



medly

## Welcome Guide

### Patient User Manual v15-HF

Medical Device Components:  
Medly Android (MDLYA-6.1), Medly iOS (MDLYI-5.1)

Non-medical Device Component: Medly Messenger v1.2

**This manual contains instructions  
for heart failure patients only.**

**Welcome to  
Medly!**

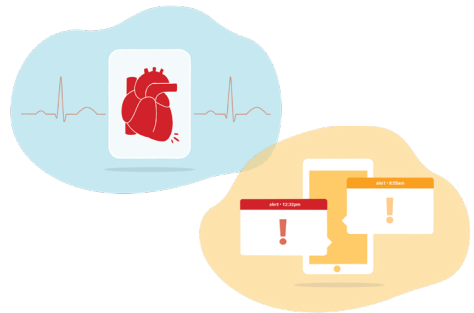


## **A companion for chronic conditions care**

Medly is intended to support patients with one or more chronic conditions as determined by your clinician, including: heart failure, diabetes, chronic obstructive pulmonary disease (COPD), hypertension, and mental health conditions.

The Medly system consists of a patient-facing application, a clinician-facing dashboard, as well as an integrated messenger.

Medly is intended to help you self-manage your chronic conditions, improve communication between you and your healthcare team, and to improve clinical management by monitoring and sharing health information. Depending on your relevant conditions, the data shared with your clinician(s) may include weight, blood pressure, heart rate, blood glucose, symptoms, medication, and/or lab results. Medly interfaces with commercially available devices to capture your readings. Medly also allows you to enter readings manually.

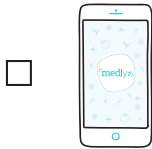


Your healthcare team has set personalized targets for you. Based on your targets, daily measures and symptoms, Medly provides automated feedback to you and shares the data with your healthcare team. The feedback may tell you to contact the Medly care team, remind you to take a medication at a dose already prescribed by your clinician, or suggest you visit the Emergency Department.

# 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 device

**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



If you have an **Android**, visit



b. Search for



c. Download.

## 3 Launch the application



Open Medly

## 4 Select your Medly Clinic

Your Medly Clinic:

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## 5 Log in

Enter your username and password:


To log in, read and agree to the Terms & Conditions:

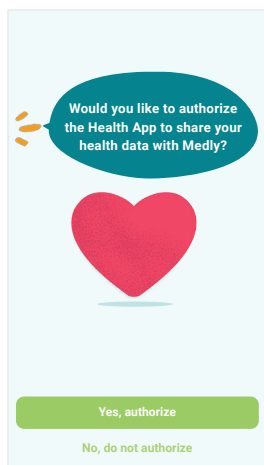
 I agree to the [Terms & Conditions](#)

## 6 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  .



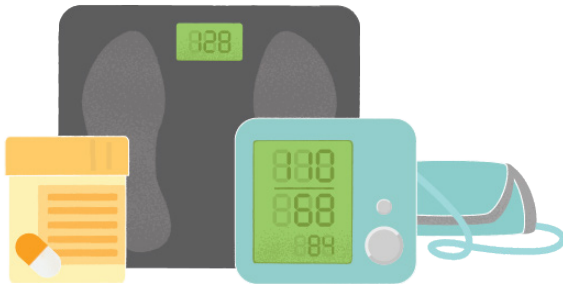
## Precautions

- ❗ 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 17 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/autodevices/>.
- ❗ 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 or shared by your clinicians 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, call 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.
- ❗ If you have received prompts to take medication(s) and/or fast-acting sugar multiple days in a row, contact your Medly Coordinator to discuss your condition.
- ❗ Medly Messenger should not be used to share urgent and/or sensitive information. There is no guaranteed response time when communicating through Messenger. To speak directly with your Medly Coordinator, please contact them using the number provided on page 16.

## How to complete your daily tasks

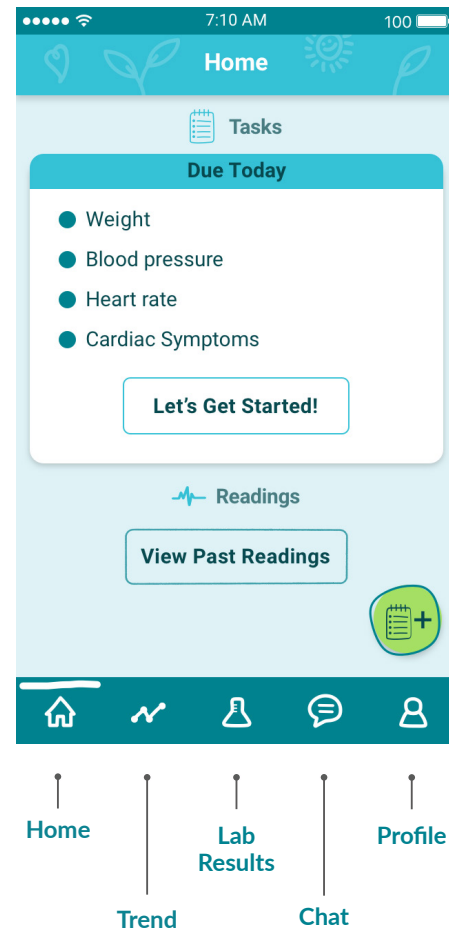
Each morning, you will be presented with a daily task card. After completing **ALL** of your daily tasks, Medly will provide you with actionable feedback based on your health status.

Remember, your daily tasks need to be completed each day at the recommended time by your care team. The task card will be presented each day from 4AM to midnight. You will not get feedback and the information may not be seen by your healthcare team if you miss some of the tasks.



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

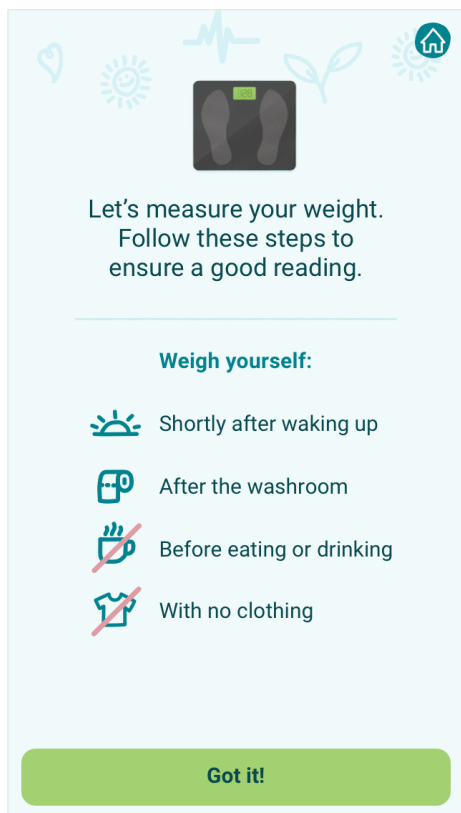
- 1 On the homepage, touch the **Let's Get Started!** button to begin your daily tasks.



**CAUTION:** If you feel your daily task list is not representative of your daily status, please contact your Medly Coordinator.

- 2 It's important to your healthcare team that your measures are accurate and consistent.

Carefully read the tips on how to take good measures.



- 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 Complete Tasks on the task 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,

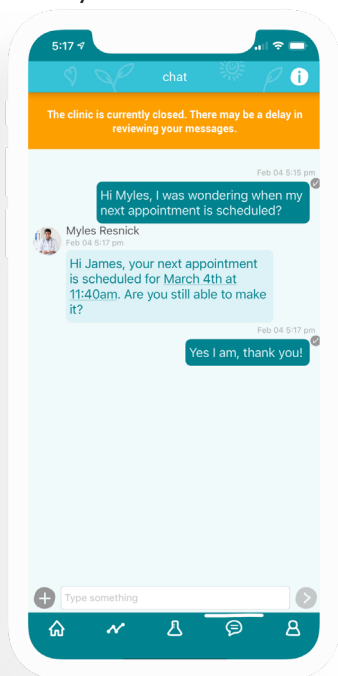
1. Consult your device manual, OR
2. Visit our website: [medly.ca](https://www.medly.ca)

Take a look at "How to set up your Bluetooth connection" (page 17) 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.

## How to chat with your care team

Medly Messenger allows you to securely share text and images with your care team. You can use this feature to communicate with your care team and provide updates on your condition.



If you have unread messages waiting for you, a green dot will appear over the chat icon in the navigation bar.

**CAUTION:** Clinicians will never ask for, and you should never share any of the following:

- Passwords of any kind.
- Financial (i.e. banking, credit card) information of any kind.
- Personal health information relating to individuals other than yourself.
- Sending prescription refills.

- 1 Tap on the message bar containing the text “Type something” at the bottom of the screen to begin typing your message.



- 2 Compose a message to your clinician. Once you have entered a message, the send icon will become active. Tap on the send icon to share the message with your care team.



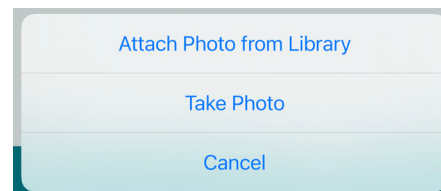
- 3 Messages you’ve sent are displayed on the right-hand side of the screen. Messages received from your care team are displayed on the left-hand side; along with a name, photo, and timestamp.

Messages you’ve sent will show an icon denoting if the message is sending, has sent successfully, or failed to send.



If a message fails to send, you will have the option to retry, or discard the message.

- 4 To share an image, select the ‘+’ icon to the left of the text entry field. Once confirmed, the image will be shared with your care team.

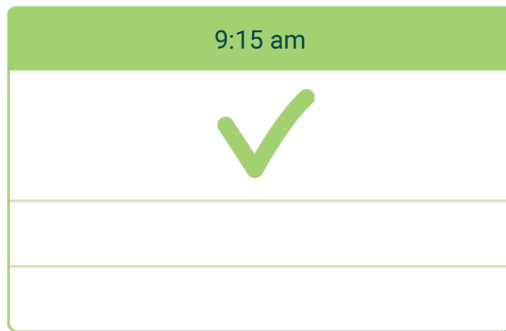


**NOTE:** You may need to grant Medly permission to access your photos. If you decline this permission, you will be unable to take or send photos from Medly.

## 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.

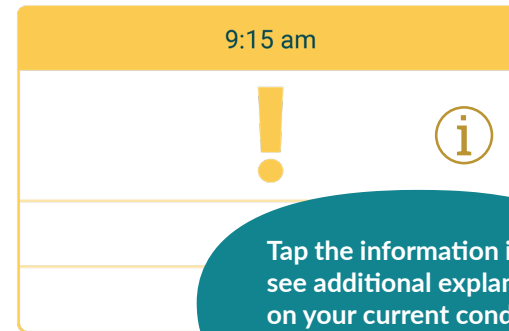
If there is a change in your health status, both you and your healthcare team will be notified through an alert.



### Green cards:

- ✓ Indicate if your measures are in the target range according to your healthcare team
- ✓ The list of measures you completed are shown in readings card below

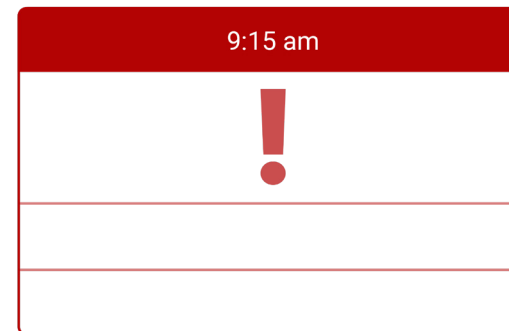
**CAUTION:** Feedback ONLY applies to today and does not carry forward into the future. Please only follow instructions based on today's readings.



Tap the information icon to see additional explanation on your current condition and recommended actions.

### Yellow 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 16) 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 healthcare team.
- ☞ Messages and images sent in Medly Messenger are shared with your entire care team.
- ☞ There is no guaranteed response time when communicating through Medly Messenger. For urgent inquiries, please contact your Medly Coordinator directly using the phone number located on page 16.

You are ready to use Medly!

## Notes

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## 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](https://medly.ca)

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

@ \_\_\_\_\_  
 \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ x  
ext.

### ? 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

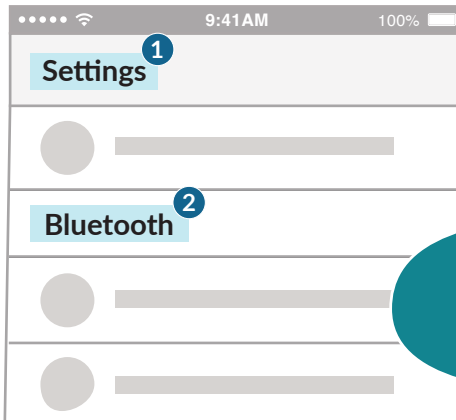
First, let's get your medical devices ready for Bluetooth pairing!

- 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.

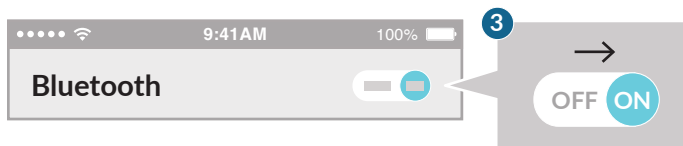
Second, let's get your smartphone ready for Bluetooth pairing!

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



Every phone will have a different screen layout and features.

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

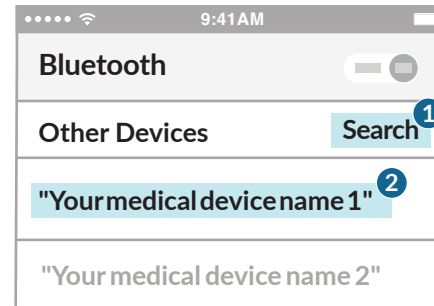


## Pairing with Android

Using an iPhone or iPad?  
Skip to the next page to setup Bluetooth on iOS.

- 1 Tap the word "Search" or "Scan" and your phone will automatically search for devices to pair.
- 2 Look for the model name of your medical device. The model name can be found in the device's user manual or on the device itself.

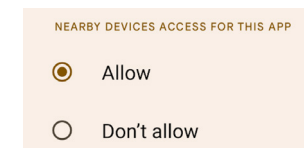
**NOTE:** If you have more than one medical device, please connect them one at a time.



- 3 Log in to Medly after fresh installation. If prompted, select Allow to give Bluetooth permission for Medly to receive readings.

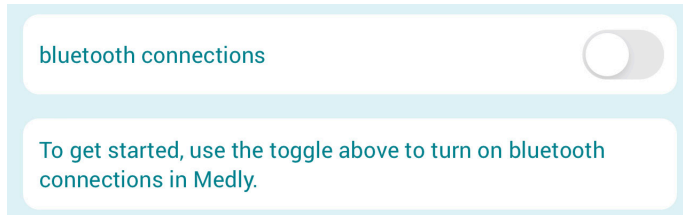


**NOTE:** If you selected "Don't Allow", open Android Settings. Under Apps, select Medly. Under Permission, select "Nearby devices," then "Allow." (This applies to Android 12 and up).

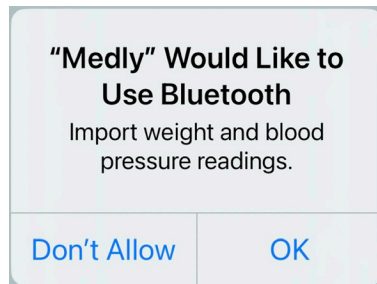


## Pairing with iPhone or iPad

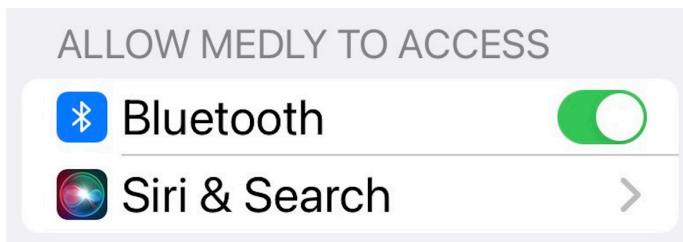
- 1 Open Medly and navigate to the Profile tab
- 2 Look for "bluetooth"
- 3 Select "bluetooth settings" to enter the pairing settings



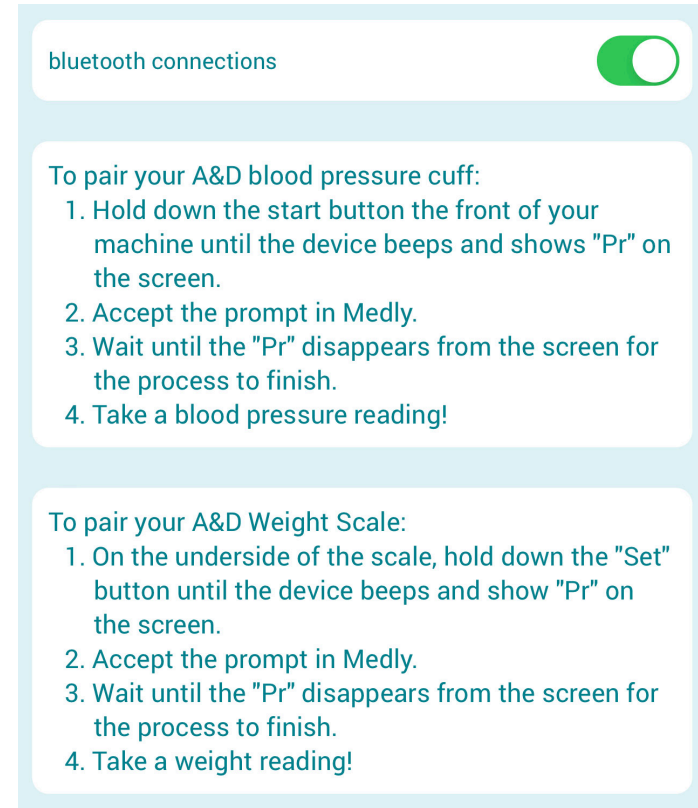
- 4 When prompted, select OK to enable Bluetooth permissions for Medly to import weight and blood pressure readings



**NOTE:** If you select "Don't Allow" at this step, open iOS Settings and search for Medly. Under "ALLOW MEDLY TO ACCESS", select the toggle next to "Bluetooth" to turn it on.



- 5 Within Medly, in the "bluetooth settings" menu, select the toggle next to "bluetooth connections" to turn bluetooth on



- 6 Put your peripheral devices into pairing mode by following the instructions in the user manual provided with your devices.

If you are using A&D devices, instructions will be provided on-screen.

# Our privacy commitment

This privacy policy governs the use of the software application Medly (“Application”) for mobile devices by patients (Patient-Users); as well as the use of the software applications Medly Dashboard and Medly Messenger for web browsers by clinicians (Clinician-Users). Medly, Medly Dashboard, and Medly Messenger were created by the University Health Network (UHN), Centre for Digital Therapeutics.

Medly is a smartphone app designed to help patients manage their chronic condition by monitoring symptoms, tracking important measurements and providing self-care guidance. Medly Dashboard is a web-based tool designed to help clinicians monitor and share information with their patients. Medly Messenger is a web-based tool designed to help clinicians exchange messages with their patients.

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. Your hospital may also share personal information such as lab results and medications directly to the Medly Dashboard.

The goal of Medly is to help patients better understand their 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. The goal of Medly Dashboard and Medly Messenger is to facilitate remote monitoring of patients as well as enable clinicians to share information and messages with their patients.

## 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.

## 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.

## 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.

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.

## Use of your Information by your 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 at the hospital where you were enrolled 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.

## What are my 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.

## Data Retention Policy, Managing Your Information

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

- When a patient is discharged from the program, records will be retained per your hospital policy.
- When a patient is under the age of majority, records will be retained past the age of majority per your hospital policy.

## 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.

## 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](mailto:privacy@uhn.on.ca)

Website: [www.uhn.ca/PatientsFamilies/Patient\\_Safety\\_Advocacy/Privacy](http://www.uhn.ca/PatientsFamilies/Patient_Safety_Advocacy/Privacy)

## Complaints

If you have complaints about your hospital's compliance with this privacy policy or PHIPA, please contact your hospital's Privacy Office using the directory on the Medly website. 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](http://www.ipc.on.ca)



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