



medly

Welcome Guide

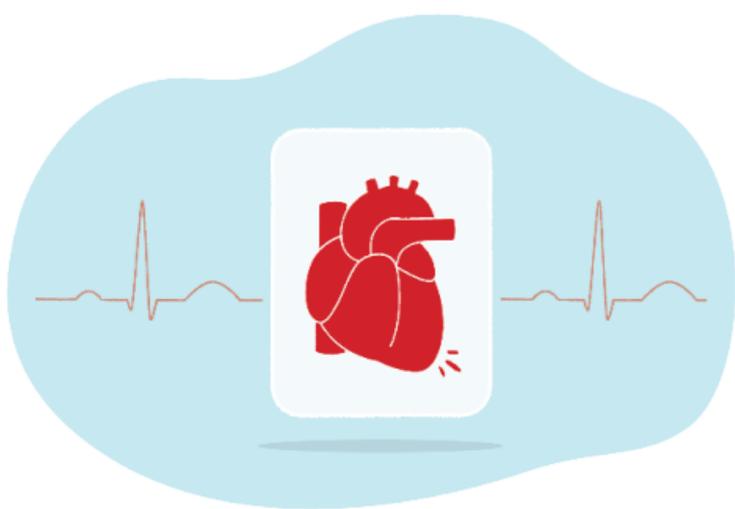
**Welcome to
Medly!**



A companion for heart care

Medly is a mobile app that helps you manage your heart failure. It connects you with your healthcare team from wherever you are.

What can Medly do for you?



Medly guides you through self-management techniques to help you develop a deeper understanding about how heart failure affects you day to day.

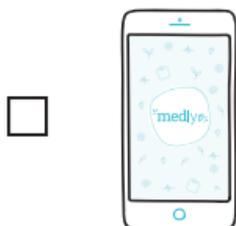


Based on your daily symptoms and measures, Medly generates real-time feedback and alerts, which are also immediately sent to your healthcare team.

Getting started

1 Let's get everything ready

a. Smartphone



Phone code: _ _ _ _ _

NOTE: If you have your own phone, don't worry about the phone code.

b. Your medical devices and batteries. Talk to your doctor for recommendations.



Weight scale



Blood pressure monitor and cuff



Batteries for your medical devices

NOTE: Make sure the smartphone and medical devices are fully charged.

2 Here's how to download Medly

a. If you have an **iPhone**, visit



Apple App Store

If you have an **Android**, visit



Google Play Store

b. Search for



“Medly for Heart Failure.”

c. Download.

3 Launch the application



Open Medly

4 Log in

Enter your username and password:

username

password

I agree to the [Terms & Conditions](#)

Log in

To log in, please
read and agree to the
Terms and Conditions.

5 Familiarize yourself with Medly

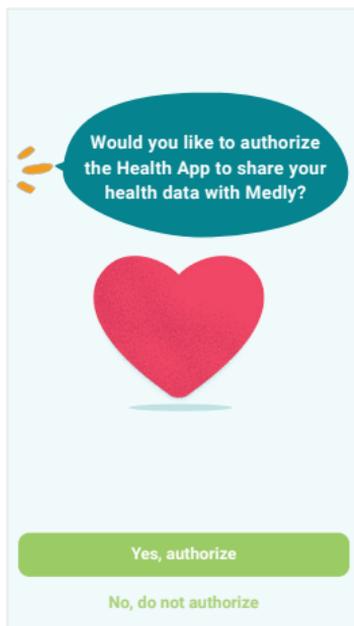
After you log in, scroll and read through the welcome pages.



If you have iPhone and Bluetooth-enabled medical devices, please select

Yes, authorize

to connect Health App



⚠️ Precautions

- ⚠️ For the best Bluetooth connection, make sure your Bluetooth-enabled medical devices are placed close to your smartphone. If you are having trouble with readings from your devices, please check page 15 for Bluetooth instructions or consult the user manual(s) for your devices.
- ⚠️ Medly is only compatible with automatic entry with certain devices. To see if your devices are supported, visit <http://medly.ca/help/>.
- ⚠️ Medly relies on accurate data from multiple sources, including you and the readings from your medical device(s). If this information is inaccurate, feedback generated by Medly may be at risk of error. To ensure accurate data, please do not share your medical devices and ensure they are set up and being used properly.
- ⚠️ If you have any questions regarding your condition or suspect there are inaccurate data or messages in Medly, contact your Medly Coordinator. If you have, or suspect you are experiencing a health emergency, please call 911 and/or promptly visit a Hospital Emergency Department in your area.

How to complete your daily tasks

Each morning, you will be presented with a daily task card. After completing **ALL** of your daily tasks, Medly will provide you with actionable feedback based on your health status.

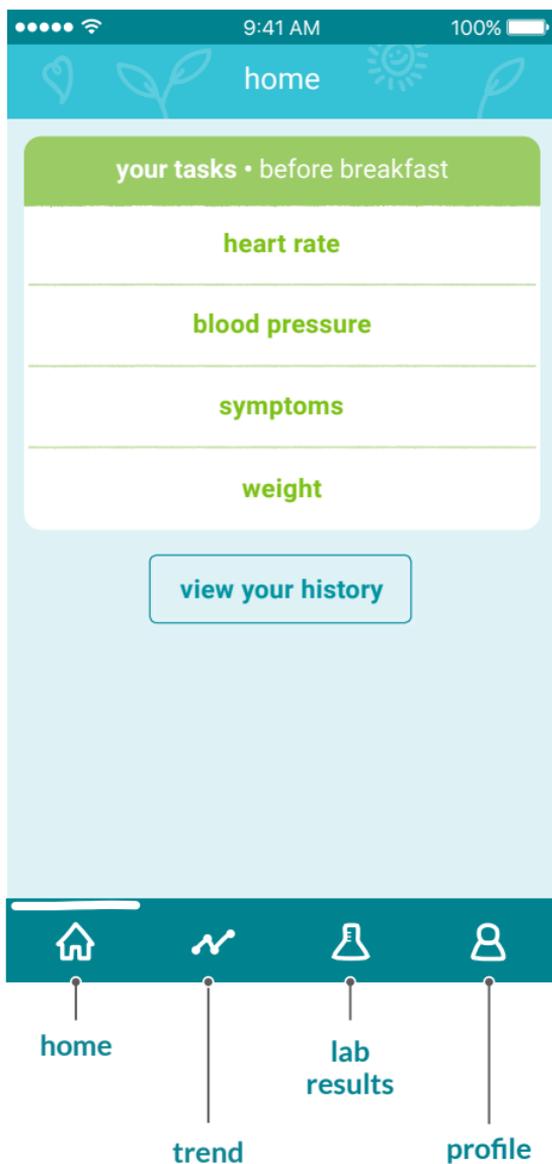
Completing all of your daily tasks will give you and your healthcare team a full understanding of your health.

Remember, all your daily tasks need to be completed each morning. The task card will be presented each day from 4AM to 12PM.



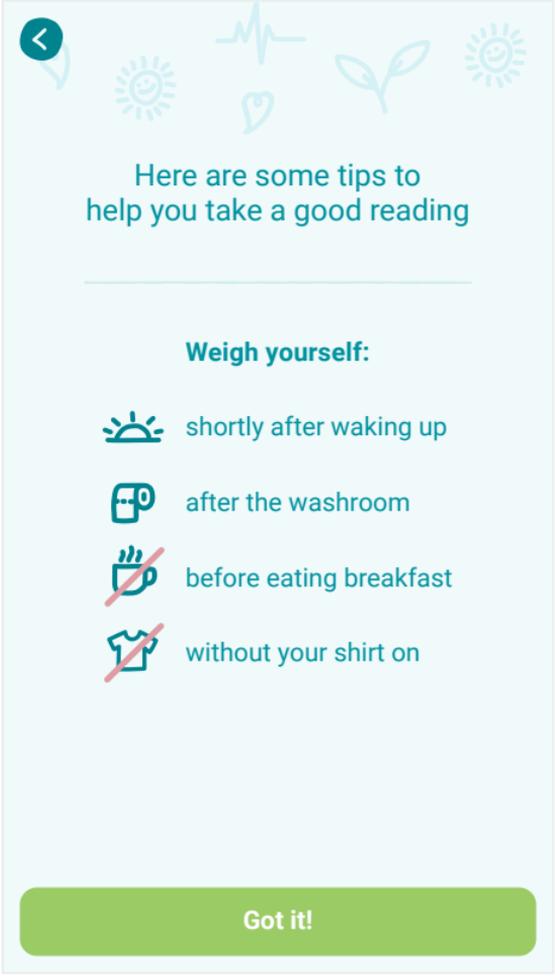
Follow the steps below to begin. Tasks are presented each day on a **green reading card**.

- 1 On the homepage, touch each task button to begin your first task.



2 It's important to your doctor that your measures are accurate and consistent.

Carefully read the tips on how to take good measures.



Here are some tips to help you take a good reading

Weigh yourself:

-  shortly after waking up
-  after the washroom
-  before eating breakfast
-  without your shirt on

Got it!

- 3 Enter your measures and complete the symptom questionnaire. Measures can be entered in two ways:



Manually

You can type your measures directly into the app!

Tap the task on the card to get started.



Automatically

Once your device is set up, step on the scale or take your blood pressure and watch your measures automatically transfer to the app!

If you still need help setting up your devices,

1. consult your device manual, OR
2. visit our website: medly.ca

Take a look at "How to set up your Bluetooth connection" (page 15) to learn how to connect Bluetooth-enabled medical devices to your smartphone.

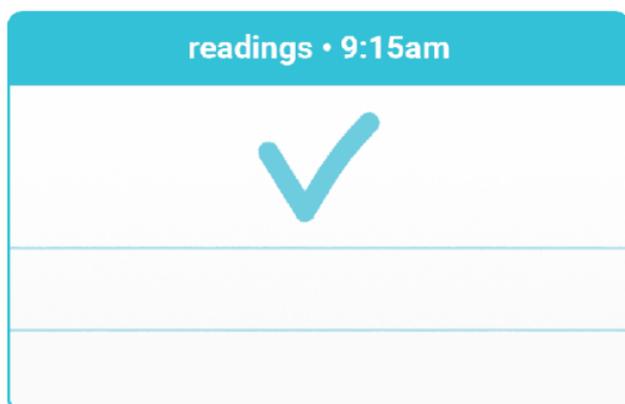


- 4 If you forget to complete your morning tasks, you can take measures by pressing the plus button  located on the lower right corner of the homepage.

Feedback you can expect

Your healthcare team will set up target ranges for each of your measures. Once you have completed your tasks, Medly will send your measures and symptoms to your healthcare team.

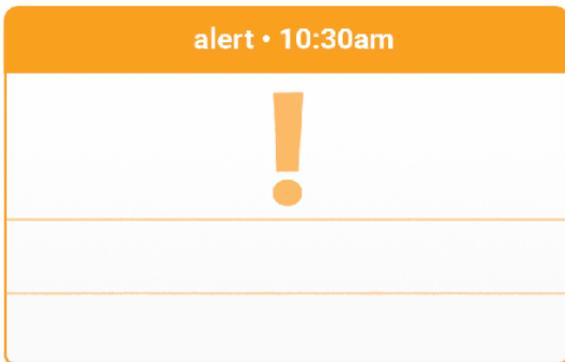
If there is a change in your health status, both you and your healthcare team will be notified through an alert.



Blue cards:

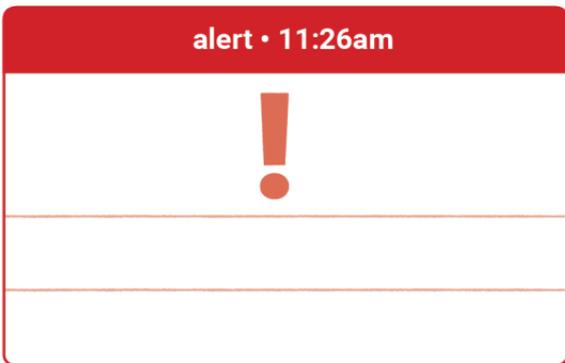
- contain a list of measures you completed from your task card
- indicate if your measures are in the target range according to your healthcare team

CAUTION: Feedback ONLY applies to today and does not carry forward into the future. Please only follow instructions based on today's readings.



Orange cards:

- ❗ may ask you to take additional readings, OR
- ❗ may ask you to take a medication, OR
- ❗ suggest you contact your healthcare team (see "Do you need help?" (page 14) for your clinic's contact information)



Red cards:

- ❗ suggest you visit the Emergency Department or call 911 right away

NOTE: If you have any further concerns about any alerts received, contact your Medly Coordinator or your family doctor.

Things to keep in mind!

- ⌘ Please place your weight scale on a hard, flat surface. Do not place the weight scale on the carpet.
- ⌘ Please do not share your Bluetooth-enabled devices with others. All measures from the connected devices will be shared with your doctor.

You are ready to use Medly!

Notes

Do you need help?

? With the Medly app?

First visit our website for:

- Medly technical support
- Frequently asked questions (FAQs)
- Help getting started

 medly.ca

If you still have questions about Medly, e-mail or call us:

@ _____

 _____ - _____ - _____

? With alerts or overall health status?

Contact your healthcare team:

Same contact information as above?

- Clinic name: _____
- Contact #: _____ - _____ - _____

| | | |
|-------|-------|------|
| _____ | _____ | X |
| role | name | ext. |
| _____ | _____ | X |
| role | name | ext. |

? With Bluetooth connection or your medical device?

Please contact the device manufacturer for further instructions.

How to set up your Bluetooth connection

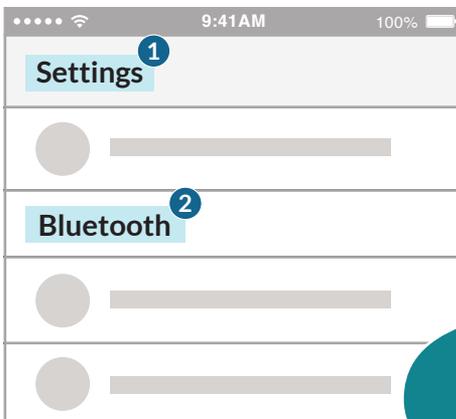
First, let's get your medical devices ready for Bluetooth pairing!

- 1 Read and follow the user manual provided with your medical devices to enable Bluetooth connection on your device.

NOTE: If you do not have your user manual, please contact the manufacturer for further instructions.

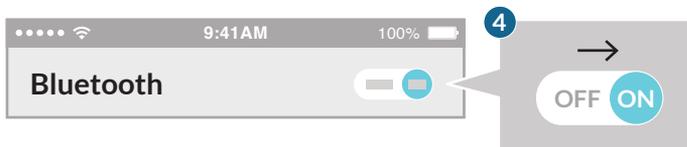
Second, let's get your smartphone ready for Bluetooth pairing!

- 1 Go to your phone settings.
- 2 Look for "Bluetooth."
- 3 Select "Bluetooth" to enter the Bluetooth settings.



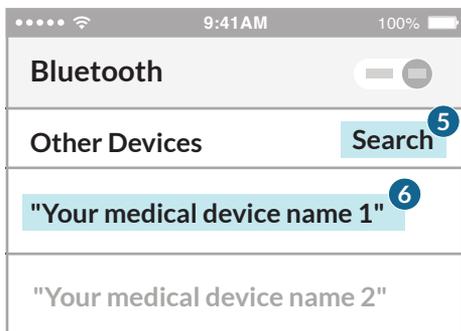
Every phone will have a different screen layout and features.

- 4 Turn on Bluetooth. Your ON button may look different than the image below.



- 5 Tap the word "Search" or "Scan" on your phone will automatically search for devices to pair.
- 6 Look for the model name of your medical device that you want to connect with. The model name of the device can be found in the device's user manual or on the device itself.

NOTE: If you have more than one medical device, please connect them one at a time.



- 7 Now your phone is connected to the medical device!

Bluetooth devices will help you transfer your measures to Medly automatically.



Our privacy commitment

This privacy policy governs your use of the software application Medly (“Application”) for mobile devices that was created by the Centre for Global eHealth Innovation and the University Health Network (UHN). Medly is a smartphone app designed to help you manage your chronic condition by monitoring symptoms, tracking important measurements and providing self-care guidance.

Based on the data you enter and the status of your health, you will get feedback and self-care instructions. Your health care team will be informed of any critical changes and will follow up as necessary.

The goal of Medly is to help you better understand your conditions, guide self-improvement and enhance communication with your healthcare team. It is not intended to replace your current care, but to supplement it with additional support.

Information protection

a. Security

We are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. For example, we limit access to this information to authorized employees and contractors who need to know that information in order to operate, develop or improve our Application.

b. Your protection rights

- You can stop all collection of information by the Application easily by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network.
- To see, copy, or correct information collected by the app, ask one of your clinicians to review your record with you at your next appointment.

Information collection and usage

a. What information does the Application collect and how is it used?

• User Provided Information

The Application obtains the information you provide when you download and register the Application. When you register with us and use the Application, you generally provide (a) your name, email address, age, user name, password and other registration information; (b) information about your chronic condition, including symptom information, self-care activities, weight, blood pressure, heart rate, and blood sugar levels; and (c) information you provide us when you contact us for help. We may also use the information you provided us to contact you from time to time to provide you with important information, required notices and preventative care information.

• Automatically Collected Information

In addition, the Application may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile devices unique device ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browsers you use, and information about the way you use the Application.

b. Does the Application collect precise real-time location information of the device?

This Application does not collect precise information about the location of your mobile device.

Use of your information by your UHN Health Care Team

- By using this app, your health care team will look at your personal health information and collect only the information they need for providing you with care.
- Your information will only be shared with your health care team and will be used to help them provide care for you.
- The information you share through the app will be kept in your clinical file which can only be shared outside of your clinic if it is needed for your clinical care.

Information disclosure

a. Do third parties see and/or have access to information obtained by the Application?

- Only aggregated, anonymized data is periodically transmitted to external services to help us improve the Application and our service. We will share your information with third parties only in the ways that are described in this privacy statement.

b. We may disclose User Provided and Automatically Collected Information:

- as required by law, such as to comply with a subpoena, or similar legal process;
- with our trusted services providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this privacy statement and the *Personal Health Information Protection Act, 2004* and any subsequent amendments.

Data retention policy and managing your information

a. We will retain User Provided data for as long as you use the Application:

- When a patient is discharged from the program, we will retain the records for at least ten years as per UHN policy.
- When a patient is under the age of majority, we will retain the records for at least ten years past the age of majority as per UHN policy.

Privacy policy changes

This Privacy Policy may be updated from time to time for any reason. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy here and informing you via the application. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

Contact us

For more detailed information about who sees your information and about your choices contact the UHN Privacy Office:

Telephone: 416-340-4800 ext. 6937

Email: privacy@uhn.on.ca

Website: www.uhn.ca/PatientsFamilies/Patient_Safety_Advocacy/Privacy

Concerns

If you have concerns about UHN's compliance with this privacy policy or PHIPA, please contact UHN's Privacy Office at the above contact information. Further questions and concerns can be directed to the Office of the Information and Privacy Commissioner of Ontario at:

Address: 2 Bloor Street East Suite 1400
Toronto, ON M4W 1A8

Phone: 1-800-387-0073

Website: www.ipc.on.ca

