

tucuvi



User Manual

Tucuvi Health Manager (THM)

www.tucuvi.com

info@tucuvi.com

© Tucuvi 2021

Table of content

1. Introduction	4
1.1. Warnings and precautions	4
1.2. Forecast of use	4
2. Conformity of use	4
3. Installation and uninstallation	5
3.1. Installation procedure	5
3.2. Uninstallation procedure	6
4. Advanced features	6
4.1. Log in	6
	7
4.2. Change of password	7
4.3. List of calls	8
4.4. List of patients	12
4.5. Add patient	13
4.6. Setting up calls	16
4.7. Patient file	20
4.8. Change patient	26
4.9. Patient discharge	26
4.11. Patient statistics	27
4.12. Calendar	27
4.13. Professional profile	31
4.14. Help	32
5. Troubleshooting	32
5.1. Troubleshooting	32
6. Symbols on labelling	33
7. Legal notices	34
7.1. Exemption from liability	34
7.2. Personal data	34
8. Contact with the manufacturer	34

1. Introduction

TUCUVI HEALTH MANAGER is a system that allows, by means of automatic phone calls, to carry out follow-up protocols to patients previously defined by healthcare professionals, analyse patients' conversations and classify their responses according to the protocols, identifying relevant indicators for professionals that can lead to action on their part. The web platform allows professionals to choose which protocols to use with their patients and define their frequency. On the other hand, it allows them to visualise their responses, both individually per patient with their consequent indicators (if they exist), as well as in aggregate form by groups of patients. It also facilitates the annotation of interventions by the professionals derived from the visualisation of the result of the calls; i.e., in the call to a patient it has been recorded that he/she has an oxygen saturation of less than 90% and this visualisation has led to a call by the nursing team.

We recommend that you read the manual carefully before using the product. Please read the precautions with symbols carefully to ensure that the device is used safely and under the best conditions.

1.1. Warnings and precautions

It is not recommended that patients with hearing or deafness problems, or problems derived from speech, be included in the platform, as telephone follow-up may be highly affected.

The inclusion of patients with mental health problems in the platform is not recommended, except in protocols specifically designed for these pathologies.

1.2. Forecast of use

The platform allows to visualise the monitoring of different protocols previously co-designed by the Tucuvi team and healthcare professionals, therefore, it works in a pathology-agnostic way.

The responsible professional must choose the appropriate protocol for each patient at the time of inclusion, as well as the periodicity (punctual or periodic) of the phone calls. Once monitoring has begun, the user's previously classified responses can be viewed, as well as the alerts detected.

For periodic follow-up protocols, the professional must pause/end the follow-up when necessary through the platform.

2. Conformity of use

The use of this device is reserved for medical practitioners, or to be used under their control. Any inappropriate use is prohibited.

The user must:

- Not modify the software.
- Protect patients, third parties, other operators, assistants and himself/herself from any danger.

The user must check the security of the session and the condition of the devices before each use. In that sense, you should verify that you are logged in with your personal account and have access to your patients, as well as log out when you are done using the platform, thus preventing third parties from accessing patient data as well as modifying patient tracking.

3. Installation and uninstallation

Access to the platform will be through a web browser, always using the Google Chrome browser and personal and non-transferable credentials.

3.1. Installation procedure

3.1.1. Installing Google Chrome

For the installation of Google Chrome, a free web browser, the professional must first check whether it is compatible with his or her operating system and whether it meets the system requirements. You can then proceed with the installation of the browser.

- Chrome Windows installation
 1. Download the installation file
 2. Click Run or Save

Start Chrome, when the process has finished.

- Installing Chrome Mac
 1. Download the installation file
 2. Open the "googlechrome.dmg" file.
 3. In the window that opens, find Chrome
 4. Drag Chrome to the Applications folder
 5. Open Chrome

- Installing Chrome Linux
 1. Download the installation file
 2. To open the package, click OK.
 3. Click Install the package

It is recommended to always have the latest version of Google Chrome updated for a correct functioning of the platform, last version guaranteed 87.0.4280.

3.1.2. Credentials

The professional must access the platform using their personal credentials (email and password), provided by Tucuvi. After the first access, the user must change the password. This must have a minimum of 8 characters, including 1 number and a special symbol (.,_ - ;¿?i!*{}).

3.2. Uninstallation procedure

When it is necessary to remove the access of a professional, contact Tucuvi, who will proceed to remove their credentials permanently.

4. Advanced features

In the following we will detail all the functionalities and views that the platform contains, in order to help a better and efficient management of the system.

4.1. Log in

In order to access the platform, the professional must log in with the credentials assigned by Tucuvi. The credentials of each professional will be generated once the head of the medical team lets them know, indicating the name and surname of the physician and the email with which he/she will have access to the platform.

Tucuvi will register the email address and associated password in the authentication system. These data will be sent to the professional to notify him/her that he/she has access to the platform from that moment, and remember that after the first access he/she will have to change the password as indicated in section 4.2.

4.2. Change of password

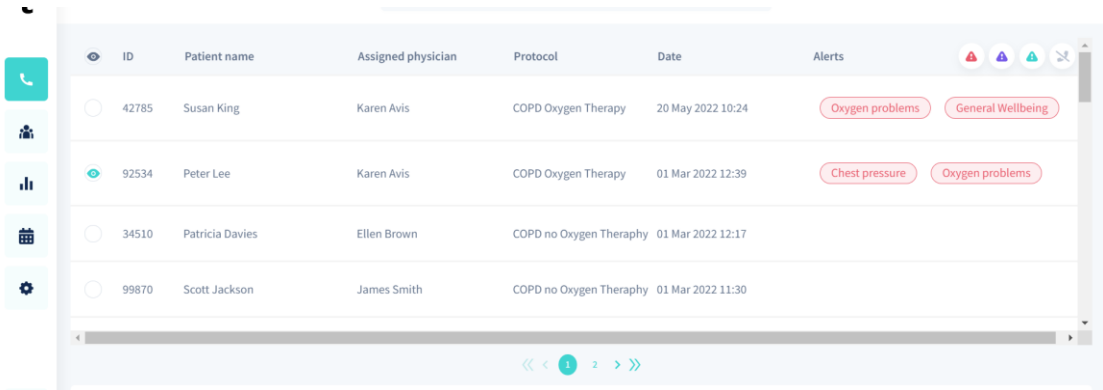
As indicated in the previous section, after a first access to the platform, verifying the validity of his or her credentials, the professional must change the password.


To change the password, on the Login screen, click on the following button **Change password**, and a password reset form will open. In this form, enter the email address of the login credentials and click on the **Submit link**.

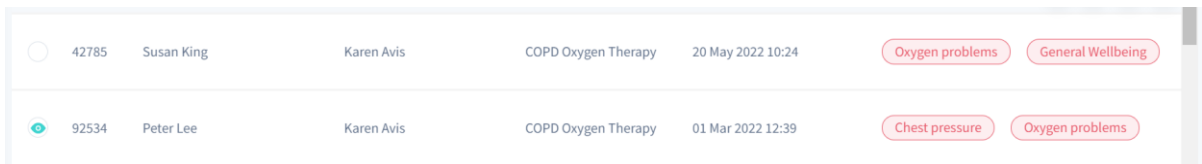
The professional will receive an email with a link where he/she can create a new password. This must have a minimum of 8 characters, including 1 number and a special symbol (.,_ - ;¿?i!*{}). Once the new password is created, the credentials will be changed immediately, allowing access to the platform by logging in with the new credentials.

4.3. List of calls

The Calls screen is the main screen that is reached once access to the control panel has been verified. This screen allows you to view all the calls made by the system and shows the calls answered to the questions established according to the protocol, totally or partially, ordered by default from most to least recent and the unanswered calls. It can be filtered both as calls that have had alerts and the level of severity of these, as well as calls that have been answered.



Calls appear in the list in two ways, depending on whether they have been reviewed by a physician or not. In the first case, it is indicated that the call has not been reviewed, since no icon appears to the left of the ID. In the second case, the icon appears.  , indicating that the call has already been reviewed.



The ideal situation is that all calls are reviewed as soon as possible, and as soon as this is done, they are marked as reviewed in the system.

In the central part, above the list of calls, there is a search engine that allows you to locate the calls associated with a clinical ID or the name of a patient. The list of calls that will appear will show the calls matching the data provided.

ID	Patient name	Assigned physician	Protocol	Date	Alerts
42785	Susan King	Karen Avis	COPD Oxygen Therapy	20 May 2022 10:24	Oxygen problems, General Wellbeing
92534	Peter Lee	Karen Avis	COPD Oxygen Therapy	01 Mar 2022 12:39	Chest pressure, Oxygen problems
34510	Patricia Davies	Ellen Brown	COPD no Oxygen Therapy	01 Mar 2022 12:17	
99870	Scott Jackson	James Smith	COPD no Oxygen Therapy	01 Mar 2022 11:30	

The call list displays different types of information arranged in columns. Each of these columns is described below:

- **ID:** This data is entered manually at the time of the patient's discharge from the service, in the first required field in the Personal Data section.

- **Patient's first and last name:**

This column indicates the name and surname of the patient who has received the call. Given that there may be a situation where there is more than one patient with this identical information, the use of the Clinical ID field is recommended to verify identity.

- **Responsible:**

Displays the practitioner responsible for the patient with respect to the protocol to which the call corresponds, after the calls, any alerts detected will be sent to the responsible person by email. It will always be one email per call, including in it all the alerts that have been detected.

- **Module:**

Corresponds to the protocol that the patient has responded to in the call in question. Each protocol has a series of defined questions and behaviours that are specified in the corresponding section of the manual.

- **Call date:**

Indicates the date and time at which the call was made to the patient.

- **Alerts:**

This column shows all alerts that have been detected on each call. These alerts are specific to each protocol (and/or module). For each call, two alerts are displayed and, if there are more, they are grouped as "+ number". The colour of the alert will indicate the level of

severity predefined by the unit manager.

	92534	Peter Lee	Karen Avis	COPD Oxygen Therapy	15 Feb 2022 13:59	Chest pain	Oxygen problems	+1
	01576	Amanda Parker	Karen Avis	COPD Oxygen Therapy	15 Feb 2022 11:00	Night fever	General wellbeing	+1

To view all alerts, place the cursor over the "+ number", and a tab with all alerts will be displayed.


Sometimes, several protocols may share one or more alerts, so calls from different protocols may show the same alert. In addition, there is the possibility that the parameters defined to trigger the alert are different from one protocol to another.


	87914	George Baker	Ellen Brown	Palliative Care	08 Feb 2022 10:17	General wellbeing	Pain	+3
	20018	Carol Carter	James Smith	COPD Oxygen Therapy	07 Feb 2022 12:22	General wellbeing	Pain	Urination
						Sleep	Constipation	

- **Filters:**

By default, all patient calls are displayed, but you are allowed to select one or more options and thus limit the results to patient calls with the filters ticked.

- Calls with alerts: By clicking on any of the three alert icons, the following options

are available , only calls for which such alerts have been detected are displayed. The red icon corresponds to severe alerts, the purple icon to medium alerts and the blue icon to low alerts.

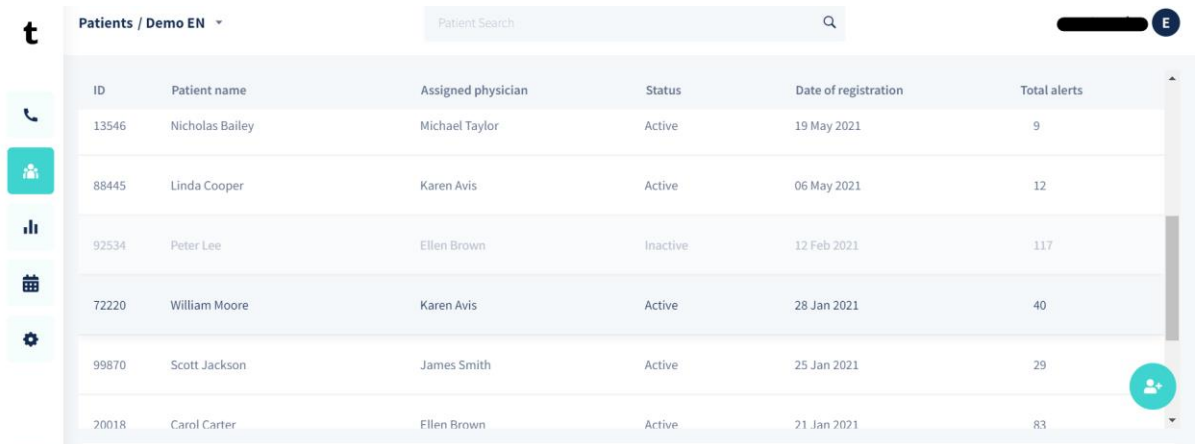
- Unanswered calls: when you press the icon , unanswered calls are hidden (only calls that have been answered are displayed).

- **Remove filters**

If one or more filters have been activated for the call list, they can be deactivated by clicking on the same icons again.

4.4. List of patients

The Patients screen groups and displays all patients who are discharged on at least one of the protocols in the service. Patients are sorted by showing the most recently added patients at the top, relegating the oldest patients to the bottom.



ID	Patient name	Assigned physician	Status	Date of registration	Total alerts
13546	Nicholas Bailey	Michael Taylor	Active	19 May 2021	9
88445	Linda Cooper	Karen Avis	Active	06 May 2021	12
92534	Peter Lee	Ellen Brown	Inactive	12 Feb 2021	117
72220	William Moore	Karen Avis	Active	28 Jan 2021	40
99870	Scott Jackson	James Smith	Active	25 Jan 2021	29
20018	Carol Carter	Ellen Brown	Active	21 Jan 2021	83

In the central part, above the list of patients, there is a search engine that allows you to locate them by name, surname or ID. The list of patients that will appear will show those that match the data provided.

The list of patients is arranged in a similar way to the list of calls, but shows different information, although it is also arranged in columns. Some are common to the call list, but others are specific to this section.

- *ID*

This data is entered manually when the patient is registered in the service, in the first required field in the Personal Data section.

- *First name and surname*

This column indicates the patient's first and last name. Given that there may be more than one patient with identical information, it is recommended that the ID field be used to verify identity.

- *Responsible*

Displays the physician responsible for the patient at the time of the consultation. The physician responsible for a patient will always be the one who processes the patient's discharge in the control panel and cannot be modified except if this action is performed by the person responsible for the protocol in question.

- *Status*

Indicates whether the patient is currently active (and therefore receiving calls) or inactive. In the platform, the status can be seen depending on the colour of the column: if it is light grey, it means that the patient is no longer active.

- *Date of registration*

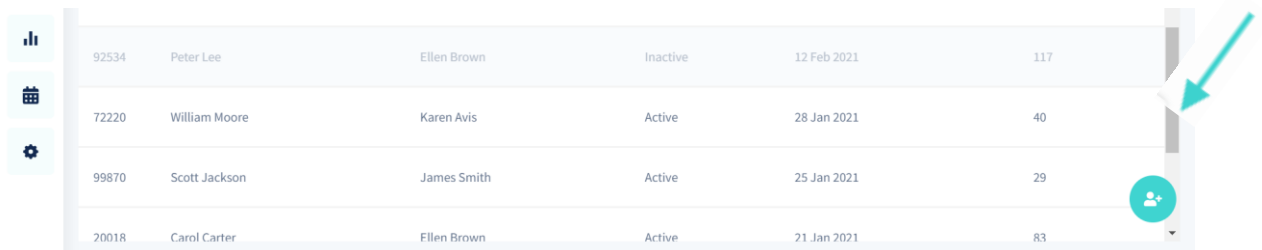
Displays the date on which the patient was first registered in the control panel, thus allowing to know how long the patient has been in the system.

- *Total alerts*

This column shows the total number of alerts that have been detected in all the calls made for each patient, both of the total number of protocols that the patient has active at the moment, as well as those protocols that have been active in the past but are not still active.

4.5. Add patient

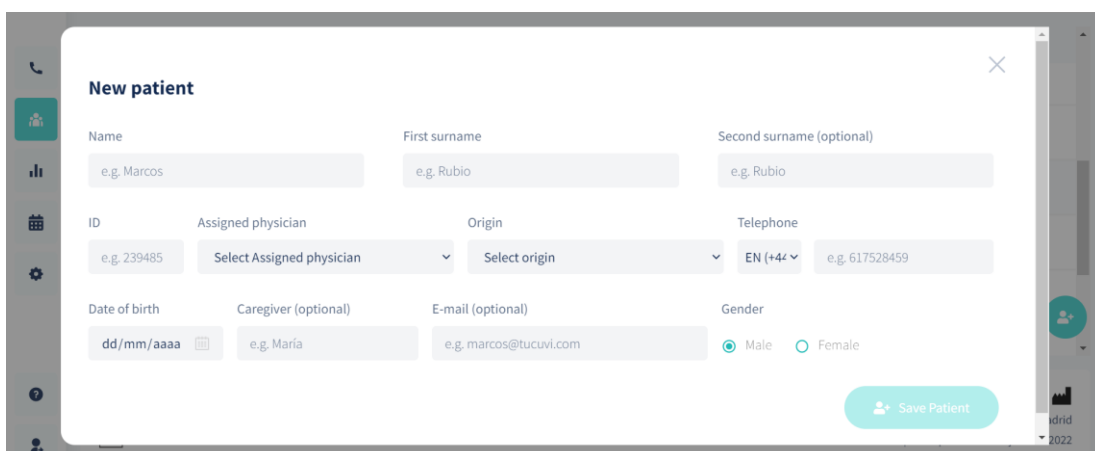
To create a new patient, select the **add patient** icon and fill in the data. This icon is located at the bottom right of the Patients screen. Once finished, the patient is saved and the patient is registered on the platform.



92534	Peter Lee	Ellen Brown	Inactive	12 Feb 2021	117
72220	William Moore	Karen Avis	Active	28 Jan 2021	40
99870	Scott Jackson	James Smith	Active	25 Jan 2021	29
20018	Carol Carter	Ellen Brown	Active	21 Jan 2021	83

The screenshot shows a table with 6 columns: ID, Name, Assigned physician, Status, Date of registration, and Total alerts. A green arrow points to a circular 'Add Patient' button (person icon with a plus sign) located at the bottom right of the table.

Clicking on this button displays a small screen that allows you to enter the data of a new patient in the system, in order to register him/her in the system for the first time.



The 'New patient' form contains the following fields:

- Name: e.g. Marcos
- First surname: e.g. Rubio
- Second surname (optional): e.g. Rubio
- ID: e.g. 239485
- Assigned physician: Select Assigned physician
- Origin: Select origin
- Telephone: EN (+44) e.g. 617528459
- Date of birth: dd/mm/yyyy
- Caregiver (optional): e.g. María
- E-mail (optional): e.g. marcos@tucuvi.com
- Gender: Male Female

A 'Save Patient' button is located at the bottom right of the form.

In this new screen, there are several sections, which are described below:

- *Personal data*

The first data to be filled in corresponds to the patient's personal data, including name and surname, date of birth, gender, contact telephone number and e-mail (optional). These data will be common to all calls and protocols that are activated for the patient.

- *Name and surname.* Each of these fields is differentiated and properly identified. All three fields must be completed correctly. Although the three fields are subsequently shown unified, they are requested separately so that, in case of doubt about the order or conformation of the name or surname, they can be consulted unequivocally.
- *Date of birth.* This information can be entered manually via the keypad in the format dd/mm/yyyy, or by using the adjacent calendar to select the corresponding date in the calendar.
- *Telephone.* The telephone number where the patient wishes to be contacted to receive the calls corresponding to his/her protocol should be indicated. It is recommended that it corresponds to a line to which the patient has easy access and that the device is easy for the patient to use. This minimises possible errors during the call, such as unexpected hang-ups or not knowing how to answer the call. The line should be operational and should remain so for the duration of the system's use in order to meet the
- *Gender.* Gender adjectives and pronouns should be used during the call. The one with which the patient identifies should be selected in order to personalise the call in each case.
- *ID.* The Clinical ID is unique, personal and non-transferable for each patient. It corresponds to the associated clinical history code. The patient's name is stored in the hospital's own database and must be entered manually at the time of discharge.
- *Responsible person*

This box shows by default the physician who is performing the discharge procedure for a new patient.
- *Origin*

In this field the practitioner should indicate the origin of this new patient.

All mandatory fields must be completed. If any field is incomplete, the border will be red and the

patient cannot be saved. When all data is correctly entered, the last step is to save the patient.

New patient

Name: Simon | First surname: Lewis | Second surname (optional): Smith

ID: 110401 | Assigned physician: Ellen Brown | Origin: Emergency Room | Telephone: EN (+44) 697567589

Date of birth: 11/08/1980 | Caregiver (optional): Emily | E-mail (optional): simonlewis@gmail.com | Gender: Male Female

[Save Patient](#)

4.6. Setting up calls

In order to establish a protocol for calling a patient, the patient must be selected by entering their patient file (described in section 4.7. Patient file). Once in this screen, click on the call icon.

Simon Lewis

ID: 110401 | Gender: Male | Telephone: +44697567589 | Assigned physician: Ellen Brown

Date of birth: 11-08-1980 | Origin: Emergency Room | Caregiver: Emily

Calls: 0 | Alerts: 0 | Interventions: 0

[Export data](#) | [View statistics](#)

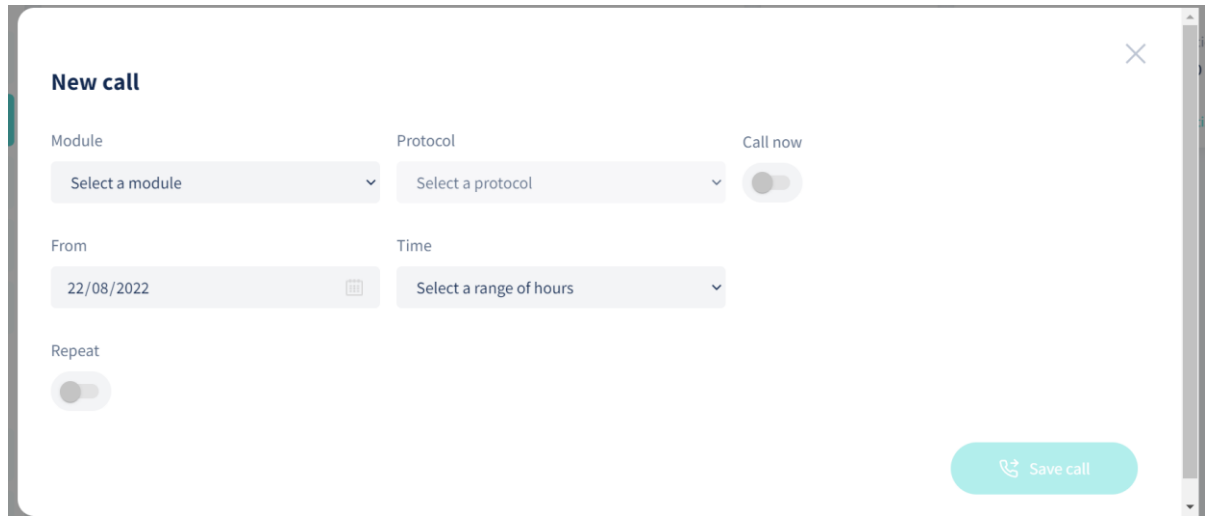
There are no calls configured for this patient

Please create an initial call to begin followup by phone with Lola.

[Create call](#)

The configuration of each call has a number of sections that need to be completed in order to register the call in the system and therefore proceed with the call.

Depending on the protocol, this section may have a different number of sections. Thus, for each call to be configured, the following sections are shown individually:



The screenshot shows a 'New call' configuration window. It features several input fields: 'Module' and 'Protocol' are dropdown menus; 'Call now' is a toggle switch; 'From' is a date field with a calendar icon, currently showing '22/08/2022'; 'Time' is a dropdown menu; and 'Repeat' is another toggle switch. A 'Save call' button with a save icon is positioned at the bottom right of the form.

- *Module*

Field required to specify about the protocol. Sometimes different modules may have similar questions, but the definition of the alerts may not be identical in both cases, so the module that best fits each case should be chosen.

- *Protocol*

For each module, there are a number of associated protocols. Sometimes different protocols contain similar questions, but the definition of alerts may not be identical in both cases.

- *Start date (From)*

Presented in date format, preceded by the word "from". It indicates the date from which the first call will be made to initiate the telephone answering service, including that date. Therefore, it is necessary that the date is always present or future, never past.

This information can be entered manually using the keypad in the format dd/mm/yyyy, or by using the adjacent calendar to select the corresponding date in the calendar.

- *Time*

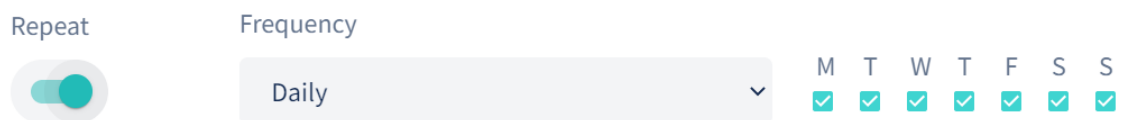
This is the time at which the patient should receive the protocol call from the previously selected date. This time is not exact and has a margin of +/- 15 minutes

with respect to the selected time.

It is recommended that the time is chosen by the patient himself, within the medical indications necessary for each protocol, to improve the response rate in the calls made.

- *Repeat*

In the case of a single, one-off call, which is not to be repeated at a later time, this selector shall be set to "off" mode. Thus, the call will only be made on the date and time previously indicated, without any repetition. On the other hand, if you wish to make this call periodically, the "Repeat" function must be activated. In this way, the last two additional sections will appear, which will help to configure the periodicity of the call.



First of all you have to select how often you want to repeat the call. In this way you can find the options:

- ❖ Daily
- ❖ Weekly
- ❖ Fortnightly
- ❖ Monthly

In case of selecting a daily periodicity, by default the call will be configured from Monday to Friday, but the days are completely customisable, being able to select between 2 and 7 days a week to make the call. This call will always be at the same time on all the selected days, so if you wish to configure different times for each day, you will have to configure different calls in each case.

In the other three options (weekly, fortnightly and monthly), only one day of the week can be selected and this will be repeated with the selected frequency, so that if a Tuesday is selected and it is weekly, the call will be made every Tuesday, in the case of fortnightly it will be made every second Tuesday alternately, and in the case of monthly, every fourth Tuesday.

Save

When the patient profile and at least one call have been configured, they can be saved in the system in order to start the telephone follow-up service. In the event that the data necessary to correctly set up this configuration is missing, the patient profile and/or protocol calls cannot be

saved, and the patient's profile and/or protocol calls cannot be set up.

Exit

In the upper right area of the New call window where the actions described above are performed, there is a cross that allows you to close this window and return the action to the previous screen.

If you click to exit, the data entered in New call will not be recorded, and the whole process must be repeated and the "Save" button must be clicked to do so.

New call

Module: COPD Protocol: COPD Goldberg Call now:

From: 02/09/2022 Time: 09:00-10:00

Repeat: Frequency: Daily M T W T F S S

Add, edit and pause calls

If the patient needs to receive several calls, either from the same protocol or from different protocols, and/or if it is necessary, due to its configuration, to establish it in different calls, it can be done by adding more calls with the "Add call" button.

If you wish to pause or edit a call, for whatever reason, you can do so by clicking on the icon located at the top right of the box corresponding to the call in question.

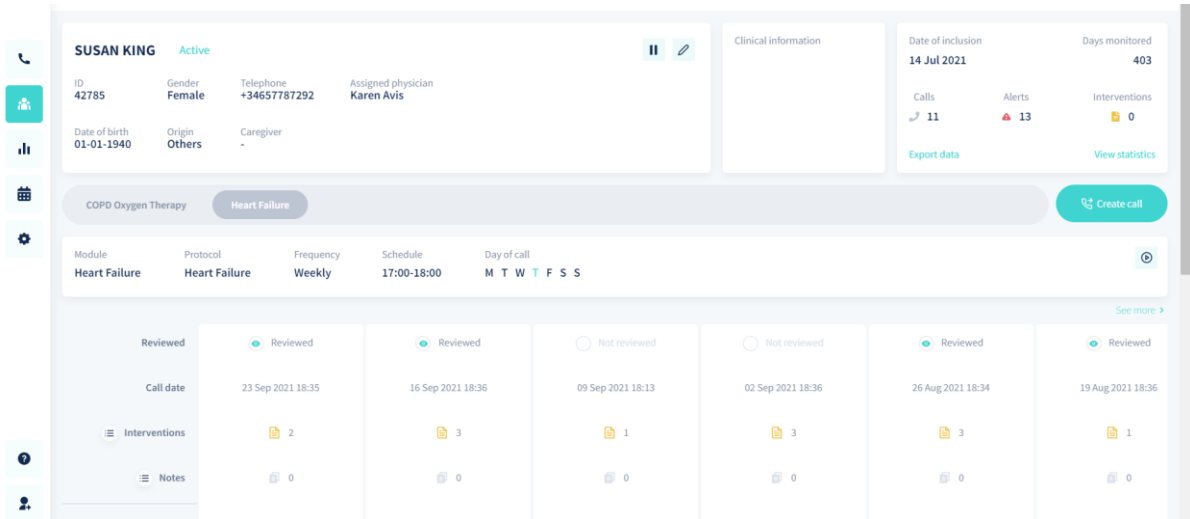
Module	Protocol	Frequency	Schedule	Day of call
COPD	COPD Goldberg	Recurrent	09:00-10:00	M T W T F S S



- The icon  allows you to pause the call.

- The icon  allows you to edit the call.

4.7. Patient file

Each patient has a personal screen where both his personal data (together with the person in charge and the patient's status) and the information collected in each call he has answered, grouped by protocols, are collected. In the upper part, personal data, clinical information and statistics are displayed, and in the lower part, the list of calls made.



SUSAN KING Active  

ID 42785 Gender Female Telephone +34657787292 Assigned physician Karen Avis


Date of birth 01-01-1940 Origin Others Caregiver -

Clinical information

Date of inclusion 14 Jul 2021 Days monitored 403

Calls 11 Alerts 13 Interventions 0

Export data View statistics


COPD Oxygen Therapy Heart Failure 

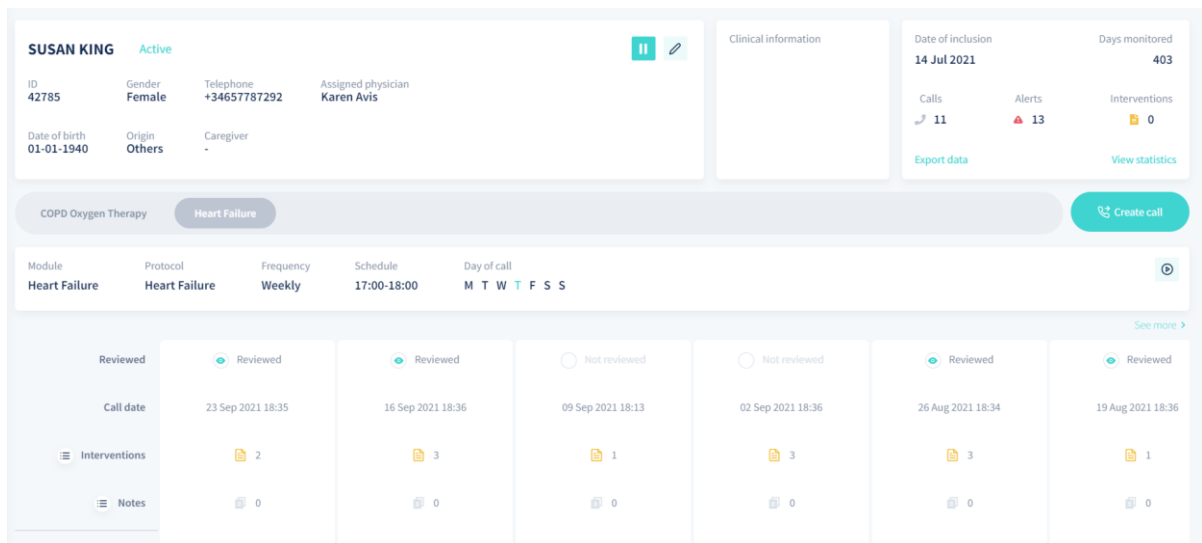
Module	Protocol	Frequency	Schedule	Day of call
Heart Failure	Heart Failure	Weekly	17:00-18:00	M T W T F S S



Reviewed	23 Sep 2021 18:35	16 Sep 2021 18:36	09 Sep 2021 18:13	02 Sep 2021 18:36	26 Aug 2021 18:34	19 Aug 2021 18:36
Call date						
Interventions	2	3	1	3	3	1
Notes	0	0	0	0	0	0

Two icons will be displayed to the right of the name for:

Edit patient: Cause patient to leave or Activate patient.

- The icon  allows the patient to be discharged. The cause of the discharge must be selected, which can be: Voluntary Discharge, Reinstatement, Exit or Other.



SUSAN KING Active  

ID 42785 Gender Female Telephone +34657787292 Assigned physician Karen Avis


Date of birth 01-01-1940 Origin Others Caregiver -

Clinical information

Date of inclusion 14 Jul 2021 Days monitored 403


Calls 11 Alerts 13 Interventions 0

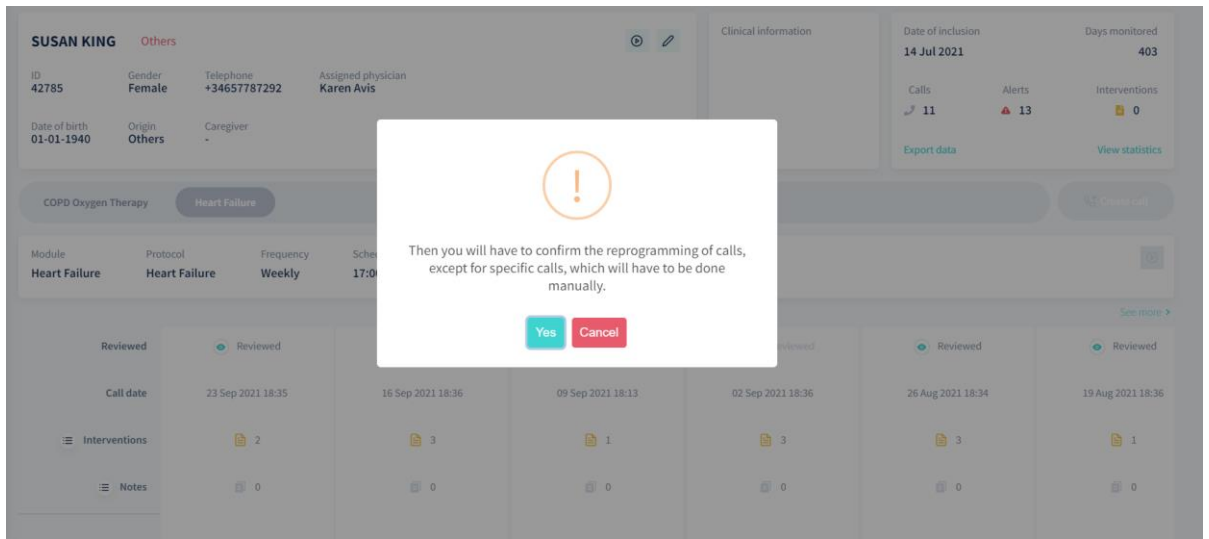
Export data View statistics


COPD Oxygen Therapy Heart Failure 

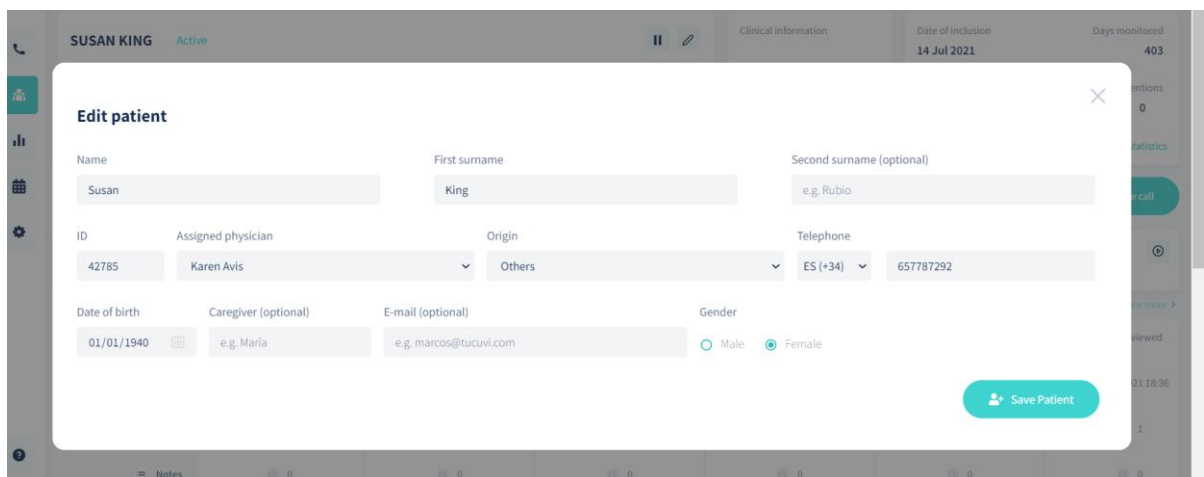
Module	Protocol	Frequency	Schedule	Day of call
Heart Failure	Heart Failure	Weekly	17:00-18:00	M T W T F S S

Reviewed	23 Sep 2021 18:35	16 Sep 2021 18:36	09 Sep 2021 18:13	02 Sep 2021 18:36	26 Aug 2021 18:34	19 Aug 2021 18:36
Call date						
Interventions	2	3	1	3	3	1
Notes	0	0	0	0	0	0

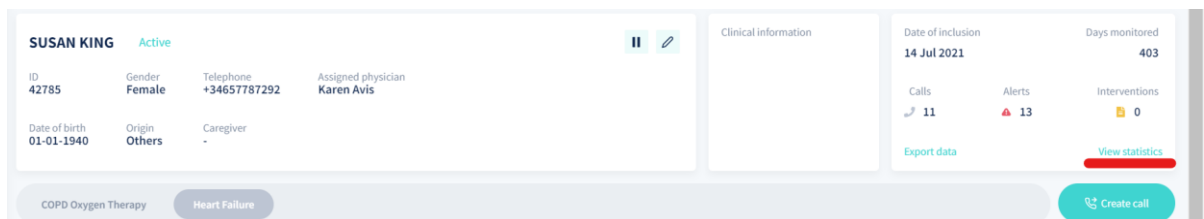
- The icon  allows to reactivate a patient who had been previously inactivated.

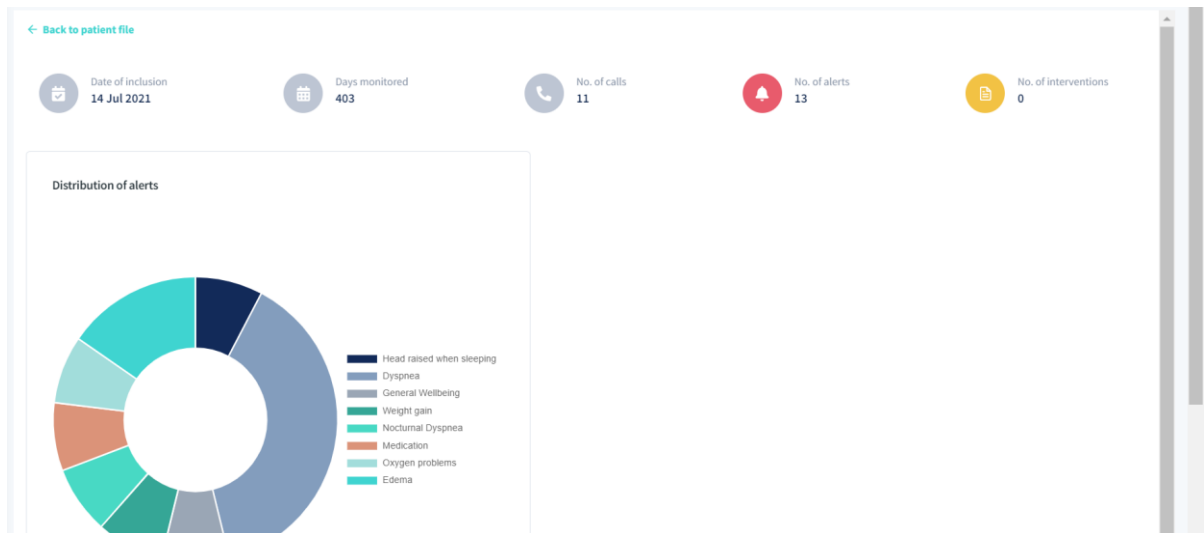


- The icon  allows you to edit the patient.



- View all statistics:





Call information

After the patient data you will find all the information of the calls that the patient has received from the virtual assistant, grouped by protocols.

The different protocols that have been assigned to the patient in the scheduled calls will be displayed. Clicking on each of them will show the information pertaining to the scheduling of the calls (periodicity of the call, days of the week and time) and then all the calls made following this protocol.

On the left side you will see indicators related to that call: whether it is reviewed or not, date of call, notes added and interventions made by the person in charge after receiving the call information and symptoms monitored in the chosen protocol, the symptoms presented by the patient during the call.

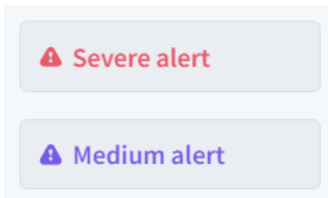
	Reviewed	Reviewed	Not reviewed	Not reviewed	Reviewed	Reviewed
Call date	23 Sep 2021 18:35	16 Sep 2021 18:36	09 Sep 2021 18:13	02 Sep 2021 18:36	26 Aug 2021 18:34	19 Aug 2021 18:36
Interventions	2	3	1	3	3	1
Notes	0	0 +	0	0	0	0
General Wellbeing	Bad	Bad	Bad	Same	Bad	Bad
Dyspnoea	More	More	More	No	Same	More
Edema	Yes	Same	No	More	No	No
Weight gain	No	1	No	Same	No	No
Head raised when sleeping	No	No	Same	Same	Same	Same
Nocturnal Dyspnea	No	Yes	No	More	No	No
Medication	Yes	Yes	Yes	Yes	Yes	Yes

4.7.1. Alerts

Detecting possible alerts is the main objective of the patient calls. For this reason, in the development of the protocols, together with those responsible for them, a series of alerts have been defined.

Within each protocol, there are values or symptomatology that, when detected or when varying from certain predefined limits, will be catalogued as an alert.

This alert can be defined according to its level of severity: low, medium or severe and will be classified by color:



Only the person in charge of the unit can modify the severity level of the alert.

Within the patient's record, in the call information, we will find highlighted in red, purple or blue color and with its corresponding icon the indicator that has been triggered as an alert. After this, the physician will be able to take the necessary measures on the patient, while noting the pertinent interventions and marking the call as reviewed.

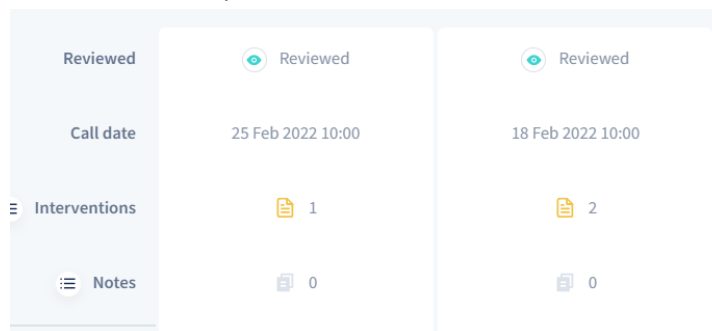
4.7.2. Call review








Once the call has been made to the patient, the professional must review the call. To do so, he/she must enter the patient's record, locate the call and review all the indicators that the patient has been answering during the course of the call.

Once all the indicators of the call have been reviewed, the professional must press the button



which will mark the call as reviewed. That same button will change to a grayish tone, as will the rest of the call, indicating it as reviewed, and after that, depending on the results, the physician may take the necessary measures.



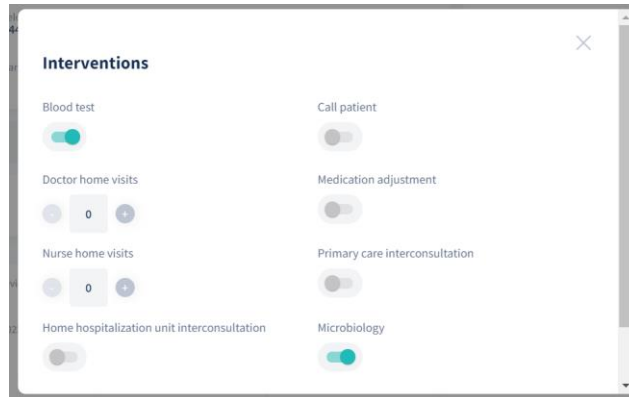
Reviewed	Reviewed	Reviewed
		
Call date	25 Feb 2022 10:00	18 Feb 2022 10:00
Interventions	 1	 2
Notes	 0	 0

4.7.3. Interventions

In the left column of each call, you will see the Interventions indicator. Pressing this button

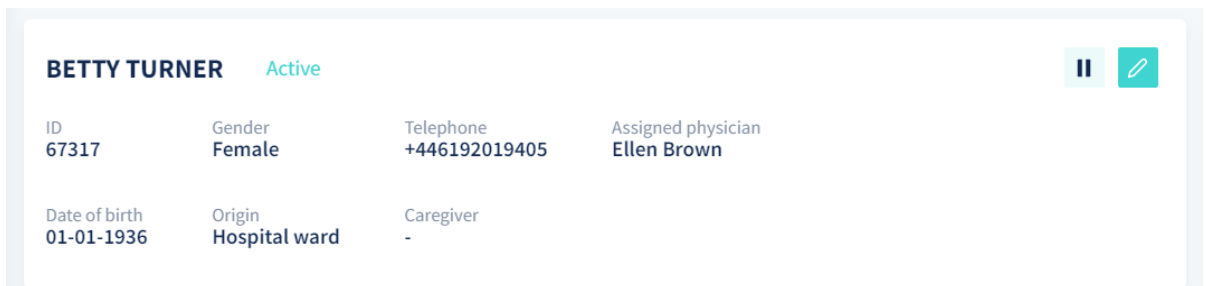


In each call, a small window will open, where you will find some fields of observations specific to the protocol with which the call has been developed, and the physician may complete the interventions he/she sees necessary according to the results obtained in the indicators.

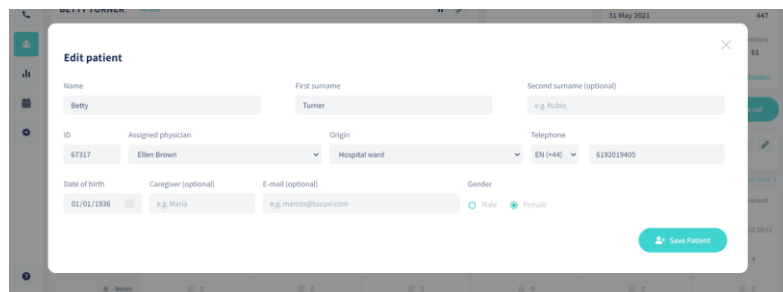


4.8. Change patient

Within the personal view of each patient, on the right hand side of the screen, there are actions that allow the modification of the patient, among them **Edit patient**.

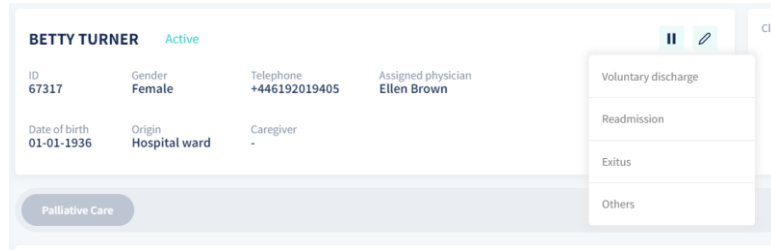


Clicking on this button displays a screen similar to that of Add patient, which allows you to modify the patient's data in the system, both the contact data and the edition of the established calls. The fields to be completed are the same as in section 4.5. *Add patient*.



4.9. Patient discharge

On the right hand side of the patient view, to the right of Edit patient, there is a button **Cause deregistration**. Pressing this button will open a small screen that allows the patient to be removed from the system, indicating the reason for the removal (e.g.: voluntary discharge, re-admission, exitus, etc.).



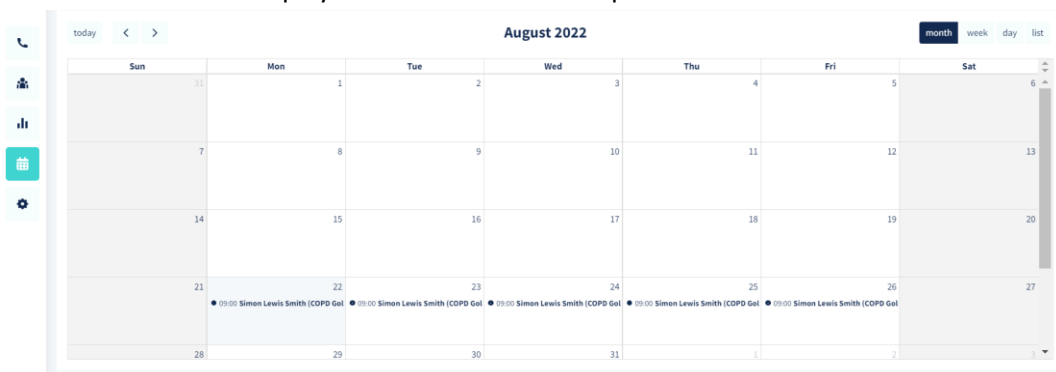
4.11. Patient statistics

The Statistics screen displays information about patients, calls, alerts and interventions over a period of time. On the left hand side of the screen are a series of filters for selecting a time period, patient demographics and call characteristics from which to obtain information.



4.12. Calendar

The Calendar screen displays all scheduled calls for patients.

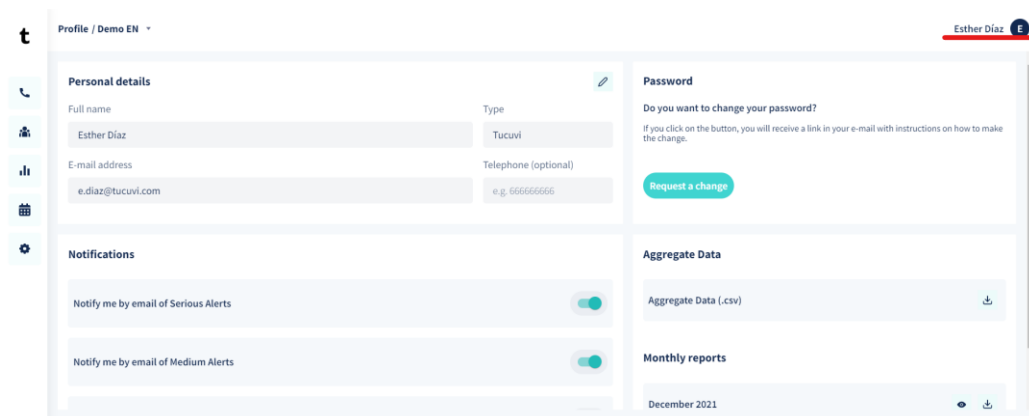


In addition to displaying the calls, they can be re-scheduled from the calendar itself, taking into account the type of call:

- **One-off calls.** To reschedule a specific call, drag the desired call with the cursor to the chosen day. To change the time of the call, it is done from the week or day view and within the allowed time range (it will be shown with a white background).
- **Periodic call.** A recurring call can be weekly, fortnightly or monthly and in the calendar you can move a specific call or all scheduled calls.
- **Daily calls.** Daily calls cannot be rescheduled from the calendar, to move it to a different day and/or time, you will have to do it from the patient record. Once inside the patient record, you can edit the call and the changes will automatically be reflected in the calendar.

4.13. Professional profile

On the top right hand side, you will find the icon to access the professional's personal profile.



Once inside the profile, there are the following sections:

- **Personal data:** full name, type of professional, e-mail and telephone number (optional).

The data can be edited by clicking on the icon.



- **Password.** In this section you can request a change of password by clicking on the blue button "Request change".
- **Notifications.** In this section, you can configure the notifications that arrive by e-mail.

Notifications

Notify me by email of Serious Alerts

Notify me by email of Medium Alerts

- **Aggregate data.** In this section you can download the aggregated patient data (as a .csv file) and view and download the monthly reports. These reports contain all the information on the activity carried out during the month.

4.14. Help

On the Help screen you will find all the information related to the platform, with explanatory documents, both of the monitoring protocols with patients on the platform, as well as scales used in some protocols, or other documents that may be useful for the use of the platform.

There is also a section with videos on how the platform works, explaining the different functionalities.

5. Troubleshooting

In case of malfunction:

- Immediately stop using the devices.
- Try to identify or eliminate the cause using the description in this section.
- If it is not possible to identify or eliminate the cause using this document, stop using the platform and call Tucuvi technical service (see Section XX at the end of this document).

5.1. Troubleshooting




- Below we are going to list a series of common errors that make it impossible for the platform to function properly:
- Having an old version of the platform, therefore the improvements or new functionalities will not be available and could cause problems. Whenever you are going to use the platform you should always enter the link again in a new browser tab, this way we always make sure we have the latest version of the platform.
- The platform is designed for web operation, therefore if accessed from a mobile device, the display of the screens and some functionalities may be affected. We therefore do not recommend using the platform from a mobile device.

- Use of a browser other than Google Chrome. For a good development of the platform we recommend the use of the web browser Google Chrome, any other browser may cause errors during its operation.
- Internet connection, you must be connected to a network because access to the platform is through a web browser. Without an internet connection access to the platform will not be possible.
- A bad internet connection can cause problems in some functionalities. The loading of data, as well as some functionalities that cause a modification of data, will be affected if the connection is not sufficient.

It is recommended to use the platform with a properly connected computer and to check the connection speed.

- Error in the detection of alerts in the indicators, notifying as an alert an indicator that should not be classified as an alert, or on the contrary, not notifying an alert to a doctor, preventing immediate action by the doctor. If this occurs at any time during the monitoring of any patient, it must be notified to the responsible persons and the Tucuvi team for immediate review..

6. Symbols on labelling

Symbol	Explanation
	Manufacturer and software version date
	Please refer to the instruction manual
CE	CE marking medical devices
	Unique user identifier

7. Legal notices

In compliance with the duty of information set out in article 10 of Law 34/2002, of 11 July, on Information Society Services and Electronic Commerce (LSSICE), the owner of the platform informs you of the following:

7.1. Exemption from liability

The platform is presented as an aid for patient follow-up. In this sense, it is not responsible for the final diagnosis of the patients, nor for possible alterations in their state of health during the follow-up.

7.2. Personal data

Company Name: Tucuvi Care, S.L

TAX ID: B95969705

Address: C/Hermosilla, 48, 1ºD, 28001 - Madrid

8. Contact with the manufacturer



Tucuvi Care, S.L.

C/ Hermosilla 48, 1ºD, 28001, Madrid, Spain

+34 617759326 / +34 692547670

soporte@tucuvi.com