MicroHealth Hemophilia: Patient / Caregiver Mobile Application

User Manual

Introduction

Purpose

Intended Use

TO FILL IN

Indications for Use

TO FILL IN

System Requirements

The MicroHealth Hemophilia mobile application for patients and caregivers is compatible with the following smartphones:

- iPhone: iOS 14 or later
- Android: Android 7 (Nougat) or higher. The phone must have Google Play Services installed

Safety Precautions

Users are advised to adhere to all safety precautions outlined in the User Manual to ensure the safe and effective use of MicroHealth Hemophilia for Patients and Caregivers. These precautions include [list specific safety instructions, warnings, and precautions]. Failure to follow these instructions may result in [potential risks or adverse events].

All use of this product is subject to MicroHealth's Terms of Service and Privacy Notice.

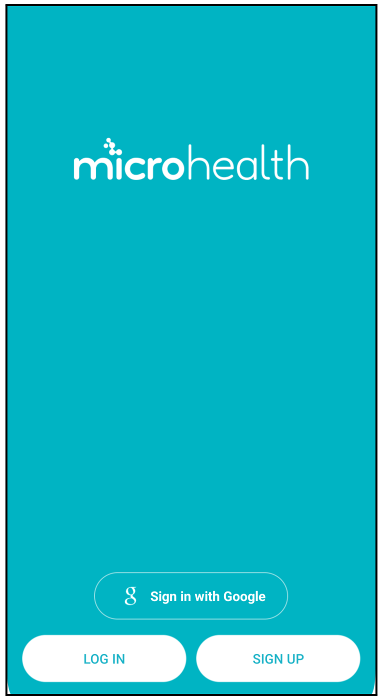
Accessing the Application

Downloading the Application

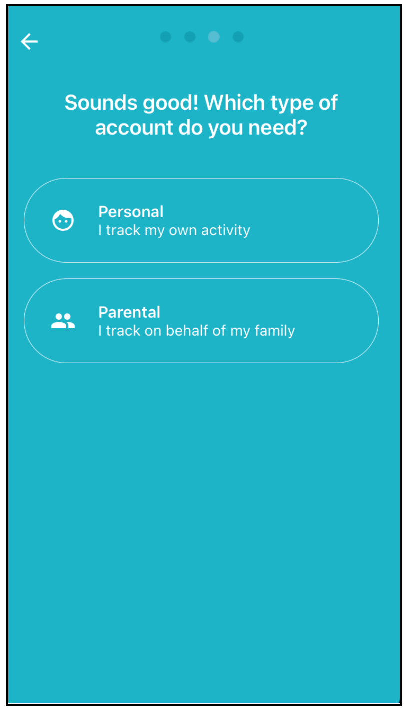
A patient or caregiver can **download the application** (app) by searching "Microhealth Hemophilia" in the Apple App Store or Google Play Store.

Creating an Account

After downloading the app, you will see this screen, which is different for iOS and Android.



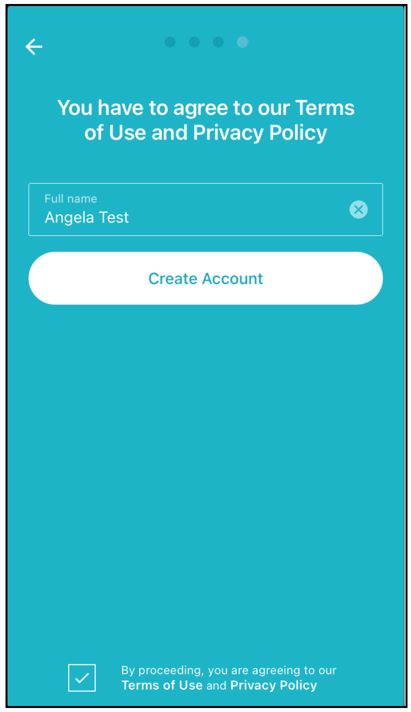
1. Tap **Sign up** to create a new account. Note that for Andoid there is an option to **Sign in with Google.**
2. Enter your email address and tap **Continue.**
   - If you already have an account, tap **I already have an account** at the bottom of the screen. This will take you back to the Login screen with a link in case you **Forgot password**.
3. After entering your email address and tapping Continue, the next screen is where you enter a strong Password. The password must be at least 8 characters long. It must contain digits, upper and lower-case letters, and at least one punctuation mark or symbol.
4. The next screen will ask you “Which type of account do you need?”.



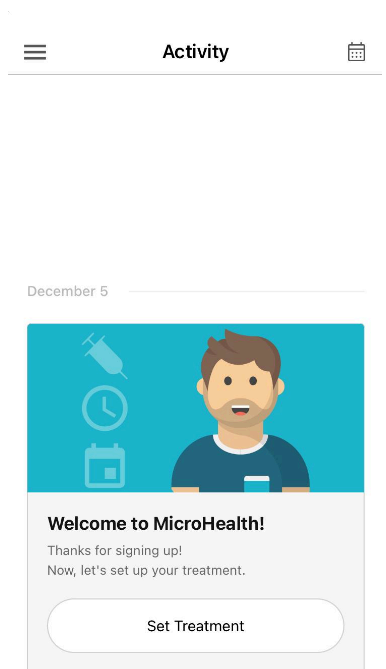
The options are:

a. **Personal**: I track my own activity
b. **Parental:** I track on behalf of my family. This is used for a parent tracking for one or more children under one main account.
    i. To add a dependent:
        1. After account creation the Activity screen will have the option to **Add Dependent Profile**. Tap that button and and follow the prompts to add your dependent.

5. After choosing the type of account needed, you are prompted to enter:



a. Your **Full name**. A first and last name is required.
b. Before proceeding you must agree to MicroHealth's **Terms of Use** and **Privacy Policy.** These can be viewed by tapping on each at the bottom of the screen. When you are finished, tap the **box** to check.
c. Tap the **Create Account** button. Now you have an account! You will see this screen:



(To "Set Treatment", tap and follow the prompts. Details are located in this document.)

6. If an account with the provided email address already exists, you can tap the arrow at the top left of the screen. This will take back where you can tap “I already have an account.” From here follow the instructions for “Logging in”.

Logging in

If you have already enrolled in the Microhealth app, from the app home screen, tap **Log in**. You will see “Welcome back!” at the top of the next screen.

- Enter your email address, then tap **Continue.**
- The next screen will say “Okay, what’s your password?”. Enter your password and tap **Log in.**
- After successfully logging in, you will see the **Activity** feed.
- If you’ve forgotten your password, tap “Forgot password” and follow the instructions for resetting your password. To create a new account, tap “Create a new account” and follow the prompts.
- If you enter the incorrect email or password, you will see a message at the top of the screen “Invalid email or password. Please try again.”

Resetting your Password

If you enter the incorrect password, you will see a message at the top of the screen “Invalid email or password. Please try again.”

For an incorrect or forgotten password:
After tapping **Login** there is a link for **Forgot password.** Taping this will take you to the website microhealth.org.

- If you entered an email address on the app, it would default here.
- If you left the email address blank on the app, you will have the opportunity to enter it here.

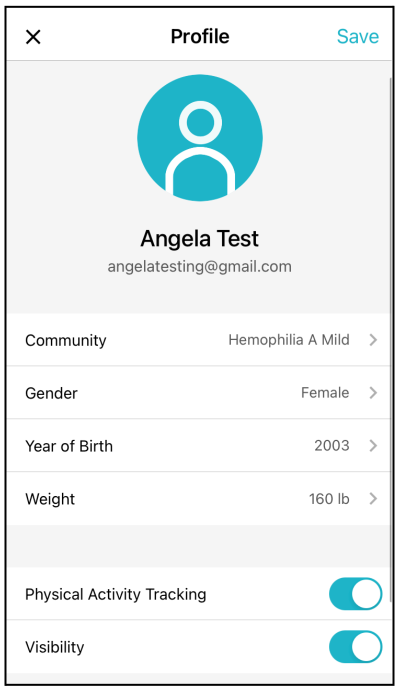
After confirming your email address is entered correctly, tap **Send reset instructions**.

- If an account is on file with the given email address:
    - A green banner will appear at the top of the screen stating “An email with instructions to reset your password has been sent to (your email address).”
    - You will receive an email from hello@microhealth.org with the subject line “Reset password instructions”.
    - Click the link in the body of the email.
    - You will be directed to the website microhealth.org. Here you can enter a new password. You will be required to confirm that password.
        - The password must be at least 8 characters long. It must contain digits, upper and lower-case letters, and at least one punctuation mark or symbol.
    - After entering and confirming your new password, tap **Change Password**.
    - After completion, a green banner will appear at the top of the screen stating “Your password has been changed successfully.”

    - You will receive an email from hello@microhealth.org with the subject line “Your MicroHealth password has been changed.”
- You may now return to the app and enter your new password.
- If the email address you entered has not been enrolled with the MicroHealth app, a red banner will appear at the top of the screen stating “No account could be found for the information supplied.”
- If you are having trouble with your email, there is a link to **Send us a message.** This will connect to your email account, and send a message to feesback@microhealth.org with the subject line “I need help to access MicroHealth.”

Creating Your Profile

Tap the pencil icon on the top right of the Sidebar screen. You will see this Profile screen.



Here you can enter or change:

- **Profile Picture:** You can either take a picture or choose from your library.
- **Name:** Tap on your name to change, then tap **Accept.**
- **Email:** Tap on email to change, then tap **Accept**.
- **Community:** Chose from Hemophilia A Mild, Hemophilia A Moderate, Hemophilia A Severe, Hemophilia B Mild, Hemophilia B Moderate, Hemophilia B Severe, Von Willebrand (1), Von Willebrand (2), Von Willebrand (3), Factor I, Factor II, Factor V, Factor V and VIII, Factor VII, Factor X, Factor XI, Factor XIII, GT (Glanzmann’s).
- **Gender:** Chose Male, Female, Decline to State
- **Year of Birth:** scroll to choose year
- **Weight:** scroll for weight and choose “kg” for kilograms or “lb” for pounds.

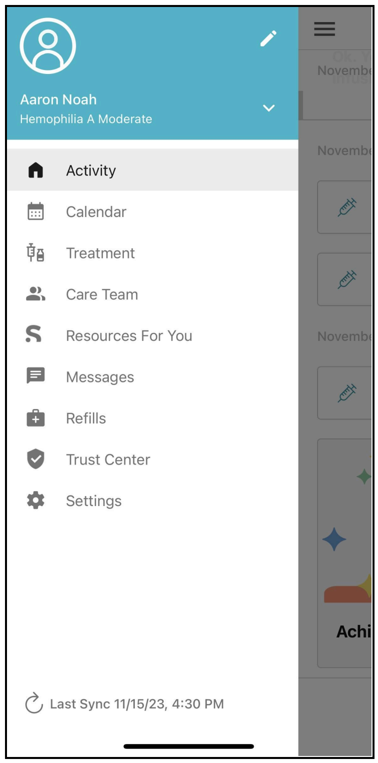
There is the option to **Delete** the account at the bottom of the screen. A confirmation is required to proceed with the deletion request.

Navigating the Application

Sidebar Menu

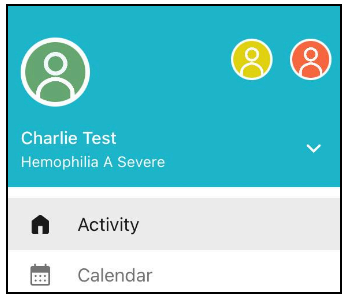
To get from the sidebar menu from any place within the app, touch the menu icon (the 3 horizontal lines) at the top left of any screen.

This is what you will see.



Sidebar Menu, Top Banner

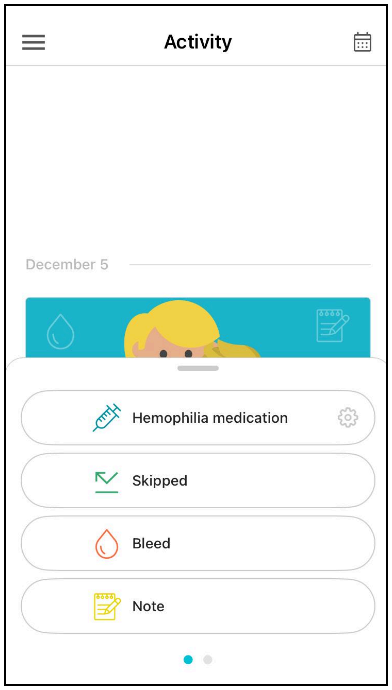
- **User picture or avatar**. Tapping here will take you to the **Profile** screen. Here you can set or change profile components. For instructions, see “Creating Your Profile” in this document.
    - Account with dependents: You will see pictures or icons for each child on the account. The top banner will look similar to this. Tap the icon for the child you wish to perform functions in the app, such as logging infusions and bleeds, requesting refills, etc.

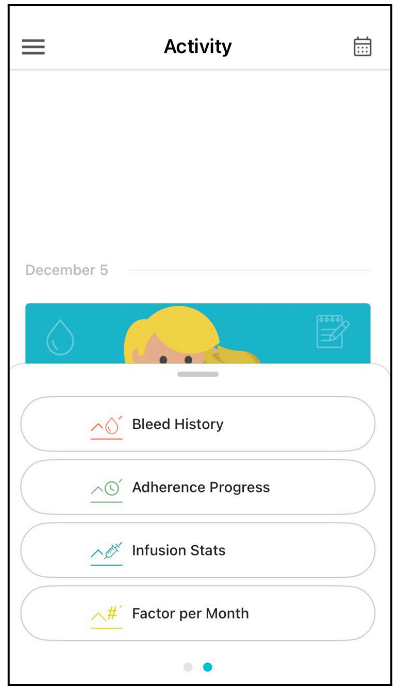


- **User Name**
- **Profile Strength and progress bar.** Adding more information in the **Profile** will build the profile strength %.
- **Pencil Icon.** This is in the top right corner of the screen for individual accounts. You will use this to create and make changes to your **Profile**. See instructions for “Creating Your Profile”. For parental accounts, tap on the picture icon for that child’s **Profile** screen.
- **Down Arrow.**
    - Tapping this will take you to a list of any dependents on the account.
    - Tap **+ to add dependent.**
    - You can tap to go to **Settings.** Information on Settings is found later in this document.

Sidebar Menu Tab: Activity

- Activity Feed: Here you will see information such as your logging activities; personal statistics for infusions, any bleeds, and your adherence level; information on your physical activity levels; educational posts; and information from our pharma partners**.** Scroll to see more. Tap the icon at the top right to go to your **Calendar**. Tap the top left for the **Sidebar Menu**. At the bottom of the screen you if you tap **+ Log new activity** this is what you will see:





From here you can:

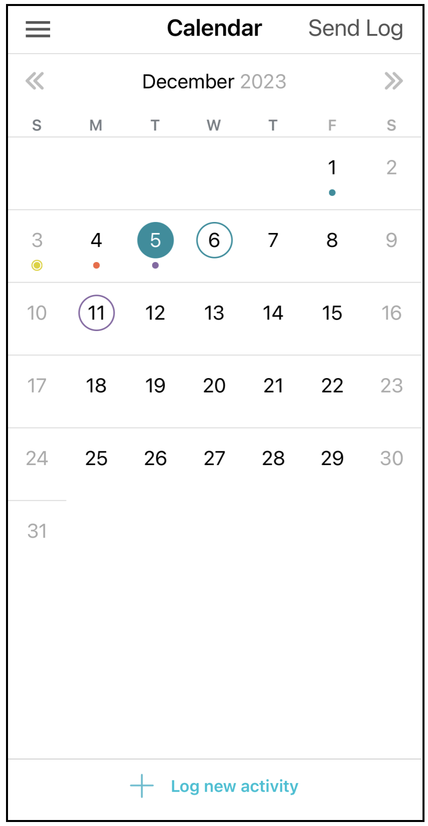
- Log an infusion
- Log a skipped dose
- Log a bleed
- Add a note.

Swipe left and you can tap to view:

- Bleed History
- Adherence Progress
- Infusion Stats
- Factor per Month

Sidebar Menu Tab: Calendar.

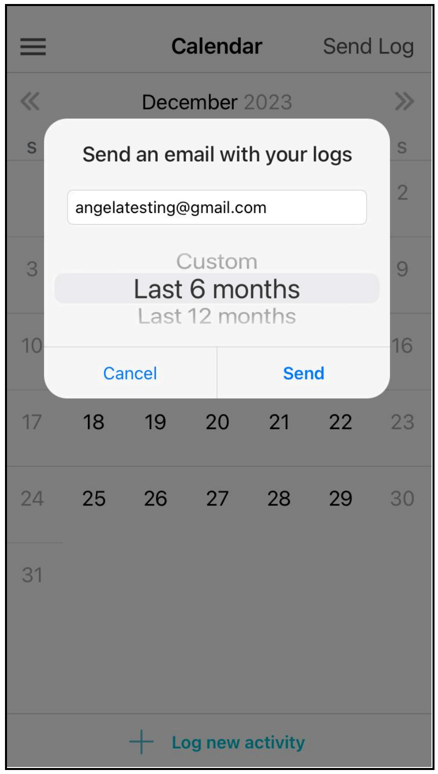
Here is the calendar screen in the app:



The calendar shows all user logging of:

- Infusions with a blue dot
    - Infusions entered as Immune Tolerance Induction (ITI) are shown as a purple dot.
- Bleeds with an orange dot
- Skipped doses with a green dot
- Notes with a yellow dot
- Notes entered for any of these entries are shown by a circle around the dot.
- Circles around the date indicate when the next dose is scheduled to be due.

Tap the arrows next to the Month/Year to see prior or future months.
At the bottom of the screen you can **+ Log new Activity.**
The top left of the calendar is the Menu Icon that will lead you to the Sidebar Menu.
The top right of the calendar you can tap to **Send Log**. You will see:



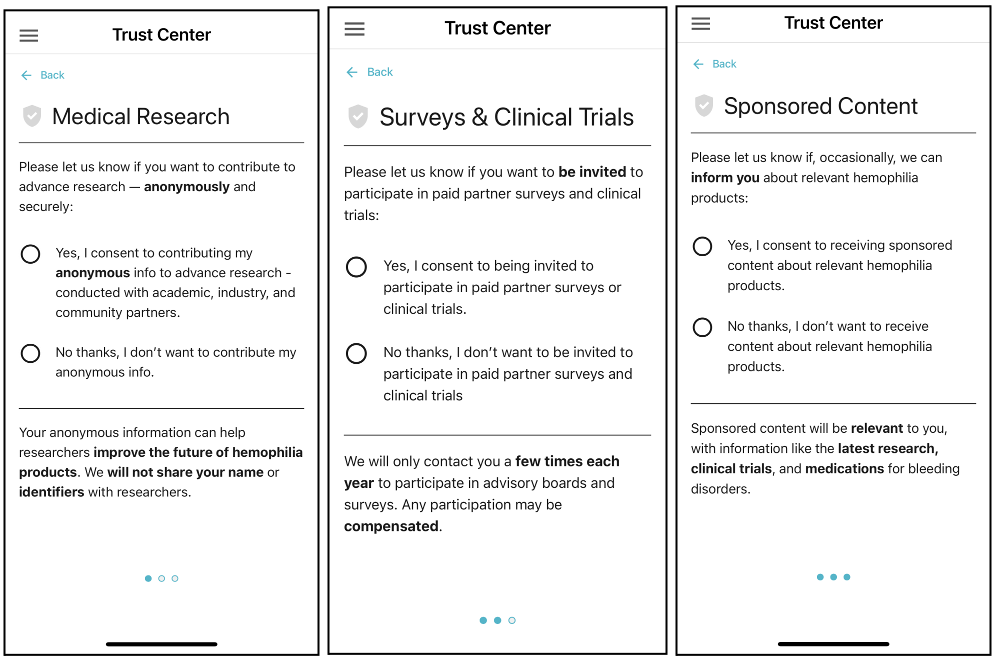
- The default is the email account set with this account. To send the log to a different email, tap and then enter the desired email address.
- Choose the time frame for the logs. The choices are “Last 12 month”, “Last 6 months” or you can enter a “Custom”. The Custom option will allow you to enter a “From” and a “To” date. After entering the dates, tap the arrow on the left of the screen.
- Then, tap “Send”. You will get verification stating “Request Sent”. Tap **OK**.
- An email will be sent to the email entered in the request from noreply@microhealth.org with the subject line “Your health report”.
- A pdf will be attached to the email containing:
  - A calendar view of your logging.
  - Details of your logged bleeds.
  - Details of your logged infusions, including pictures.
  - Any notes that you included.

Sidebar Menu Tabs for Treatment, CareTeam: see instruction details below

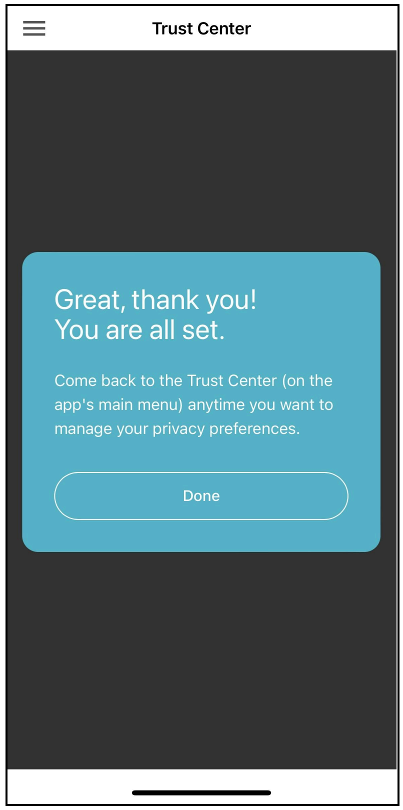
Sidebar Menu Tab: Resources For You
This tab will show on the Sidebar if you have entered a treatment that is manufactured by one of our pharmaceutical sponsors. Information about this medication and the company resources can be viewed by touching on the tabs. Also included on Resources For You, may be options for you to Share your story, or connect on social media. Note that clicking on any of these tabs will take you out of the MicroHealth app. You will be asked to confirm this understanding by clicking on **Ok** or **Cancel** to remain in the MicroHealth app.

Sidebar Menu Tabs for Messages, Refills: see instruction details below

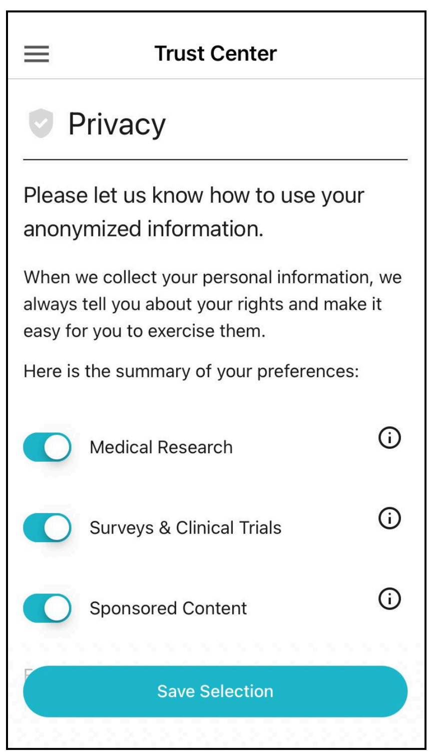
Sidebar Menu Tab: Trust Center
From the Sidebar Menu you will see the tab for MicroHealth's **Trust Center.** Here you will see "Our privacy pledge to you". Tap to read the "MicroHealth Privacy Notice" and tap to **Set your privacy preferences**. These screens take you through the information and options.



When completed, you will get this message:



Note: You can review and change your privacy preferences at any time by visiting the **Trust Center.** After initial set up, you will see this screen showing the different elements.



You can toggle on and off for each preference. You can click the information icon to learn more. Additional information can be found by tapping **privacy notices**. Tap **Save Selection** when you have completed your preferences.

Sidebar Menu Tab: Settings
In addition to the Sidebar Menu, you can locate the Settings screen from the top banner of the Sidebar Menu by tapping the down arrow. You will see the Settings after the listing of Users on the account. From this screen you can:

1. **Manage Accounts**
    a. Access the Profile(s) of User(s) on the account.
    b. Add dependent(s)
2. **MicroHealth**
    a. About
    b. Share App: this allows users to send information about MicroHealth by text, AirDrop, Mail, social media, etc.
    c. Feedback: this links to your email account and will send a message to mobilapp@microhealth.org with the subject line “MicroHealth App Feedback”.
3. **Legal**
    a. Terms of Use
    b. Privacy Policy

Using the Application

Setting Your Treatment

To set your treatment in the app choose **Treatment** from the Sidebar Menu.

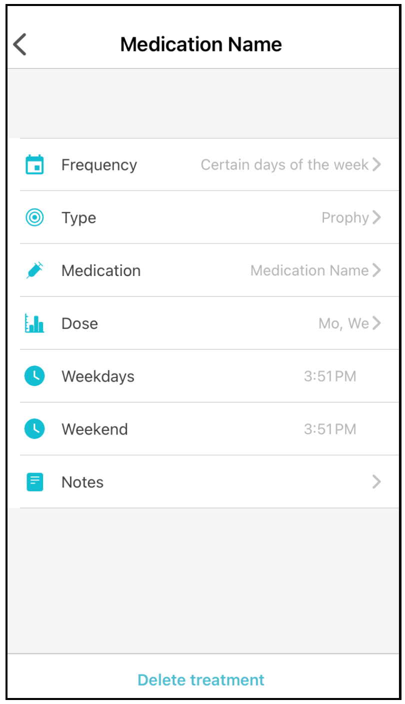
Users with inhibitors: if you have an Active Inhibitor, toggle to on. Then tap **+ Add medication**.

- Next, answer the question “Are you in immune tolerance induction?” Tap to answer **No** or **Yes**.
    - If Yes: You can proceed with entering your medication. This will be labeled as “ITI Schedule”.
- You will be asked “What medication are you taking?”. Scroll through the list of medications to select yours. If your medication is not listed, tap **Other** and enter the name of your medication.
- Next, answer “How often do you take (name of medication)”.
    - The choices are:
        - On demand. If you choose this, your treatment is now set and you will see the message “Success! Treatment Updated”.
        - Certain days of the week
            1. Choosing this will take you to the days of the week: Sunday through Saturday.

        2. Tap the day of the week you take your medication. You will be able to repeat this step if you take your medication multiple days of the week.
        3. “What is the regular dose of (medication) in (units or mg)?” Here, enter your dose and then tap the check mark.
        4. Do this for each day of the week you take your medication, entering your dose for the chosen day. You will see the dose next to each day you have entered on this screen.
            5. When you’ve entered the dose for every day that you take your medication, tap the check mark.
    - Every day, Every 2 days to Every 40 days
- The next screen asks “When is your next dose?”. Here you can choose the date. Tap the check mark when done.
- “What is your regular dose of (medication) in (units or mg)?”. Enter the number amount here. Tap the check mark when done.
- “What is the dose time?” Choose the time in hours, minutes, and AM or PM.
    - Touch the box to check if your dose time is the Same for weekends. If it is different, you can enter that time on the next screen. Tap the check mark when done.
- Now your treatment is set and you will get a screen stating “Success! Treatment updated”.
- Tap **+ Add Medication** to add additional medications following these same instructions.

Changing Your Treatment

When your treatment changes, you can update your medication, dose, schedule (how often you take the medication) by going to the **Sidebar Menu.** If you are not at the Sidebar Menu, touch the menu icon (the three horizontal lines) at the top left of any screen. Then, tap the **Treatment** tab. This is an example of what you will see:



Medication. Choose here to change

- **Frequency**-the options are:
    - On demand
    - Certain days of the week
    - Every day
    - Every 2 to 40 days
- **Type**-the choices are:
    - Prophy
    - ITI Schedule
    - Bleed Treatment
    - Preventive: Activity Related
    - Preventive: Procedure or Surgery
    - Other Treatment
- **Medication**- scroll to find your medication from the list and tap on yours
- **Dose**- enter your dose. Delete the displayed dose if you need to change, then enter the new dose. “Units” or “mg” will default based on the medication that has been selected. Tap the checkmark or the arrow at the top left of the screen to accept.
- **Next dose**- scroll to select the date (month, day, year) your next dose will be due. Tap the checkmark or the arrow at the top left of the screen to accept.
- **Weekdays-** scroll to select the time the dose is taken on weekdays. MicroHealth will send notifications at this time to remind you to log the dose. Tap the checkmark or the arrow at the top left of the screen to accept.
- **Weekend-** scroll to select the time the dose is taken on weekends. MicroHealth will send notifications at this time to remind you to log the dose. Tap the checkmark or the arrow at the top left of the screen to accept.

- **Notes-** enter any notes related to this medication here.

If you need to Delete treatment, tap **Delete treatment** at the bottom of the screen. You will need to Confirm if you want to delete the treatment by tapping No or Yes. Tapping Yes will take you back to the Treatment screen where you can **+ Add medication**. .

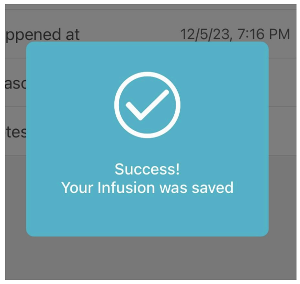
Tracking Infusions and Bleeds

Locations in the app to track infusions or bleeds are:
Sidebar Menu

1. **Activity Feed**. Tap **+ Log New Activity.**
2. **Calendar.** There are 2 ways to log from the calendar.
    a. Tap **+ Log New Activity.**
    b. Tap the date you wish to log, then tap **+ Log New Activity.**

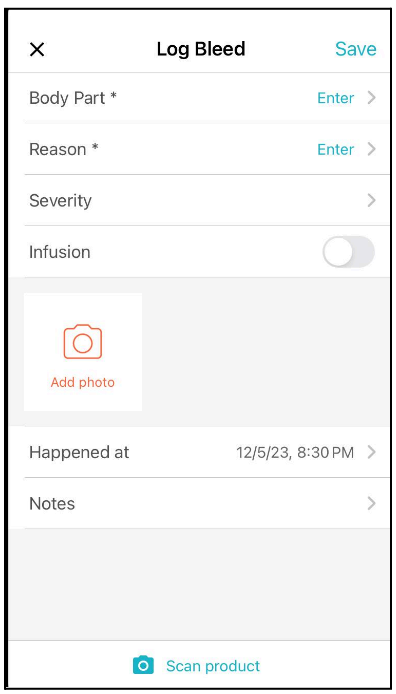
You will see the options to log:

1. **Infusion.** Tap **Infusion**, or if a treatment has been set, the **medication name** will show here for you to tap.
    a. This will take you to information about the infusion, including:
        i. **Medication*:** name of medication shown here is from the entered treatment. If different, tap the arrow and choose. *This is a required field.
        ii. **Dose*:** medication dose shown here is from the entered treatment. If different, tap the arrow and enter. *This is a required field.
        iii. **Lot numbers:**
            1. Tap the arrow to enter the lot number.
            2. You can **Scan Product**. Tap and follow prompts on screen. This will record the information embedded in the code by the manufacturer, and may include: product name, lot number, expiration date.
                a. At the bottom of this screen you may:
                    i. **Report a problem** by sending a picture of the dysfunctional code.
                    ii. Read **How scan works** for more information.
                b. If you choose to Scan Product, future medication logging will default to this option.
        iv. **Happened at (iOS) or Date (Android):** change the date/time if needed by tapping the arrow.
        v. **Reason:** tap the arrow and select Prophy, Activity related, Procedure/Surgery, ITI, Other (use notes field).
        vi. **Notes:** tap the arrow to type your notes. Tap the checkmark to enter.
        vii. Tap **Save.** If you have omitted a required field, you will be notified. If complete, you will see “Success! Your infusion was saved”.

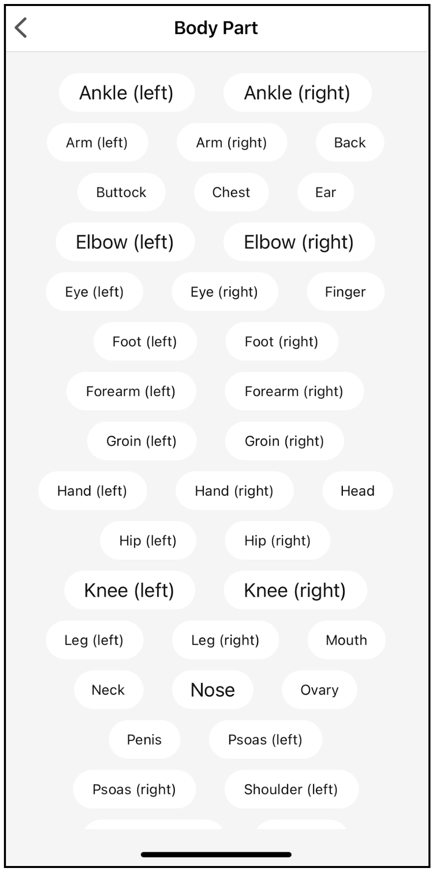


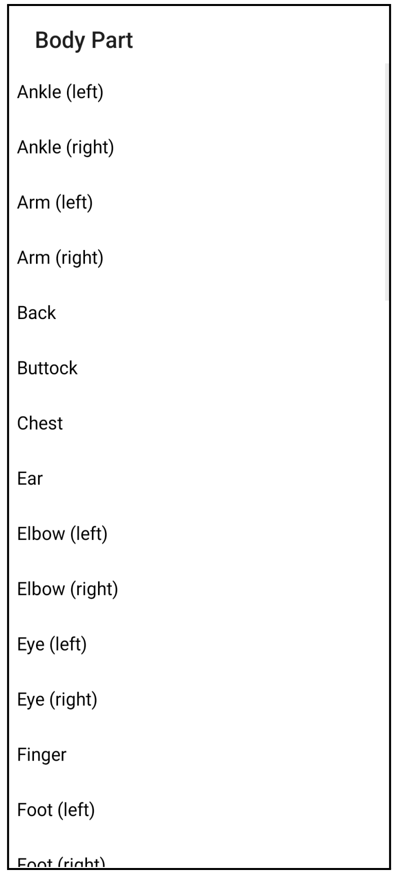
viii. To delete a medication logged to your profile, go to your **Calendar**. Tap the date of your logged infusion or bleed. At the bottom of the screen, you will see the option to **Delete.**

2. **Skipped dose.**
    a. **Reason**. Select from a drop down: Too busy, Forgot, Away from medicine, Treatment change, Didn’t feel like it, Unnecessary, Other.
    b. **Happened at.** Select a time.
3. **Bleed.** This is the screen you will see to log a bleed:

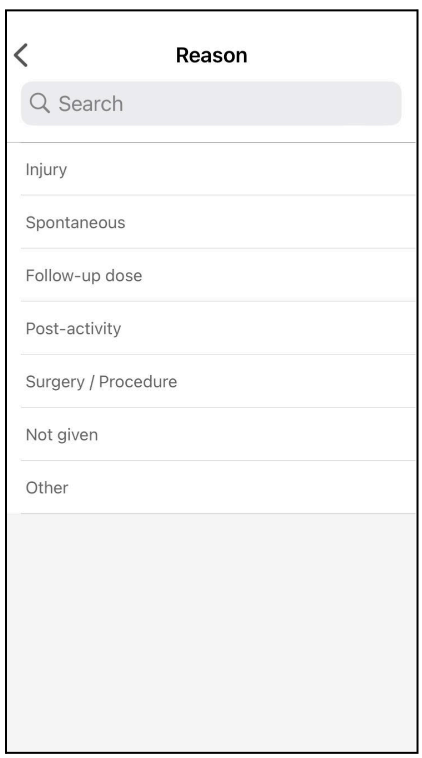


    a. First, enter the **Body Part*** where the bleed occurred. Tap **Enter** for a screen to see a list of body parts to choose from. Scroll down to view more options. Tap the body part where the bleed occurred and then the arrow at the top left of the screen. *This is a required field. Note the view selection for iOS and Andoid are different. Here are pictures of each:





b. Select the **Reason*** for the bleed. Here are the choices. Tap the arrow at the top left of the screen to save. *This is a required field.



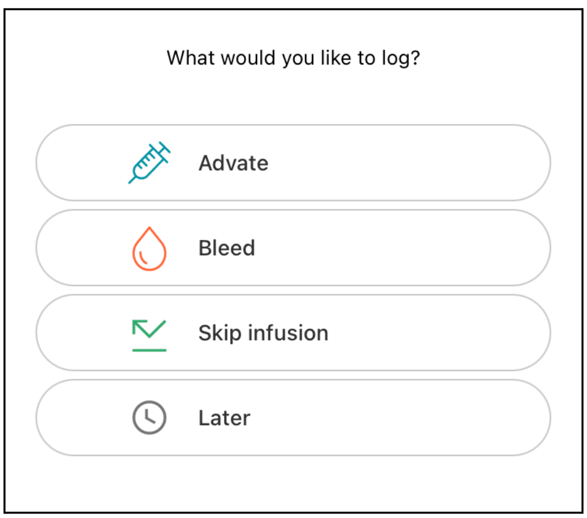
c. Enter the **Severity** of the bleed. Options include: Mild, Moderate, Severe, Not given.
d. If an **Infusion** was given to treat the bleed, toggle on. Then, enter the:
   i. **Medication**
   ii. **Dose**
   iii. **Lot Numbers** (may scan product)
e. **Add photo.** A photo can be added by taking a picture or choosing from library.
f. **Happened at.** Default is the current date. You may select a time in the past.
g. **Notes.** Can be added to provide more information regarding the bleed.

4. **Note.**
   a. **Happened at.** Default is the current date o**r** select a time in the past.
   b. **Add Photo**. This is optional. You can Take picture or Choose from the library.
   c. **Notes.** Tap Enter and you will see a place to type your notes. When you are finished, touch the check mark at the bottom right of the screen or the arrow at the top left.

Logging Infusions from Notifications

You will receive a notification on your mobile device at the time set for your treatment. When you receive the notification, you have the options to “log now” or “later”.

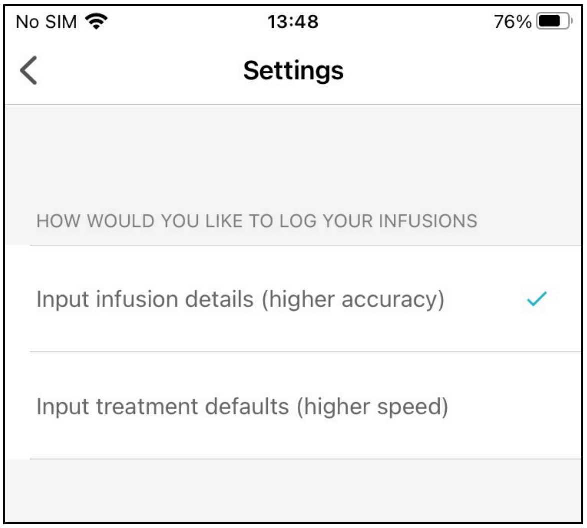
1. Tap the notification. This will take you to the *logging screen* of the app with the text ‘What would you like to log?’ and several options.



   a. Tap the button with the name of your medication. Then click **Save** at the top right of the screen. Your infusion is now recorded.
2. Long tap the notification.
   This will give you the options on iOS to:
   a. Mute for 1 Hour
   b. Mute for Today
   c. View Settings
   d. Turn Off

For Android, long tapping the notification will have different options, depending on the brand.

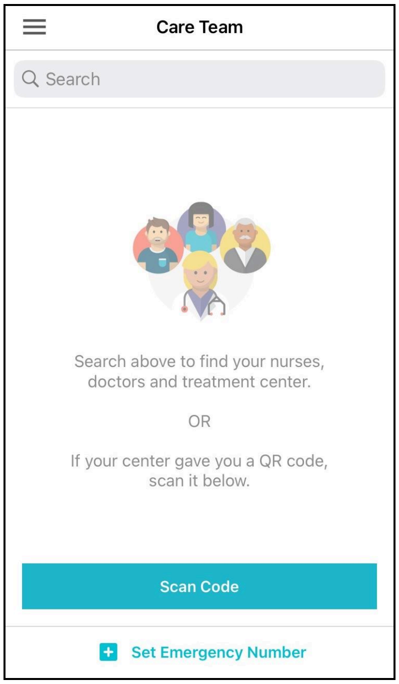
3. In iOS, the *logging screen* lets you configure how the app reacts when the user taps the button of your medication. Click on the ‘gear’ icon in the top right of the logging screen:
    a. Input infusion details: will open the form with the infusion details before recording your infusion
    b. Input treatment defaults: when the user taps the button of the medication, an infusion with the defaults from the treatment is recorded directly.

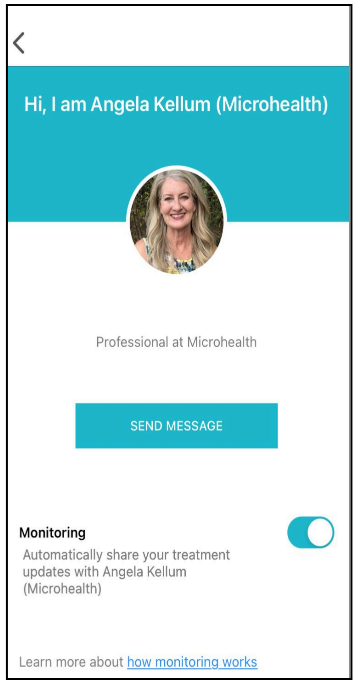


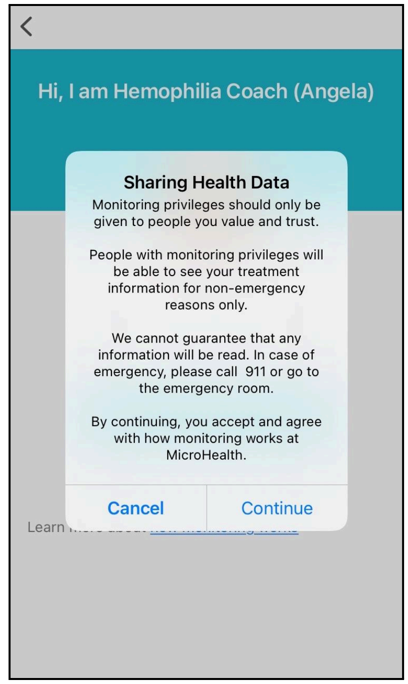
Care Team: Connecting to your Healthcare Provider

There are different locations throughout the app that will lead you to the **Care Team** screen where you can connect with your Healthcare Provider.

1. When creating a new account, a frame will show on the Activity feed showing “A tip to reduce your bleeds”. Tap **Connect Now** at the bottom. This will take you to the Care Team screen.
2. From the Home screen tape the **Care Team** tab.
3. When entering your treatment, **Set treatment monitoring** will show at the bottom of the page. Tap and this will take you to the Care Team screen.



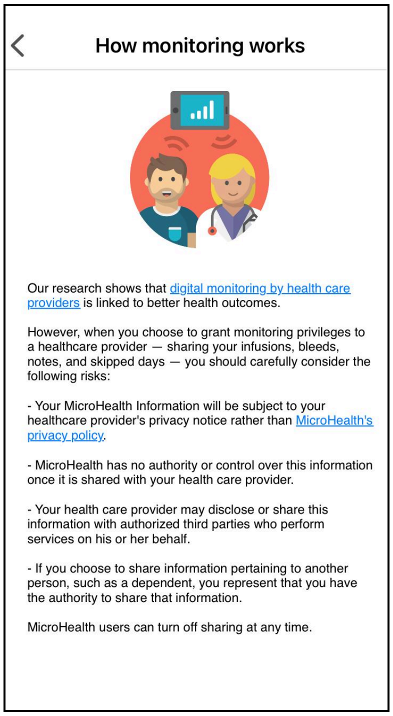




From the Care Team screen you can **Search** by entering the name or location of your nurses, doctors, or treatment center. Or, if your center gave you a QR code you can scan the code by tapping **Scan Code**.

Once you have found your Care Team, tap on their Name and this will take you to the details of their account. Tap **Allow Monitoring**. This will show a dialog with information about how monitoring works and the implications of sharing your information with others. Confirm the action to proceed with sharing information.

The link in Learn more about how Monitoring works will show similar information. Tap it and you will now see the information shown.



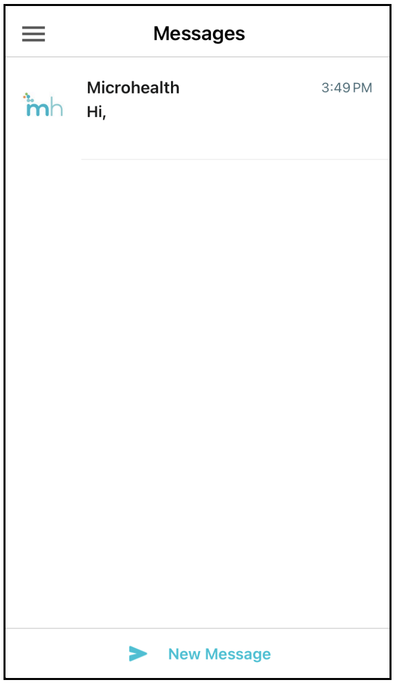
You can turn off the monitoring from a contact at any time. Switch off the switch next to the **Monitoring** to stop sharing your information with that contact. Switch it on to share this information again.

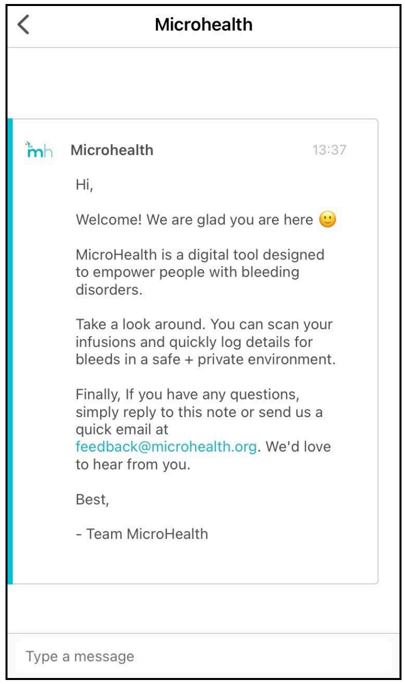
If you are not able to find your Care Team, tap **I need help.** This will link to send an email to help@microhealth.com. In the body of the email you can provide information on the Provider you would like to connect with.

On the Care Team screen, you can also **+ Set Emergency Number.** This will show a field where you can “Enter your Call Emergency Phone Number”. Enter the phone number here and then tap **Save.**

Messaging

Tap Messages from the Sidebar Menu. To get to this Menu from any screen in the app, tap the Menu Icon (the three horizontal bars) in the top left corner.





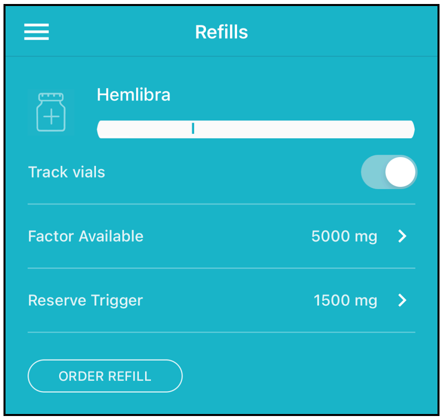
Here you will see a preview of all messages sent and received to your MicroHealth account. Messages are grouped by **conversations**.

Tap a **conversation** to see the messages in that conversation. In the conversation screen you can type new messages that will be read by the other person.

To send a message fro the **conversations** list, click **New Message** at the bottom of the screen. Type the desired recipient into the **Search**. Note that you will only see the names of those who have made their accounts visible. Type your message in the designated space towards the bottom of the screen and tap **Send**. Tap the arrow at the top left of the screen to return to the Messages screen.

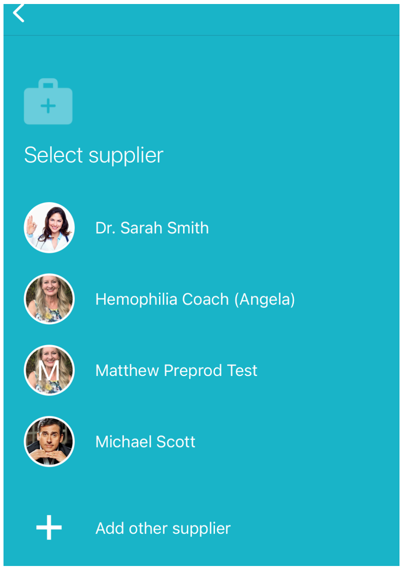
Refills

You can keep track of when a refill is needed. Go to the **Sidebar Menu.** If you are not at the Sidebar Menu, touch the menu icon (the three horizontal lines) at the top left of any screen. Then, tap the **Refill** tab.



There are two ways to manage refills through the app.

1. Track vials:
    a. The medication entered from your set treatment will show here. If you have not done this yet, see the directions in this document “Setting Your Treatment”.
    b. Turn the toggle on.
    c. This will take you to a screen asking you how many units or mg of medication you have on hand. Enter that amount here. Or, you can scan the QR codes of your medication vials. This will add together the scanned vial amounts. Note: some manufactures do not have this information embedded in their QR code.
    d. The next screen will ask “I want to be reminded to order my refill when I have _____ (units or mg) remaining”. Enter this amount, then tap the checkmark or the arrow at the top left of the screen. Now, when you log usage of your medication, the amount will be subtracted from the Factor Available amount.
    e. When the medication supply reaches the Reserve Trigger, the supplier you set is sent an email message from MicroHealth.
2. Order refills: to inform your medication supplier directly that you need a refill, tap **Order Refill**. Then enter your supplier’s name, the name of your treatment center, and their email and phone number.



You can now request a refill through email by tapping **Ask For Refill** and or by phone by tapping **Call For Refill.**

a. If you need to change the contact information of your supplier, tap their contact information and it will take you to a screen to make edits.
b. If you need to change your supplier, tap **Change** at the top right of the screen.

   You will see the option to **+ Add other supplier.**

Viewing Your Statistics

From the Sidebar Menu, choose the tab for **Activity.** At the bottom of the screen tap +Log new activity. Swipe left and here you can tap to view:

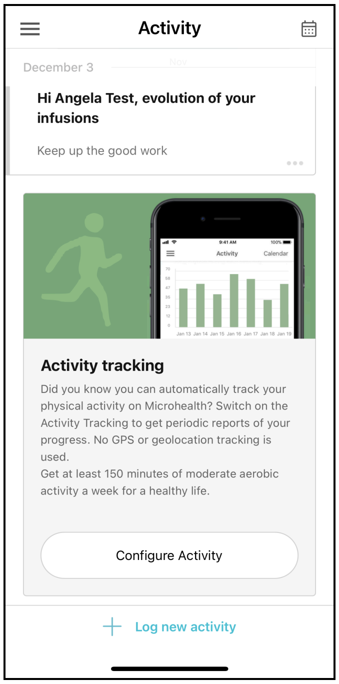
- **Bleed History**
- **Adherence Progress**
- **Infusion Stats**
- **Factor per Month**

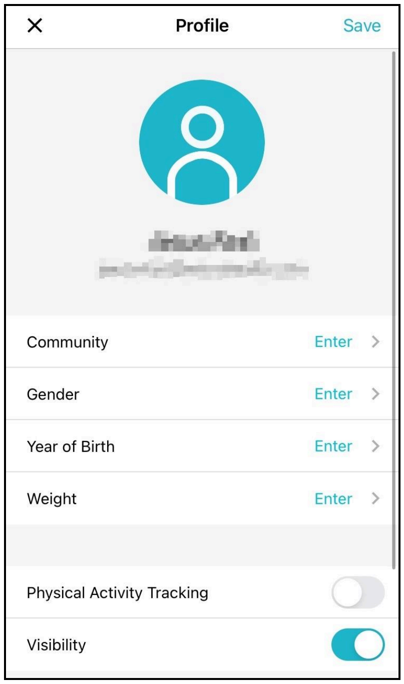
Tracking Physical Activity

The Microhealth app can integrate with the Apple Health app to incorporate information of your physical activity into your profile. Currently, only users with an iWatch collect this kind of information into the Apple Health App, which consists of minutes of activity per day.
When this option is activated, you will be prompted to grant access to your Health data. Confirm it to enable the integration.

You can enable or disable this option from the **Profile** settings, in the **Physical Activity Tracking** section.

You will receive reports of your physical activity every week in your Activity feed.





Exporting Data

To send a copy of your logging information, go to your Calendar. This can be found from the Sidebar Menu. At the top right of the calendar you will see “Send Log” for iOS or an envelope for Andoid. Tap this and you will see:

- A default to the email account set with this account. To send the log to another email, tap and enter the desired email address.
- Choose the time frame for the logs. The choices are “Last 12 month”, “Last 6 months” or you can enter a “Custom”. The Custom option will allow you to enter a “From” and a “To” date. After entering the dates, tap the arrow on the left of the screen.
- Then, tap “Send”. You will get verification as “Request Sent”. Tap **OK**.
- An email will be sent to the email entered in the request from noreply@microhealth.org with the subject line “Your health report”.
- A pdf will be attached to the email containing:
    - A calendar view of your logging.
    - Details of your logged bleeds.
    - Details of your logged infusions.
    - Any notes that you included.

Specifications

Abbreviations
App: application
ITI: Immune Tolerance Induction