September 26, 2024

Subject: Clarity Image Management Software Service Maturity Notification

Dear Valued Customer,

This letter is to inform you that effective September 26, 2024; the support from STERIS will be modified on the following products as we consider them Service Mature:

- Clarity Media Repository
- Clarity Modality Tracker
- Clarity Physician View
- Clarity Nurse CoreView
- Standalone CoreView
- Clarity Vitals View
- 24/7 recording of IP Cameras
- Custom CoreView deployments
- Clarity Remote Proctoring

Sales of these products were discontinued in March of 2023, with the introduction of HexaVue™ Connect Software Suite. Support for the operating system and additional third-party software components has been discontinued due to the software reaching the end of its lifecycle.

There are many factors that contribute to our overall product management philosophy. Rapid advancements in technology, the ever-changing standards of care and the multitude of mandates regarding regulatory compliance are just a few of the market drivers that factor into our overall decision-making process. We continually strive to incorporate advancements in technology and shape best practice standards to not only better serve our Customers but ultimately provide solutions to the marketplace that put patient safety at the forefront.

The policy with respect to the support of these products is as follows:

- As of September 26, 2024, all Customers under a multi-year service contract with STERIS will continue to receive full labor support on the obsolete products through the end of the term of the Customer's current service contract. STERIS may be limited or unable to support 3rd party software/OS patches, security updates, and bug fixes.
- As of September 26, 2024, any Customer that is not currently under a service contract with STERIS requires, at a minimum, an ORI Remote Care service contract on the OR Integration hardware for STERIS to continue to support Clarity remotely. Annual service contracts are the only option available. STERIS may be limited or unable to support 3rd party software/OS patches, security updates, and bug fixes.
- As of September 26, 2024, STERIS may be limited or unable to support Clarity configuration change requests due to Customer modifications on their network or software that directly affects Clarity.

To ensure you receive the highest level of support, we recommend upgrading to our latest product offering, HexaVue Connect. Please contact your OR Integration Sales Specialist to learn more about the HexaVue Platform and to obtain a quote for the upgrade.

If you continue to utilize the Clarity Image Management Software, you understand that the following responsibilities will be transferred to you:

Security Risks
STERIS will no longer provide security updates or patches. As the system ages without patches, it becomes increasingly vulnerable to cyberattacks, data breaches, and unauthorized access. The lack of updates compromises the integrity, confidentiality, and availability of sensitive data. Additionally, using an unsupported system may result in non-compliance with regulatory requirements, leading to potential legal and financial penalties.

Operational Risks
Without ongoing maintenance, the system may experience performance degradation, instability, and potential downtime. Additionally, the absence of regular backups and support increases the risk of data loss or corruption, which could impact critical operations.

Financial Risks

You will be responsible for all maintenance and repair/recovery costs.

Additional Considerations

- **Transition Planning:** We encourage you to develop a transition plan to migrate to a supported and secure alternative system.
- **Data Backup:** You should implement regular and secure data backup procedures to protect against data loss.
- **Security Measures:** To mitigate potential risks, you should implement the compensating controls listed below.
- **Legal and Regulatory Compliance:** You are responsible for ensuring continued compliance with all relevant legal and regulatory requirements.

If you continue to utilize the Clarity Image Management Software, STERIS recommends the following external compensating controls be taken:

Network Segmentation

Isolate the system running Mirth Connect on a separate network segment within the Operating room LAN to limit its exposure to potential threats.

Access Controls

Implement strict access controls, such as strong authentication mechanisms and role-based access control, to restrict access to the system only to authorized personnel.

Intrusion Detection and Prevention Systems (IDPS)

Deploy IDPS solutions to monitor network traffic and detect any suspicious activity or attempts to exploit the vulnerability in real-time.

Network Monitoring

Continuously monitor network traffic and system logs for any signs of unauthorized access or malicious activities targeting the system running Mirth Connect.

Application Whitelisting

Configure application whitelisting to allow only approved applications to run on the system, preventing unauthorized software from executing and potentially exploiting the vulnerability.

Regular Security Audits

Conduct regular security audits and vulnerability assessments to identify and address any security gaps or weaknesses in the system running Mirth Connect.

Enhanced Logging and Monitoring

Enable detailed logging of system activities and set up alerts for any unusual behavior that could indicate a security incident or exploitation attempt.

Security Awareness Training

Provide staff with training on cybersecurity best practices, including how to recognize and report potential security threats or incidents related to the vulnerable system.

We recognize the impact that a service mature notification has on your operation. To ensure your operating needs are met, please contact a STERIS Sales Representative to arrange a meeting to discuss your best approach to transition to our HexaVue Connect Software Suite.

Sincerely,

Michael Guzzo
Service Product Manager
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