

### INTRODUCTION:

MySOZO.com, software SFT-025, was released to version 3.0.0 to create a new cloud-based architecture for the SOZO product. MySOZO.com stores and calculates measurement and other data and provides an interface for users to review results of patient measurements, to manage a clinic's settings, clinician preferences, and patient details. MySOZO.com provides the option for users to export data of an individual patient or of an entire clinic.

### ISSUE DESCRIPTION:

If a patient has been deleted previously, and then an export is chosen with the "All Patients" box selected, the software will prompt the user to wait for an email and a download. This causes an internal error in the SOZO system and an email with a download is never generated and the user is not informed of the failure to generate an export.

**Export Settings**

USER DATA TO EXPORT:

Selected Patients

All Patients

ASSESSMENT TYPE:

L-Dex  Hy-Dex

Fluid Analysis  Report Summary

Tissue Analysis

DATA RESULTS:

Simplified

DATE RANGE:

Select All

From:  To:

DATA FORMAT:

Row per patient

Row per measurement

ADDITIONAL SETTINGS:

Show De-identified Patient ID

Show Patient Identifying Details

Show Additional Patient Details

Show Device/Measurement info

### AFFECTED PRODUCTS:

SOZO Analyzer

Software Version: v3.0.0

U400

SFB7

Electrodes (gel backed)

Other

### INSTRUCTIONS/ISSUE WORKAROUND:

There are limited options to work around this issue. If an export is required, consider each of the options below and its impact on customer data integrity and work-flow.

**Option #1** – Undelete all patients that have been deleted. To do this, navigate to the settings screen, select the option to restore patient(s), then select the patient to restore. Continue to restore patients until all of them have been restored.

The screenshot shows the MySOZO Settings page. The 'SETTINGS' menu item in the top navigation bar is circled in red and labeled 'Step #1'. Below the navigation bar, there are sections for 'Measurement Units', 'Time Zone', 'Licensing Status', 'Fluid Analysis', 'Tissue Analysis', 'Other', and 'Licensed SOZO Devices'. At the bottom of the settings page, the 'Restore Patient' section is circled in red and labeled 'Step #2'. This section contains a 'Restore' button.

The screenshot shows the 'Deleted Patients' table in MySOZO. The table has columns for Last Name, First Name, Date of Birth, Sex, MRN, and Last SOZO Assessment. A 'Restore' button is visible next to the patient entry 'Doe, AaDelete, 22 Mar 2000, F, 123457, 22 Mar 2019 15:01'. This button is circled in red and labeled 'Step #3'.

Last Name	First Name	Date of Birth	Sex	MRN	Last SOZO Assessment	
Doe	AaDelete	22 Mar 2000	F	123457	22 Mar 2019 15:01	Restore

**Option #2** – Use the select all feature to select all patients shown in the patient list page as shown below in the Step #1 box. This feature will select all patients shown on the page. After all patients are selected, continue to export and select “Selected Patients” in the menu as shown in “Step #2”.

The patient list is limited to 100 patients on a page. Therefore, if additional patient exports are desired, a new export will have to be completed. To do so, repeat the export process on each of the desired additional pages until all patients are exported. The additional pages are shown at the bottom of the patient list screen as shown below. Upon completion, there will be multiple export Excel files and they would need to be merged together manually using the Excel cut and paste feature to create a complete list.

MySOZO Example Clinician

PATIENT DASHBOARD CREATE PATIENT DELETE PATIENT EXPORT REPORT/PRINT SETTINGS

Patient List Search Patient

Last Name	First Name	Date of Birth	Sex	MRN	Last SOZO Assessment	Select
Doe	AaDelete	22 Mar 2000	F	123457	22 Mar 2019 15:01	<input checked="" type="checkbox"/>
Doe	Aatest	2 Jan 2007	M	123456	22 Aug 2018 15:38	<input checked="" type="checkbox"/>

Repeat for all pages Previous 1 2 Next

Export Settings

USER DATA TO EXPORT:

- Selected Patients
- All Patients

ASSESSMENT TYPE:

- L-Dex
- Fluid Analysis
- Tissue Analysis
- Hy-Dex
- Report Summary

DATA RESULTS:

- Simplified

DATE RANGE:

- Select All

From: To:

DATA FORMAT:

- Row per patient
- Row per measurement

ADDITIONAL SETTINGS:

- Show De-identified Patient ID
- Show Patient Identifying Details
- Show Additional Patient Details
- Show Device/Measurement info

Export

**RESOLUTION TIMING:**

ImpediMed is working diligently to identify a fix for this issue and will deploy a software update to resolve the issue in the next software release, which is expected to occur in the next two months.

**CONTACT INFORMATION:**

<b>Australia:</b> ImpediMed Limited Unit 1, 50 Parker Court Pinkenba Qld 4008 Australia Tel: +61 (0)7 3860 3700 Free call: 1800 638 477 Email: <a href="mailto:enquiries@impedimed.com">enquiries@impedimed.com</a>	<b>USA:</b> ImpediMed Inc. 5900 Pasteur Court, Suite 125 Carlsbad, CA 92008 United States Tel: 760 585 2100 Toll-free: 877 247 0111 Email: <a href="mailto:info@impedimed.com">info@impedimed.com</a>
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