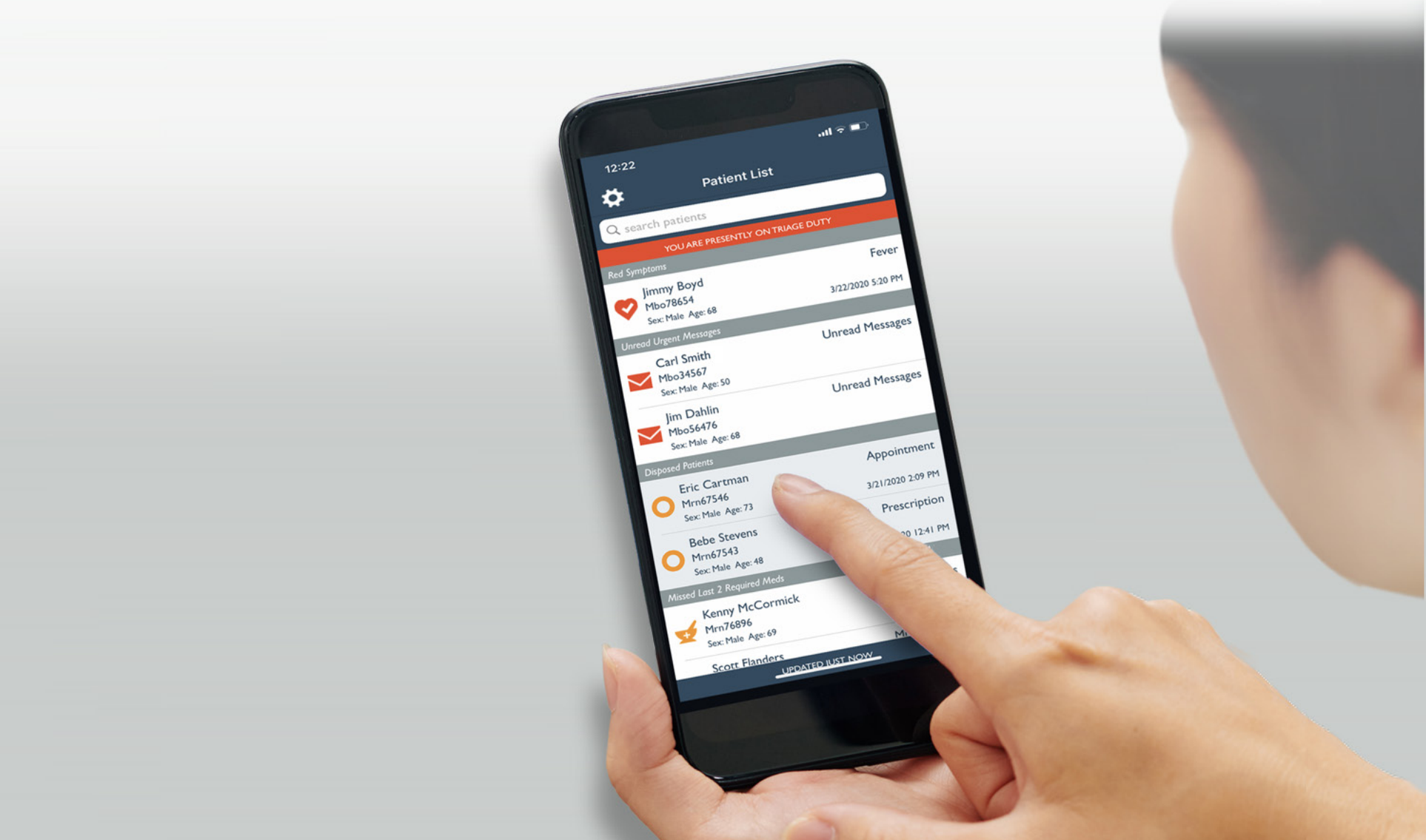
MOBILE ANGEL

Oncology-Specific Mobile Application

Clinical Staff User Guide

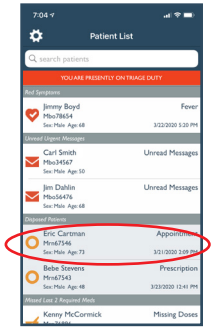


Overview

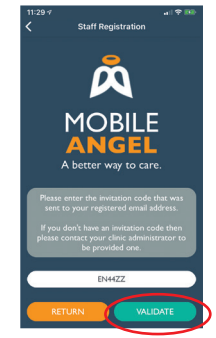
Mobile-Angel is an oncology-specific mobile app that connects your care team to patients and caregivers in a simple and effective way. Using Mobile-Angel can reduce patient anxiety, improve treatment outcomes, and reduce costs of care.Reimbursement is also available with ICD codes 99453, 99454, 99457, 99091.

The Mobile-Angel app puts your care team and patients in immediate contact and constantly monitors care through instant messaging, medication reminders, and lifestyle questions to adjust for each patient's specific needs.

Getting Started



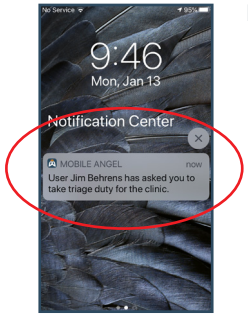
(Figure 1)



(Figure 2)

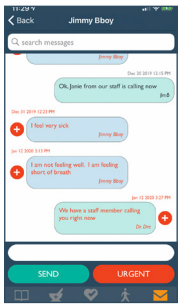
1. Download the Mobile-Angel application from the App Store. Tap on "I AM CLINIC STAFF" (Figure 1) to complete your registration.
2. Enter the invite code you received from your Mobile-Angel clinic administrator. S/he can share this code with you directly or you can find it in the email sent to the address registered for your account.
3. Tap "VALIDATE". (Figure 2)
4. Confirm the information entered in your profile is accurate.
5. Allow notifications when prompted after you sign in to the app after registration.
6. We recommend turning on "Persistent" notifications (from your phone's Settings menu > Notification Settings > Mobile-Angel.) This allows patient distress notifications to stay on your phone screen until managed.

Using Notifications



(Figure 3)

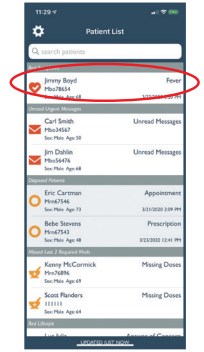
1. **Triage Duty**: If you are assigned to triage duty (Figure 3), you will receive a notification to accept the triage assignment. Once you accept, you will receive a confirmation notification that you are now on duty.



(Figure 4)

2. When on triage duty, you will receive notifications from patients who report severe distress. By tapping on the notification, you can immediately check reported symptoms and message the patient or caregiver directly (Figure 4).

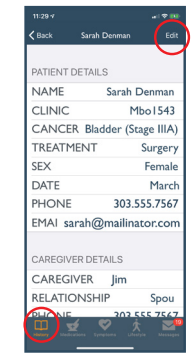
Using Your Patient List



(Figure 5)

1. When opening the Mobile-Angel app, you can view your existing patient list. The icon to the left of a patient's name indicates reported status. The latest activity for each patient is on the right. To view a patient's status, tap on the patient's name. You will be directed to the patient's profile. (Figure 5).
2. Tap on a patient's name to view details for History, Medications, Symptoms, Lifestyle, and Messaging (Figure 6).

Accessing Your Patient's History



(Figure 6)

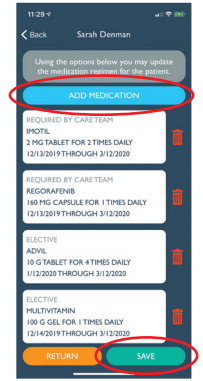
1. Tapping on a patient's name while in Patient List will take you to the Symptoms button for that patient.
2. To see your patient's history, tap on the button on the bottom left (*highlighted in orange when selected*) (Figure 6).

Accessing Your Patient's Medications

(Figure 7)

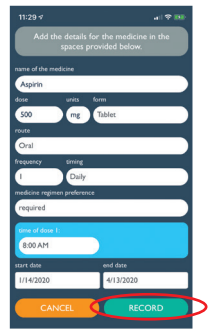
1. The second tab from the left is your patient's list of medications (*should be highlighted in orange when selected*). You can easily review the current list of prescribed medications, doses and activity for the day. You can edit the medications with the edit tab in the upper right (Figure 7).
2. Your patient's entire history of medication compliance is displayed by color for each date. Details can be viewed by selecting the date in the top calendar view.
3. A green button informs you that the patient has taken the medications as prescribed. A red button means your patient has not yet taken (or reported taking) the medication.

Editing Your Patient's Medications



(Figure 8)

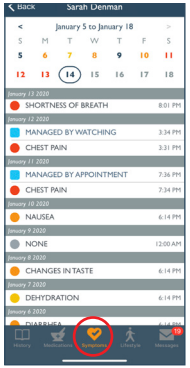
1. You can edit the information with the edit tab in the upper right (Figure 7).
2. If the list of medications is accurate, tap "SAVE". To add a medication, tap on the blue tab "Add MEDICATION" (Figure 8).



(Figure 9)

2. To add, or edit, a medication, fill in the appropriate information and tap "Record" to save (Figure 9).

Accessing Your Patient's Symptoms Log



(Figure 10)

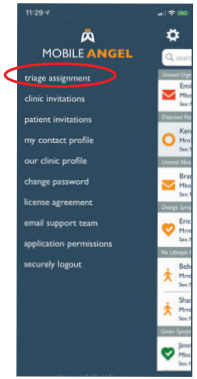
1. The middle tab on the bottom displays your patient's symptoms (should be highlighted in orange when selected, Figure 10).
2. The top calendar view shows a snapshot of the past two weeks. The days are color-coded based on the worst symptom reported for each day.
3. The bottom section displays the detailed list of symptoms reported each day. To change days, simply tap on the date

Accessing Your Patient's Lifestyle Reporting

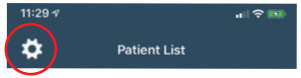
(Figure 11)

1. The second tab from the bottom right displays your patient's lifestyle reporting (*should be highlighted in orange when selected*) (Figure 11).
2. The top calendar view shows a snapshot of the past two weeks. The days are color-coded based on the worst symptom reported for each day.
3. The bottom section displays the detailed list of lifestyle reported each day. To change days, simply tap on the date.

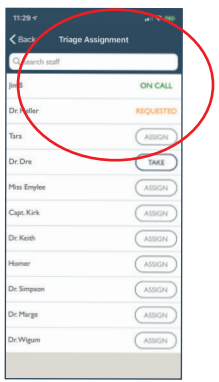
Assigning Triage Duty



(Figure 12)

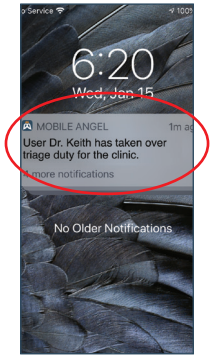


1. Someone on staff is always assigned to Triage Duty in Mobile-Angel. The staff member on Triage Duty will receive all distress notifications.
2. To assign Triage Duty, tap the Settings wheel in the top left corner and select "Triage Assignment" (Figure 12).



(Figure 13)

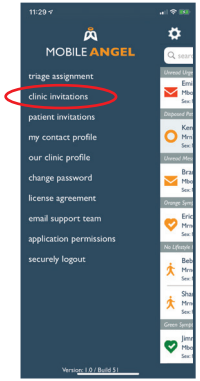
3. On the Triage Assignment page, you can see who is on call, request another staff member to take over triage duty, assign triage to another staff member, or take over the assignment yourself (Figure 13).



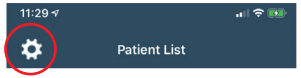
(Figure 14)

4. You will receive a notification when triage duty changes between staff members (Figure 14).

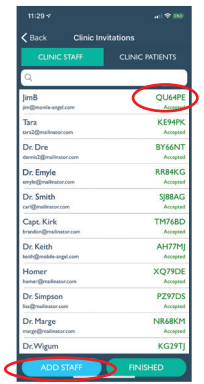
Add/Edit Clinic Staff



(Figure 15)

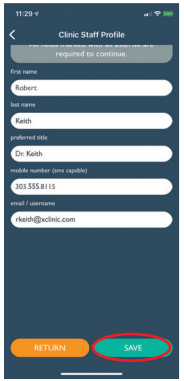


1. Tap the Settings wheel in the top left corner and select "Clinic Invitations" (Figure 15).



(Figure 16)

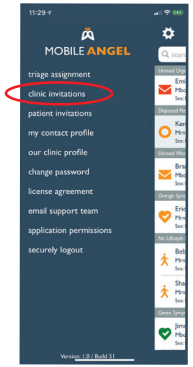
2. On the Clinic Invitations page, you can search for staff members, obtain invite codes for staff members, or add staff members. When you are done viewing the list, tap "FINISHED" (Figure 16).



(Figure 17)

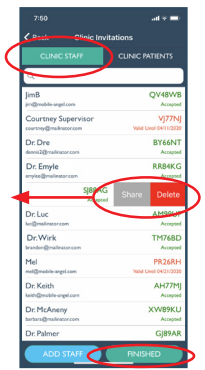
3. To add staff members. tap the blue "ADD STAFF" button (Figure 16) on the lower left corner of the screen.
4. Fill out the Clinic Staff Profile and tap "SAVE" (Figure 17).
5. An invite code will be sent to the new staff member via email.

Sharing or Deleting Staff



1. Tap the Settings wheel in the top left corner and select "Clinic Invitations" (Figure 18) You'll be taken to the "Clinic Invitations" page.

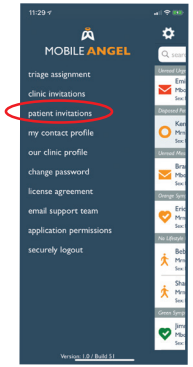
(Figure 18)

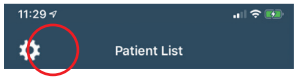


2. On the Clinic Invitations page, the Clinic Staff button should be highlighted in green. Select the Clinic Staff member you wish to share or delete. Slide the members tab to the left. You'll see an option to either share or delete that Clinic Member. When you are done viewing the list, tap "FINISHED" (Figure 19).

(Figure 19)

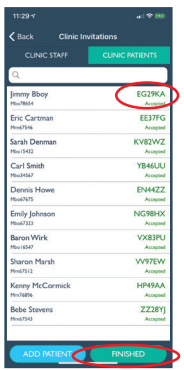
Add/Edit Patients





1. Tap the Settings wheel in the top left corner and select "Patient Invitations" (Figure 20).

(Figure 20)



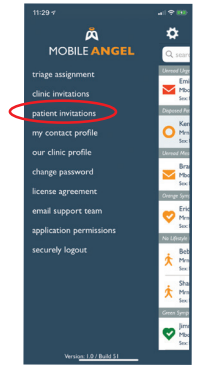
2. On the Clinic Invitations page, you can search for patients, obtain invite codes for patients, or add patients. When you are done viewing the list, tap "FINISHED" (Figure 21).

(Figure 21)

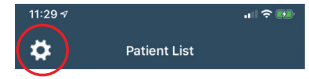
(Figure 22)

3. To add a patient, tap the blue "ADD PATIENT" button (Figure 22) on the lower left corner of the screen.
4. Fill out the Clinic Patient Profile and tap "SAVE" (Figure 22).
5. An invite code will be sent to the new patient via email.

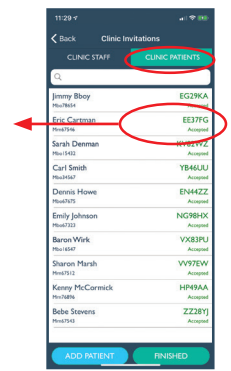
Triaging Patients



(Figure 23)

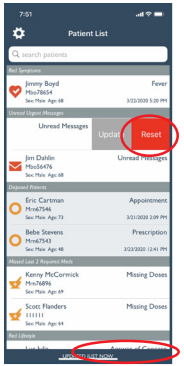


1. Tap the Settings wheel in the top left corner and select "Patient Invitations" (Figure 23). You'll be taken to the Clinic Invitations page.



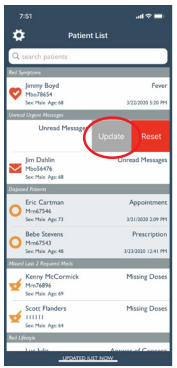
(Figure 24)

2. On the Clinic Invitations page, the green "Clinic Patients" button should be highlighted. Select the patient you wish to triage, and slide the tab to the left. (Figure 24).



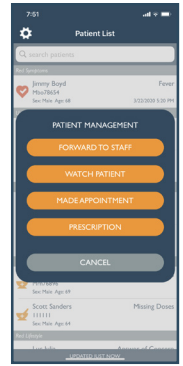
(Figure 25)

3. If you select the "Reset" tab, your patient's indicator will be updated, turn to green, and be moved to the bottom of the list. The list is organized from "Urgent" at the top to "Normal" or "Unregistered" at the bottom When you are done viewing the list, tap "FINISHED" (Figure 25).



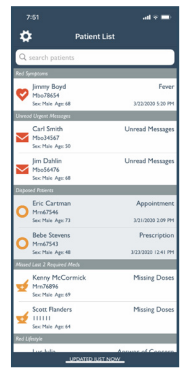
(Figure 26)

4 If you select the "Update" tab, a Patient Management" screen will appear (Figure 26).



(Figure 27)

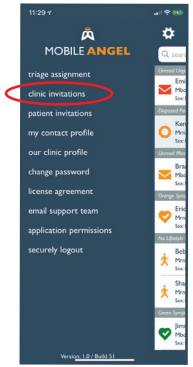
3. The Patient Management screen will offer you a choice of actions (Figure 27).



(Figure 28)

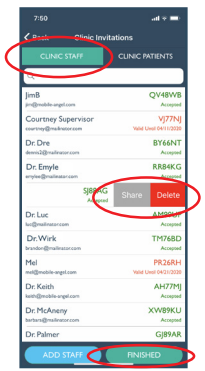
4. Once you choose the appropriate action, your will be taken to the corresponding screen and the new action will be recorded. When you are done viewing the list, tap "FINISHED". (Figure 28).

Sharing or Deleting Patients



1. Tap the Settings wheel in the top left corner and select "Clinic Invitations" (Figure 29). You'll be taken to the "Clinic Invitations" page.

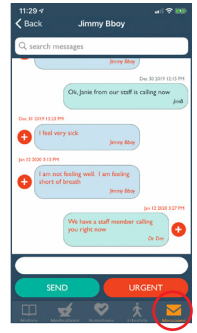
(Figure 29)



2. On the Clinic Invitations page, the Clinic Staff button should be highlighted in green. Select the Clinic Staff member you wish to share or delete. Slide the members tab to the left. You'll see an option to either share or delete that Clinic Member. When you are done viewing the list, tap "FINISHED" (Figure 30).

(Figure 30)

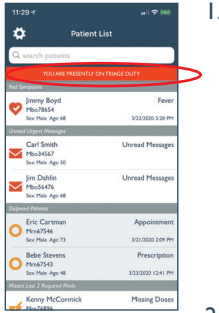
Instant Messaging Between You and Your Patient



(Figure 31)

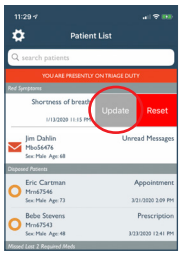
1. Under the Messages button on the bottom right, (*should be highlighted in orange when selected*) you can send messages directly to your patient (Figure 31).
2. To type your message, tap in the white text box near the bottom of your screen.
3. To send your message, tap the green "send" button.
4. If your message requires urgent attention, tap the red "urgent" button to send your message.

Reported Health Problems



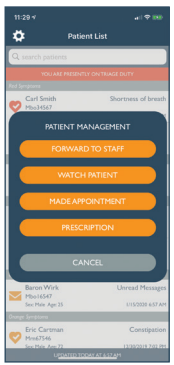
(Figure 32)

1. If you are on Triage duty, a red bar will be visible on your patient list screen (Figure 32). You'll be able to quickly see patient-reported problems on the right. Problems are also indicated by color identifiers on the left. Severe problems are in red and listed at the top of the list. Serious concerns are either in orange or yellow (*depending on the seriousness of the concern*) and listed below the severe problems. Mild/medium problems are in green and are at the bottom of the list.

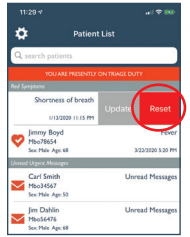


(Figure 33)

2. To act on a patient problem, swipe the patient's name to the left (Figure 33). To update the condition, tap the "Update" button.



(Figure 34)

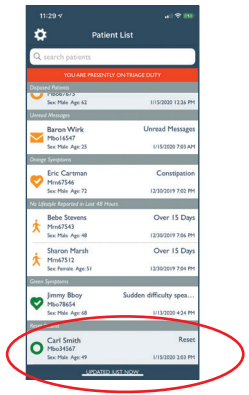


(Figure 35)

3. You'll be given an option to select the appropriate patient management convention (Figure 34).

4. After managing reported problems, tap the red "Reset" button on the right (Figure 35).

5. Once reset, the patient will move to the bottom of the patient list and the indicator will change to green (Figure 36).



(Figure 36)

How Does Mobile-Angel Help?

Cancer patients benefit in many ways from early, continuous, and proactive monitoring of toxicities and medical compliance. Mobile-Angel provides a prioritized list of your patients based on their self-reported status. Each patient answers several questions daily to track both physical and emotional status.

This summary information is prioritized in the main mobile app view. The clinical staff can instantly see, on their mobile device, which patients need attention and why. A single button connects the staff with the patient via text, phone, or email.

All Mobile-Angel data can be easily output and incorporated into the patient record.

Mobile-Angel enables instant, proactive, and prioritized communication with patients. Unlike "patient portals" and 800 numbers that enable an email or voicemail-type link where communications are queued and not prioritized, Mobile-Angel instantly flags important toxicity and medication compliance concerns and presents them in an obvious and actionable mobile list.

All critical information is presented in a single screen, on your mobile device, with one touch text, email, or phone links directly to your patients. This type of patient engagement has been clinically proven, and peer-reviewed, to have significant positive effects on outcomes, costs, ER visits, in-hospital admissions, patient stress, and care compliance.

MOBILE ANGEL

Refer to the individual user guides for additional details for Staff, Patients, and Caregivers.

For more information, contact:
Support at Mobile-Angel

303.919.5183
support@mobile-angel.com
www.mobile-angel.com