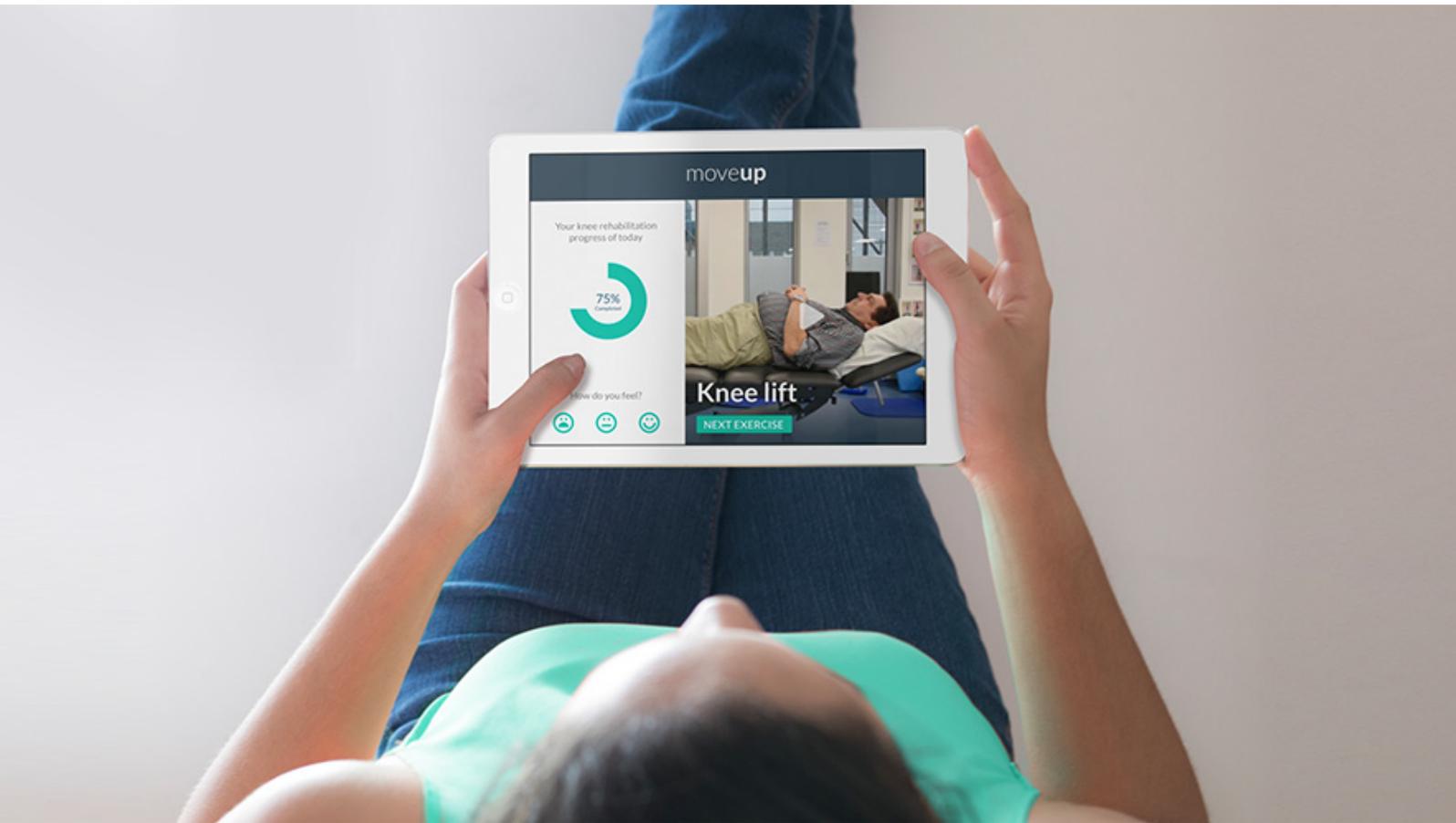


moveUP



Manual for patients

moveUP – A smart and personalized way of informing, follow-up and treatment for patients.

App version: 1.31 and later

Manual version: 16

Date of release manual: 11/07/2022

Link to Knowledge Base: <https://support.orthopedics.moveup.care/>

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- Intended use moveUP
- Overview of the main moveUP windows
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- Survey & info modules
- Steps
- Exercises
- Daily questionnaire
- Activity tracker
- My active follow-up period with moveUP has ended: how does the moveUP app change?

Support orthopedics – moveUP

Intended use moveUP



-  Carefully read all information and precautions in this manual. Make sure you understand the use, the screens and the limitations of the moveUP App before using the service. If you have any questions please contact moveUP.

For security reasons, moveUP recommends that the user carefully reads and understands the manual of the devices used in conjunction with the moveUP App.

During the full use of the service, the necessary technical assistance and therapeutical assistance will be provided. In case of a defect or problem with the App, you will be able to contact the moveUP team via the message functionality of the App, by phone or by e-mail.

Intended use

For healthcare providers

For healthcare providers, moveUP provides efficient clinical management of pathologies and treatments. With the use of moveUP, valuable insights are given to the HCP/care team of the status of the patient and its evolution.

For patients

For patients, moveUP provides personalized information and instructions to help them managing their symptoms and progress in their rehabilitation. The intensity of follow-up is adapted based on patients' needs and timepoint in the patient pathway:

- **moveUP COMPANION** = monitoring and information, no active follow-up
 - moveUP companion offers targeted information and evolution reports to patients. Their care team takes the evolution reports into account in their further recovery when appropriate.
- **moveUP COACH** = active follow-up by the healthcare team
 - moveUP coach offers targeted information and evolution reports to patients. Their care team is more actively involved and takes the evolution reports into account and can provide advice and exercise suggestions through the digital platform.
- **moveUP THERAPY** = active follow-up by the healthcare team, with data-driven validated care protocol
 - moveUP therapy offers a data-driven validated care protocol with certain categories and levels of exercises and activities, specifically targeted to the individual patient. Their care team can manually adapt the data-driven validated protocol when needed. Patients can fully rehabilitate with moveUP without leaving their home environment.

Optional functionality that can be enabled: interoperability with Class IIa continues passive motion (CPM) medical device.

For knee and hip patients who are using a Class IIa CPM medical device, moveUP can interoperate with the Class IIa CPM software. moveUP acts as a facilitator to easily assign a designated CPM exercise protocol chosen by a physician to a patient and to display the performed CPM exercises in the medical dashboard.

Intended users

moveUP is intended to be used by patients and healthcare providers.

Patient

The main user of the mobile app and patient website is the patient. Patient users should be alert, mentally competent and capable of operating a tablet/smartphone and activity tracker.

Inclusion:

- Age:
 - minimum: 18 years
 - maximum: no limit
- Weight: NA
- Health & condition: capable of performing basic activities of daily living
- Language: understanding one of the available languages of the app (Dutch, French, German, English)

Exclusion:

- Patients who are mentally incompetent or having trouble expressing what they are feeling (for instance, mentally diseased people, people staying in elderly care centres, ...) are excluded.
- Patients who are not capable of operating a tablet/smartphone and activity tracker.
- Patients who can't understand one of the available languages of the app (Dutch, French, German, English)

Healthcare provider

The main user of the medical web interface is a healthcare practitioner (group) or clinical researcher (group), named the care team. The care team is able to operate a web interface via web browser on PC/tablet/smartphone. The healthcare practitioner needs to understand one of the available languages of the web interface (today only available in English).

Target population / indication for use

moveUP companion & coach is used by Musculoskeletal, oncologic, respiratory, gastrointestinal, cardiovascular and neurologic patients, such as patients:

- who underwent or planning a gastric bypass or gastric sleeve operation
- who have or had a stroke, multiple myeloma, covid, familial hypercholesterolemia
- who have or had back or joint problems or operations

moveUP therapy is used by knee & hip arthroplasty patients.

moveUP app & devices

Supported devices moveUP app

The moveUP app runs on:

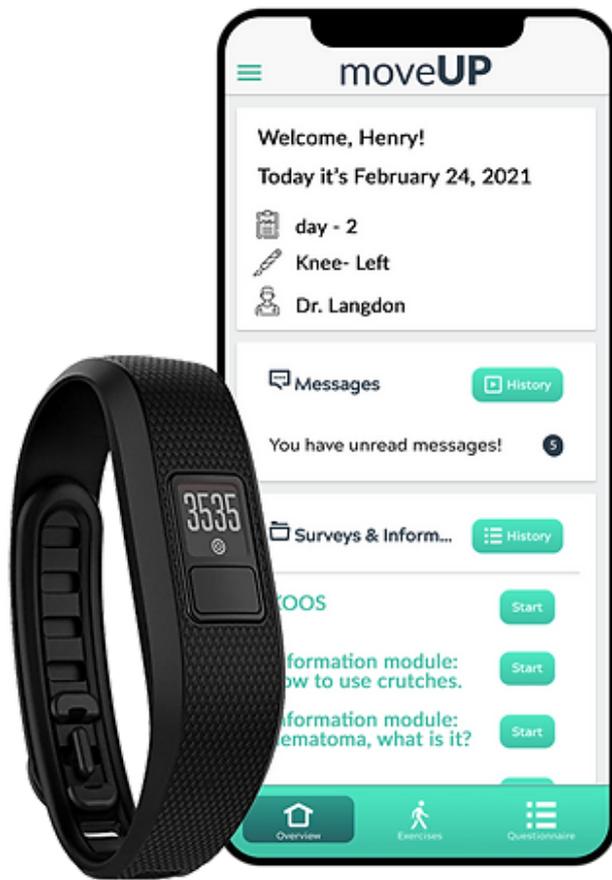
- iPhones/iPads (iOS 11.0 or newer)
- Android systems (Android 7.0.0 and newer).
- moveUP needs an internet connection when in use
- moveUP is compatible with the following browsers:
 - Chrome
 - Safari
 - Edge
 - Firefox
- In specific cases the following tablets are provided and are supported:
 - Lenovo Tab 3 – Android 6.0.1 or Higher
 - Huawei MediaPad T3 – Android 7.0.0 or higher

For your data safety please enable the 2-factor authentication(2FA) and use a safe network

Activity trackers

The following activity trackers are currently supported:

- Garmin Vivofit 3 and Vivofit 4
- Nokia Withings Go



Warnings and precautions



⚠ moveUP is not an emergency tool. In case of emergency please contact your doctor or call 112.
moveUP is not intended to monitor/treat vital parameters of critical diseases.

⚠ moveUP companion is not a replacement for any treatment you need to follow but is used as an addition.
Patients need to be aware if questionnaires are not filled out on a frequent basis or not filled out trustworthy, the care team has more difficulty knowing their health situation & evolution.

⚠ The moveUP App offers personalized healthcare based on the patient's profile and therefore can not be shared, borrowed or traded between users. The information and advice of the moveUP application do not apply to a patient other than the one whose profile is stored in the application. The patient may not grant access to the moveUP App to third parties. Any other person can, even accidentally, send wrong information or change the profile of the patient, with the result that the moveUP-guided advice no longer corresponds to the needs of the patient.

⚠ With software, there is always a residual risk for bugs. If you have the feeling something is wrong or you don't get a response in the app, please reach out to us via support@moveup.care or call 0800 88 008.

Contra-indications and potential side effects

There are no contra-indications or known side effects.

Notification of serious incidents

A serious incident means any incident that directly or indirectly led, might have led or might lead to any of the following:

- (a) the death of a patient, user or another person,
- (b) the temporary or permanent serious deterioration of a patient's, user's or other person's state of health that resulted in any of the following:
 - life-threatening illness or injury,
 - permanent impairment of a body structure or a body function,
 - hospitalisation or prolongation of patient hospitalisation,
 - medical or surgical intervention to prevent life-threatening illness or injury or permanent impairment to a body structure or a body function,
 - chronic disease,
- (c) a serious public health threat;

If you detect any of these cases please send an email to info@moveUP.care and;

- Netherlands: meldpunt@igj.nl
- Belgium: meddev@fagg.be
- France: dedim.ugsv@ansm.sante.fr
- Germany: zlg@zlg.nrw.de

Human body contact

No human body contact with the patient or user, due to the nature of the product (software).

Accessories/products used in combination

There are no accessories.

If the patient has no compatible tablet/smartphone or activity tracker, moveUP can lease these devices to the patient. The leased devices are CE-marked devices that meet the compatibility criteria outlined in the IFU for the app.

Device lifetime

2-years. Depending on the willingness of the user to update the app. We sent out a notification with the recommendation to update the app, to make sure the app will keep the performance & recently included features.

Claims

moveUP companion/coach/therapy

The intensity of follow-up is adapted based on the needs of the patient, via the moveUP Symptom & QoL monitoring tool.

- **Enhancement**— moveUP enhances the clinical management of the patient because early detection & management of complications are possible via the symptom & QoL monitoring tool
- **Efficiency**—More efficient clinical management, such as the number of consultations can be reduced
- **Compliance**—Enforces therapy compliance/adherence
- **Information**—The correct information is provided at the right time

moveUP therapy

- **Rehabilitation from home**—With the use of moveUP therapy knee & hip arthroplasty patients can fully rehabilitate via the in-app care team without leaving their home environment.

Company details



moveUP NV

Head office Brussel: Cantersteen 47, B-1000 Brussels, Belgium Office Ghent: Oktrooiplein 1, B-9000 Ghent, Belgium

Tel: 0800 88 008

Email: info@moveUP.care

www.moveUP.care

Identification of the device:



+G166G166MOVEUPV1310W0C

Basic UDI-DI code:

++G166MOVEUPV1310WH

If you have any questions about the App, the tablet or the activity tracker, you can contact moveUP via the following channels – in order of priority: Via the message system of the App. Via email to support@moveup.care – Via phone during office hours: +32 800 88 008



Updated on July 11, 2022

Overview of the main moveUP windows

Support orthopedics – moveUP

I read this email on a smart device

Step 1: Download the app on your smart device

Click on the below links to download the moveUP app from your Appstore or Google Play (depending on your device)

I have an iPhone or tablet from Apple (iOS)

I have another smartphone or tablet (android)

Step 2: Open the moveUP app and register

- Open the moveUP app (if the app shows the moveUP logo, It is correctly installed)
- Register with the email address and the code you received in the “installation email” from moveUP
- Check your personal data and the operation performed before the first use. In case of any error please contact moveUP using the chat function.

Step 3: Update the moveUP app

Each time the moveUP app is updated you'll receive a mail with the release notes. Please, update it as soon as possible to enjoy the last features.

To upload the app please use the link above to be redirected to your app store and click on the button "update".

These updates can include safety or data integrity upgrades, please read carefully the Release Notes and the Instructions for Use.

Security measures

Because we process personal and health data, we will instruct you how to set a complex password at the moveUP login page.

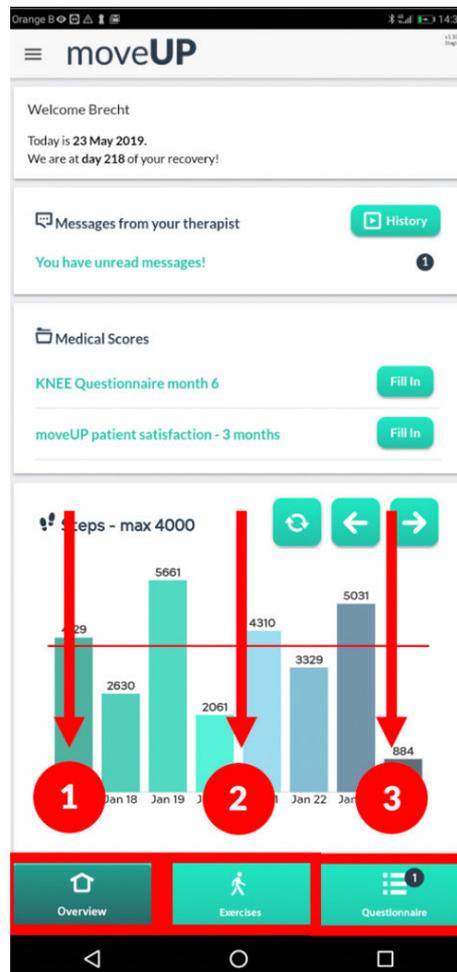
Please use a safe network when you are connected to the app.

Updated on May 4, 2022

Support orthopedics – moveUP

Quick start guide

There are 3 main tabs in the app. You can switch between them by tapping the respective symbols at the bottom of your screen.



1. Overview
2. Exercises
3. Questionnaire

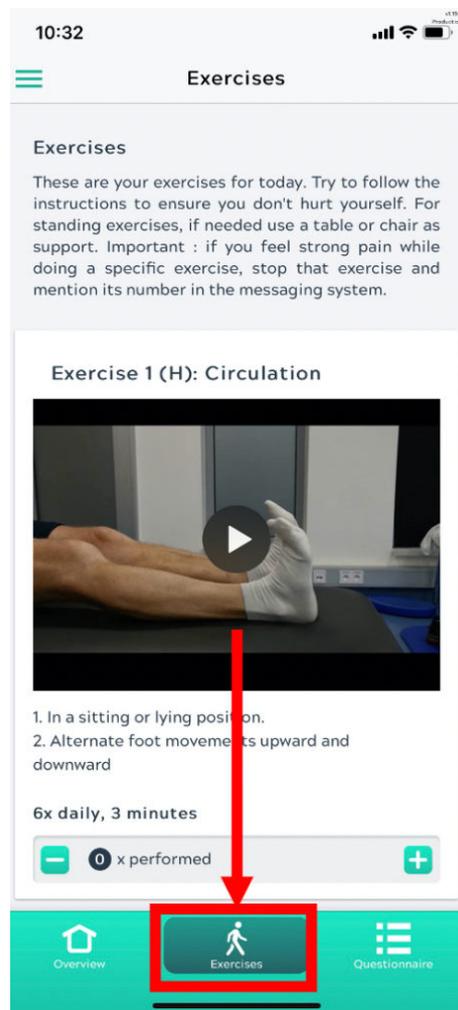
Tab 1: Overview

When you open the moveUP app you will automatically be taken to the overview tap. This tab has 4 sections:



1. **Welcome message**
2. **Messages** – here you can communicate with your health provider
3. **Survey & Information** – here you can find your questionnaires that still need answering. Also, your video-recording requests will appear here.
4. **Steps** – here you can see the steps you did over the past week

Tab 2: Exercises



In the second tab “Exercises” you can find your daily exercises.

Tab 3: Questionnaire

17:26

Questionnaire

Your questionnaire for today

How are you feeling today?
Indicate on the scale.

Good Bad

How was your night?
Indicate on the scale.

Good Bad

Did you experience any morning stiffness in your affected joint?
Indicate on the slider.

None Very stiff

Overview Exercises Questionnaire

In the 3rd tab "Questionnaire" there will appear a daily questionnaire after 4pm each day. The questionnaire is available until midnight. It should be filled out every day, starting 14 days before surgery.

Read more on the daily questionnaire

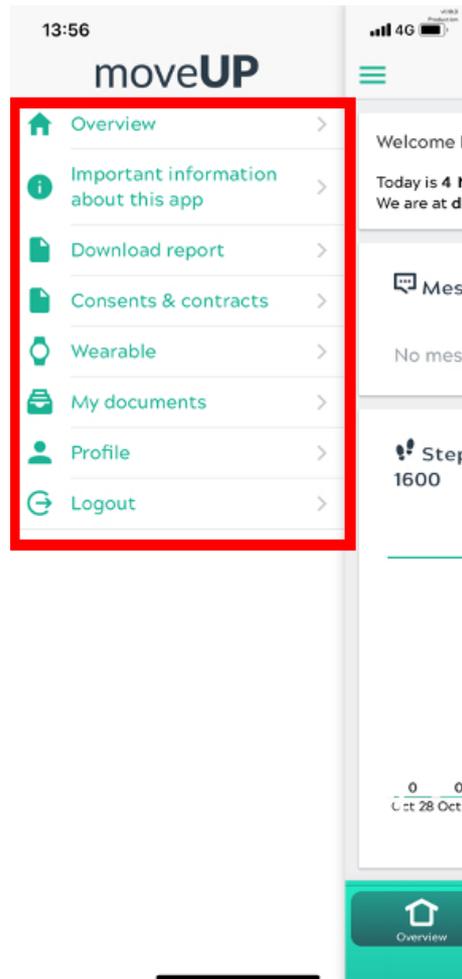
It is important you start answering the daily questionnaire starting 14 days before your operation. This way we can better help you after the operation.

Menu



At the top left of the moveUP you will find the menu.

When you click on this icon the menu appears.



This menu contains important sections that are not directly related to your rehabilitation.

- **Overview:** Exits the menu and returns to the overview screen
- **Important information about this app:** some info and warnings on the app
- **Download report:** This link is not working at the moment. Work in progress!
- **Consents & contracts:** Here you can read the general terms and conditions and privacy statement.
- **Wearable:** Here you can link your smart bracelet to the moveUP App or see which application is linked.
- **Profile:** your name and national registration number
- **Log out:** Here you can log out of your account and return to the registration and login page.

Messages

Support orthopedics – moveUP

Messages

In the overview tab, below the greeting, you find the “Messages” section. This is the section where you can communicate with your physiotherapist.

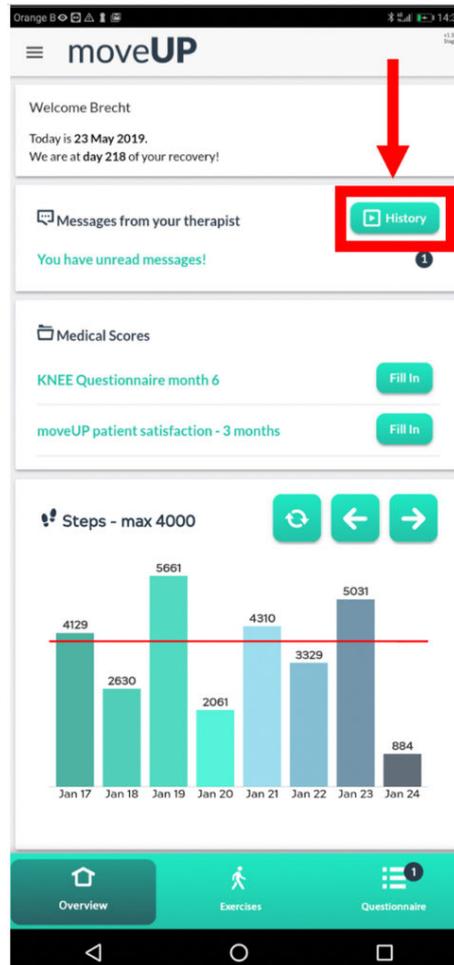
You can send your physiotherapist a message each moment of the day. You will receive an answer within 24 hours.

If the question is a medical urgency, don't use the messaging system as it is too slow. Call your hospital or medical practitioner instead.



Open the message functionality

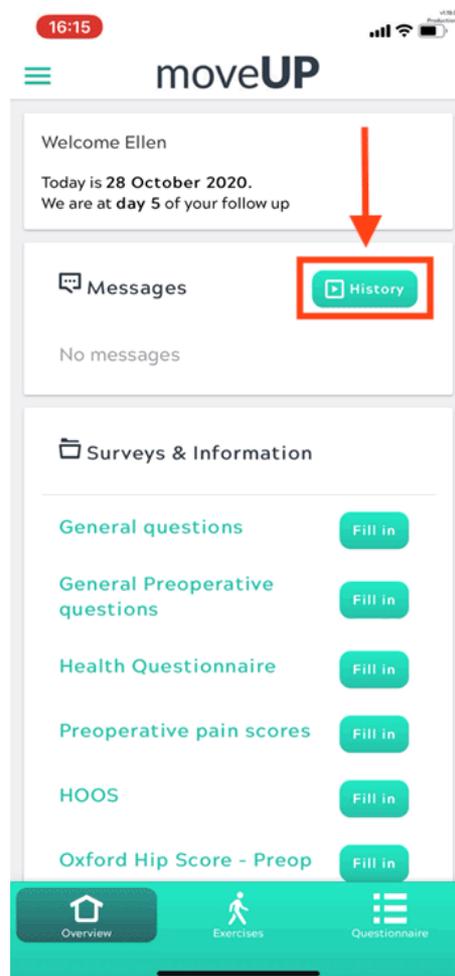
Click on the history button to open the message functionality.



Sending messages

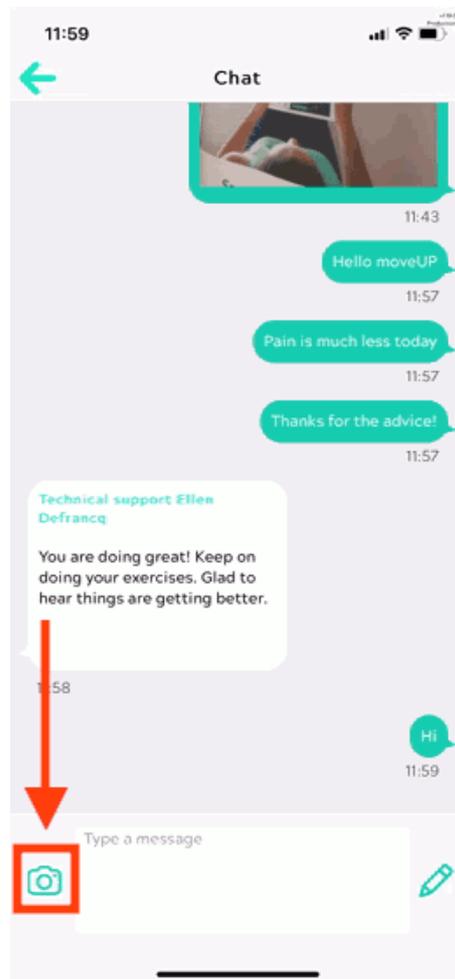
You can send us messages every moment of the day. We will respond within 24 hours

To send a message click in the “type a message” box. The keyboard will appear. After typing your message click on the send symbol (airplane).



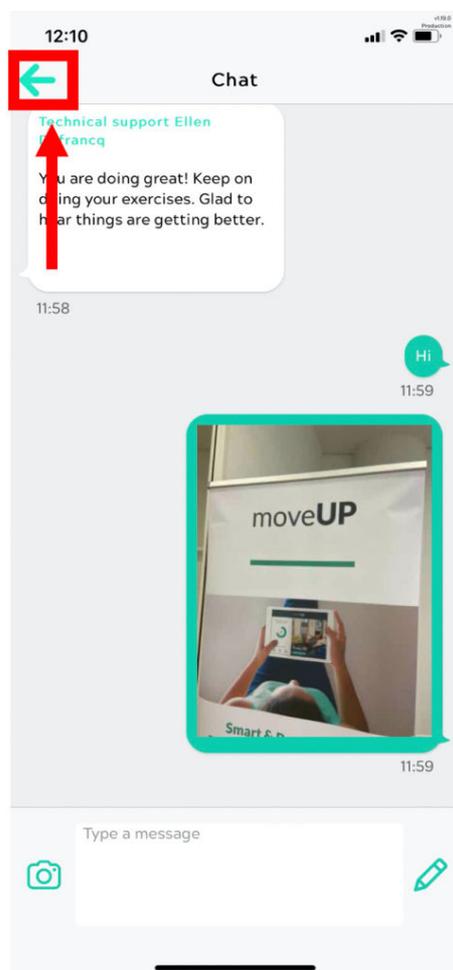
Sending a picture

You can send us a picture (of the wound for example) by clicking on the picture symbol in the left lower corner.



Go back to the overview screen

By clicking on the arrow in the left upper corner you can go back to the overview screen.



Survey & info modules

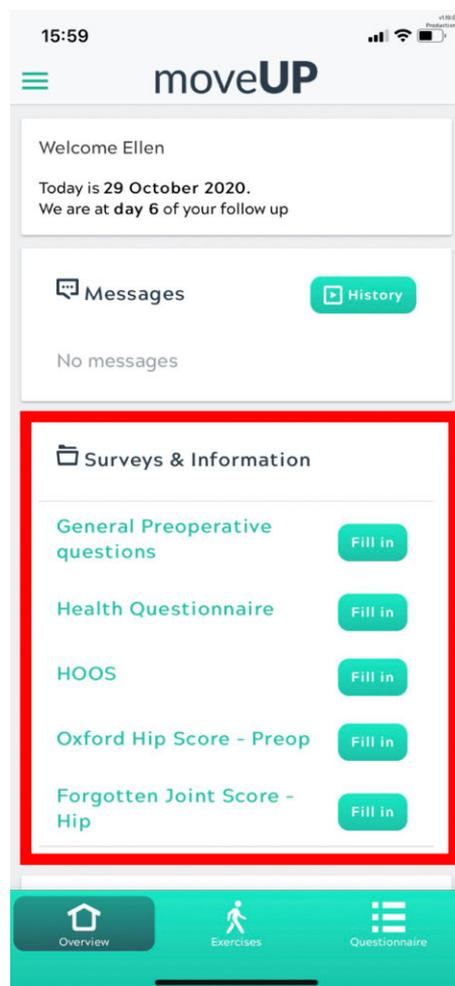
Support orthopedics – moveUP

Surveys & Information

Medical questionnaires are available at various moments before and after the surgery.

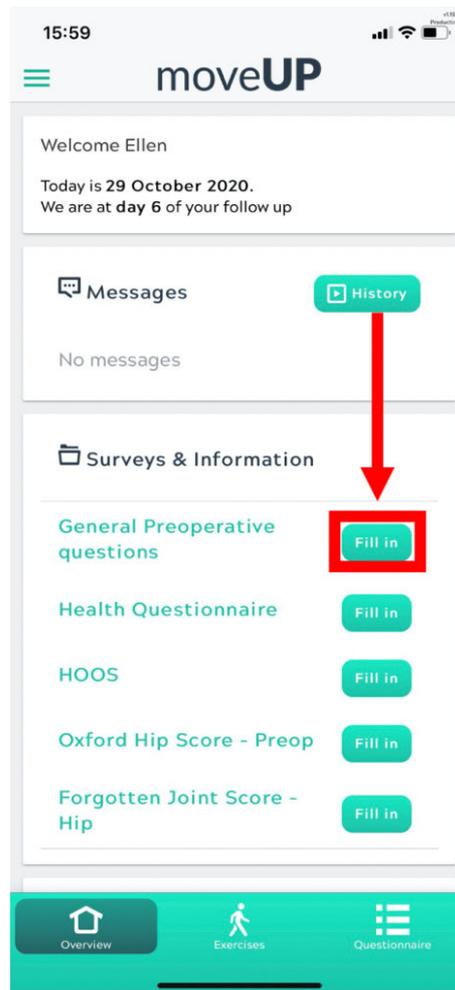
These questionnaires are of critical importance to evaluate the outcome of your surgery and to guide your physiotherapist in his decision making.

From the moment a questionnaire becomes available, we ask you to start filling it out as soon as possible.



Submitting a survey

To fill out a survey you click the “Fill in” button.



After filling out the question click on the “send” button.

16:09 4G LTE
Resurrection

General Preoperative questions

Never

Sometimes, during walks

Always

Do you experience problems with your balance?

Select from the list.

Never

Sometimes

Often

Always

Weight

Your weight (kg)

84

Height

Your height (cm)

178

send



You will see the following screen if the answers are sent to us correctly.

17:55



Your answers are sent to the
medical team!

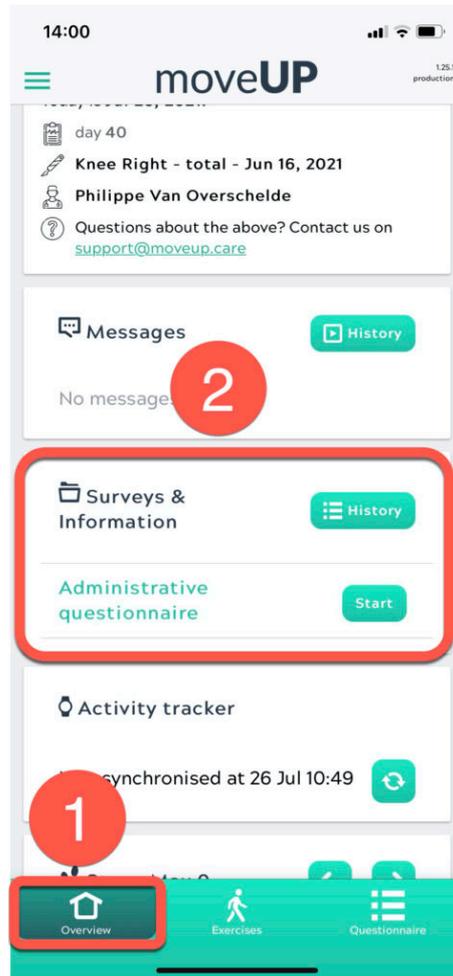
Go back to the overview >

Support orthopedics – moveUP

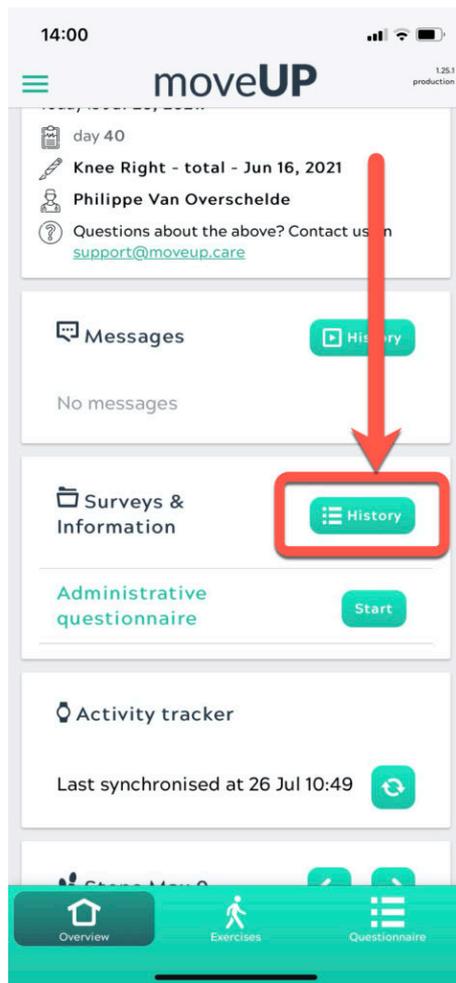
How to reread an info module?

To reread an info module that you already read:

- On the overview tab (1) go to the “Surveys & Information” section (2).



- Tap the “history” button.



- Here you will find the complete list of all the info modules you have read so far.
- Select the one you want to read again.

14:10



Articles

1.25.1
production

READ: Anatomy, osteoarthritis and total hip replacement surgery

READ: Driving after surgery

READ: Wound care: from incision to scar

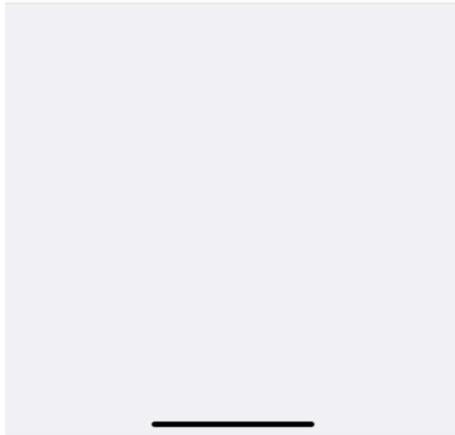
READ: Safe use of crutches

READ: Sleep positions after joint replacement

READ: Haematoma

READ: Pain

READ: Improve your sleep after surgery



Steps

Support orthopedics – moveUP

Steps area explained

Your steps are automatically counted by your activity tracker, the activity tracker does not need to be activated, just be worn around the wrist.

To see your steps you have to have paired your activity tracker with the moveUP app. This pairing needs to be done only once. After you have to sync your activity tracker daily with the moveUP app.

Steps graph

- Activity data from the past week is visualized in a graph.
- The different colors only indicate the different days and have no further meaning
- Activity is represented in number of steps.
- You can use the arrows left and right to see previous or next days in the graph.



Every activity with arm movement will contribute to the count. This means if you walk by pushing a stroller or a walker the steps may be undercounted. If you are ironing (arm movement) they may be overcounted.

Personalised step max

Every day, a personalized step maximum is displayed by a number and a red line. Try not to exceed the step maximum with > 20%.



The step maximum is not a goal! It is a limit to avoid overloading the operated joint.

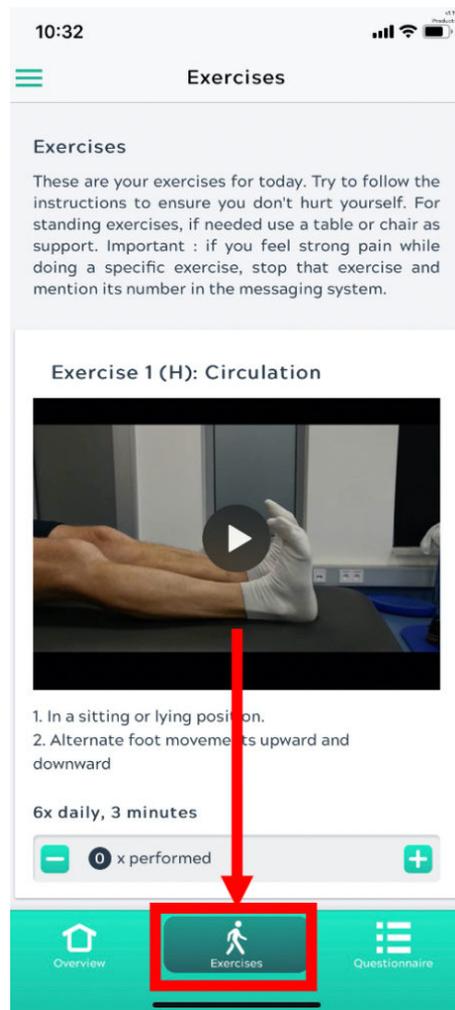
Exercises

Support orthopedics – moveUP

Exercises

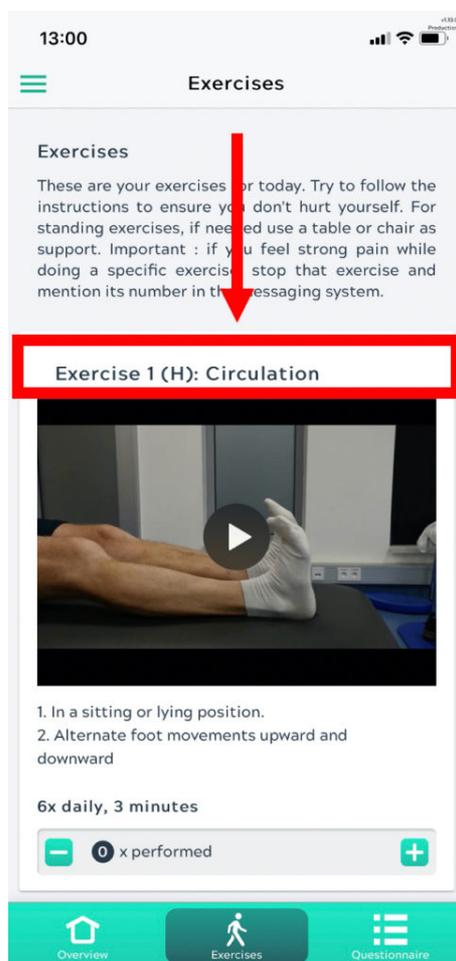
The second tab contains your exercise program for the day. Day by day you will only see prescribed exercises specific for that day.

If you feel strong pain while doing a specific exercise, stop that exercise and mention its number in the messaging system.



Number and name of the exercise

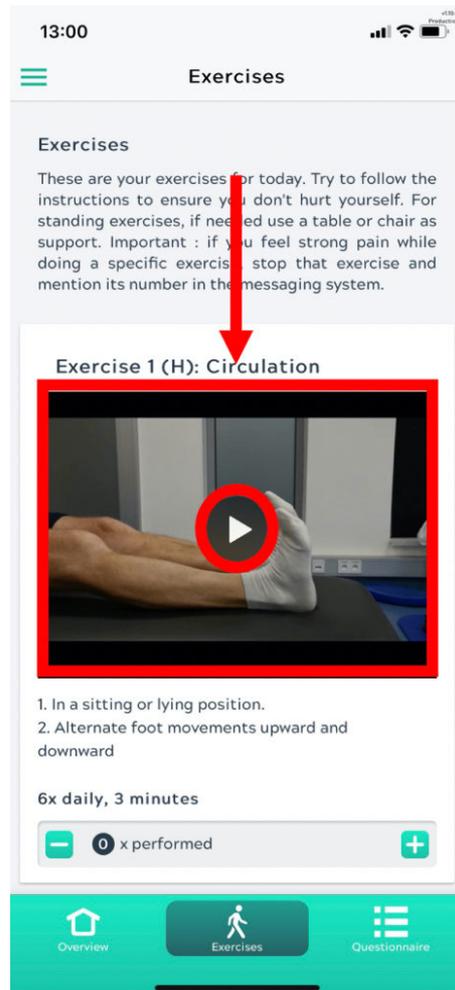
On top of each exercise you can find it's number and the name of the exercise.



Video

There is also a short video per exercise that indicates how the exercise should be performed.

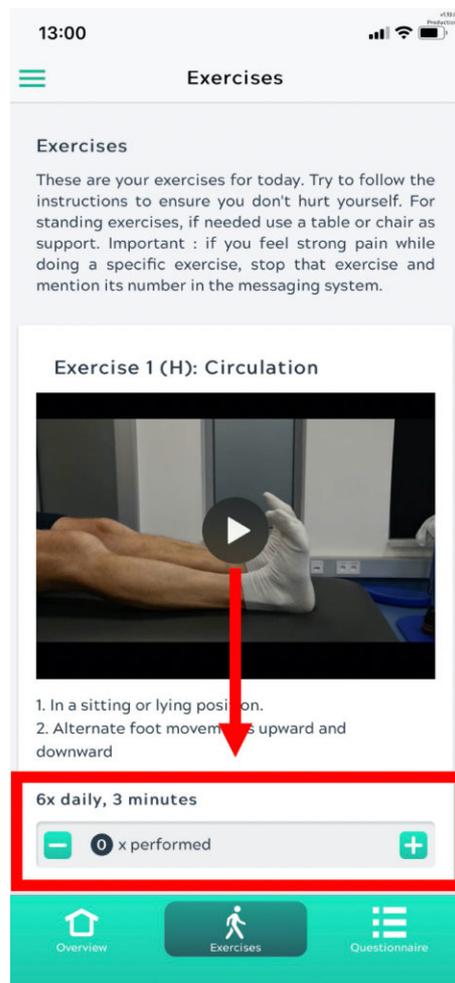
To start the video, click on the “Play” icon (triangle) on the top of the video.



Frequency and intensity

You will find the frequency and intensity per exercise (eg: 3x a day, 10 repetitions).

You report the number of sessions via the + and – symbol. It is important to enter this accurately so that your moveUP physiotherapist is kept informed of your progress.



We recommend that you do **not** exceed the number of prescribed sessions and repetitions.

Daily questionnaire

Support orthopedics – moveUP

Daily questionnaire

The daily questionnaire is our compass to guide you through your revalidation. It is very important you fill it out daily after 4 pm.

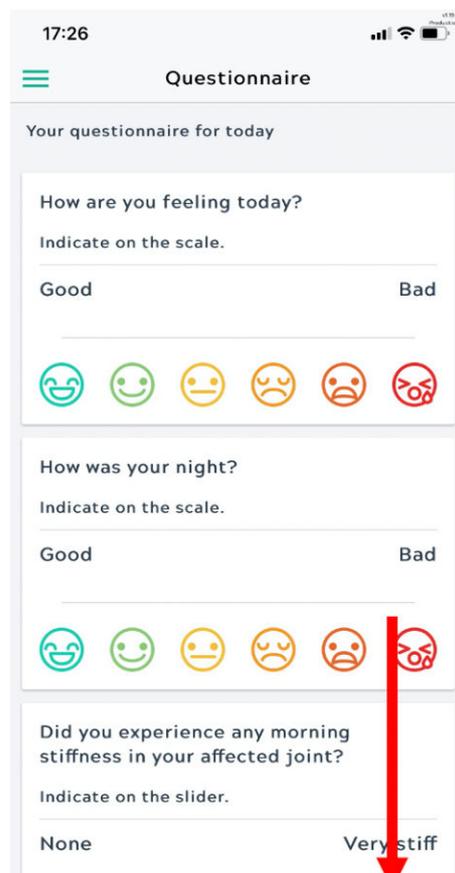
By filling out the daily questionnaire you give your doctor and healthcare team more insight into the progress of your treatment: your symptoms, your complaints, your evolution. It consists of questions about your general well-being, complaints, activities, sleep quality etc... These questions are adapted to the type of treatment you are having. These daily questionnaires take approximately 45-60 seconds to complete. Your doctor and healthcare team will also see how you experience the impact of your condition on your quality of life.

The combination of the information retrieved from questionnaires, photo's, video's and your activity profile via the smart bracelet allows your doctor and care team to follow you up and adapt your treatment.

For optimal results, you need to use the App and follow the given instructions within the App on a daily basis.

It is important we have a good baseline of your situation before the operation. That is why we ask you to start filling it out every day, **starting 14 days before your operation.**

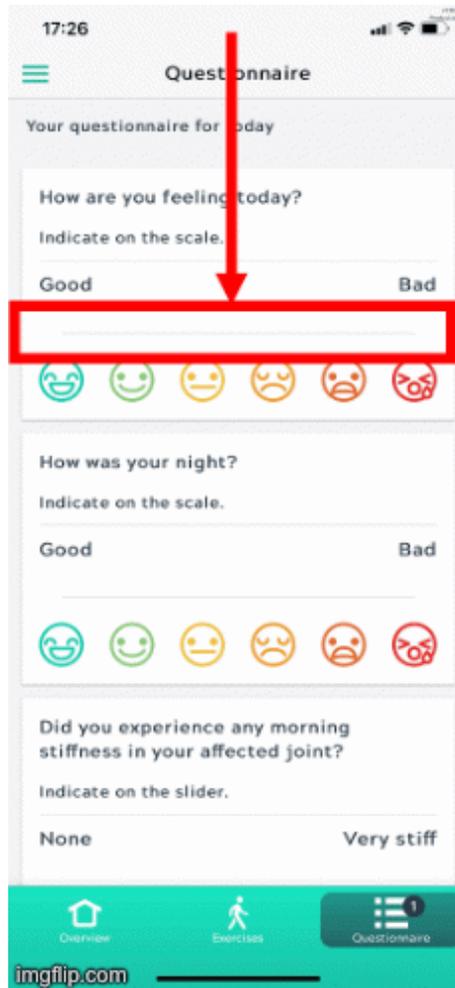
The questionnaire can be found in the 3rd tab of your app every day after 4 pm.



The screenshot shows the 'Questionnaire' app interface. At the top, the time is 17:26. The title is 'Questionnaire'. Below the title, it says 'Your questionnaire for today'. The first question is 'How are you feeling today?' with the instruction 'Indicate on the scale.' and a slider between 'Good' and 'Bad'. Below the slider are six emoji icons: a green happy face, a green neutral face, a yellow neutral face, an orange sad face, a red sad face, and a red angry face. The second question is 'How was your night?' with the instruction 'Indicate on the scale.' and a slider between 'Good' and 'Bad'. Below the slider are the same six emoji icons. The third question is 'Did you experience any morning stiffness in your affected joint?' with the instruction 'Indicate on the slider.' and a slider between 'None' and 'Very stiff'. A red arrow points to the 'Very stiff' end of the slider.



To indicate your pain level you can tap on the line above the faces and/or slide to the appropriate position.



When finished click on the “send” button to share your answers with us.



The following screen appears if answers are sent to us correctly.

17:55



Your answers are sent to the
medical team!

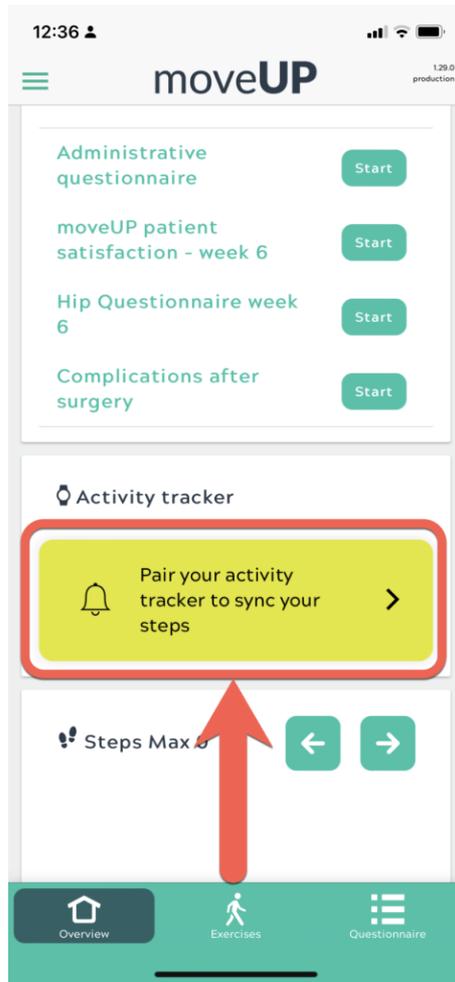
Go back to the overview >

Activity tracker

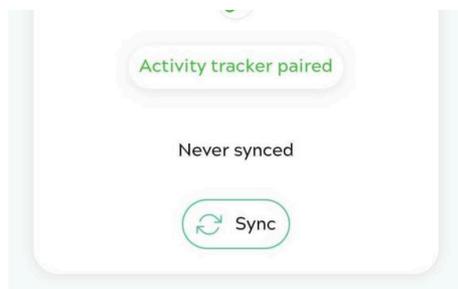
Si ddcfhcfhcded]cgâ a cj eUP

Hck hc da]f ñci f ach]j]hmfac_ef (Gafa]b V]j còh4) k]h hhe
a cj eUP add?

To pair your activity tracker click the green button on your homescreen.



Choose "Garmin Vivofit 4" and click continue



Updated on January 26, 2022

Support orthopedics – moveUP

How to synchronise my steps daily?

We advise you to wear your activity tracker around your wrist day and night. But the day is the most important for us to register your activity. The activity tracker is always active and captures how active you are, hence it does not need to be activated.

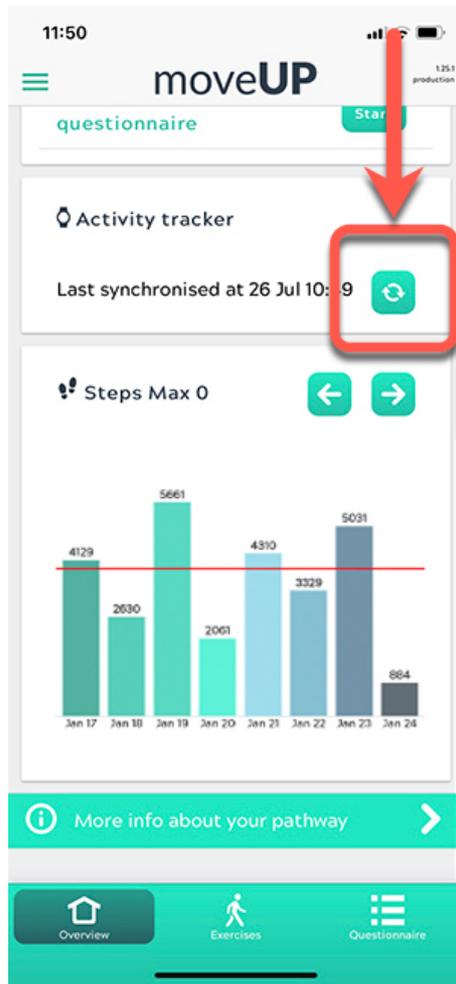
You do need to manually sync your activity tracker data **daily** in the moveUP app. This way your physiotherapist can monitor how active you are and decide if any adaptations to your exercise scheme are needed.

We advise syncing your steps daily in the evening after filling out the daily questionnaire. This way your physiotherapist will see the next day how active you were.

The activity tracker has to be paired with the moveUP app. This pairing only has to happen once at the beginning of your rehabilitation. You can find the pairing instructions [here](#).

The Bluetooth should be activated on your device to be able to sync your activity tracker.

- Press the synchronising button marked in red.



- You will see the following screen. Click on “How to synchronise”



- You will see the synced steps data on your home screen.



If you have problems synchronising please send an email to support@moveup.care and try to describe exactly in which step you encounter problems and what messages you see or get on your screen.

My active follow-up period with moveUP has ended: how does the moveUP app change?

Support orthopedics – moveUP

My active follow-up period with moveUP has ended: how does the moveUP app change?

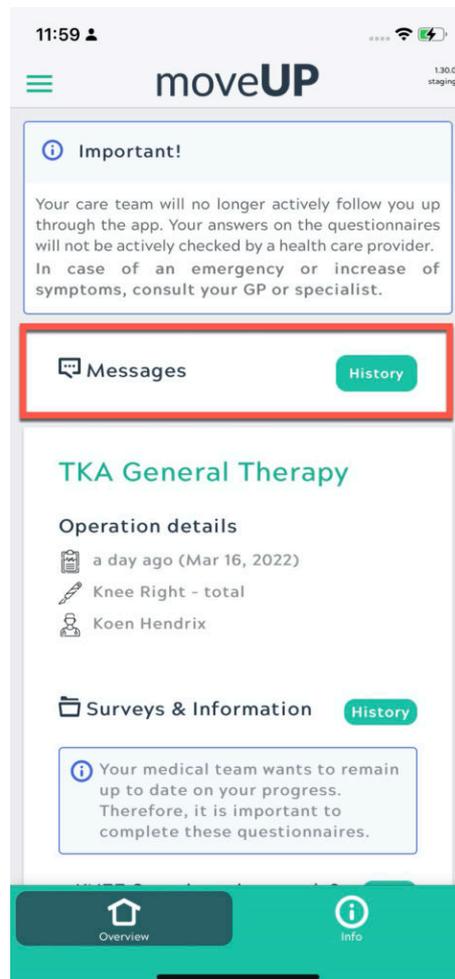
When the active follow-up period has ended your moveUP app will be different. You are no longer actively followed up by a physiotherapist. What changes in the app?

The app will consist of 2 tabs now: “Overview” and “Info” (instead of “Overview”, “Exercises” and “Questions”).

Overview tab

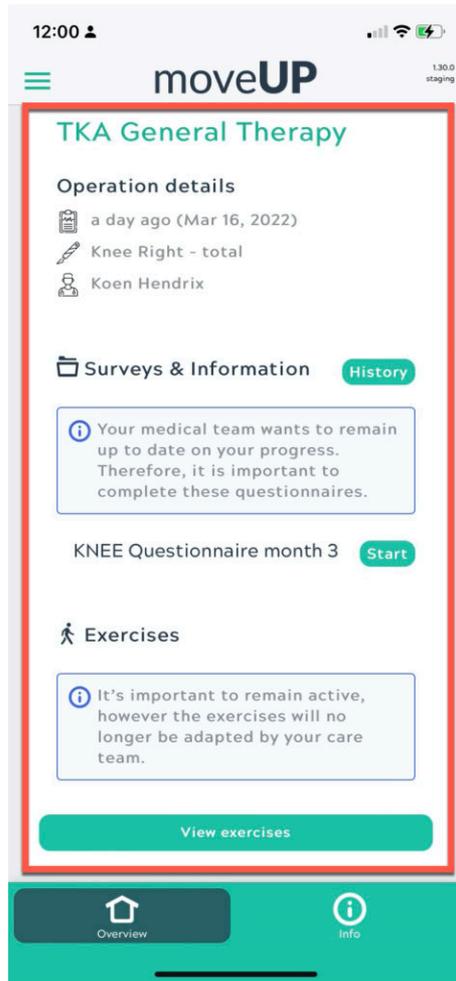
Messages

The message function will still be available for seven days. After one week the message function will be disabled. Your message history will remain available in the app.



moveUP journey card

The next block is your “moveUP journey card”. It contains your operation details, surveys that still need to be filled out and an option to review the exercises you have done with the app during the course of your rehabilitation

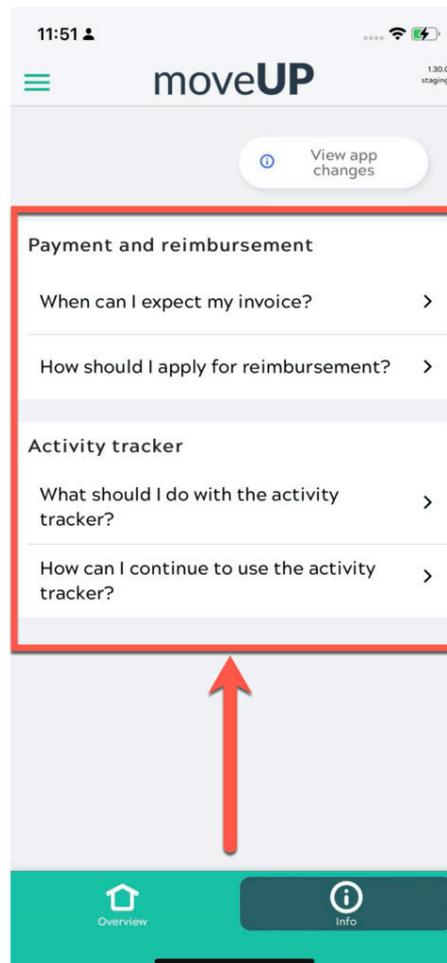


If you had more than one journey with moveUP, you can scroll down the page and find them all in separate cards.

Info tab

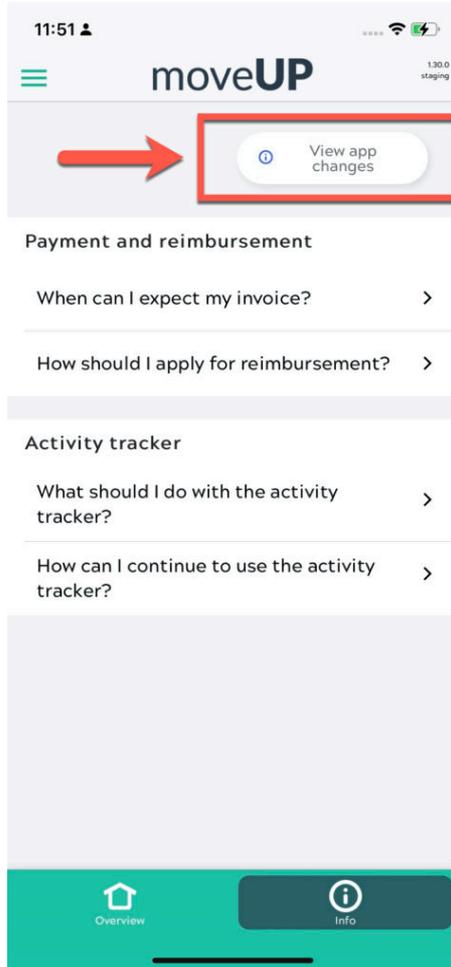
FAQ

If you click on the info tab, you will find a page that is dedicated to frequently asked questions.



View app change

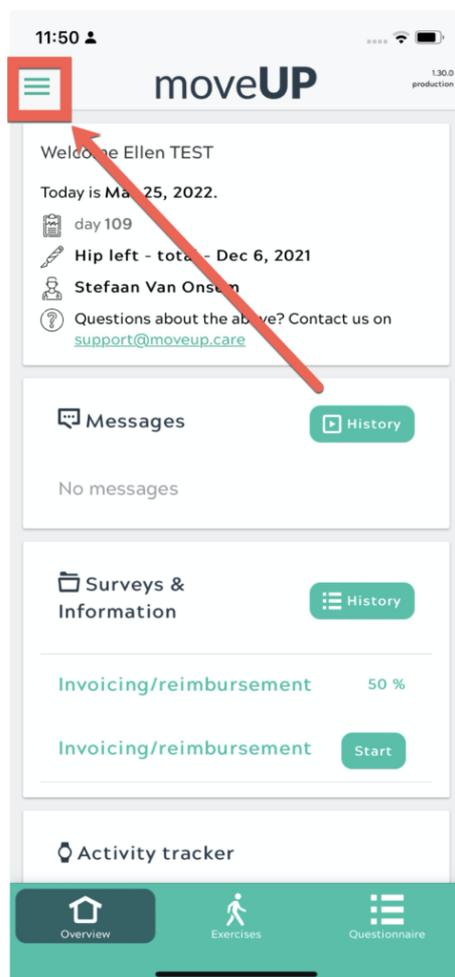
Here you can find an overview of what has changed as discussed on this page.



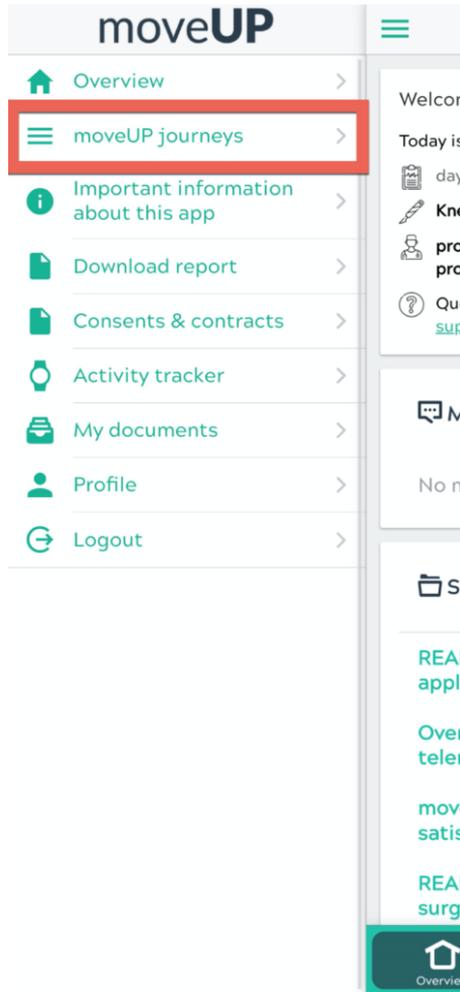
Do you have another active follow-up activated already?

In this case you want find your previous information in the overview tab. But you can still access your previous “moveUP journey cards” via the menu.

Go to the menu by clicking on the top left menu icon.



Choose moveUP journeys



Updated on March 25, 2022