



# Patient manual

DEARhealth v2.3



1912

English

# 1. Table of contents

<b>1. Table of contents.....</b>	<b>2</b>
<b>2. Introduction .....</b>	<b>3</b>
What is DEARhealth? .....	3
How does DEARhealth work?.....	3
<b>3. Download the DEARhealth app. ....</b>	<b>4</b>
<b>4. Log in .....</b>	<b>5</b>
Additional options .....	7
Notifications .....	7
Forgot PIN .....	7
<b>5. My Manager .....</b>	<b>8</b>
Icons.....	8
Calendar in My Manager.....	9
Clinical Questionnaires .....	10
User experience questionnaires .....	11
<b>6. My Health .....</b>	<b>12</b>
Explanation score .....	12
My Health Assessment .....	13
<b>7. Selection Menu.....</b>	<b>14</b>
My Academy.....	15
My Wellness .....	16
<b>8. Messages .....</b>	<b>17</b>
My messages .....	17
<b>9. Main menu.....</b>	<b>18</b>
Settings main menu .....	18
<b>10. Stop using the DEARhealth app? .....</b>	<b>19</b>
<b>11. Medical Device Regulation DEARhealth.....</b>	<b>19</b>

## 2. Introduction

### What is DEARhealth?

DEARhealth is a software platform that uses care path technology and recommendations to support the healthcare provider in making decisions in the treatment of patients. In the DEARhealth platform, the care of patients with chronic disease is arranged in a smart care pathway.

A care pathway reflects the description of successive steps, decision moments and criteria in the care process for a patient group with a specific care need. In short, a care pathway is an overview of who will receive, which care, and when. DEARhealth aims by supporting healthcare providers in clinical decision-making, healthcare consumption can be reduced without compromising the quality of treatment for patients or patient engagement.

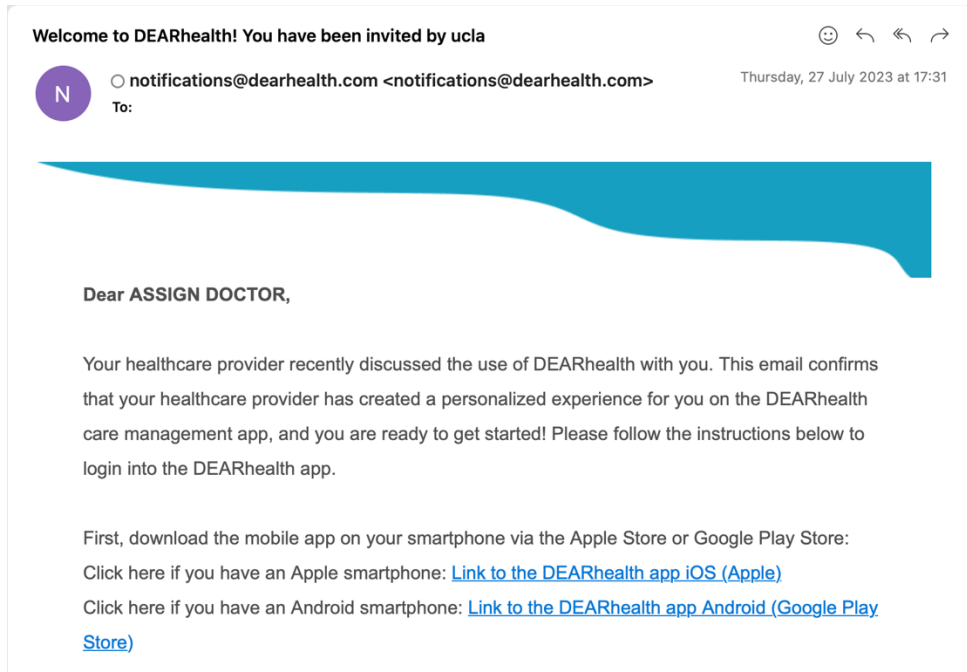


### How does DEARhealth work?

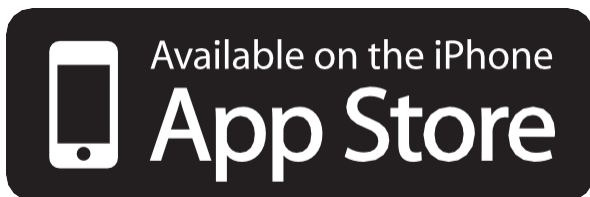
Based on your medical data as known to your healthcare team and the results of questionnaires completed by you, DEARhealth's care pathway technology provides recommendations to yourself and to your care team. This can lead to adjustments in the care pathway to avoid risks. Examples of these risks are flare-up of the disease or hospitalization.

### 3. Download the DEARhealth app.

Step 1: You will receive a similar email as below from DEARhealth:



Step 2: Download the DEARhealth app from Google's Play Store or Apple's App Store:



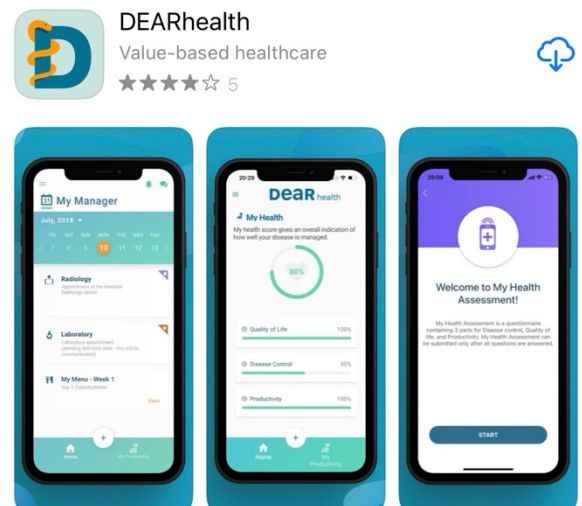
<https://apps.apple.com/us/app/dearhealth/id1336393901>



<https://play.google.com/store/apps/details?id=com.dearhealth>

Step 3: Install the DEARhealth app and open the app.

Version needed to be able to install the app: iOS 11.0 or Android 5.0



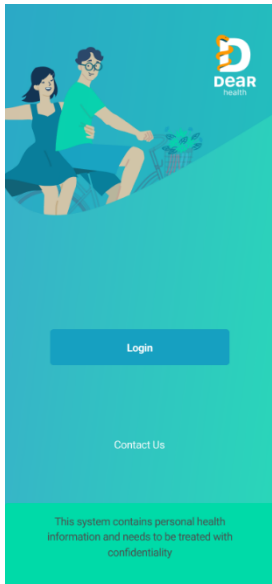
- CONFIDENTIAL- DO NOT DISTRIBUTE -

## 4. Log in

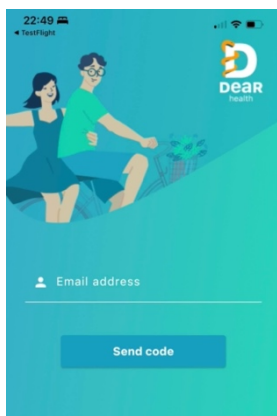
Below is a step-by-step explanation of how to log in to the DEARhealth app. These steps only need to be done once. After this, you can log in via a PIN code or by using biometrics on your mobile phone.



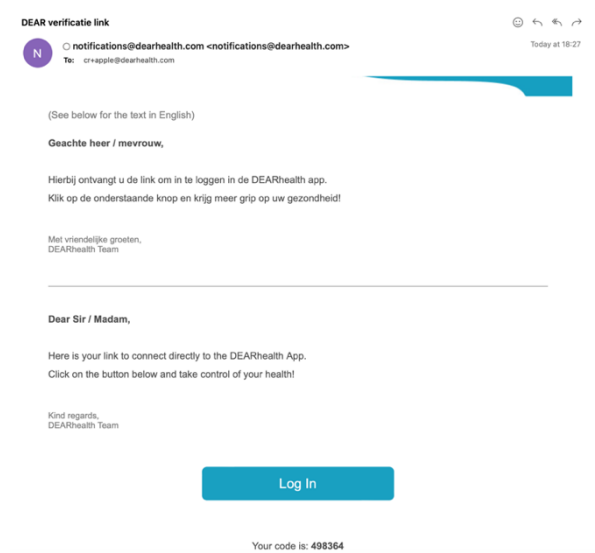
**Note!** For security reasons, the steps below must be completed again once per year.



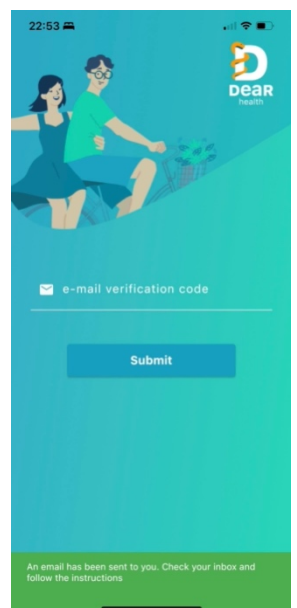
**Step 1:** Open the app. The opening screen will look like this. On the home screen, click on "Login"



**Step 2:** Enter your e-mail address that you have provided to your healthcare provider and received in Step 1 of 'Download the App'. Then click 'Send Code.'



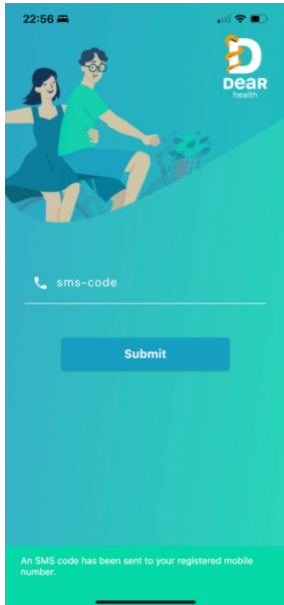
**Step 3:** You will receive a similar e-mail as shown here from DEARhealth. If you open the e-mail via your mobile phone, you can click on the "Log in" button. You will now be taken to the DEARhealth app and proceed to the next step.



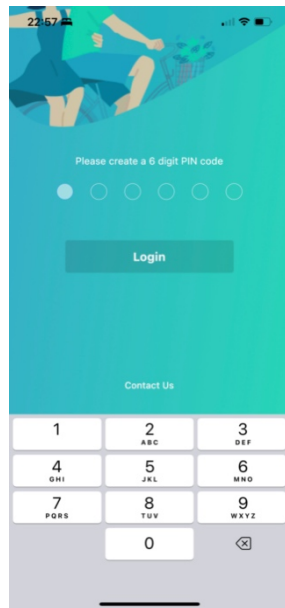
In case you open the email on another device (for example, via your computer), you must manually enter the obtained code in the DEARhealth app.



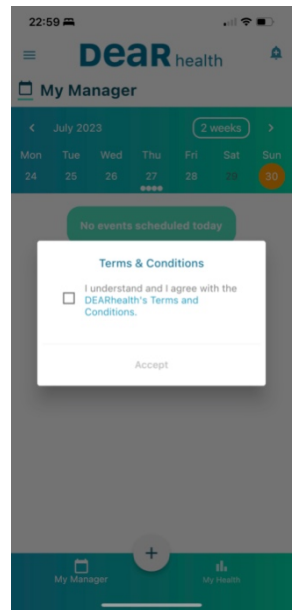
**Note!** The verification code is valid for 10 minutes. If this time has elapsed before you use the "Log in" button or enter the verification code manually, start again at step 1.



**Step 4:** You will then receive a verification code via SMS, enter this code and click on 'Confirm.'



**Step 5:** The next step is to create a PIN for your account, make sure you create a strong but easy to remember code.

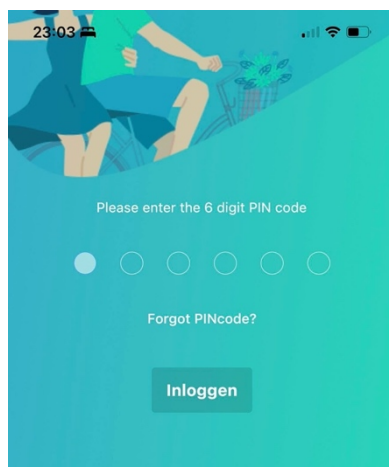
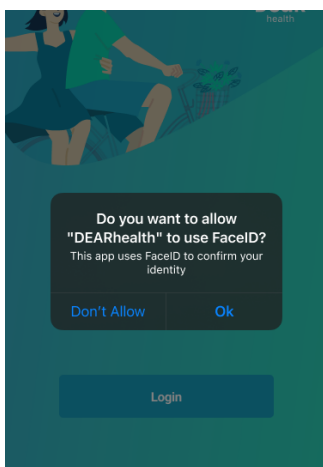


**Step 6:** The final step is to agree to the terms of use; see also the website of DEARhealth for the complete conditions: <https://dearhealth.com/terms-and-conditions/> Click 'Accept'.

**Step 7:** Login succeeded? Continue to chapter 'My Manager'.

Failed to login? Then try to log in again with the provided data. If you still are not able to log in, please contact DEARhealth via: [www.dearhealth.com/support](http://www.dearhealth.com/support)

After a one-time successful login, it is possible to log via fast login next time (by means of a finger scan or with face ID) or by using your PIN code.



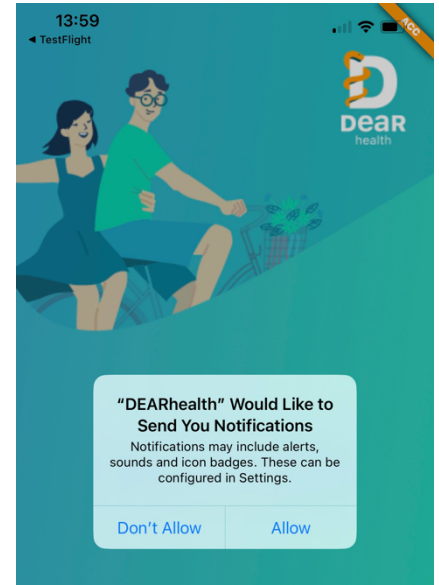
## Additional options

### Notifications

DEARhealth uses the notification feature of Apple and Android. We advise you to activate the push notifications for DEARhealth to not miss any update from your provider and get reminders to provide input about your health status.

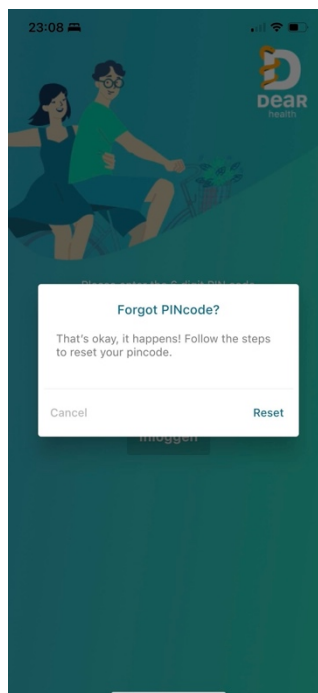
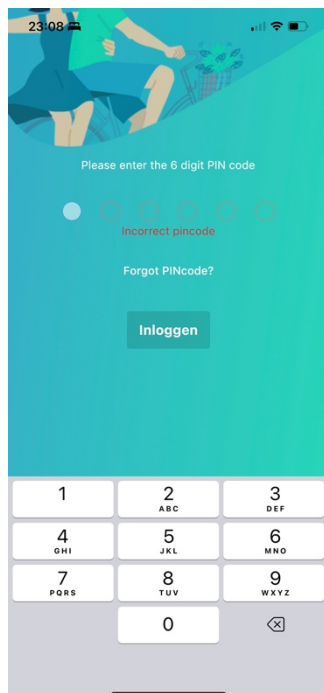
Where to change the notifications settings:

- Settings Iphone:
  1. Go to the settings menu of your phone
  2. Choose notifications
  3. Choose DEARhealth
  4. Here you can change the settings of notifications for DEARhealth
- Settings Android:
  1. Go to settings and select "Apps"
  2. Click on DEARhealth
  3. Scroll down and click on notifications
  4. Toggle the switch



### Forgot PIN

If you have forgotten your PIN code, you can use the "forgot PINcode" option to reset your PIN code. You will repeat the steps, as you did the very first time when you logged in to the app.



## 5. My Manager

The 'My Manager' function provides an overview of your care pathway. When you first launch the app, the startup screen may be empty (see image).

### Icons



Click to go to the main menu.  
See chapter 'Main menu'.



The current tab that is selected.



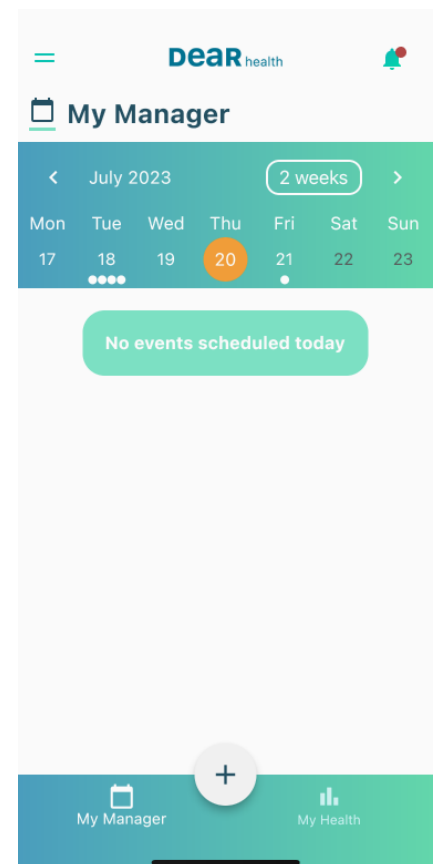
Button to go to the 'My Health' tab. See chapter 'My health.'



Select the + icon to go to the drop-down menu with extra functionality. See chapter 'selection menu'.

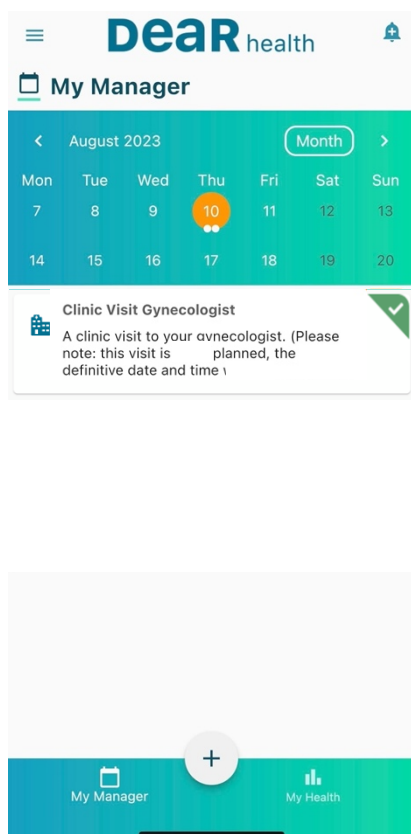
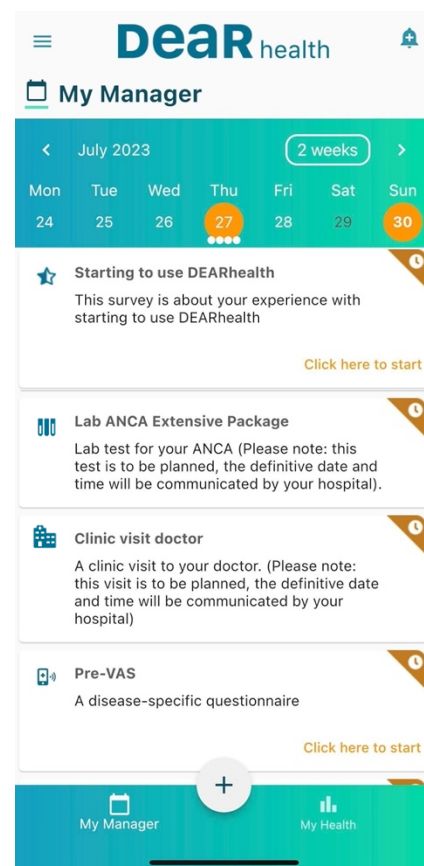
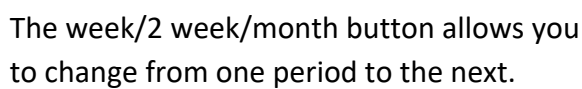
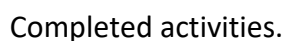
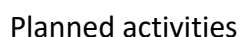
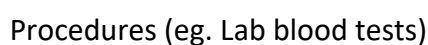
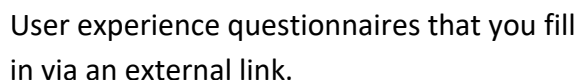
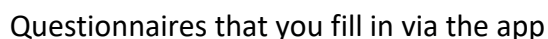
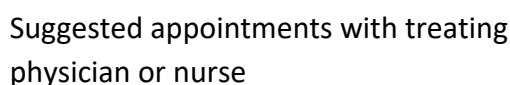


Select the notification icon to go to your received messages. See chapter 'Messages'.






In the image above you can see an example of what the agenda would look like. The symbols correspond to the different activities planned for you:



If there is a connection between your hospital and DEARhealth, the actual scheduled appointments will show up here. See example on the left.


It will be clear that the appointment comes from your healthcare professional's system: an actual appointment.



**Note:** In case there is no data integration implemented, it is not possible to show the actual scheduled appointments. The appointments shown are suggestions; days and times from the DEARhealth platform but are not the actual scheduled appointments. Check your hospital's own patient portal for more information.

## Clinical Questionnaires

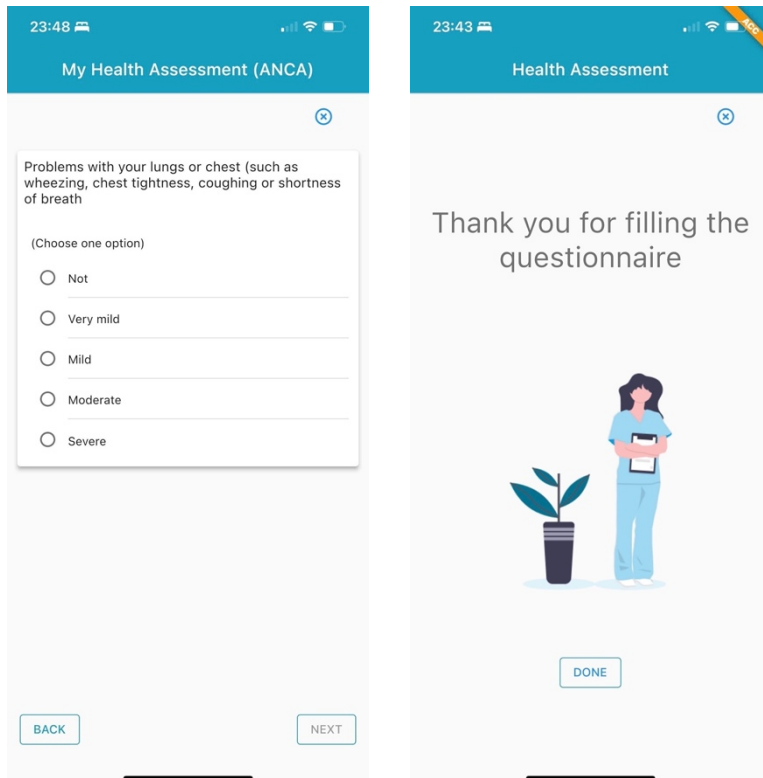
There are several questionnaires that you can fill out through the 'My Manager' menu.

These are indicated by the icon:  and can be answered by tapping: 'Click here to start.'


Filling in these questionnaires, gives your care team an overview of how you are doing. One of the questionnaires is the 'My Health Assessment', see also chapter 'My Health Assessment'.

If you start a questionnaire, you will see one question per page. This can be a (multiple) choice question, number, scale of 1-10 or a free text question. Once you have answered the question, click 'next'. You can go back to the previous question by using the 'back' button. If you leave the app while answering a questionnaire, for example because you have to answer a phone call for another reason, the answers given until then will be saved for 5 hours and when you open the app again, you will return to the questionnaire and you can continue with answering the remaining questions.

**Note!** After 5 hours of absence, you will have to start the questionnaire from the beginning. On the last page you click on 'Done' the answers will be saved and transparent to your healthcare provider.



If a questionnaire is scheduled, you will receive a notification on your phone (if you allow this in the settings of your phone). In case of a missed questionnaire, you will receive a notification (after 7 days).




**Planned activity**  
You have a planned activity. Open the DEARhealth app to see what is expected of you.

6m

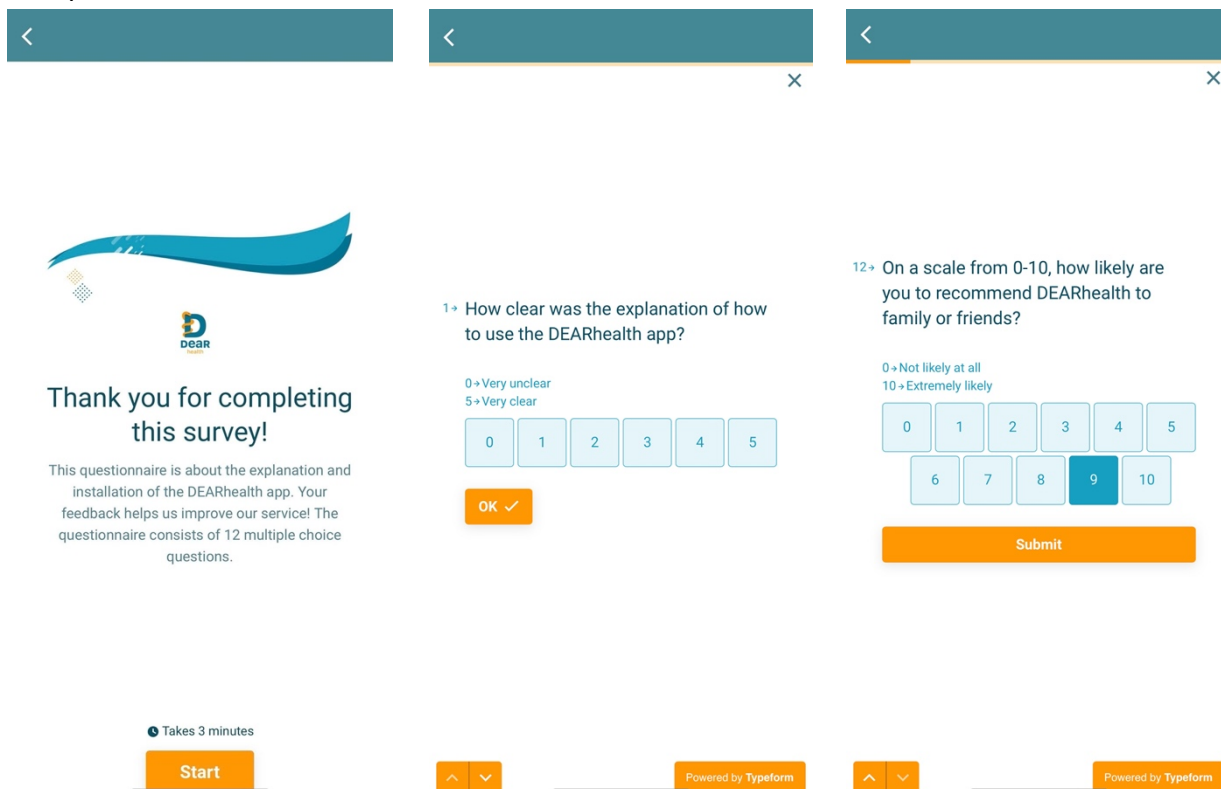
## User experience questionnaires

Besides the clinical related questionnaires in 'My Manager', there are also questionnaires on experience and use of DEARhealth.

These are indicated by the icon: and  can be answered by tapping on: 'Click here to start.'

This set of questionnaires are incorporated into the activities of the care pathway and include various questions, such as questions on ease of use and experience of starting DEARhealth. The results of these questionnaires are processed anonymously. The answers you provide cannot be traced back to your personal data. The results are used to identify areas for improvement for the app and, in addition, for DEARhealth's legal obligations due to the Medical Device Regulation.

Is you start a questionnaire from My Manager, an external link within the DEARhealth app opens to answer the questionnaire.



The image displays three sequential screens from the DEARhealth app's questionnaire interface. The first screen is a 'Thank you for completing this survey!' message, indicating the questionnaire is about the explanation and installation of the app, with feedback used for improvement. The second screen shows question 1: 'How clear was the explanation of how to use the DEARhealth app?' with a scale from 0 (Very unclear) to 5 (Very clear). The third screen shows question 12: 'On a scale from 0-10, how likely are you to recommend DEARhealth to family or friends?' with a scale from 0 (Not likely at all) to 10 (Extremely likely). Both question screens include 'OK' and 'Submit' buttons. At the bottom of the third screen, there is a 'Start' button, a 'Powered by Typeform' logo, and a 'Takes 3 minutes' indicator.

When you start a questionnaire, you will see 1 question per page. This can be a (multiple choice) question, number, scale of 1-10 or free text question. Once you have answered the question, it will continue automatically, or you can click 'OK'. You can go back to the previous question using the arrow buttons at the bottom. At the last question, click 'Submit' and you will be directed back to 'My Manager' in the DEARhealth app.

If a questionnaire is scheduled, you will receive a notification on your phone (if you allow this in the settings of your phone).



### Planned activity

6m

You have a planned activity. Open the DEARhealth app to see what is expected of you.

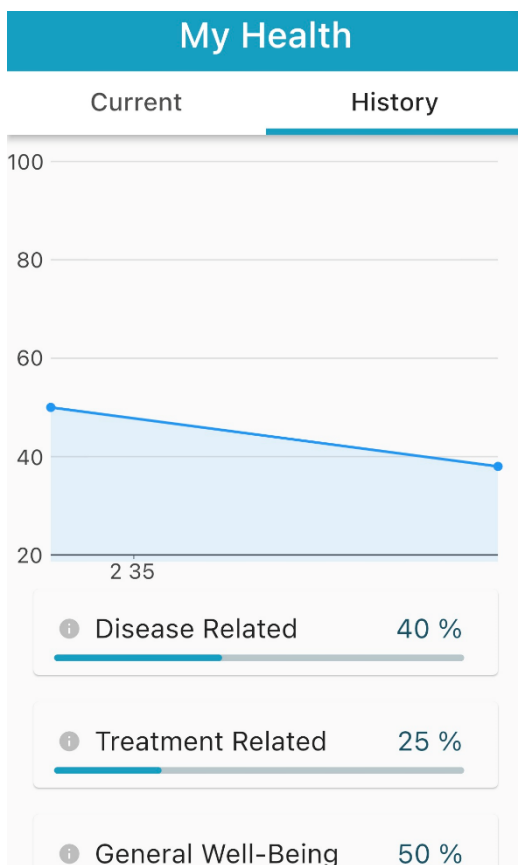
## 6. My Health

You will find your personal health score on this page. 'My health score;' gives an overview of how you are doing. This score is based on your medical data and the questionnaire input 'My health assessment'.

### Explanation score

The higher the number, the better your health is doing. If you enter for example any (new) symptoms, the score will go down.

Your healthcare provider also has insight into this score and therefore has an overview of how you are doing, even when you are not visiting your healthcare provider in the hospital.



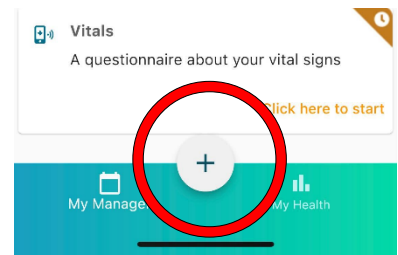
On this page you can choose "History", here you will see an overview (graph) of all the health scores based on the questionnaires that you have completed. You can see the progress of your scores. When tapping on a score, the distribution between the different components can be seen, the date and the total score. The components are different for each disease; you see a random example here..



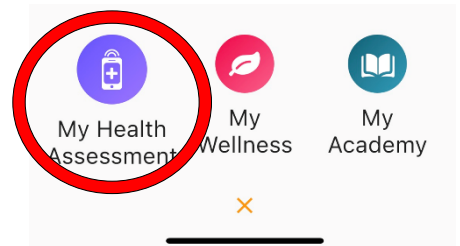
## My Health Assessment

You can use the 'My Health Assessment' module to perform an assessment about your health at any time of the day. Even if it is not scheduled for you in the calendar at that time.

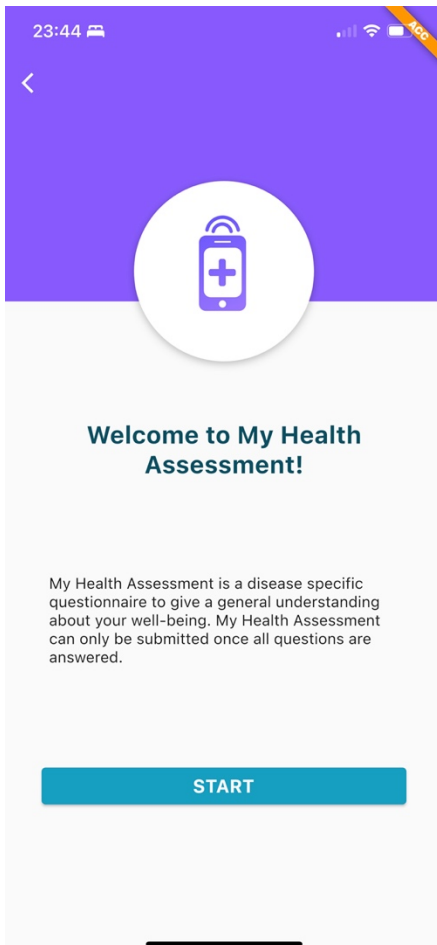
Step 1: Click the + button (now marked with a red circle) at the bottom of the screen.



Step 2: Click on the 'My health assessment' button (now indicated with a red circle) in the drop-down menu.



Step 3: You will see the screen below with 'Welcome to My Health Assessment'. Start the questionnaire by clicking on the 'Start' button.



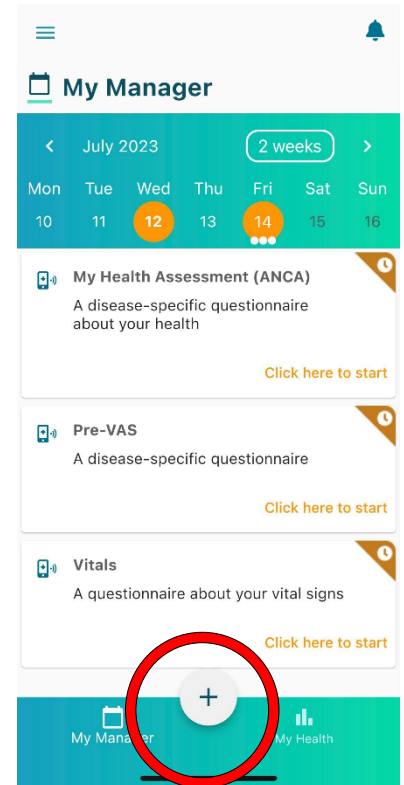
Step 4: Follow all the steps of the questionnaire and save the answers by using the 'Done' button.

## 7. Selection Menu

You can visit other parts of the app via the selection menu.  
For more information, see the explanation of the different icons.

Step 1: Click the + button (now marked with a red circle) at the bottom of the screen.

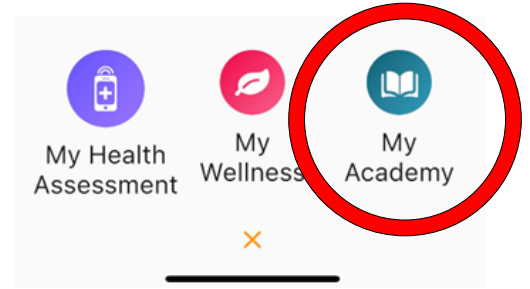
Step 2: Select one of the icons to go to the relevant part of the app.



## My Academy

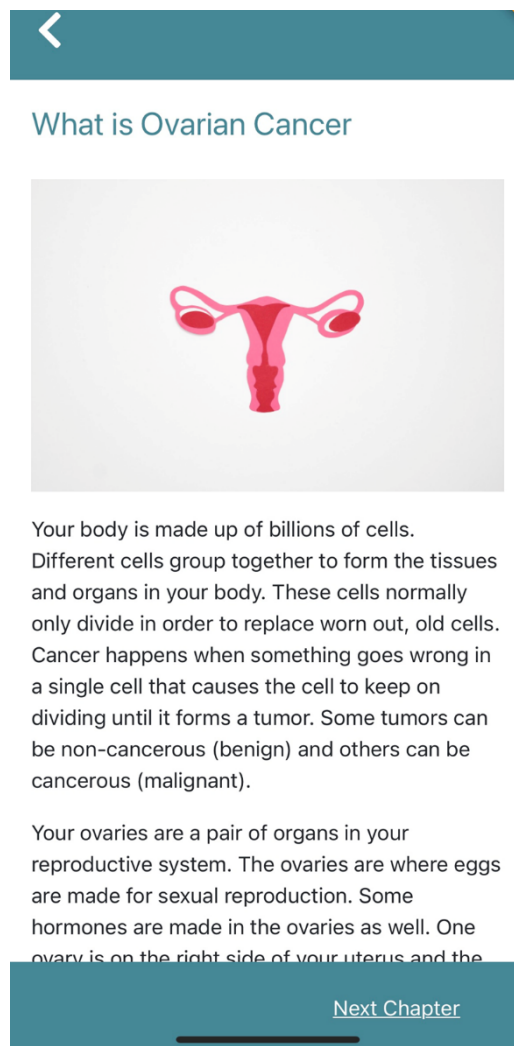
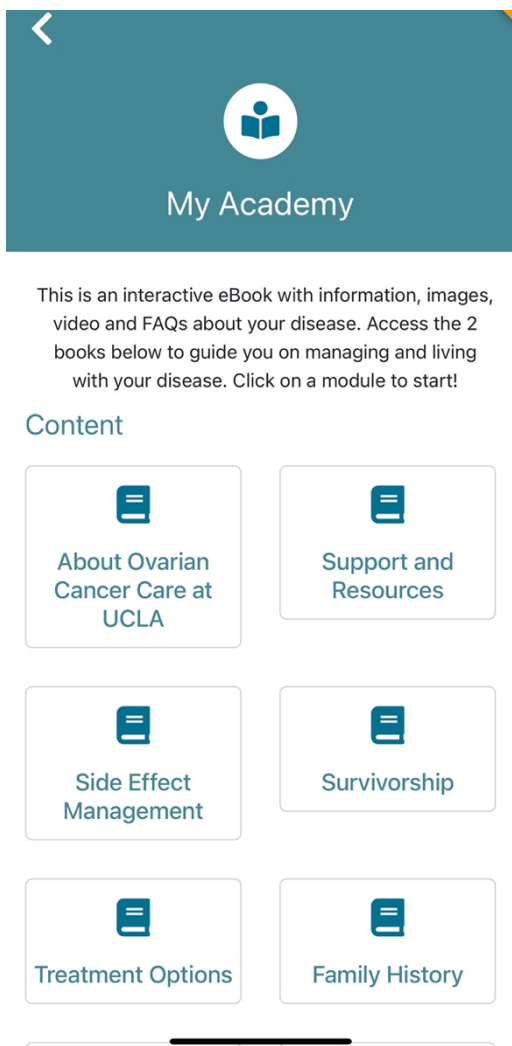
This module can help you to find additional educational information and resources about your condition.

Step 1: Click on the 'My Academy' button (now marked with a red circle) in the drop-down menu.



Step 2: You will see the screen below with 'My Academy.'

Step 3: Follow the different modules and/or return to the main screen if desired.





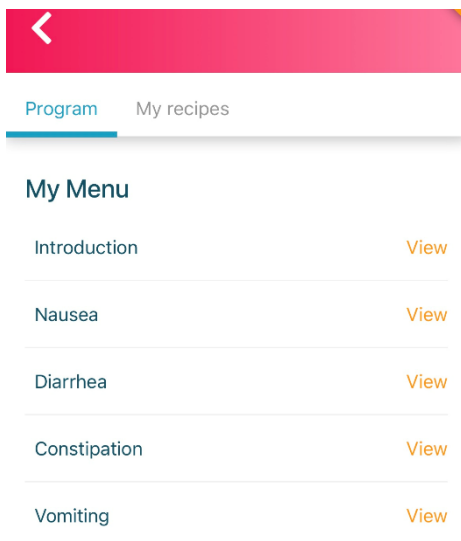
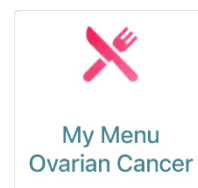
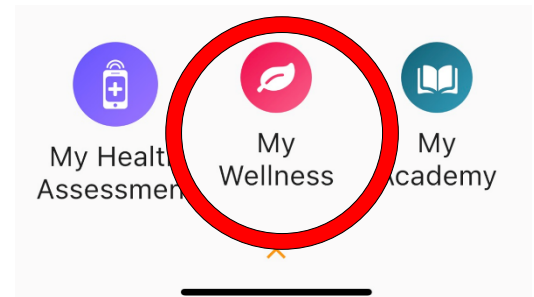
## My Wellness

This module provides additional information on nutritional advice regarding your condition.

Step 1: Click on the 'My Wellness' button (now marked with a red circle) in the drop-down menu.

Step 2: You will see the screen with 'My Wellness'.

Step 3: Follow the different modules and/or choose recipes and/or return to the main screen if desired.





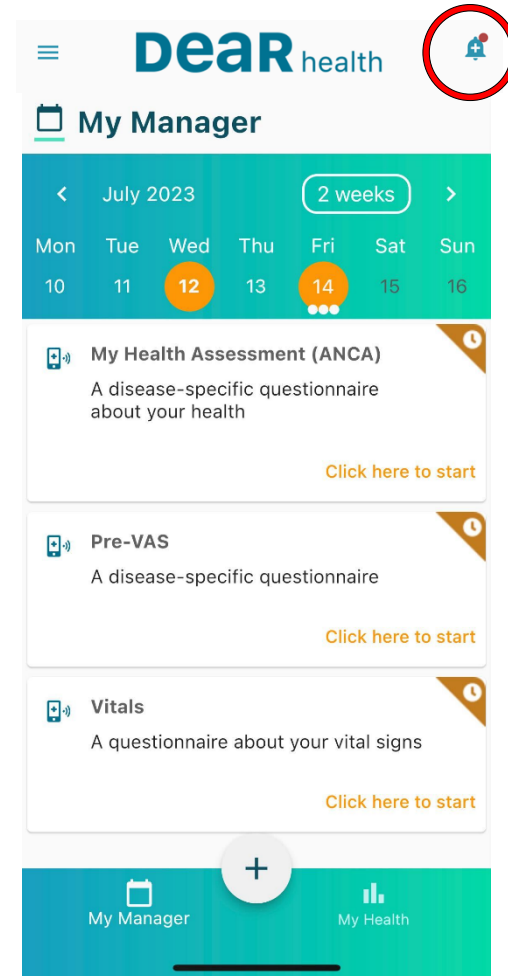
## 8. Messages

Via 'My manager', you can go to the overview of messages sent to you. To do so, click on the notification icon at the top right of the screen.

If you have received new messages, a red dot will show up at the icon. A notification will be sent to your phone if you have given permission for this in your phone settings. This notification looks like this:

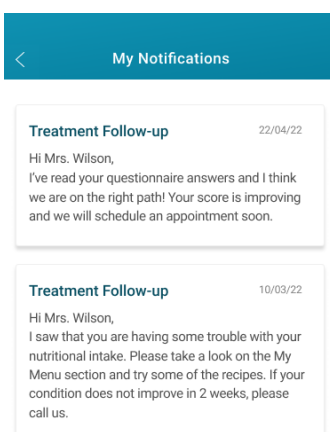


If you have read all the messages, the red dot will disappear.



### My messages

The 'My messages' menu contains all messages sent to you from your healthcare provider. You can also see the entire history of messages here. By clicking on the notification icon, you can open 'My messages'.



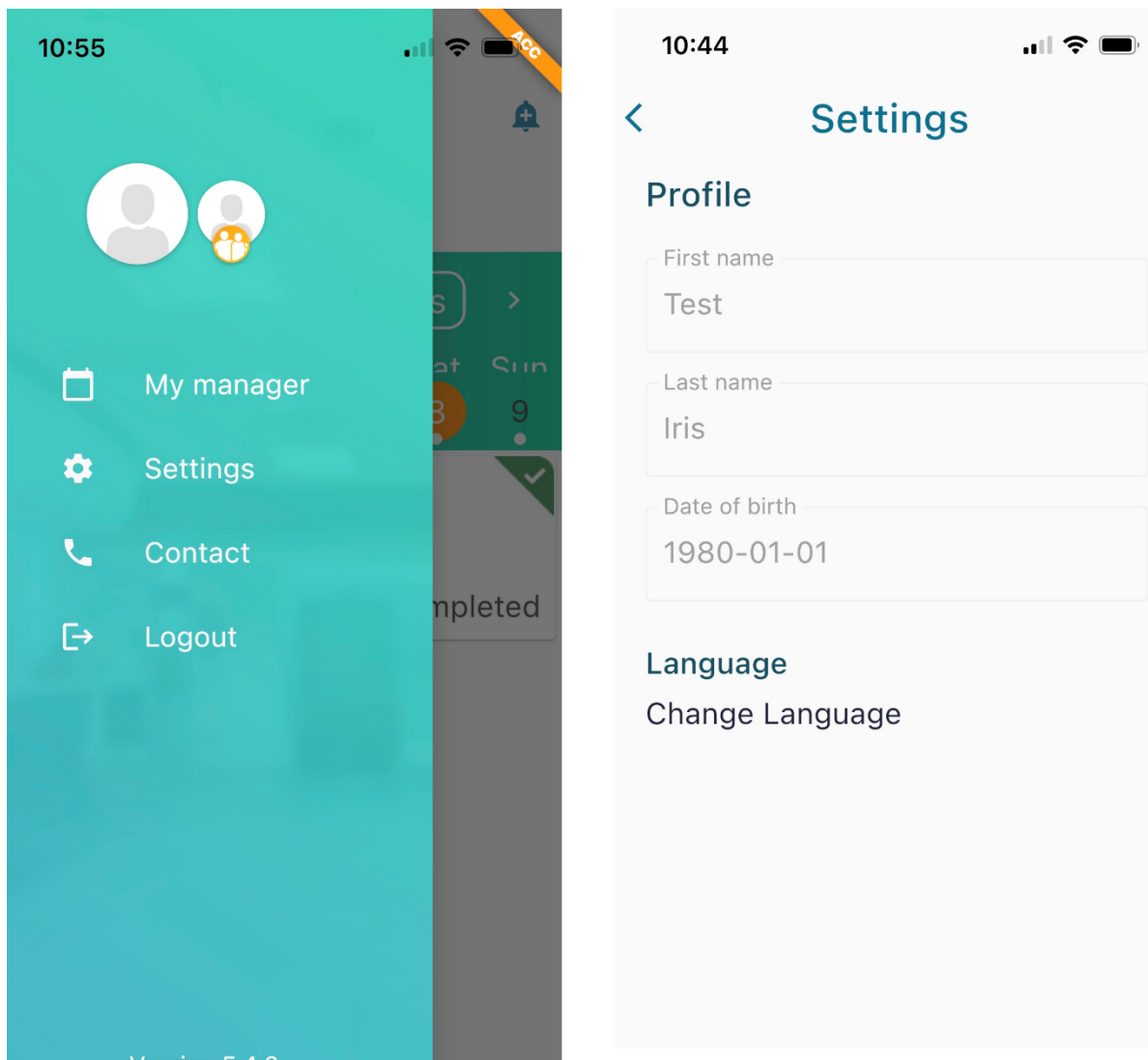
**Note!** You cannot send messages back yet to your healthcare provider through this feature. If you want to speak to your healthcare provider, you can do so through the usual communication channels that you have agreed with your healthcare provider.

## 9. Main menu

By clicking on the three horizontal lines at the top left you can navigate to the main menu: where you can find provider contact details and a logout option.

### Settings main menu

In the main menu you can navigate to settings, where you can view your data as known to DEARhealth and change the language of the app. Currently available in Dutch and English.



## 10. Stop using the DEARhealth app?

DEARhealth has entered into an agreement with the hospital.

This agreement states that if you wish to stop using the DEARhealth patient app, you can inform your provider at the hospital.

Your data as processed on the DEARhealth platform will be transferred to the hospital, and thus removed from the DEARhealth platform, upon termination of the agreement with the hospital.

You can remove the DEARhealth app from your phone

## 11. Medical Device Regulation DEARhealth



DEAR Health Netherlands B.V.  
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[www.dearhealth.com](http://www.dearhealth.com)



08720892717405



2024-11-29



(01) 08720892717405  
(11) 20241129  
(8012) v2.3



v2.3



Instructions for use are supplied in electronic form instead of paper form.  
URL: <https://www.dearhealth.com>  
Email: [support@dearhealth.com](mailto:support@dearhealth.com)  
Paper instructions for use can be requested at no additional costs by contacting us  
Using the indicated email address and will be delivered within 7 days.



If a serious incident occurs that compromises patient safety due to the use of the DEARhealth platform, you must report this as soon as possible to DEARhealth as a manufacturer and to the relevant competent authority.