



ASK

Valleylab™ Exchange Software Update System Frequently Asked Questions

Does Valleylab™ Exchange Software Update System collect patient information from the ForceTriad™ energy platform?

No. Patient identification data is never collected by the ForceTriad™ energy platform and is therefore never collected by the Valleylab™ Exchange Software Update System. The remote service only sends data about the ForceTriad™ energy platform's configuration, error codes, log files and other information that help with troubleshooting the equipment.

Does this new remote service comply with HIPAA and FDA regulations?

Yes, it complies with HIPAA and the FDA. The new service does not affect the existing FDA clearance for the ForceTriad™ energy platform.

What sort of data will the remote service collect, and how will it be used?

The data collected is ForceTriad™ energy platform's configurations (versions of hardware and software), error logs, event logs and activation logs. It will be used to troubleshoot problems with the ForceTriad™ energy platform.

Could the Valleylab™ Exchange Service Agent software interfere with the ForceTriad™ energy platform software?

No. The software required to run the service is installed on a separate computer, and does not interfere in any way with the operational software of the ForceTriad™ energy platform.

Will the remote service interfere with the performance of the ForceTriad™ energy platform?

No. The ForceTriad™ energy platform will connect with Valleylab™ Exchange Software Update System remote service for software updates only when the ForceTriad™ energy platform is not in use and is removed from the O.R..

Does this new service use the Internet? If so, is it secure?

Yes, Valleylab™ Exchange Software Update System works via the Internet, and yes it is secure. It has many security features to insure that the hospital's computer system is safe, and that all patient information is secure. Valleylab works closely with the hospital's IT department to make sure Valleylab™ Exchange Software Update System works effectively and seamlessly with the network security the hospital's IT department has in place.

Does Valleylab™ Exchange work with proxy servers?

Valleylab™ Exchange Software Update System can operate with a proxy server, which many organizations use to block Internet sites they do not want employees to access at work (e.g., eBay, stock-trading sites, nonwork-related consumer Web sites). A proxy server allows only "authenticated" content to pass through the company's firewall.

Does the Valleylab™ Exchange Software Update System require that we open a hole in our Internet firewall?

No. All communications are initiated from within the customer site infrastructure by the service agent software using normal Internet access.

Are communications secured?

Yes. All communications use secure socket layer (SSL) protocol, which is commonly used for secure transactions over the Web.

Will the communications tie up my network?

No. The software messaging protocol is designed to deliver small, efficient messages to minimize bandwidth utilization.

If we have multiple ForceTriad™ energy platforms, can they all be linked to Valleylab™ Exchange Software Update System?

Yes. Each ForceTriad™ energy platform can be connected — one at a time — to a Valleylab™ Exchange Software Update System computer to update its software.

Can I use the new software even if my computer lacks Internet access?

No. Valleylab™ Exchange requires a computer with a network or wireless connection to the Internet.

In which regions will Valleylab™ Exchange Software Update System be available?

Valleylab™ Exchange will be available in all regions that have reliable Internet connectivity.

Is the new service available to all users, even pre-existing users, of the ForceTriad™ energy platform?

Yes.

Does the Valleylab™ Exchange Software Update System run on the ForceTriad™ energy platform or on a separate PC?

The Valleylab™ Exchange remote service runs on a separate PC.

Is Valleylab™ Exchange Software Update System part of the standard support contract or is it an add-on?

The Valleylab™ Exchange is part of the standard support contract offered by Valleylab.

