Inspire SleepSync™ IT Guide

A secure, online patient management system

Inspire
Sleep Apnea Innovation
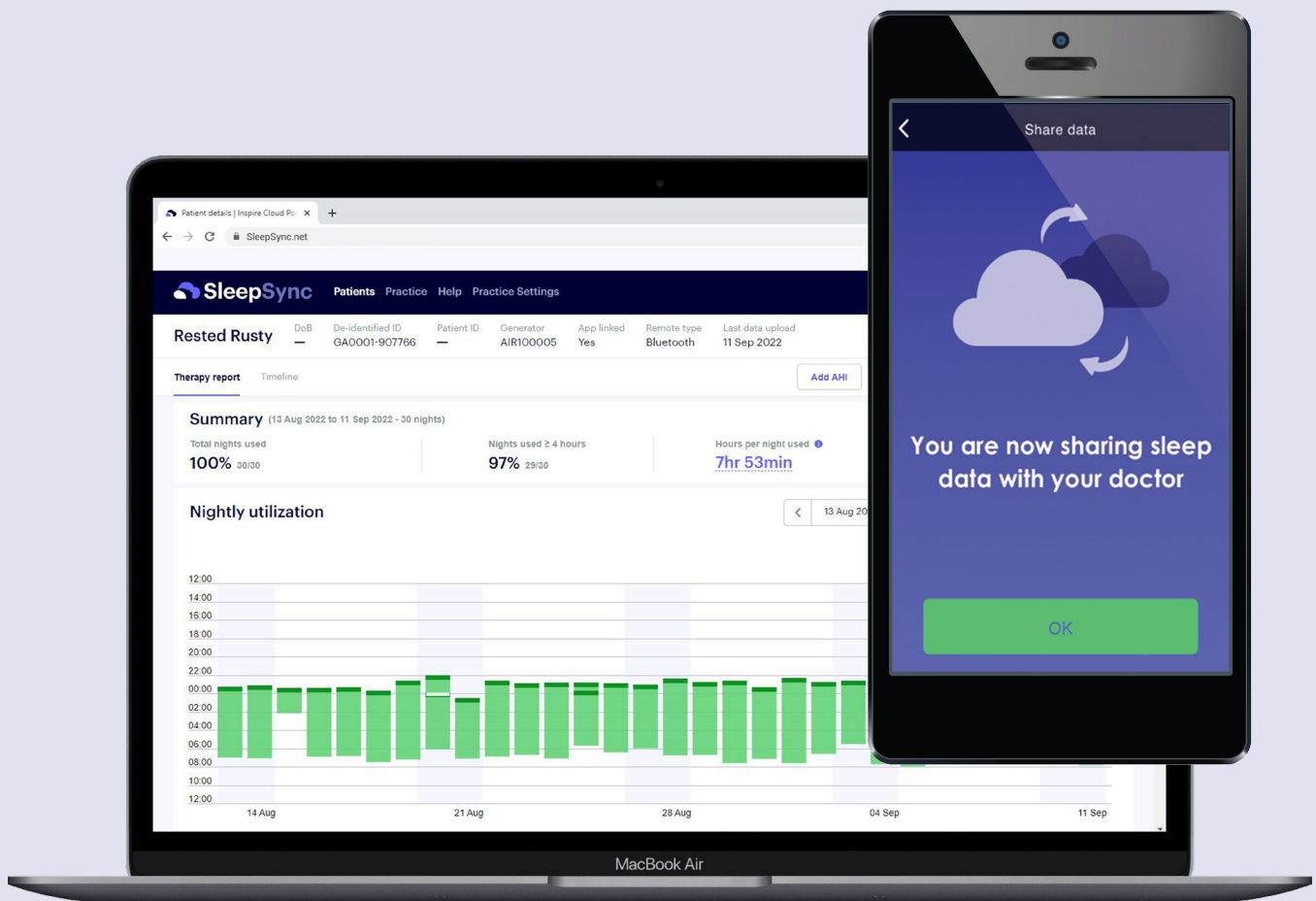
Inspire SleepSync™ Patient Management Platform

Inspire is an implantable treatment for obstructive sleep apnea that is controlled by the patient using the Inspire Sleep Remote. The implanted device and the Sleep Remote store data that is important for the clinician to review. This data can be uploaded and accessed as shown in the data diagram below.

Inspire Data Flow

Inspire Sleep Remote:

Patient control for therapy that stores detailed usage data. Legacy generation has micro-USB connection and new generation is Bluetooth-equipped for data transfer.

Inspire Cloud:

Desktop software installed on clinician computer. Needed to upload programmer session reports and legacy USB Sleep Remote data.
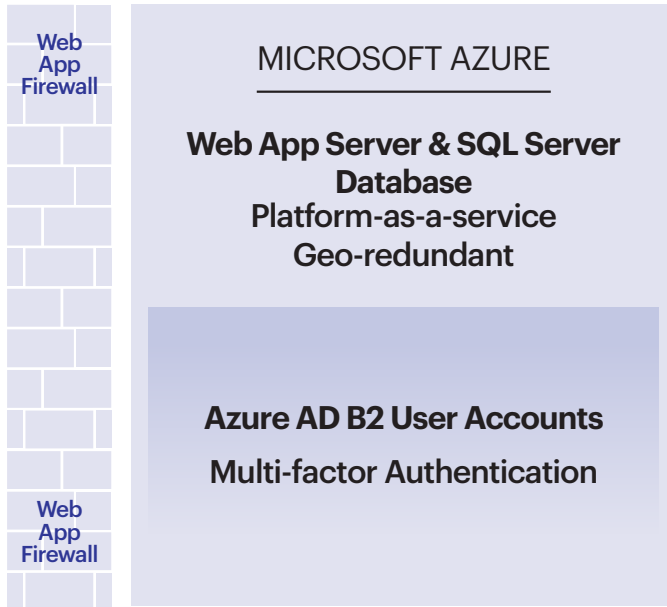
Inspire Sleep App:

Transmits Bluetooth Sleep Remote data and displays therapy data to patient.

Inspire SleepSync:

Web-based patient management platform. Displays data uploaded via Inspire Cloud and data transmitted via the Inspire Sleep App.

Inspire systems are built with security in mind and are compliant with privacy laws.

Hosted by Microsoft Azure Web App Server & SQL Server Database -

Web App Firewall

MICROSOFT AZURE

Web App Server & SQL Server Database
Platform-as-a-service
Geo-redundant

Azure AD B2 User Accounts

Multi-factor Authentication

Web App Firewall

Infrastructure

- Inspire systems are hosted by Microsoft Azure PaaS. Microsoft Azure provides regular SOC 2 audits. Inspire can provide a copy if requested.

- Inspire hosts data on two Microsoft data centers both located in the USA. The two centers are connected through a dedicated 10 Gb optical fiber.

- Both primary and backup centers have dedicated external networks with failover, which guarantees a high level of access.

Data encryption

- Inspire uses database encryption technologies to secure your data.

- Data at rest is encrypted using AES 256-bit key length algorithm.

- All communication with Inspire is encrypted using TLS 1.2, SSL, and https technologies.

Data Access

- Inspire data access is based on a Least Privilege Access model. Only authorized personnel can perform administrative and support tasks for Inspire.

- Users who want to gain access to Inspire systems need to have an account created for them by the organization's administrator using the website access.inspiresleep.net.

- All database entries are logged and can be retraced.

- Inspire has troubleshooting instructions and Inspire Cloud has a "test connection" feature.

- The Inspire Cloud desktop software is intended for Windows PC.

- Inspire SleepSync is accessed using a web browser by navigating to SleepSync.net

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Get Started

1. Download and review the Inspire Cloud software
   - *https://access.inspiresleep.net/app*

2. Email SleepSync@InspireSleep.com for login credentials

3. Wildcard (covers all subdomains):
   *.inspiresleep.com   **.inspiresleep.net*
   *.sleepsync.net

Actual sites (if unable to use the wildcard above):
   - *inspiresleep.com*   - *sleepsync.net*
   - *cloud.inspiresleep.net*   - *access.inspiresleep.net*
   - *portal.inspiresleep.net*   - *acp-scheduling.inspiresleep.net*

4. Install Inspire Cloud on the clinician's local PC

5. Confirm the clinician can navigate and login to SleepSync.net
   using their web browser
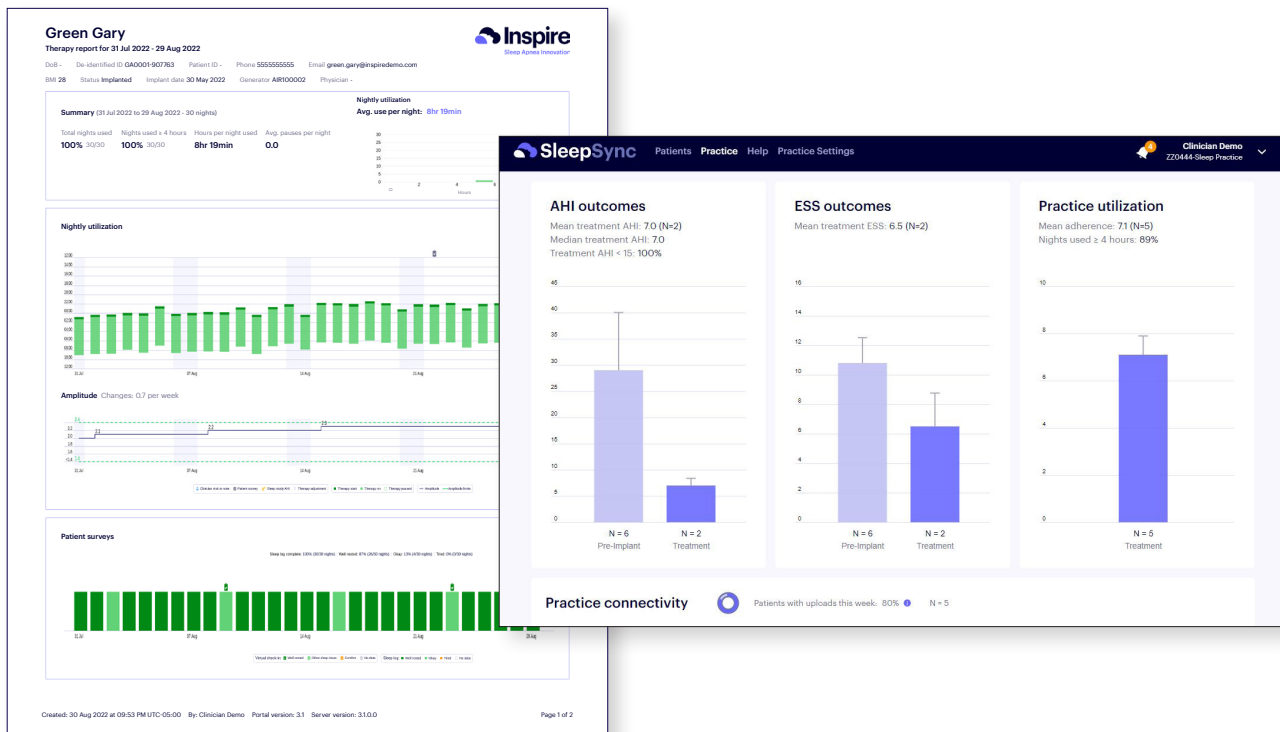
Training for the clinician is available upon request by Inspire