snVISIONAIRE.com tutorial
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Log in page
To access all account information and product requests, navigate to "https://www.snvisionaire.com." If you are a first-time user and do not have a user name or password, click on the “Request an Account” link. If you have lost or forgotten your password, click on the link for password retrieval.

Requesting an account
From the Log in Page, click the "Request an Account" link (pictured above). Complete the account request form pictured below. The final field indicating what you “would like to have access to” will be populated as new patient-matched products become available. At least one box must be checked to continue. When you have entered the required (*) information, hit “Send Request.”
Please be patient as your request is approved by a Smith & Nephew administrator. Once approved you will be able to log in to the system using your selected user ID and password.

**Lost password**

If you have lost your password, click on the “Forget user name or password?” link on the Log in Page. On the “Forgot Password” page, select your reminder question from the drop down menu and enter the answer in the field below. Enter either your user name or your contact email address and hit the “Submit” button. An email with “Temporary Password Reset” as the subject line will be sent to your contact email address.

A new page will appear after submitting for a forgotten password. After receiving the temporary password, fill in the “user name” and “password” fields with your user name and temporary password. In the two lower fields, enter a new password, confirm it, and hit the “Sign In” button.
The VISIONAIRE® home page is where all patient-matched business is conducted. From this page, you can access/change your user profile, check the status of submitted projects and submit new projects.

The home page should display a personalized welcome screen featuring your requested user name as shown above. At the top of the home page there is an anchored navigational tabs bar with links for requested cases, literature, archives of old cases, personal user profile, helpful links, logging out and web assistance. Midway down the home page is a block image that redirects you to the block request page. At the bottom of the home page is a list of all unarchived cases, associated project numbers, patient names, surgery dates and current status updates.
Submitting a case: User profile

Before submitting a case, check that the information in the user profile is up to date and complete. If you are a first-time user or your user profile information has changed, navigate to the user profile page by clicking the "User Profile" link on the anchored tabs bar from the home page.

The user profile information page is a user-updated resource of all necessary information to successfully complete a case request. The starred fields indicate mandatory information.

The “Surgeon’s Office” section specifies the information of the surgeon requesting items. The information in this section, by the request of the surgeon, may be used for shipping.

The “Sales Representative” section specifies the Smith & Nephew sales team member who is the liaison for the area/hospital. The information in this section, by the request of the surgeon, may be used for shipping.
The “Hospital Affiliations” section specifies the medical institution that the surgeon serves. The information in this section, by the request of the surgeon, may be used for shipping.

The “Shipping Address” section defines the location where the requested cutting blocks will be shipped. Please note that this information is only the default profile setting for shipping and not the exclusive shipping address. Shipping can also be specified when requesting a new block. There are three options for the shipping address: the sales representative, the primary hospital address and other.

The “Sales Representative” toggle fills the selection fields with information that refers to the sales representative specified in the user profile as the requested shipping address.
The “Sales Representative” section specifies the Smith & Nephew sales team member who is the liaison for the area/hospital. The information in this section, by the request of the surgeon, may be used for shipping.

The “Other” toggle drops down a new set of selection fields and allows you to enter any shipping address that you would prefer.
The “Diagnostic Centers” section specifies the imaging center processing the request for images required for the blocks.

If your diagnostic center is not listed in the “Diagnostic Center” drop-down menu, check the “Add a new diagnostic center” option and fill out the fields that appear pictured below.
To finalize and save all updates, read the agreement information and hit the “Send Request” button.

Submitting a case: Block request

From the home page, click on the knee block image. This will navigate the browser to the knee block request form.

The block request page appears below. The first section, “Surgeon Request Information,” is used for your personal records. The Case Name, Case Number, Patient Number and Surgical Notes are meant for your personal records of the case for future reference.
The "Information to Smith & Nephew" section contains basic information needed by our engineers to design the appropriate block for a particular case.

The "Surgeon Profile" section contains information critical to engineering the ideal case-specific block for the surgery. The selections made in this section enable each device produced by the VISIONAIRE® product team to fit the surgical nuances of the surgeon. If there are any questions regarding this section, please contact your sales representative or your personal engineer because these selections are critical to surgical satisfaction.

The "Delivery/Billing" section is used for Smith & Nephew scheduling. Please note that the imaging date must occur three weeks in advance of the surgery date in order for the block request to be acceptable. Also note, Smith & Nephew will not deliver requested blocks the day of the surgery.
The shipping address can be chosen from three options. The “Sales Representative” toggle assigns the shipping address to your “Sales Representative” chosen in your user profile.

The “Primary Hospital” toggle assigns the shipping address to the primary hospital chosen in your user profile. If you would like to change your default hospital affiliation, navigate to the user profile page using the link in the anchored tabs bar.

The “Other” toggle is for user-defined, case-specific shipping addresses.
In the “Diagnostic Imaging/Radiology” section, select the imaging center that will be submitting the images for the specified case. Be sure to select the correct center because an automated email is sent to the center's contact address and provides important details pertaining to image upload procedure. If the wrong information is provided, it may cause delays.

Be sure to read the agreement and review your order information before submitting the request. For security reasons, to submit an acceptable order you must resubmit your password.

After hitting submit, you will be taken to an order review page where you can review your order.
If something is incorrect in the order, simply hit the 'Back' button on your browser to return to the block request page or hit any of the "Edit" links in the appropriate section. If the order is correct, hit the "Create Request" button at the bottom of the page. A dialog box will open inquiring one last time if you are certain that you would like to place the order. Click "OK" to finalize your request.

After placing your request, you will be redirected to the “Request Confirmation” page where you can download a PDF file of the requested case for your records. This completes your case request.