

Health Care Professional (HCP) Interactions Guidance

Document Control

Change History

Version	Description of Change
1.0	Initial Release

Table of Contents

1. Purpose.....	4
2. Scope.....	4
3. General.....	4
4. Applicable Documents.....	4
5. Definitions.....	4
6. Responsibilities.....	5
7. Procedure.....	6
7.1. Business Courtesies.....	6
7.2. Gifts and Entertainment.....	8
7.3. INSIGHTEC-Conducted Product Training and Education.....	8
7.4. Supporting Third Party Educational Conferences.....	9
7.5. Sales, Promotional, and Other Business Meetings.....	10
7.6. Arrangements with HCPs.....	10
7.7. Jointly Conducted Education and Marketing Programs (a.k.a. Co-marketing).....	12
7.8. Coverage, Coding and Reimbursement.....	13
7.9. Grants and Donations.....	14
7.10. Technical Support in Clinical Setting.....	15

1. Purpose

INSIGHTEC is committed to conducting its affairs ethically, lawfully and with the highest integrity at all times. This commitment is set forth in INSIGHTEC's Code of Conduct. This HCP Interactions Guidance offers a framework to guide interactions with HCPs to ensure we act fairly, honestly and in accordance with global laws and codes pertaining to HCP interactions.

2. Scope

The procedure and standards set forth in this Guidance must be adhered to by all INSIGHTEC employees, agents and representatives (who we refer to as "you" in this Guidance). This Guidance is primarily based on the AdvaMed Code of Ethics and includes inputs from other global ethics codes (such as MedTech Europe, APACMed, etc.), where applicable.

3. General

Bribing HCPs to win or retain INSIGHTEC business is unethical and against the law. Bribes or "kickbacks" have the potential to cloud the judgement of HCPs and consequently impact their care for their patients. Additionally, inducing an HCP to use our products or services can result in unnecessary medical procedures that are paid for by government payors. This could lead to violations of laws such as the U.S. False Claims Act, for which INSIGHTEC or its employees or agents may be disciplined or subject to government enforcement. Kickbacks come in many forms and it is important to understand that typical business practices, if not conducted with care and proper controls in place, can develop into (or be perceived as) a bribe. Government agencies around the world enforce their anti-bribery laws, and enforcement action taken against a medical device company can be a serious risk to its reputation and bottom line. We expect you to conduct your business affairs with the highest ethical standards, particularly with regard to HCP interactions. This Guidance, when followed, ensures you are acting in accordance with the law and industry codes, and serves to protect you, INSIGHTEC and our HCPs from actual – or the appearance of – impropriety.

4. Applicable Documents

- 1) Code of Conduct
- 2) Applicable industry ethical codes (AdvaMed, MedTech Europe, APACMed, etc.)

5. Definitions

In addition to the defined terms below, terms are also defined in the Guidance.

- 1) **Business Needs Assessment (BNA):** A formal document established at the beginning of each year by various internal stakeholders to forecast all anticipated HCP consultant needs and dollars spent on consulting activities for the year.

- 2) **Research Needs Assessment (RNA):** A formal document established at the beginning of each year by various internal stakeholders to forecast all anticipated research needs and dollars spent on research activities for the year.
- 3) **Consultant:** Any third party that provides services to INSIGHTEC and receives compensation (such as fees, commissions, or other value) for such services, pursuant to a written agreement.
- 4) **Guidance:** This Health Care Professional (HCP) Interactions Guidance.
- 5) **Health Care Professional (HCP):** Any individual or entity in a position to purchase, lease, recommend, use, or prescribe medical devices or materially influence such decisions. Examples of HCP individuals include but are not limited to: M.D.s, physician's assistants, nurses, hospital c-suite and purchasing department employees, non-physician practitioners, medical fellows, residents or students, clinical or non-clinical people who make product-related decisions, and medical school professors. Examples of HCP entities include hospitals, clinics, surgery groups, and medical schools.
- 6) **Improper Payment:** Anything of value (cash, gifts, in-kind services, business courtesies such as travel, lodging or food, donations, discounts on products, etc.) provided directly or indirectly to an HCP with the intent to win or retain business improperly, improperly influence a business decision, or secure an improper advantage for INSIGHTEC. An offer of an improper payment (even if not carried out) is illegal and prohibited.
- 7) **Transparency Rules:** Legal reporting requirements relating to the provision of anything of value to an HCP (e.g. the U.S. Federal Sunshine Act or any international equivalent).

6. Responsibilities

The Legal/Compliance function oversees our compliance program at an operational level, with additional guidance by the management-level Ethics & Compliance Committee and the Governance & Compliance Committee of the Board of Directors. It is your responsibility to know and understand this Guidance and refer to it regularly, although this shouldn't replace common sense and good judgment which must always be exercised. Violations of this Guidance will result in disciplinary action that may include termination of employment. If you are unsure about an issue related to HCP interactions, or if you become aware of a potential violation of this Guidance, you must promptly report to your manager, Legal/Compliance or our Ethics Hotline via phone at +1-844-739-3204 or online at insightec.ethicspoint.com. Reports can be made anonymously.

7.Procedure

7.1. Business Courtesies

It is acceptable to provide modest and reasonable business courtesies such as food, travel and lodging to HCPs for legitimate business purposes. It is important, however, that these business courtesies are not provided as (or create the appearance of) an inducement or improper payment. For this reason, INSIGHTEC has established specific rules to guide you in providing business courtesies:

Meals – HCP meals must:

- only be provided to an HCP in conjunction with a bona fide business need
 - No guests or spouses may partake of food courtesies if they do not have a legitimate business need to attend, and guest or spouse attendance is generally discouraged
 - If a guest or spouse of an HCP is present at a business meal, care should be taken not to disclose any confidential information
- only take place in a location conducive to bona fide business discussion (and not at a noisy or distracting venue such as a night club, sports venue, etc.)
- be infrequent
- be modest and reasonable, defined as follows:

Meals	Limitation (USD)
Breakfast	\$50 max
Lunch	\$75 max
Dinner	\$175 max
Snacks	\$20 max (no more than twice in a day)
Important: Limits always include tax, tip and drinks! Limits must be converted to local currency, as applicable.	

State Laws regarding HCP Meals

- Massachusetts: HCPs licensed in Massachusetts may only receive modest meals for training and education purposes.
- Vermont: HCPs licensed in Vermont may only receive modest meals at a product training event where the expense amount is agreed upon in writing, in advance.

Alcoholic Beverages

- It is occasionally acceptable to have an alcoholic drink with an HCP in conjunction with a legitimate business meal or meeting, provided care is taken to practice good judgement and that the drink is supplementary to the business meeting. It is not acceptable to order alcohol in abundance or create the appearance of a social gathering rather than a business meeting. Having multiple drinks that impair your judgement or may embarrass you or INSIGHTEC is never acceptable.

Travel – HCP travel must:

- be for a legitimate business need (e.g. approved site visit, consulting service, etc.)
- take place proximal in time to INSIGHTEC event (i.e. inbound travel the day before, outbound travel the day after).
- be modest and reasonable, defined as follows:

Travel	Limitation
Air Transportation	-Coach or Economy class for HCPs -Business Class or Economy Plus for HCP Consultants -Business Class or Economy Plus for flights longer than 6 hours or where a medical necessity exists.
Ground Transportation	Sedan, SUV or equivalent (no limousines or luxury vehicles). Transportation must be to or from airport, INSIGHTEC event, or hotel
<p>Important: First Class air travel is never appropriate. HCP must pay for any desired upgrades.</p>	

Lodging – HCP lodging must:

- be located near INSIGHTEC event
- be reasonable and modest, defined as follows:

Lodging	Limitation (USD)
Hotel	-\$400/night max -\$450/night max in New York City, San Francisco, London, Tokyo
<p>Important: Resort locations (e.g. Las Vegas Strip, Hawaii, Bahamas, casino or beach resorts, etc.) are <i>not</i> considered modest and are prohibited. If you are unsure, please consult Legal/Compliance. Limits must be converted to local currency, as applicable.</p>	

Exceptions to Business Courtesies Limitations

- In the event certain circumstances make it difficult or impossible to adhere to the above business courtesy limitations (such as congresses that may control catering options for attendee business meals), limited and reasonable exceptions may only be made in advance and in writing by the Chief Executive Officer.

7.2. Gifts and Entertainment

With very limited exceptions (indicated below), providing gifts, entertainment, or recreational activities of any kind or value to an HCP, or an HCP's family member, is considered an improper inducement and is strictly prohibited.

Prohibited gift examples:

- Pens, mugs, golf balls, flash drives, company products or services, cash or cash equivalents, sports or theater tickets, etc. (this includes INSIGHTEC-branded pens and notepads)
 - AdvaMed Limited Exception: gifts that can only be used by an HCP to educate patients on the safe and effective use of INSIGHTEC's treatment options may be given to HCPs (e.g. educational pamphlets, anatomical models). Check with Legal/Compliance first to see if this exception applies.
 - APACMed Limited Exception: Gifts of minimal value may occasionally be provided to HCPs licensed in Asia, provided these items serve a genuine educational function relating to the HCP's practice or otherwise benefit patients. Check with Legal/Compliance first to see if this exception applies.

- Life event gifts, such as baby gifts or condolence gifts, etc.
 - Limited Exception: Greeting cards are acceptable

Prohibited entertainment examples:

- Golfing, skiing, site-seeing tours, fishing outings, sports or theatre tickets, night club, party yacht, etc.

Receiving gifts from HCPs

- You are not permitted to solicit or accept any gift, gratuity, entertainment or other item of more than minimum monetary value that might influence or appear to influence your conduct or judgement in performing your job.

7.3. INSIGHTEC-Conducted Product Training and Education

INSIGHTEC has a responsibility to train and educate HCPs on the safe and effective use of our products. Training and education examples include: treatment observations, HCP-to-HCP training, and product training courses. Training attendees must have a bona fide professional interest in the information being shared. The following rules apply at any INSIGHTEC-conducted product training and education event:

- Venue: Product trainings must take place at a location conducive to effective learning. To the extent practical, the venue should be conveniently located so participants do not have to travel long distances to attend.
- Faculty: Only an HCP with an active consulting agreement with an applicable scope of work may be considered as a faculty member or trainer. The work must

be consistent with our Business Needs Assessment and the training Consultant must be compensated at no more than fair market value, pursuant to his/her contract with INSIGHTEC.

- Proper Messaging: Training and education may only involve messaging that is truthful, accurate and on-label in accordance with the applicable regulatory body (such as the FDA) and must pertain to products approved for use in the relevant jurisdiction. Any training materials presented by an HCP must be reviewed and approved by the applicable INSIGHTEC personnel (such as the Promotional Review Panel) in advance to ensure proper messaging. Off-label promotion of any kind exposes INSIGHTEC to significant enforcement risk and will not be permitted. If you have questions related to what is on - or off- label, contact Regulatory.
- Food: Modest meals and refreshments may be provided so long as they are subordinate in time and focus to the training and education. (See 7.1 Business Courtesies).
- Lodging: INSIGHTEC may pay for modest HCP lodging (See 7.1 Business Courtesies). HCP attendees should arrive no earlier than a day in advance and depart no later than the day following the event.
- Travel: INSIGHTEC may pay for modest and reasonable HCP travel to and from training and education events (See 7.1 Business Courtesies). Generally, an HCP participant should not travel outside of his/her country to attend, unless there is a compelling bona fide business need to do so (for example, to INSIGHTEC headquarters). If an HCP wishes to extend his/her stay preceding or following an INSIGHTEC event (outside of the day before/after the event), any additional travel, lodging, transportation or food courtesies will not be covered by INSIGHTEC. The HCP will be required to pay any incremental cost for his/her flight (as compared against flights that would otherwise be taken just for the event) along with any associated expenses.
- Transparency: To allow us to properly report under applicable Transparency Rules, you must track and flag HCP business courtesies when submitting to Finance items such as food, travel and lodging provided to HCP attendees. As part of this effort, please use a sign-in sheet for tracking attendees.

7.4. Supporting Third Party Educational Conferences

INSIGHTEC may support independent educational and scientific conferences and professional meetings (for HCPs or patients) that promote scientific knowledge and the safe and effective use of medical devices. The third-party educational conference must relate to INSIGHTEC's medical technology. INSIGHTEC may provide an educational grant to the conference sponsor to reduce conference costs when the following requirements are met:

- The purpose of the grant is identified in advance and approved by the Grants, Donations & Fellowship Committee prior to the event taking place
- The educational grant is not used as an improper payment
- Sales personnel are not involved in the decision to provide educational grants and donations other than to relay a request received from an organization

- The conference is an independent, educational, scientific or policy-making conference that promotes scientific knowledge or improvements in the delivery of healthcare
- The conference does not benefit a single institution and is open and advertised to a wide audience
- The requesting organization independently controls program content, materials, budget, and selection of faculty
- The agenda and materials do not give the appearance that the purpose of the conference is social or recreational
- The grant is paid directly to the requesting organization and not to an individual HCP or medical practice
- INSIGHTEC is not involved in selecting the HCP attendees
- A grant in support of meals and refreshments for conference attendees is acceptable so long as the meals or refreshments are modest (per Section 7.1 Business Courtesies) and subordinate in time and focus to the event

7.5. Sales, Promotional, and Other Business Meetings

INSIGHTEC may conduct sales, promotional and other business meetings with HCPs for legitimate business purposes, such as discussions about INSIGHTEC products, sales terms, service activities, or purchasing agreements. The following rules apply at sales, promotional or business meetings:

- The HCPs attending the meeting must have a bona fide professional interest in the information being shared. Spouses or guests of the HCP without a bona fide professional interest should not be in attendance.
- The venue must be appropriate and conducive to the exchange of scientific or business information (such as healthcare facility, laboratory, hotel conference room, or restaurant).
- Any travel or meals required for such meeting must be modest and reasonable (per Section 7.1 Business Courtesies).
- An HCP should not travel outside of his/her country of residence for sales, promotional and business meetings unless there is a need for a manufacturing or R&D tour or equipment demonstration that cannot be accommodated in the resident country.
- Any business courtesies provided to HCPs during sales, promotional or other business meetings must be tracked and reported under applicable Transparency Rules.

7.6. Arrangements with HCPs

INSIGHTEC may engage HCPs on research projects or as consultants in order to fulfill legitimate business needs. These needs may include clinical or non-clinical research, product development, training and education, and other services. Only INSIGHTEC personnel who do not have measured sales objectives, such as the

Independent Customer Arrangements Person (ICAP), may vet HCPs and determine the need for their business relationship with INSIGHTTEC. It is imperative that the following criteria are met when engaging an HCP on research or otherwise to be a Consultant:

- Sales personnel may not be involved in the HCP Consultant selection or onboarding process, except to provide details about HCP credentials or accomplishments. If an HCP approaches you requesting to become a consultant or participate in research and you have measured sales objectives, you must not make any commitments and direct the HCP to the proper department or person responsible for managing research or other HCP consulting relationships (such as the ICAP). In certain limited circumstances, as determined by Legal/Compliance, Sales personnel may be called upon to play an active liaison role in the agreement execution process due to resource and other logistical limitations. This would not permit Sales to unduly influence the HCP Consultant selection process, rather to assist in carrying out administrative duties related to the agreement (after the HCP Consultant has been approved per the compliance controls noted above).
- Clinical research agreements are subject to the same principles as below, but logistics and negotiation of agreements are carried out through Clinical using their existing processes, agreements, and forms. Clinical will work with Legal/Compliance as necessary, and certain research arrangement may be subject to review and approval by the Research Committee.
- Agreements for consulting services (other than for clinical research) must be formally requested by submitting to Legal/Compliance a completed HCP Contract Qualification Form at compliance@insightec.com.
- All fees to an HCP must only be paid at no more than fair market value based on work we are asking the HCP to do; for consulting agreements this is typically achieved via an hourly rate, although milestones may be appropriate in certain instances. A fair market value analysis must be included with the HCP Contract Qualification Form.
- HCP hourly rates may not exceed \$500USD unless approved in writing by the Chief Legal Officer
- If paying for travel, must cap at 50% of the HCP's contracted service rate (e.g., if an HCP is contracted at \$300/hr. for services, the travel rate will not be set at higher than \$150/hr.).
- All services provided by an HCP must fulfill a bona fide business need pursuant to INSIGHTTEC's documented BNA or, in the case of research, RNA (as administered by the Research Committee).
- Agreements must be in writing and use Legal-approved INSIGHTTEC agreement templates.
- HCP agreements should have a minimum term of one year – any exceptions (such as single-event agreements) must be approved by Legal/Compliance.
- No services may be performed prior to the execution of the agreement.
- Requests made to HCPs for services under an active agreement must always be made in *advance* of the service being performed.

- Payments to HCPs for services rendered may only be delivered by INSIGHTEC's Finance department and only after the following criteria are met:
 - HCP has requested payment for rendered services in writing (e.g. via invoice)
 - INSIGHTEC personnel who oversaw the HCPs services must verify that the services were performed as requested and are accurately stated on HCP's invoice (or other acceptable written request)
 - Any discrepancy between services requested and services performed must be resolved prior to payment
- INSIGHTEC may not pay for any services performed by the HCP that were not requested by INSIGHTEC in advance, with the understanding that certain services may occasionally take longer than the amount of time initially anticipated (and requested), or certain services were legitimately needed but not fully contemplated in advance. If such additional services are reasonable and verifiable and fulfill a legitimate business need, the extra time or services may be compensated accordingly upon Legal/Compliance review and approval.
- HCPs performing treatment observation hosting services (site visits) may only be compensated for pre-treatment and post-treatment educational services. INSIGHTEC may not compensate an HCP for time spent during the treatment, where the HCP is otherwise compensated for providing patient care services.
- All payments to HCPs must be tracked and reported to Finance for applicable Transparency Rules.
- The internal HCP consultant liaison (a non-Sales employee managing the relationship, such as the ICAP) is responsible for requesting agreement renewals or amendments.

7.7. Jointly Conducted Education and Marketing Programs (a.k.a. "Co-marketing")

INSIGHTEC may partner with HCPs to conduct joint education and marketing programs designed to highlight both medical technology and the HCP's ability to diagnose or treat medical conditions. INSIGHTEC and the HCP individual or HCP entity should serve as bona fide partners, and contributions and costs should be shared fairly and equitably between the parties. This approach to co-marketing is only acceptable when the following principles are applied:

- There must be a legitimate need for INSIGHTEC to engage in the activity for our own educational or marketing benefit.
- Co-marketing arrangements may not be made as an unlawful inducement.
- HCPs participating in co-marketing arrangements must comply with INSIGHTEC guidelines on providing information related to product labeling and proper messaging

- Co-marketing programs should be balanced and promote both INSIGHTEC and its medical technologies, and the HCP and the range of services offered for the diagnosis and treatment of related medical conditions.
- The arrangement must be documented in a written agreement that describes the purpose of the arrangement and the roles, responsibilities, and contributions of each party, including payment of costs.
- Costs must be shared equally (i.e. 50% of the costs by INSIGHTEC and 50% by the HCP) and vendor receipts will be required to this.
- Any in-kind value contributed by INSIGHTEC or the HCP must undergo a fair market value analysis to properly appraise the value thereof.
- The INSIGHTEC event manager is responsible for documenting all co-marketing activities and retaining evidence of shared costs under the co-marketing arrangement.
- If an HCP is not an employee of the healthcare facility with which INSIGHTEC is seeking to partner, but is involved in the marketing effort, this may be a tri-marketing arrangement. Please contact Legal/Compliance for further guidance in this case.

7.8. Coverage, Coding and Reimbursement

Patient access to medical technologies may depend on HCPs having timely and complete information about beneficiary coverage and reimbursement. INSIGHTEC may provide certain information to HCPs relative to coding coverage and payment with the understanding that HCPs bear the responsibility to submit billing codes that accurately describe items and services provided to patients. Information provided by INSIGHTEC must be accurate and objective and must not interfere with the HCP's judgment and decision making. INSIGHTEC cannot provide services free of charge that would otherwise be considered overhead or expenses the HCP would incur as part of their business operations.

Permissible interactions with HCPs regarding Coverage and Reimbursement:

- Refer HCP to INSIGHTEC-approved reimbursement documents, which may identify coverage, codes, and billing options that may apply or the services and procedures in which they are used
- Identify the clinical value of INSIGHTEC's medical devices or technologies and the clinical procedures in which they are used
- Collaborate with HCPs, patients, and organizations representing their interests to achieve government and commercial payor coverage decisions, guidelines, and policies and adequate reimbursement levels that allow patients to access its medical technologies
-
- Provide information relating to changes in coverage or reimbursement amounts, methodologies and policies and the effects of such changes to help an HCP in the decision to buy or use INSIGHTEC's medical technologies
- Facilitate patient access to INSIGHTEC's medical technologies by providing HCPs with assistance in obtaining patient coverage decisions from payors,

including providing information on payor policies and training on procedures for obtaining prior authorization, providing sample letters and information on medical necessity and appeals of denied claims

Prohibited interactions with HCPs regarding Coverage and Reimbursement:

- Give coding advice or guidance other than INSIGHTEC-approved reimbursement documents
- Tell providers how to code for a particular procedure
- Interfere with an HCP’s independent clinical judgment
- Develop and distribute your own (unapproved) reimbursement information
- Vary terms of product sales based on how much the HCP or healthcare facility will be reimbursed
- Provide case-by-case reimbursement advice, assistance, or support for an individual patient, or review an individual patient’s medical records or assess an individual patient’s insurance plan for potential coverage, unless (in either case) requested by an HCP, subject to appropriate privacy safeguards, and taking care not to provide any unlawful inducement
- Provide reimbursement information for indications not cleared or approved by the applicable regulatory authority for INSIGHTEC products

7.9. Grants and Donations

INSIGHTEC may provide research or educational grants or charitable donations for legitimate scientific, educational or healthcare purposes. INSIGHTEC may not provide grants or donations as an unlawful inducement to purchase, lease or recommend the use of any INSIGHTEC product or service. Sales and Marketing personnel may not be involved in the process to provide a grant or donation to a third party. All grants and donations must be reviewed and approved in advance by INSIGHTEC’s Grants, Donations & Fellowship Committee, comprising senior leadership without measured sales objectives. All grants and donations must be formalized in a written agreement. The following standards apply for any grant or donation considered by INSIGHTEC. Note that rules for these items differ from those described in Section 7.6 for approved HCP arrangements:

Educational Grants:

- INSIGHTEC may provide educational grants, funds or products to support legitimate third-party education programs for HCPs, HCPs-in-training, or patient education programs.
- All funds must be paid, or products delivered, directly to the requesting conference sponsors or training institutions and cannot be paid to an individual HCP or medical practice.

Research Grants:

- INSIGHTEC may provide grants to support independent research with legitimate medical or scientific merit.
- The grant must be paid directly to the requesting organization and not to an individual HCP or medical practice.
- The grant recipient must retain independent control over the research.
- The grant must have well-defined objectives and/or milestones, and these must be identified before the grant is approved.
- INSIGHTEC must not provide retrospective financial support for research, educational or other projects already completed.

Fellowship Grants:

- INSIGHTEC may provide fellowship grants to valid third-party organizations to support the bona fide medical education of a fellow (or fellows) participating in a fellowship program that is charitable or has academic affiliation.
- The grant must be provided to the valid third-party organization and not to individual fellows.
- INSIGHTEC must not be involved in the selection process of the fellow(s).
- The fellowship program should have a well-established curriculum with defined goals and objectives.
- The funds can only be used for appropriate educational/research purposes.

Charitable Donations:

- INSIGHTEC is permitted to make monetary or product donations for charitable purposes to support patient education, public education, indigent care, or to sponsor an event where proceeds are intended for charitable purposes (e.g. disaster relief efforts).
- The recipient must be a bona fide charitable organization (i.e. a tax-exempt organization).
- The recipient must not be an individual HCP or medical practice.
- Donation funds may not be used for prohibited expenses (i.e. expenses that INSIGHTEC could not otherwise approve).
- Product donations may be used for indigent care and the product must be intended for its approved indications for use.
- Recipients of a product donation for indigent care may not seek reimbursement from any third-party payor for services provided using the donated product.
- Donated products must have all regulatory approvals that are required by the country where treatment is occurring.

7.10. Technical Support in Clinical Setting

INSIGHTEC representatives play an important role in the clinical setting by providing technical support on the safe and effective use of INSIGHTEC's medical technology. Company representatives may need to explain how a product's technical settings and controls function and may make recommendations related to its functionality.

INSIGHTEC representatives may assist the clinical/operating room team for this purpose and to ensure that the appropriate range of necessary devices and accessories are available during a procedure. The following principles apply:

- INSIGHTEC representatives should enter and be present in the clinical setting only at the request of and under the supervision of an HCP.
- INSIGHTEC representatives should be transparent that they are acting on behalf of the Company in a technical support capacity.
- INSIGHTEC representatives should not interfere with an HCP's independent clinical decision-making.
- INSIGHTEC representatives should comply with applicable hospital or facility policies and requirements, including patient privacy and credentialing requirements.
- INSIGHTEC's technical support should not eliminate an overhead or other expense that the HCP should otherwise incur while providing patient care.