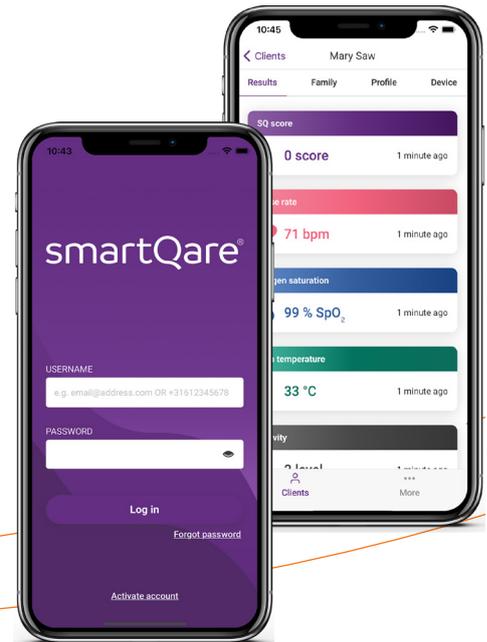


User manual and technical description

viQtor mobile app for healthcare professionals



About the viQtor mobile app

The viQtor mobile app is an application for smartphones. It is part of the viQtor solution, which has been developed for use by healthcare institutions (e.g., homecare organisations and hospitals) caring for seniors and chronically ill people.

For caregivers, the mobile app gives access to the data of the patient (the carrier of the viQtor monitoring device). The app shows the status of viQtor (the status of the wearer, battery and connection) and the latest measurements.

Note: the smartQare app currently only supports iPhone (iOS) and cannot be used as yet on Android devices.

EU declaration of conformity

smartQare BV declares that the viQtor app complies with EU MDR 2017/745.

The full text of the EU declaration of conformity is available at the following internet address: <https://www.smartqare.nl>.

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1 Introduction

Congratulations! You are about to install and use the viQtor app. To ensure that the viQtor app works optimally and safely for you, it is important to first read the entire user manual. You can also contact our customer service at support@smartqare.nl or via the website www.smartqare.nl/contact

This manual should be used in conjunction with the 'User Manual for the viQtor monitoring device'. This manual is included in the package along with the device (viQtor), charger and armband. This user manual also describes the intended use and other important focus areas of the viQtor solution, of which the app is a part. First go carefully through these items.



WARNING:

A WARNING statement provides important information about a potentially hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION:

A CAUTION provides important information on a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient or damage to the equipment or other property..

1 Introduction

All **WARNINGS** and **CAUTIONS** also apply to the viQtor apps and the viQtor portal. These can be read in the User Manual of the viQtor monitoring device.

The viQtor monitoring solution

The viQtor monitoring solution produced by smartQare consists of a smart, portable device (viQtor), the monitoring platform for tracking vital signs and activities and mobile applications (viQtor apps).

The following components of the solution are relevant to different users:

- For the user: the viQtor portable monitoring device and the viQtor mobile app (optional);
- For the informal caregiver: the viQtor mobile app;
- For healthcare professionals: the viQtor portal and the viQtor mobile app;
- For the monitoring centre employee: the viQtor portal;
- For the administration of the healthcare organisation: the viQtor portal.

Each component of the viQtor solution has a specific user manual. Please also refer to the other user manuals if applicable to you.

1 Introduction

Various training modules are available for the training of the staff of care organisations / monitoring centres:

- For the administration of a care organisation:
 - Use of the portal for the administration of the care organisation.

- For healthcare professionals:
 - Use of the app and the portal for healthcare professionals;
 - Onboarding of patients and informal caregivers.

- For monitoring centre staff:
 - Use of the portal for employees of the monitoring centre;
 - Onboarding of patients and informal caregivers.

Ensure that all employees who will be using the viQtor solution have attended the relevant training courses. This can be done by contacting smartQare.

1 Introduction

iPhone system requirements

System requirements for using the viQtor app on your iPhone:

- Version 12 or newer of the iOS operating system;
- A screen resolution of at least 1334 x 750 pixels (iPhone 6 or higher);
- Make sure that the latest updates are installed;
- A working internet connection (via Wi-Fi or your mobile network).

Within the context of safe use of the app:

- Make sure that the smartphone is protected by means of a password or another secure authentication.

2 Account activation

Once a healthcare facility administrator has created your account, you will receive an invitation via email to activate your account. You do this in the portal. Your portal username and password are also your app username and password:

- Username : your email address
- Password : the password you created for the viQtor portal

Go to the Apple store to download the app. If you then enter your username and password, you will enter the mobile app.

Biometric login

You can unlock the app with your biometric ID. This allows you to log in using your fingerprint or facial recognition. The prerequisite is that you do have these unlocking methods pre-set on your iPhone. Of course, it is also possible to simply open the app with a password.

3 Patient overview

Clients			
NAME	AGE	SQ	DEVICE
Patiënt A	71	0	
Patiënt B	71	0	
Patiënt C	71	-	
Patiënt D	71	-	-
Patiënt E	71	0	
Patiënt F	71	0	
Patiënt G	71	1	
Patiënt H	71	-	
Patiënt I	71	0	
Patiënt J	71	-	
Patiënt K	71	-	
Patiënt L	70	-	

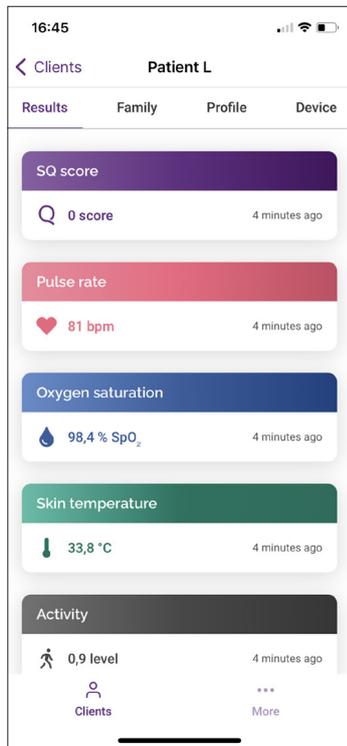
smartQare
24/7 PERSONAL HEALTH CONTROL

Clients More

After logging in, you are taken to the overview screen of all patients (Figure 1). Clicking the elongated 'status bar' of a patient will take you to the overview screen of this patient (Figure 2).

Figure 1

3 Patient overview

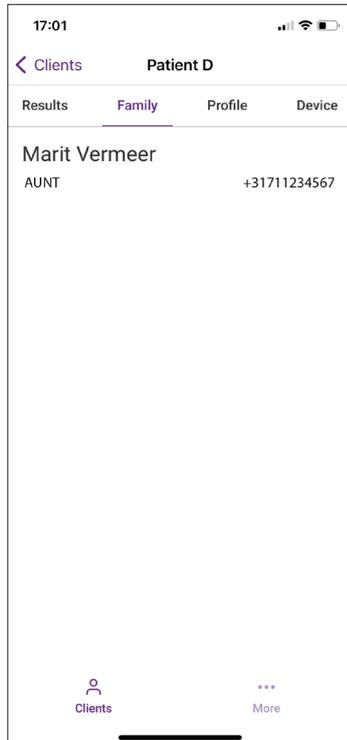


A RESULTS:

The 'Results' section (Figure 2) shows the patient's last measured vital signs.

Figure 2

3 Patient overview

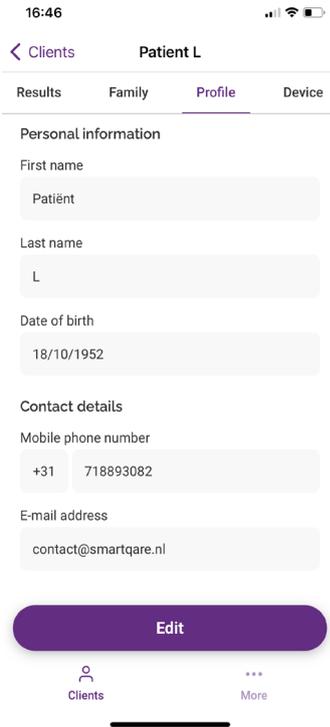


B FAMILY:

The 'Family' section (Figure 3) contains the details of the family and informal caregivers involved in the patients care. To contact one of the informal caregivers, you can click on the phone number (provided your device allows calling).

Figure 3

3 Patient overview

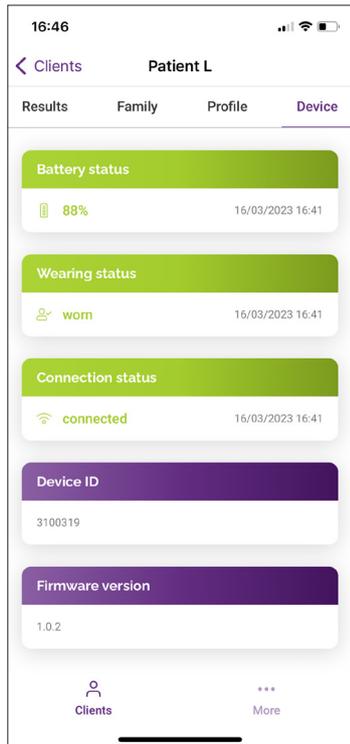


C PROFILE:

This is where all the patients details are displayed. If you wish, you can edit these personal details of the patient. These modifications will then be implemented in the viQtor solution (Figure 4).

Figure 4

3 Patient overview



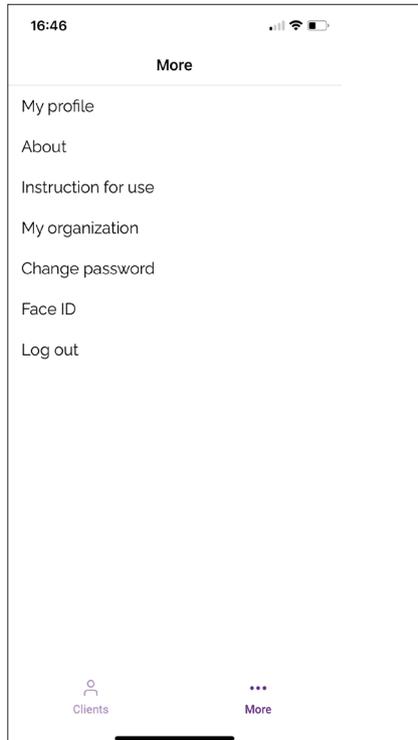
D DEVICE:

In the 'Device' section, you will find details about the monitoring device (Figure 5). You can see the current battery status, the status of usage (worn/not worn) and the status of connection to the smartQare network (connected/not connected). Depending on the situation, the bars will change colour:

- Battery status is green, orange or red;
- Usage status is green or red;
- Status connection is green or red.

Figure 5

4 My account



In the 'More' section, you can:

- View and edit your profile (Figure 7);
- View smartQare's contact details, including smartQare's privacy policy and user agreement (Figure 8);
- See the contact details of your healthcare organisation (Figure 9);
- Change your password and log out (Figure 10).

Figure 6

4 My account

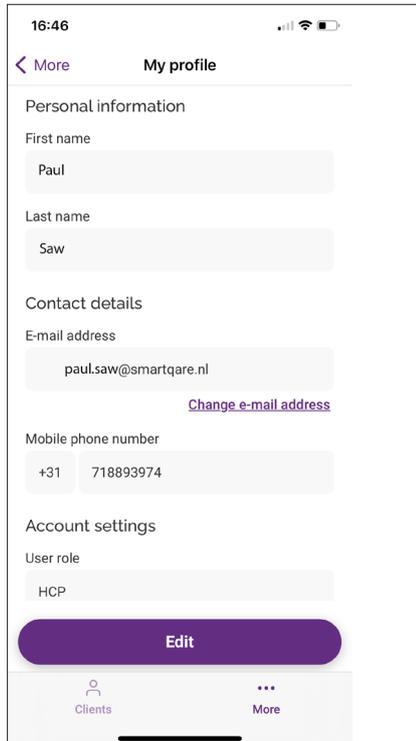


Figure 7

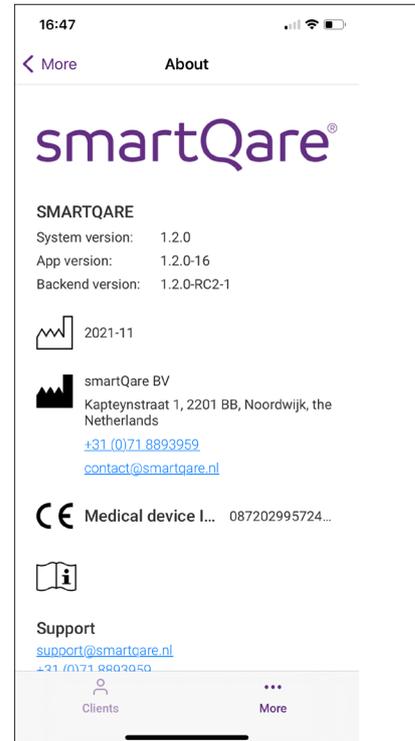


Figure 8

4 My account



Figure 9

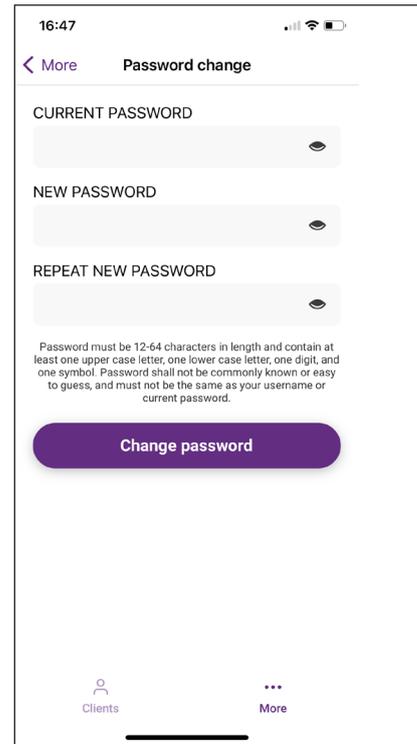


Figure 10

6 End of use/de-installation

If you no longer wish to use the app, you can delete it from your phone. You do this by long-pressing any icon on your iPhone's home screen until all the icons wobble and a "-" sign appears next to them. By pressing the viQtor app icon, your iPhone will ask if you want to uninstall the viQtor app. Confirming this will remove the app from your phone.

6 Contact

Manufacturer: smartQare BV



Kapteynstraat 1
2201 BB Noordwijk
The Netherlands

www.smartqare.nl
+31 71 889 39 59

Contact your local distributor for assistance or contact smartQare BV customer service on +31 71 889 39 59 or send a message to support@smartqare.nl.

Productinformatie

The unique identification code (UDI-DI) for this medical device (the viQtor mobile app) is:

08720299572430

Systemversie : 1.2.0

App versie : 1.2.0

Back-endversie : 1.2.0

Go to www.smartQare.nl for information on new updates or versions of this software.

SQ1-108_IFU_APP_Healthcare professional_(NL)_v3.0

Date of issue: 20-NOV-2022

7 Notifications for the viQtor mobile app

Reporting	Explanation
Token to reset password has expired. Restart the app and try again.	We apologise for the inconvenience. We are currently carrying out necessary maintenance.
Password does not meet minimum requirements.	The password must be 12 characters long and consist of at least 1 uppercase letter, 1 lowercase letter, 1 number and 1 punctuation mark. Your password must not be the same as your username or any previous passwords. Frequently used passwords will not be accepted, you should use a different password in that case.
This e-mail address is already in use by another registered user in the system.	Use a different mail address.
Account does not exist or is already active.	You cannot log into this account because someone is already logged into this account or it does not exist. Should this problem persist, contact the healthcare organisation.
It seems that your app version is not compatible with the server version..	Update de smartQare app naar de laatste versie.
Update the app to the latest version.	Update the smartQare app to the latest version.
The version you are using is too old.	Update the smartQare app to the latest version.
We recommend updating your app to the latest version for bug fixes and new functionalities.	Update the smartQare app to the latest version.
The server is temporarily unavailable.	Check your internet connection. Log out and try logging in again (later). .
We apologize for the inconvenience. We are currently performing necessary maintenance.	Log out and try logging in again (later).

7 Notifications for the viQtor app

Reporting	Explanation
The value entered exceeds the maximum number of characters. .	Reduction the number of characters in this field.
The value entered is incorrectly formatted. .	The entered information does not meet the programmed requirements. Adjust this.
ntroduction mode is activated for the patient.	The onboarding mode is activated. After onboarding the patient, it can be switched off. Only after it is switched off, the patient is monitored.
Patient introduction mode is deactivated. .	De onboarding-modus is gede-activeerd. De patient wordt nu gemonitord.

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