User manual patient

User manual for patients for remote patient monitoring from Tellu

Mobil gateway

2022

Remote Patient monitoring

This user manual will guide you through the start-up and use of remote patient monitoring as a patient *.

You will find the steps for logging in to the app Dialogg, reporting values and answers, messages and how to keep track of your reported health data.

Content

Login to Dialogg

1. Download the Dialogg app in the Appstore (Iphone) or in Google Play (android). Figure 1 shows the icon for the Dialog app.

2. Open the app

3. Press «Log in» (fig. 2)

4. When logging in for the first time, you will be asked to fill in the name of the health activity you are being followed up by. Contact healthcare professionals if you have not received information about healthcare activities.

5. Click on the ID port to log in (fig. 3). The exception is if you have been told to log in with your username and password.

6. Login via the ID port
   - BankID on mobile. Enter mobile number and date of birth. Press next. You will then receive a reference word on your mobile, and a message to confirm this with your personal code.
   - Banknote. Enter your birth and social security number. Tap the arrow. Enter a one-time code from the bank card. Enter personal code / password.

7. The first time you log in, you will be presented with notification settings. The settings can be changed at a later time.

8. After successful login, you will be presented with the menu items on the front page
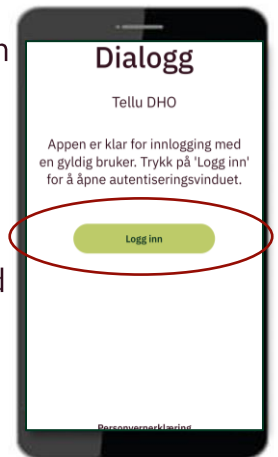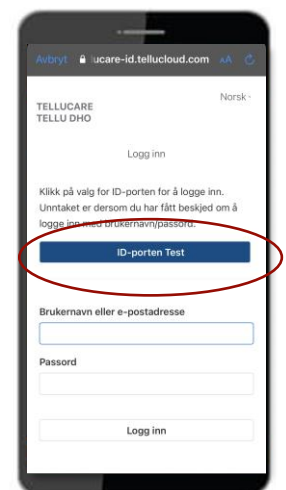
Once you have logged in, you will not be asked to log in for the following period of 2 weeks to perform tasks (submit forms and measurements), send in messages or request / participate in video conferencing. For the content in "Health Profile", you will be asked for daily login to safeguard your privacy.

Fig. 1: Icon for Dialogg

Fig. 2: Logging in to Dialogg

Fig. 3: Login with the ID port

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The main menu in Dialogg

On the front page you will find menu buttons. Here you can choose between clicking on the tasks you need to solve, viewing and sending messages to / from healthcare professionals, requesting, viewing and participating in video meetings, viewing your care profile and viewing equipment that you have been recommended to use.

Settings

If you click on the profile icon next to the patient's name in the upper right corner, you will be presented with a menu for notification settings, access log, status information about the app, privacy statement, service description for digital home follow-up, and the option to log out.

The first time you log in to the app, you will be presented with notification settings, and changes can later be made under the profile icon and "Notifications". If it is activated that you are to receive notification, this will come as a push message to your mobile.

The menu items on the front page

Tasks: Shows which tasks to do today

Messages: Here you can write messages to healthcare professionals

Video meetings: Here you can request a video call or enter a scheduled video call

Care profile: Here you can see the plan for your follow-up, current documents and self-treatment plans and history of data / measurements you have previously submitted

Equipment: Here you see current equipment and devices that you are recommended to use
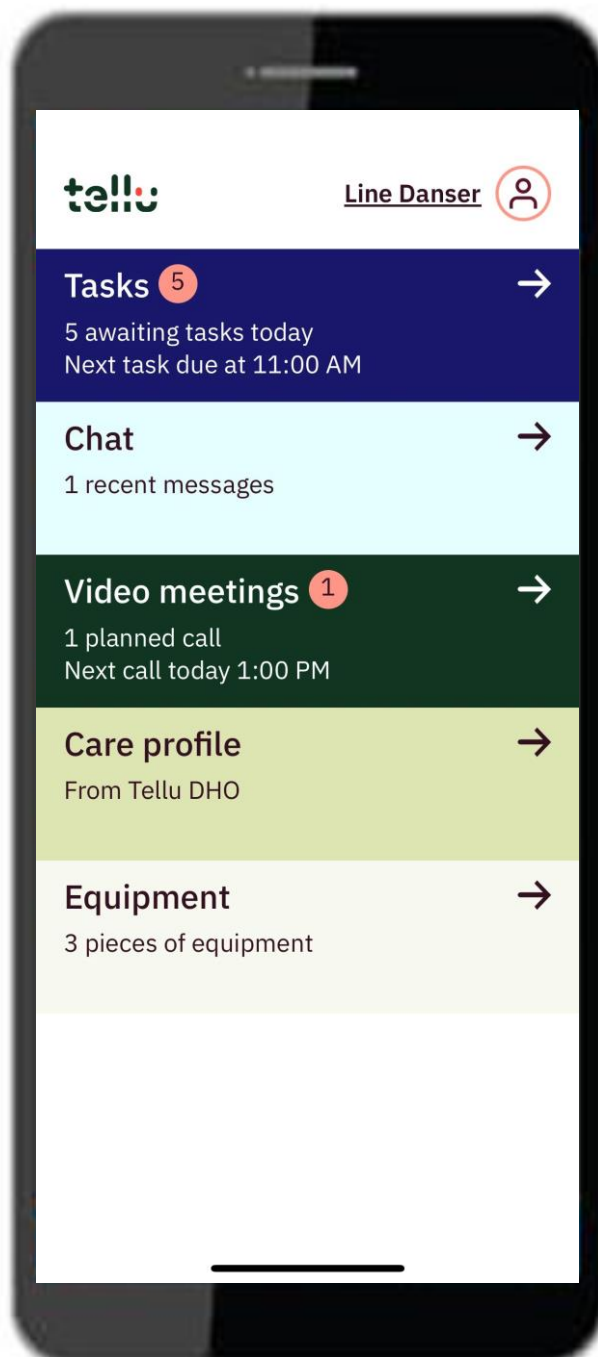

Fig. 4: The main menu in the Dialogg app

Tasks

The first thing you come to is a list of tasks to answer. These can consist of:
- Questionnaires
- Manual reporting of measured values
- Digital reporting from medical equipment
- Scheduled video meetings

Tasks can be set up to be completed on different days of the week / time. There may therefore be days when your to-do list is blank. On the days when there is an assignment, you click on the assignment and answer questions or fill in fields with data.
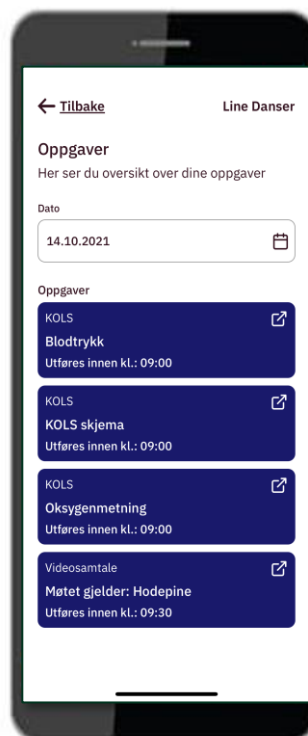

Fig. 5: Example of an overview of today's tasks

Fig. 6: Example of what it looks like when the tasks have been completed.

Submission of questionnaire

To enter an answer, click on the relevant answer option, which will be highlighted. Press "next" to get to the next question. Once you have answered the entire form, you will be presented with a summary of your answers. Here you have the opportunity to change your answer before submitting them. You can also change the time of the form, if the reporting applies to an earlier time. Then you can press "Submit". A confirmation will now appear that you have submitted data.

Once you have submitted the answers, you can no longer change them, but you can find them again in your history. You can also see in the task list that it has now got a green tick on the left side.
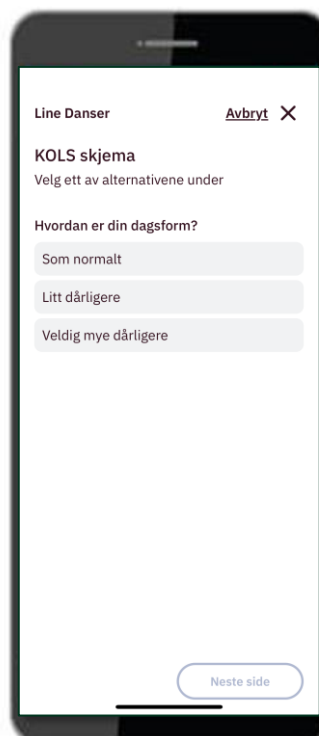

Fig. 7: Example of questions in the form. Click Next to proceed.

Fig. 8: Press Submit

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Submitting measurements (for bluetooth devices connected to the phone)

To submit measurements, enter the task with the current measurement.
Follow the instructions to submit the measurement.
Look at the measurement that has been registered. Select "Submit".
The task now moves to "Completed tasks".

Once you have submitted the measurements, see them in your history (under Health profile).

If no equipment has been registered for a type of measurement, it is possible to register the measurement as "manual measurement" (see fig. 25/26).

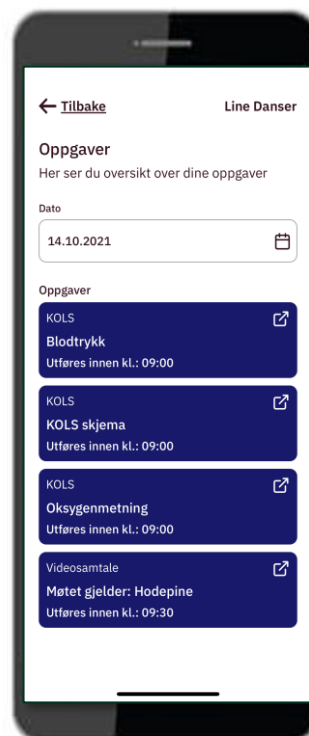**Read more about how to connect a medical measuring device, under the chapter on equipment.**

Fig. 9: Enter the task to make a measurement

Fig. 10: follow the instructions for performing measurements with the meter. It is also possible to enter the measurement manually with "manual entry".
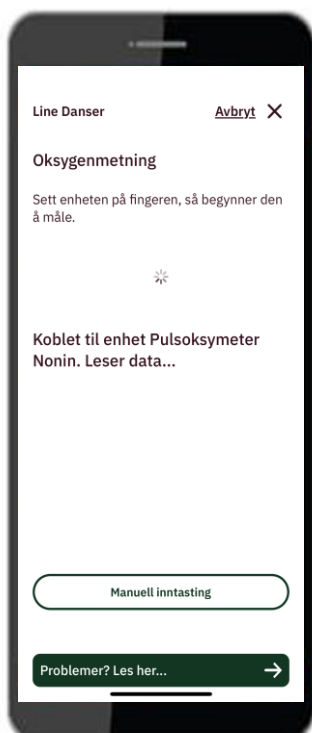

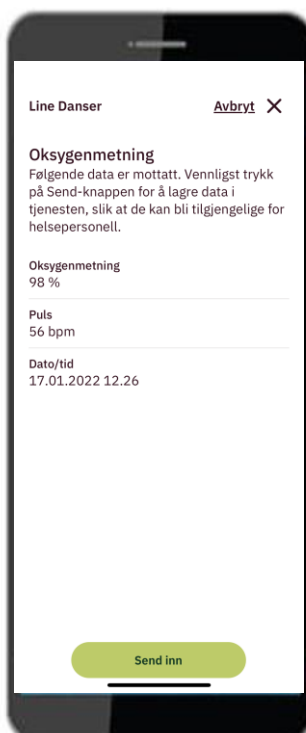**Fig. 11: Dialogg retrieves the measurementgs**

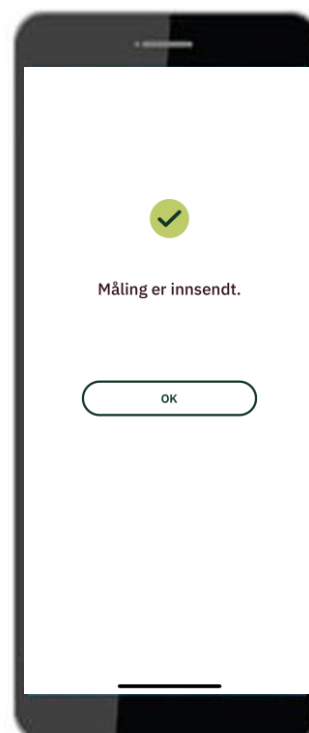**Fig. 12: Press Submit to send the measurement to healthcare professionals**

Fig. 13: The measurement has been submitted

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Chat

When you click on the menu item for messages, you get to the messages that healthcare professionals have sent to you, and you have sent to healthcare professionals. You can send a message and see messages from the last 3 days without requiring a new login. For history beyond this you will have to log in again.

You can see when the message was sent and when it was read.

To write a message, check the box at the bottom where it says "Message". Writes your message and presses "Send".

Fig. 14: See / write message

Video meetings

Under the menu item for video meetings, you can request a video meeting with healthcare professionals. You specify what the call is about and the desired time of the video conference and submit the request.

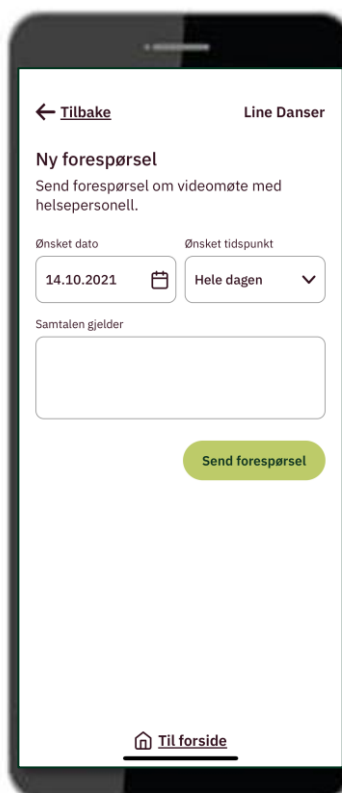Under this menu item you can see requests you have sent and scheduled video meetings in the future.
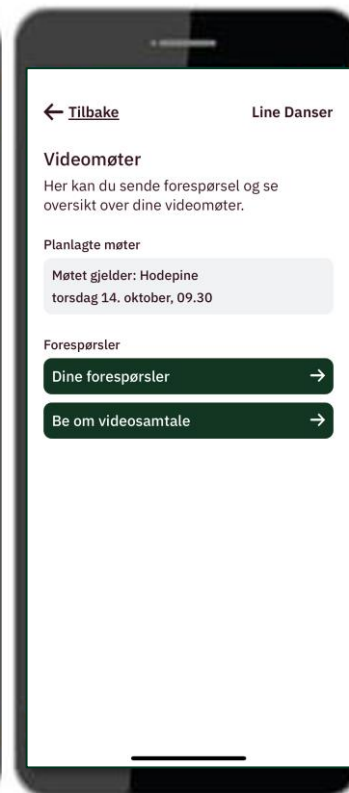
Fig. 15: Be om videomøte

Fig. 16: Oversikt over videomøter

Attend video meeting

Provided that you have allowed push notifications, you will be reminded of the video meeting prior to the start and will be notified when the health personnel have started the video meeting. You can then participate by clicking on the push message you receive when the healthcare professional starts the meeting.

You can also enter the meeting by clicking on the video meeting from "Today's tasks" or under "Video meetings".

Care profile

Here are care plans, documents (self-treatment plan) that health personnel have shared with you and history.

See care plans

When you click on the care plans button, you will see a comprehensive list of the data you as a patient must submit.

If you click on the relevant care plan, you will see further information about what is included in the plan, time of implementation and also any documents that are linked to the individual care plan.
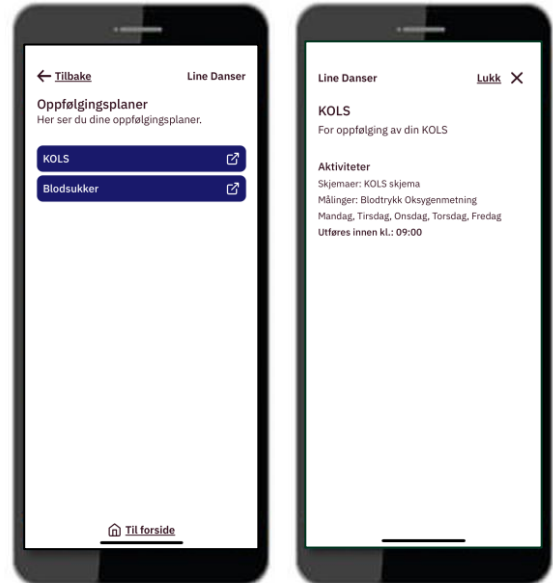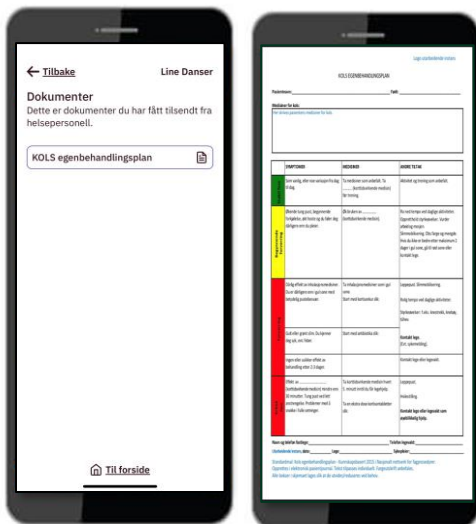
Fig. 17/18: See care plans

Fig. 19/20: See documents. Example of a self-treatment plan.

See documents

When you click on the documents button, you get the documents that healthcare professionals want you to deal with. It can e.g., be a self-treatment plan.

History (measurements and questionnaire)

When you click on the "History measurements" and "History form" buttons, you get access to see data you have previously submitted. You can select the time period for which you want to see history by entering the date in the "From date - To date" field.

History measurements: Here you can choose which type of measurement you want to see (select from the drop-down menu under Content).
If you have at least 2 measurement results from a measurement type in the time filter you have selected, there will also be an opportunity for a graphical display of your measurement results. You choose between display in list or graph.
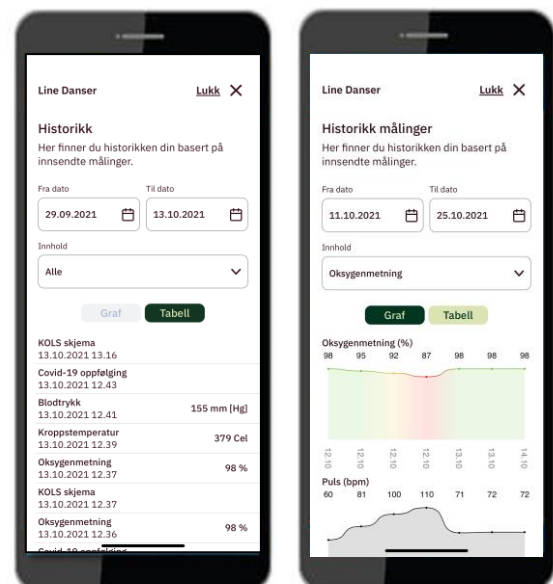
Fig. 21/22: Se historikk over innsendte målinger og skjemaer. Tabellvisning og graf.

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Equipment and how to transfer measurements

Patients who are to be followed up with medical measurements will be given the necessary equipment by the health personnel. It can be equipment for measuring weight, oxygen saturation, temperature, blood sugar or blood pressure. Training in the use of the equipment will be provided by health personnel.

There are various possibilities for submitting the measurements; by using mobile gateway, manual registration or medical gateway. Healthcare personnel will inform you about which option to use.

Mobile as gateway to transmits measurements

The medical equipment can be connected with the mobile via Dialogg (pairing). This means that measurement results from the medical equipment are sent directly to the health personnel.

To add new equipment:
• Select Equipment from the main menu
• Select "Add Bluetooth Device"
• Select the appropriate medical equipment (eg blood pressure monitor)
• Follow the instructions to pair the equipment with the phone
• Upon successful pairing, the equipment appears in the list "Your equipment"

Under "Equipment" in the Dialog app, you can see which equipment is connected to your Dialog.

Important:
• **To pair the equipment, bluetooth must be turned on**
• **It must be approved that Dialogg can use bluetooth (there are questions that must be accepted for the transfer function to work)**
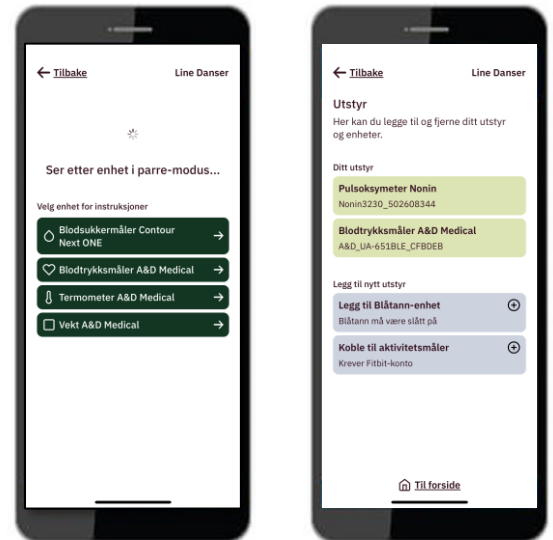

Fig. 23/24: Connecting medical equipment (pairing)

Manual measurements

Manual measurements are used when agreed with healthcare professionals. You will find manual measurements when you enter the task for measurement. At the bottom of the page there is an option «Manual entry»
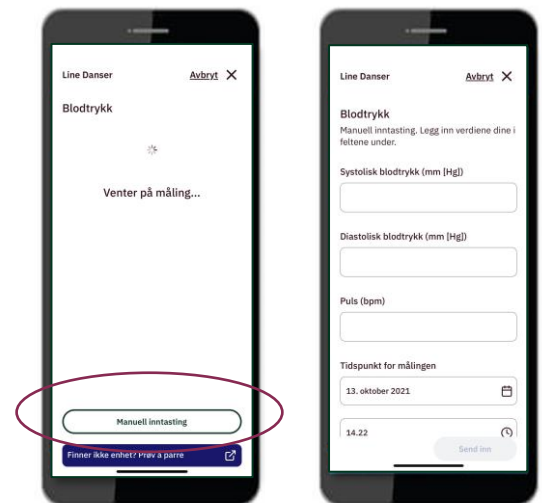

Fig. 25/26: Registrere inn manuelle målinger

Medical gateway

Some patients are given a medical gateway together with the medical equipment. The gateway sends the measurement values from the equipment to the health personnel, via Bluetooth connection. The medical equipment should be within a few meter distance from the gateway when measurements are taken. The gateway needs to be connected to power, you will then see a green light.

Figur 3: Gateway

Medical equipment - how to perform the measurement

Blood pressure monitor

When mounting the cuff for the blood pressure monitor, the white dot on the cuff should face down and the hose should face the hand. The white arrow must be within the white ribbon otherwise you have the wrong size cuff. The blood pressure monitor will show a bar on the left side of the display that goes up and down while the cuff inflates. It can do this up to several times. When the measurement is completed, 3 numerical values will appear on the display without any bar, but with a heart flashing at the bottom. If the measurement has not been sent, there will be two arrows that alternate between lighting.

Fig. 27: Correct size of cuff

Fig. 28: Cuff the right way

Scale

The weight is just to stand on, until the display sir "step" "off". Then you go off and the weight value will be displayed briefly on the screen with a small blue icon in the upper right corner. If the Bluetooth icon continues to flash and the number does not disappear, the measurement will not be sent.

Fig. 29: Step off the scale

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Pulse oximeter

Place the pulse oximeter on your finger as shown in the picture. It is important to be dry and warm on the finger and avoid having nail polish.

On the pulse oximeter you will see a circle at the top that spins, when a tick is displayed the value is sent. If there continues to be a bluetooth icon in the upper right corner, the value will not be sent.

Fig. 30: Pulse oximeter

Thermometer

When using a thermometer, give it a short pressure, then it beeps when it starts and then place the thermometer in the armpit. The thermometer beeps again when the measurement is completed. You can see on the display that there is a pulsating bar that flashes until the data is sent.

Fig. 31: Thermometer

Blood glucose meter

Follow the instructions that come with your meter to see how your blood sugar is measured. When you use a blood glucose meter you will see that the measurement has been sent by a tick appearing on the display.
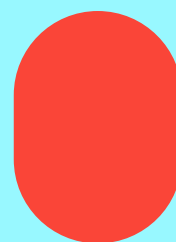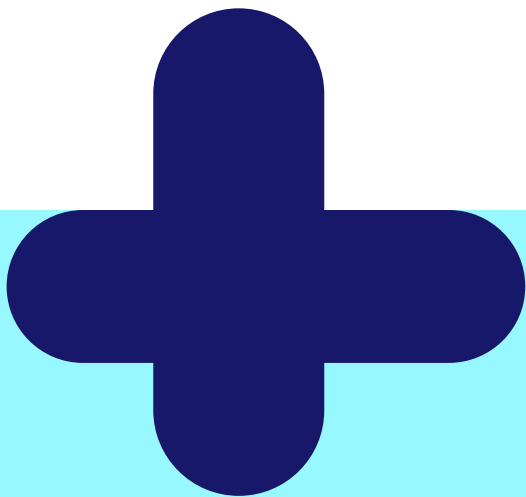

Fig. 32: Blood glucose meter

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End Remote Patient Monitoring

When you no longer need to receive remote patient monitoring, you can uninstall the app from your phone / tablet and contact your healthcare professional to make sure they have disabled your user.

Do you have questions?

If you have questions that you will not find answers to in this document or in the solution itself, you can contact your healthcare professional.