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1. Security and Privacy

Is Quentry secure?

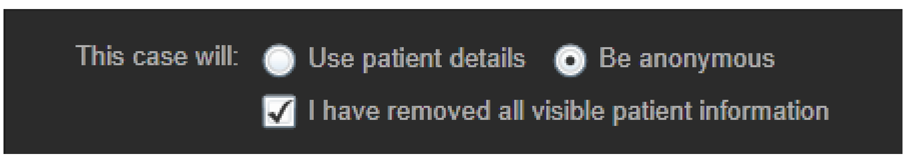
Quentry is designed to provide a high level of security for user authentication, data transfer, and data storage. Individuals and CareTeam groups retain access control over their own datasets, controlling who can view or download data. More information can be found in the Quentry Security Statement.

Where will my data be stored?

For all countries on the North and South American continent all patient data is stored and processed in the USA. Patient data for all countries is stored and processed in Ireland (EU). Please see Privacy Policy on quentry.com for more details.

Can I anonymize data before uploading?

Yes. Using Quentry's web-based or desktop uploader tools, users can anonymize (de-identify) DICOM image datasets before uploading. Images are then de-identified (Protected Health Information is removed) in accordance with the DICOM standard during the upload process. You may choose to enter alternate identifiers for some fields, which will be visible within Quentry.



Who has access to my patient data?

No one has access to your uploaded patient data unless you or your CareTeam administrator specifically grants access.

When and how is my data encrypted?

Data is always transferred over an encrypted connection and stored in an encrypted format. Please see detailed information about Quentry security in the Security Statement.

Is Quentry a PACS?

No. Quentry is designed as an image and document sharing platform for enhancing data access, communication, and collaboration. While storage of uploads to Quentry are not time-limited, Brainlab does not provide long-term archiving of images at this time. Users are responsible for maintaining offline backups of their data.

2. Login and Registration

Who can use Quentry?

Quentry is provided for use by medical professionals and their associates, including support staff and IT. For details, please see the Quentry Terms of Use 3.3

Can Patients use Quentry?

No. Quentry is a clinical network for medical professionals and supporting staff.

Where is Quentry available for clinical use?

We are working to make Quentry available in as many countries as possible. To see a current list of available countries, please visit the Learn More page on quentry.com.

What is a Brainlab ID?

A Brainlab ID is the username that you need to create when registering online for access to quentry.com.

I am having problems logging into Quentry.com

Make sure you are entering the correct Brainlab ID (username) and password. If the problem continues, click on Forgot Your Password on the login page, which will take you through a password reset process.

Is Quentry free to use?

Yes, Quentry is free to use for individuals registering on quentry.com for a Quentry Basic User Subscription. This free subscription can be upgraded with optional (paid) features including storage, application licenses, and PACS integration, or upgrade to a Professional User Subscription which includes several premium features.

Can I invite my colleague to use Quentry? Will it cost anything?

Yes, you can invite your colleagues and referrers to join Quentry at any time by using the “Invite To Join Quentry” link on the Connect page, or by asking them to register for free on quentry.com. Once they have joined, click on “Add as Contact” to invite them to your personal contact network and to begin sharing.

I didn't get an email after registration. What should I do?

Please check your spam folder, as well as folders into which emails are moved automatically via rules. Sometimes it can take up to 30 minutes before the email arrives. If you need further support please contact us at support@brainlab.com.

3. Uploading and Viewing

Which data types can be transferred via Quentry?

You can transfer the following file types: DICOM, DOC, TXT, PDF, JPG, PNG or BMP. For more details please see Technical Specifications on quentry.com

How long can I store patient data on Quentry?

Data storage on Quentry is not time-limited. This means that data can remain stored in an account as long as the account remains active (not cancelled). Online storage is subject to limitation on the amount (in GB) of data which is permitted to be stored, based on subscription type. Since Quentry does not provide long-term archiving at this time, customers are responsible for maintaining an offline copy of their data.

Will my data be deleted automatically after a certain time?

No, your data will not be deleted automatically. You, as the owner of the images, have full control of your data.

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Does Quentry have storage limitations?

Yes, the free Basic account is limited to 1GB. Professional User and Business Accounts are provisioned with increased storage limits depending on the subscription package purchased and any storage add-ons.

Can I add more storage?

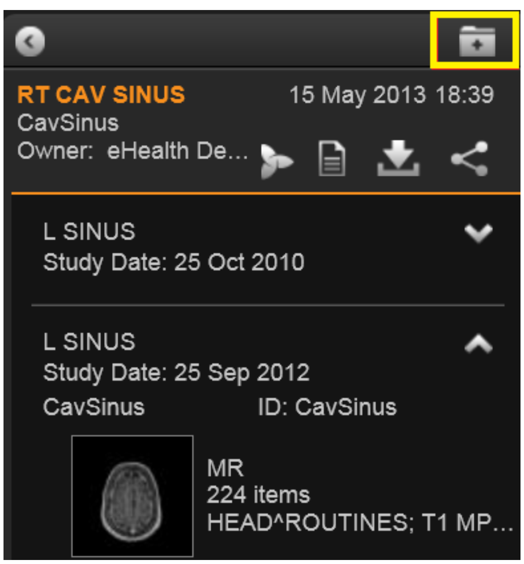
You can purchase additional storage at any time via your Brainlab Sales representative. Contact your Brainlab Sales representative or use the online request form on the Applications page on quentry.com to be contacted.

How can I view my medical images?

To view your medical images using your Windows or Mac-based personal computer, select **View** from the quentry.com home page, select a folder from the Recent, My Patients, or My CareTeams views, and then click on any image series thumbnail within the folder. To view images on your iOS-based (iPhone/iPad) mobile device, please download Quentry Mobile from the Apple iTunes App Store.

Can I compare multiple series or studies?

Yes. In viewing mode, you can easily view and compare multiple series by clicking on the corresponding series thumbnail from the Patient Folder sidebar. If the images you wish to view and/or compare with are stored in a different folder, select the **Add Folder** button in the top-right corner of the Patient Folder sidebar to go back to the main Patient Folder list. Click on a series thumbnail from the desired Patient Folder, and you will automatically be returned to Viewing mode. The Patient Folder sidebar will now display the contents of both selected Patient Folders. You can add additional folders as needed. The Viewer supports display of up to 6 series (individual viewing windows) at a time.



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How do I remove patient data from Quentry?

To remove Patient Folders owned by you or by CareTeams you are a member of, select the Patient Folder and then click the trash can button from the Patient Folder toolbar. After confirming your action, the Patient Folder and all data within it will be deleted and will no longer be accessible to you or any contacts with whom the Patient Folder was shared.

Patient Folders shared with you can only be deleted by the folder's owner. Removing a contact will also remove any folders that contact has shared with you from your views.

Can I connect Quentry to a PACS?

Yes, you can connect Quentry to your PACS to enable retrieval of images for upload or archiving of downloaded images. Quentry Desktop is a workstation-based application for DICOM transfer to and from a single PACS system (or other DICOM-compatible systems or applications) while Quentry Gateway provides centralized server-based integration with one or more PACS or other DICOM-compatible systems.

Quentry Desktop can be downloaded from the Quentry Applications page and installed on most Windows-based personal computers. Quentry Gateway is available for download by administrators of Quentry Business Accounts. For more information please see the Quentry Help page.

Installation of Quentry Gateway may require assistance from your IT department, and DICOM connectivity to PACS requires configuration details from your local PACS system administrator. Brainlab offers optional installation and configuration services for integration with your PACS. For more information please contact your Brainlab Sales representative.

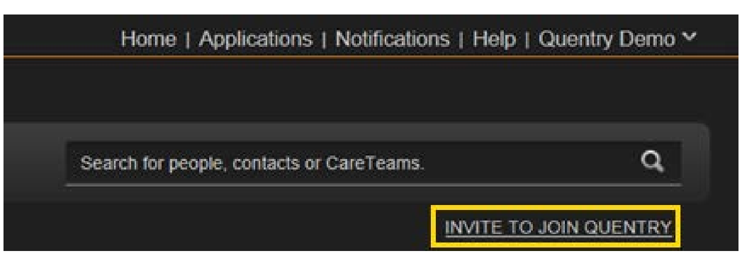
4. Sharing and Building a Network

How can I connect to physicians or institutions and build my Quentry network?

To invite physicians, institutions, or teams which are already using Quentry to become part of your personal Quentry contact network, go to the **Connect** page on quentry.com and search for them by name. From the results list, select **Add as Contact** to invite them to your personal contact network.

The user will receive an email notification of your contact request, as well as a system notification within quentry.com. To accept a request, users can simply click on the **Accept** link within the quentry.com notification drop-down menu.

If the user does not appear in the search results you can invite him/her to join your personal Quentry contact network by sending an invite via quentry.com using the **Invite to join Quentry** link. Once the user has registered for Quentry, you or he/she may initiate a contact request as described above.



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How can I identify the person or CareTeam I am contacting or contacted by?

To help you identify those you are communicating with, Quentry displays some of the user or CareTeam's profile details. User or CareTeam details can be viewed at any time by clicking on the user or CareTeam's name on quentry.com. The details for users include name, academic title, Brainlab ID (unique username), institution, city, and country. CareTeam details include the associated unique Quentry account name and institution, city, country, and member names.

We recommend confirming the Brainlab ID or CareTeam *and* Account Name of the person or institution you are communicating with by phone, email, or other means before sharing sensitive data on Quentry.

Do new contacts need to confirm the invitation before they are connected with me?

Yes, all contacts need to be confirmed by the invitee before data can be shared.

How can I share data with my colleagues?

To share an individual dataset, locate the Patient Folder containing the data and then select Share from the Patient Folder toolbar. Mark the appropriate sharing permissions checkboxes next to each contact you wish to share the folder with, and then click Save. Please note that all folder contents, including comments will be shared with the selected contact(s).

What permissions are available when sharing?

When adding a contact you can grant "view," "download," and/or "add" access rights to each of your contacts.

How can I easily share multiple Patient Folders with my team?

CareTeams are designed to provide your team with a fast, secure, and easy-to-maintain way to automatically share Patient Folders amongst team members. CareTeams are a feature of Quentry Business Accounts, and can be created by your account administrator. Once created, participants are invited to join as members or contacts.

Contacts may share data with or upload data to the CareTeam. Members may view or download (with permission) data in Patient Folders which have been uploaded to or shared with the CareTeam, and share Patient Folders with the CareTeam's contacts.

Can someone transfer new data directly to me or my CareTeam?

Yes. In addition to sharing, data can be transferred directly between contacts. When adding a contact, simply mark the **Allow Upload** checkbox to permit the contact to transfer data to your user account or CareTeam. The newly received data will be stored in a new Patient Folder in your user account or CareTeam, and you will have full permissions to download, share, or delete the data.

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Can someone add data (e.g. prior imaging studies) to my Patient Folder?

Yes. For Patient Folders in your account, you must first share the folder with your contact and enable the **Add** permission by marking that checkbox next to the contact's name. Please note that this also provides your contact with the ability to view and download data from the shared Patient Folder.

For Patient Folders in your CareTeam, all members automatically have permission to add data to folders owned by the CareTeam. To allow a contact to add data, share the Patient Folder with the CareTeam's contact and enable the "Add" permission.

What is a Quentry CareTeam?

Quentry CareTeams are designed to support clinical workflows and improve collaboration. CareTeams can be created for multiple clinical workflows: departments, chief physicians, on-call service, day/night shifts. CareTeam benefits are:

- Efficient communication: Members share access to patient folders and receive notifications on any new patient information
- Single point of contact for referring institutions
- Administration can be handled within department
- Members can easily be added/replaced at any time

CareTeams are a feature of Quentry Department or Enterprise Subscriptions. Additional information about CareTeams can be found in the Help section of quentry.com. To add CareTeams to your Quentry account, please contact your Brainlab Sales representative or select **Request Info** from the Applications section of quentry.com.

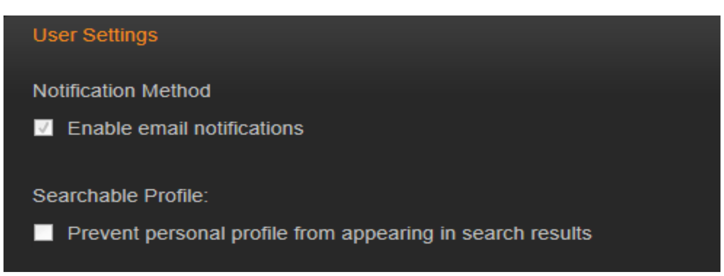
5. Notifications

What are notifications?

Notifications are messages informing you of changes to your account or data. Notifications are delivered to you by email and within quentry.com. A visual indicator of new notifications will be displayed in the quentry.com tab bar. Clicking on **Notifications** will then display a drop-down menu listing active notifications which can be cleared or acted upon.

Can I disable email notifications?

Yes. From the quentry.com tab bar, select your user name and then choose **Settings** from the drop-down menu. In the **User Settings** section uncheck the box labeled **Enable email notifications**.



What kind of notifications will I receive?

Quentry automatically informs you when your patient folders have received new comments and/or are updated with new data sets, and when another user shares new patient data with you. Additionally, users may send messages directly to you.

6. Account Settings

How do I change my password?

From the quentry.com tab bar, select your user name and then choose **Settings** from the drop-down menu. On the left-side settings category panel, select **Change Password**. Enter your old password, then enter and confirm your new password. Click **Change** to save your new password.

Can I update my user profile?

Yes, you can update your user profile through account settings at any time.

Password Security

Quentry user passwords must be a minimum of 8 alphanumeric characters and are case sensitive.

What kinds of subscription packages are offered?

Please contact your Brainlab Sales representative or send an email to info@quentry.com.

Which roles, rights and permissions can be assigned to users?

Individual users are responsible for their own user accounts and assignment of permissions to their contacts when sharing. For access to your institution's CareTeams, the Account or CareTeam Administrator can define whether members can download CareTeam data, and whether contacts can upload new datasets. Members can be assigned to the role of CareTeam Administrator. A CareTeam Administrator can add or remove members and contacts from the CareTeam, including accepting contact requests and assigning permissions. For more information on rights and permissions, see the Quentry Security Statement.

Does Quentry support LDAP or Active Directory integration?

At this time, Quentry does not support integration with LDAP or Active Directory.

Can a user email images from within Quentry to an email address?

Images cannot be emailed from Quentry, but can only be shared online with a user's contacts (for data belonging to the user's personal account), or with designated CareTeam contacts (for data belonging to a CareTeam.

When and by whom can users be removed from CareTeams?

CareTeam contacts are managed by the Account or CareTeam Administrator (to whom certain CareTeam management rights have been delegated). The CareTeam Administrator can remove members or contacts at any time, preventing those users from accessing new or existing shared data.

7. Medical Imaging Questions

What is DICOM?

Digital **I**maging and **Co**mmunications in **M**edicine (**DICOM**) is a standard for handling, storing, printing, and transmitting information in medical imaging.

What is the meaning of DX, CR and OT?

DX stands for Digital Radiography**, CR** stands for Computed Radiography and **OT** stands for Other. For more details please see "Quentry 2.0 DICOM conformance statement" document on quentry.com

8. System Requirements

Which web browser is required to access and use Quentry?

Quentry supports most modern web browsers. Please see Technical Specifications on quentry.com

Why do I need Microsoft Silverlight to run Quentry?

Microsoft® Silverlight® enables access to Quentry's web-based image viewing and upload tools. It is a free plug-in for your internet browser and is available for download at http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx.

9. Termination

How do I terminate my Quentry account?

If you are a Basic User please send an email to info@quentry.com, including your Brainlab ID and contact information. Cancellation emails must be sent from your registered and verified email address.

For cancellation of paid subscriptions please see Terms of Use 3.3.

Please contact us at info@quentry.com for any questions you have that are not addressed here. We invite you to write us about your experience with Quentry.

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