MicroHealth Hemophilia: Healthcare Professional Web Application

User Manual

Introduction

Purpose

This document is intended to provide an overview of the various features available to Healthcare Professionals within the Hemophilia Care Team web application. For any additional questions, do not hesitate to contact us at feedback@microhealth.com.

Intended Use

TO FILL IN

Indications for Use

TO FILL IN

System Requirements

To access the list of supported web browsers for use with the MicroHealth Hemophilia Care Team web application, please access the following link:

___

Access of the web application from an unsupported web browser could result in visual or functional issues with the application.

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 Healthcare Professionals. These precautions include [list specific safety instructions, warnings, and precautions]. Failure to follow these instructions may result in [potential risks or adverse events].

Accessing the Application

The application can be accessed at: **microhealth.org**. You should see this screen.

The top left of the screen has options to:

1. **Log in.** This is for active accounts to log into the system.
2. **Sign up.** This link allows creation of a new professional account. Instructions are included in this document.
3. **Learn More.** This link leads to Microhealth.org for information regarding Key Features, links to download patient app, the Microhealth Story, and demos for patients and professionals.

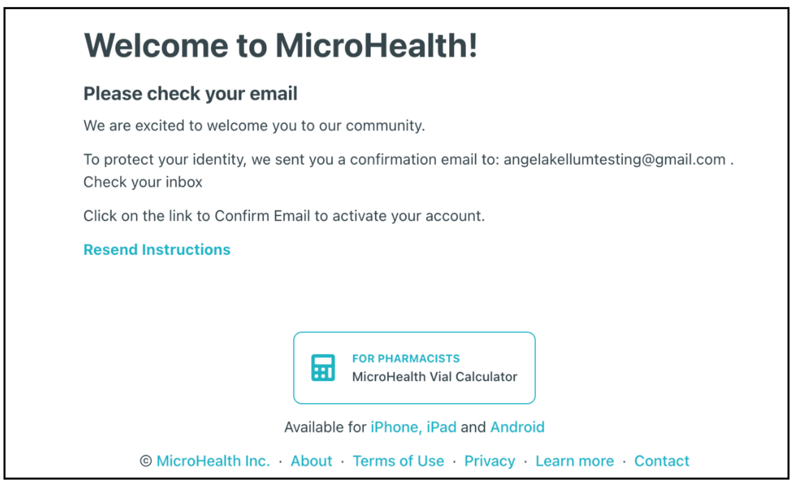
At the bottom center of the screen is a link for the **MicroHealth Vial Calculator**. Information for this program is included later in this document. Also shown are links to download the patient app for: **iPhone, iPad** and **Android**. Clicking iPhone or iPad will link to the App Store. Clicking Android will link to Google Play.

Also included at the bottom of the screen are links to more information:

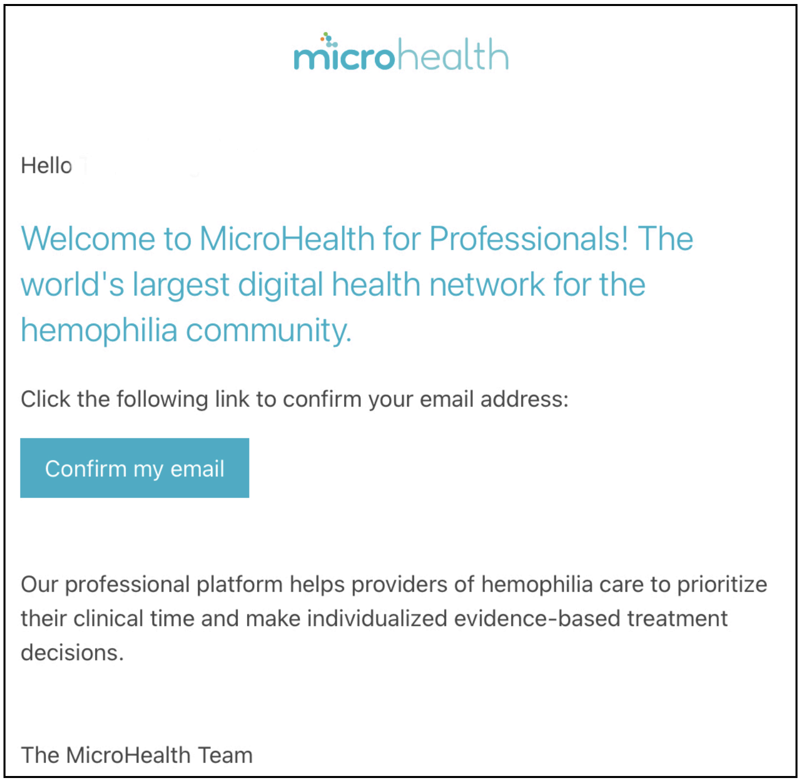
1. **MicroHealth Inc**. This leads to the Microhealth.com website home page.
2. **About.** This leads to the Our Team page on MicroHealth.org.
3. **Terms of Use**. This leads to the Terms of Use on Microhealth.org.
4. **Privacy**. This leads to the Privacy Notice on Microhealth.org.
5. **Learn More.** This leads to Microhealth.org for information regarding Key Features, links to download patient app, the Microhealth Story, and demos for patients and professionals.
6. **Contact.** This will link to email feedback@microhealth.org from the email account set to your device.

Creating an Account

7. After accessing the website at **microhealth.org,** click **Sign up** at the top right of the screen.
8. Next enter the **First and Last Name** for the account you are creating, the **Email Address** and create a **Password**. Note: 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.
9. The Terms of Use & Privacy Policy can be viewed by clicking Terms of Use & Privacy Policy. Mark the **checkbox** to agree.
10. Next, click **Professional** to create a professional account.
11. This message will appear on your computer screen.



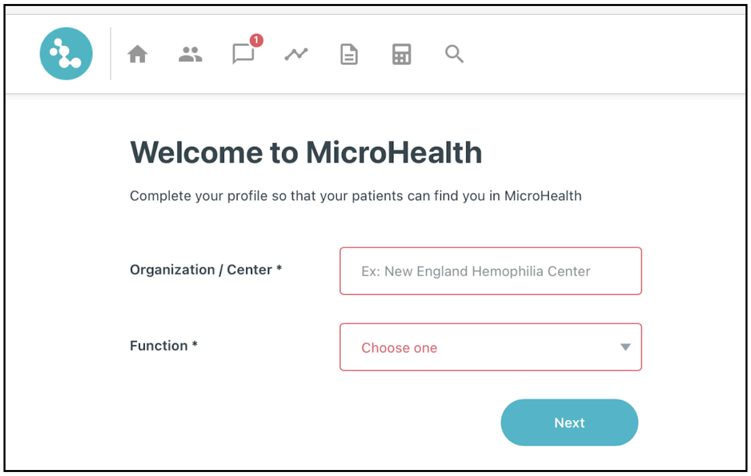
12. Check your email for a message from the account hello@microhealth.org with the subject line "MicroHealth email confirmation - action required"**.** This is the message you will see.



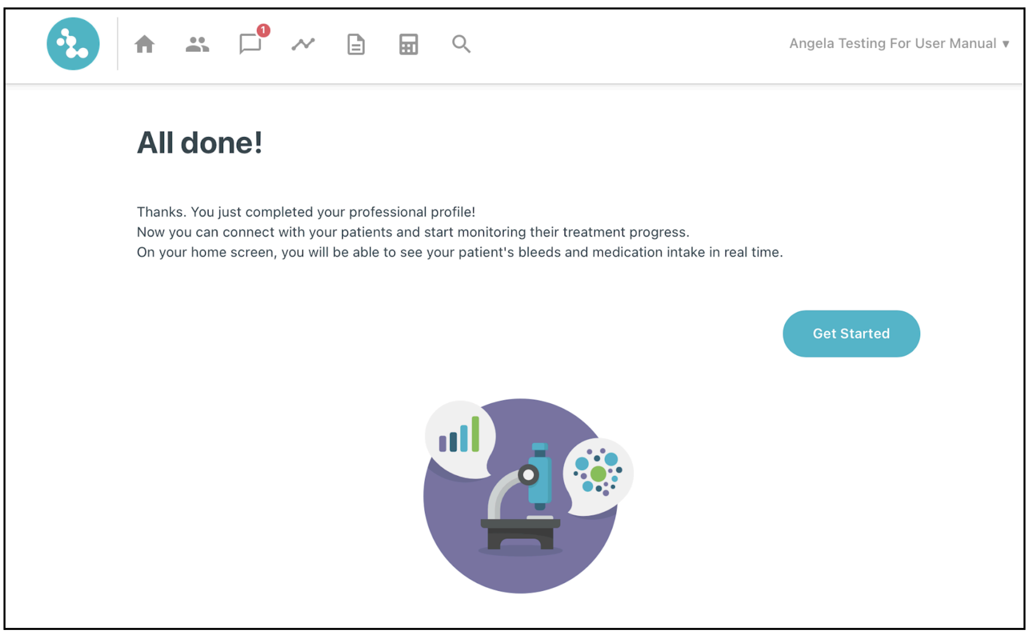
13. Click **Confirm my email** to confirm the email address
14. Once the email has been confirmed, the user continues with the account setup process

Establishing a Profile

1. **Welcome to MicroHealth.** After creating the professional account, the following screen appears to facilitate creation of the professional profile**.** Here you will enter**:**
    - **Organization / Center.** Enter name.
    - **Function**. Select from drop down.
    - Click **Next.**

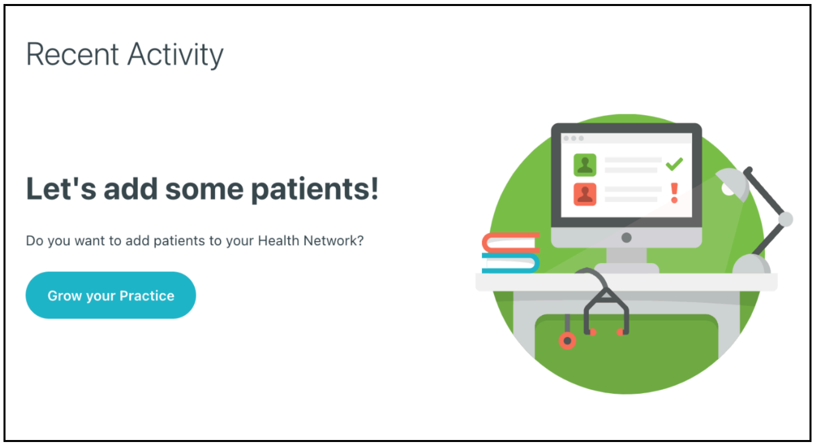


2. After clicking **Next,** a confirmation screen will appear stating **All done!** Click **Get Started.**

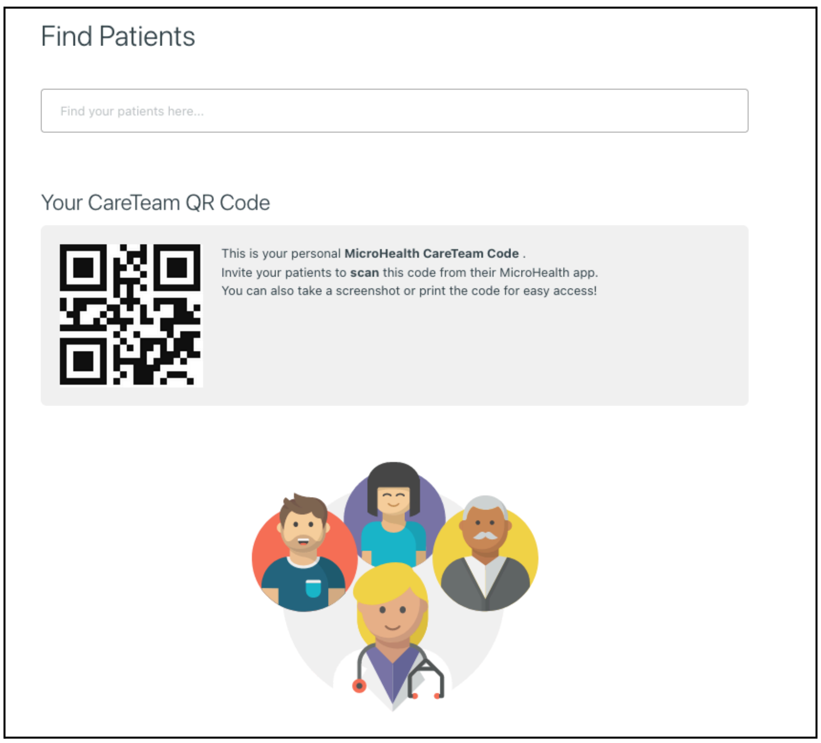


After clicking the **Get Started** button on the **All done!** screen, the following screens assist with connection with patients.

- Click **Grow your Practice**.



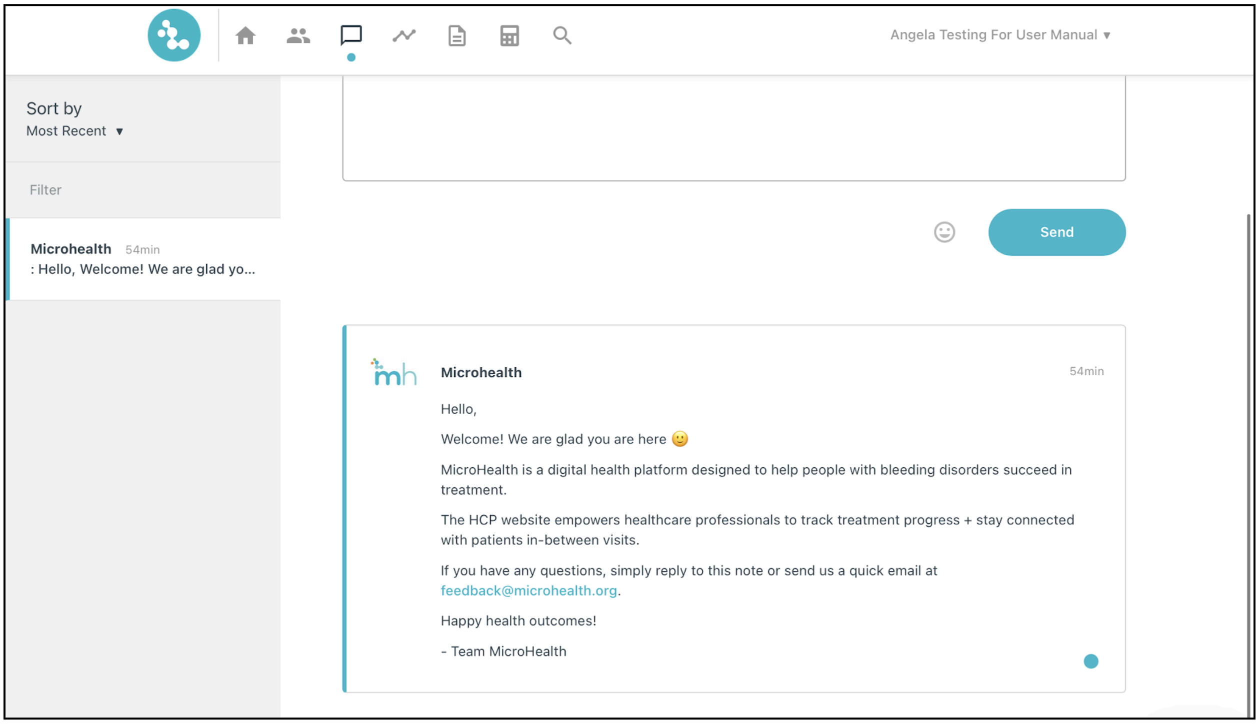
- The next screen during setup allows you to **Find Patients**. In the box, type the name of the patient you wish to connect with and press Enter on your computer.



  - After initial set up, this screen can be accessed by clicking the **Search** icon on the top menu bar.
  - Results are shown on the next screen. Find the patient's name you wish to connect with and click the **Monitor** button. The button will change to red with the word **Requested.** This sends an email to the patient letting them know you wish to connect with them.
  - If help is needed, MicroHealth can be contacted by clicking on the email link feedback@microhealth.org.
  - The **MicroHealth CareTeam Code** shown, can be scanned in the patient's mobile app to let the patient find this professional easily.

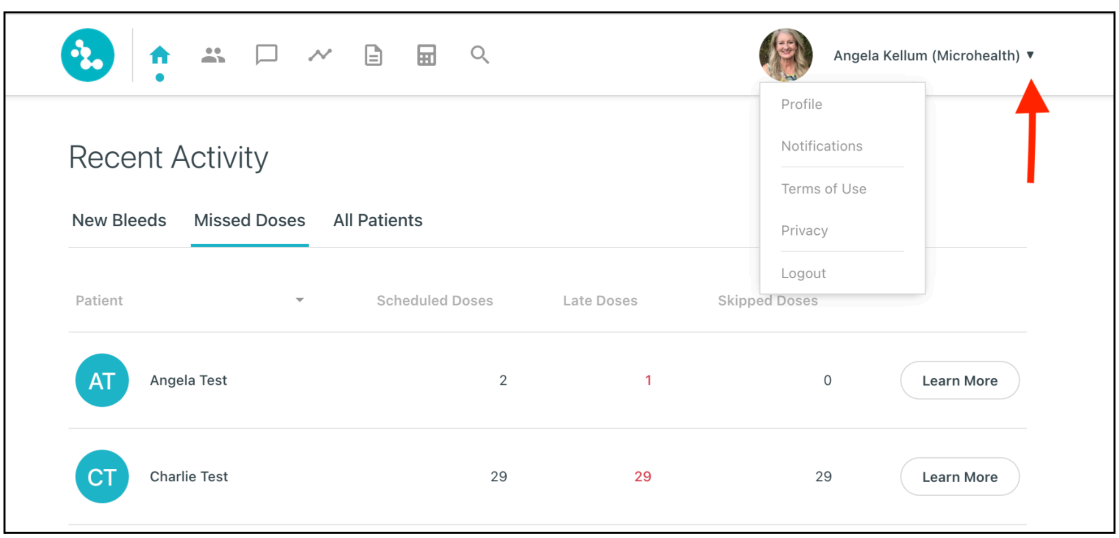
Welcome message

Additionally, new accounts will receive an email from the **MicroHealth team**. This is indicated in the top menu bar with a badge on the **Message** icon. The message can be viewed by clicking the **Message** icon.



Professional Account Settings

At the top right of the screen click the down arrow next to your Center's Name for a drop down menu.



The menu choices are:

1. **Profile.** The choices here are:
    a. **Account**
        i. **Profile Picture**. A picture can be uploaded to the profile by choosing a file.
        ii. **First and Last Name**. The name of the Account is shown and can be edited.
        iii. **Email Address.** The email address is shown and can be edited.
        iv. **Phone Number** If provided, this number can be used later to receive a secret code to complete the Two-factor authentication (2FA) step
        v. **Password.** The password can be changed.
        vi. **Time Zone.** The time zone can be selected from the drop down menu.
        vii. **Two Factor Authentication**. This can be enabled by selecting the choice and on the next screen by clicking **Save changes**.
        viii. To deactivate the professional account, click **Deactivate my account?**. The account will be eventually deleted after user confirmation.
    b. **Professional Profile**
        i. **Function.** This can be edited from a selection on the drop down menu.
        ii. **Organization/Center.** The name can be edited.
        iii. **Account Visibility.** The toggle can be turned on to "Activate to allow patients to find this profile".
        iv. **Your Care Team QR Code**. The **MicroHealth CareTeam Code** shown, can be scanned in the patient's mobile app to let the patient find this professional easily.
        v. Click **Save changes** to save information to Professional Profile.
2. **Notifications.** This option is also available as a button on the top right of the Profile screen. The following tabs can be selected to set notifications for Bleeds and Adherence.
    a. **Bleeds.** This allows the professional account to be notified when a patient reports a bleed.
        i. **Notifications channel.** Selection can be made for **Email** or **Text Message** (US only) notifications to receive bleed notifications.
            1. Bleed notifications sent via email are from hello@microhealth.org with the subject line either: "Notification of New Bleed in MicroHealth" or "Follow-up bleed update in MicroHealth". A link is included in the body of the email to **View Details**. Clicking here will take you to the sign on page for **microhealth.org**. The email also contains links to change clinical notifications and to contact MicroHealth.
            2. Bleed notifications sent via text are from phone number (917) 512-5794. The message will indicate if the patient has logged a **NEW bleed** or a **Follow-up bleed**. A link is provided within the email to **Log in** to Microhealth.org.

    ii. **Notifications frequency**. Selections can be made for notifications to be sent from MicroHealth to the professional account either **Immediately, Daily, Weekly,** or **Never.** Notifications for the chosen frequency will be delivered via the Notifications channel selected.
    iii. Click **Save changes** to save information to Professional Profile.
  b. **Adherence.** Patients who fall below the adherence threshold set by the professional account will trigger notifications as follows:
    i. **Notifications channel.** The default is email notifications.
    ii. **Notifications frequency.** Select how often MicroHealth will send emails regarding adherence: **Weekly, Monthly, Never.**
      1. Emails are sent from the account hello@microhealth.org with the subject line "Adherence updates in MicroHealth (date range)". This date range will be for the previous 4 week time period. The message states the number of patients below the threshold set by the professional . A link is included in the email that leads to the Home Screen's Recent Activity for Missed Doses.
    iii. **Adherence Threshold**. Enter the patient adherence percentage that will be included in the notification.
    iv. Click **Save changes** to save information to Professional Profile.
  c. **Mobile Info.** Used for notifications. Here a cell number can be provided to receive text notifications for patient reported bleeds. Note this notification is only active for US accounts. Text "STOP" to 917-512-5794 to stop receiving text messages.
  d. **Additional Recipients**. Here up to five email addresses can be entered. These recipients will receive the same email notifications as the email listed for the main account. Click **Save changes** to save information to the Professional Profile.
  e. At the top right of the screen is a button to return to the **Profile**.
3. **Terms of Use**. MicroHealth's Terms of Use can be found here.
4. **Privacy.** MicroHealth's Privacy Notice is available here.
5. **Logout**. Clicking here will log out the account and return to the sign-in screen. If 2FA is enabled a verification code will be required.

Using the System

Signing In

From **Microhealth.org** enter the **Email or Cell number** associated with the account and **Password**. Click **Log in**.

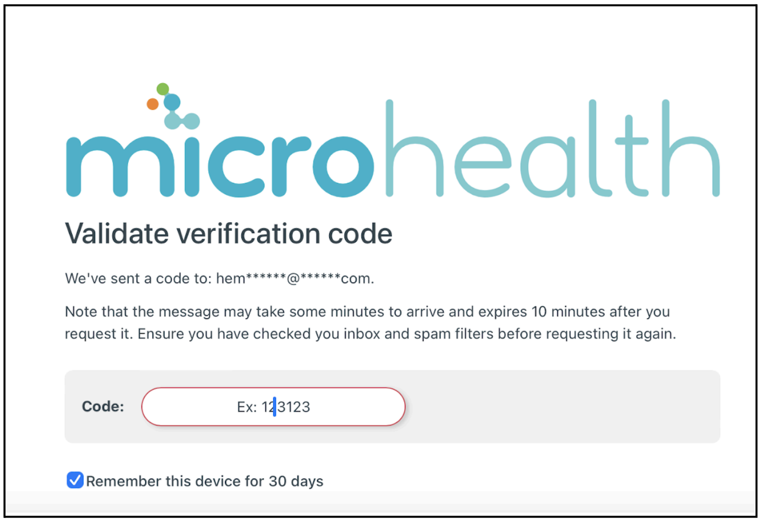
- If an incorrect Email or Cell number is entered, a red banner will appear at the top of the screen stating "Invalid email or password".
- If the incorrect password is entered, a red banner will appear at the top of the screen stating "You need to sign in or sign up before continuing".

Two-factor Authentication (2FA)

If the Two-factor authentication setting is enabled for this account, the user needs to perform an extra step on each sign in.
The user will receive a verification code, in one of the available contact channels, that must be validated to continue with the authentication
This screen will now display for the two-factor authentication requirement. The contact methods available are the account email and the mobile phone number if provided in the account settings.

6. Click **Send Code.**
    a. The user can choose to decide if the code is sent to the account's email or phone number
    b. An email or message will be received in the next seconds, containing a 6-digit verification code
    c. For the email, the subject line is "MicroHealth Verification Code". The email will contain a six digit code.

7. The next screen as shown here contains a field for the verification code.



    a. If the option to ‘Remember this device for 30 days’ is selected, the Two-factor authentication step won’t be required for that user in the same device for the next 30 days. Otherwise it will be required on each sign in
8. After entering the code, the user is authenticated.

Resetting Your Password

1. Click **Forgot your password?**. On the next screen enter the Email or Cell number of the account and click **Send reset instructions**. A green banner message will show at the top of the screen stating “An email with instructions to reset your password has been sent to (the email address entered).”
2. An email will be sent from email for a message from the account hello@microhealth.org with the subject line **“**Reset password instructions**”.** Click the link included in the email.
3. Enter the **New Password** and **Confirm the Password**. Then click **Change 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 login screen will appear. Enter your Email or Cell number and your new password.
5. An email will be sent from hello@microhealth.org with the subject line “Your MicroHealth password has been changed”. This email is a confirmation and no action is required. If questions or help is needed, a link is included to email: feedback@microhealth.org.

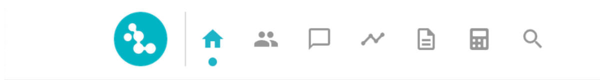
Note: If you are signed in the professional account on another device, you will be signed off and a red banner will appear at the top of the screen stating “You need to sign in or sign up before continuing”.

Problems with Email

If there are problems with the email associated with the professional account, go to **Microhealth.org** and click **Send us a message**. This will link to email feedback@microhealth.org from your email account with the Subject "I need help to access MicroHealth".

Navigating the System

Navigate through the professional platform by clicking the icons on the top menu toolbar.



These icons represent:

- **Home:** The Home Screen shows recent activity, including **New Bleeds, Missed Doses,** and **All Patients** connected to the professional account.
- **Patients:** The Patients Screen shows the calendar view of a selected patient. The screen defaults to the most recently viewed patient calendar. All patients connected to the professional account are shown on the left side toolbar.
- **Message:** The Message screen shows messages sent and received between the professional and patients.
- **Metrics:** Metrics are shown for the professional account.
- **Reports:** Report options are displayed on the screen, including **Patient Logs, Monthly Metrics** and **Export Questions.**
- **Calculator:** The **MicroHealth Vial Calculator program** is available here.
- **Search**: Patients can be searched here by name. A unique Care Team QR code is provided to share with patients for easy connection to the professional account.

Further information for each of these screens is found in this document.

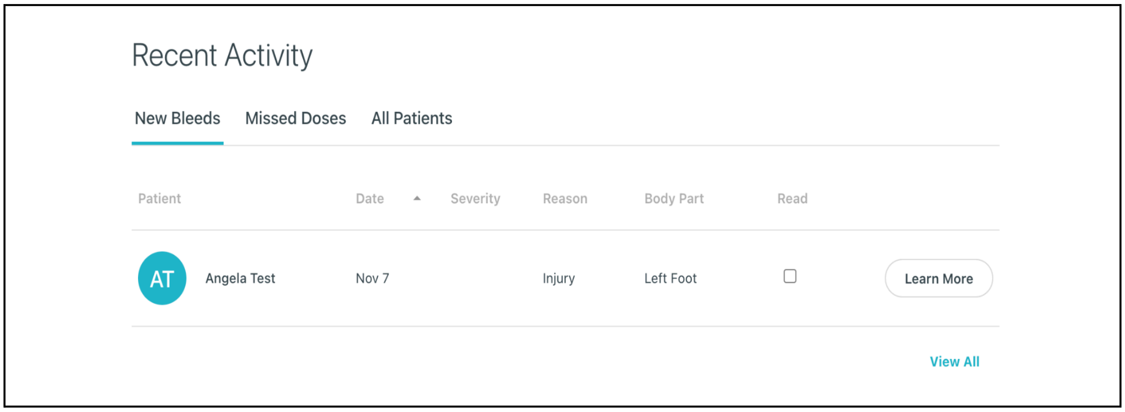
Home View

Access the Home Screen by clicking on the **Home Icon** in the Top Menu Toolbar. This screen shows **Recent Activity** with 3 subcategories:

1. **New bleeds.** This tab shows all patients connected to the professional account who have entered a bleed on the Microhealth app in the last 30 days. The patients can be sorted by date from oldest to newest or from newest to oldest by clicking the arrow next to **Date**.

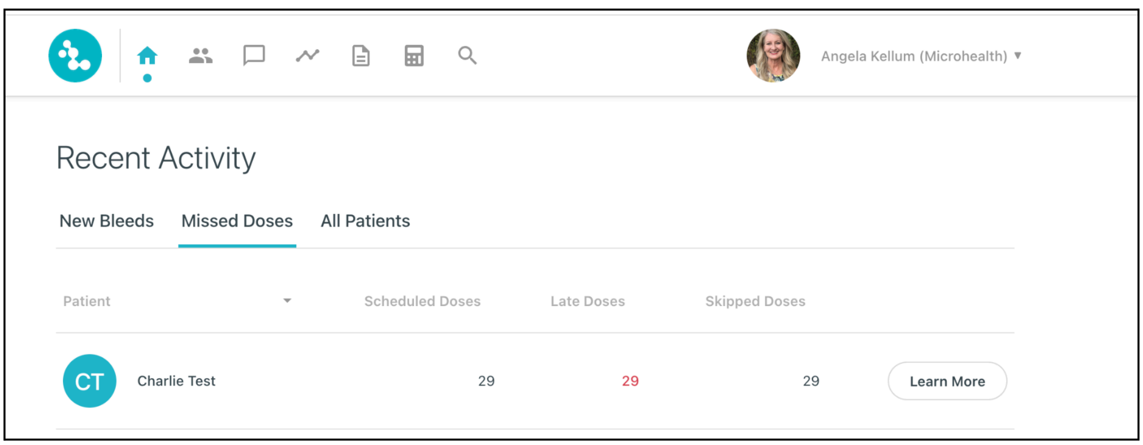
   The patient information will remain on the screen until marked as **Read.**

Click **Learn More** to see the patient's calendar view.



Click **View All** for all patients who have entered a bleed within the past 90 days**.** This view can be sorted by patient name, date, reason, body part, or medication. Indicators are shown if a patient left a note with their bleed entry and/or included a picture.

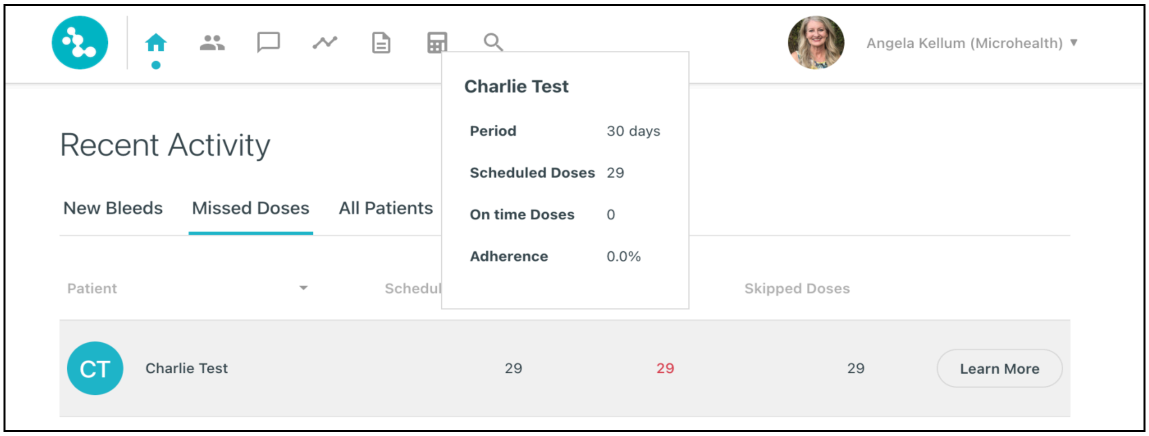
2. **Missed Doses.** This tab shows patient information as listed here:



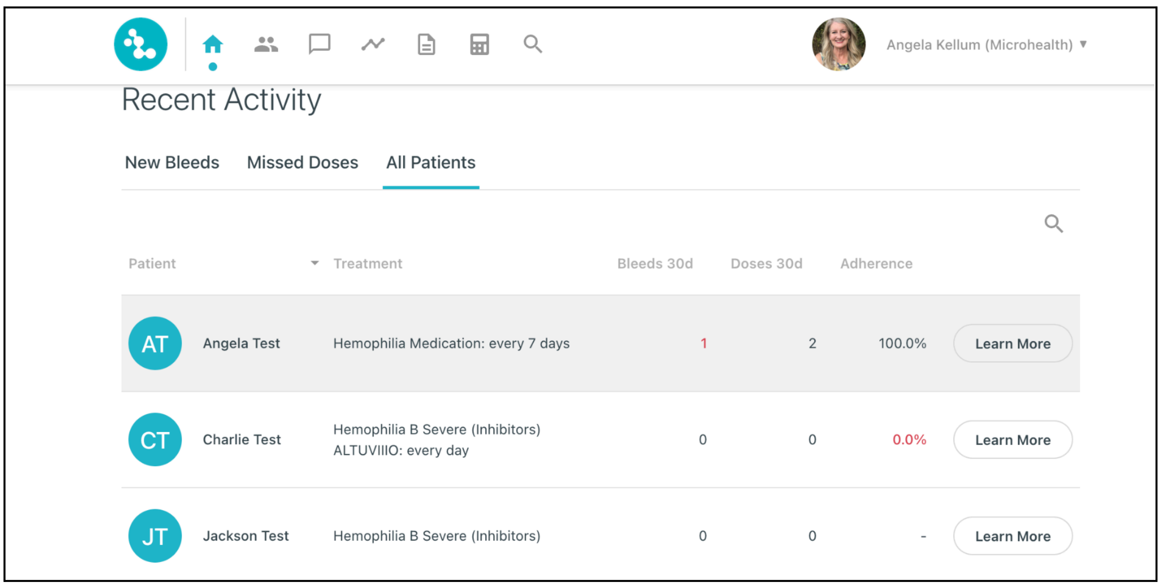
By default, the information shown is for the last 30 days. The patients can be sorted by date.

Hovering over the information shows metrics regarding patient adherence as shown in the pop up box.

Click **Learn More** to view the patient's calendar.



3. **All Patients.** This shows all patients connected to the professional account with the information shown:



The patients can be organized in ascending and descending order by: **Patient Name** (first), **Bleeds** in past 30 days, **Doses** in past 30 days, and **Adherence** rate. Values of potential concern are shown in red. Click **Learn More** to view the patient's calendar.

Patient Monitoring

Searching for a Patient

Patients connected to the professional account can be found on the professional dashboard from the **Top Menu Bar**:

1. Select the **Patients** icon. On the resulting screen, from the side menu on the left.

    a. Sort by patient's Last Name or First Name and scroll to see all patients connected to the professional account. Patients can also be sorted by recent bleeds, high or low adherence, gender, and hidden patients.
    b. Begin typing the patient's name in the Filter Box.
2. Select the **Magnifying Glass** icon.
    a. The screen has the header **Find Patients**. Type the patient's name into the box.

Requesting Connection with a Patient

Connecting with patients will allow the professional to view the patient's profile and receive bleed notifications. This connection can be initiated by the patient/caregiver or by the professional. In all cases establishing the connection requires a patient action.

1. Request by the patient/caregiver to the professional.
    a. If a patient requests to connect with the professional, an email will be sent to the professional from hello@microhealth.org. The sender will show as **(Patient Name) via MicroHealth** with the subject line **I added you to my Care Team on MicroHealth.** The body of the email includes links to:
        i. Send the patient a private message
        ii. View the full profile online
        iii. Stop receiving treatment updates for this person
        iv. Email feedback@microhealth.org
2. Requested by the professional to the patient
    a. Search for the patient you wish to connect to by clicking the **Search** icon on the top menu bar.
    b. Results are shown on the next screen. Find the patient's name you wish to connect with and click the **Monitor** button. The button will change to red with the word **Requested.** This sends an email to the patient letting them know you wish to connect with them.
    c. If the patient accepts the invitation, an email will be sent to the professional. The sender will show as **(Patient Name) via MicroHealth** with the subject line **I added you to my Care Team on MicroHealth.** The body of the email includes links to:
        i. Send the patient a private message.
        ii. View the full profile online
        iii. Stop receiving treatment updates for this person

Email feedback@microhealth.org

Adding Patients

From the top menu toolbar

1. Select the Patient Icon. From the menu on the left click **Add Patients.**
2. Select the **Magnifying Glass** on the top menu toolbar.

The resulting screen will show:

- Find Patients. Here, type in a patient's name and click Enter on your keypad. This will result in a list of all patients who are enrolled on the MicroHealth patient app who have made their profile public. Here you have the options to:
    A. **Message** a patient. Clicking the **Message** button will lead to the screen for in-app patient messaging.
    B. **Monitor.** The button will change to red with the word **Requested.** This sends an email to the patient letting them know you wish to connect with them.
    C. If help is needed, MicroHealth can be notified by clicking on the email link feedback@microhealth.org.
- If no patients meet the search parameters, a message will appear stating there are no matching results and helpful tips. Note that only public profiles are displayed. A link is provided to email MicroHealth.
- Your CareTeam QR code. Each professional account has a unique, personal MicroHealth Care Team Code. Patients can scan this code from their MicroHealth app to find their Care Professional.

Stop Monitoring Patients

1. From the patient's calendar view.
2. Click the down arrow next to the patient's name.
3. Choose from the drop down menu **Stop Monitoring**. A confirmation message will appear stating "You won't have access to the infusion log nor receive treatment updates from this person in the future. Are you sure?".
4. Click **Cancel** to continue monitoring patient or **OK** to stop monitoring.

Hide Patient from sidebar

1. From the patient's calendar view.
2. Click the down arrow next to the patient's name.
3. Choose from the drop down menu **Hide patient from sidebar.**
4. An optional comment can be added to specify the reason for hiding the patient from the sidebar.
5. Now, on the calendar view of the patient's profile an information box will show stating the reason the profile has been hidden. Click **Edit** to change the reason.
6. Once the patient is hidden, click the down arrow next to their name on the calendar view to once again **Show patient on sidebar.**

Inactive Patients

1. Weekly, MicroHealth sends an email from the account hello@microhealth.org with the subject line “New message from Microhealth”.
    a. A link is included to **View Details**. Clicking on the link takes you to the sign in page at MicroHealth.org.
    b. Clicking on the Message icon brings you to a message from The MicroHealth team stating “ We have noticed that (N) patients have not checked in with you in the last 30 days. You can send send them a message on this link 👉 https://microhealth.org/pro.”
    c. Clicking on the link leads to a screen where a private message can be entered for these inactive patients.
        iv.

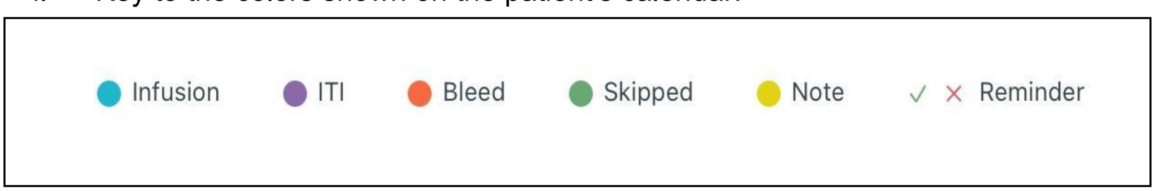
Reviewing Patient Data

Access the patient’s calendar view. There are multiple ways to find this screen as discussed in this document, including:

1. Click on the **Patients** icon from the top menu bar and search for the patient on the left side bar. This will take you to the calendar view for the patient.
2. Click on the **Search** icon from the top menu bar and type in the patient’s name. Select the patient by clicking on their name. This will take you to the calendar view for the patient.

The calendar will show:

1. The patient’s type of bleeding disorder. This information was entered by the patient in the patient app.
2. The treatment regimen set by the patient including medication, dose and frequency.
3. Patient metrics including:
    a. **Recent Bleeds:** This is defined as the number of bleeds in the past 30 days.
    b. **Annual Bleed Rate (ABR)**: The number of bleeds in the last 365 days (excluding follow-up bleeds) or annualized if less than 365 days bleeds.
    c. **Adherence:** percentage of doses taken vs doses planned in the last 30 days.
4. There are 4 tabs listed below the patient metrics:
    a. **Calendar.** This shows the recent calendar month.
        i. Key to the colors shown on the patient’s calendar:



A broken line under a colored dot indicates there is more information to view. The patient has entered a note and/or a photograph.

        ii. There are arrows to move a month in the past or future.

    iii. An option to **View Year.** When viewing the Current Year, options are shown to move a year back or future, to return to the current month view, or to print a Pdf report.

b. **Events.** Patient entered events for the current month are shown here. The type of event (bleed, infusion, skipped dose, note), the time and a description of the event are listed here. The arrows move a month back or forward and can show the entire year. Events can be sorted by Type or Time.
c. **Treatment.** Information the patient entered is shown here, including their regimen and personal information. Here the professional can request to the patient that changes be made to this information.
d. **Health Questions.** Answers to patient surveys regarding:
    i. Adverse Events (in pilot testing)
    ii. Physical Activity

Monitoring a Patient

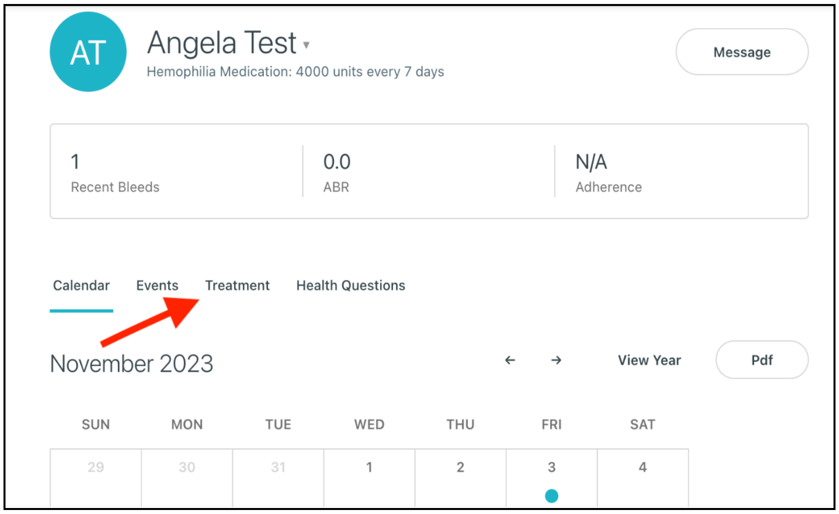
Patients can be monitored by searching for the patient, and clicking on their calendar view as instructed in this manual. Groups of patients can be targeted to monitor, including:

1. Patients who have had recent bleeds. These patients can be viewed by clicking on the **Home** icon on the top menu bar. This screen shows Recent Activity. Click on the tab for **New Bleeds**. If patients' bleeds have been marked as read, click on **View All** to see all bleeds reported in the past 90 days. Click on **Learn More** to go to the patient's calendar view.
2. Patients who have missed doses. These patients can be viewed by clicking on the **Home** icon on the top menubar and the tab **Missed Doses**. The patients here can be sorted by name, number of scheduled doses, number of late doses, and number of skipped doses. Click on **Learn More** to go to the patient's calendar view.
3. Patients who have low adherence rates. These patients can be viewed by clicking on the **Home** icon on the top menubar and the tab **All Patients**. Sort by Adherence. Click on **Learn More** to go to the patient's calendar view.

Requesting Changes in Patient Treatment Settings

Only patients/caregivers can set treatment regimens in the application. If changes or updates are needed, requests can be sent to the patient to change their treatment settings:

1. Go to the patient's calendar view from the patient icon in the top menu toolbar.
2. Click on the **Treatment** tab found here:

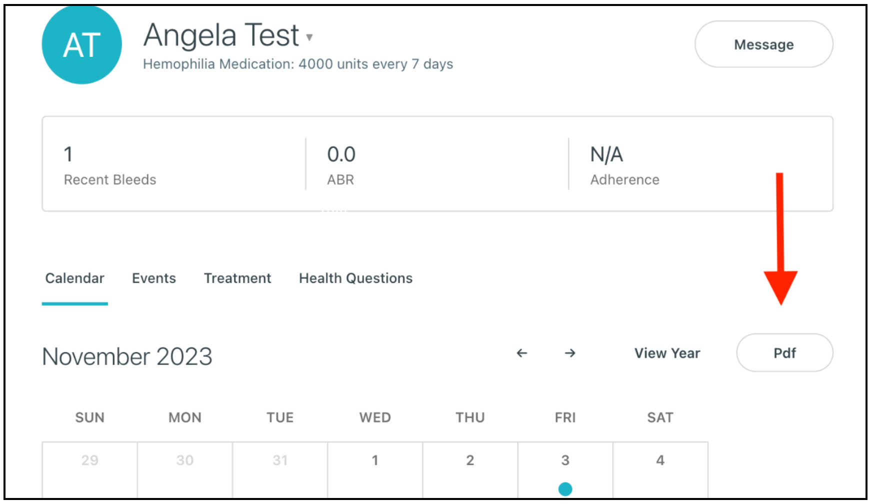


3. On this next screen, the information entered by the patient is shown: Regular Regimen, Immune Tolerance Induction, Additional Treatments, Personal Information. Click **Request Changes** next to the information that requires changes.
4. The screen associated with the chosen information will appear for suggested changes. After entering the desired change(s), click **Request Changes**.
5. A proposal with the suggested corrections will be sent to the patient. The patient can decide to accept or decline the changes.
6. When the patient accepts or declines the change, an email will be sent to the professional account from the account hello@microhealth.org with the subject line “New message from (Patient’s name)”.
7. The message section of the professional dashboard will show that a message was received from the patient and if the treatment update request was accepted, rejected, or automatically canceled after 7 days of inactivity.
8. Treatment requests will be automatically declined if not answered within 7 days.

Downloading Patient Logging Information

There are 2 options to download logging data on a single patient connected to the professional account:

1. Select the patient from the patient’s calendar, click the **Pdf** button. This is found here:



On this screen

a. Enter the **Report Range** from the drop down to choose the time period to download. From the drop down, you can choose a time period: **Last 24, 12, 6, 4, or 2 months**; **Last Month**; **Current Month**; enter a **Custom Range** (First day of the report and Last day of report); or **All** to print all logging the patient has entered.
b. Select the data to include by clicking on the check mark to turn on or off next to each desired data point. The choices are: **Bleed, Infusion, Note, Picture, Skipped, Activity, Questions**. Multiple selections can be checked.
c. After the desired date and data have been selected, click **Download Reports** to create the pdf or **Reset t**o start over.

2. From the top menu bar select **Reports.** Select the desired patient. Follow the instructions above.

Messaging Patients

There are various methods to access the individual patient messaging function, including:

1. From the top menu bar, click the **Message** Icon.
2. From the patient's calendar view, click the Message button to the right of the patient's name.

To send a message to the patient from the **Message** screen.

1. Search for desired patient using the menu bar on the left of the screen.
2. Enter message
3. Click **Send.**
4. When a patient views the message a badge will appear in the bottom right of the message. This is a white check mark inside a small green circle.

To view messages sent to a patient

1. Access the message screen for the patient as directed above.
2. Scroll down to view all messages.

To message groups of patients.

1. After accessing the Message Screen from above instructions, the options are
    a. Multiple Recipients
        i. Type message in box.
        ii. Choose recipients from the list. This includes
            1. All Patients
            2. Inactive for 30 days
            3. Starred
            4. Choose patients from list provided of patients connected to the professional account.
            5. Click **Message** to send.
    b. Inactive Patients
        i. This option will create a list of patients who have been inactive logging on MicroHealth for the past 30 days.
        ii. Type message in box.
        iii. Uncheck the patient to decline sending the message.
        iv. Click **Message** to send.
    c. Private Message
        i. Enter the recipient's Name.
        ii. Type message in box.
        iii. Click **Message** to send.

When a patient replies to the message the answer appears in the Message screen. If After 1 hour of being sent, the message is still unread, MicroHealth sends a message to the email of the professional account from hello@microhealth.org with the subject line **"**New message from (Patient's Name)". There is a link included to **View Details** that leads to the sign on page at microhealth.org.

Messages in a conversation are automatically marked as read if the professional accesses the conversation after the message is sent.

Note that messages cannot be sent directly to dependents. Instead messages are sent to the caregiver named on the account.

To message a user not connected to the professional , a **Message** button will not be displayed on the list of patients from the search results page. Patients will only be on the search list if their visibility is set as public. Messages can be sent by clicking directly on the user's name. The Message button displays for professional accounts.

Receiving Refill Requests

When refills are requested through the patient app, the professional receives an email from the account hello@microhealth.org with the subject line "Factor Refill". The email message states:

> (Patient's Name) asks for a factor refill. You have received this email because you have been selected by (Patient Name) as his/her factor supplier.

You can check (Patient Name)'s full profile including infusion and bleed records here: microhealth.org.

Note: Permission to read the infusion logs requires (Patient Name) to choose to share clinical information through MicroHealth, by enabling the 'Allow Monitoring' setting.

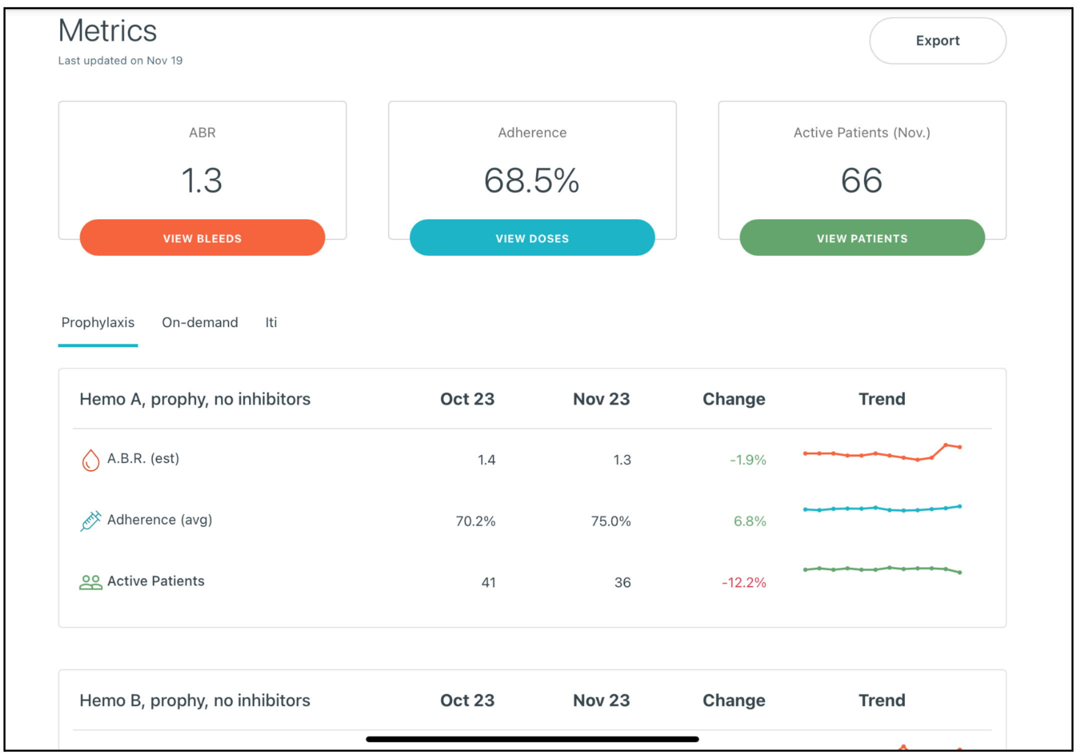
The MicroHealth Team

Reviewing Metrics

Metrics for the patients connected to the professional profile can be found in 2 places:

1. Top Menu Bar. **Metric** Icon.
2. Top Menu Bar. **Report** Icon. Tab for **Monthly Metrics.**

Here is an example of the screen.



The month and day of the last update for these values is shown on the top left of the screen.

The information shown on this screen includes 3 categories:

1. **ABR.** The estimated calculation is shown.
   - At the bottom of the screen is the definition used for Estimated ABR is number of bleeds reported / number of months reporting x 12.

- Estimated ABR is computed as the average of the estimated Annual Bleed Rate for individuals in the group, considering a window of 12 months or reporting..
    - There is an option to click **View Bleeds** to view patients connected to the professional account who have reported recent bleeds.
- **Adherence.** This average calculation is displayed.
    - Adherence is defined as the number of infusions reported / number of infusions scheduled × 100.
    - Average Adherence is computed as the average of the average adherences for individuals in the group, considering a window of 3 months of reporting.
    - There is an option to click **View Doses** to view adherence information for patients connected to the professional account.
- **Active Patients (Month).** There is an option to click **View Patients**. This generates a list of all patients active to the professional account.

These total metrics for these 3 categories are divided by patient treatment and condition:

1. **Prophylaxis**
    a. **Hemo A, prophy, no inhibitors**
    b. **Hemo B, prophy, no inhibitors**
    c. **Hemo A, prophy, inhibitors**
    d. **Hemo B, prophy, inhibitors**
2. **On-demand**
    a. **Hemo A, prophy, no inhibitors**
    b. **Hemo B, prophy, no inhibitors**
3. **ITI**
    a. **Hemo A, prophy, inhibitors, ITI**

In each category the metrics are shown for current month, previous month, the %change, and a line graph showing trend.

Note: Values are orientative and may fluctuate significantly for small samples of patients.
This information can be Viewed or Downloaded in csv format by clicking the **Export** button on the top right of the screen.

Downloading Reports

Reports can be downloaded on all patients or a specified group of patients (Patients on prophy, Patients on ITI, Patients on demand) connected to the professional account. After choosing the desired group, follow the instructions given for downloading reports on a single selected patient. This information will be formatted in a zip file.

Exporting Data

Metrics for ABR, Adherence, and Active Patients can be downloaded in csv format by clicking the **Export** button on the top right of the screen.

Contacting Microhealth for Support

Links are provided throughout the program and included in email communications from MicroHealth to contact MicroHealth by clicking feedback@microhealth.org.

Abbreviations / Glossary

2FA: Two Factor Authentication
ABR: Annual Bleed Rate