



Clinician User Manual v13.0

Medical Device Component: Medly Dashboard (MDLYS-6.00)

Non-medical Device Component: Medly Messenger v1.2



Medly Dashboard User Manual

Table of Contents

Purpose	4
Browser Requirements	5
1. Login to your Account	5
2. Navigating Medly Dashboard.....	6
3. Alerts Centre	7
3.1 Clinical Alerts	7
3.2 Patients with Missed Readings	8
4. Patients.....	9
4.1 Adding Patients.....	9
4.1.1 Selecting Patient Conditions	9
4.2 Viewing Patient Summary	9
4.2.1 Medication	11
4.2.2 Test Results	13
4.2.3 Patient Care Team	14
4.2.4 Dismissing Alerts	15
4.3 Patient Account Management.....	16
4.3.1 Editing Patient Information & Parameters	16
4.3.2 Deactivating and Reactivating a Patient.....	18
5. Medly Messenger	20
5.1 Logging into Medly Messenger	20
5.1.1 Log-In Process.....	21
5.1.2 Attaching a Display Picture	21
5.1.3 Sorting Patient List	21
5.2 Communicating with Patients	21
5.2.1 Outages.....	23
6. Administrative Tasks (Medly Dashboard)	23
6.1 Add a New Account (Administrators only).....	23
6.1.1 Patients.....	23
6.1.2 Clinician	24
6.1.3 Clinics	24
6.1.4 Manage Administrators (Super Administrators only)	24
6.2 Edit Profiles	24
6.2.1 Assign Coverage Clinician	24
6.2.2 Change Email Alert Preferences	26
7. Password Policy.....	27

7.1 Patient Requirements	27
7.2 Clinician Requirements	27
7.2.1 Resetting your Password.....	28
8. Privacy.....	28
9. Support	28

Purpose

Medly is intended to support patients with one or multiple chronic diseases as determined by their clinician including; heart failure, diabetes, chronic obstructive pulmonary disease (COPD), hypertension and mental health.

The Medly system consists of patient-facing applications (Medly Apps, including Medly Android and Medly iOS), a clinician-facing dashboard (Medly Dashboard) as well as an integrated messenger that enables communication between the clinician(s) and patient(s).

Medly is intended to help patients self-manage their condition(s), improve communication between patients and clinicians, and to improve clinical management by monitoring and sharing health information. Data shared with their clinician(s) include weight, blood pressure, heart rate, blood glucose, symptoms, medication, and/or lab results. Medly interfaces with commercially available devices (i.e. blood pressure monitors, fitness trackers and weight scales) to capture readings. Medly also allows patients to enter readings manually.

Based on personalized goal parameters the clinician has defined, as well as patient-reported symptoms and daily measures, the app provides automated feedback to the patient to promote self-management and health behaviors that will lead to improved health outcomes. The feedback may tell patients to contact the clinic, remind them to take a medication at a dose already prescribed by their clinician, or suggest they visit the Emergency Department.

- **For heart failure**, the data shared with you includes weight, blood pressure, heart rate, symptoms, medication, and/or lab results. Patients may be told to contact the Medly care team, reminded to take a medication at a dose already prescribed, or suggested that they visit the Emergency Department.
- **For diabetes**, the data shared with you includes blood glucose, medication, and/or lab results. Patients may be told to contact the Medly care team, reminded to take a dose of insulin as per their insulin sliding scale, told to eat a set amount of sugar or other fast-acting carbohydrates, asked to record blood glucose again later that day, or suggested that they visit the Emergency Department.
- **For COPD**, the data shared with you includes respiratory symptoms, medications and/or lab results. Patients may be told to contact their Medly Care Team, reminded to take medication at a dose already prescribed by the clinician, or suggested that they visit the Emergency Department.
- **For hypertension**, the data shared with you includes blood pressure, medications and/or lab results. Patients may be told to contact their Medly Care Team or suggested that they visit the Emergency Department.
- **For mental health**, the data shared with you includes symptoms related to mental wellbeing. Patients may be told to contact the Medly care team or provided with mental health resources.

Lets get started!

Browser Requirements

Medly Dashboard & Messenger are optimized for the following browser:

Google Chrome browser v60.0.3113.113 or higher.
Available at <https://www.google.com/intl/en-CA/chrome/browser/>



Medly Dashboard does not support Internet Explorer 8 (IE8).



1. Login to your Account

On a web browser, navigate to Medly Dashboard.
Login with your Dashboard username and password.
If you have forgotten your password, see Section 7.2.1 for instructions on how to reset your password.

Once you are done using Dashboard, you should log out using the Log Out button at the top right of the screen.

2. Navigating Medly Dashboard

Once you login to Medly Dashboard, you'll see the Alerts Centre. This is the home page and will provide an overall view of patients that may require attention. From here, you can access all the key features of the app, shown below.

The screenshot shows the Medly Alerts Centre interface. At the top is a navigation bar with 'Alerts' and 'Patients' tabs, and a user profile 'rachtest' with a 'Log Out' button. Below this is the 'Alerts Centre' header with a sub-header 'View a list of active alerts and current patients with missed readings below.' The main content area has two tabs: 'Clinical Alerts' (callout 1) and 'Patients with Missed Readings' (callout 5). The 'Clinical Alerts' tab is active, showing a list of alerts. The list has columns for 'Status', 'Coordinator', 'Patient', 'Urgency', 'Parameters', and 'Time'. The first alert (callout 2) is for 'Testpatient, John' with a status of 'To Do' (callout 3) and a red urgency flag (callout 4). The second alert is for 'Testpatient, John' with a status of 'To Do' and a red urgency flag. The 'Parameters' column contains detailed measurements and messages for each patient. Callout 6 points to the 'Alerts Centre' header, callout 7 points to the 'rachtest' user profile, and callout 8 points to the 'Log Out' button.

Status	Coordinator	Patient	Urgency	Parameters	Time
To Do		Testpatient, John 7004765 (416) 123-4567 The Salvation Army Grace Hospital Conditions Monitored: HF, Diabetes, COPD		Measurements: WT 144 lbs (high), BP 189/96 mmHg (high), HR 71 bpm, BG 21 mmol/L (high). Symptoms: breathing worse than usual, sputum changes no normal/usual. Messages: - Follow your health care provider's orders to take 40mg of Lasix. - You've had several high blood sugar readings this week. - Continue your usual COPD maintenance therapy and increase reliever therapy. - Contact your Medly care team. Seek urgent medical attention if you feel very unwell.	10:15 06 Dec 2021
To Do		Testpatient, John 7004765 (416) 123-4567 The Salvation Army Grace Hospital Conditions Monitored: HF, Diabetes, COPD		Measurements: WT 144 lbs (high), BP 76/50 mmHg (extremely low), HR 85 bpm, BG 3.0 mmol/L (extremely low). Symptoms: breathing at night worsened, more tired than usual. Message: ... (click to expand)	10:15 06 Dec 2021

- 1. Clinical Alerts** - Provides a list of all the patients with active alerts.
- 2. List of Active Alerts** - Formatted as a task list; alerts can be marked 'To Do', 'In Progress', or 'Reviewed' to denote current review status.
- 3. Coordinator Assignment** - A drop-down menu allowing patient alerts to be assigned between Coordinators to facilitate alert management.
- 4. Urgency Flag** - A visual indicator denoting red state alerts.
- 5. Patients with Missed Readings** - Provides a list of patients that have not taken a full set of readings within a certain time period so that they can be appropriately contacted.
- 6. Patients** - A list of patients that you have been assigned to as a clinician; the patient summary can also be accessed from this page.
- 7. Profile** - Your account information can be viewed and edited by clicking here.

8. **Log Out** - Click here to log out once you are done using Dashboard

3. Alerts Centre

The Alerts Centre provides an overall view of all patients on Medly that require attention. This is done through two tabs:

- Clinical Alerts
- Patients with Missed Readings

3.1 Clinical Alerts

Clinical Alerts are triggered by patients on the Medly applications. Each alert is listed chronologically by default, with the most recent alerts displayed at the top of the list.

Clinical Alerts

Patients with Missed Readings

Previous

1

Next

Status	Coordinator	Patient	Urgency	Parameters	Time
To Do	Test CaregiverA	Resnick, Myles-Demo 00000000 (111) 222-3333 Toronto General Hospital		Measurements: 159 lbs (high), 122/66 mmHg, 67 bpm. Symptoms: none. Message: Follow your health care provider's orders to take extra 40 mg of Lasix now. Restrict salt & fluids.	10:32 08 Dec 2020
In Progress	Test CaregiverA	Chat-Fourteen, Myles 00000000 (111) 222-3333 Test Clinic		Measurements: 185 lbs (high-no prior readings in 3 days), 126/67 mmHg, 67 bpm. Symptoms: none. Message: Contact the clinic or your family doctor.	08:20 08 Dec 2020
Reviewed	Test CaregiverA	Resnick-Demo, Myles-Chat 12345678 (111) 222-3333 Test Clinic		Measurements: 200/20 mmHg (high), 200 bpm (abnormal). Symptoms: Fainted, Night breathing worsened, More chest pain, More tired, Shortness of breath, Swollen ankles, Unusual heart beat, Light-headed, Reduced activities, 2 pillows. Message: Have someone drive you to the Emergency Dept or call 911 now.	09:20 28 Oct 2020

The Clinical Alerts table is formatted as a task list. Clinicians are able to mark alerts based on their current review status as either 'To Do', 'In Progress', or 'Reviewed'. Alerts can also be assigned to specific clinicians, using the drop-down menu under the 'Coordinator' heading. If an alert is assigned to another clinician, it will show up in their alert centre; regardless of whether that clinician is on the patient's care team.

Once an alert is marked 'Reviewed', the text will turn grey and the reviewed alert will be removed from the Alerts Centre overnight. Urgent alerts are marked with a red exclamation point icon for quick identification.

Clicking on the alert will take you to the patient's summary page.

CAUTION: If you are not receiving email alerts, you can still log into Medly Dashboard to view all patient alerts. Contact your local Medly Administrator if you continue to not receive email alerts.

3.2 Patients with Missed Readings

The Medly Dashboard identifies patients who have not submitted a full morning reading set by 10am EST and updates the Patients with Missed Readings list accordingly. By default, Medly Dashboard also sends automated phone calls to these patients, however these may be disabled on a patient-by-patient basis (Section 4.2).

As such, the Patients with Missed Readings list helps identify patients who are not following the recommended frequency of readings (daily) so that they can be appropriately contacted. The list displays the timestamp of the last feedback message (i.e. the last time the patient triggered an alert) as well as the timestamp of the last call (if calls are enabled). The list is sorted by 'Last Feedback Message' in reverse chronological order, so the patients who have not been adherent for the longest time appear first.

Clinical Alerts		Patients with Missed Readings	
Patient	Last Feedback Message		Last Call
Jones, Mark 12345678 (111) 222-3333 The Salvation Army Grace Hospital	10:46 21 Jul 2022		
Jones, Mark 12345678 (111) 222-3333 The Salvation Army Grace Hospital	10:46 21 Jul 2022		

It is important to exercise caution when disabling adherence calls for a given patient. While they will continue to be displayed in the Patients with Missed Readings patients list if deemed non-adherent, they will receive no reminders directly.

CAUTION: Adherence calls will help remind patients to take their daily readings. If adherence calls are disabled or if you'd like to follow up with the patient, please log in to Medly Dashboard to check their status or contact the patient directly.

4. Patients

The Patients page displays all patients from who you have been assigned as a clinician and lets you view all of their Medly data (physiological data, symptoms, alerts, medications, test results).

4.1 Adding Patients

To create a new patient account, select Add New Patient. All fields marked with a red asterisk are required to proceed with account creation. See Section 6.1.1 for more information.

4.1.1 Selecting Patient Conditions

At least one condition must be selected to proceed with the creation of a patient account. The patient's assigned chronic condition(s) to be monitored can be modified in the patient profile section.

Add Patient

Information Care Team Login Conditions Goals

Always ensure the conditions selected are correct.
Selected conditions will impact tasks and feedback received by patients.

Patient Conditions To Be Monitored *

At least one condition must be selected.

- ☐ Heart Failure (HF)
- ☐ Chronic Obstructive Pulmonary Disease (COPD)
- ☐ Diabetes
- ☐ Hypertension (HTN)
- ☐ Mental Health

The specific conditions available for monitoring are dependent on the manufacturer settings determined for each Medly clinic.

Note: If both the heart failure and hypertension modules are selected, the patient will only be monitored with the **heart failure** tasks and algorithm.

CAUTION: Conditions selected during patient creation will impact the daily tasks a patient is asked to complete in Medly, as well as the self-care feedback they receive. Always ensure that conditions selected for a patient are correct.

4.2 Viewing Patient Summary

Click on the **patient's name** to view the **Patient Summary**.

If the patient has an active alert, it will appear at the top of the patient page.

The patient's information from the last 3 months will be displayed on the graphs and tables of the Summary page. This may include Weight, Blood pressure, Pulse, Symptoms, Blood Glucose and/or Steps. The patient's lab results, medications, care team, demographic information, and alert history are also accessible from the Patient Summary; along with Progress Notes which can be modified by any care team member.



Myles-Demo Resnick

Clinic: Toronto General Hospital
MRN: 00000000
Sex: male
Age: 53
Primary Phone: (111) 222-3333

Assigned
Clinician

Messaging button
linking out to patient
chat room

Messaging

Alert Status
Indicator

Active
alerts

To Do Test CaregiverA 10:32 08 Dec 2020 Measurements: 159 lbs (high), 122/66 mmHg, 67 bpm. Symptoms: none. Message: Follow your health care provider's orders to take extra 40 mg of Lasix now. Restrict salt & fluids.

Links to more
information

Summary Medication Profile Test Results Care Team History Alerts

Progress Notes Weight Blood Pressure Pulse Steps Symptoms

Progress Notes

Disclaimer: Information should be used for reference only and NOT for official clinical documentation.

Patient seen in clinic last week. Doing ok.

Last updated by: admin, 24 Sep 2020

Editable Patient
Progress Notes

Edit

Select/hover on
data point to
display additional
information

Displays data
associated with
information in
view

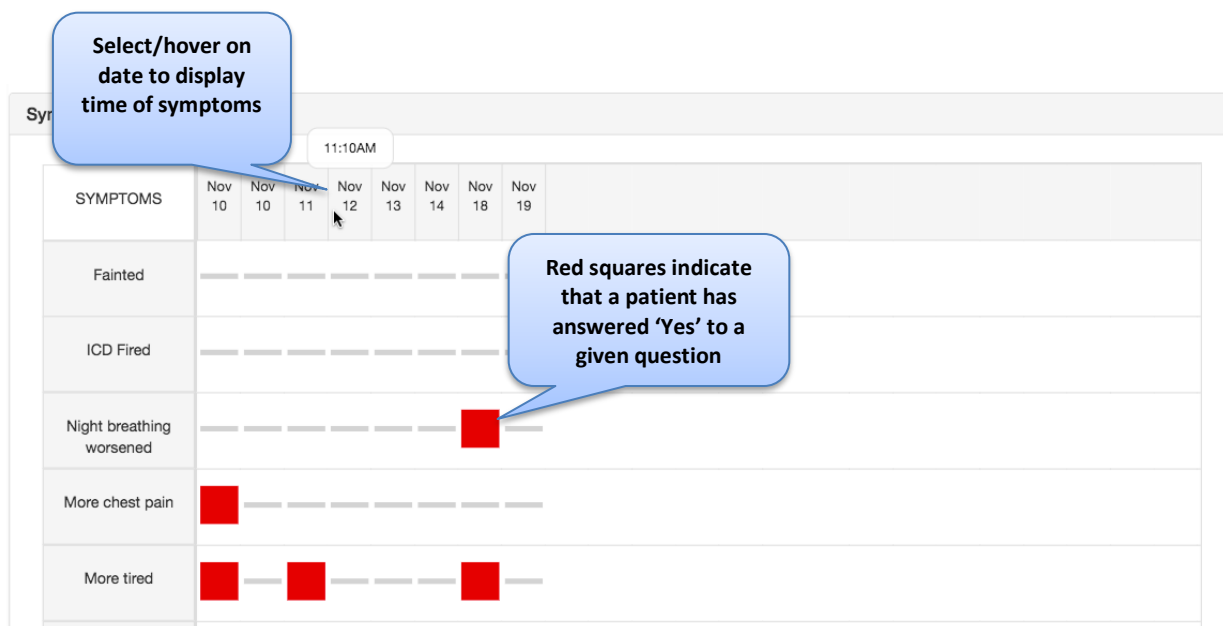
Click to view
the graph in
table form

Normal
ranges are
indicated

Abnormal readings are
highlighted in yellow

Scroll and zoom in
graphs to view
historical data





CAUTION: Readings and alerts will only appear in Medly Dashboard after patients have completed their readings and sent their data. If you still suspect there are incorrect or missing data, or incorrect messages in Medly Dashboard, please contact your local Medly Administrator.

4.2.1 Medication

Click on the **Medication** tab under the patient's page.

The date and time the list was updated is displayed at the top of the page. The patient medication list includes baseline medication instructions and any additional information.

For defining medication instructions that are part of alert messages, see section 0.

The screenshot shows the Medication tab in the Medly Dashboard. At the top, there are tabs for Summary, Medication, Profile, Test Results, Care Team, History, and Alerts. Below the tabs, there is a section titled "Medication" with a button labeled "Add New Medication". Below this, there is a table with columns for Medication, Instructions, and Additional Information. The table lists two medications: Perindopril Coversyl Oral and Acetaminophen Tylenol Oral. Each medication has an "Edit" button next to it.

Medication	Instructions	Additional Information
Perindopril Coversyl Oral	8 mg once daily	Edit
Acetaminophen Tylenol Oral	50 mg twice daily	Take additional as needed Edit

Adding Medication

Medly Dashboard allows clinicians to track the patient's medication.

In the Medication tab under the patient's page click on the button **to add a new medication for the patient**.

Enter the required fields in the pop-up window and follow the instructions.

+ Add New Medication

Test CHF Patient - MRN: 5849385

Medication Review

1 -- 2

Medication

Generic Name*

Brand Name

Method

Instructions

Dose

Dose Units

Frequency

Additional Information

Missing required fields

Cancel Verify

Viewing, Editing or Deleting a Medication

1. If you would like to delete a medication or change the details of the medication you have saved, click on the **“Edit”** button beside the medication and make the changes you want in the pop-up window.

Medication			
Medication	Instructions	Additional Information	
Furosemide Lasix	2 mcg twice a day	in the morning	Edit

2. If the patient is no longer taking the medication and you would like to delete it from the Medication list, press the **“Delete”** button in the pop-up window.

Note: If you delete a medication, you will not be able to retrieve the information at a later time.

Medication

Generic Name*

Perindopril

Brand Name

Coversyl

Method

Oral

Instructions

Dose

8

Dose Units

mg

Frequency

once daily

Additional Information

Delete

Cancel

Verify

4.2.2 Test Results

Viewing and Adding Patient Tests

UHN patient test results are pulled automatically from the UHN Non-Operational Data Repository (NODR) every 12 hours or entered in manually. Note that lab results are not automatically pulled for non-UHN patients, or UHN patients who had their lab tests conducted outside of a UHN hospital.

To add new test results manually:

1. Click on the **Test Results** tab under the patient's page.
2. Click on the **Add New Test Results** button.

[Summary](#) [Medication](#) [Profile](#) [Test Results](#) [Care Team](#) [History](#) [Alerts](#)

Test Results

The date of the latest result is May 05 2021.

Data shown are limited to the last 1000 results.

Add New Test Results

Patient Test Results

Collection Date	Potassium (mmol/L)	Creatinine (umol/L)	Hemoglobin (g/L)	Sodium (mmol/L)	BNP (pg/mL)	
05 May 2021		50			100	Edit

3. Enter the required fields in the pop-up window and follow the instructions.

Test CHF Patient - MRN: 5849385

Test Results 1 -- 2 Review

Patient Test Results

Collection Date *

Labs

Potassium (mmol/L)

Creatinine (µmol/L)

Hemoglobin (g/L)

Sodium (mmol/L)

BNP (pg/mL)

Cancel Verify

4.2.3 Patient Care Team

The Patient Care Team includes all the clinicians who are linked to that patient's care. Clinicians need to be linked with a patient in order to access their information and receive any associated alerts; this is done by adding their clinician account to the patient's care team.

Click on the **Care Team** tab under the patient's page to display the members of the patient's care team.

To modify the care team (add or delete), click on the **Edit Care Team** button.

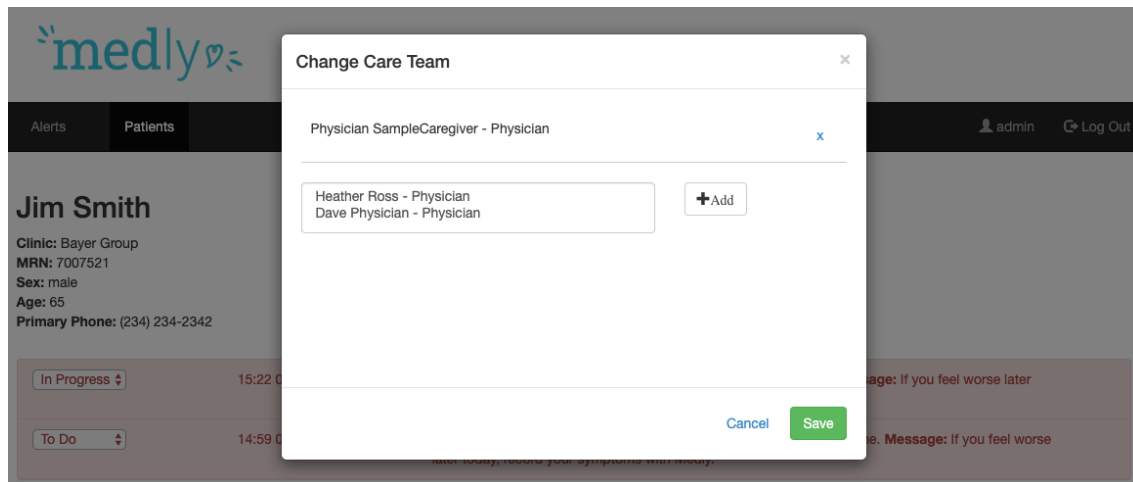
To add a care team member, select a clinician from the dropdown list and click **Add**.

Note: If the clinician is not in the dropdown menu, please add them to the clinician list (see instructions in Section 5.1).

To remove a care team member, click the **X** beside the clinician you wish to remove.

Once you are ready, click **Save**.

Note: Clinicians are displayed in the order they were added to the care team.



4.2.4 Dismissing Alerts

Alerts can be triggered when a patient's data indicates that they may be experiencing worsening readings or symptoms, e.g. high blood pressure.

When this occurs, the patient's page will show an alert at the top of the page.

1. To dismiss an alert, click the status dropbox and select 'Reviewed'. The alert will grey out. Every day at 12am EST, all reviewed alerts are removed from the page.
2. To view the full history of Alerts, click on the Alerts tab on the patient's page. On this page you can see the full history of the alerts that have been triggered for the patient.

[Summary](#)
[Medication](#)
[Profile](#)
[Test Results](#)
[Care Team](#)
[History](#)
[Alerts](#)

Alerts

The following alerts have been generated for this patient

Date	Time	Urgency	Note
06 Nov 2019	15:50		Measurements: 120/80 mmHg, 90 bpm. Symptoms: More tired, Shortness of breath, Swollen ankles, Unusual heart beat, Light-headed, Reduced activities, 2 pillows. Message: If you feel worse later today, record your symptoms with Medly.
06 Nov 2019	15:44	🚨	Measurements: 70/40 mmHg (low), 9 bpm (abnormal). Symptoms: Fainted, Night breathing worsened, More chest pain, More tired, Shortness of breath, Swollen ankles, Unusual heart beat, Light-headed, Reduced activities, 2 pillows. Message: Have someone drive you to the emergency department or call 911 now.
06 Nov 2019	07:41		Measurements: 80 lb (low), 65/20 mmHg (low), 30 bpm (abnormal). Symptoms: none. Message: Contact the heart function clinic or your family doctor.

4.3 Patient Account Management

Patient accounts may be managed from the **Profile** tab of the Patient Summary. Within this section, clinicians can edit a patient's General Information, Contact Information, Login Information, Patient & Goal Parameters, Activity Tracker, as well as Activate/Deactivate patient accounts.

4.3.1 Editing Patient Information & Parameters

The Profile section contains editable patient information, divided into 6 categories:

1. **Information:** General patient identifier information. Includes MRN, OHIP, Name, Birthday, Age, Sex, and Clinic.
2. **Contact Information:** Address, phone and email information. It is recommended that a phone number and email address are collected from all patients to ensure an up-to-date distribution records are maintained.
3. **Login Information:** Username and password. This information is set during account creation. This section can also be used to reset a patient's username and/or password if they have forgotten their credentials.
4. **Patient Conditions:** The chronic condition modules (heart failure, diabetes, COPD, hypertension and/or mental health) assigned to the patient affects the parameters they are able to view and enter within the smartphone application.
 - a. **Note:** If both the heart failure and hypertension modules are selected, the patient will ONLY be monitored with the heart failure tasks and algorithm.
5. **Patient Parameters:** Patient-specific Medly parameters affects how they interact with the smartphone application and whether they receive adherence phone calls.
 - a. Patient adherence phone call reminders are enabled: If checked, this setting will trigger a phone call to the patient's Primary Phone (listed in Contact Information) at 10am every day if their readings have not been received by Medly Dashboard by that time.
 - b. **For Heart Failure:**
 - i. Patient has ICD: When checked, the question "Has your ICD gone off?" is added to the patient's daily CHF symptoms questionnaire.
 - ii. Patient has LVAD: When checked, the questions "Have you had any LVAD alarms?", "Is your stool darker or is there blood in your stool?", and "Is there redness or new drainage at your driveline site?" are added to the patient's daily CHF symptoms questionnaire.
 - iii. Patient takes medication on weight gain: When checked, the included copy will be displayed to the patient if an alert is triggered for a high weight (either above the Max threshold or the day-over-day delta threshold). This copy can be edited by typing in the free-text box and selecting Save.
 - c. **For Diabetes:**
 - i. Patient takes a correction dose of insulin PRN for hyperglycemia: When checked the patient will be prompted to take a dose of insulin based on their insulin sliding scale, if an alert is triggered for mild or severe hyperglycemia

6. **Goal Parameters:** Patient-specific Medly parameters which determine when a patient will trigger alerts within the Medly application.
- a. **For Heart Failure:**
 - i. Urg Low: Currently only applied to systolic blood pressure readings. Readings entered below this value will always result in a red alert being triggered.
 - ii. Min: Readings entered below this value will always trigger an alert, for which the severity depends on the remaining readings as well.
 - iii. Max: Readings entered above this value will always trigger an alert, for which the severity depends on the remaining readings as well.
 - iv. Max delta value between readings: Currently only applies to Weight Readings. The value is used in the algorithm to compare the previous weight (taken within 3 days) to today's weight. If the difference in these weights is above this value, an alert will always be triggered.
 - b. **For Diabetes:**
 - i. Severe hypoglycemia (mmol/L): Readings entered below this value will always result in a red alert being triggered.
 - ii. Normal preprandial glucose range (mmol/L): Readings entered below the min or above the max values will trigger an alert.
 - iii. Normal postprandial glucose range (mmol/L): Readings entered below the min or above the max values will trigger an alert.
 - iv. Severe hyperglycemia (mmol/L): Readings entered above this value will always result in a red alert being triggered.
 - c. **For Hypertension:**
 - i. Both Daily and Average (30-day) blood pressures are monitored with the following thresholds:
 - 1) Critical Low: Readings below this value will always result in a red alert being triggered.
 - 2) Min: Readings below this value will always trigger an alert.
 - 3) Max: Readings above this value will always trigger an alert.
 - 4) Critical High: Readings above this value will always trigger an alert.
7. **Activity Tracker:** Optional ability to link a FitBit account to a patient's Medly account in order to view this patient's step data from within Medly Dashboard.

To edit any of a patient's information or parameters, select the Edit button in the upper-right corner of a given section. This will trigger a pop-up modal for the given section. After editing a specific field, select Save to confirm the changes. The modal will be dismissed and the changes will be saved to the patient's account.

4.3.2 Deactivating and Reactivating a Patient

After a patient is created, they are automatically added as an Active patient. This can be confirmed by viewing the patient information at the top of the Patient Summary.

During the offboarding process, patient accounts in Medly should be Deactivated. To deactivate a patient, navigate to the Profile tab within the Patient Summary page, and

select **Deactivate User**. A confirmation prompt will be displayed advising of the changes which will be applied to the patient's account if the action is confirmed. These changes are as follows:

- Display patient status as **Deactivated** within the patient information at the top of the Patient Summary

- Log the patient out of Medly (if currently logged in)

- Prohibit the patient from logging into Medly in future

- Prevent adherence phone calls


- Prevent new lab results from automatically syncing

- Prevent adherence status from being displayed in non-adherent tab

- Prevent alerts from being displayed in alert centre

- Display the patient name with strikethrough in the patient list

After a patient is deactivated, they will still be accessible by any clinician who is listed on their care team. If the patient subsequently re-enters the Medly program, they may be re-activated by returning to the Profile tab within the Patient Summary page, and

selecting . A confirmation prompt will be displayed advising of the changes which will be applied to the patient's account if the action is confirmed. These changes are as follows:

- Display patient status as **Active** within the patient information at the top of the Patient Summary

- Allow the patient to log into Medly

- Allow adherence phone calls

- Allow new lab results to automatically sync

- Display adherence status in non-adherent tab

- Display alerts in alert centre

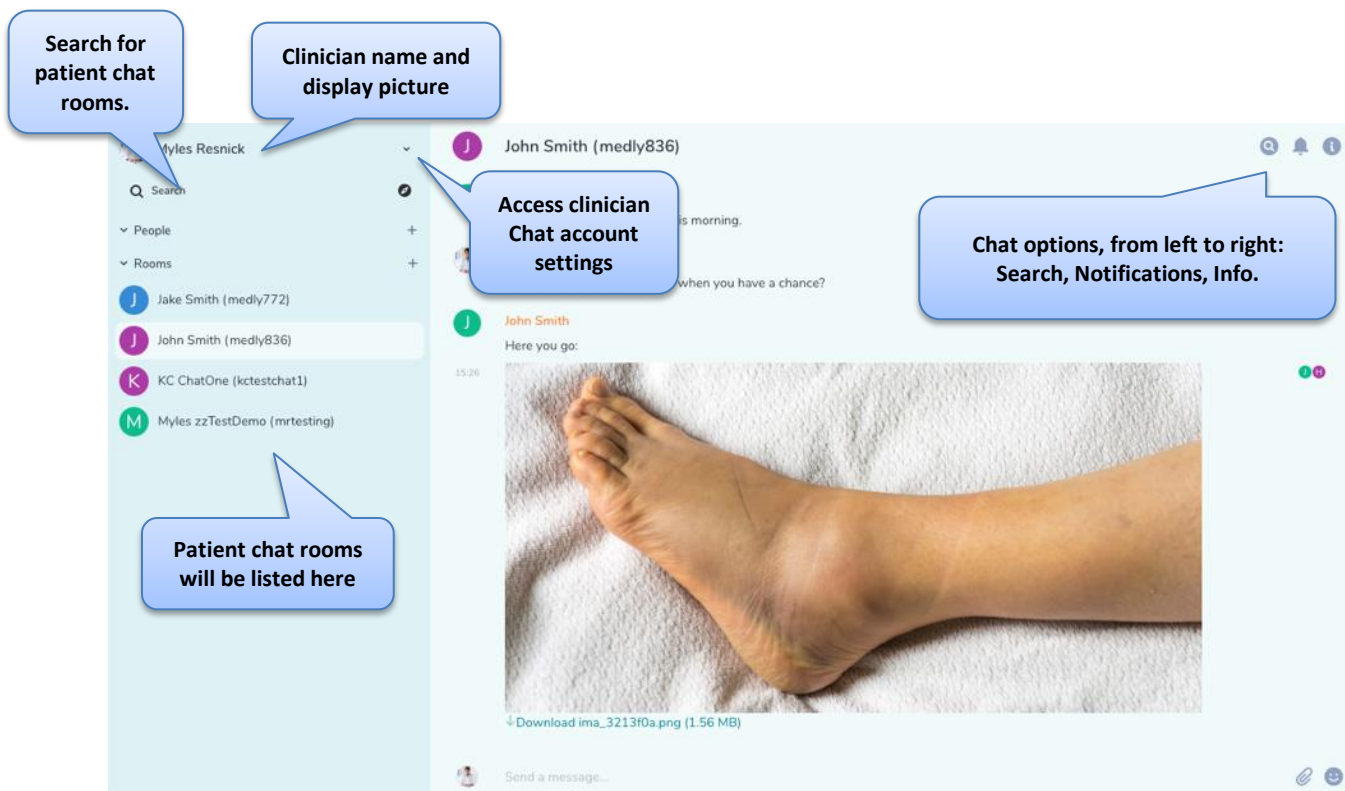
- Display the patient name without strikethrough in the patient list

After a patient is reactivated, they will be able to continue using Medly normally. Furthermore, all clinicians will receive email notifications for new alerts as they normally would.

5. Medly Messenger

Medly Messenger allows patients and their assigned Medly care team to securely share text and image messages with one another. You can access a patient's chat room by

clicking the **Messaging** button in the upper-right corner of a patient's profile. After a short loading period, Medly Messenger will be opened in a new tab. If you are not logged in already, you will be prompted to log in to Medly Messenger before being taken to the patient's chat room. You can also access Medly Messenger at any time by navigating directly to <https://messenger.medly.ca/>.



CAUTION: Usage of Medly Messenger should be limited to communication related to the patient's condition, and is intended to supplement the existing Medly alert system and not serve as a mechanism for formal virtual visits.



5.1 Logging into Medly Messenger

You may log in to Medly Messenger using the same username and password that you use for Medly Dashboard. If you have forgotten your password, you may reset it using the instructions provided in section 7.2.1.

After logging into Medly Messenger for the first time, it is highly encouraged to attach a display picture, to better allow patients to identify their clinicians while chatting.

5.1.1 Log-In Process

After logging into Medly Messenger for the first time, you may be prompted to set up additional security measures. It is recommended that you set up a security phrase and copy a secure back-up of your security keys if prompted to do so.


On subsequent log-ins, you may be prompted for these security measures or to “Verify this login”. **It is not necessary to complete this process in order to gain access to your Medly patient chat rooms.** Please select the red Skip button (), followed by the red Skip text (). You will then be taken to your patient chat rooms.

The security measures which are skipped are used for a type of encryption that is not required by Medly Messenger. All communication between you and your patients are otherwise performed over secure channels.

Depending on the browser you are using, you may also be prompted to enable notifications once you have successfully logged in to Medly Messenger. It is recommended that you **choose to enable notifications** in order to receive push notifications when a patient sends you a message.


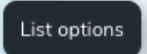
5.1.2 Attaching a Display Picture

You are encouraged to attach a display picture, to facilitate communication with your patients.

1. Click the arrow  to the right of the clinician name in the left-hand sidebar and select ‘All settings’ to access account settings.
2. Under ‘General’, scroll to ‘Profile’.
3. To the right of ‘Display Name’, select ‘Upload’ beneath the grey user image.
4. Select a photo of yourself and select upload/attach.
5. Select ‘Save’ beneath the ‘Display Name’ field.

5.1.3 Sorting Patient List

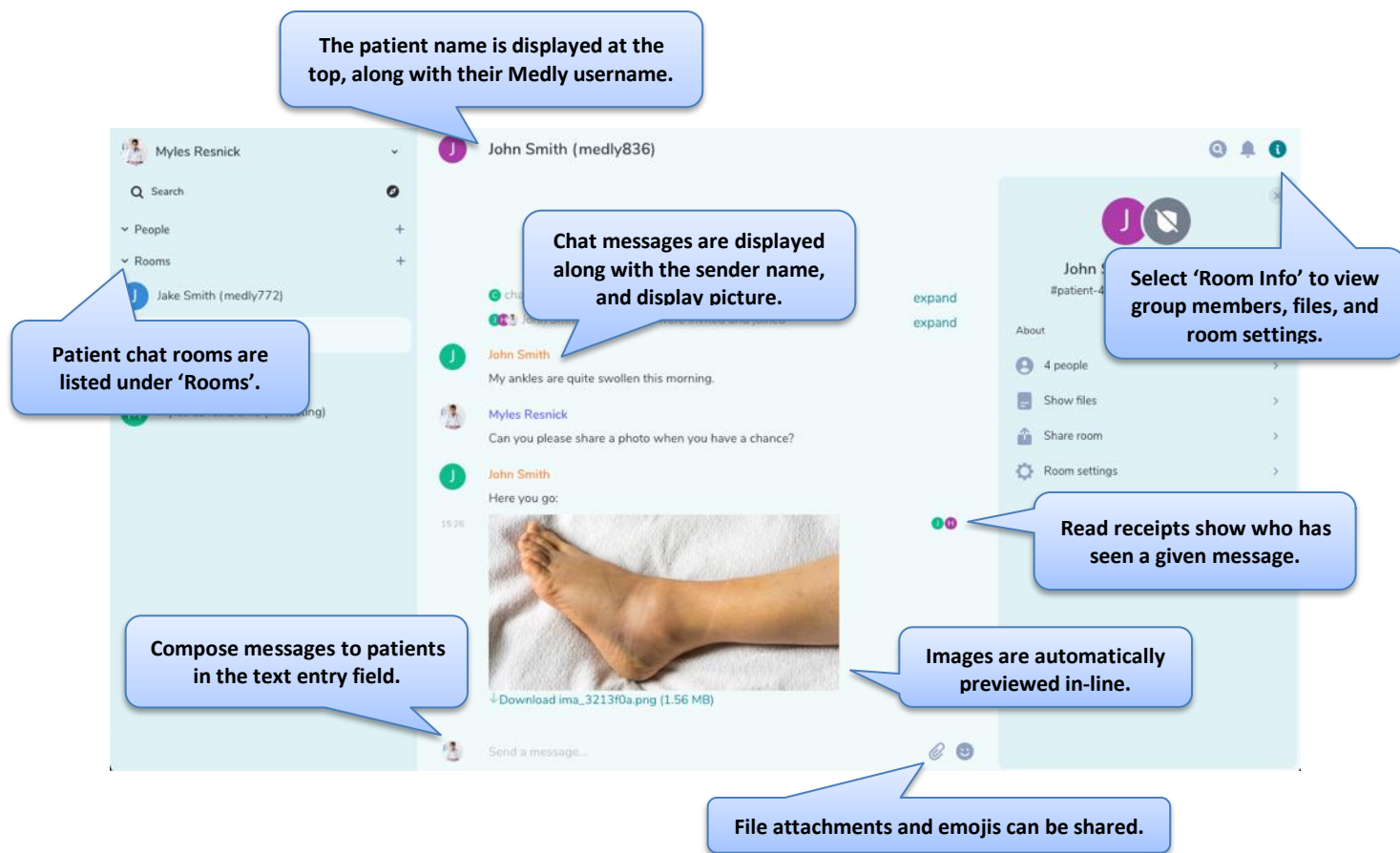
By default, the patient list (available under the ‘Rooms’ header in the sidebar) is sorted alphabetically. It is recommended that you change this to sort by recently active instead.

1. Hover over ‘Rooms’ and select the three dots for ‘List Options’  
2. Select ‘Activity’ under the ‘Sort by’ header to sort the list by the most recently active patients.
3. Under appearance, you may toggle the following options:
 - a. To ensure rooms with unread messages remain at the top of the list, check the box next to “Show rooms with unread messages first”.
 - b. To show previews of the most recent message in the chat, check the box next to “Show previews of messages”.

5.2 Communicating with Patients

Once you have access to your account and have completed the initial account setup, you may begin sharing messages with your patients.

You can find a list of all patient chat rooms you have been invited to in the sidebar on the left-hand side of the screen, under the 'Rooms' header. Medly Messenger is integrated with Medly Dashboard, so **you will be automatically invited to a unique chat room for each of your patients**. Patient chat rooms include all clinicians who are a member of that patient's care team in Medly Dashboard, and chat messages are visible to all members of the chat room.



If a patient of yours is not listed in Medly Messenger, please navigate to the patient's profile in Medly Dashboard and select the 'Messaging' button. This will trigger the system to re-connect this patient.

To chat with a patient, select their name under the 'Rooms' list in the sidebar. This will open their chat room. To compose a message, select the text entry field at the bottom of the screen. To send a message, hit 'Enter/Return' on your keyboard to share the message with the patient. To send an image, hit the attachment icon to the right of the text entry field. This will open a file browser, from which you can navigate to the file of choice and share this with the patient. At this time, only images are fully supported; **sharing of other documents is strictly prohibited.**

CAUTION: Clinicians should never use Medly Messenger for any of the following purposes:

Asking for passwords of any kind.

Asking for financial (banking, credit card, etc.) information of any kind.
Asking for personal health information (PHI) relating to patients other than the Medly user.
Sending prescription refills.

CAUTION: Urgent and sensitive information should not be shared through Medly Messenger. Please contact the patient over the phone to share sensitive information.

5.2.1 Outages

It is possible that the Messenger server may encounter issues. If the Messenger server is down, you will not be able to send or receive messages from patients. An error message will be displayed at the bottom of the chat window to inform of the outage. If the Messenger server has lost connection, please check your internet settings. If you have an active internet connection and continue to see this message, please contact your local Medly Administrator or Medly Support.



Connectivity to the server has been lost.

Sent messages will be stored until your connection has returned.

Similarly, outages may impact the patient's ability to share messages with their care team. Alternatively, it is possible that the Medly server is active, while the Messenger server is down; which may lead to a situation where a patient's Medly readings have been shared to Dashboard, but their chat messages have not. If you suspect there are incorrect or missing chat messages, please contact your local Medly Administrator or Medly Support.

6. Administrative Tasks (Medly Dashboard)

Some administrative tasks can only be completed when logged into Medly Dashboard as an administrator or super administrator.

6.1 Add a New Account (Administrators only)

To add a new patient, clinician, clinic, or administrator (super administrator only), click on the **Add New** button under each of the respective sections (e.g. click Add New Patient when you are in the Patients section to add a new patient). Fill in the information in the pop-up window. Required fields are marked with a red asterisk (*).

6.1.1 Patients

In addition to administrators, clinicians may also add patient accounts. When creating a new patient, note that:

- The patient's email information is used for reference only. They will not receive any automated email communications.
- The patient username and password is used to sync data from the Medly mobile applications with the Medly Dashboard.
- Parameters can be customized for each patient, which will determine how the alerts are generated for the patient in the Medly mobile application. For

example, checking off “Patient takes medication on weight gain” and completing the associated field will enable medication on weight gain alerts for the patient.

6.1.2 Clinician

As an Administrator, you can view all clinicians and manage their accounts.

When creating a new clinician:

The email saved for the clinician is where they will receive any relevant patient-related emails and alerts; please enter a valid hospital-issued email address.

- The new username must not already exist in the system.

6.1.3 Clinics

This page provides a list of the clinics involved with Medly. Information about the selected clinic will be viewable to the patient, including the clinic phone number.

6.1.4 Manage Administrators (Super Administrators only)

Only Super Administrators have the ability to manage Medly Dashboard administrators. This is done through the Administrators page. If a change is required, contact your local Medly Administrator or Medly Support.

Note: Administrators can view, create and edit all clinician and patient accounts on Medly Dashboard.

6.2 Edit Profiles

Profiles can be edited by clicking the **Patient’s name**, **Username**, and **Clinician’s name** (Administrators only). You will be directed to a profile page where you can **Edit** information.

Note: To edit patient profiles, you must click on the **Profile** tab under the patient’s page to view the patient profile.



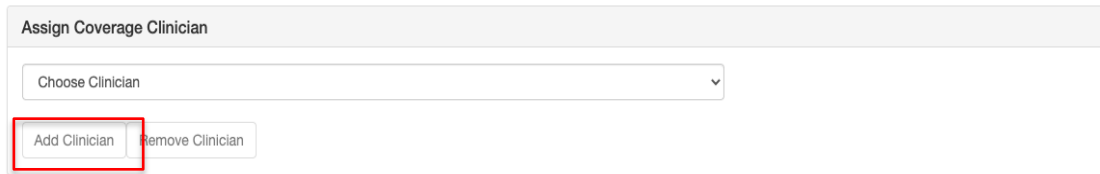
The screenshot shows a form titled "Information" with three input fields: "MRN:" containing "9999999", "Title:", and "First Name:" containing "John". An "Edit" button is located in the top right corner of the form, highlighted with a red rectangle.

6.2.1 Assign Coverage Clinician

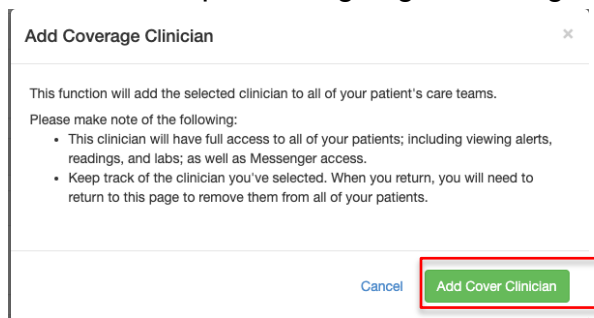
Clinicians and Admins can temporarily assign other clinicians to cover for their patient roster.

1. Access account settings from your Clinician Profile on the top-right corner of the dashboard. Admins can access another clinician’s profile by clicking on their name in the list of clinicians in the Clinicians tab at the top of the dashboard.

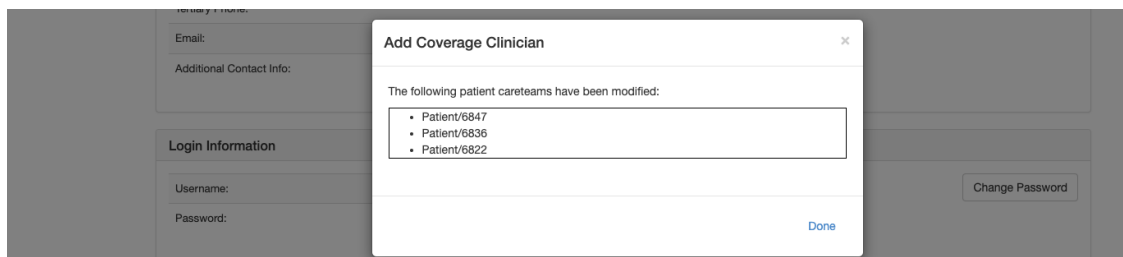
2. Under **Assign Coverage Clinician**, choose a clinician from the drop-down menu. Click 'Add Clinician.'



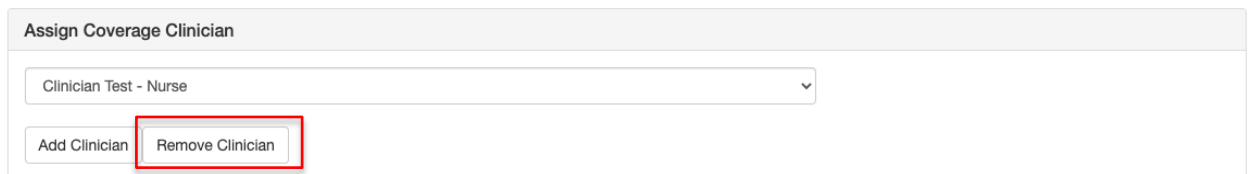
3. A window will pop-up to acknowledge the coverage clinician's full access to your patients, including your patients' alerts, readings, and messages.
4. Click 'Add Cover Clinician' to complete assigning a coverage clinician.



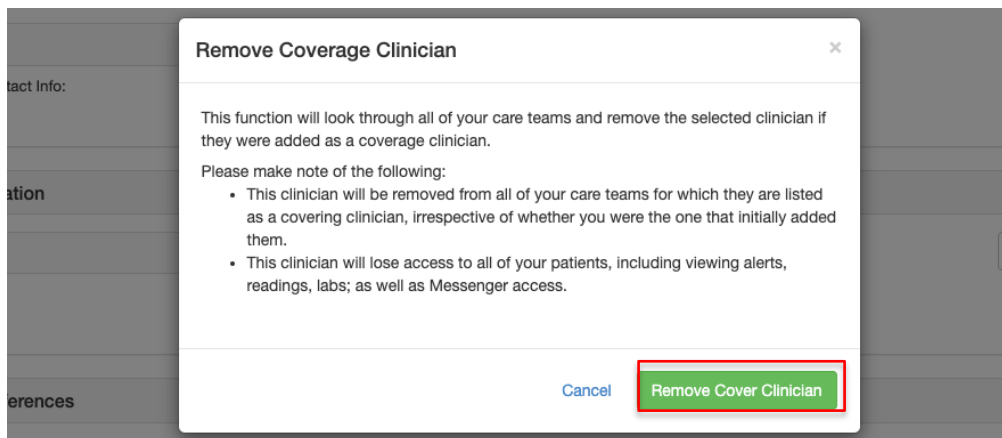
5. A new window will pop-up to confirm which patients have had their care team modified to include the new coverage clinician, as shown. Click 'Done' to exit this window.



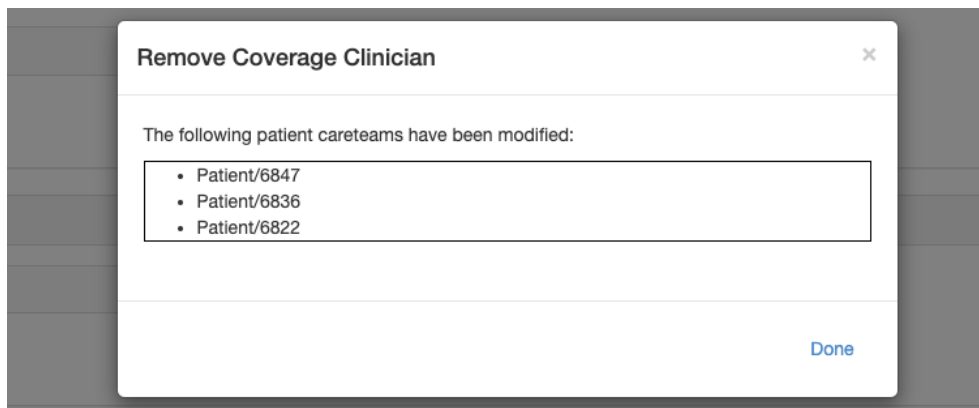
6. When you return, you will need to return to this page to remove the coverage clinician from your patient roster. Select the clinician you would like to remove and click 'Remove Clinician'.



7. A window will pop-up to acknowledge removal of the selected clinician from your patient roster, including access to your patients' alerts, readings, and messages.



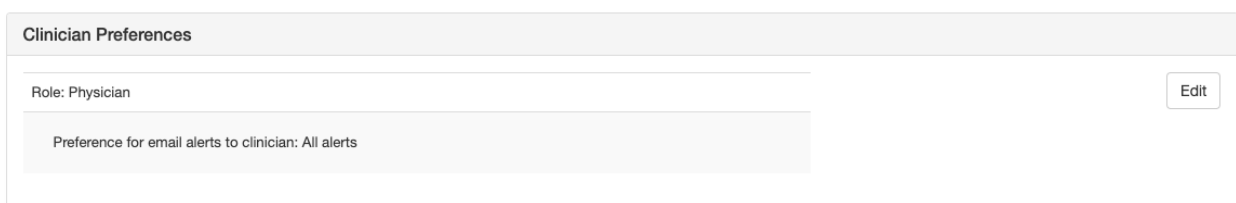
8. A new window will pop-up to confirm which patients have had their care team modified to remove the chosen coverage clinician, as shown. Click 'Done' to exit this window.



6.2.2 Change Email Alert Preferences

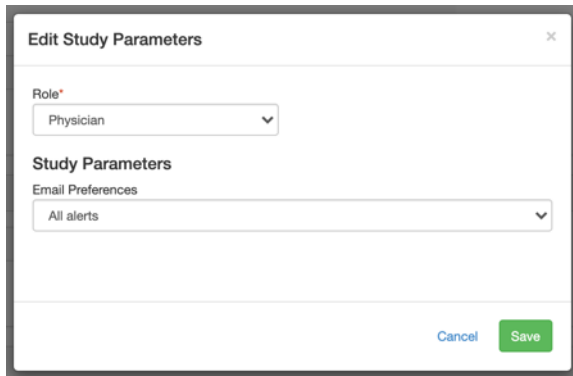
Email alert preferences can be changed in **Clinician Preferences** from the Clinician Profile.

1. In the **Clinician Preferences** setting, click 'Edit' to change email alert preferences

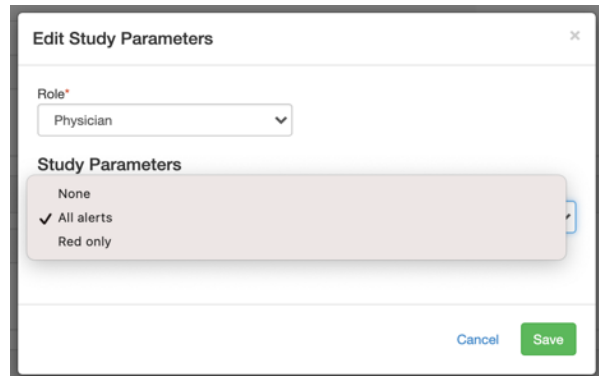


2. From the pop-up window, choose a email preference from a drop menu. Click 'Save' to save changes.
 - a. Selecting '**All alerts**' will allow all patient alerts sent to the clinician's email.

- b. Selecting '**Red only**' will allow only urgent alerts sent to the clinician's email.
- c. Selecting '**None**' will not allow any patient alerts sent to the clinician's email.



The screenshot shows the 'Edit Study Parameters' form. The 'Role*' dropdown is set to 'Physician'. Under 'Study Parameters', the 'Email Preferences' dropdown is set to 'All alerts'. At the bottom right, there are 'Cancel' and 'Save' buttons.



The screenshot shows the 'Edit Study Parameters' form. The 'Role*' dropdown is set to 'Physician'. Under 'Study Parameters', the 'Email Preferences' dropdown is open, showing three options: 'None', 'All alerts' (which is selected with a checkmark), and 'Red only'. At the bottom right, there are 'Cancel' and 'Save' buttons.

7. Password Policy

Medly Dashboard employs the following password policy when setting a user's password:

- Minimum 8 characters
- Minimum 1 upper-case letter
- Minimum 1 lower-case letter
- Minimum 1 number
- Minimum 1 non-alphanumeric character (special character)
- When changing a password, must not match any of the previous eight (8) passwords.

Note: This password policy applies to both Medly Dashboard and Medly Messenger. Your login credentials are shared across both applications.

7.1 Patient Requirements

Patient passwords adhere to the above-noted password policy.

Patients do not currently have the ability to reset their password from the Medly mobile application. If a patient has forgotten their password, it must be reset by a member of their care team. Unlike clinician passwords, patient passwords never expire.

7.2 Clinician Requirements

Clinician passwords adhere to the above-noted password policy.

In addition, clinician passwords will expire after 120 days (approx. 4 months). Beginning on the 110th day, you will begin to receive one email every day at 2:30pm as a reminder that your password is set to expire, along with instructions to reset it. After the 120th day,

your password will expire, and you will no longer be able to log in to Medly Dashboard. To reset your password at this stage, use the “Forgot password?” link on the login page.

7.2.1 Resetting your Password

You may reset your password from the Medly Dashboard login page

1. Click on “Forgot password?”
2. Enter your Medly username and select “Reset Password”
 - If your account does not have an associated email address, you will see an error message instructing you to please contact support@medly.ca to have an email address added.
 - If you enter an invalid username, you will see an error message instructing you to contact support@medly.ca to determine your username.
3. If successful, a password reset email (Subject: Medly Password Reset) will be sent to the email address associated with your Medly account. Locate this email in your inbox.
4. Select “Reset your password” in the password reset email. A new page will open in your web browser.
5. Follow the on-screen instructions and enter a new password. Enter your new password in both the “Type Password” and “Re-enter Password” fields.
6. Select “Submit”. If the password you entered was valid, you will be taken to a confirmation page. You may now use your new password to log back into Medly Dashboard.

8. Privacy

Please refer to UHN’s [Privacy Policy and Procedure Manual](#) or your organization’s patient information policy to ensure you are taking necessary precautions when using Medly data to manage your patients.

9. Support

If you have any questions or comments, or you are having trouble with Medly Dashboard, please let us know!

You can contact us at: support@medly.ca or [437-248-3065](tel:437-248-3065)