myoncare

App Guidelines



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If you require a printed version of these Instructions for Use, please contact us by email at **service@myoncare.com**. The printed version will be provided within **7 working days**.

For further assistance, feedback, or questions, please contact us through one of the following channels:

- By email: **service@myoncare.com**
- By phone: **+49 89 4445 1156**
- Through our **ticketing system (via Help and Support)**

We handle your data with the utmost diligence. All data will be encrypted, so that no data can be used to identify you outside your Careteam. Regarding data privacy related topics, please refer to our privacy policy or contact the following ONCARE support: privacy@myoncare.com.

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1 General Information

Thank you for choosing the myoncare Mobile App, which serves as an accessory to the medical device myoncare Careplan Manager. This guide will introduce you to our patient app, its features, and its intended uses. It provides step-by-step instructions and explanations to help you operate the myoncare Mobile App effectively. We will continuously update this guide to reflect any changes, upgrades, or improvements to the myoncare Mobile App.

1.1 Copyright

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

1.2 Disclaimer

ONCARE GmbH neither owns nor assumes liability for the content or Caretasks provided to you as these were designed and validated by healthcare professionals and administrators to whom you are connected via scanning a corresponding QR-Code.

2 Icons & Symbols

2.1 Icons in the myoncare Mobile App

	**Home:** Displays the upcoming Caretasks, educational content & health updates.
	**QR-Code Scanner**: Opens the device camera to scan QR-Codes to connect your Careteams or assign Caretasks & Care Pathways.
	**Medications**: Displays the Medication Section.
	**Appointments**: Displays the appointments in a calendar format.
	**Stats**: Displays the health data activity in graphical format.
	**More**: Displays a bottom sheet with other options like All files, careteam(s) and Settings.
	Careteam(s): Displays all the connected careteams and the respective chat sections.
	**All files**: Displays all the available files.

+	**Upload/Add:** To send photos or upload files in the chat.

2.2 Symbols used in this Document

V	Version Number
MD	Medical Device
	Consult Instructions for Use or Consult Electronic Instructions for Use (IFU)
	Information
	Manufacturer
CH REP	Swiss Authorized Representative
CE 0123	CE Mark – Indicates that the Medical Device is CE Marked
	Country of Manufacturer (the date of manufacture maybe added adjacent to this symbol)
UDI	Unique Device Identifier
	Caution
Rx only	Federal law restricts this device to sale by or on the order of a physician (Applicable only to the USA)

3 About myoncare Mobile

3.1 Device Types

myoncare Mobile consists of two types:

i. **Patient App** is a Mobile App that can be downloaded from the App Store or Play Store and installed on a mobile device.

ii. **Progressive Web Application (PWA)** is a web version of Patient App that users can access through a link and open directly in the browser of a handheld device or workstation.

Mobile can only be used in conjunction with a healthcare professional using Careplan Manager.

3.2 Intended Purpose

The intended purpose of Mobile App is to give the patient a portal to their data and means of communication and engagement with healthcare professionals. Mobile App allows the patient to comply with Caretasks, medications, and appointments that were designed, assigned and scheduled for them by healthcare professionals. In addition, Mobile App allows the patient to communicate via chats, document sharing and video consultations.

3.3 Intended Users

For the Mobile App the intended users are adult patients (i.e., age over 18 years), excluding patients affected by the contraindications (Section 3.4).

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.

3.5 Intended User Environment

The myoncare Mobile is intended to be used in a patient environment (Mobile App & 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 Mobile 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 Language & Date



The "Language" settings accessible from the "Settings" section allows the users to choose their preferred interface language for the Mobile App. To change your preferred language, follow the steps below:

i. Tap the "More" icon in the bottom-right corner of the Mobile App or PWA.

ii. Select “Settings” from the bottom sheet menu that appears.

iii. Select the “Language” option and choose your preferred language.

The myoncare Mobile App currently supports the following languages and associated date formats:

No	Language	Date Format
1	English	YYYY.MM.DD
2	German	YYYY.MM.DD
3	Italian	YYYY.MM.DD
4	Portuguese	YYYY.MM.DD
5	French	YYYY.MM.DD
6	Arabic	YYYY.MM.DD
7	Spanish	YYYY.MM.DD

4 Product Description

4.1 Account Setup

You can use myoncare either by downloading the Mobile App on your mobile device (from the App Store or Play Store) or by using the Patient Web App in your browser.

You may receive a Registration Letter or a Caretask/Care Pathway assignment from your healthcare provider. Both the letters contain QR-Code or a Deeplink that allows you to access the platform directly, either to register as a new user or to login if you already have a myoncare account.

ⓘ **QR-Codes:** QR-Codes are essential elements for interacting within myoncare. They provide users with the capability to register as new patients or access new Caretasks and Care Pathways. By scanning the QR-Code, users can initiate these actions, enabling experience within the platform.

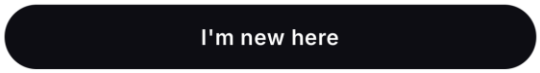
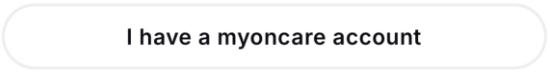
Deeplinks: A Deeplink is a special link that lets you easily register to myoncare Mobile or complete the assigned Caretasks on any mobile device or computer, no app needed. If your link is for registration, it will take you straight to the sign-up page. If it’s for a Caretask or Care Pathway, you’ll first need to create an account (if not done) and give consent before you can view and complete your tasks.

Please refer to our onboarding manual for Mobile App / Web App or follow any of the onboarding flow below depending if you have a QR code or a Registration Link from your Doctor/ Clinic:

4.1.1 Connect Careteam(s) & Login

i. Download the myoncare app from the App Store or Play Store.

ii. On the myoncare login screen, click one of the following buttons:

	
• Scan the QR code from the registration letter provided to you by your doctor or Clinic. • Enter the 4-digit code from your Registration Letter (if applicable). • Verify your personal information and click “Yes, it’s me” button to continue. • Review and Accept Privacy Notice & General T &C. • Provide your email address and create a password as per the minimum password requirements. • Enter the verification code sent to your email to complete the account setup. • Enter your personal information and complete the account setup. (if applicable).	• Enter your myoncare account E-mail & Password. • You are now logged in to your myoncare app.

(Please note that the verification code may take a few moments to arrive in your inbox, so kindly wait for a short while before requesting a new one.)

Minimum password requirements:

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

You must agree to all the necessary consents to connect with your Careteam. Revoking the consents will permanently remove your Careteam(s).

4.1.2 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.)

4.1.3 Account Logout



i. Tap the “More” icon in the bottom-right corner of the Mobile App or PWA.
ii. Select “Settings” from the bottom sheet menu that appears.
iii. Scroll to the bottom of the “Settings” page.
iv. Tap “Log out” to sign out of your account.

4.2 Home



The home screen consists of two main sections:

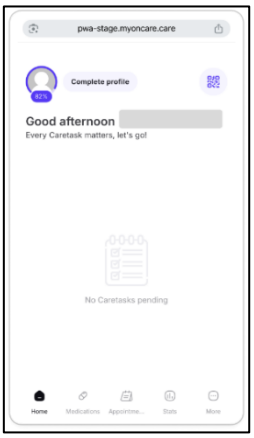
Your News: This section provides links to social media platforms offering educational content and health updates. Tapping a link will open the corresponding platform.

Caretasks: This section shows a summary of open Caretasks scheduled for the current day and the next two days. Tapping a task will take you to its details, where you can complete the required steps.

4.2.1 Complete Profile

The users can complete or update their profile information usually after their first login following the steps below:

i. On the Home page of the Mobile App or PWA, locate your profile image/avatar at the top left.
ii. Check the completion % around your profile picture.
iii. Tap the “Complete Profile” button next to your avatar.
iv. Update your details, including:
    a. Name
    b. Birthdate
    c. Gender
    d. Contact
    e. Address
    f. Insurance



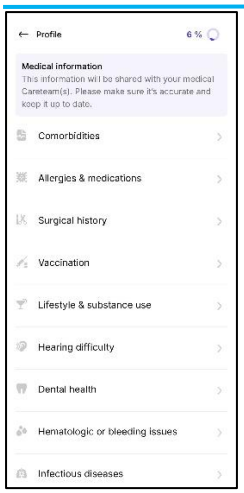
v. Save your changes to complete your profile.

After completing, the “Complete Profile” button will no longer appear in your “Home” page.

4.2.2 Add Optional Medical Information



You can optionally add or update additional medical information by tapping the “More” button in the bottom tab, going to Settings, and then selecting your profile icon to access your “complete profile”. Providing this information is entirely voluntary and does not affect the use of the app.



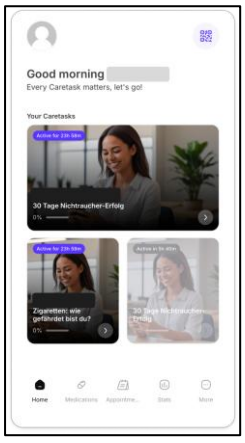
The Medical Information Feature is only available if specifically requested by your Health Care Professional.

4.2.3 How to Add your Caretask / Care Pathway?

If your healthcare provider gives you a QR-Code or Deeplink for adding a Caretask or Care Pathway, tap the “QR-Code” icon in the “Home” section to scan it, or click the link to add the task to your account. Once the task is assigned, you will receive a notification confirming that the Caretask or Care Pathway has been added to your account based on your notification settings.

4.2.4 How to Answer your Caretask?

Once your healthcare provider assigns you a Caretask or a Care Pathway, your upcoming tasks for each day will appear in the “Home” section. Each upcoming Caretask tile shows the task title, completion percentage, and expiry date (in hours) of the task. Tap the tile to open the Caretask and follow the on-screen prompts to answer your Caretask.



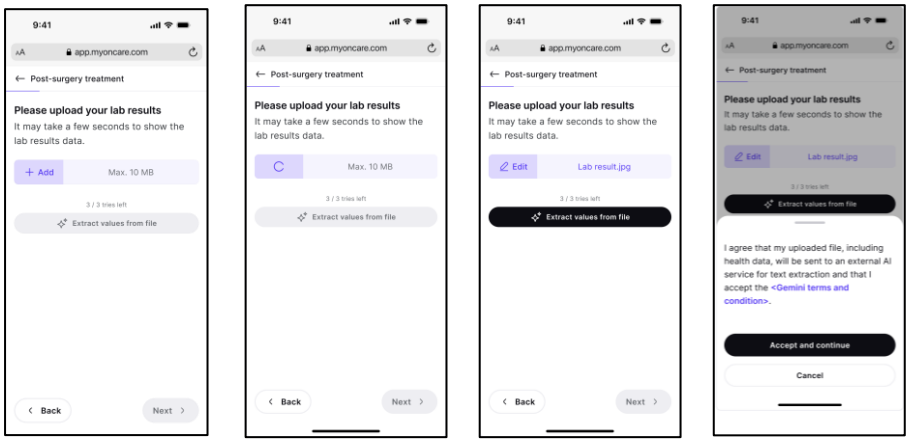
4.3 Share your Lab Values in Caretasks

The myoncare App allows you to upload and share a laboratory report within certain Caretasks, provided your healthcare provider has enabled this option. You can upload your report as an image or PDF in response to your Caretask. Before any information is extracted from your lab report by our AI-driven OCR tool, you will be asked to give your

explicit consent to proceed. Once consent is given, the report is analyzed to extract important details such as test names, values, units, reference ranges, and dates.

The extracted information is securely stored in your myoncare patient record and shared with your healthcare provider to track your progress. Use of this feature is entirely voluntary, and you may skip the task at any time. Before uploading, you will receive a separate notice and must give explicit consent. Please follow the steps outlined below to use this feature or refer to the accompanying screenshots for additional guidance.

i. Keep your lab report nearby (printed copy, PDF, or image format).
ii. Click the "+ Add" button and select the file you want to upload (maximum size: 10 MB).
iii. Once uploaded, select "Extract values from file."
iv. Review and accept the terms and conditions to continue.
v. The system will automatically extract your values. You can review and edit them before sending them to your healthcare provider.



Step 1 **Step 2** **Step 3** **Step 4**

> ⚠ We strongly encourage you to remove any personal information from the lab report before uploading to ensure your privacy and security.

> ⓘ Please note that uploading lab reports is only possible within Caretasks that have been specifically assigned by your doctor for this purpose.

4.4 Medications



Tap the "Medications" icon in the bottom tab to access your prescribed medications. This section displays all medications assigned by your healthcare provider and indicates prescribed dosage and simplified guidance on the timing and frequency. You can view your daily medications.

To add a new plan, tap "Scan Now" and scan the QR-Code from your medication plan. Scanning a new plan will stop all previous reminders and replace them with the new schedule. Healthcare providers can view but not modify the plan that you have uploaded. You will continue to receive medication reminders according to your current active medication plan until the plan is updated or archived by tapping "Archive" button.

The Mobile has been tested with medication plans containing not more than 10 medications. Scanning performance largely depends on the quality of the QR -Code in the medication plan and the performance of the mobile device's camera.

Always consult the PDF or printed version of the medication plan as point of truth (especially for what it concerns the notes and any particular indication on when to take and when to stop taking the medications).

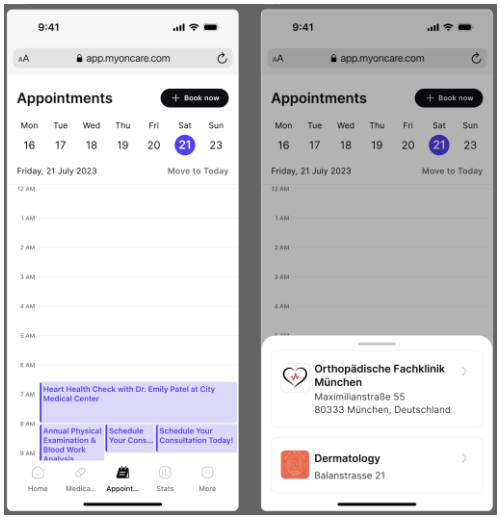
4.5 Appointments



The “Appointments” module shows the number of appointments scheduled for the day. To book a new appointment follow the steps below:

i. Tap “Book Now” in the top-right corner of the Appointments screen.
ii. Select one of your connected clinics offering appointment booking (if available).
iii. Choose your preferred doctor.
iv. Select the appointment type.
v. Browse the available dates and choose your desired time slot.
vi. Review and confirm your details (name, email, location, etc.).
vii. Submit your confirmation to schedule the appointment.
viii. The meeting details will then be shared with you and your doctor via email.

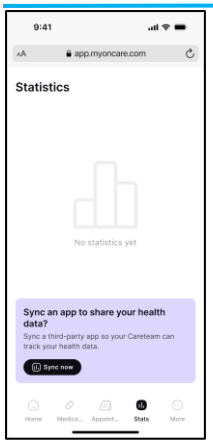
To reschedule or cancel an appointment, open the confirmation email you received and use the Reschedule or Cancel options provided at the bottom. After selecting your preferred action, simply follow the on-screen instructions to complete the process.

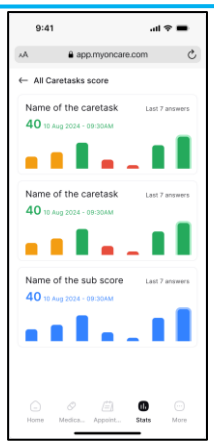


4.6 Stats / Statistics



The “Stats” Section provides an overview of your Caretask responses and the health data that is available on both the Mobile App and the Progressive Web App (PWA). Your health data will be synced every time you launch the myoncare App and log in. You can view & sync the activity of your health data from Google Fit, Apple Health, or Withings if this option is activated in the “Settings” → “Health Data”.





If your healthcare professional enables Caretask visibility, you can track the progress of your Caretask responses over time. Each response has a score defined by your healthcare professional. After completing a task, your total score is calculated and displayed in one of three color ranges green, yellow, or red indicating your score category.

The red scores do not signal a health concern; they simply represent one of the defined score ranges.

> Your health data is now automatically synced on every app launch or login, and can also be updated anytime by tapping **"Sync Data"** on the Stats screen.

4.6.1 Share Your Health Data via Wearables



To share your health data, ensure the respective app is installed on your smartphone. Once you consent to share your health data, you can manage which data types are synchronized directly within the native settings of Apple Health, Health Connect, or Withings. Follow the steps below to consent & sync your health data:

i. Open the "Stats" section and click on the "Sync now" button available at the bottom screen in a dialogue box or Click "More" Icon from the bottom tab and select "Health Data" from the "Consents" section.

ii. Depending on your device, available integrations will appear:

   a. iOS: Apple Health and Withings

   b. Android: Health Connect and Withings

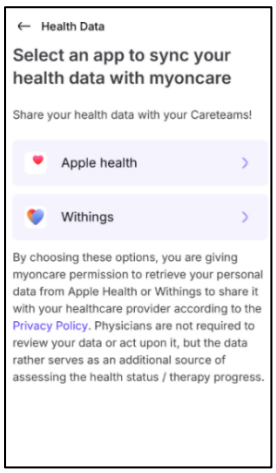
iii. **Withings**: Tap "Withings", select the data points you want to share (e.g., Blood Pressure, Heart Rate, Calories, ECG), Click "Confirm" and then enter your Withings account credentials to authorize synchronization.

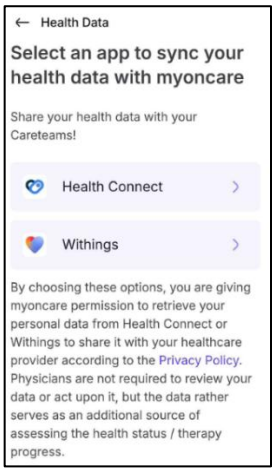
iv. **Apple Health (iOS)**: Tap "Apple Health" to grant consent for data synchronization. Then, open the Apple Health app on your iPhone, go to "Sharing", select myoncare, and choose your preferences for the data you wish to share.

v. Health Connect (Android):

   a. If not installed, a pop-up will prompt you to "Install Now" or "Cancel". "Install Now" redirects to the Google Play Store to download the Health Connect application.

b. If installed, you will be redirected to system settings to connect and select which data points to share.





4.7 All files



You can manage the files you receive by tapping the “More” button in the bottom tab and selecting “All files” from the menu. In the “All files” Section, your files are organized into Documents, Pictures, Videos, Audios, and Links in separate tabs. You can search for a specific file using the search bar. To share files, tap the “Select files” button at the top-right of the “All files” Screen, choose the desired file(s), and follow the prompts to share them. The privacy policy that you accepted is automatically saved in your files and you can access them at any time.

4.8 Careteam(s)



4.8.1 Careteam Details & Chat

You can access your Careteam details, including their address, contact information, and chats with your healthcare providers, from the “Careteam(s)” Section. To access it, tap the “More” button in the bottom tab, then select “Careteam(s)”. In this section, all connected Careteam(s) are displayed in separate tiles with their corresponding chat sections. Tap the “Chat” button on a tile to open the chat room with that Careteam or click on the Careteam to open the details. You can add files and attachments to the chat from your device by clicking on the “+” icon present to the left of the text bar.

ⓘ If your Careteam has deactivated the chat, this will be indicated on the corresponding Careteam tile.

4.8.2 Request a Video Call Consultation



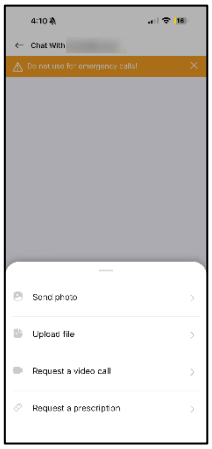
Please do not use myoncare for emergency calls!

ⓘ You cannot request a video call if your healthcare professional has disabled or not purchased this feature. Please confirm this with your healthcare professional.

i. Tap the “More” button in the bottom tab.
ii. Select “Careteam(s)” from the menu.

iii. Find the Careteam you want to request a video call consultation and tap the "Chat" button on their tile to open the chat room.
iv. To request a video call, tap the "+" icon on the chat bar and select "Request Video Call".
v. Follow the instructions on the screen and provide the required details to request the call.
vi. Your Careteam now has a request from you for video consultation.

4.8.3 Request a Prescription from Chat



i. In the chat window, tap the "+" icon.
ii. Select "Request a prescription".
iii. If you already have medications in your record, a bottom sheet will open showing:
    a. A checkbox list of your existing medications
    b. An option for "Other medications"
iv. Select the medications you want to request, then tap Send.
v. If you do not have any medications in your record, the selection screen is skipped, and a prescription request message is sent automatically on your behalf.

4.8.4 Disconnect Careteam(s)

To revoke the consent to your Careteam(s) or to disconnect your team, follow the steps below:

i. Tap the "More" button in the bottom tab.
ii. Select "Careteam(s)" from the menu.
iii. Find the Careteam you want to disconnect from or revoke consent for.
iv. Tap on the Careteam tile to view its details.
v. Review the Careteam details carefully.
vi. If you are sure, click on the "Revoke Careteam consent" to confirm.
vii. A pop-up will appear asking you to confirm your action. Tap "Yes, revoke and unsubscribe" to complete the disconnection.

4.9 Settings

4.9.1 Edit Profile



To edit or update your profile information, follow the steps below:

i. Tap the "More" button in the bottom tab.
ii. Select "Settings" from the menu.
iii. On the Settings page, tap "Edit Profile" near your profile information.
iv. Update your details as needed and save changes.

4.9.2 Security Settings



In the "Security" Settings, you can manage how you login and protect your account, including setting a Security PIN and enabling Two-Factor Authentication (2FA). To access the "Security" Settings follow the steps below:

i. Tap the "More" button in the bottom tab.

ii. Select “Settings.”
iii. Select “Security Settings.”
iv. If you would like to set a Security PIN while logging in:
    a. Toggle “Set security PIN to login” to On.
    b. Enter a 4-digit PIN when prompted.
    c. Re-enter the PIN to confirm.
    d. Your PIN will now be required each time you login, you can deactivate this anytime via the “Security” Settings.
v. If you would like to edit the Two-Factor Authentication settings, Toggle **“**Two-Factor Authentication**”** On or Off as desired.

4.9.3 Notification Settings



In “Notification Settings”, you can manage how you receive email notifications for care tasks, appointments, and reminders on your Mobile App or web browser. Follow the steps below to update your preferences.

i. Tap the “More” button in the bottom tab.
ii. Select “Settings” and then “Notification Settings.”
iii. Toggle “Emails while using the mobile application” / “Emails while using the browser” On or Off based on your preference.
iv. Tap “Save” at the top-right corner to apply your changes.

4.9.4 Consents



In the Consents section, you can manage your permissions for health data syncing and app-related agreements. Follow the steps below to review or update your consents.

i. Tap the “More” button in the bottom tab.
ii. Select “Settings” and then scroll down to the “Consents” section.
iii. Choose “Health Data” to consent or revoke syncing with Apple Health or Withings.
iv. Choose “myoncare” to manage consents for Privacy Policy, Terms and Conditions, Legal Age, and Activity Tracking by toggling each option On or Off.

4.9.5 Other Settings



You can access additional resources and support from the “Settings” Section by tapping the “More” button in the bottom tab and then selecting “Settings”. Here, you can view the “Instructions for Use”, contact support via “Help and Support”, and review legal information such as the “Privacy Policy” and “Imprint”.

5 Technical Information

5.1 Software Updates



When a new version of the Mobile App becomes available, users will receive a push notification informing them about the update on the App Store. For the Progressive Web App (PWA), updates are applied automatically when users refresh the application page in their web browser. To manually check for updates on the Mobile App/ PWA, follow the steps below:

1. Tap the “More” button in the bottom tab.

2. Select “Settings.”
3. Select “Software Update” to open the App Store or Play Store page for myoncare Mobile App.
4. Install the latest version if an update is available.

ONCARE GmbH does not support backwards compatibility. To ensure the best user experience, it is mandatory to update Mobile to the most recent version.

> ⓘ If any connected Careteam updates myoncare to the latest version, Mobile may temporarily be unavailable for technical reasons. Users will be notified of this upon logging in.

5.2 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.

5.3 Browser Compatibility (PWA)

The Mobile App requires iOS 18.3.1 or higher or Android 13.0 or higher. Users are advised to keep their operating system up to date and within the minimum specifications.

The Patient Web App (PWA), when used on desktop computers, requires Windows 11 or higher or macOS 15.6 or higher. For optimal user experience, Safari 14.0 or higher or Chrome 90 or higher is recommended as the web browser.

> ⓘ Use of the Mobile App has been verified only with officially released versions of mobile operating systems; testing or beta OS versions are not supported.

6 Warnings & Precautions



i. Do not use myoncare (Mobile) if you suffer from a disease or condition affecting the central nervous system or if you are unfit to use hand-held devices unsupervised due to physical or mental disability.

ii. Do not use myoncare (Mobile) in emergency situations. Contact a healthcare professional in case of emergencies. myoncare (Mobile) does not replace a face-to-face diagnosis or anamnesis.

iii. Your healthcare professional is not obliged to monitor your health parameters transferred from your device. In case of doubts, worries or emergencies please contact your healthcare professional directly.

iv. If you have or suspect that you have a medical problem or condition, please contact a qualified healthcare professional immediately.

v. We advise users of Mobile App to always seek the advice of a physician or other qualified healthcare professional with any questions regarding personal

health or medical conditions. The Caretasks or Care Pathways are not intended to be a substitute for professional medical advice, diagnosis or treatment.

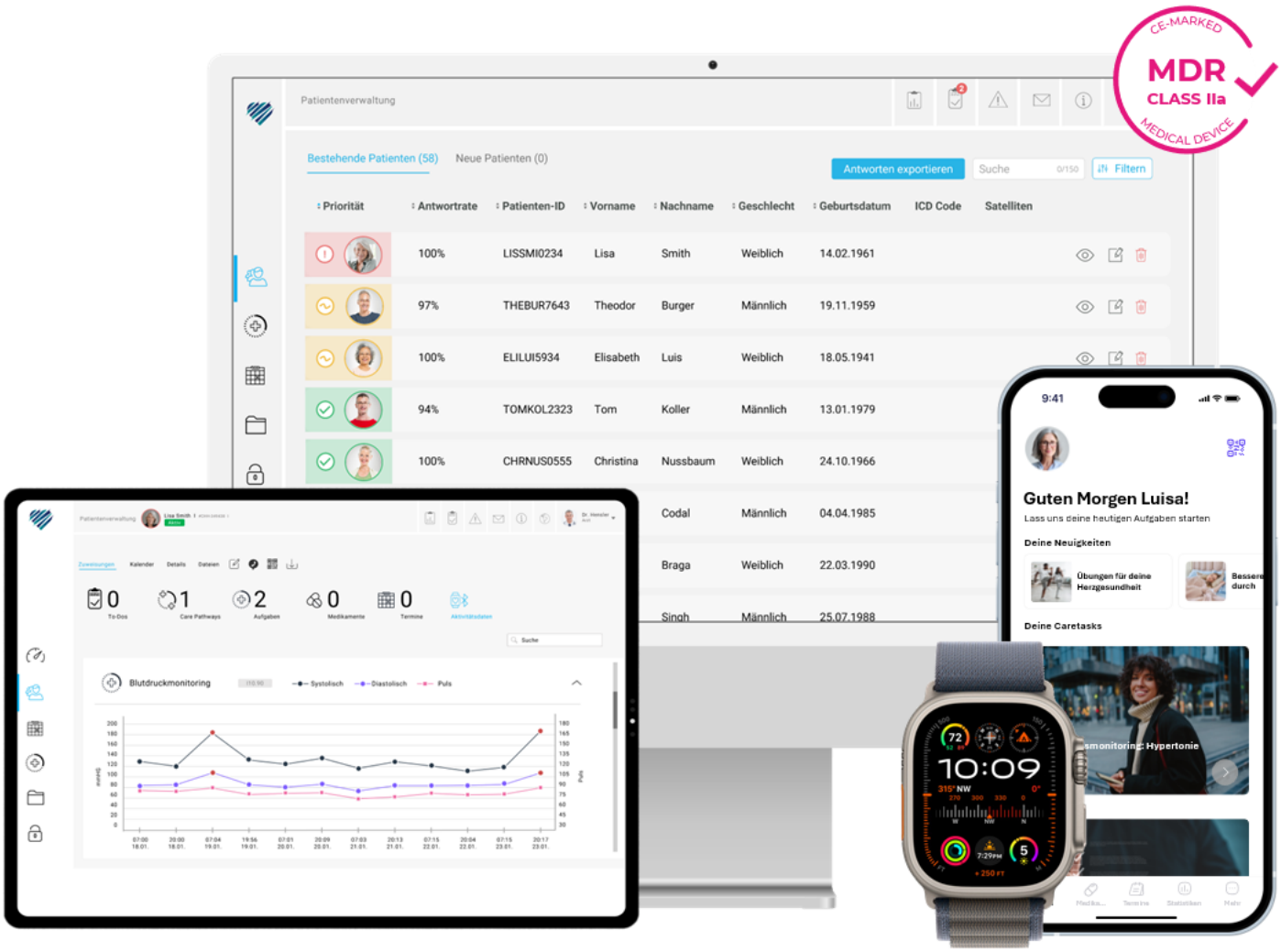
vi. If you are connected to myoncare WebApp during an update, you will temporarily not be able to use Mobile for technical reasons. You will be notified about this after logging in. ONCARE GmbH will proactively update the designated contact person for each customer regarding the anticipated update schedule.

vii. Make sure to support healthcare professionals by responding truthfully to the content, which was provided to you to optimize the success of your treatment!

viii. We highly recommend ensuring a working internet connection at least once every 24 hours for proper synchronization to prevent a Caretask occurrence from being overseen.

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We make healthcare scalable.

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For more questions: service@myoncare.com