myoncare

Careplan Manager Software Guide

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In case information required to resolve specific questions cannot be obtained within this guide, or if questions or problems exceed the contents of this guide or you have any feedback/ suggestions to improve this guide please contact ONCARE support at:

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1 General Information

Thank you for choosing myoncare Careplan Manager. This guide will introduce you to the software you have purchased, its features, and its intended uses. It provides step-by-step instructions and explanations to help you operate myoncare effectively. Please read this guide carefully to optimize your workflow. We will continuously update this guide to reflect any changes, upgrades, or improvements to the myoncare software.

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iv. Google Chrome™ and Android™ are trademarks of Google LLC, registered in the U.S. and other countries.
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1.2 Copyright

This software guide contains proprietary information protected by copyright. No part of this guide may be reproduced or translated without written permission from ONCARE GmbH.

1.3 Patent Information

This product may be covered by one or more patents or pending patent applications.

1.4 Disclaimer

myoncare is not intended for use in medical emergencies. We, as a service provider, assumes no liability for transmitting or storing third party information or the consequences arising from it. ONCARE GmbH neither owns, nor originates the data points and content which is created by healthcare professionals, patient journeys or other activities relating to myoncare.

ONCARE neither owns nor assumes liability for the creation or use of standardized questionnaires or treatment plans which are copyrighted. This holds especially true standardized questionnaires for ANY medical indication and further content which might be similar or identical to any existing and copyrighted content. No copyright claims apply.

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1.5 Expected Lifetime

ONCARE GmbH does not specify a fixed lifetime for myoncare. Product support and updates are maintained until a newer version of the software is released. During the supported period, updates and technical assistance are provided (if not already included through a subscription model). New software versions may affect compatibility with certain mobile operating system (OS) versions. Customers will be notified in advance of any such compatibility changes.

1.6 Sales Configuration

The **medical configuration** of the myoncare Careplan Manager enables healthcare professionals to use the system's core functionalities, which include patient management (with sub-services such as medication and sensor data), careplans, administration, appointments, and file management. The system generates and collects data points exchanged with mobile services, and patients can access these services via the myoncare **Mobile App** from the App Store or Google Play Store, or through the myoncare **Mobile Progressive Web App (PWA)**. The optional functionalities for the medical configuration include an HL7 interface, chat functionality, video call appointments and custom dashboards.

The **non-medical configuration** of the myoncare Careplan Manager provides the same core functionalities including patient management (including patients below 18), careplans, administration, appointments, and file management but with **thresholds and health indicator calculation not available**. The system is intended for administrative and care coordination purposes rather than medical decision support. The optional functionalities for the non-medical configuration include an HL7 interface, chat functionality, video call appointments and custom dashboards.

2 Icons & Symbols

2.1 Icons in the myoncare Careplan Manager

Icons	Name & Behavior
	"**Ready-to-Review Reports**": Displays all the patient reports that are not reviewed.
	"**All to-dos notifications**": Displays all Caretasks assigned to HCPs and ready to be answered. "**All mention notifications/ Unseen**": Displays all notifications where the healthcare professionals have been tagged.
	"**All threshold notifications/ Unseen**": Displays all notifications with respect to the thresholds and associated information.

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	“Chat notifications”: Displays all notifications with respect to the chats & messages.
	• Instruction for use, • Imprint • Help & Support
	“Language”: To reset the available languages (English, Deutsch, Italiano, Portuguese, Arabic, Français.
	“+” Action Button: Starting point for any actions to be taken in the corresponding module or page. (Available at the bottom right of the screen)
	“Patients”: Displays the list of patients linked to the site and provide access to patient detailed view.
	“Care Manager”: Displays the Care Pathways & Caretasks.
	“Appointments”: Displays the list of appointments in calendar. The same icon also represents the **“Add Appointment”** functionality.
	“Files”: Displays the list of Files & Privacy Policy.
	“Administration”: Displays the list of **“Users”, “Sites”, “Custom Filters”** and **“Satellites”**.
	“Export”: Exports the Care Pathways, Caretasks, Files etc.
	“Show”: Display the information in a non-editable window (patient details, Caretask details, Care Pathway details, files etc.).
	“Edit”: To edit the Patients, Caretasks, Care Pathways, Files etc.
	“Delete”: To delete Patients, Caretasks, Care Pathways, Files etc.

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	“Create Patient”: To create a new patient.
	“QR-Code”: To generate QR-Code for Care Pathways, Caretasks, patient registration letters etc.
	“Assign Medication”: To assign medications to a patient.
	“Overview”: Graphical overview of patient health available on the patient detail page.
	“Care Pathways”: Displays all the available Care Pathways of a patient.
	“Caretasks”: Displays all the available Caretasks of a patient.
	“Calendar”: Displays all the Caretasks, medication & appointments of the patient in a calendar view.
	“Chat”: Displays the chat section between the patient and healthcare professional.
	“Consult”: Displays a note section where HCPs can add notes about the patients.
	“Dashboard”: Optional module that displays a customized dashboard with patient health data. (please contact service@myoncare.care to purchase Dashboard service)
	“Create Site”: To create a new site.
	“Create Satellite”: To create a new satellite.

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	“Invite Users”: To invite a new user.
	“Create User Role”: To create a new role.
	“Create Filters”: To create a new filter.
	“Attach Files”: To add attachments (files).

2.2 Symbols used in this Document

LOT	Lot Number
V	Version Number
MD	Medical Device
	Consult Instructions for Use or Consult Electronic Instructions for Use (IFU)
	Information
	Manufacturer
CH REP	Swiss Authorized Representative
0123 CE	CE Mark – Indicates that the Medical Device is CE Marked
DE	Country of Manufacturer (the date of manufacture maybe added adjacent to this symbol)
UDI	Unique Device Identifier
	Caution

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Rx only	Federal law restricts this device to sale by or on the order of a physician.

3 About myoncare Careplan Manager

myoncare Careplan Manager is a Class IIa medical software product developed by ONCARE, an international digital health company based in Munich, Germany. The platform supports healthcare professionals by enabling secure, integrated, and patient-centered digital care, connecting healthcare stakeholders for seamless information exchange and coordinated management of patient health. myoncare facilitates the design, monitoring, and optimization of individualized Care Pathways, empowering clinicians to deliver structured, evidence-based, and continuous care across the entire patient journey.

3.1 Intended Purpose

"The intended purpose of myoncare (Careplan Manager) is medical software for monitoring and diagnostic support."

It enables structured care planning, tracking of patient health status, and secure communication, helping clinicians make informed decisions while supporting coordinated, personalized care.

3.2 Intended Users

"The platform is intended for healthcare professionals, such as doctors and nurses."

who are trained to perform clinical activities and use software tools as part of patient care. Healthcare professionals should be familiar with general use of computers, handheld devices, or mobile applications.

3.3 Intended Patient Population

"The intended patient population of myoncare Careplan Manager are adult patients (i.e. age over 18 years)."

⚠ The product is **NOT** intended for patients affected by the contraindications.

3.4 Contraindications & Side Effects

i. **Do not use** myoncare if the patient is physically or mentally unable to safely operate hand-held devices unsupervised.
ii. **Not for use** in emergencies or as the sole basis for diagnostic or therapeutic decisions.
iii. **No known undesirable side effects**: effectiveness depends on accurate patient responses and clinical content entered by intended users.

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iv. Deliberate manipulation of responses by patients cannot be prevented from a technical or manufacturer perspective.

3.5 Intended User Environment

The myoncare is intended to be used in the following settings:

i. **Clinical settings (Careplan Manager):** Hospitals, outpatient clinics, general practices, or other healthcare facilities.
ii. **Non-clinical settings (Careplan Manager):** For remote monitoring and review of patient data, the software may be accessed outside the clinic (e.g., healthcare professional reviewing data at home or during on-call duty).
iii. **Patient environment (Mobile & PWA):** Patients may submit data and interact with the platform at home or in daily life settings, provided they use supported digital devices.

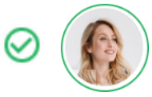
3.6 Clinical Benefits

myoncare's Careplan Manager provides clinical value by digitalizing follow-up care and enabling healthcare professionals to continuously monitor patients' conditions.

Some of the major clinical benefits include:

i. Support for early detection of health deterioration and potential side effects
ii. Enhanced post-intervention and follow-up care
iii. Improved patient recovery and therapy monitoring
iv. Increased efficiency of patient care & patient QoL

3.7 Key Features

	Patient Administration
	Digital Care Pathways & Caretasks
	Health Indicators
	Medication Assignment & Management
	*Customized Dashboards
	• Appointment Scheduling • *Video Call Appointments

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	Chat & Message Service
	File Management
	*AI Assistance (myon.ai)

The key features with "*" needs to be purchased for usage & availability. Please contact us at sales@myoncare.com for more details.

3.8 Language & Date

The language selection button available in the top right bar accessible throughout all the pages allow healthcare professionals to choose their preferred interface language.

The myoncare Careplan Manager currently supports the following languages and associated date formats:

No	Language	Date Format
1	English	DD-Month-YYYY
2	German	DD-Month-YYYY
3	Italian	DD-Month-YYYY
4	Portuguese	DD-Month-YYYY
5	French	DD-Month-YYYY
6	Arabic	DD-YYYY-Month

4 Product Description

4.1 Account Access

Healthcare Professionals (HCPs) can access the myoncare Careplan Manager via a web browser or a desktop application.

To learn how to access your myoncare Careplan Manager account, refer to the video guide, or follow the steps below.

4.1.1 Account Login

i. Go to your site link (https://[siteacronym].myoncare.care) provided to you by our myoncare team or open your desktop application.
ii. Enter your registered E-mail address and password. (If this is your first login, follow the instructions to set a new password.)

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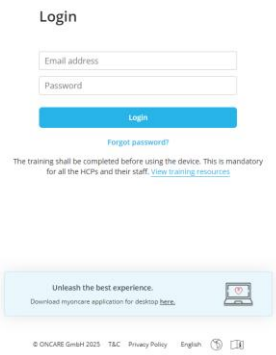
iii. On first login, you will be asked to review and accept our data privacy policy and general terms and conditions.



Minimum password requirements:

- Minimum 8 characters
- At least one uppercase character
- At least one lowercase character
- At least one number and one special character
- Only use the following special characters in the main fields of myoncare: **!@#$%^&*()_+\-=\[\]{};':"\\|,.<>\/?**

4.1.2 Two-Factor Authentication (2FA)

For enhanced security, the system may require Two-Factor Authentication. After entering your login credentials:

i. A verification code will be sent to the E-mail address associated with your account. The code is valid for 15 minutes.
(***Please note that the code may take a few moments to arrive in your inbox, so kindly wait for a short while before requesting a new one***.)

ii. Once you have received the code, please enter it on the login screen to complete the login process.

iii. If the code expires or is not received, click the “Resend PIN” button on the login screen to request a new one.

You may deactivate Two-Factor Authentication (2FA) at any time from the “Edit Profile” section of your account.

4.1.3 Account Logout

To log out, click the tile in the top-right corner displaying your avatar/profile picture and your name and from the drop-down menu click “Logout”.

Users are automatically logged out after 15 minutes of inactivity to prevent possibilities of any unauthorized access.

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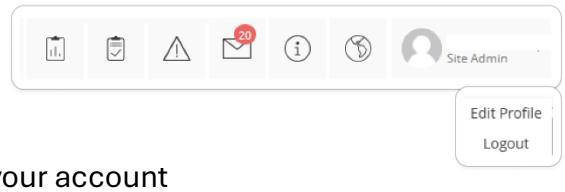
4.1.4 Forgot Password

If you forget your password while trying to login, follow the steps below:

i. Click “Forgot password” button on the login page.
ii. Enter the E-mail address associated with your myoncare account and submit the request.
iii. Follow the instructions in the password reset E-mail to create a new password. (***Please note that code may take a few moments to arrive in your inbox, so kindly wait for a short while before requesting a new one***.)

4.2 Edit Profile (HCP)

Healthcare professionals can manage their account settings in the “Edit Profile” section accessible from their profile at the top right corner of myoncare Careplan Manager as shown in the image. The following information can be updated or edited from the “Edit Profile” section.



i. Site: Switch between assigned sites or roles
ii. Ward: Select or update your assigned ward
iii. Profile picture: Update your avatar
iv. Name: Update first and last name
v. E-mail address: Update the E-mail linked to your account
vi. Behandelter AISID: Assign or update the responsible AISID
vii. Review and manage consents for:
    a. Two-Factor Authentication (2FA)
    b. Data privacy notice
    c. Analytic tracking
viii. Notifications:
    a. Chats reminder
    b. Caretasks reminder
    c. Thresholds reminder
    d. Mentioned Messages
    e. Ready-to-Review Reports Reminder

Once you have made changes to the desired information or consents click on the “Update” button available at the bottom right of the “Edit User” screen.

> ⓘ Notifications are disabled by default. Users can manage notification settings in their profile.

4.3 Patients

4.3.1 Patient List

To learn about the “Patients” Module, [refer to the video guide](), or read the information below.

The “Patients” Module displays all patients linked to your site. Each patient tile includes specific information like priority, compliance, patient-id, name, gender, date of birth, ICD code and satellites. You can sort the patients with any of the information mentioned

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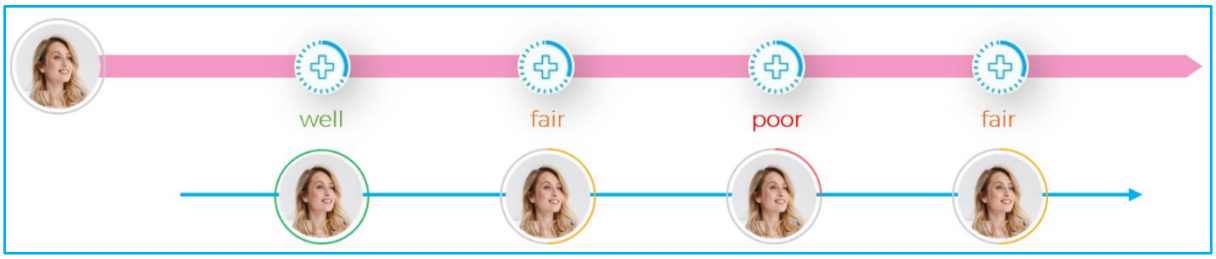
above. External healthcare professionals only see patients linked to the same satellites. The compliance value shown in the patient tile reflects the patient's answering rate of Caretasks over the past 12 months. It counts only active or expired Caretasks assigned to the patient, excluding tasks assigned to healthcare professionals.

> ⓘ Compliance Formula = (Answered Occurrences ÷ Total Due Caretasks).

In the 'Patients' Module patients are categorized into three statuses, "Approved Patients" (reviewed and confirmed), "Pending Patients" (connected but not yet re-viewed), and "Status Changed" (require attention due to poor or critical health indicators). The patients are sorted by health indicators by default, though sorting by another column overrides this order. The image below illustrates a patient's health status transition (well → fair → poor → fair) based on health indicators derived from Caretask responses; further details on health indicators are described in section 4.4.2.2.



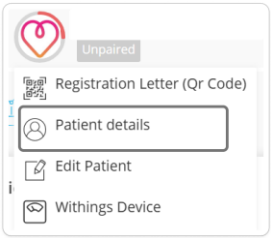
4.3.2 Patient Details

To learn about the patient detail page, refer to the video guide, or read the information below.

Clicking on a patient tile in the "Patients" Module opens the patient detailed view, which displays key patient information and other management tools. At the top left of the screen, near the patient's profile picture, you can view their date of birth, patient id, and their status indicating whether the patient is "Unpaired", "Offline", or "Active Now".

The patient detailed view also includes eight main sections (tabs) at the top "Overview", "To-Dos", "Care Pathways", "Caretasks", "Medications", "Appointments", "Calendar", and "Files". These sections allow you to navigate through the specific patient's care details efficiently. Additionally, the health indicator surrounding the profile picture provides a quick visual assessment of the patient's current condition based on their responses to the Caretasks.

You can also view a read-only patient details screen by opening the specific patient detail page, and then clicking on their profile picture, and selecting "Patient details" option from the drop-down menu.



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4.3.3 Create Patient

To learn how to create a patient, refer to the video guide (from 0:56), or read the steps below.

i. Go to the "Patients" Module from the sidebar.
ii. Click the "+" blue action button at the bottom right of the page.
iii. Select "Create Patient" icon.
iv. Enter all the required details marked with "*".
v. Add optional fields such as E-mail address, Patient-ID, Reference-ID, or ICD Code.
vi. Select the appropriate satellite from the drop-down menu (if necessary).
vii. Click the "Save" button at the bottom right of the "Create Patient" screen to create the patient profile.

Patient-ID is the unique identifying attribute to other systems (HIS/KIS) and needs to be identical to the medical record within interfacing systems. Reference-ID is an open pseudonym that each site can choose for its patients. It is not necessarily unique.

Patient information such as patient id, case number, OPS reference or reference id can be adjusted in the myoncare Careplan Manager at any time. If no specific patient-id is defined for a patient within the creation process, the patient receives a standardized combination of 3 characters of the first name, last name and date of birth.

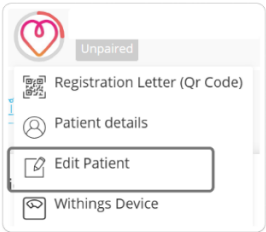
> ⓘ If you are unsure whether your HIS/KIS is connected to the myoncare Careplan Manager, please contact service@myoncare.com or your site admin to confirm this. When/ if the HIS/KIS is synced with the Careplan Manager, patient details are transferred automatically.

4.3.4 Edit Patient

To edit a patient, follow the steps below:

i. Go to the "Patients" Module from the sidebar.
ii. Identify the desired patient that you would like to edit.
iii. Click on the Edit icon present on the patient tile.
iv. Edit the patient details and click "Update" to save changes.

You can also edit a patient from the patient's detailed view. Click on the patient profile picture from the patient detailed view and select the option "Edit Patient" from the drop-down menu.



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4.3.5 Onboard/ Invite Patient

To learn how to invite or onboard your patient, refer to the video guide or read the steps below.

4.3.5.1 Patient Invitation/ Registration Letter

i. Create your patient as mentioned in section 4.3.3.
i. In myoncare Careplan Manager, open the patient profile.
ii. Click on the patient profile picture and select "Registration Letter (QR-Code)" from the dropdown menu.
iii. A pre-filled registration letter with a QR-Code, registration link and a password will open, and you can download it by clicking on the "Download invitation" button and send it to the respective patient.

> ⓘ For data privacy, the QR-Code and password are regenerated each time the page is refreshed or restarted.

4.3.5.2 Patient Self-Registration (via Caretasks/ Care Pathways)

In myoncare Careplan Manager, open the "Care Manager" Module and follow the steps below:

i. Find the desired Caretask or Care Pathway from the overview of respective sections.
ii. Click the QR-Code icon present at the right side of the Caretask/ Care Pathway tile to open the side panel with the QR-Code.
iii. Ensure the "Activate QR-Code" toggle is turned on and then export and share the QR-Code with your patient.
iv. The patient scans the code, enters credentials, gives consent, and connects to your site.

> ⓘ The Caretask/ Care Pathway is assigned automatically, and new patients appear in your patient lists.

4.3.6 Overview - Health Data & Wearables

To learn about the "Overview" section, refer to the video guide* (from 0:34 – 1:10) *or read the information below.

In the patient detail section, healthcare professionals can access the "Overview" tab to review key patient information. The Graph View allows comparison of up to two data points such as Caretask scores or health data over a customizable timeframe, showing trends clearly. Any medications assigned during the selected period are displayed below for context.

Health data such as weight, height, steps, calories burned, sleep patterns, distance travelled, heart rate, blood pressure, and glucose levels can come from patient-reported Caretasks or connected wearable devices. Supported wearables and platforms include **Withings, Withings Cellular, Apple Health, and Health Connect**.

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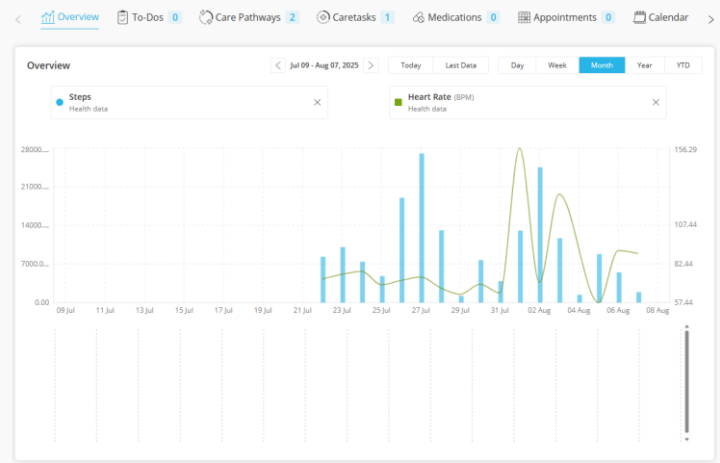


Patients must consent in their patient app for this data to be shared with myoncare Careplan Manager. Once consent is given, healthcare professionals can view the data in the “Overview” section, where it is used solely for visualization to support understanding of the patient’s condition.

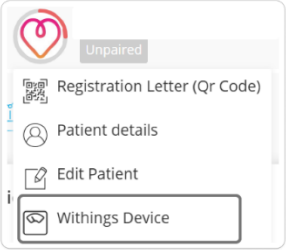
4.3.6.1 Add data to the “Overview”

i. Click “Add data” on the “Overview” section in the patient detailed view.
ii. Search and find the desired Caretask with score / Select the desired health data. **(Note: you can only select up to 2 data points.)**
iii. Click the “Add” button at bottom left.

4.3.6.2 Connect a withings device

If your patient provides the Mac address of their Withings device (found on the device itself), follow the steps below to connect it directly with Careplan Manager:

i. Go to patient detailed view.
ii. Click on the patient profile picture/ avatar.
iii. Select “Withings Device” from the drop-down menu.
iv. Add the “Mac address” and click “Connect device”.
v. Click the “Close” button.



4.3.7 On-demand Patient Filter

The Patient Filter in the myoncare Careplan Manager allows healthcare professionals to quickly locate specific patients based on patient or Caretask criteria. To access it, click the “Filter” button in the “Patients” Module.

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You can either create an on-demand filter for temporary use or select a custom (saved) filter from previously created ones. For on-demand filters, click “Create Filter” to define criteria for patient or Caretask sections, linking them with AND/OR logic as needed. These filters are temporary and will be cleared once removed or when navigating away from the page.

The site admins can create custom filters, and this is managed in the “Administration” Module. For more information on how to set up a custom filter please refer to section 4.9.6 or contact our team at service@myoncare.com to customize a filter as per your need.

4.3.8 Chat & Message Service

myoncare enables healthcare professionals and patients to communicate seamlessly through chat, exchanging messages and attachments. In the patient detail view, the chat box appears on the right side, providing a convenient space for secure and easy communication between HCPs and patients.

> Chat feature must be enabled by the site admin in site settings, and patient replies can be restricted if needed in site settings by your site admin.

Below the “Chat” icon, the “Consult” icon is displayed. Selecting the “Consult” icon opens a note section where healthcare professionals (HCPs) can add and save consultation notes using the “Save” icon. Files can be added to the “Consult” section by selecting the “Attach” icon.

4.4 Care Manager

To learn about the “Care Manager” Module, refer to the video guide or read the information below.

The Care Manager Module serves as a central hub for healthcare professionals to efficiently create, assign, and manage patient care content, including Care Pathways, Caretasks and corresponding templates. The “Care Pathways” & “Caretasks” tabs available at the top displays all available templates and Pathways that can be assigned to patients, showing key details such as title, internal title, conducted by, reference and ICD code for easy identification. These items can be conveniently sorted by title, and only the content accessible to the healthcare professional is displayed, streamlining workflow.

The “Review Caretasks” tab lists tasks requiring review. Once a task is reviewed, it is automatically removed from the list, keeping it up to date and manageable. Clinicians can efficiently search, sort, assign, and track all patient care activities in one place, ensuring no task is overlooked. Care Manager also enhances monitoring and traceability by allowing healthcare professionals to set customized reminders, export or share components and Caretask templates, and track patient responses.

4.4.1 Caretask Builder

To learn about how to create a Caretask, refer to the video guide or read the steps below.

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i. Click "+" button at the bottom right of Care Manager section and select "Create Caretask".
ii. Enter the name of the Caretask and an internal title (optional).
iii. Select whether the Caretask is intended for patients or for healthcare professionals (HCPs) / medical professionals.
iv. Add components by clicking "Add Component".
v. Configure "Caretask Settings" according to your preference.

4.4.2 Advanced Caretask Settings – Medical Variant

To learn about the all the Caretask settings, refer to the video guide (from 0:31 – 3:24) or read the steps & information below.

These advanced Caretask settings are available only in the medical variant of Careplan Manager:

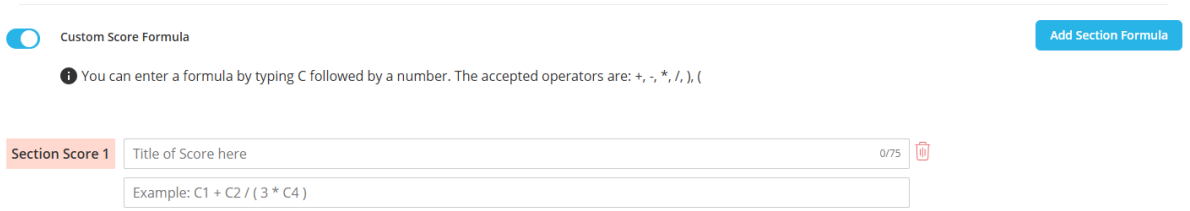
4.4.2.1 Custom Score Formula

A score represents the value assigned to a patient's response to a Caretask component. By scoring components and answers, HCPs can quantify and evaluate patient responses and thereby their health condition systematically. To enable a Custom Score Formula, follow the steps below:

i. Toggle the "Custom Score Formula" option in the Caretask settings.
ii. Click "Add Section Formula" on the right-hand side. A new section labelled "Section Score 1" will appear with two text boxes for the title and one for the formula.
iii. To add additional formulas, click "Add Section Formula" (You can create up to 10 section score formulas)
iv. Sections Formulas can be deleted at any time using the delete button.

To build a valid Formula follow the steps below:

i. Components are represented as C followed by their component number (e.g., C1, C2).
ii. Use standard mathematical operators: +, -, *, /, ().
iii. Only include components that exist in the Caretask and have scoring enabled and the invalid components will trigger an error message.



4.4.2.2 Categorization via Health Indicator

The health indicator is an optional feature in myoncare Careplan Manager that can be enabled in "Caretask Settings", visible to medical professionals. It appears as a color-coded ring around the patient's profile in the patient list, reflecting their overall condition as **well**, **fair**, **poor**, or **neutral**. The indicator is calculated from the patient's responses to scored Caretask components, using the worst value from all active, recurring Caretasks.

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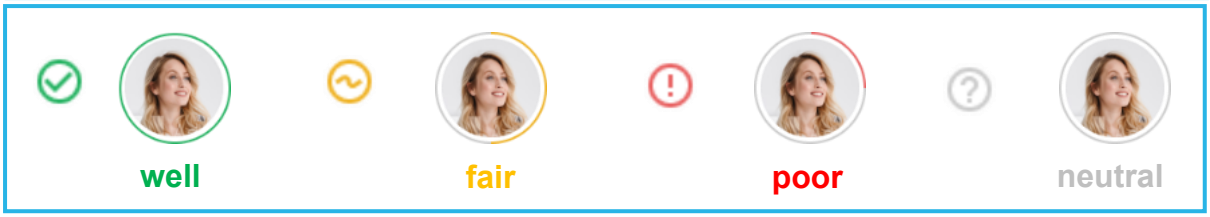
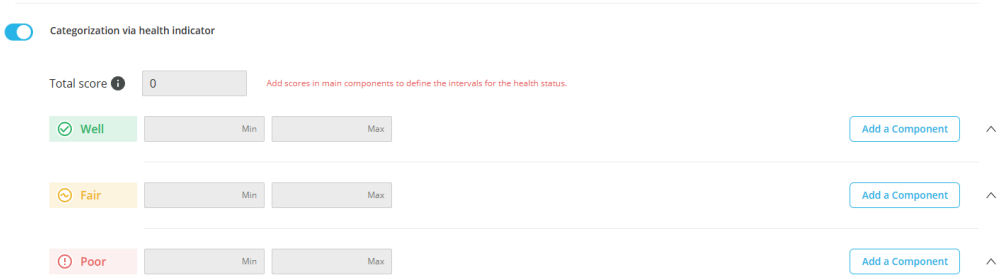


Zero-value Caretasks and components are excluded. The color scheme and ranges can be customized by Caretask. In the "Overview" section of a patient, the Caretasks are visually differentiated by color to indicate completion and categorization status. To set ranges for health indicators follow the steps below:

i. Enable the "Categorization via health indicator" toggle in "Caretask Settings".
ii. Define value ranges for well, fair, and poor conditions, specifying whether higher or lower scores indicate better outcomes.
iii. Enable "Share overall score with patient" to display the rating in the patient mobile app (Optional).
iv. Additional components can be added to the score categories; these will be triggered based on the patient's Caretask results.



Health indicator ranges can only be defined in "Caretask Settings" for component that has scoring enabled.

Only available for patient Caretasks, not for Caretasks answered by HCPs.

To review a patient's detailed health indicator and Caretask outcomes follow the steps below:

i. Open the patient's detail page and navigate to the "Caretasks" section.
ii. Click on "View Results" button on the desired Caretask tile with score enabled.
iii. The system will display the patient's performance, showing overall condition by defined scoring and color ranges.

4.4.3 Caretask Components

To learn about the all the Caretask components, [refer to the video guide](#) (from 3:25 – 5:00) or read the steps below.

There are 14 preset Caretask component types, each capable of containing question or task-like instruction. Patients must confirm their answers with "Next", but non-required components can be skipped. They can also navigate back to previous questions at any time. Media, such as videos, images, or documents, can be attached to components via

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the settings bar on the right after selecting the component, and all component types remain fully functional with attached media.

Deleting a component will remove it from the myoncare Careplan Manager entirely, i.e., for all healthcare professionals having access to a site's components. Deleted components cannot be restored. The available component types are listed in the table below:

> ⓘ Ensure that the components added within a Caretask do not exceed 60, due to performance reasons.

Icon	Description
	Free Text: Patients can answer in their own words (max 250 characters)
	Single Choice: patients can choose exactly one option while answering the question or task. The answer options must be defined under "Show Contents" while adding the component.
	Multiple Choice: patients may choose multiple selections for responding to the component. The answer options must be defined under "Show Contents" while adding the component.
	Numeric Range: Patients use a slider to indicate their answer. The value range and end labels are adjustable.
	Numeric Value: Patients can enter a numerical response. Enable "float-point numbers" to allow decimals.
	Yes / No: Creates a decision point in the Caretask. A "YES" answer can trigger a follow-up question, while "NO" skips it. Maximum decision tree depth is 1; additional logic can be set using Jumps.
	Pain location chart: it opens a silhouette of a human on which patients can locate their primary pain point.
	Ranking: Allows patients to order answer options by preference, keeping the most relevant item on top. The Evaluation Line lets only the top-ranked items (up to the set line) count toward scoring. The answer options must be defined under "Show Contents" while adding the component.
	Information: Features a description of a task which the patient is asked to fulfill. This component type shall be the primary type featuring media.

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Icon	Description
	Section: Allows to describe ensuing components with a longer text than the regular component description allows for. May be used as an introductory text. With this type of component, no interaction of the patient is intended, apart from viewing the information.
	File Request: Lets patients or HCPs upload a file while completing the Caretask. Files up to 10 MB are accepted and compressed for faster transfer. Files can be reviewed in the results view or patient files. (Note: myoncare does not provide imaging or diagnostic services based on uploaded files)
	Date Request: Allows patients or medical staff to enter a specific date when completing a Caretask. HCPs can also set thresholds based on the difference between the submitted date and the Caretask date.
	BMI: Calculates Body Mass Index from patient-entered height and weight. HCPs can assign scores or thresholds based on WHO categories: Underweight, Normal weight, Overweight, Obesity. Refer to: WHO Recommendations
	Blood Pressure: Lets HCPs request blood pressure measurements from patients. It displays the values and classifies patients into hypertension categories based on ESC-ESH Guidelines 2018.

4.4.4 Caretask Component Settings

When a component is added while creating a Caretask, its individual settings appear on the right side of the screen. Here, healthcare professionals choose to add the following additional information based on their requirements:

i. Add a title and description
ii. Attach files or a YouTube link
iii. Set threshold, score, jump, and answer analytics
iv. Enable scoring or mark the component as required

Some of the main component settings for the medical variant are explained below:

4.4.4.1 Jump Settings

The Jump setting is available only for single choice, numeric range, numeric value, information, and blood pressure components. Once the Jump toggle is enabled in “Component Settings” while adding a component, a “Jump to” column appears next to each response option, allowing selection of the component number to which the user should jump. Each jump must be defined individually for the relevant response options.

4.4.4.2 Score Settings

Assigning scores to components and answer options allows healthcare professionals to define how individual responses contribute to the overall evaluation of a Caretask. To

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enable scoring, activate the Scoring toggle under “Component Settings” while adding a component. The scoring behavior of the components are described below:

Components	Scoring Behavior
	One overall score is assigned when the component is answered.
	Each option can have its own score, determined by the selected answer.
	Predefined categories can each be scored individually. The final score depends on the patient’s category.
	Each item can be scored. Only the items above the Evaluation Line count toward the overall score.
	The entered number determines the score. Decimal values are supported and rounded to the nearest whole number.
	Scoring is not available.

Scores defined in Caretasks are used for the patient’s health indicator (section 4.4.2), displayed around their profile picture.

> ⓘ A plausibility check of the calculated maximum value can help identify potential scoring errors in individual components.

4.4.4.3 Threshold Settings:

Setting threshold for components informs healthcare professionals via special notifications about specific patient responses or component values, supporting early detection of adverse events and timely intervention in case of health deterioration.

Healthcare professionals can add thresholds to components before assigning a Caretask or saving a template. To set a threshold, activate the toggle in Caretask component settings and select the response or value to monitor. Once all thresholds are configured, the Caretask or template can be saved. Thresholds can also be set or adjusted later during assignment for individual patients or templates.

Thresholds can also be defined for section score values similarly to numeric components. Once set, the system continuously monitors these scores and automatically sends E-mail notifications to HCPs if a score exceeds the defined threshold. All section score thresholds are displayed in a comprehensive list for easy tracking and management. When a threshold is exceeded, a notification appears on the home screen of the HCP. Selecting it opens the related patient and Caretask details. Once viewed, the notification disappears. Thresholds included in templates are preset but can be modified during assignment. The threshold setting behavior of certain components are listed below:

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Components	Threshold Behavior
	Thresholds are not supported
	Thresholds are not recommended

4.4.5 Care Pathway Builder

To learn about how to create a Care Pathway, refer to the video guide or read the steps below:

Step 1: Create a new Care Pathway with Caretasks

i. Click "+" button at the bottom right of the "Care Manager" Module and select "Create Care Pathway".

ii. Enter the name of the Care Pathway.

iii. Click on "Care Pathway Settings" in the top bar to open the right sidebar.

iv. In the sidebar, select the reference type and associated ICD code and add an internal title (optional).

v. Click "Add Caretask" in the top bar. The right sidebar will open.

vi. Select the type of Caretask (Parent Caretask or Linked Caretask) and search for Caretasks using the search field.

vii. Drag and drop the chosen Caretask from the search results to the main area of the Care Pathway.

viii. To remove a Caretask, click on its card and select the "Delete" icon.

Step 2: Configure the added Caretasks

i. Click on the Caretask card to open its settings option

ii. Select "Add Configuration" from the list of settings

iii. Define the duration of the Caretask relative to the chosen reference date.

iv. Set the lifespan of the Caretask, indicating how long it will be accessible to the patient.

Step 3: Link your Caretasks if necessary

Caretasks can be linked to create dependencies within a Care Pathway. Only parent Caretasks with categorization via health indicator enabled can serve as the starting point for links. When selected, the parent Caretask displays three dots labelled '**well**', '**poor**,' and '**fair**' based on the health indicator settings. Caretasks without a health indicator do not show link points.

As shown in the image below, the health indicators determine which linked Caretasks are triggered. Linked Caretasks can have a configurable lifespan, occur only once, and can form multi-tiered linkages up to ten levels if the linked Caretask also has the categorization via health indicator enabled.

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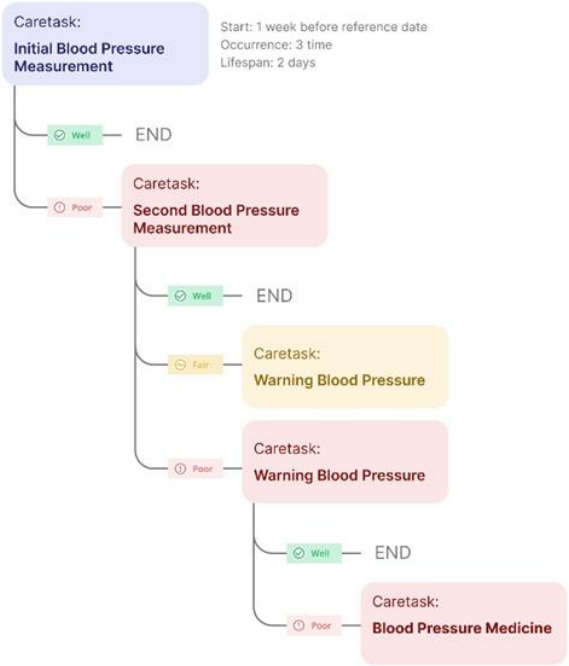

Step 4: Review the Caretask Components and its settings

i. Click on the Caretask card to open its settings option
ii. Select "Show" from the list of settings
iii. A modal screen appears with the list of components in the corresponding Caretask
iv. For the medical variant, verify the set thresholds, jumps, scores (if available)

Step 5: Save your Care Pathway

i. Review all included Caretasks and their scheduled occurrences.
ii. After verifying the schedule, click Save to store the Care Pathway.

4.4.6 Edit Care Pathways & Caretasks

4.4.6.1 Edit or delete a Care Pathway or Caretask

i. Open "Care Manager" and navigate to "Care Pathways" or "Caretasks" section to view all created Care Pathways & Caretasks respectively.
ii. Search and find the Care Pathway or Caretask to be modified.
iii. To edit the desired Care Pathway or Caretask, from the action buttons on the right side of the respective tile select "Edit/ Delete" icon.

4.4.6.2 Edit or deactivate an assigned Care Pathway or Caretask

i. Navigate to the patient detail page for the patient who has the Care Pathway or Caretask assigned.
ii. Open the Care Pathway or Caretask section to view all items currently assigned to the patient.
iii. Review the status of the Care Pathway or Caretask before making changes.
iv. Click the Edit/ Deactivate button on the tile of the Care Pathway or Caretask that you wish to modify/ deactivate.

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v. Adjust the reference date, confirm all component configurations, and reassign the Care Pathway or Caretask to the patient.

4.4.7 Assign Care Pathways & Caretasks

To learn about how to assign a Care Pathway, refer to the video guide (from 4:09) or read the steps below:

For a specific patient via Patient Detail section:

i. Click the "+" button at the bottom right and select "Assign Care Pathway" or "Assign Caretask".
ii. Select the item to send to the patient. Use the search field to find by name.
iii. Settings:
    a. For **Care Pathways**: Define the reference date. Caretask occurrences will be scheduled based on this date. If "Unspecified" is chosen, the default time is 12 PM. Assignment via existing patient appointments requires support activation.
    b. For **Caretasks**: Define start date, number of occurrences, and lifespan. Thresholds can be set or removed in the medical variant.
iv. Verify all scores, thresholds, and jumps.
v. Assign & send out the Care Pathways / Caretasks

For multiple patients via the "Care Manager" Module:

i. Click the "Assign" icon on the Care Pathway or Caretask template tile.
ii. Select patients from the list.
iii. Adjust settings if needed; only the selected template will be assigned.
iv. Use filters to assign Care Pathways or Caretasks in bulk to a specific patient group.

> ⓘ Only patients where the healthcare professional is part of the care team are displayed to choose from.

For quick access via QR-Code or Deeplink:

i. Click on the "QR-Code" icon next to a Care Pathway or Caretask template from the "Care Manager" Module.
ii. A side screen appears where you can view, export, copy, or activate/ deactivate the QR-Code or Deeplink.
iii. Export the QR-Code as PNG or JPG for invitations or registration letters.
iv. Patients not yet enrolled will be prompted to self-register and connect to the site.

When a patient scans a QR-Code or opens a deep link, the corresponding Care Pathway or Caretask is automatically assigned. For a Care Pathway, the scan time sets the reference date and schedules all included Caretasks. While a single Caretask is sent directly to the patient.

Assigned Caretasks appear on the patient's device on the defined start date. If notifications are enabled in their preferences, patients receive a push notification via the mobile app or an E-mail via the progressive web app. Otherwise, new Caretasks are visible when the patient opens the app, and patients are prompted to enable notifications for timely updates.

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4.4.8 Export & Import

4.4.8.1 *Care Pathways & Caretasks*

Care Pathways and Caretask templates can be shared across teams or sites using the export functionality. By clicking the "Export" icon on the corresponding template in the "Care Manager" Module, the selected template is downloaded as a compressed *.zip* file containing the required *.care* file. This file can then be used to transfer the template to another site.

To use a template at a different site, select "Import Caretask/Care Pathway" from the Care Manager "+" action menu at the bottom right of the screen, choose the downloaded .care file from your system, and follow the on-screen instructions. Once imported, the template can be assigned and edited like any regular template at the new site.

> Only .care files can be imported

4.4.8.2 Patient Data from Tumor Documentation Systems (OncoBox-Compatible)

myoncare Careplan Manager allows importing patient information from tumor documentation systems (OncoBox-compatible), including master data, case information, diagnosis, tumor board decisions, surgery, histology, and radiotherapy details.

To import the above-mentioned health information, click the "+" action button within the patient list at the bottom right and select the import button. Select the *.xml* file you want to import and click on "Import". The information will be added to the respective patients, in the patient overview under the section "Imported Data". The imported information will only be displayed and is not processed by any means. The mapping of patient data works via the patient-id. In case data is already being imported and will be imported once again, the old data will be overwritten with the new import information.

Furthermore, you can export the patient information via clicking the "+" action button and use the functionality of exporting patient data. A CSV file with the above-mentioned data will be generated and downloaded to your files.

> This feature is not available by default, for more details & availability please contact us at service@myoncare.com

4.4.9 AI Assistance (myon.ai)

With myon.ai, healthcare professionals can efficiently create Caretasks using AI-assisted support. As shown in the image below, an information box with a toggle for myon.ai appears at the bottom of the components screen while creating a Caretask (Section 4.4.1). When this toggle is enabled, the healthcare professional is prompted to enter details such as the context, clinical stages, and relevant frameworks, followed by an appropriate prompt. myon.ai then automatically generates comprehensive Caretasks, ensuring accuracy, consistency, and minimizing manual effort. Each Caretask includes key elements such as scores, jumps, transitions, and thresholds, allowing for quick adjustments and refinements.

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Healthcare professionals retain full control to review, refine, and validate all AI-generated Caretasks & components. Before finalizing and saving the Caretask, a pop-up screen will appear stating: *"I confirm that I have reviewed the entire Caretask content, and it is accurate, complete, and suitable for patient use"*. By integrating myon.ai into your workflow, you can enhance efficiency, maintain consistency, and streamline care management. Healthcare professionals are responsible for reviewing AI-generated content to ensure it aligns with clinical guidelines and patient safety requirements.

myon.ai is available only if purchased and enabled in the site settings by a site admin. Please contact us at sales@myoncare.com for more details.

4.4.10 Generate Caretask Summary Reports

myoncare Careplan Manager allows healthcare professionals to provide patients with a Caretask Report summarizing the results of completed Caretasks. Patients can review the report and, if needed, share it with other healthcare providers for further assessment.

The Caretask Report includes patient details such as name, Patient ID, date of birth, ICD code, gender, institution name, and address, as well as Caretask information including its name, description, report generation date, total recurrences, and lifespan in addition to the components and given answers. Components are listed with an index number, title, and all answer options. Reports include both section scores and overall scores, providing detailed insights into patient progress. Components with defined jumps indicate which options lead to subsequent components. Only components displayed to the patient during the Caretask are included in the report.

To generate a Caretask Report, healthcare professionals must enable 'Create a Caretask Report for the Patient' in the Caretask settings. You can choose to generate reports for every response or only when a threshold is exceeded, set the report language, and enable review with an optional "Report Review".

Reports are accessible via the "Ready-to-Review Reports" tab in the Patients Module. Patients receive a push notification when a report is generated and can access it through the mobile app or the patient file tab in myoncare Careplan Manager. Reports requiring review are not visible to patients until finalized.

For more information on the PDF reports please refer here.

4.5 Appointments & Video Call

To learn about how to create and manage appointments, refer to the video guide or read the information below.

The "Appointment" Module allows healthcare professionals to view, manage, and schedule appointments efficiently. Appointments can be displayed in a calendar format and filtered by appointment type or patient group. Hovering over an appointment displays key details such as the patient's name, ID, time, and address. ***The Appointment Module also supports scheduling video call appointments, and this feature is only available**

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if purchased by your hospital or clinic and should be enabled in the site settings by your site admin. It provides a secure and convenient way for healthcare professionals to connect with patients remotely.

Follow the steps below for scheduling an appointment with your patient:

i. Click the "+" action button at the bottom right of the "Appointments" Module.
ii. Click on the "Add Appointment" button from the action menu
iii. In the "Add Appointment" modal screen, select the patient for the appointment. **(Only one patient can be selected at a time.)**
iv. Click "Next" to continue.
v. Enter the appointment details, including Appointment Type, Title, ICD Code, Address, Details, and Start/End Date & Time. The Fields marked with (*) are mandatory.
    a. **If the "*Appointment Type" is set to Video Call**, a secure video call link will be automatically generated and sent to both the healthcare professional and the patient. The appointment will also appear in the patient's mobile app, and notifications will be sent according to their notification settings.
vi. Click "Next" to review the appointment details.
vii. Choose one of the following options:
    a. Send out immediately to notify the patient and confirm the appointment.
    b. Add assignments to schedule the appointment later.

> For more information about enabling the video call feature, please contact us at sales@myoncare.com.

4.6 Assign Medication

The medication feature in myoncare Careplan Manager allows healthcare professionals to assign, edit, deactivate, and manage medications for their patients. All assigned medications are displayed in the Medications tab of the patient detail page, including key information such as dosage, recurrence, and treatment schedule, providing a clear overview of the patient's medication plan. Follow the steps below to manage your patients' medications:

i. Go to the specific patient detail page and select the "Medications" tab to view all assigned medications.
ii. Edit a medication by clicking the "Edit" icon or deactivate it using the "Deactivate" button.
iii. Click the "+" action button and select "Assign Medication". Enter the necessary information in the modal screen and review the details.
iv. Choose to send out immediately or add the medication to assignments to activate later.
v. Activate any assigned medication by clicking the "Activate" button on the corresponding medication tile.

Once a medication is assigned and activated, the patient receives a notification and reminders based on their preferences & notification settings. Existing medications and reminders can be reviewed, and new reminders can be set up to support adherence. If a

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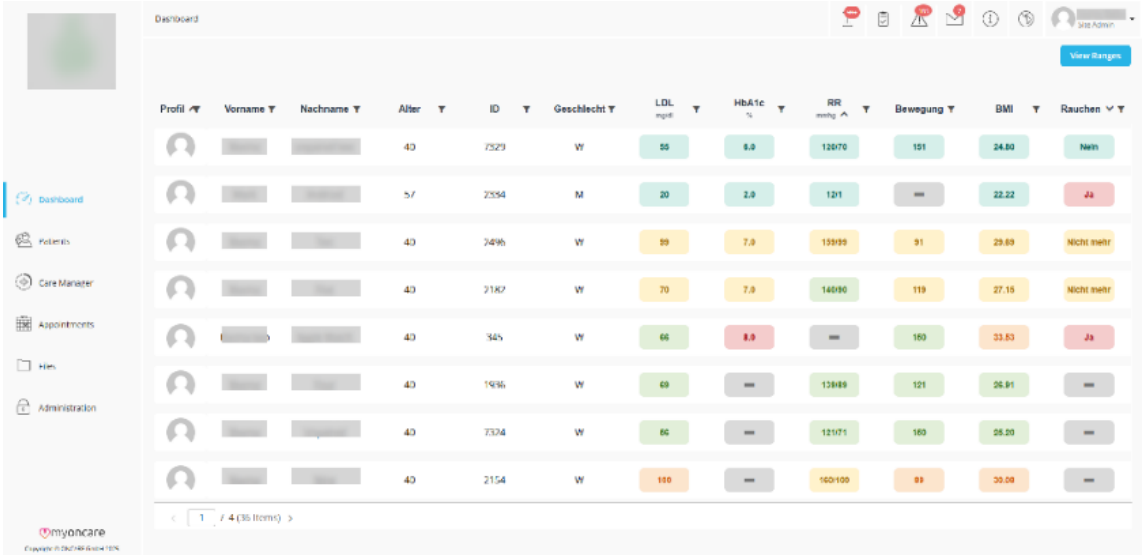
patient scans a medication plan via the patient mobile app, current reminders are deactivated, new reminders are activated according to the plan, and a reference to the medication plan PDF is displayed on top.

> Assigning medications is disabled if a BMP already exists and was uploaded by the patient.

4.7 Dashboard

myoncare Careplan Manager gives healthcare professionals secure access to an optional customized, externally configured dashboard directly within the myoncare Careplan Manager. The dashboard displays key patient parameters and their reference values in a dedicated in-app view, allowing clinical staff and site admins to review patient vitals and insights seamlessly without leaving the platform.



The “Dashboard” Module appears as a dedicated section in the navigation menu above “Patients” Module and becomes the default landing page after login, giving users immediate access to relevant insights. The dashboard includes health indicators and a range table to help interpret the data. If you need a customized dashboard, contact myoncare customer support to request a dashboard and specify your requirements. Inform your site admin who can then toggle the “Dashboard Availability” functionality option in the site settings to enable access to the dashboard.

> The Dashboard feature requires a separate purchase. For more information or to enable this feature, please contact us at sales@myoncare.com.

4.8 Files

To learn about “Files” Module and how to attach a file, refer to the video guide or read the information below.

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The Files section allows healthcare professionals to upload, download & manage documents, images, videos, and audios within myoncare Careplan Manager. Uploaded files can then be shared with patients via chat or Caretasks.

To access the File Module, click the "File" icon on the navigation bar on the landing page. Files are automatically organized into four categories: Documents, Images, Videos, Audios, and Privacy Policies, providing a clear overview. Supported file types and their corresponding categories are outlined in the table below.

Document Types	Image Types	Video Types	Audio Types	Privacy Policy
PDF	JPEG/ JPG	MP4	WAV	PDF
	PNG	MOV	MP3	
	GIF	M4V	MP4	
	BMP			

Within the module, healthcare professionals can share uploaded files with connected institutions or sites, search for specific files within each category, and retry if any uploads or actions that were interrupted.

Each uploaded file has icons on its respective tile to export, preview, edit (name, description, visibility), or delete it. Files attached to Caretasks, shared with patients, or uploaded privacy policies cannot be deleted until detached, ensuring secure and flexible file management.

Refer to section 4.9.1 for information on how to add or update the privacy policy for a site.

ⓘ Only files up to 30 MB, maximum of 3 at a time can be uploaded.

4.9 Administration

The "Administration" Module in the myoncare Careplan Manager allows healthcare professionals to add, edit, activate, and deactivate users, manage sites & satellites, and customize filters within myoncare Careplan Manager. On the "Administration" Module, users see an overview of enrolled healthcare professionals (users) with their mandatory data.

The lists of sites, satellites, custom filters, and roles organized in separate tabs, each with a search bar for easy navigation. By clicking the action button, users can add new healthcare professionals, create sites, define custom filters, or assign roles. Access to this module and specific tabs depends on the healthcare professional's site permissions, and not all users will have full access. Refer to the end of this document to see the rights & permissions.

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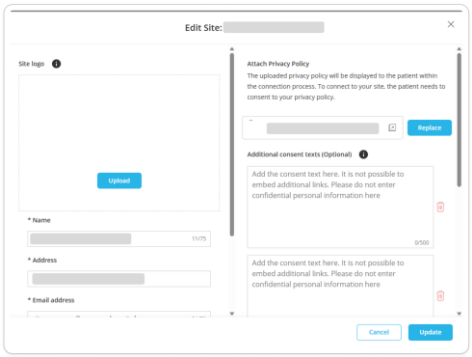
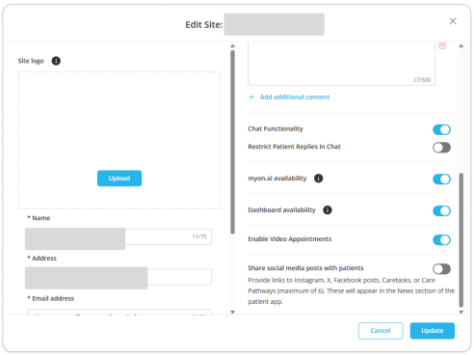
4.9.1 Site

Users can create Sites to organize patients and manage care based on their hospital, clinic, or department. Assigning patients and users to a Site ensures that patient information is visible only to those associated with that Site, helping maintain privacy and streamline workflows.

To create a new site, click "Create Site" from the “+” action menu from the bottom right on the Administration Module which opens a form with a few mandatory fields and an option to upload a site logo (recommended size: 40x40). Sites can be activated or deactivated using the "(De-) activate" toggle on the far right of the Sites overview page, and only site admins have permission to edit or change site status. After initial setup, sites can be further edited by clicking the "Edit" icon in the site list, which opens a similar form to the creation mask for updating site details.

The users with right permissions (eg: site admin) can manage the site settings including chat & call settings, dashboard settings, myon.ai settings, and settings for sharing social media posts with patients. The users with right permissions (eg: site admin) can also attach or replace the privacy policy that is to be displayed to the patient and add additional consents for the patient during onboarding.





> ⓘ A site can only be created by a super admin.

4.9.2 Satellite – Adding External HCPs

The Satellite feature simplifies integrating external healthcare professionals into the myoncare Careplan Manager. Satellites can be assigned exclusively to users with the "External HCP" role, ensuring that patient information is accessible only to these external HCPs when the QR-Code linked to their Satellite is scanned by patients.

Healthcare professionals can also directly assign patients to Satellites within the patient details page. It is the customer’s responsibility to ensure that their terms and conditions and privacy policy allow external HCPs on their site and, if necessary, to establish any required contracts between their organization and the external HCPs.

To create a new Satellite, select "Create Satellite" from the “+” action menu from the bottom right in the “Administration” Module and fill in the mandatory fields in the pop-up window. Satellites can be (de)activated using the "(De)activate" toggle on the far right of each of the satellite tiles on the Satellites overview page in the Administration Module.

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ⓘ A satellite can only be deactivated if no users are mapped to it.

For more details on Satellites please refer here.

4.9.3 Invite Users

The “Users” tab in the Administration Module lists all users, including healthcare professionals (HCPs), site admins, and super admins for the site or installation. Based on their roles and permissions, users such as site admins or super admins can view, edit, activate, or deactivate HCPs. The list can be sorted by first name, last name, username, or E-mail, and displays each user’s role and associated site.

To invite an internal user, click the “+” action button at the bottom right of the “Administration” Module and select "Invite User". A modal screen will appear where you can enter the user’s E-mail address, assign a role, and send the E-mail invitation directly to the desired internal user. For more information on roles and permissions, click the "Check roles & rights description" link in the top-right corner of the modal.

4.9.4 Manage Users

Site admins and super admins can manage and edit users linked to a site through the “Administration” Module in the myoncare Careplan Manager. To edit a user, click the “Edit” icon on the corresponding user tile. You can update the user’s E-mail, password (requires the current password), name, ward, and Behandelter AISID, then click Update to save. A site admin cannot edit another site admin details, and a super admin cannot edit another super admin detail.

ⓘ Only site admins & super admins have the right to edit user details.

4.9.5 User Roles & Training Materials (myon academy)

All the predefined user roles available in the myoncare Careplan Manager along with their corresponding training resources from the myon.academy are listed below:

Role	**myon.academy**
Doctor	Training Materials
Nurse	Training Materials
Site admin	Training Materials
External HCP	Training Materials
Are you part of the myon.clinic?	
Physician	Training Materials
Medical assistant	Training Materials

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Author	Training Materials
Nursing professional	Training Materials

For more information on the Roles & Permissions please refer to Annex I of this user guide. If you have permission to manage roles in the myoncare Careplan Manager, you can add, edit, or delete roles to control access levels and the actions available to users. Each role defines what a user can view, modify, or manage within the platform.

4.9.5.1 Add a new Role

i. Click “Create User Role” from the “+” blue action button available at the bottom right in the “Administration” Module.
ii. In the configuration menu:
    a. Enter a Role Name.
    b. Select the permissions for each module and action.
    c. Click Save to confirm your changes.

> ⓘ (De)selecting the toggle on the User tile in Administration automatically enables or removes all rights for that specific user.

4.9.5.2 Delete a Role

Before deleting a role and its associated permission set, site admins must ensure that no active healthcare professionals are currently assigned to that role. Deleting a role requires double confirmation via a dialogue popup. Once deleted, all accounts linked to this role will be immediately deactivated, and the affected healthcare professionals will no longer be able to log in.

4.9.6 Create Custom Filter

Custom filters (saved filters) allow the site admins to create, edit, and delete filters within the “Custom Filters” tab in the “Administration” Module. **This feature is only available for site admins or those with permissions for managing custom filters in their role matrix (Refer: Annex I for roles & permissions).** Once created, these filters appear in the “Patients” Module when clicking “Filter”, enabling quick access to specific patient subsets. Filters can also be applied during data export, ensuring only patients matching the criteria are included. To create a new custom filter, follow the steps below:

i. Click “Create Filter” from the “+” action menu available at the bottom right in “Administration” Module
ii. Enter a Filter name and select a Preset if necessary. You may also choose an existing filter as a draft to modify.
iii. Add rules to define specific filter criteria (e.g., patient attributes, ICD-10 codes, OPS codes).
iv. Add groups to combine multiple rules using AND (all criteria must match) or OR (any criteria can match) logic.
v. Optionally, refine the filter further using conditions like intersect or exclude to narrow or exclude results.

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vi. Review the logic carefully, especially when adding multiple groups, as complex filters may affect the output.
vii. Save the filter to make it available in the patient list. Use “Delete” to remove unwanted rules or groups.

Existing filters can be edited by going to the “Custom Filters” section in “Administration” Module, locating the desired filter, and clicking the “Edit” icon on its tile.

ⓘ Please contact us at service@myoncare.com to customize a filter for your site.

5 Warnings & Precautions

5.1 Warnings

i. myoncare does neither claim nor intend to replace a user’s / healthcare professional’s experience and expertise, regardless of the use scenario. It solely provides additional assistance to the user in monitoring the health status of patients. All content displayed and modelled within myoncare requires the user to perform a plausibility review prior to initiating further actions, treatments or assessing the medical devices as well as non-medical device’s output.
ii. In case customers intend to collect health data from openly accessible registrations, e.g. by making the registration QR-Codes or Deeplinks publicly available on a website in an anonymous fashion, customers need to proactively ensure that the legal basis for data processing is adequately established. Alternatively, the data shall always remain anonymous. ONCARE will not assume liability in such cases whatsoever.
iii. NEVER use the health indicator as the sole decision-making criteria for diagnosis and/or therapy. This is also indicated by the following warning in the system: “I am aware that scores and thresholds shall not be used as the sole basis for medical intervention / further medically relevant actions or prioritization of patients.”
iv. Before assigning Care Pathways or Caretasks, all scores, thresholds and jumps should be verified for validity. In addition, at no time should a score lead to the sole basis of an intervention, relevant medical action, or prioritization of individual patients. This is described in the following warning: “I am aware that thresholds and scores shall not be used as the sole basis for medical intervention, further medically relevant actions or prioritization of patients”. “I confirm that all thresholds, scores and logic jumps were validated and adequately address the purpose of the Caretask”.
v. As soon as the healthcare professional adds another component with scoring or adjusts an existing Scoring of a component to an existing Caretask, the overall scoring scheme of the Caretask needs to be reviewed and adjusted.
vi. It must be ensured that only patients who shall receive this Care Pathway or Caretask per the healthcare professional’s intention are selected.
vii. It must be ensured that the reference type is selected correctly, as all Caretasks of the Care Pathway are defined in fixed relationship with the reference type. Otherwise, the Caretasks will be sent out to patients at a different time.

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viii. If a start or end date is defined, the description of “before” and “after” defines the date in relation to the reference type (e.g., 9:00 o’clock, 3 days before the surgery).

ix. In case an appointment is rescheduled (but already connected with Care Pathways), the rescheduling scheme presents also potential conflicts with a red outline (e.g., a Caretask is in the past). Ensure that all Care Pathways and their Caretasks are still correct or adjust them accordingly (note: this must be done manually). The following warning will be displayed: “Highlighted Caretasks have a start date in the past and will therefore not be sent out to the patient. To send them to the patient, go to the specific patient and change the start date of the Caretask there”. To adjust to a conflict within a Caretask (e.g., a Caretask is in the past), finish the workflow of appointment rescheduling and go to the specific patient, for which the appointment was rescheduled. Go to the specific Caretask and select “Edit assignment” and adjust the start date accordingly.

x. In case an appointment and a Care Pathway were already connected (via reference type, and ICD-code), it is not possible to connect the same Care Pathway a second time. The following message is presented: “The Care Pathway ‘<name of Care Pathway> is already active for this patient. You cannot assign a Care Pathway multiple times.”

xi. When scanning QR-Code or clicking on a Deeplink of a Caretask or Care Pathway, the most recent update of the content will be assigned and sent out to the patient.

xii. For data security and data privacy reasons, intended users are advised to change the initial password, which has been set as a default by ONCARE, immediately after the first login.

xiii. In case the filter setting is selected so that not all patients are visible, a warning will be displayed: “Patient filter applied!”.

xiv. Users and medical professionals are hereby advised not to rely on threshold notifications alone for diagnosis / intervention or any subsequent adjustment in a patient’s therapy.

xv. All template thresholds and scores must be removed in case one or more selected patients being below 18 years old.

xvi. Caretasks and templates, which include thresholds or scores, cannot be assigned to patients below the age of 18 years. This will be indicated by a warning on the bottom of the “patient selection” step and the “next” button will consequently be disabled.

xvii. In case customers intend to collect health data via openly accessible registrations, e.g., by making the registration QR-Codes or Deeplinks publicly available on a website in an anonymous fashion, customers need to proactively ensure that the legal basis for data processing is adequately established. Alternatively, the data shall always remain anonymous. ONCARE will not assume liability in such cases whatsoever.

xviii. The activity displayed data can be inaccurate or incomplete. Please, consider this within your decision making.

xix. DO NOT USE myoncare’s video call functionality FOR EMERGENCY CALLS or diagnosis. Call quality depends upon network availability and camera quality and might therefore be inadequate to diagnose or assess a patient’s health condition.

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xx. The Care Pathway may include Caretasks scheduled before the reference date. In that case a pop-up to make the user aware of reviewing the scheduling of Caretasks as well as the chosen reference date appears.

xxi. In case the user wants to assign a Care Pathway based on an existing appointment of the patient, the user needs to ensure that the patient's appointment is marked with the corresponding reference type as well as ICD-Code. If this has not yet been done, a warning within the assignment process will be displayed mentioning that the patient has no accurate appointment scheduled yet. Therefore, the myoncare WebApp user cannot assign the appointment to the patient.

xxii. By making QR-Codes or Deeplinks publicly available on a website, flyers or as a display at clinics in an anonymous fashion, healthcare professionals or clinics shall proactively ensure that the Caretask or Care Pathway is only intended for general support but does not contain content individualized for a single patient. It is not intended to be a substitute for professional medical advice and should not be relied on as health or personal advice, nor intended to diagnose, treat, cure, or prevent any condition or disease. Be aware that the Caretasks could be answered by individuals of the public, be aware not to create a doctor-patient relationship. Any medical information should be provided as general information only. Public means everyone, not members of a specific group, public does not include a specific doctor-patient relationship. ONCARE assumes no responsibility or liability for omissions or errors that may appear and for any misuse of the QR - codes or Deeplinks that are made available publicly, and ONCARE cannot assure the availability of the service at any given time. As the use is at your own risk, you are fully encouraged to use all possible means and precautions to overcome any of the above factors. ONCARE makes no endorsement or guarantee regarding the safety or efficacy and shall be held harmless for any losses or damages that may result from the above-mentioned usage including, but not limited to, economic loss, injury, illness, or death.

5.2 Precautions

i. In the event of malfunction of the myoncare Careplan Manager interface, ONCARE recommends healthcare professionals to refresh their browser or – if the malfunction persists – to restart the hardware. Should this not result in myoncare Careplan Manager resuming adequate functionality, healthcare professionals are hereby advised to log the date as well as the errored workflow and forward it to ONCARE support, ideally including a screenshot and a brief description of the malfunction.

ii. Deactivating a site will automatically render all user logins associated with this site invalid.

iii. Deleting a role will automatically render all logins associated with this role invalid. Users of this role/permission set will no longer be able to log in.

iv. Whenever components carry a score, the answers will affect the health indicator value accordingly, unless the box "Categorization via health indicator" remains unchecked / is greyed out.

v. The health indicator is always present, but its use is optional. Patients will not see their "health status".

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vi. The “Activate Scoring” feature is greyed out unless the toggle button is actively selected (indicated by turning blue). This means that assigned scores will not automatically be calculated unless this option is selected by the creator. If it remains deactivated, the Caretasks will be excluded from the calculation of the health indicator and will not show a score.

vii. Deleting a patient will only remove the patient from myoncare. Patient data, as well as the health record stored in the hospital information system (HIS), will still be accessible. Within back-up of the data, the deleted information can still be retrieved. To finally delete all data please contact your site admin.

viii. Please be aware of the duty to preserve records, if required by law.

ix. The deletion of patients will also remove the patient’s access to the Mobile. Patients can also re-register with a site by scanning a new QR-Code as described in the invitation workflow.

x. Deleting a Care Pathway completely removes it from the myoncare Careplan Manager, i.e., for all users who have access to this site. Deleted objects cannot be restored. The results for previously sent or answered Caretasks are still available in the Patient Module.

xi. Please do not enter confidential personal information in the consent texts.

xii. Working with myoncare Careplan Manager will require healthcare professionals to familiarize themselves with the use of the Care Manager Module.

xiii. Scoring needs to be enabled by activating the toggle button in the right sidebar for every component. The scoring of individual answers needs to be adjusted for each item.

xiv. In case a start date was selected, and a weekly occurrence chosen, for example Mondays, then patients will get the Caretask on the first Monday after the start date for the first time.

xv. Deleting a component will remove it from the myoncare Careplan Manager entirely, i.e., for all users having access to a site’s components. Deleted components cannot be restored.

xvi. Deleting a Caretask template will remove it from the myoncare Careplan Manager entirely, i.e., for all users having access to a site’s components. Deleted templates cannot be restored (unless they are re-imported). Results for previously sent or answered templates will still be accessible within the Patients Module.

xvii. Once the “Lifespan” begins, patients receive a push notification stating the title of the Caretask they were assigned. After the “Lifespan” has ended, patients can no longer access the Caretask to respond to it.

xviii. Should healthcare professionals choose not to select the option “Send out immediately”, the Caretasks will be assigned but still require to be actively sent to patients on the individual patient overview page.

xix. Thresholds set during the “assignment” workflow will not be saved to the template. These are only valid for the assignment cycle.

xx. A Caretask occurrence can only be displayed to the patient if an internet connection is ensured by the users as well as the patient. To prevent the patient from missing occurrences, we highly recommend an internet connection establishment at least once every 24 hours.

xxi. Do not use video files which were previously converted using third-party software. These converted video files are not supported by myoncare.

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xxii. After the patient is created, either by creating the patient within the myoncare Careplan Manager or by a self-registration process, it is possible to edit the demographic data of the patient. If these changes happen via the myoncare Careplan Manager, the changes are only reflected in the myoncare Careplan Manager and not in Mobile. If, on the other hand, a patient changes this data via Mobile it is reflected in myoncare Careplan Manager as well.

xxiii. To ensure optimal performance and provide patients with the best user experience, the number of Caretask in a Care Pathway is limited to 200.

xxiv. Healthcare professionals should only choose to answer on behalf of a patient if it is confirmed that the patient is unable to respond independently. Additionally, it is recommended that healthcare professionals seek permission from the patient before utilizing this option.

6 List of Applicable Standards

Standards: Revision	**Title**
EN ISO 13485:2016/AC:2018	Medical devices - Quality management systems - Requirements for regulatory purposes
EN ISO 13485:2016/A11:2021	Medical devices - Quality management systems - Requirements for regulatory purposes
EN ISO 20417:2021	Medical devices - Information to be supplied by manufacturer
EN 62366-1:2015+A1:2020	Medical devices - Application of usability engineering to medical devices
EN ISO 14155:2020	Clinical investigation of medical devices for human subjects — Good clinical practice
EN ISO 15223-1:2021 Amd 1:2025	Medical device - Symbols to be used with medical device labels, labelling and information to be supplied - Part 1: General requirements
IEC 62304:2006 + A1:2015	Medical device software - Software life-cycle processes
IEC 82304-1:2016	Health software — Part 1: General requirements for product safety
EN ISO 14971:2019	Medical devices — Application of risk management to medical devices
EN ISO 14971:2019/A11:2021	Medical devices — Application of risk management to medical devices

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ISO/TR 22696:2020	Health Informatics Guidance on the identification and authentication of connectable Personal Healthcare Devices (PHDs
ISO 17090-1:2021	Health informatics — Public key infrastructure — Part 1: Overview of digital certificate service
ISO 17090-2:2015	Health informatics — Public key infrastructure — Part 2: Certificate profile
ISO 17090-4:2020	Health informatics — Public key infrastructure — Part 4: Digital signatures for healthcare documents
ISO/TS 21547:2010	Health informatics — Security requirements for archiving of electronic health records — Principles
EN ISO/IEC 27001:2017	Information technology – Security techniques – Information security management systems – Requirements
IEC/TR 62366-2:2016	Medical devices – Part 2: Guidance on the application of usability engineering to medical devices
IEC/TR 60601-4-5:2021	Medical electrical equipment - Part 4-5: Guidance and interpretation - Safety-related technical security specification
IEC 81001-5-1:2021	Health software and health IT systems safety, effectiveness, and security - Part 5-1: Security - Activities in the product life cycle
CEN ISO/TR 24971:2020	Medical devices - Guidance on the application of ISO 14971
CEN ISO/TR 20416:2020	Medical devices — post-market surveillance for manufacturers
ISO 81001-1:2021	Health software and health IT systems safety, effectiveness, and security - Part 1: Principles and concept

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ISO/IEC 27001:2022	Information security, cybersecurity, and privacy protection — Information security management systems — Requirements
ISO/IEC 27002:2022 27001:2022/Amd 1	Information security, cybersecurity, and privacy protection - Information security controls
ISO/IEC 27000:2018	Information technology — Security techniques — Information security management systems — Overview and vocabulary

7 IT Security & Safety Measures

myoncare Careplan Manager ensures high security and data protection standards for all users and communications. The following measures and recommendations apply:

i. Token-based authentication and SSL encryption for accessing functions and data transmissions, i.e., the communication between doctors and patients through myoncare is protected by tokens and secure scripts, which will only allow transfer of data with the right authentication.

ii. Transmission of data is initialized by an encrypted transaction database (Firebase, as a NoSQL database, triggers the notification, which needs to be decrypted via the token authentication). Thus, patient responses are all end-to-end encrypted by dedicated tokens.

iii. Transmission of data is encrypted within the internal communication between myoncare services.

iv. The healthcare professional shall change the log-in data (password) after the first login.

v. Logfiles can be found in the installation directory. For cloud-based installations, please contact service@myoncare.com. Only the site-admin has the right to see the logfiles. The responsibility for the analysis of the logfiles lies with the support team of ONCARE GmbH.

vi. Update strategy: As soon as a new version of the myoncare Careplan Manager is available, the support team of ONCARE GmbH will contact you to update your system.

vii. Each bug-fix version (update, which results for trouble-shooting reasons) will be installed for every customer by the ONCARE GmbH. Please be informed that bug-fix versions for versions earlier than myoncare Careplan Manager 1.9 are not supported. ONCARE GmbH does not support backwards compatibility of versions before myoncare Careplan Manager 1.9 for either Careplan Manager or Mobile. To guarantee the best possible user experience, it is mandatory to update the system on the newest available version of myoncare Careplan Manager.

viii. Without a stable internet connection, the myoncare Careplan Manager is not available.

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ix. Please contact the site-admin in case the error message “Something went wrong” occurs or in case of problems with the product.

x. ONCARE GmbH takes care of the data back-up for cloud-based installations. In the case of a local installation, each customer is responsible for backing up the data regularly.

xi. In case of multiple failed log-in attempts of myoncare Careplan Manager users trying to log-in to the myoncare Careplan Manager, the account of this person will be deactivated due to security reasons. Deactivated user accounts can be easily reactivated through the site admin within the administration section of the myoncare Careplan Manager. To Activate / Deactivate a myoncare Careplan Manager user, the toggle button of the respective user shall be triggered. Until the account has been reactivated the user is not able to log-in to his account and therefore cannot monitor patients through myoncare Careplan Manager. We highly recommend communicating the responsibility of the site admin to the users of myoncare Careplan Manager within your organization.

xii. A security feature ensures that a myoncare Careplan Manager user account cannot be logged in multiple times at the same point of time. In case a user tries to log-in through a separate browser / tab or similar while an elder session is still ongoing, the elder session will end immediately. If the elder session contains unsaved changes (e.g. Caretasks, Care Pathways, Chats or similar), these changes will not be saved and cannot be retrieved. To avoid the loss of unsaved changes, please ensure that there is always just one active session. Furthermore, if you notice suspicious logouts of your active session, please change your password to protect your user account from being used by third parties.

xiii. Locally maintained installations:

a) Ensure stable internet connection of at least 10 Mbps for all devices using myoncare Careplan Manager as well as the server on which myoncare Careplan Manager is installed.
b) Necessity of a firewall: It is mandatory to use an appropriate firewall and to allow communication of myoncare Careplan Manager clients with the associated database.
c) Proxy settings shall allow communication of myoncare Careplan Manager clients with the associated database.
d) The file path / storage location of the installation shall not be changed without prior consultation with ONCARE support.
e) The hard drives on which myoncare Careplan Manager is installed shall not be partitioned.
f) Do not delete any files from the myoncare Careplan Manager installation folder.
g) Enable adequate storage volume without moving data elsewhere.
h) Ports required for communication with the Hospital Information System (HIS) shall not be blocked.
i) Make sure appointments and Caretask components are initialized adequately within the HIS as well as myoncare Careplan Manager.
j) Make sure HL7 connection remains functional if you modify network parameters within hospital IT.

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k) WiFi / indoor mobile data connection is required for use among in-house patients.
l) Define the access rights to the log files in the installation directory.

xiv. To keep track of all actions which were carried out with myoncare, a historical view for each patient and each Caretask is presented in the myoncare Careplan Manager. This historical view can be reviewed within the respective user view in the administration section.

xv. In case the system appears to not function properly / shows signs of security breaches or data inconsistencies, we highly recommend reporting the issues to ONCARE GmbH.

8 Technical Requirements

OS (Desktop)	Version (or Higher)	Browser			
		Firefox	Safari	Chrome	Edge
Windows	10	Supported	N/A	Supported	Supported
MacOS	10.11	N/A	Supported	Supported	N/A
Ubuntu	20.0	Supported	N/A	Supported	Supported
iOS	13.0	N/A	Supported	N/A	N/A
Android	12.0	N/A	N/A	Supported	Supported

The use of myoncare Careplan Manager has been verified using officially released versions of smartphone operating systems, browsers, or desktop software. Testing software versions are not supported. Network and server connections must be stable and their speed at least 10Mbps. Restart is required if connection is unstable or is lagging. Wi-Fi / indoor mobile data connection is required for use among in-house patients.

Application (Screen, Tablet): A screen size of 10.5” or higher is required for adequate scaling.

Interfaces: myoncare Careplan Manager offers the possibility of an interface with various related software applications such as hospital information systems. For a reliable statement regarding a possible interface as well as the corresponding data flow diagrams and requirements for your IT network, please contact sales@myoncare.com.

Compatibility with other (medical) devices: myoncare Careplan Manager does not claim to be compatible with any other (non-)medical devices or any of their accessories available on any worldwide market other than myoncare Mobile.

The compatibility of myoncare Careplan Manager is always ensured by parallel development, verification, and validation.

For more information on technical requirements, please refer here.

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9 Incident Reporting

Healthcare professionals shall report any serious incident which has occurred in relation to myoncare Careplan Manager, to ONCARE at service@myoncare.com as well as the competent authority of the member state in which the user is established. Healthcare professionals are required to inform patients of prior to their use of myoncare (Mobile App).

If you are a healthcare professional facility located in the United States of America:

Please note that the reporting requirements of Title 21, CFR Part 803 apply to this device. Please make sure to submit individual adverse events to vigilance@myoncare.com regarding:

a) Device-related deaths

b) Device-related serious injuries

Please further note the reporting requirements of Title 21, CFR Part 803 including the FDA.

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Site Admin

The defined role "Site Admin" reflects a role within your institution with the most rights for the Webapplication myoncare and should therefore be assigned to IT-Admins or personal within your organization responsible for the administration of myoncare.

	Page	Delete	Update	Read	Create	Show	Send	Unassign	Share
✓	Patients	✓	✓	✓	✓	✓			
✓	Users	✓	✓	✓	✓	✓			
–	User Roles		✓			✓			
–	Sites		✓			✓			
✓	Satellite	✓	✓	✓	✓	✓			✓
✓	Custom Filters	✓	✓	✓	✓	✓			
✓	Appointments	✓	✓	✓	✓	✓		✓	
✓	Medications	✓	✓	✓	✓	✓		✓	
✓	Tele Medicine	✓	✓	✓					
✓	Careplan Templates	✓	✓	✓	✓	✓		✓	✓
✓	Careplans	✓	✓	✓	✓	✓		✓	
✓	Care Pathways	✓		✓	✓	✓		✓	
✓	Care Pathway Templates	✓	✓	✓	✓	✓		✓	✓
✓	Files	✓	✓	✓	✓	✓	✓		✓
–	Standard Data Mapping			✓		✓			

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Doctor

The defined role "Doctor" has all rights to edit, delete or do further actions with the essential features of this product. This role is foreseen for doctors or medical staff which should be able to assign medical content to patients.

	Page	Delete	Update	Read	Create	Show	Send	Unassign	Share
✓	Patients	✓	✓	✓	✓	✓			
–	Users		✓	✓		✓			
	User Roles								
	Sites								
–	Satellite			✓		✓			
–	Custom Filters			✓		✓			
✓	Appointments	✓	✓	✓	✓	✓	✓	✓	
✓	Medications	✓	✓	✓	✓	✓	✓	✓	
✓	Tele Medicine	✓	✓	✓			✓		
✓	Careplan Templates	✓	✓	✓	✓	✓	✓	✓	✓
✓	Careplans	✓	✓	✓	✓	✓	✓	✓	
✓	Care Pathways	✓	✓	✓	✓	✓	✓	✓	
✓	Care Pathway Templates	✓	✓	✓	✓	✓	✓	✓	✓
✓	Files	✓	✓	✓	✓	✓		✓	
–	Standard Data Mapping			✓		✓			

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Nurse

The defined role "Nurse" is foreseen for medical staff which should have the permissions to view relevant content but not edit it. This role has the rights to work on administrative tasks within myoncare.

	Delete	Update	Read	Create	Show	Send	Unassign	Share
Patients		✓	✓	✓	✓			
Users		✓			✓			
User Roles								
Sites								
Satellite			✓		✓			
Custom Filters			✓					
Appointments	✓	✓	✓	✓	✓	✓	✓	
Medications			✓		✓	✓		
Tele Medicine	✓	✓	✓			✓		
Careplan Templates			✓		✓			
Careplans		✓	✓		✓			
Care Pathways			✓		✓			
Care Pathway Templates			✓		✓			
Files	✓	✓	✓	✓	✓			
Standard Data Mapping			✓		✓			

External HCP

External HCP: The defined role 'External HCP' is designated for healthcare professionals "external" to the institution, granting them limited access to patient data associated only with their assigned satellite for efficient patient management within myoncare.

Page	Delete	Update	Read	Create	Show	Send	Unassign	Share
Patients			✓		✓			
Users		✓			✓			
User Roles								
Sites								
Satellite								
Custom Filters			✓		✓			
Appointments			✓		✓			
Medications			✓		✓			
Tele Medicine			✓			✓		
Careplan Templates			✓		✓			
Careplans			✓		✓			
Care Pathways			✓		✓			
Care Pathway Templates			✓		✓			
Files			✓		✓			
Standard Data Mapping			✓		✓			

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Author

The defined role "Author" primarily focuses on managing the association of components with analytics labels. This role is intended for users who are responsible for creating, editing, and linking medical content or system components to analytics labels for tracking and reporting purposes.

	Delete	Update	Read	Create	Show	Send	Unassign	Share
✓ Patients			✓		✓			
✓ Users		✓	✓		✓			
User Roles								
Sites								
– Satellite			✓		✓			
– Custom Filters			✓		✓			
✓ Appointments	✓	✓	✓	✓	✓	✓	✓	
✓ Medications	✓	✓	✓	✓	✓	✓	✓	
✓ Tele Medicine	✓	✓	✓			✓		
✓ Careplan Templates	✓	✓	✓	✓	✓	✓	✓	✓
✓ Careplans	✓	✓	✓	✓	✓	✓	✓	
✓ Care Pathways	✓		✓	✓	✓	✓	✓	
✓ Care Pathway Templates	✓	✓	✓	✓	✓	✓	✓	
✓ Files	✓	✓	✓	✓	✓	✓		✓
✓ Standard Data Mapping	✓	✓	✓	✓	✓			

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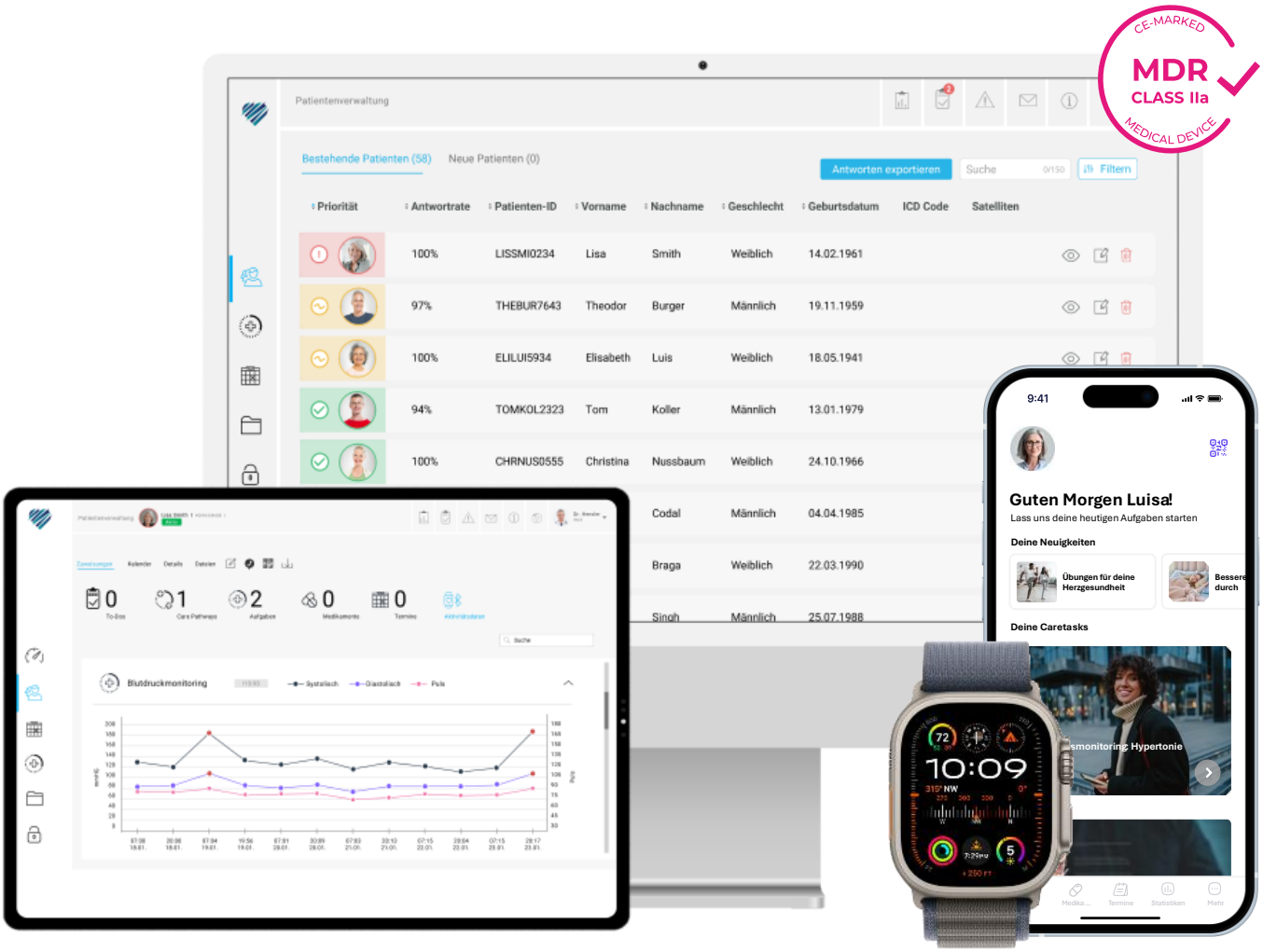

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