

# Tricefy COVID-19 FAQs

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Trice Imaging, supporting you through the COVID-19 crisis.

Frequently Asked Questions:

## What is the difference between Trice and Tricefy?

Trice imaging, Inc., is a privately-owned company that develops and offers solutions for cloud-based image and data management in healthcare with a strong focus on the field of ultrasound.

Tricefy is a cloud-based solution invented and developed by Trice Imaging, Inc. After creating a Tricefy account, you have the ability to instantly share ultrasound images and reports with colleagues and patients, archive them securely and access them from anywhere at any time. The platform enables physicians to share, collaborate, store and organize examination data using a single system while saving time and money.

## What does the "Tricefy through the Tricefy Uplink app on the Vscan Extend" mean?

The Tricefy Uplink app enables you to wirelessly export images to Tricefy for sharing and collaboration. This app is available to download and installation on your Vscan Extend device through the GE Marketplace. This can be done by any user of the Vscan Extend device in DICOM configuration with wireless access to the internet. Installation and activation are fast and simple, and ensure that images and reports are encrypted directly on your Vscan Extend device- making it even safer to share and send examination images and clips.

## How can Tricefy help during the COVID-19 crisis?

Tricefy supports remote reviewing and consultation to enable efficient collaboration. A user in a clean environment can easily and remotely consult with a colleague outside of this protected area to help keep patients and medical staff safe- avoiding personal contact and the risk of potential exposure when everpossible. This is key to fighting this pandemic and preventing further spread of the virus.

## What does the COVID-19 package include?

The Tricefy COVID-19 package is offered free of charge to global healthcare providers for the duration of 90 days, for an unlimited number of studies and includes the following:

- Remote access to all clinical tools
- Remote consultation and collaboration features with full audit trail
- Secure, compliant storage of imaging studies for 12 months
- Automated routing of imaging studies between facilities
- 100% remote installation and support

\* Tricefy cleared in many countries, but not all.

\*\* Patient sharing, long term archiving can be purchased separately. Applicable for new customers only. For existing customers, we can connect their referral partners free of charge.

## What happens after I register?

Once you have registered for the Tricefy COVID-19 package, you will receive a confirmation on screen as well as by email. Within 24 hours a member of the Tricefy Support team will contact you on the phone number indicated during registration to understand your specific workflow and support your remote installation. After that, you are ready to use the Tricefy Uplink on your Vscan Extend.

## In which countries is Tricefy available?

Tricefy is cleared in the following countries:

Algeria, Australia, Bangladesh, Belgium, Brazil, Canada, Chile, Costa Rica, Denmark, Estonia, Finland, France, Germany, Great Britain, Iceland, India, Indonesia, Ireland, Italy, Japan, Luxembourg, Mexico, Morocco, Netherlands, New Zealand, Norway, Poland, Saudi Arabia, Singapore, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Thailand, Turkey, United Arab Emirates, USA

#### Tricefy is not cleared in my country- what should I do?

If you want to connect to Tricefy and you are in a country where the service is not yet released, you can make a release request at <https://tricefy4.com/signup/ge>. Please select under country "my country is not listed". On the next page please enter your email and country. After submitting the request a member of the Trice team will contact you.

#### Is the Tricefy Cloud safe?

Yes, the Tricefy Cloud service is designed with multiple layers of state-of-the-art security across a scalable, secure infrastructure. Tricefy is HIPAA and GDPR compliant, ISO13485 Certified and CE marked. For more information, please check out the security overview at <https://triceimaging.com/security/>.

#### I have an older Vscan Extend- can I still use Tricefy?

Yes. You can use Tricefy on any Vscan Extend in DICOM Configuration. The only prerequisites are a DICOM enabled ultrasound system and an internet connection. Tricefy Uplink, the application that connects your ultrasound device with the Tricefy Cloud, will need to be downloaded and installed on your Vscan Extend device. The Trice support team will guide you through the installation and activation step-by-step.

Where can I turn to if I encounter any issue or have more questions?

In case of any issues you can search for your question online on the Tricefy Help Center <https://www.tricefy.help/help/start/>, contact the Tricefy team by email via [support@triceimaging.com](mailto:support@triceimaging.com) or call the Tricefy Support Hotline@ +1(858) 397 5216.

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