User manual for patients

moveUP

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

App version : 2.6.0 MDD and later

Manual version : 21.0

Data of release manual : 29/09/2026

Link to Knowledge Base:
https://support.orthopedics.moveup.care/ &
https://support.bariatrics.moveup.care/

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1. Product description

1. Instructions

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.

2. 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 of the status of the patient and its evolution.

For patients, moveUP provides personalised 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 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 healthcare team, with data driven validated care protocol

moveUP therapy offers a data-driven validated care protocol with certain category and level 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 rehabilitation 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 easy assign a designated CPM exercise protocol chosen by a physician to a patient and to display the performed CPM exercises in the medical dashboard

3. Intended Users

moveUP is intended to be used by patients and healthcare providers. The main user of the mobile app and patient website is the patient.

Inclusion:

- Age: minimum 18 years / maximum no limit
- 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 troubles to express 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)

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)

4. Target population / indication for use

moveUP companion & coach is used by Musculo-skeletal, oncologic, respiratory, gastro-intestinal, 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 is used for rehabilitation but is possible to include a patient before an intervention to know the previous state of health and establish goals for the rehabilitation.

5. Claims

<u>moveUP companion/coach/therapy</u>

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

moveUP enhances the clinical management of the patients, because early detection & management of complications is possible via the symptom & QoL monitoring tool

More efficient clinical management, such as the number of consultations, can be reduced

Enforces therapy compliance/adherence

The correct information is provided at the right time

<u>moveUP therapy</u>

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

6. 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.

- Garmin Vivofit 3 and Vivofit 4
- Nokia Withings Go
- All the devices compatible with HealthKit (IOS)
- All the devices compatible with Google Fit (IOS and Android)

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

7. 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 of any treatment you need to follow, but is used as an addition.

Patients need to be aware if questionnaires are not filled out on frequent basis or not filled out trustworthy, the care team has more difficulty to know 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@ or call +32 9 313 31 29.

The moveUP IFU are only supplied in electronic format. If you need a full printed version plase contact us at the e-mail address info@moveup.care. This mail is available 24/7.

8. Contra-indications and potential side effects

There are no contra-indications or known side effects

9. 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

10. Human body contact

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

11. 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 meets the compatibility criteria outlined in the IFU for the app.

12. 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.

13. Company details

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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 9 313 31 29

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.

2. Download, registration & update

Step 1: Download the moveUP app on your smart device

https://support.orthopedics.moveup.care/knowledge-base/installing-the-moveup/

Step 2: Open the moveUP app and register

Step 3: Update the moveUP app

*Select English to view the Knowledge Base articles in English.

Security measures

3. Tabs

The main tabs in the app are visualized at the bottom of your screen. You can switch between them by tapping the respective symbols at the bottom of your screen. Only the tabs that you will need during your journey will be activated.

https://support.orthopedics.moveup.care/knowledge-base/ifu-different-tabs/

4. Functions

Below you can retrieve all functions of the moveUP app. Only the functions that you will need during your journey will be activated. The images used in the articles are examples and can look different in function of your indication.

Welcome	https://support.orthopedics.moveup.care/knowledge-base/ifu-welcome/
Surveys	https://support.orthopedics.moveup.care/knowledge-base/ifu-surveys/
Recurring questionnaires	https://support.orthopedics.moveup.care/knowledge-base/ifu-recurring- questionnaire/
Messages	https://support.orthopedics.moveup.care/knowledge-base/ifu-messages/
Exercises	https://support.orthopedics.moveup.care/knowledge-base/exercises/
Video request	https://support.orthopedics.moveup.care/knowledge-base/ifu-video-requests/
Infomodules	https://support.orthopedics.moveup.care/knowledge-base/ifu-readings/
Graphs	https://support.orthopedics.moveup.care/knowledge-base/ifu-graphs/
Info about your pathway	https://support.orthopedics.moveup.care/knowledge-base/info-about-your- pathway/
Report event	https://support.orthopedics.moveup.care/knowledge-base/ifu-report-event/
Medication	https://support.orthopedics.moveup.care/knowledge-base/ifu-medication-diary/
Menu	https://support.orthopedics.moveup.care/knowledge-base/ifu-menu/
Stop	https://support.orthopedics.moveup.care/knowledge-base/ifu-stop-cards/
moveUP journey card	https://support.orthopedics.moveup.care/knowledge-base/ifu-stop-cards/