



ENGLISH

platform²⁴

USER MANUAL – RPM24

RPM24 v. 1

Manual version 4.0
2024-04-30



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	6.0

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. 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. Definition of symbols and precautions	7
3.1. Symbols definition	7
3.2. Precautions definition	7
4. Safety precautions	9
5. RPM24 - Intended use	10
5.1. Intended use for RPM24	10
5.2. Intended Users for RPM24	10
5.2.1. Healthcare personnel	10
5.2.2. Patients	10
5.3. Indications for use	10
5.3.1. Intended diagnostic indications and clinical benefits	10
5.3.2. Contraindications	11
5.3.3. Intended operational environment for RPM24	11
5.4. Currently supported parameters	12
6. Log in to Clinic	13
7. Remote monitoring of patients in Clinic	18
7.1. The Remote Monitoring view	18
7.2. Patient list	20
7.3. Enroll patient to remote monitoring plan	21
7.4. Register a new patient in Clinic	24
7.5. Patient's health data	26
7.5.1. Graph view and parameter details	27
7.6. Add monitored activities	29
7.7. Attestation priorities and interpretations	32
7.7.1. Attestation priorities (for practitioners)	32
7.7.2. Interpretations (presented to patients and practitioners)	35
7.7.3. Edit thresholds for attestation priorities and interpretations	36
7.8. Edit measurement frequency of an activity in the graph view	39
7.9. Patient details	40
7.10. Attestations	40
7.10.1. Incoming attestations	41
7.10.2. Attestations created by me	42
7.10.3. Attestations attested by me	42
7.10.4. Components in the Attestations view	42
7.10.5. Attest an attestation	43
7.10.6. Assign the attestation to a colleague	45
7.11. Conclude monitored activities	47
8. RPM24 in the Patient app	49
8.1. Dynamic menu item and introduction page for patients	49
9. RPM24 - Versions	50

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. 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: <support@platform24.com>

2.3.1. Request printed version of the Instructions for Use

The Instructions for Use (IFU) information is included in the User Manual for each product and available in digital format in the user interface.

If you require a paper version of the User Manual, contact Platform24 via:

E-mail: <support@platform24.com>

3. Definition of symbols and precautions

3.1. Symbols definition



CE marking



Manufacturer



Consult instructions for use



Warning



Medical Device



Unique Device Identifier

3.2. Precautions definition

This section describes the different types of precautions that are used in the User Manuals.



WARNING

A warning indicates a hazardous situation that, if not avoided, could result in death or serious injury.



CAUTION

A caution indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.



IMPORTANT

An important precaution indicates information that is important for the user to take note of.

**NOTE**

A note indicates information that the user should take note of.

**TIP**

A tip indicates recommendations for the user.

4. Safety precautions

All the safety precautions relevant for RPM24 are summarized in this chapter.



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 or Firefox
 - Data bandwidth; 300 kb/s (video) / 50 kb/s (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
- Waist circumference

6. Log in to Clinic

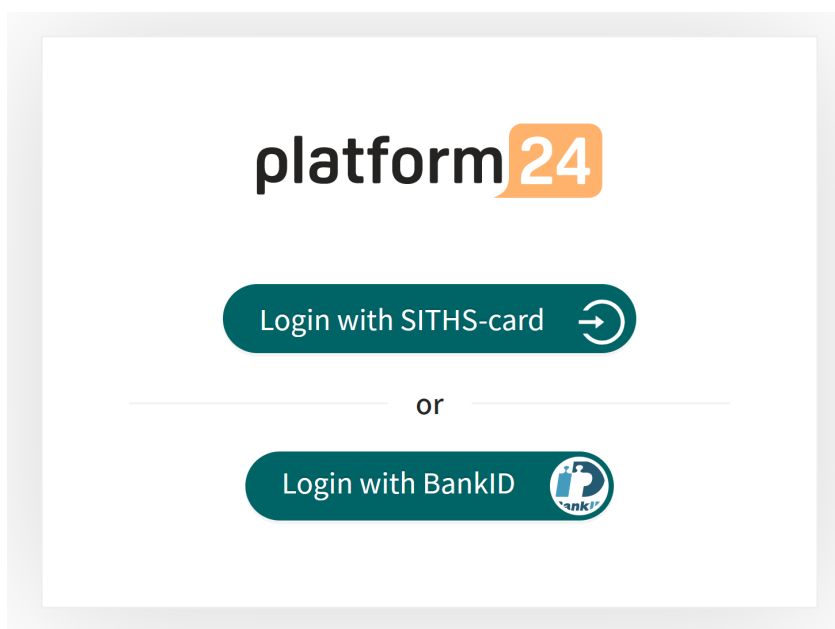
1. Open the browser and enter the URL <https://clinic.platform24.se>.
The recommended web browsers are **Google Chrome** or **Microsoft Edge**.



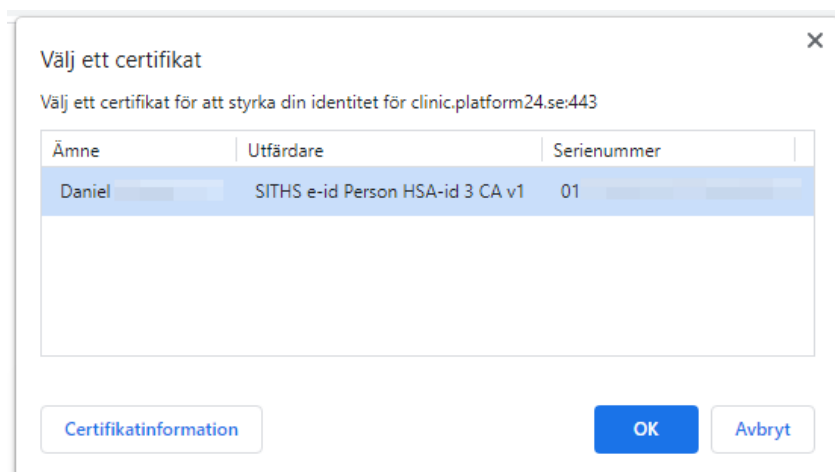
NOTE

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

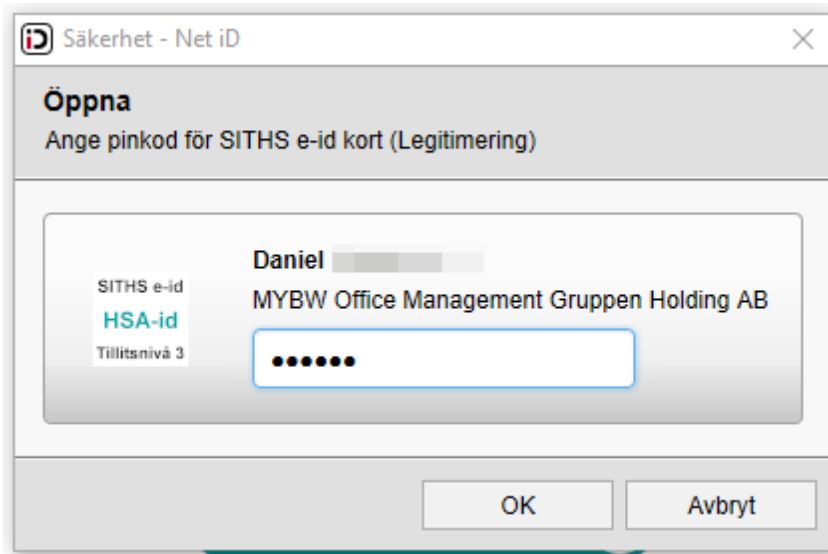
2. Select the appropriate login method:
To log in with a SITHS card (see [Step 3](#) below).
To log in with a mobile BankID (see [Step 4](#) below).
3. To log in with a SITHS card:
 - a. Click **Login with SITHS-card**.



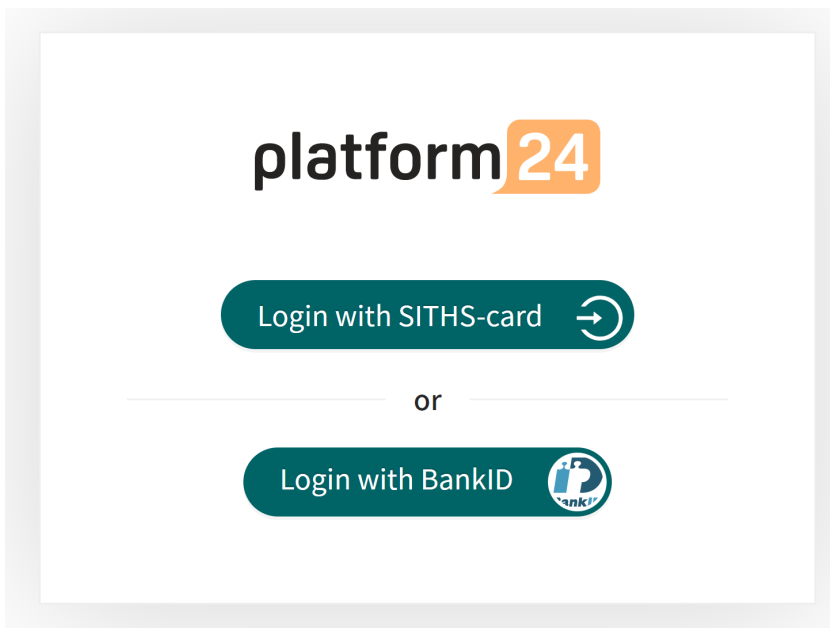
- b. Select the certificate that has **SITHS e-id Person HSA-id** as the issuer and click **OK**.



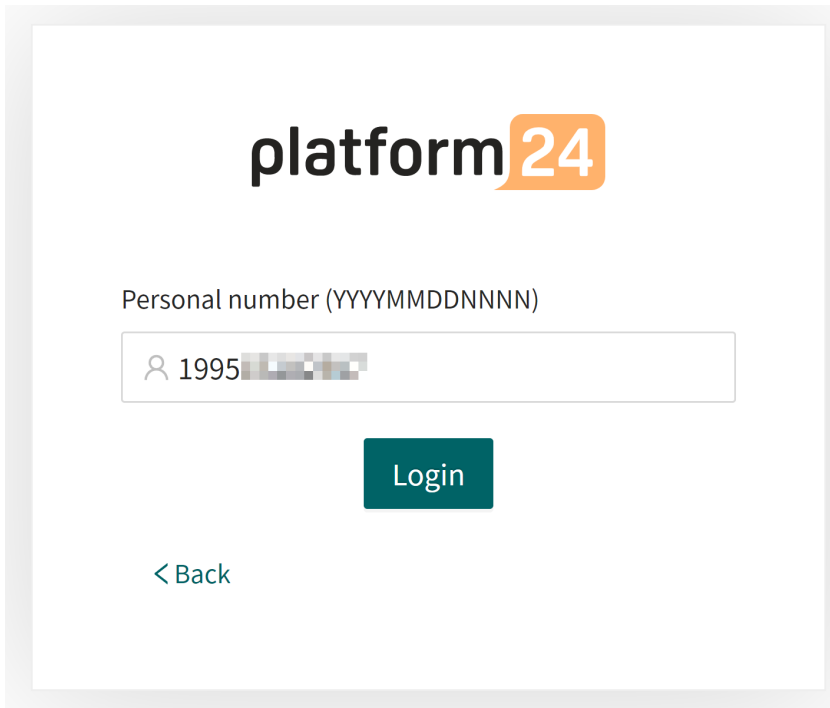
- c. Enter the security code (PIN) for your SITHS card and click **OK**.



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

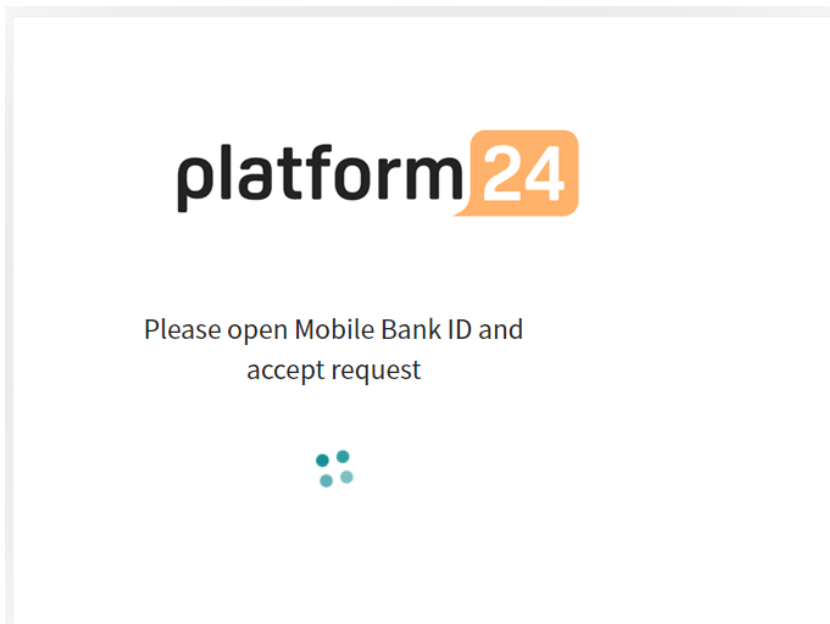


- b. Enter your personal number (YYYYMMDDNNNN) and click **Sign in**.



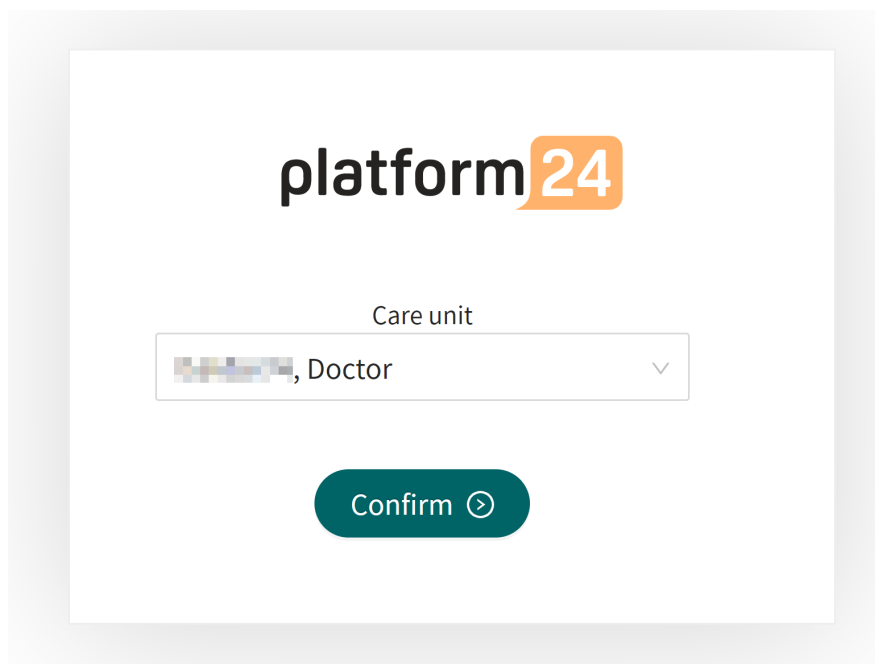
The screenshot shows the platform24 login interface. At the top is the platform24 logo. Below it is the text "Personal number (YYYYMMDDNNNN)". A text input field contains the number "1995" followed by a blurred area. Below the input field is a dark teal "Login" button. At the bottom left is a "< Back" link.

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



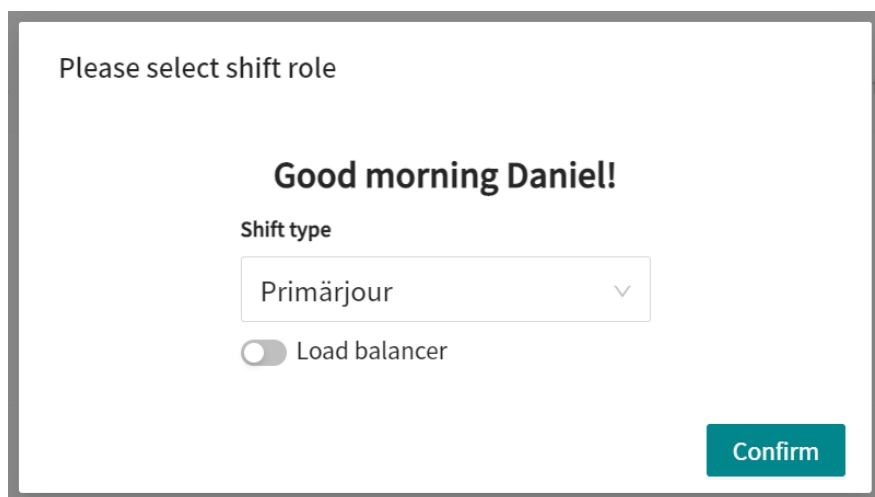
The screenshot shows the platform24 mobile app instruction screen. At the top is the platform24 logo. Below it is the text "Please open Mobile Bank ID and accept request". At the bottom center is a small teal icon consisting of four dots arranged in a square.

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 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.

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. Remote monitoring of patients in Clinic

The patient care in RPM24 is organized by enrolling the patient in a remote monitoring plan where applicable parameters can be monitored in Clinic. Once enrolled in a remote monitoring plan, patients can report their values in the Patient application.

When a new patient is enrolled to a remote monitoring plan, the responsible practitioners are assigned to the patient's remote monitoring plan. The responsible practitioners' roles are preconfigured for the remote monitoring plan, but the specific practitioners are set for the individual patient.

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 view

The patients that are remotely monitored are listed in the **Remote Monitoring** view. A patient can have one or more conditions that are being monitored, and all conditions are summarized in this view.



NOTE

The **Remote Monitoring** view is only visible and accessible for users that have the Care planner role.

To reach the **Remote Monitoring** view, click **Remote Monitoring** in the main menu.

Remote Monitoring

Monitored patients
2

Assigned to you
0

Patient: Personal number (full)
 Conditions:
 Assignees: Show concluded

Patient	Patient status	Conditions	Assignees	Date enrolled
Any One 19 64	Active	Heartfailure	DD AC <input type="button" value="pencil"/>	31 Aug 2023
SKYDDAD IDENTITET 19 51	Active	Hematology	DD IM <input type="button" value="pencil"/>	11 May 2023

2 patients < 1 > 25 / page v

The **Remote Monitoring** view consists of:

Statistics Information about the number of **Monitored patients** and how many patients that are **Assigned to you**.

Monitored patients

 3

Assigned to you

 0

Patient list The patient list contains patients all patients that are being monitored remotely. For more information about the patient list, see [Patient list \[20\]](#).

7.2. Patient list

The patient list in the **Remote Monitoring** view contains all patients that are being monitored remotely.

Patient	Patient status	Conditions	Assignees	Date enrolled
Any One 19 64	Active	Heartfailure	DD IC	31 Aug 2023
SKYDDAD IDENTITET 19 51	Active	Hematology	DD IM	11 May 2023
Any One 19 93	Concluded	Hematology		24 Feb 2023


3 patients < 1 > 25 / page

It is possible to search for a patient in the list by using the personal number. The patient list can also be filtered by using the **Conditions** and **Assignees** drop-down lists, where it is possible to select multiple options.

Use the **Show concluded** slider to also show concluded remote monitoring plans that are no longer active.

Show concluded

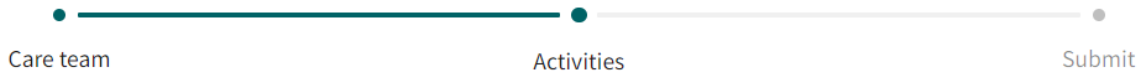
The patient list contains the following components:

- Patient** The name and personal number of the patient.
- Patient status** The **Active** status means that at least one condition for the patient is currently being monitored. The **Inactive** status means that no conditions are currently being monitored for the patient.
- Conditions** The conditions that are being monitored or have been monitored.
- Assignees** The assigned practitioners. The assigned practitioners can be edited by clicking on the pen  symbol.
- Date enrolled** The date the patient was enrolled in the remote monitoring plan. Click the arrows to sort the list according to this field.

Click on a patient row in the list to display the patient's latest measurements (i.e., the latest measured value for each parameter).


Oskar 19 91	Active	COPD, Diabetes type II	HGAN IM	1 Mar at 12:01
Blood pressure: 123/89 mmHg , Pulse: 77 /min <small>Below target · 6 Mar at 7:16</small>		Body weight: 111 kg <small>1 Mar at 11:40</small>		Steps: 5467 /day <small>1 Mar at 11:48</small>
Capillary oxygen saturation: 99 % , Pulse: 89 /min <small>Within target · 28 Feb at 15:40</small>				

New Remote Monitoring Plan



Remote Monitoring Plan: IBD

Activities

 **F-Calprotectin** mg/kg ✓ Added Remove


Reminder frequency for measurement (optional)

Repeat

Time of the day

Any time Morning 05:00AM - 10:00AM Afternoon 12:00PM - 18:00PM

Evening 18:00PM - 00:00AM

 **Diet & exercise questionnaire** ✓ Added Remove

Reminder frequency for questionnaire (optional)

Repeat every

Time of the day

Any time Morning 05:00AM - 10:00AM Afternoon 12:00PM - 18:00PM

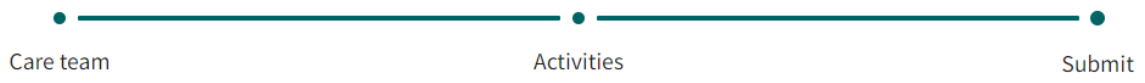
Evening 18:00PM - 00:00AM

Back Next

5. Click **Next**.

- 6. Review the summary and click **Submit** to enroll the patient to the remote monitoring plan.

New Remote Monitoring Plan




Remote Monitoring Plan: IBD


Responsible nurse: Maj [Avatar]

Responsible doctor: Doktor [Avatar]

Activities:



F-Calprotectin
mg/kg
Reminder interval: every day in the morning



Diet & exercise questionnaire
Reminder interval: every 30 days

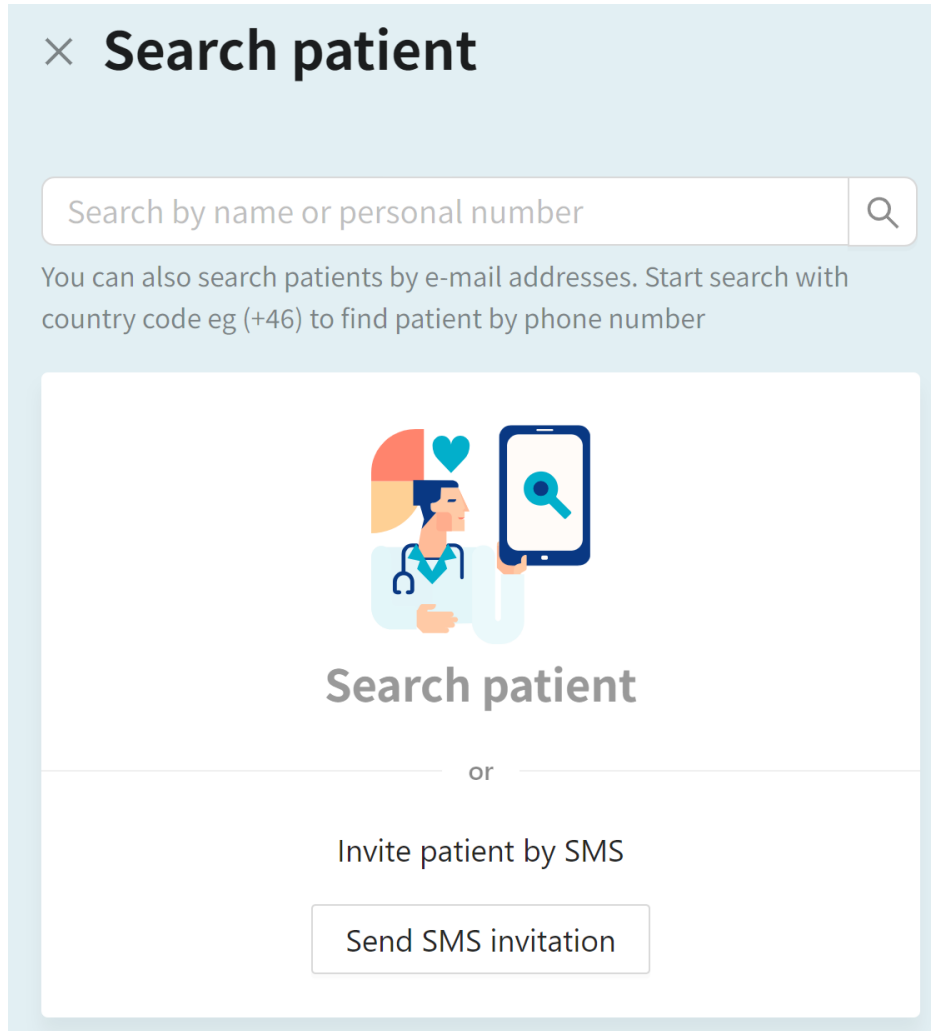
[Back](#) [Submit](#)

7.4. Register a new patient in Clinic

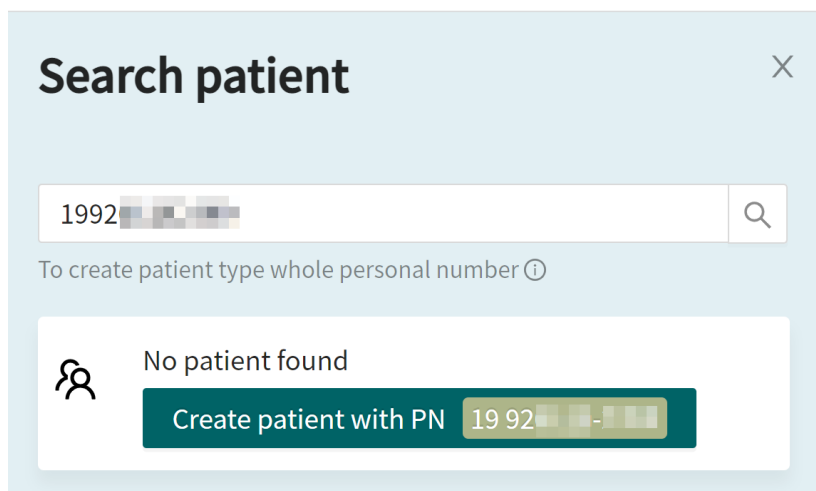
If you try to enroll new patient who is not registered in Clinic to a remote monitoring plan, no patient will be found.

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.



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

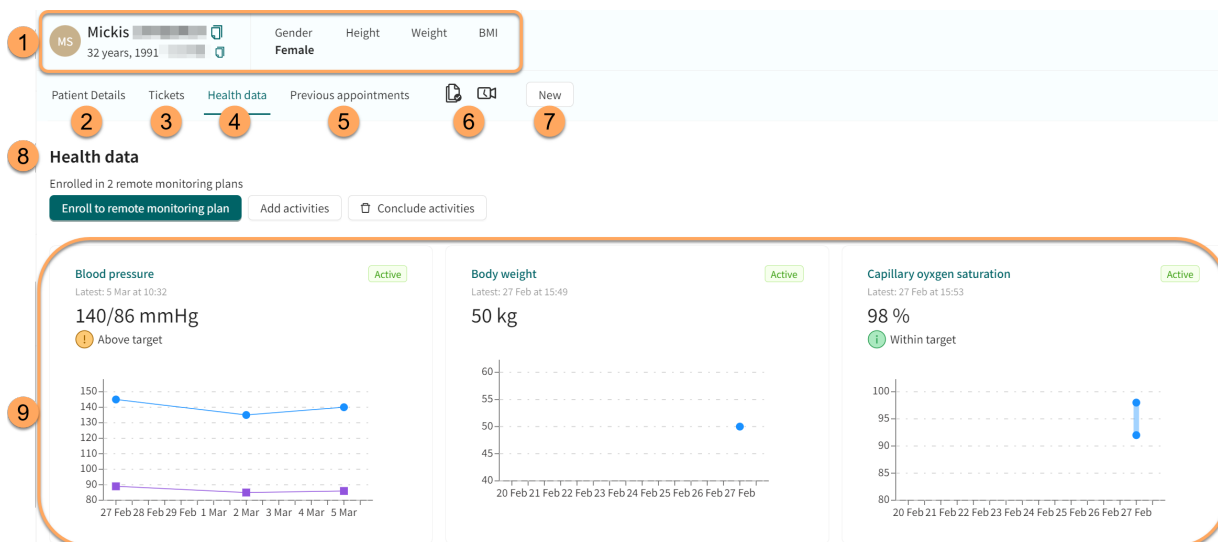
4. Click **Create**.

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

7.5. Patient's health data

To access a patient's health data, click on the patient name in the **Remote Monitoring** view. It is also possible to go to this view by first clicking on a patient's name in the **Attestations** list or via **Search patient**, and then selecting the **Health data** tab.

Figure 1. Patient health data in a remote monitoring plan



- 1. Patient summary** (e.g., name, age, personal number, height, BMI).
- 2. Patient Details**
Contains the patient's details such as, for example, e-mail, phone number, health profile, internal notes and dependents (see [Patient details \[40\]](#)).
- 3. Tickets**
Patient's 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 appointments.
- 6. Consents and video tests** performed by the patient.
- 7. New**
Here you can 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 in. Here you can enroll a patient in a remote monitoring plan ([Enroll patient to remote monitoring plan \[21\]](#)), add activities ([Add monitored activities \[29\]](#)) and conclude activities ([Conclude monitored activities \[47\]](#)). If you conclude all activities connected to a remote monitoring plan, you will conclude the remote monitoring plan as well. When a remote monitoring plan is concluded, data related to the patient is kept and can be retrieved if needed.



NOTE

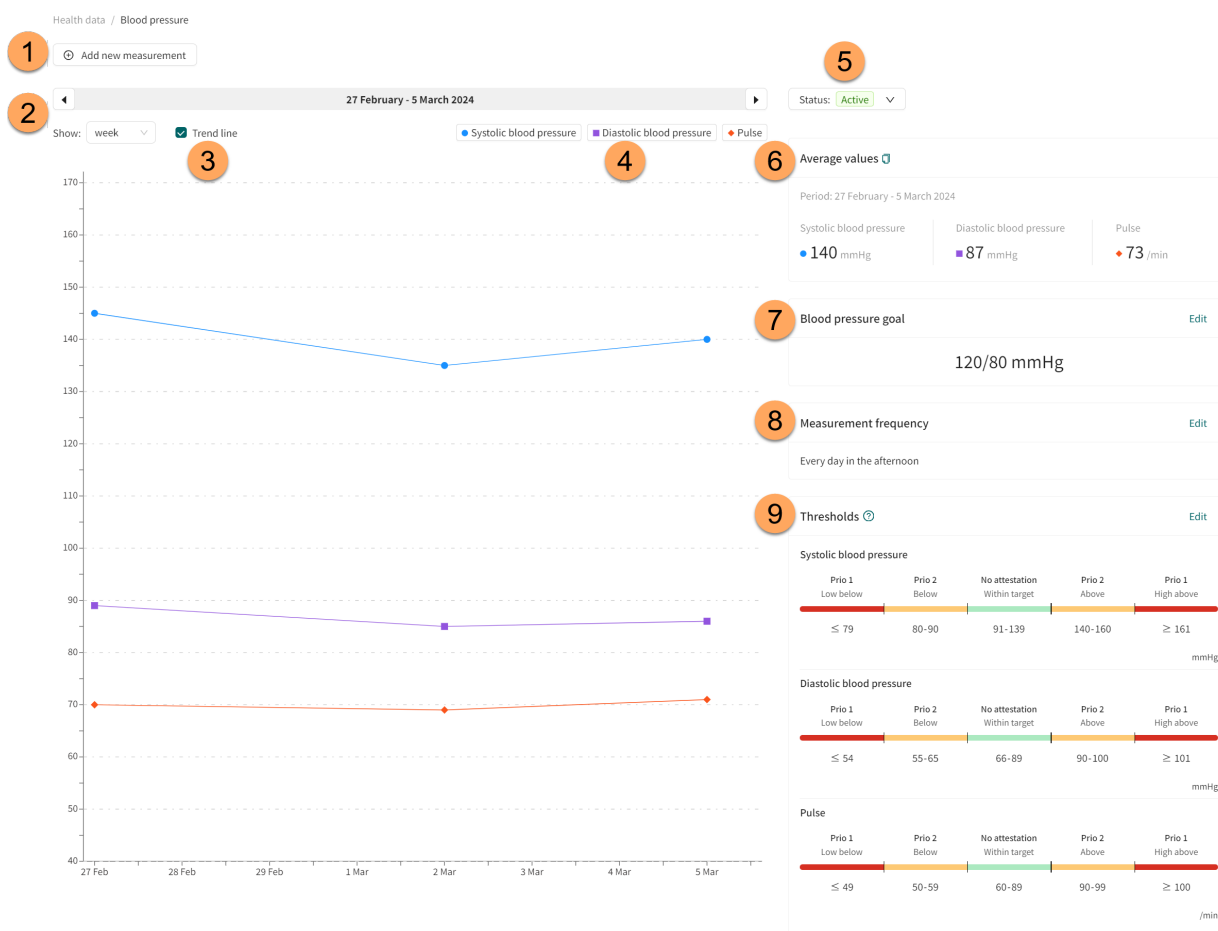
When the remote monitoring plan is concluded, the patient can no longer report their activities or order lab referrals, but can view their previously reported values.

- Graph thumbnails** of the patient's health data (monitored parameters).
The graph thumbnails show the latest reported measurement and its corresponding threshold interpretation (if applicable). The **Active** status indicates that this parameter is currently being monitored. Click the graph thumbnails to access the parameter details and graph for the reported parameter (see [Graph view and parameter details \[27\]](#)).
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).

7.5.1. Graph view and parameter details

Click on the graph thumbnails in the **Health data** tab to reach the graph view and parameter details.

Figure 2. Graph view and parameter details for blood pressure



This example shows the blood pressure graph for hypertension. The parameter details of the reported parameter can vary depending on the parameter.

1. Add new measurement

Click the **Add new measurement** button to manually add a new measurement for the patient.

2. **Timeline**

Select time unit in the graph in the **Show** drop-down list (e.g., day, week, month).

Use the arrows to shift the displayed timeline back and forth. If for example "week" has been selected in the **Show** field, the arrows will shift one week back and forth.

3. **Trend line**

Select the **Trend line** checkbox to display a line in the graph that connects each measured value.

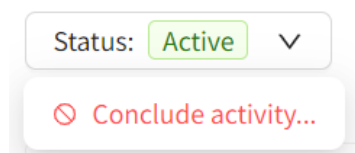
4. **Graph legend**

Click on a parameter in the graph legend to display the threshold guide colors for the parameter in the graph (see [Figure 8 \[36\]](#)).

5. **Status**

Indicates the **Active** status of the activity. Here it is also possible to conclude the activity by using the drop-down button and selecting **Conclude activity...**

Note that if all activities in a remote monitoring plan are concluded, the remote monitoring plan will also be concluded. For more information, see [Conclude monitored activities \[47\]](#).



6. **Average values**

Shows the average measurement values of the selected time period.

7. **Blood pressure goal**

Displays the blood pressure goal for the selected patient.

The blood pressure goal can be updated by clicking the **Edit** button.

8. **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 \[39\]](#).

9. **Thresholds**

Displays the attestation priorities and interpretations for the selected patient. For information on how to edit the attestation priorities and thresholds, see [Attestation priorities and interpretations \[32\]](#).

Measurement details

Click on a value in the graph to display the **Measurement details** for that particular value. In this view it is also possible to remove the selected measurement by clicking the **Remove measurement** button.

Measurement details ✕ Close

2 Oct at 15:26

Systolic blood pressure	Diastolic blood pressure	Pulse
● 144 mmHg	■ 70 mmHg	◆ 68 /min

Status: Not attested

🗑 Remove measurement

7.6. Add monitored activities

To add one or more patient activities to be monitored for a patient:

1. Go to the **Health data** tab ([Patient's health data \[26\]](#)).
2. Click the **Add activities** button.

Add activities

3. Select the remote monitoring plan to add activities from and click **Next**.

Add activities ✕

Care team Additional activities Submit

Patient: Marcus ~~Horberg~~ (1993-05-08-2000) 🗑

Remote Monitoring Plan: Hematology

Remote Monitoring Plan

- Hematology
- Heartfailure
- IBD

Cancel Next

- Click the **Add** button in the **Additional activities** list for each activity you want to add.

Add activities [Close]

Care team Additional activities Submit

Patient: Marcus [redacted] (1993 [redacted])

Remote Monitoring Plan: Hematology

Additional activities

- Body temperature** °C Add
- Blood pressure** mmHg ✓ Added
- Capillary oxygen saturation** % ✓ Added

Back Next

- Enter the reminder frequency for the added activities and click **Next**.

Add activities ✕

Care team Additional activities Submit

Patient: Marcus **Wolfgang** (1993-08-24)

Remote Monitoring Plan: Hematology

Additional activities

Body temperature °C ✓ Added Remove

Reminder frequency for measurement (optional)

Repeat every day ▼

Time of the day

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

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

Blood pressure mmHg ✓ Added

Capillary oxygen saturation % ✓ Added

Back Next

6. Review the summary of the added activities and click **Submit**.

The screenshot shows a pop-up window titled "Add activities" with a close button (X) in the top right corner. A progress bar at the top indicates the current step is "Additional activities", with "Care team" and "Submit" as previous and next steps respectively. The patient information is "Patient: Marcus [redacted] (1993 [redacted])" with a copy icon. The Remote Monitoring Plan is "Hematology". Under the "Activities:" section, a single activity is listed: "Body temperature" with a thermometer icon, a unit of "°C", and a "Reminder interval: every day". At the bottom right, there are "Back" and "Submit" buttons.

7. A pop-up message confirms that the activities have been added.

7.7. Attestation priorities and interpretations

7.7.1. Attestation priorities (for practitioners)

For each monitored parameter, thresholds are defined for when an attestation should be sent and what attestation priority a measured value should have. The attestation priority thresholds are predefined in the system, but the responsible practitioner can also within limits adjust the thresholds for an individual patient.



IMPORTANT

When changing the thresholds for one interval, it also affects the thresholds for the adjacent intervals. For example, if changing the lower threshold of the "No attestation/Within target" interval, this will also affect the upper threshold of the "Prio 2/Below" interval.

Example:

Figure 3. Before changing thresholds

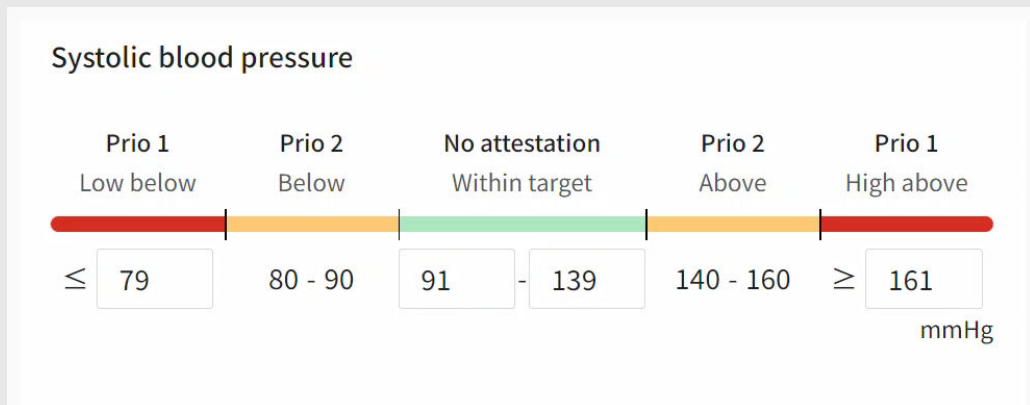
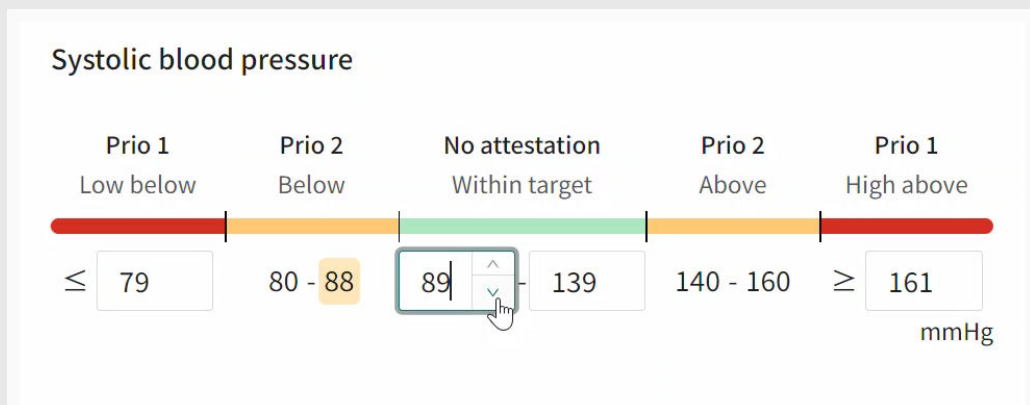


Figure 4. After changing thresholds



After changing the lower threshold of the "No attestation/Within target" interval from 91 to 89 mmHg, the upper threshold of the "Prio 2/Below" interval is also changed from 90 to 88 mmHg.

**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.

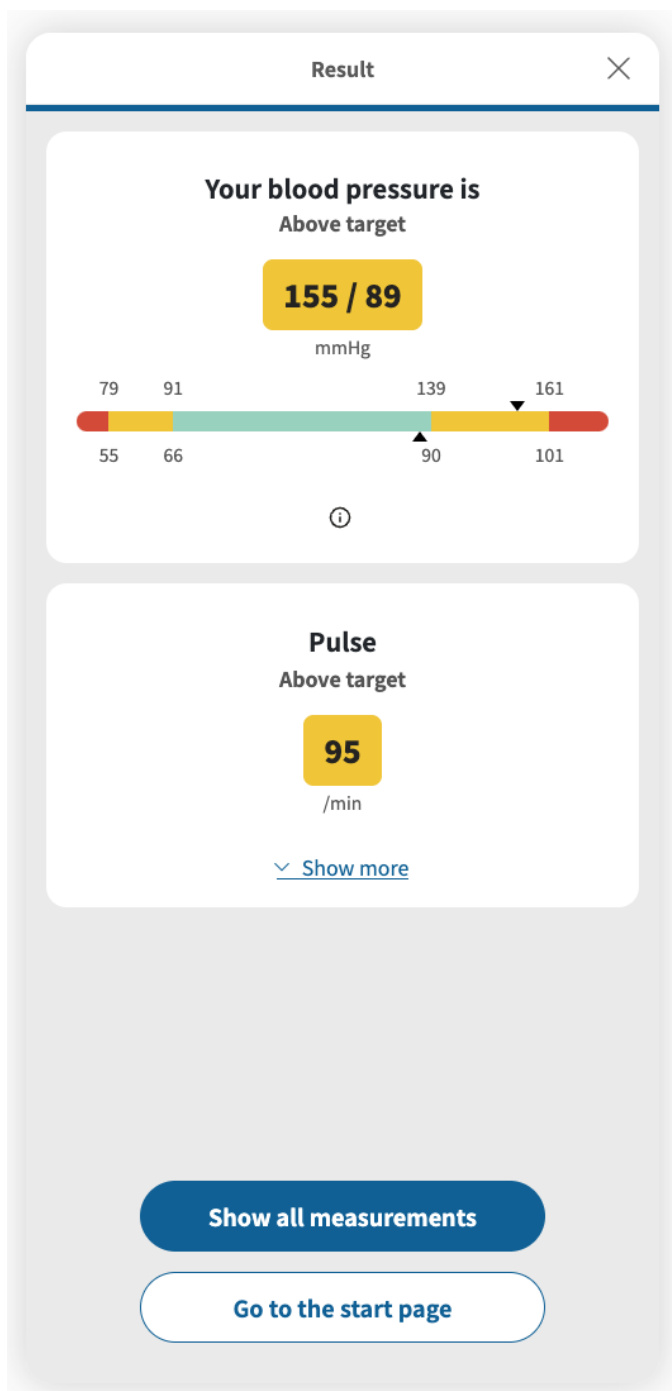
In the case that the patient does NOT send in their value in time, an attestation WILL be sent to the practitioner.

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.

7.7.2. Interpretations (presented to patients and practitioners)

For some monitored parameters, interpretations of measured values in the Patient app are defined to guide the patient. The interpretation thresholds are set in Clinic and reflected in the Patient application (and in Clinic).

Figure 5. Interpretations for blood pressure as presented to the patient in the Patient application

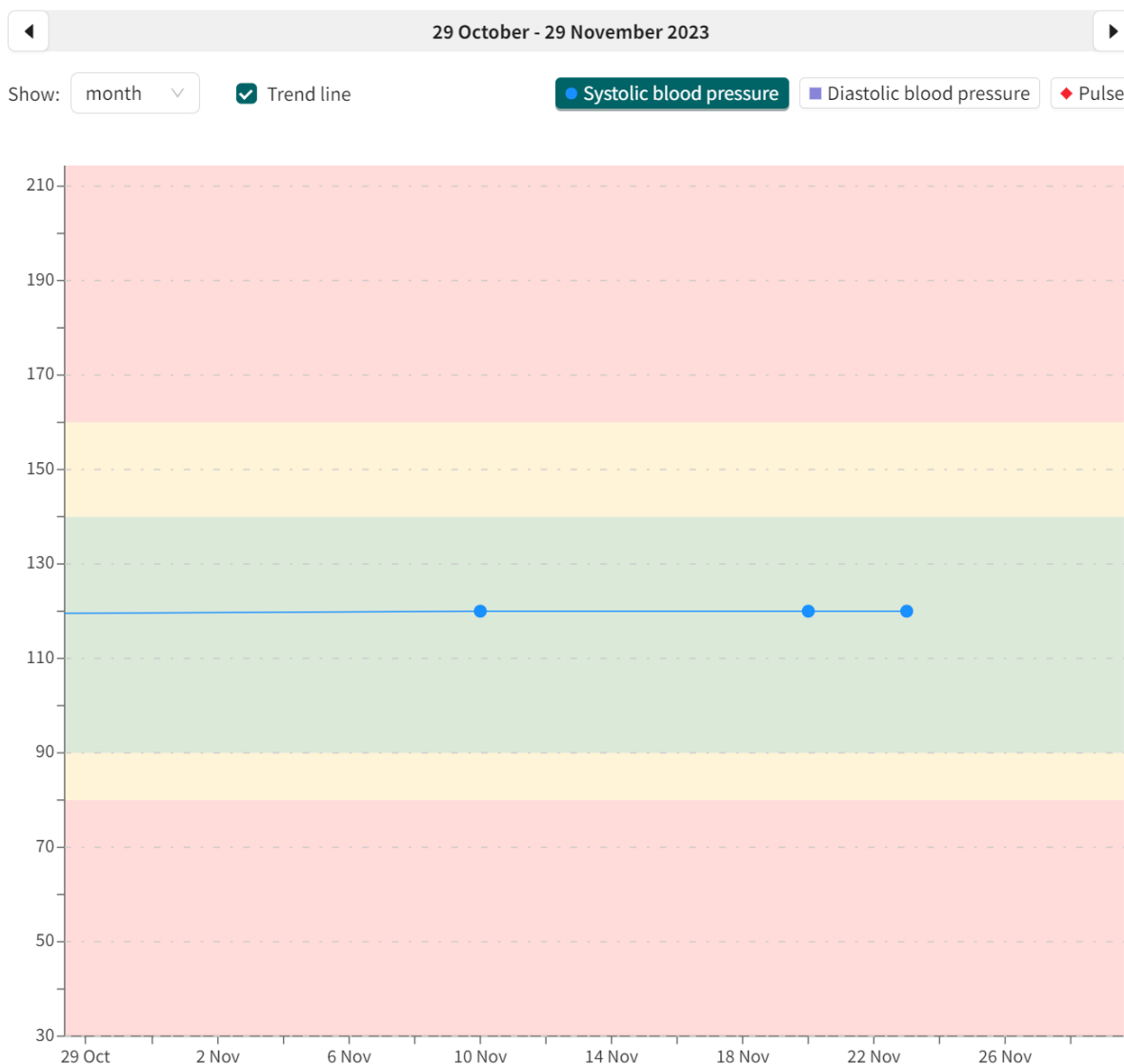


For blood pressure shown in this example, the following interpretation levels exist in the Patient application: **Low below target** = red, **Below target** = yellow, **Within target** = green, **Above target** = yellow, **High above target** = red. For blood pressure, both systolic and diastolic values will be displayed, but only the most severe interpretation will be mentioned in the text (e.g., if the

systolic value is "Above target" but the diastolic value is "Within target", only "Above target" will be mentioned in the text on the result page).

Default interpretations, for parameters where this is applicable, are predefined in the system but their suitability needs to be evaluated for each patient before implementation. The responsible practitioner can also within limits adjust the interpretations for an individual patient. Patient-specific interpretations will be reflected in the Patient application and in the graph in Clinic.

Figure 6. Interpretations for blood pressure in Clinic



The interpretation guide colors are shown in the graph when clicking on a parameter in the graph legend above the graph.

7.7.3. Edit thresholds for attestation priorities and interpretations

The attestation priorities and interpretations for measurements are connected and adjusted simultaneously. For questionnaires the interpretations are already predefined and therefore only the attestation priorities can be adjusted.

If the default thresholds set by the care unit do not suit a patient's specific needs, individual thresholds must be set for the patient.

To edit patient-specific thresholds:

1. Click the **Edit** button in the parameter details ([Graph view and parameter details \[27\]](#)). This opens the **Edit thresholds** view.

Edit thresholds ?
Close

Systolic blood pressure

Prio 1 Low below	Prio 2 Below	No attestation Within target	Prio 2 Above	Prio 1 High above
≤ <input style="width: 40px;" type="text" value="79"/>	80 - 90	<input style="width: 40px;" type="text" value="91"/> - <input style="width: 40px;" type="text" value="139"/>	140 - 160	≥ <input style="width: 40px;" type="text" value="161"/>
mmHg				

Diastolic blood pressure

Prio 1 Low below	Prio 2 Below	No attestation Within target	Prio 2 Above	Prio 1 High above
≤ <input style="width: 40px;" type="text" value="54"/>	55 - 65	<input style="width: 40px;" type="text" value="66"/> - <input style="width: 40px;" type="text" value="89"/>	90 - 100	≥ <input style="width: 40px;" type="text" value="101"/>
mmHg				

Pulse

Prio 1 Low below	Prio 2 Below	No attestation Within target	Prio 2 Above	Prio 1 High above
≤ <input style="width: 40px;" type="text" value="49"/>	50 - 59	<input style="width: 40px;" type="text" value="60"/> - <input style="width: 40px;" type="text" value="89"/>	90 - 99	≥ <input style="width: 40px;" type="text" value="100"/>
/min				

Revert to default
Save changes

For blood pressure shown in this example, the following interpretation levels exist: **Low below** = red, **Below** = yellow, **Within target** = green, **Above** = yellow, **High above** = red.

2. Enter the desired values for the thresholds. This determines:
 - What attestation priority a measured value shall have.
 - How the patient's measurements should be interpreted in the Patient application. The interpretation will also be reflected in Clinic.



IMPORTANT

When changing the thresholds for one interval, it also affects the thresholds for the adjacent intervals. For example, if changing the lower threshold of the "No attestation/Within target" interval, this will also affect the upper threshold of the "Prio 2/Below" interval.

Example:

Figure 7. Before changing thresholds

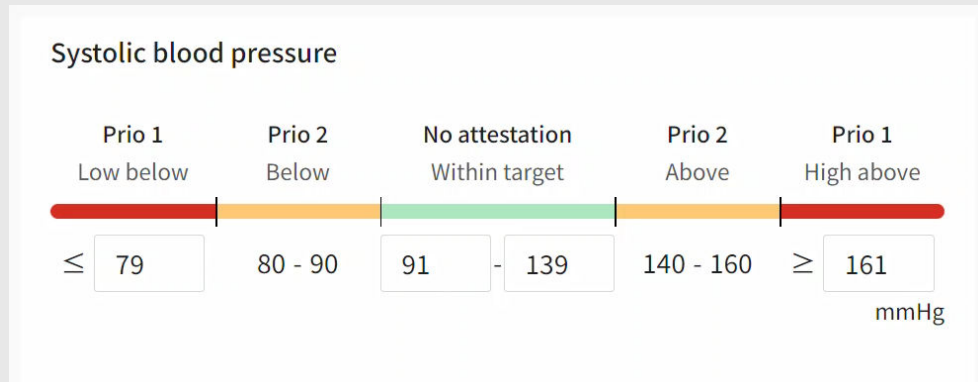
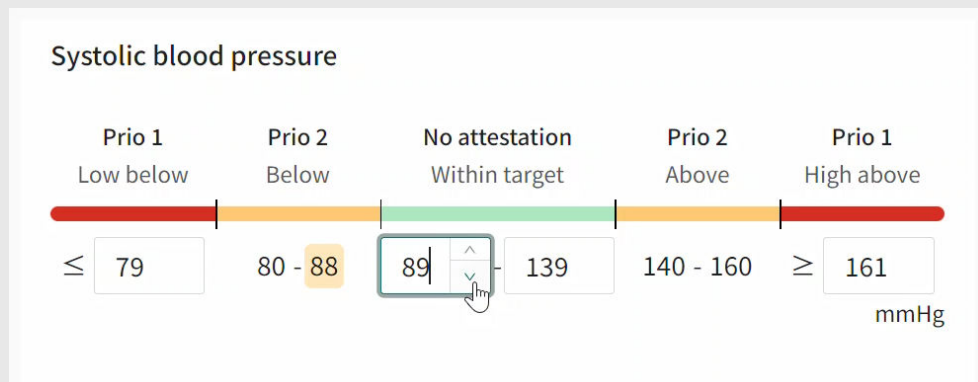


Figure 8. After changing thresholds



After changing the lower threshold of the "No attestation/Within target" interval from 91 to 89 mmHg, the upper threshold of the "Prio 2/Below" interval is also changed from 90 to 88 mmHg.



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.

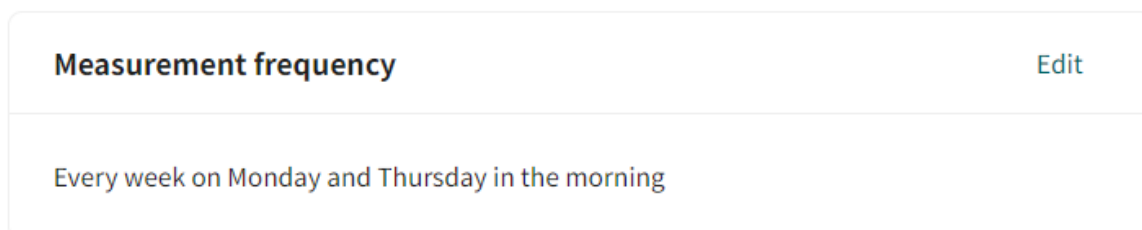
The purpose of this is to reduce the workload for practitioners, as only values outside the set thresholds for attestation will need attestation. However, use it with caution and always make an individual risk/benefit assessment.

3. To revert to the default settings, click the **Revert to default** button.
4. Click the **Save changes** button to save any changes, or click **Close** in the upper right corner to cancel.

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

To edit the measurement frequency of an activity:

1. Go to the parameter details the graph view ([Graph view and parameter details \[27\]](#)).
2. In the **Measurement frequency** area, click the **Edit** button.

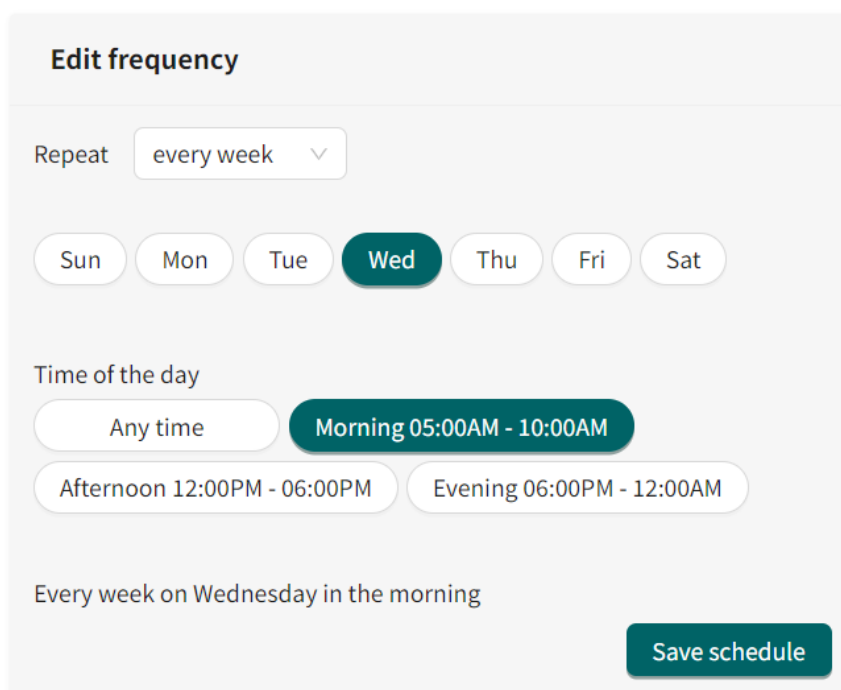


Measurement frequency Edit

Every week on Monday and Thursday in the morning

This opens the **Edit frequency** options.

[X Close edit view](#)



Edit frequency

Repeat

Sun Mon Tue **Wed** Thu Fri Sat

Time of the day

Every week on Wednesday in the morning

3. Select how often the activity should take place in the **Repeat** field. The options are: every day, every week, or a custom option (e.g., every 2 days or every 3 weeks).
4. Select the desired week day for the activity. Multi-select is available.
5. 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.
6. Click the **Save schedule** button.

7.9. 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.

The screenshot shows the 'Patient Details' interface for a patient named Loise. At the top, there is a header bar with a patient profile card (LD, Loise, 31 years, 19), and tabs for Gender (Female), Height, Weight, and BMI. Below this is a navigation bar with 'Patient Details' (active), Tickets, Health data, Previous appointments, and a 'New visit' button. A secondary navigation bar shows 'Patient Info' (active), Health Profile, Warnings, Dependents, and Documents. The main content area displays the patient's name 'Loise (19)' and a list of fields: First Name (Loise), Last Name, Phone, E-Mail, and Identity Protected (No). An 'Edit' button is located at the bottom right.

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

7.10. 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, created and attested attestations are listed in the **Attestations** view. The attestations are grouped per patient and activity, and the list is sorted by priority.

To reach the **Attestations** view, click **Attestations** in the main menu.

The responsible practitioner has the following options:

- **Attest the attestation.** This will remove the attestation from the list after the page has been reloaded. For instructions, see [Attest an attestation \[43\]](#).
- **Assign the attestation to a colleague.** For instructions, see [Assign the attestation to a colleague \[45\]](#).

7.10.1. Incoming attestations

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

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.

Use the **Show also attested** slider to also show the already attested attestations.



7.10.2. Attestations created by me

The **Created by me** tab in the **Attestations** view lists attestations created by the logged in practitioner.

Attestations + Create new attestation

Incoming Created by me Attested by me

Show attested

Patient	Prio	Content	Assignees	Role	Created at
Magnus 19 [blurred]	3	Interview finished (1)	SS	Doctor	Aug 31, 2023
Jake 19 [blurred]	3	Ticket expired (1)	SS	Doctor	Jun 28, 2023

Use the **Show also attested** slider to also show the already attested attestations.

Show also attested

7.10.3. Attestations attested by me

The **Attested by me** tab in the **Attestations** view lists attestations attested by the logged in practitioner.

Attestations + Create new attestation

Incoming Created by me Attested by me

Patient	Prio	Content	Created at	Attested at
Lars 19 [blurred]	3	Activity missed (312)	Dec 13, 2021 - Jun 12, 2023	Jun 12, 2023
	3	Blood pressure and pulse (1)	Feb 9, 2022	Jun 12, 2023
	3	Questionnaire finished (15)	Nov 18, 2021 - Aug 9, 2022	Jun 1, 2023
Mikaela 19 [blurred]	3	Activity missed (173)	Jan 6, 2022 - Apr 25, 2023	Jun 12, 2023

7.10.4. Components in the Attestations view

The **Attestations** view with its tabs contains the following components:

Patient The name and personal number of the patient.

- Prio** The priority for the attestation.
- Content** The attestation activity (e.g., blood pressure, questionnaire finished).
- Assignees** The practitioners assigned to the attestation.
- Role** The responsible practitioner's role.
- Created at** The date the attestation was created.
- Attested at** The date the attestation was attested.

7.10.5. Attest an attestation

1. Click **Attestations** in the main menu to open the **Incoming** tab in the **Attestations** view.

Attestations + Create new attestation

Incoming Created by me Attested by me

Whose attestations do you want to see? Filter by type

[Patient Name] Select one or more types Show also attested

Patient	Prio	Content	Assignees	Role	Created at
Mickis 19 [Avatar]	1	Blood pressure and pulse (1)		Doctor	Oct 30, 2023
	2	U-Albumin (2)		Doctor	Oct 30, 2023
Alex 19 [Avatar]	1	Blood pressure and pulse (1) NN		Doctor	Feb 16, 2023
Pontus 19 [Avatar]	1	Blood pressure and pulse (2) NN		Doctor	Feb 9, 2023

2. Click on a parameter row in the attestation list to expand the row and to make the attestations selectable.

Patient	Prio	Content	Assignees	Role	Created at
Gustaf 19 91 [Avatar]	1	Blood pressure and pulse (3)	GB	Nurse	Feb 28, 2024 - Mar 8, 2024
<input type="checkbox"/> Select all					
<input type="checkbox"/>	1	Blood pressure: 170/120, Pulse: 65	GB	Nurse	Mar 8, 2024 9:15 AM
<input type="checkbox"/>	1	Blood pressure: 75/25, Pulse: 110	GB	Nurse	Feb 28, 2024 4:25 PM
<input type="checkbox"/>	1	Blood pressure: 79/40, Pulse: 110	GB	Nurse	Feb 28, 2024 4:22 PM

- If desired, click on an attestation to show more details about the attestation (e.g., historical measurements).

The screenshot shows the 'Attestations' interface. On the left, there is a list of patients with their respective attestation counts and assignees. The main part of the interface shows a detailed view of a specific attestation for patient Gustaf (ID 19 91). The attestation is titled 'Blood pressure and pulse' and has a priority of 1. It was created on Mar 8, 2024 at 9:15 AM by System. The patient's current blood pressure is 170/120 mmHg and pulse is 65 /min. The detailed view includes associated information, a timeline of measurements from February 8 to March 8, 2024, and links to patient activity and health data.

The detailed view also contains links to the patient activity and to the **Health data** tab.

This is a close-up view of the detailed attestation for Gustaf. It shows the patient's name, ID, and the attestation details. Below the associated information, there are two buttons: 'Open patient's activity' and 'Open patient's health data'. An orange arrow points to the 'Open patient's health data' button, indicating that it is the focus of the instruction.

- Select one or more attestations in the attestation list.
- Click the **Attest** button, either in the detailed view or in the attestation list.

The **Attest** button is always visible in the detailed view, but in the attestations list it will appear at the bottom of the list when one or more attestations are selected.

Patient	Prio	Content	Assignees	Role	Created at
Gustaf 19 91	1	Blood pressure and pulse (3)	GB	Nurse	Feb 28, 2024 - Mar 8, 2024
<input checked="" type="checkbox"/> Unselect all					
<input checked="" type="checkbox"/>	1	Blood pressure: 170/120, Pulse: 65	GB	Nurse	Mar 8, 2024 9:15 AM
<input checked="" type="checkbox"/>	1	Blood pressure: 75/25, Pulse: 110	GB	Nurse	Feb 28, 2024 4:25 PM
<input checked="" type="checkbox"/>	1	Blood pressure: 79/40, Pulse: 110	GB	Nurse	Feb 28, 2024 4:22 PM
3 selected attestations					
Attest selected					

7.10.6. Assign the attestation to a colleague

1. Click **Attestations** in the main menu to open the **Attestations** view.

Attestations + Create new attestation

Incoming Created by me Attested by me

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

Patient	Prio	Content	Assignees	Role	Created at
Mickis 19	1	Blood pressure and pulse (1)		Doctor	Oct 30, 2023
	2	U-Albumin (2)		Doctor	Oct 30, 2023
Alex 19	1	Blood pressure and pulse (1)	NN	Doctor	Feb 16, 2023
Pontus 19	1	Blood pressure and pulse (2)	NN	Doctor	Feb 9, 2023

2. Click on a parameter row in the attestation list to expand the row and to make the attestations selectable.

Patient	Prio	Content	Assignees	Role	Created at
Gustaf 19 91	1	Blood pressure and pulse (3)	GB	Nurse	Feb 28, 2024 - Mar 8, 2024
<input type="checkbox"/> Select all					
<input type="checkbox"/>	1	Blood pressure: 170/120, Pulse: 65	GB	Nurse	Mar 8, 2024 9:15 AM
<input type="checkbox"/>	1	Blood pressure: 75/25, Pulse: 110	GB	Nurse	Feb 28, 2024 4:25 PM
<input type="checkbox"/>	1	Blood pressure: 79/40, Pulse: 110	GB	Nurse	Feb 28, 2024 4:22 PM

- Click on an attestation to expand it.

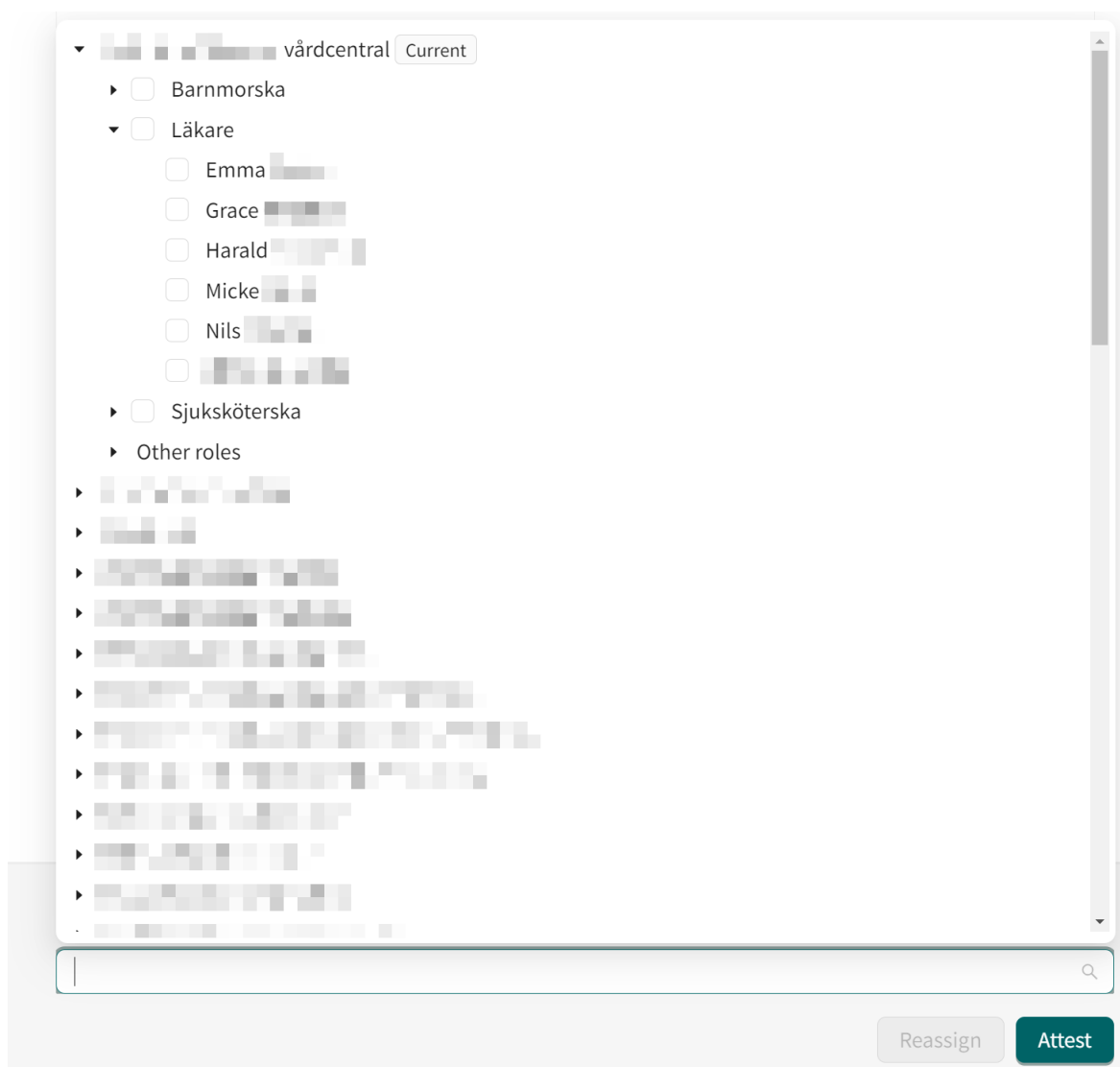
The screenshot shows the 'Attestations' interface. On the left, a list of attestations is displayed, grouped by patient. The first patient, Gustaf (1991), has three 'Blood pressure and pulse' attestations. The second attestation is selected and expanded on the right. The expanded view shows the following details:

- Title:** Blood pressure and pulse
- Status:** Assigned to GB, Not attested
- Created at:** Mar 8, 2024 9:15 AM
- Created by:** System, vårdcentral
- Patient:** Gustaf (1991)
- Associated information:**
 - The patient was recommended to call the maternity coordinator as soon as possible.
 - Blood pressure: 170/120 mmHg
 - Pulse: 65 /min
 - Notes: -
- Timeline:** 8 February - 8 March 2024
- Legend:** Systolic blood pressure (blue circle), Diastolic blood pressure (purple square), Pulse (red diamond)
- Resource:** Select myself (vårdcentral, Sjuksköterska, Goda Boda)

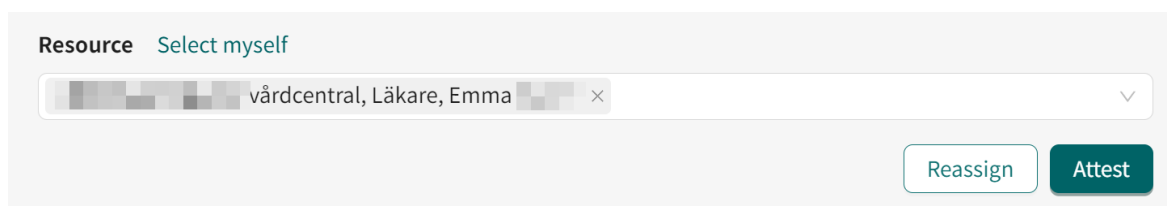
- Scroll to the bottom of the expanded list of details to the right.
- Click the "x" to remove the currently selected resource from the **Resource** field.

This close-up shows the 'Resource' field at the bottom of the expanded attestation. The field is labeled 'Resource' and contains the text 'Select myself'. Below this, a dropdown menu is open, showing the selected resource: 'vårdcentral, Läkare, Nils'. An orange box highlights the 'x' icon next to the resource name, and an orange arrow points to it, indicating that clicking this icon will remove the resource from the field. To the right of the dropdown are two buttons: 'Reassign' and 'Attest'.

- Click somewhere in the **Resource** field to expand the resource selection view and add the new colleague or resource.



- Click the **Reassign** button.



7.11. Conclude monitored activities

If all activities in a remote monitoring plan are concluded, the remote monitoring plan will also be concluded. When a remote monitoring plan is concluded, data related to the patient is kept and can be retrieved if needed.

**NOTE**

When the remote monitoring plan is concluded, the patient can no longer report their activities or order lab referrals, but can view their previously reported values.

To conclude one or more monitored patient activities:

1. Go to the **Health data** tab ([Patient's health data \[26\]](#)).
2. Click the **Conclude activities** button.

 Conclude activities

3. Select the activities you want to conclude and click **Submit**.

Conclude activities

Select all


 Ending all activities will also end the care plan.

- Blood pressure
- Body weight
- Evaluation questionnaire
- Heart failure questionnaire

Cancel

Submit

4. Confirm by clicking **Conclude activities**, or cancel by clicking **Cancel**.

 **Are you sure you want to end selected activities for this patient?**

Confirming will end activities and the patient will not need to take any measurements for it again.

Cancel

Conclude activities

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.

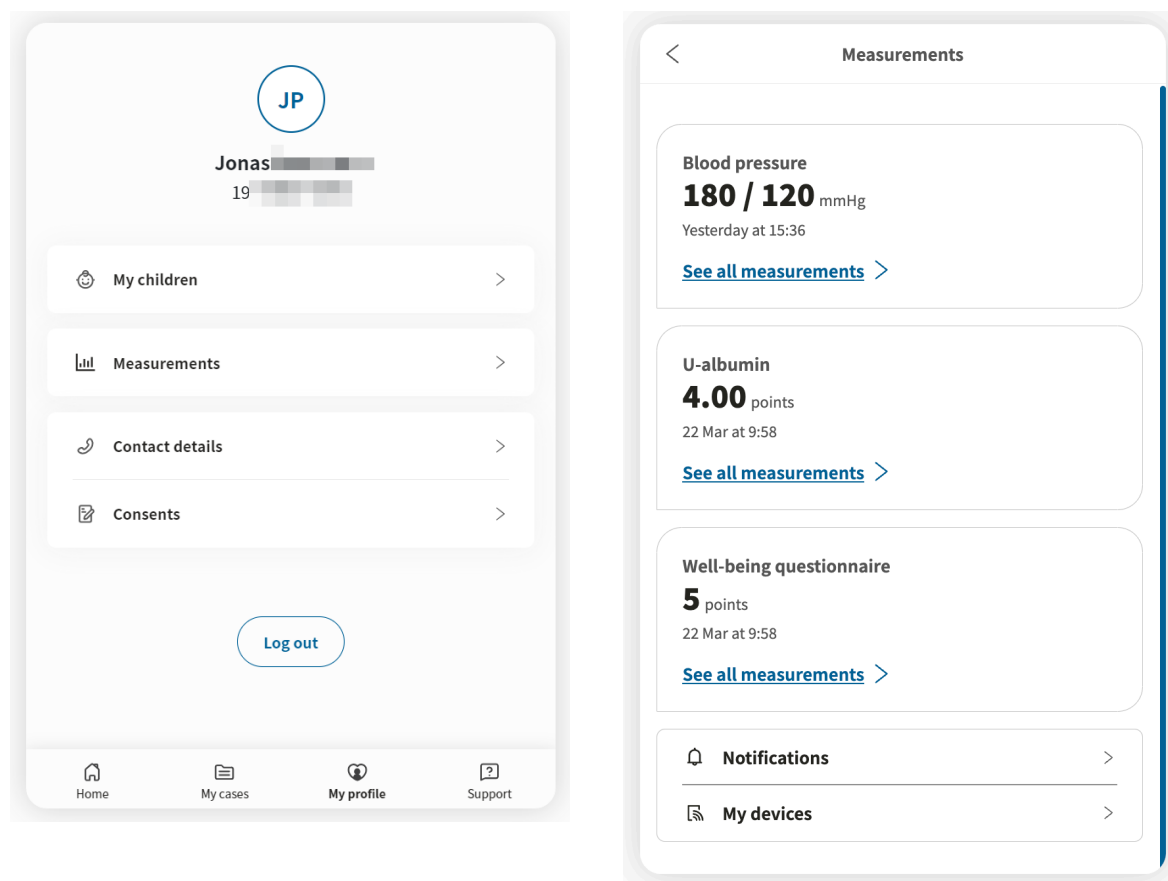
8.1. Dynamic menu item and introduction page for patients

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> .

#	Date	Description
4.0	2024-04-30	<p>Main updates are:</p> <ul style="list-style-type: none"> • The support email for User Manuals has been updated in <i>Section 2.3</i>. • New IMPORTANT precaution added about when changing the thresholds for one interval it affects the adjacent intervals. • <i>Chapter 3 Definition of symbols and precautions</i> has been renamed and updated to also contain a definition of the precautions in the User Manuals. It was also clarified in the section titles that this chapter contains definitions. • <i>Chapter 4 Warnings</i> has been renamed to Safety precautions. • Waist circumference added as a supported parameter in <i>Section 5.4</i>. • <i>Chapter 7 Remote monitoring of patients in Clinic</i> has been renamed and updated. • <i>Section 7.1 Remote Monitoring view</i> has been renamed and updated. One of the updates is that the Remote Monitoring view is now accessed directly in the main menu instead of via the Patient lists pop-up menu. • <i>Section 7.2 Patient list</i> has been updated to reflect updates in the UI with new descriptions and filtering options. The patient's latest measurements can now be shown when clicking on a patient in the patient list. • <i>Section 7.3 Enroll patient to remote monitoring plan</i> has been updated to reflect updates in the UI. The patient is now enrolled in a remote monitoring plan via the Health data tab. • <i>Section 7.4. Register a new patient in Clinic</i> has been updated. • <i>Section 7.5 Patient's health data</i> has been renamed and updated to reflect changes in the UI. A sub-section 7.5.1 has been added for clarity. • Clarification in <i>Section 7.7.2</i> added about that the suitability of the default interpretations, for parameters where this is applicable, needs to be evaluated for each patient before implementation. • <i>Section 7.7.3 Edit thresholds for attestation priorities and interpretations</i> has been updated to reflect changes in the UI. For measurements, the attestation thresholds and interpretations are connected and adjusted simultaneously. Clarification added that if the default thresholds do not suit a patient's specific needs, individual thresholds must be set for the patient. • <i>Section 7.8 Edit measurement frequency of an activity in the graph view</i> has been updated. • <i>Section 7.10. Attestations</i> has been updated to reflect changes in the UI. • General: The Remote Monitoring Plans view has been renamed to the Remote Monitoring view. • General: Clarified terminology for interpretations of measured values in the Patient app (previously referred to as thresholds instead of interpretations). • New sections: <i>7.6 Add monitored activities, 7.10.3 Attestations attested by me, 7.10.5. Attest an attestation, 7.10.6. Assign the attestation to a colleague, 7.11 Conclude monitored activities</i>