Medtronic

Touch Surgery™ Ecosystem Services

WHAT IS THE TOUCH SURGERY™ ECOSYSTEM?

The Touch Surgery™ Ecosystem is a cloud-based surgical video capture, storage and analytics platform.

Touch Surgery™ software enables users to quickly and easily access their recorded content via web-page or dedicated Touch Surgery Mobile App, removing the need for traditional USB and Hard Drives for media transfer/storage.

Collaboration is enhanced, with users able to share content to colleagues within moments, annotating and commenting on key/interesting steps, all while protected by AI powered redaction of sensitive footage.

AI-analytics of the case performed are automatically generated for specific surgical procedures, supporting improved post-operative review and learning, facilitating easier technical reflection and providing insights to surgical complexity.

Brand agnostic, Touch Surgery™ can be used with all major laparoscopic and robotic surgical video systems.

NEW – TOUCH SURGERY LIVE STREAM - NEW

Further improve your collaboration with colleagues through the Touch Surgery Live Stream add-on.
Featuring a unique mobile touchscreen and camera solution, Touch Surgery Live Stream simplifies the broadcast process.
No more cables, clip on cameras and computers, Live Stream connects wirelessly to the DS1 computer you already use to record your surgical cases.
With full control from the OR – you choose who is invited to the broadcast and 2-way audio, video and on-screen telestration as standard ensures a complete experience.

UTILISATION OF TOUCH SURGERY™ VIDEO RECORDINGS

Existing platform subscribers use their content in a variety of ways, including but not limited to:

- Personal performance review – what could I have done differently?
- Share with colleagues for technical advice – what would you have done?
- Teach trainees – let's talk about what you did here…
- Present at Regional/National/International meetings – here's an example of how we do this….

Touch Surgery™ Ecosystem - Hardware

The DS1 is a surgical video recorder equipped with real-time AI:

- ✓ Small custom computer with cloud connectivity.
- ✓ Plug-and-play set up compatible with most laparoscopic, endoscopic, and robotic surgical systems.
- ✓ Add notes to the video during your operation with the tap of a button on a provided mobile device.
- ✓ Built-in RedactOR™ technology to automatically redact sensitive video frames in real-time, so that personally identifiable information is not captured or recorded.

The Touch Surgery Live Stream stack is a dedicated mobile touchscreen used to:

- ✓ Connect wirelessly with the DS1 to enable the broadcast process
- ✓ Control the Stream – start, stop, audio, video, invitations and telestration are all at your fingertips

Touch Surgery™ Ecosystem - Built with information governance in mind

Medtronic Ltd. understands the importance of data protection and the security of personal data.
As an organisation, Medtronic has robust data protection and security programmes, which include executive-level and cross-functional committees charged with monitoring and assessing its information governance controls.

Medtronic has designed Touch Surgery™ Ecosystem to:

- ✓ Automatically redact, using RedactOR™, any video footage which may contain personally identifiable information, following privacy by design principles.
- ✓ Comply with GDPR and follow data minimisation principles as set out by the National Data Guardian.
- ✓ Utilise Amazon Web Services (AWS), which is an ISO27001 certified secure cloud platform.

Touch Surgery™ Ecosystem is also compliant under the following frameworks.

- ✓ NHS Digital Data Security and Protection Toolkit (DSPT)
- ✓ Cyber Essentials PLUS
- ✓ SOC2 (Service Organization Control) Type 1
- ✓ ISO27001 certification in progress

Approach to resilience

Touch Surgery™ Ecosystem has been designed for robust service resilience.
The service uses auto-scaling load-balanced servers and is deployed in different availability zones.
In addition, there is comprehensive, tested, disaster recovery planning in place.

WHAT IS THE PROCESS OF INSTALLING TOUCH SURGERY ECOSYSTEM?

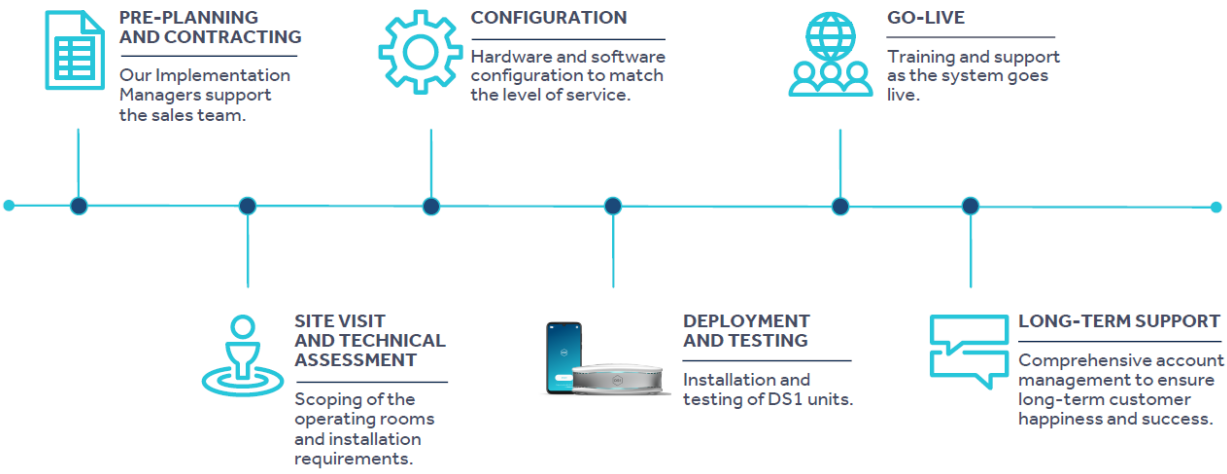
Onboarding and offboarding support

During onboarding, we provide implementation experts to support the hospital throughout the go-live phase. The onboarding includes onsite installation, training and support during the initial use of the system. We provide a package of supporting documentation, including equipment manuals, access to online instructions of use, and remote support via phone or email.

There is a dedicated helpline and email inbox for technical support, available Monday-Friday, 8am-6pm.

End-to-end implementation services

Our implementation plan is summarised in the diagram below:



Pre-planning and Contracting

As an organisation, we work with you to understand your individual requirements and needs. With this in mind, we aim to engage all stakeholders early in the process to customise the installation of our technology.

Site Visit and Technical Assessment

Scoping of the installation requirements are crucial to achieve a successful deployment of Touch Surgery™ Ecosystem. We have developed a comprehensive Theatre Checklist that aims to collect as much information as possible to aid our installation planning.

During these visits, we run engagement sessions with your operational and clinical teams, to cover:

- ✓ Who we are
- ✓ What happens during implementation and when; and
- ✓ Available support.

Configuration

Medtronic Touch Surgery™ implementation specialists will set up all user accounts. The surgeon and procedures profiles for the DS1 will also be customised at this stage.

Deployment and Testing

- ✓ Prior to deployment, we schedule training sessions to introduce the Touch Surgery™ Ecosystem. The objective of these sessions is to increase knowledge and explain who we are, what we do, and how and when we deliver our services
- ✓ We develop an understanding of how your teams work to inform the best method to interact with our technology. Individual sessions are part of our deployment plan to ensure every user is engaged with our technology
- ✓ Our specialists provide training throughout the go-live period. We take the reliability of our service seriously. On-site testing is performed at every visit and on the day before go-live

Go-Live

The Go-Live date and deployment activities are agreed with the relevant stakeholders and are defined by the complexity of each project. For large, multi-facility projects, we generally deploy via a staggered rollout. On-site training and support can be provided in a group or individual setting.

Long-Term Support

Our account management team will work with you to ensure your long-term satisfaction and success. Contact us via:

Email - All support requests are answered within 1 business day.

Telephone - 9:00 a.m. to 5:00 p.m. (UK time), Monday to Friday.

Pricing Overview

Please see accompanying Pricing document for overview of price structure

Service Constraints

Any platform or hardware planned maintenance work or upgrades will be communicated in advance and will be conducted outside business hours to minimise the impact to the provided services.

Service Levels

Digital Surgery will use its commercially reasonable endeavours to ensure the Software is available 7 days a week, 24 hours a day except for planned maintenance during noncritical time periods, on 5 working days' notice.

Consequences for Breach of Service Levels

If service level terms are breached, the customer may terminate the contract with 30 days' notice if Medtronic fails to resolve the breach within 30 days.

Invoicing

Invoices generated after contract signature and upon the commencement of service. Our payment terms are 30 days.

Terminating a Contract

Contract duration will vary dependent on customer requirements. Contract termination takes place either with written confirmation by the customer (with 30 days' notice) or at failure to sign and return any contract renewal notice.

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Technical Requirements

Touch Surgery™ Ecosystem requires an internet browser and/ or a mobile device with our application installed.

Compatible internet browsers

Internet Explorer 11, Microsoft Edge, Firefox, Google Chrome, Safari 9+

Compatible mobile devices

Any iOS or Android phone