DePuy Orthopaedics TruMatch™ Personalized Solutions
Ordering and Web Portal User Guide

This User Guide has been created to aid in the management of the TruMatch™ Personalized Solutions customer account and ordering process. This step-by-step guide will illustrate how to activate a surgeon account, review the surgeon profile, submit and approve TruMatch Solutions cases and track case status.

The TruMatch Solutions ordering process consists of assigning a block delivery date after confirming the receipt of a correct CT scan and submission of the order.

Basic steps:

1. Patient is prescribed a CT scan per the TruMatch Solutions Scanning Protocol.

2. Once completed, the CT scan is forwarded by the CT center electronically or by overnight mail.

3. TruMatch Solutions Customer Support will electronically confirm receipt of a correct scan. The delivery date will be provided after the order has been submitted by the customer.

4. The customer can set the surgical date up to six months after the provided delivery date.
**TruMatch Solutions Case Workflow Model**

Below is a simple diagram outlining the workflow process of a TruMatch Solutions case. It takes approximately five weeks to complete a TruMatch Solutions case from submission to the surgery date.

There is ample time allotted for all necessary activities within the lead time, but please be sensitive to the required milestones so surgery dates are not missed.

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**Patient Imaging**

Following an assessment and recommendation from the surgeon, the TruMatch Solutions process begins with a CT scan of the whole leg, from hip to ankle, per a defined TruMatch Solutions scanning protocol. The CT scan will be conducted at a certified imaging center (local to the surgeon) and will then be electronically forwarded to our TruMatch Solutions team. The team will confirm the quality of the scan and create a new patient record for later submission by the surgeon's office.

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**Case Submission**

Through a simple web interface, the surgeon's office finalizes the pertinent case information and submits the order to the TruMatch Solutions design team. Immediately, the system will provide the delivery date of the finalized blocks. Surgery can be scheduled any time thereafter, up to six months. The case information will be collated with the surgeon’s surgical preferences already recorded in the system. Together with the implant geometry, the TruMatch Solutions design team will prepare a customized Patient Proposal.

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**Image Processing and Patient Proposal**

Utilizing proprietary software, the TruMatch Solutions design team will create a complete three dimensional model of the whole leg structure, which will be combined with the patient’s information and the surgeon’s surgical preferences to create a customized Patient Proposal. The Patient Proposal will include information such as distal femoral and proximal tibial resection levels, varus/valgus alignment, femoral rotation and tibial slope.
**Patient Proposal Approval**

An e-mail will alert the surgeon when the case specific patient proposal is ready for his/her comment and approval. The surgeon is then able to visit a password protected area of the TruMatch Solutions website to make, if necessary, any revisions and approve the Proposal.

**Instrument Preparation and Kit Consolidation**

Once the surgeon approves the details of the proposal, preparation of the customized patient instruments takes place within our dedicated manufacturing center. Individual patient name and data are etched on each, to confirm identification in the OR. Stainless steel guides within the RenShape™ plastic blocks are designed to minimize particle generation during cutting.

**Delivery and Surgery**

The TruMatch Solutions resection guides are delivered sterile. The guides are delivered on, or prior to, the stated delivery date communicated during the case submission step. Surgery can take place any time thereafter, up to six months.
Roles and Responsibilities within the TruMatch Personalized Solutions Process

SURGEON AND STAFF

During the process, it is the surgeon’s responsibility to determine the appropriate patient for the case, direct the patient to the pre-certified image center to get the needed CT scan, submit the case and then review the Patient Proposal within the timeframe of the TruMatch Solutions process. The surgeon will also make the final decision on how to proceed with each case.

DEPUY ORTHOPAEDICS TRUMATCH SOLUTIONS GROUP

The DePuy Orthopaedics TruMatch Solutions group is responsible for obtaining the CT data from the image center, creating the 3D model of the patient specific anatomy, determining and creating a patient specific Patient Proposal based on the patient’s anatomy and the surgeon’s surgical preferences, submitting the Proposal for the surgeon’s review and manufacturing of the TruMatch Solutions resection guides.

DEPUY ORTHOPAEDICS SALES ASSOCIATE

The Sales Associate is responsible for coordinating the delivery and consolidation of the TruMatch Solutions resection guides, necessary implants and additional supporting instruments to the OR on the date of the surgery.

TRUMATCH SOLUTIONS SURGICAL CASE SUPPORT
1-800-689-0746 or TruMatchsupport@its.jnj.com

- Case specific questions
- Request previous case documents
- Shipping information/tracking

CUSTOMER TECHNICAL SUPPORT
1-800-689-0746

- Password issues
- Website navigation support
- PDF download support
- Technical support
Account Set Up and Case Submission Overview

The TruMatch Solutions ordering process can be broken into three components:

1. Surgeon Passwords/Account Registration (DePuy Orthopaedics Sales Associate)
2. Creation of Surgeon Profile (DePuy Orthopaedics Sales Associate and Surgeon)
3. Case Submission, Approval and Tracking (Surgeon and Staff)

Once a surgeon’s profile has been set up by a sales associate, every case submitted will automatically be tailored to meet the surgeon’s default surgical preferences. Unless different from those in the system, it is not necessary to re-enter preferences for each case. These will automatically be loaded and will be the benchmark for every case. If it is necessary to modify the surgical preferences for a specific case, the TruMatch Solutions Web Portal allows the surgeon to make the necessary changes before proceeding with the submission. Preferences can be changed at anytime, not just when submitting cases.

The TruMatch Solutions CT-First ordering process consists of assigning a block delivery date after confirming the receipt of a correct CT scan and submission of the order. The basic steps consist of:

1. Patient is prescribed a CT scan per the TruMatch Solutions Scanning Protocol.
2. Once completed, the CT scan is forwarded by the CT center electronically or by overnight mail.
3. TruMatch Solutions Customer Support will electronically confirm receipt of a correct scan. The delivery date will be provided after the order has been submitted by the customer.
4. The customer can set the surgical date up to six months after the provided delivery date.
Website Navigation

The TruMatch Solutions Customer Support team will confirm, via e-mail, the activation of the surgeon and the surgeon’s staff (secondary) accounts by forwarding the usernames and temporary passwords. Following this notification, the surgeon and his/her staff will be capable of utilizing the service following the steps outlined in the following pages.

**STEP ONE: ACCESS SITE**

Access www.depuyknees.com and click on the “TruMatch” tab in the upper right hand corner (Figure 1).

On the TruMatch Solutions home page, lower left hand corner (Figure 2), click on the box that reads “To access the TruMatch application, click here.” This will access the Login screen (Figure 3), for the secured ordering and case tracking website.

**STEP TWO: LOGIN**

Once the login window opens, Read and Accept the site’s Private Policy disclaimer. Fill in the Username and Password given by TruMatch Solutions Customer Support in the gray Login dialog box. If accessing the website for the first time and utilizing a temporary password, you will be prompted to select a new permanent password before proceeding. If you have trouble with the Login due to the password, click on “Forgot your password?”

**Important:** In order to reset passwords, users must utilize the Password Self-Service function. Before you can take advantage of the service, you need to set-up your challenge-response questions. Johnson & Johnson IAPP rules require that you configure six questions. If you forget your password, you will be challenged with three of them, selected at random. We have provided 27 different questions from which to choose. Pick six different questions from the list and type in answers that you (and only you!) will know. Remember, if someone can answer your questions, that person can change your password. The system will not allow you to use the same question OR the same answer more than once.

To set-up your challenge-response questions and answers click on: https://myapps.passo.its.jnj.com/myapps/PMF.jsp. When prompted, log in with your username or e-mail address, plus your current TruMatch network password and follow the instructions on the site. A copy of the Password Self-Service User Guide can be found by clicking on the link located on the bottom of the Login dialog box.
STEP THREE: CT SCAN PASS/FAIL

Once logged on the Main Screen, the “View Cases” tab will be displayed.

The “View Cases” screen is the central screen which displays key information about the status of the CT scan, case, required actions and block delivery dates (Figure 4). The “View Cases” screen defaults to the Action Required filter which is sorted by the Action Due Date. If no action is required, it shows a blank screen. Go to the “Case Status Filter” definition on the Terminology section in this document for more information on filtering how cases are displayed.

The bottom of the screen will display service related messages in addition to links for the download of user guide documents.

When submitting an order for TruMatch Solutions blocks there are two scenarios depending on the status of the CT scan listed under the “Image Status” column (Figure 5).

**Scenario One:** Receipt e-mail notification of a Fail CT scan:

Fail: If the “Fail” status is given, a description of the possible cause(s) can be seen by accessing the website and clicking on the “Fail” hyperlink listed by the appropriate patient name (Figure 6a). When necessary, re-scanning of the patient may be requested by Customer Support.

**Scenario Two:** Receipt e-mail notification of a Pass CT scan:

Pass: This confirms that the CT scan is correct and that you are able to proceed with finalizing the case request and submitting the order (Figure 6b). On the “View Cases” screen, by the appropriate patient name, is the “Submit Order” button. Complete the information on the “Submit Order” screen to finalize the information needed to submit the case.
**STEP FOUR: SUBMIT ORDER**

Following the receipt of an acceptable CT scan, the case is ready to be submitted through the “Submit Order Screen.” This step can be completed by the surgeon or members of his/her staff that have been authorized access to the system and manage TruMatch Solutions cases.

Based on information contained in the CT scan DICOM file, part of the patient specific information will already be filled in by the TruMatch Solutions Customer Support team. In order to submit the case, confirm the accuracy of the existing information by clicking the “Confirm CT Scan Information” check box (Figure 7).

To complete the remaining items, please refer to the patient's records and the surgeon’s orders captured on the TruMatch Solutions Order Form, to complete items such as “Patient Profile,” “Estimated Joint Space Loss” and “Implant Preferences” (Figure 8).

After selecting Varus or Valgus on the “Patient Profile” dialog, the screen will expand at the bottom and display the previously recorded surgeon preferences (Figure 9). These can be altered to reflect the patient’s particular needs.

Once completed, the options are:

- **Cancel:** Return to the “View Cases” screen. Any information filled in will not be saved.
- **Save as Draft:** Will save information without submitting the order. This record can be accessed and finalized at a later time.
- **Submit:** Will submit all the information and confirm approval to continue with the ordering process.

The “Submit Confirmation” screen will be displayed (Figure 10), confirming that the information was received and indicating the delivery date of the blocks. Surgery can then be scheduled on that date, or up to six months later.

Clicking “Click Here” will return you to the main “View Cases” screen. If necessary, continue with completing other orders as indicated by the presence of a “Submit Order” button.

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**Important:** The case just submitted will not appear back on the “View Cases” screen since there are no actions needed at that time. To see that particular case with the updated delivery date, you will need to click on the “Case Status Filter” and choose “Active Cases” or “In Design.” The case will not re-appear on the “Action Required” filter until the Patient Proposal is ready for approval. The now established delivery date will appear under the “Delivery Date” column and by the appropriate patient name.
STEP FIVE: REVIEWING THE PATIENT PROPOSAL

The Patient Proposal contains detailed information that will be used to manufacture the TruMatch Solutions blocks. This will need to be reviewed and approved by the surgeon before proceeding with the case (Figure 11).

Once the Patient Proposal is ready for the surgeon’s review and approval, the TruMatch Solutions Design team will send an e-mail notification.

To access the site, click on the hyperlink included in the e-mail for direct access or Login to the TruMatch website, “View Cases” screen as previously described.

The Patient Proposal document can be viewed electronically by clicking on the “Patient Proposal” hyperlink by the appropriate patient’s name listed under the “Patient Proposal” column (Figure 12).

**Important:** The “Action Due Date” column lists the date at which an action is required. The value will turn red two days before the stated deadline. Failure to take action before the stated due date will result in delay and/or cancellation of the case.
Once ready to approve the Patient Proposal, return to the “View Cases” screen and click on the “Make Decision” button listed on the “Action Required” column.

**Important:** As the surgeon is the only one that can electronically sign to approve a case, the “Make Decision” button is only visible after the surgeon logs in with his/her unique password.

The options found on the “Make a Decision” screen for approving a case are (Figure 13):

- **Approve:** The Patient Proposal is approved “as is” and the surgeon authorizes the TruMatch Solutions Design team to continue with manufacturing the blocks.

- **Approve with Change:** The Patient Proposal is approved provided that the changes requested by the surgeon are made to the Proposal. As shown in the “Make Decision” screen, the surgeon has the option of (a) describing the requested change(s), (b) using the drop-down menus to modify the stated proposal parameters, or (c) a combination of both options. Once submitted, the surgeon authorizes the TruMatch Solutions Design team to continue the manufacturing of the blocks.

- **Redesign and Resubmit:** Just as described above, the surgeon has the ability to request changes to the Patient Proposal; however, instead of proceeding with manufacturing the blocks, the TruMatch Solutions Design team will make the requested changes and resubmit to the surgeon for approval.

  **Important:** Due to the unknown nature of the requested changes, the delivery date could be affected. If so, the TruMatch Solutions Customer Support team will communicate via e-mail the new delivery date.

- **Cancel this Case:** This will stop further work with the Patient Proposal. Cancelled cases can only be reinstated by calling the TruMatch Solutions Customer Support team. This will also impact the delivery date.

Following the selection of any of the four approval options, a dialog box will be displayed asking for the surgeon’s unique and confidential password (Figure 14). This must be entered in order to proceed. Once completed, the surgeon will receive a confirmation that his/her request has been received and that blocks will be manufactured and delivered per the specified date.
**View Cases Tab Terminology**

The “View Cases” tab organizes the case related information to allow for quick review and action. The following is the meaning of the labels used (Figure 15):

**CASE NO.:** Lists the unique case number assigned to this patient. Clicking on the case number hyperlink displays the case details and allows for cancellation of the case at any time during the process (Figure 16).

**CASE STATUS:** Lists the current process stage of the case. Values include:

**PENDING CT:** A CT was received but failed to meet the needs for manufacturing of the blocks. More information is available by clicking at the CT Status hyperlink.

*Pending Submission:* A CT was successfully received. The TruMatch Solutions Customer Support team has created a new case record and is waiting for the remaining patient information to be filled in and submitted. In such case, a “Submit Order” button will appear under the “Action Required” column.

*Pending Approval:* The order was successfully submitted and a Patient Proposal was created by the TruMatch Solutions Design team. The case is now ready for the surgeon to review and approve.

**IMAGE STATUS:** Lists whether a correct CT scan was received and hyperlinks to a reason if it failed. Values include:

*Fail:* Displays the reason the CT failed and provides further actions to resolve the issue. In most instances, the TruMatch Solutions Customer Support team will contact the CT location directly and attempt to resolve the situation.

*Pass:* A correct CT scan was received and the order initiated by the TruMatch Solutions Customer Support team is ready to be completed and submitted.
**View Cases Tab Terminology** (continued)

**DELIVERY DATE:** Following the successful submission of an order, the system will list the expected delivery date of the TruMatch Solutions blocks. The surgery can then be scheduled on that date or up to six months later. The date will turn red if an action required hasn’t been completed within 48 hours of the due date listed under the “Action Due Date” column.

**PATIENT PROPOSAL:** Hyperlinks to a Patient Proposal PDF document generated by the TruMatch Solutions Design team and used by the surgeon to review and approve the case.

**ACTION REQUIRED:** Displays a button that requests an action from the customer. Values include:

*Submit Order:* Opens the “Submit Order” screen and allows the surgeon to finalize the necessary patient information and other case related details. Once finalized the order is submitted. The order must be submitted within one month. This button is not visible if the CT scan failed.

*Make Decision:* Opens “Make Decision” screen to allow the surgeon to approve, approve with changes, redesign and resubmit, or cancel the selected case. The surgeon has five business days to make a decision about the case. This button is only visible to the surgeon after logging in with his/her unique password.

**ACTION DUE DATE:** Lists the date at which an action is required. The value will turn red two days before the stated deadline. Failure to take action before the stated due date will result in delay and/or cancellation of the case.

**CASE STATUS FILTER:** Filters the way case information is displayed on the “View Cases” screen. Values include:

*Action Required:* This is the default display and shows the information as described above. Cases are sorted by the “Delivery Date.”

*In Design:* Displays cases that have been approved or in re-design and re-submit status.

*In Manufacturing:* Displays cases in which blocks are being manufactured.

*Active Cases:* Displays only cases that are active and excludes cancelled and shipped cases.

*Shipped:* Displays cases where blocks have been shipped for surgery.

*All:* Displays all cases, past or active, sorted by the patient last name.
Create/Update Surgeon Profile

The “Update Profile” tab allows surgeons to update their Surgeon Information, CT Imaging Center Information, Surgical Technique Preferences, Implant Preferences and Sales Associate Information (Figure 17).

Simply navigate the particular preference or pertinent data that needs to be changed or updated by clicking on the “+” to expand the section and select from the appropriate pull-down menus.

For instance, to modify the “Varus Anatomy Surgical Technique Preference,” first click on the “Surgical Technique Preferences” to display the options under that heading and make the necessary changes on that page (Figure 18).

Following changes and modifications, read and accept the Privacy Policy statement and click on the “Submit” button to confirm your selections.