User manual for the Health Care Provider(HCP)

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

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1. Product description

1. Instructions

Read carefully this instruction for use. Make sure that you know how to use moveUP, but also understand the limitations of moveUP before you start using our service.

If you do have any questions on the use, contact moveUP.

In the final chapter of this document you find our contacts, which you can use during the use of our service, in case you would have technical problems with the application (moveUP dashboard or patient app) or when expertise is required about a care path.

The Healthcare practitioner can't give access to third parties to access the moveUP dashboard. Every other person can, even by accident, send out wrong information or adapt the patient profile, with the result that the advice sent by moveUP no longer corresponds with the needs of the patient.

In case the application is use while moveUP & b.clinic is not asked to do the follow-up of patients, the individual healthcare provider or the health care facility is responsible for the follow-up of the patient and the action that are carried out.

In compliance with the medical device legislation, you are required to report any complaints towards the application, any alteration regarding characteristics/specifications of the application and incidents/complications potentially linked to the use of the application to support@moveup.care. The AFMPS can also be contacted in case of incident via this link

In compliance with the GDPR legislation, please report eventual data leaks linked to the use of moveUP.

Please, read the entire privacy policy: https://www.moveup.care/legal/privacy-policy

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

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.

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

moveUP therapy

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 using 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 meet 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

Tel: +32 9 313 31 29

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(10) 0/$$7260MDD
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9050; Ghent, Belgium

Email:
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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 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.

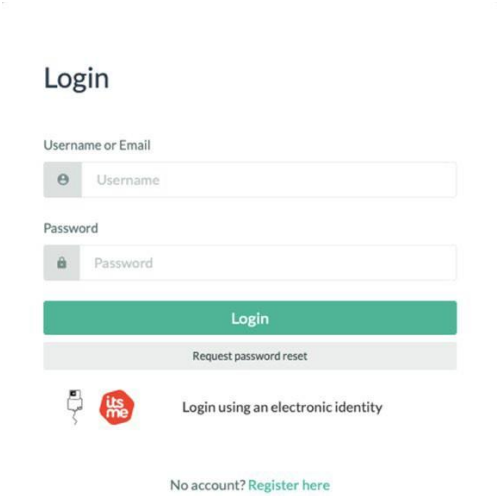
2. Patient app

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

3. Medical module

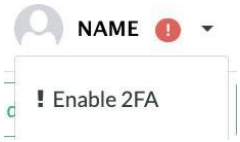
1. Healthcare platform account creation

Step 1: The HCP registers on the healthcare platform on https://v1.medical.moveup.care/

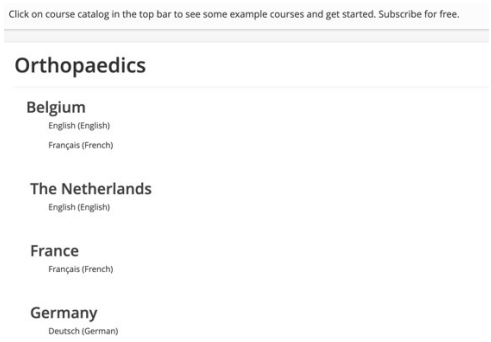


Step 2: moveUP will contact the HCP to add his/her profile to the correct organization.

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.

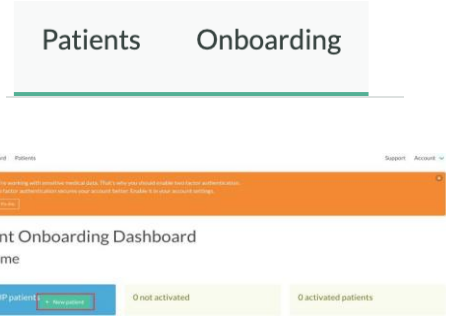


2. Onboarding of patients

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

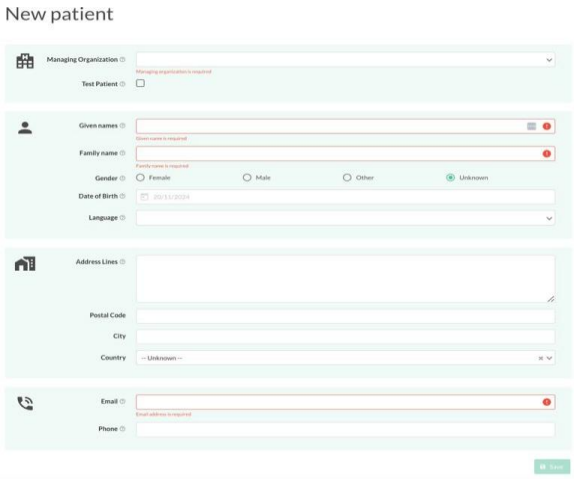
A crucial part is adding a care plan to the patient's profile. A care plan determines what will be visible for the patient in the application, e.g.: type of exercises, information modules, message functionality, etc. A care plan usually consists out of an intervention, a treatment and (a) care team(s).

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.
Click on 'new patient' to onboard a new patient and fill out the patient information.



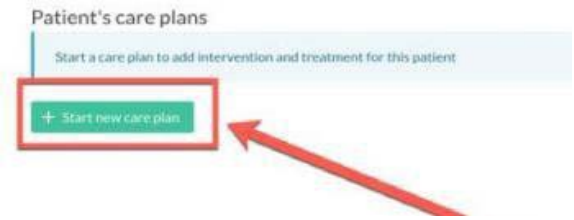
After the patient information is filled out, press 'Save'.

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.



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.

Drag and drop a study if applicable. Click Save.



A mail template is shown. The HCP reviews the e-mail variables and clicks on 'send selected mails'.

An invitation mail will be sent to the patient with all the needed information to install and activate the application.

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3. Healthcare platform general functions

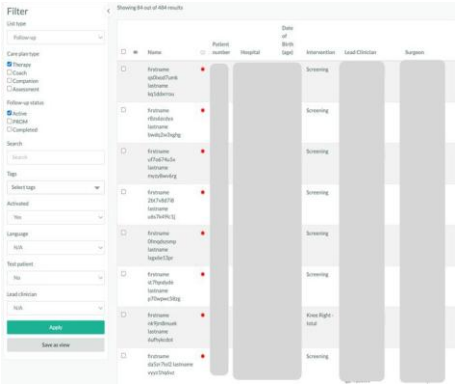
Below the HCP can retrieve all functions of the healthcare platform. The applicable functions will be shown based on the HCPs subscription. The extent of the available patient information is based on the patients subscription & his/her compliancy rate.

3.1. Patient overview

Patient overview

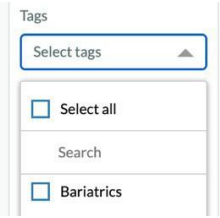
The health care platform gives a clear overview of the HCPs patients.

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



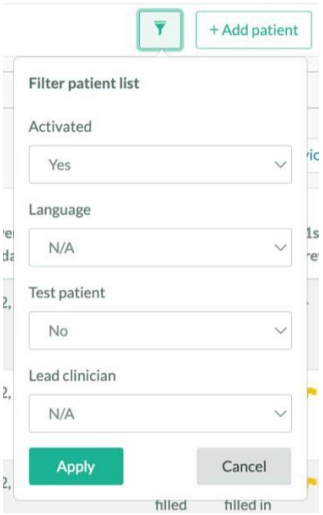
Tags

Select patients related to a specific pathology by using tags.



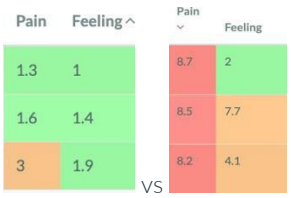
Filters

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.



Color codes

Color codes indicate which patients need closer attention.



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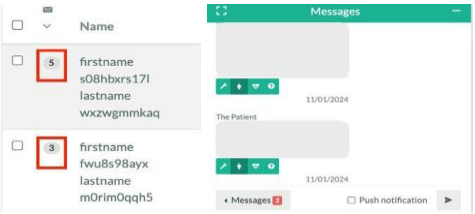
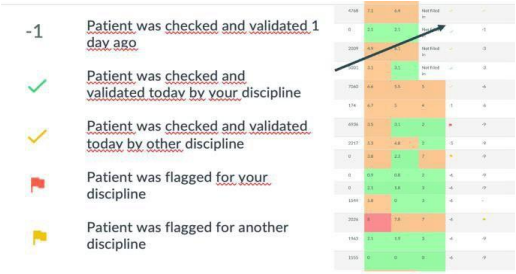
Messaging

The number of unread messages are displayed in the overview



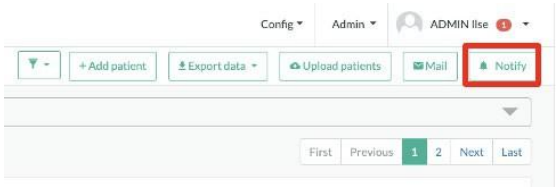
Review / Flags

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.



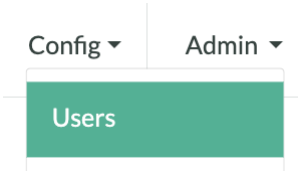
Notifications

Notifications can be sent directly to the patient's device home screen.



User management

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

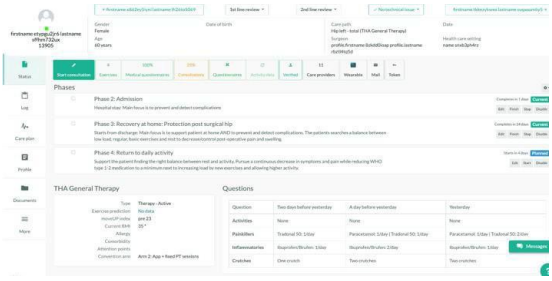


the applicable role and press 'Register'. A mail will be sent to the newly created user to follow the account creation steps, see above.

3.2. Patient details

Overview

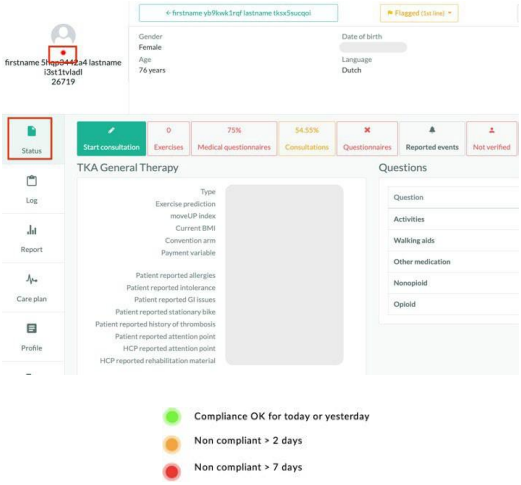
In the patient details overview all relevant (health) information of the individual patient can be retrieved. With the use of the previous and next patient buttons the HCP can easily switch to another patient. In the left side bar, the HCP can navigate between status, log, care plan, profile, documents and more.



Status

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.

A GREEN, YELLOW or RED status dot shows how compliant the patient is to the care plan, for example filling out all the suggested recurring and medical questionnaires and performing the suggested exercises will result in a GREEN status dot.



Medical questionnaires

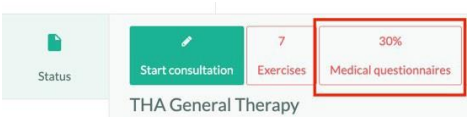
Via the 'medical questionnaire' button it is shown:

Which medical questionnaires are active for a patient.

How many of these are completed or not.

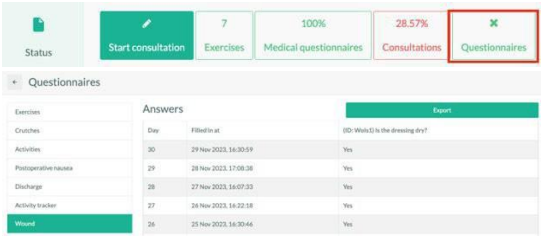
What the reported results are on the individual questions within the medical questionnaire.

What the sub scores and total scores are to be able to see a quick indication on how the patient is progressing.



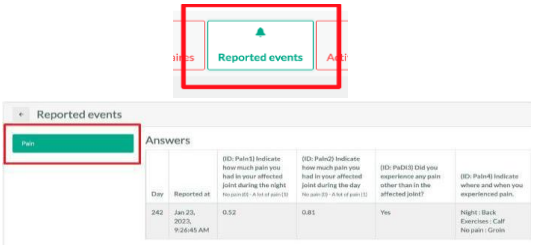
Recurring questionnaires

With these patient reported answers it is possible to follow the progress of important health parameters frequently



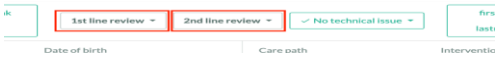
Reported events

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.



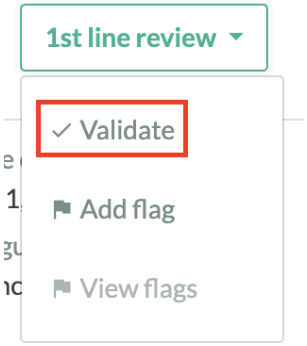
Review / Flags

1st line review is for the HCP that is not the lead clinician (e.g. physical therapist), 2nd line review is for the lead clinician (e.g. surgeon)



Click validate when a patient has been monitored. Monitoring can mean:

- 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 2nd line review.

Flag someone from first line

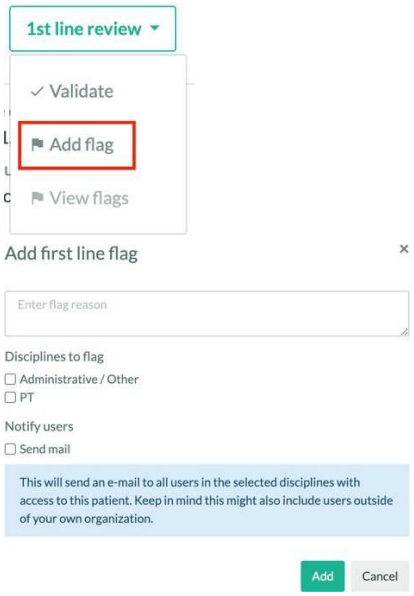
Patient needs to be checked by someone from first line (e.g. a physical therapist)

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.

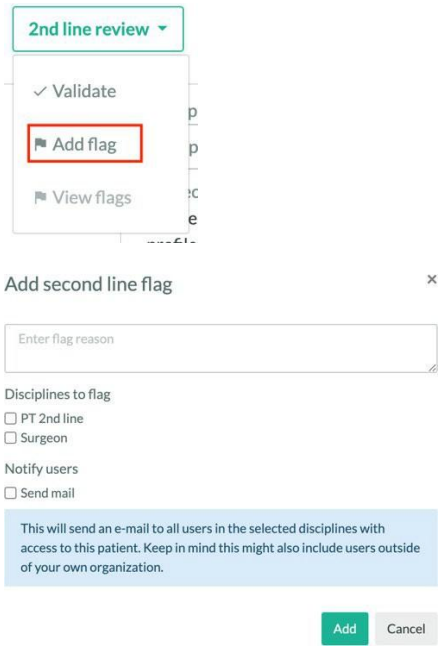
A flag will add a new line in the patient log with the reason for flagging (see further).



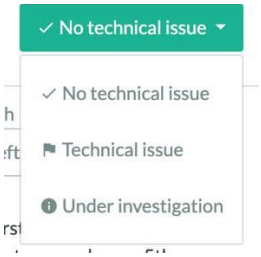
Flag someone from second line

- Patient needs to be checked by someone from second line (e.g. a surgeon)
- Give a reason to flag.
- Select the discipline to flag.

Optional: add an e-mail notification to flag. The flagged discipline will receive an email about that flag.



Report a technical issue.

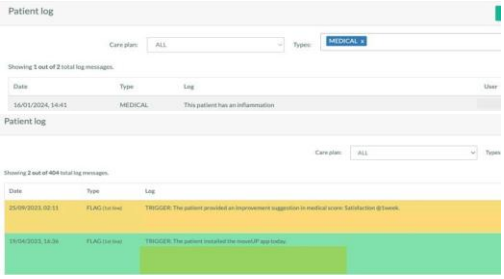


Log

Flags and technical updates automatically appear in the log of the patient.

In case of flagging:

- 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)

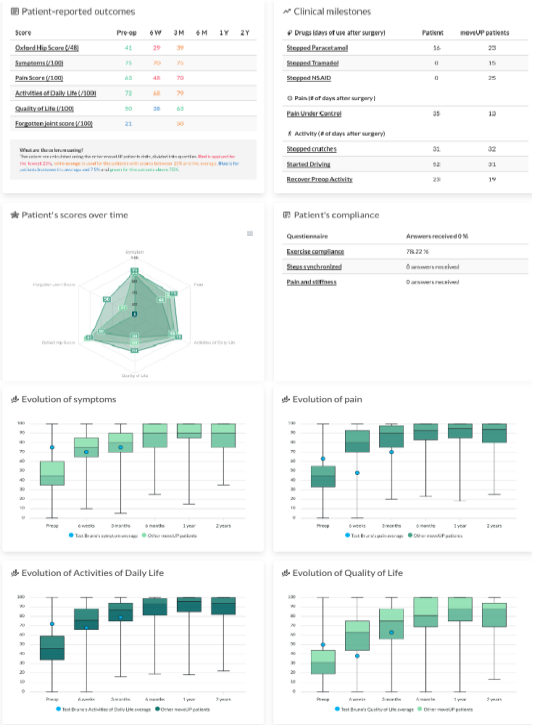


Other important information can be added to the log manually. The applicable tags are added to the log in view of easy log searches

Report

This report is used to visualize the main milestones and medical questionnaires of the patient, as well as the progression of the patient.

The report can be downloaded in pdf form by clicking the 'Download report' button. This way the HCP can send the report to the patient. It's also possible to share the link directly to the report, using the button 'Copy report link'.

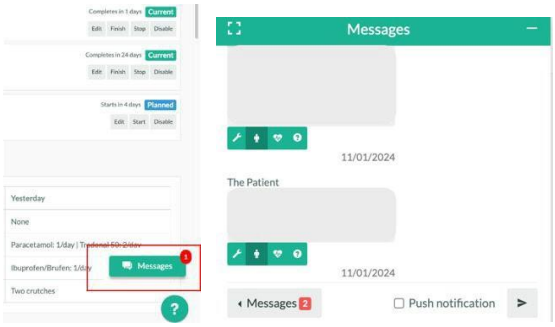


Profile

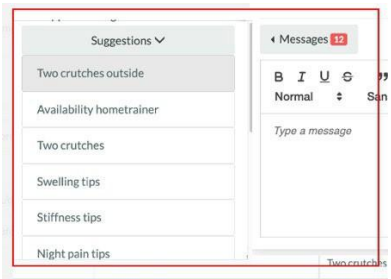
The HCP can view, edit or add all relevant basic, clinical, administrative or care plan specific data in the patient profile

Messaging

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 would healing, swelling, redness etc...



When clicking 'messages', a set of prescribed personal messages is shown wherefrom the HCP can select an applicable message for that particular patient.

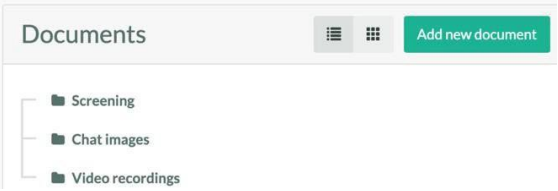


Click on the "1st line symbol" to mark the question as read.

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.

Documents

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.

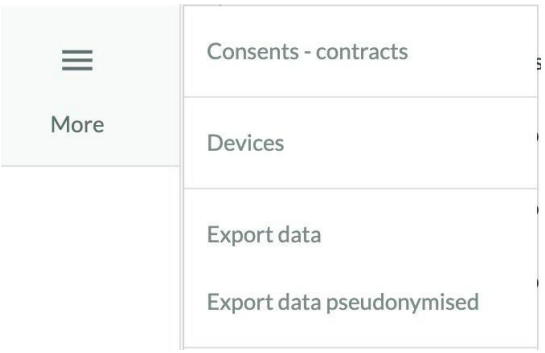


More

See which documents / contracts the patient has signed.

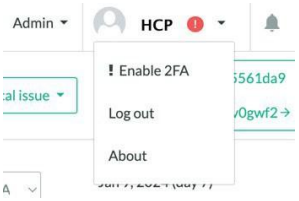
See on which device the patient is using the application and when the application was first and last seen.

Export data is only possible for limited HCPs due to security reasons and to protect data integrity.



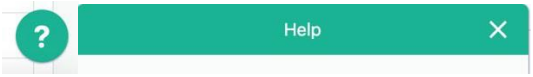
3.3. Log out

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.



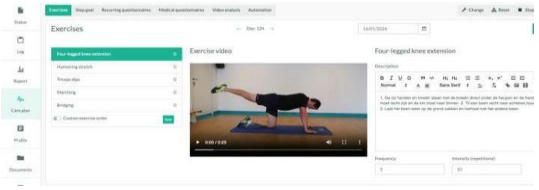
3.4. Support

Reach out via support@moveup.care for questions or use the '?' button on the platform.



3.5. 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.



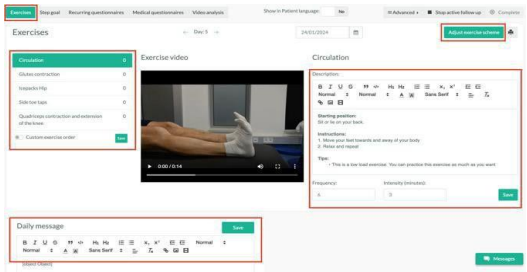
4. Healthcare platform care plan functions

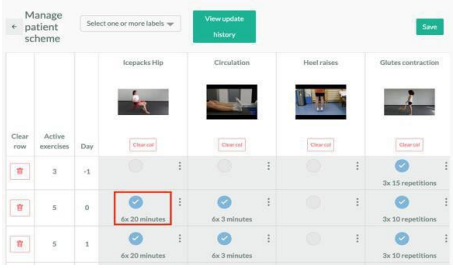
4.1. Exercise management

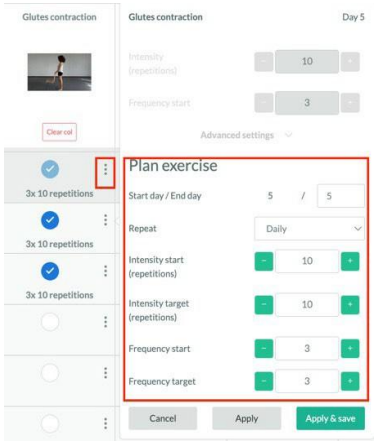
The exercise management module includes the following possibilities of adaptation:

- Adapt description, frequency, and intensity of the exercises of the day.
- Adapt the daily message.
- Adapt the exercise scheme:
  - Blue check marks indicate active exercises, accompanied with frequency and intensity of these active exercises.
  - Schedule exercises over a longer period of time.

Extend the standard exercise scheme with a set of exercises that are not part of the exercises defined in the care plan

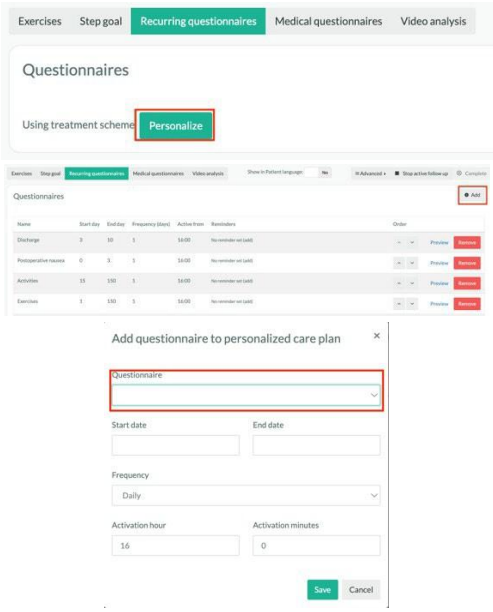






4.2. Recurring questionnaire

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.



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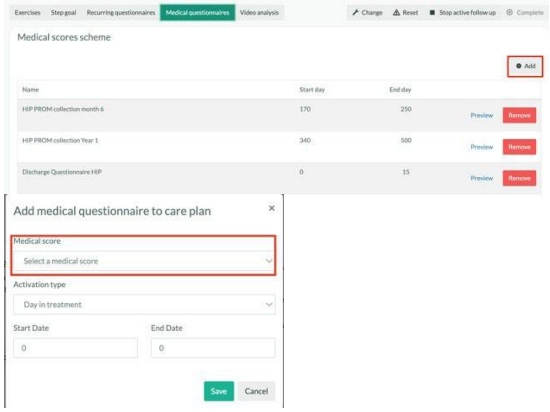
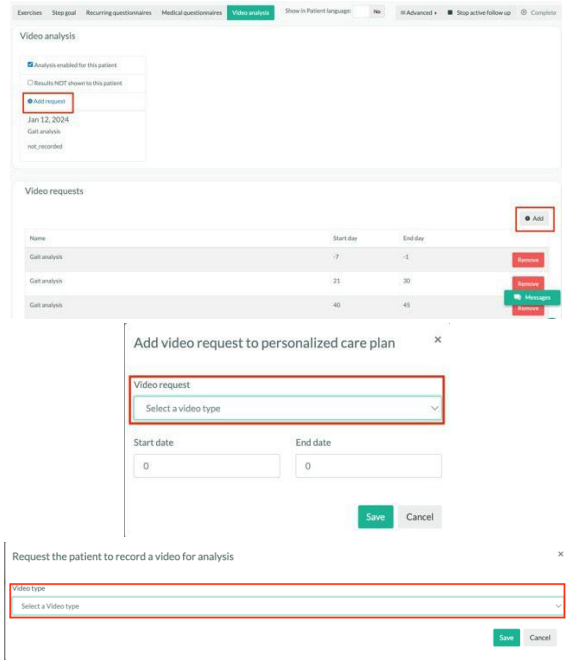
4.3. Medical questionnaire

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.



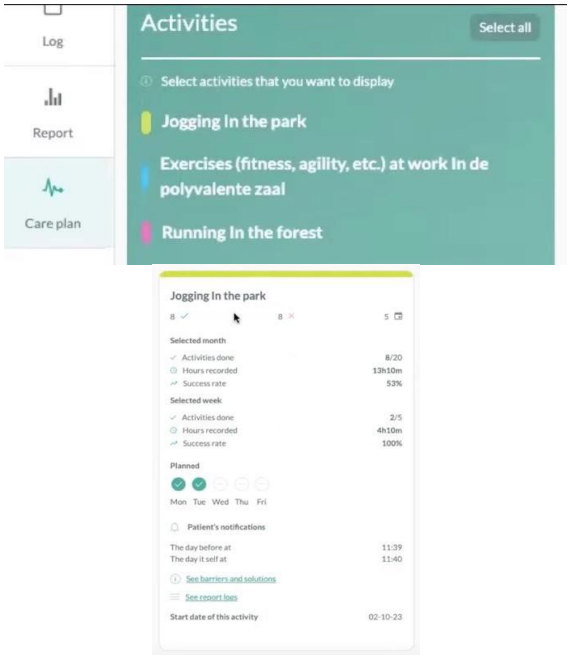
4.4. Video analysis

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.



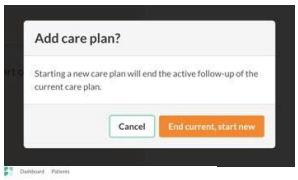
4.5. Goal manager

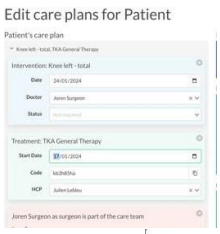
The HCP can enable and disable a behavorial change tool which enables patients to set their personal goal, define barriers and solutions in order to reach a healthy lifestyle. The HCP can see the progress on the patient's goals that are defined by the patient.

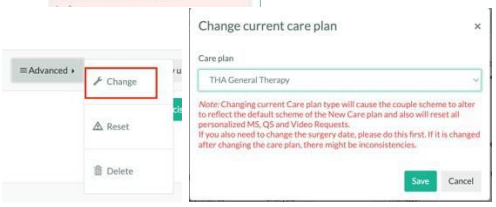


4.6. Change of care plan

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.

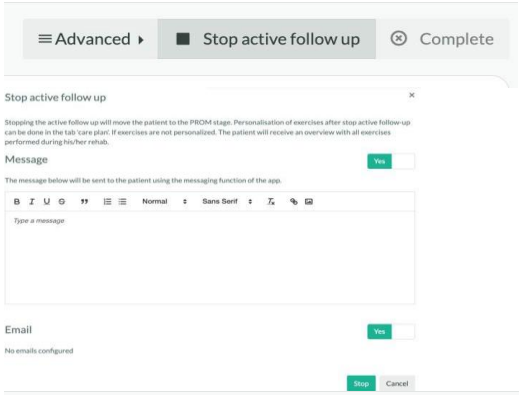




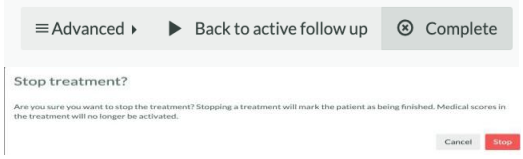


4.7. Stop active follow up

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).



When no actions are required anymore from the HCP or the patient, the patient can be redirected to the 'Completed' status.



4. 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.

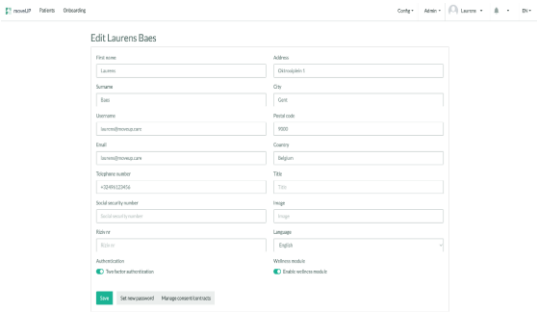
The wellness module by default is blurred and needs to be activated to check the patient´s wellness data.

1. WELLNESS MODULE ACTIVATION

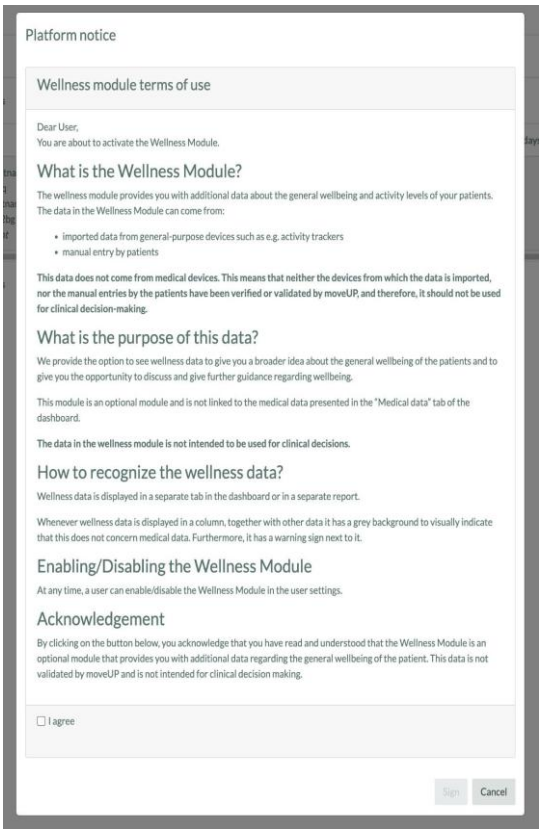
To activate the wellnes module you need to enter your profile settings and activate the option:

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.



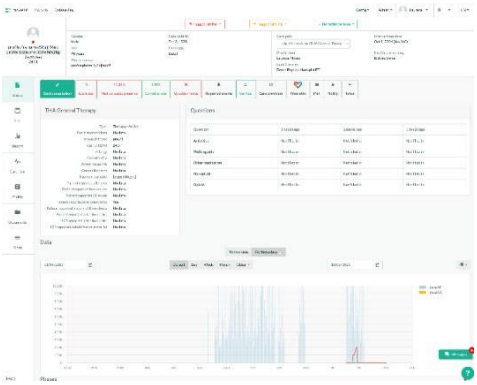
Once acknowledged, you gain access to the wellness data. This actication allows you to view the wellness data and export the wellness reports.



2. WELLNESS MODULE OVERVIEW

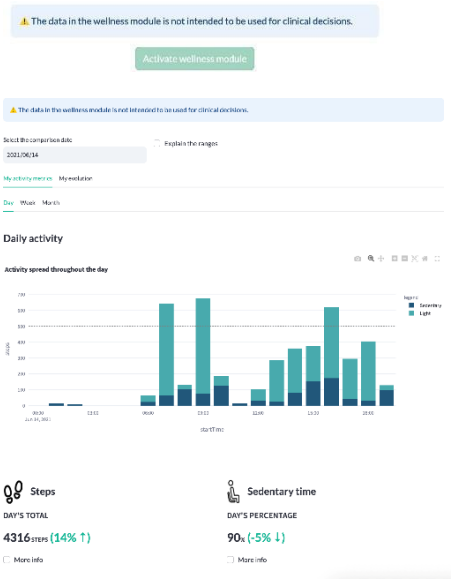
Wellness module overview

In this tab you´ll be able to see the step data from the patient and see their evolution.



Wellness report

You can see the wellness reports when needed.



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