ENGLISH

platform24

Instruction for use – Smart Care Plans Studio

Manage

Manual version 3.0
2026-10-02

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CE
2862

MD

UDI

UDI-DI: 7350127221035

Smart Care Plans Medical Device Version 2

Consult instructions for use: eIFU provided from within the product and via manufacturers web-page.

2025-04-01

Platform24 Healthcare AB

Söder Mälarstrand 57, SE-118 25 Stockholm

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	25907 (UUID-ebdba010-f669-2224-f4bb-d75616bd98d4)
Paligo internal publication version	4.0

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1. Introduction

1.1. About Smart Care Plans Studio

Smart Care Plans Studio is a product offered by Platform24 to create templates for care pathways used in Smart Care Plans.

Currently, it is only possible to build templates used in the Smart Care Plans - Episodic product. The templates automate and connect care activities for planned episodic care. You can read more about the Smart Care Plans - Episodic product in the Smart Care Plans - Episodic Instructions for use.

In Smart Care Plans Studio, you can create care pathways based on different combinations of care activities (usually referred to as steps). You can specify activity details and also schedule the activities relative to each other or based on the output of other activities. You can add template details such as titles, descriptions and information articles.

Smart Care Plans - Episodic is a variant of Smart Care Plans that is used for episodic care flows such as for example a surgery process. Smart Care Plans is the overarching name of the product supporting care plans both for episodic and monitoring care flows.

Currently, we have support for the following care activities in Smart Care Plans Studio, but new activities will be added continuously:

- **P24 appointment step**
- **External appointment step**
- **Information step**
- **Email to patient**
- **SMS to patient**
- **Push notification to patient**



NOTE

The instructions for use 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 instructions for use. 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 instructions for use.

1.2. Hardware and software specifications Clinic/Manage

Hardware
- Computer with SITHS-card reader (only required when practitioner authenticates with SITHS-card) - Sweden only
- Computer with Windows OS
- 8 GB RAM
- Bandwidth > 600 kb/s per stream for calls
- Camera (required for video calls)
- Microphone (required for video calls)
- Speakers or headphones (required for video calls)
- Screen resolution 1366x768 or above
- Mouse with scroll wheel (required for stationary computers)

Software
- 2 latest versions of Microsoft Edge (Chromium)
- Latest version of Chrome

2. Contact details

2.1. Manufacturer

Address	**Platform24 Healthcare AB**
	Söder Mälarstrand 57
	SE-118 25 Stockholm
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 instructions for use

For feedback and questions regarding the instructions for use, email the support email below.

E-mail: <support@platform24.com>

2.3.1. Request printed version of the instructions for use

The instructions for use (IFU) is available in digital format in the user interface and on the Platform24 webpage.

If you require a paper version of the instructions for use, contact Platform24 via:

E-mail: <support@platform24.com>

A paper version will be provided at the latest within 7 calendar days of receiving a request from the user, or at the time of delivery of the device if so requested at the time of order.

3. Definition of symbols and precautions

3.1. Symbols definition

This section describes the symbols that are found on the About page of the user interfaces and in the instructions for use.

CE 2862	CE marking
MD	Medical Device
UDI	Unique Device Identifier
	Version number
	Consult instructions for use
	Indicates that caution is necessary when operating the device
	Date of manufacture
	Manufacturer

3.2. Precautions definition

This section describes the different types of precautions that are used in the instructions for use.

WARNING
A warning indicates a hazardous situation that, if not avoided, could result in death or serious 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 to take note of.



TIP
A tip indicates recommendations for the user.

4. Smart Care Plans - Intended use

4.1. Product name

Smart Care Plans

4.2. Intended use

Smart Care Plans is a software used in an outpatient setting where medical parameters are reported by patients asynchronously through external services, connected hardware or manual entry. Smart Care Plans is intended to be used to monitor received medical parameters, or the results of medical questionnaires, compare them to limits of acceptance and inform clinical management through the following functionalities:

1. Alerts to the treating practitioner with varying priority levels.
2. Presentation of configured messages, prompts and requests for action to the patient.
3. Representation of values, or the trends in values, in relation to the limits of acceptance over time using visualizations and written messages.

Smart Care Plans is suitable for any clinical condition that benefits from planned actions based on collection of relevant medical parameters. Its configurability makes it adaptable to a spectrum of clinical conditions.

4.3. Intended user profile

4.3.1. Intended users

- Healthcare practitioners
- Patients
- Medical content developers

Healthcare practitioners

Create and adjust care plans and act on triggered actions.

Details

Type of user	Professional
Age	>20 years old
Level of instructions	• Licensed practitioner, e.g., medical doctor, nurse, psychologist • Level *C1-C2* in the language supported in the product for the relevant market. • Instructions for use
Interface	Clinic (web)

Patients

Patients input data and act on triggered actions.

Details

Type of user	Layman

Age	• System default: 0-120 years • The system allows patients to seek care for themselves from the age they can digitally identify themselves. The exact age is however defined by the healthcare provider. • The system also allows users to seek care for their child up to the age of 18 years old.
Level of instructions	• Level *B1-B2* in the language supported in the product for the relevant market.
Interface	Patient (app/web)

Medical content developers

Create templates for care plans.

Details

Type of user	Professional
Age	>20 years old
Level of instructions	• Undergone education and training • Level *C1-C2* in the language supported in the product for the relevant market. • Instructions for use
Interface	Manage (web)

4.4. Intended operational environment

Smart Care Plans is intended to be used by healthcare providers and healthcare systems in countries where the population has access to the internet through smartphones or computers.

4.5. Intended target conditions

Smart Care Plans is intended to be used for well-known and predictable health conditions, investigations, or care episodes where a smart digital care plan is feasible and would be of benefit for the patient without requiring any continuous health data streams.

4.6. Intended patient population

Smart Care Plans shall be used by the patients as determined by their treating practitioners, in order to provide accurate medical information to inform clinical management. The target treatment group includes patients in the need of a smart digital care plan for instance to monitor their chronic disease or handle an elective care episode.

4.7. Intended clinical benefits

The clinical benefit of Smart Care Plans lies in more effective patient management. This is done by increasing the relevance of the information presented to practitioners by utilizing rule-based actions, which enables clinicians to focus more on patients in need of their attention, and possibly also managing more patients, without reducing safety. Due to the rule-based actions, decisions and/or actions on the reported medical parameters are also virtually immediate, meaning that patients will get an assessment on their medical parameters faster.

Other indirect clinical benefits include giving patients accurate and timely feedback on their reported medical parameters, by allowing practitioners to automate rule-based communication with the patient and present this in a user-friendly way. Another benefit lies in the possibility of Smart Care Plans to adapt to the patient's current health, which increases both relevance and safety to the individual patients, as well as relevance to practitioners.

The Smart Care Plans product has the following claims:

- The use of smart events increases the relevance of the information presented to the practitioners
- The use of smart events enables the practitioners to handle more patients
- Smart Care Plans enables relevant and individualized care plans
- The use of Smart Care Plans does not entail any increased risk compared to standard remote patient monitoring care

4.8. Performance characteristics

By allowing individualized thresholds and actions for medical parameters, Smart Care Plans minimizes unnecessary attestations by making sure that practitioners only receive clinically relevant information, enhancing patient management efficiency.

4.9. Contraindications

Certain patients shall not use the product:

1. Patients with life-threatening symptoms that require immediate medical attention, i.e., are expected to need acute hospitalization within 24 hours. In cases where these symptoms are discovered during the use of Smart Care Plans, the use of the device should stop.
2. Patients who are not well-informed about their health condition, including but not limited to, recognizing signs of deterioration of their health condition and knowing when, where and how to seek emergency care if needed.
3. Patients with severe cognitive issues (including but not limited to dementia or severe intellectual disability).
4. Patients for which access to the required medical data for use of a smart digital care plan is restricted.
5. Smart Care Plans is not intended to provide information which is used to take decisions with diagnosis or therapeutic purposes where such decisions have an impact that may cause death, irreversible deterioration of a person's state of health, serious deterioration of a person's state of health or a surgical intervention.

4.10. Residual risks

Despite the implementation of risk control measures, certain residual risks remain and cannot be completely eliminated:

- Incorrect treatment decisions may occur due to incorrect or misleading information.
- Delayed or absent treatment may result from reliance on connectivity and availability of the software.
- Inaccurate user input may lead to incorrect or misleading output that in turn can lead to impacts on performance and clinical benefit.
- Software errors may cause unexpected behavior that could impact performance and clinical benefit.
- Even though due care has been taken to validate all care plan templates, configuration of care plan templates can result in unsuitable care plans based on the patient's ability and condition.
- User errors, including misinterpretation of the interface, may affect proper use and affect clinical benefit.

Users shall follow the instructions carefully and apply clinical judgment when interpreting results.

4.11. Foreseeable misuse

Certain behaviors are technically possible by the product but outside of the intended use:

1. Smart Care Plans is not intended to be used to automate decisions on critically ill patients.
2. Smart Care Plans is not intended for monitoring of patients in an inpatient setting.
3. Smart Care Plans is not intended to be used to replace any process which is intended to reduce the risk of suicide or self harm for a patient. It is however within the intended use of the product to enhance the work to reduce the risk of suicide or self harm for a patient.
4. Smart Care Plans is not intended for continuous synchronous monitoring.
5. Smart Care Plans is not intended for independently determining patient management in a closed loop system, without the involvement of a practitioner.
6. Smart Care Plans shall not be initiated via an integration from an external system if the care plan can cause harm if applied to the wrong patient.

5. Log in to Manage

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

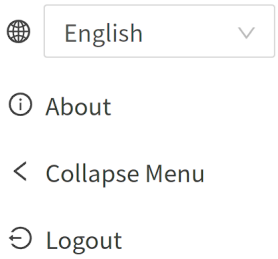
   NOTE
   Some customers might have a unique environment link. Talk to your superuser if the link does not work.

2. Log in using your selected authentication method.

   NOTE
   The selected authentication method is customer-specific. Talk to your superuser if you are unsure about the login process at your clinic.

6. Log out of Manage

To log out of Manage, click **Logout** in the lower left corner.



7. Access to Smart Care Plans Studio

In order to build, view and publish pathway templates you must have one or several of the following roles in Manage. Refer to the Manage Instructions for use for information on how to add roles in Manage.

Pathway editor — As a pathway editor you can manage pathway templates (i.e., build, edit, copy, delete).

Pathway viewer — As a pathway viewer you can view all pathway templates.

Admin — As an admin you can access and edit all configurations for the partner. An admin can also edit other users at the partner, including being able to add the admin role to other users.

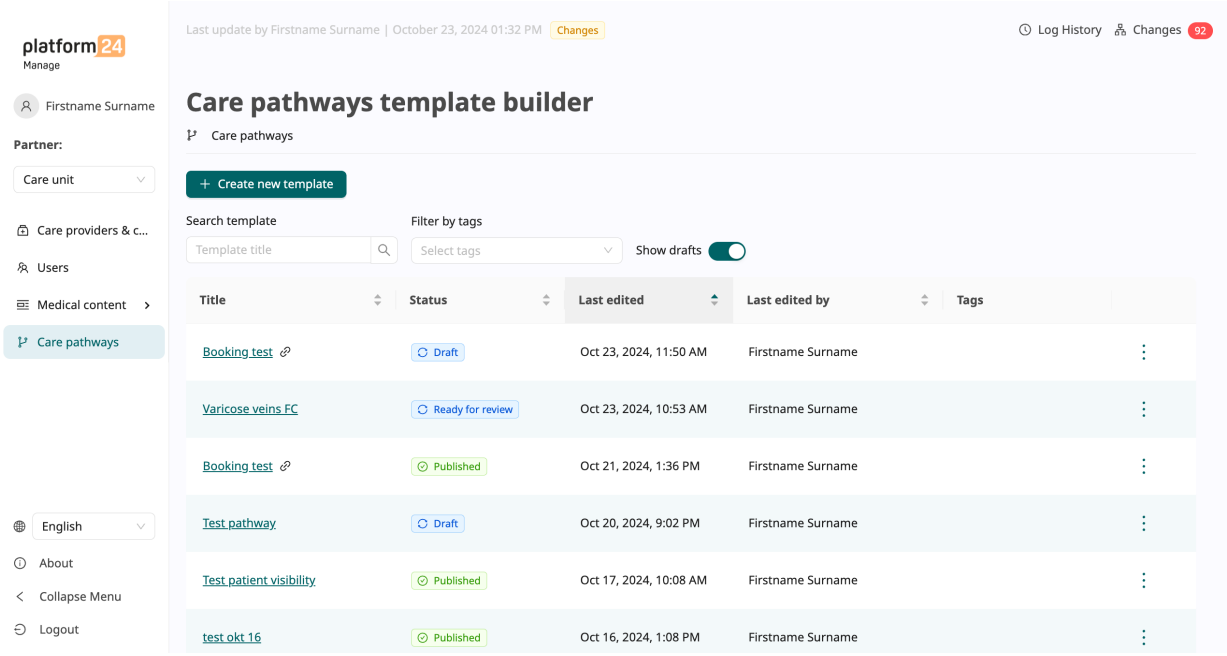


NOTE
In order to send configuration changes for review (i.e., publish/unpublish pathway templates) this role is necessary.

Medical content editor — As a medical content editor you can write information articles and create questionnaires. For more information on how to create questionnaires, refer to the Content Studio Instructions for use.

8. The Care pathways template builder view

To reach the **Care pathways template builder** view, click on **Care pathways** in the main menu.



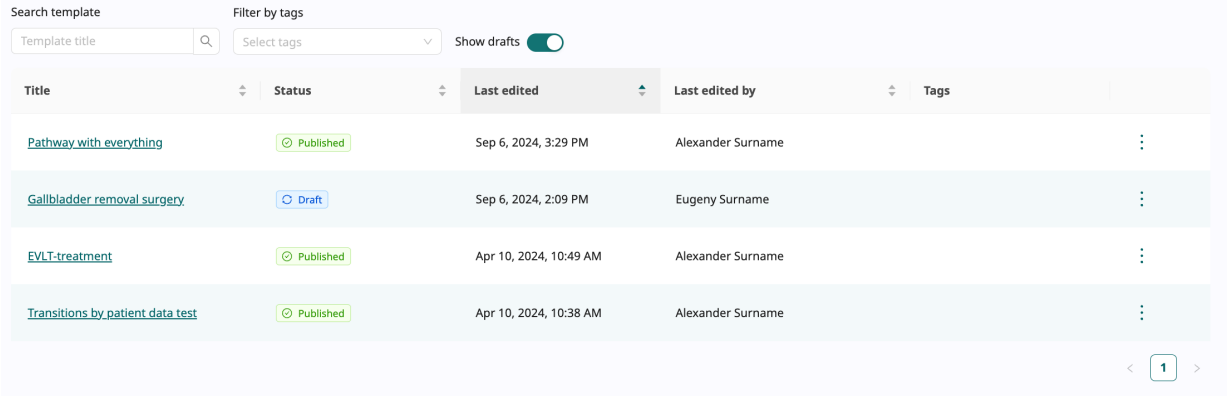
The **Care pathways template builder** view consists of the following parts:

Create new template The **Create new template** button allows you to create a new care pathways template. For more information, see Create a new template [20].

Template list The template list contains the created care pathways templates, both drafts and published ones. For more information, see Template list [18].

8.1. Template list

The template list in the **Care pathways template builder** view contains all created care pathways templates for a specific partner.



The template list contains the following information:

Title The title of the template shown to the practitioners when working in the Clinic application.

Status Status of the template. Can be: “Draft”, “Published”, “Ready for review”, “Draft sent for review”, “Unpublish: ready for review” or “Unpublishing sent for review”. Read more about statuses in Publish a template [61] and Unpublish a template [67].

> **NOTE**
> Drafts are not shown if the **Show drafts** slider has been disabled.

Last edited The date and time when the template was last edited.

Last edited by The name of the editor who last edited the template.

Tags The tags added to the template details. Tags are added to organize templates with similar titles. For example, all templates belonging to the same treatment can be tagged with the same tag.

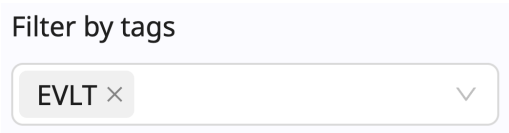
Actions icon Icon with three dots. Used to reveal more actions, e.g., “Copy template”.

The template list is by default sorted by **Last edited**.

8.2. Searching and filtering

Search Use the search field to search for templates by writing their title.

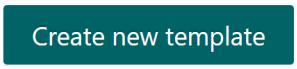
Filter by tags Find templates by selecting one or more tags in the **Filter by tags** selector.



Show drafts Filter out drafts by switching the **Show drafts** slider on and off.

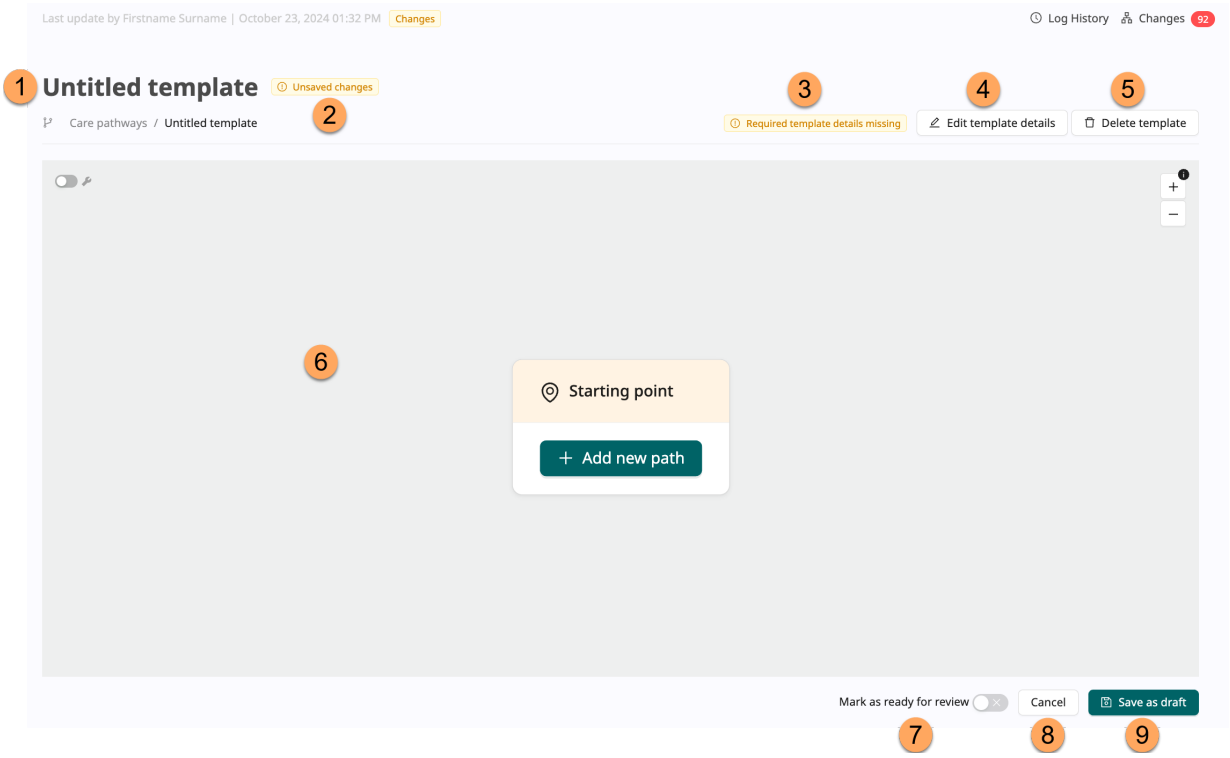
9. Create a new template

1. Go to the **Care pathways template builder** view.
2. Click the **Create new template** button.

   This will create an unsaved draft with the title “Untitled template” in the editor view. For more information about the editor view, see The editor view [21].
3. The template can now be filled with different steps that are connected to each other. See Create start steps [26] and Connect steps [32] for more information.
4. In order to complete the template, details about the template and the various steps also need to be entered, see Edit template details view [23] and Fill in step details [39].

10. The editor view



The editor view consists of the following parts:

1. **Title**
   Title of the template. Set to “Untitled template” by default.
2. **Template status**
   Status of the template. Can be “Unsaved changes”, “Draft”, “Published”, “Ready for review”, “Draft sent for review”, “Unpublish: ready for review” or “Unpublishing sent for review”.
3. **Template details status**
   Shown if there are required template details missing. Always shown from the start.
4. **Edit template details**
   This button allows you to open the editing view of template details.
5. **Delete template**
   This button allows you to delete a template draft.

> **NOTE**
> For published templates this button will be called “Unpublish”. To delete a published template you must first unpublish it.

6. **Editing window**
   The interactive interface where you can create and connect steps in order to build the care pathways template.
7. **Editing timestamp**

Text showing by whom and when the template was last edited or published.

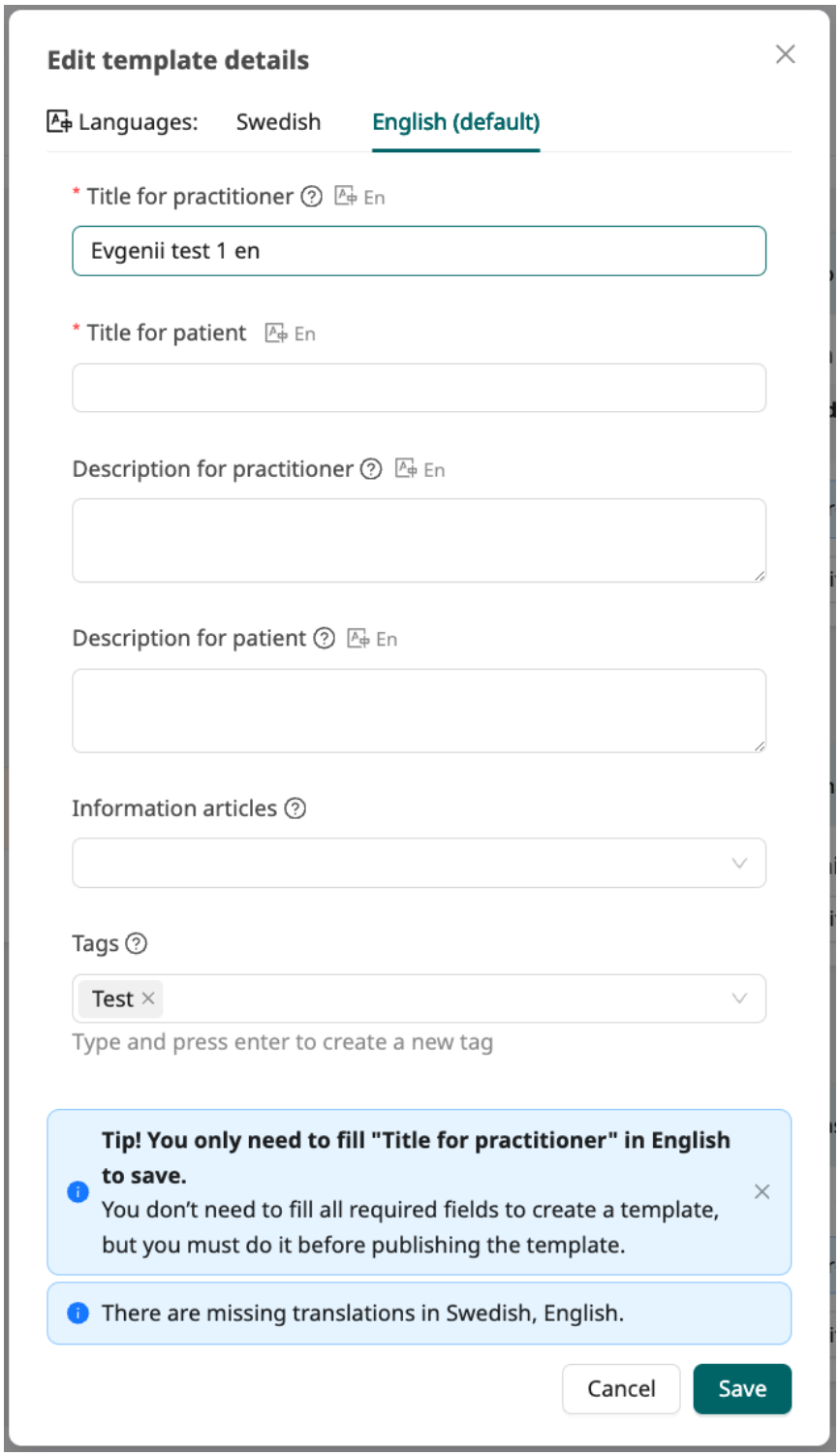
> **NOTE**
> The timestamp is not shown before the template has been saved as a draft.

8. **Mark as ready for review**
   A switch used to lock the template draft making it ready for review and publication.

> **NOTE**
> This switch is inactivated for unsaved templates.

9. **Cancel**
   This button allows you to cancel the editing view.
10. **Save as draft**
    This button allows you to save the template as a draft. Once the template has been saved as a draft, the button is renamed to “Save” and can be used to save any unsaved changes to the draft.

11. Edit template details view



The **Edit template details** view consists of the following parts:

Language tabs Used to add translations to all template details for each language supported by the partner.

Title for practitioner	Title of the template shown in Manage. Also the title of the care pathway when created in the Clinic application (the practitioner user interface).
Title for patient	Title of the template-based care pathway when shown in the *Patient application*.
Practitioner description	Description of the template-based care pathway when shown in Clinic.
Patient description	Description of the template-based care pathway when shown in the Patient application.
Information articles	Used to connect information articles that should be part of the care pathway created based on this template.
Tags	Used to tag the template with tags that can be used for filtering in the **Care pathways template builder** view.

11.1. Languages

The language tabs provide a way to add translations to localized text in the template details. By “localized text” we mean texts that will be shown in the Clinic application or in the Patient application, and that will change if the user changes the language setting.

The languages shown as tabs are the languages that the chosen partner in Manage and Clinic is configured to support. The default language is marked with “default”.



11.1.1. Add translations to localized text fields

The language tab header and all localized fields are marked with the language icon. Each localized field is also marked with the abbreviation of the current language being edited.

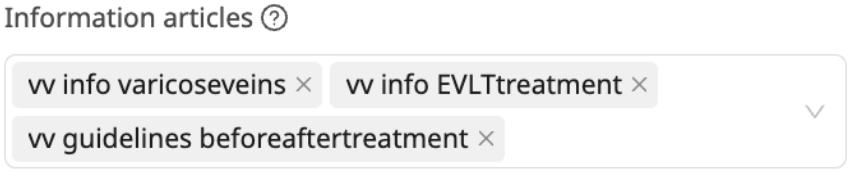
Non-localized inputs are selected/edited under the default language tab, in the image above you can see how **Information articles** and **Tags** are edited under the English tab, since **English** is set as being the default language. When switching to another language tab you will notice that the non-localized fields are inactivated.

In the bottom of the editing view you will see an information alert informing if there are languages with missing translations.

11.2. Information articles

Information articles are used in the Patient application to provide the patient with information about the care pathway’s content. Articles are created using the information articles service in Manage. For instructions on how to create an information article, see Create new information article [68].

11.2.1. Add information articles to a template



1. Click on the selector and search for article titles in the drop-down list.
2. Click on the article title to select it. Add the articles in the same order as they should appear in the Patient app; the first one selected will appear in the top of the list, etc.

11.3. Tags

Tags are used to easily differentiate between templates in the **Care pathways template builder** view. For example, all templates regarding a certain condition or a certain care unit could be tagged with appropriate words.

11.3.1. Add new and already created tags to a template

To add already created tags: Click on the selector and search for already created tags in the drop-down list.

To create a new tag: Click on the selector and start typing the new tag. Press Enter to create it. It will now show up when searching for it in other templates.

12. Create start steps

12.1. The structure of a template

A care pathway template is built out of connected activities, called *steps*. A step corresponds to an event in the care pathway, e.g., an online appointment or an information reminder. A connection between two steps can have one out of four different connection states. The connection states help to define how the pathway should progress depending on the outcome of the different steps.

The connection states correspond to the outcome of the step in the pathway. For example, if an appointment is canceled or if an information reminder is completed (has been read by the patient).

The four connection states are:

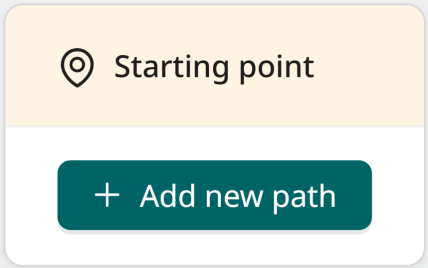
- **If completed** - the step is completed
- **If canceled** - the step is canceled by practitioner, patient or system
- **If closed** - the step is closed and removed from the active pathway by the practitioner because it is deemed not necessary.

  NOTE
  This connection state is not yet supported in the Clinic User Interface.

- **If expired** - the step is not completed before the expiration date

NOTE
The steps initiated in the beginning of a pathway have other connection states than these. Read more about those in Start steps [26].

12.2. The starting point



The starting point is where the care pathway created by the template starts.

12.3. Start steps

To build a pathway template you begin by adding the start steps. Start steps are steps that are initiated when the care pathway starts (i.e., when the patient is enrolled) or when a certain additional condition is met. Start steps are connected to the starting point with one out of two types of connection states:

- **At enrollment**

- **If conditions met**

A start step with the connection state **At enrollment** is initiated when the care pathway starts (i.e., when the patient is enrolled). A start step with the connection state **If conditions met** is initiated when a certain activation condition is met.

> **NOTE**
> That a step is *initiated* at enrollment does not mean it becomes *active* at enrollment. What happens at enrollment is that the path starting with the step is entered. When the step becomes active is still decided by the activation date.

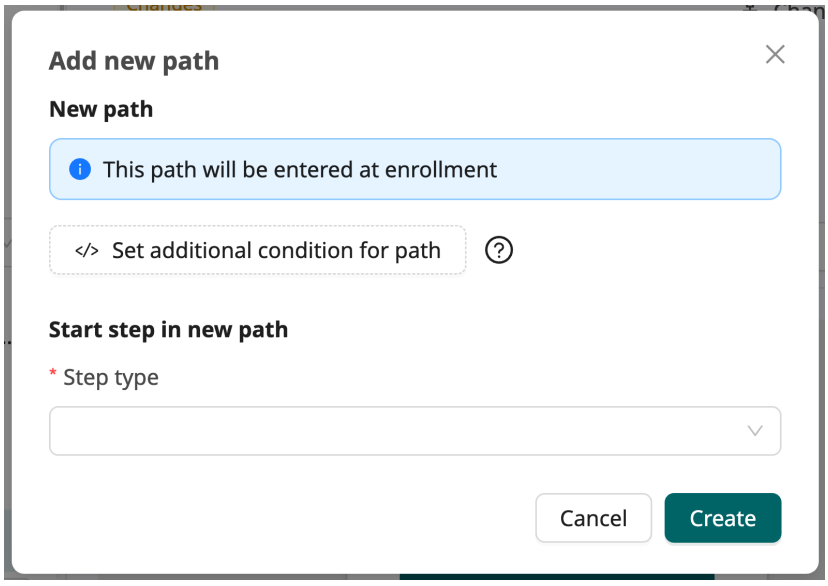
Read more about connection states for start steps in Connection states for start steps [28].

12.4. Create a start step

1. Click on the **+ Add new path** button in the **Starting point**.



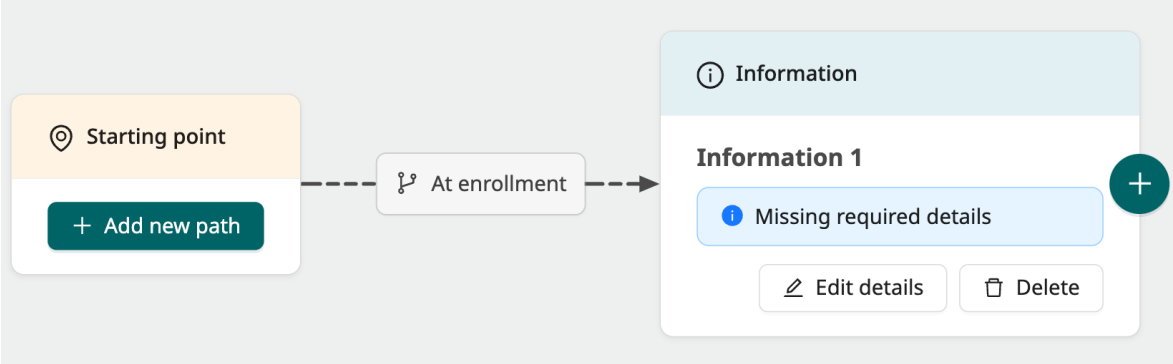
2. Select which type of start step you want to create (e.g., information step or online appointment step).



> **NOTE**
> The **Set additional condition** button is used to add a certain condition to when the path with the step should be entered. For more information, see Connection states for start steps [28].

3. Click the **Create** button.

The created start step appears to the right of the starting point, with the default connection state “At enrollment”.



12.5. Connection states for start steps

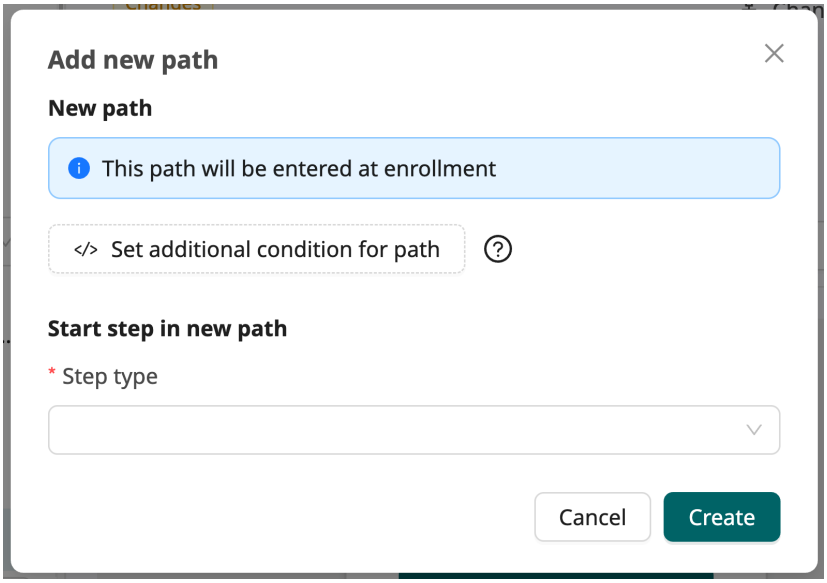
The default connection state for start steps is “At enrollment”. If you wish to instead specify a certain additional condition you can do so when creating the step.

To specify an additional condition:

1. Click on the **+ Add new path** button in the starting point.

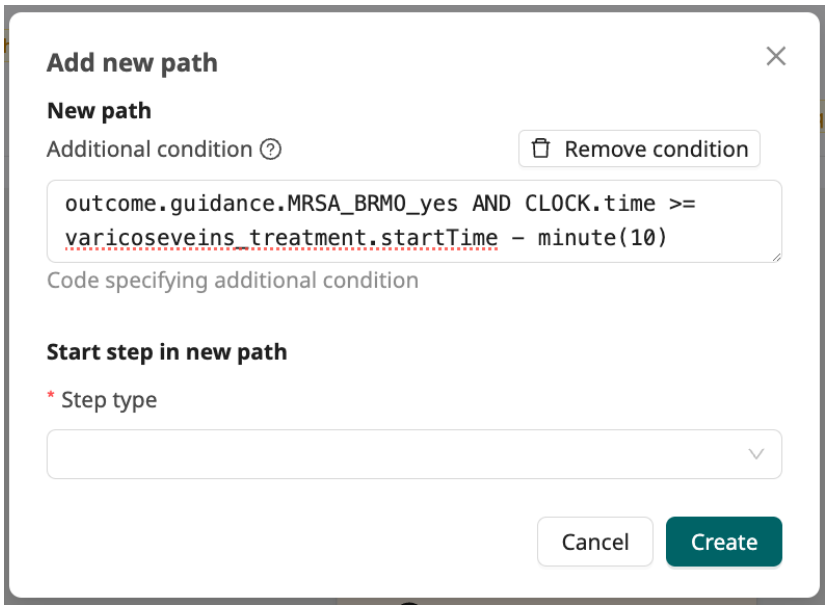


2. In the **Add new path** dialog, select which type of start step you want to create from the drop-down list.



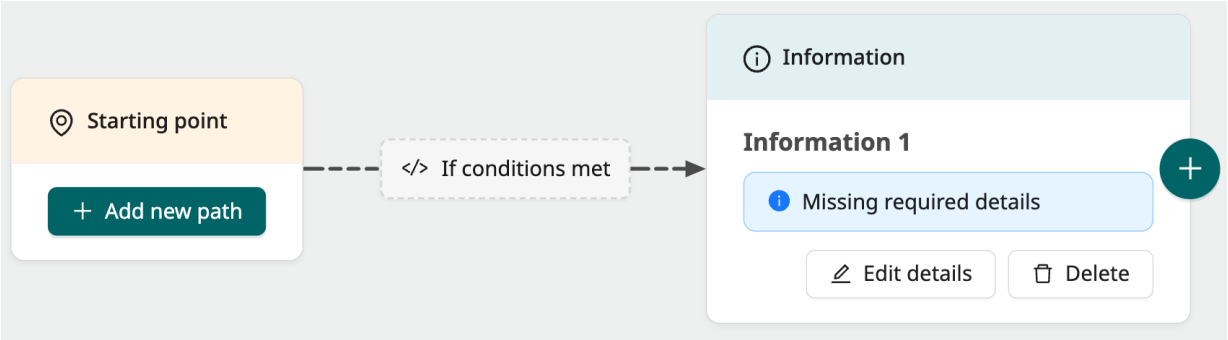
3. Click on the **Set additional condition for path** button.

4. In the revealed text field, paste the additional condition.



5. Click the **Create** button.

The created start step appears to the right of the starting point, now with the connection state “If conditions met”.

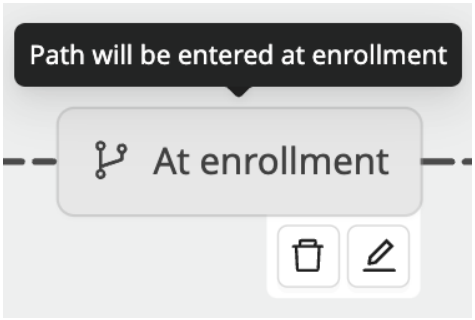


NOTE
If you need advice on how to formulate additional condition codes, please contact your Customer Success Manager.

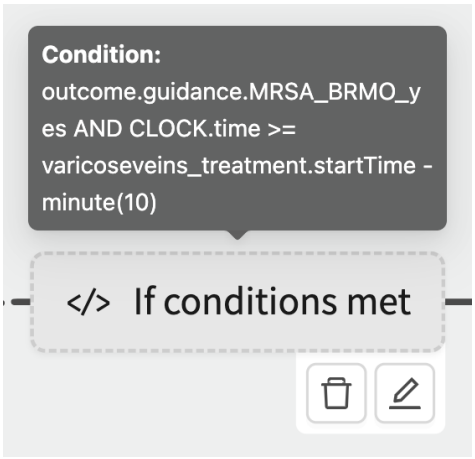
12.6. Edit a start step connection state

If you wish to edit a start step connection state, for example when wanting to add, change or remove the additional condition, follow these steps:

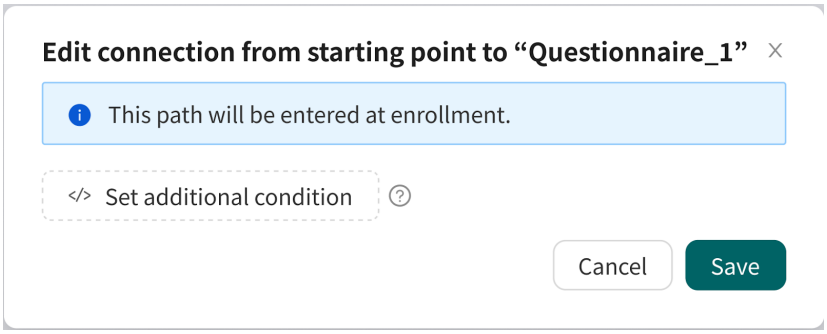
1. Hover over the connection state. You will notice two buttons being revealed attached to the state: one delete button (trash can icon) and one edit button (pen icon).



2. If you hover over a connection state with a set additional condition, you can also see the condition code.



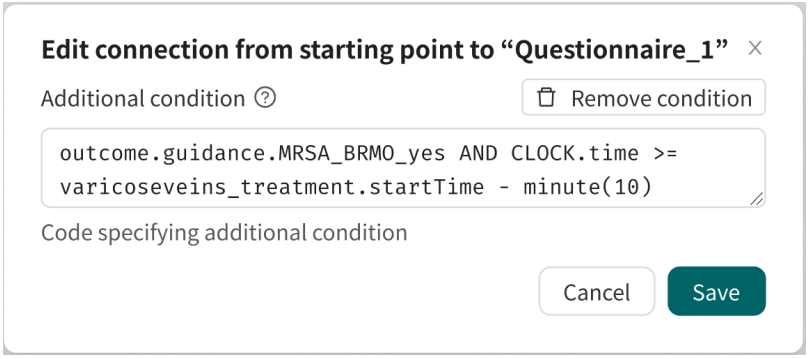
3. Click on the edit button. This will open the **Edit connection** dialog.



In the **Edit connection dialog** it is possible to:

- Add an additional condition to the already existing connection by clicking on the **Set additional condition** button.

- Change the additional condition by editing the code in the text field.



- Remove the activation condition by clicking the **Remove condition** button.

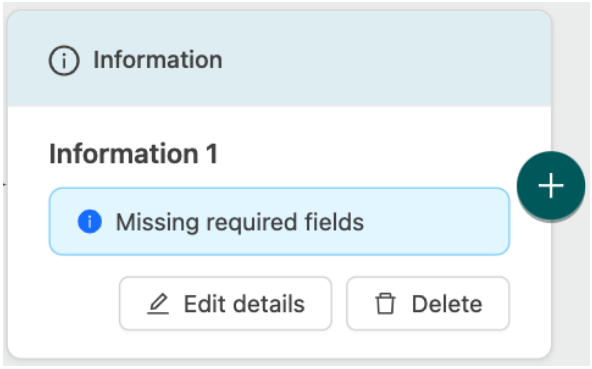
4. Click **Save**.

13. Connect steps

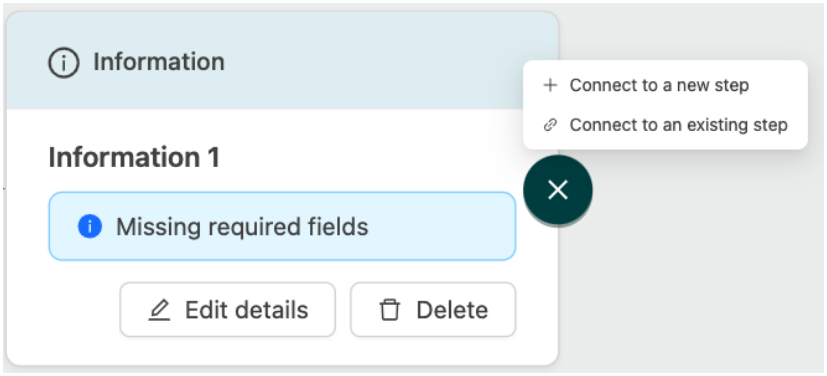
13.1. Connect a step with a new step

To create a step that is not a starting step:

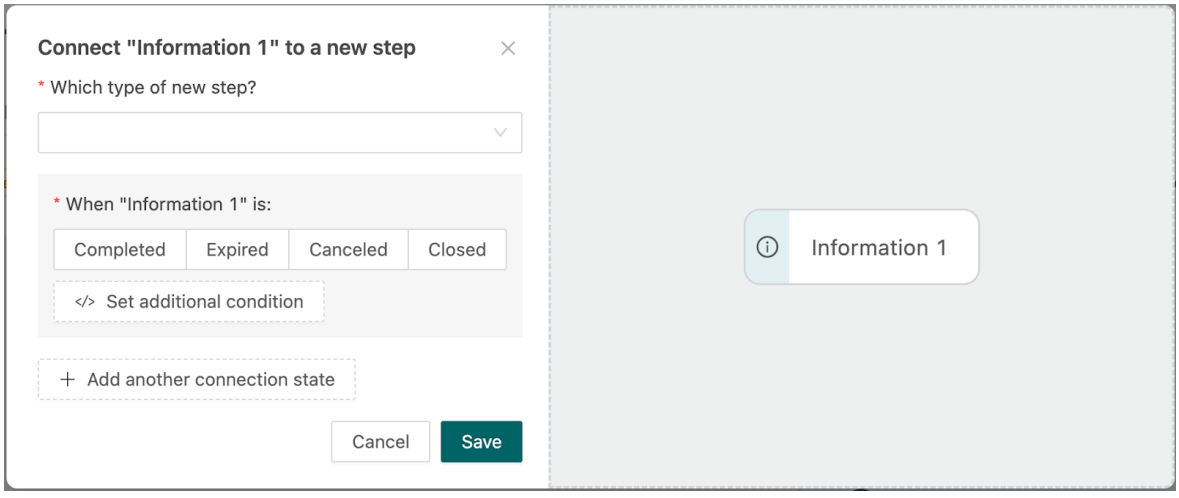
1. Click on the green button with a plus icon on it in the step card.



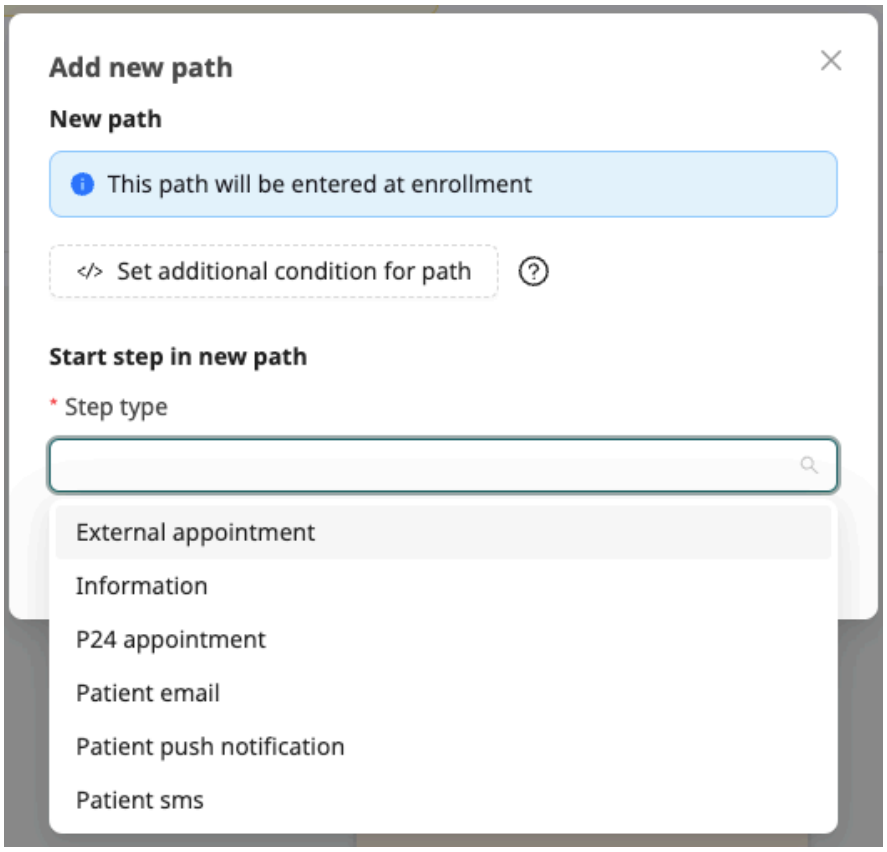
A pop-up menu will appear:



2. To create a new step and connect the current step to it, select **Connect to a new step**.
   A dialog will appear that consists of two parts: the creation form to the left and a preview window to the right. The preview window gives you the opportunity to see a preview of the choices made in the creation form.

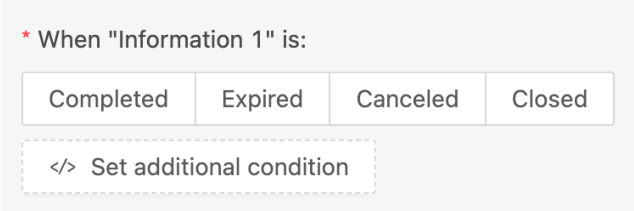


3. Select which type of new step that you want your current step to connect to.



When you make your choice you will notice that the preview window is updated with your choice.

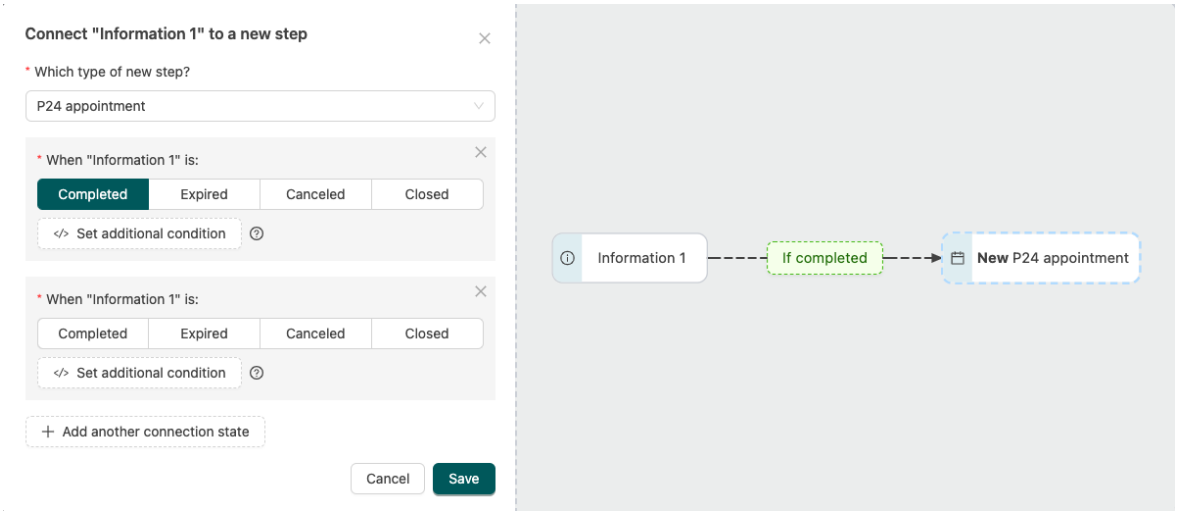
4. Select which connection state that should connect the two steps.



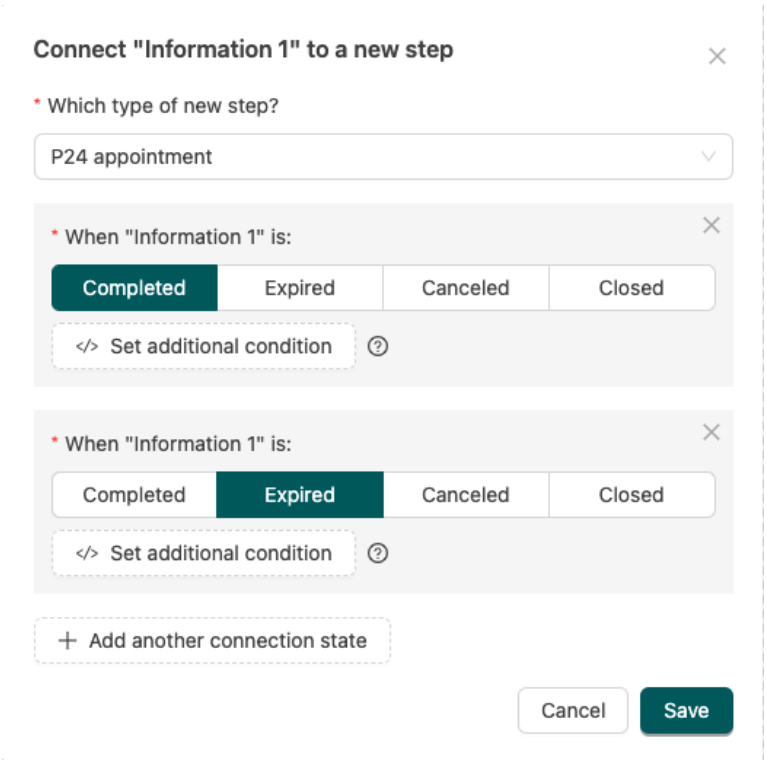
The choices are: “Completed”, “Expired”, “Canceled” or “Closed”.

NOTE
The **Set additional condition** button is used to add a certain condition to the connection state. For more information, see Additional conditions on connection states [37].

5. If you want to add multiple connections between the steps, click the **Add another connection state** button.

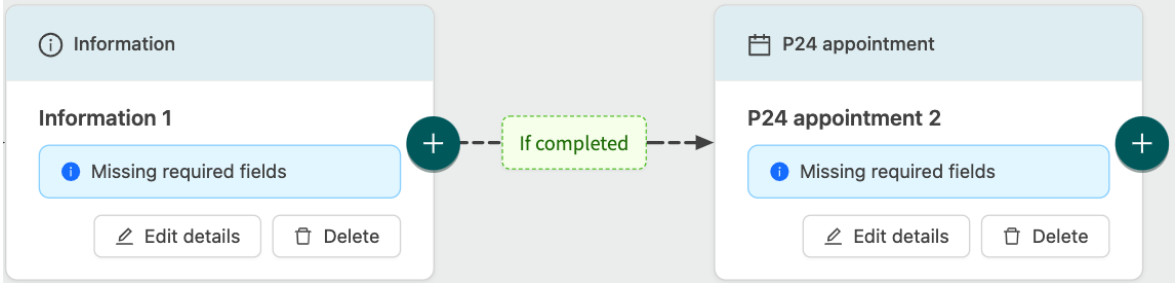


Now you will see a new section about the new connection state. Note that when displaying more than one connection state in the form, cross icons show up to the right giving the user the possibility to remove unwanted connection states.



6. Click **Save**.

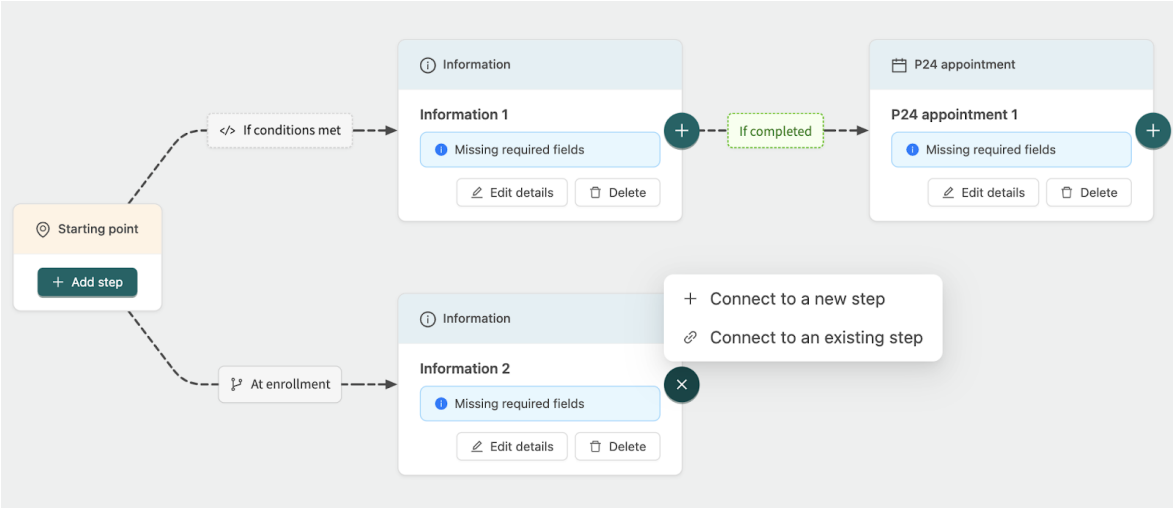
Now you will see the newly created step card to the right of the first one, connected with a connection state.



13.2. Connect a step to an already existing step

To connect your step to an already existing step in your template:

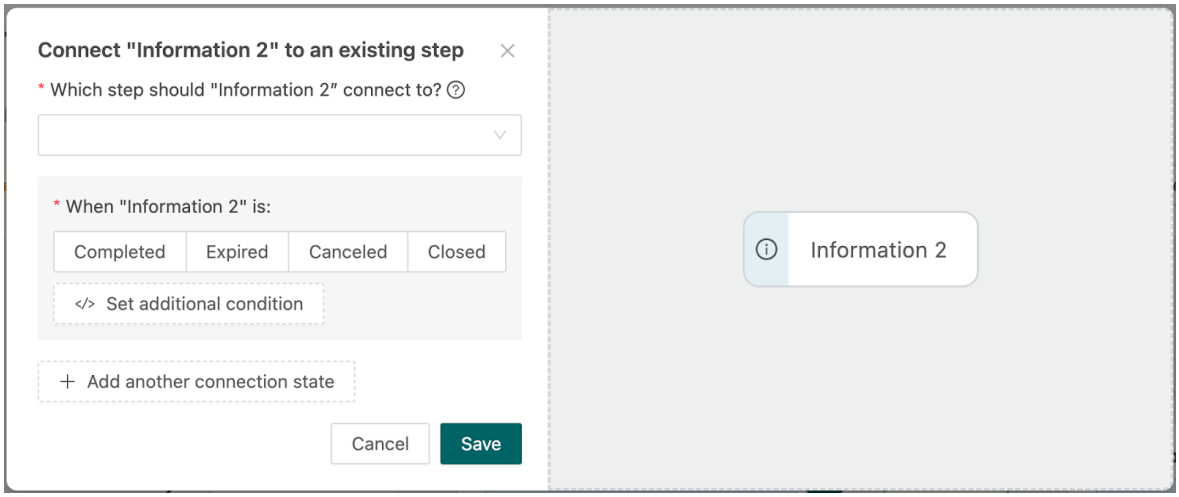
1. Click on the green plus button in the step card.



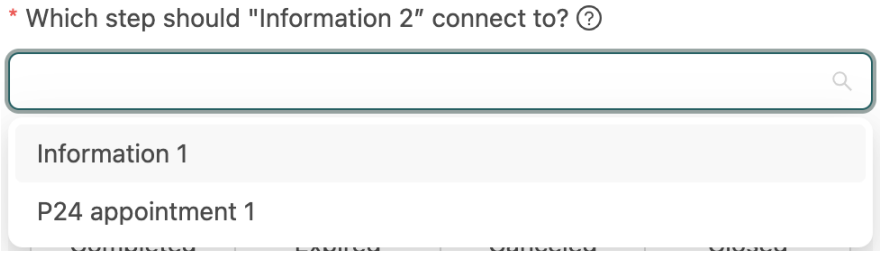
2. In the pop-up menu, select “Connect to an existing step”.

NOTE
If only one step has been created in the template, it is not possible to select the option “Connect to an existing step”.

A pop-up dialog will appear that consists of two parts: the connection form to the left and a preview window to the right. The preview window gives you the opportunity to see a preview of the choices made in the connection form.



3. Select which step you want the first step to connect to.

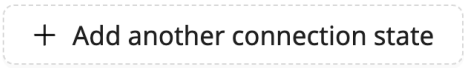


4. Select which connection state that should connect the two steps.



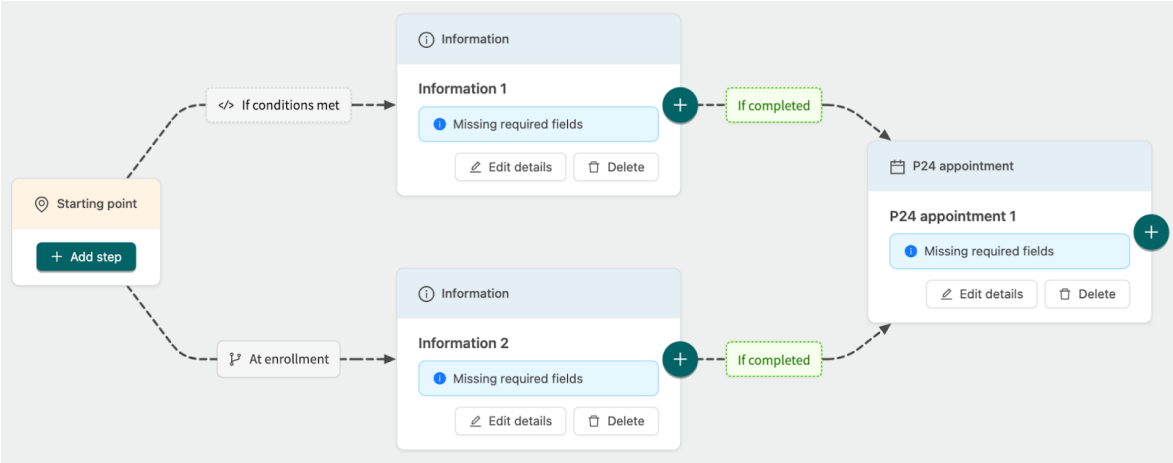
> **NOTE**
> The **Set additional condition** button is used to add a certain condition to the connection state. For more information, see Additional conditions on connection states [37].

5. If you want to add multiple connections between the steps, click on the **Add another connection state** button.



6. Click **Save**.

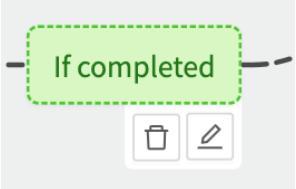
Now the two step cards have been connected.



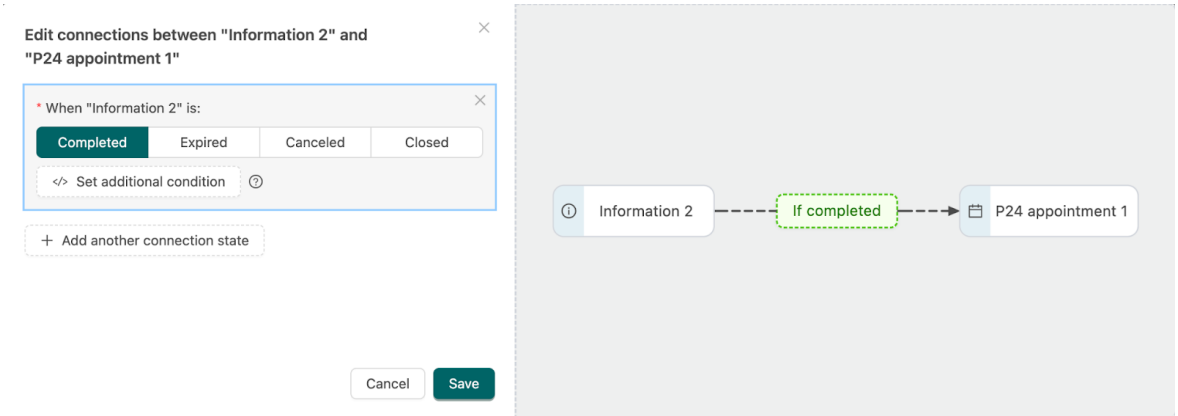
13.3. Edit connection states

If you wish to edit one or more connections between two steps, for example when wanting to add, change or remove a connection state, follow these steps:

1. Hover over the connection state. You will notice two buttons being revealed attached to the state: a delete button (trash can icon) and an edit button (pen icon).



2. Click on the edit button. This opens the **Edit connections** dialog.



In the **Edit connections** dialog you can:

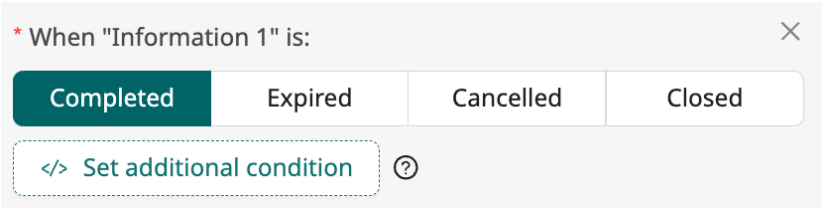
- Edit or remove a connection state, and add new ones. If the two steps are connected with more than one connection, you will be able to edit all of them here.
- Delete the connection state by clicking the cross icon in the top right corner of the connection state section. For more information, see Deleting connection states [53].

13.4. Additional conditions on connection states

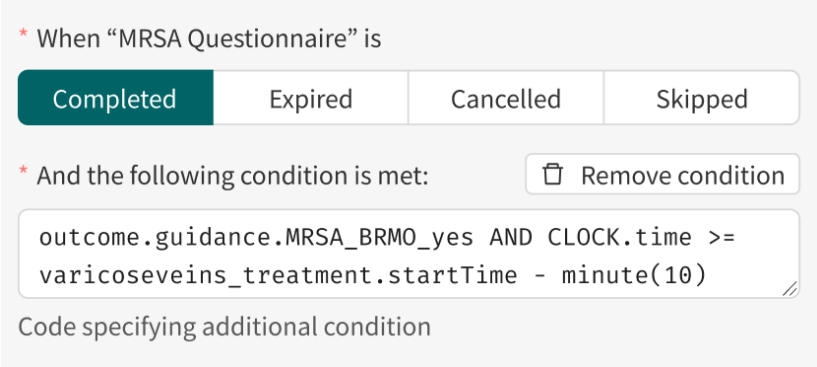
Additional conditions create the possibility to set additional conditions on connection states. For example when different attestation steps should be initiated depending on the output of a questionnaire step (i.e., the patient's answers).

To set an additional condition to a connection state:

1. Open the step creation/editing dialog.
2. Click on the **Set additional condition** button below the connection state selector.



3. In the text field that is revealed, paste the additional condition for the connection. If you need assistance with writing the condition code, please contact your Customer Success Manager.



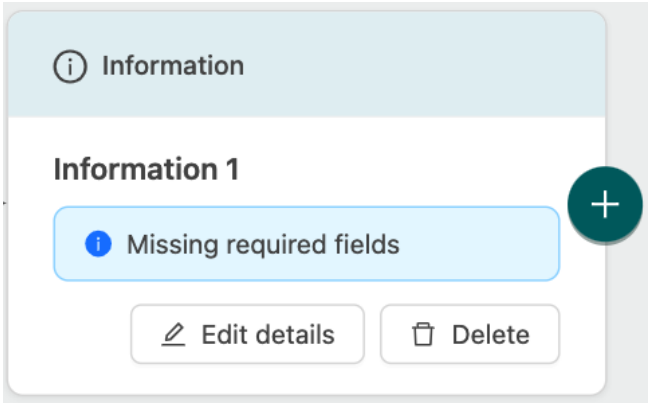
4. Click **Save**.

14. Fill in step details

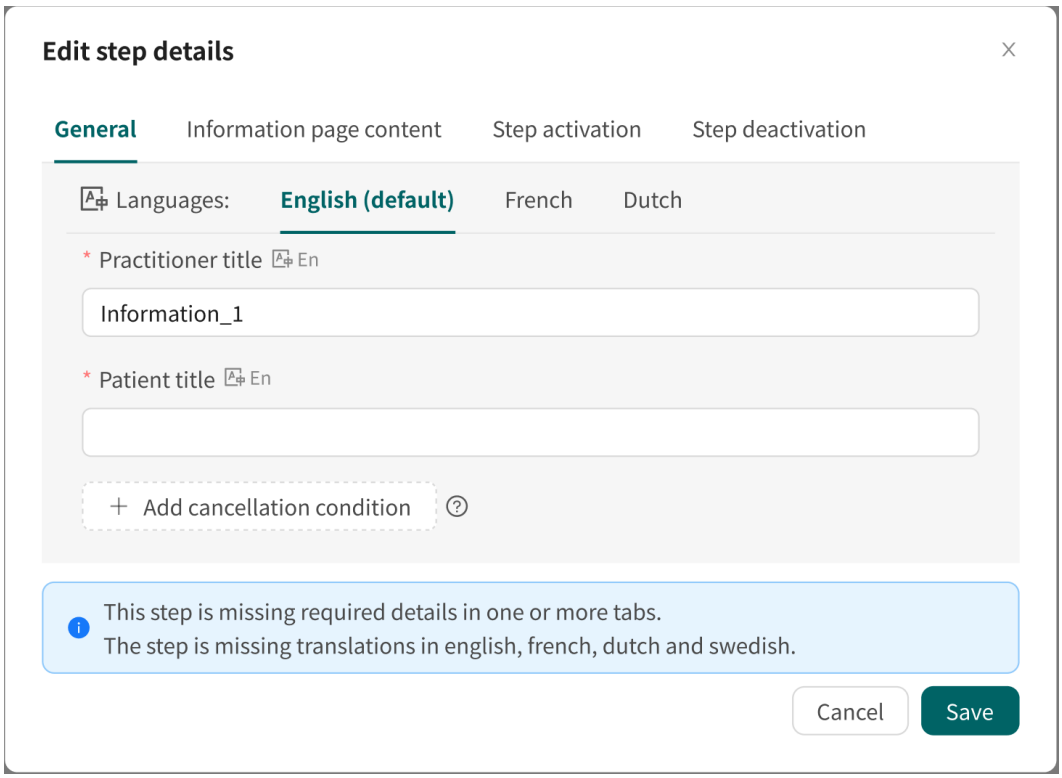
As stated above, a care pathway template is built out of connected steps. A step is corresponding to an activity in the care pathway, e.g., a P24 appointment or a questionnaire. To complete the template you must fill in the details of each step, e.g., title and time of activation.

To edit the step details:

1. Click on the **Edit details** button in a step.



This opens the **Edit step details** dialog.



2. Edit the step details. The required fields are marked with a red asterisk. Note that you do not need to fill in all fields to save the template, but you must do so to publish the template.
3. Click **Save**.

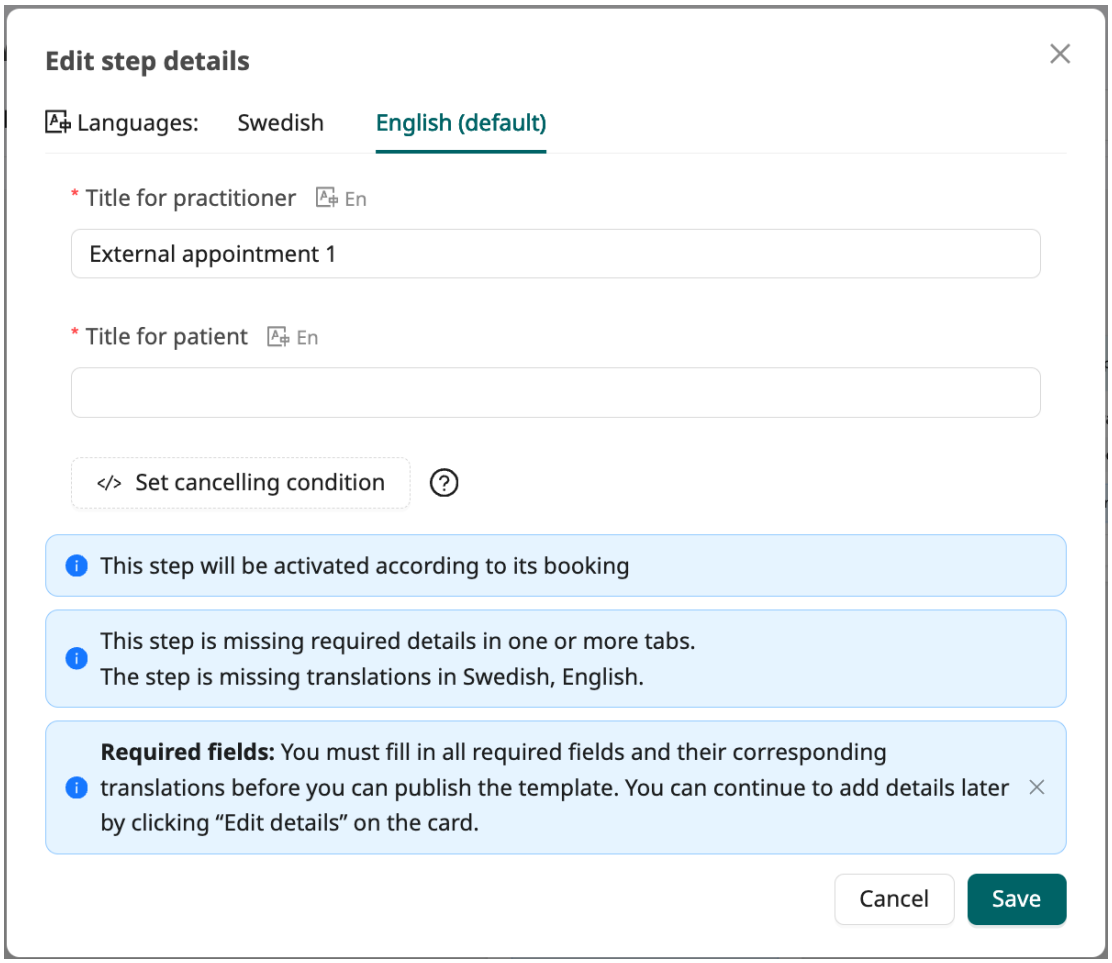
14.1. Step types

Each step type has its own specific set of details. Below is a list of the different step types and their specific details.

NOTE
All step types can have a cancellation condition. For more information, see Cancellation condition [45].

14.1.1. External appointment step

This step type corresponds to an appointment booked via an external system (e.g., an EHR system) which also takes place outside of Platform24 (i.e., does not exist as an appointment in the Clinic application). Often it implies a physical visit at a care unit.

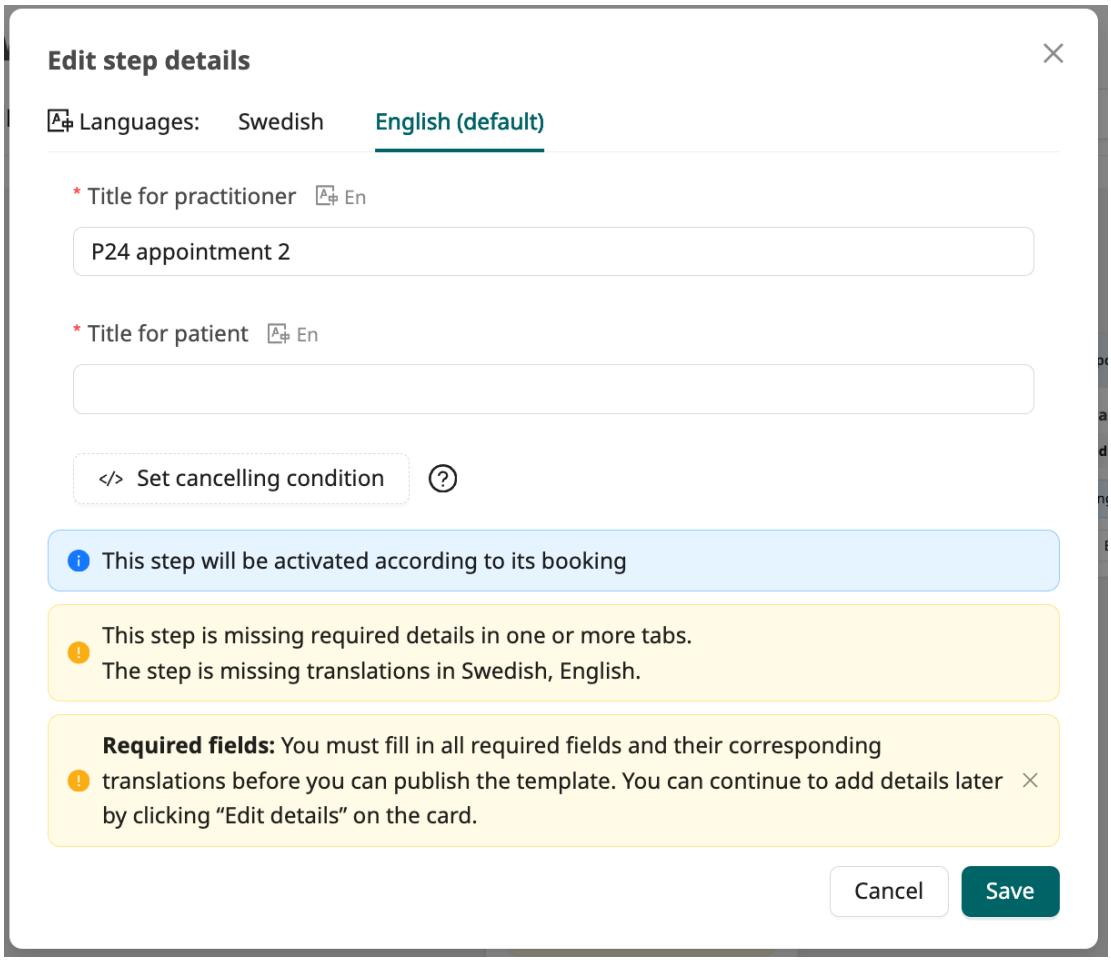


The external appointment step details contain the **Title for practitioner** and **Title for patient** as well as the possibility to add a cancellation condition. Other details such as date and time are added when the patient is enrolled to the Clinic application or when the pathway is activated in Platform24 via an integration. For more information on **Title for practitioner** and **Title for patient**, see Title for practitioner and patient [44].

14.1.2. P24 appointment step

This step type corresponds to an appointment that takes place in Platform24, i.e., in the Clinic application. Often it implies an online appointment, but it could also be a physical appointment.

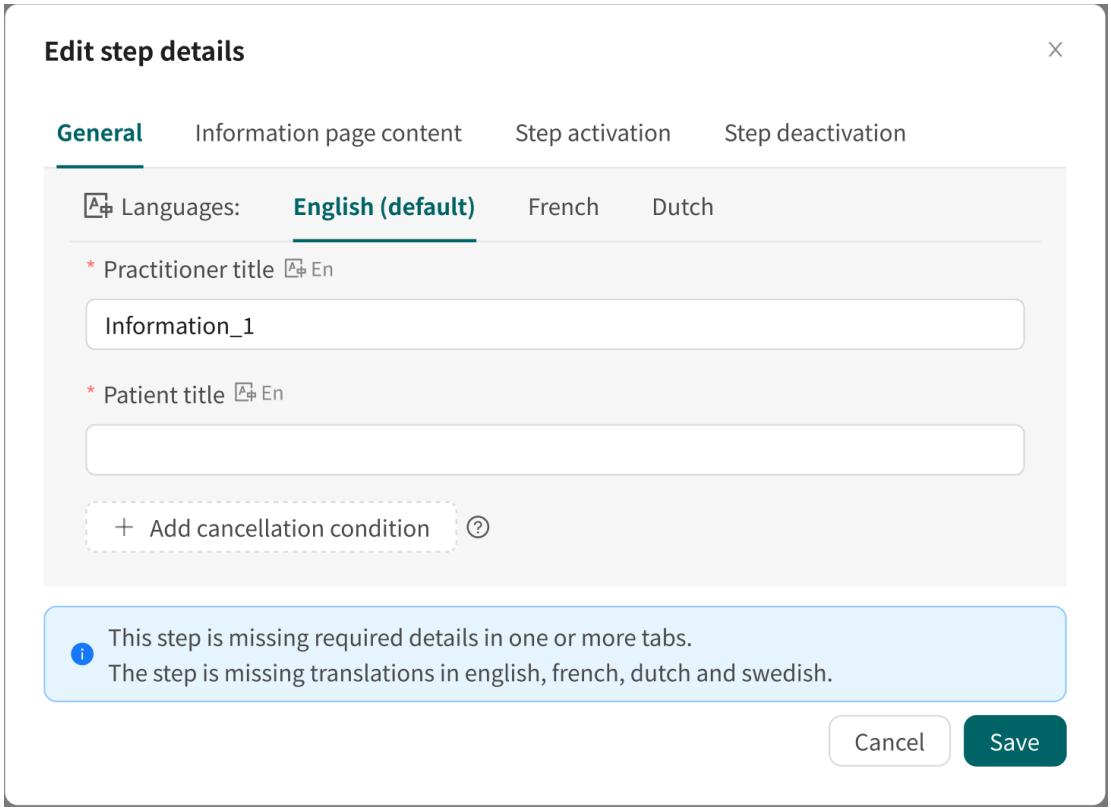
NOTE
This appointment can also be booked either in Platform24 or in an external system (e.g., an EHR system).



The P24 appointment step details contain the **Title for practitioner** and **Title for patient** as well as the possibility to add a canceling condition. Other details such as date and time are added when the patient is enrolled to the Clinic application or when the pathway is activated in Platform24 via an integration. For more information on **Title for practitioner** and **Title for patient**, see Title for practitioner and patient [44].

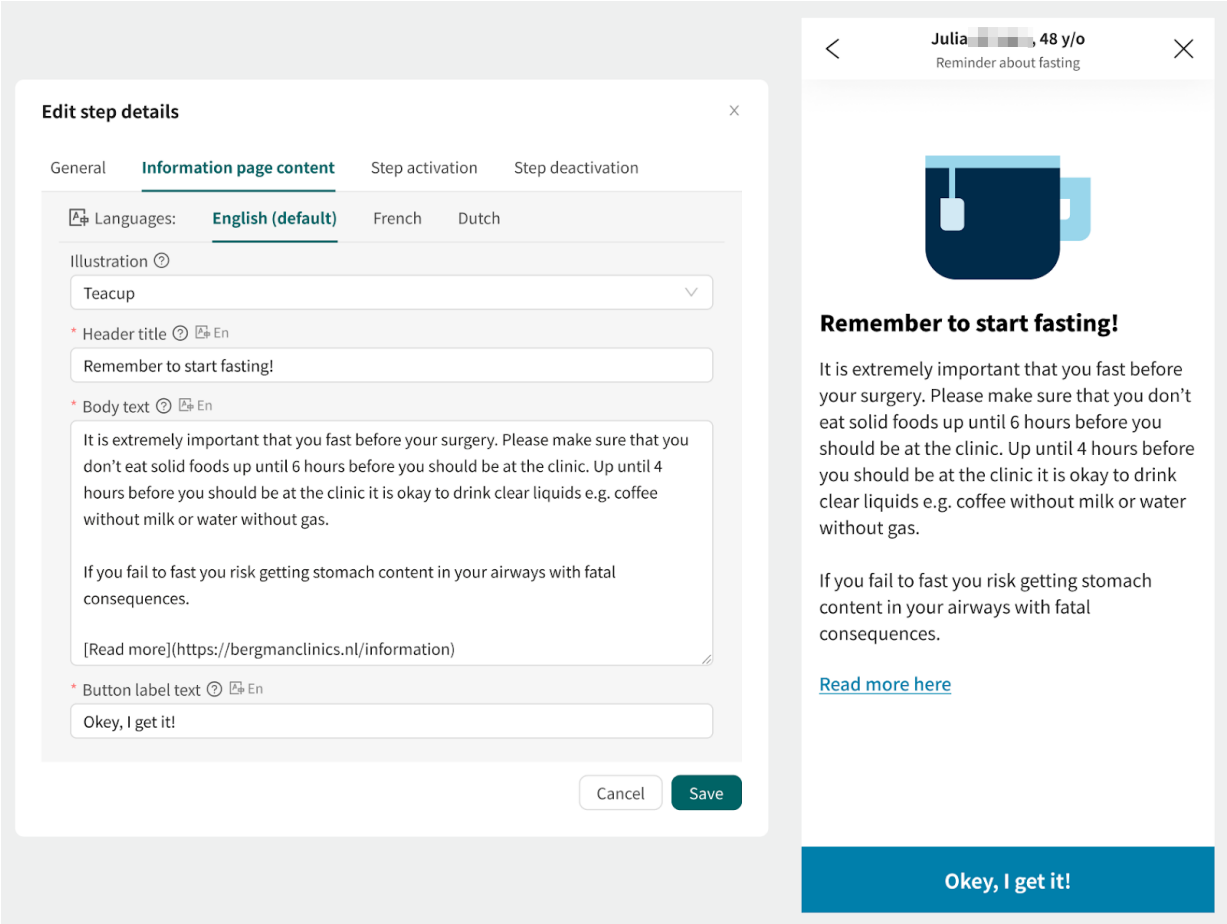
14.1.3. Information step

This step type corresponds to an information page shown in the Patient application, e.g., a reminder about how to prepare before surgery that is sent out the day before surgery.



The information step's details contain four pages of forms, displayed as four tabs: **General**, **Information page content**, **Step activation** and **Step deactivation**.

- The **General** tab holds **Title for practitioner** and **Title for patient** fields. Read more about these fields in Title for practitioner and patient [44].
- The **Information page content** tab holds all fields necessary to set up an information page. Read more about this form below.
- The **Step activation** and **Step deactivation** tabs allow you to specify when the step should activate and deactivate. Read more about it in Activation and deactivation [45].



A visualization of how the entered content in the information step (left) is displayed in the Patient application (right).

The **Information page content** tab consists of the following parts:

Illustration	An image illustrating the information
Header title	Title of the information page, shown in the page header
Body text	Text shown as content on the page
Button label text	Text label of the button at the bottom of the page

To fill in the **Information page content** tab:

1. Select an illustration from the available illustrations in the **Illustration** drop-down list. If you wish to add a custom illustration, please contact your Customer Success Manager.



Red Siren



Video and chat with cross



Pill



Chat with heart



Teacup



Stethoscope



Tooth

All illustrations that are available by default for the information page.

2. Add a title in the **Header title** text field. Note that this field is localized and requires translations.
3. Add text in the **Body text** field. You can style the text by using HTML Markup, read more in this Markdown guide. Note that you can add a maximum of 500 characters and that this field is localized and requires translations.
4. Add label text in the **Button label text** field. Note that this field is localized and requires translations.
5. Repeat the steps for all translations. Read more about how to add translations in Languages [24].

14.2. Title for practitioner and patient

Many of the steps require the **Title for practitioner** and **Title for patient** fields. The **Title for practitioner** is the title of the step shown to the practitioner in the Clinic application, and the **Title for patient** is the title of the step shown to the patient in the Patient application. Note that these two fields require translations. Read more about how to add translations in Languages [44].

14.3. Languages

The language tabs provide a way to add translations to localized text in the template details. By localized text we mean texts that will be shown in the Clinic application or in the Patient application and that will change if the user changes the language setting.

The languages shown are the languages supported by the partner. The default language is marked with “default”.

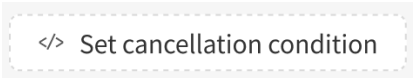
To add translations, follow the steps in Adding translations to localized text fields [71].

14.4. Cancellation condition

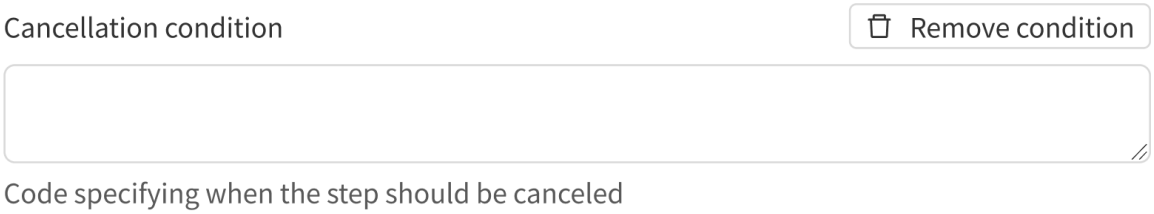
Cancellation conditions offer the possibility to set additional conditions on if/when the step should be canceled, e.g., if you want to cancel a scheduled notification that is no longer necessary.

To set a step's cancellation condition:

1. In the **Edit step details** dialog, click on the **Set cancellation condition** button.



2. In the **Cancellation condition** field that is revealed, paste the cancellation condition you want to add to the step.



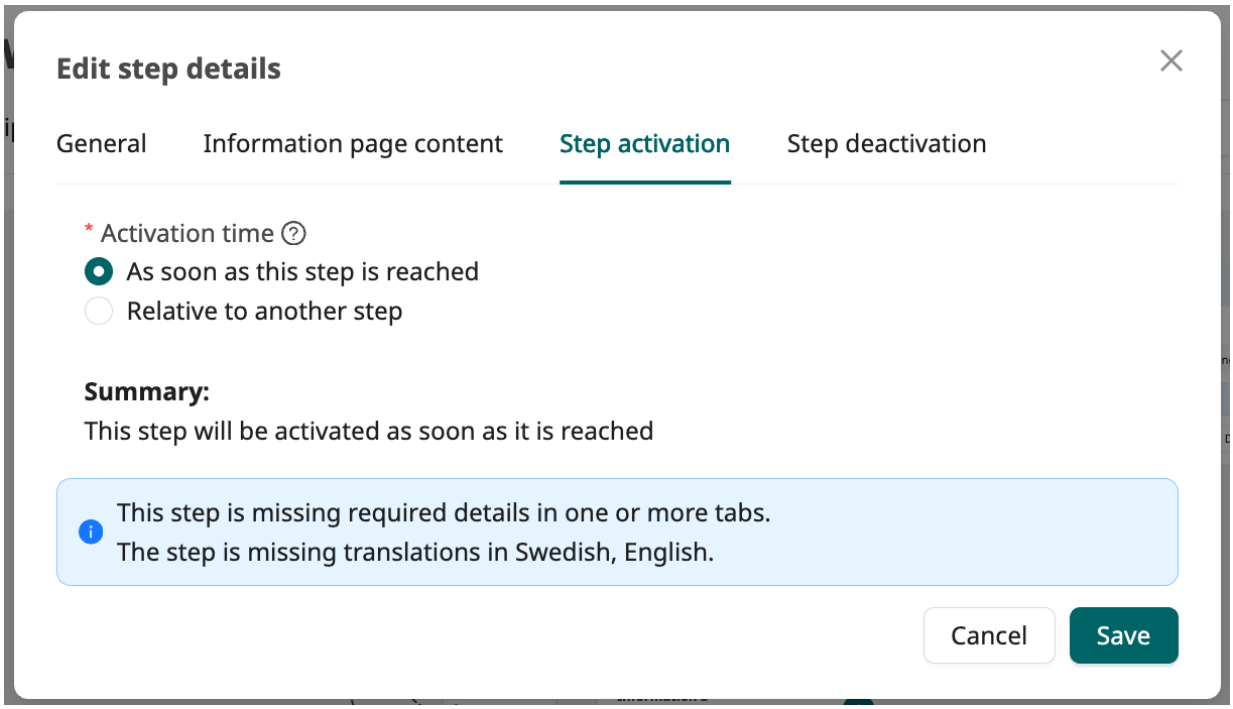
3. Click **Save**.

14.5. Activation and deactivation

The "Step activation" and "Step deactivation" forms allow you to specify when the step should activate and deactivate.

14.5.1. Step activation

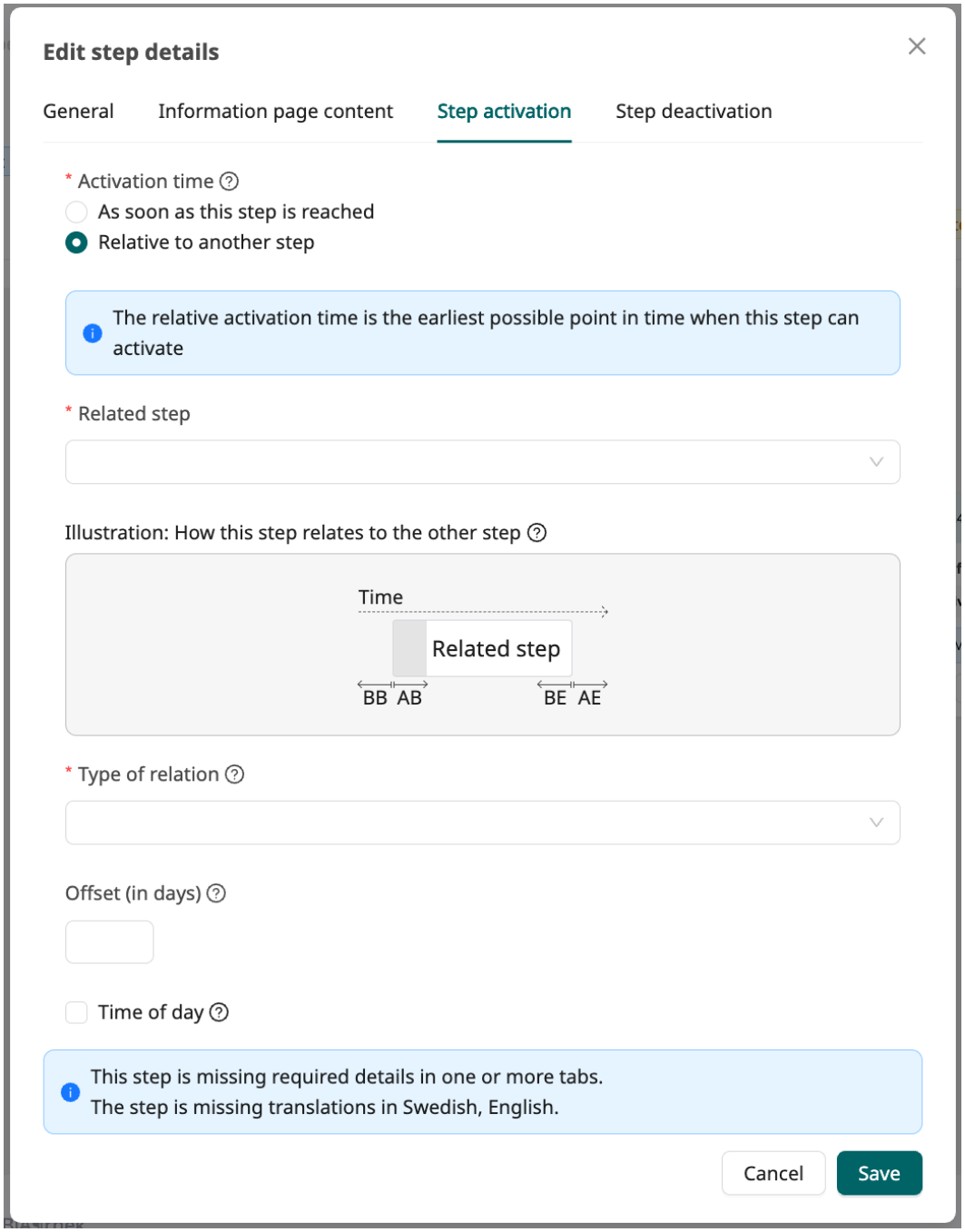
There are two ways of setting when the step should activate, either it is activated by default as soon as the step is reached in the pathway, or it is activated related to the lifecycle of another step.



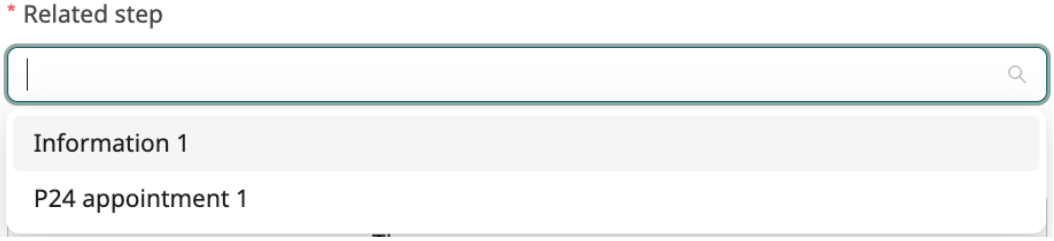
To use the default activation time, select the option **As soon as this step is reached** in the **Activation time** question, and then click **Save**.

To set up an activation time relative to another step:

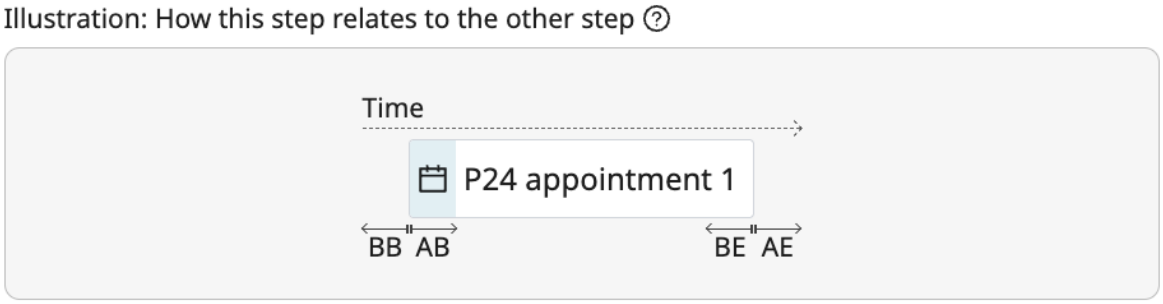
1. In the **Activation time** question, select the option **Relative to another step**.
   You will now see new questions appear in the form.



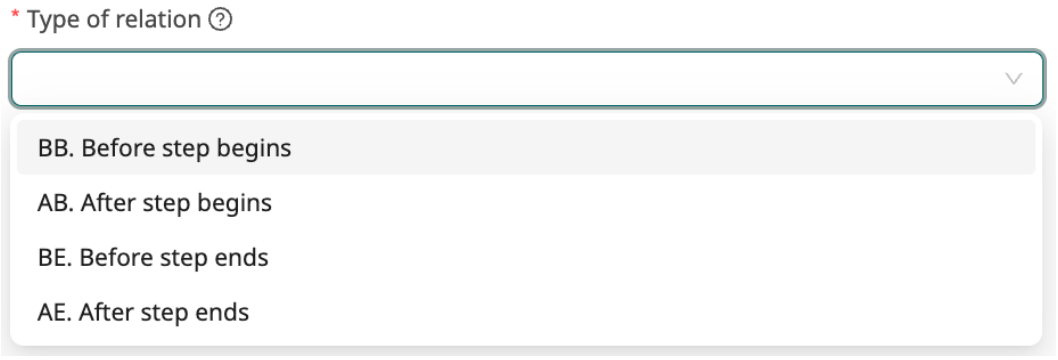
2. In the **Related step** drop-down list, select which step the current step should be relative to.



The illustration below the **Related step** drop-down list updates according to the selected step. The illustration is interactive and will help you to visualize the activation settings.



3. In the **Type of relation** drop-down list, select when the step should activate in relation to the related step.



There are four choices:

- BB: Before step begins
- AB: After step begins
- BE: Before step ends
- AE: After step ends

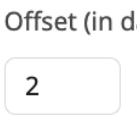
For example, if you want the step to activate *before* the related step activates, you would select “Before step begins”.



TIP

Use the corresponding abbreviations BB, AB, BE and AE to double-check in the interactive illustration that you have selected the correct type.

4. It is possible to add an offset to the related activation. The offset is used to add one or more days to the related activation. For example, if you want the step to activate two days before the related step activates, you would select “Before step begins” as **Type of relation** and “2” as **Offset (in days)**.



5. It is also possible to specify the time of day of when a step should activate relating to another step. To do so, check the **Time of day** checkbox and fill in the hours and minutes.



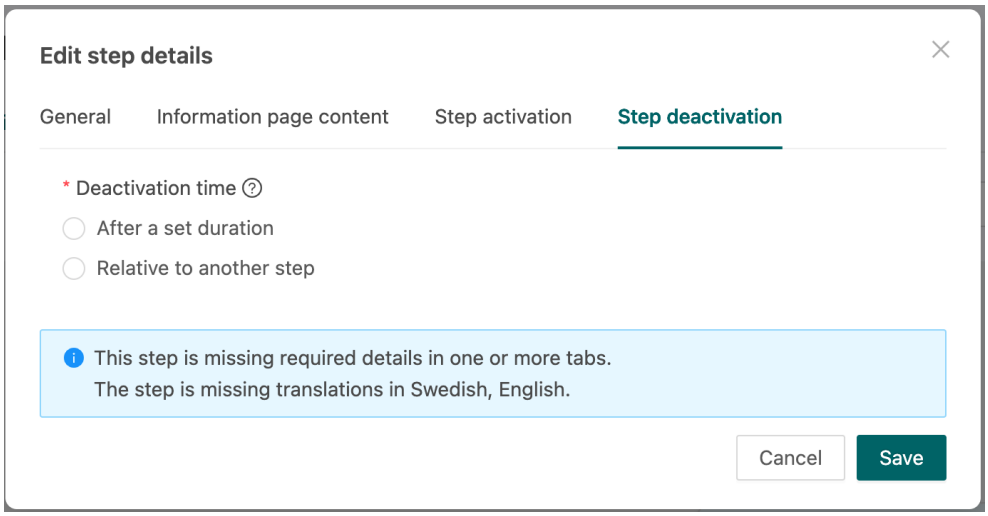
6. In the bottom of the form, read through a summary of the settings and verify that it is correct.

Summary:
This step will be activated 2 days before "P24 afspraak 1" begins, at 14:00

7. Click **Save**.

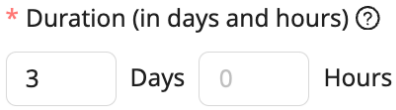
14.5.2. Step deactivation

There are two ways of setting when the step should deactivate, either it is deactivated after a set duration, or it is deactivated related to the lifecycle of another step.



To select deactivation after a set duration:

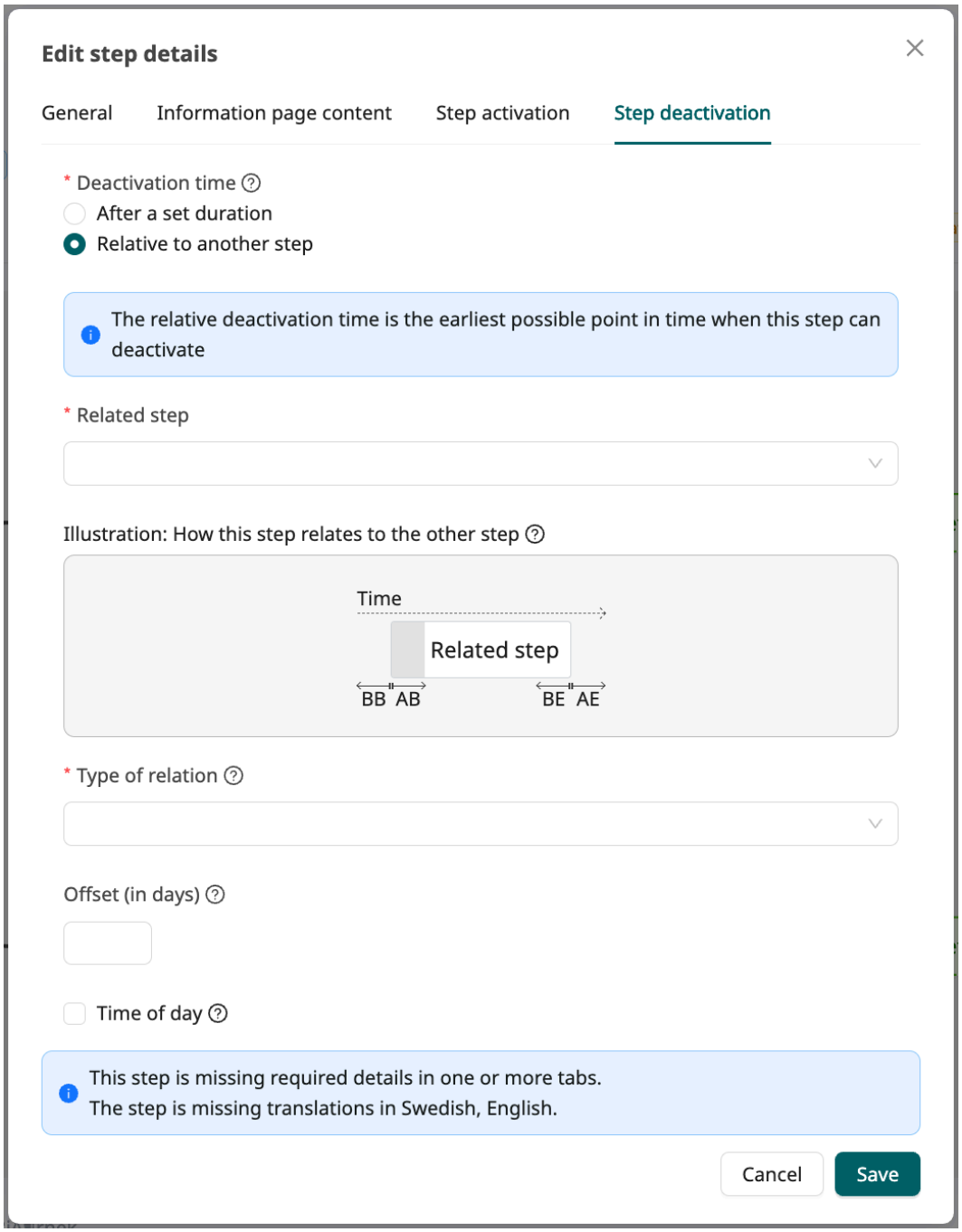
1. Select “After a set duration”, in the **Deactivation time** question.
2. Two input fields will show up enabling you to specify the duration in days and hours.



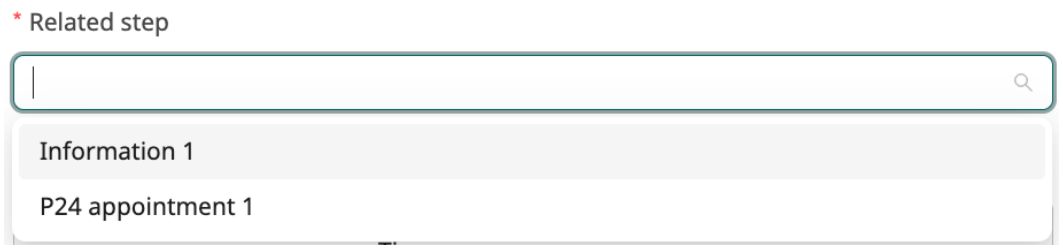
3. Click **Save**.

To set up a deactivation time relative to another step:

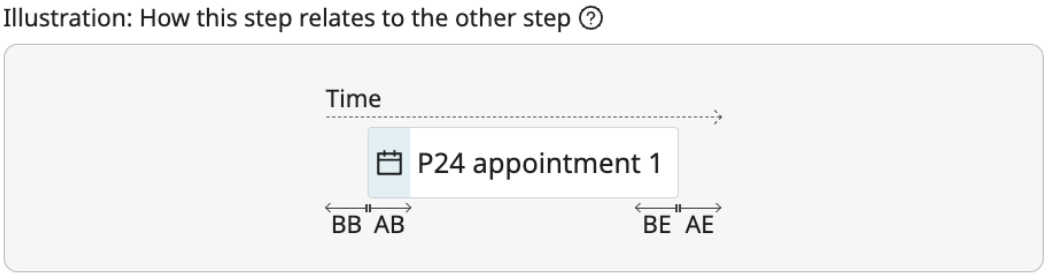
1. In the **Deactivation time** question, select the option **Relative to another step**.
You will now see new questions appear in the form.



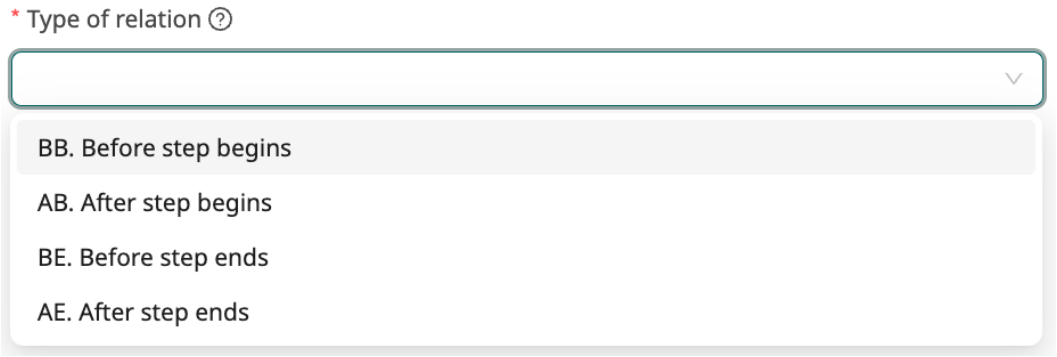
2. In the **Related step** drop-down list, select which step the current step should be relative to.



The illustration below the **Related step** drop-down list updates according to the selected step. The illustration is interactive and will help you to visualize the deactivation settings.



3. In the **Type of relation** drop-down list, select when the step you want to activate should activate in relation to the related step.



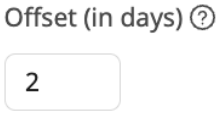
There are four choices:

- BB: Before step begins
- AB: After step begins
- BE: Before step ends
- AE: After step ends

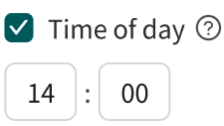
For example, if you want the step to deactivate *after* the related step deactivates you would select “After step ends”.

TIP
Use the corresponding abbreviations BB, AB, BE and AE to double-check in the interactive illustration that you have selected the correct type.

4. It is possible to add an offset to the related deactivation. The offset is used to add one or more days to the related deactivation. For example, if you want the step to deactivate 2 days after the related step deactivates, you would select “After step ends” as **Type of relation** and “2” as **Offset (in days)**.



5. It is also possible to specify the time of day of when a step should deactivate relating to another step. To do so, check the **Time of day** checkbox and fill in the hours and minutes.

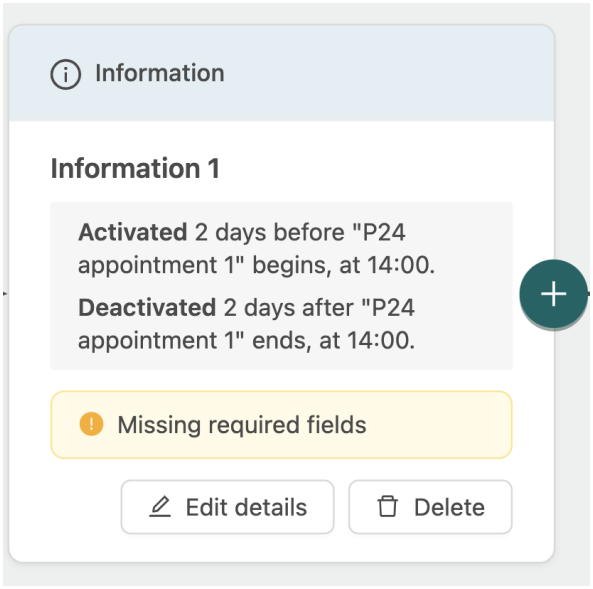


6. In the bottom of the form, read through a summary of the settings and verify that it is correct.

   Summary:
   This step will be deactivated 2 days after "P24 appointment 1" ends, at 14:00

7. Click **Save**.

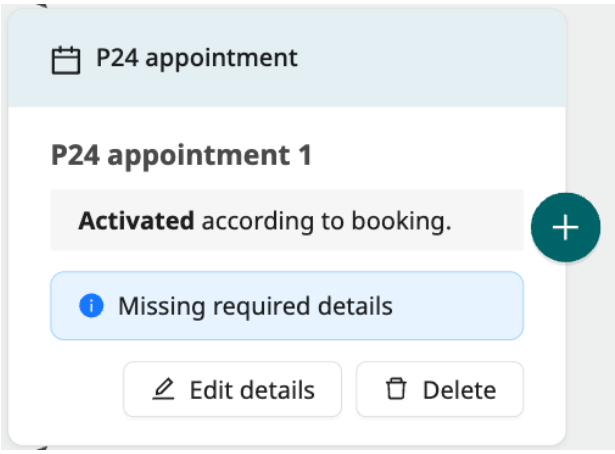
> **NOTE**
> When you save activation and deactivation details they will show up on the step card in the editor, making it easier for you to get a grasp of different steps' lifecycles.



15. Deleting steps and transitions

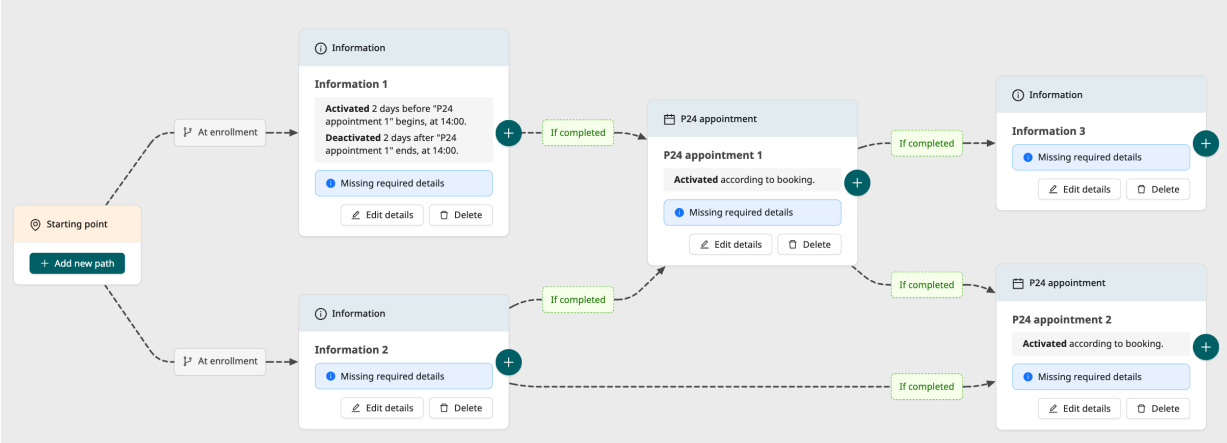
15.1. Deleting steps

Delete a step by clicking the **Delete** button in the step card.



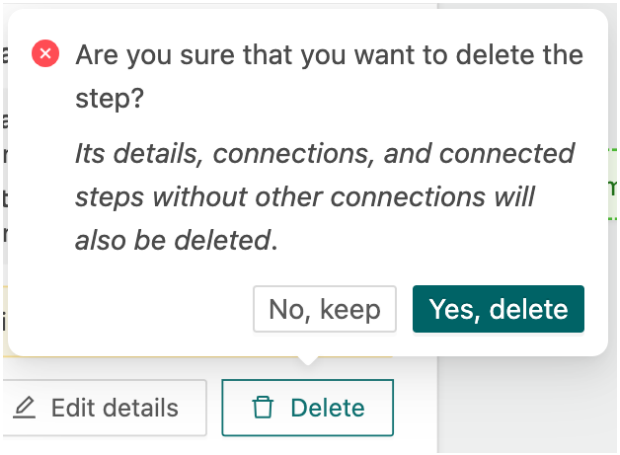
NOTE

All steps and connection states following the deleted step *will also be deleted*. The exception is if the steps following the deleted step are connected to a parallel chain of cards rooting from the start point; then they will not be deleted. See the illustration below for an example.

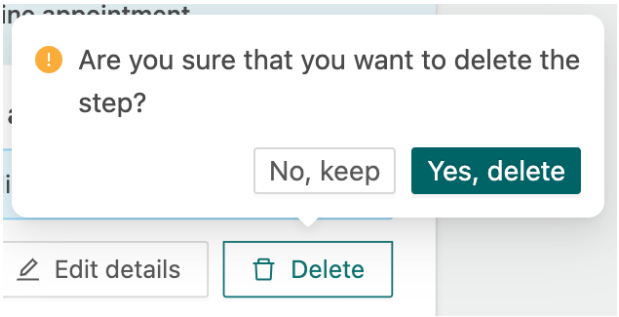


Deleting "P24 appointment 1" will also delete "Information 3", but not "P24 appointment 2" since it is connected to "Information 2".

You will be notified about the risk of deleting other steps when clicking the **Delete** button. If deleting a step would mean that other steps are also deleted, the following pop-up will be displayed:



If no other step or connection will be deleted, the following pop-up will instead be displayed:

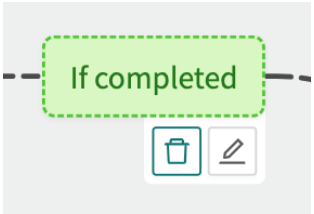


15.2. Deleting connection states

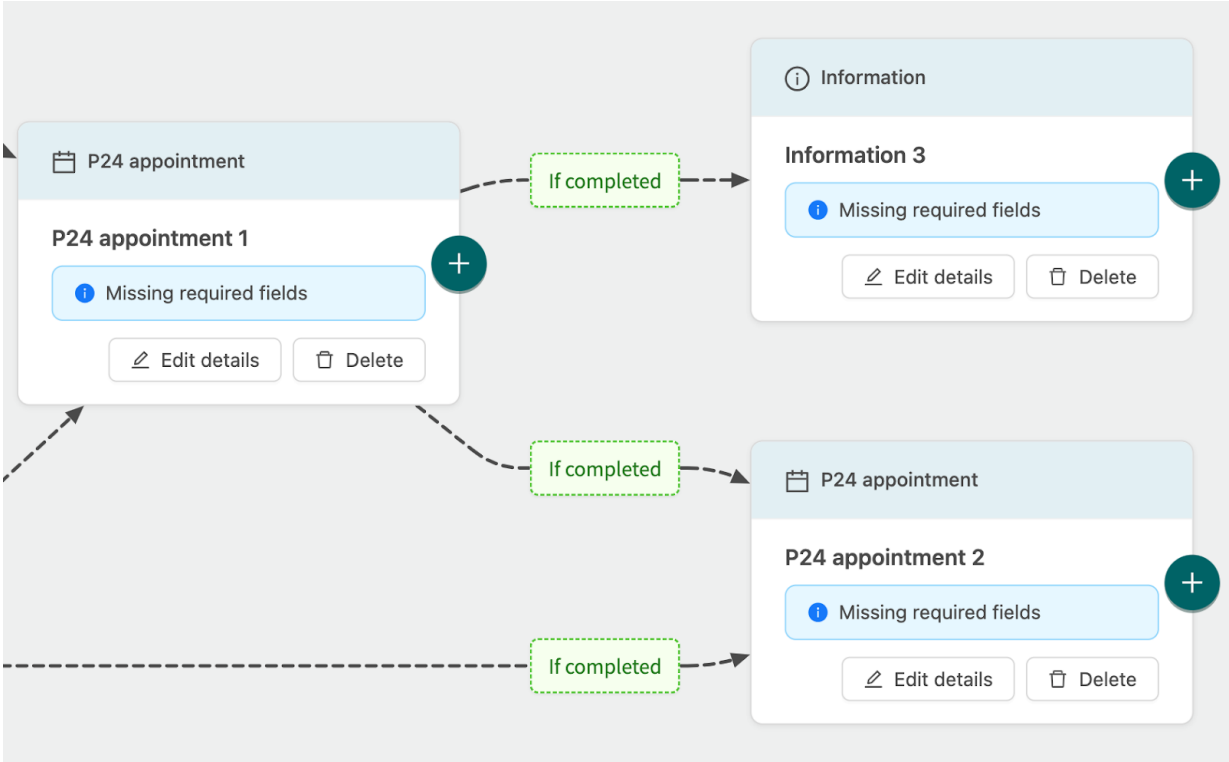
There are two ways to delete a connection state:

15.2.1. Option 1

Hover over the connection state you want to delete. You will notice a trash can icon showing up. Click on it to delete the connection state

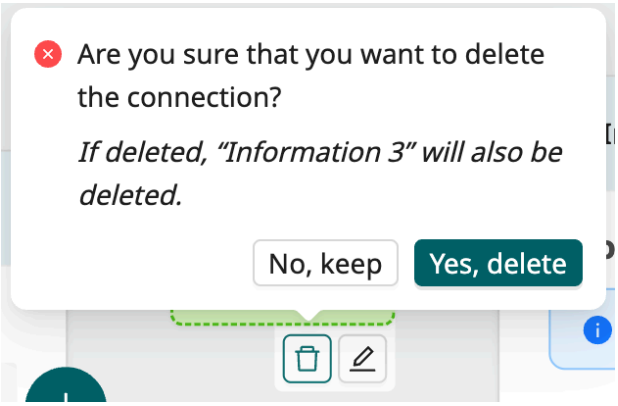


NOTE
If the connection state being deleted is the only connection left to a step, that step and *all the following connected steps* will also be deleted. See the illustration below for an example.

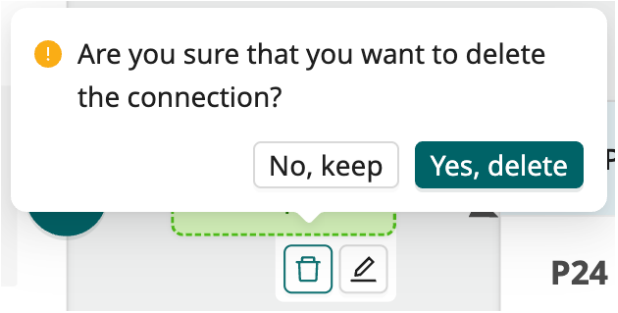


Deleting the connection state between "P24 appointment 1" and "Information 3" will result in "Information 3" being deleted. Deleting the connection between "P24 appointment 1" and "P24 appointment 2" will not result in "P24 appointment 2" being deleted since it is connected to another step with the connection state in the bottom of the image.

You will be notified about the risk of deleting steps when clicking the delete icon. If deleting a connection would mean that other steps are also deleted, the following pop-up will be displayed:

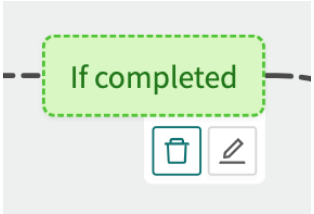


If no step will be deleted, the following pop-up will instead be displayed:

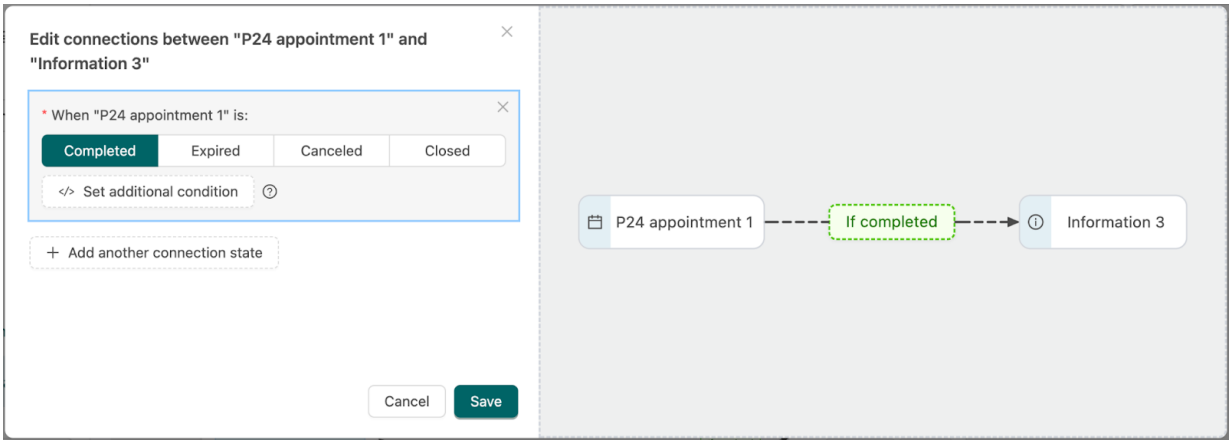


15.2.2. Option 2

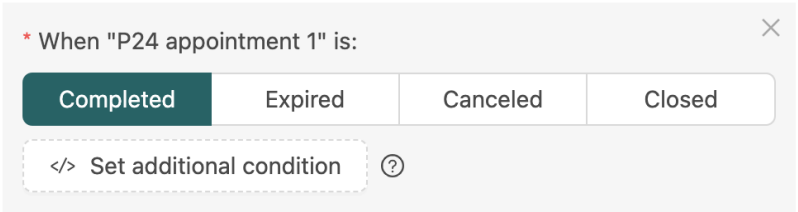
Hover over the connection state you want to delete.



Instead of clicking the trash can icon, click the pen icon to open the edit connection dialog.



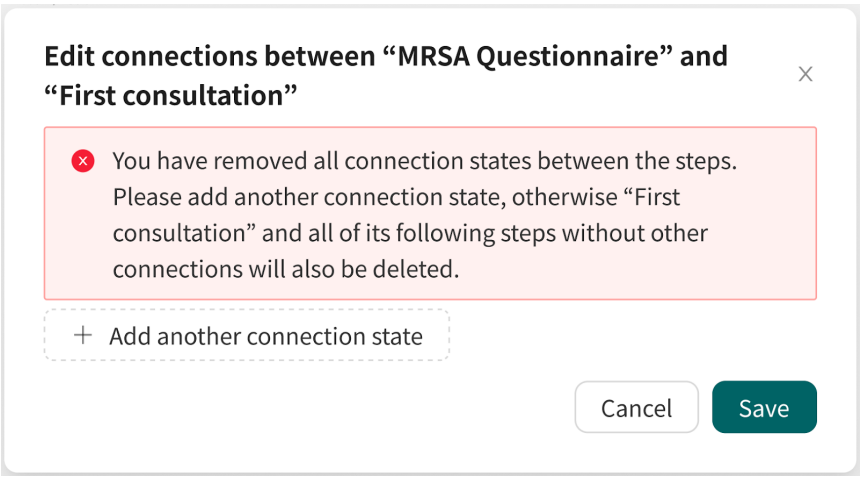
Click on the cross icon in the upper right corner of the connection state section to delete the connection state.



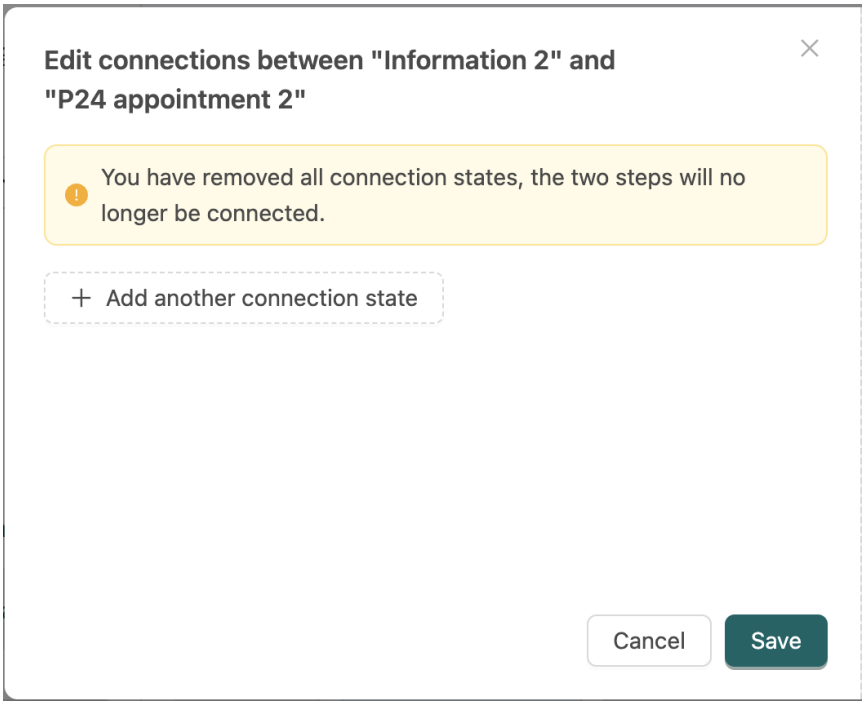
NOTE

If the connection state being deleted is the only connection left to a step, that step and *all the following connected steps* will also be deleted.

You will be notified about the risk of deleting steps when having closed all connection state sections. If deleting a connection would mean that other steps are also deleted, the following message will be displayed:

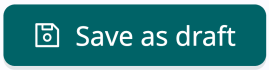


If no step will be deleted, the following message will instead be displayed:



16. Save template as a draft

To save a newly created template as a draft, click the **Save as draft** button. You will notice the **Template status** changing from “Unsaved changes” to “Draft”.



Once you have saved your draft, the saved version will be available for your colleagues to access via Manage, and thus you can collaborate on the same template.

NOTE
Smart Care Plans Studio does not allow for synchronous editing. That is, two editors should not edit the same template simultaneously since one of them will lose their unsaved changes if the other one saves first.

16.1. Unsaved changes

When you make changes to a template, the **Template status** will change to “Unsaved changes”. This status will help you remember to click **Save** when you leave your computer to not risk losing any changes.

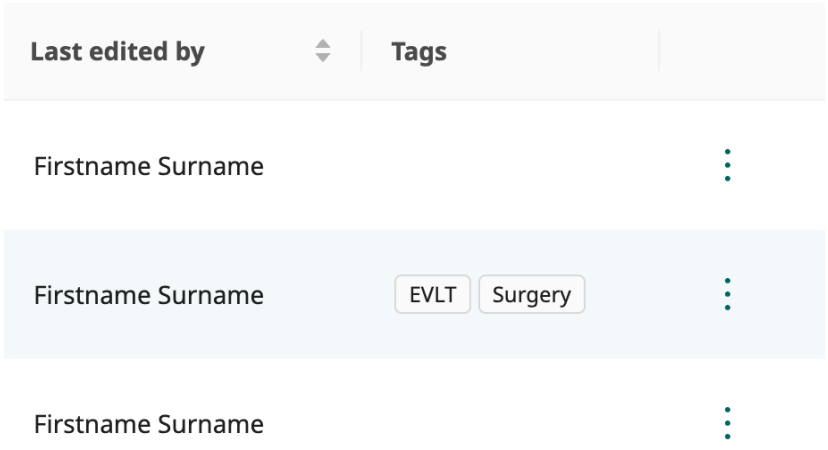
16.2. Delete an unsaved draft or a saved draft

You can delete a draft by clicking on the **Delete template** button in the upper right corner of the editor view.

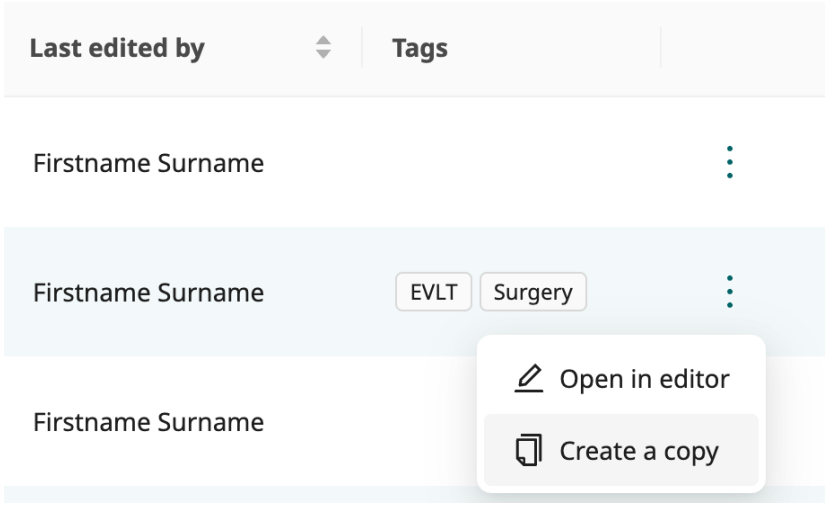
17. Create a template based on a copy

You can create new templates by copying already existing templates. To do so, follow these steps:

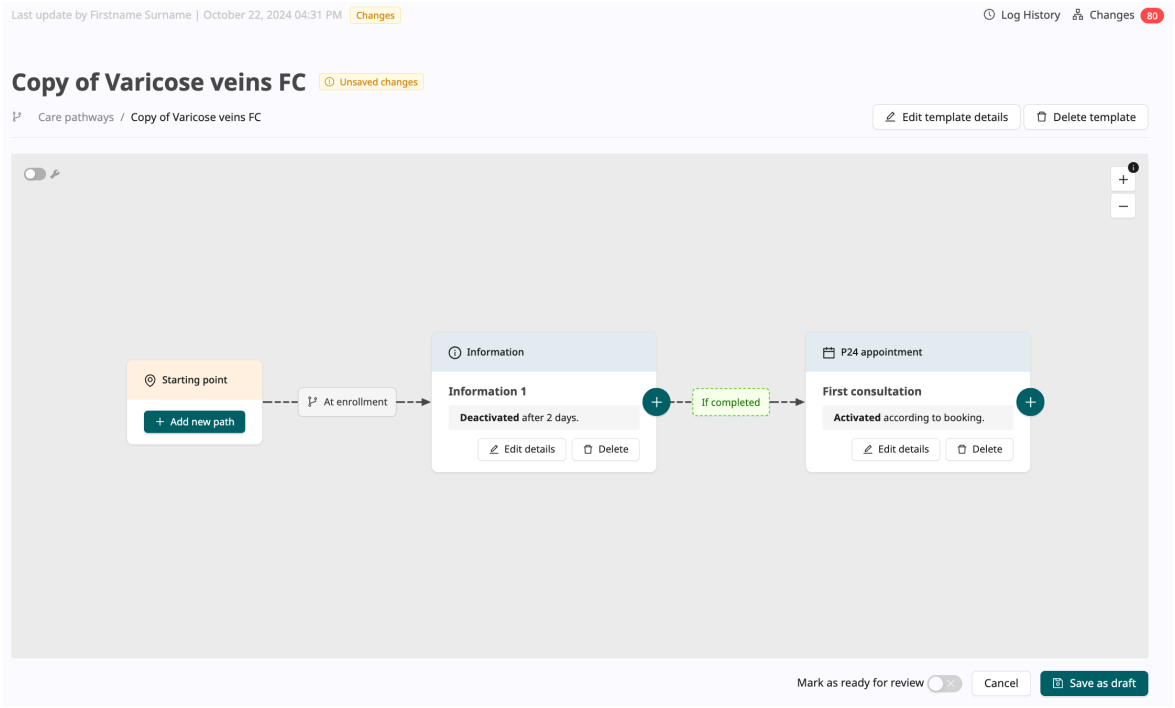
1. Go to the **Template list** and find the template that you want to copy.
2. Click on the three dot icon to the right in a template row.



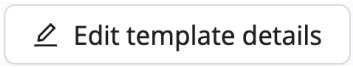
3. In the menu that appears, select **Create a copy**.



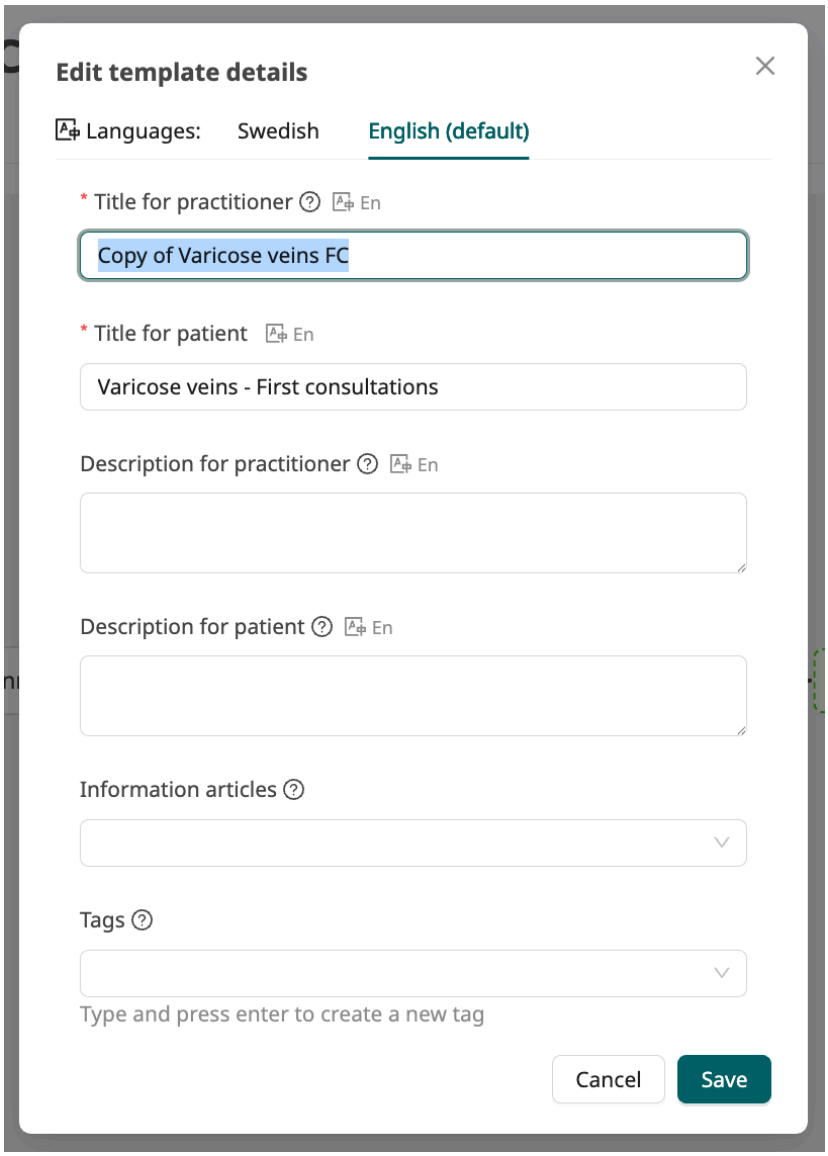
You will now be moved to the editor view of the newly created copy.



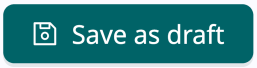
4. To update the template name, click on the **Edit template details** button.



5. Edit the **Title for practitioner**.



6. Click the **Save** button in the **Edit template details** dialog.
7. Save the template draft by clicking the **Save as draft** button.



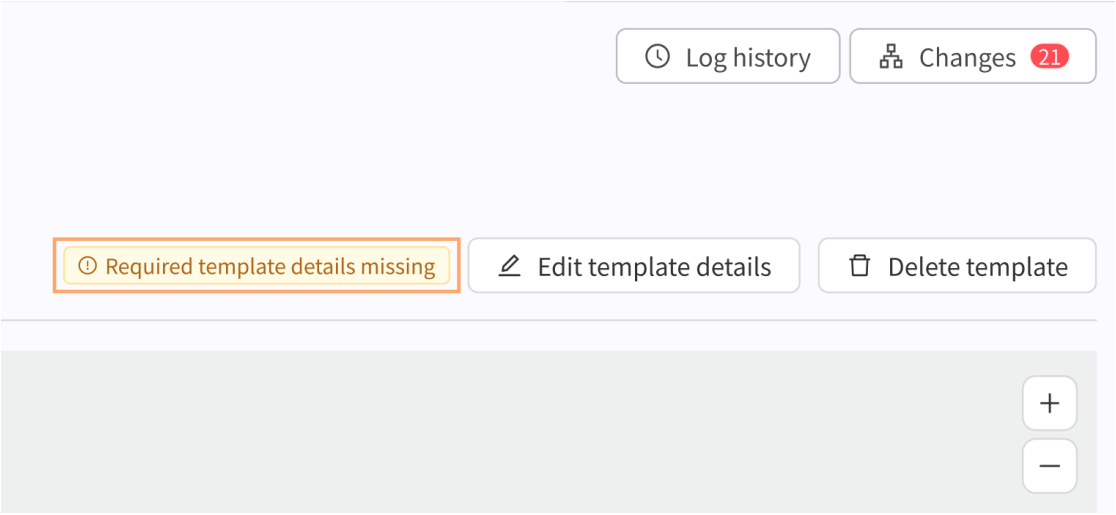
18. Publish a template

IMPORTANT
All changes regarding configuration (adaptations, texts, rules, medical content, etc.) should undergo a review process before the changes are activated in the production environment.

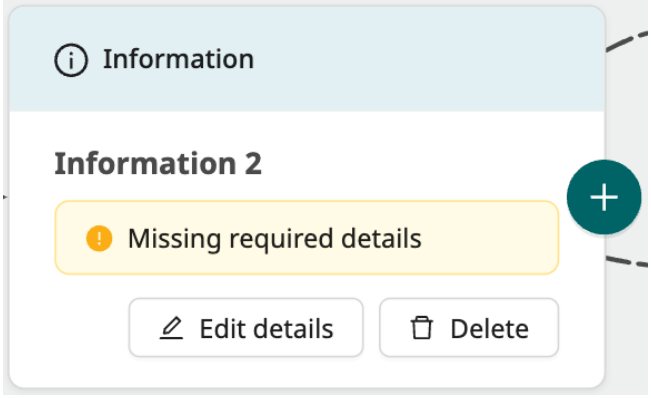
IMPORTANT
The production environment is live so any changes can affect real patient-flows and care unit settings.

Follow the steps below to publish the template you have created:

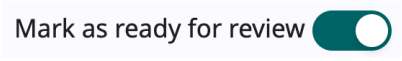
1. First make sure that you have filled in all required fields and translations, both in the **Template details** and in the **step details**.
   You will know that there are required fields and translations missing in the **Template details** when the **Required template details missing** alert is displayed.



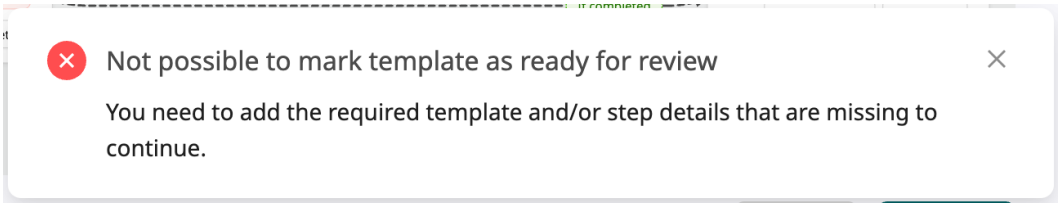
   You will know that there are required fields and translations missing in **step details** when the **Missing required fields** alert is displayed.



2. To publish a template it must first go through a review process in order to reduce the risk of affecting the patient flow in an undesired way. The process starts with “locking” the draft from further changes. Do this by clicking on the **Mark as ready for review** slider in the bottom right of the editor view.

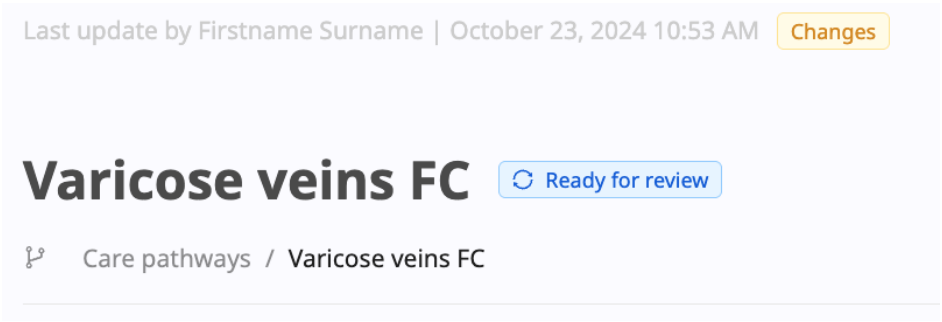


If required fields are still missing, this will not be possible. You will then see the following warning message:



If this happens, add the remaining required fields, save the draft and try again.

3. Once you have marked the template as ready for review, you will notice that the draft is locked and that its **Template status** has changed into “Ready for review”. You can now only view template and step details, not edit them. You can also not delete the template in this state.

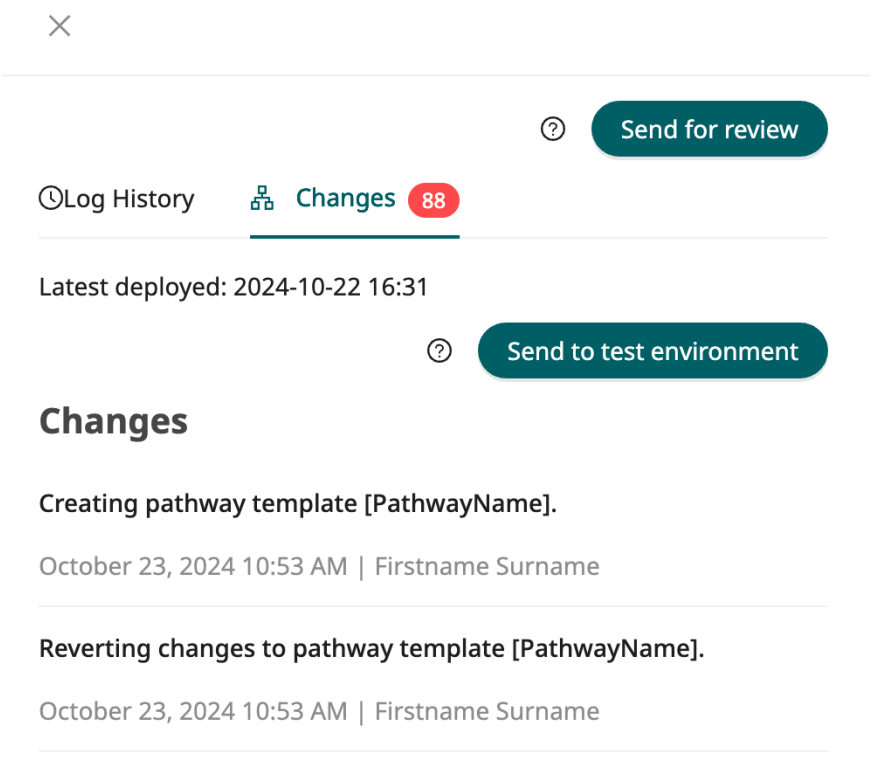


NOTE
If you change your mind and want to change something before you publish the template, you can click on the **Mark as ready for review** slider again to unlock the template.

4. The next step is to send the template for review. Do so by clicking on the **Changes** button in the upper right corner of the window.



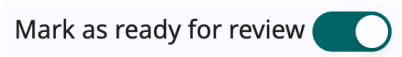
5. A list will open showing all the changes that you have made in Manage including this template. Have a look through them and make sure that you are okay with all of them being sent to production. When you are ready, click the **Send for review** button.



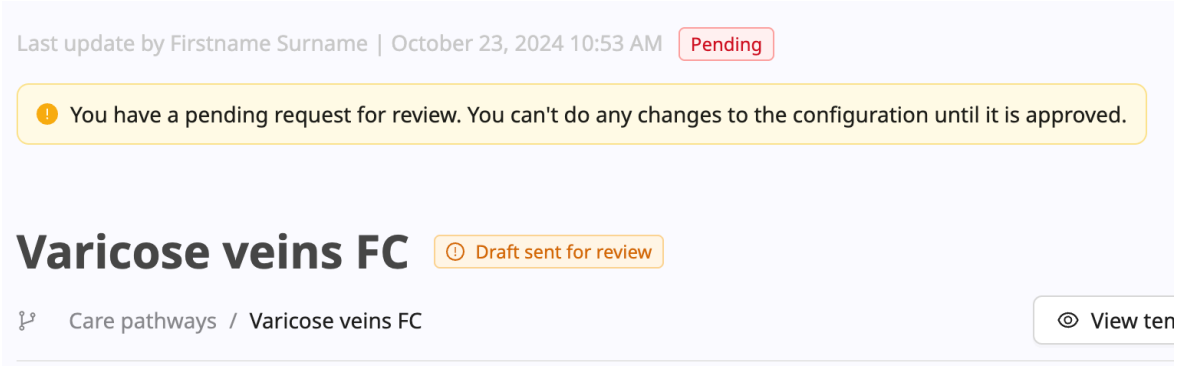
Read more in the Manage Instructions for use about:

- Change management and tracking
- Sending changes for review to Production

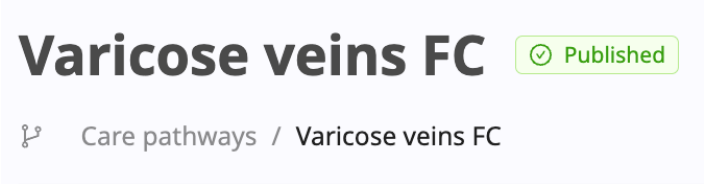
6. Now you must wait until Platform24 has reviewed the template. Until then the template continues to be locked and you cannot unlock it anymore by clicking the **Mark as ready for review** slider. Also, until the template has been reviewed, you cannot mark any other templates as ready for review; the **Changes** list is locked.



A template sent for review has the **Template status** “Draft sent for review”.



7. When the template has been reviewed and approved the template is published. You will recognize a published template by its status “Published” and by it being locked from changes.



19. Making changes to a published template using linked drafts

19.1. Create a linked draft

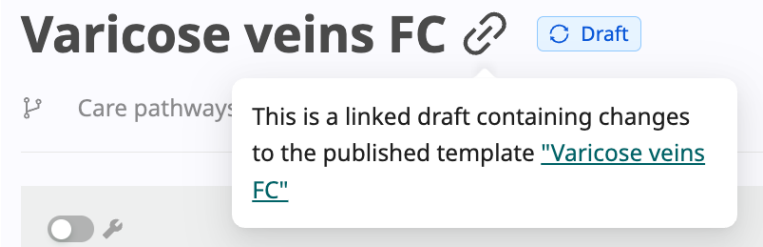
Since a published template is locked from changes, you must use a “Linked draft” to update it.
A linked draft is a *temporary copy* of a published template where you add your wanted changes.
When the changes have been added, the linked draft goes through the review process, and when it has been approved it is merged with the published template.

Create a linked draft by following these steps:

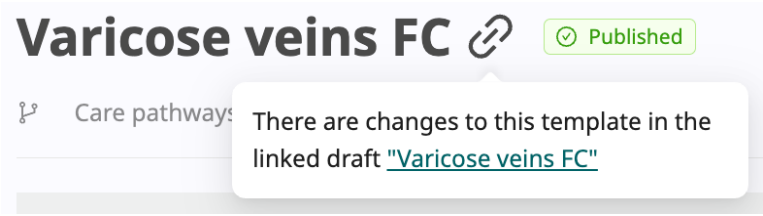
1. Go into the editor view of the published template that you want to update.
2. Click on the **Update in linked draft** button in the lower right corner of the window.



This will open the linked draft that is marked with a “link icon” next to the title. If you hover over it, you will see which published template it is linked to.



Now you have the possibility to edit the template.
If you want to know if a published template has a linked draft, look for a link icon next to the title of the published template.

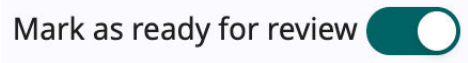


19.2. Updating a published template with changes in a linked draft

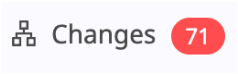
When you are satisfied with your changes to the linked draft, make sure to save the changes by clicking the **Save** button.

To merge the changes in the linked draft to the published template:

1. Click on the **Mark as ready for review** slider to lock the template and change its status to “Ready for review”.



2. Click on the **Changes** button in the upper right corner of the window.



3. In the **Changes** list that opens, review the changes and make sure that you are okay with all of them being sent to production. When you are ready, click on the **Send for review** button.



4. Now you must wait until Platform24 has reviewed the changes. Until then the template continues to be locked and you cannot unlock it anymore by clicking the **Mark as ready for review** slider. Also, until the template is reviewed, you cannot mark any other templates as ready for review; the **Changes** list is locked.

   The template sent for review now has the **Template status** “Draft sent for review”

5. When the linked draft template has been reviewed and approved, the linked draft is merged with the published template and the published template is updated with the changes. The linked draft will be deleted and the link icon will be removed from the published template.

19.3. Delete a linked draft

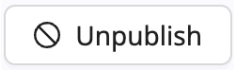
If you change your mind and no longer wish to update the published template, click on the **Delete template** button in the upper right corner of the editor to delete it.

20. Unpublish a template

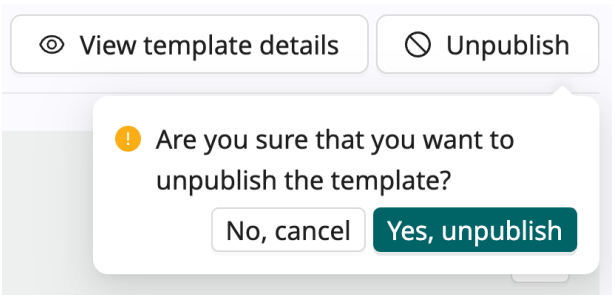
Unpublishing a pathway template means that no new patients can be enrolled to a pathway based on that template. Note that already active pathways that are based on that template will continue.

To unpublish a template:

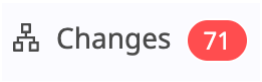
1. Click on the **Unpublish** button in the upper right corner of the editor.



2. In the pop-up dialog, click on the **Yes, unpublish** button if you wish to continue to unpublish.



3. The template is still published but now changes status into “Unpublish: Ready for review”. If you change your mind you can still undo the unpublishing by clicking on the **Undo unpublishing** button.
4. To complete unpublishing, you must click on the **Changes** button to open the **Changes** list.



5. To not risk unintentionally changing any real patient flows and care unit settings, always have a look through the **Changes** list before you publish. It holds all changes done in Manage that have not yet been published. Note that the changes also could include non-pathway related matters. To complete the publishing, click on the **Send for review** button. When you click the Send for review button **all** changes in the list will be sent for review.



The template is still published but its status will now change to “Unpublishing: Sent for review”.

6. When the unpublishing has been approved by Platform24, the template will be unpublished and instead become a draft.

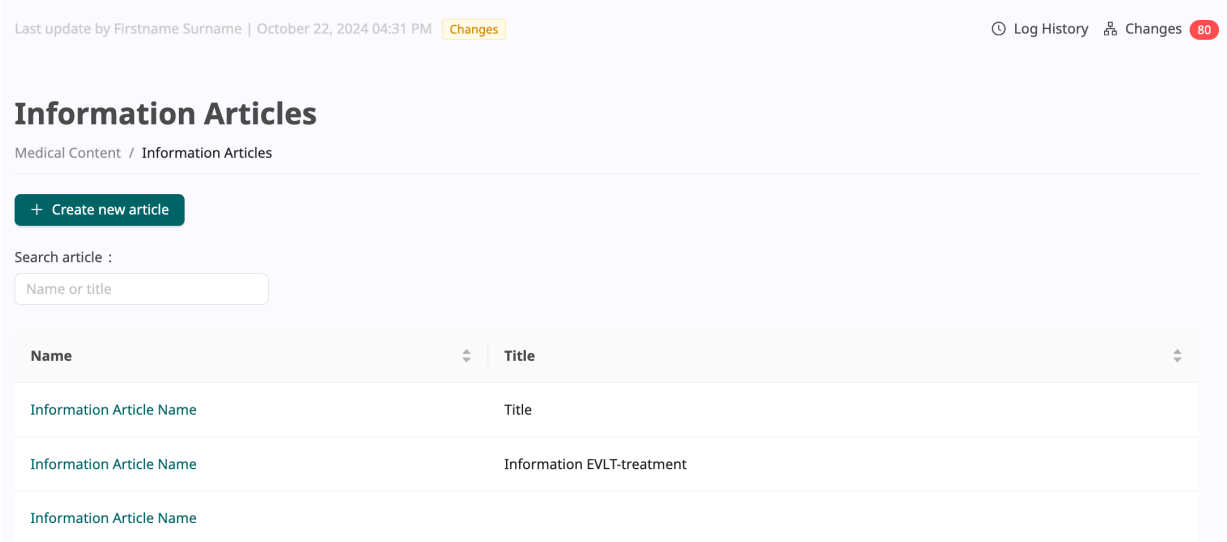
> **NOTE**
> It is not possible to unpublish a template that has a linked draft. If you want to unpublish the template in question, you must first delete the linked draft.

21. Information articles

21.1. Information articles view

To reach the **Information articles** view, click on **Medical content** > **Information articles** in the main menu.

The articles list in the **Information articles** view contains all created information articles for a specific partner. The list is by default sorted by **Name**.



The **Information articles** view consists of the following parts:

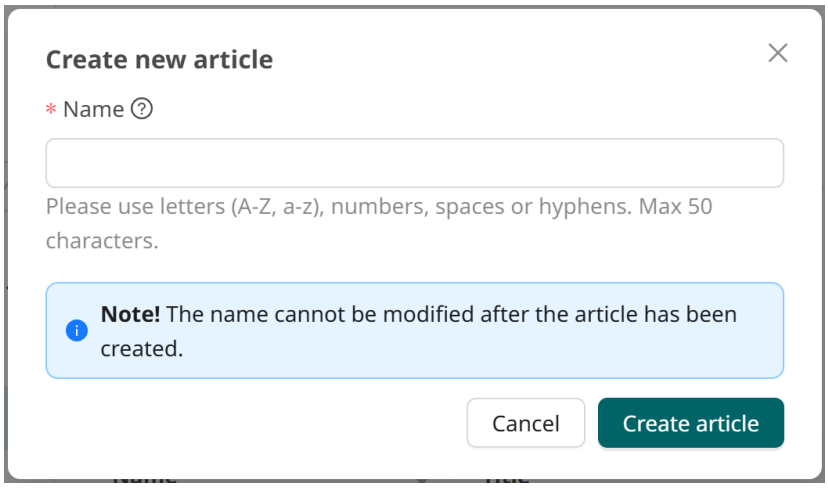
Create new article	The **Create new article** button allows you to create a new information article. For more information, see Create new information article [68].
Search article	The search field can be used to search for articles by writing their **Name** or **Title**.
Articles list	The articles list contains the created information articles. The **Name** column lists the name of the article set by the user and this is used internally in the system. The **Title** column lists the title displayed in the Patient application.

21.2. Create new information article

1. Go to the **Information articles** view.
2. Click the **Create new article** button.



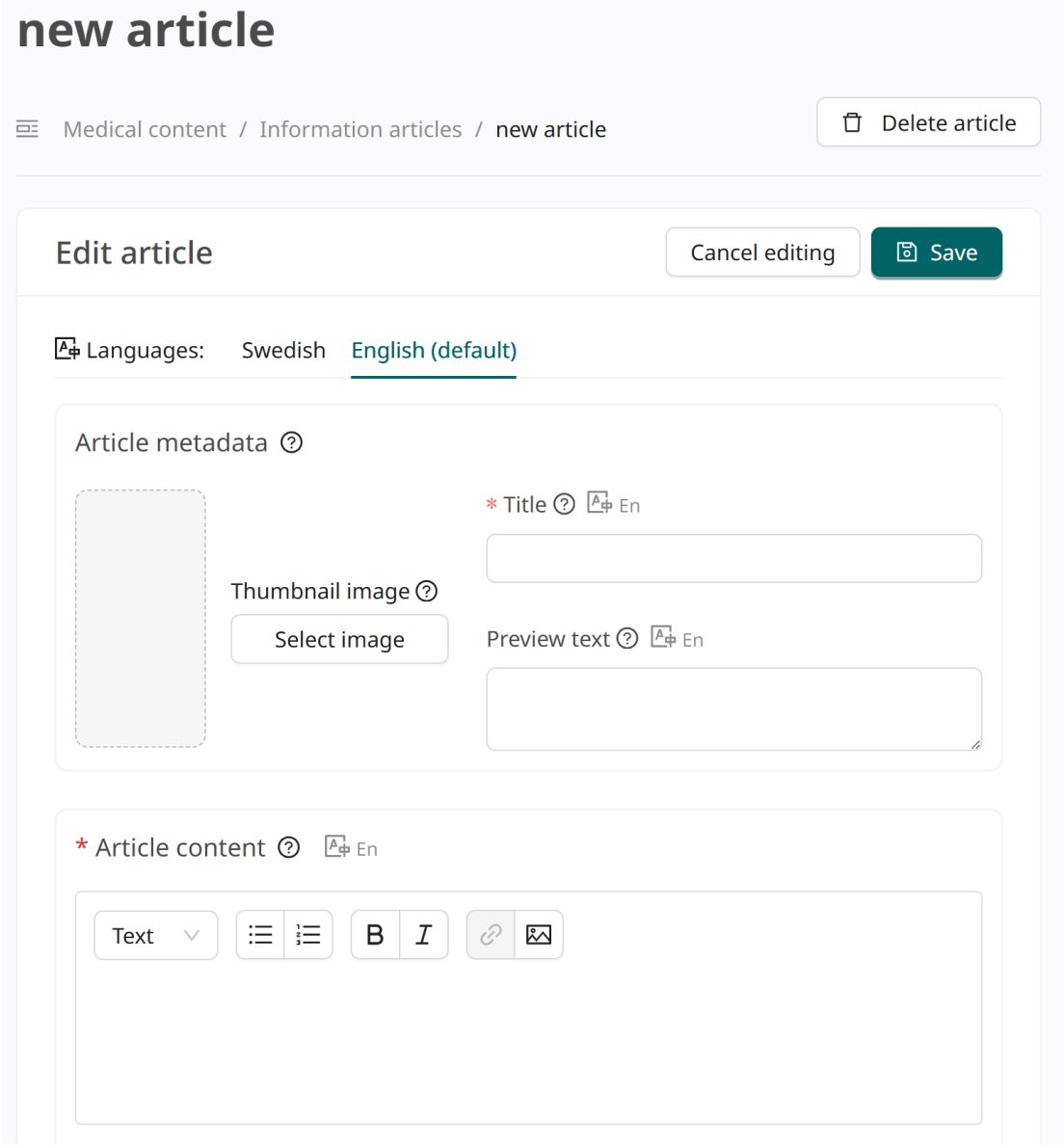
3. Enter a **Name** of the article. Note that the article name cannot be changed once the article has been created.



This will create the article with the entered name in the article editor view. For more information about the article editor view, see The article editor view [70].

4. The article can now be filled with metadata and text content. See Article metadata and Article content text editor [73] for more information.
5. The article can then be saved and published. See Save article [75] and Make article changes available in production [76].

21.3. The article editor view



The article editor view consists of the following parts:

Title	Title of the article. Set when creating a new article and cannot be changed.
Language tabs	One or more tabs indicating which translations of the article can be added. See Language tabs [71].
Delete article	The **Delete article** button allows you to delete the article.
Save	The **Save** button allows you to save changes made in an article.
Article metadata	A section for all input fields related to the article's metadata: • **Thumbnail image**: Used to upload a thumbnail image shown on the article thumbnail in the Patient application. Here you can both select an image from the image library and upload new images. • **Title**: Title of the article. • **Preview text**: Text shown on the article thumbnail in the Patient application.

Article content A section holding the text editor used to enter the article's text content.

21.3.1. Language tabs

The language tabs provide a way to add translations to localized text in the article. By "localized text" we mean texts that will be shown in the Clinic application or in the Patient application, and that will change if the user changes the language setting.

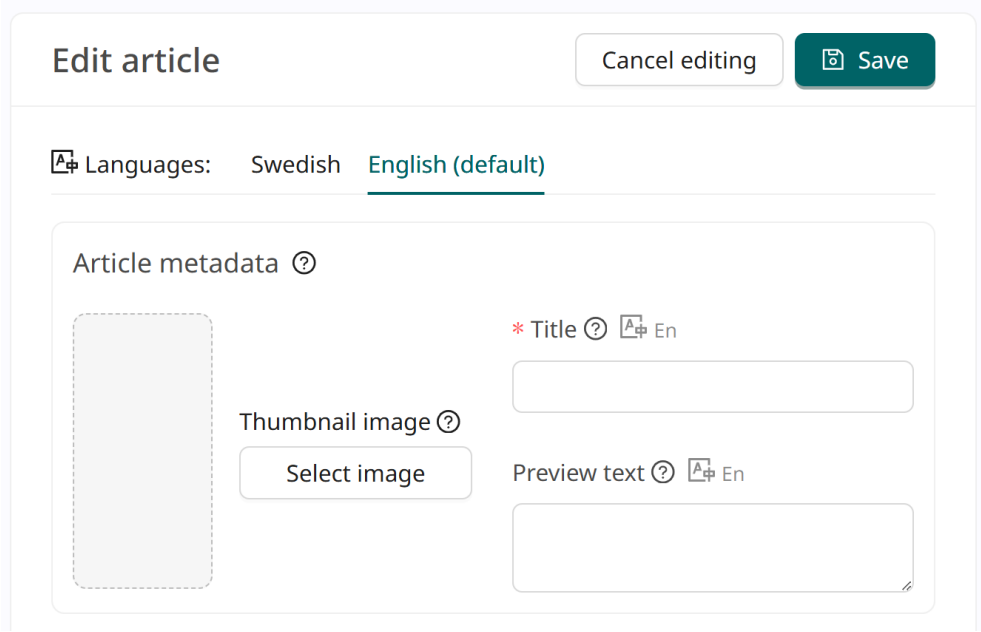
The languages shown as tabs are the languages that the chosen partner in Manage and Clinic is configured to support. The default language is marked with "default".

Adding translations to localized text fields

When editing articles, you add the translations one by one, saving them separately.

The language tab header and all localized fields are marked with the language icon. Each localized field is also marked with the abbreviation of the current language being edited.

Non-localized inputs are selected/edited under the default language tab, in the image below you can see how the **Thumbnail image** and **Tags** are edited in the **English(default)** tab, since English is set as being the default language. When switching to another language tab, you will notice that the non-localized fields are inactivated.



21.3.2. Add a thumbnail image

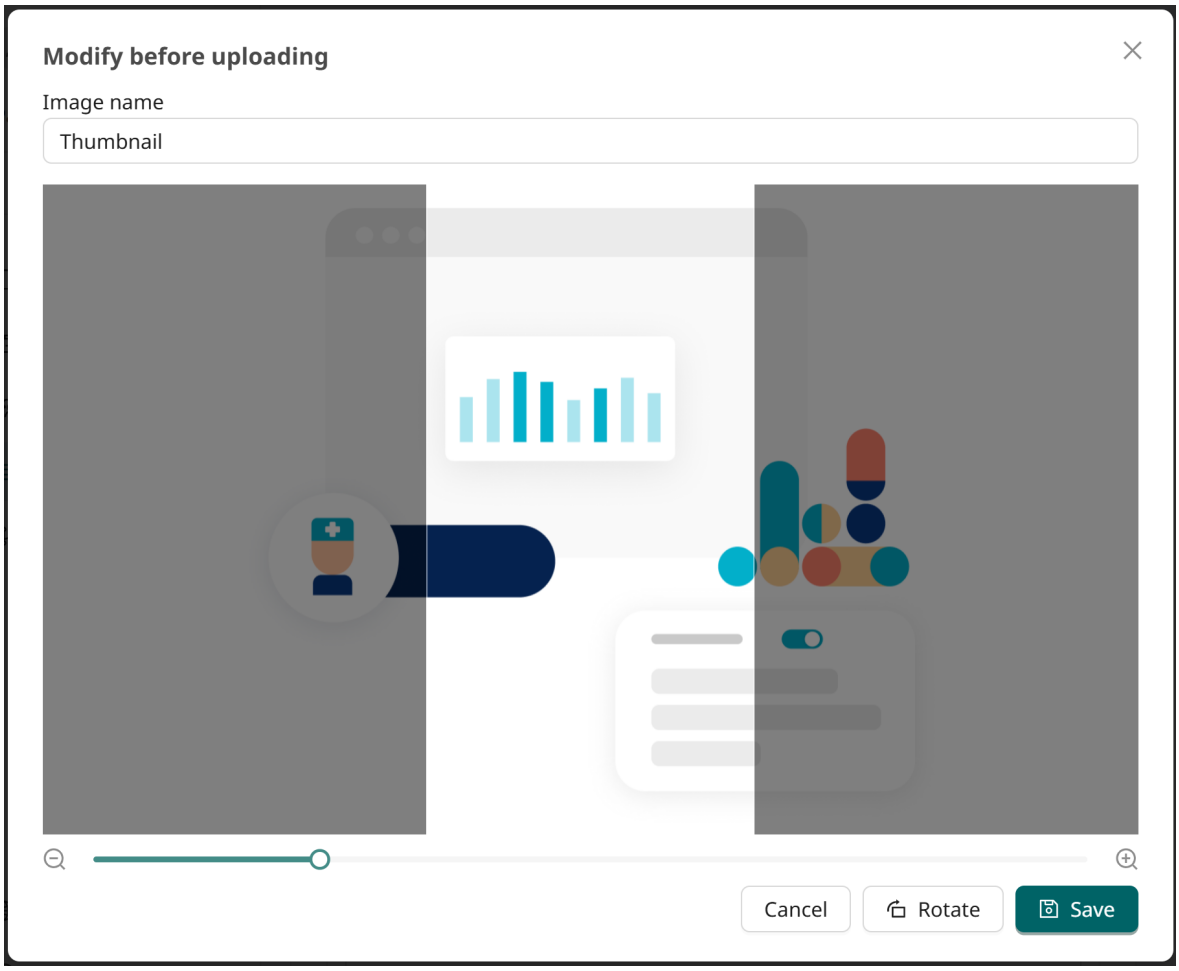
To add a thumbnail image to the article:

1. Click the **Select image** button.

2. Select the desired image from the drop-down list, or upload a new image via the **Upload** button.

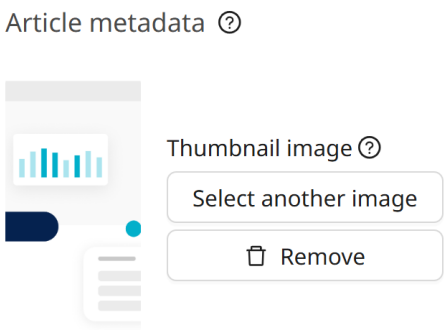


3. Click on the **Insert image** button.
4. In the **Modify before uploading** dialog that opens, you can update the image name, rotate, zoom and move the image to fit into the required format indicated by the lighter colored area in the image.



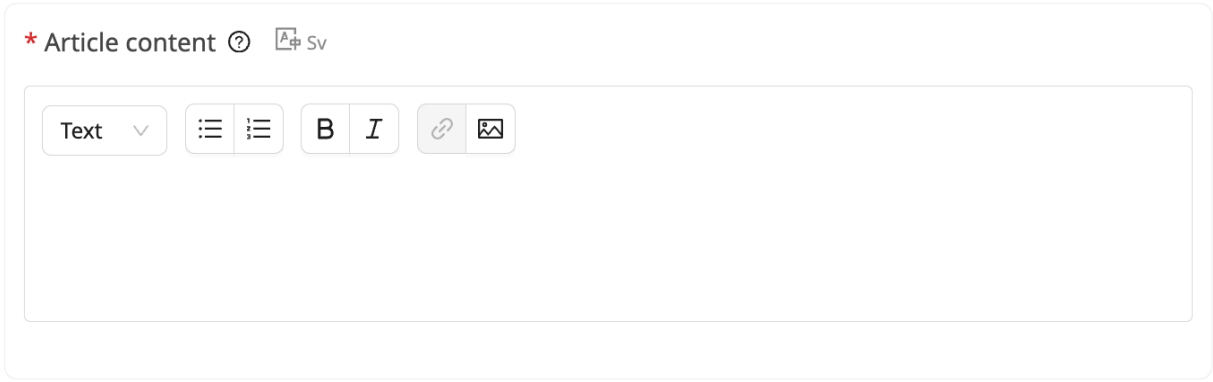
5. Click the **Save** button to add the thumbnail image to the article.

You will now see the uploaded thumbnail image in the **Article metadata**.



If you want to replace the image, click on the **Select another image** button. To remove the thumbnail image, click on the **Remove** button.

21.3.3. Article content text editor



The **Article content** text editor consists of the following parts:

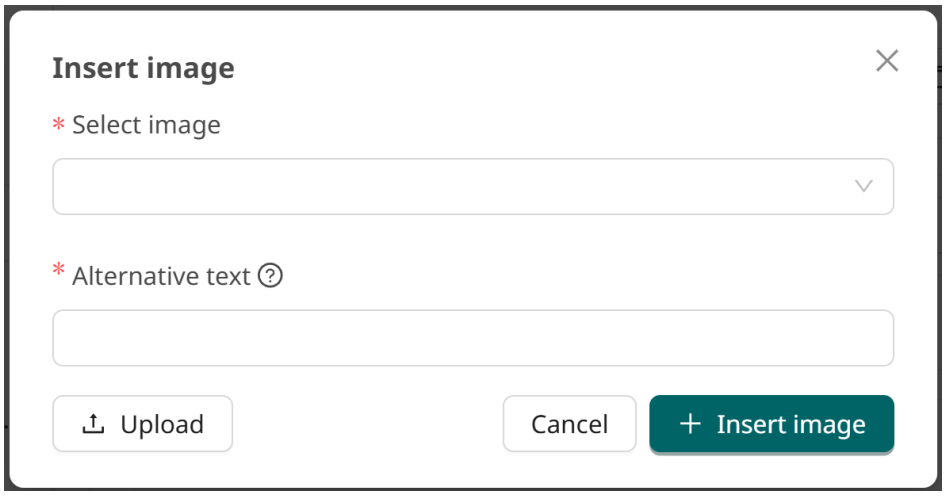
Text style selector	Used to specify headlines and normal text.
Bulleted list selector	Used to create a bullet list.
Numbered list selector	Used to create a numbered list.
Bold/italic style buttons	Used to specify bold and italic text styles.
Create link	Used to create links.
Add image	Used to add images to the content. It is also possible to upload your own images here. For instructions on how to add or upload an image, see Add an image to the article [73].

21.3.4. Add an image to the article

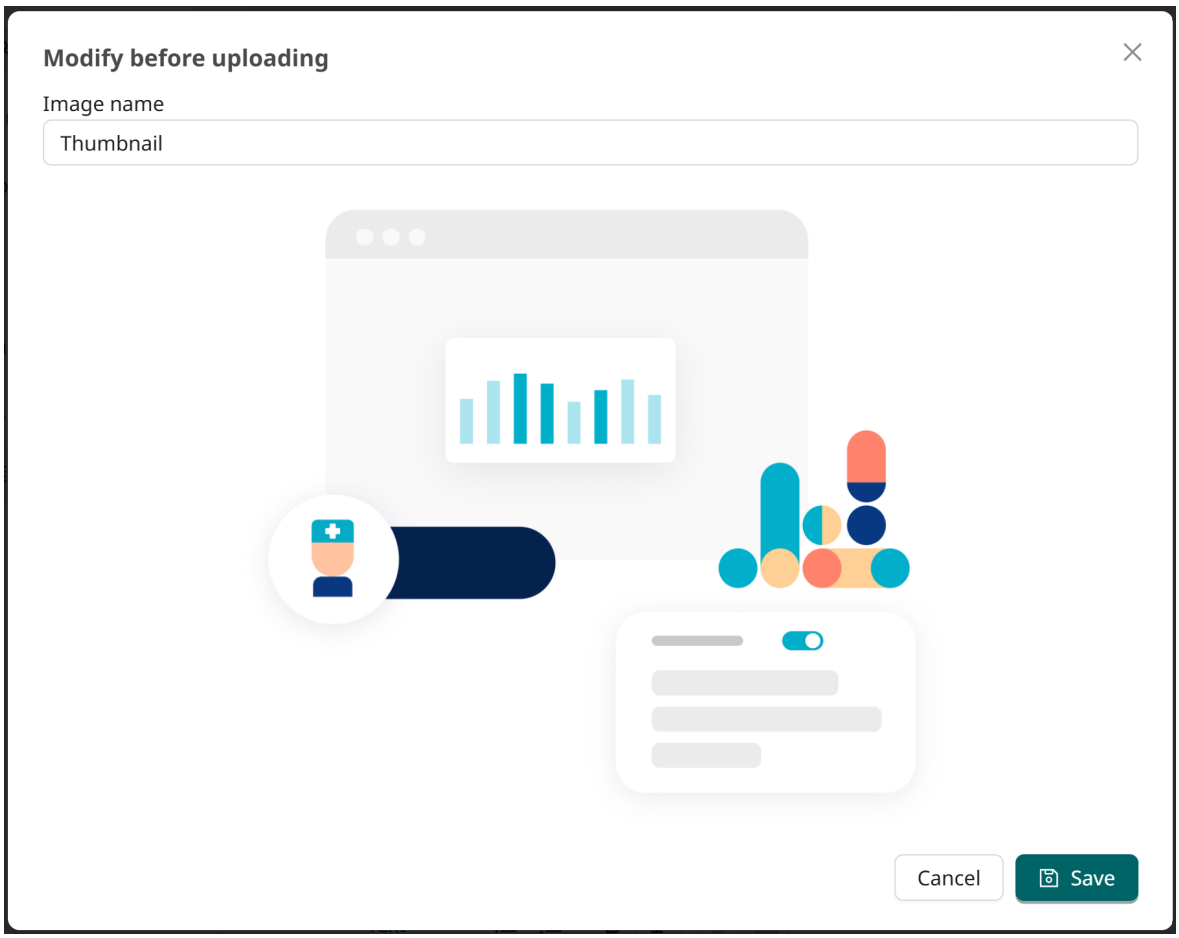
To add an image to the article:

1. Click the image icon in the **Article content** section.

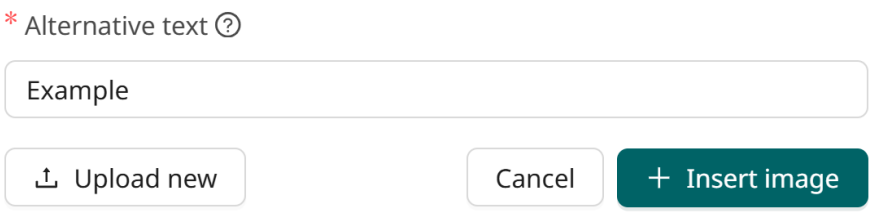
2. Select the desired image from the drop-down list, or upload a new image via the **Upload** button.



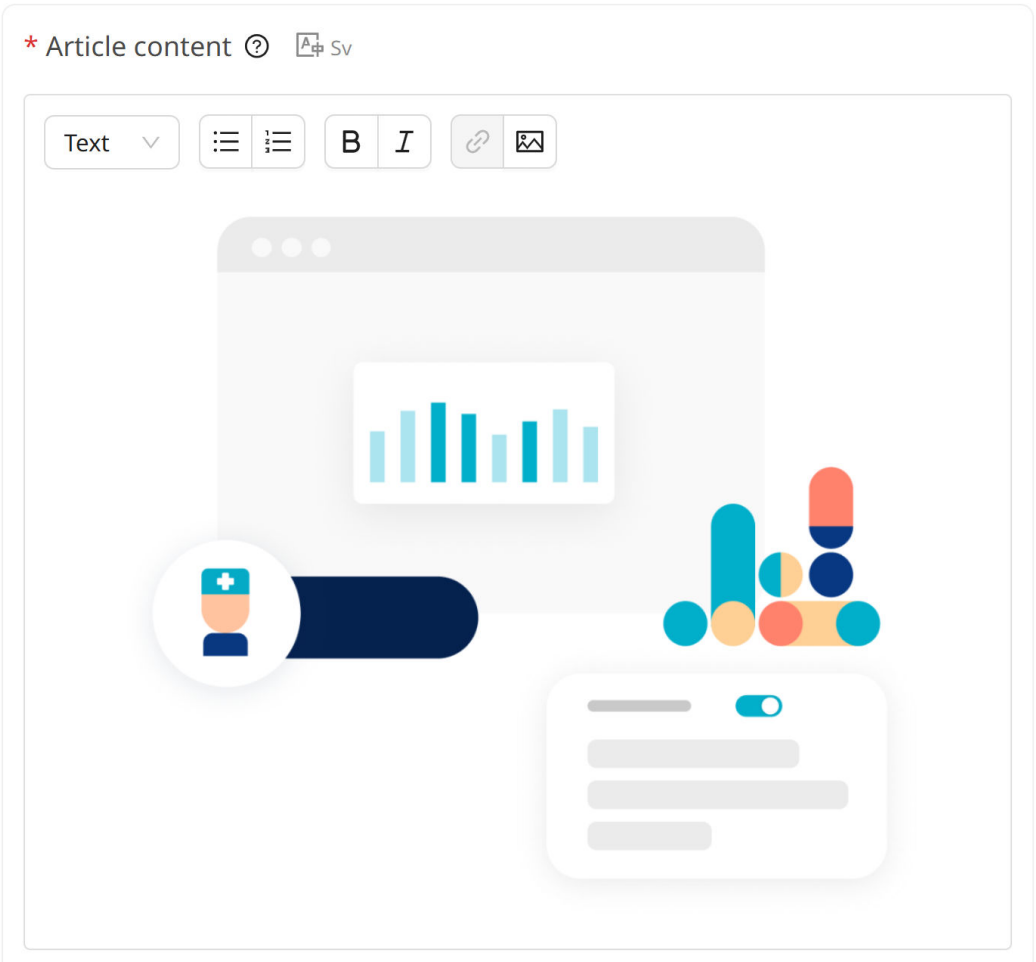
3. Click on the **Insert image** button.
4. If uploading a new image, you can edit the image name before uploading and then click **Save** to continue.



5. Add an **Alternative text**. This is used by screen-readers to describe the image to visually impaired.



6. Click the **Insert image** button to confirm the image insertion.
You will now see the added image in the **Article content**.



21.3.5. Save article

To save a newly created article or changes to an existing one, click the **Save** button.



NOTE
Only saving your changes to the article does not make the changes available for your colleagues in Manage. You have to publish the article first.

21.3.6. Make article changes available in production

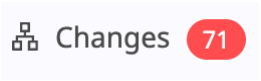
IMPORTANT
All changes regarding configuration (adaptations, texts, rules, medical content, etc.) should undergo a review process before the changes are activated in the production environment.

IMPORTANT
The production environment is live so any changes can affect real patient-flows and care unit settings.

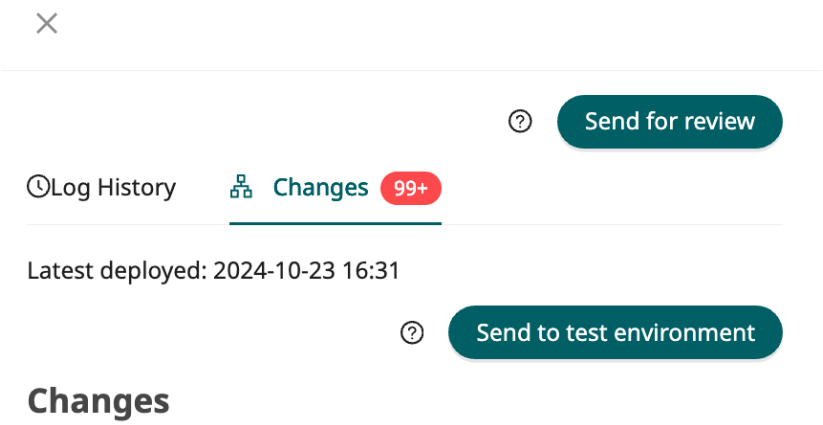
To publish an article or changes in an article, the changes must first go through a review process in order to reduce the risk of affecting the patient flow in an undesired way.

To publish your changes:

1. Make sure that you have saved your changes and that translations (if applicable) of the articles are mirroring your changes.
2. The next step is to send the article's changes for review. Do so by clicking on the **Changes** button in the upper right corner of the window.



3. A list will open showing all the changes that you have made in Manage including this article. Have a look through them and make sure that you are okay with all of them being sent to production. When you are ready, click the **Send for review** button.



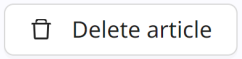
Read more in the Manage Instructions for use about:

- Change management and tracking
- Sending changes for review to Production

4. Now you must wait until Platform24 has reviewed the article changes. Until the article has been reviewed, you cannot send any other changes to production; the **Changes** list is locked.
5. When the article has been reviewed and approved it is published.

21.3.7. Delete article

Click on the **Delete article** button to delete the article.



In order for the deletion to be mirrored in production, you need to send the change to production. To do this, follow the steps in Make article changes available in production [76].

22. Terms and definitions

B1-B2	B1-B2 in the Common European Framework of Reference (CEFR) self-assessment scale. e.g. Independent user of the language.
C1-C2	C1-C2 in the Common European Framework of Reference (CEFR) self-assessment scale. e.g. Proficient user of the language.
Customer Success Manager (CSM)	A CSM (Customer Success Manager) is the customer's main strategic advisor. The CSM is also the customer's main contact person for any contractual, commercial questions/issues. The CSM is the first point of escalation for any unsolved questions/requests/issues
Patient application	The patient's platform, where the patient can seek care and communicate with healthcare practitioners.
superuser	A superuser is an end user with increased knowledge and responsibility around the platform at each care 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.

23. Manual versions

#	Date	Description
1.0	2024-12-18	1st version.
2.0	2025-03-27	• General: Pathways template builder renamed to Smart Care Plans Studio. • Regulatory updates have been made on the front page and on page 2. • An Introduction chapter has been added including a new section: *1.2. Hardware and software specifications*. • Address to manufacturer updated on page 2 and in section *2.1. Manufacturer*. • Contact details chapter updated with a new section 2.3.1. • New symbols described in chapter 3. • Two warnings changed risk level to "Important". • Chapter *4. Safety precautions* removed as there currently are no warnings or cautions in the manual. • New chapter: *4. Smart Care Plans - Intended use*.
3.0	2026-10-02	• Name of the manual and references to other manuals changed from User Manual to Instructions for Use. • The note has been updated in section *1.1. About this manual*. • Section *1.2. Hardware and software specifications* renamed to *1.2. Hardware and software specifications Clinic/Manage* . • Updated sections/chapters: *2.3.Feedback and questions regarding the instructions for use*, *2.3.1. Request printed version of the instruction for use*. • Introductory sentence added to section *3.1. Symbols definition* to clarify that this section describes symbols in the user interfaces and in the instructions for use. Definition of caution symbol updated. • Caution level in section *3.2. Precautions definition* removed. • Former section *4.3.1. Target client* removed from chapter *4. Smart Care Plans - Intended use*.

24. References

Category	Description
Manage Instructions for use	Refer to the Manage Instructions for use for a description of the general workflows and functionality in Manage that is not specific to Smart Care Plans. Examples of workflows and functionality described in the Manage Instructions for use: • Adding roles • Change management and tracking • Sending changes for review to Production
Smart Care Plans Instructions for use	Refer to the Smart Care Plans Instructions for use for a description of for a description of the general workflows and functionality of Smart Care Plans.