



Annalise Enterprise User Guide

US

English (US)

Annalise Enterprise

This guide is applicable to Annalise Viewer version **3.2**

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ANNALISE-AI PTY LTD
Level P
24 Campbell Street
Sydney NSW 2000
AUSTRALIA
www.annalise.ai

R_x Only

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Indications for use

Intended context

Annalise Enterprise is a device designed to be used in the medical care environment to aid in triage and prioritization of studies with features suggestive of the following findings:

Chest X-ray (CXR)

- pleural effusion¹
- pneumoperitoneum²
- pneumothorax
- tension pneumothorax
- vertebral compression fracture³

See [Additional information](#) on page 6.

The device analyzes studies using an artificial intelligence algorithm to identify findings. It makes study-level output available to an order and imaging management system for worklist prioritization or triage.

The device is not intended to direct attention to specific portions of an image and only provides notification for suspected findings.

Its results are not intended:

- to be used on a standalone basis for clinical decision making
- to rule out specific findings, or otherwise preclude clinical assessment of CXR studies

Intended modality

Annalise Enterprise identifies suspected findings in:

Chest X-ray (CXR)

Digitized (CR) or digital (DX) chest X-ray studies

Intended user

The device is intended to be used by trained clinicians who, as part of their scope of practice, are qualified to interpret:

Chest X-ray (CXR)

Chest X-ray studies

Intended patient population

The intended population is patients who are 22 years or older.

**Additional
information**

The following additional information relates to the findings listed above:

Finding	Additional information
1 Pleural effusion	<ul style="list-style-type: none">• specificity may be reduced in the presence of scarring and/or pleural thickening• standalone performance evaluation was performed on a dataset that included supine and erect positioning• use of this device with prone positioning may result in differences in performance
2 Pneumoperitoneum	<ul style="list-style-type: none">• standalone performance evaluation was performed on a dataset that included supine and erect positioning where most cases were of unilateral right-sided and bilateral pneumoperitoneum• use of this device with prone positioning and for unilateral left-sided pneumoperitoneum may result in differences in performance
3 Vertebral compression fracture	<ul style="list-style-type: none">• intended for clinicians in Bone Health and Fracture Liaison service programs• standalone performance evaluation was performed on a dataset that included only erect positioning• use of this device with supine positioning may result in differences in performance

Caution

Contraindications

The device:

- is not intended to provide diagnosis
- is not to be used on patients under the age of 22 years
- does not enable an increase in the clinician's scope of practice

Warning



Qualified clinicians who interpret chest X-rays as part of their scope of practice hold ultimate responsibility for interpreting studies.

The clinician must review the original chest X-ray images and all other clinical information before making a clinical decision.

About Annalise Enterprise

Device description

Annalise Enterprise is a medical device software application which uses artificial intelligence (AI) algorithms to prioritize suggested findings within a clinical triage workflow of radiological imaging studies.

It is compatible with image and order management systems such as picture archiving and communication systems (PACS) and radiological information systems (RIS).

Annalise Enterprise contains the following:

- Annalise Viewer
- Worklist Triage

Annalise Viewer (optional)

The Annalise Viewer displays the AI results of adult chest X-ray studies.

Worklist Triage

Annalise Enterprise uses an AI algorithm to provide notification of selected findings for worklist prioritization and triage. This enables users to review the studies containing features suggestive of these clinical findings earlier than in the standard clinical workflow.

Each organization can specify the findings that will result in triage and the priority of each finding. The exact functionality available depends on the worklist software used.

If a worklist software vendor does not provide current worklist priority details, Annalise Enterprise will only triage findings with the highest rank. This ensures that it will never decrease a study's existing priority in the worklist.

The device workflow is performed parallel to and in conjunction with the standard clinical workflow for interpretation of chest X-ray studies.

The device is intended to aid in prioritization and triage of radiological medical images only.

Artificial intelligence (AI) algorithm

The Artificial Intelligence (AI) algorithm used in the device is a convolutional neural network trained on over 750,000 imaging studies.

Images used to train the algorithm were sourced from datasets with a range of patient demographics and technical characteristics, including different X-ray manufacturers and machines.

Supported scan types

Annalise Enterprise supports the following scan types:

CXR

- minimum one frontal (AP/PA)*
- up to three images in total

Note: If a study contains more than three CXR images, the AI model will select a combination of the best three frontal/lateral images.

*Vertebral compression fracture also requires a lateral view.

Operating points

Operating points for each finding are defined by your organization during deployment (with assistance from Annalise.ai).

If you need to adjust an operating point for your organization, contact your internal IT support team who can then request adjustments from Annalise.ai.

Active notification

Active notification services notify designated individuals of a suspected finding and its priority within minutes of being identified by Annalise Enterprise.

Some of the findings identified by Annalise Enterprise are eligible for active notification. Refer to the *Annalise Enterprise Administration Guide* for further information and eligibility criteria.

Security features

Annalise Enterprise includes security features which protect against unauthorised access and data modification.

These features ensure the secure authentication and encryption of sensitive data when transmitted between:

- the Annalise Enterprise Integration Adapter and the Annalise Enterprise Backend
- the Annalise Viewer and the Annalise Enterprise Backend
- the PACS Image Viewer and the Annalise Viewer (available when using the HTTPS interface)

It also includes the encryption of sensitive data stored in the Annalise Backend.

Annalise product compatibility

Annalise Backend **3.2** is compatible with:

- Annalise Integration Adapter **3.2**
- Annalise Viewer **3.2**

Installation and system requirements

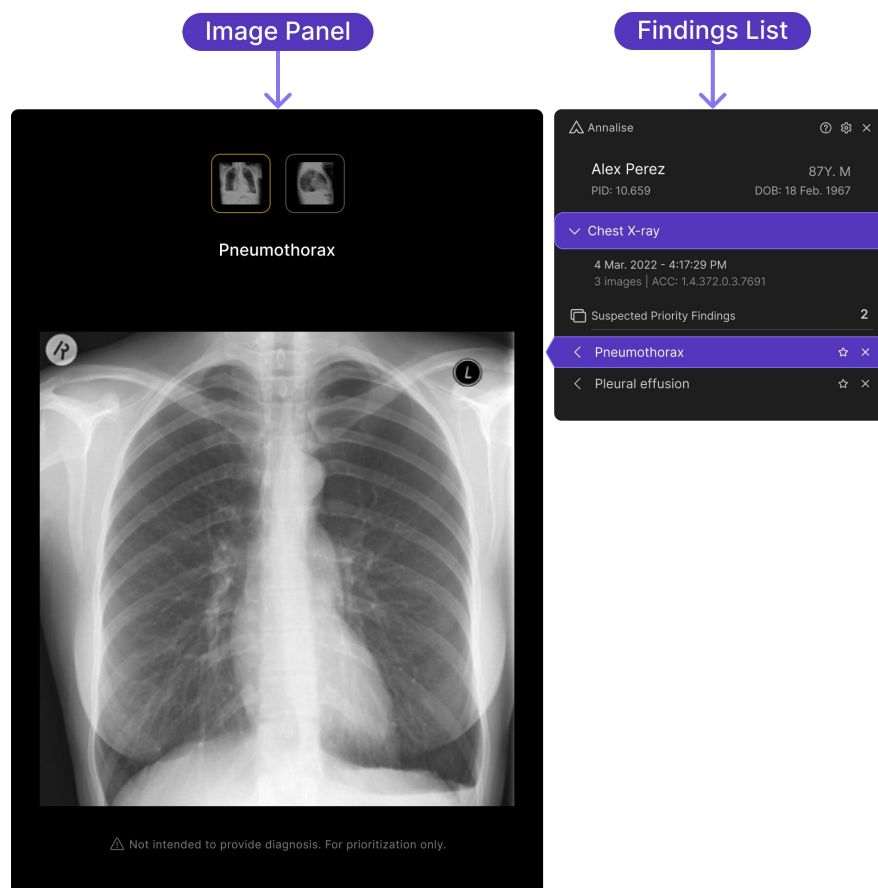
Refer to the *Annalise Enterprise Administration Guide* for details about system requirements and installation.

Annalise Viewer functions

The following section outlines the functions available on the Annalise Viewer for CXR studies.

If your organization has enabled the feedback function, extra functions will display when you are in 'feedback mode'.

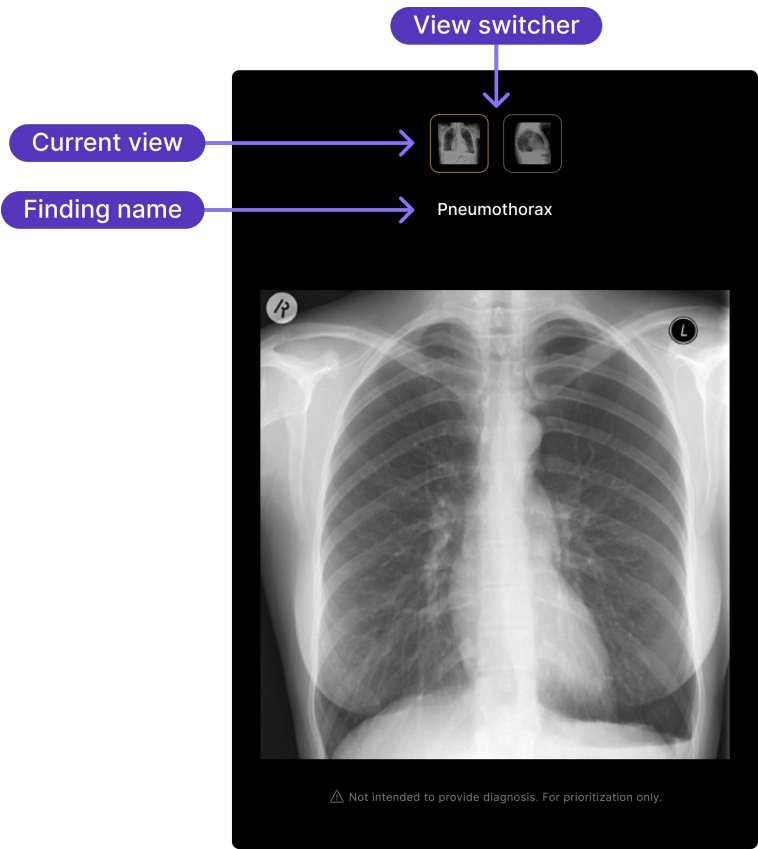
Main components



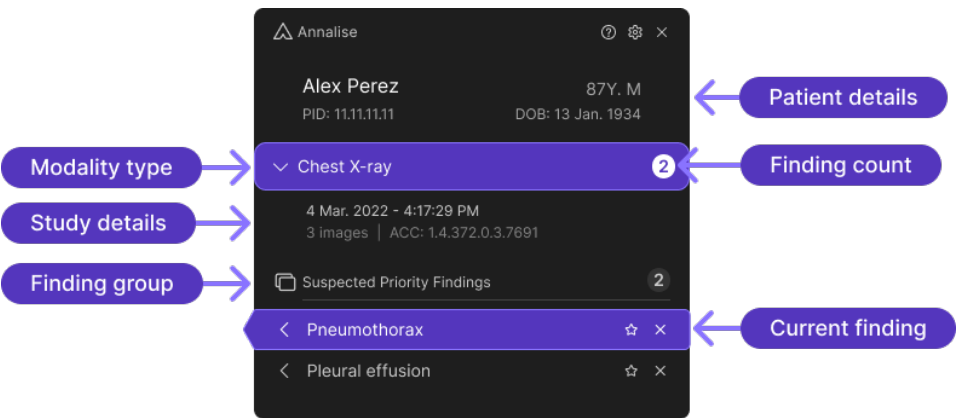
For further details, see:

- [Image Panel](#) on page 11
- [Findings List](#) on page 11
- [Findings List: Feedback mode](#) on page 12
- [Study Details Panel](#) on page 12

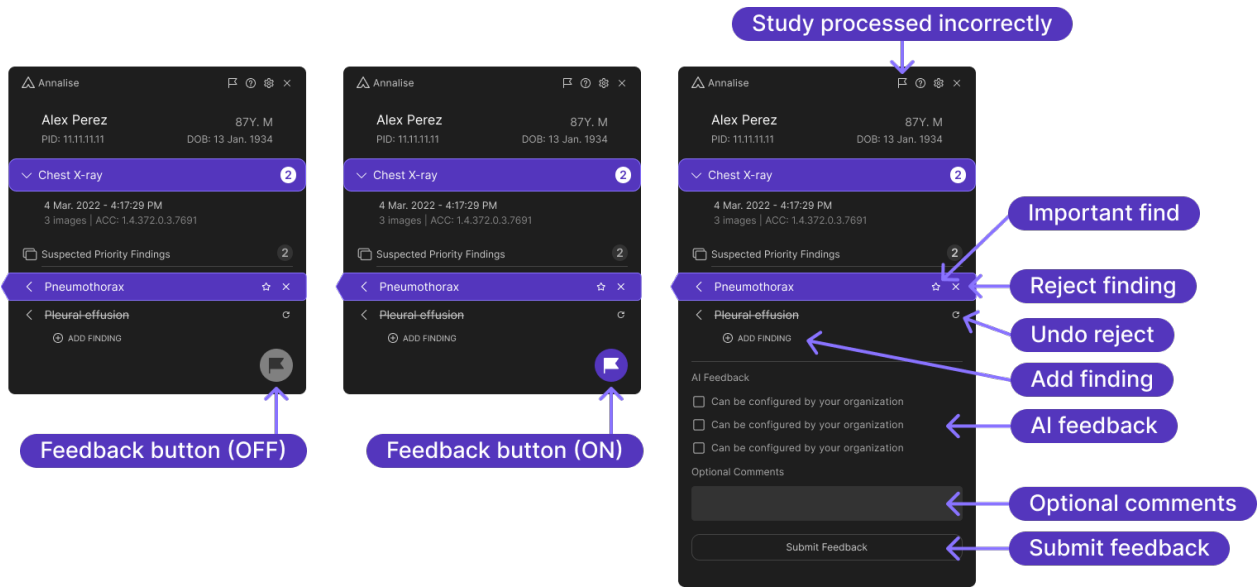
Image Panel



Findings List



Findings List: Feedback mode



Note: If the feedback function has been enabled by your organization, some or all of these options will display, depending on the type of feedback enabled (see [Findings List: Feedback mode](#) on page 15).

Study Details Panel

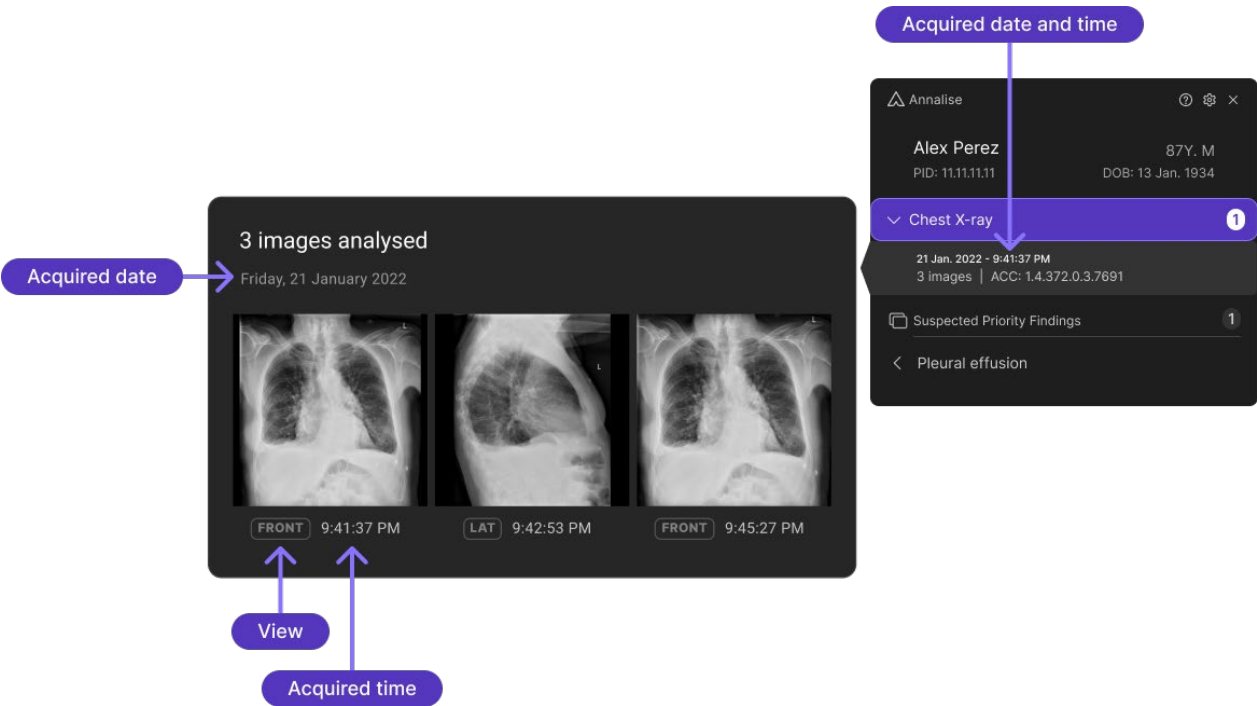


Image Panel

The Image Panel is located on the left of the Findings List.

It displays the current image associated with the selected finding and also enables you to access different views of the study.

The following functions display on the Image Panel:

Function	Details
View switcher	<p>The View switcher icons enable you to switch between image views.</p> <p>The following views are available for CXR studies:</p> <ul style="list-style-type: none"> • Frontal • Lateral (may not be present if not processed) <p>The current view is highlighted.</p>
Finding name	The Finding name displays the name of the finding selected in the Findings List.

Findings List

The Findings List is located on the right of the Image Panel.

It displays details about the patient and the modality as well as information about the current study and its associated findings. It also enables you to access other analyzed images (see [Study Details Panel](#) on page 16).

The Findings List also includes the **Help** and **Settings** functions.

The following functions display on the Findings List:

Function	Details
Patient details	<p>The following patient details display for the current study:</p> <ul style="list-style-type: none"> • Name • Age • Gender • Patient ID* • Date of birth (DOB)* <p>*Note: Your organization may have configured the patient ID label and/or date format used in the Annalise Viewer. If so, the details you see may not match the images in this guide.</p>
Modality type	<p>The Modality type indicates the current modality (i.e. 'Chest X-ray').</p> <p>It also displays the total number of findings for the current study.</p>

continued

Function	Details
Study details	<p>The Study details display the following:</p> <ul style="list-style-type: none"> acquisition date* and time <i>The date and time the X-ray machine recorded the study.</i> the number of other analyzed images for the study study description <i>If the description is more than 64 characters, an ellipsis ('...') will display at the end, indicating that there is further information in this field. If this occurs, hover your mouse over the ellipsis to see the full description.</i> accession number <i>A unique number used to identify a diagnostic report. All images within a study will have the same accession number.</i> <p>*Note: Your organization may have configured the date format used in the Annalise Viewer. If so, the details you see may not match the images in this guide.</p>
Findings	<p>The suspected radiological findings detected by the AI model.</p> <p>If the model does not detect supported findings, a message will display to indicate that AI processing is complete.</p>
Finding count	<p>The Finding count that displays beside each finding group indicate the number of findings in that group.</p>
Finding groups	<p>Finding groups are located on the Findings List.</p> <p>All findings are grouped according to status or type. Each finding has both a pre-defined display order and a group to which it belongs.</p> <p>The default group is called 'Suspected Priority Findings'.</p> <p>Your organization can request to configure the following:</p> <ul style="list-style-type: none"> group names displaying certain findings only adding another group, and/or determining the findings that display within each group. <p>Note: All finding groups will start with the prefix 'Suspected'.</p> <p>Note: As the first group will always contain findings that are more clinically relevant (regardless of whether it is called 'Suspected Priority Findings' or has another name), it cannot be collapsed.</p>

Findings List: Feedback mode

The following extra functions display on the Findings List and Image Panel while you are using the Annalise Viewer in 'feedback mode' (see [Provide feedback](#) on page 26).

Note: The feedback feature is not to be used for reporting product complaints. If you have a product complaint or urgent product feedback, see [Support and feedback](#) on page 31.

Note: Feedback mode is only available if it has been enabled by your organization.

Function	Details
Feedback button	<p>The Feedback button enables you to enter feedback mode and provide feedback about the AI model's performance.</p> <p>Note: This button only displays if the feedback function has been enabled for your organization.</p>
Study processed incorrectly	<p>The Study processed incorrectly button enables you to indicate that Annalise.ai either should or should not have processed the study.</p>
Add finding	<p>The Add finding button enables you to add a finding that is missing from the study (i.e. was not identified by the AI model).</p>
Reject finding	<p>The Reject button enables you to reject a finding.</p>
Undo reject	<p>The Undo reject button enables you to 'unreject' a finding that you have rejected and reinstate it in the Findings List.</p>
Important find	<p>The Important find button displays when you hover your mouse over a finding. It enables you to flag an important finding that the AI model has identified and triaged.</p> <p>Note: This option is only available if your organization has enabled the 'trial' feedback function.</p>
AI Feedback	<p>The AI Feedback questions enable you to provide specific feedback about the Annalise Viewer.</p> <p>Note: This option is only available if your organization has enabled the 'trial' feedback function. These questions can be customized for your organization.</p>
Optional comments	<p>The Optional comments field enables you to provide additional feedback comments about the Annalise Viewer.</p> <p>Note: This option is only available if your organization has enabled the 'trial' feedback function.</p>
Submit feedback	<p>The Submit feedback button enables you to save and submit any feedback you have added.</p> <p>Note: This option is only available if your organization has enabled the 'trial' feedback function.</p>

Study Details Panel

The Study Panel enables you to view up to three of the images that were analyzed to produce the AI findings.

Function	Details
Acquired date	Displays the date that the X-ray machine recorded the images. <u>Note:</u> Your organization may have configured the date format used in the Annalise Viewer. If so, the details you see may not match the images in this guide.
View	Indicates the view from which the image was taken.
Acquired time	Displays the time that the X-ray machine recorded the image.

Getting started

Overview

This section shows you how to:

- run the Annalise Viewer Adapter (if required)
- launch the Annalise Viewer
- access Annalise Enterprise (via either single sign-on or legacy access)
- access initial functions, and
- set your user preferences.

Run Annalise Viewer Adapter

Depending on the type of PACS that you are using, you may need to run the Annalise Viewer Adapter to access the Annalise Viewer.

If you are using a Sectra IDS7 PACS, contact your system administrator to see whether the *Annalise Viewer Adapter for Sectra IDS7* has been installed on your computer.

For full details about installation and system requirements, refer to the *Annalise Viewer Adapter for Sectra IDS7 Administration Guide*.

Launch Annalise Viewer

You can choose whether you want the Annalise Viewer to display automatically when you view a study in the PACS/RIS or you can open it manually.

Note: Your options may depend on the integration capabilities of your PACS/RIS.

Once open, the Annalise Viewer displays the AI results for the current study.


1. Open the PACS/RIS worklist.

If the Annalise Viewer doesn't automatically display, you can either:

- open it manually, or
- update your user settings so that it displays automatically (if available).

Open Annalise Viewer
manually

Either:

- open the Annalise Viewer via the **Start** menu on your computer, or
- click the  button on the PACS/RIS viewer menu bar.

Update settings to open
Annalise Viewer
automatically

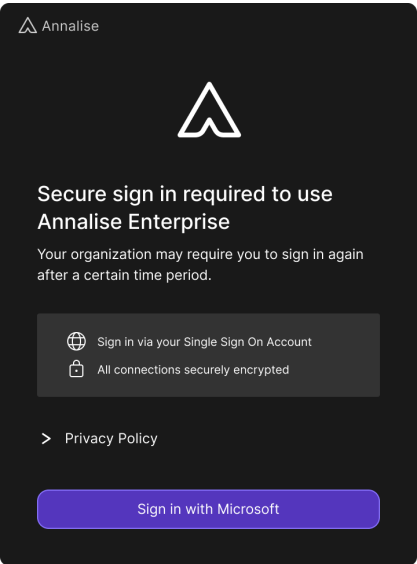
See [Automatically show findings](#) on page 24.

Access Annalise Enterprise (using single sign-on)

Single sign-on enables you to sign into both Annalise Enterprise and your Microsoft work account using a single set of credentials.

If your organization has enabled single sign-on, you will need to enter your username and password via your internet browser through Microsoft.

Note: If you want to view the Annalise.ai *Privacy Policy* before you log in, click **Privacy policy** (then navigate back to the *Secure sign in* window once you have finished).



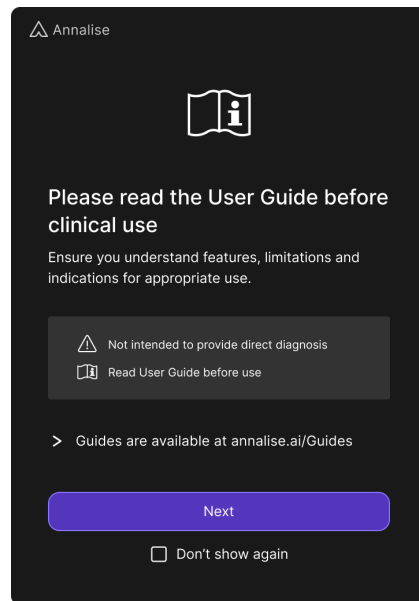
- 1. Click **Sign in with Microsoft**.
- 2. On the sign-in screen that displays, type your username and password (as provided by your organization).

Once you have successfully signed in:

If this is the first time you have signed into Annalise Enterprise	<ul style="list-style-type: none">• a window will display, prompting you to read the <i>User Guide</i>• go to Read User Guide on page 19
If you have signed in previously and chosen to hide the <i>User Guide</i> prompt	<ul style="list-style-type: none">• the Annalise Viewer will automatically display the AI results for the current study

Read User Guide

Ensure that you read the *User Guide* so that you understand the features and limitations of the device as well as the indications for appropriate use.



1. Click the option to open the Annalise.ai guides, then read the *User Guide*.
2. If you don't want this window to display again, click to select the **Don't show again** checkbox.

Note: You can still access the *User Guide* via the **Help** button at the top of the Annalise Viewer (see [Access initial functions](#) on page 21).

3. When you have finished, click **Next**.

The Annalise Viewer will display the AI results for the current study.

Access Annalise Enterprise (using legacy access)

If your organization has not enabled single sign-on, you will be prompted to read the *User Guide* when you first access Annalise Enterprise.

Read User Guide

Ensure that you read the *User Guide* so that you understand the features and limitations of the device as well as the indications for appropriate use.

1. Click the option to open the Annalise.ai guides, then read the *User Guide*.
2. If you don't want this window to display again, click to select the **Don't show again** checkbox.

Note: If you select this checkbox, the Annalise Viewer will automatically display the AI results for the current study the next time you access Annalise Enterprise.

You can still access the *User Guide* via the **Help** button at the top of the Annalise Viewer (see [Access initial functions](#) on page 21).

3. When you have finished click **Next**.

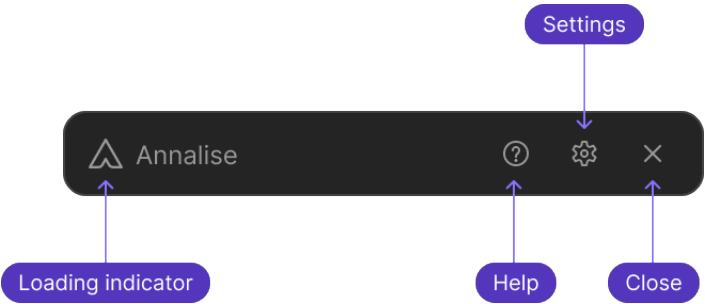
The Annalise Viewer will display the AI results for the current study.

Access initial functions

Once open, the Annalise Viewer will display the AI results for the current study.

Study loading

The following will display if the study has not yet loaded:



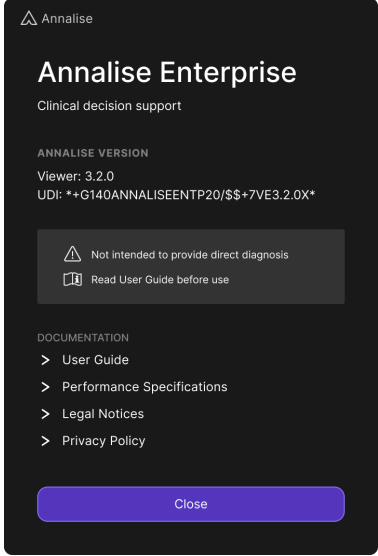
Study loaded

Once the study has loaded, the Findings List on the Annalise Viewer will either be collapsed or expanded, depending on the **Settings** options you choose.

See [Automatically show findings](#) on page 24.

Findings list collapsed	Findings list expanded
<p>Annalise</p> <p>Alex Perez 87Y. M PID: 11.11.11.11 DOB: 13 Jan. 1934</p> <p>▼ Chest X-ray 2</p> <p>ACC: 1.4.372.03.7691</p>	<p>Annalise</p> <p>Alex Perez 87Y. M PID: 11.11.11.11 DOB: 13 Jan. 1934</p> <p>▼ Chest X-ray 2</p> <p>4 Mar. 2022 - 4:17:29 PM 3 images ACC: 1.4.372.0.3.7691</p> <p>☞ Suspected Priority Findings 2</p> <p>< Pneumothorax ☆ ×</p> <p>< Tension pneumothorax ☆ ×</p>

Initial functions

Action	Details
Loading indicator	When you first launch the Annalise Viewer, the Loading indicator will spin to indicate that the study is loading.
Access Help	<p>Click the Help button to:</p> <ul style="list-style-type: none"> view the Annalise Viewer version and UDI access the related <i>User Guide</i>, <i>Performance Specifications</i>, <i>Legal Notices</i> and <i>Privacy Policy</i>  <p>Click the Close button to return to the Annalise Viewer.</p>
Set user preferences	<p>Click the Settings button to update your user preferences (see Set user preferences on page 23).</p> <p>Note: If you are using legacy access and need to update your server settings, contact the Annalise.ai Professional Services Team for assistance.</p> <p>Click the Close button to return to the Annalise Viewer.</p>
Close viewer	<p>Click the Close button to minimize the Annalise Viewer so that it displays on your task bar.</p> <p>The viewer will automatically re-open when there are new AI findings to display.</p>
Move viewer	To move the Annalise Viewer to another location or screen, click the viewer then drag it to the required position.
Close application	To close the application, right click the Annalise icon on your task bar then select Quit .

Set user preferences Follow these steps to access the *Settings* screen to select your user preferences.

- 1. Click the **Settings** button at the top right of the Annalise Viewer.
The *Settings* screen displays.

If using legacy access

If using single sign-on

Annalise

Settings

Changes take effect immediately

VIEWER SIZE

100%

DISPLAY

☐ Optimize for grayscale (CXR only)

☒ Automatically show findings

☒ Automatically expand groups

LANGUAGE

English

WHEN INACTIVE, MINIMISE VIEWER AFTER

5 minutes

[Server Settings](#)

Close

Annalise

Settings

Changes take effect immediately

VIEWER SIZE

100%

DISPLAY

☐ Optimize for grayscale (CXR only)

☒ Automatically show findings

☒ Automatically expand groups

LANGUAGE

English

WHEN INACTIVE, MINIMISE VIEWER AFTER

5 minutes

LABEL

email@annalise.ai

Logout

Close

continued

2. Select your user preferences.

If you are using single sign-on, you can also:

- view the email of the user who is currently logged in, and
- click **Logout** to log out of Annalise Enterprise.

Option	Details
Viewer size	Click to select the size that you want the viewer to display on your screen.
Optimized for grayscale	<p>This option enables you to optimize the grayscale image:</p> <ul style="list-style-type: none"> • if you select this option (for example, if your CXR radiography monitor is greyscale only), the user interface will remove reliance on colors to display findings • if you <u>don't</u> select this option, the user interface will use color to highlight a finding's name
Automatically show findings	<p>This option enables you to automatically show findings when you are viewing a study:</p> <ul style="list-style-type: none"> • if you select this option, the Findings List will automatically display the findings • if you <u>don't</u> select this option (or if the automatic option is not available), you will need to manually expand the Findings List: <ul style="list-style-type: none"> - open the Annalise Viewer (see Open Annalise Viewer manually on page 17) - click the Modality type on the Findings List (see Modality type on page 13)
Automatically expand groups	<p>This option enables you to automatically expand all finding groups when the Findings List displays:</p> <ul style="list-style-type: none"> • if you select this option, all groups will be expanded • if you <u>don't</u> select this option, only the 'Suspected Priority Findings' group (or your organization's equivalent) will be expanded <p>See Finding groups on page 14.</p>
Language	Select the relevant language to display.
When inactive, minimize viewer after	Select the inactive time period after which the viewer will be automatically minimized.
Server settings (legacy access only)	These settings will be managed by your internal IT support team.

3. When you have finished, click **Close** to return to the Annalise Viewer.

Using the Annalise Viewer

Review AI findings

The Annalise Viewer displays the suspected radiological findings for a study in the Findings List (the results that display depend on the configuration set by your organization).

This section shows you how to:

- verify the patient's details
- review the findings

Verify patient details

1. Launch the Annalise Viewer.
See [Launch Annalise Viewer](#) on page 17.
2. To verify the patient's details, check that the Patient ID and Accession No. (ACC) on the Findings List match those on the study loaded in the PACS viewer.

Note: Your organization may have configured the patient ID label used in the Annalise Viewer. If so, the details you see may not match the images in this guide.

Review the findings

Multiple findings may display. In these instances, it is important to use your clinical judgement when reviewing all findings.

1. Use the following functions to help you review the findings:

Function	Details
Show images analyzed for the current study	<p>Select a finding in the Findings List to display it in the Image Panel.</p> <p>You can view:</p> <ul style="list-style-type: none"> • both the current image in the Image Panel, and • up to three other images that have been analyzed for the current study (click the Study details on the Findings List to display these images) <p>See Study Details Panel on page 12.</p>

continued

Function	Details
Switch between views	To switch between views, click the View Switcher to navigate to other available views (the highlighted icon indicates the active view). See View switcher on page 13.
Identify the number of findings present	A number displays in the following locations to indicate the number of findings identified by the AI model: <ul style="list-style-type: none"> • beside the Modality type (total number of findings), and • next to each findings group (total for that group). See Finding count on page 14.

Provide feedback

The feedback function enables you to provide feedback about the AI model's performance.

Feedback mode	Usage
Trial feedback	Usually enabled when you are using Annalise Enterprise as part of an evaluation during a trial period
AI model feedback	Your organization can choose to switch this function on or off

Depending on the feedback mode you are using, you can:

- flag an incorrect study
- add missing findings
- reject (and 'unreject') findings
- mark findings as an 'important find'

Note: The feedback feature is not to be used for reporting product deficiencies. If you have feedback about a product deficiency, see [Support and feedback](#) on page 31.

continued

1. If the feedback options don't automatically display, go to the bottom right of the Findings List and click the **Feedback** ('flag') button.
2. Refer to the table below to determine the feedback you would like to provide and the steps to follow.

Option	Steps
Flag an incorrect study	<p>If a study has been incorrectly processed, click the Study processed incorrectly ('flag') button at the top of the Findings List.</p> <p>To undo this action, click the button again to remove the flag.</p>
Add a missing finding	<p>If a finding is missing from the study:</p> <ol style="list-style-type: none"> 1. Click Add Finding at the bottom of the Findings List 2. Type the name of the finding in the Enter Finding field <ul style="list-style-type: none"> - if the finding displays, click to select the finding - if the finding <u>doesn't</u> display, type the full name of the finding, then click Add New <p>The new finding will display under the <i>User added</i> finding group.</p> <p>See Finding groups on page 14.</p>
Reject an incorrect finding	<p>If you determine that an AI finding that displays in the Findings List is not present in the study, click the Reject button beside the finding name.</p> <p>The finding name will display as strikethrough text.</p>
Undo a rejected finding	<p>If you have rejected a finding but want to undo this action (and reinstate the finding in the Findings List), click the Undo Reject button beside the finding name.</p>
Mark a finding as an 'important find'	<p>If you determine that the AI model has identified an important finding that may otherwise have been missed, click the Important find button.</p> <p><u>Note:</u> This option can only be used during trial feedback.</p>
Feedback questions	<p>Click to select any question/s if they apply.</p> <p><u>Note:</u> This option can only be used during trial feedback. The questions can be customized for your organization.</p>
Provide extra comments	<p>Type any extra comments in the Optional Comments field.</p> <p><u>Note:</u> This option can only be used during trial feedback.</p>

3. To save and submit your feedback:

If you are providing feedback during a trial/evaluation period	Click Submit feedback .
If Annalise Enterprise has been installed at your organization	<p>Click the Feedback button again.</p> <p><u>Note:</u> Your feedback will also be saved automatically when you move to a new study.</p>

Findings list

Findings

The following tables specify the chest X-ray findings supported by the Annalise Enterprise device.

For information on the performance of the AI model, refer to the *Annalise Enterprise Performance Guide*.

Annalise CXR findings list

Finding	Definition
Pleural effusion	Unilateral or bilateral fluid within the pleural cavity. May be simple or loculated. May form a meniscus. Present on at least one projection (PA, AP, lateral).
Pneumoperitoneum	Gas below the diaphragm not contained within a lumen.
Pneumothorax	Air within the thoracic cavity outside of the lung. May be associated with lung edge. May have features of tension.
Tension pneumothorax	Air within the thoracic cavity outside of the lung. May be associated with lung edge. Resultant mediastinal shift.
Vertebral compression fracture	Acute or chronic compression, wedge, distraction or translated fractures. Typically seen on lateral view. Usually chronicity cannot be reliably assessed so this is not differentiated. For compression or wedge fractures, there should be more than 20% loss in anterior height or central height as measured to the nearest normal vertebra or posterior vertebral body height (whichever is larger).

Troubleshooting

Problems and solutions

If you have issues with the Annalise Enterprise application, refer to the following table.

If you are unable to resolve the issue, contact the Annalise.ai Professional Services Team.

Problem	Solution
Software version How do I know which software version I am using?	Refer to the <i>Annalise Enterprise Administration Guide</i> .
Product support When is my product no longer supported?	Refer to your organization's contract for details about your support duration.
Missing server settings Organization details are incomplete.	Contact the Annalise.ai Professional Services Team.
Triage functionality Triage functionality seems inactive, or triage results are not accurate.	Contact the Annalise.ai Professional Services Team.
Application unresponsive After loading a study in the PACS viewer, the Annalise Viewer does not respond.	Follow these steps: <ol style="list-style-type: none"> 1. Check that the study is a CR (Computed Radiography), DX (Digital Radiography). 2. Quit the Annalise Viewer, then open it again. 3. Attempt to re-load the study. If the problem persists, contact the Annalise.ai Professional Services Team.
Application unresponsive with Sectra PACS The Annalise Viewer is unresponsive when a study is loaded. Sectra PACS warns the viewer is out of sync.	Follow these steps: <ol style="list-style-type: none"> 1. Ensure the Annalise Viewer Adapter is running in the System Tray. 2. Ensure the Sectra Desktop Sync functionality is enabled. 3. Quit then restart the Annalise Viewer Adapter. If required, contact your internal IT support team for assistance.
Unexpected finding change When viewing a study, the AI findings change unexpectedly.	Some software systems may encounter this error when viewing studies in multiple windows. The Annalise Viewer will synchronize with the currently selected window. Ensure that the shortcut key mapping in the PACS viewer is mapped correctly.

continued

Problem	Solution
<p>Out of scope study</p> <p>After loading a study in the PACS viewer, the following error displays: <i>'Must be 22 yrs+ for AI analysis'</i></p>	<p>Annalise Enterprise only supports studies for patients who are 22 years or older.</p> <p>Annalise Enterprise uses DICOM tags to determine age.</p>
<p>Maintenance</p> <p>The following message displays: <i>'Maintenance in progress. Annalise.ai will be available soon'</i></p>	<p>The application is currently undergoing maintenance (such as installing upgrades).</p> <p>Once maintenance is complete, you will be able to use the application as normal.</p>
<p>Out of scope study</p> <p>After loading a study in the PACS viewer, one of the following errors displays in the Annalise Viewer:</p> <ul style="list-style-type: none"> • <i>'PA/AP image required for AI analysis'</i> • <i>'Chest X-ray required for AI analysis'</i> • <i>'Study not supported'</i> • <i>'Unable to detect series for processing'</i> <p>Error codes: <i>007, 008, 047, 048, 049, 050</i></p>	<p>The study does not meet the minimum requirements for AI processing:</p> <ul style="list-style-type: none"> • Annalise Enterprise only supports studies containing chest X-rays • the study must contain at least one PA or AP image <p>The Annalise Enterprise includes an AI feature that determines whether:</p> <ul style="list-style-type: none"> • the image is a chest X-ray, and • if there is a PA or AP image. <p>AI models have an error margin. On rare occasions, Annalise Enterprise will not recognize a chest X-ray and this error will display.</p> <p>For further details, contact the Annalise.ai Professional Services Team and quote the error code.</p>
<p>Not processing</p> <p>After loading a study in the PACS viewer, the following message displays in the Annalise Viewer: <i>'Results pending...'</i></p>	<p>The study is currently being analyzed.</p> <p>The application will wait for up to one minute for results.</p> <p>If the problem persists, contact your internal IT support team.</p>
<p>Error 004</p> <p>After loading a study in the PACS viewer, the following message displays in the Annalise Viewer: <i>'Cannot reach Annalise.ai servers: (Error: 004) Please contact support'</i></p>	<p>Check your internet connection.</p> <p>If your internet connectivity is OK and the problem continues, contact your internal IT support team.</p>
<p>No results</p> <p>After loading a study in the PACS viewer, the following error displays in the Annalise Viewer: <i>'No results available'</i></p>	<p>Either the study is not supported, or the study may not have reached the Annalise Enterprise Integration Adapter.</p> <p>If the study was recently performed, it may not have been forwarded to Annalise Enterprise.</p> <p>If the problem continues, contact your internal IT support team.</p>

continued

Problem	Solution
Study processing After loading a study in the PACS viewer, the following error code displays in the Annalise Viewer: <i>'Error: 029'</i>	The study has not yet completed AI processing. Wait for a while and try again. If the problem continues, contact your internal IT support team.
Other error codes After loading a study in the PACS viewer, one of the following error codes displays in the Annalise Viewer: <i>001, 002, 003, 009, 010, 011, 014, 015, 016, 020, 021, 022, 026, 027, 031, 099</i>	Technical product error. Contact the Annalise.ai Professional Services Team and quote the error code.






Support and feedback

Refer to the following table for support and feedback details:

Support type	Details
Professional services, technical support, product feedback and complaints	Email support@annalise.ai Any serious incidents related to Annalise Enterprise should be reported to Annalise.ai and the competent authority or regulatory authority in which the user and/or patient is established.
Product user, performance and administration guides	Check our website: annalise.ai/guides

Symbol glossary

Definitions of symbols that may appear on the Annalise product or in the related documentation are listed below.

Symbol	Information
	Manufacturer
	Prescription only
	Indicates a warning or caution
	Read the instructions for use
	Medical device



ANNALISE-AI PTY LTD

Level P

24 Campbell Street

Sydney NSW 2000

AUSTRALIA

support@annalise.ai

www.annalise.ai

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