

i-adhere

A how to guide to help you get started with i-adhere

- 1) How to install Insight software
- 2) Frequently Asked Questions (FAQs)
- 3) Filling in Data Protection Impact Assessment form

1) Installing the 'Insight' software

Step
1

You will need to download the Insight software in order to extract data from the I-neb

[Click here to download the Insight software](#)

Or paste the following link into your browser:

<http://www.inebinsight.philips.com/InsightOffline/I-neb%20Insight%203.25.exe>



When you first open Insight, you will be asked to input the licence name and number to access the system:

Licence Name: FULL6824
Licence Number: 4A68B010

Step
2

Watch the video tutorial for more support

A step by step guide on installing and using the Insight software to get you started with i-adhere



Watch the video here

2) Frequently Asked Questions (FAQs)

Common questions on installing and using the Insight software:

Q: What software packages do you offer, and what do they do?

A: "Insight" is a software package to enable I-neb data to be downloaded and also features a breathing monitor to train and check breathing technique with the device.

"i-adhere" is a web based portal where the extracted I-neb data is analysed. The platform draws graphs, charts and summaries of the data for easy interpretation and export.

Q: What is the 'Insight' software used for?

A: The software is used to extract data from the patient's I-neb. This includes treatment date, time, duration and amount of dose delivered.

Q: What data is collected and does it contain personal identifiable information

A: There is no patient identifiable information in the data extracted, only the I-neb serial number is collected. Once the file is extracted by a HCP it can be saved and renamed if necessary.

Q: How is the data collected?

A: The I-neb collects and saves this data on the device as and when the patient nebulises their prescribed medication.

Q: Does the installed 'Insight' software get auto-updated?

A: The 'Insight' software does not auto update, if there are updates then Zambon UK and / or Philips will contact the NHS trust directly. There has been very few updates with this software software due to its specific function related to I-neb.

Q: How would the NHS team get support if we require assistance with the installation or ongoing use of "I-neb Insight?"

A: Any support with the software should be directed to your local Zambon Key Account Manager (KAM) who will be able to assist.

Q: Can the company who supply "I-neb Insight" remote troubleshoot their software package?

A: No remote troubleshooting will take place with this software package, however, any product support should be directed to your local Zambon Key Account Manager (KAM).

i-adhere

Common questions on accessing and using the i-adhere platform

Q: We understand that the information is uploaded to an online portal. Are you able to supply the link for this as we would need to check that it is not blocked by our firewall.

A: <https://www.i-adhere.com/>

Q: How is the data uploaded to the portal and how long is this information stored for?

A: The data is uploaded by a HCP onto the website, this is protected via a username and password login, the data is stored on the online portal in accordance with GDPR and other relevant regulations.

3) Information for filling in a DPIA (Data Protection Impact Assessment) form

Before installing the Insight software on your device, it is likely that your IT team will ask you to complete a DPIA form. Below are some answers to common questions to help you complete these forms.

As Philips Respironics make the software, the following information is applicable. Information can be found on the next page

Question	Answer
<p>What is the name of the supplier company?</p>	<p>Philips Electronics UK (Limited)</p>
<p>Is this supplier a subsidiary company? If so enter the name of the parent company</p>	<p>Koninklijke Philips N.V. - although this is the parent entity, all UK required registrations and certifications are held in the name of Philips Electronics UK Limited therefore the rest of the document has been completed with subsidiary information.</p>
<p>Does the parent company have the power to hold the subsidiary company accountable for its performance?</p>	<p>Yes</p>
<p>What is the company's registered address?</p>	<p>Ascent 1 Aerospace Boulevard Farnborough GU14 6XW</p>
<p>Is the company data protection registered with the ICO Office? If yes please provide</p>	<p>Yes</p> <p>Please check with philips for up to date expiry dates and registration numbers</p>
<p>Has the company appointed a named Data Protection Officer?</p>	<p>Yes</p> <p>ukilegal@philips.com</p> <p>Please check with philips for up to date expiry dates and registration numbers</p>

For any additional questions, please reach out to your local Key Account Manager or contact infoUK@zambongroup.co.uk

