



# *Tricefy* inside your Voluson™ and ViewPoint™ 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. It provides the capability 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 inside your Voluson/ViewPoint” mean?**

GE Healthcare has integrated the Tricefy Uplink, the “bridge” that securely connects your ultrasound system or ViewPoint to the Tricefy Cloud, into Voluson Expert Series BT17 and later, Voluson Signature and Performance Series BT16 ext.6 and greater as well as ViewPoint 6 as of version 6.5.2. This makes installation and activation fast and simple but also ensures that the images and reports are encrypted directly on the Voluson or in ViewPoint – 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 to help with remote consultations and enabling efficient collaboration. Through remote reviewing, Tricefy can significantly contribute to keep patients and medical staff safe – avoiding personal contact and the risk of a potential exposure whenever possible. This is key to fight this pandemic and to avert 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

## 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 Tricefy inside your Voluson or ViewPoint.

[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 Voluson system – can I still use Tricefy with it?

Yes, even if you have an older Voluson ultrasound system you can use Tricefy. 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 installed on a computer near your Voluson ultrasound system. 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](mailto:support@triceimaging.com) or call the Tricefy Support Hotline: +18583975216.



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