



ENGLISH

platform²⁴

USER MANUAL – RPM24

RPM24 v 1.0

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2022-12-05



Abstract

This is the User Manual for RPM24.

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RPM24 is a certified medical device. All data is encrypted while transmitted and processed according to the GDPR and the Patient Data Act.



Platform24 Healthcare AB

Västra Järnväggsgatan 7, SE-111 64 Stockholm, Sweden



Consult instructions for use: eIFU provided from within the product and via manufacturers webpage.



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Table of Contents

1. About RPM24	4
2. Contact details	5
2.1. Manufacturer	5
2.2. Technical Support	5
2.2.1. End user support	5
2.2.2. Superuser support	5
2.3. Feedback and questions regarding the user manual	6
2.3.1. Request printed version of the instructions for use	6
3. Symbols	7
4. Warnings	8
5. RPM24 - Intended use	9
5.1. Intended use for RPM24	9
5.2. Intended Users for RPM24	9
5.2.1. Healthcare personnel	9
5.2.2. Patients	9
5.3. Indications for use	9
5.3.1. Intended diagnostic indications and clinical benefits	9
5.3.2. Contraindications	10
5.3.3. Intended operational environment for RPM24	10
5.4. Currently supported parameters	11
6. Log in to Clinic24	12
7. The Patients and Remote Monitoring Plans view	17
7.1. The Remote Monitoring Plans view	17
7.2. Patient list	19
7.3. Patient profile	20
7.4. Add patient to remote monitoring plan group	22
7.4.1. Register a new patient	26
7.5. Edit a patient in the remote monitoring plan	27
7.6. Edit responsible nurse or doctor or remove patient from remote monitoring plan	28
7.7. Attestations	28
7.8. Filter, sort and search for a patient in a remote monitoring plan group	29
8. RPM24 in the Patient app	30
8.1. Dynamic menu item and introduction page for patients	30
9. RPM24 automated responses and edit thresholds	31

1. About RPM24

RPM24 is a product offered by Platform24 that enables healthcare practitioners to remotely monitor patients' measured and reported parameters.

RPM24 helps patients manage their chronic diseases remotely. It analyzes the patient's reported data to provide insights about the patient's current state and progress in order to better meet the treatment goals. RPM24 includes the functionality where values outside the limits of acceptance trigger automated responses and alerts in Clinic24. For more information, see [RPM24 automated responses and edit thresholds \[31\]](#).

RPM24 automatically prioritizes patients with the biggest need, in order to achieve an effective workflow for the practitioner.

2. Contact details

2.1. Manufacturer

Address **Platform24 Healthcare AB**
 Västra Järnvägsgatan 7
 SE-111 64 Stockholm
 Sweden
Website <https://platform24.com>

2.2. Technical Support

2.2.1. End user support

Platform24 does not offer direct access to *end user* support. For questions, the first line of support is your on site *superusers* and trainers.

For information about the superusers in your organisation please refer to your internal routines and procedures.

2.2.2. Superuser support

A *superuser* is an end user with increased knowledge and responsibility about the platform on each unit.

The superuser acts as the first-line support for the end users on the device and is the one who turns to Platform24 for further support, if necessary.

For information about the superusers in your organisation please refer to your internal routines and procedures.

Urgent cases

For urgent support cases superusers should call the Platform24 support phone number below.

Phone: +46 (0) 10-140 23 21

Non urgent cases

For all non urgent support cases superusers should email the support email below.

E-mail: <support@platform24.com>

For questions regarding additional services or modules your organisation may want to buy or activate, superusers should contact their *Customer Success Manager, (CSM)* at Platform24.

2.3. Feedback and questions regarding the user manual

For feedback and questions regarding the user manual please email the user documentation support email below.

E-mail: <ud.feedback@platform24.com>

2.3.1. Request printed version of the instructions for use

Platform24 provides the instructions for use for its products in electronic form.

If you require a paper version of the user manual, please contact Platform24 via:

E-mail: <ud.feedback@platform24.com>

3. Symbols



CE marking



Manufacturer



Consult instructions for use



Warning



Medical Device



Translation



Unique Device Identifier

4. Warnings



WARNING

Values that fall within the interval where you have defined that no attestation will be created, will NOT be sent as an attestation to practitioners. The values will be visible in graphs, but no-one will be informed that the patient has sent in new values.

In the case that the patient does NOT send in their value in time, an attestation WILL be sent to the practitioner and a reminder will be sent to the patient.

The purpose of this is to reduce the workload for practitioners, as only values outside the set thresholds for attestation will need attestation. However, use it with caution and always make an individual risk/benefit assessment.



CAUTION

Clinic24 lacks support to be used via Citrix VPN. If your computer is connected to the Internet via Citrix VPN, for example to allow you to remotely access your regular medical record system, you need to ensure that you log in and work in Clinic24 in a separate web browser window outside the current Citrix VPN session. Please note that all communication and data in Clinic24 is always handled in a secure and legally compliant manner.

5. RPM24 - Intended use

5.1. Intended use for RPM24

RPM24 is a medical device software intended for remote patient monitoring in an outpatient setting, to be used with patients as determined by their treating practitioners. RPM24 is not intended for monitoring of patients in an inpatient setting, continuous monitoring, nor to independently determine patient management in a closed loop system without the involvement of a practitioner. The product is intended to provide accurate medical information to inform clinical management, with the aim of having a positive impact on patient management and health.

5.2. Intended Users for RPM24

5.2.1. Healthcare personnel

Healthcare practitioners who remotely monitor patients through a digital platform.

Practitioners may provide care fully digitally or to use a combination of physical and digital appointments depending on the individual medical needs.

Examples of healthcare personnel use cases:

- A practitioner who wants to monitor a chronic patient and get notified by the patient's reported values.
- A practitioner who wants to be able to follow a patient's health over time in a graph.
- A practitioner who wants to be able to understand how different treatments, for instance medications, affect the health of the patient.
- A practitioner who wants to contact a chronic patient because the reported values require medical intervention.

5.2.2. Patients

Patients which are part of a remote monitoring plan, or for a child under their custody, for medical conditions appropriate for remote patient monitoring.

This user group is not the audience of this User Manual. The patients interact with the medical device via the Patient application, a self-instructing application.

Examples of patient user cases:

- Patients with rheumatic disease who use the app to report disease activity and order lab referrals.
- Patients with high blood pressure who use the app to report blood pressure from an integrated blood pressure cuff and to communicate with their responsible nurse or doctor.
- Patients with COPD or asthma who use the app to report PEF-values from an integrated PEF-device and to communicate with their responsible nurse or doctor.

5.3. Indications for use

5.3.1. Intended diagnostic indications and clinical benefits

Intended diagnostic indication

Intended use environment: RPM24 is intended to be used in an outpatient setting, such as primary care, outpatient specialty care, or home-care.

Intended target users: RPM24 is intended to be used by patients who require or would benefit from regular monitoring of health parameters, or responding to medical questionnaires. The remote monitoring plan, including limits of acceptance, will be set by their treating practitioners. RPM24 is not intended to be used by patients without support from a practitioner, further all patients must be manually assessed and included by a practitioner. The patient's contact with their caregiver should not solely be through reporting values through RPM24, but must also include recurring visits for assessment, e.g. regular follow ups.

Intended target conditions: RPM24 is intended to be used for patients with stable health conditions, which would require or benefit from regular monitoring of health parameters, or regular use of medical questionnaires. This is clearly defined by the fact that the patient needs to asynchronously trigger his/her values to be sent, which excludes all conditions associated with sudden deterioration including loss of consciousness or reduced cognitive capacity.

Intended clinical benefits

The clinical benefits of the device RPM24 is to improve remote patient monitoring of health parameters with automated discernment of values and alerts, with a relevant, safe and accurate product.

Practitioners get an automated discernment of abnormal values, automated prioritization of alerts, leading to a reduced workload.

Patients receive accurate and timely feedback on their reported health parameters. Their values are visualized graphically and related to limits of acceptance in a user-friendly manner.

5.3.2. Contraindications

1. Patients with life-threatening symptoms that require immediate medical attention or are expected to need acute hospitalization within 24 hours.
2. Patients with severe cognitive issues (including but not limited to dementia or severe intellectual disability)
3. RPM24 is not intended to be used to automate decisions on critically ill patients.
4. RPM24 is not intended for monitoring of patients in an inpatient setting.
5. RPM24 is not intended for continuous synchronous monitoring.
6. RPM24 is not intended for independently determining patient management in a closed loop system without the involvement of a practitioner.



IMPORTANT

The device RPM24 is intended to be used by the patients as determined by their treating practitioners, in order to provide accurate medical information to inform clinical management. RPM24 does not by itself offer patients any screening, triaging, diagnosis, treatment recommendations, treatment prescriptions, nor drive clinical management of any medical condition or disability.

5.3.3. Intended operational environment for RPM24

Application

- RPM24 in Clinic24

Environment

- Home/office environment with connection to internet
- Normal ambient conditions

Frequency of use

- Up to several times a day

Platform

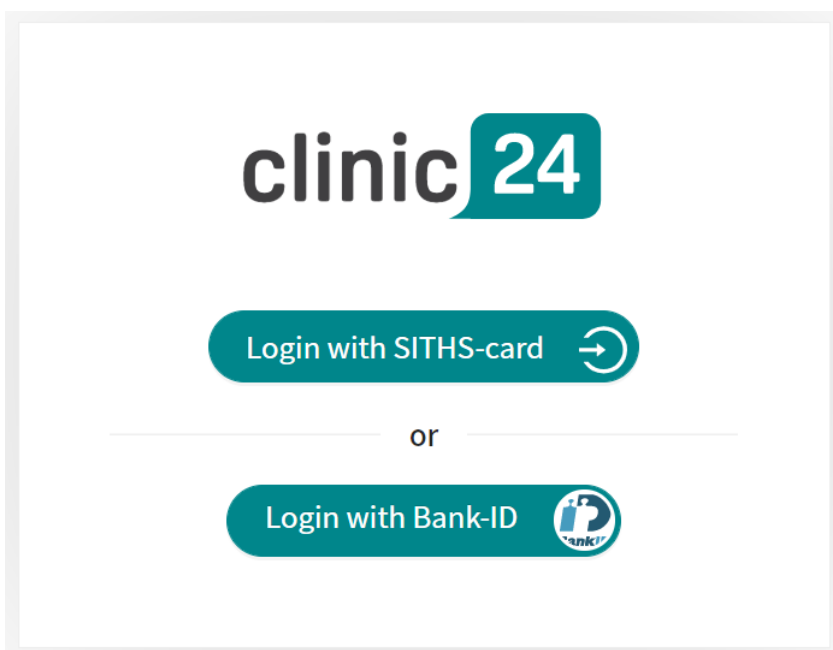
- The product is used on a standard PC or mobile device with the minimum requirements:
 - Hardware; dual-core processor, 4 GB RAM
 - Software; latest versions of Edge, Safari, Chrome and Firefox
 - Data bandwidth; 300 mbps (video) / 50 mbps (voice)
 - IT security; https

5.4. Currently supported parameters

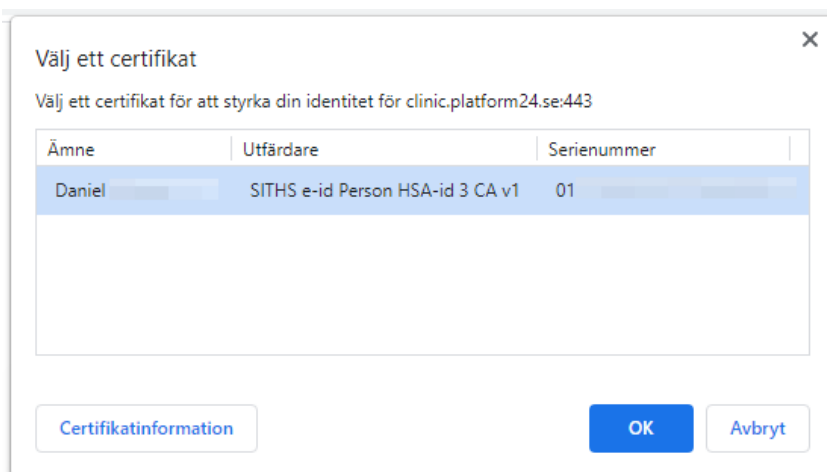
- Blood pressure
- Pulse
- Pulse Oximetry (oxygen saturation)
- Weight
- Spirometry (PEF, FEV1, FVC, FEV1/FVC, FEV1/FEV6)
- P-Glucose
- HbA1c
- U-Albumin
- Capillary Hemoglobin
- Temperature

6. Log in to Clinic24

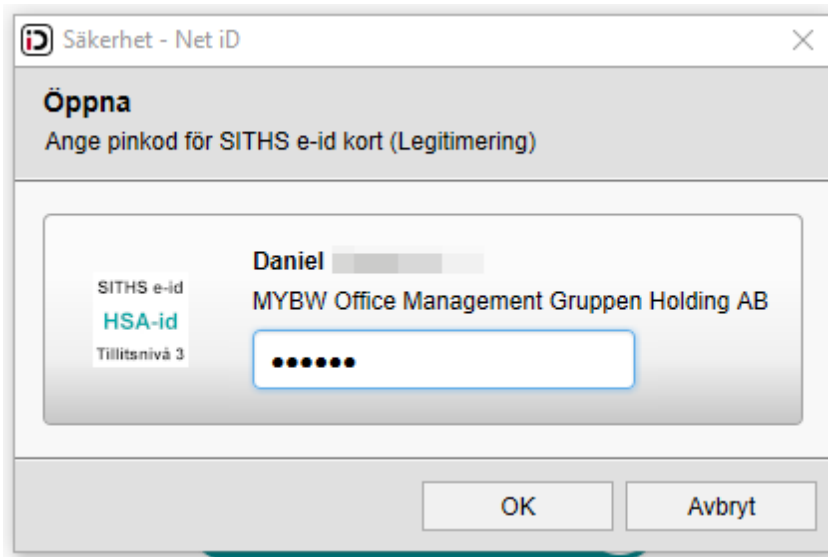
1. Open the browser and enter the URL <https://clinic.platform24.se>.
The recommended web browsers are **Google Chrome** or **Microsoft Edge**.
2. Select the appropriate login method:
To log in with a SITHS card (see [Step 3](#) below).
To log in with a mobile BankID (see [Step 4](#) below).
3. To log in with a SITHS card:
 - a. Click **Login with SITHS-card**.



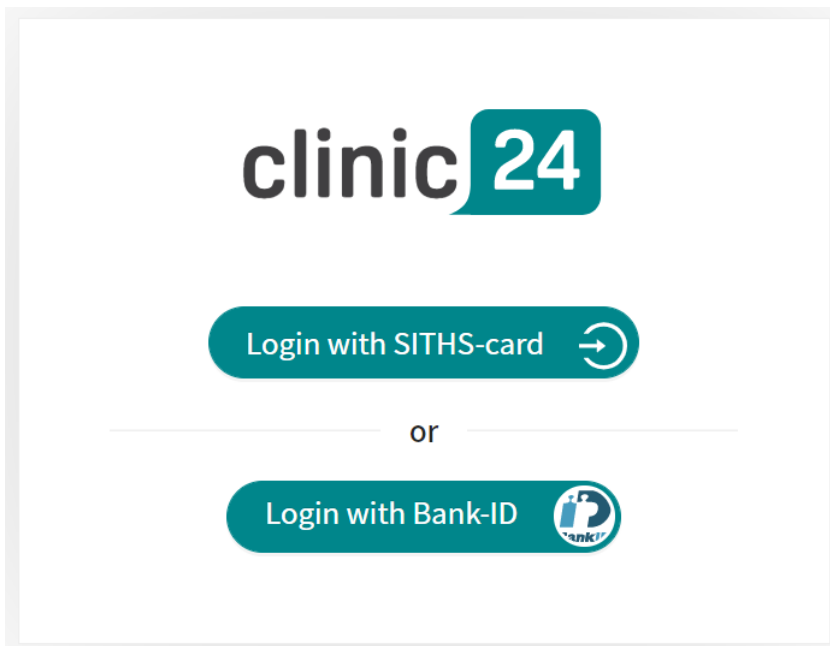
- b. Select the certificate that has **SITHS e-id Person HSA-id** as the issuer and click **OK**.



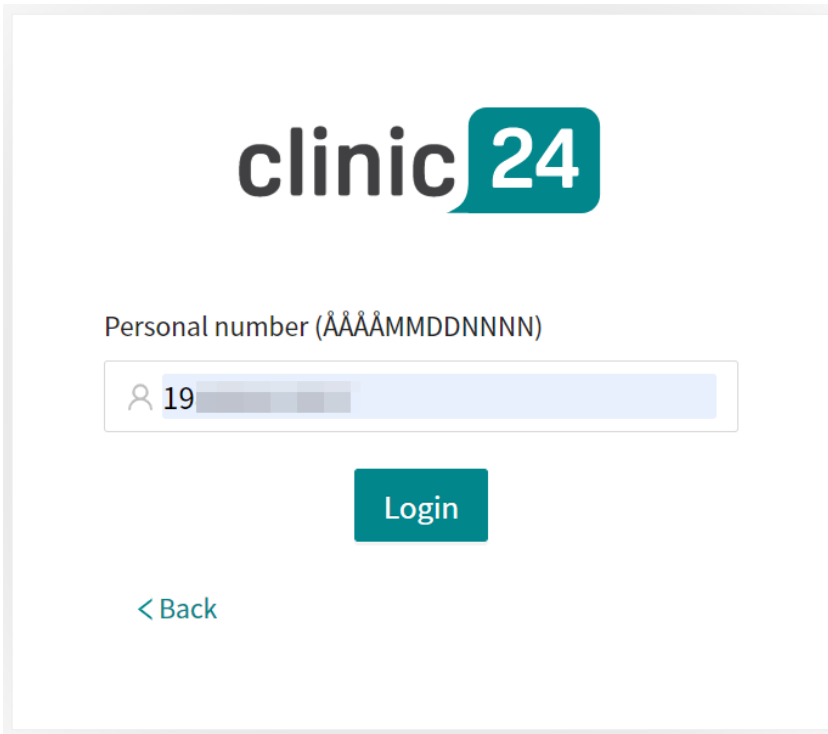
- c. Enter the security code (PIN) for your SITHS card and click **OK**.



4. To log in with a mobile BankID:
a. Click **Login with Bank-ID**.

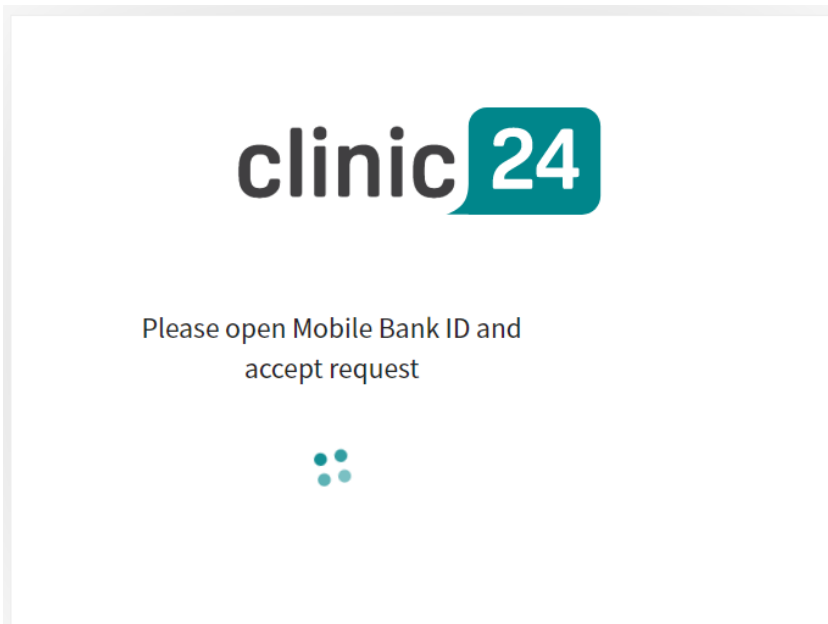


- b. Enter your personal number (YYYYMMDDNNNN) and click **Sign in**.



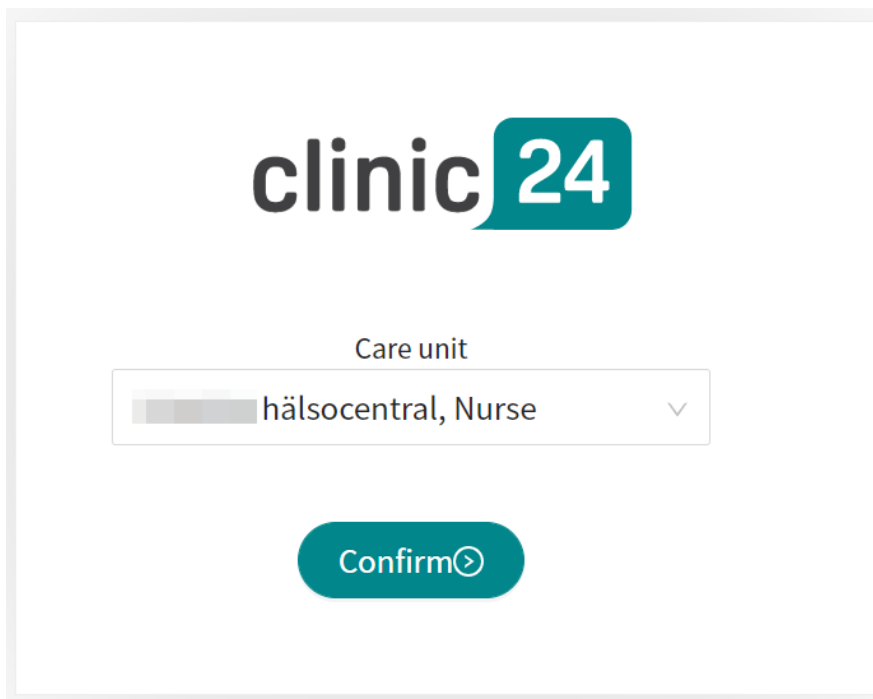
The screenshot shows the clinic24 login interface. At the top is the clinic24 logo. Below it is the text "Personal number (ÅÅÅÅMMDDNNNN)". A text input field contains the number "19" followed by a greyed-out area. Below the input field is a teal "Login" button. At the bottom left is a teal "< Back" link.

- c. Open the BankID application on your mobile device and follow the instructions there.



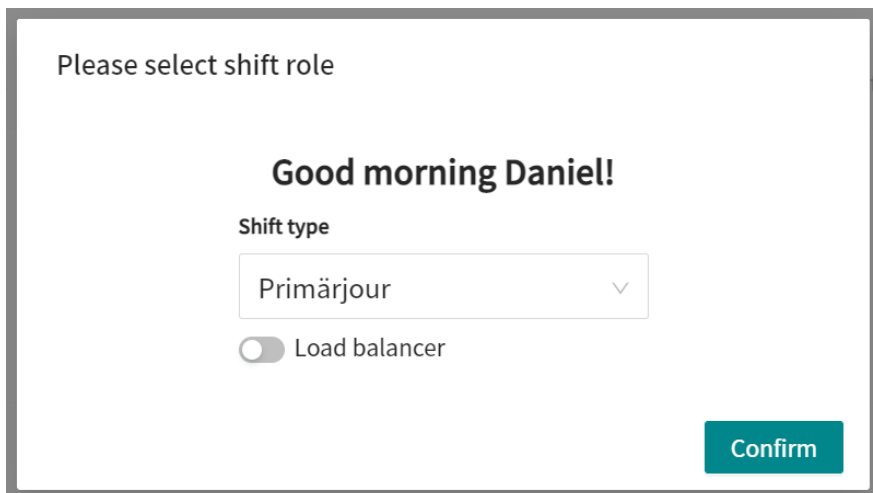
The screenshot shows the clinic24 mobile app instruction screen. At the top is the clinic24 logo. Below it is the text "Please open Mobile Bank ID and accept request". At the bottom center is a teal icon consisting of four dots arranged in a square.

5. Choose your care unit and role, for example *Testviken hälsocentral, Nurse*, in the drop-down list, if it is not already preset, and then click **Confirm**.



The screenshot shows the Clinic24 login interface. At the top, the 'clinic24' logo is displayed. Below it, there is a 'Care unit' dropdown menu with the text 'hälsocentral, Nurse' and a downward arrow. A teal 'Confirm' button with a right-pointing arrow is located below the dropdown menu.

6. The very first time you log in to Clinic24, a window will appear where you need to select your **Shift type**. See the user manual for Clinic24 to read more about the different shift types.
 - a. Select the desired **Shift type** in the drop-down list.
 - b. Let the **Load balancer** be deactivated (the toggle button should be on the left and have a gray background).
 - c. Click **Confirm**.



The screenshot shows a window titled 'Please select shift role'. It features a greeting 'Good morning Daniel!'. Below the greeting, there is a 'Shift type' dropdown menu with 'Primärjour' selected. A 'Load balancer' toggle switch is shown in the 'off' position (gray background). A teal 'Confirm' button is located at the bottom right of the window.

Your choice of shift type is saved in Clinic24 and this window will not appear again on the next logins. See the Clinic24 User Manual to read more about how you can change your shift type if necessary.

**CAUTION**

Clinic24 lacks support to be used via Citrix VPN. If your computer is connected to the Internet via Citrix VPN, for example to allow you to remotely access your regular medical record system, you need to ensure that you log in and work in Clinic24 in a separate web browser window outside the current Citrix VPN session. Please note that all communication and data in Clinic24 is always handled in a secure and legally compliant manner.

**IMPORTANT**

If you have problems logging in to Clinic24, contact your local administrator.

7. The Patients and Remote Monitoring Plans view

The patient care in RPM24 is organized by assigning the patient a remote monitoring plan where applicable parameters can be monitored in Clinic24. Once assigned a remote monitoring plan, patients can report their values in the Patient application. To activate a remote monitoring plan for a patient, the patient is added to a remote monitoring plan group.



IMPORTANT

In order to add a patient to a remote monitoring plan group, you need to be logged in to Clinic24. For information on how to log in to Clinic24, see [Log in to Clinic24 \[12\]](#).

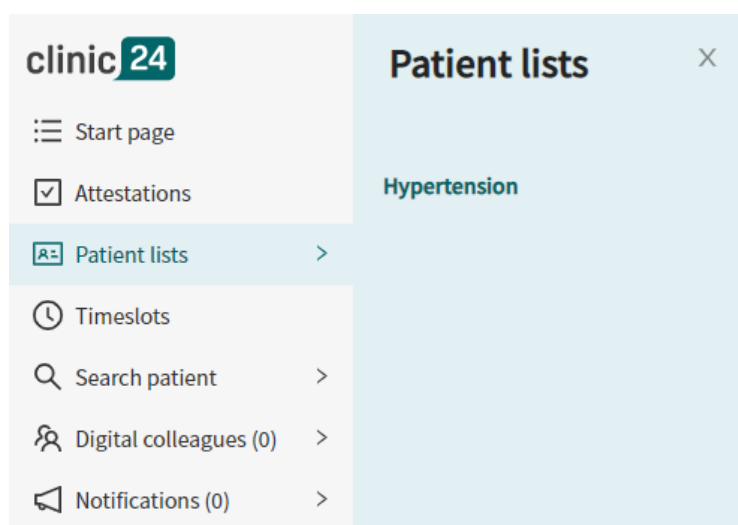
When a new patient is added to a remote monitoring plan group, responsible practitioner(s) are assigned to the patient's remote monitoring plan. The responsible practitioner(s) roles are pre-configured for the remote monitoring plan group, but the specific practitioners are set for the individual patient.

For more information on how to change health personnel assigned to a patient, see [Edit a patient in the remote monitoring plan \[27\]](#).

Patients that have been added to a remote monitoring plan can be listed, sorted and filtered within that remote monitoring plan.

7.1. The Remote Monitoring Plans view

To reach the **Remote Monitoring Plans** view, click on **Patient lists** in the main menu and select one of the remote monitoring plan groups listed in the **Patient lists** menu. If a remote monitoring plan group has been selected, the name is shown in **bold**.





NOTE

The available remote monitoring plan groups depend on the configuration of the care unit you are logged into.

After clicking on a name of a remote monitoring plan group, the **Remote Monitoring Plans** view will be displayed.

Remote Monitoring Plans

Hypertension

Patients	Assigned to you	Attestation posts
6	3	67

Add patient

Attestations Patient list

Whose attestations do you want to see?

Prio	Patient	Type	Content	Date	Practitioner	Role
1	Andreas 19	Remote Monitoring Plan	Blodtryck: 160/95	7 days ago 11/04/2022 11:31 AM	urse	Nurse
1	Magnus 20	Remote Monitoring Plan	Blodtryck: 250/120	4 days ago Last Monday at 5:12 PM	urse	Nurse
1	Andreas 19	Remote Monitoring Plan	Blodtryck: 150/120	4 days ago Last Monday at 5:19 PM	urse	Nurse

The **Remote Monitoring Plans** view consists of the following parts:

Heading Information on which remote monitoring plan group is open.

Remote Monitoring Plans

Hypertension

Statistics The statistics contain information on how many **Patients** are enrolled to the remote monitoring plan group, how many patients that are **Assigned to you**, and how many **Attestation posts** that are open (if the **Attestations** tab has been selected).

Patients	Assigned to you	Attestation posts
6	3	55

Add patient The **Add patient** button allows you to add a patient to the selected remote monitoring plan group. For more information, see [Add patient to remote monitoring plan group \[22\]](#).

Add patient

In order to add a patient to a remote monitoring plan group, the patient must first be registered in Clinic24. For information on how to add a new patient in Clinic24, see [Register a new patient \[26\]](#).

Lists The list area contains the **Attestations** list and the **Patient list**.

7.2. Patient list

The **Patient list** is a tab in the **Remote Monitoring Plans** view and contains a list of all patients in the remote monitoring plan group.

Patient	Date enrolled	Latest measurement	Care team
Jake [redacted] 19 [redacted]	Last Wednesday at 10:10 AM	-	Responsible doctor: Harald [redacted] Responsible nurse: Stig [redacted]
Albert [redacted] 19 [redacted]	Last Wednesday at 8:54 AM	180/90 mmHg 2 days ago	Responsible doctor: Harald [redacted] Responsible nurse: Stig [redacted]
Sara [redacted] 19 [redacted]	Last Tuesday at 1:55 PM	158/85 mmHg 3 days ago	Responsible doctor: Harald [redacted] Responsible nurse: [redacted]

Select a patient to view the patient profile where you can see detailed patient data. For more information about the patient profile, see [Patient profile \[20\]](#).

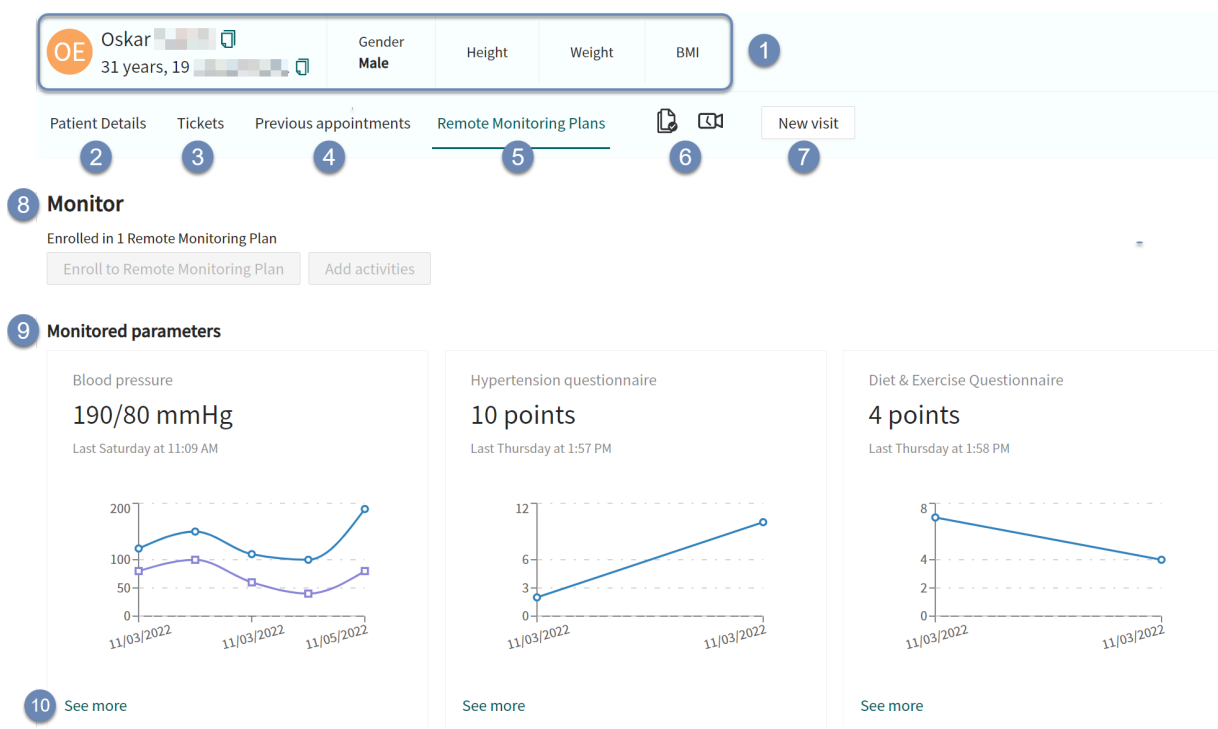
The patient list can be sorted by **Date enrolled** (when the patient was enrolled to remote monitoring plan).

It is also possible to search for a patient in the list by using the personal number.

7.3. Patient profile

To access a patient profile in a remote monitoring plan, click on a patient in the **Patient list** or in the **Attestations** list. Or, you can search for the patient in the main menu on the left (**Search patient**).

Figure 1. Patient profile in a remote monitoring plan



This example shows a patient's profile in a remote monitoring plan for hypertension. The three monitored parameters for hypertension are displayed in graphs in the patient profile: 1) Blood pressure (including pulse), 2) Hypertension questionnaire and 3) Diet & Exercise questionnaire.

1. **Patient summary** (e.g., name, age, personal number, height).
2. **Patient Details**
Contains the patient's details such as, for example, e-mail, phone number, health profile, warnings and children.
3. **Tickets**
Patient's booking tickets.
4. **Previous appointments**
The patient's previous visits.
5. **Remote Monitoring Plans**
The patient's profile in the remote monitoring plan.
6. Consents and video tests performed by the patient.
7. **New visit**
Communicate with the patient, for example by creating a new asynchronous message.
8. **Current remote monitoring plan**
If a patient is added to several remote monitoring plans, these are displayed as links above the remote monitoring plan's name. You can switch between them by clicking on the corresponding link.

9. Monitored parameters

Graphs showing the value of the reported parameter values over time.

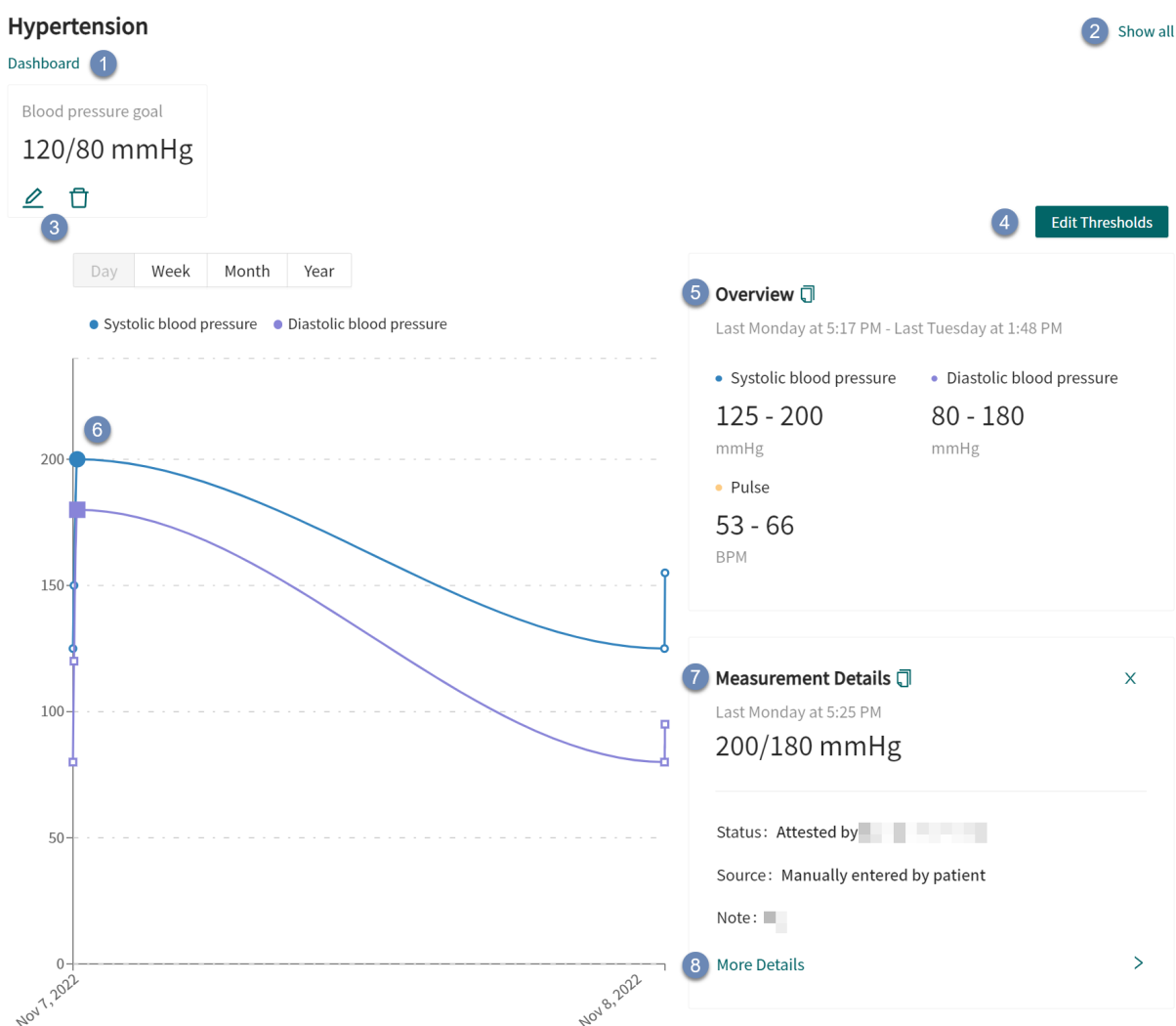
The graphs show reported values, as well as regression and moving average.

By dragging and moving the ends of the data area scale, it is possible to change the time interval for the values shown in the graph, for example if you only want to see values from a certain time period.

10. See more

Click the **See more** button to display more details about the reported parameter (see [Parameter details \[21\]](#)).

Figure 2. Parameter details







This example shows the blood pressure parameter details for hypertension.

1. Click the **Dashboard** button to return to the dashboard.
2. Click the **Show all** button to return to the **Remote Monitoring Plans** view.
3. Click the edit or delete buttons to change or delete the blood pressure goal.
4. Click the **Edit Thresholds** button to edit the thresholds for the selected patient. For more information, see [RPM24 automated responses and edit thresholds \[31\]](#).
5. The **Overview** shows the range of the reported values displayed in the graph.

6. Selecting a reported value in the graph displays the **Measurement Details** for that particular value.
7. **Measurement Details**
Shows the details of the reported value selected in the graph.
8. **More Details**
Opens a **Details** window that contains details about the reported value selected in the graph.

Details ×

Responsible nurse	S: 
Responsible doctor	Hi: 
Date	2022-11-07 17:25
Systolic blood pressure	200
Diastolic blood pressure	180
Pulse	65
Note	 

Performer patient

7.4. Add patient to remote monitoring plan group

1. Go to the **Remote Monitoring Plans** view ([The Remote Monitoring Plans view \[17\]](#)).
2. Click the **Add patient** button.

Add patient

3. Enter the name, personal number, e-mail or phone number of the patient you want to add and press **Enter**.



NOTE

If the patient is not already registered in Clinic24, you need to manually register the patient before you can add them to the remote monitoring plan. For information on how to do this, see [Register a new patient \[26\]](#). Once the patient is registered, repeat the first steps in this instruction.

4. Hover the mouse pointer over the patient's name and click on the option "**+ Add**" when it becomes visible.

- 5. Select the **Responsible nurse** and **Responsible doctor** in the window that opens and click **Next**.

Enroll to Remote Monitoring Plan

Care team Default activities Submit

Patient: Anna (19)

Remote Monitoring Plan: Hypertension

Care team

Responsible nurse

Select...

Responsible doctor

Select...

Cancel Next

6. (Optional) Select reminder frequency for the measurements and blood pressure goals.

Enroll to Remote Monitoring Plan ✕

Care team ● Default activities ● Submit ●

Patient: Anna ██████████ (20 ██████████)

Remote Monitoring Plan: Hypertension

Default activities

Hypertension questionnaire
points

Reminder frequency for measurement (optional)

1 3 7 31 180 Other

Choose number of days

Diet & Exercise Questionnaire
points

Reminder frequency for measurement (optional)

1 3 7 31 180 Other

Choose number of days

Blood pressure
mmHg

Goal (optional)

mmHg

Goal (optional)

mmHg

Reminder frequency for measurement (optional)

1 3 7 31 180 Other

Choose number of days

7. Click **Next**.

- Review the summary and click **Submit** to add the patient to the remote monitoring plan group.

Enroll to Remote Monitoring Plan
✕

●
●
●

Care team
Default activities
Submit


Patient: Anna [redacted] (19 [redacted] [redacted] [redacted])

Remote Monitoring Plan: Hypertension

Responsible nurse: Sven [redacted]

Responsible doctor: Harald [redacted]

Activities:




Blood pressure

mmHg

Reminder interval: 1 day

✓ Default




Diet & Exercise Questionnaire

points

Reminder interval: 1 day

✓ Default



Hypertension questionnaire

points

Reminder interval: 1 day

✓ Default

Back
Submit

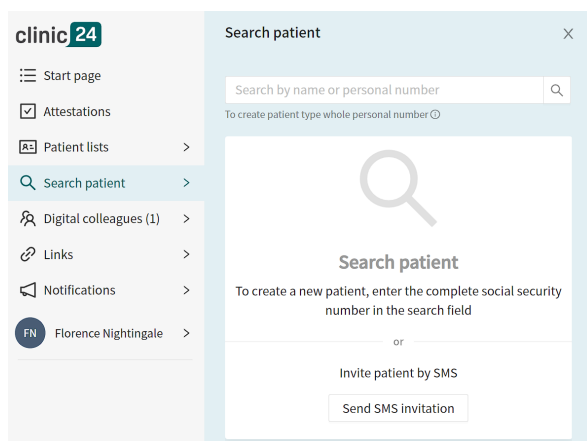
- The patient has been added to the remote monitoring plan when the text "**+ Add**" changed to "**✓ Done**".
- Click **X** in the upper right corner to return to the list of all patients in the remote monitoring plan group.

7.4.1. Register a new patient

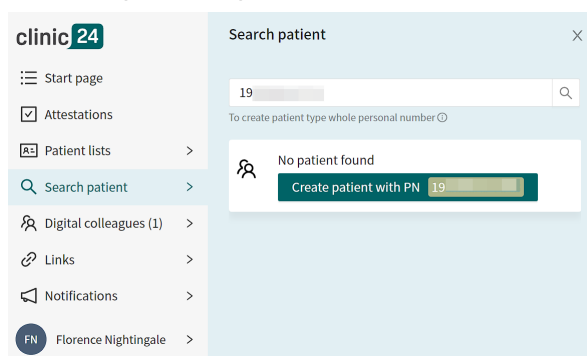
If you try to add a new patient who is not registered in Clinic24 to a remote monitoring plan group, no patient will be found.

To proceed, you need to register the patient in Clinic24 by performing the following steps:

1. Click on **Search patient** in the Clinic24 main menu to the left.



2. Enter the patient's personal number and click on the **Create patient with PN**-button.



3. Enter the patient's information:

- **Personal number**
- **Given name**
- **Surname**
- **Phone number**
- **Email (optional)**

Add patient/caregiver

* Personal number

* Given name * Surname

* Phone number Email

4. Click **Create**.
The patient will now be registered in Clinic24 and is possible to add to a remote monitoring plan group.
5. Click **Close** and use the **Patient lists** in the main menu to return to the remote monitoring plan groups.

7.5. Edit a patient in the remote monitoring plan

In the remote monitoring plan, it is possible to edit the following details by clicking on the **Edit** button:

- Patient information
- Health profile
- Warnings
- Children connected to this patient

It is also possible to edit remote monitoring plan settings and to add other remote monitoring plans to an existing patient.

The screenshot shows a patient information form with the following details:

- Profile icon: PE
- Age: 40 years
- Gender: Female
- Height: [Redacted]
- Weight: [Redacted]
- BMI: [Redacted]

Navigation tabs: Patient Details, Tickets, Patient Surveys, Health data, Previous appointments, Chronic diseases, New visit


Form sections: Patient Info, Health Profile, Warnings, Children


Form fields:

- First Name: [Redacted]
- Last Name: [Redacted]
- Phone: [Redacted]
- E-Mail: [Redacted]
- Identity Protected: No

Buttons: Edit

7.6. Edit responsible nurse or doctor or remove patient from remote monitoring plan

The responsible nurse and doctor can be edited by clicking on the pen  symbol.

It is also possible to remove a patient from a remote monitoring plan by clicking on the remove  symbol. Data related to the patient is not removed and can be retrieved if needed.



NOTE

A removed patient can no longer report their disease activity or order lab referrals, but can see their previously reported values.




7.7. Attestations

When the patient has sent in a reported value for a monitored parameter or ordered lab referrals, an attestation post will be created. These attestation posts are listed in the **Attestations** tab in the selected remote monitoring plan group in Clinic24.

Attestations Patient list

Whose attestations do you want to see?

Search resources

Prio	Patient	Type	Content	Date	Practitioner	Role
1	Andreas 19 	Remote Monitoring Plan	Blodtryck: 160/95	7 days ago 11/04/2022 11:31 AM	urse	Nurse
1	Magnus 20 	Remote Monitoring Plan	Blodtryck: 250/120	4 days ago Last Monday at 5:12 PM	urse	Nurse
1	Andreas 19 	Remote Monitoring Plan	Blodtryck: 150/120	4 days ago Last Monday at 5:19 PM	urse	Nurse

The attestation list contains the following columns:

Prio	The priority for the attestation.
Patient	The name and personal number of the patient.
Type	Created in a remote monitoring plan.
Content	The value of the monitored parameter or lab referral.
Date	The date the latest questionnaire was answered.
Practitioner	The practitioner assigned to the attestation.
Role	The practitioner's role.
Attested at	The time the attestation was attested.
Until	Until which time the attestation will be hidden/snoozed. If the attestation is not snoozed, it will instead show a Snooze button.

The **Attestations** list can be sorted based on **Prio** and **Date**.

The responsible practitioner has three different options:

- **Attest the post.** This will remove the attestation post from the list after page has been reloaded.
- **Assign the post to a colleague,** for example responsible doctor.
- **Snooze the attestation** by clicking on the **Snooze** button at the end of the row, which will hide the attestation until a selected time.

7.8. Filter, sort and search for a patient in a remote monitoring plan group

It is possible to sort all patients in a remote monitoring plan group based on the time for the latest incoming value and the total score for a questionnaire.

It is possible to filter the **Patient list** in a remote monitoring plan group based on:

- Min and max value for total score on latest questionnaire
- Responsible doctor
- Responsible nurse

It is also possible to search for a patient by entering the patient's personal number.

8. RPM24 in the Patient app

Note that this chapter is not an instruction to the patient application, but an informative chapter to give practitioners an overview of what the patient can see when using a remote monitoring plan.

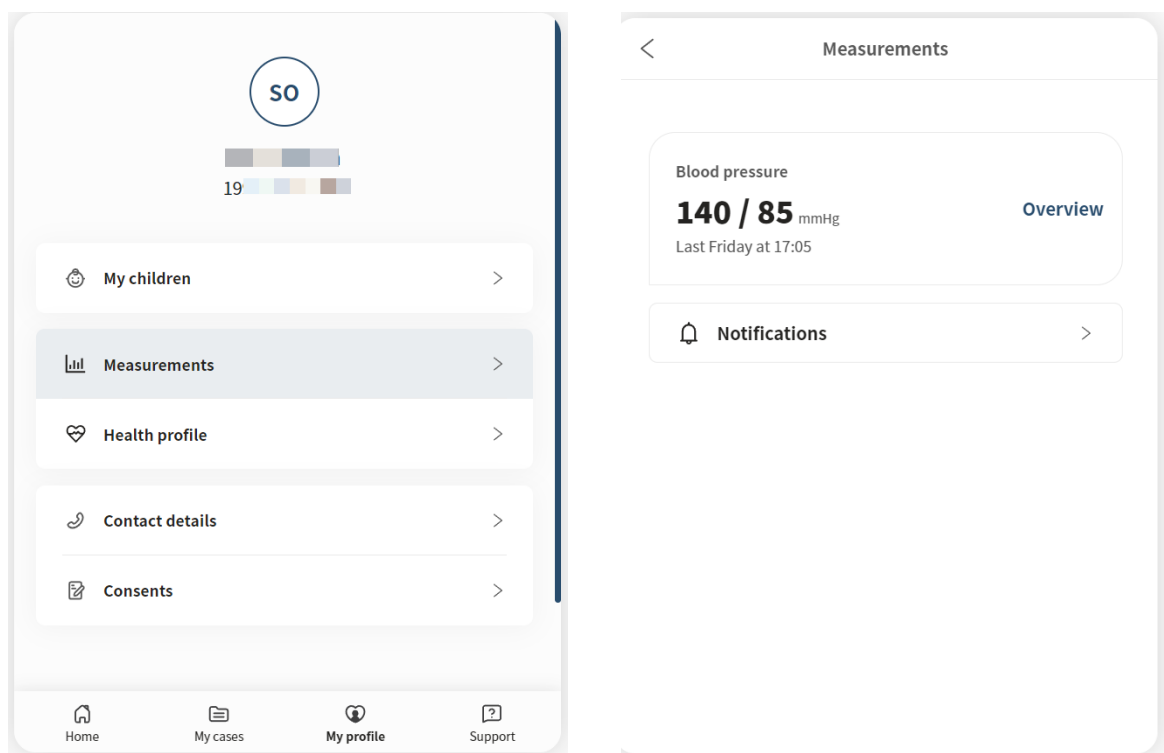
8.1. Dynamic menu item and introduction page for patients

A patient which is added to one or more remote monitoring plans, e.g., hypertension, at a care unit can see relevant measurements for the remote monitoring plans through the Patient application.

The measurements can be found by clicking on **My profile** in the app, and then on the **Measurements** button. The **Measurements** button is only visible for patients that have been enrolled to one or more remote monitoring plans.

In the **Measurements** view, the patient will see the latest measurement for each enrolled remote monitoring plan and a notifications menu.

By clicking on **Overview** in the latest measurement of a remote monitoring plan, the patient can see more details as well all historic measurements of parameters relevant to the remote monitoring plan.



*The **My profile** view and the **Measurements** view respectively in the Patient application.*

9. RPM24 automated responses and edit thresholds

RPM24 compares monitored parameters to set static and dynamic thresholds which determines if an attestation will be created for the responsible practitioner.

The RPM24 service and rule engine supports many different use cases and is highly configurable.

Default thresholds are determined for each care provider and are configured in the system by a user with specific training. The responsible practitioner can within limits adjust the thresholds for an individual patient.



WARNING

Values that fall within the interval where you have defined that no attestation will be created, will NOT be sent as an attestation to practitioners. The values will be visible in graphs, but no-one will be informed that the patient has sent in new values.

In the case that the patient does NOT send in their value in time, an attestation WILL be sent to the practitioner and a reminder will be sent to the patient.

The purpose of this is to reduce the workload for practitioners, as only values outside the set thresholds for attestation will need attestation. However, use it with caution and always make an individual risk/benefit assessment.

Figure 3. Parameter overview in Clinic24, patient-specific

Hypertension

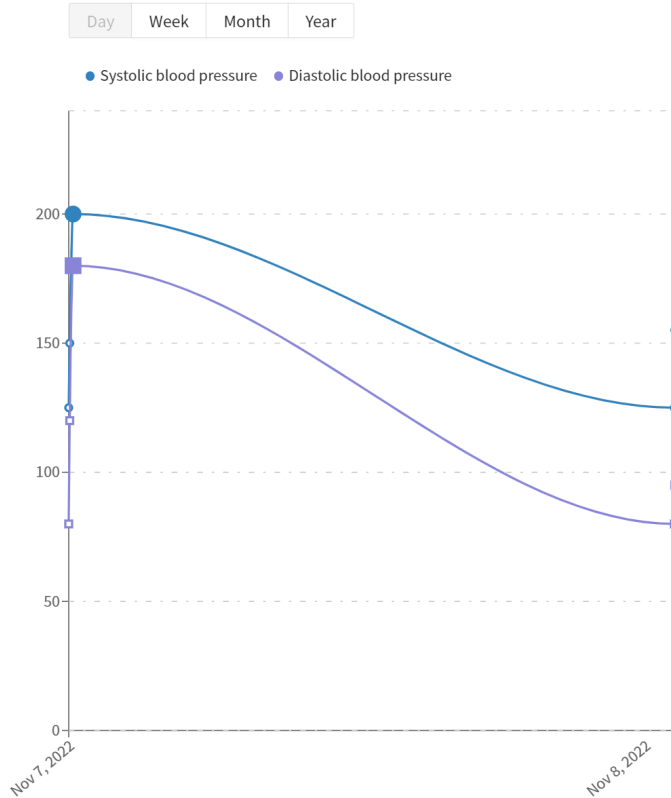
Show all

Dashboard

Blood pressure goal
120/80 mmHg



Edit Thresholds



Overview

Last Monday at 5:17 PM - Last Tuesday at 1:48 PM

Systolic blood pressure	Diastolic blood pressure
125 - 200 mmHg	80 - 180 mmHg
Pulse	
53 - 66 BPM	

Measurement Details

Last Monday at 5:25 PM

200/180 mmHg

Status: Attested by [User]

Source: Manually entered by patient

Note: [User]

More Details

To edit thresholds for an individual patient:

1. In the parameter overview, click the **Edit Thresholds** button.




2. Hover the mouse pointer over a threshold to display a hand.

- Click and drag the threshold to the desired position.

Systolic blood pressure Diastolic blood pressure

Attestation priorities

No attesta... 3 2 1



131 140 160

- Click the **Save thresholds** button.