



ENGLISH

platform²⁴

USER MANUAL – RPM24

RPM24 v. 1

Manual version 3.1
2024-02-23



Copyright © 2024 Platform24 Healthcare AB



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 Järnvägsgatan 7, SE-111 64 Stockholm, Sweden



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



Basic UDI-DI: 735012722P24002LT

UDI-DI: 7350127221011

Any serious incidents that have occurred in relation to the medical device should be reported to Platform24 and to the competent authority of the Member State in which the user and/or patient is established.

Paligo publication ID	13080 (UUID-7225d02e-d968-9f9a-715a-ef58a2d283ea)
Paligo internal publication version	N/A

Table of Contents

1. Introduction	4
1.1. About RPM24	4
1.2. About this manual	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 Clinic	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. Add patient to remote monitoring plan group	19
7.4. Register a new patient	23
7.5. Patient profile	25
7.6. Edit attestation priorities and thresholds	27
7.6.1. Attestation priorities (for practitioners)	27
7.6.2. Thresholds (presented to patients)	28
7.6.3. Edit attestation priorities and thresholds	30
7.7. Edit measurement frequency of an activity in the graph view	33
7.8. Patient details	34
7.9. Edit responsible practitioners or remove patient from remote monitoring plan	35
7.10. Attestations	35
7.10.1. Incoming attestations	36
7.10.2. Attestations created by me	37
7.10.3. Components in the attestation lists	37
7.11. Filter, sort and search for a patient in a remote monitoring plan group	37
8. RPM24 in the Patient app	39
8.1. Dynamic menu item and introduction page for patients	39
9. RPM24 - Versions	40

1. Introduction

1.1. 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 Clinic. For more information, see [RPM24 automated responses and edit thresholds](#).

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

1.2. About this manual

This is the User Manual for RPM24.



NOTE

The User Manual might not always be fully up to date regarding all User Interface (UI) elements. For example, smaller UI elements, such as updated names for buttons, fields etc. might not in themselves produce a new version of the User Manual. All UI changes will, however, be communicated in the Release Notes at the time of the update. All warnings will always be up to date in the User Manual, and, in addition, new warnings will be communicated in the Release Notes.

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 organization, 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 organization, 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 organization 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, 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, contact Platform24 via:

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

3. Symbols



CE marking



Manufacturer



Consult instructions for use



Warning



Medical Device



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 the 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.

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

Clinic 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 Clinic in a separate web browser window outside the current Citrix VPN session. Please note that all communication and data in Clinic 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.
7. Patients that have a block in place that impedes access to medical data required for remote patient monitoring.



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 Clinic

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 Clinic

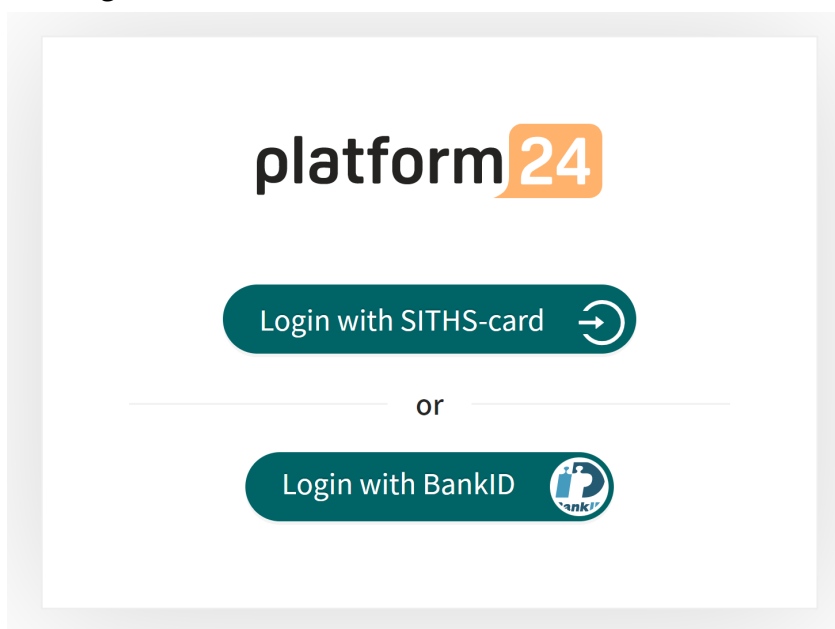
1. Open the browser and enter the URL <https://clinic.platform24.se>.
The recommended web browsers are **Google Chrome** or **Microsoft Edge**.



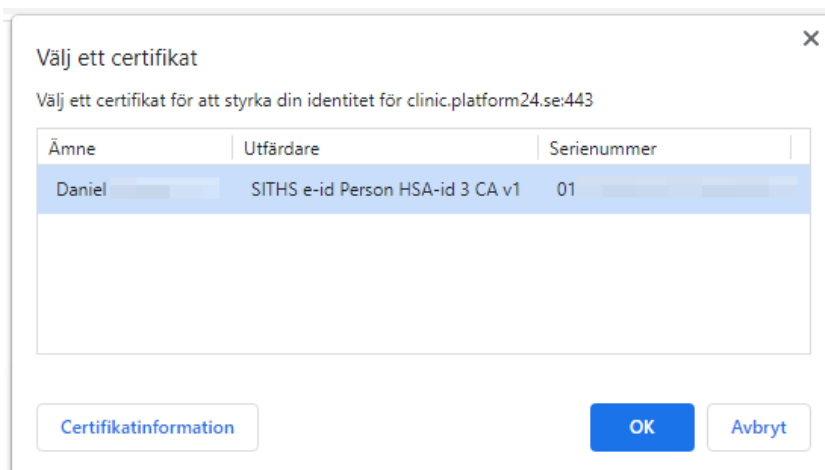
NOTE

Some customers might have a unique environment link. Talk to your Customer Success Manager at Platform24 if the link does not work.

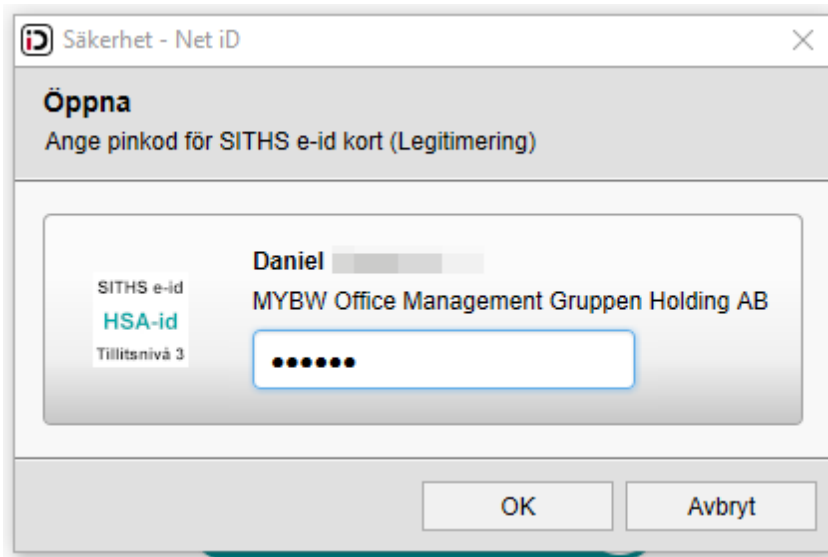
2. Select the appropriate login method:
To log in with a SITHS card (see [Step 3](#) below).
To log in with a mobile BankID (see [Step 4](#) below).
3. To log in with a SITHS card:
 - a. Click **Login with SITHS-card**.



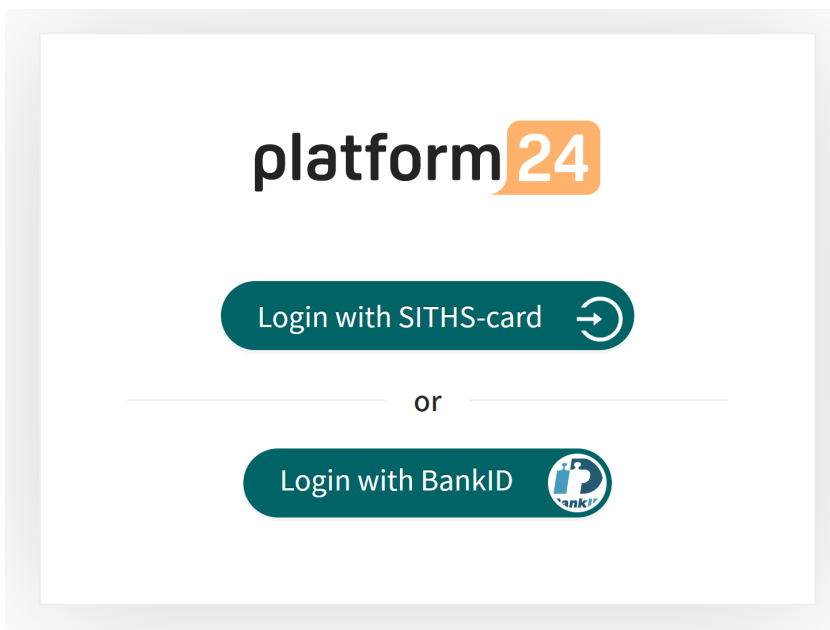
- b. Select the certificate that has **SITHS e-id Person HSA-id** as the issuer and click **OK**.



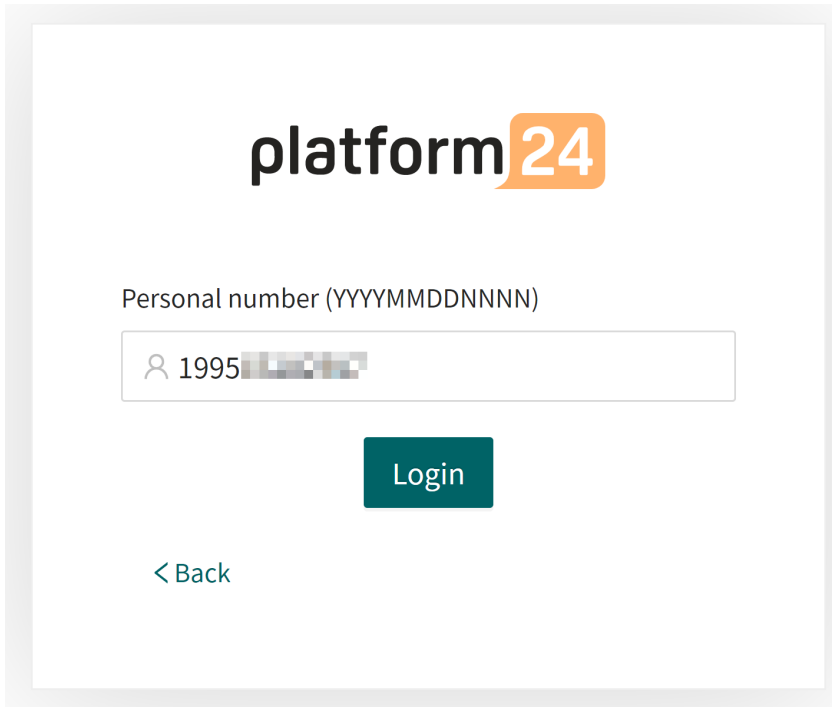
- c. Enter the security code (PIN) for your SITHS card and click **OK**.



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



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



platform24

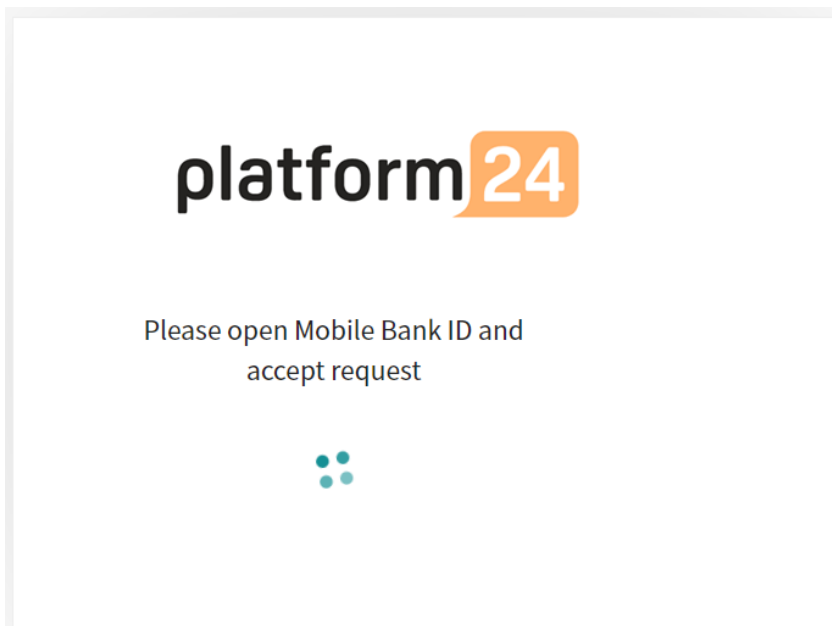
Personal number (YYYYMMDDNNNN)

1995

Login

< Back

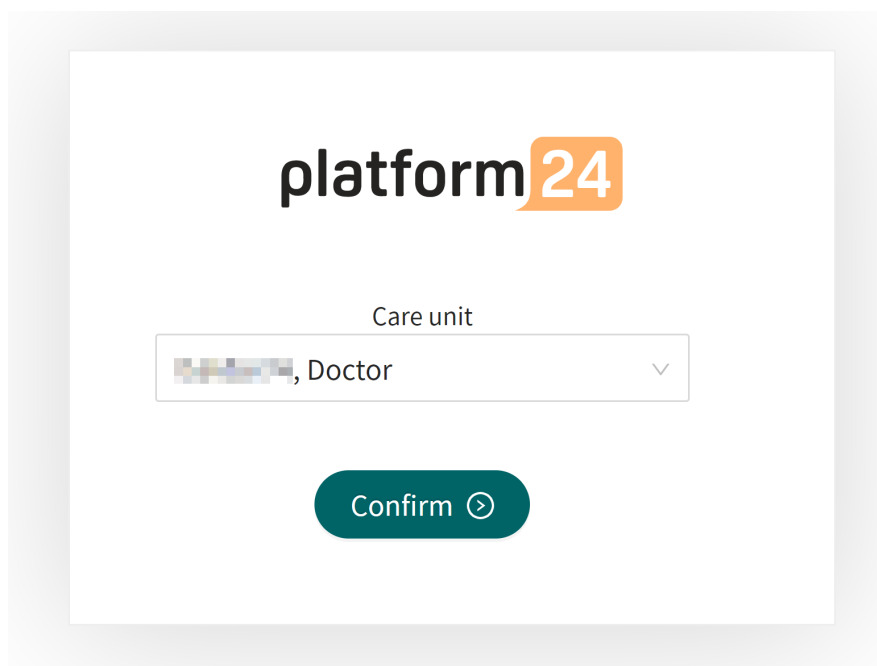
- c. Open the BankID application on your mobile device and follow the instructions there.



platform24

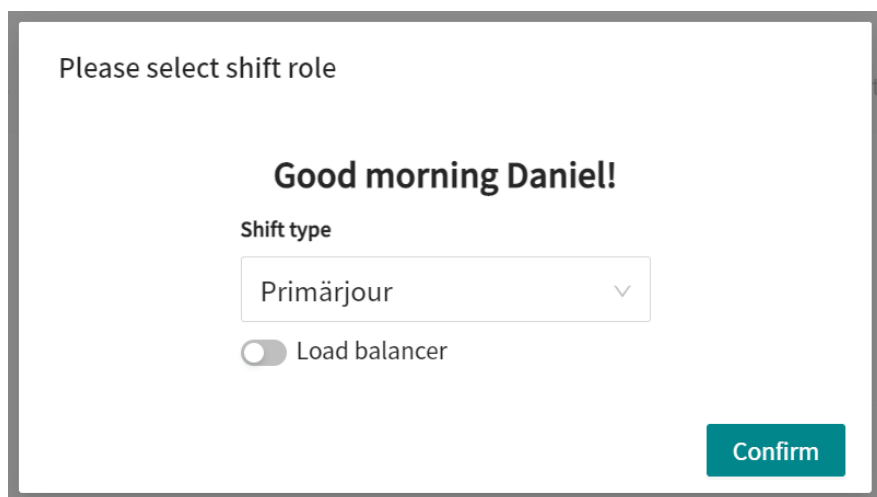
Please open Mobile Bank ID and
accept request

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 platform24 login interface. At the top, the logo 'platform24' is displayed. Below it, there is a 'Care unit' dropdown menu with a blurred selection and the text ', Doctor'. A green 'Confirm' button with a right-pointing arrow is located below the dropdown.

6. The very first time you log in to Clinic, a window will appear where you need to select your **Shift type**. See the user manual for Clinic 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 is shown as deactivated (the circle is on the left and the background is gray). A green 'Confirm' button is located at the bottom right of the window.

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

**CAUTION**

Clinic 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 Clinic in a separate web browser window outside the current Citrix VPN session. Please note that all communication and data in Clinic is always handled in a secure and legally compliant manner.

**IMPORTANT**

If you have problems logging in to Clinic, 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 Clinic. 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 Clinic. For information on how to log in to Clinic, see [Log in to Clinic \[12\]](#).

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 [Patient details \[34\]](#).

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

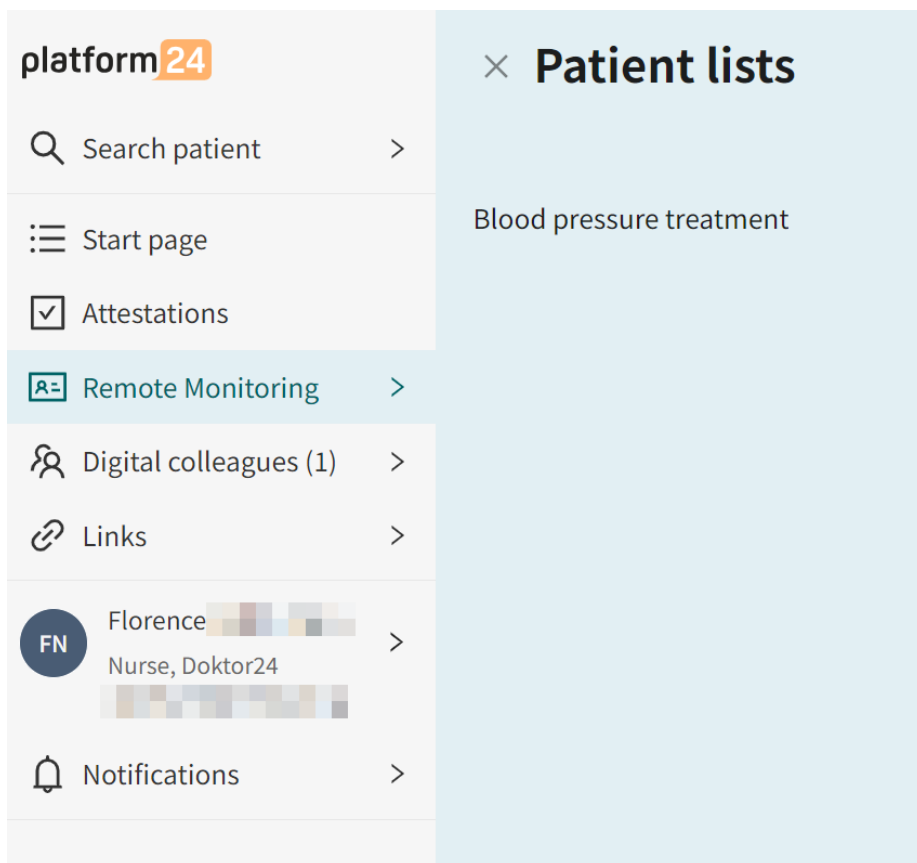
7.1. The Remote Monitoring Plans view

To reach the **Remote Monitoring Plans** view, click on **Remote Monitoring** 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

👤 26
👤 4

Add patient

Download list (.csv)
Select practitioner...
Personal number (full)

Patient	Date enrolled	Latest measurement	Care team
Mickis 19 90	Last Friday at 3:28 PM	3 5 days ago	Responsible doctor: Harald Responsible nurse: Patricia
Einar 19 51	Last Thursday at 2:38 PM	-	Responsible doctor: Harald Responsible nurse: Patricia
Gustaf Magnusson 19 51	Last Thursday at 2:27 PM	134/90 mmHg 6 days ago	Responsible doctor: Harald Responsible nurse: Patricia

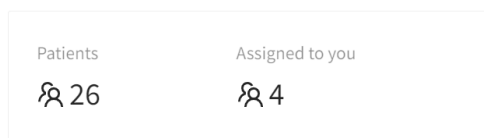
The **Remote Monitoring Plans** view consists of the following parts:

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 and how many patients that are **Assigned to you**.



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 \[19\]](#).

Add patient

In order to add a patient to a remote monitoring plan group, the patient must first be registered in Clinic. For information on how to add a new patient in Clinic, see [Register a new patient \[23\]](#).

Patient list The patient list contains patients enrolled in the selected remote monitoring plan group. For more information about the patient list, see [Patient list \[19\]](#).

7.2. Patient list

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

Patient	Date enrolled	Latest measurement	Care team
Mickis 19 90	Last Friday at 3:28 PM	3 5 days ago	Responsible doctor: Harald Responsible nurse: Patricia
Einar 19 51	Last Thursday at 2:38 PM	-	Responsible doctor: Harald Responsible nurse: Patricia
Gustaf Magnusson 19 51	Last Thursday at 2:27 PM	134/90 mmHg 6 days ago	Responsible doctor: Harald Responsible nurse: Patricia

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 \[25\]](#).

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. In addition, it is possible to see all patients that a specific practitioner is responsible for by selecting a practitioner in the drop down list.

7.3. Add patient to remote monitoring plan group

1. Go to the **Remote Monitoring Plans** view.
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 Clinic, 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 \[23\]](#). 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.

Add patient to group

91

You can also search patients by e-mail addresses. Start search with country code eg (+46) to find patient by phone number

OD Oskar
19

+ Add

5. Select the responsible practitioners 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. Select reminder frequency for the measurements and blood pressure goals.


Enroll to Remote Monitoring Plan X

Care team Default activities Submit

Patient: Oskar [redacted] (1991 [redacted] [redacted])

Remote Monitoring Plan: Hypertension

Default activities

 **Blood pressure**
mmHg

Goal (optional)

Systolic blood press... mmHg

Diastolic blood pres... mmHg


Reminder frequency for measurement (optional)

Repeat every day v

Time of the day

Any time Morning 05:00AM - 10:00AM

Afternoon 12:00PM - 18:00PM Evening 18:00PM - 00:00AM

 **Diet & exercise questionnaire**

Reminder frequency for interview (optional)

Repeat custom... v every 30 days v

Time of the day

Any time Morning 05:00AM - 10:00AM

Afternoon 12:00PM - 18:00PM Evening 18:00PM - 00:00AM

- 7. Click **Next**.

8. 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: Oskar [redacted] (1991 [redacted] [redacted] [redacted])

Remote Monitoring Plan: Hypertension

Responsible nurse: Automation Nurse

Responsible doctor: Automation Doctor

Activities:

-  **Blood pressure** ✓ Default
mmHg
Goal Systolic blood pressure: 120 mmHg
Goal Diastolic blood pressure: 75 mmHg
Reminder interval: every day in the morning
-  **Diet & exercise questionnaire** ✓ Default
Reminder interval: every 30 days
-  **Hypertension questionnaire** ✓ Default
Reminder interval: every week on Monday
-  **Patient survey questionnaire** ✓ Default
points
Reminder interval: every 30 days

The patient has been added to the remote monitoring plan when the text "+ Add" changes to "✓ Done".

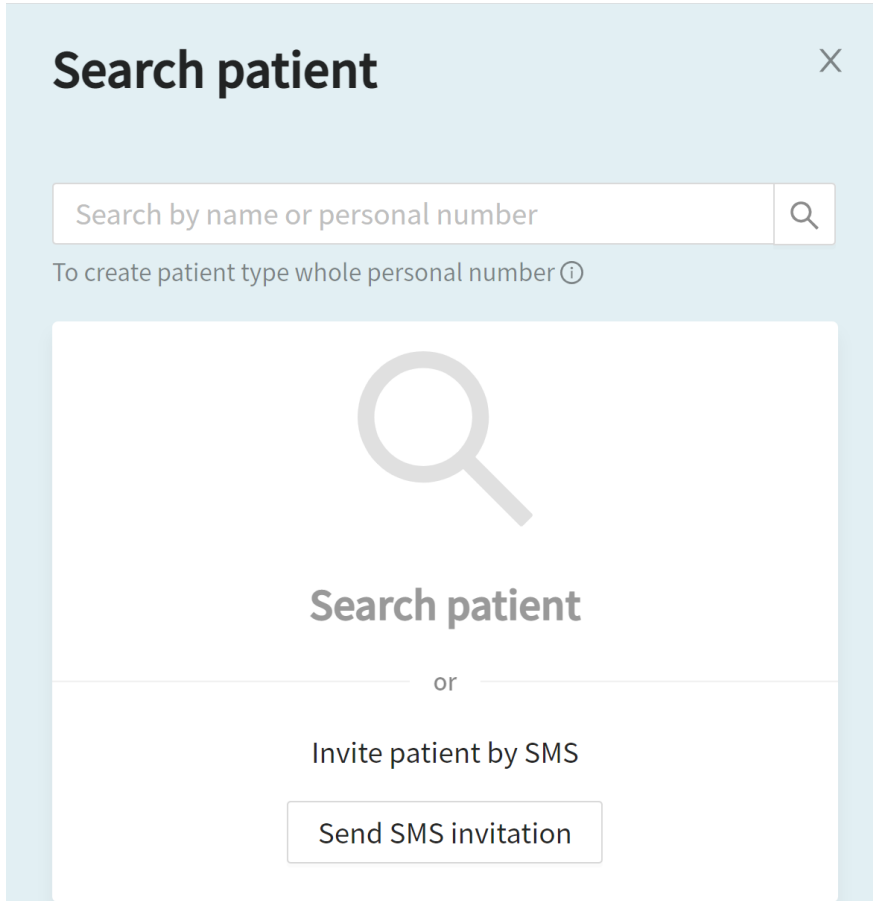
9. Click **X** in the upper right corner to return to the list of all patients in the remote monitoring plan group.

7.4. Register a new patient

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

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


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



Search patient ×

Search by name or personal number 🔍

To create patient type whole personal number ⓘ



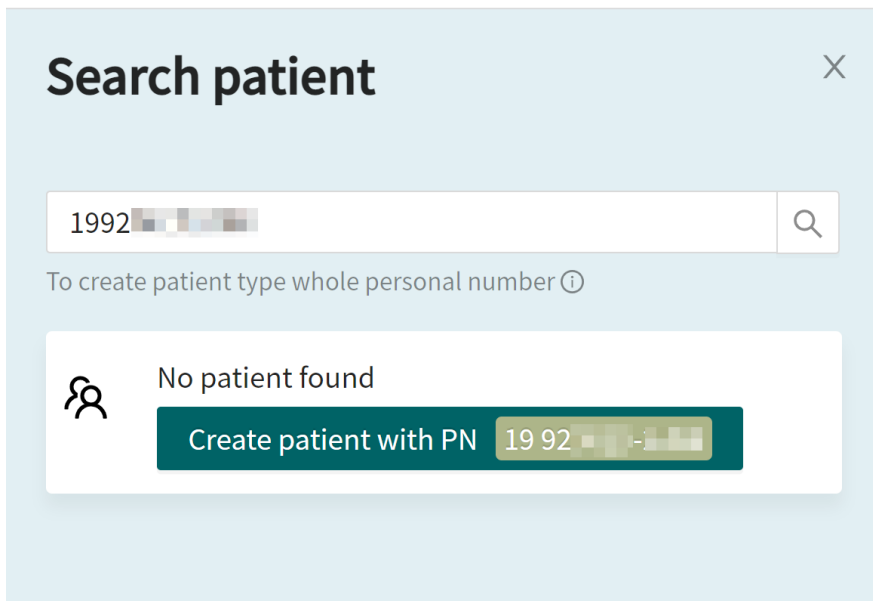
Search patient

or

Invite patient by SMS

Send SMS invitation


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



Search patient ×

1992 🔍

To create patient type whole personal number ⓘ

 No patient found

Create patient with PN 1992 🔍

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**.

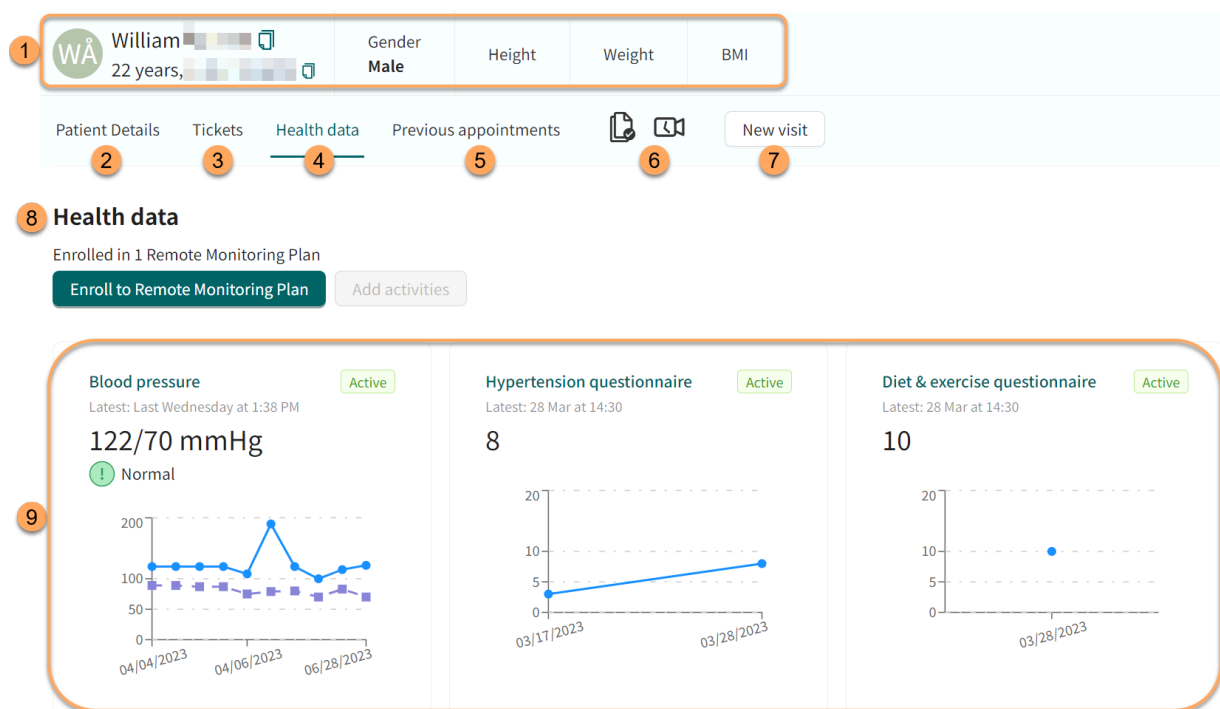
The patient will now be registered in Clinic and is possible to add to a remote monitoring plan group.

5. Click **Close** and use **Remote Monitoring** in the main menu to return to the remote monitoring plan groups.

7.5. Patient profile

To access a patient profile in a remote monitoring plan, click on a patient in the **Remote Monitoring Plans** view 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, BMI).
2. **Patient Details**
Contains the patient's details such as e-mail, phone number, health profile, warnings and children (see [Patient details \[34\]](#)).
3. **Tickets**
Patient's booking tickets.
4. **Health data tab**
Shows all current and historic data being collected including activities that are part of a remote monitoring plan, the health data that is currently being monitored has a green "active" label to distinguish it from historic data.
5. **Previous appointments**
The patient's previous visits.
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. **Health data**
Displays how many remote monitoring plans the patient is enrolled to.

9. Graph thumbnails of the patient's health data (monitored parameters).
The graph thumbnails show the latest reported measurement and its corresponding threshold (if applicable). The **Active** status indicates that this parameter is currently being monitored. Click the graphs to access the parameter details and graph for the reported parameter (see [Parameter details \[26\]](#)).
For blood pressure, both systolic and diastolic values will be displayed, but only the most severe threshold level will be mentioned in the thumbnail (e.g., if the systolic value is high but the diastolic value is normal, only high will be mentioned in the text above the graph).

Figure 2. Parameter details and graph for the reported parameter



This example shows the blood pressure parameter details and graph for hypertension.

1. **Graph**
The graph shows reported values.
2. **Parameter details**
This area contains the parameter details for the reported parameter. These can vary depending on the parameter.
3. Selecting a reported value in the graph displays the **Measurement Details** for that particular value.
4. **Average values**
Shows the average values of the selected time period (**Data area**) in the graph.
5. **Measurement Details**
Shows the details of the reported value selected in the graph.
6. **Blood pressure goal**
The blood pressure goal can be updated by clicking the **Edit** button.
7. **Measurement frequency**
Displays the measurement frequency of the activity for the selected patient. For information on how to edit the measurement frequency, see [Edit measurement frequency of an activity in the graph view \[33\]](#).

8. **Attestation priorities and thresholds**

Displays the attestation priorities and thresholds for the selected patient. For more information and for information on how to edit the attestation priorities and thresholds, see [Edit attestation priorities and thresholds \[27\]](#).

9. **Edit** buttons for the parameter details.

10. **Data area**

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.

7.6. Edit attestation priorities and thresholds

7.6.1. Attestation priorities (for practitioners)

For each monitored parameter, default intervals are defined for when an attestation should be sent and what attestation priority a measured value should have. The attestation priority intervals are determined for each care provider and are configured in the system by a user with specific training. The responsible practitioner can also within limits adjust the attestation priorities 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 the graphs, but no-one will be informed that the patient has sent in new values.

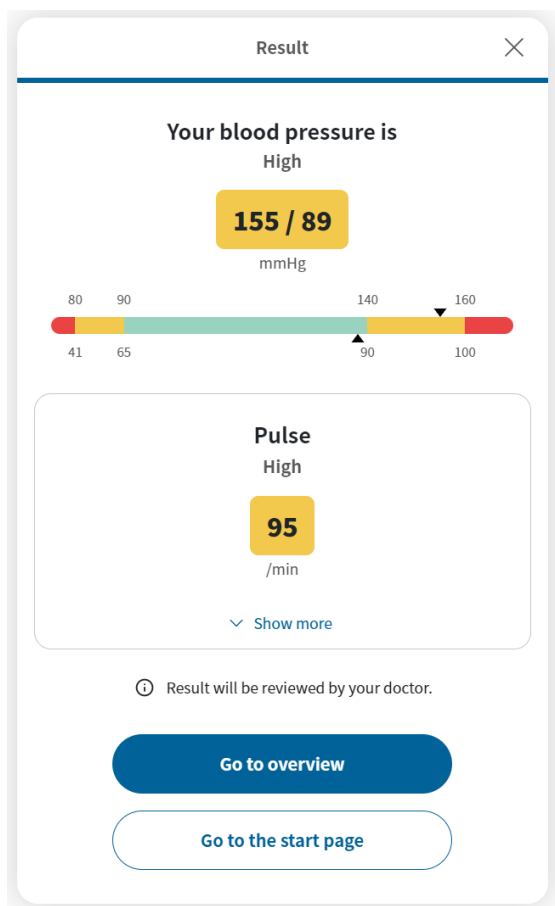
In the case that the patient does NOT send in their value in time, an attestation WILL be sent to the practitioner.

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.

7.6.2. Thresholds (presented to patients)

For some monitored parameters, thresholds are defined to guide the patient on how to interpret their measured values. The thresholds defined in Clinic are reflected in the Patient application.

Figure 3. Thresholds for blood pressure as presented to the patient in the Patient application

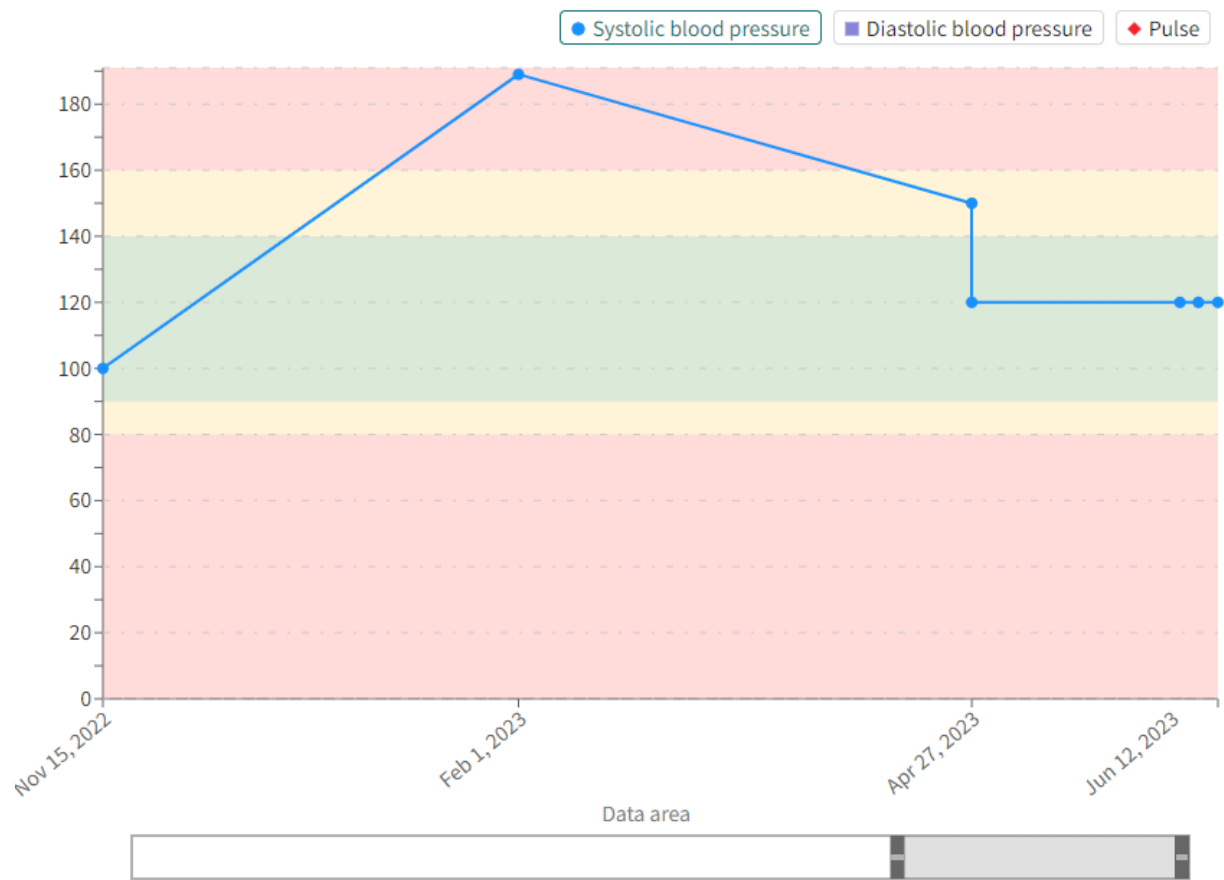


For blood pressure shown in this example, the following threshold levels exist: **Critically low** = red, **Low** = yellow, **Normal** = green, **High** = yellow, **Critically high** = red. For blood pressure, both systolic and diastolic values will be displayed, but only the most severe threshold level will be mentioned in the text (e.g., if the systolic value is high but the diastolic value is normal, only high will be mentioned in the text on the result page).

Default thresholds, for parameters where this is applicable, are determined for each care provider and are configured in the system by a user with specific training. The responsible practitioner can

also within limits adjust the thresholds for an individual patient. Changes to individual thresholds will be reflected in the Patient application and in the graph in Clinic.

Figure 4. Thresholds for blood pressure in Clinic



The threshold guide colors are shown in the graph when hovering over the graph legend above the graph.

7.6.3. Edit attestation priorities and thresholds

To edit the attestation priorities and thresholds for an individual patient:

1. Click the **Edit** button in the parameter details (Figure 2, “Parameter details and graph for the reported parameter” [26]).

This opens the **Edit attestation priorities and thresholds** view.

X Close edit view

Edit attestation priorities and thresholds

1 Patient has individual thresholds set up!

Systolic blood pressure Diastolic blood pressure Pulse

Attestation priorities - Systolic blood pressure ?

Prio 1 Prio 2 NA Prio 2 Prio 1

80 91 140 161 mmHg

NA = No attestation

Thresholds - Systolic blood pressure ?

Critically low Low Normal High Critically high

80 87 140 160 mmHg

Revert to default Save changes

2. Attestation priorities (for practitioners)

Enter the desired values for how the attestation should be prioritized. **Prio 1** is the highest priority and most urgent to attest, **Prio 2** is the second highest priority, and so on. **NA** stands for "No Attestation" and means that no attestation will be created.

Attestation priorities - Systolic blood pressure ?

Prio 1 Prio 2 NA Prio 2 Prio 1

79 | 91 | 140 | 161 mmHg

NA = No attestation



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 the 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.

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.

Hover over the "?" to view more information about attestation priorities.

Edit attestation priorities

Attestation priorities

Here you can edit individual attestation priorities that are created when a patient has registered a measurement. The attestation priorities determine which attestation should be handled first. If a patient registers a very low or high measurement value in the patient app, an attestation with priority 1 is created in Clinic. In addition to determining priorities for attestation, it is also possible to decide when an attestation should not be created at all.

Systolic blood pressure

Attestation priorities - Systolic blood pressure ?

Prio 1 Prio 2 ~~NA~~ Prio 2 Prio 1

3. **Thresholds** (presented to patients)

Enter the desired values for how the patient's measurements should be interpreted in the Patient application. The interpretation will also be reflected in Clinic. For blood pressure, the following threshold levels exist: **Critically low** = red, **Low** = yellow, **Normal** = green, **High** = yellow, **Critically high** = red.

Thresholds - Systolic blood pressure ?

CL L N H CH

79 87 140 160 mmHg

[Open the abbreviation guide](#)

Hover over the "?" to view more information about thresholds.

Thresholds

Here you can edit individual thresholds for the patient if the standard thresholds set by the care unit do not suit the patient's specific needs. Thresholds determine the degree of severity shown to the patient in the patient app when registering a measurement. If a patient for example registers a measurement that is slightly lower than normal, the patient will see information that the measurement is "Low".

Thresholds - Systolic blood pressure ?

Critically low Low Normal High Critically high

- To revert to the default settings, click the **Revert to default** button.



NOTE

This button affects all parameter values in the **Edit attestation priorities and thresholds** view. For blood pressure shown in this example, it will affect **Systolic blood pressure**, **Diastolic blood pressure** and **Pulse**.

- Click the **Save changes** button to save any changes, or click **Close edit view** in the upper right corner.



NOTE

This button affects all parameter values in the **Edit attestation priorities and thresholds** view. For blood pressure shown in this example, it will affect **Systolic blood pressure**, **Diastolic blood pressure** and **Pulse**.

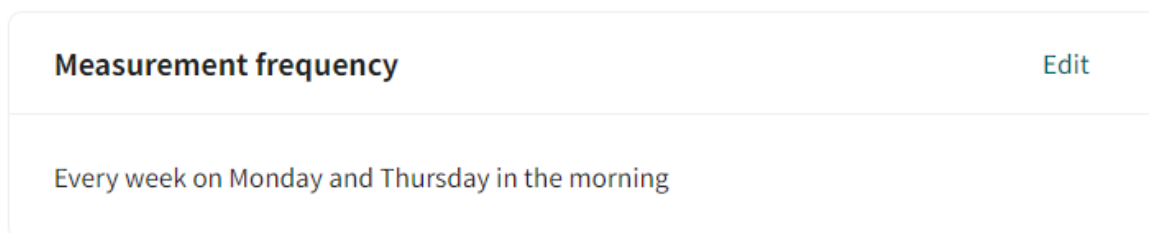
7.7. Edit measurement frequency of an activity in the graph view

It is possible to predefine default frequency values of activities in a remote monitoring plan group. The default values can also be adjusted when the practitioner creates a new remote monitoring plan. Default frequency values are defined per customer, please contact your Product Success Manager to set this up.

To edit the frequency of an activity:

- Go to the parameter details the graph view (Figure 2, "Parameter details and graph for the reported parameter" [26]).

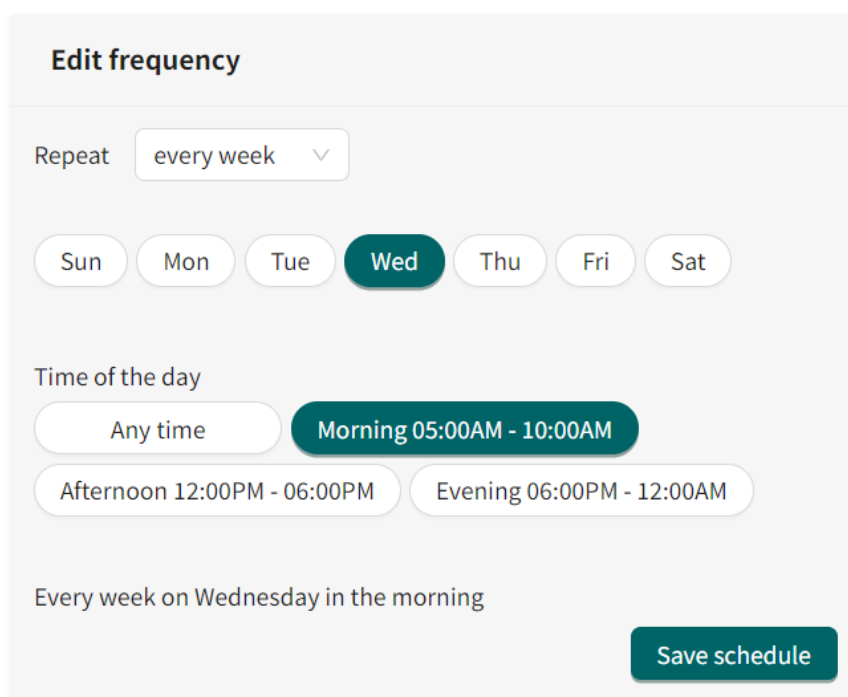
- In the **Measurement frequency** area, click the **Edit** button.



The screenshot shows a card with the title "Measurement frequency" and an "Edit" button in the top right corner. Below the title, the text reads "Every week on Monday and Thursday in the morning".

This opens the **Edit frequency** options.

[X Close edit view](#)



The "Edit frequency" dialog is shown with the following options:

- Repeat:** A dropdown menu set to "every week".
- Week days:** A row of buttons for Sun, Mon, Tue, **Wed** (selected), Thu, Fri, and Sat.
- Time of the day:** A row of buttons for "Any time", **Morning 05:00AM - 10:00AM** (selected), "Afternoon 12:00PM - 06:00PM", and "Evening 06:00PM - 12:00AM".
- Summary:** "Every week on Wednesday in the morning".
- Action:** A "Save schedule" button.

- Select how often the activity should take place in **Repeat** field. The options are: every day, every week, or a custom option (e.g., every 2 days or every 3 weeks).
- Select the desired week day for the activity. Multi-select is available.
- Enter the desired **Time of the day** for the activity. **Any time** = during the whole day, **Morning** = Between 05:00am to 10:00am, **Afternoon** = Between 12:00pm to 06:00pm, **Evening** = Between 06:00pm to 12:00am.
- Click the **Save schedule** button.

[Save schedule](#)

7.8. Patient details

The **Patient Details** tab contains the following information:

- **Patient info**
- **Health profile**
- **Warnings**
- **Dependents** (children connected to this patient)

• Documents

In the **Patient info** tab, it is possible to edit the phone number, e-mail and if the patient has a protected identity or not.

LD Loise 31 years, 19 Gender Female Height Weight BMI

Patient Details Tickets Health data Previous appointments New visit

Patient Info Health Profile Warnings Dependents Documents


Loise (19)

First Name	Loise
Last Name	
Phone	
E-Mail	
Identity Protected	No

Edit

7.9. Edit responsible practitioners or remove patient from remote monitoring plan

In the patient list, the responsible practitioners 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.

7.10. Attestations

When the patient has sent in a reported value for a monitored parameter or ordered lab referrals, an attestation will be created if the reported measurement is configured to create an attestation. All

incoming and attested attestations are listed the **Attestations** view. The attestations are grouped per patient and sorted by priority.

Attestations

[+ Create new attestation](#)

Incoming Created by me

Whose attestations do you want to see? x Filter by type Show attested

Patient	Prio	Content	Assignees	Role	Created at
David 20	1	Blood pressure and pulse (47)	TS SE	Nurse	Oct 10, 2022 - Nov 9, 2022
	3	Activity missed (510)	TS ST SE	Nurse	Oct 12, 2022 - May 17, 2023

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.

7.10.1. Incoming attestations

All incoming attestations are listed in the **Incoming** tab in the **Attestations** view.

Attestations

[+ Create new attestation](#)

Incoming Created by me

Whose attestations do you want to see? x Filter by type Show attested

Patient	Prio	Content	Assignees	Role	Created at
David 20	1	Blood pressure and pulse (47)	TS SE	Nurse	Oct 10, 2022 - Nov 9, 2022
	3	Activity missed (510)	TS ST SE	Nurse	Oct 12, 2022 - May 17, 2023
	3	Body weight (21)	TS	Nurse	Oct 10, 2022 - Nov 7, 2022
	3	Oxygen saturation (21)	TS	Nurse	Oct 10, 2022 - Jan 26, 2023
	3	Questionnaire finished (10)	SE	Nurse	Nov 7, 2022 - Nov 14, 2022
Magnus 19	1	Blood pressure and pulse (5)	TS	Nurse	Feb 9, 2023 - Mar 2, 2023
	3	Activity missed (434)	TS	Nurse	Feb 7, 2023 - May 17, 2023

The attestations in the **Incoming** tab can be filtered by care unit and practitioner, as well as by attestation type. Use the drop-down lists to apply these filters. It is possible to select multiple options in the drop-down lists.

Incoming Created by me

Whose attestations do you want to see? Filter by type

Search resources Select one or more types

7.10.2. Attestations created by me

Created by me is a separate tab in the in the **Attestations** view that lists attestations created by the logged in practitioner.

Attestations + Create new attestation

Incoming **Created by me**

Show attested

Patient	Prio	Content	Assignees	Role	Created at
Martin 19 63	3	Task (1)		Doctor	May 17, 2023

Last updated a few seconds ago 1 patients with 1 attestations 1 10 Patients / page

7.10.3. Components in the attestation lists

Each attestation list contains the following columns:

- Patient** The name and personal number of the patient.
- Prio** The priority for the attestation.
- Content** The value of the monitored parameter or lab referral.
- Assignees** The practitioners assigned to the attestation/Activity.
- Role** The responsible practitioner's role.
- Created at** The dates the activity was performed.

In the attestation list, It is possible to select to show already attested attestations by using the **Show attested** slider.

Show attested

7.11. 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:

- Date of enrollment can be changed to ascending or descending order
- Responsible practitioner

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.

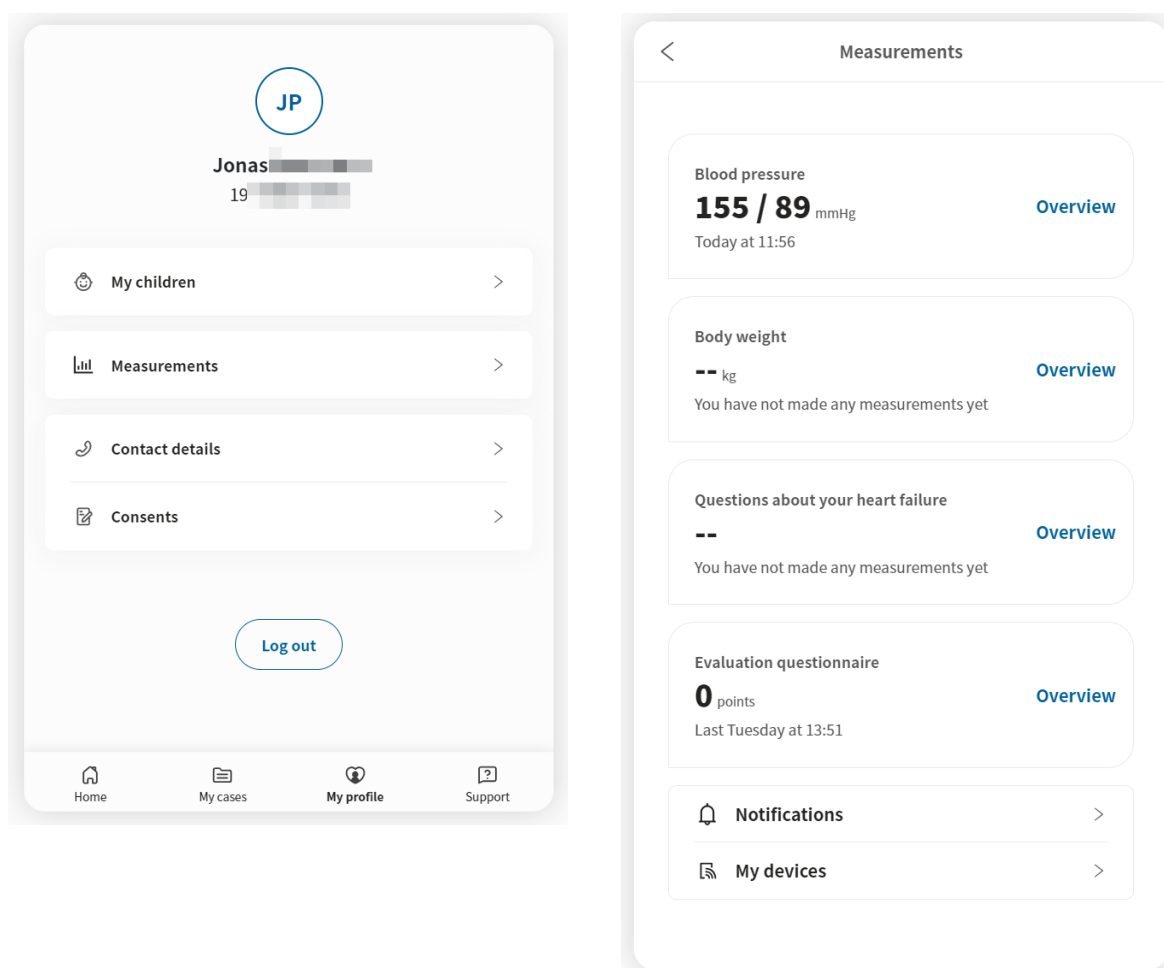
8.1. Dynamic menu item and introduction page for patients

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 - Versions

#	Date	Description
1.0	2022-12-05	1st version
2.0	2023-05-05	<ul style="list-style-type: none"> • Clinic24 changed to Clinic. • Images of the Clinic user interface replaced with new Platform24 logo-type. • Information about how to report serious incidents added to page 2. • Clarifying note regarding updates in the manuals added to the Introduction chapter in a new section called About this manual. Text from Abstract on page 2 was moved to the new About this manual section. • Note about login link added in Chapter 6. • Structural improvements in Chapter 7. Some sections were moved and previous chapter 9 was moved into chapter 7. • Images updated in the "Add patient to remote monitoring plan group" section. • Sections "Patient profile" and "RPM24 automated responses and edit thresholds" updated with new images and updated text to reflect updates in the UI. • New feature frequency added.
3.0	2023-08-23	<ul style="list-style-type: none"> • General: Updated images and text to reflect UI changes. • "Patient lists" in the main menu renamed to "Remote Monitoring". • Updated section 7.5. <i>Patient profile</i> to reflect changes in the UI (e.g., remote monitoring plan tab name changed to health data). • Added functionality in section 7.6 <i>Edit attestation priorities and thresholds</i>. It is now possible to set individual threshold values that affect the interpretation of the measurement in both the patient app and in Clinic. • Information added in section 7.7 <i>Edit measurement frequency of an activity in the graph view</i> about the possibility to predefine the frequency of activities. • Section 7.8 <i>Patient details</i> renamed and re-written. • Clarifications made in sections 7.10. <i>Attestations</i> and 7.11. <i>Filter, sort and search for a patient in a remote monitoring plan group</i>.
3.1	2024-02-23	Contraindication about inner block added in section 5.3.2. <i>Contraindications</i> .