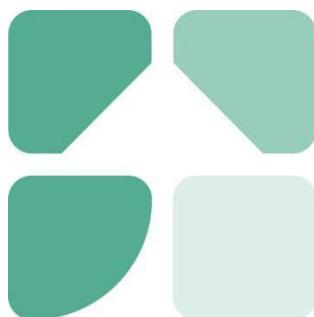


User manual for the Health Care Provider (HCP)



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

App version : 2.2.0 and later

Tradename: moveUP

Manual version : 1.7

Data of release manual : 27/01/2026

Link to e-learning: <https://moveup.talentlms.com/index>

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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 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 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 moveUP 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

    	<ul style="list-style-type: none"> • 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. • 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
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* 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.

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:

- 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:
 - life-threatening illness or injury,
 - permanent impairment of a body structure or a body function, hospitalisation
 - prolongation of patient hospitalisation, medical or surgical intervention to prevent life-threatening illness or injury
 - permanent impairment to a body structure or a body function,
 - 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

 moveUP NV/SA	Tel: +32 800 88 008  moveUP MD	UDI: ++G166MOVEUP200MDRDT  (01)G166MOVEUP200MDRDT (10)+\$+220MDR (11)/16D20260127 (21)7G
Head office Brussel: Cantersteen 47, B-1000 Brussels, Belgium Secondary office: Kliniekstraat 27A 9050; Ghent, Belgium	Email: info@moveUP.care www.moveup.care	

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

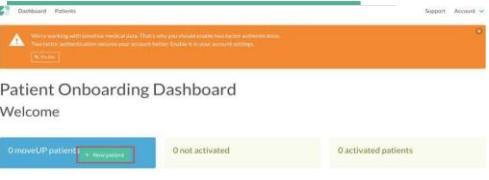
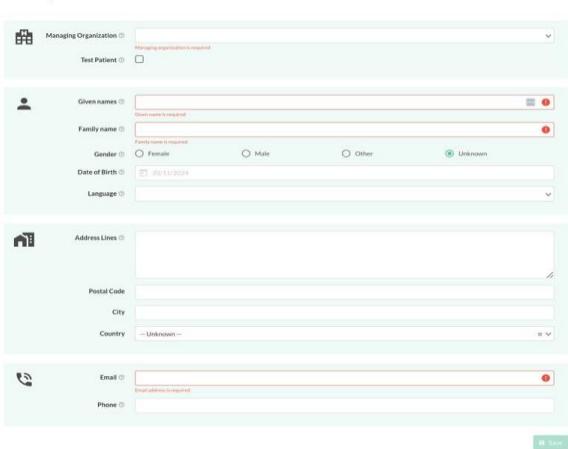
Step 1: The HCP registers on the healthcare platform on https://v1.medical.moveup.care/	
Step 2: moveUP will contact the HCP to add his/her profile to the correct organization.	
Step 3: Security measures: It is important to enable 2FA as you have access to sensitive health data.	
E-learning: For HCPs 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 https://moveup.talentlms.com . We ask the HCPs to register for the e- learning course in their applicable language.	

ONBOARDING OF PATIENTS

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

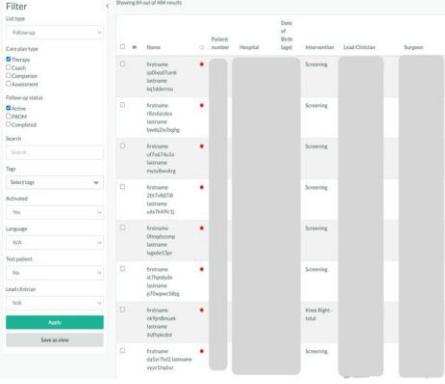
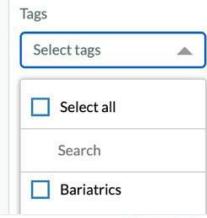
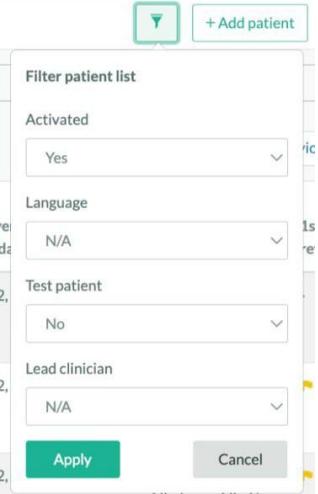
A crucial part is adding a care plan to the patient's profile. A care plan determines what will be visible for the patient in the application, e.g.: type of exercises, information modules, message functionality, etc. A care plan usually consists out of an intervention, a treatment and (a) care

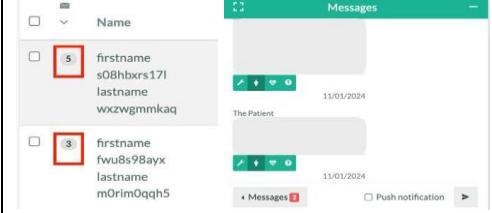
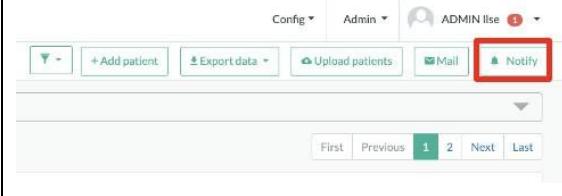
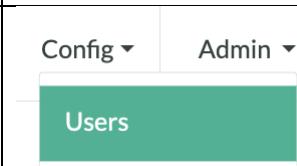
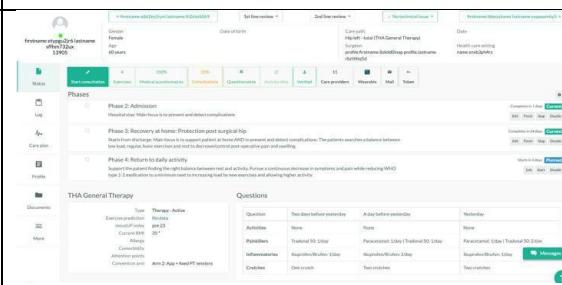
team(s).

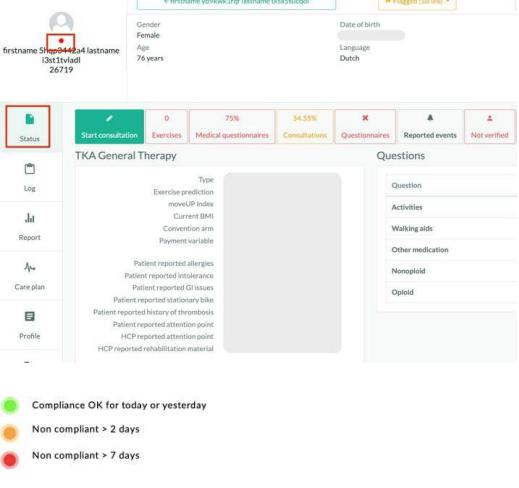
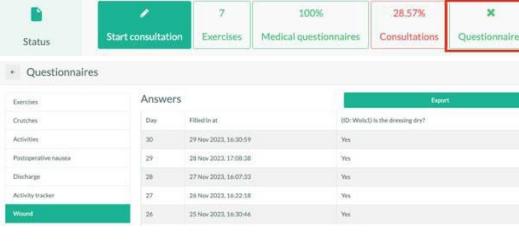
<h3>Onboarding patients</h3>	 <p>Patient Onboarding Dashboard Welcome</p> <p>0 moveUP patient + New patient 0 not activated 0 activated patients</p>	<p>The onboarding dashboard is easy retrievable in the health care platform in the upper left corner when clicking 'Onboarding'. It is also accessible through https://patient-onboarding-admin-moveup.care using the HCP credentials of the health care platform.</p> <p>Click on 'new patient' to onboard a new patient and fill out the patient information.</p>
	 <p>New patient</p> <p>Managing Organization: Managing organization is required</p> <p>Test Patient: <input type="checkbox"/></p> <p>Given names: <input type="text"/> (Required)</p> <p>Family name: <input type="text"/> (Required)</p> <p>Gender: <input type="radio"/> Female <input type="radio"/> Male <input type="radio"/> Other <input checked="" type="radio"/> Unknown</p> <p>Date of Birth: <input type="text"/> 20/12/2024</p> <p>Language: <input type="text"/></p> <p>Address Lines: <input type="text"/></p> <p>Postal Code: <input type="text"/></p> <p>City: <input type="text"/></p> <p>Country: <input type="text"/> Unknown</p> <p>Email: <input type="text"/> (Email address is required)</p> <p>Phone: <input type="text"/></p>	<p>Important note: Only one account can be coupled to an e-mail address. It is not possible to reuse an e-mail address that is already known within our database, e.g.: reusing the same e-mail address for the account of a partner or parent.</p>
	 <p>Patient's care plans</p> <p>Start a care plan to add intervention and treatment for this patient</p> <p>+ Start new care plan</p>	<p>Next up, the care plan needs to be selected: press 'Start new care plan'. Drag and drop an intervention and treatment to the care plan and fill out the dates, name of the treating doctor and care team.</p>
	 <p>Email variables</p> <pre> {{ firstname }} {{ lastname }} {{ code }} {{ registrationlink }} {{ organizationName }} {{ surgeonName }} {{ hosp_spec_par_start_HL }} {{ organizationName }} {{ bodyStructure }}</pre> <p>▶ Send selected e-mails</p>	<p>Drag and drop a study if applicable. Click Save.</p> <p>A mail template is shown. The HCP reviews the e-mail variables and clicks on 'send selected mails'.</p> <p>An invitation mail will be sent to the patient with all the needed information to install and activate the application.</p>

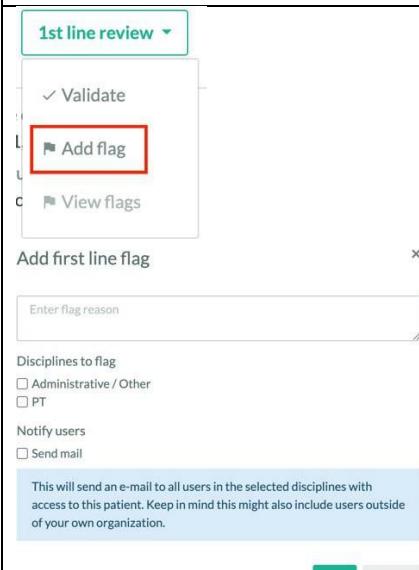
HEALTHCARE PLATFORM GENERAL FUNCTIONS

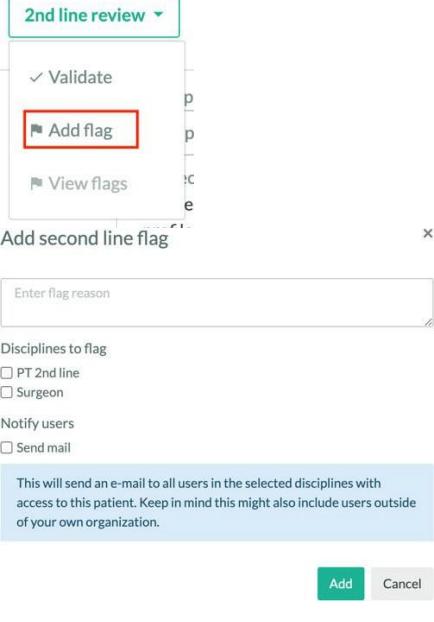
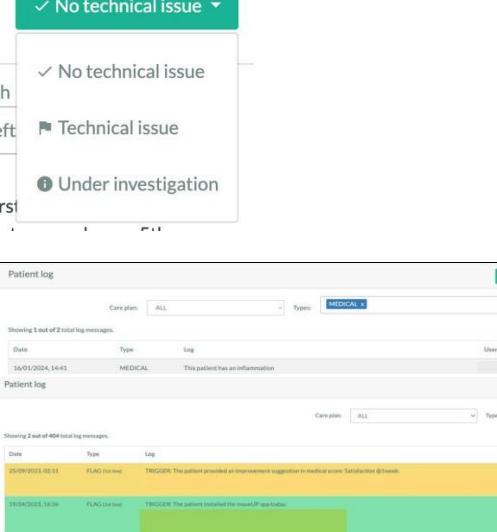
Below the HCP can retrieve all functions of the healthcare platform. The applicable functions will be shown based on the HCPs subscription. The extent of the available patient information is based on the patients subscription & his/her compliancy rate.

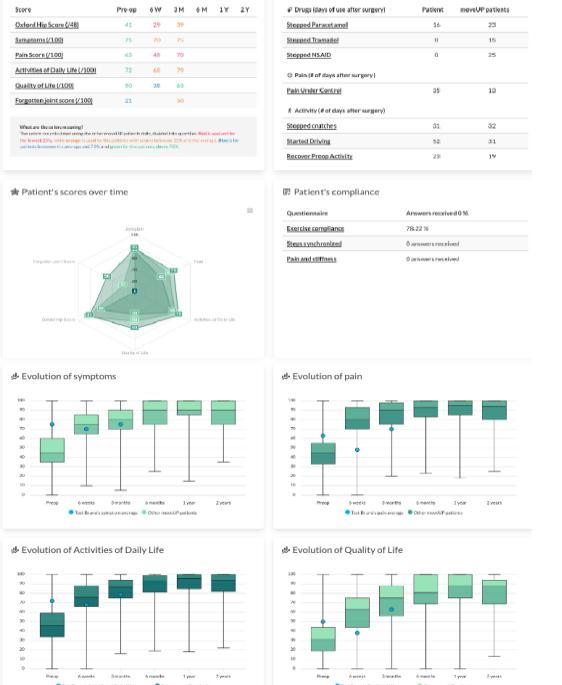
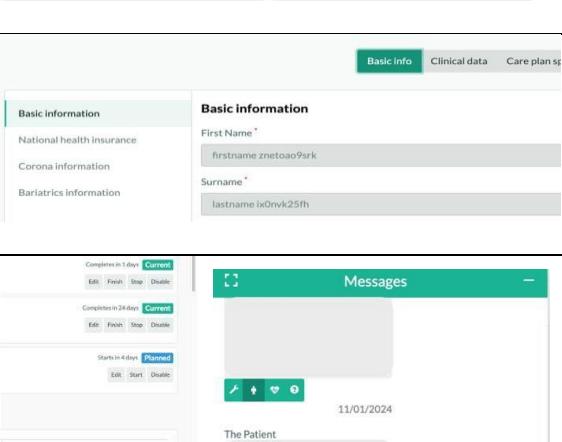
Patient overview		<p>The health care platform gives a clear overview of the HCPs patients.</p> <p>In the top bar the relevant categories are shown that identify the patient and show relevant health parameters, unread messages, the lead clinician and patient compliance. By default, when opening the healthcare platform, the patient overview is sorted based on intervention date.</p>
Tags		<p>Select patients related to a specific pathology by using tags.</p>
Filters		<p>Select patients based on language, test patient, lead clinician or being activated or not. Activated can mean 2 things: either the patient registered him/herself with a code through the app or he has been marked as immediately activated in onboarding. Non activated: patients who haven't registered themselves through the app yet and haven't been marked as immediately activated.</p>
Color codes		<p>Color codes indicate which patients need closer attention.</p>

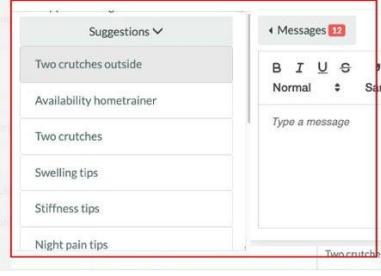
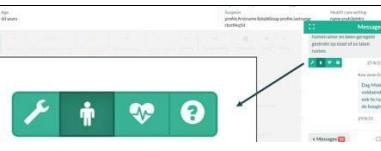
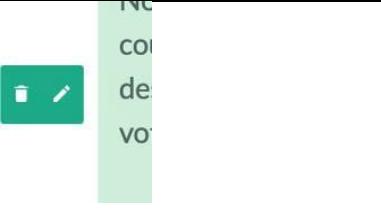
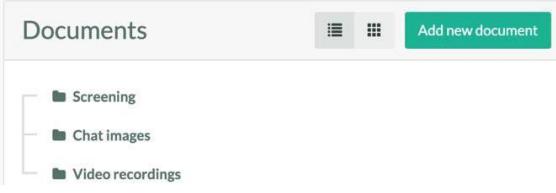
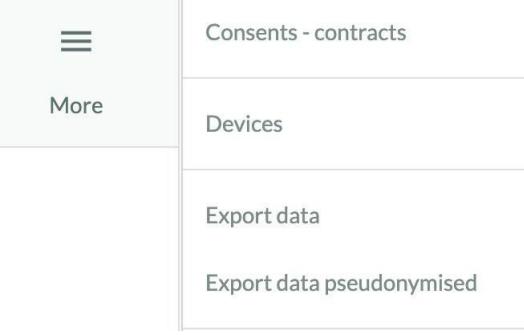
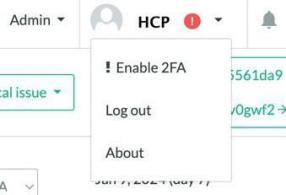
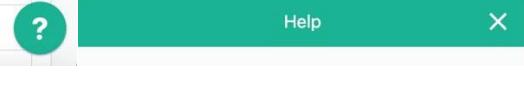
<h3>Messaging</h3>		<p>The number of unread messages are displayed in the overview.</p>
<h3>Review / Flags</h3>		<p>With the use of review flags it is known when the patient was checked or who needs to check the patient. See more info in Patient details - Review / Flags.</p>
<h3>Notifications</h3>		<p>Notifications can be sent directly to the patient's device home screen.</p>
<h3>User management</h3>		<p>Only limited HCPs of an organization have the permission to add users. In case a HCP has this permission, they can add users by clicking the 'New' button, fill out the credentials, select</p>
		<p>the applicable role and press 'Register'. A mail will be sent to the newly created user to follow the account creation steps, see above.</p>
<h3>Patient details - Overview</h3>		<p>In the patient details overview all relevant (health) information of the individual patient can be retrieved. With the use of the previous and next patient buttons the HCP can easily switch to another patient. In the left side bar, the HCP can navigate between status, log, care plan, profile, documents and more.</p>

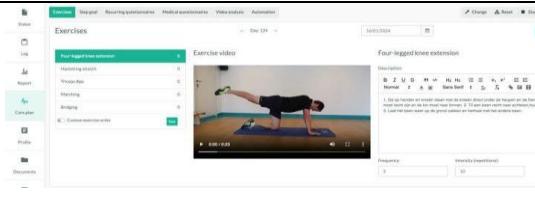
<h3>Patient details – Status</h3>	 <p>The reported healthcare data are retrievable in the 'Status' section. From there it is possible to navigate to the recurring and medical questionnaire results, exercises and many more.</p>
<h3>Patient details – Medical questionnaires</h3>	 <p>Via the 'medical questionnaire' button it is shown:</p> <ul style="list-style-type: none"> ✓ Which medical questionnaires are active for a patient. ✓ How many of these are completed or not. ✓ What the reported results are on the individual questions within the medical questionnaire. <p>What the sub scores and total scores are to be able to see a quick indication on how the patient is progressing.</p>
<h3>Patient details – Recurring questionnaires</h3>	 <p>With these patient reported answers it is possible to follow the progress of important health parameters frequently.</p>
<h3>Patient details – Reported events</h3>	 <p>The reported events are categorized per event. For each reported event you can view: (1) The date when the event was reported (+day in care plan) (2) The answers to all questions asked to the patient.</p>

Patient details -Review / Flags		1st line review is for the HCP that is not the lead clinician (e.g. physical therapist), 2 nd line review is for the lead clinician (e.g. surgeon)
		Click validate when a patient has been monitored. Monitoring can mean: <ul style="list-style-type: none"> ✓ Questions answered - Advice given ✓ Adjusted or checked exercises ✓ Adjusted or checked step goal ✓ Checked daily parameters: pain, swelling, activity,... ✓ Checked postoperative protocol: use of crutches/walker, medication,... Same principle for 2 nd line review.
		;Flag someone from first line <ul style="list-style-type: none"> ✓ Patient needs to be checked by someone from first line (e.g. a physical therapist) ✓ Give a reason for flag ✓ Select the discipline to flag ✓ Optional: add an e-mail notification to flag. Flagged discipline will receive an email about the flag. A flag will add a new line in the patient log with the reason for flagging(see further).

		<p>Flag someone from second line</p> <ul style="list-style-type: none"> ✓ Patient needs to be checked by someone from second line (e.g. a surgeon) ✓ Give a reason to flag. ✓ Select the discipline to flag. <p>Optional: add an e-mail notification to flag. The flagged discipline will receive an email about that flag.</p>
		<p>Report a technical issue.</p>
Patient details - Log		<p>Flags and technical updates automatically appear in the log of the patient.</p> <p>In case of flagging:</p> <ul style="list-style-type: none"> ✓ GREEN : solved flag ✓ RED : Unsolved flag for discipline of logged in user (e.g. PT) ✓ YELLOW : Unsolved flag for other discipline than logged in user (e.g. Surgeon) <p>Other important information can be added to the log manually. The applicable tags are added to the log in view of easy log searches</p>

<h2>Patient details - Report</h2>		<p>This report is used to visualize the main milestones and medical questionnaires of the patient, as well as the progression of the patient.</p>
<h2>Patient details - Profile</h2>		<p>The HCP can view, edit or add all relevant basic, clinical, administrative or care plan specific data in the patient profile</p>
<h2>Patient details - Messaging</h2>		<p>The message popup (which can be enlarged) is closed by default and the number of new messages is visible in the floating button. This functionality is used to give advice to patients and answer their questions. It can also be used to ask for pictures, for example to follow-up on wound healing, swelling, redness etc...</p>

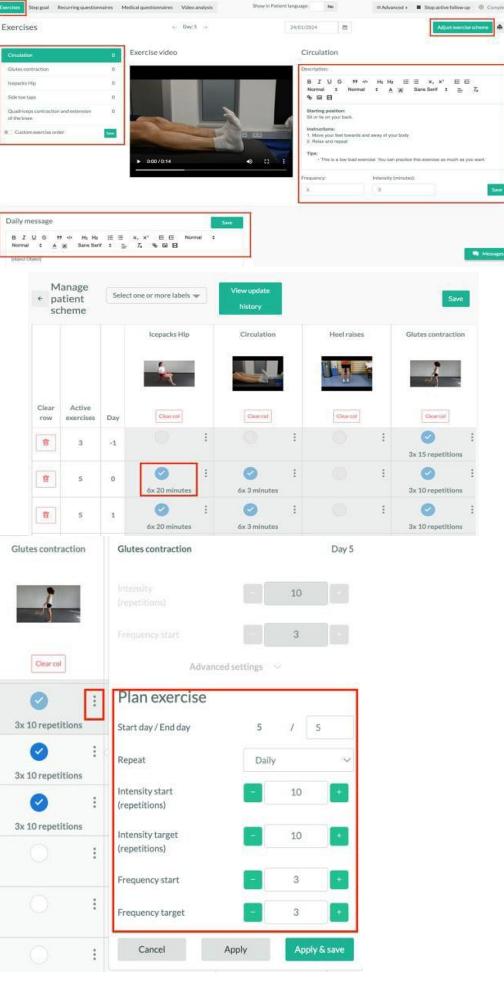
	  	<p>When clicking 'messages', a set of prescribed personal messages is shown wherfrom the HCP can select an applicable message for that particular patient.</p>
		<p>Click on the "1st line symbol" to mark the question as read.</p>
Patient details -- Documents		<p>Messages that are submitted by a HCP can be edited or removed. When hovering over a message, a button to edit or delete the message will become visible.</p>
Patient details - More		<p>Documents can be uploaded in the 'Documents' section. Chat images and video recordings are automatically collected in this section in view of easy access to these materials.</p> <p>See which documents / contracts the patient has signed.</p> <p>See on which device the patient is using the application and when the application was first and last seen.</p> <p>Export data is only possible for limited HCPs due to security reasons and to protect data integrity.</p>
Log out		<p>In the upper right corner the HCP can log out. Know that the automatic log out time is 14 days, therefor it is recommended to log out more frequently to avoid unauthorized access.</p>
Support		<p>Reach out via support@moveup.care for questions or use the '?' button</p>

		on the platform.
Care plan management		In care plan management it is possible to navigate between multiple functions that are applicable to the indication of the patient, such as exercises, step goal, recurring questionnaires, video analysis, automation, etc... For more information see further .

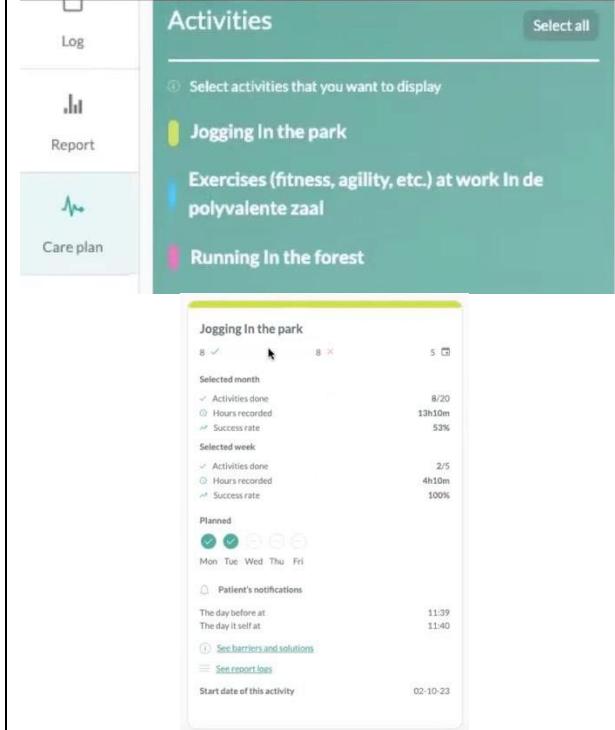
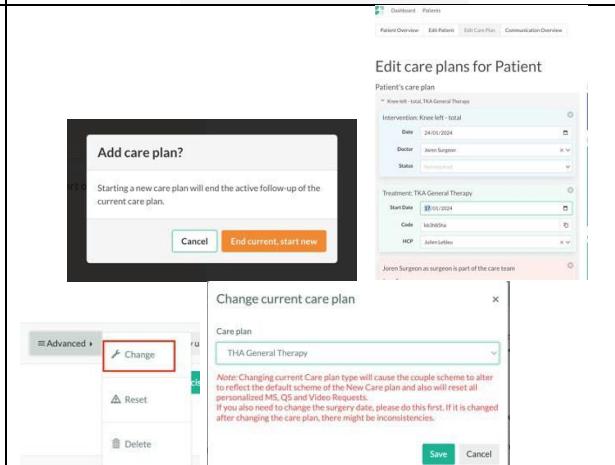
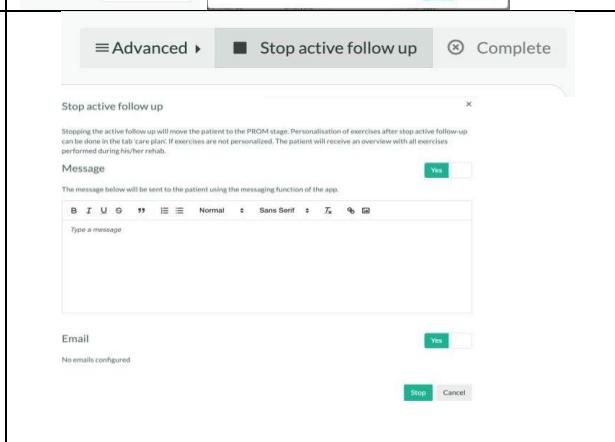
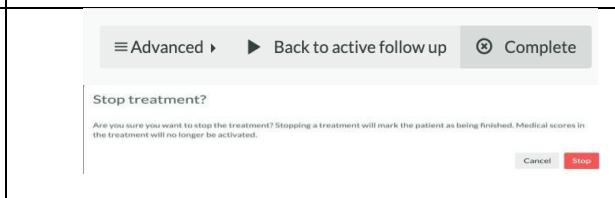
HEALTHCARE PLATFORM CARE PLAN FUNCTIONS

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.

Exercise management		<p>The exercise management module includes the following possibilities of adaptation:</p> <ul style="list-style-type: none"> ✓ Adapt description, frequency, and intensity of the exercises of the day. ✓ Adapt the daily message. ✓ Adapt the exercise scheme: <ul style="list-style-type: none"> ○ Blue check marks indicate active exercises, accompanied with frequency and intensity of these active exercises. ○ Schedule exercises over a longer period of time. <p>Extend the standard exercise scheme with a set of exercises that are not part of the exercises defined in the care plan</p>
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<h3>Recurring questionnaire</h3>		<p>Recurring questionnaires can be removed, reordered or a new recurring questionnaire can be added. The default list of recurring questionnaires, including their start day, end day, frequency and reminders is predetermined in the care plan.</p>
<h3>Medical questionnaire</h3>		<p>Medical questionnaires can also be removed or added to the default scheme. The default list of medical questionnaires, including their start and end day is predetermined in the care plan.</p>
<h3>Video analysis</h3>		<p>With the use of video requests, it is possible to gain more objective information, for example about the gait analysis or range of motion of an operated joint. The default list of video requests is predetermined in the care plan. A video request can be added directly by using the 'Add request' button or a video request can be scheduled for a longer period of time by using the 'Add' button and by adding a start and end day to put the video request active.</p>

Goal manager		<p>The HCP can enable and disable a behavioral change tool which enables patients to set their personal goal, define barriers and solutions in order to reach a healthy lifestyle. The HCP can see the progress on the patient's goals that are defined by the patient.</p>
Change of care plan		<p>The care plan can be adapted based on the patient's interventions, needs and wishes. This can be done via the onboarding tool or via the healthcare platform via the button 'Advanced'. Instructions how to change a care plan are clearly indicated within the tools.</p>
Stop active follow-up		<p>When the active follow-up is finished (what falls under active follow-up is predetermined in the care plan), press 'Stop active follow-up'. This will redirect the patient to a passive long term follow-up if applicable (also predetermined in the care plan if long term follow-up is needed).</p>
		<p>When no actions are required anymore from the HCP or the patient, the patient can be redirected to the 'Completed' status.</p>

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.

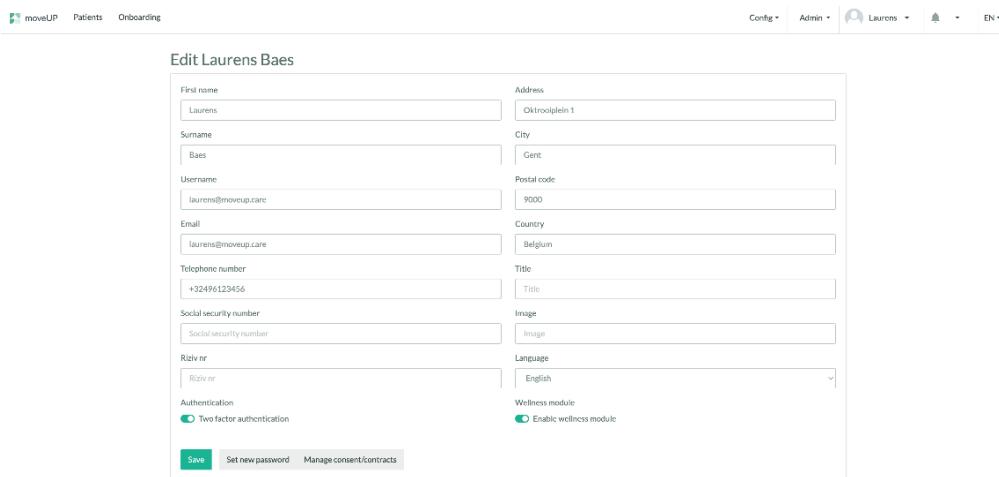
This data gives an overview of the general wellbeing of the patient.

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

- Enable wellness data



The screenshot shows the 'Edit Laurens Baes' page in the moveUP application. The 'Wellness module' section is located at the bottom right of the form. It contains a label 'Wellness module' and a checkbox labeled 'Enable wellness module' which is currently unchecked. The rest of the page displays various patient profile fields such as First name, Surname, Address, City, Postal code, Country, Title, Image, Language (set to English), and a 'Wellness module' section with a checkbox for 'Enable wellness module' which is also unchecked. Navigation buttons at the bottom include 'Save', 'Set new password', and 'Manage consent/contracts'.

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.

Platform notice

Wellness module terms of use

Dear User,
You are about to activate the Wellness Module.

What is the Wellness Module?

The wellness module provides you with additional data about the general wellbeing and activity levels of your patients. The data in the Wellness Module can come from:

- imported data from general-purpose devices such as e.g. activity trackers
- manual entry by patients

This data does not come from medical devices. This means that neither the devices from which the data is imported, nor the manual entries by the patients have been verified or validated by moveUP, and therefore, it should not be used for clinical decision-making.

What is the purpose of this data?

We provide the option to see wellness data to give you a broader idea about the general wellbeing of the patients and to give you the opportunity to discuss and give further guidance regarding wellbeing.

This module is an optional module and is not linked to the medical data presented in the "Medical data" tab of the dashboard.

The data in the wellness module is not intended to be used for clinical decisions.

How to recognize the wellness data?

Wellness data is displayed in a separate tab in the dashboard or in a separate report.

Whenever wellness data is displayed in a column, together with other data it has a grey background to visually indicate that this does not concern medical data. Furthermore, it has a warning sign next to it.

Enabling/Disabling the Wellness Module

At any time, a user can enable/disable the Wellness Module in the user settings.

Acknowledgement

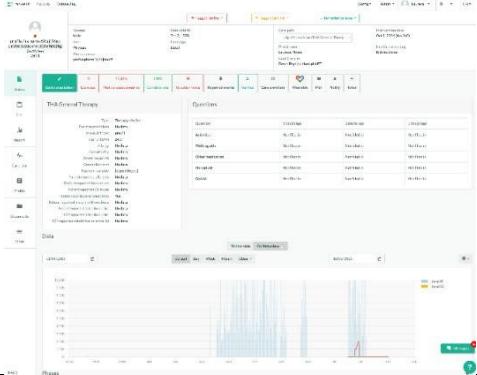
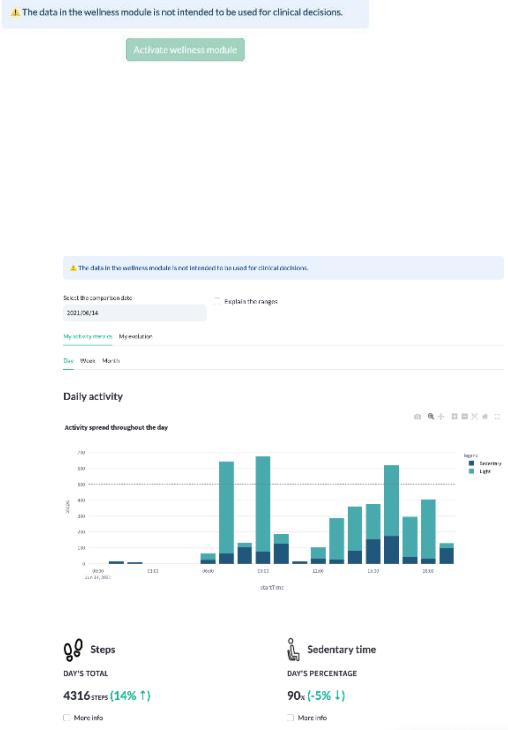
By clicking on the button below, you acknowledge that you have read and understood that the Wellness Module is an optional module that provides you with additional data regarding the general wellbeing of the patient. This data is not validated by moveUP and is not intended for clinical decision making.

I agree

Sign **Cancel**

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

WELLNESS MODULE OVERVIEW

<h3>Wellness module overview</h3>		<p>In this tab you'll be able to see the step data from the patient and see their evolution.</p>
<h3>Wellness report</h3>	 <p>The data in the wellness module is not intended to be used for clinical decisions.</p> <p>Activate wellness module</p> <p>Select the comparison date: 2021/08/14</p> <p>My activity metric: My evolution</p> <p>Day Week Month</p> <p>Daily activity</p> <p>Activity spread throughout the day</p> <p>00 Steps</p> <p>DAY'S TOTAL: 4316 steps (14% ↑)</p> <p>More info</p> <p>90% (5% ↓) Sedentary time</p> <p>DAY'S PERCENTAGE</p> <p>More info</p>	<p>You can see the wellness reports when needed.</p>