MDR

User manual for patients

moveUP

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

App version : 2.6.0 MDR and later

Tradename: moveUP

Manual version : 2.4

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. 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.

2. 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
- 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.
- Patients who can't understand one of the available languages of the app (Dutch, French, German, English)

Health Care 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.

3. 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.

4. 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

5. 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

6. 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.

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

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.

* 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.

7. Contra-indications and potential side effects

There are no contra-indications or known side effects

8. 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, hospitalization
  - prolongation of patient hospitalization, 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

9. Human body contact

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

10. Accessories/products used in combination

There are no accessories.

11. 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.

12. Company details

Tel: +32 9 313 31 29

REF

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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/