

# MOTIVA<sup>®</sup> IMPLANT REGISTRATION PROCESS

The MotivaImagine® App was created to help patients register their implants and buy extended warranties, which are both important steps in patients' breast surgery journeys with Motiva®. Through this process they are able to verify the authenticity of their implants and gain more confidence and peace of mind for many years to come.

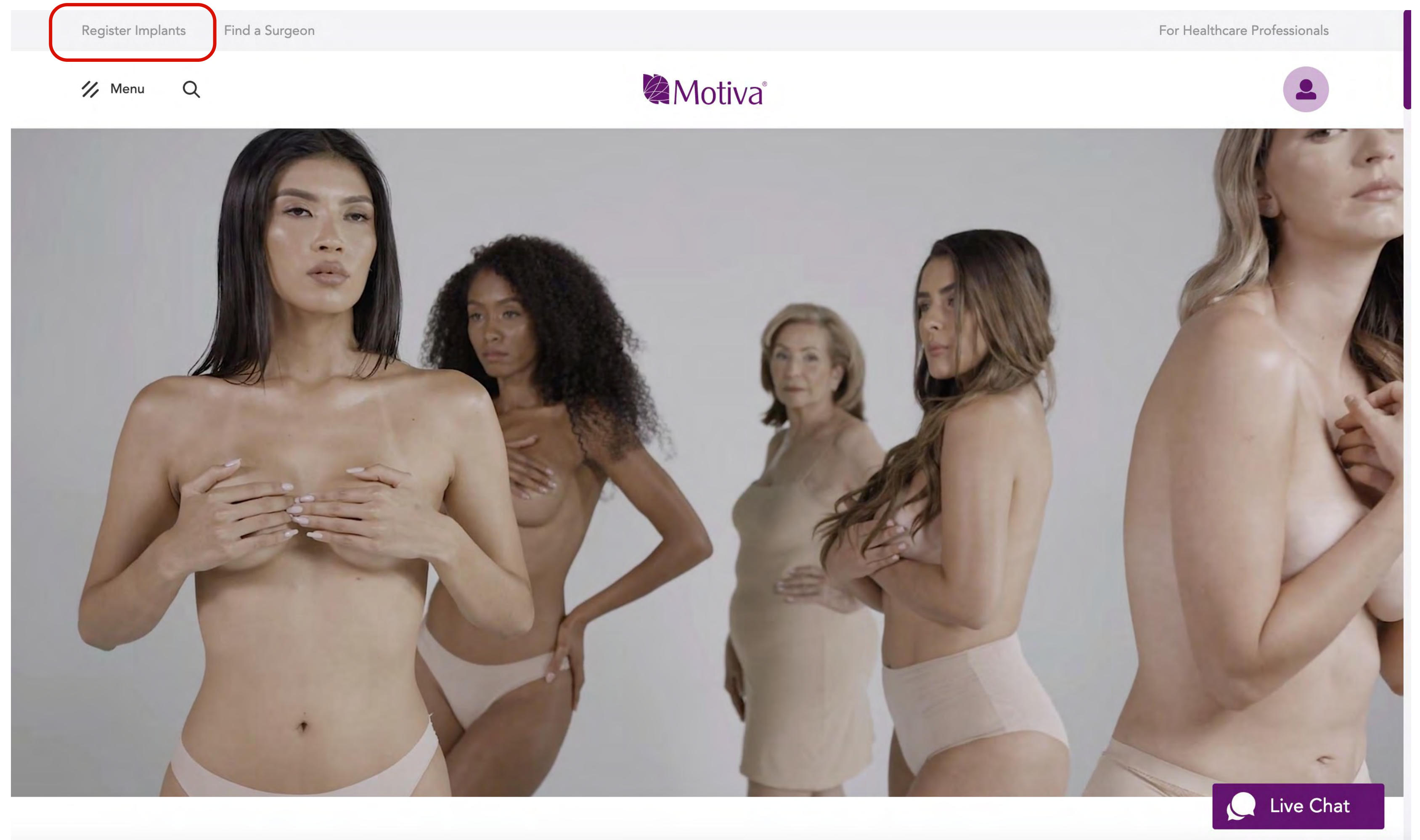
# Benefits of Registering Implants

1. Patients can own, manage and review their implant and surgery information digitally at any moment after registering through the app
2. Quick and easy way to verify the authenticity of their Motiva Implants®
3. Enables the possibility to purchase an Extended Warranty (restrictions apply) for years of confidence and peace of mind

# REGISTRATION PROCESS

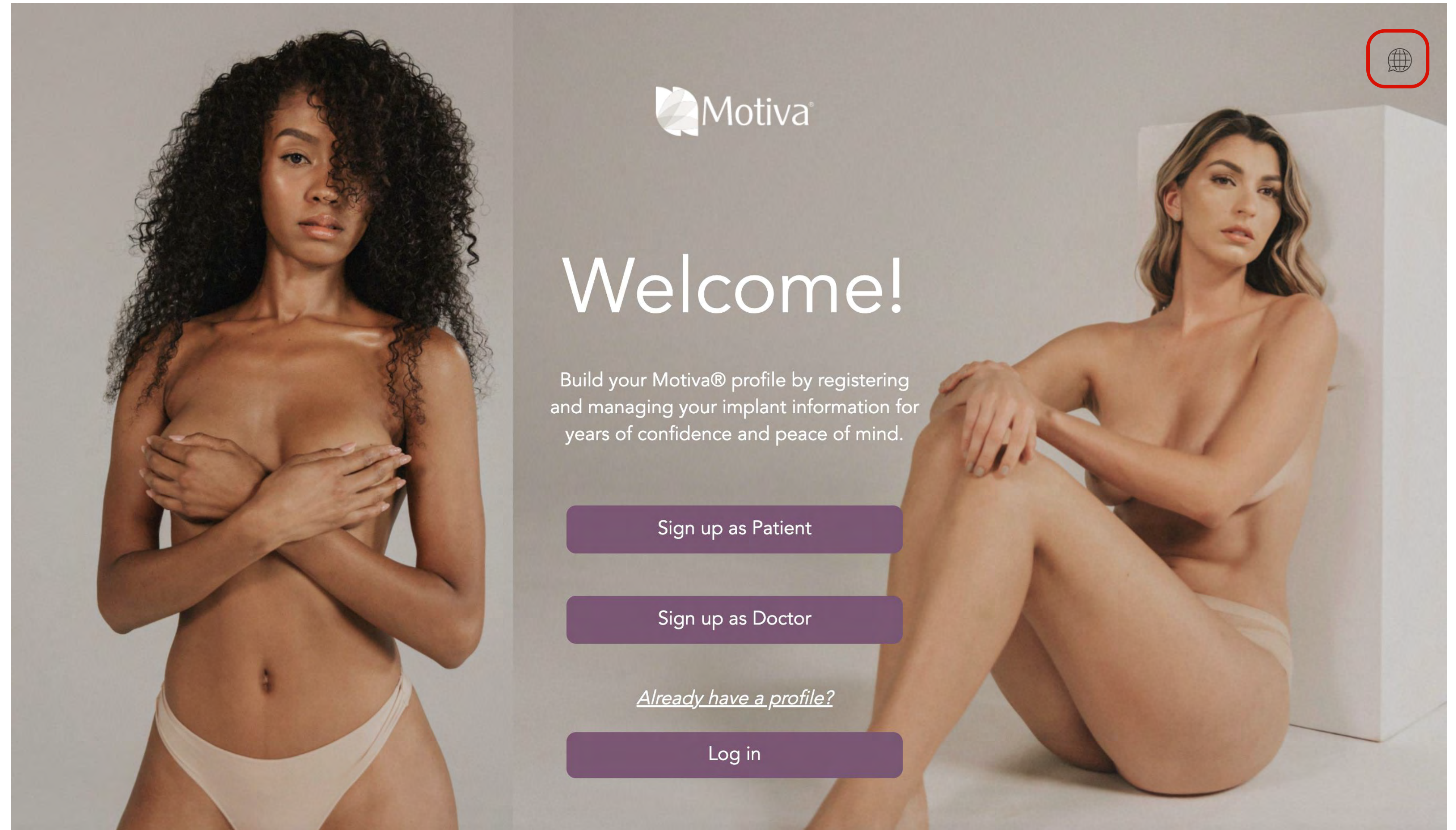
# Points of access

To access the implant registration app, users can look for the **Register Implants** button on the motiva.health website, or type [motiva.health/motivaImagine](https://motiva.health/motivaImagine) directly in the browser.



# Language selection

From the very beginning of the experience (and throughout), users can choose from the list of languages to navigate.

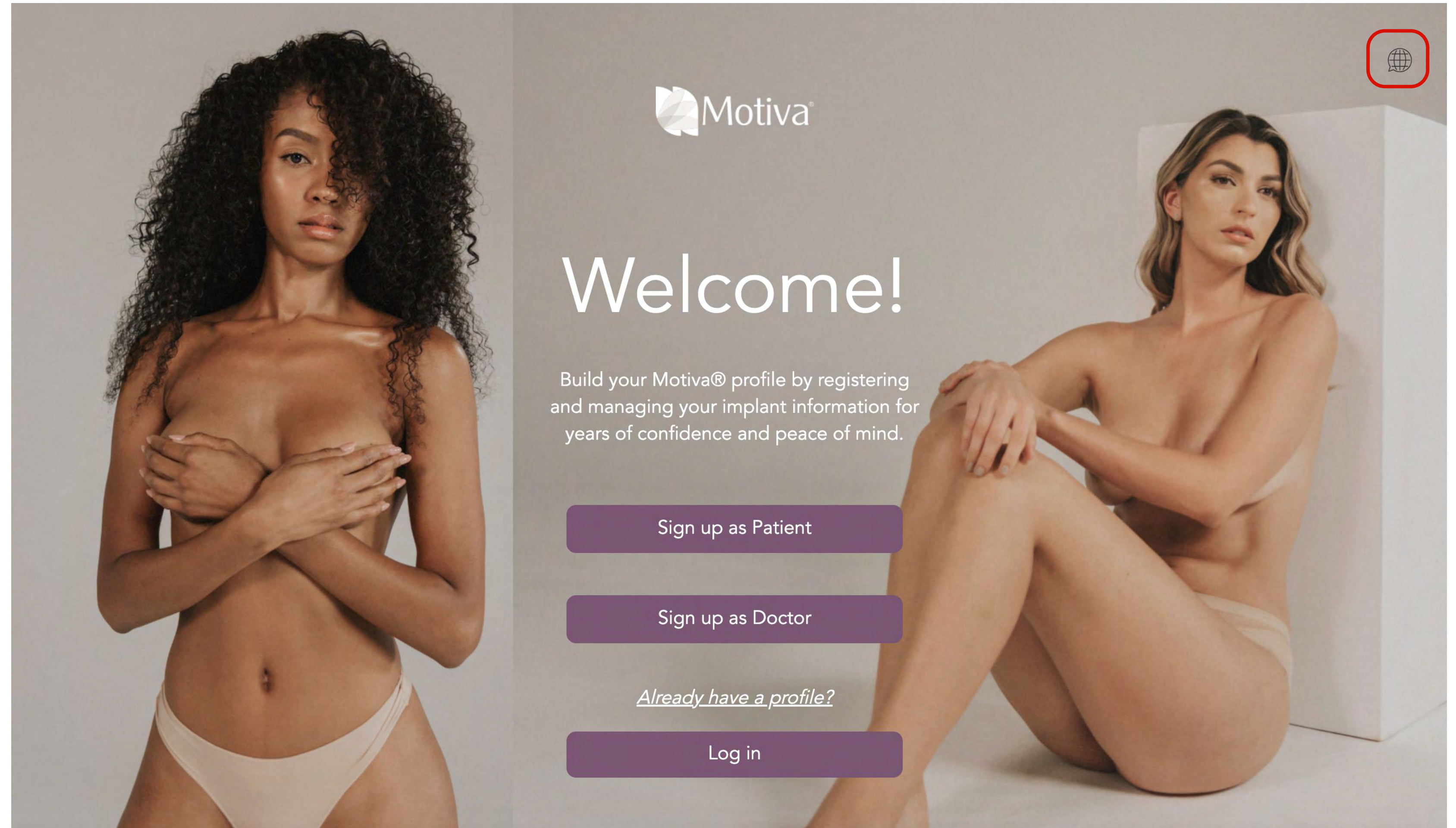


# Creating a profile

On first entry, users can either create a new profile (as a patient or surgeon)

**OR**

Log in if they have already created a profile. The same profile for the motiva.health website applies.

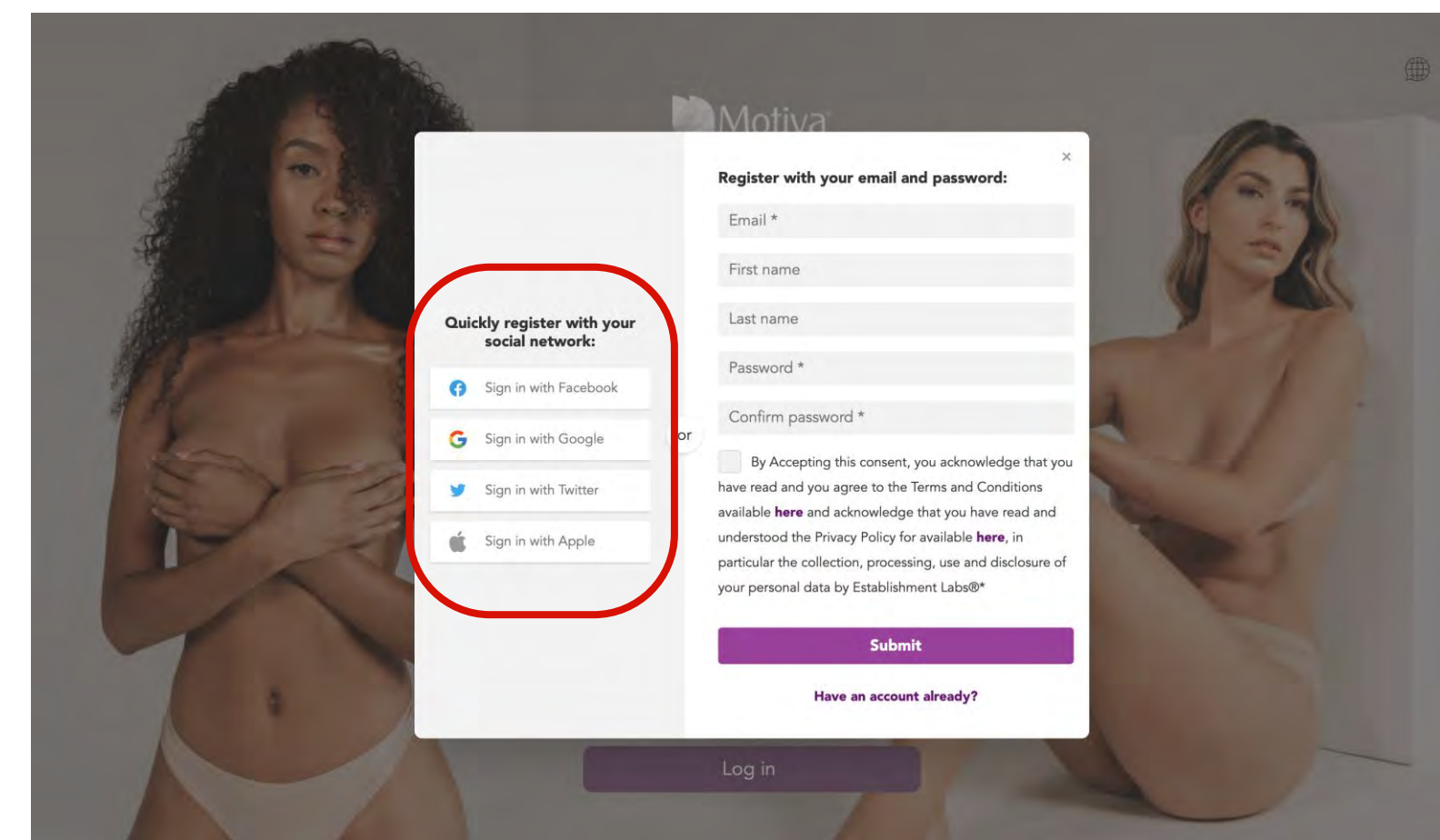


# Creating a profile

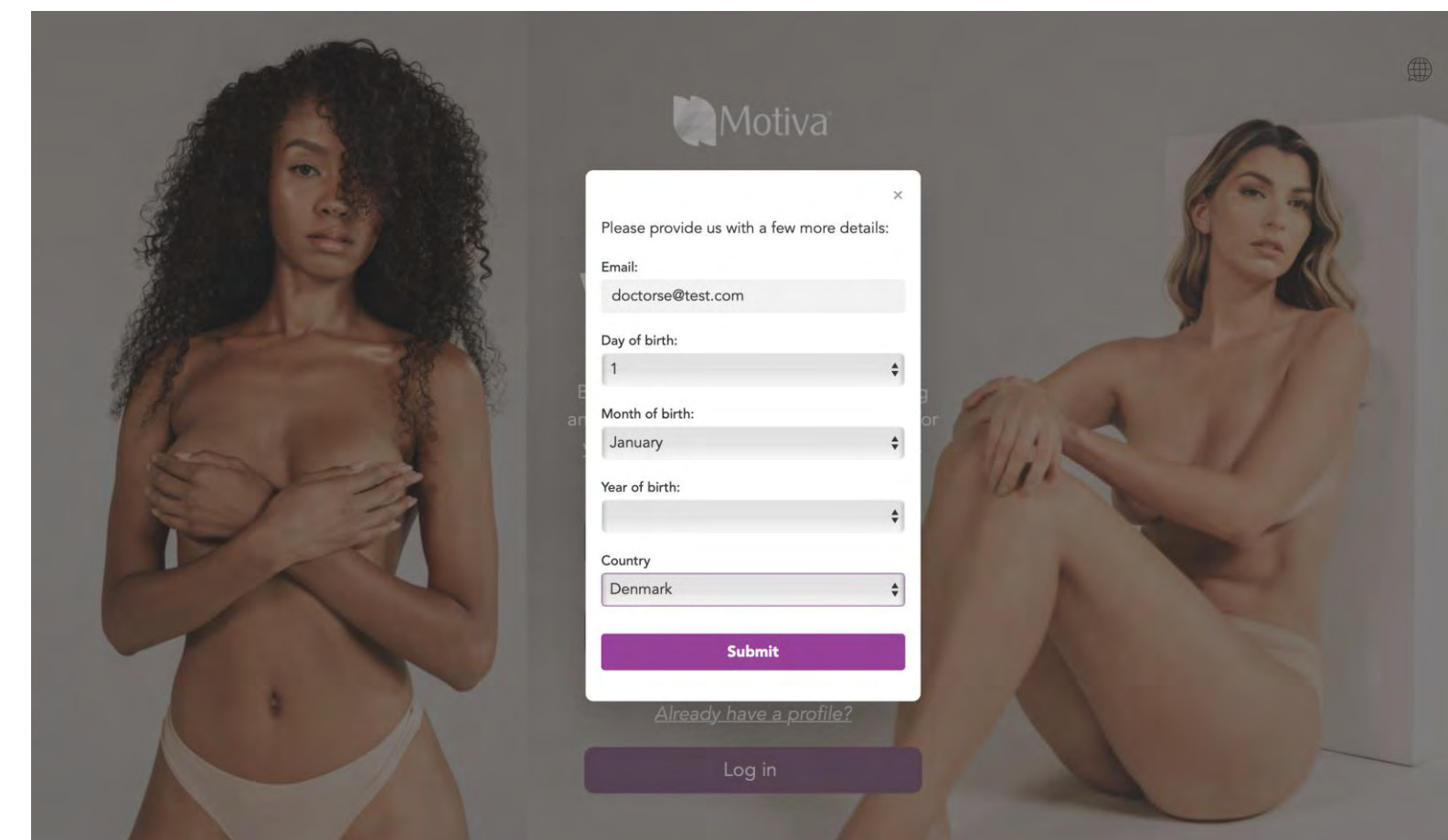
1. The default option is to register an account with email and password, but users can choose to register through a social network listed on the left.
2. More information regarding country and date of birth will be required to complete the profile information.
3. The patient can then check the statements she consents to in order to complete the profile registration.

\*Note: The Motivalmagine® web app uses the same sign in database as the motiva.health website, so if the user has already created a profile and logged into the website, they will continue to be signed in to Motivalmagine® when they enter.

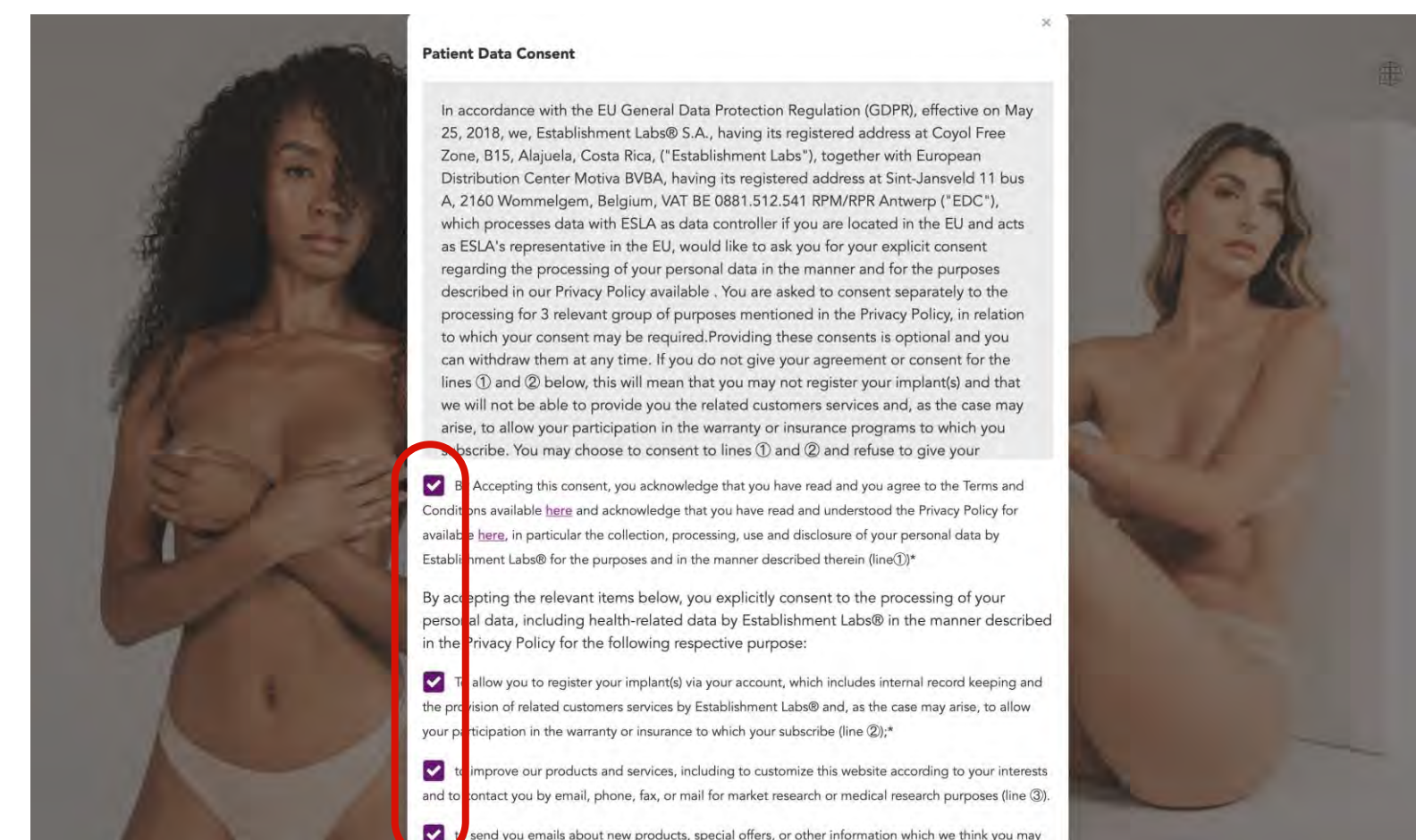
1.



2.



3.

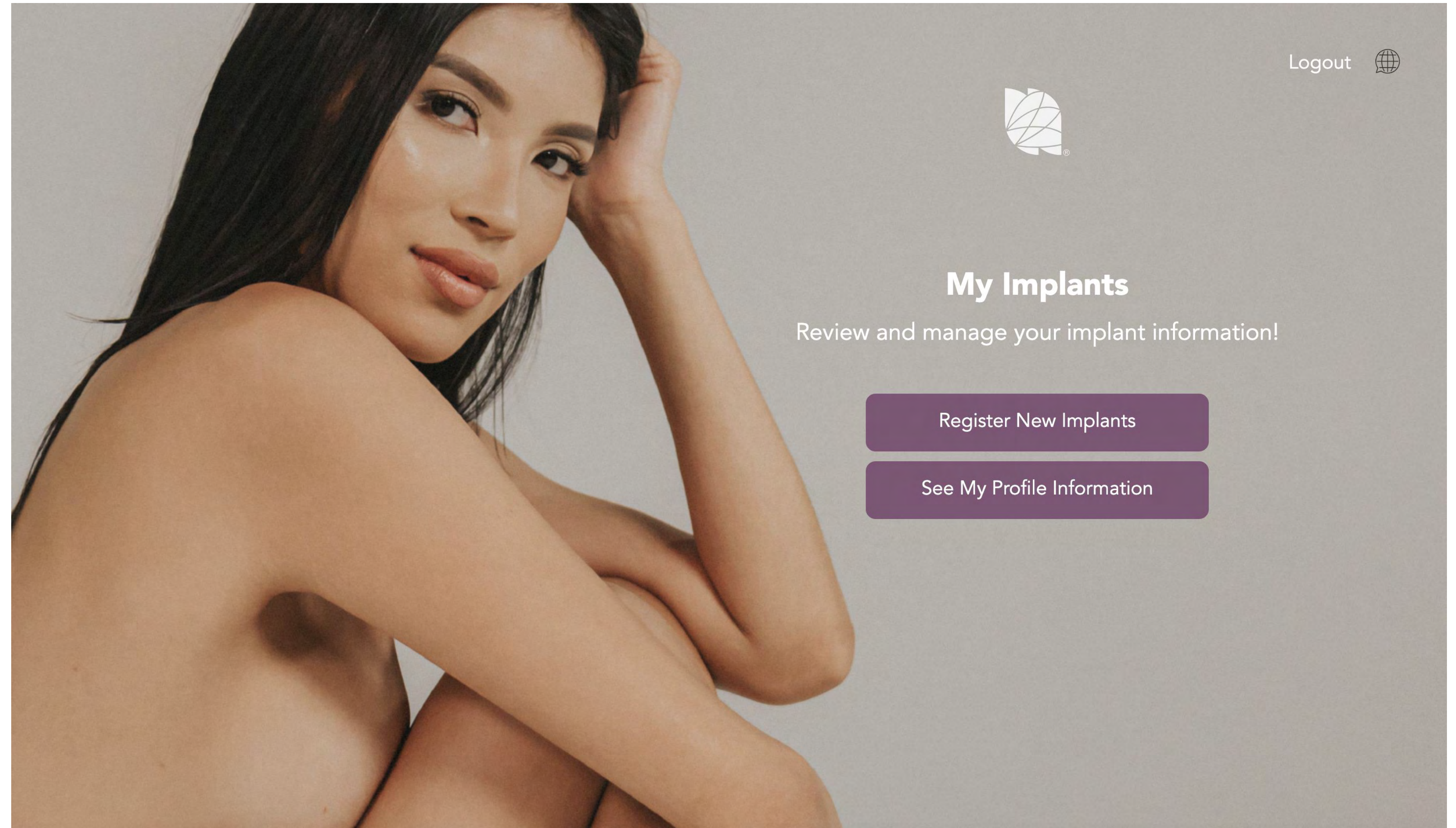




# Home page

After logging in, the users will open to the Home page.

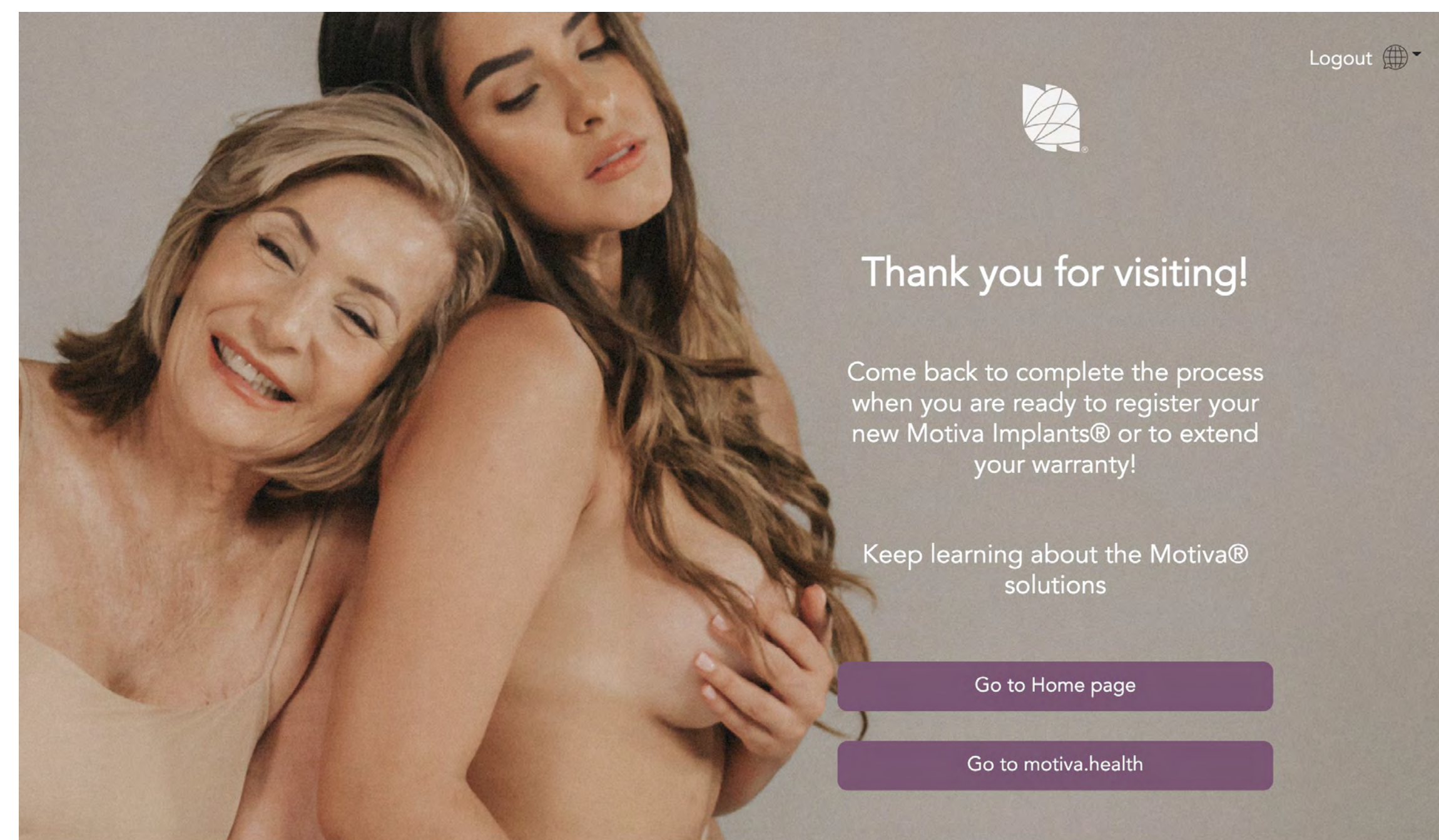
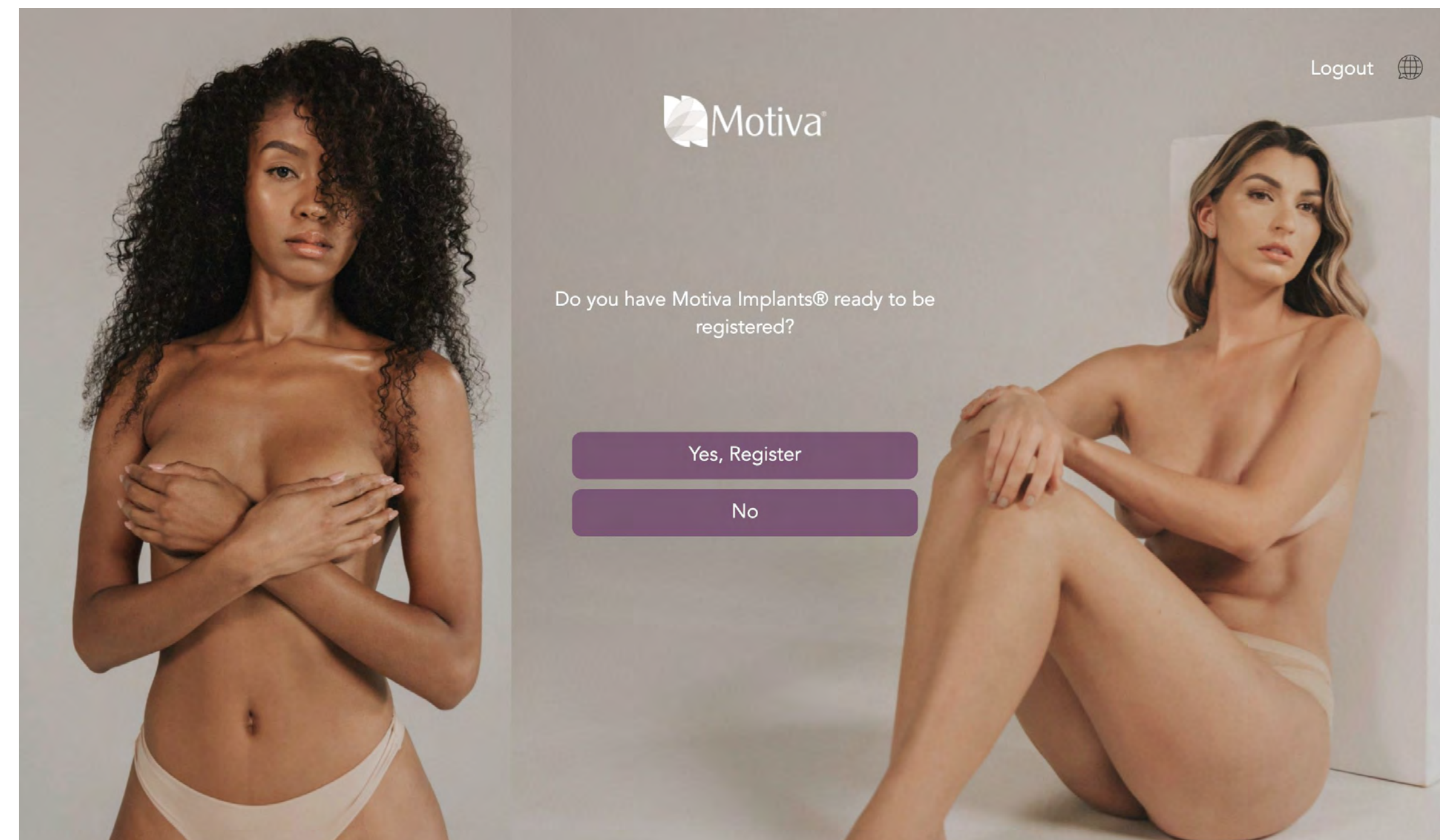
From here they can begin the implant registration process or see their profile information.



# Getting started

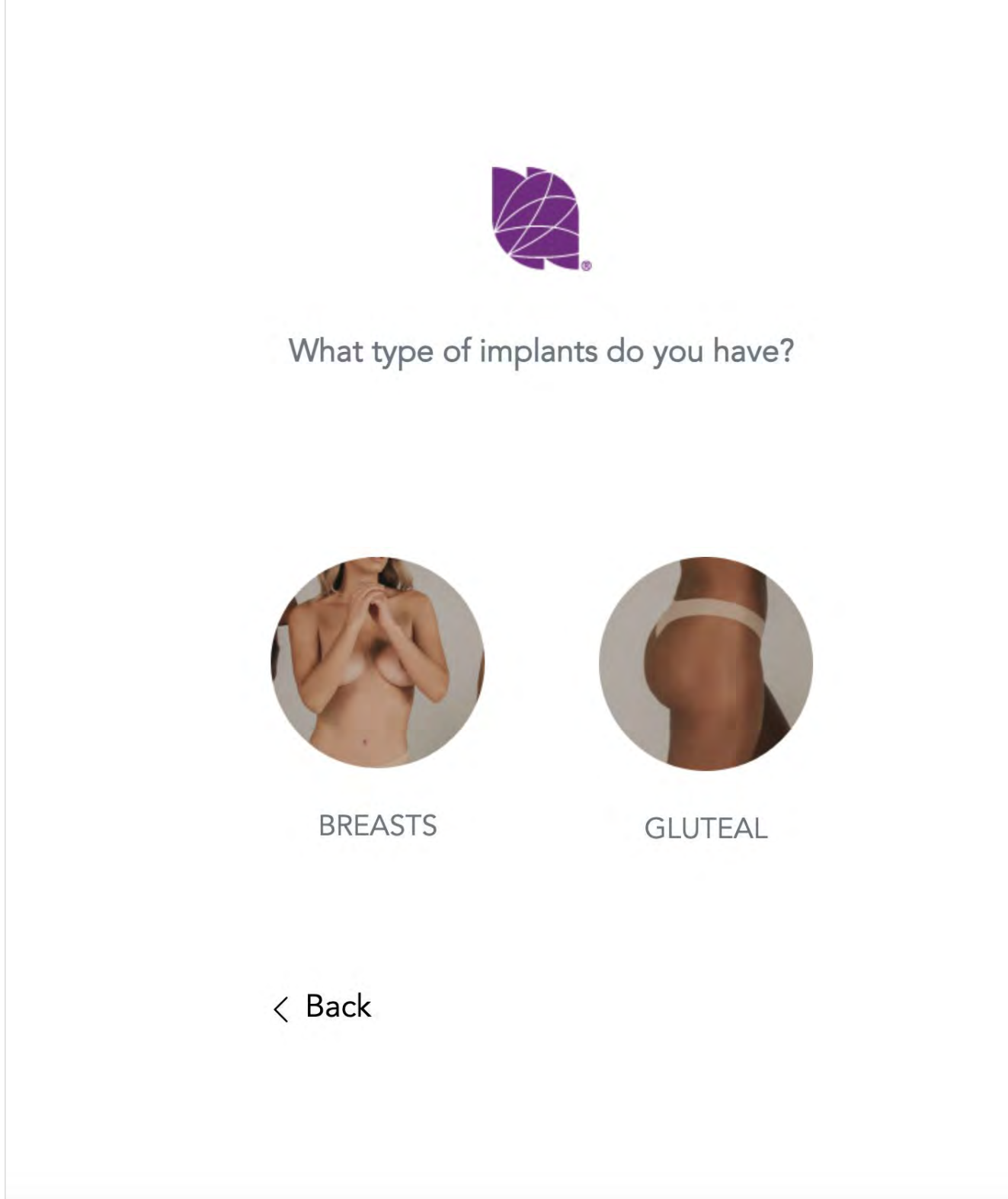
To make sure **only** Motiva® patients with implants ready to register are going through the process, the first step poses a question to help determine this.

If they aren't in this category, there are options to go back to Home or keep navigating in motiva.health.





# Implant Registration

Patients begin the registration process by selecting the type of implants they have and on which side(s).

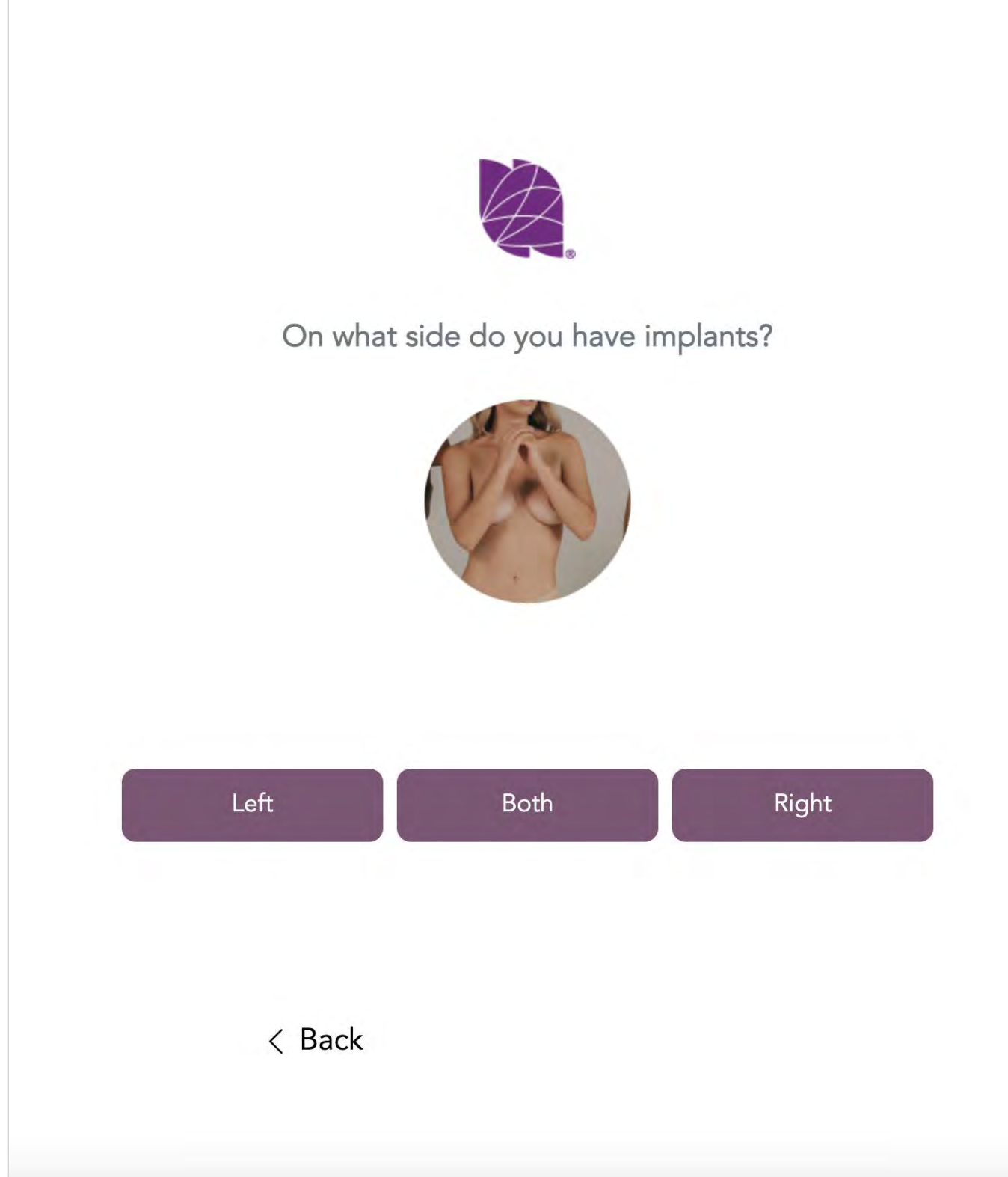


What type of implants do you have?

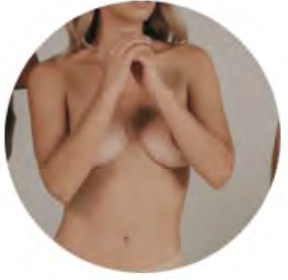
 BREASTS

 GLUTEAL

[← Back](#)



On what side do you have implants?





[Left](#) [Both](#) [Right](#)

[← Back](#)

# Implant Registration

Then users are asked to select the country in which their surgery took place, as well as the Motiva® ID card guide that matches their own (this will determine the guide images the user will continue to see throughout the process).

Next, they must decide whether they want to register using their SN or ESN (the latter is only for implants with Qid® safety technology).





### On which country was your surgery performed


**Country**

- Colombia
- Comoros
- Congo
- Cook Islands
- Costa Rica

Which of these looks like your ID Registration Card?








### How would you like to register your implants?

**ESN**

**SN** 

**With my Serial Number (SN)**  
Scan or upload your implant labels, or manually fill out the number sequence for each SN and their validation codes.

**With my Electronic Serial Number (ESN)**  
Manually fill out only the number sequence at the top of each implant label.

[← Back](#)

# Implant Registration - SN

If the patient chooses to register with their **Serial Numbers**, they have the option to

- Upload an image of their implant labels from files (desktop user)
- Scan an image of their implant labels with their camera (mobile user)



The SN and VC are calculated and filled automatically

OR

- Manually type in the SN and validation code on their implant labels

Start your implant registration

Keep your Motiva® ID card at hand to register your implants. Scan or upload a picture of the labels on the back of your card, or manually type in the serial number (SN) and validation code for each.

SN

Validation code

SN

Upload Label

**Left implant**

Serial Number Validation code

00000000-00 X

**Right implant**

Serial Number Validation code

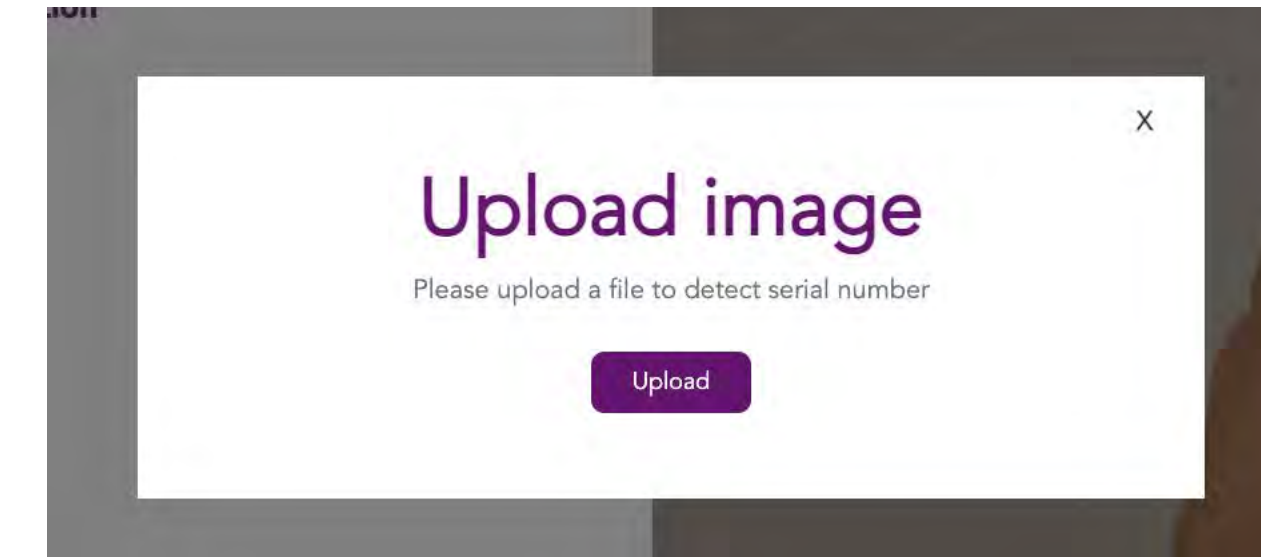
00000000-00 X

Switch Sides

\*Make sure the SN matches the correct side

[Having Trouble? Send a Support Request](#)

< Back Verify



# Implant Registration - SN

When the SN and Validation code spaces have been filled, the system immediately validates them and if they exist and haven't been used yet, a green check will appear to show they are correct, and the Verify button will unlock to continue.

The switch sides button interchanges the information filled for the Left and Right implants, in case the patient has accidentally mistaken them.


The screenshot displays the Motiva implant registration interface. At the top, there is a purple leaf logo and the heading "Start your implant registration". Below this, instructions state: "Keep your Motiva® ID card at hand to register your implants. Scan or upload a picture of the labels on the back of your card, or manually type in the serial number (SN) and validation code for each." A central image shows two Motiva ID cards with their labels. Lines point from the labels to the input fields: "SN" for the serial number and "Validation code" for the code. Below the image is an "Upload Label" button. The form is divided into two sections: "Left implant" and "Right implant". Each section has "Serial Number" and "Validation code" input fields. The "Left implant" fields contain "20021402-25" and "2", and the "Right implant" fields contain "20021476-13" and "a". Both sections have a green checkmark icon to the right of the validation code field. Below the form is a "Switch Sides" button. At the bottom, there is a note: "\*Make sure the SN matches the correct side" and a link: "[Having Trouble? Send a Support Request](#)". At the very bottom, there are two buttons: "< Back" and "Verify".

# Implant Registration - ESN

If the patient chooses to register their implants with their **Electronic Serial Numbers** (only for implants with Qid®), they must fill out the information manually.

There is no validation code needed.

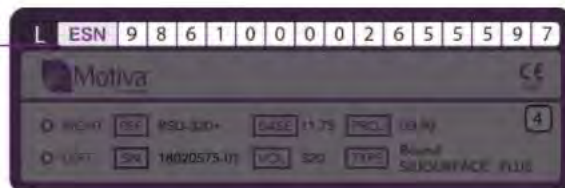
When the ESN spaces have been filled, the system immediately validates them and if they exist and haven't been used yet, a green check will appear to show they are correct, and the Verify button will unlock to continue.



### Start Your Implant Registration


Keep your Motiva® ID card at hand to register your implants.  
Type in the Electronic Serial Number (ESN) given by your health care provider.

**Left implant**

ESN 

Electronic Serial Number


**Right implant**

ESN 

Electronic Serial Number

[Having Trouble? Send a Support Request](#)

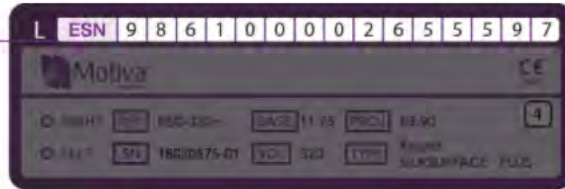
[Back](#) [Verify](#)




### Start Your Implant Registration

Keep your Motiva® ID card at hand to register your implants.  
Type in the Electronic Serial Number (ESN) given by your health care provider.

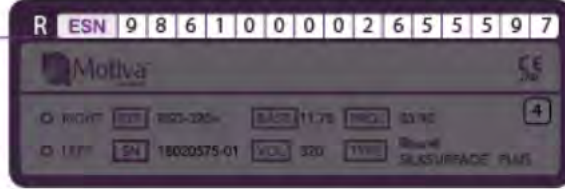
**Left implant**

ESN 


Electronic Serial Number



**Right implant**

ESN 

Electronic Serial Number




[Having Trouble? Send a Support Request](#)

[Back](#) [Verify](#)

# Implant Registration

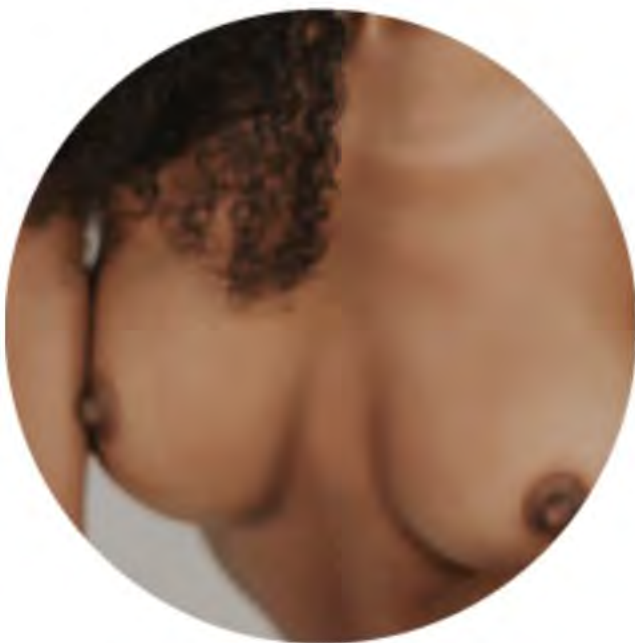
For breast implant registrations, the following steps help determine the patient's incision site and placement, which is saved in her patient file.

There is a *I don't know* option for those who are uncertain.



What kind of incision do you have?

This refers to the place on your body where your implant was inserted.




Transaxillary      Periareolar

Mastectomy Scar      Inframammary


I don't know


< Back





Select your implant placement

This refers to where your implant is positioned

 Sub-glandular  
When the implant is under the mammary gland and over the muscle.

 Dual-Plane  
When the implant is only partially covered by the muscle.

 Sub-fascial  
When the implant is over the muscle, but covered by the fascia (a fibrous layer above the muscle).

 Sub-muscular  
When the implant is completely under the pectoral muscle.

I don't know  
If you're uncertain about your placement, don't sweat it!

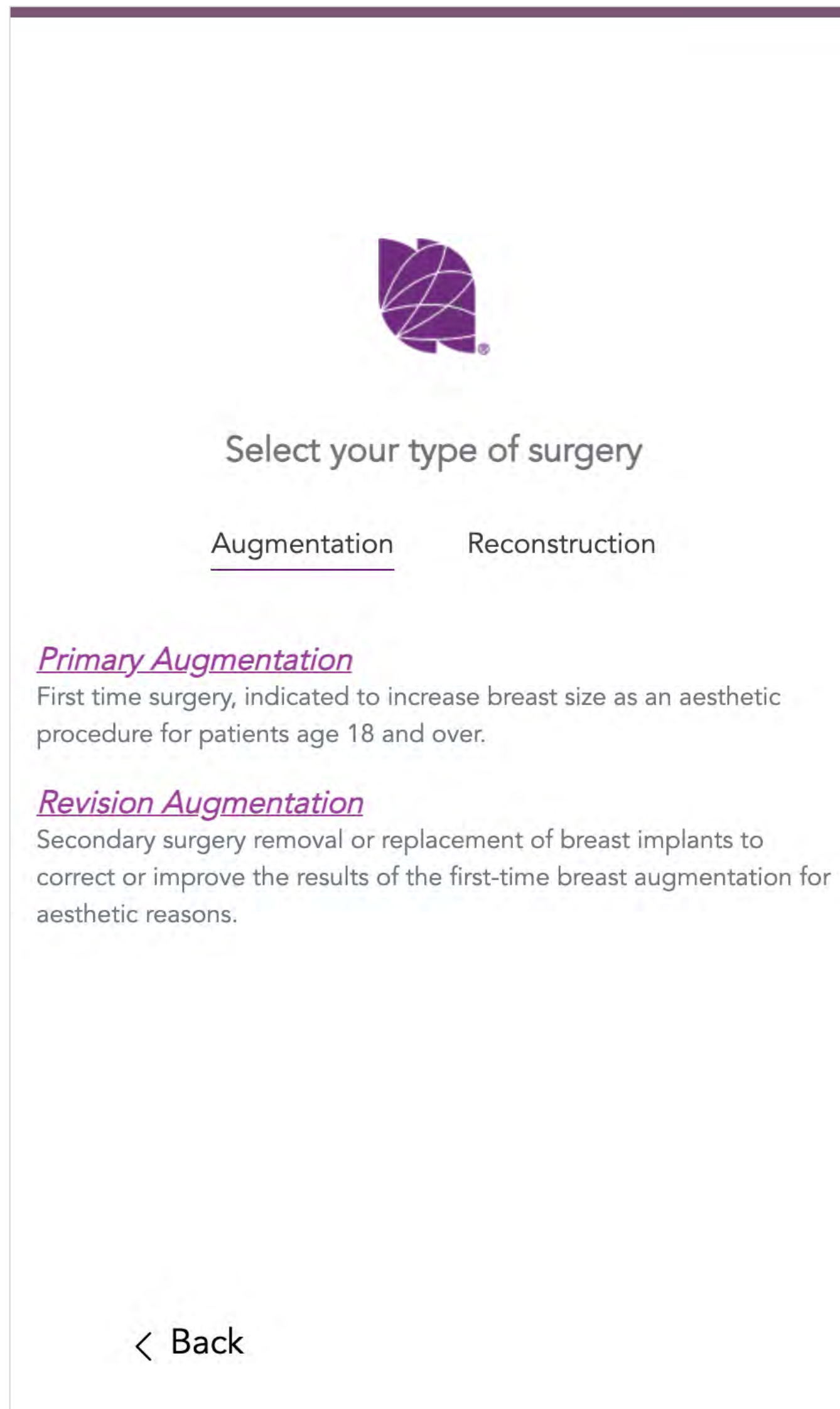
< Back



# Implant Registration

The patient will then select the type of surgery she has undergone- Primary Augmentation, Revision Augmentation, Primary Reconstruction or Revision Reconstruction.

This, along with the type of implant and country of distribution will help determine the patient's options for an extended warranty.



The screenshot shows a mobile application interface for selecting surgery type. At the top is a purple leaf logo. Below it is the heading "Select your type of surgery". There are two tabs: "Augmentation" (which is underlined and selected) and "Reconstruction". Under the "Augmentation" tab, there are two options: "Primary Augmentation" (underlined) and "Revision Augmentation" (underlined). Each option has a brief description. At the bottom left is a "< Back" button.

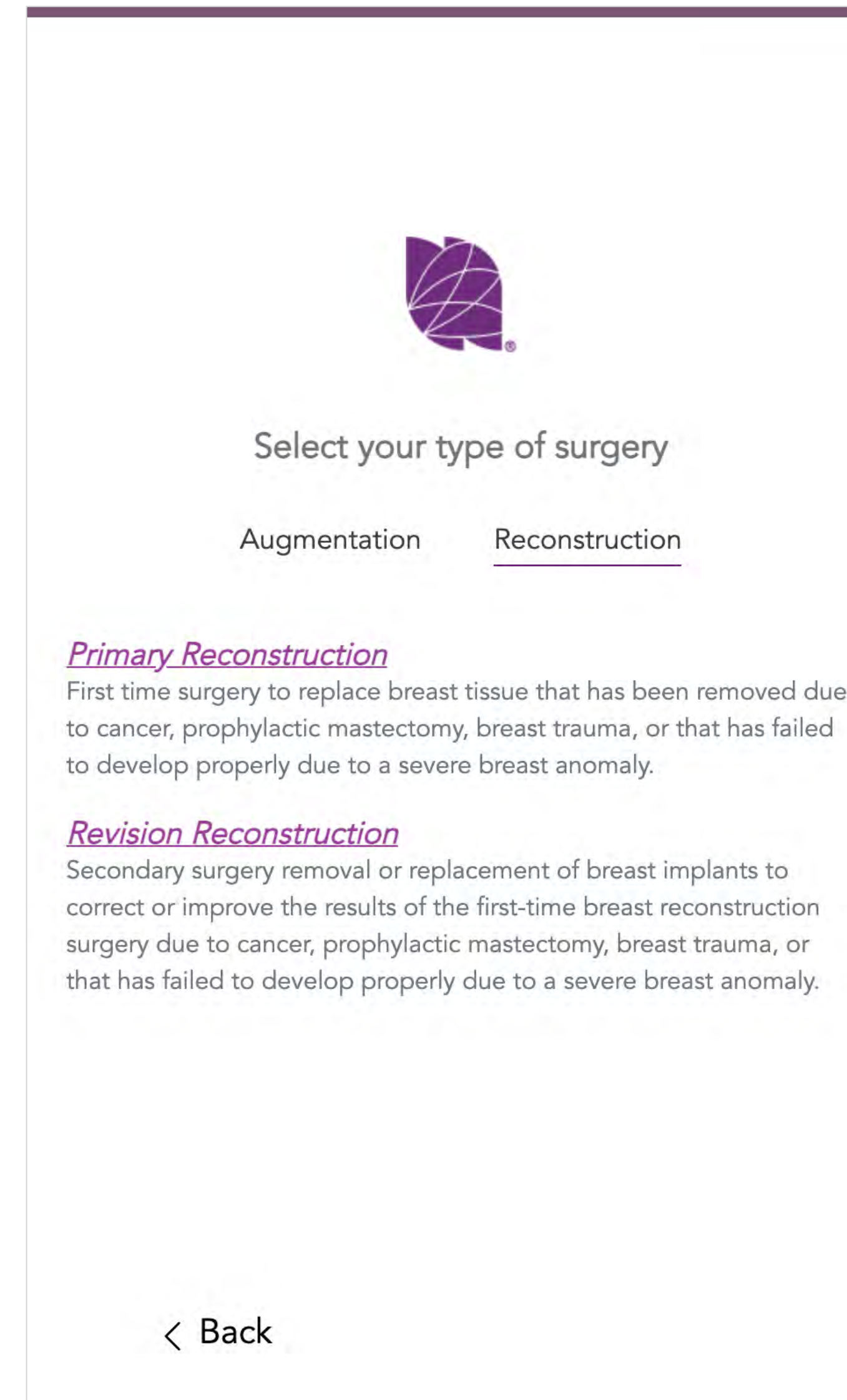
Select your type of surgery

Augmentation Reconstruction

Primary Augmentation  
First time surgery, indicated to increase breast size as an aesthetic procedure for patients age 18 and over.

Revision Augmentation  
Secondary surgery removal or replacement of breast implants to correct or improve the results of the first-time breast augmentation for aesthetic reasons.

< Back



The screenshot shows a mobile application interface for selecting surgery type. At the top is a purple leaf logo. Below it is the heading "Select your type of surgery". There are two tabs: "Augmentation" and "Reconstruction" (which is underlined and selected). Under the "Reconstruction" tab, there are two options: "Primary Reconstruction" (underlined) and "Revision Reconstruction" (underlined). Each option has a brief description. At the bottom left is a "< Back" button.

Select your type of surgery

Augmentation Reconstruction

Primary Reconstruction  
First time surgery to replace breast tissue that has been removed due to cancer, prophylactic mastectomy, breast trauma, or that has failed to develop properly due to a severe breast anomaly.

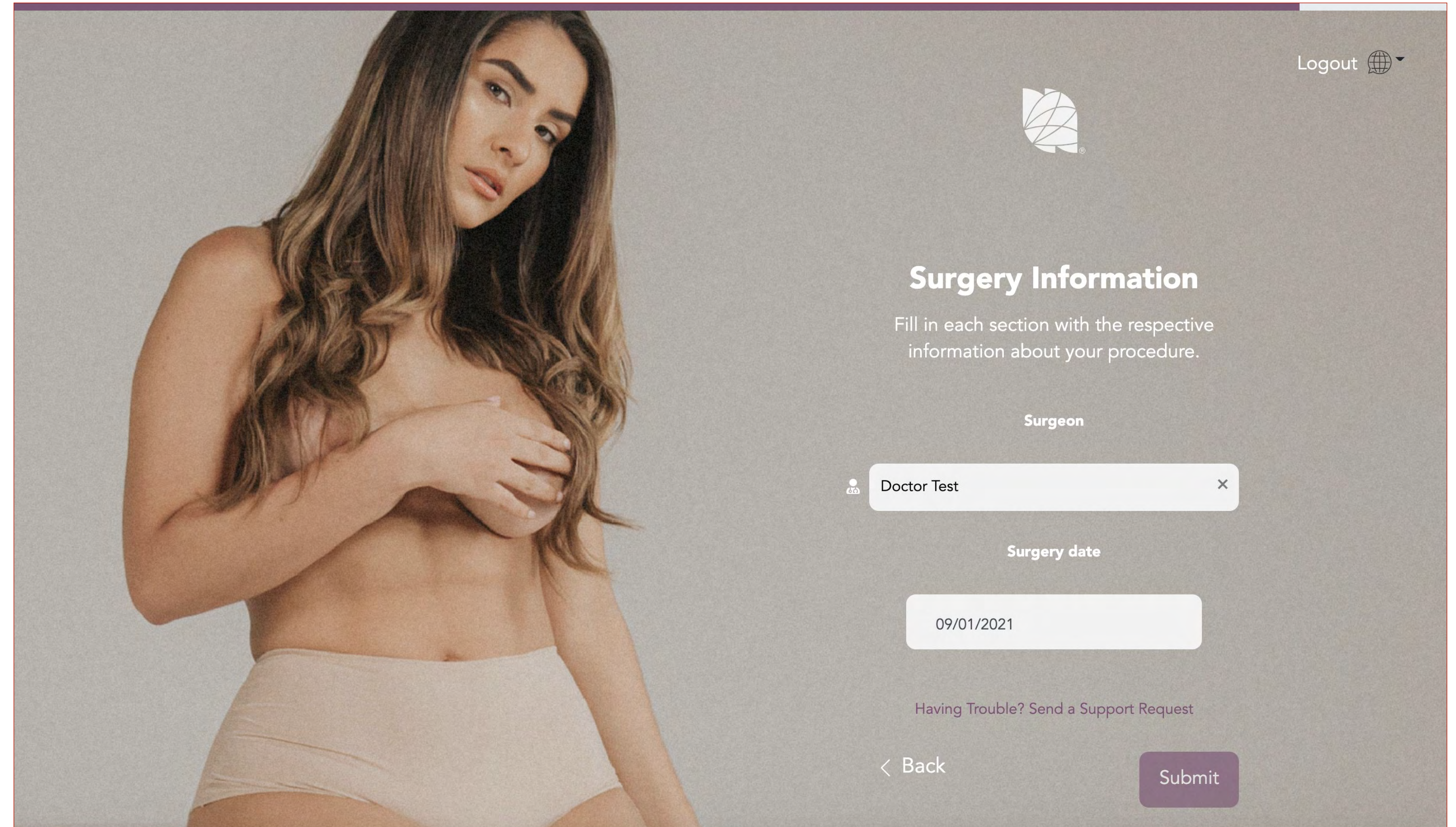
Revision Reconstruction  
Secondary surgery removal or replacement of breast implants to correct or improve the results of the first-time breast reconstruction surgery due to cancer, prophylactic mastectomy, breast trauma, or that has failed to develop properly due to a severe breast anomaly.

< Back


# Implant Registration


To complete the registration, the patient will fill her surgeon name and date of surgery.

The option to send a support request can also be accessed at this point.



The screenshot shows a mobile application interface for 'Surgery Information' registration. The background features a woman with long brown hair, wearing a white bra and white underwear, posing against a grey background. In the top right corner, there is a 'Logout' link with a globe icon. Below the logo, the title 'Surgery Information' is displayed, followed by the instruction: 'Fill in each section with the respective information about your procedure.' The form includes a 'Surgeon' section with a text input field containing 'Doctor Test' and a close button (X). Below this is a 'Surgery date' section with a date input field containing '09/01/2021'. At the bottom, there is a link 'Having Trouble? Send a Support Request', a '< Back' button, and a purple 'Submit' button.



Logout 



## Surgery Information

Fill in each section with the respective information about your procedure.

Surgeon

 Doctor Test 

Surgery date

09/01/2021

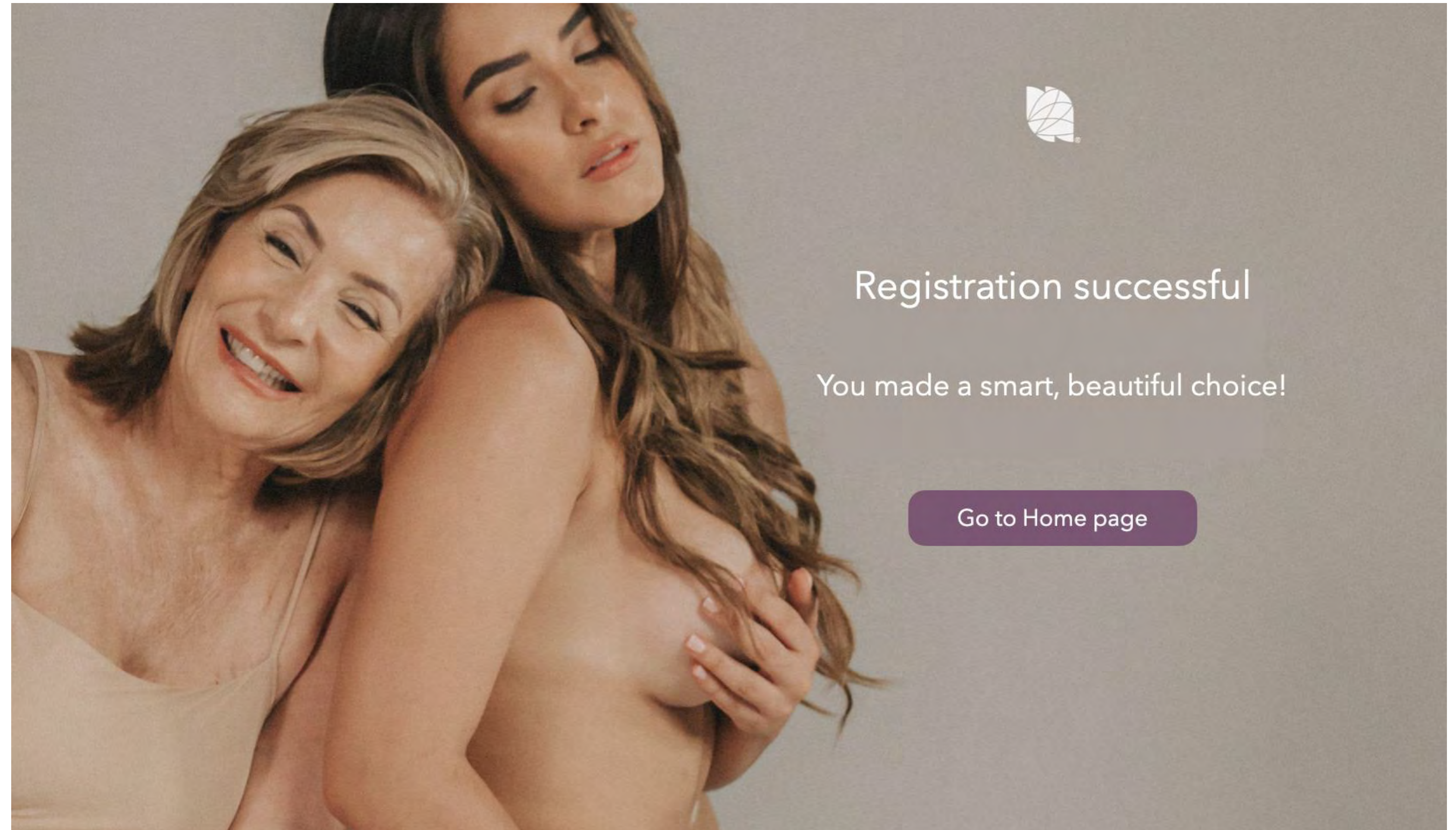
[Having Trouble? Send a Support Request](#)

[< Back](#) [Submit](#)

# Implant Registration

When the registration is completed successfully, and the patient doesn't qualify for an extended warranty, she will receive this notice.

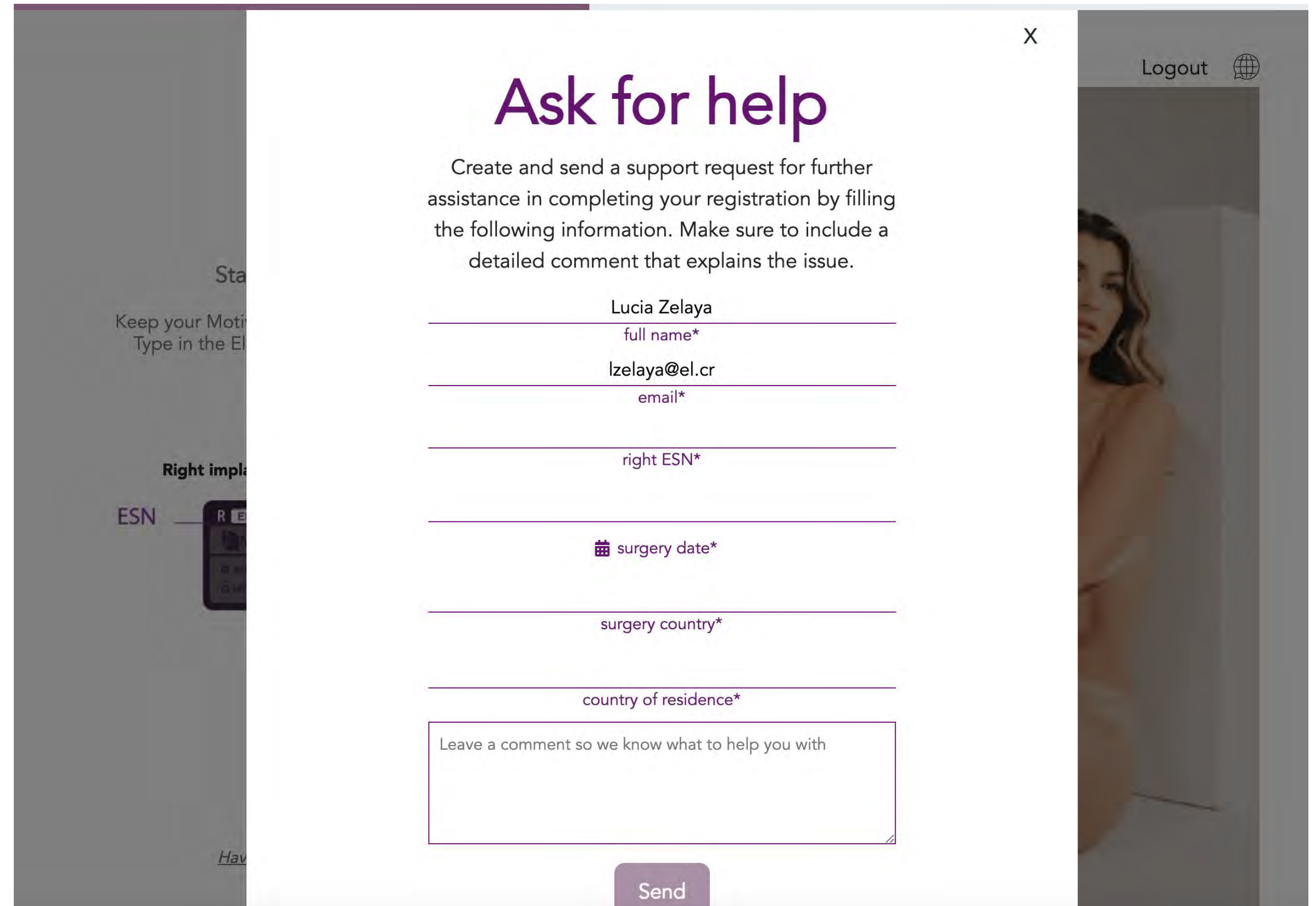
From here she can go back to Home.



# Implant Registration - Support Request

During the registration process we offer the users the chance to request support if they are facing troubles registering their implants.

By clicking on [Having trouble? Send a Support Request](#), a pop-up modal will open, which can be edited, completed and submitted to create and send a support ticket in Zendesk.



X

## Ask for help

Create and send a support request for further assistance in completing your registration by filling the following information. Make sure to include a detailed comment that explains the issue.

Lucia Zelaya

full name\*

lzelaya@el.cr

email\*

right ESN\*

📅 surgery date\*


surgery country\*

country of residence\*

Leave a comment so we know what to help you with

Send

Logout




# Extended Warranty

If the patient does qualify for an extended warranty, after she has completed the implant registration, she will have the option to buy one. She will be able to see the extended warranty she's eligible for and what it entails.

Once decided to move forward with the purchase, the patient can see the Purchase details of what she's paying for.

After purchasing successfully, she will see a confirmation message, the transaction ID and the purchase details of the warranty.

By clicking *See full terms and conditions* on any of the screens, the user can read and download the complete document.



## Take the next step

Left implant is eligible for **5Y Warranty Program**

<b>What it covers</b> Against implant rupture and capsular contracture, Baker grades III and IV	<b>Financial Support</b> Up to 2500 USD towards revision surgery in the event of the previously mentioned complications
--	--

[See full terms and conditions](#)  
Do you want to buy and extend your warranty to **five years**?

[Purchase An Extended Warranty](#)

[Skip for now](#)

## Take the next step

Please enter your payment details in order to purchase an extended warranty

**Purchase Details**

Left Implant SN Program	<b>20021484-31</b> <b>5Y Warranty Program</b> <small>Valid until: 1 April 2022</small>
-------------------------	--

Total amount: **2 USD**

Name on card  Month  Year

Card number  CVV

Your total is: **2 USD**

I accept terms the Terms & Conditions

[See full terms and conditions](#)

[Purchase An Extended Warranty](#)

[Cancel](#)

## Warranty purchased successfully!

Your warranty has now been extended.

Transaction ID: **11486754**

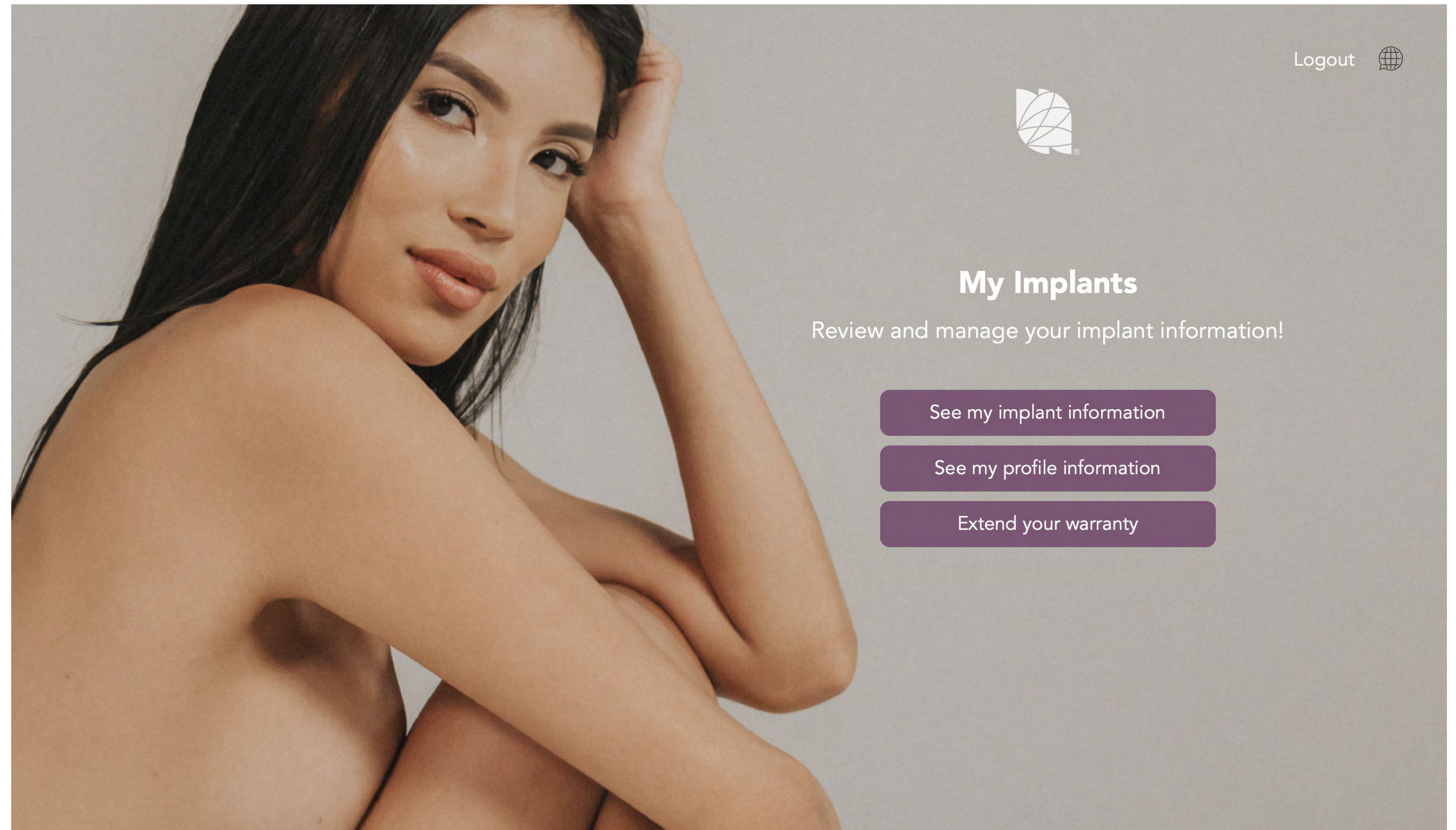
**Purchase details**

Left Implant SN:	<b>26552165-1</b>
Program:	<b>2Y Warranty Program</b> <small>(Valid until: 10/03/2023)</small>
Right Implant SN:	<b>26552165-2</b>
Program:	<b>5Y Warranty Program</b> <small>(Valid until: 10/03/2026)</small>
Total amount:	<b>\$200</b>

[Go home](#)

# Home page - Post Registration

After completing an implant registration, the Home buttons will then update to give them access to their registered implants information, profile information, and an Extended Warranty purchase (this option only appears to those who qualify for one and haven't yet bought it).

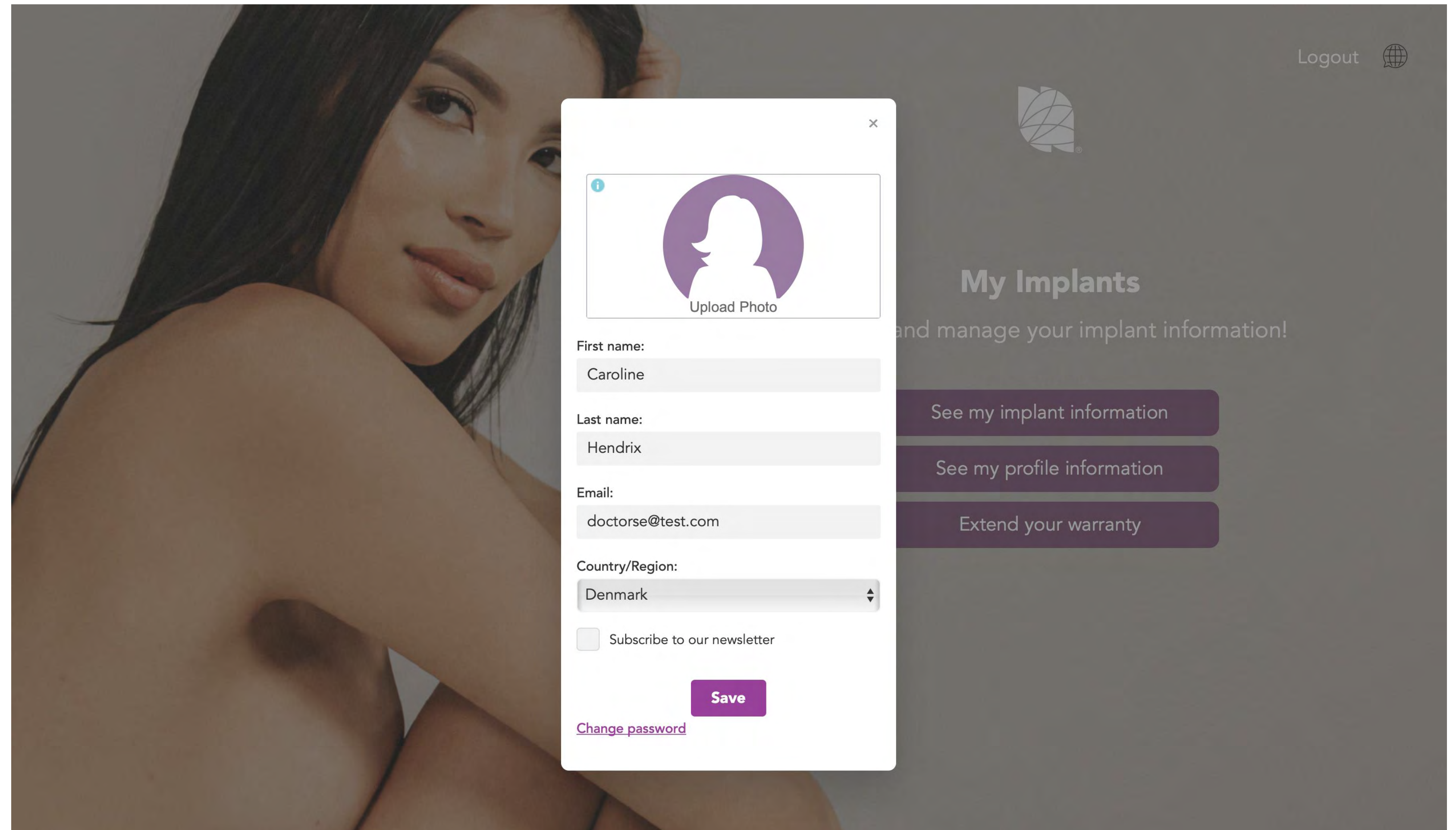


# Profile information

Opening up their profile information will show their first and last name, country of residence and email they have registered and saved.

This information, except for their email, is manageable, meaning they can edit and save.

From here they can also change their password.




# Implant information

Opening up their implant information will show all the implants they have registered to their profile, with specified data regarding the implants, the surgery and the extended warranty (if it applies).

By scrolling down, the patient can review both implants.

From here she can register more implants or return to her home page.



## My implants

[Current](#) [Previous](#)

[Breast Implants](#) [Gluteal Implants](#)

### Breast Implant - Left

Implant Information  
Type: Ergonomix® Round  
Profile: Demi with Qid®  
Volume: 360cc

Surgery Information  
Surgery Date: 30 March 2021  
Surgeon: Doctor Test  
Incision site: Inframammary  
Placement: Sub-muscular  
Serial Number: 20031241-29

Extended  
Motiva® Program: 5Y  
Status: Valid  
Valid until: 30 March 2022

### Breast Implant - Right

Implant Information  
Type: Ergonomix® Round

Surgery Information  
Surgery Date: 4 April 2021

[Register new implants](#)

[< Back](#)

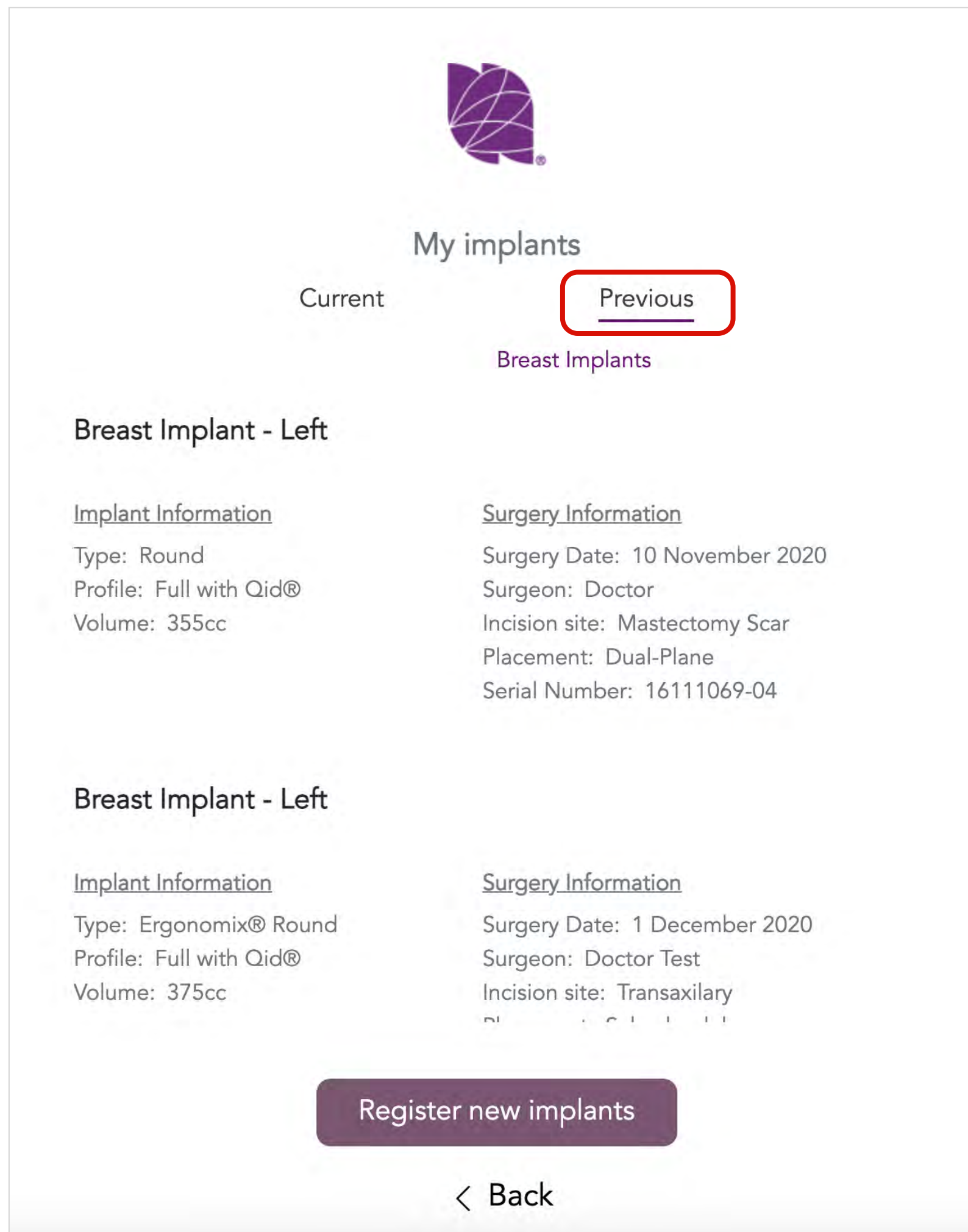



# Implant information

There are different sections for Current and Previous implants, for revision patients to look back at.

As well as sections for breast and gluteal implants in case the patient has both types.

If the patient has only one set of implants, or one type, that is the only section that will appear.





My implants

Current **Previous**

Breast Implants

**Breast Implant - Left**

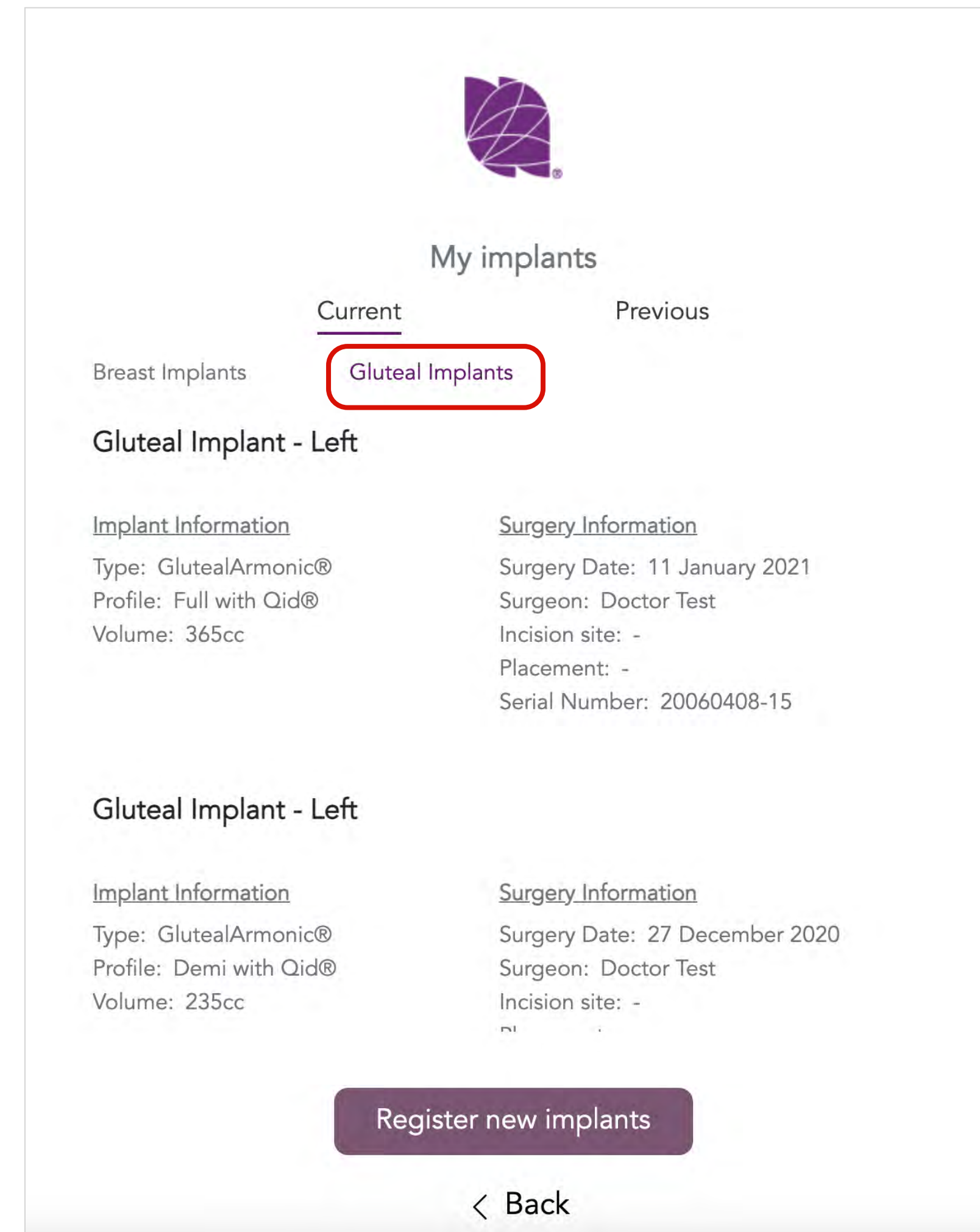
<u>Implant Information</u> Type: Round Profile: Full with Qid® Volume: 355cc	<u>Surgery Information</u> Surgery Date: 10 November 2020 Surgeon: Doctor Incision site: Mastectomy Scar Placement: Dual-Plane Serial Number: 16111069-04
---	--


**Breast Implant - Left**

<u>Implant Information</u> Type: Ergonomix® Round Profile: Full with Qid® Volume: 375cc	<u>Surgery Information</u> Surgery Date: 1 December 2020 Surgeon: Doctor Test Incision site: Transaxillary
--	---

[Register new implants](#)

[← Back](#)





My implants

Breast Implants **Current** Previous

Breast Implants **Gluteal Implants**

**Gluteal Implant - Left**

<u>Implant Information</u> Type: GlutealArmonic® Profile: Full with Qid® Volume: 365cc	<u>Surgery Information</u> Surgery Date: 11 January 2021 Surgeon: Doctor Test Incision site: - Placement: - Serial Number: 20060408-15
---	---

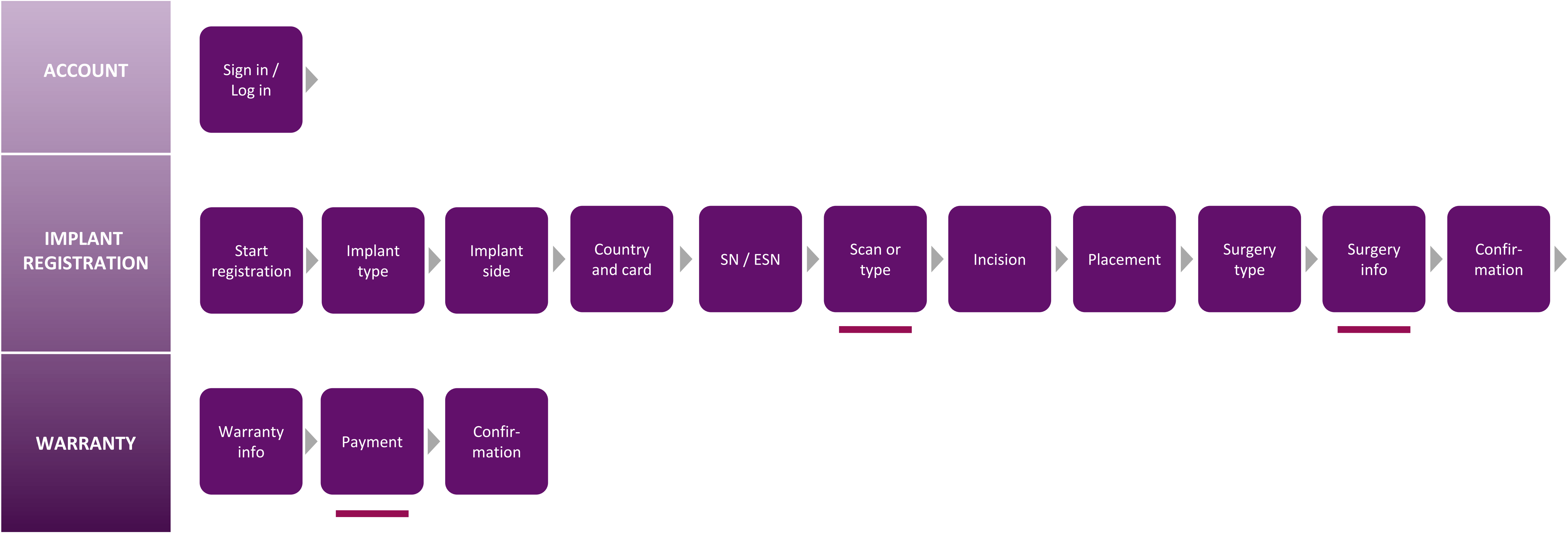
**Gluteal Implant - Left**

<u>Implant Information</u> Type: GlutealArmonic® Profile: Demi with Qid® Volume: 235cc	<u>Surgery Information</u> Surgery Date: 27 December 2020 Surgeon: Doctor Test Incision site: -
---	--

[Register new implants](#)

[← Back](#)

# Process Overview



The end of each row represents a possible stopping point, or the users can start with creating an account and carry on through the entire process (implant registration), ending with the purchase of an extended warranty in one same visit to the app.

