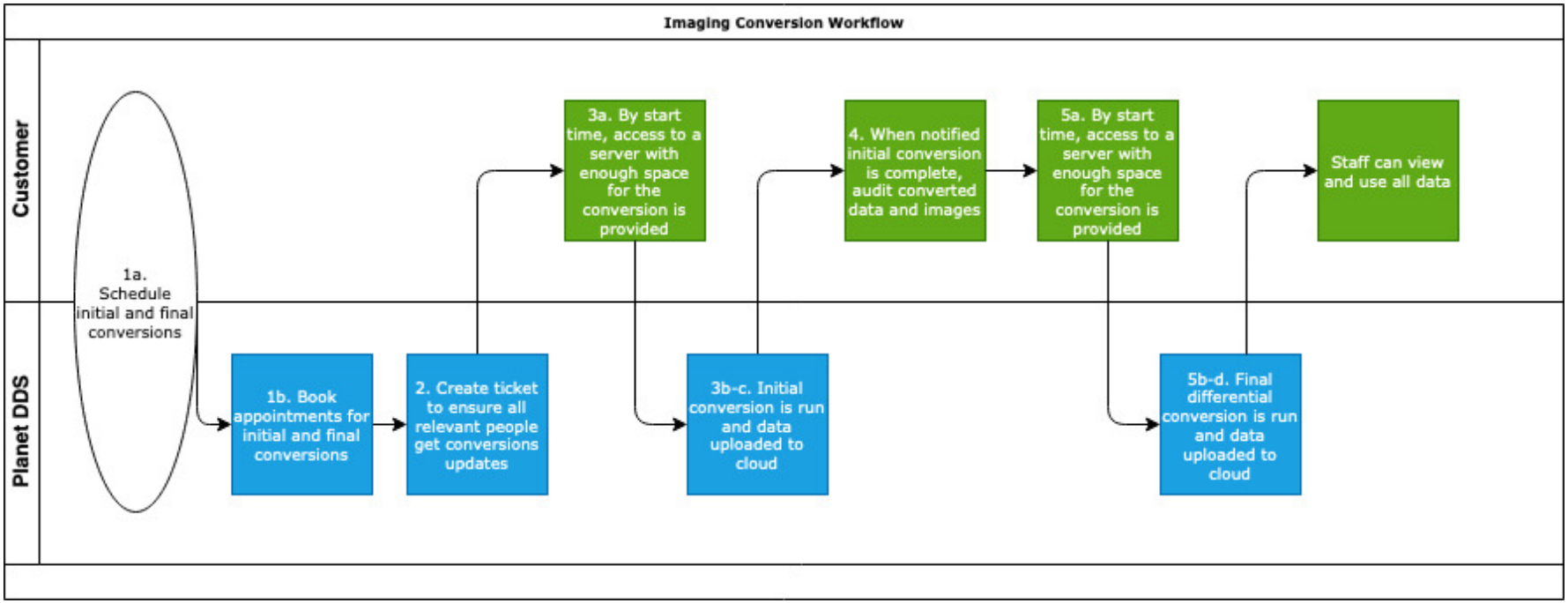
Imaging Conversion Workflow

Guidelines for a successful conversion:

- To create a schedule to support go live dates, client to provide:
    - Imaging system(s) used by each office
    - Practice management software, if new, indicate if patient ID mapping is required
    - DB size by office
- Validate there is enough space to convert the images
    - Rule of thumb: server must have free space at least 1.5x the storage capacity required to store your current images
- Ensure the team member that will be assisting our imaging team:
    - Knows where the server is located
    - Knows the location of the image folders to be converted
    - Has any required passwords
    - Has access to the imaging database
- To keep your imaging conversion on track:
    - Please do not close the remote desktop application — closing the window will close the session and stop the conversion
    - Ensure the screen connected to the server or computer where the images are stored stays on throughout the conversion
    - To monitor progress the screen must remain unlocked. Our Image Conversion team needs to be able to watch the progress/status during the conversion process. If the screen locks, your team will need to unlock it.
    - Adjust to the computer's settings to avoid disruptions
        - Disable automatic windows locking
        - Disable auto-sleep
        - Disable automatic shutdown
        - Disable automatic restarts
        - Disable automatic updates that require a reboot or restart
    - Ask your staff to support a successful conversion by not interacting with the computer doing the conversion. Examples of things to avoid:
        - Touching the keyboard
        - Remotely logging in
        - Moving the mouse
        - Switching user accounts

Process for an imaging conversion:



1. Scheduling
    a. Client and PDDS implementation consultant agree on a schedule for an initial bulk image conversion and a final differential image conversion
    b. Client will receive calendar invitations to connect to the legacy database for the scheduled initial and final differential conversions
2. Tracking
    a. Each imaging conversion cluster will have an associated support ticket
    b. The PDDS implementation consultant will request the email addresses of everyone the client would like to be included on imaging conversion updates. The emails provided will be copied on the support tickets and will receive all associated communications and updates.
3. Initial conversion
    a. Client to provide access to the appropriate imaging database

b PDDS will begin initial imaging conversion (support ticket update will be provided when imaging conversion begins)

c Imaging conversion completed (support ticket update will be provided confirming completion and including the number of patients whose images were converted and the total number of images converted)

Note: Initial conversions should be scheduled at least 2-4 weeks ahead of target go-live date. The initial conversion will continue to run in the background until complete and will not interrupt daily operations.

4. Audit
    a Client audits the converted data for quality and holistic completion
    b Client reports any issues for troubleshooting
    c Client signs off on the results when they are correct
5. Final differential imaging conversion
    a Client to provide access to the appropriate imaging database
    b PDDS will reconnect to imaging database to initiate final differential image conversion
    c PDDS will upload converted imaging data to the cloud
    d PDDS will map imaging data:

    Client contacts their new Practice Management support and requests an Excel spreadsheet (.xlsx) with the following columns: first name, last name, birthdate, gender, ID number. Client provides the spreadsheet (encrypted) to the conversion technician via imagedatamapping@planetdds.com

Note: Office starts capturing new images with new imaging software the day of the final conversion. Office can utilize previous imaging software to view historical images until the final conversion is complete. Only one imaging software can be open at a time when capturing new images.