



FREQUENTLY ASKED QUESTIONS

V4.0 November 2024

Table of Contents

1. Login to the registry platform	5
Is there a specific web browser to be used to access to the registry platform?	5
What is my username?	5
How do I get a password?	5
Why does my reset password not work?	5
Why is the platform not accepting my new password?	6
Why does my password get elongated after I have typed it in and hit return?	6
I would like to log straight into my department. Why do I have to choose from Clinic and Department or from several Clinics?	6
2. User Profile	6
What email address should I use for my account?	6
I do not have an email address, how do I reset my password?	6
The registry platform does not allow me to share my account with someone else. Why can't I do this?	7
Do I need to provide all the information requested in the user profile section?	7
What postal address should I use for registration? Should it be clinic, work or private?	7
3. For local registry administrators	7
How do I add a new user to my Clinic or Department?	7
How do I reset a password for a user without an email address?	8
How do I add an email address to the user's profile or update an existing user's email address?	8
How do I publish a message to the users in the registry platform?	9
How can I check my existing messages in the registry platform?	9
A patient has been created more than once. Can these patients be merged?	9
4. Data mask / forms	9
What are the minimum and the maximum allowed values for height and weight of the patient?	9
Should I save the entered data in the surgery form?	9
Why did I lose all my information when I changed the language?	9

The list of Surgeons needs to be updated.	9
I have registered a form to a wrong patient case, how do I move it to another patient case?	10
5. Implant data	10
An implant supplier or manufacturer is missing in the implant catalogue, how do i get the catalogue updated?	10
An implant is missing in the implant catalogue, how do I get the catalogue updated?	10
How can I register implants faster and more efficiently?	10
How can I save the implants as a “favourite”?	11
How can a I view load a surgeon's implants favourites?	13
How many implant favourites can be saved?	13
Do implants (like screws) that were uses several times during the surgery are all to be registered separately?	13
Are bone substitute materials to be registered?	14
6. Data	14
I need to analyse my data. How do I extract it?	14
When I export data, special characters are not readable in Excel. How can this be resolved?	14
How can I access reports?	14
7. ePROMs	14
How do I activate ePROMs for a patient?	14
Can I only send post-operative ePROMs?	14
Is the link to the ePROMs the same in the original message and in the reminders?	15
How long is the ePROM link valid for?	15
How many reminders and what type of reminders does the patient receive?	15
What happens if the patient does not respond to ePROMs despite reminders?	15
How can I check the status of the ePROMs?	15
Can I resend the ePROMs link?	15
Can I have ePROMs completed via a tablet or other external device?	15
Will I be notified when ePROMs are filled?	15
I've chosen the wrong ePROM language and sent the ePROMs. What should I do?	15
I've entered the patient's details incorrectly. What should I do?	15
The patient does not want to give their contact details. What options do I have?	15
In what format should the mobile phone number be entered?	16

Can I send or forward the patient's ePROM link to a third-party telephone number or e-mail address?	16
What e-mail and SMS messages does the patient receive?	16
The patient is physically or mentally unable to complete the questionnaire, what should I do?	17
What can I do if the response rate for completed forms is low?	17
Why is my patient not receiving ePROMs after surgery?	17
8. Web services	18
Does the registry platform have/support an API and is it possible to upload data directly, i.e. without the diversion via an SFTP link or is there an API?	18
How to register my hospital for the Web Service?	18
Using ftp upload, how are errors handled if resulting from faulty/incomplete xml?	18
Regarding implants, what is the minimal information required as per implant (article number/catalogue number, lot number, manufacturer)?	18
Can the clinical data and the implant data be imported separately, or does it have to be done in one single import?	19
Can the data be uploaded in several steps?	19
Will several data imports on the same patients make sure that there are no duplicates created?	19
How can the implant catalogue be used via the Web Service?	19
What is the host address and port number?	19
Can I see the imported data in the registry platform?	19
Is the password for the Web Service the same as for the platform?	19
Do I have to create my own folders for my clinic in the web service?	19
Do we need a list of users that transfer data to the registry via Web Service?	19
Can the data also be transferred in a defined XML format via FTP?	20
What is the difference between uploading to TRAINING and to LIVE environment?	20
How can I link a user to the TRAINING environment?	20
9. General	20
How can I change the name of my department?	20
In which format must a date be entered online?	20
How can I delete a patient?	20
How long should patient consents be kept?	21
Can I upload the patient consent?	21

1. Login to the registry platform

Is there a specific web browser to be used to access to the registry platform?

We recommend using a recent version of the Google Chrome or Firefox browsers, for which the registry functionalities are regularly and extensively tested. The use of other browsers is possible; however, best experience may not be guaranteed for all of them.



What is my username?

All users have a username that is consisting of their country code, the first letter of the first name and the full last name. For example, the username for a Swiss user named Thomas Mustermann would be ch_tmustermann.

If you do not have a username yet, please contact our helpdesk team:

- For users outside Switzerland: health_servicedesk@necsws.com
- For users in Switzerland: siris-spine@eurospine.org

How do I get a password?

You can get a password by clicking on the forgotten password button on the login page. Make sure to enter the correct username for receiving the password.

A one-time temporary password will then be sent to your email address registered in the registry platform. The email with the new password is non-personal and automatically general. It may therefore land in your spam folder. Please also check your spam if you do not receive the automatic message within a few minutes.

If you encounter any difficulty by resetting your password, please contact your Registry Clinic or Department Administrator in the first instance.

Why does my reset password not work?

The reset password is valid within 48 hours of it being generated. If you do not replace it with your own new password, it will expire after 48 hours, and you will have to reset it again by clicking on the forgotten password button on the login page.

The automatically generated reset password may be difficult to memorise and to type in. You may copy it from the received email and paste it in the password field online, but please make sure not to copy any empty space (before or after the password), as it may not be part of the password.

Why can't I reuse my old password?

According to the information security policy of the registry, you must change your password at least 10 times before you can reuse it. The system will reject any reused password that has not had at least 10 other passwords following its first use.

Why is the platform not accepting my new password?

Your password needs to be a minimum of 8 characters long and include 3 of the 4 criteria stipulated.

Criteria 1 - 1 upper case character

Criteria 2 - 1 lower case character

Criteria 3 - 1 digit (number)

Criteria 4 - 1 special character (e.g. @, !, *, etc.)

Why does my password get elongated after I have typed it in and hit return?

When you enter your password and hit return, the password is encrypted during data transmission on the Internet. This way passwords are protected from 'Password Sniffing'. I misspelled my username and entered my password (correctly) and received an error message.

When I correct my username and hit return using the same password I had already typed in, I get another error message. Why does this happen?

When you hit return your password is encrypted. You cannot copy paste an encrypted password. You must re-enter the password correctly and the registry platform will re-encrypt it before processing. The encryption changes each time.

I would like to log straight into my department. Why do I have to choose from Clinic and Department or from several Clinics?

If you have more than one level of access and/or you can access more than one clinic, you will need to choose the correct level or clinic from which to enter the platform. If you do not need an access level, please inform your local administrator and your access will be changed.

2. User Profile

What email address should I use for my account?

Use only your personal professional e-mail address. Please do not use another person's e-mail address, as you will then not be able to use any functions that require information to be sent to your e-mail address. New passwords will also be sent to this address.

Please do not use any private e-mail addresses for data protection reasons.

Please also do not use any shared e-mail addresses with other people, such as practice e-mail addresses, as otherwise it is not possible to trace who has done what in the registry platform. Furthermore, if one of the people using a shared account leaves, you do not have to worry about changing the account data and there is no data protection risk.

I do not have an email address, how do I reset my password?

Contact your local administrator who can reset your password for you. If your local registry administrator is not able to help you, please send an email to our help desk.

- For users outside Switzerland: health_servicedesk@necsws.com
- For users in Switzerland: siris-spine@eurospine.org

The registry platform does not allow me to share my account with someone else. Why can't I do this?

This registry platform does not support account sharing. If another person needs access to the system, please make a request to your local administrator and an account will be created for the other person.

Do I need to provide all the information requested in the user profile section?

First name and Last name are the only mandatory fields. We strongly recommend that you provide your email address as you will otherwise be unable to reset a forgotten password on your own.

What postal address should I use for registration? Should it be clinic, work or private?

Entering a postal address is not mandatory. As long as the address used is correct, the user can decide which of his addresses he wants to use.

3. For local registry administrators

How do I add a new user to my Clinic or Department?

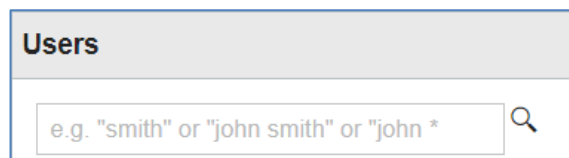
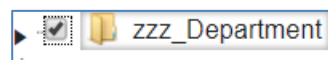
There are 2 steps to adding a new user to your clinic.

Step 1 - From the Admin dropdown menu, select "people" and add first name and last name as well as an email address if available. Select the 'Set as user?' checkbox and click on the User Information tab and enter a Username (format is 2 letter country code_ first initial surname e.g. gb_jbond or ch_tmustermann).

Once this has been completed and the whole form saved, a password will be generated which the registry platform will email to the user if an email address exists or can be copied by the local administrator and given to the new user through other secure means.

Step 2 – From the admin menu, select organisation, security.

Click on the box next to your department name e.g.

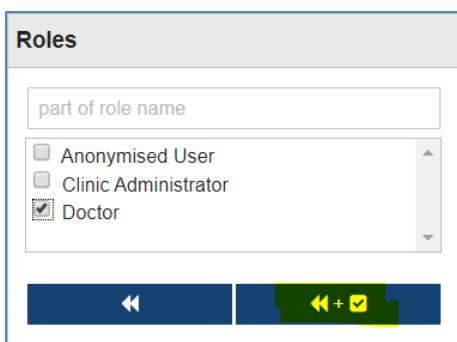


Type the last name of the person in the "Users" section and search

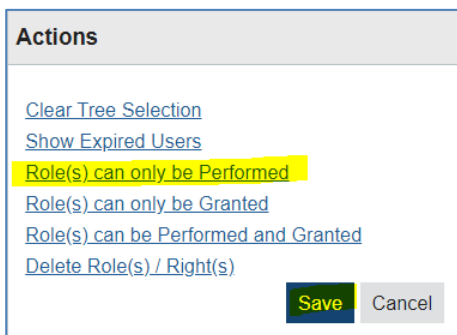
Once you find the person, select their name from the list and click on the highlighted button as in the image below.



select a required role(s) as illustrated



Click on the necessary action (such as 'Role(s) can only be performed') and save it.



How do I reset a password for a user without an email address?

From the Admin dropdown menu, select people and search, enter some details to find the person. Once the user had been found, click on "View" and select reset password and a new password will be generated on the screen for the administrator to copy and share with the user.

How do I add an email address to the user's profile or update an existing user's email address?

From the Admin dropdown menu, select people and search, enter required details to find the person. Once the user had been found, select the record, and edit the user's profile. You can add an email address or update a registered email address.

How do I publish a message to the users in the registry platform?

Select 'User messages' from the Administration drop down menu. Click on the plus sign (+) to create a new message. Complete all the mandatory field, select 'Recipient' and choose with whom the message should be shared. Once this has been done, the 'Publish' button will become available you can publish your message.

How can I check my existing messages in the registry platform?

Click on the envelope icon next to your username in the top menu bar. Select any messages that have not been acknowledged from the drop-down list or select "View All" to see all messages that have been sent to you.

A patient has been created more than once. Can these patients be merged?

The function "Merge patients" is available for local administrators only. Users should contact their local administrator to merge patients.


To merge patients, as an administrator, select the "Merge Patients" option and find the 1st and 2nd patient you wish to merge. Then select the details of the patient that the merged patient is to take over and click Merge Patients. The merged patient will inherit all the forms from the 1st and 2nd patient.

4. Data mask / forms

What are the minimum and the maximum allowed values for height and weight of the patient?

The maximum height that can be entered is 280cm. The minimum height is 50cm. The maximum weight that can be entered is 399kg and the minimum weight is 4kg. Any measurements entered outside this range will default to the closest min or max measurement.

Should I save the entered data in the surgery form?

Yes. Although your entered data are automatically saved during your active session, they will be lost if you leave the form or page. To avoid any data loss, save your entered data frequently, in particular when leaving the form or the page. Also, incomplete data will be saved if you click on save, despite a warning sign  or a highlighted question in red that a question or a form is incomplete.

Why did I lose all my information when I changed the language?

If you enter any information on a page, you must click on the save button before you change the language or you will lose all the information entered. If you save, the information is retained when you change the language.

The list of Surgeons needs to be updated.

Please contact your local administrator to inform them of the discrepancy. They can update your

Surgeons list. If your local administrator is not able to help you, please send your request to our helpdesk team:

- For users outside Switzerland: health_servicedesk@necsws.com
- For users in Switzerland: siris-spine@eurospine.org

I have registered a form to a wrong patient case, how do I move it to another patient case?

Go to the overview of the patient forms (magnifier symbol on your right in the search results). Select the form you wish to move, click on the move icon in the banner above the form and select the case (from the drop-down list) that you wish to move the form to. This will move the form from the current case to the selected case. A form can only be moved if it is not submitted. If the form has been submitted, it must be 'unsubmitted' first to enable the move function. In this situation, please remember to re-submit the form after it has been moved to the right case.

5. Implant data

An implant supplier or manufacturer is missing in the implant catalogue, how do I get the catalogue updated?

Please send an email to our helpdesk requesting the addition of a missing supplier or manufacturer:

- For users outside Switzerland: health_servicedesk@necsws.com
- For users in Switzerland: siris-spine@eurospine.org

An implant is missing in the implant catalogue, how do I get the catalogue updated?

You can request adding a missing implant by clicking on that button on the implant sub-form. You will be requested to submit available information on the missing implant. Alternatively, you can contact us and send us available information on the missing implant:

- For users outside Switzerland: health_servicedesk@necsws.com
- For users in Switzerland: siris-spine@eurospine.org

How can I register implants faster and more efficiently?

Below are several options for how an implant can be registered, ordered by simplicity:

1. by loading the implant (or group of implants) from your favourite list, if it was already saved as a favourite before,
2. by clicking into the "Barcode (GTIN)" field and scanning the barcode or QR-code,
3. (if no implant barcode or QR-code is available) by entering the article/catalogue number into the field "Catalogue Number" and searching and adding the found implant,
4. (if no barcode or QR-code and no article number are available) by selecting the manufacturer and then searching by keywords. If you use multiple keywords, then please separate them with a star symbol *.

Implants

Favourites 1 - upload implant from your favourites

Name	User Name ↑			
Cousin IntraSPINE8mm	(1) Sutter Sandy	↓	👁	🗑

⏪ ⏩ 1

Catalogue search

Manufacturer Please select **4a - search by Manufacturer**

Brand - Select -

Description **4b - refine search using keywords**

Barcode (GTIN) **2 - scan barcode or QR code**

Catalogue Number **3 - search by catalogue no**

Request missing implant Reset Search

Search results

Manuf...	Brand	Catalogue Number ↑	Description	
				⏪ ⏩ 0 5 Items per page No item to display

Select

Added implants

How can I save the implants as a “favourite”?

Scan or search and find the required implant or implants as usual and save them as a favourite:

Admission / Pathology
Surgery
Implants
Surgical measures

Save Submit

Search results

Manufa...	Brand	Catalogue Number ↑	Description	
DePuy...	VIPER	186715030	MIS CANN PLY SCREW 7.5X30MM, TI	☑

⏪ ⏩ 1 5 Items per page 1 - 1 of 1 Items

Select

Added implants

Manufacturer DePuy Synthes Barcode (GTIN)

Catalogue Number 186715030 Lot number

Description MIS CANN PLY SCREW 7.5X30MM, TI

Save as Favourite

Manufacturer	DePuy Synthes	Barcode (GTIN)	<input type="text"/>	
Catalogue Number	186715030	Lot number	<input type="text"/>	
Description	MIS CANN PLY SCREW 7.5X30MM, TI			

Manufacturer	DePuy Synthes	Barcode (GTIN)	<input type="text"/>	
Catalogue Number	186715035	Lot number	<input type="text"/>	
Description	MIS CANN PLY SCREW 7.5X35MM, TI			

Manufacturer	DePuy Synthes	Barcode (GTIN)	<input type="text"/>	
Catalogue Number	186715035S	Lot number	<input type="text"/>	
Description	POLYAXIAL SCREW 7.5 X 35MM			

Save as Favourite

Then assign a name for the favourite.

The name of the favourite cannot be changed after saving. The favourite would have to be created again to change the name.

Save as Favourite

Name* Spondy - Dr Meyer

Cancel Save

Saved Favourites

Name ↑
Spondy - Dr Bond

1

5

Items per page

1 - 1 of 1 items

The new favourite then appears at the top of the implant tab.




With a click on the small triangle at the end of the "Favourites" line, the menu item can be folded out and in.

A click on the field "Name" lets you sort the favourites in alphabetical or reverse alphabetical order.

The number in brackets next to the name of the favourite indicates how many individual implants the favourite contains:

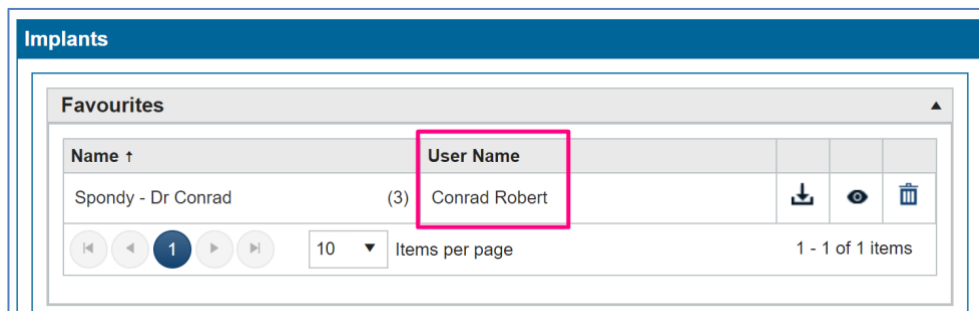
Admission / Pathology Surgery Implants Surgical measures Save Submit	Implants <div> <div>Favourites</div> <table> <thead> <tr> <th>Name ↑</th> <th></th> <th>User Name</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Spondy - Dr Bond</td> <td>(2)</td> <td>Conrad Robert</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Spondy - Dr Meyer</td> <td>(3)</td> <td>Conrad Robert</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <div> <div>1</div> <div>10</div> <div>Items per page</div> <div>1 - 2 of 2 items</div> </div> </div>	Name ↑		User Name				Spondy - Dr Bond	(2)	Conrad Robert				Spondy - Dr Meyer	(3)	Conrad Robert			
Name ↑		User Name																	
Spondy - Dr Bond	(2)	Conrad Robert																	
Spondy - Dr Meyer	(3)	Conrad Robert																	

Explanation of symbols:

 <p>Load Favourite</p>	<p>With a click on the "Load favourite" symbol, you can load all implants of this favourite or add them to the case without having to scan or search for them beforehand.</p>
 <p>View Favourite</p>	<p>The "View favourite" symbol shows you in detail the implants of the favourite.</p>
 <p>Delete Favourite</p>	<p>The "Delete Favourite" symbol deletes the favourite.</p>

How can a I view load a surgeon's implants favourites?

Select the surgeon in the 'Surgery' subform. The surgeon's favourites will be displayed on the 'Implants' subform along with the logged-on user's favourites (e.g. see Dr Bond's favourites in the next screenshot for user Sandy Sutter). The surgeon's favourites can be viewed by another user, but cannot be deleted or changed.



How many implant favourites can be saved?

Currently, up to 10 favourites can be stored per user. There is no limit to the number of implants that can be stored as favourites. Favourites are defined per user and are independent of the department and clinic or the form. A surgeon's implant favourites can be viewed by another user. See the question and answer above.

Do implants (like screws) that were uses several times during the surgery are all to be registered separately?

Registration of one implant of same type is sufficient.

Are bone substitute materials to be registered?

Yes. Every implanted device or material are to be registered if it remains in the body.

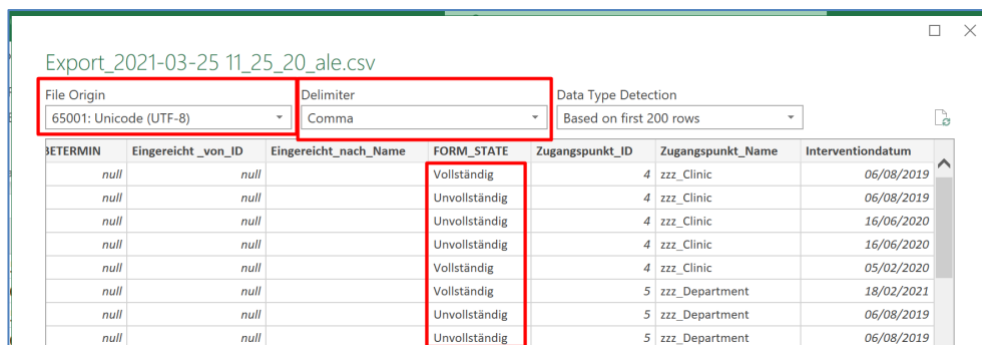
6. Data

I need to analyse my data. How do I extract it?

The simplest way to extract your data is by using "Simple export by forms". A user guide for this feature is available under 'Used documents' tab.

When I export data, special characters are not readable in Excel. How can this be resolved?

You need to start Excel and use the import wizard, e.g. Data -> From Text -> Select File -> (set the File Origin to Unicode [UTF-8]), as shown below



How can I access reports?

Reports are made available through the registry platform You will only be able to access reports for the departments you have access to.

7. ePROMs

How do I activate ePROMs for a patient?

- 1) Go to the patient's mask,
- 2) Click on "Enable ePROMs" in the lower third of the mask,
- 3) Indicate the language of the questionnaire,
- 4) Provide the patient's contact details and
- 5) Record this information.
- 6) Then, in response to the confirmation request, tell the system that the ePROMs must be sent.

Can I only send post-operative ePROMs?

No. It is not possible to send only post-operative questionnaires (or only post-operative ePROMs). Activating the ePROMs function always triggers a post-operative enquiry (the pre-operative ePROMs). As soon as the operation date has been entered in the operation form in the

same clinical case and three or twelve months have passed since the operation date, the registry platform triggers the three-month and twelve-month questionnaires (the postoperative ePROMs) after the operation.

Is the link to the ePROMs the same in the original message and in the reminders?

Yes, the original message and all reminders always contain the same link.

How long is the ePROM link valid for?

At least 4 weeks.

How many reminders and what type of reminders does the patient receive?

A maximum of two reminders each 7 and 14 days respectively after the main message.

What happens if the patient does not respond to ePROMs despite reminders?

The ePROMs remain unanswered.

How can I check the status of the ePROMs?

Go to the "ePROM status" function in the top horizontal menu, look for your patient in the list and read the status of the ePROMs.

Can I resend the ePROMs link?

Yes, go to the "Status ePROMs" function, find the patient you are looking for and click on the blue "Resend" arrow.

Can I have ePROMs completed via a tablet or other external device?

Yes, go to the "Status ePROMs" function, search for the desired patient, generate the QR code and scan it with your external device.

Will I be notified when ePROMs are filled?

No. Such notifications are not sent. You can check the status of ePROMs using the "Status ePROMs" function or in the overview of all the patient's forms.

I've chosen the wrong ePROM language and sent the ePROMs. What should I do?

You don't need to do anything. The patient can change the language of the ePROM directly in the form (top right).

I've entered the patient's details incorrectly. What should I do?

The correct patient details are important for sending the link to the ePROMs. If the patient details have been entered incorrectly, correct them and confirm to the system that the link should be sent again.

The patient does not want to give their contact details. What options do I have?

If the patient does not consent to the registration and use of his contact data, it is not legally

permissible to send him ePROMs electronically.

In what format should the mobile phone number be entered?

Enter the country code without the zeros and plus signs (e.g. "41" for Switzerland), then the mobile phone number without the spaces.

Can I send or forward the patient's ePROM link to a third-party telephone number or e-mail address?

Sending or forwarding the patient's ePROMs link to a third-party telephone number or email address without the patient's prior explicit consent does not comply with data protection regulations.

What e-mail and SMS messages does the patient receive?

The patient receives the following e-mail message.

Dear [name of patient],

As announced by [Clinic], we are sending you this questionnaire as part of your forthcoming spinal surgery.

Please complete the questionnaire online before your operation by clicking on the SIRIS spine register or, alternatively, copy and paste the following link into a browser

<https://siris-spine.com/r4stpatientportal/gw/qd?561343f364bfebb6>

You will be redirected to the online SIRIS system, where you can complete your questionnaire.

We will ask you again about your health using a questionnaire three months and one year after the operation. This will enable us to monitor your progress after the operation.

If you have any questions about your operation, please contact your doctor.

If you have any questions about how to fill in the questionnaire or if you encounter any technical problems, please send us an e-mail to [sirispine@eurospine.org](mailto:siris-spine@eurospine.org).

Please do not reply to this e-mail address, as it is not checked.

Thank you for your cooperation!

SIRIS spine registry on behalf of [Clinic].

The patient receives the following SMS message.

Hello,
You received a questionnaire before your operation from [Clinic].
To complete the questionnaire, please click on: <https://siris-spine.com/r4stpatientportal/gw/qd?561343f364bfebb6>

The patient is physically or mentally unable to complete the questionnaire, what should I do?

If the patient is unable to complete the ePROMs due to their physical and/or cognitive abilities and no one from their family or circle of friends or their legal guardian, if any, can help them, the ePROMs will not be completed.

What can I do if the response rate for completed forms is low?

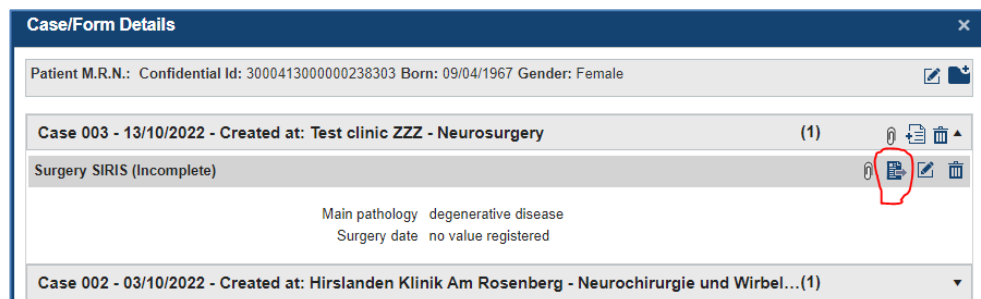
One of the most important factors influencing patient compliance is adequate patient information. A good response rate can already be achieved with appropriate patient information. In addition, the status of the individual ePROMs can be monitored and the patient can be reminded at every opportunity that they have not yet completed their ePROMs. Additional personal reminders to the patient, e.g. during the consultation or on admission, can significantly increase the response rate.

Why is my patient not receiving ePROMs after surgery?

If the ePROMs are activated for your patient, the ePROMs have already been sent (and filled in) before the surgery and the system does not send ePROMs after the surgery, it is very likely that the surgery form has not been saved in the same clinical case. In order for the system to measure the post-surgery interval, the surgical form must be saved in the same clinical case and contain at least the date of surgery.

If this is the case and the ePROMs and the surgical form are in different clinical cases, move the surgical form to the case with the ePROMs.

Before doing so, make sure that the surgical form has not yet been submitted, because submitted forms cannot be moved. Now find the option 'Move' in the overview of patient forms (see following image) and click on it.



Case/Form Details

Patient M.R.N.: Confidential Id: 3000413000000238303 Born: 09/04/1967 Gender: Female

Case	Created at	Count	Actions
Case 003 - 13/10/2022	Test clinic ZZZ - Neurosurgery	(1)	View, Move, Delete
Surgery SIRIS (Incomplete)			View, Move, Delete
Main pathology degenerative disease Surgery date no value registered			
Case 002 - 03/10/2022	Hirslanden Klinik Am Rosenberg - Neurochirurgie und Wirbel...	(1)	View, Move, Delete

8. Web services

Does the registry platform have/support an API and is it possible to upload data directly, i.e. without the diversion via an SFTP link or is there an API?

No, the registry platform only supports the Web Services function. There is no API to save forms, only to read them.

How to register my hospital for the Web Service?

To use this service, each department must provide the

- a. location (hospital and department name), and
- b. username of the user, who will be using the Web Service, and
- c. its **static IP address** from where he or she will be using the Web Service.

To find the static IP address of the machine, you can visit <https://whatismyipaddress.com/>. In case you access the website after connecting to local VPN account, please connect first to VPN and then visit above page to find your IP address.

Please be aware that the registration of department for Web Service may require few weeks.

For further information please see the Web Services User Guide, mapping scripts and xml-file example.

Using ftp upload, how are errors handled if resulting from faulty/incomplete xml?

The Web Service guides shows the different folders that are created for the process. For files with no errors, they are moved to the Complete folder after processing. For those with errors they are moved to the Incomplete folder. For files not processed they are moved to the NotImported folder. In all cases a log file containing summary information with any errors encountered is saved to the same folder (the filename matches the upload filename with “.Log” appended).

Regarding implants, what is the minimal information required as per implant (article number/catalogue number, lot number, manufacturer)?

Only the GTIN number is required for the minimum information.

If the GTIN number is not available, a combination of information can be provided. The required combination is the manufacturer and the catalogue number (the catalogue number is identical to the item number).

To access the implant catalogue, you must log in to the registry platform. You will find the implant catalogue in the surgical form in the ‘Implants’ sub-form. You can search by manufacturer and catalogue number/article number. However, the most efficient method for registering an implant is to use the GTIN number.

Error messages if the implants are not found:

Please send us all errors if the implants are not found and we will try to add all missing implants to the catalogue.

- For users outside Switzerland: health_servicedesk@necsws.com
- For users in Switzerland: siris-spine@eurospine.org

Can the clinical data and the implant data be imported separately, or does it have to be done in one single import?

It must be done as one single import. Partial imports are not possible.

Can the data be uploaded in several steps?

Yes, the information may be uploaded in several steps. The incomplete information will be saved and errors including missing information will be reported to the user via the log file.

Will several data imports on the same patients make sure that there are no duplicates created?

Yes, there will be no duplicates for multiple data imports. A prerequisite for each data import is the unique patient identifier.

How can the implant catalogue be used via the Web Service?

The implant catalogue cannot be accessed via the Web Service. Thus, the data on implants may be only accepted, if they are correct, or rejected, if they are not correct. The results of the import will be documented in a log file.

What is the host address and port number?

The host address is "ssh01.northgatehealth.com" and port 22.

Can I see the imported data in the registry platform?

Yes, you can find and edit all successfully imported data in the registry platform. To do this, log in to the registry platform and find the relevant patient and their forms.

Is the password for the Web Service the same as for the platform?

No, the Web Service password is different to the registry platform password.

Do I have to create my own folders for my clinic in the web service?

No, you do not need to create new folders. We create a separate folder for each clinic that uses the web service. You will see all the necessary folders when you log in to the SSH server.

Do we need a list of users that transfer data to the registry via Web Service?

Yes, you need to send us a list of users that will be using the Web Services function.

We will set them up and send them their credentials to enable them transfer data via the Web Service to the registry.

Can the data also be transferred in a defined XML format via FTP?

Yes, the data can be transferred in XML format via FTP.

In addition to the static IT address, the user would have to have a login. For this the name and the personal email address of the user will be required.

What is the difference between uploading to TRAINING and to LIVE environment?

The TRAINING environment serves for training purposes, the LIVE environment is the production system where real patient data is entered and processed.

How can I link a user to the TRAINING environment?

The username used to log into the SFTP server determines the environment that you access. To access the training environment, usernames usually begin with trn_ch_xxxxx. If you login using a username like ch_xxxx, you will access the Live SFTP service.

9. General

How can I change the name of my department?

Please raise this request with your local registry platform administrator who can amend your hospital or clinic name. If your local administrator is not able to help you, please send your request to our helpdesk:

- For users outside Switzerland: health_servicedesk@necsws.com
- For users in Switzerland: siris-spine@eurospine.org

In which format must a date be entered online?






There are several ways to choose a date. You can either type it in using the format dd/mm/yyyy or you can select the date using the calendar by clicking on the calendar icon and choosing the required date.

You can also navigate to the required year by clicking on the month and year at the top of the calendar. If you click on this several times, you will get a view of the calendar showing various years to select. You can then drill down to the required date using the arrows on either side of the header if required.

How can I delete a patient?

A patient can only be deleted if they have no forms. First delete all forms using the delete icon. If one or more forms have already been submitted, you must first reopen them before you can delete them.

The icon 'Delete' will then become visible for the administrator as soon as there are no forms associated with the patient.

123123123	Hugo	Hugo	16/05/2019	Male	0	  
12341234	TETST	Test	10/10/2018	Other	3	 

How long should patient consents be kept?

It is the hospital's responsibility to comply with the relevant local regulations and to archive the patient records. There are no specific requirements for this from the register.

Can I upload the patient consent?

A patient consent is not part of the scope of registration. It belongs into the patient records in the treating clinic or hospital.