Tricefy through the Tricefy Uplink app on Vscan Extend™

SUPPORTING YOU DURING THE COVID-19 CRISIS
Frequently Asked Questions

What is Trice? What is Tricefy™? And what is the difference?

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 in the field of diagnostic 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 exam data using a single system while saving time and money.

Trice is the company and Tricefy is the product.

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

The Tricefy Uplink app* enables you to wirelessly export images to Tricefy for sharing and collaboration. This app is available for download and installation to your Vscan Extend device from the GE Marketplace. This can be done by any user of a 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, clips and videos.

How can Tricefy help during the COVID-19 crisis?

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

What does the COVID-19 package include?

The Tricefy COVID-19 package** is offered free of charge to healthcare providers globally 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 connect their referral partners free of charge

gehealthcare.com

What happens after I registered?

Once you have registered for the Tricefy COVID-19 package, you will receive a confirmation on screen as well as per 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 app on Vscan Extend.

[Register here for the Tricefy COVID-19 package](#)

In which countries is Tricefy available?

Tricefy is cleared in the following countries:

Algeria, Australia, Austria, 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 available 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 on https://triceimaging.com/security/.

I have an older Vscan Extend system — can I still use Tricefy with it?

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 process step-by-step.

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

In case of any issues you can search for your question online on the Tricefy Help Center http://www.tricefy.help/help/start, contact the Tricefy team by email via support@triceimaging.com or call the Tricefy Support Hotline: +18583975216.