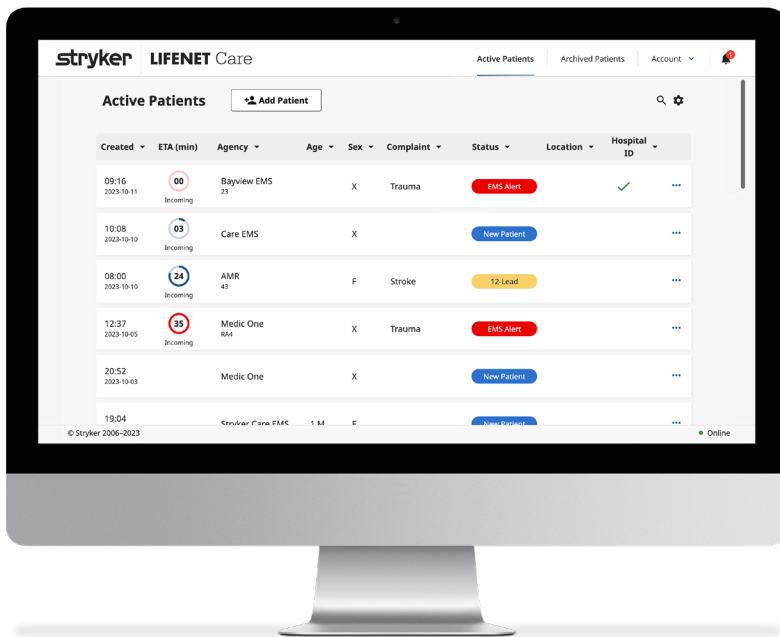


# LIFENET<sup>®</sup> Care

## Implementation guide



### Introduction to LIFENET Care

LIFENET Care is Stryker's next-generation patient data communication platform. It enables improved patient hand-off across care teams with consolidated data in a single, web-based platform for a unified view of the patients entire journey.

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

# Contents

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<b>Implementation components</b> .....	1
<b>System and technical specifications</b> .....	2
<b>Accessing the LIFENET components</b> .....	4
<b>Configuring the LIFENET System website</b> .....	5
<b>Creating or reviewing Receiving Target(s)</b> .....	5
<b>Viewing or modifying Receiving Targets</b> .....	8
<b>Reviewing the Account Information</b> .....	9
<b>LIFENET Users</b> .....	10
<b>Notifications</b> .....	12
<b>Configuring the LIFENET Care website</b> .....	13
<b>Logging into LIFENET Care</b> .....	13
<b>Configuring your Account</b> .....	14
<b>Configuring additional features</b> .....	15
<b>Configuring the LIFENET Portal website</b> .....	19
<b>Access</b> .....	19
<b>Protocol configurations</b> .....	20
<b>EMS Event Mapping</b> .....	25
<b>Redox setup (for Stryker Professional Services only)</b> .....	26
<b>Account Configurations</b> .....	26
<b>LIFENET Care Client installation and configuration</b> .....	27
<b>System requirements/considerations</b> .....	28
<b>Access</b> .....	28
<b>Installation</b> .....	29
<b>Configuration</b> .....	30
<b>Testing and training</b> .....	32
<b>LIFENET Care app installation and configuration</b> .....	34
<b>User access</b> .....	34
<b>Installing the LIFENET Care app</b> .....	34
<b>Registering and configuring the LIFENET Care app</b> .....	35
<b>Testing and training</b> .....	36
<b>LIFENET Care Quick Start Guide</b> .....	37
<b>Access</b> .....	37
<b>Patient Dashboard</b> .....	37
<b>Patient Report</b> .....	40

# Implementation components

There are several different websites and applications that your LIFENET Care system may utilize. This Guide will discuss the implementation of each of these components in detail. Access to components/features may vary depending on your facility's LIFENET Care Subscription package.

<b>LIFENET System website</b>	<b>US:</b> <a href="https://www.lifenetsystems.com">https://www.lifenetsystems.com</a> <b>Canada:</b> <a href="https://ca.lifenetsystems.com">https://ca.lifenetsystems.com</a>
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- System configuration (required)
  - Create/manage users for all LIFENET components
  - Configure dataflow from other LIFENET System accounts (local EMS agencies and hospitals)

<b>LIFENET Care website</b>	<b>US:</b> <a href="https://care.lifenetsystems.com">https://care.lifenetsystems.com</a> <b>Canada:</b> <a href="https://care-ca.lifenetsystems.com">https://care-ca.lifenetsystems.com</a>
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- Patient dashboard
  - View transmitted data from EMS and other hospitals
  - Manually add patient records
  - Activate protocols
  - Communicate with care teams

<b>LIFENET Portal website</b>	<b>US:</b> <a href="https://portal.lifenetsystems.com">https://portal.lifenetsystems.com</a> <b>Canada:</b> <a href="https://portal-ca.lifenetsystems.com">https://portal-ca.lifenetsystems.com</a>
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- Optional System configurations
  - Create/manage hospital protocols
  - EMS event mapping
  - Redox feature configuration
- Software downloads

<b>LIFENET Care app</b>	App for iOS/Android mobile devices
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- Users can view LIFENET Care Patient Records from their mobile device
- Allows for communication between EMS and Hospital Care Teams (text and video/voice calling)
- Users can receive and accept activation alerts on their Mobile Device

<b>LIFENET Care Client</b>	Desktop application (locally installed)
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- Installed on one or more windows-based computers to visually/audibly alert clinical staff to new patient records on the LIFENET Care patient dashboard.
- Configure automated printing of transmitted 12-leads

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

# System and technical specifications

Your technical team should review this section prior to beginning implementation. Refer to the separate LIFENET Care Technical Specifications document for full specifications on the LIFENET Care System.

## Connectivity

LIFENET applications make connections to the LIFENET System server by making outbound requests using TCP and TLS protocols with remote port 443. The destination applications make requests to the server using the SOAP data method to determine if new data exists for the destination application. The applications pull the data to the destination and present it to the user in different methods depending on the type of destination and its configuration.

## Network configuration

Internet access is required for the LIFENET System to function properly. Network security systems may need to be configured to properly allow the LIFENET destination applications to communicate to the LIFENET System. There are many methods to secure a network that is connected to the internet.

For all solutions, it may be necessary to know details about where the LIFENET System is on the internet.

## US

---

FQDNs

<https://www.lifenetsystems.com/>

IP Subnets

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

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

## Canada

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FQDNS

<https://care-ca.lifenetsystems.com>

The system is located in Canada.

## LIFENET System properties

<b>Protocol connection</b>	http TLS 1.2, 1.3; 128 bit or higher encryption; RSA 2048 bit or ECDSA 256 bits key exchange
<b>Address/URL</b>	<a href="https://www.lifenetsystems.com">https://www.lifenetsystems.com</a> <a href="https://ca.lifenetsystems.com">https://ca.lifenetsystems.com</a>
<b>Pool server address</b>	<a href="https://pool.lifenetsystems.com/">https://pool.lifenetsystems.com/</a>

## Other

Email filters may need to be set to allow emails originating from:

- **US:** [web@lifenetsystems.com](mailto:web@lifenetsystems.com)
- **Canada:** [web@ca.lifenetsystems.com](mailto:web@ca.lifenetsystems.com)

## Workstation requirements

Web Browser:

- The LIFENET Care website is approved for use in Google Chrome and Microsoft Edge.

Sound:

- Workstations will need the ability to play audio if:
  - Audio alerting is desired for the LIFENET Care Client software.
  - Audio alerting is desired for incoming calls received in LIFENET Care.
  - The calling feature will be used on any workstations utilizing LIFENET Care.
- Workstations will require the microphone feature to be enabled if voice calling is needed from the LIFENET Care website.

Camera:

- The camera feature should be enabled for any workstations wanting to utilize video calling for the LIFENET Care website.

Software:

- Workstations supporting the LIFENET Care Client application must have .NetFramework 4.6.2. Microsoft Service Pack.

Operating System:

- The LIFENET Care Client application supports Microsoft® Windows® 10 operating system or higher.

## Mobile device requirements

- iOS devices 16.0 or later
- Android Devices

## Other requirements

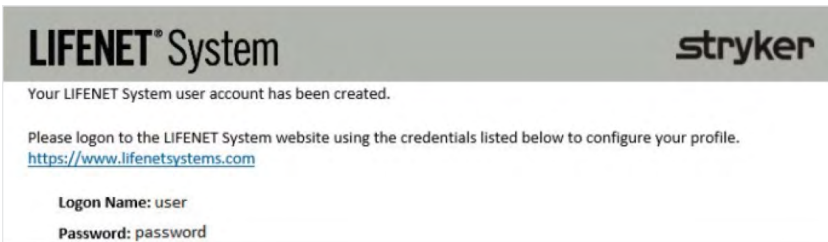
- Two-factor Authentication and security assertion markup language (SAML) Enterprise authentication. Contact your support team for further information.

# Accessing the LIFENET components

The same username and password will be used to access all LIFENET websites. Updating the password on one website will apply to the other websites. This username may also be used to register any Stryker software or mobile applications to your account. Access to certain websites or applications may be restricted based on your user's assigned role.

If you already have access to your facility's existing LIFENET account, proceed to the next section(s).

Any new users should receive an email from the LIFENET System with the link to the website and their logon name and temporary password. If you cannot locate this email, search your inbox or junk/trash folders. If no one has been provided access to your LIFENET System account, contact your local Stryker representative.



- Click the link in the email to get started.
- At first login, you will be prompted to change your password.

If you are the first user logging into your account, you may be presented with additional agreement pages to review and acknowledge before utilizing the website for the first time. If you are logging into an existing LIFENET account that has enabled two-factor authentication (2FA) or single sign-on (SSO), you may receive additional on-screen prompts as well.

**Note:** The LIFENET System and LIFENET Portal websites can be utilized by other individuals at your facility to manage other Stryker devices or Stryker software. Users implemented under the LIFENET Care system may have access to additional menu options on these websites which may pertain to other Stryker data products outside of your LIFENET Care system. Please consult with other LIFENET System account administrator users on your account before making modifications to other pages not mentioned in this guide or removing existing users that may have access to your account.

# Configuring the LIFENET System website

Access the LIFENET System website using one of the following links below and logging in with your credentials.

- US: <https://www.lifenetsystems.com>
- Canada: <https://ca.lifenetsystems.com>

An account administrator user should follow the instructions in this section to configure your LIFENET System account.

Please note that users may have access to additional menu options and pages which may pertain to other Stryker data products outside of your LIFENET Care system. Please consult with other LIFENET System account administrator users on your account before making modifications to other pages not mentioned in this guide.

## Creating or reviewing Receiving Target(s)

### Receiving Targets introduction

Receiving Targets are used to manage the data flow on your account.

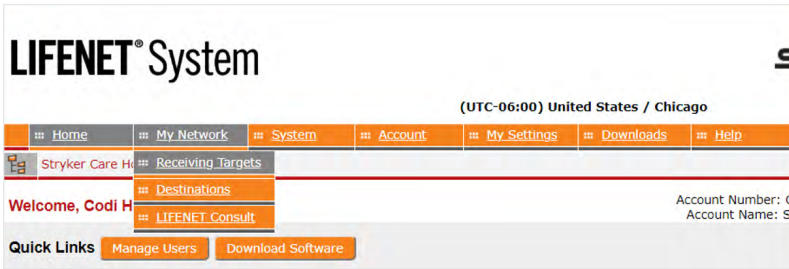
- At least one receiving target on your account should be configured to allow any local accounts (EMS agencies or Hospitals) to transmit data to your LIFENET Care system.
  - Additional receiving targets can be created depending on your organization's desired data flow.
- Each LIFENET Care user will need to subscribe to their desired Receiving Target(s).
- Each LIFENET Care Client will need to subscribe to their desired Receiving Target(s). Instructions for doing so will be addressed in those specific sections.
- To delete an incorrectly created receiving target, contact your Stryker implementation project manager or solution center.

## Creating a new Receiving Target

For existing LIFENET accounts already receiving transmissions, jump to the next section to review your existing Receiving Target(s).

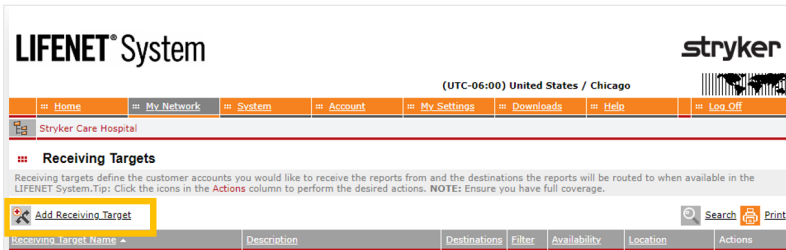
Follow these steps to create a new Receiving Target:

- On the **My Network** menu, select **Receiving Targets**.

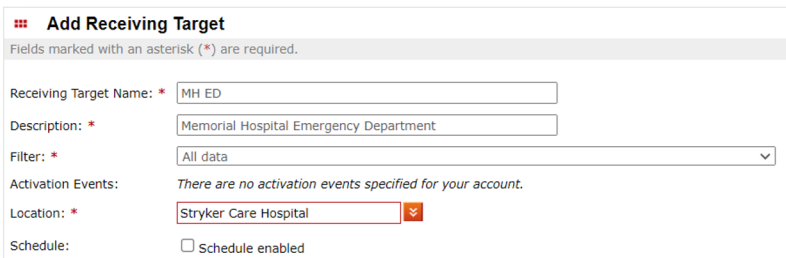


**Note:** Your account may have one or more receiving targets listed if other Stryker data products have been purchased (LUCASDATA, AEDDATA, CODEMGMT). These will not pertain to your LIFENET Care implementation.

- Select **Add Receiving Target** to create a new receiving target.



- Complete the required fields (labeled with a red asterisk) on the Add Receiving Target page. The fields are detailed below.

The screenshot shows the "Add Receiving Target" form. It has a title "Add Receiving Target" and a note "Fields marked with an asterisk (\*) are required." The form contains the following fields:

- Receiving Target Name: \* MH ED
- Description: \* Memorial Hospital Emergency Department
- Filter: \* All data
- Activation Events: There are no activation events specified for your account.
- Location: \* Stryker Care Hospital
- Schedule:  Schedule enabled

### ○ **Receiving target name:**

- ▶ This field will be visible to the following:
  - LIFENET Care users on your account
  - EMS Agencies transmitting data to your hospital via the LIFENET Care app
  - Other hospitals forwarding data to your hospital via LIFENET Care
- ▶ It is recommended that:
  - Your hospital's name/acronym is placed at the beginning of this field to differentiate your facility from other facilities in your area
  - This field specifies what Departments/Care Teams will use each Receiving Target (i.e. ED, cath lab, etc.)



○ **Description:**

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

○ **Filter:**

- ▶ Limits the type of data sent (all data, 12-lead only, 12-lead with acute MI, 12-lead with ST elevation) from LIFEPAK®15 monitor/defibrillators. It is recommended that the main Receiving Target used by your facility does not have any filters in place.

○ **Activation events:**

- ▶ This section does not apply to LIFENET Care.

○ **Location:**

- ▶ Keep the default selection

○ **Schedule enabled:**

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

○ **Accounts section:**

Accounts

Select accounts to receive data from in the **Allow** column.

Allow	Account Name	Account Number	Country	County	City	State/Province	Postal Code	Actions
	Test - SAS		All					
Search Options: <input type="radio"/> Begins with <input checked="" type="radio"/> Anywhere <input type="radio"/> Exact match <input type="radio"/> Does not contain <input type="radio"/> Is not equal								
<input checked="" type="checkbox"/>	Test - SAS Mock EMS Training	88888888	United States		Redmond	Washington	98052	
<input checked="" type="checkbox"/>	Test - SAS EMS	93000402	United States		Redmond	Washington	98052	
<input type="checkbox"/>	Test - SAS Mock Hospital training	99999999	United States		Redmond	Washington	98052	

◀ First < Prev 1 Next > Last ▶

- ▶ Search for other LIFENET System accounts you want to receive transmissions from. This could be other local EMS agencies, medical direction, or hospitals in your region.
  - If you do not see the Search Panel in this section, select the Search option above the grid on the right-hand side.
  - You may find it helpful to clear out the Postal Code field if this auto populates with your account’s Postal Code.
  - If searching by State, type out the full state name (do not use abbreviations).
  - Use the **Apply Filter** (funnel) icon in the Actions column to update the results.

- ▶ **Check the applicable account(s)** that you would like to allow to transmit to this Receiving Target.

**Note:** Once you save your changes, these accounts will have the ability to start transmitting to this receiving target. If you are not ready to start receiving transmissions, you may choose to later edit this receiving target and complete this section AFTER your initial configurations and testing are in place and your staff is trained.

- Select **Done** to create your receiving target.

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

# Viewing or modifying Receiving Targets

A Receiving Target may need to be modified when an additional LIFENET account (local EMS or Hospital) need the ability to transmit data to your facility.

If you previously implemented your LIFENET System to receive transmissions, you can use an existing receiving target instead of creating a new one, especially if other LIFENET System accounts are already configured to transmit to an existing Receiving Target on your account. It is still recommended that you review and make the updated recommendations.

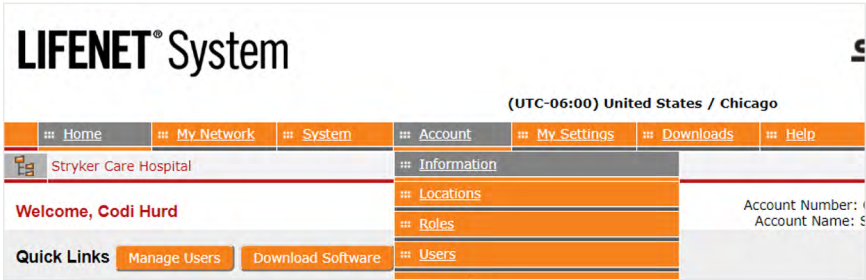
Follow these steps to review and/or modify an existing Receiving Target:

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

- **View** the receiving target details using the magnifying glass icon in the 'Actions' column.
  - **Published to accounts** shows the LIFENET System accounts that are allowed to transmit to this agency.
  - **Used by sites** lists the accounts your receiving target is published to that have connected to this receiving target. These are the accounts that you can expect to receive transmissions from.
- **Edit** the receiving target details using the crossed hammers icon in the 'Actions' column.
  - Update the **Receiving Target name** field:
    - ▶ It is recommended that your hospital name or abbreviation is listed at the beginning of this field to help transmitting accounts distinguish your facility from others in your area.
  - Review/update the **Accounts section** to allow any additional accounts (EMS Agencies or Hospitals) to transmit to your account
    - ▶ Update the filters to search for additional accounts.
    - ▶ Check the account(s) you'd like to receive data from.
    - ▶ Leave any existing account(s) checked.
  - For accounts previously using the LIFENET Alert application, **review/update the Destinations section**:
    - ▶ You may have one or more Destinations checked under an existing Receiving Target. You can keep these checked if you would like to continue to receive transmissions via the legacy LIFENET application(s) while you implement the LIFENET Care system.
    - ▶ Once you are LIVE on your LIFENET Care system, you can edit this Receiving Target and uncheck any/all Destinations.
- Select **Save** to save any changes.

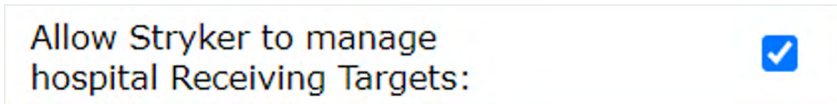
## Reviewing the Account Information

- On the **Account** menu, select **Information**.



The screenshot shows the LIFENET System interface. At the top left is the logo "LIFENET® System". To the right of the logo, it says "(UTC-06:00) United States / Chicago". Below this is a navigation bar with tabs: Home, My Network, System, Account (selected), My Settings, Downloads, and Help. Under the Account tab, there is a sub-menu with options: Information (selected), Locations, Roles, and Users. The main content area shows "Stryker Care Hospital" and "Welcome, Codi Hurd". On the right side, there is a box containing "Account Number: ( and Account Name: S". At the bottom left, there are "Quick Links" for "Manage Users" and "Download Software".

- This page provides information about your LIFENET System account, and the features enabled including:
  - ▶ LIFENET System account name, account number and address
  - ▶ Subscription dates
- Make note of your accounts' subscription package, dates, and features.
- Consider enabling (checking) the following setting related to your LIFENET Care system:
  - **Allow Stryker to manage receiving targets** (under the **Account Configuration** section).



The screenshot shows a setting card with the text "Allow Stryker to manage hospital Receiving Targets:" and a blue checkmark icon in a square box on the right.

- ▶ This will allow the Stryker implementation specialists to assist any LIFENET System accounts with transmitting to your receiving targets in the future.
- ▶ If this is not enabled, one of your administrative users will be responsible for allowing any additional LIFENET System accounts to transmit to your facility.

# LIFENET Users

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

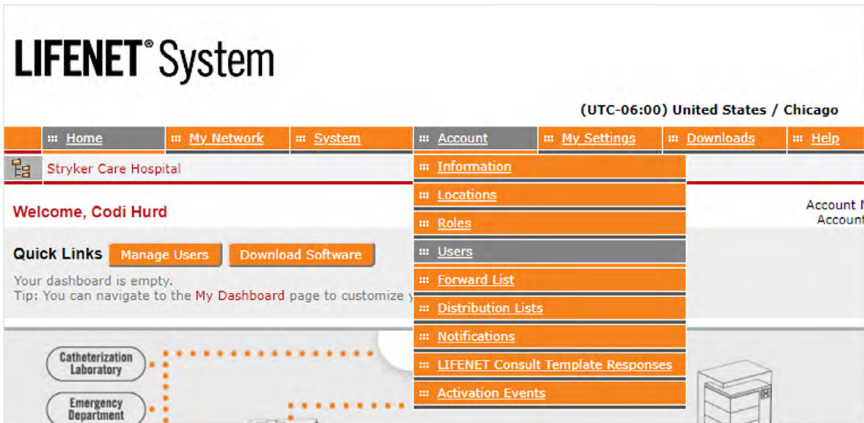
Please note that other users at your facility may be given access to your LIFENET System account for the management of Stryker devices/software at your facility.

### Consider adding the following users:

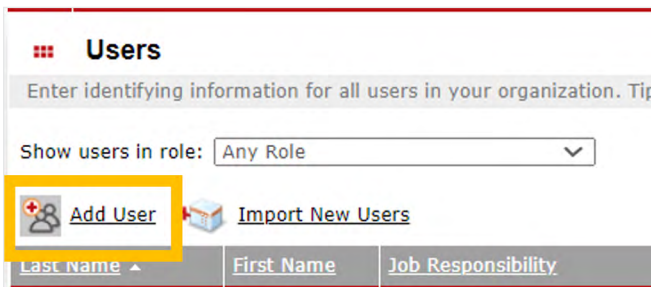
- A minimum of two account administrator users to manage the entire LIFENET System.
  - These may be individuals from the clinical or IT team that will manage the overall system for the entire hospital.
  - If multiple departments will utilize the application, it is recommended that each department have at least one account administrator to help manage their user access and data flow.
- IT members that need access to download and install the LIFENET Care Client onto hospital computers or for application support post-implementation.
- Clinical staff that need to access patient data in the LIFENET Care website.
- Clinical staff that would like to receive hospital team activation notifications (i.e. STEMI, stroke, trauma, sepsis).

### Adding a User:

- On the **Account** menu, select **Users**.



- Select **Add User** above the grid on the left.



- Complete all mandatory (\*) fields for each user:

**Add User**

Fields marked with an asterisk (\*) are mandatory.

First Name: \*

Last Name: \*

Middle Name:

Job Responsibility: \*

Location: \* Test - SAS General Hospital

**Phone Numbers and E-mail Addresses**

Phone Numbers: \*

Priority	Type	Phone Number
Primary Phone:	Work Phone	
Secondary Phones: No Records Found		
<a href="#">Add a phone number</a>		

E-Mail Addresses: \*

Priority	Type	E-Mail Address
Primary E-Mail Address:	Work E-Mail	
Secondary E-Mail Addresses: No Records Found		
<a href="#">Add an e-mail address</a>		

Hide the user's e-mail addresses on destinations:

**Language and Time Zone**

Language: \* English / English

Time Zone: \* [UTC-12:00] International Date Line West

**Logon Information**

Logon Enabled:

Logon Name: \*

Password: A reset password link will be generated and sent to the user's primary e-mail address.

**Logon Role: \***

- Account Administrator
- Consult
- Guest

- **Job Responsibility:** This is a label to better identify each person's role at the organization on the account.
  - You can select one of the predefined responsibilities or select 'Other' and enter a custom one.
  - If you will be adding users for the purpose of utilizing the LIFENET Care app or for care team communication, you should select one of the job responsibilities beginning with "EMS" or "Hospital" depending on the user's role.
    - ▶ Users with a Job Responsibility of "Hospital Triage Nurse" will be able to receive calls directly from the transmitting account.
    - ▶ Physicians that you may want to alert or communicate with should be labeled as "Hospital Physician".
- **User Type:** This field will only be displayed if SAML has been configured on your account.
  - Select **LIFENET User** to manage this user's credentials in the LIFENET System.
  - Select **External User** to allow this user to use an external identity provider for signing into the LIFENET System, LIFENET Portal, and LIFENET Care websites.
- **Location:** This should correspond to your account name and will typically not be changed.
- **E-Mail Addresses:**
  - **Primary E-Mail Address:** If the user will be logging into one or more of the LIFENET websites, this should be their main work email address.
  - **Secondary E-Mail Address:** Enter a secondary address if desired. Select the appropriate Type for this email address (home, work, mobile, text, pager).

- **Time Zone:** Ensure the time zone is updated to reflect the user’s location.
- **Logon Enabled:** This should be checked for anyone that needs access to any of the following:
  - LIFENET System website
  - LIFENET Portal website
  - LIFENET Care website
  - LIFENET apps for Mobile Devices
- **Logon Name:** This defaults to the primary email address but can be modified if desired. If one of your users will be managing multiple LIFENET System accounts, a unique username will be needed for each account.
- **Roles:** Select one of the following roles:
  - **Account administrator:** This should be checked for users in charge of managing or configuring the system or installing any software. This role gives users access to configure the LIFENET System and LIFENET Portal websites. It also allows users to download and register software applications.
  - **Guest** (default): More limited view-only access on the LIFENET System website. This role is sufficient for users needing to access patient data in LIFENET Care or utilizing the LIFENET Care app.
  - Custom roles can be created and assigned to users if desired.

## Notifications

Administrative users can subscribe/unsubscribe their users to LIFENET notifications under the **Account** tab on the **Notifications** page. Administrative users may be automatically subscribed to several general notifications when their user is created.

Any user with the ability to log into the LIFENET System website (“login enabled” access) can subscribe themselves to LIFENET notifications under the **My Settings** tab, **My Notifications** page.

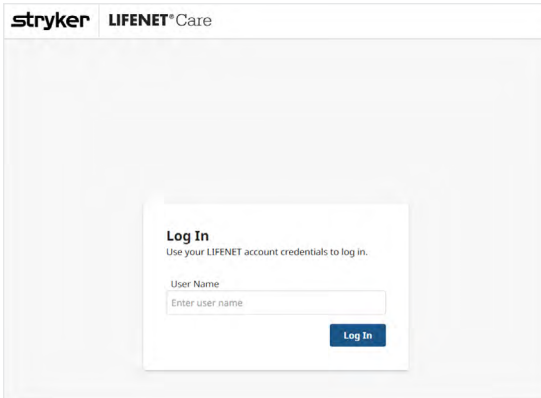
Refer to the **Help** menu of the LIFENET System website for details on the specific notifications that users can subscribe to.

# Configuring the LIFENET Care Website

This website will be used by clinical staff to access patient records. Staff can view transmitted data from EMS and other hospitals, manually add patient records, activate protocols, and communicate with other care team members via text/voice/video.

Access the LIFENET Care website using one of the following links below and logging in with your credentials.

- US: <https://care.lifenetsystems.com/>
- Canada: <https://care-ca.lifenetsystems.com>



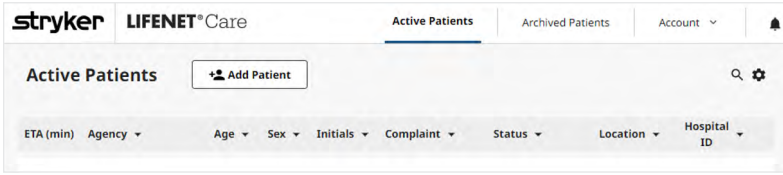
## Logging into LIFENET Care

- User access for the LIFENET Care website is configured on the LIFENET System Website.
- Login requires a valid, non-expired user name and password.
  - If logging into a LIFENET website for the first time, a user will be prompted to reset their password.
  - Users stay logged in while the webpage is open. Users will be logged out if:
    - ▶ connection with the server has been lost for more than 15 minutes
    - ▶ a user logs out of the computer
    - ▶ the computer connects to a different wireless network

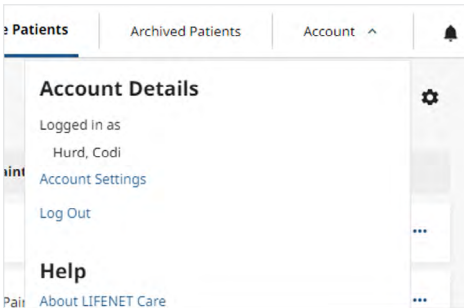
# Configuring your Account

Each LIFENET Care user will need to complete their initial account configuration to access patient data:

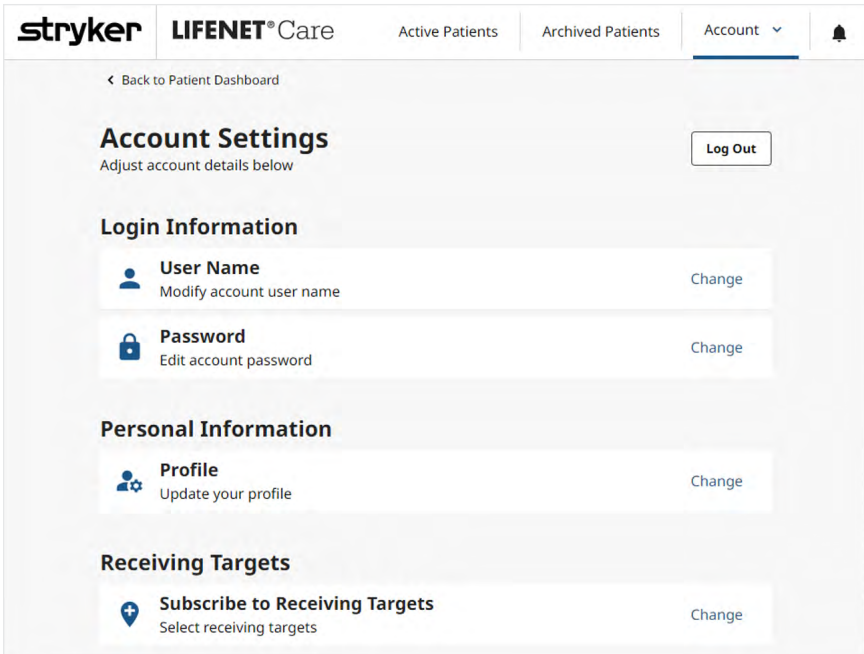
- Navigate to the **Account** icon in the top right corner of the website.



- Select **Account Settings**.

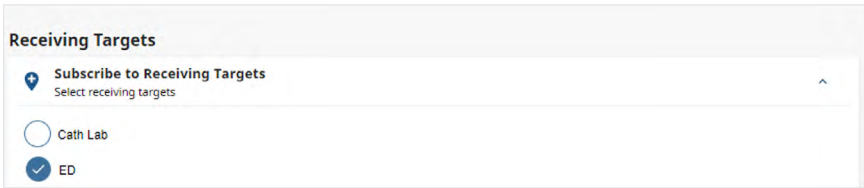


- Review and update any Login or Personal Information if desired.
- Scroll down to the **Receiving Targets** section.
- Select **Change** for the **Subscribe to Receiving Targets** option.





- **Select (check)** any Receiving Targets that you want to view data for.



- ▶ It may take up to 10 minutes for a Receiving Target added in the LIFENET System to display in this list. If you are not seeing a Receiving Target in the list that was recently added, wait several minutes, and then try again.
- ▶ Your LIFENET System account may have additional Receiving Targets utilized by other Stryker Data Solutions products which are unrelated to the LIFENET Care system (AEDDATA RT, LUCASDATA RT, CODEMGMT RT). Those may remain unchecked.

- Once complete, select **Save Changes**.

## Configuring additional features

### Streaming

Streaming data can be viewed on the LIFENET Care website from the Monitor tab of a patient's record.



The streaming feature will display to users on your account if the following criteria are met:

- The **Patient Data Streaming – Client** feature has been enabled for your LIFENET System website (under the Account tab → Information page).
- Clinical staff has completed the recommended account configurations on the LIFENET Care website.
- Local transmitting agencies have implemented the streaming feature for their LIFENET devices.
  - Communicate with your local-area agencies or your Stryker sales representative to confirm which accounts can transmit streaming data.

## Team Checklist Activation

The LIFENET Care website allows your staff to activate team checklists (i.e. STEMI, Stroke, Trauma, Sepsis) to notify care team members and see custom checklists and time goals. This feature must be configured on the LIFENET Portal website before it can be utilized in LIFENET Care. Reference the [Configuring the LIFENET Portal website](#) section of this guide for details on how to configure this feature.

Once one or more protocols are published to your account, your LIFENET Care users will have the ability to activate a protocol using the **Activate Team** icon with the patient record or by selecting a Protocol when manually adding a patient to the dashboard.

The screenshot displays two main panels. The left panel, titled 'Quick Activate', contains a form for selecting a protocol and adding notes. Below this is the 'Communication' section, which includes 'Activation Details' (showing protocol 'STEMI', activation time, and user 'Hurd, Codi'), a 'History' section with two entries, and a 'Patient Care Team' section with an 'Add Team Member' button and a table with columns for Name, Position, Contact, and Acknowledged.

The right panel, titled 'Checklist Items', shows a progress bar at 50% completion. It lists items under two categories: 'Pre-Hospital' and 'Emergency Department'. Each item includes a status (Complete or Incomplete), a timestamp, and an 'Add' comment button.

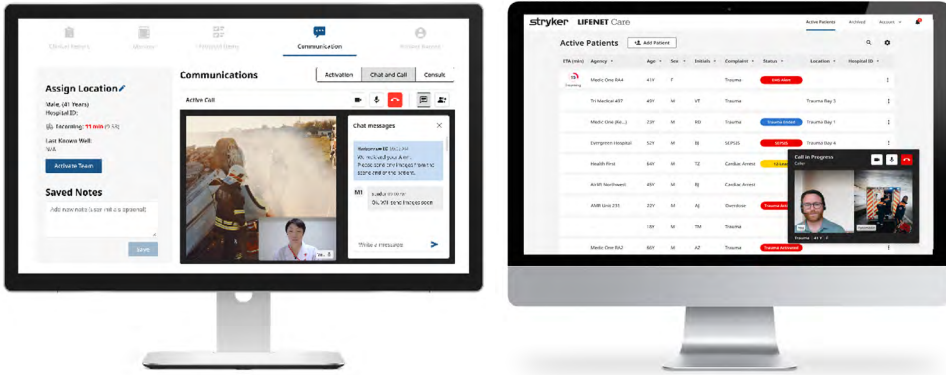
Category	Item	Status	Timestamp
Pre-Hospital	EMS Patient Contact	Incomplete	YYYY-MM-DD 00:00
	EMS Patient Last Known Well	Complete	2023-06-22 10:02
	EMS Documentation/Transmission	Complete	2023-06-22 10:02
	EMS Alert/Activation	Complete	2023-06-20 14:58
	EMS ECG Transmission	Incomplete	YYYY-MM-DD 00:00
	EMS Left Scene	Incomplete	YYYY-MM-DD 00:00
Emergency Department	ED Acknowledged EMS Transmission	Complete	2023-06-22 10:03
	ED Door Time	Complete	2023-06-22 10:03
	ED Patient Registered	Complete	2023-06-22 10:03
	ED Location Assigned	Incomplete	YYYY-MM-DD 00:00

Once configured, you will want to coordinate testing and training with your clinical staff. Ensure staff are trained on how to activate a protocol on the LIFENET Care website. Advise on any specific tasks that need to be completed when a protocol is activated. Ensure staff is also familiar with how to complete or cancel a protocol.

If Care Team members will be activated, confirm that they all successfully receive the activation and that they know how to confirm receipt (if that is a required part of your process).

## Chat and Call Feature

This feature allows users to exchange messages or calls (voice/video) with other care team members via the LIFENET Care website and the LIFENET Care app.

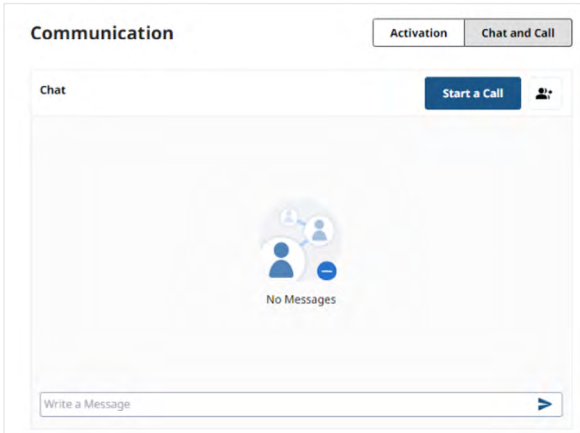


The Chat and Call Feature will be available if the following criteria are met:

- The **LIFENET Care Communications** feature has been enabled for your LIFENET System website (under the Account tab → Information page).
- Care team members that would like to use this feature are added as users on your LIFENET System account.
  - Reference the [LIFENET Users](#) section for additional guidance on how to add users to the LIFENET System or contact a LIFENET Administrator on your account to gain access.
- Users must either be logged into the LIFENET Care website or have the LIFENET Care app registered on their mobile device to participate in chat or calling.
  - Jump to the [LIFENET Care app installation and configuration](#) section for additional details on how to implement the app for users at your facility.
- Users may be prompted to allow microphone or camera access when using these features from a new device for the first time.

To use this feature on the LIFENET Care Website:

- Open a Patient Record.
- Navigate to the **Communication** tab.
- Select the **Chat and Call** option.



To use the Chat and Call feature on the LIFENET Care app:

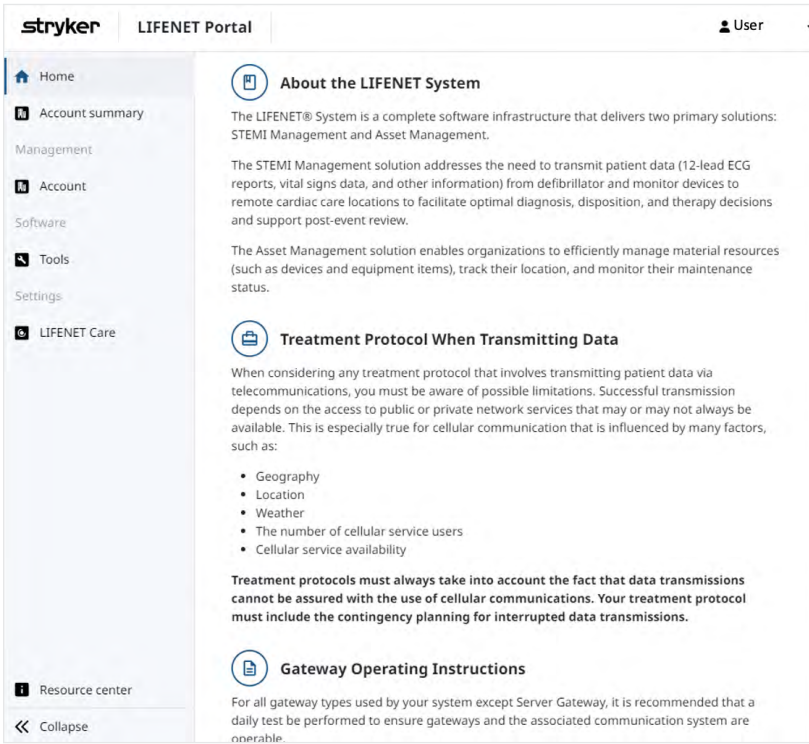
- Open a Patient Record.
- Navigate to the Communication tab.

Once users have access to the website or mobile app, your facility will want to coordinate testing and training with your staff. These are some recommendations for basic testing:

- Add participant(s) to the chat.
- Have each user send a message and confirm messages on the patient record are visible to all team members.
- Have each user start a call (by selecting one or more participants).
- Have each user answer a call.

If local EMS agencies in your area also have this feature enabled, coordinate additional testing with each facility to ensure your "Hospital Triage Nurse" users can see patient records and can receive messages and calls from the EMS Agency.

# Configuring the LIFENET Portal website



This website can be utilized by LIFENET account administrator users to configure any of the following **optional** features:

- Protocols
- LIFEPAK 15 event mapping
- Two-factor authentication
- Security assertion markup language (SAML)
- If utilizing the Redox Feature, integrations will be configured on this website by the Stryker Data Solutions Team
- Download the software applications affiliated with the LIFENET Care system

## Access

Access the LIFENET Portal website using one of the following links below and logging in with your credentials.

- US: <https://portal.lifenetsystems.com>
- Canada: <https://portal-ca.lifenetsystems.com>

Reference the **LIFENET User Account** section of this guide for instructions on how to obtain your username and password.

# Protocol configurations

Create custom checklists that can be activated for a Patient's Record on the LIFENET Care website. Protocol examples may include STEMI, Stroke, Trauma, Sepsis, etc. Protocol configurations can include:

- Team Member activations/acknowledgements.
- Time Goal displays.
- Customized Checklists for care teams to follow and/or complete.

This is an example of how staff can activate a protocol and review protocol details from LIFENET Care:

The screenshot displays the LIFENET Care interface for protocol activation and checklist management. It is divided into three main sections: 'Quick Activate', 'Communication', and 'Checklist Items'.

### Quick Activate

Select a team protocol and add an optional note to activation

Protocol:

Notes to Team: 150 characters left  
Add an optional note

### Communication

#### Activation Details

Protocol STEMI	Note STEMI Pt. Confirmed. Patient ETA 8 min.
Activation Time 2022-02-17 11:14	Activated by Hurd, Codi

#### History

- Protocol Activated  
2022-02-17 11:14 | Hurd, Codi
- Team Member Added  
2022-02-17 11:14 | Hurd, Codi

#### Patient Care Team

Add a Team Member

Type a team member's name.

Name	Position	Contact	Acknowledged
------	----------	---------	--------------

### Checklist Items

Check off to-do items to complete your protocol. 50% Completed

#### Pre-Hospital

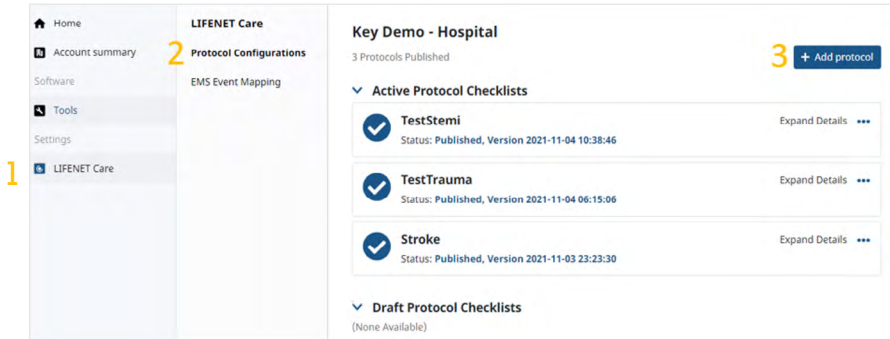
- EMS Patient Contact  
Status: **Incomplete** YYYY-MM-DD 00:00
- EMS Patient Lost/known Well  
Status: **Complete** 2023-06-22 10:02  
Comment: Add
- EMS Documentation Transmission  
Status: **Complete** 2023-06-22 10:02  
Comment: Add
- EMS Alert/Activation  
Status: **Complete** 2023-06-20 14:58  
Comment: Add
- EMS ECG Transmission  
Status: **Incomplete** YYYY-MM-DD 00:00
- EMS Left Scene  
Status: **Incomplete** YYYY-MM-DD 00:00

#### Emergency Department

- ED Acknowledged EMS Transmission  
Status: **Complete** 2023-06-22 10:03  
Comment: Add
- ED Door Time  
Status: **Complete** 2023-06-22 10:03  
Comment: Add
- ED Patient Registered  
Status: **Complete** 2023-06-22 10:03  
Comment: Add
- ED Location Assigned  
Status: **Incomplete** YYYY-MM-DD 00:00

## Create a Protocol

- Navigate to **LIFENET Care** in the Left Menu.
- Select **Protocol Configurations** in the submenu that appears.
- Select **+ Add protocol**.



- Select **+ Add protocol**
  - Follow the on-screen instructions for each Step to complete the protocol.
  - Complete all fields with a red asterisk. There are notes next to most fields to explain their purpose.
  - Click **Next Step** to move to the next step.
  - The protocol can be saved as a draft at any point in the protocol creation process.

- **Add protocol: Step 1**

The 'Step 1' form is titled 'Enter name, connect to an activation, and set a time goal.' It includes a 'Name Your Protocol\*' field with the value 'General Hospital STEMI' and a hint: 'Hint: Keep this name short. To eliminate confusion, use the same name already assigned to an activation in LIFENET.' Below are 'Protocol Time Goal\*' (set to 20 Minutes) and 'Starting Event' (set to ED Door Time) dropdowns. A note explains: 'This time goal represents the entire event. The countdown clock will start from either the "EMS Patient Last Known Well" or "ED Door Time" event.' At the bottom are 'Save as Draft' and 'Next Step' buttons.

- **Name Your Protocol**
  - ▶ This will be the name that is visible to the LIFENET Care users to select.
  - ▶ This Protocol Name will also appear in the notifications that are sent out for team activations.
  - ▶ **Tip:** Consider including your hospital abbreviation in the protocol name if your physicians could receive activation alerts from other hospitals using LIFENET Care.
- Protocol Time Goal
  - ▶ This is required if you select a Starting Event other than NONE. When activated in LIFENET Care, the Time Goal will be displayed
  - ▶ Choose which Starting Event ("EMS Patient Last Known Well" or "ED Door Time") will start counting down your time goal in LIFENET Care.

## ● Add protocol: Step 2

**Step 2** Collapse Details

Set up activation recipients affiliated with the protocol.

Add activation recipients to the protocol.

Search by name, email, or job description If you can't find the person you're looking for, sign in to LIFENET to create the account needed for this step.

**Activation Recipients**

Name and Title	Remove	Key Decision Maker?
Barker, Bob bobbarker@aol.com (work email) Hospital Nurse		<input type="checkbox"/>
Walker, Jonny jenniferjensen@stryker.com (work email) Hospital Other		<input type="checkbox"/>

### ○ Add activation recipients to the protocol

- ▶ Search for and select individuals that should be automatically notified when this protocol is activated.
  - This searches the users that have been added to the LIFENET System website. If unable to find a person, they will need to be added as a user on the LIFENET System website first.
- ▶ Add as many activation recipients to this protocol as desired.
- ▶ LIFENET Care users can also manually add or delete activation recipients after the protocol has been activated.

### ○ Activation Recipients

- ▶ Selected users will appear in this section.
- ▶ Enable the Key Decision Maker option to label any contacts that will be the Key Decision Maker in this activation. This will label recipients as Key Decision Makers during the Team Activation in LIFENET Care and allow you to see whether all Key Decision Makers have acknowledged the activation.

## ● Add protocol: Step 3

**Pre-Hospital:**

+ Add a checklist item

EMS Patient Contact	Time Goal: None	...	=
EMS Patient Last Known Well	Time Goal: None	...	=
EMS Documentation Transmission	Time Goal: None	...	=
EMS Alert/Activation	Time Goal: None	...	=
EMS ECG Transmission	Time Goal: None	...	=
EMS Left Scene	Time Goal: None	...	=

**Emergency Department:**

+ Add a checklist item

ED Acknowledged EMS Transmission	Time Goal: None	...	=
ED Door Time	Time Goal: None	...	=
ED Patient Registered	Time Goal: None	...	=
ED Location Assigned	Time Goal: None	...	=
ED Sent Activation	Time Goal: None	...	=

**General Hospital STEMI Care Team:**

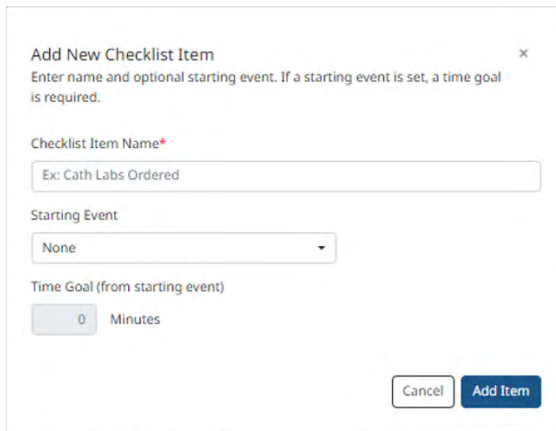
+ Add a checklist item

Lab's Ordered	Time Goal (from ED Door Time): 10 min	...	=
Physician Arrival in Cath Lab	Time Goal (from ED Sent Activation): 20 min	...	=



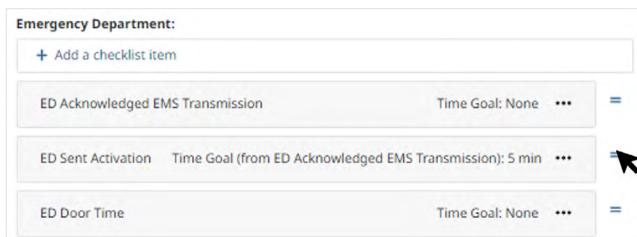
## ○ Review and update checklist items

- ▶ There are 3 Sections:
  - Pre-Hospital
    - This section includes several default checklist items that cannot be deleted. You can reorder any of these tasks within this section.
  - Emergency Department
    - This section includes several default checklist items that cannot be deleted. You can reorder any of these tasks within this section.
  - [Protocol Name] Care Team:
- ▶ To add any additional checklist items:
  - Select + **Add a checklist item** under the desired section.



The screenshot shows a dialog box titled "Add New Checklist Item" with a close button (X) in the top right corner. Below the title is a subtitle: "Enter name and optional starting event. If a starting event is set, a time goal is required." The form contains three main fields: 1. "Checklist Item Name\*" with a text input field containing "Ex: Cath Labs Ordered". 2. "Starting Event" with a dropdown menu currently set to "None". 3. "Time Goal (from starting event)" with a numeric input field set to "0" and the unit "Minutes". At the bottom right of the dialog are two buttons: "Cancel" and "Add Item".

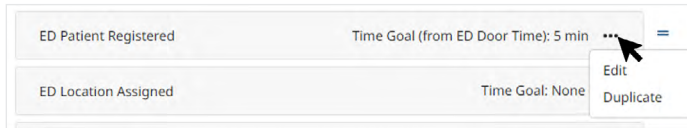
- Enter the **Checklist Item Name**.
  - If desired, update the additional fields:
    - Starting Event: A task that triggers this task to begin.
    - Time Goal: Maximum time allotted between the Starting Event and the completion of this task.
  - Select **Add Item**
- ▶ To reorder the checklist items:
- Click on the icon to the right of the checklist item and drag it to a new location.



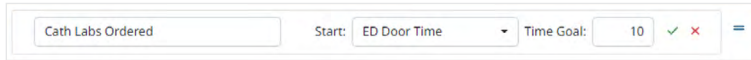
The screenshot shows a section titled "Emergency Department:" with a "+ Add a checklist item" button. Below this are three checklist items, each with a name, a time goal, a three-dot menu icon, and a blue equals sign icon for reordering. The items are: 1. "ED Acknowledged EMS Transmission" with "Time Goal: None". 2. "ED Sent Activation" with "Time Goal (from ED Acknowledged EMS Transmission): 5 min". 3. "ED Door Time" with "Time Goal: None". A mouse cursor is pointing at the equals sign icon of the second item.

- ▶ To duplicate or edit an existing checklist items:

- Click on the **ellipsis icon (...)**.



- When editing a checklist item, individual time goals can be existing or custom. Time goals will display in red when viewing the protocol list in LIFENET Care.



- Select a Starting Event to trigger the start of the checklist item.
  - Select a Time Goal (in minutes) for completing this checklist item.
  - Select the Green checkmark to save, and the Red X to discard changes.

- **Add protocol: Step 4**

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

### Reviewing existing protocols

- Any previously created protocols will display on the **Protocol Configuration** page.
  - Active Protocol Checklists are published to LIFENET Care and can be activated by users.
  - Draft Protocol Checklists are not visible in LIFENET Care.
- Use the **ellipsis (...)** icon next to each protocol to edit, delete, or duplicate the protocol.

### Testing and training

Once a protocol has been published, you will want to confirm:

- The **Activate** icon is visible within the LIFENET Care website.
- The protocol is available for selection in the LIFENET Care website and that it functions as expected.

# EMS Event Mapping



ETA (min)	Agency	Age	Sex	Initials	Complaint	Status	Location	Hospital ID
16 Incoming	Uptown EMS	50 Y	F	SS	Trauma	Trauma Activated	Room 6	✓

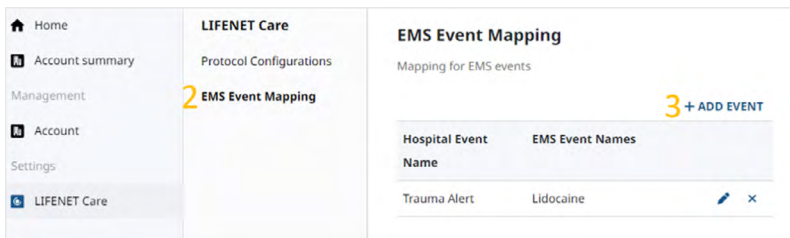
The EMS event mapping section is used to associate events entered on EMS Agency LIFEPAKs with a Status label on the Patient Dashboard in LIFENET Care. STEMI, Stroke, Sepsis, or Trauma are examples of events that you may want to configure in this section. This also allows you to standardize Events used by different EMS Agencies into one Status on the Patient Dashboard.

Your facility will want to work with local EMS agencies to determine whether they are utilizing Events on their LIFEPAKs. If Events are being used, obtain a list of their LIFEPAK events to determine which Events will trigger a customized Status label on the Patient Dashboard in LIFENET Care.

It is recommended that you only create EMS Event Mapping for high priority events, and not all possible Events on the LIFEPAK.

## Configuration

- Navigate to **LIFENET Care** in the Left Menu.
- Select **EMS Event Mapping** in the menu that appears.
- A list of Mapped Events will appear.
- Select **+ ADD EVENT** to create a new Mapping.

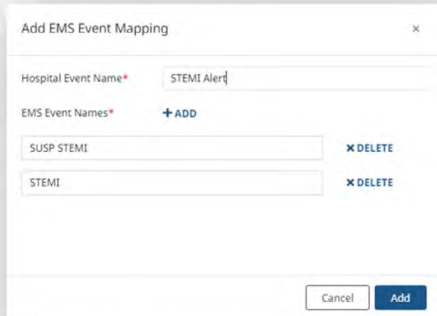


- **Hospital Event Name**
  - Type the name of the Status to display on the Patient Dashboard.
- **EMS Event Names**
  - Type the Event name that each EMS Agency uses on their LIFEPAK that should trigger the Hospital Event Name to display on the Patient Dashboard.
  - Click **+ADD** to add additional Events that will map to that same Hospital Event Name.
  - Capitalization does not matter.
- Select **Add** to save the EMS Event Mapping.

### Example

Your local EMS Agencies have a custom event on their LIFEPAKS that they add to indicate a STEMI patient:

- EMS Agency A LIFEPAK Event: SUSP STEMI
- EMS Agency B LIFEPAK Event: STEMI



The screenshot shows a dialog box titled "Add EMS Event Mapping". It has a close button (X) in the top right corner. The "Hospital Event Name\*" field contains the text "STEMI Alert". Below it, the "EMS Event Names\*" section has a "+ ADD" button and a list of two items: "SUSP STEMI" and "STEMI". Each item has a "X DELETE" button to its right. At the bottom of the dialog are "Cancel" and "Add" buttons.

The above EMS Event Mapping will display a **STEMI Alert** status on the LIFENET Care Patient Dashboard when either of these agencies transmit a patient report that includes their STEMI-related event.

## Redox setup (for Stryker Professional Services only)

The Redox feature allows for the integration of data from the LIFENET Care patient record to the hospital EMR. Customers cannot access the Redox Configuration menu.

The customer is responsible for providing the Redox ID and Type to the Stryker Professional Services team to complete the integration connection.

Once this step is complete, the customer will want to confirm the data integration between the LIFENET Care website and their EMR software. Partner with the Solution Center for additional implementation activities.

## Account Configurations

This section allows for two-factor authentication or security assertion markup language (SAML) settings to be enabled. If you are enabling these features on an existing LIVE LIFENET System account, it is recommended that you communicate these security updates to your users prior to enabling any of these account features.

### Two-factor authentication settings

Check the box and save changes to enable two-factor authentication for your LIFENET accounts. **Enabling this feature will apply to the LIFENET System, LIFENET Portal, and LIFENET Care websites.** When this is checked, all users on those sites will be prompted to setup two-factor authentication when logging in initially and will be required to use two-factor authentication for sign-on each time.

For existing LIFENET System accounts, it is recommended that you discuss this feature with other LIFENET System administrators/users on your account prior to enabling this feature.

## SAML settings

Security assertion markup language (SAML) allows for the LIFENET website logons to be integrated with an external identity provider. **Enabling this feature will apply to the LIFENET System, LIFENET Portal, and LIFENET Care websites.**

You may need to work with the Stryker Professional Services team to successfully configure this section. The following fields must be completed:

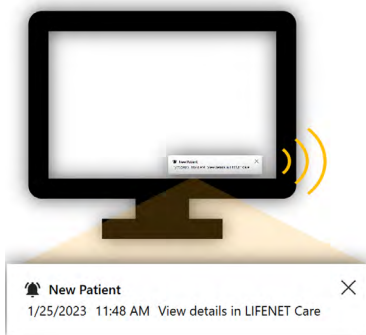
- Certificate
- Identity provider sign-in URL
- Identity provider sign-out URL

It is important to note that there is typically an expiration date associated with the certificate, and this section may need to be updated in the future for any updates made with this certificate.

For existing LIFENET System accounts, it is recommended that you discuss this feature with other LIFENET System administrators/users on your account prior to enabling this feature. Additional training or IT support may be needed for users after enabling this feature for existing users.

## LIFENET Care Client installation and configuration

The **LIFENET Care Client** application is used to notify the clinical staff of a NEW Patient Record in the LIFENET Care Dashboard. It can also be used to automate the printing of 12-leads transmitted with the patient record.



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

- A new patient record is transmitted to that LIFENET Care Client's subscribed Receiving Target(s).
- A patient is manually added to the Patient Dashboard.

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

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

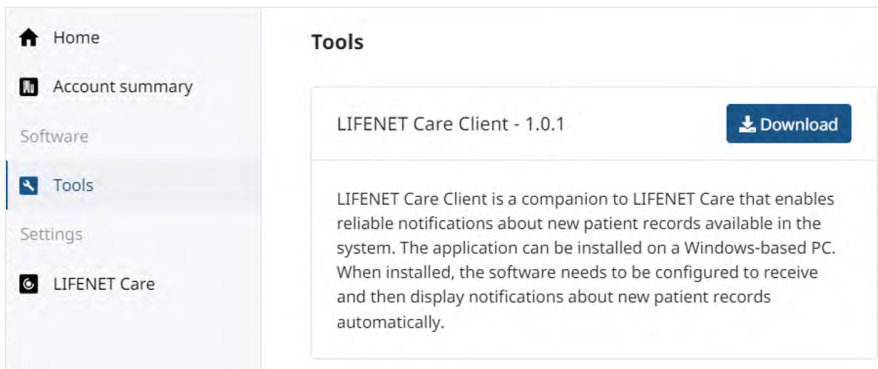
- Want to be alerted to new records when a user is not logged into a computer or does not have the LIFENET Care website open.
- Wants a visual or audible notification whenever a new record is available on the patient dashboard with quick access to the new patient's record.
- Wants to automatically print a copy of the 12-lead upon receipt.

## System requirements/considerations

- Review the **Technical Specifications** for the most current technical requirements for implementation.
- Software Download
  - The LIFENET Care Client Installer file is downloaded from the LIFENET Portal website.
  - Any IT member installing this application will need LIFENET login credentials with an account administrator role to download and/or register this application with LIFENET.
- Software Installation
  - The LIFENET Care Client software can be installed on any Windows-based computer.
  - Supported Operating System: Windows 10.
  - Computers will need the ability to play audio if relying on audible alerting.
- Communication is done through HTTPS on the LIFENET side (port 443). There is no need to activate this port on the computer side.

## Access

The executable file is available for download on the LIFENET Portal website. LIFENET System users with an "Account Administrator" role will have access to login to the LIFENET Portal website. Contact a LIFENET System administrator if you need access to the LIFENET Portal for this purpose.

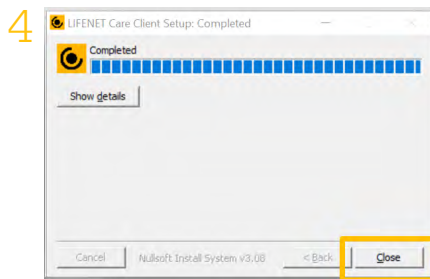
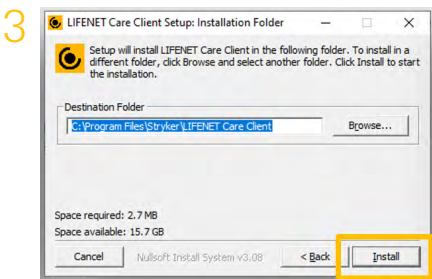
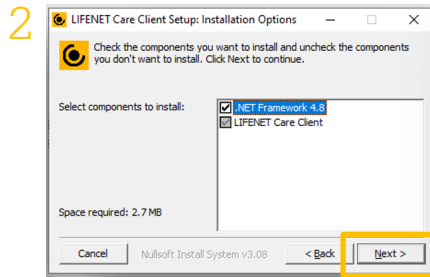
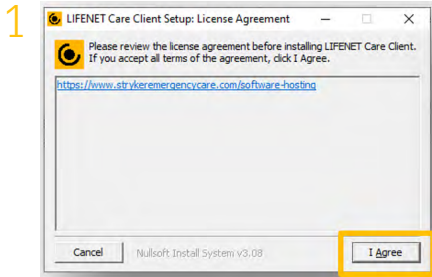


- Log on to the LIFENET Portal website.
  - US: <https://portal.lifenetsystems.com>
  - Canada: <https://portal-ca.lifenetsystems.com>
- Navigate to **Tools** in the Left Menu.
- Find the **LIFENET Care Client** option in the list.
- Select **Download** (the version on your account may be different than the version in the screenshot).

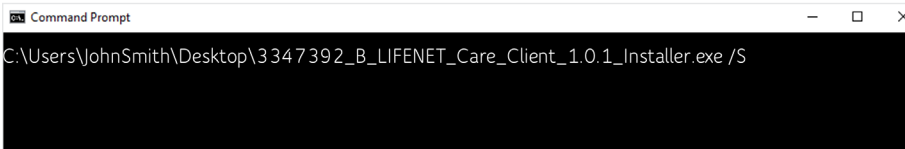
# Installation

Your IT department will most likely need to assist with the installation of this application onto any desired windows-based computer(s) at your facility.

Open the Installer File and follow the instructions on the screen to complete the installation. The following displays an example of the installation prompts.



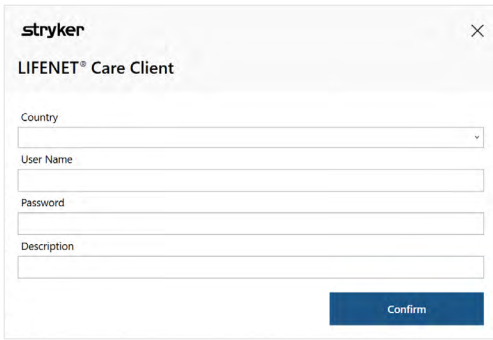
Alternatively, the LIFENET Care Client can be installed by your IT Team using a silent installer through the Command Prompt window using the "/S" option. Below is an example for reference.



It is recommended that your facility document which computers the LIFENET Care Client application is installed on for future reference/support.

Follow the steps in the next section to configure each LIFENET Care client.

# Configuration



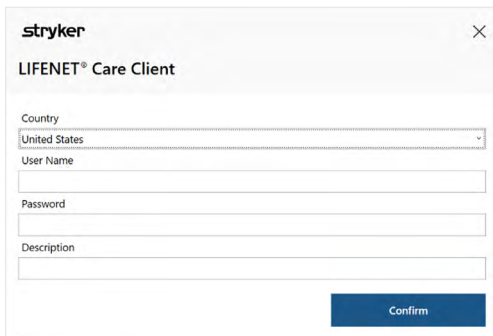
The LIFENET Care Client Configuration Window should open after the installation is complete.

If the configuration window does not automatically appear at the completion of the installation, or if you need to reconfigure your settings, you can manually open the configuration window:

- Locate the **LIFENET Care icon** in the System Tray (bottom right-hand corner).
- **Right click** the icon.
- Select the **Configure** option.

## Registration (first time only)

Complete all fields on this page to complete the registration.



- Ensure the correct **Country** is selected.
- Enter the LIFENET **User Name** and **Password** to register the application to your facility's LIFENET account. The same User Name can be used to register multiple LIFENET Care Clients onto your account.
- For the **Description**, enter the name of the computer or location where it is installed.
- Select **Confirm**

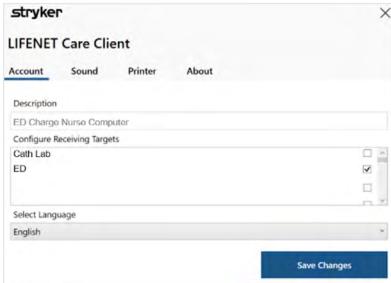
## Configuration:

After registration, the Configuration screen is visible. Review the settings on each tab, and update as needed.



## Account tab:

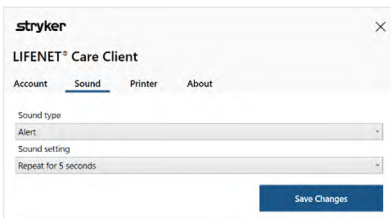
- Select (check) the **Receiving Target(s)** in the list that you want to receive new transmission alerts for. This will typically be a Receiving Target related to the department where this computer is located (i.e. ED, Cath Lab).  
**Note:** If your facility has purchased other Stryker Data Products, your LIFENET System account may have additional Receiving Targets for those products which are unrelated to the LIFENET Care system (AEDDATA RT, LUCASDATA RT, CODEMGMT RT). Those should remain unchecked.
- Select **Save Changes**



## Sound tab:

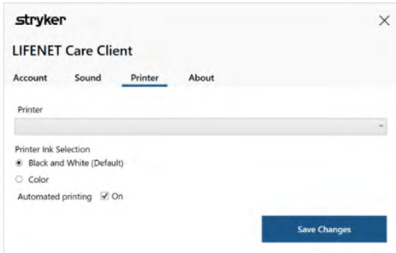
The LIFENET Care Client will play different sounds depending on the type of patient record received. For each sound type in the list, configure the desired sound setting.

- Sound Type:
  - Alert
    - ▶ This sound applies to device transmissions or records shared from the LIFENET Care app with higher priority.
  - Notifications
    - ▶ This sound applies to patients created from the LIFENET Care dashboard or records shared from the LIFENET Care app with normal priority.
- Sound setting:
  - Options in the drop down include:
    - ▶ No Sound
    - ▶ Repeat for 5 seconds (default)
    - ▶ Repeat for 10 seconds
- Select **Save Changes**.



**Printer tab:**

- If automated printing of 12-leads is desired:
  - Select the Printer from the drop down
  - Select Printer Ink Selection (Black and White vs. Color)
  - Check the box for Automated Printing
- Select **Save Changes**

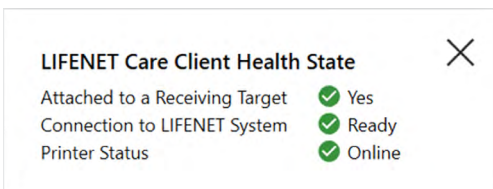


Select the **X** in the upper right-hand corner to close the configuration window after all updates have been saved.

## Testing and training

Review the Health State window after each LIFENET Care Client installation/configuration:

- Locate the **LIFENET Care icon** in the System Tray (bottom right-hand corner of your computer)
- **Double click** the icon
- The **LIFENET Care Client Health State** window opens
- Confirm the following statuses display:
  - **Yes** for the Attached to a Receiving Target
  - **Ready** for Connection to LIFENET System
  - **Online** for Printer Status (this row will only display if a printer was configured)



Additional testing should be completed with each EMS Agency transmitting data to your LIFENET Care system.

- If the Receiving Targets are configured correctly, the LIFENET Care Client notification window should display for new cases transmitted to your account.
- If automated printing was enabled, confirm any transmitted records that contain a 12-lead were printed successfully.

To manually initiate a LIFENET Care Client notification (for testing or training purposes):

- Open and **log in to the LIFENET Care website**
- Select the **Add Patient** icon
  - A new window will open.
  - Enter "TEST" for the EMS Agency (to easily identify this as a test case)
  - Select the **Add Patient** icon in the bottom right-hand corner

The screenshot shows the LIFENET Care interface. At the top, there are tabs for 'Active Patients', 'Archived Patients', and 'Account'. Below this is a header for 'Active Patients' with an 'Add Patient' button highlighted by a yellow box. A dropdown menu is open from this button, showing the 'Add New Patient' form. The form has a title 'Add New Patient' and a subtitle 'Fill out as much information as possible below'. It contains several input fields: 'Clinical Complaint' (dropdown), 'Last Known Well' (text with a clear button), 'Est. Arrival Time' (text with a clear button), 'Age' (text with a dropdown), 'Sex' (dropdown), 'EMS Agency' (text with 'TEST' entered), 'EMS Vehicle Number' (text), 'Hospital Location' (text), and 'EMS ePCR Number' (text). On the right side of the form, there is a 'Quick Activate' sidebar with a 'Protocol' dropdown and a 'Notes to Team' text area. At the bottom of the form, there are 'Cancel' and 'Add Patient' buttons. The 'Add Patient' button is highlighted in blue. Below the form, a table row is partially visible with columns for 'ETA', 'Agency', 'Age', 'Sex', 'Initials', 'Complaint', 'Status', 'Location', and 'Hospital'. The row contains the text 'Test - SAS EMS', '49 Y', 'M', 'TT', and '12-Lead'.

- Confirm the following functionality:
  - The LIFENET Care Client notification displays on all configured computers and the alert tone is audible.
  - Click on the LIFENET Care Client notification (anywhere except for the X) and confirm the Patient Record opens in the LIFENET Care website.
  - Confirm this Alert works similarly for standard users on the computer(s) in addition to admin users.

# LIFENET Care app installation and configuration

The LIFENET Care app is a component of the LIFENET Care System and runs on a user's Apple or Android device.

This app will allow staff to access LIFENET Care patient record details from their mobile devices. It also allows staff to receive activation notifications and communicate with other care team members using voice, video, and text.

## User access

- Staff that would like to utilize the LIFENET Care app will need to be a user on your facility's LIFENET System account.
  - Reference the [LIFENET Users](#) section for additional guidance on how to add users to the LIFENET System or contact a LIFENET Administrator for your account to gain access. Confirm the correct **Job Responsibility** has been selected for each user, as this may impact the functionality of the app.
  - New LIFENET users should receive an automated email from the LIFENET System with their temporary login credentials.
- Before implementing this app, each person will need to ensure they:
  - have logged into a LIFENET System website (either LIFENET System or LIFENET Care) and updated their password from the LIFENET-generated temporary password originally emailed to them.
  - If they are no longer sure of their password, or if their password has expired, have them login to one of the LIFENET websites. If unsuccessful, they can manually reset their password from the website.

## Installing the LIFENET Care app

### For iPhones:

- Open the App Store on your device.
- Search for "LIFENET".
- Select the **LIFENET Care app** in the search results.



- Tap **Get** and wait for the download and installation to complete.

### For Androids:

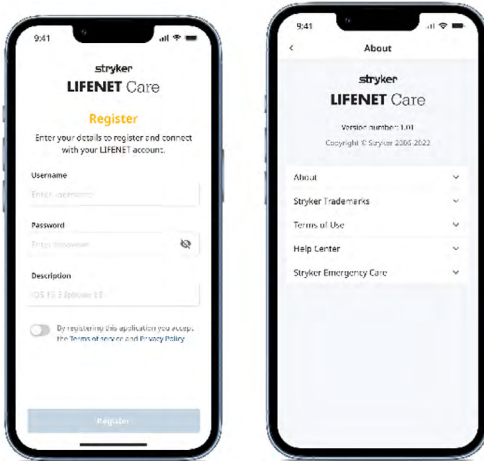
- Open the Play Store on your device.
- Search for "LIFENET".
- Select the **LIFENET Care app** in the search results.



- Tap **Install** and wait for the download and installation to complete.

## Registering and configuring the LIFENET Care app

- Open the **LIFENET Care app** on your device



- The registration page will display if the app is not currently registered.
- Enter your LIFENET login credentials for the **Username** and **Password**  
**Note:** If you have not already logged into the LIFENET System or LIFENET Care website and updated your initial temporary password, please complete this step first. If your password has expired, you may also need to update your password before registering this app.
- Update the **Description** to indicate the care team member utilizing the app on this device (i.e. Dr. John Smith's iPhone)
- Confirm correct **Country** is selected, if prompted
- **Move the toggle switch** to accept any terms
- Select **Register**
- Navigate to the **Settings** tab to update your Status to the desired setting
  - Select the **Available** status

**Note:** You may see additional prompts prior to registering or utilizing app features. Be sure to read all prompts and accept them as needed. If your device advises that the app would like to send you notifications, make sure to Allow these notifications. You may also need to allow access to the microphone or camera if utilizing those features.

# Testing and training

## Testing

- It is recommended that 2 or more users from your organization lead the implementation and testing of the LIFENET Care app.
- Ensure the correct users can see the applicable patient record(s) in the app.
- Ensure users receive applicable notifications in the app.
- Test any voice and video functionality on each app.
- Additional testing should be completed with any EMS Agencies that may be communicating directly with hospital care team members via this mobile app.

## Training for Hospital Users

- App Users should know when to update their **Status** from the **Settings** tab.
- LIFENET Care users should know how to share a patient record with a Mobile app user.
- App Users should be able to open a Patient Record from the **Patients** tab to view the data.
- Train app users on the **Communication** tab functionality if anyone will use these features.
  - How to view/add messages
  - How to answer calls from other team members
  - How to initiate calls to other team members
- Train users on the **Notifications** functionality

## Training for EMS Users

- Users should know when to update their **Status** from the **Settings** tab.
- Users should be able to create a Patient Record and to update the Status and Recipient fields.
- Users should be able to open a Patient Record from the **Patients** tab to view the data.
- Train users on the **Communication** tab functionality if anyone will use these features.
  - How to view/add messages
  - How to answer calls from other team members
  - How to initiate calls to other team members

## Support resources

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

# LIFENET Care Quick Start Guide

## Access

Access the LIFENET Care website using one of the following links:

- US: <https://care.lifenetsystems.com>
- Canada: <https://care-ca.lifenetsystems.com>

Login with the LIFENET credentials provided. New users should receive an automated email from LIFENET with their username and temporary password. If user credentials are unknown, contact a LIFENET System administrator at your facility to gain access.

## Patient Dashboard

### Active Patients

This dashboard displays a list of the active patient records for your facility. Patient records are added to the Active Patients dashboard via the following methods:

- Patient case transmitted to any of the subscribed Receiving Targets for the user that is logged in.
- Any patient manually added from LIFENET Care.
- Data will automatically refresh on this page (users do not need to refresh the page for new data to display).
- The default sort is by record creation date/time, with the newest created record at the top.
- The magnifying glass icon allows users to filter the records displayed on the dashboard.
- The gears icon updates which columns to show/hide.

Add Patient icon:

- Patients can be added manually to the dashboard. This may be needed for in-bound patients where an EMS transmission has not been received or for in-house patients.
- Steps to add a Patient.
  - Select the Add Patient icon.
  - Fill out any necessary fields.

**Add New Patient** X

Fill out as much information as possible below

Clinical Complaint Select	Last Known Well YYYY-MM-DD hh:mm X	Est. Arrival Time YYYY-MM-DD hh:mm X
Age 000 Select	Sex Select	EMS Agency
EMS Vehicle Number	Hospital Location Ex: 302A	EMS ePCR Number Ex: 91301921

**Quick Activate**

Protocol  
Select

Notes to Team 150 characters left  
Add an optional note

Cancel Add Patient

- You can also quickly activate a protocol for this patient from this screen by selecting a protocol and entering option notes.
- Select the “Add Patient” icon
- The dashboard will automatically refresh with the new patient record. It may take several seconds before the new patient appears in the list.

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

### **Dashboard columns**

- Users can filter/sort by various columns:
  - ETA (min):
    - ▶ This will display if LIFENET Care users enter a value for the “Incoming” field on an individual record. The ETA time will then count down every minute.
    - ▶ Once the “ED Door Time” task is marked complete on an individual record, it will start counting up from 0 to define the amount of time the patient has been at the facility.
  - Agency:
    - ▶ For transmitted records, this is the name of the LIFENET System account that transmitted the record as well as the Device Description
    - ▶ For manually added patients, this is the **EMS Agency** and **EMS Vehicle Number** values entered. Staff may also enter “Walk-In” for the EMS Agency to distinguish patients that were not transported by EMS.
  - Status:
    - ▶ The displayed status will vary based on the transmitted data or fields updated within the LIFENET Care patient record:

<b>Status</b>	<b>Details</b>
Blank	<ul style="list-style-type: none"> <li>• New Patients manually added on the LIFENET Care website</li> </ul>
New Patient	<ul style="list-style-type: none"> <li>• EMS Device Transmissions without a 12-lead attached</li> </ul>
12-Lead	<ul style="list-style-type: none"> <li>• EMS Device Transmission with a 12-lead attached</li> </ul>
EMS Notify	<ul style="list-style-type: none"> <li>• Mobile App Patient with the “Notify” status selected</li> </ul>
EMS Alert	<ul style="list-style-type: none"> <li>• EMS Transmission where a mapped EMS Event is included in the transmission. If more than one mapped Event is included in the transmission, it will display the first Event documented on the LIFEPAK.</li> <li>• Mobile App Patient with the “Alert” status selected</li> </ul>
EMS Consult	<ul style="list-style-type: none"> <li>• Mobile App Patient with the “Consult” status selected</li> </ul>

continued



[Protocol Name] Activated	<ul style="list-style-type: none"> <li>• Displays when a protocol has been activated for a record.</li> <li>• This status will override a New Patient, 12-Lead, or EMS Alert status.</li> </ul>
[Protocol Name] Ended	<ul style="list-style-type: none"> <li>• When a protocol is completed.</li> </ul>
Active Streams <sup>o</sup>	<ul style="list-style-type: none"> <li>• A red dot on the icon indicates streaming LIFEPAK data is available.</li> </ul>

- ▶ The status will flash if the patient record has not been viewed by a LIFENET Care user on your account.
- ▶ A green phone icon may also display in the status for any ongoing calls for the patient.

○ Location

- ▶ Displays after a LIFENET Care user enters the “Location” field on an individual record.

○ Hospital ID

- ▶ Displays a checkmark after a LIFENET Care user enters the “Hospital ID” field on an individual record.

○ Actions (...)

- ▶ Transfer Patient Data
  - This allows you to send the record to another Receiving Target on your account (i.e. from the ED Department to the Cath Lab) or another hospital’s LIFENET System account.
- ▶ Move to Archive
  - Moves the patient record from the Active Patients dashboard to the Archived Patients dashboard.

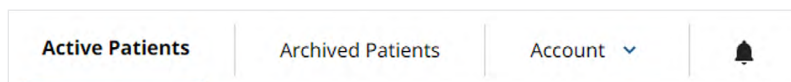
### Archived Patients

This displays any records from the Active Patients list that have been archived. Records in this dashboard are view only.

Data on both the Active and Archive tabs will disappear from the list after a set amount of time. Future releases may allow the timeframe to be adjusted.

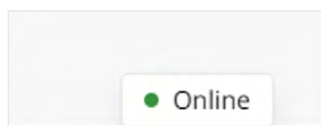
### Notification Status Indicator

Displays active calls

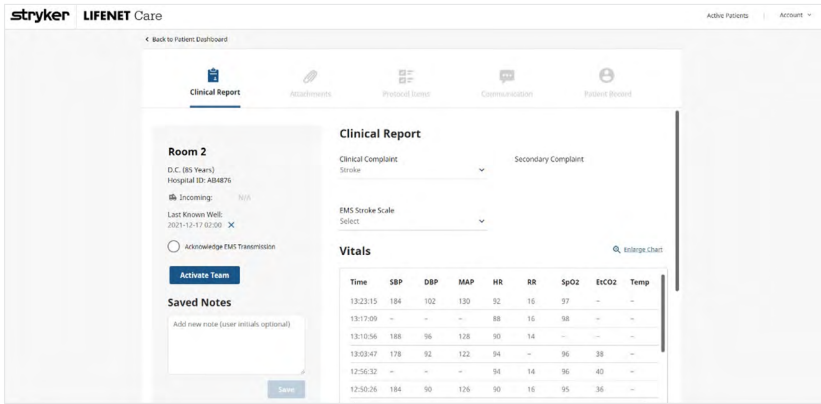


### Online Status Indicator

There is a status indicator on the bottom right-hand corner of the screen. If the indicator shows an Online status, users can expect to see new transmissions shown on their dashboard.

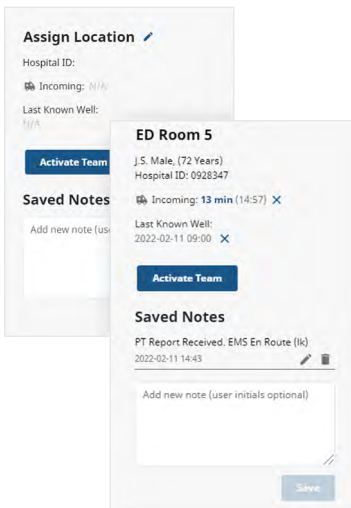


# Patient Report



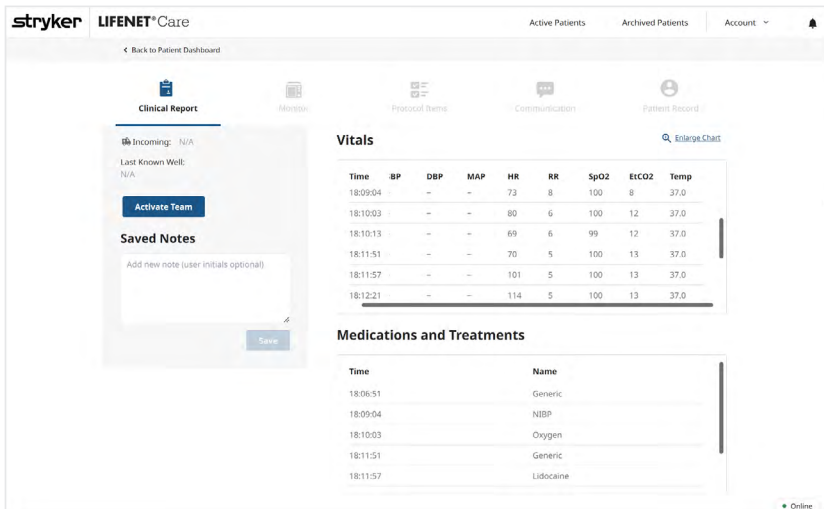
- Click on a row in the Patient Dashboard to open the Patient Report.
- **Patient Panel** (left section) is visible from all tabs to allow for quick visibility of critical patient information.
- **Navigate via the top tabs:** Clinical Report, Monitor, Protocol Items, Communication, Patient Record
- Text fields are automatically updated/saved when exiting the field.
- Click **Back to Patient Dashboard** in the top-left corner to exit the Patient Report and return to the Patient Dashboard.

## Patient Panel



- **Assign Location:** Add or edit the patient's assigned location or room. This displays on the Location column on the Patient Dashboard.
- **Patient Details:** Displays the Patient's initials, Gender, DOB, and Age (which can all be documented on the Patient Record tab).
- **Hospital ID:** Displays the Primary Patient ID (documented on the Patient Record tab).
- **Incoming:** Displays the ETA column on the Patient Dashboard and will countdown to 0 min. Time should be entered in Military Time.
- **Last Known Well:** Time should be entered in Military Time.
- **Acknowledge Transmission:** This only displays for device transmissions. Selecting this icon clears the "New Patient" status from the Patient Dashboard.
- **Activate Team / Cancel Activation:** Quickly activate the desired protocol and/or team.
  - A new window opens where you can select a protocol (i.e. STEMI, Stroke, Trauma, Sepsis) and enter Notes to send to the team.
  - The Protocol will be activated and can be managed on the Communication tab.
  - Once activated, users have the option to Cancel Activation from this area.
- **Saved Notes:** Add notes for other LIFENET Care users to see in the patient record.
  - Consider adding your initials or other identifier if multiple users are adding notes.
  - Saved notes will appear above this box.

## Clinical Report tab



- Document Primary and Secondary Complaints.
- View Transmitted Vitals and Events data from Stryker Defibrillators.

## Monitor tab



Displays transmissions received from devices which can include:

- Streaming LIFEPAK data
- 12-Lead Image (pdf file)
  - Users can view or print this file
- LIFEPAK 15 file (lp15 file)

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

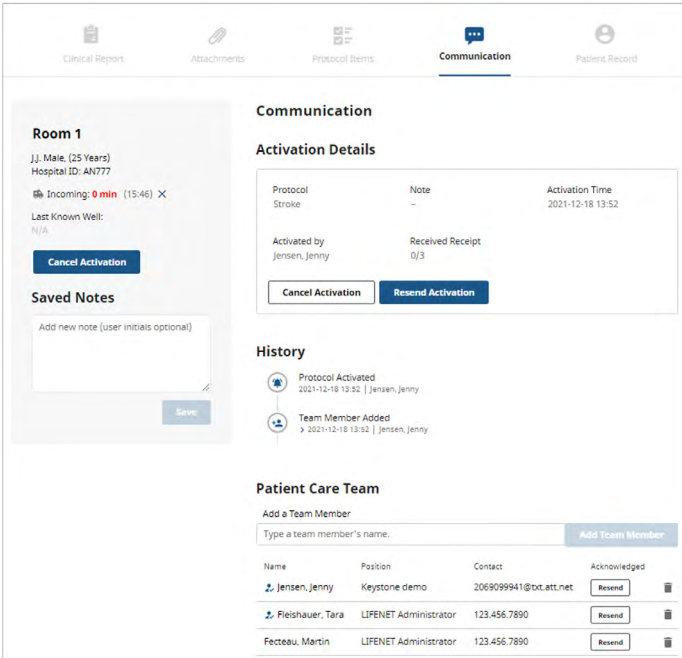
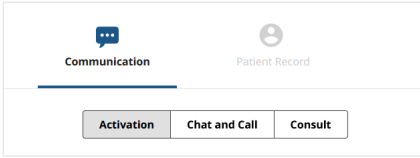
## Protocol Checklist tab

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

The screenshot shows a web interface for a patient's protocol checklist. At the top, there is a navigation bar with a 'Back to Patient Dashboard' link and five tabs: 'Clinical Report', 'Monitor', 'Checklist Items' (which is active), 'Communication', and 'Patient Record'. Below the navigation bar, the main content area is split into two columns. The left column displays patient information for 'Room 1', including 'Male, 2017-03-06 (72 Years)', 'Hospital ID', 'Incoming: 56 min (13:57)', and 'Last Known Well: 2023-03-29 10:57'. It also shows a green checkmark for 'Acknowledged EMS Transmission 12:56' and an 'Activate Team' button. Below this is a 'Saved Notes' section with a text input field and a 'Save' button. The right column is titled 'Checklist Items' and features a progress indicator showing '50% Completed'. Underneath, there is a section for 'Pre-Hospital' tasks. The tasks listed are: 'EMS Patient Contact' (Status: Complete, 2023-03-29 12:59), 'EMS Patient Last Known Well' (Status: Complete, 2023 03 29 12:58), 'EMS Documentation Transmission' (Status: Incomplete, YYYY-MM-DD 00:00), 'EMS Alert/Activation' (Status: Complete, 2023-03-29 12:58), 'EMS ECG Transmission' (Status: Complete, 2023-03-29 10:15), and 'EMS Left Scene' (Status: Incomplete).

## Communication tab

- Depending on the features enabled on your account and the data included with the patient record, you may be able to toggle between the following tab views:
- **Activation tab**



**Room 1**  
JJ, Male, (25 Years)  
Hospital ID: AN777  
Incoming: 0 min (15:46) X  
Last Known Well: N/A  
[Cancel Activation](#)

**Saved Notes**  
Add new note (user initials optional)  
  
[Save](#)

**Communication**

**Activation Details**

Protocol	Note	Activation Time
Stroke	-	2021-12-18 13:52

Activated by: Jensen, Jenny  
Received Receipt: 0/3  
[Cancel Activation](#) [Resend Activation](#)

**History**

- Protocol Activated  
2021-12-18 13:52 | Jensen, Jenny
- Team Member Added  
2021-12-18 13:52 | Jensen, Jenny

**Patient Care Team**

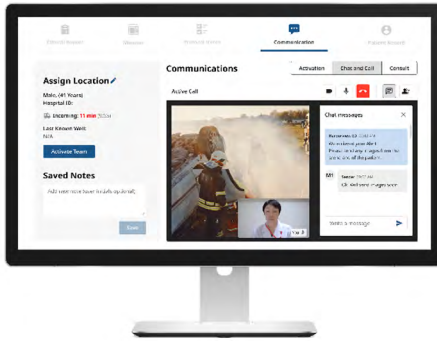
Add a Team Member  
Type a team member's name. [Add Team Member](#)

Name	Position	Contact	Acknowledged
Jensen, Jenny	Keystone demo	2069099941@tx.att.net	<a href="#">Resend</a> <input type="checkbox"/>
Fleishauer, Tara	LIFENET Administrator	123.456.7890	<a href="#">Resend</a> <input type="checkbox"/>
Fecteau, Martin	LIFENET Administrator	123.456.7890	<a href="#">Resend</a> <input type="checkbox"/>

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

- **Chat and Call tab**

- Message and call care team members.
- View attachments sent from EMS care team.



## Patient Record tab

Clinical Report	Attachments	Prescribed Items	E-communications	<b>Patient Record</b>																																			
<div style="display: flex;"> <div style="width: 25%;"> <p><b>Room 2</b></p> <p>C.C. Male, (63 Years) Hospital ID: AB85643</p> <p>Incoming: N/A</p> <p>Last Known Well: N/A</p> <p><input type="radio"/> Acknowledge EMS Transmission</p> <p><b>Activate Team</b></p> <p><b>Saved Notes</b></p> <p>Add new note (user initials optional)</p> <p><b>Save</b></p> </div> <div style="width: 75%;"> <p><b>Patient Record</b></p> <table border="0"> <tr> <td>Last Name</td> <td>CARSON</td> <td>First Name</td> <td>CHARLIE</td> <td>Middle Initial/Name</td> <td></td> </tr> <tr> <td>Age</td> <td>63 Years</td> <td>Date of Birth</td> <td>YYYY-MM-DD X</td> <td>Sex</td> <td>Male</td> </tr> <tr> <td>Weight</td> <td>000 Select</td> <td>Emergency Contact Last Name</td> <td></td> <td>Emergency Contact First Name</td> <td></td> </tr> <tr> <td>Emergency Contact Phone</td> <td colspan="4"></td> </tr> </table> <p><b>Record Numbers</b></p> <table border="0"> <tr> <td>Primary Patient ID</td> <td>AB85643</td> <td>Secondary Patient ID</td> <td></td> <td>EMS ePCR Number</td> <td>P202</td> </tr> <tr> <td>EMS Incident/Call ID</td> <td>1202</td> <td>EMS Agency</td> <td>Belleuve EMS</td> <td>EMS Vehicle Number</td> <td>5</td> </tr> </table> </div> </div>					Last Name	CARSON	First Name	CHARLIE	Middle Initial/Name		Age	63 Years	Date of Birth	YYYY-MM-DD X	Sex	Male	Weight	000 Select	Emergency Contact Last Name		Emergency Contact First Name		Emergency Contact Phone					Primary Patient ID	AB85643	Secondary Patient ID		EMS ePCR Number	P202	EMS Incident/Call ID	1202	EMS Agency	Belleuve EMS	EMS Vehicle Number	5
Last Name	CARSON	First Name	CHARLIE	Middle Initial/Name																																			
Age	63 Years	Date of Birth	YYYY-MM-DD X	Sex	Male																																		
Weight	000 Select	Emergency Contact Last Name		Emergency Contact First Name																																			
Emergency Contact Phone																																							
Primary Patient ID	AB85643	Secondary Patient ID		EMS ePCR Number	P202																																		
EMS Incident/Call ID	1202	EMS Agency	Belleuve EMS	EMS Vehicle Number	5																																		

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

**For further information, please contact your Stryker representative or visit our website at [stryker.com](https://www.stryker.com)**

## **Emergency Care**

This document is intended solely for the use of healthcare professionals. A healthcare professional must always rely on his or her own professional clinical judgment when deciding whether to use a particular product when treating a particular patient. Stryker does not dispense medical advice and recommends that healthcare professionals be trained in the use of any particular product before using it.

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