# User manual for the Health Care Provider (HCP)



A personalized treatment, with more insight and involvement in the care pathway.

App version: 2.0.0 and later

Manual version: 1.4

Data of release manual: 11/07/2025

Link to e-learning: <a href="https://moveup.talentlms.com/index">https://moveup.talentlms.com/index</a>

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### PRODUCT DESCRIPTION

#### Intended use

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 about the status of the patient condition and its progression. The HCP/care team can provide targeted therapy advice & adapt treatment (exercise) schemes based on the needs of the patient through the use of the moveUP app.

For patients, moveUP gives insights about their progress, provides instructions related to their disease or treatment and helps them manage their symptoms. Based on the patients' needs and timepoint in the patient pathway, patients can be followed-up intensively and receive active therapy advice through the moveUP app.

moveUP is intended for the clinical follow-up on adult patients who underwent (postoperative) or will undergo (preoperative) a Total Knee Arthroplasty (TKA), Total Hip Arthroplasty (THA), Chronic obstructive pulmonary disease (COPD) or Bariatric surgery.

#### 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 or smartphone.

#### Inclusion:

- Age:
  - minimum: 18 yearsmaximum: 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 or smartphone.
- 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).

Only qualified HCP with a diploma or certificate in the healthcare domain or qualified clinical researchers can access the platform and complete the moveUP e-learning trainings.

#### Target population / indication for use

#### moveUP is used by patients:

- Who underwent or will undergo a Knee (Resurfacing) arthroplasty
- Who underwent or will undergo a Hip (Resurfacing) arthroplasty
- Who underwent or will undergo a gastric sleeve or gastric bypass surgery
- Patients with COPD.

#### **Claims**

- Patients using moveUP are highly satisfied.
- Patients using moveUP show a high adherence/compliance level to their therapy.
- The use of moveUP is more cost-effective than standard of care for hip & knee arthroplasty
- The length of stay for Knee & hip arthroplasty can be reduced with the use of moveUP
- Patients can rehabilitate without the need to leave the home environment & without receiving F2F physical therapy session for TKA and THA
- Using moveUP is as effective as standard of care
- Using moveUP is as safe as standard of care

#### moveUP app & devices

#### The move UP app runs on:

- iPhones/iPads (iOS 11.0 or newer)
- Android systems (Android 7.0.0 and newer).

If the patient has no compatible tablet/smartphone, moveUP can lease these devices to the patient.

- Lenovo Tab 3 Android 6.0.1 or Higher
- Huawei MediaPad T3 Android 7.0.0 or higher

The moveUP application needs an internet connection when in use.

The moveUP application is compatible with the following browsers:

- Chrome
- Safari
- Edge

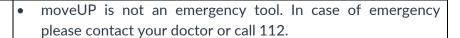
#### Firefox

We strongly recommend to use the latest version of the browser.

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

#### Warnings and precautions







 moveUP is not intended to monitor/treat vital parameters of critical diseases.



 Patients need to be aware if questionnaires are not filled out on frequent basis or not filled out in a trustworthy, the care team has more difficulty to know their health situation & evolution.



moveUP is not a replacement of any treatment you need to follow, but is used as an addition.



• 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.



The platform includes modules displaying wellness data.
 These data are not part of the medical device and are not intended to be used for clinical decision making

#### **Contra-indications and potential side effects**

There are no contra-indications or known side effects

Notification of serious incidents

<sup>\*</sup> This data originates from a non-medical device product & may not be validated as such and the data shown in the wellness module cannot be used for medical purposes. The wellness module information is not part of the CE certificate of moveUP.

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

- the death of a patient, user or another person,
- 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:
  - o life-threatening illness or injury,
  - o permanent impairment of a body structure or a body function, hospitalisation
  - o prolongation of patient hospitalisation, medical or surgical intervention to prevent life-threatening illness or injury
  - o permanent impairment to a body structure or a body function,
  - o chronic disease,
- a serious public health threat;

If you detect any of these cases please send an email to info@moveUP.care and your competent authority:

• 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.

#### **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.

#### **Company details**



If you have any questions about the App or the tablet, 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

MoveUP guarantees delivery of the eIFU within seven (7) days upon request. Please contact info@moveUP.care if you want to obtain a free copy.

## **PATIENT APP**

Please read the user manual for patients on www.moveup.care/appinfo to view the functionalities of the patient app.

# **MEDICAL MODULE**

#### HEALTHCARE PLATFORM ACCOUNT CREATION

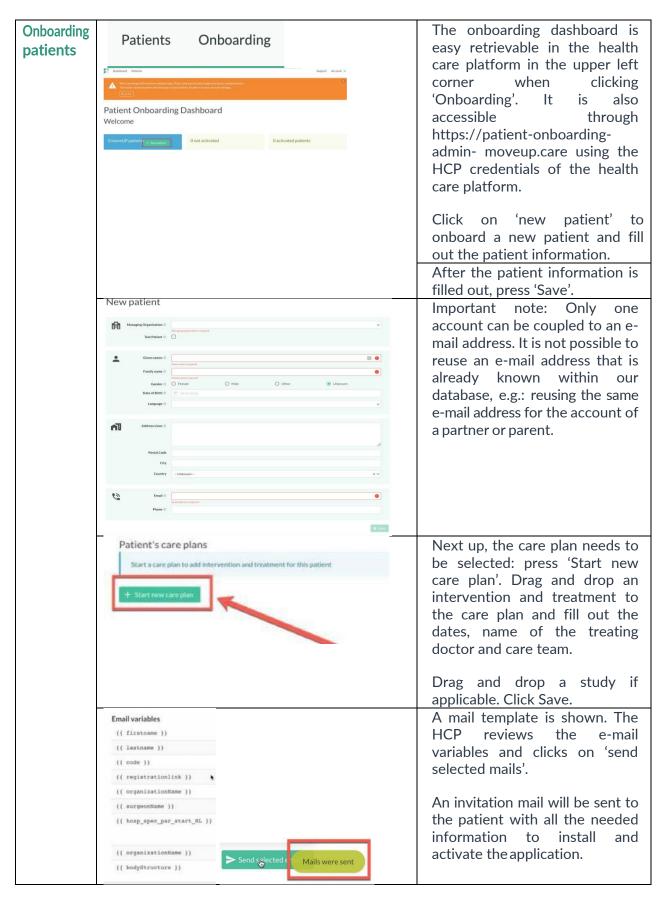
Step 1: The HCP registers on the healthcare platform on <a href="https://v1.medical.moveup.care/">https://v1.medical.moveup.care/</a> Step 2: moveUP will contact the HCP to add his/her profile to the correct organization. Step 3: Security measures: It is important to enable 2FA as you have access to sensitive health data.	Login  Username or Email  Username  Password  Password  Login  Request password reset  Login using an electronic identity  No account? Register here
E-learning: For HCPs who will provide care through the use of the healthcare platform it is recommended to follow the e-learning courses for the indications listed on <a href="https://moveup.talentlms.com">https://moveup.talentlms.com</a> . We ask the HCPs to register for the e- learning course in their applicable language.	Click on course catalog in the top bar to see some example courses and get started. Subscribe for free.  Orthopaedics  Belgium  English (English)  Français (French)  The Netherlands  English (English)  Français (French)  Germany  Deutsch (German)

#### **ONBOARDING OF PATIENTS**

Onboarding is the process of registering a new patient in the healthcare platform.

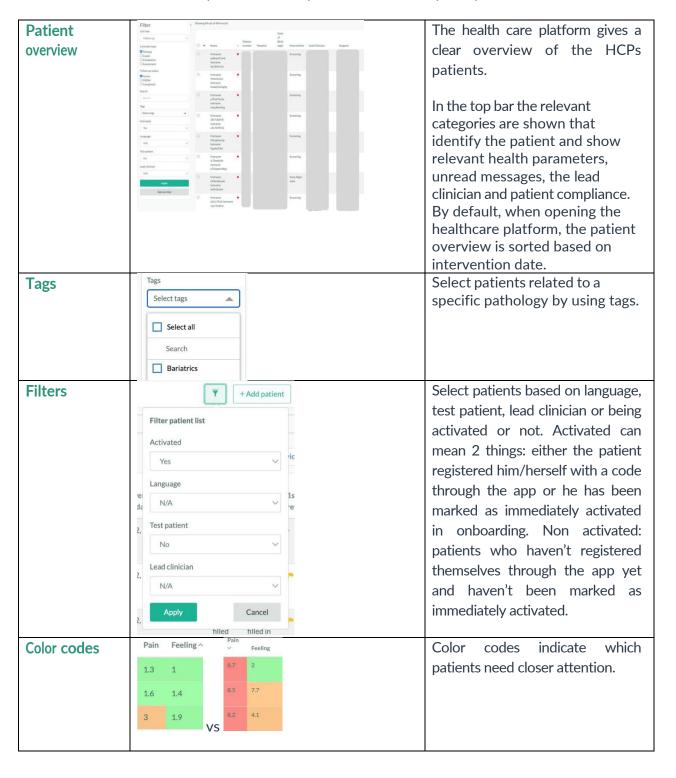
A crucial part is adding a care plan to the patient's profile. A care plan determines what will be visible for the patient in the application, e.g.: type of exercises, information modules, message functionality, etc. A care plan usually consists out of an intervention, a treatment and (a) care

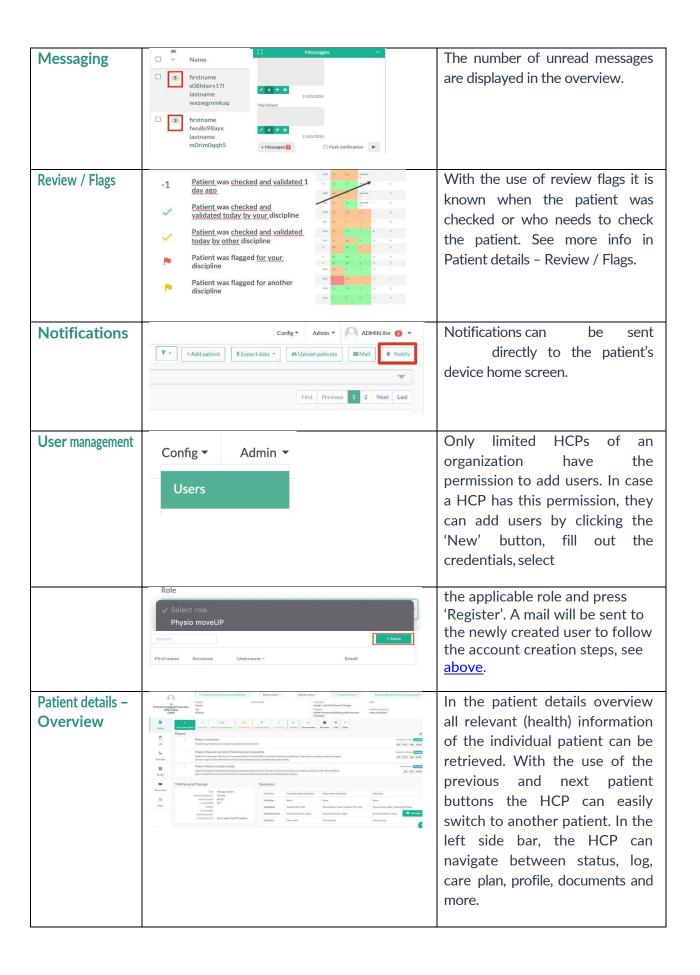
#### team(s).

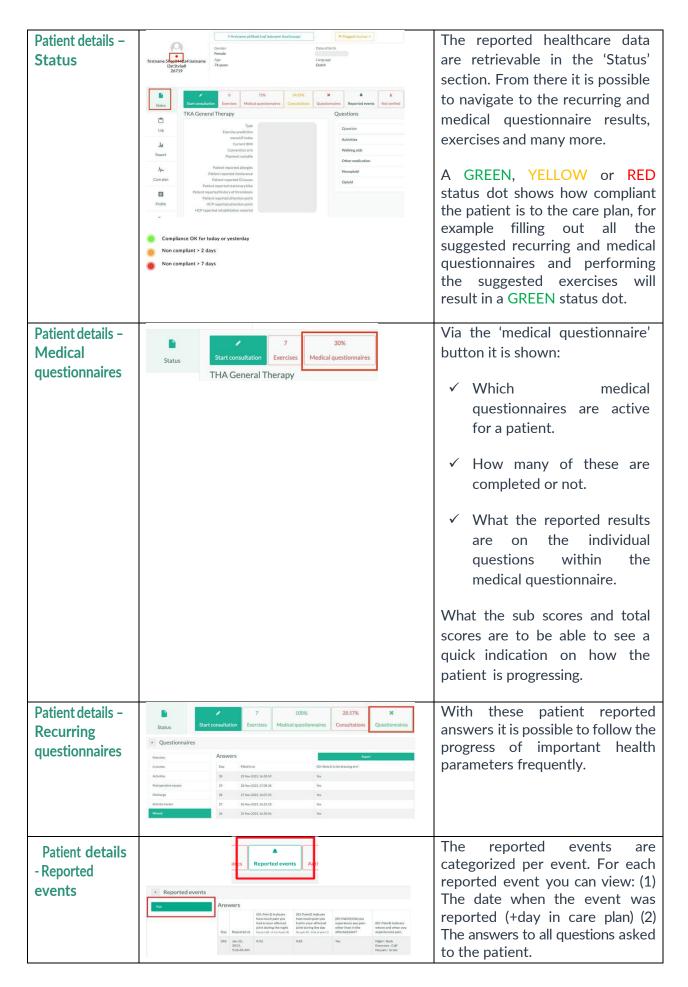


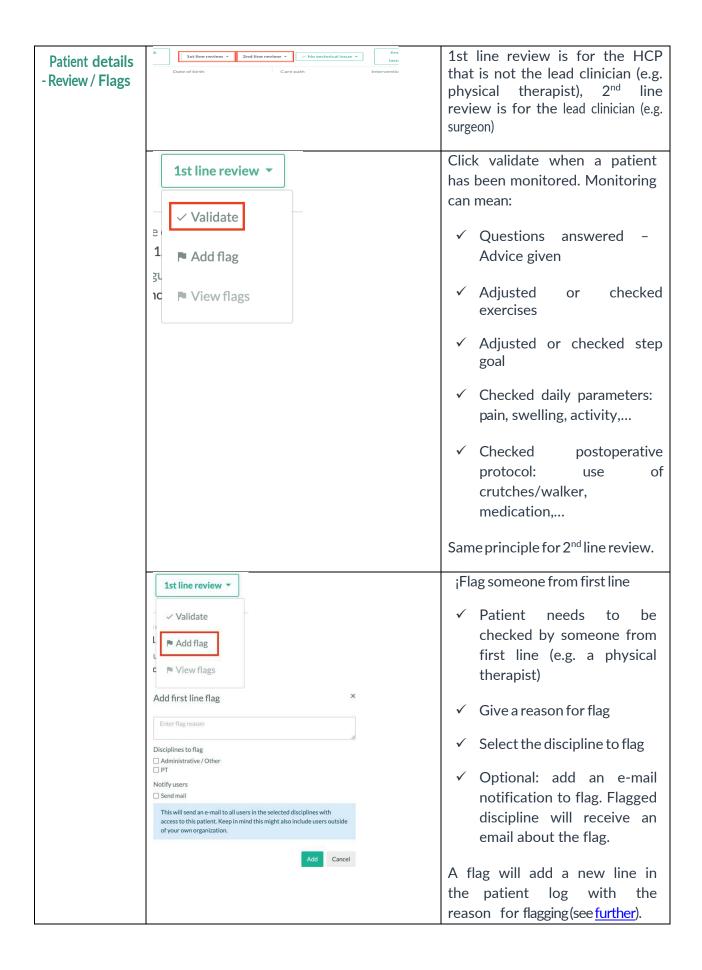
#### HEALTHCARE PLATFORM GENERAL FUNCTIONS

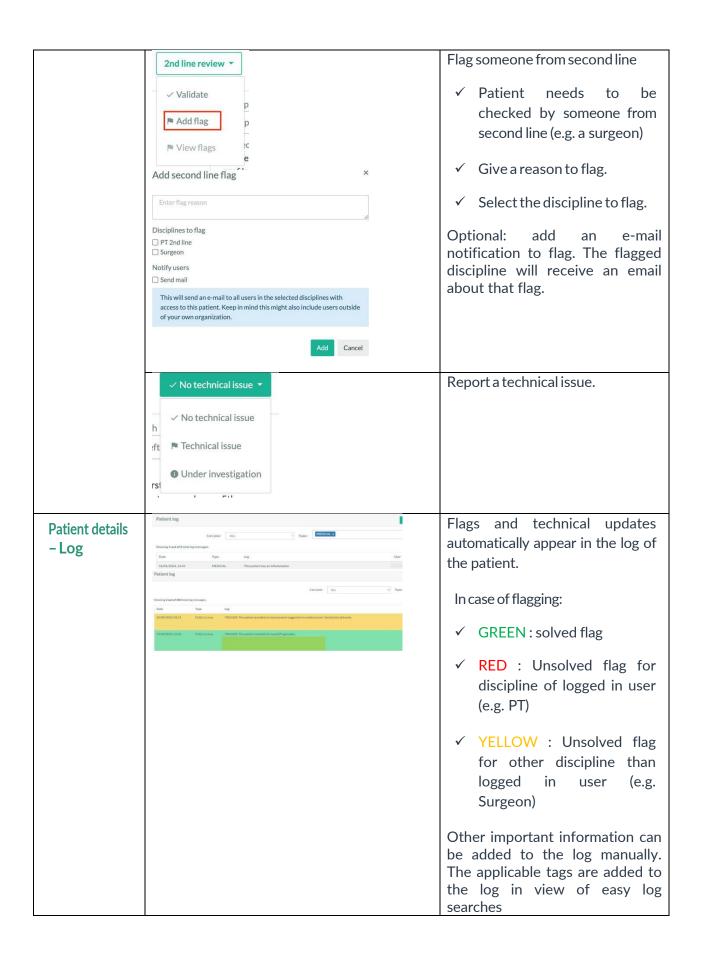
Below the HCP can retrieve all functions of the healthcare platform. The applicable functions will be shown based on the HCPs subscription. The extent of the available patient information is based on the patients subscription & his/her compliancy rate.

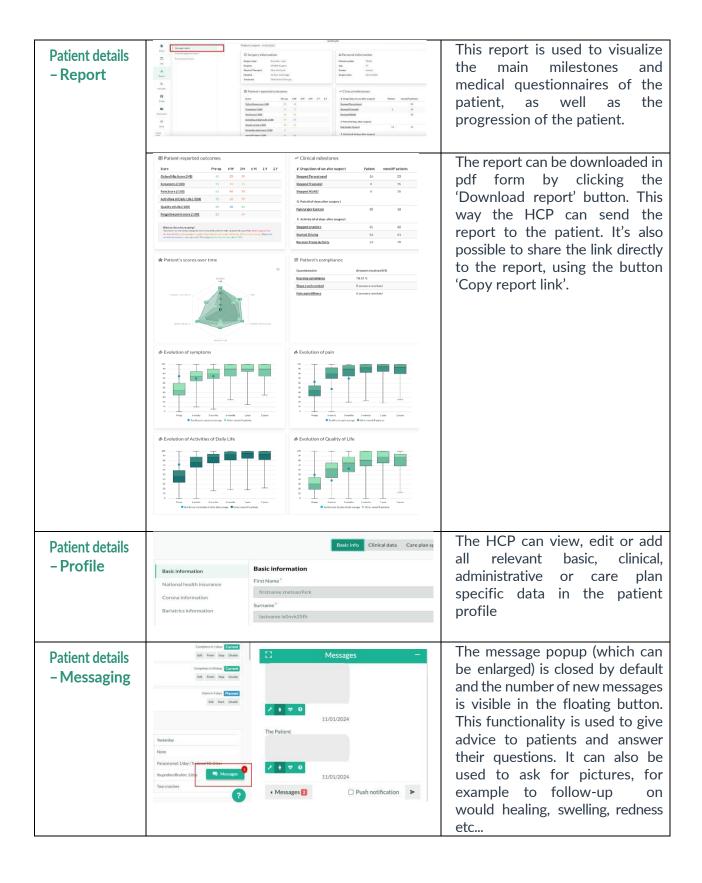


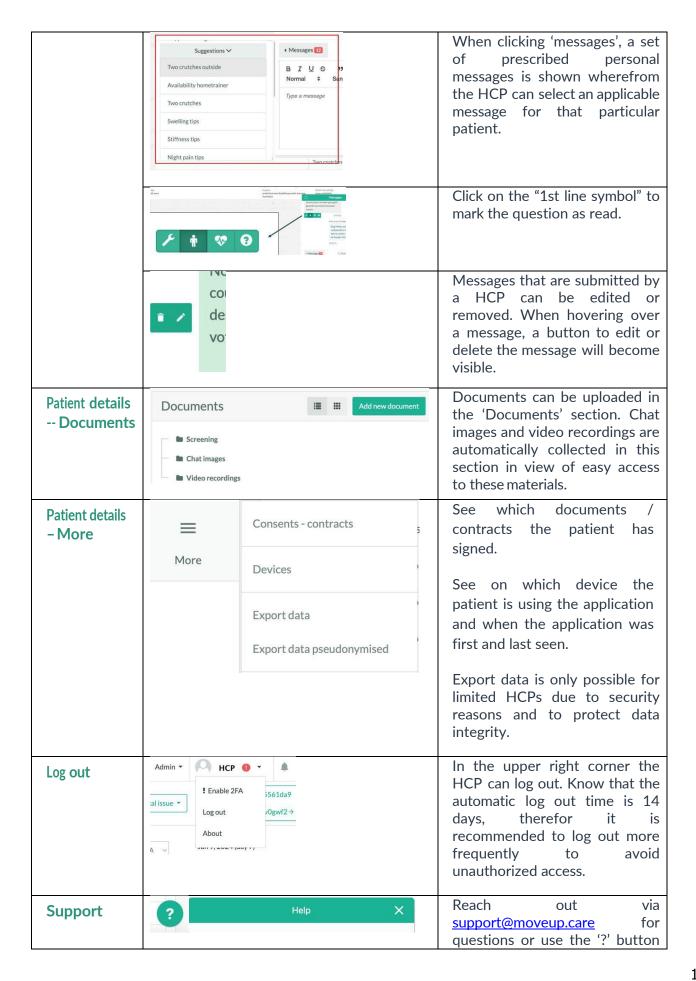










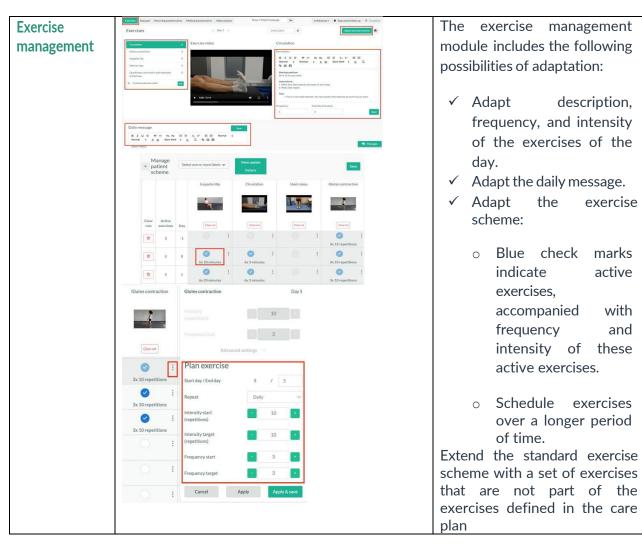


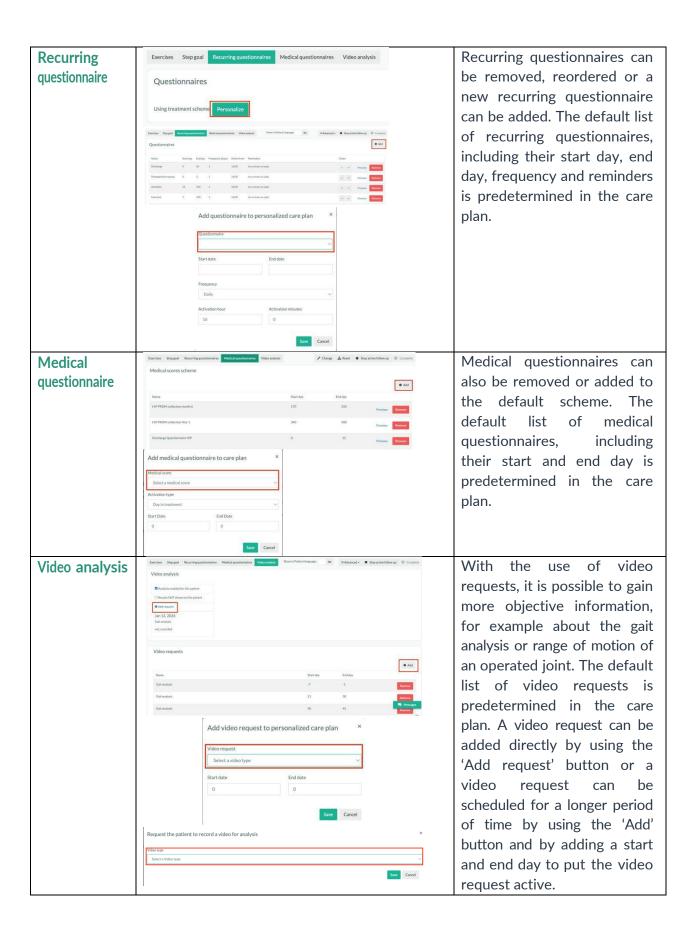


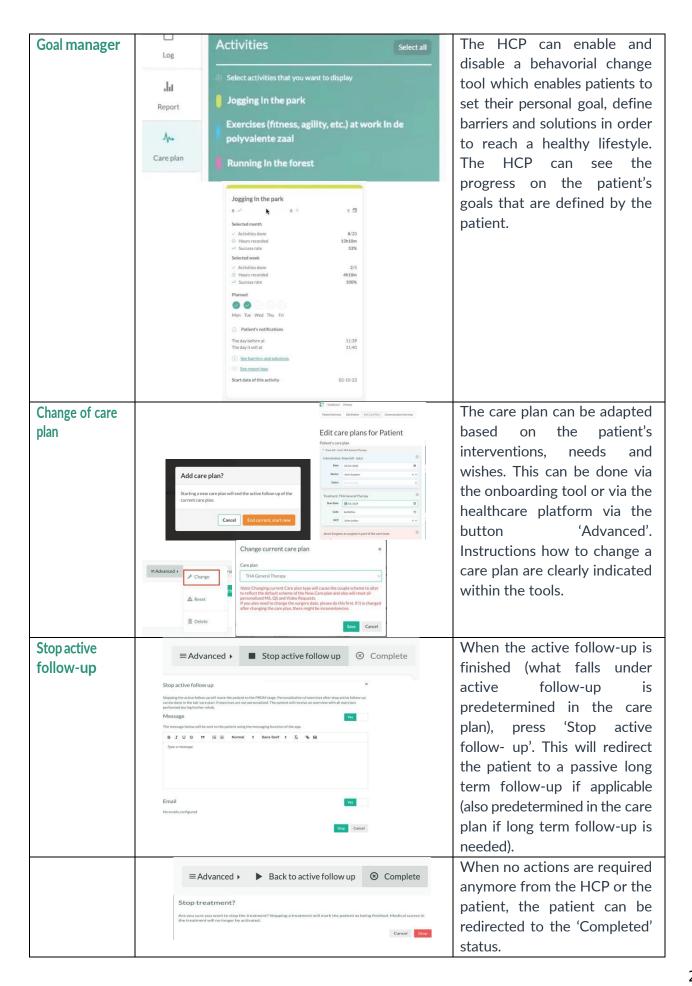
#### HEALTHCARE PLATFORM CARE PLAN FUNCTIONS

It is possible to provide care through the use of the healthcare platform. With the functions below the HCP can adapt the default treatment plan of their individual patient.

Only the applicable functions will be displayed conform the care plan.







## **WELLNESS MODULE**

The wellness module is an optional non-medical device module and therefore the data shown is not intended to be used for clinical decision making.

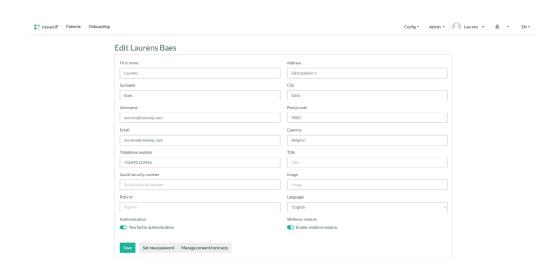
This data gives an overview of the general wellbeing of the patient.

The wellness module by default is blurred and needs to be activated to check the patient's wellness data.

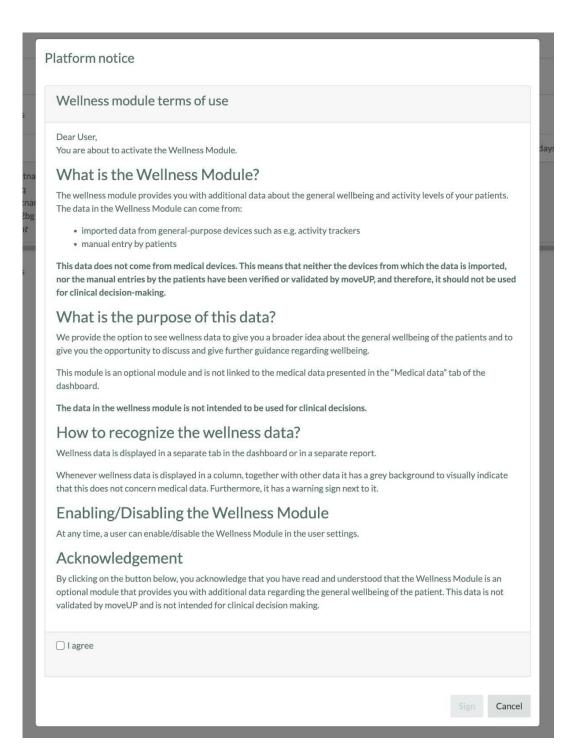
#### WELLNESS MODULE ACTIVATION

To activate the wellnes module you need to enter your profile settings and activate the option:

Enable wellness data



Upon activation, a mandatory acknowledgment pop-up is displayed. It informs you that the data from the Wellness Module must not be used to support clinical decision-making.



Once acknowledged, you gain access to the wellness data. This actication allows you to view the wellness data and export the wellness reports.

WELLNESS MODULE OVERVIEW

