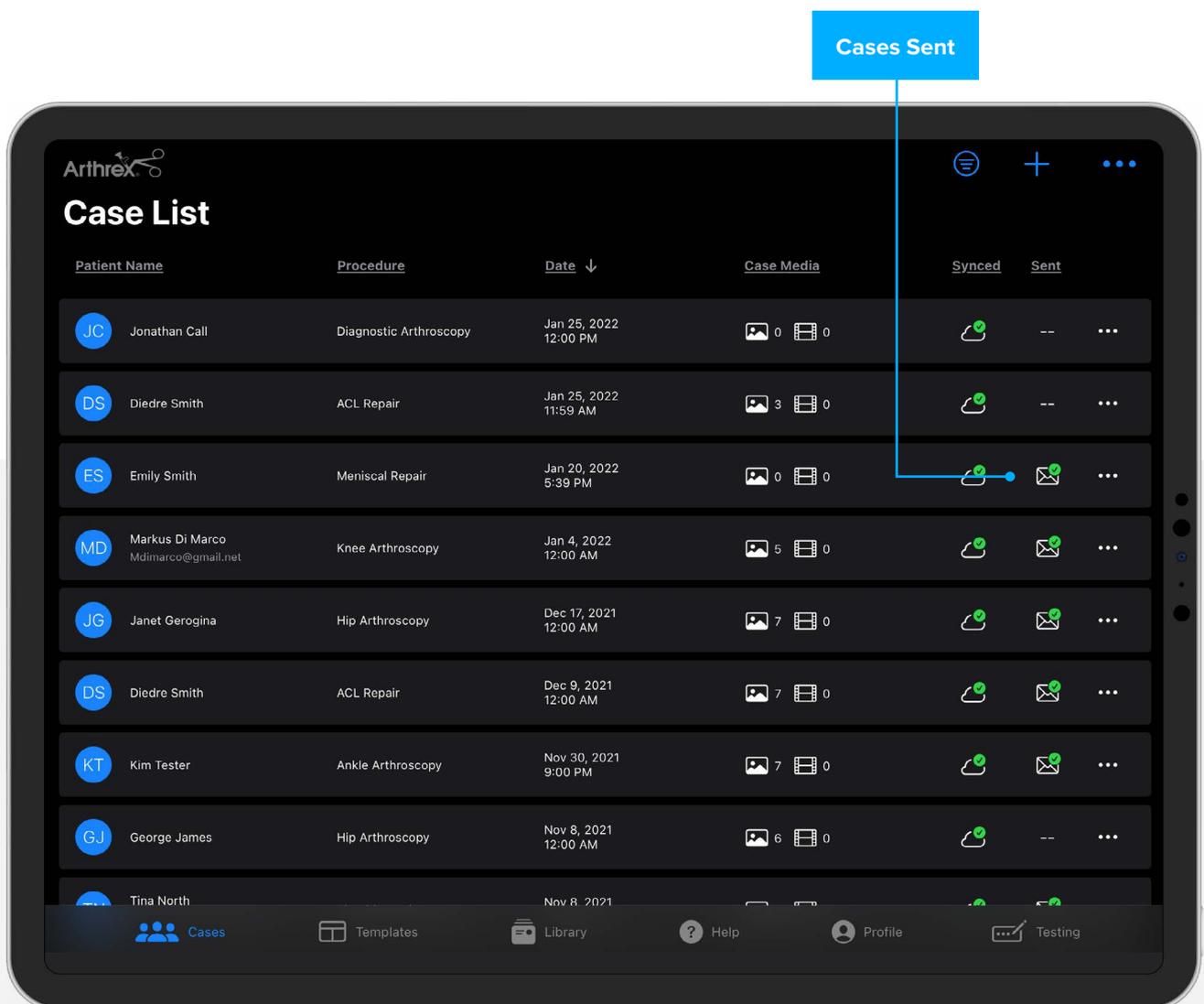

Figure 20. Case List: Sent Reports

Print Report

- Select the ▣ icon in the upper right.

- Confirm paper size, then select Print in the upper right.

- Select the printer destination, as shown in Figure 21, then select Print.

Edit Report

- A patient report can be edited after it has been sent to the patient.

Note that the user will receive a warning when editing a report that has been sent by link to the patient.

- To edit a report, select and open the report from the case list.

- Select the edit details button if changing patient or case information, or select Change Template if changing the report template.

Note, the user will be required to accept a notification before editing the report.

- Make desired changes to the case details or select a different report template.

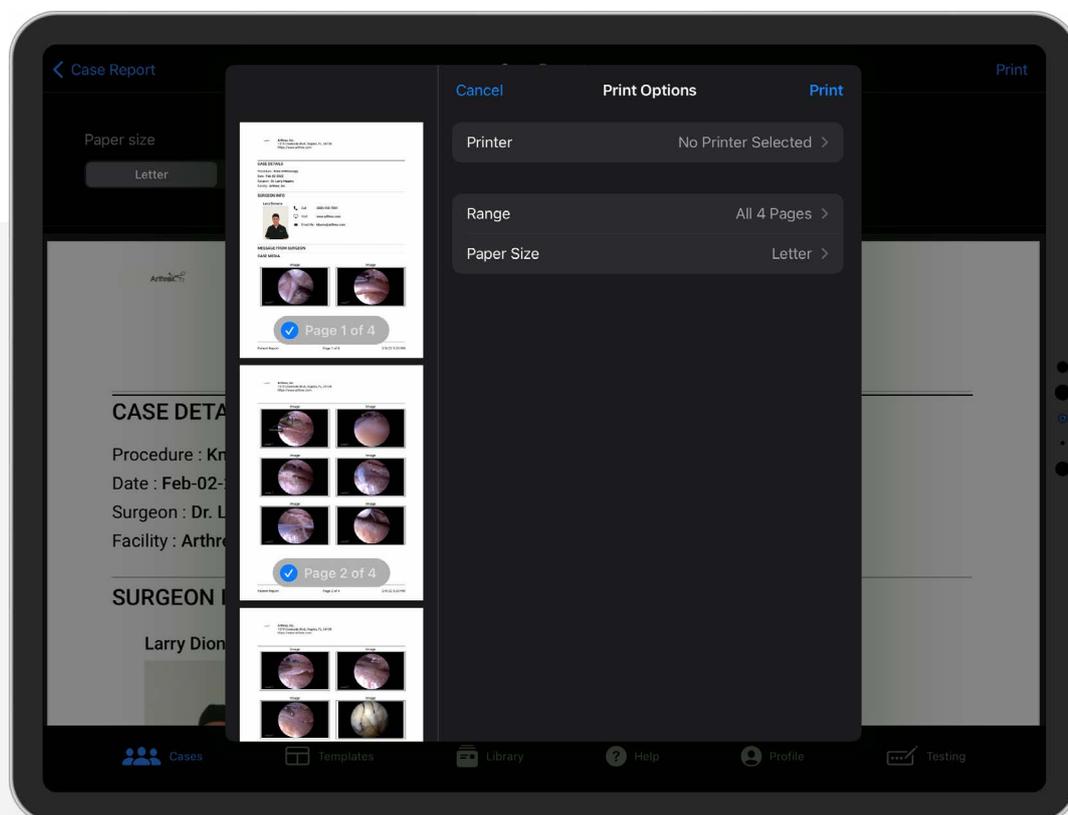- Changes are automatically saved. Return to the case list.

Figure 21. Select Printer

Templates

Templates contain functional report sections that can be added to any report template, allowing surgeons to create the report template that best suits their preferences.

Global Templates

Global templates, shown in Figure 22, have been created for common procedures to assist surgeons with setup and to facilitate using the application.

- Each global template comes with prepopulated illustrations that provide an overview of the procedure.

- Global templates can be viewed but not edited.

- Global templates can be copied and saved to the surgeon's templates where they can be edited and customized.

- Global templates can be used in their current state, using surgeon profile and case data.

- To copy a global template:
  - Access the global template to copy by clicking on the three dots on the lower right.
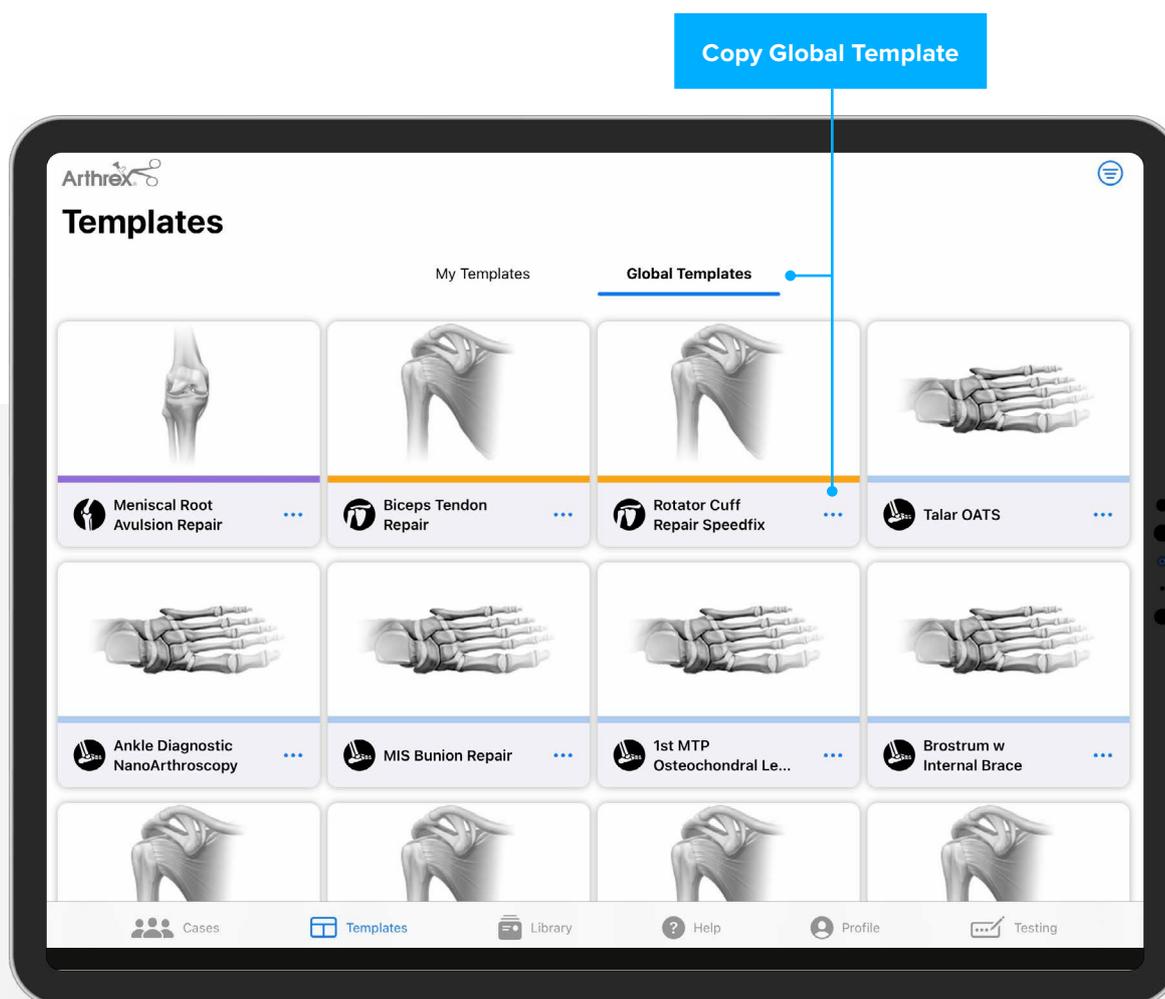 - Select Save To My Templates.

Figure 22. Global Templates

My Templates

Editable report templates can be copied from Global Templates or created.

- Once a template has been copied to the My Templates page, the template can be edited.

- Click on the three dots to duplicate a template, delete a template, or change the color bar or icon on the template placeholder.

- To edit a template, open the template and select the ☑ icon, shown in Figure 23.

- To duplicate an existing template, select the 🗐 icon, shown in Figure 23.

- Template sections that contain populated case data will appear empty, aside from surgeon profile information, until a patient report is generated.
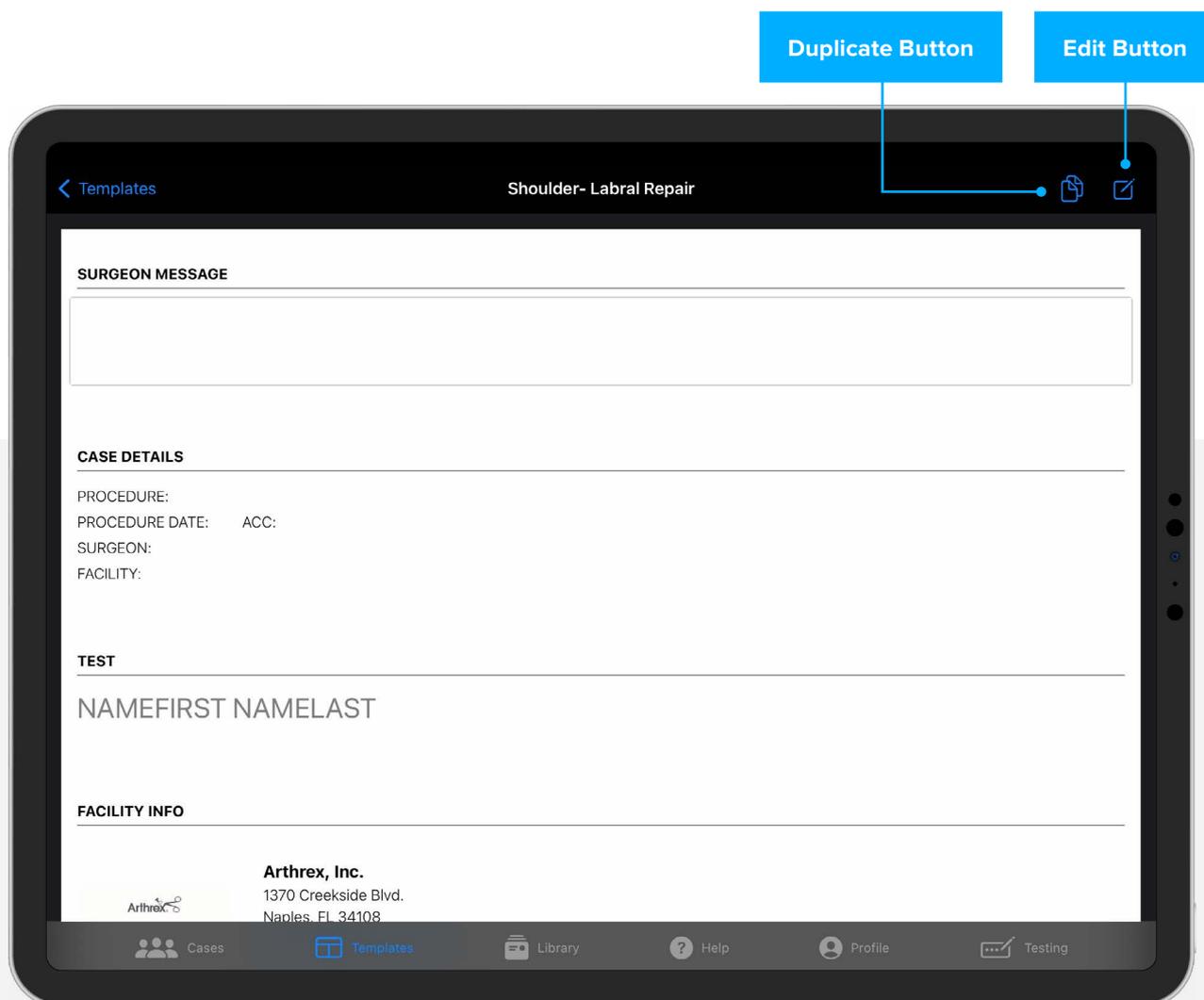
Duplicate Button   **Edit Button**

< Templates   Shoulder- Labral Repair   🗐   ☑

SURGEON MESSAGE

CASE DETAILS

PROCEDURE:
PROCEDURE DATE: ACC:
SURGEON:
FACILITY:

TEST

NAMEFIRST NAMELAST

FACILITY INFO

Arthrex, Inc.
Arthrex   1370 Creekside Blvd.
Naples, FL 34108

Cases   Templates   Library   Help   Profile   Testing

Figure 23. Edit Template

Edit in My Templates

■ Edit the name of the template

  • In the edit mode, select the ☑ icon next to the template name.

  • Enter the new template name in the text field.

  • Click on the check mark to save section changes.

■ Add sections to the template

  • Select the Add Section button, shown in Figure 24.

  • From the template sections page, select any additional template sections to be added to the template.

  • Sections available for templates, shown in Figure 25:

    - Patient Demographics

    - Case Details

    - Facility Info

    - Surgeon Profile

    - Surgeon Video

    - Message From Surgeon

    - Procedure Overview

    - Case Media

    - Discharge Instructions

    - Helpful Links

    - Surgeon Social Media

  • Once all section selections have been added, select Done.

Note: Images in the global template sections are placeholders only and will not appear in the patient report.

- To move sections within a template, click on the section and drag it to the desired position.

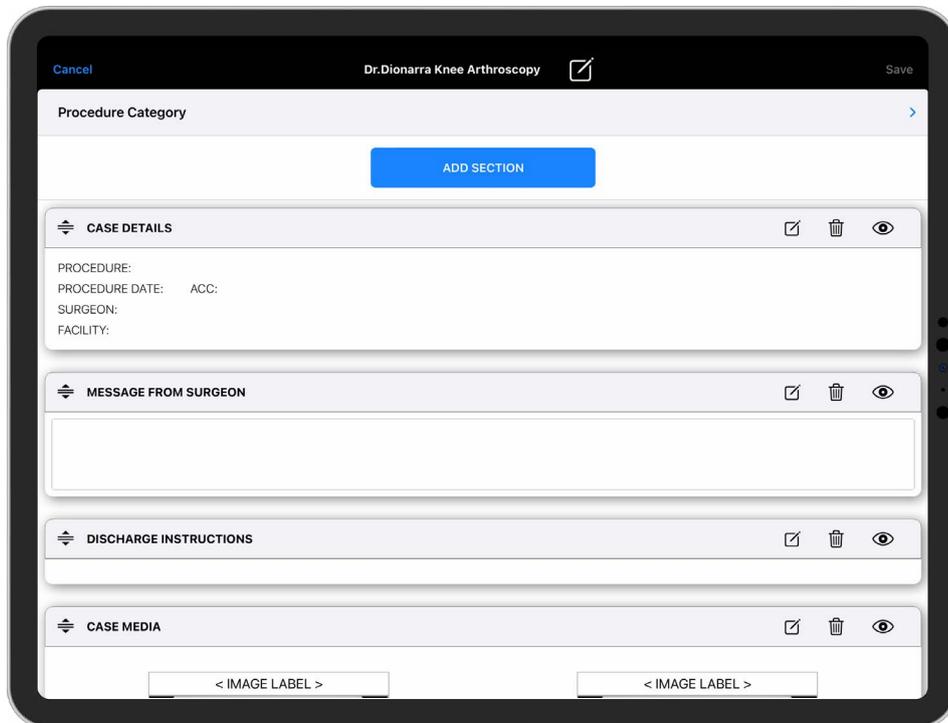**Note: User must be in edit mode to move sections within the template.**

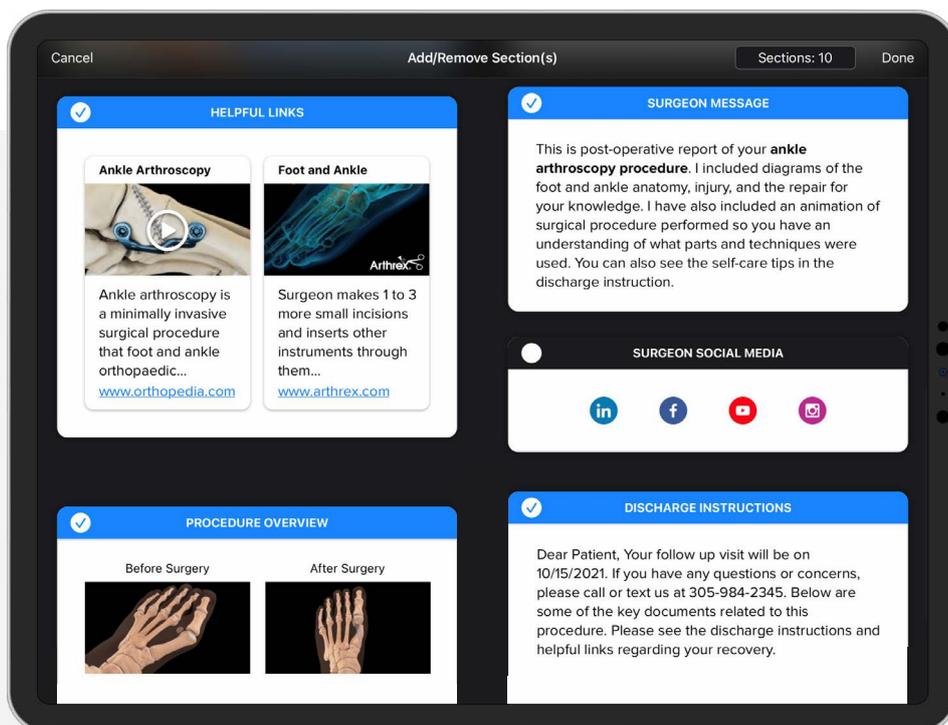Figure 24. Add Template Section Button

Figure 25. Add Template Sections

Patient Demographics

- The data fields will be populated from case data.

- Select the ✐ icon for the patient demographics section to edit this section.

- Section header can be edited, if preferred.

- This section can be deleted or hidden in the template if the preference is to have no patient information on the report.

Note: If a section is hidden in a template, it can be exposed when a report is created to be included in report.

Case Details

- Case details are populated from case information collected on the CCU or NanoScope™ console.

- Section header can be edited, if preferred.

- Edit, delete, or hide section on report template.

- Any fields within section can be hidden from report.

Facility Info

- Facility logo and contact information populated from surgeon profile.

- Section header can be edited, if preferred.

- Facility can be changed when creating patient report.

- Any fields within section can be hidden from report.

Surgeon Profile

- Information, including photo, is populated from data in the surgeon profile.

- Section header can be edited, if preferred.

- Any fields within section can be hidden from report.

Surgeon Video

- The surgeon can record a video when creating the patient report directly on the iPad or iPhone, requiring no editing to this template section.

- A pre-recorded video can also be uploaded from the SurgeonVault® library or from a device to the template.

Message From Surgeon

Edit and personalize a message to the patient, with autopopulated information from the case details, shown in Figure 26.

- Click on the ☑ icon to edit.

- Increase or decrease font size using buttons shown below.

- Section header can be edited, if preferred.

Any free text using placeholders and/or comments from the SurgeonVault® library can be added to this section to create a personalized message to the patient.

- Add case information placeholders to automatically populate data in the message.

  • In edit mode, place the cursor where you want to add the placeholder.

  • Click on the + icon, then hover over Add Placeholder and select the placeholder to insert into text.

- Add text from SurgeonVault library

  • Place the cursor where you want to enter the comment.

  • In edit mode, click on the + icon, then select from Arthrex library.

  • Select a comment from the SurgeonVault library, shown in Figure 27, or create a new one.
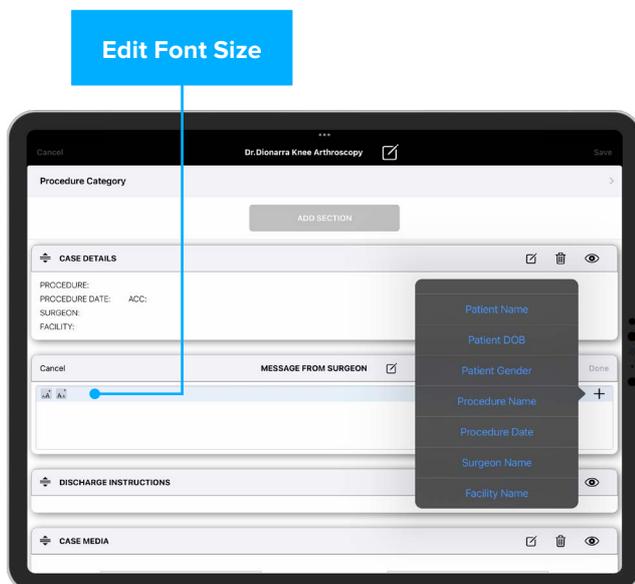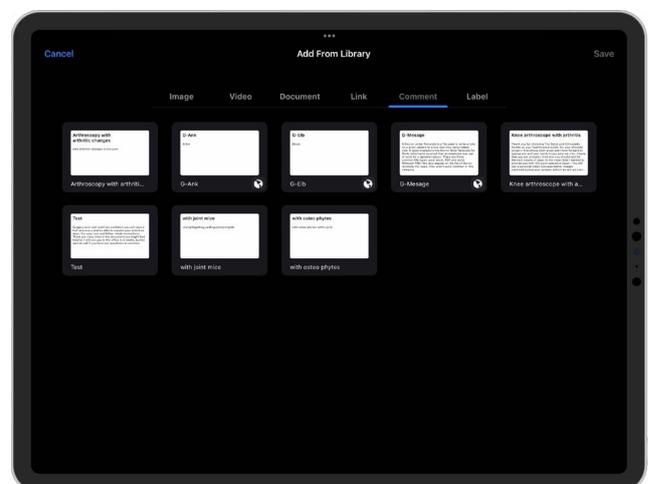

Figure 26. Add Placeholder

Figure 27. Add Comment From Library

Procedure Overview

Prepopulated illustrations of the procedure performed are copied from the global template and included in this section.

The prepopulated procedure overview (shown in Figure 28) can be used, or surgeons can add their own media to create a custom overview.

To edit the Procedure Overview section, select the ☑ icon.

- Edit section header

- Add media from the Synergy Surgeon2™ app library

  • Note that images and video can be added only in place of existing media.

- Edit illustration header

- Hide illustration

Case Media

All procedure images and video automatically populate the case media section, shown in Figure 29, when a report is created.

- Adding, selecting, and deselecting images and/or videos can be done during report creation.
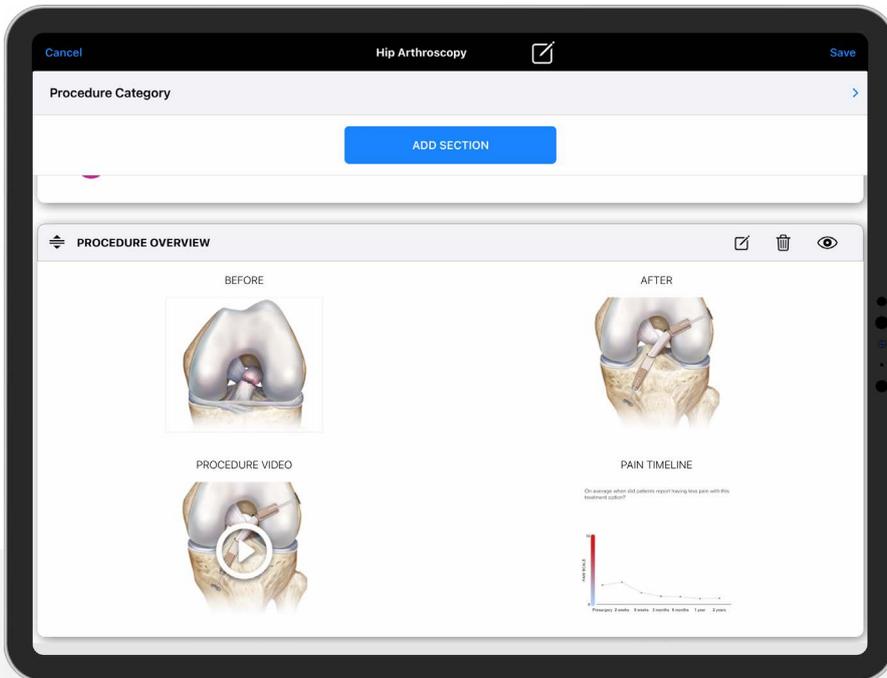
- Section header can be edited, if preferred.

Figure 28. Procedure Overview

Figure 29. Case Media Section

Discharge Instructions

- The discharge section, shown in Figure 30, can contain PDF documents and/or free text.

- Discharge instruction documents can be attached from the device or from the Synergy Surgeon2™ app library.

- Discharge instructions can also be added as free text with the option to add comments from the library, Figure 31.

Note: When adding a comment, place the cursor where you would like the comment to appear.

- Font size can be adjusted for any free text added, shown in Figure 31.
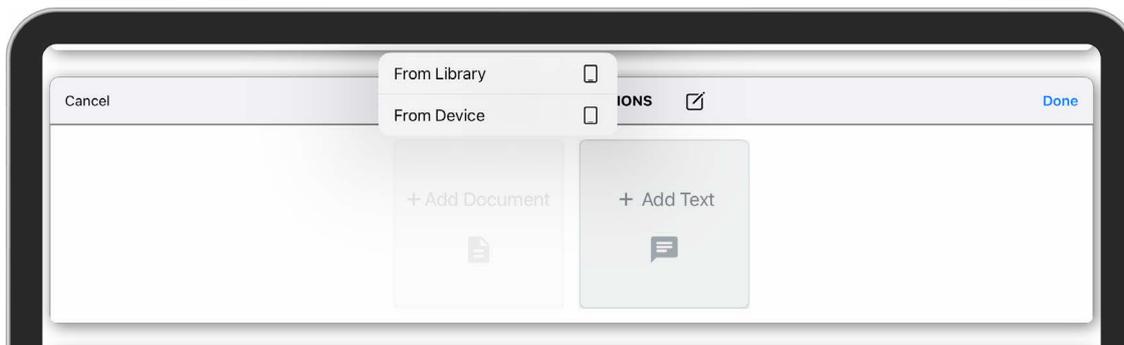
- Section header can be edited, if preferred.
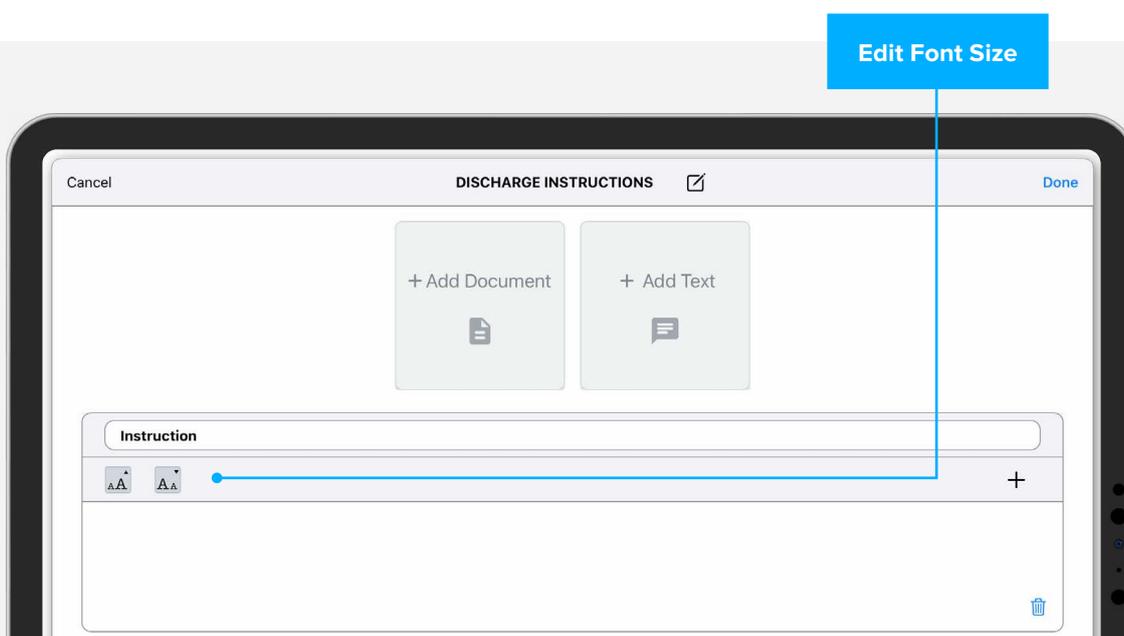

Figure 30. Discharge Instructions

Figure 31. Add Text

Helpful Links

- Section header can be edited, if preferred.

- Add a new URL web link or from Synergy Surgeon2™ app library, shown in Figure 32.

- A placeholder with a clickable link will be displayed for the website link on the report.

Surgeon Social Pages

- Any social media links added in the surgeon profile will be populated here, shown in Figure 33.

- Can edit section header when in edit mode, if preferred.

- Surgeons can display or hide any social media links on patient report.
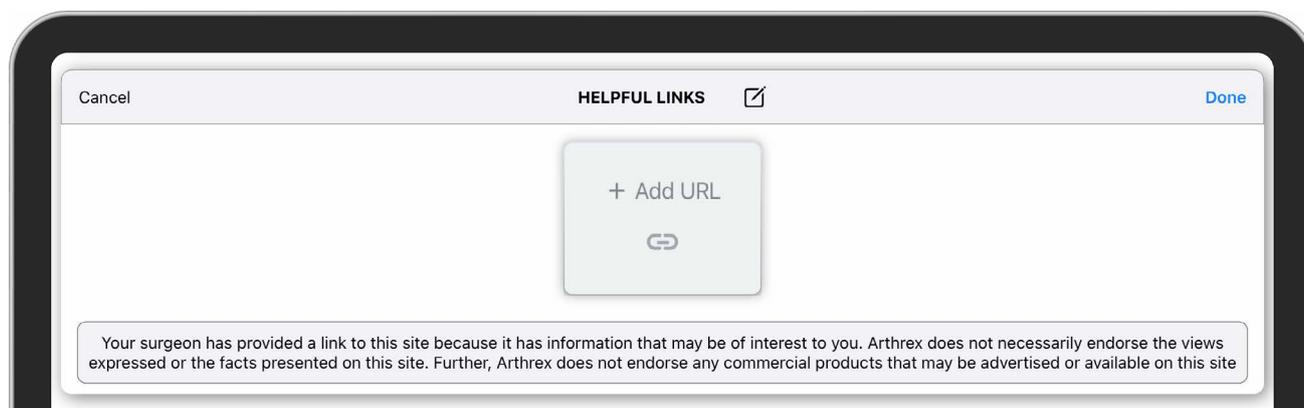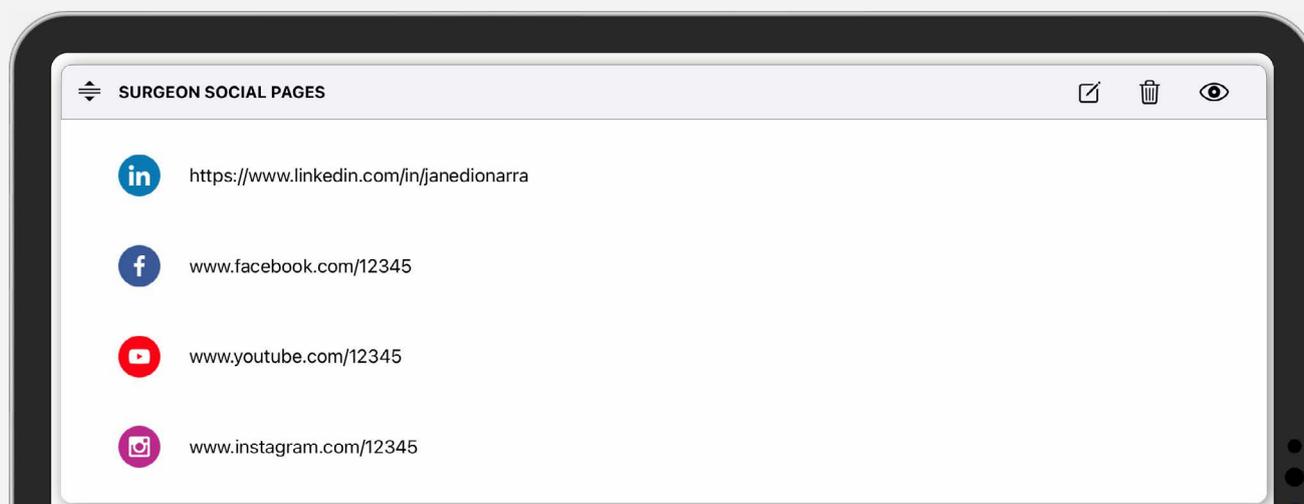

Figure 32. Helpful Links

Figure 33. Surgeon Social Pages

Note: Be sure to save changes to the template once all sections have been added and/or edited. If the user leaves the page without saving their changes, all changes will be lost.

Create New Template

- Users can also create a new template from scratch by selecting +Add Template in the upper right from the My Templates page.

  - Name the template by selecting the ☑ icon in the title header.

  - Select all procedure categories the template will apply to, shown in Figure 34.

  - Add template sections by selecting the Add Section button.

  - Proceed with adding and editing sections as desired per instructions above.

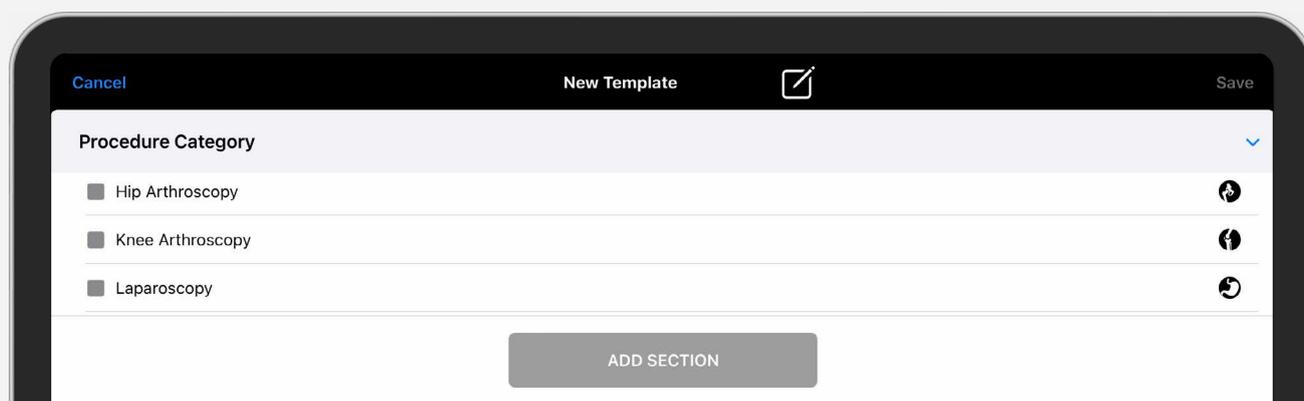- Be sure to select Save from the upper right to save the new template.

Figure 34. Create New Template

SurgeonVault® Library

The SurgeonVault library allows surgeons to retain assets to be used in patient reports.

Arthrex has prepopulated the library with illustrations and videos of common procedures.

■ Content in the SurgeonVault library can be added to report templates.

■ Library content will be automatically filtered based on surgeon procedure categories selected in surgeon profile.

■ SurgeonVault library categories:

- Image
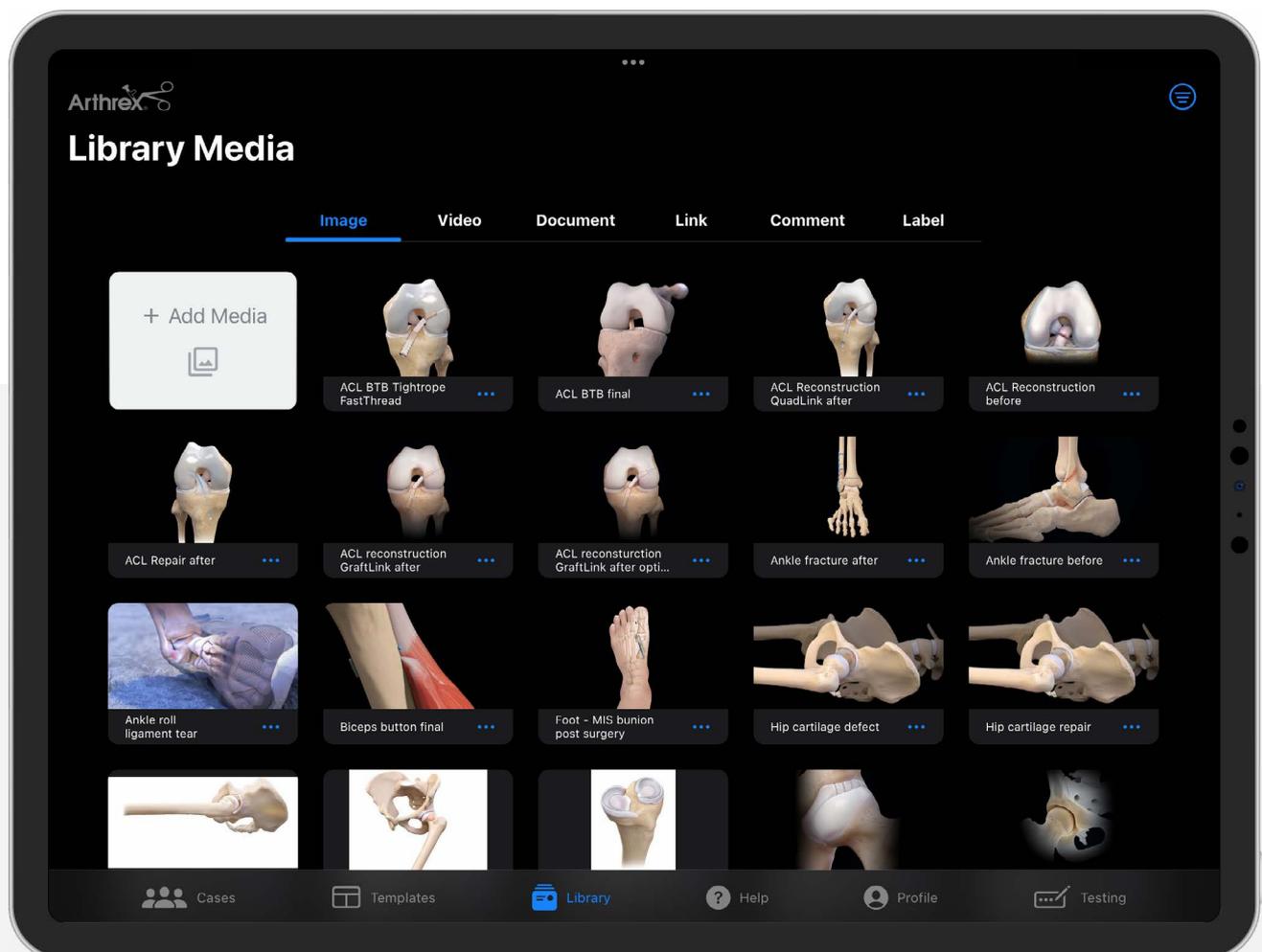- Video
- Document
- Link
- Comment
- Label

Figure 35. SurgeonVault Library

Library

Public assets have been added to simplify setup and support the immediate use of the Synergy Surgeon2™ application.

- Public assets are noted by the 🌐 icon on placeholders, shown in Figure 36.

- Public assets cannot be deleted or edited in the Synergy Surgeon2 app.

- Library content that is uploaded by the surgeon can be deleted from the SurgeonVault library by selecting the three dots on the library asset card.

- Migrated media may not have the appropriate procedure category assigned after migration, therefore the procedure categories need to be reassigned for content to be filtered.
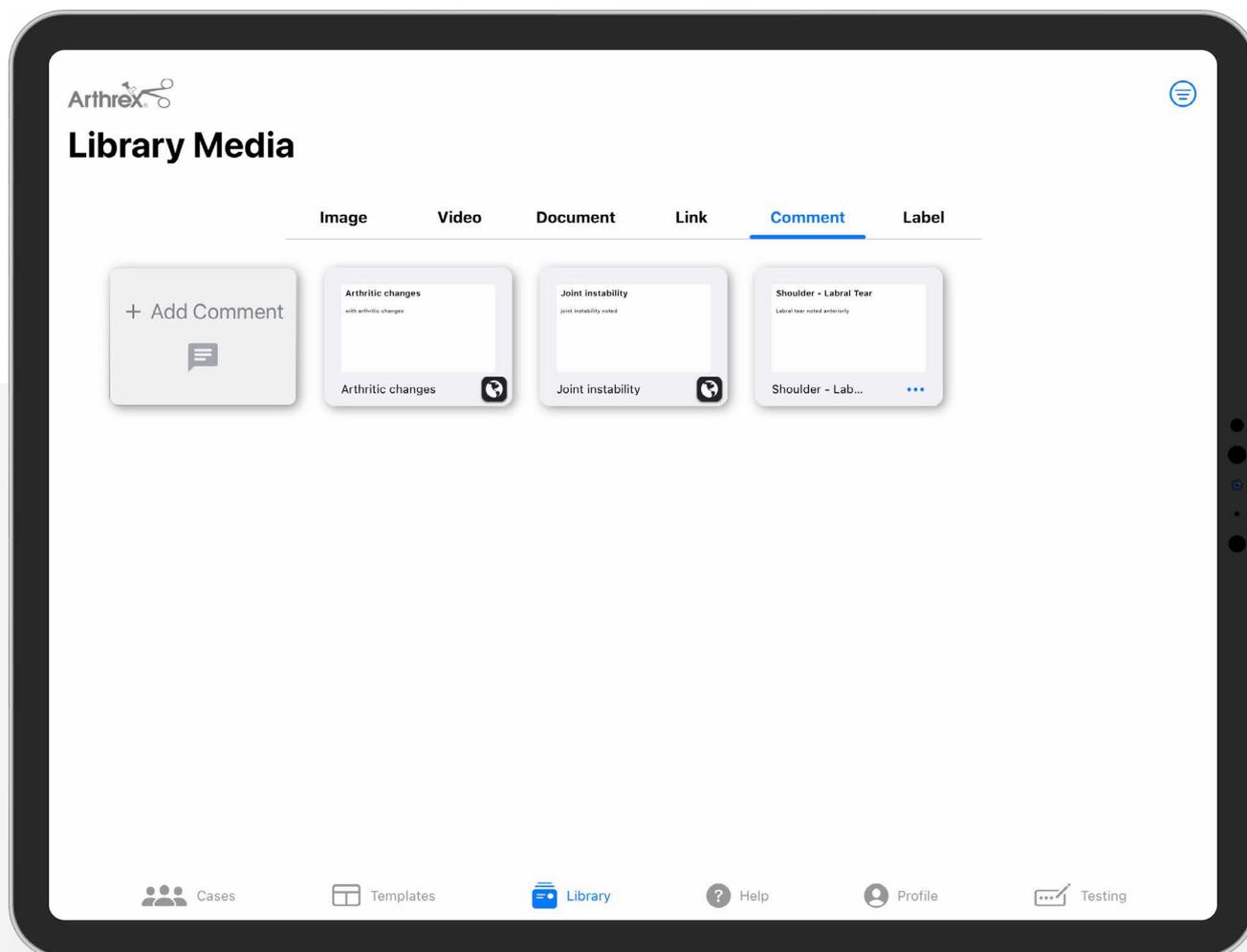

Figure 36. Library Media

Add Images to the Library.

- From the Image tab, select the Add Media button.

- Enter the name for the new image to be uploaded in the pop-up window, shown in Figure 37.

Note: Required image format is .jpg or .png.

- Select the procedure category(s) the image will apply to, then select Save.

- Changes are saved automatically, and the media will be displayed with other images in the SurgeonVault® library.
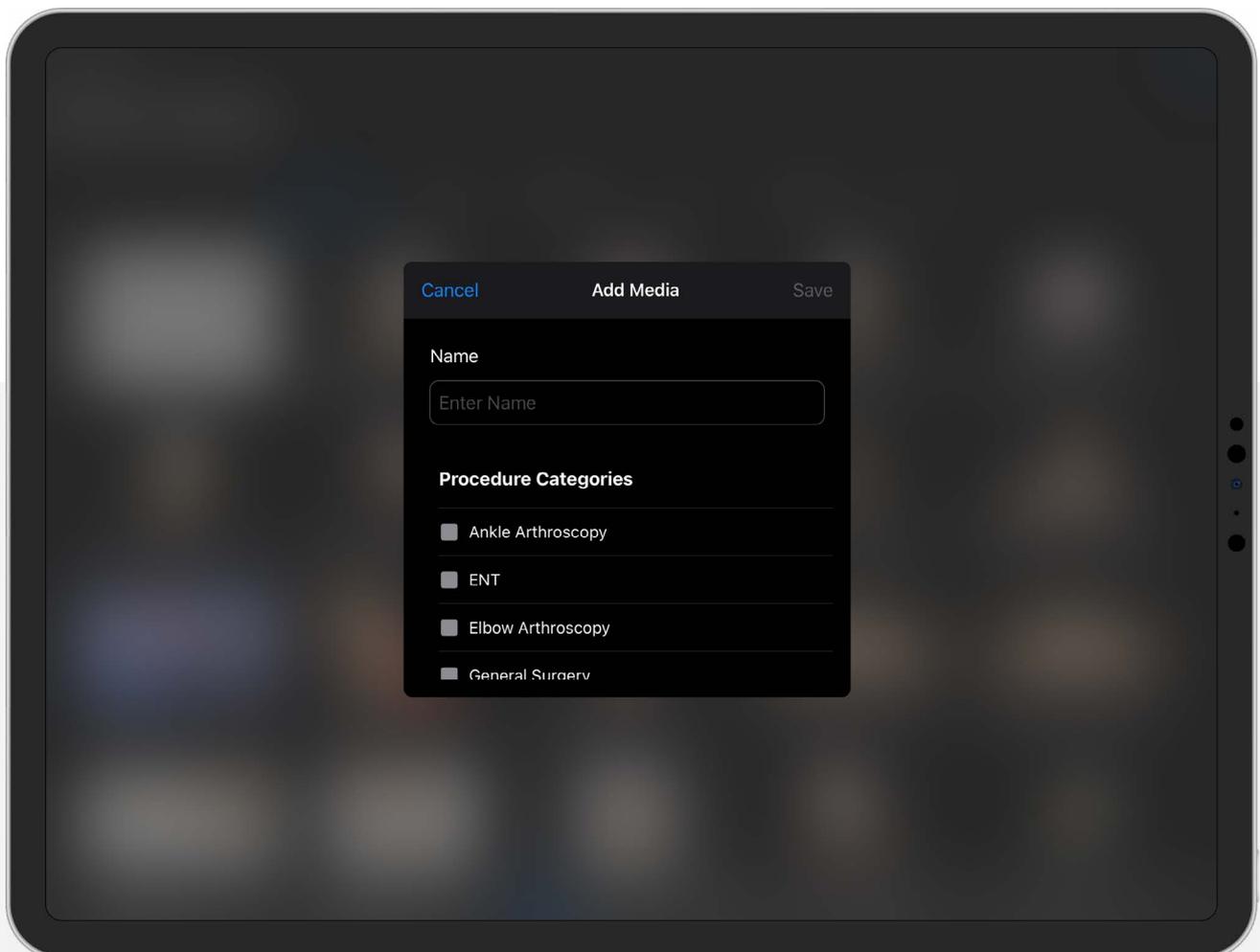

Figure 37. Add SurgeonVault Library Media

Add Video(s) to SurgeonVault® library

- From the Video tab, select the Add Media button.

- Enter the name for the new video to be uploaded in the pop-up window.

Note: Required video format is .mov or .mp4.

- Select the procedure category(s) the video will apply to, then select Save.

- Changes are saved automatically, and the media will be displayed with other videos in the SurgeonVault library.

Add Document(s) to the SurgeonVault library

- From the Document tab, select the Add Document button.

- Enter the name for the new document to be uploaded in the pop-up window.

Note: Required document format is .pdf.

- Select the procedure category(s) the document will apply to, then select Save.

- Changes are saved automatically, and the document will be displayed with other documents in the SurgeonVault library.

Add Helpful Web Links

- From the Link tab, select the Add URL button.

- Enter the name for the new web link to be added in the pop-up window, shown in Figure 38.

- Select the procedure category(s) the link will apply to, then select Save.

- Changes are saved automatically, and the web link will be displayed with other links in the SurgeonVault library.
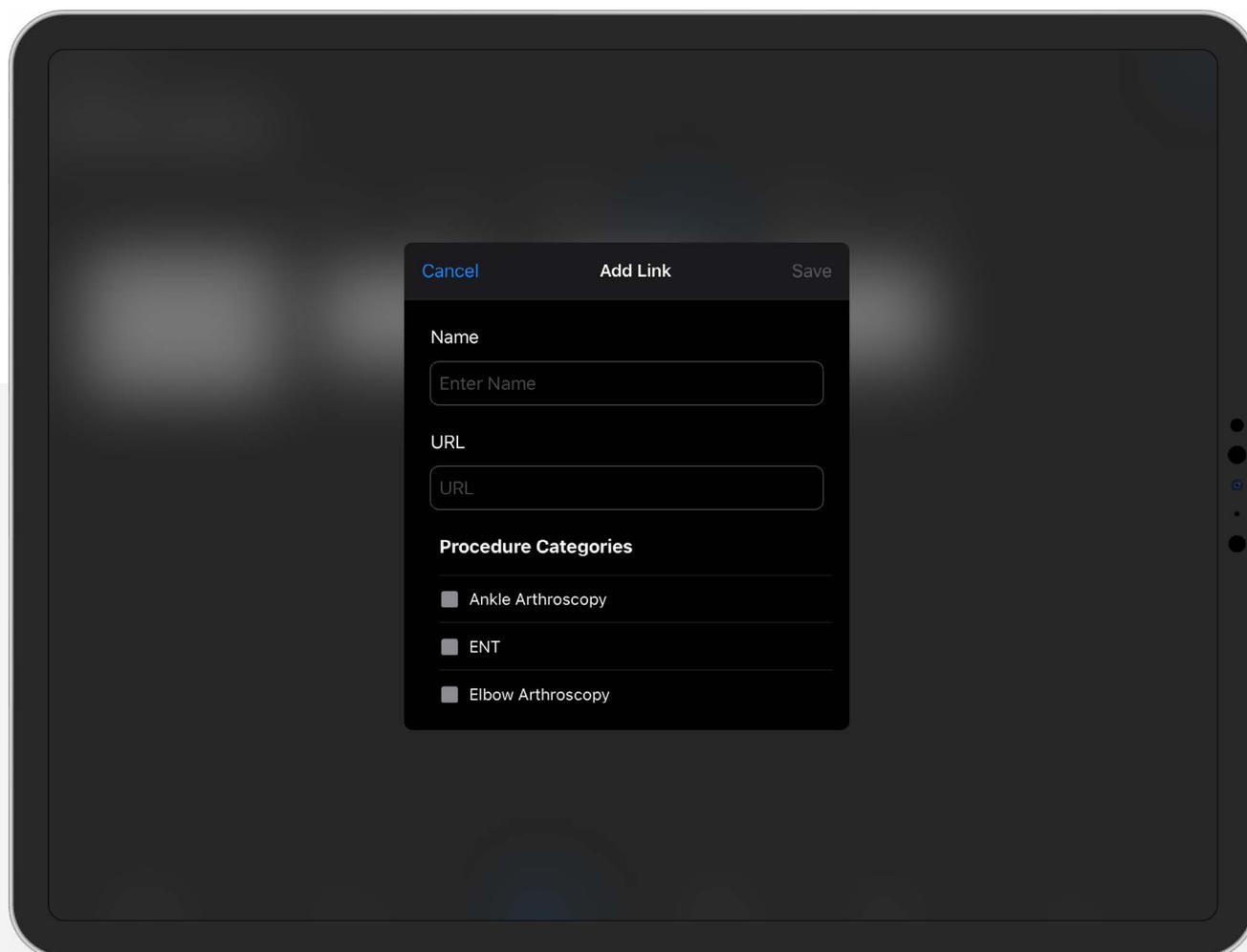

Figure 38. Add SurgeonVault Library URL

Add Comment

- From the Comment tab, select the Add Comment button.

- In the pop-up window, enter the name/label for the new comment, shown in Figure 39.

- In the text box, enter complete comment content.

  - This is the complete text you want to include or add to the report or template.

- Select the procedure category(s) the comment will apply to, then select Save.

- Changes are saved automatically, and the comment will be displayed in the SurgeonVault® library.
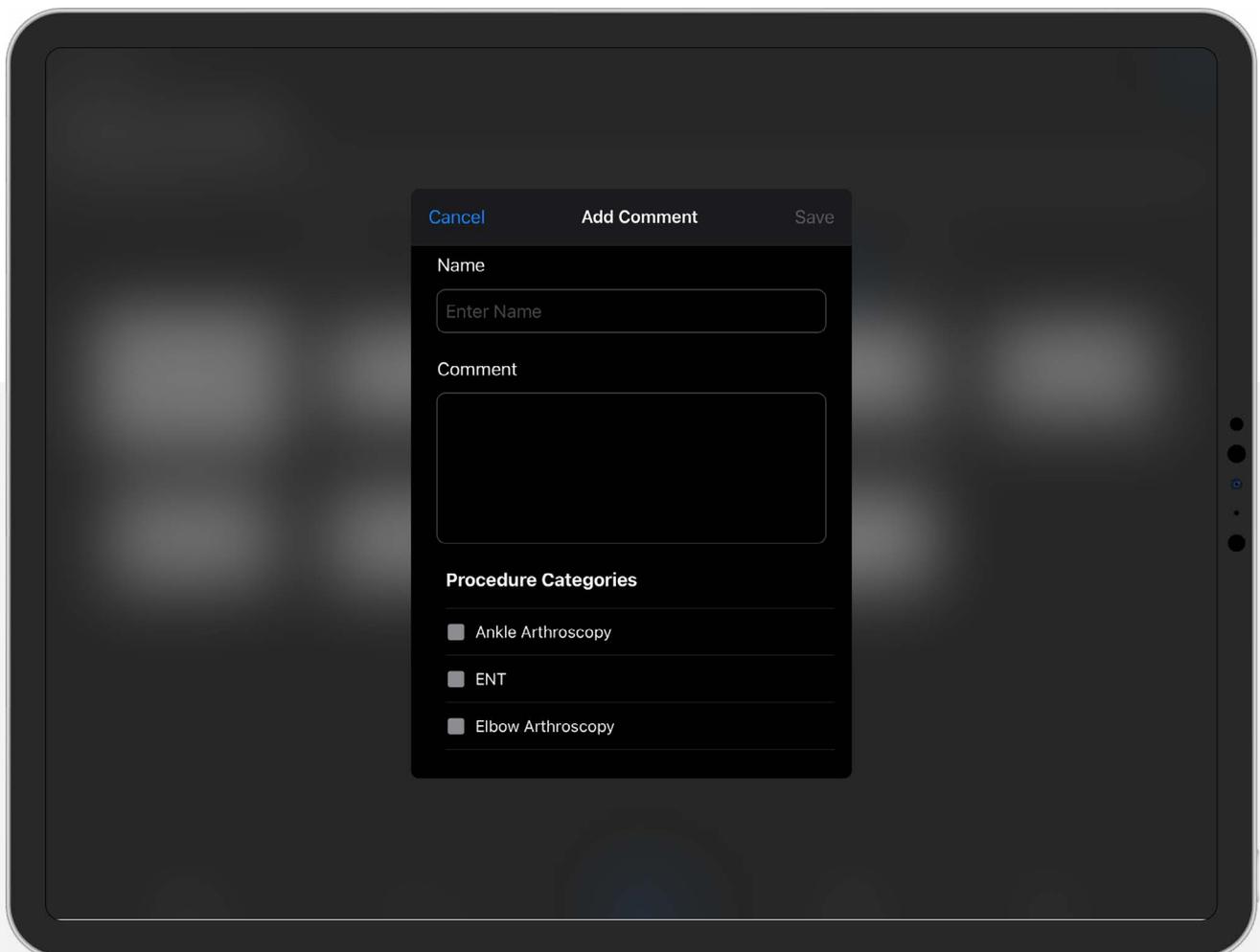

Figure 39. Add SurgeonVault Library Comment

Add Label

- From the Label tab, select the Add Label button.

  - Labels are available to add to annotated images on the patient report.

- In the pop-up window, enter the label, shown in Figure 39.

- Select the procedure category(s) the comment will apply to, then select Save.

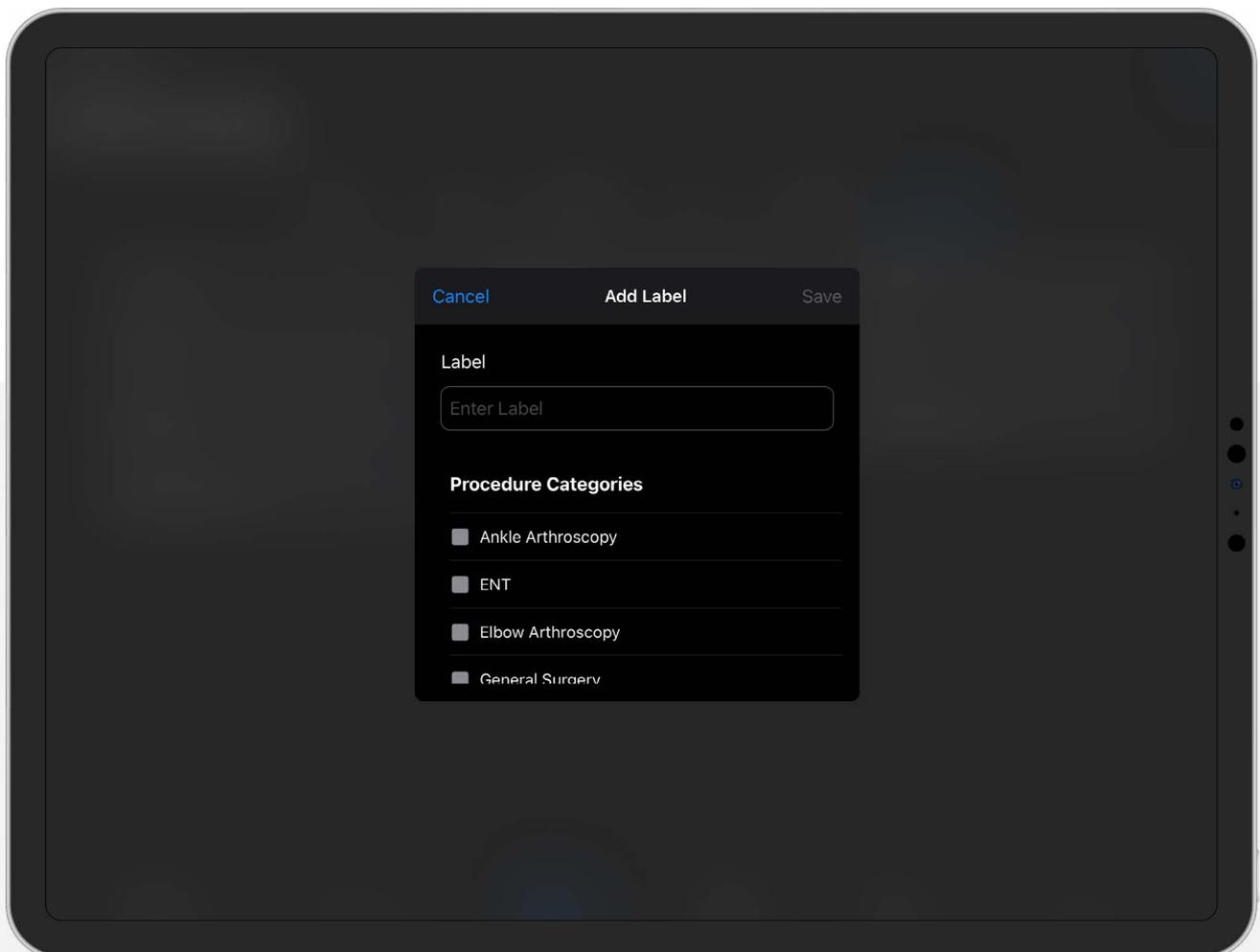- Changes are saved automatically, and the label will be displayed in the SurgeonVault® library.

Figure 39. Add SurgeonVault Library Label

Maintenance

Your authorized Arthrex service department is the most knowledgeable about Synergy Surgeon2™ app and the the SurgeonVault® system and will provide competent and efficient service. If you are having issues with your application, please contact the Arthrex Technical Services team at (800) 391-8599.

Troubleshooting

Symptom	Possible Cause	Corrective Action
SurgeonVault access not working	■ Cloud services down ■ Incorrect credentials	■ Check with Arthrex representative to ensure the SurgeonVault system is not under maintenance ■ Verify the credentials used
iPad or iPhone application not syncing with SurgeonVault system	iPad or iPhone Wi-Fi not working	Make sure internet connectivity is present on the iPad or iPhone
Cases won't download to iPad or iPhone	■ SurgeonVault surgeon email doesn't match CCU surgeon email ■ No surgeon email	■ Update surgeon email on CCU or NanoScope™ console ■ Add surgeon email on CCU or NanoScope console
Videos are not uploading	Over email file size limit of 10 MB	Make sure the uploaded video is less than 10 MB
Can't add web link	Web address incorrect	Make sure http:// or https:// is present in web address
Template doesn't populate updated surgeon profile data	Template configuration does not automatically update	Remove section(s) of template with updated profile information, save template. Add section(s) back into template and save. Updated profile information will populate

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