

Dear Sir or Madam,

Safety information!

Your contact:

June 5, 2020
Page 1 of 2

An error has been identified in JiveX Web and JiveX Mobile. Under certain conditions short notes and reports may be displayed incompletely in the report preview.

Maintaining high safety and quality standard is our top priority. With this safety information, we therefore inform you of the conditions under which the error occurs, how it can be avoided and what further steps VISUS will take.

Identification of the affected software versions:

JiveX 5.2, 5.2.0.1, 5.2.0.2, 5.2.0.3, 5.2.0.4, 5.2.0.5, 5.2.0.6

Problem description:

JiveX can receive reports for distribution from a hospital or radiological information system, in case this function is activated. The last report received for a study is saved in JiveX and is displayed in JiveX regardless of its status. This report preview does not replace an approved or signed report document.

VISUS has identified a software anomaly which may cause short notes and reports to be displayed incompletely in the report preview. The error happens in the transformation of texts into a displayable format. It occurs in reports in RTF format if, after a control command for a line break or a new paragraph, the next line does not begin with a control command (e.g. "left aligned"). In this case the first word in the next line is not displayed.

The reports are complete and correct in the database.
The same problem occurs with short notes created with the JiveX Review Client.

In summary, this malfunction only occurs in case all the following conditions are fulfilled:

- JiveX in one of the affected versions
- Reports in RTF format are available for distribution in JiveX
- Use of the JiveX Web or JiveX Mobile to view findings
- New lines do not start with a control command

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Potential risk:

The physician makes a wrong diagnosis or therapy decision based on an incompletely displayed report.

Actions to be taken by the customer:

Please check whether the scenario mentioned above could occur in your institution. In case the error can occur:

- View reports directly in the hospital information system and not in JiveX Web or JiveX Mobile until the patch provided by VISUS has been applied.
- Inform all physicians about the potentially incomplete display of reports in the time since an upgrade to JiveX 5.2.

Actions to be taken by VISUS:

VISUS will provide a patch to solve the problem for all affected releases promptly and free of charge. We will contact you to check if your system meets the conditions mentioned in the problem description and to plan the update.

Please confirm the receipt of this letter.

We apologize for any inconvenience caused by this safety information and hope for your understanding and your active support. If you have questions or concerns, please contact our VISUS Support (0234/93693-200).

Sincerely yours
VISUS Health IT GmbH

