



# **Patient Evaluation and Management System (PEMS) User's Guide**

M2S, Inc.  
12 Commerce Avenue  
West Lebanon, NH 03784  
603.298.5509  
<http://www.m2s.com>

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# Chapter 1 - Getting Started

## Introduction

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### Patient Evaluation Management System (PEMS)

PEMS is a secure and innovative web-based patient registry that allows physicians and researchers to collect, view and manage their patients' radiological images and clinical data for better patient follow-up and optimized outcomes. PEMS offers 24/7 access to anatomical measurements and static images (when applicable) which are useful for reviewing every patient's status as well as long term patient tracking. This patient management system also provides users with customized alerts, and the ability to download Preview 3D interactive studies created by M2S. PEMS is not intended to provide medical diagnosis or a recommended treatment approach.

This User's Guide covers the use of PEMS and may reference interaction with the Preview Treatment Planning Software (Preview<sup>®</sup>) and DICOM ArmorCar (DAC). Please reference the applicable User's Guides for more information on those products.

## System Requirements

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For functionality with M2S' PEMS, you must have a compatible web browser, such as:

- Microsoft Internet Explorer
- Mozilla Firefox
- Google Chrome

## Logging into PEMS

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The following will take you through the steps to enter the PEMS website and change your password for the first time. You must contact M2S Customer Service to set up a PEMS account. If you have questions, please call Customer Service at 603-298-5509.

1. Once account has been created, go to: <https://pems.m2s.com>.
2. Login using the user name and password provided by M2S
3. Click **Login**
4. Click **OK** in the box that says you have not changed your password for over 6 months.
5. Read User Agreement and Click Agree (clicking Disagree will log you out of PEMS).
6. You will be automatically directed to the **My Settings** tab in PEMS
7. Enter **Old Password** which is the password listed above.
8. Enter **New Password** which should be 8 characters with a letter, number and symbol.
9. Enter **New Password** again to check for accuracy.
10. Click **Save**.

11. You will receive a message that says your password has been changed successfully.
12. Create a security question and answer.
13. Click **Define**.

## Trouble Logging In

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In the event that you have attempted to log-on to PEMS with a password that does not match the M2S database, your security question will appear on the log-in screen. You may attempt to re-enter your password or you may answer the security question and reset your password using the procedure below. **Note:** *After 5 failed password attempts, your account will be locked; Contact Customer Service for assistance.*

1. Type the answer to your security question in the text box.
2. Click **Send**
3. A temporary password will be sent via email to the address listed on your M2S account from [ens@m2s.com](mailto:ens@m2s.com). *(Ensure this email will not get blocked by adding the address to your list of approved email recipients.)*
4. Go to: <https://pems.m2s.com>.
5. Login with the temporary password.
6. Set your new password as prompted.

# Chapter 2 - Using PEMS

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PEMS allows the user to perform the following functions related to the cases submitted to M2S:

- View and/or download pre-operative and post-operative measurements
- Download completed M2S Preview 3D models (when applicable)
- View static images of the Preview Model (when applicable)
- View and/or print computer generated reports
- View and edit patient information including alerts
- View status on studies processed
- Order case processing electronically

These features are broken up into easily identified tabs within the site as detailed below.


Note: Complete instructions on certain functions may be found in the Preview User's Manual and the DAC User Guide as provided with those products.


The Preview User Manual may also be found in the Downloads section. The DAC User's Guide may be requested by contacting M2S Customer Service.

## Patient Tab

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The **Patient** tab displays a list of the patients sent to M2S by the user. The information displayed on this page includes the following information when available:

- *Patient's name*
- *MRN number*
- *Sponsor Code*
- *Case Type*
- *Latest Scan Date*
- **Alerts**- these will be displayed with the following symbol: 
  - The system comes with predefined alerts however M2S does not recommend specific criteria and the user may modify these as he or she sees fit (see **My Alerts** tab section under **My Settings**)

- *Preview Models available for download*- any models available for download will be indicated with the following symbol:  Please refer to the Preview User Manual for more information on this feature.


Note that Preview models are only made available on PEMS for a limited period of time. Please contact customer service if a specific model is unavailable.

## Viewing and Editing Patient Information

Click on the patient's name in the **Patient** tab in order to access specific information about that patient. This will either bring you to the Alerts (when applicable) or Measurements page in which you can do the following:

- View Alerts associated with that patient's measurements (see below for additional information)
- View the patient's measurements
- Generate reports on those measurements
- Override measurement data points values if desired

From this patient landing page you may access the **View Menu** for the particular patient and access the following features:

- *Alerts*- Provides measurement details for measurements with Alerts. Users may **Acknowledge** and **Remove** alerts once they have been reviewed.
- *Pre-Op Diameter Plots*- Provides anatomical measurements in chart format
- *Scanner Histograms*- Provides bloodflow/thrombus analysis
- *Images*- View static images of the Preview Models
- *Patient Information*- Add and edit *Basic Information*, *Medical History* and *Visit Record* for the specific patient by clicking on the applicable tab and selecting **EDIT INFORMATION**
- *Reports*- Displays status of the most recent scan
- *Case Information*- Provides summary of M2S model comments
- *Patient Downloads*- From this tab you may select a specific Patient Preview Model to download (refer to the Preview User Manual for more information) or download the patient's measurement data in Excel, XML, or CSV format by selecting the applicable link indicated with a 
- *Processing Status*- View the status of scan submitted to M2S for Preview Modeling (see **Status Tab** section for more information)

## Status Tab

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The **Status** tab will display the M2S status for specific studies including any cases on hold, in process, shipped, etc. You may filter the scans to display based on a timeframe or clinical trial status.

## ArmorCar Tab

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The **ArmorCar** tab allows you to view cases awaiting verification for transmission to M2S. You may click **Proceed** to verify or **Erase** to remove the case. See The DAC User Guide for more information.

## Order Tab

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The **Order** tab allows you to electronically submit an order for processing.

To submit an order, select **A New Order** and choose the patient's name from the list of existing patients. If the patient has never had a scan processed by M2S, click **New**. (It's always best to check the patient list to make sure that a patient's name doesn't already exist in the list.)


- Complete all remaining fields when possible. **NOTE: All items marked with an asterisk (\*) are required fields.**
  - To order as a clinical trial dataset, select the trial name from the dropdown list and complete the **Sponsor Code** field. Timepoint designation (if applicable) should be recorded in the **Customer Comment** section.
- If the physician you are sending for does not appear in the **Physician** list, select other and enter the physician information (name, practice, address, phone, e-mail) in the **Comments** field.



## Download Tab

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The **Download** tab allows you to download M2S patient measurement data for all of your patients in Excel format as well as download the latest version of the Preview software.

To download the data or the software, click the  button next to the applicable download. Please refer to the Preview User Manual for more information on the Preview software.

## Statistics Tab

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The **Statistics** tab allows you to create several customized reports using your patient data based on the criteria you select.

To create a report, pick your desired base data from the *Base Data Category* and the report will automatically display.

You may also generate additional statistics by selecting further criteria in the *Compare* section and then clicking the **Compare** button.

## My Settings Tab

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The **My Settings** tab allows you to customize your settings within PEMS.

### My Alert Settings

To change your Alert settings, click on the **My Alert Settings** tab and check off the alerts that you wish to activate and/or uncheck any alerts you wish to deactivate.

Your account is set up with default alert definitions; however, you may change these definitions at any time by clicking the **Edit** button and customizing the alerts as you wish.

Once modifications have been made click “Recalculate alerts” to have your alerts recalculated based on your current settings. This action may take several minutes to complete.

## **My Account Details**

In the **My Account Details** tab you may view your user information as well as update your password and security question.

To change your current password, enter your old and new password and click **Save**.

To define or update your security question, enter your desired question in the **New security question box** and then enter the desired answer in the **Correct answer** box. Then click **Define**.

# Chapter 3 - M2S Customer Support

## M2S PEMS Customer Support

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M2S provides you with free technical support via phone and e-mail. Skilled technicians are ready to help you if you experience problems with our software or data.

### Telephone Support

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**Telephone Number:** 1.603.298.5509

**Hours:** 8:00 am to 5:00 pm EST, Monday through Friday

If you require technical support, please do the following:

1. List the PEMS tools you used and the steps you took when the problem occurred.
2. If an error message appeared, write down the exact text of the message. If possible, print the screen where the error occurred. (From the **File** menu, select **Print**.)
3. Have your computer turned on and be prepared to reproduce the problem or take the steps suggested by an M2S technician.

### Support via the Internet

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**Internet address:** <http://www.m2s.com/company/contact-us>

Navigate to the above Internet address, where you will find the M2S Technical Support Request Form, and do the following:

1. **Fill in the form's fields.**
2. **In the Message text box, type a description of the problem, including:**

- The PEMS tools you used and the steps you took when the problem occurred.
- The exact text of any error messages that appeared.

**3. Click the Send button below the Message text box to send the form to M2S.**

A technical support analyst will examine the information you submit, then call or e-mail you with instructions that will help you solve the problem.

## **E-Mail Support**

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**E-mail Address:** [Customer-Service@m2s.com](mailto:Customer-Service@m2s.com)

In lieu of using the M2S website, you can simply report a problem via e-mail. Please include in your e-mail message:

- A complete description of the problem, as noted above.
- Your name and telephone number.

A technical support analyst will call or e-mail you to help you solve the problem