Instructional Guide

Masimo SafetyNet™

MASIMO

These operating instructions provide the necessary information for proper operation of all models of Masimo SafetyNet. There may be information provided in this manual that is not relevant for your system. General knowledge of pulse oximetry and an understanding of the features and functions of Masimo SafetyNet are prerequisites for its proper use. Do not operate Masimo SafetyNet without completely reading and understanding these instructions. If you encounter any serious incident with product, please notify the competent authority in your country and the manufacturer.

Notice: Purchase or possession of this device does not carry any express or implied license to use with replacement parts which would, alone or in combination with this device, fall within the scope of one of the relating patents.

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Patents: ***www.masimo.com/patents.htm***

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About This Manual

This manual explains how to set up and use Masimo SafetyNet™. Important safety information relating to general use of Masimo SafetyNet appears in this manual. Read and follow any warnings, cautions, and notes presented throughout this manual. The following are explanations of warnings, cautions, and notes.

A *warning* is given when actions may result in a serious outcome (for example, injury, serious adverse effect, death) to the patient or user.

WARNING: This is an example of a warning statement.

A *caution* is given when any special care is to be exercised by the patient or user to avoid injury to the patient, damage to this device, or damage to other property.

CAUTION: This is an example of a caution statement.

A *note* is given when additional general information is applicable.

Note: This is an example of a note.

Product Description

Product Description

Masimo SafetyNet is a secure cloud-based software platform that allows providers to customize interactive digital CarePrograms™ for their patients.

Masimo SafetyNet can be utilized by providers to:

- At-a-glance view of all patients under their care on a comprehensive dashboard.
- View physiological data from patient-connected devices, presented with charts and trends.
- Enroll patients in clinically prescribed CarePrograms which deliver education, reminders, and alerts.
- Manage user access to the data being aggregated and displayed.

Safety Warnings and Cautions

CAUTION: Masimo SafetyNet is to be operated by, or under the supervision of, authorized personnel only. Read the manual, accessories directions for use, all precautionary information, and specifications before use.

Performance Warnings and Cautions

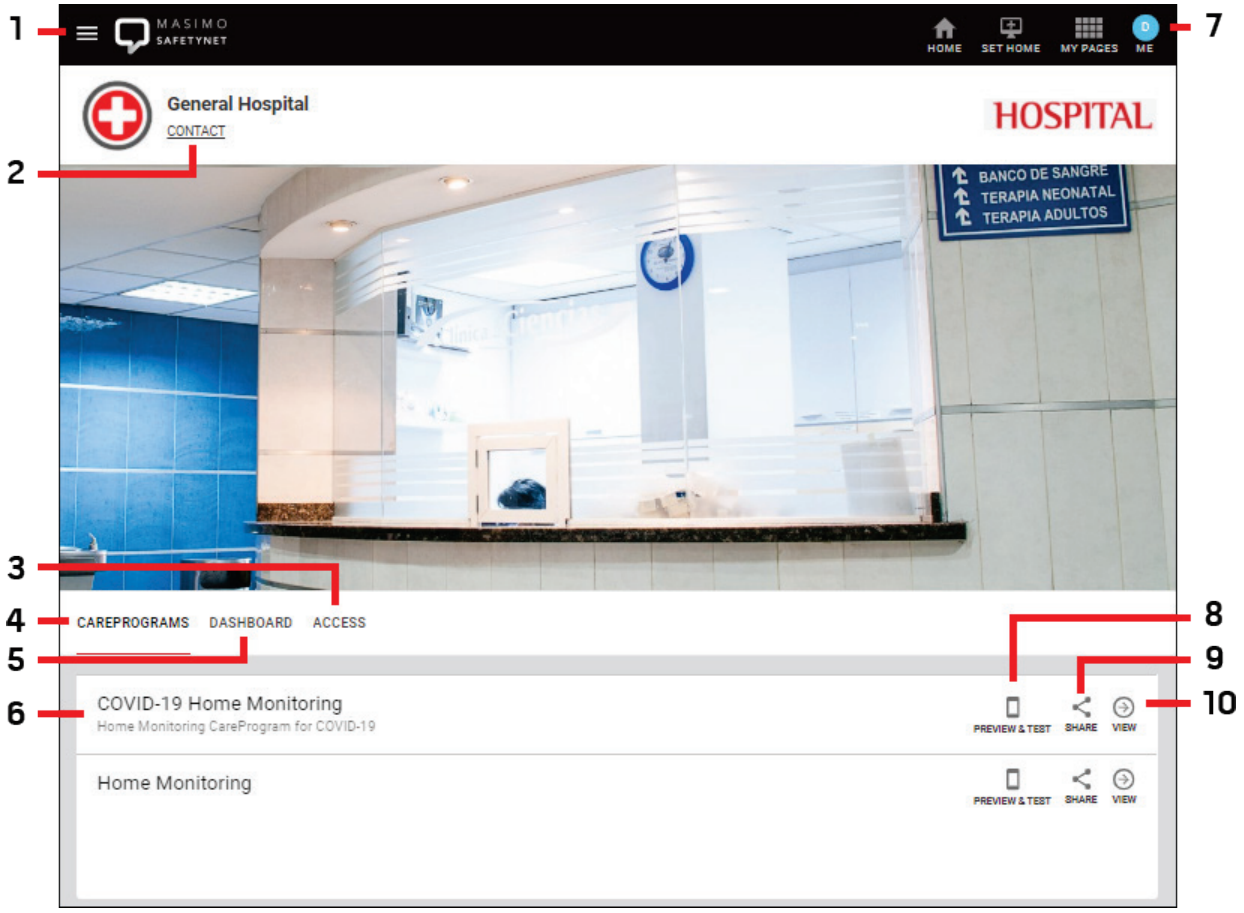
WARNING: The Masimo SafetyNet Clinician Portal should not be used as the sole basis for medical decisions. The Masimo SafetyNet Clinician Portal may not always reflect the most current condition of a patient. The Masimo SafetyNet Clinician Portal must be used in conjunction with clinical signs and symptoms.

Note: The Masimo SafetyNet App is designed to work with compatible devices. Verify the compatibility before use.

Chapter 1: Description

Masimo SafetyNet Clinician Portal

To access the Masimo SafetyNet *Clinician Portal*, using a compatible web browser, go to www.masimosafetynet.com. See ***Accessing and Logging Into Masimo SafetyNet*** on page 9.



Item	Description	Item	Description
1	**User Menu** - Access Masimo SafetyNet Features which include changing the user account security questions.	6	**CareProgram List** - Lists available CarePrograms.
2	**Facility Information and Contact Link** - Displays the facility name. Select *CONTACT* to display contact information for the facility, including directions.	7	**User Account Info** - Select to display current logged in user information.
3	**Access** - Select to display users and their access levels for Masimo SafetyNet. See ***User Management*** on page 14.	8	**Preview & Test** - Allows the CareProgram to be viewed on a mobile device using the Masimo SafetyNet App. An invitation and link are sent to the logged in user's email.
4	**CarePrograms** - Select to display available care programs. This is the *Clinician Portal* (currently displayed).	9	**Share** - The CareProgram can be sent to a desired individual. An email or text is sent, along with an invitation and link to download the Masimo SafetyNet app. See ***Share a CareProgram*** on page 13.
5	**Dashboard** - Select to display the user dashboard. See ***Masimo SafetyNet Dashboard*** on page 11.	10	**View** - When viewing this page on a mobile device, the link displays the CareProgram on the Masimo SafetyNet app.

Chapter 2: Operation

The following chapter contains basic operational information for Masimo SafetyNet.

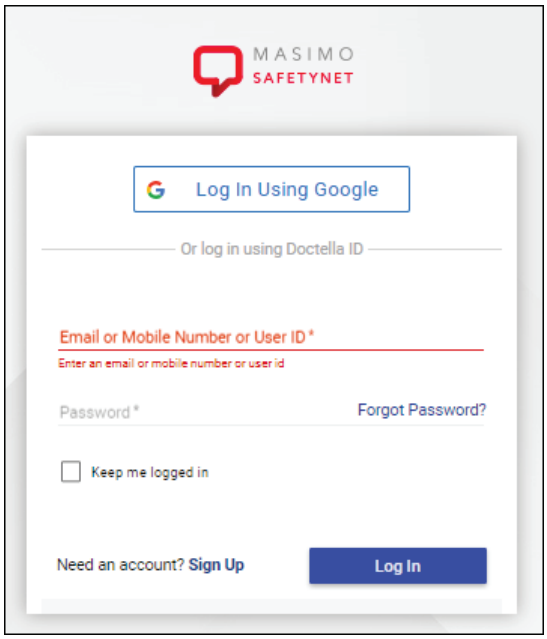
Accessing and Logging Into Masimo SafetyNet

To access and log into the Masimo SafetyNet Clinician Portal:

1. Using a compatible web browser, go to www.masimosafetynet.com. See ***Supported Browsers*** on page 19.
2. Scroll down and select **Log In To Masimo SafetyNet**. The Log In screen displays.

Log Into an Existing Account

On the log In screen, enter the login information in the required fields and click the **Log In** button. If an account has not yet been created, select **Sign Up**.

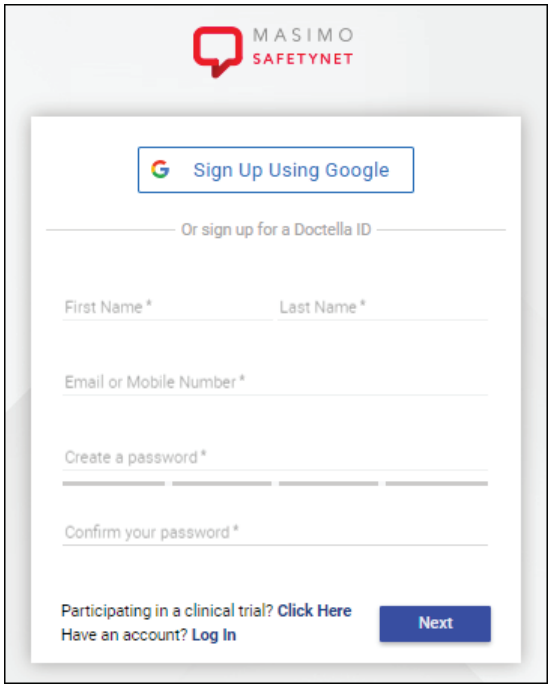


Note: For assistance with logging in, call (800) 893-0510.

Create a New Account

1. After selecting **Sign Up**, enter the required information indicated with an asterisk * (first name, last name, email address, password).

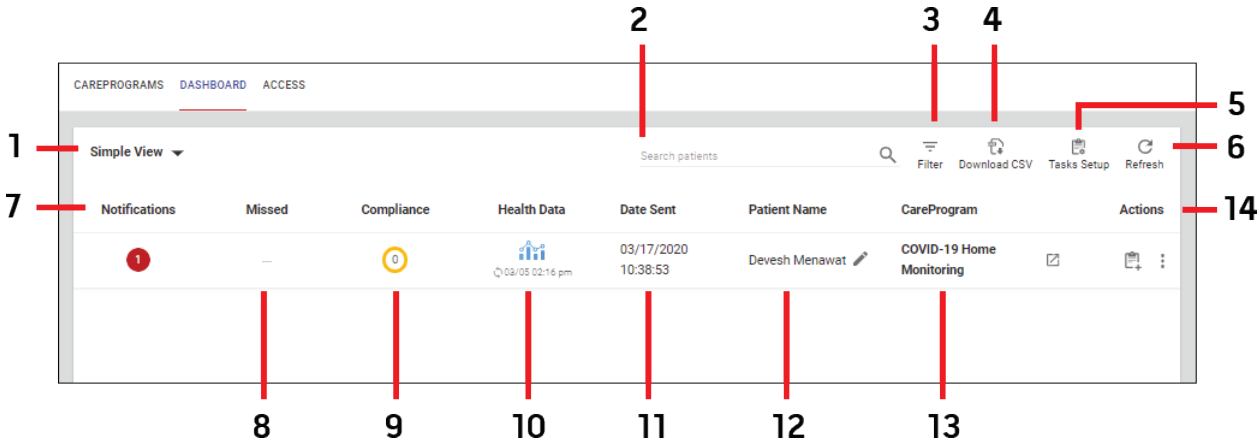
   Note: It is recommended to use an email address where email or phone number are optional.



   Note: For assistance with creating an account, call (800) 893-0510.

2. Click the **Next** button to continue.
3. On the next screen, select the security questions and place a checkmark in the box next to "*I agree to Masimo SafteyNet's Terms of Use and User Agreement (EULA)*".
4. Click the **Signup** button to continue.
5. Check your email for a message providing a verification link.
6. Click the link to accept the terms of use and verify the account.
7. Afterwards, the Masimo SafetyNet web page displays to log in using the newly created account information (see **Log Into an Existing Account**).

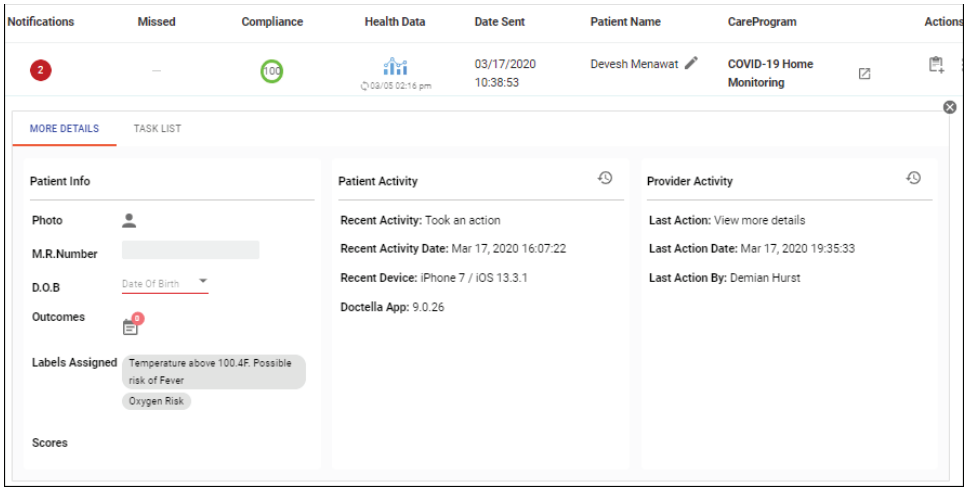
Masimo SafetyNet Dashboard



Item	Description	Item	Description	Item	Description
1	**Dashboard View** - Select for dashboard viewing options. *Simple View* shown.	6	**Refresh** - Select to refresh the dashboard.	11	**Date Sent** - Displays the date the CareProgram was sent to the patient. When selected, the *More Details* window displays.
2	**Search Patients** - Search for patient by first or last name.	7	**Notifications** - Displays the number of notifications. When selected, the patient's CareProgram opens in a new tab. This allows actions to be taken, or notifications to be cleared.	12	**Patient Name** - Displays the patient's name. When selected, the *More Details* window displays. Select the *Edit* icon to edit the patient's name. See ***Add, Edit or Remove User*** on page 15.
3	**Filter** - Filter the dashboard by *Time* Spent in minutes and days.	8	**Missed** - Displays when a patient has incomplete items on a CareProgram on a given day. When selected, the *More Details* window displays.	13	**CareProgram** - Displays the name of the CareProgram. When selected, the patient's CareProgram opens in a new tab.
4	**Download CSV** - Download the patient health information (PHi) data as a .csv file.	9	**Compliance** - Displays the patient's compliance with the CareProgram. When selected, the *More Details* window displays.	14	**Actions** - Select to add a task, view additional information, or perform an action.
5	**Task Setup** - Select to display the Task List Setup screen. Tasks can be defined and added.	10	**Health Data** - When selected, the *Health Data Dashboard* displays. The data from the *Health Data Dashboard* can be downloaded. See ***Health Data Dashboard*** on page 13.	--	--

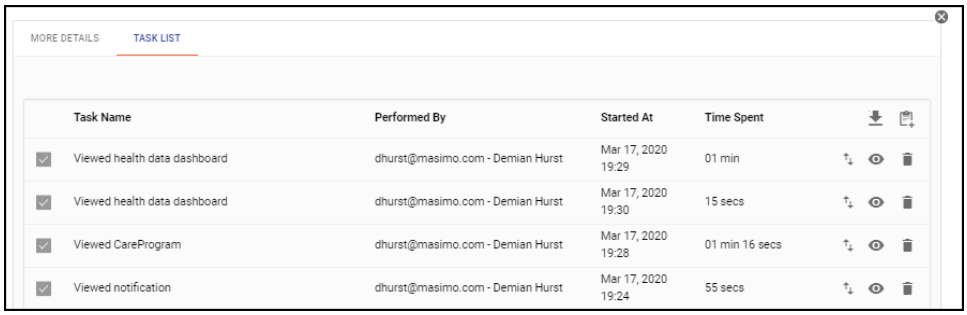
More Details Window

When certain options are selected from the *Dashboard*, the *More Details Window* displays patient information. Additional patient information can be populated from the *More Details Window* (e.g. Medical record Number, DOB, Outcomes). Selecting the clock icon next to *Patient Activity* and *Provider Activity* opens a new window displaying the list of activities, the activity dates and who performed the activity. Select the "X" to close the window.



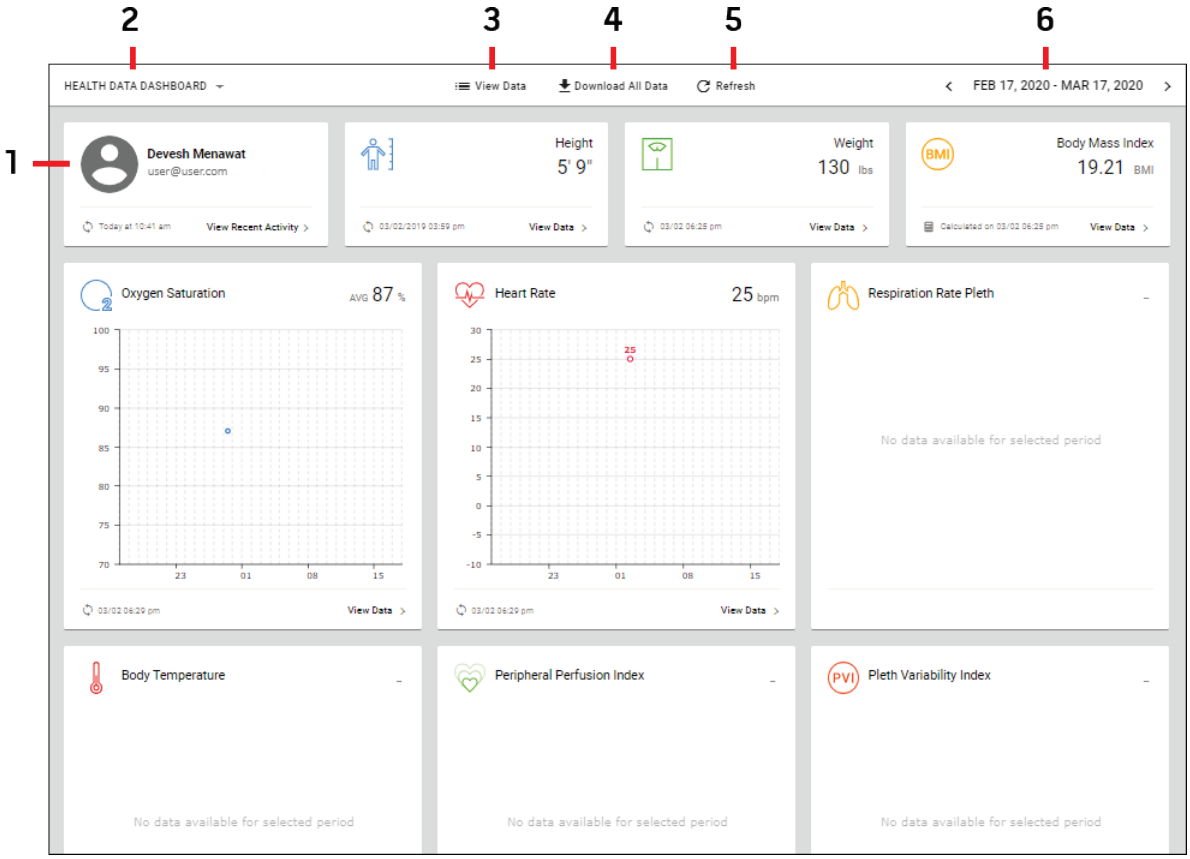
Task List

Selecting *Task List* displays the task names, who performed the task when the task was started and how long the task took to complete. The complete task list can be downloaded, or a new task can be added to the list. Individual tasks can be reordered (click+hold and drag), viewed, or deleted.



Health Data Dashboard

The *Heath Data Dashboard* displays health information for the patient. From the *Heath Data Dashboard* screen, additional data can be accessed and viewed by clicking on the available links on the screen.



Item	Description	Item	Description	Item	Description
1	**Patient Information** - Displays the patient's name and email. The patients recent activity can also be viewed.	3	**View Data** - Select to view patient data from all connected devices.	5	**Refresh** - Select to refresh the *Health Data Dashboard* screen.
2	**Dashboard View** - Select for dashboard viewing options or creating a new dashboard.	4	**Download All Data** - When selected, the patient's data is downloaded and an email is sent for instructions for accessing the downloaded data.	6	**Date Range** - Select a date range for viewing data.

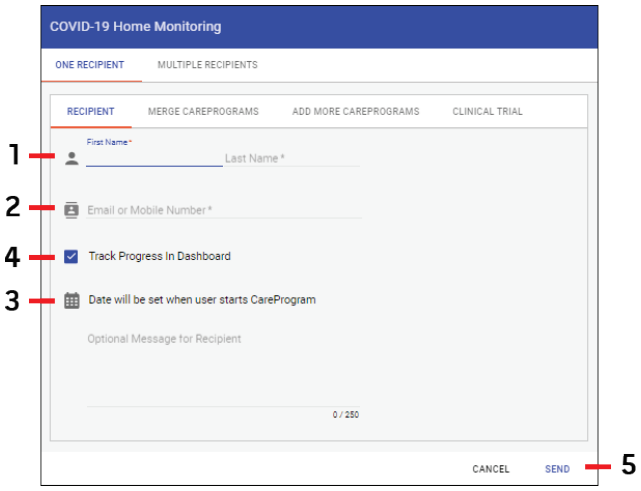
Share a CareProgram

Sharing a care program invites a user to download the Masimo SafetyNet App, create an account, log into the app, and share their personal health data with the CareProgram clinician through the Masimo SafetyNet Clinician Portal.

To share a CareProgram, perform the following:

1. From the *Clinician Portal*, select *Share*. See ***Masimo SafetyNet Clinician Portal*** on page 7.

2. In the CareProgram window, enter a recipients first and last name (1), email address or mobile telephone number (2), enter a message to the recipient (3) (leave *Track Progress in Dashboard (4)* checked) and select **Send** (5).



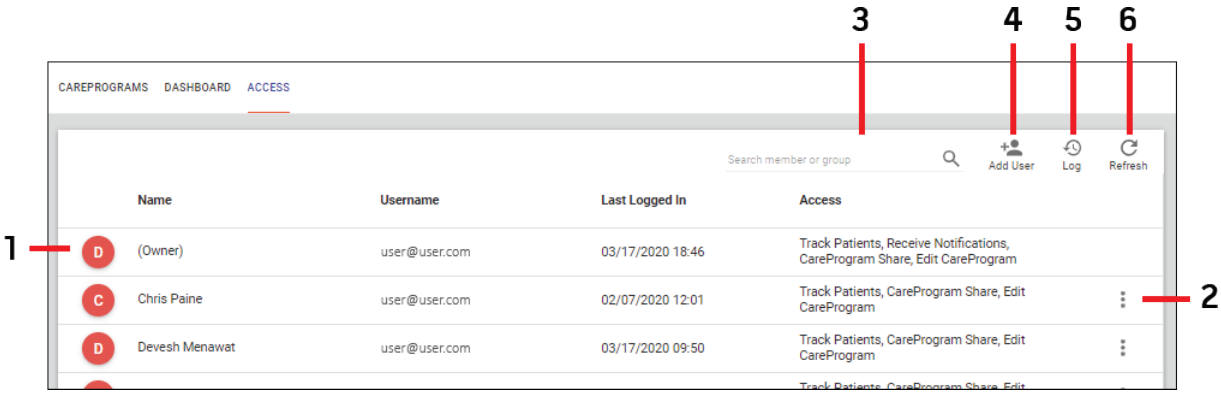
3. The recipient receives an email or text, with a link to download and install the Masimo SafetyNet App and set up an account.

4. Once the recipients account and Masimo SafetyNet App are set up and they are logged in and activated, personal health data is sent from the app to the Masimo SafetyNet Clinician Portal.

   Note: To edit or request a new CareProgram, please contact your Masimo representative.

User Management

To access user management, from the *Clinician Portal*, select *Access*. See ***Masimo SafetyNet Clinician Portal*** on page 7. The *Access* screen provides management of Clinician Portal users.

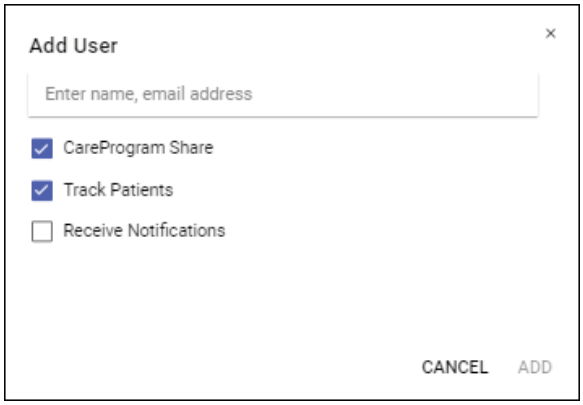


Item	Description	Item	Description
1	**User Information** - Displays the user's name, their username, last time logged into Masimo SafetyNet and the user access levels.	4	**Add User** - Select to add a new user to Masimo SafetyNet. See ***Add, Edit or Remove User*** on page 15.
2	**User Menu** - Select to edit the user's information, or remove the user from Masimo SafetyNet. See ***Add, Edit or Remove User*** on page 15.	5	**Log** - Select to display user actions within Masimo SafetyNet. See ***User Log*** on page 16.
3	**Search Users** - Search for user by first, last or group name.	8	**Refresh** - Select to refresh the *Access* screen.

Add, Edit or Remove User

Add User

1. To add a new user to Masimo SafetyNet, while viewing the Access screen, select the *Add User* icon.
2. In the *Add User* window, enter the new users name and email addresses (separated by a comma) and check the boxes for the desired user options.

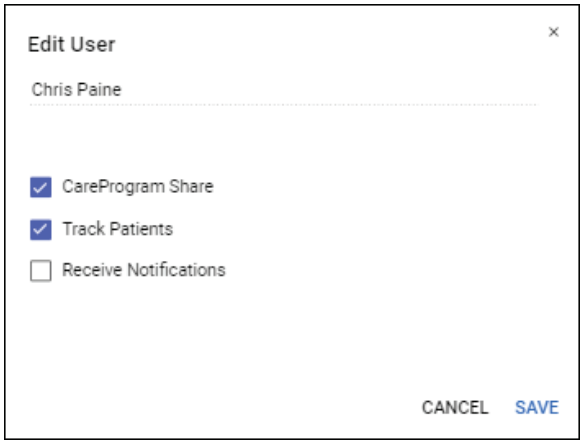


3. Select **Add** to add the new user, or **Cancel** to cancel adding.

Edit User

Note: The users name cannot be edited. If a correction to the user name must be made, the user should be removed, and added again with the correct name. See **Remove User** and **Add User** information.

1. To edit an existing user's information, while viewing the *Access* screen, select the *User Menu* icon at the right end of the user row.
2. Select *Edit* from the available options.



3. In the *Edit User* window, change the desired user options.
4. Select **Save** to save the user edits, or **Cancel** to cancel editing.

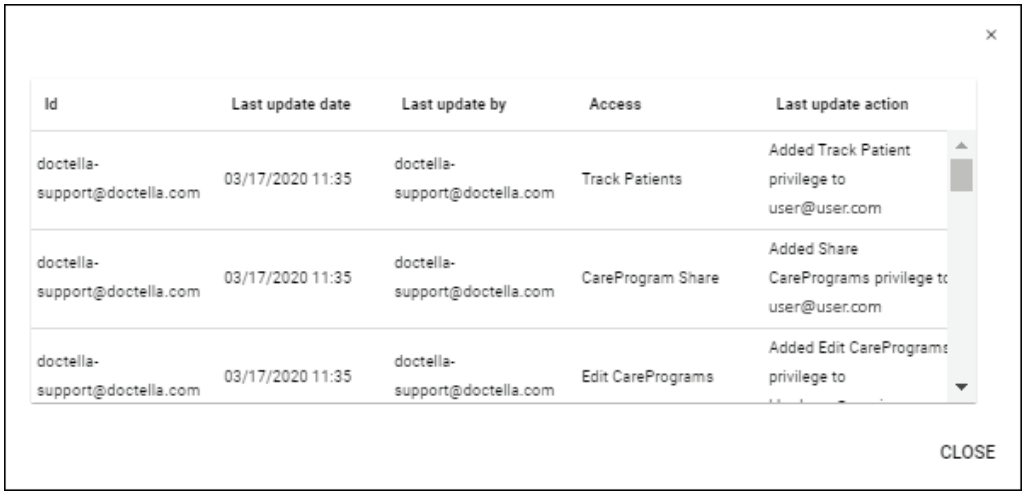
Remove User

Note: A user cannot be removed when currently logged into Masimo SafetyNet. If a user must be removed, the user must first be logged out.

1. To remove a user from Masimo SafetyNet, while viewing the *Access* screen, select the *User Menu* icon at the right end of the user row.
2. Select *Remove* from the available options.
3. When the *Remove Member* window displays, select **Yes, Remove** to remove the member (user), or **Cancel** to keep the member.
4. The user will be removed from the list and Masimo SafetyNet.

User Log

The *User Log* displays actions performed by specific users along with the date and time. Select **Close** or "X" to close the window.



Id	Last update date	Last update by	Access	Last update action
doctella-support@doctella.com	03/17/2020 11:35	doctella-support@doctella.com	Track Patients	Added Track Patient privilege to user@user.com
doctella-support@doctella.com	03/17/2020 11:35	doctella-support@doctella.com	CareProgram Share	Added Share CarePrograms privilege to user@user.com
doctella-support@doctella.com	03/17/2020 11:35	doctella-support@doctella.com	Edit CarePrograms	Added Edit CarePrograms privilege to

CLOSE

Chapter 3: Troubleshooting

Troubleshooting the Masimo SafetyNet

The following section lists possible symptoms, the potential cause, and next steps.

Symptom	Potential Causes	Next Steps
Cannot log into user account	• Incorrect Password • User not found • No network connection • User is disabled	• Ensure the correct user password is used. If the password has been forgotten, select *Forgot Password?* and follow the instructions to reset the password. See ***Accessing and Logging Into Masimo SafetyNet*** on page 9. • Verify user id is correct and try again. If no user is found, sign up for a new account. See ***Accessing and Logging Into Masimo SafetyNet*** on page 9. • Ensure the Masimo SafetyNet equipment is connected to a network and communicating. • Contact the Masimo SafetyNet administrator. • If the issue continues, contact the network administrator.
Cannot find the desired data on the Dashboard	• Wrong view has been selected. • Data displayed is not current. • Correct patient is not displayed. • Correct date span is not selected.	• Ensure the desired view is selected and configured correctly. • Refresh the dashboard using refresh button. • Search for the patient using the search function. • Use the filter function to select a different date range. • See ***Masimo SafetyNet Dashboard*** on page 11.
CSV file downloaded is empty	• No data is available within the selected date range. • Incorrect date range has been selected.	Verify the correct date range for the desired data is selected.
Cannot share a CareProgram	The email address entered is invalid, incorrect, or entered incorrectly.	Verify the email address and try again. See ***Share a CareProgram*** on page 13.

Note: For Masimo SafetyNet support, call (800) 893-0510.

Chapter 4: Specifications

Supported Browsers

Operating System	Browser
Windows	• Google Chrome • Firefox • Internet Explorer
iOS (El Capitan and higher)	• Safari • Google Chrome • Firefox

Symbols

Symbols	Definition
	Follow Instructions for use
	Non-Sterile
	Not made with natural rubber latex
	Instructions/Directions for Use/Manuals are available in electronic format @http://www.Masimo.com/TechDocs **Note:** eIFU is not available in all countries.

Chapter 5: Warranty Information

Contacting Masimo

Masimo Corporation
52 Discovery
Irvine, California 92618

Tel:+1 949 297 7000
Fax:+1 949 297 7001

Limited Warranty

Masimo warrants to the initial buyer only that these products, when used in accordance with the directions provided with the Products by Masimo, will be free of defects in materials and workmanship for a period of six (6) months. The foregoing is the sole and exclusive warranty applicable to the products sold by Masimo to buyer. Masimo expressly disclaims all other oral, express or implied warranties, including without limitation any warranties of merchantability or fitness for particular purpose. Masimo's sole obligation and buyer's exclusive remedy for breach of any warranty shall be, at Masimo's option, to repair or replace the product.

Exclusions

The warranty does not apply to any non-Masimo branded product or any software, even if packaged with the Product, or any Product that was: (a) not new or in its original packaging when supplied to purchaser; (b) modified without Masimo's written permission; (c) supplies, devices, or systems external to the Product; (d) disassembled, reassembled, or repaired by anyone other than a person authorized by Masimo; (e) used with other products, like new sensors, reprocessed sensors, or other accessories, not intended by Masimo to be used with the Product; (f) not used or maintained as provided in the operator's manual or as otherwise provided in its labeling; (g) reprocessed, reconditioned, or recycled; and (h) damaged by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause.

No warranty applies to any Product provided to Purchaser for which Masimo, or its authorized distributor, is not paid; and these Products are provided AS-IS without warranty.

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