

HOPE App

Manual

Version 2.0

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1 HOPE App Instruction Manual

Release notes

This manual (document version 1.6) applies to the HOPE App, which is part of HOPE Solution 3.0 (HOPE01).

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Purpose of the instruction manual

The user manual contains the instructions you need to install, use, and maintain the product safely.

This manual *does not contain* instructions for other systems, apps, or measuring devices that can be connected to the HOPE Solution. Follow the instructions provided by the respective manufacturer.

Typographical rules

Text found in the product's interface is written in bold.

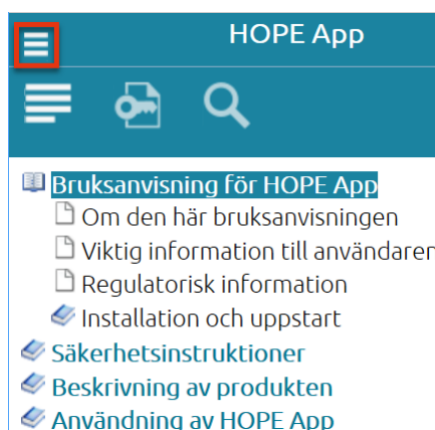
For example, click **Save**.

Multi-step selections in menus, for example, are written with colons between the text strings.

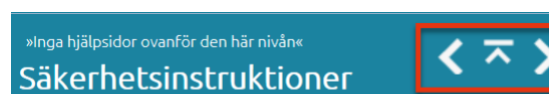
Example: Click My **Profile: Contact Information**

Navigating the Operating Instructions

You can navigate the user manual either by clicking in the left menu or by stepping forward with the arrows in the upper right corner.



Navigate the left menu.



Inledning

Den här sektionen beskriver följande:

- de säkerhetsföreskrifter som du som användare

Navigate using arrows.

You can also search for different keywords in indexes, or do a more advanced search in the search function.



Navigate using indexes.



Navigate using the search function.

About this chapter

This chapter contains important user information, description of safety notices, regulatory information, and intended use of the HOPE App.

[Important information for the user](#)

[Regulatory information](#)

1.1 Important information for the user

Please read this before using the product



All users must read the entire operating manual before installing, operating, or maintaining the product.

You can always access the user manual via **My Profile: Help** in the app and via the Help menu button in the web interface of your computer.

Do not use the product in any way other than as described in the user documentation. Doing so risks exposing you to a hazard that could result in injury or damage to the product.

Intended Use of the Product

HOPE Solution is a modular software that supports structuring and monitoring in the care process.

The purpose of the HOPE Solution is to provide healthcare professionals with information to facilitate the diagnosis and treatment of patients. HOPE Solution digitizes the documentation and sharing of the patient's non-vital medical record information both within the care process and between the patient and the caregiver, including academia and the life science industry.

For healthcare professionals, the user interfaces consist of both Windows and web applications as well as fixed clients that can be run on a computer, tablet and smartphone. The intended user is a healthcare professional who is trained to interpret the patient's results and traditional medical records. The healthcare professional must ensure that the patient understands the instructions given through the HOPE Solution.

For the patient, the user interface consists of a mobile app that can be run on a tablet or smartphone. The mobile app is intended for patients who can handle a mobile device and who can handle situations where the device does not work, and then understand that the patient needs to seek treatment in another way.






The HOPE Solution must not be used in emergency situations. The HOPE Solution must not be used by small children or persons who are unaccountable.

Prerequisites for using the product

In order to use the HOPE App in the intended way, it is important that you meet the following conditions:

- You have a general understanding of how the phone works.
- You have installed the HOPE App on your phone and received login details from your healthcare provider.
- You use the product in Swedish when you use the product for clinical use.

Labelling of the product

Symbol	Description
	The product complies with the requirements of MDD (Medical Device Directive) 93/42/EEC for medical devices.
	Manufacturer's visiting address and contact information
	Product Part Number: HOPE01
	Version and release date
	Follow the instructions in the user manual

Safety instructions

This manual contains safety instructions (WARNING, CAUTION, and NOTE) regarding the safe use of the product. See the definitions below.



WARNING

WARNING draws attention to a potentially hazardous situation that could result in serious injury or death. It is important that you do not continue until all the mentioned conditions are met and understood.



CAREFUL

CAUTION draws attention to a hazardous situation that could result in minor or moderate injury. It is important that you do not continue until all the mentioned conditions are met and understood.



OBSERVE

NOTE means that you must follow the instruction to avoid damage to the product or to other equipment.

Notes and tips

Note: *A note is used for information that is important for the trouble-free and optimal use of the product.*

Tips: *A tip contains useful information that can improve or optimize your routines.*

1.2 Regulatory information

Introduction

This section sets out the directives and standards that HOPE Solution meets.

Manufacturing Information

The product is made of:

ADDI Medical AB
Svärdvägen 25B
18233 Danderyd
SWEDEN

E-mail: support@addimedical.se
www.addimedical.se

Medical device regulatory compliance

This product complies with the requirements of MDD (Medical Device Directive) 93/42/EEC.

CE marking



The CE marking and the corresponding EU declaration of conformity are valid for the product in the following cases:

- The product is used as a standalone unit
- The product is connected to other products recommended or described in the user documentation
- The product is used in the same condition in which it was delivered from ADDI Medical, except for changes as stated in the user documentation.

2 Safety Instructions

About this chapter

This section describes the following:

- the safety precautions that you as a user need to know before using the HOPE App
- how to deal with various possible software errors that may occur.




Read more in each section:

[Safety precautions](#)


[Emergency management](#)

2.1 Safety precautions

Residual risks

	<p>WARNING</p> <p>Use the HOPE App with the interface in Swedish if you are using the product for clinical use.</p>
	<p>WARNING</p> <p>The HOPE App may not be used for information about dose changes of medicines. Contact your healthcare provider personally.</p>
	<p>WARNING</p> <p>Contact your healthcare provider if you do not understand the instructions you receive through the HOPE App.</p>
	<p>OBSERVE</p> <p>When you have performed a measurement using another app, you must immediately go back to the HOPE App for the measurement to be registered.</p>
	<p>OBSERVE</p> <p>You must allow notifications from the HOPE App for the notification feature to work.</p>

General precautions


<p>Read the product details. Use the HOPE App in accordance with the latest version of the owner's manual, applicable user manuals, and/or other product information for the HOPE App. Improper use may cause injury to persons or property.</p>

Risk of information dissemination. DO NOT save information from the HOPE App locally on the computer or elsewhere than in the HOPE App. This entails a risk that information will be made available to unauthorized persons.

2.2 Emergency management

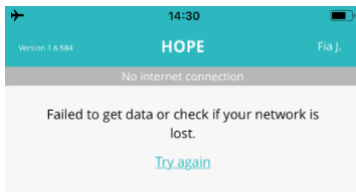
Introduction

This section describes how to handle emergencies that may arise from the use of the HOPE App.

If errors occur

The HOPE App communicates with the database via an internet connection over a computer network. This means that there are several different technical components that must work for the HOPE App to work. It also means that one or more of these components may fail.

Below are the errors that could occur and actions that you as a user can take.

Error	Measure
<p>Program Stops</p> <p>If the HOPE App stops working or does not respond to button presses, it may be because the app has stopped.</p>	<p>Close the HOPE App and restart the app.</p> <p>If that doesn't help, restart your phone and launch the HOPE App again.</p> <p>If that doesn't help, contact support.</p>
<p>Data network issues</p> <p>If your phone has problems connecting to the data network, an error message will appear as soon as you try to start or perform an activity in the HOPE App.</p> <p>The error message may look like the image below:</p>  <p>For example, this could be due to a network failure, network congestion, internet connection failure, or problems with the data network's server.</p>	<p>Make sure your network connection is working.</p> <p>If that doesn't help, contact support.</p> <p>As soon as the problem with the data network is solved, you need to check that the last entered information has been stored in the HOPE App. If the information has not been saved in the app, you need to register it again.</p>

In case of serious error

In the event of a serious error in the HOPE App that entails an obvious risk of injury to persons or property, ADDI Medical has the right to request that all use of the HOPE App, or part thereof, be temporarily discontinued until the error in the HOPE App has been corrected.

Error reporting

Any defects discovered in the product should be reported to ADDI Medical in accordance with current procedures. This is important to ensure patient safety. Contact the designated support.

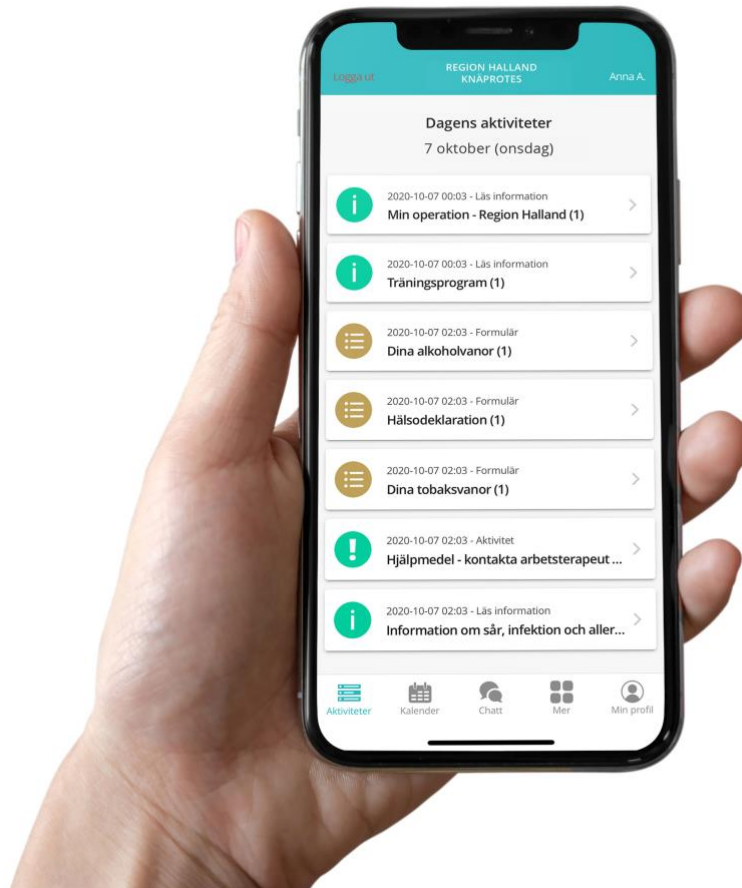
Support

Contact the healthcare provider responsible for the HOPE App if you need support.

3 Description of the product

About this chapter

This chapter provides a comprehensive view of the functionality of the HOPE App and its interface.



Read more:

[Basic functions and processes](#)

[Interface in the HOPE App](#)

3.1 Basic functions and processes

Introduction

The HOPE App is the patient's part of the HOPE Solution platform.

HOPE Solution is a digital platform for communication between caregiver and patient. In the HOPE Solution, the healthcare provider can support the patient's self-care and data collection by setting up activity plans with activities and reminders. The data that the patient collects, such as blood pressure or weight, is automatically shared with the healthcare provider who gets an overall picture of the patient's trends.

Description of the patient's view in the HOPE App and HOPE Web app

The patient's part of the HOPE Solution is called **the HOPE App** and is an app that can be installed on a smartphone.

If you prefer to be able to use a larger screen, you can also use the HOPE App on a computer. This version of the patient view is called **HOPE Patient**. There are the same functions as in the app.

Via the app, you as a patient get:

- Information about activities your healthcare provider has booked for you
- Ability to fill in digital forms that your healthcare provider has included in your activity plan
- the ability to collect data from measuring devices or apps, such as block pressure gauges or scales, depending on your configuration (only in the HOPE App).

Basic flow for you as a patient in the HOPE App

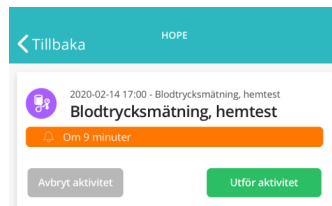
The table below describes the general flow that you as a patient will perform in the HOPE App.

Phase	Moment
1	You'll get a notification on your phone about an activity you're going to do.

Phase

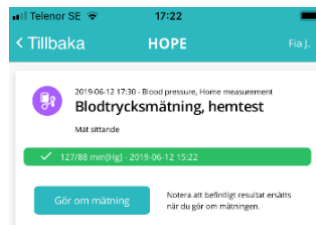


2 You open the activity in the HOPE App and read the instructions.



3 You perform the activity.

If the activity involves a measurement using another app, it is important that you return to the HOPE App after the measurement has been carried out in order for the measurement result to be registered in the HOPE App.



4 Feel free to look at the calendar in the HOPE App to see what activities await you in the future.



3.2 Interface in the HOPE App

Introduction

This section briefly describes the different views available in the HOPE App. For more detailed instructions on how to use the HOPE App, see [Using the HOPE App](#).

Views in the HOPE App

The HOPE App has five main views:

- Activities
- Calendar
- Chat
- More
- My Profile

You choose view in the menu bar at the bottom of the HOPE App.

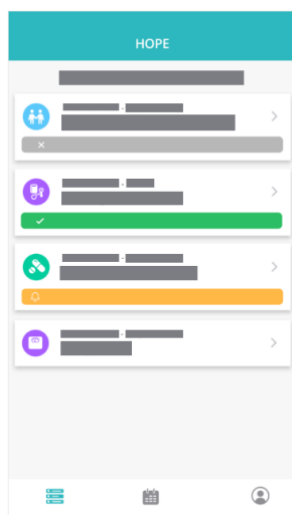


See description of the respective view below.

Description of the Activities view

The **Activities view** lists the day's activities.

You can click on each activity to get more information and to perform the activity.



Description of the Calendar view

In the **Calendar view**, planned activities are shown as dots in different colors, which gives you an overview. The calendar shows one month at a time.

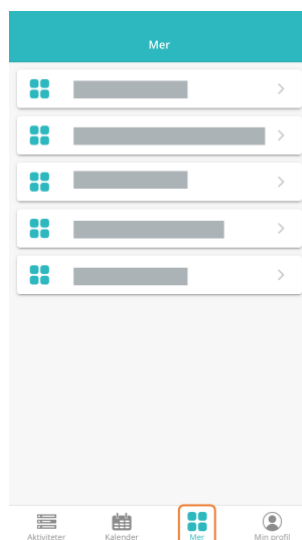
You can click a day on the calendar to view that day's events in a list below the calendar.



Description of the More view

In the **More view**, you can find information that your healthcare provider wants you to have available at all times, such as information about your health status.

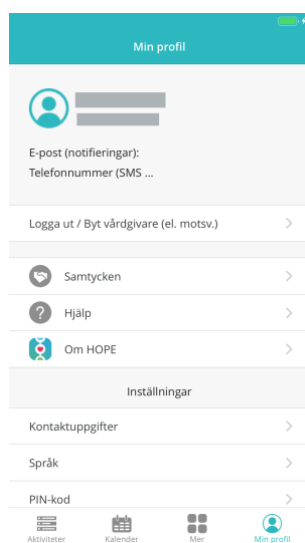
The **More view** may also include connections to other apps or features, see instructions from your healthcare provider.



Description of the My Profile view





In the **My Profile view**, you can:

- Log out and change healthcare provider
- Manage consents
- open the user manual (**Help**)
- read more about HOPE
- Edit contact information
- Change the language in the app
- manage the use of PIN code for the HOPE app.








Description of symbols in the HOPE App

The table below describes the meaning of the symbols that you will find in the HOPE App.

Symbol	Description
	It's time to do the activity.
	The activity has begun.
	Activity performed.
	No registration, due to missed or cancelled activity.

Description of colors and symbols for different types of activities

The table below describes what the colors of the different activities mean.

Color	Description
	Form
	Event/Assignment, such as taking medication or exercising sessions.
	Meeting, for example physical meeting or digitally via video or chat.
	Measuring at home, such as blood pressure or weight.
	Consent

4 Installation and start-up

Installing the HOPE App

The HOPE App is installed by the user by downloading the app from the AppStore (iOS) or Google Play (Android).

The HOPE App will then be available as an app on your phone.



OBSERVE

You must allow notifications from the HOPE App for the notification feature to work.

HOPE App System Requirements

The table below contains the models and software versions recommended for the HOPE App.

iPhone	iPhone 5S and later (iPhone XR, iPhone XS, iPhone XS Max)
iOS versions	iOS 11, iOS 12
Health Kit / Google Fit	The pre-installed Health Kit (iOS) and Google Fit (Android) app must be turned on on your phone or tablet.
Internet connection	You must have a working internet connection for the HOPE App to work.

Measuring devices that can be connected to the HOPE App

The HOPE App communicates with other measuring devices via Health Kit for iOS and Google Fit for Android. Therefore, the HOPE App can be used together with the measuring devices that also use these functions. Follow the instructions of your healthcare provider regarding which measuring devices are recommended for you.

Installation and configuration of measuring devices with apps

You install the compatible measuring devices completely independently of the HOPE App. Follow the instructions that come with the respective measuring device.

The connection to the measuring device's app and the HOPE App takes place automatically when you make a measurement and is based on an activity in the HOPE App. See instructions for [performing a measurement in the HOPE App](#).

5 Use of the HOPE App

About this chapter

This chapter contains instructions on how to perform various tasks in the HOPE App.

[Sign in and out](#)

[Perform activities:](#)

- [Performing measurements](#)
- [Filling in forms](#)
- [Register manually](#)
- [Using the chat function](#)

[Edit settings in My Profile](#)

5.1 Log in to the HOPE App

About sign-in methods

The HOPE App has several different methods of login:

- BankID (mobile)
- Pairing code

It is your healthcare provider who decides which method to use. Follow the instructions provided by your healthcare provider.

Once you have logged in for the first time, you will remain logged in to the HOPE App, unless you actively log out or uninstall the app.

Log in with BankID

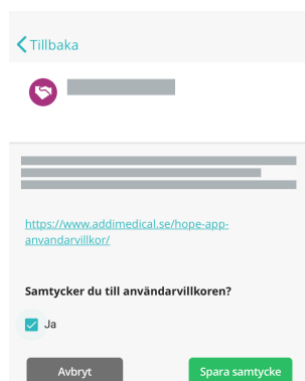
Follow the instructions below to log in to the HOPE App using mobile BankID.

Step	Measure
1	Click on the icon of HOPE on your phone. 
2	Specify that HOPE should have access to the suggested health data types: Select Turn on all categories . Select Allow .
3	Select Enable HOPE .
4	Select I have read and agree to the Terms of Use . Well continue .





- 5 Select **Continue**.
- 6 Choose your healthcare provider.
- 7 Select **BankID** as the login method.
- 8 Enter your social security number.
- 9 Select **Log in with BankID** and follow the instructions on the screen for the BankID login.
- 10 Select **Continue**.
- 11 Select the Yes **checkbox** to indicate that you agree to the Terms of Service.



- 12 Click Save **consent**.

How pairing code login works

To connect the HOPE App on your phone or tablet to the healthcare provider's system, you can use a pairing code.

Your healthcare provider will then create a pairing code and pass it on to you, for example in connection with a visit. You enter the pairing code in the HOPE App, which connects your account in the app with you as a patient in the healthcare provider's system.


You only need to perform the pairing the first time you use the HOPE App.

Note: *The pairing code is only valid for a limited time. Follow the instructions provided by your healthcare provider.*

Log in with pairing code

Follow the instructions below to log in to the HOPE App using a pairing code.

Step	Measure
------	---------

- | | | |
|---|---|---|
| 1 | Click on the icon of HOPE on your phone. |  |
| 2 | Specify that HOPE should have access to the suggested health data types:
Select Turn on all categories .
Select Allow . | |
| 3 | Select Enable HOPE . | |
| 4 | Select I have read and agree to the Terms of Use .
Well continue . | |

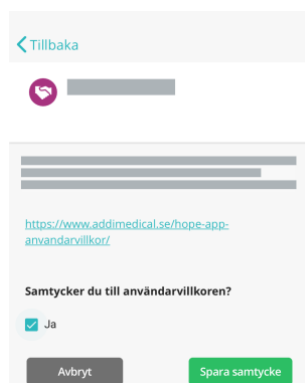


- 5 Select **Continue**.
- 6 Choose your healthcare provider.
- 7 Select Pairing Code as the login method.
- 8 Enter the pairing code that you received from your healthcare provider.

Select **Connect via pairing code**.



- 9 Select **Allow** in the " **HOPE**" dialog to send you notifications.
- 10 Select **Continue**.
- 11 Select the Yes **checkbox** to indicate that you agree to the Terms of Service.



12 Click Save **consent**.

5.2 Perform activities

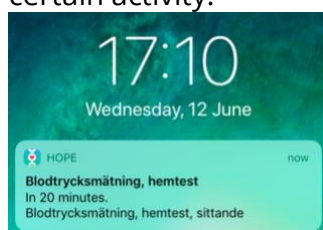
Types of activities

Typ av aktivitet	Beskrivning
Enkel	<p>En enkel aktivitet är fristående och inte hör ihop med någon annan aktivitet.</p> <p>Aktiviteten har en tidpunkt då patienten ska utföra den.</p> <p><u>Exempel:</u></p> <p>En enkel aktivitet kan vara att du bokar ett extra videomöte med patienten.</p>
Återkommande	<p>En återkommande aktivitet är en del i en serie likadana aktiviteter. Aktiviteterna har en tidpunkt då patienten ska utföra dem.</p> <p>En asterisk (*) i titeln visar att aktiviteten är en upprepning av en tidigare aktivitet.</p> <p><u>Exempel:</u></p> <p>En återkommande aktivitet kan vara att patienten ska mäta sitt blodtryck varje morgon, väga sig en gång i veckan eller delta i ett telefonmöte en gång i månaden.</p>
Öppen (ospecificerad tid)	<p>En öppen aktivitet har ingen tidpunkt då den ska utföras utan är alltid tillgänglig. Aktiviteten kan utföras ett obegränsat antal gånger.</p> <p>En öppen aktivitet kan inte kopplas till en notifiering eftersom den inte har en tidpunkt.</p> <p><u>Exempel:</u></p> <p>Om patienten ska mäta sitt blodtryck efter ett träningspass som du inte i förväg vet när det kommer att utföras, så kan du skapa en öppen aktivitet för den mätningen. Patienterna kan då alltid registrera på den aktiviteten.</p>

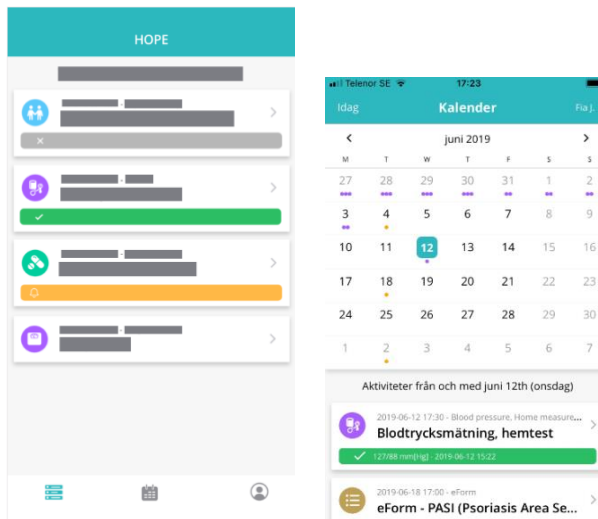
View upcoming activities

There are several ways you can see what activities you have to perform:

- You may receive a notification on your phone that it's time to perform a certain activity.



- You can look in the HOPE App, either in the **Activities** view or in the **Calendar view**.



OBSERVE

You must allow notifications from the HOPE App for the notification feature to work.

Read more about:

[Performing measurements](#)

[Filling in forms](#)

[Register manually](#)

[Cancel an activity](#)

5.2.1 Performing measurements

Perform measurement in an activity

Follow the instructions below to perform a measurement via an app so that the result is automatically registered in the HOPE App. In order to perform the measurement, you need to have installed what is needed for the measuring equipment. Refer to the instructions for your measuring equipment.



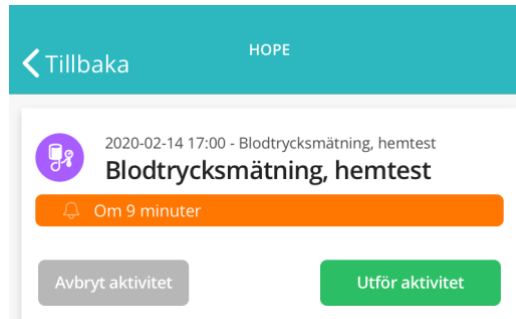
OBSERVE

When you have performed a measurement using another app, you must immediately go back to the HOPE App for the measurement to be registered.

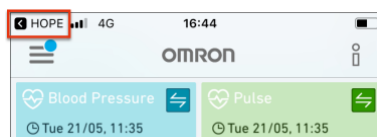
Step	Measure
------	---------

- 1 Open the activity in the HOPE App:
click on a notification, *or*
click the activity in the **Activities view**.

Results: The activity is shown in detail view.



- 2 Click the **Perform Activity** button.
Result: The app that will perform the measurement opens.
- 3 Carry out the measurement according to the instructions that apply to the measuring device. Make sure that the measurement result is displayed in the app for the measurement.
- 4 Click on HOPE in the upper left corner (see image below) to open the HOPE App again.



- 5 Verify that the measurement result is shown in the green bar in the HOPE App.



Re-measure the same activity

If something went wrong while you took your measurement, you can take a new measurement on the same activity as long as the end time of the activity has not passed.

Follow the instructions below to perform a new measurement on the same activity.

Note: *If you take a new measurement on the same activity, the first measurement you took for that activity will be deleted.*



OBSERVE

When you have performed a measurement using another app, you must immediately go back to the HOPE App for the measurement to be registered.

Step Measure

- 1 Open the activity in the HOPE App by clicking on the activity in the **Current activities view**.

Results: The activity is shown in detail view.



- 2 Click the **Redo Measurement** button.

Result: The app that will perform the measurement opens.

- 3 Carry out the measurement according to the instructions that apply to the measuring device. Make sure that the

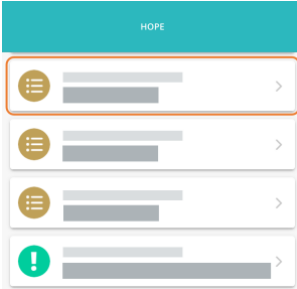
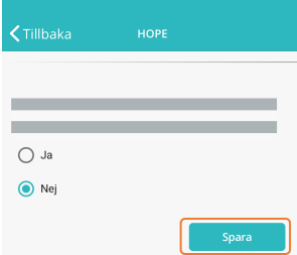
measurement result is displayed in the app for the measurement.

- 4** Open the HOPE App again so that the measurement result is recorded in HOPE.
-

5.2.2 Filling in forms

Fill out the form and submit it to the healthcare provider



Follow the instructions below to fill out a digital form, or survey, which is available as a booked activity for you in the HOPE App.

Step	Measure
1	Click on the activity that contains the form in the HOPE App.
	
2	Answer the questions. Click the screen in a text field to activate the keyboard on your phone or tablet.
3	Scroll down to continue in the form.
4	Click Save when you've answered all the questions.
	
	Result: The healthcare provider can now see your answers in the form.

5.2.3 Register manually


Mark a task as completed

Activities that do not involve you performing anything via the app need to be manually marked as completed. For example, it can be about going for testing or exercising.

Step	Measure
1	<p>Open the activity that contains the form in the HOPE App by clicking on the activity in the Activities view.</p> <p><i>Results:</i> The activity is shown in detail view.</p> 
2	<p>Click the Task Complete button.</p> <p><i>Result:</i> The task is marked as completed and the status indicator is shown in green.</p> 

Cancel an activity that you won't perform

If you have a planned activity that you know you won't be doing for some reason, you can mark it in the activity. This allows you to distinguish intentionally interrupted tasks from tasks that you have unintentionally missed.

Step	Measure
1	<p>Open the activity that contains the form in the HOPE App by clicking on the activity in the Activities view.</p> <p><i>Results:</i> The activity is shown in detail view.</p>
2	<p>Click the Cancel Activity button.</p>  <p><i>Result:</i> The activity is marked as canceled, which is indicated by a light gray color on the activity's status indicator.</p>


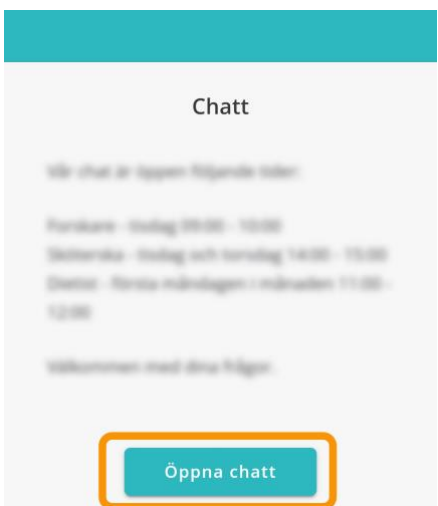
5.2.4 Using the chat function

Availability of the chat function

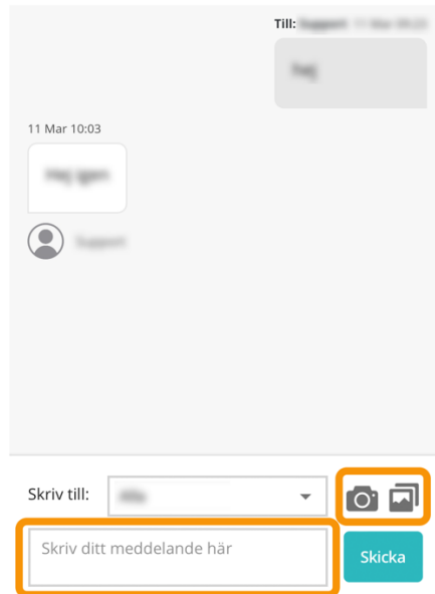
How and when the chat is available depends on your healthcare provider's business. Some have the chat open at agreed meeting times, others have general opening hours for chat. Refer to the instructions provided by your healthcare provider.

Reply to chat conversation

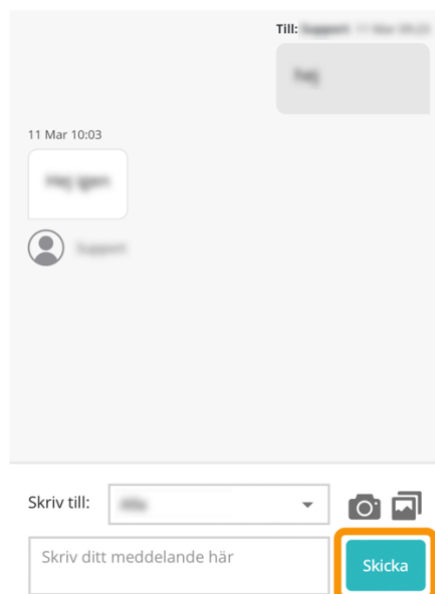
Follow the instructions below to reply to a chat conversation that has started and then end the conversation.

Step	Measure
1	Launch the HOPE App.
2	Select Chat from the menu in the bottom bar. <div style="text-align: center; margin: 10px 0;">  </div>
3	Select Open chat . <div style="text-align: center; margin: 10px 0;">  </div>

- 4 Type your message in the message field. When using chat consultations, you as a patient and your caregiver can share images and documents.



- 5 Select **Send** to send the chat message to the recipient.



5.3 Settings in My Profile

Introduction

In the **My Profile** view , you can make settings and edit your personal data.

Here you can also:

- View and manage your consents
- open the HOPE App user manual
- View manufacturer, version, and part number information
- choose to use PIN code on HOPE App

Edit contact information

Follow the instructions below to edit your contact information in the **My Profile view**.

Step	Measure
1	Click My profile in the bottom bar.
2	Click Contact information .
3	Enter or change your email address or mobile phone number.
4	Click Save .

Change language

Follow the instructions below to change the language in the HOPE App.



WARNING

Use the HOPE App with the interface in Swedish if you are using the product for clinical use.

Step	Measure
1	Click My profile in the bottom bar.
2	Click Language.
3	Select your language from the list.
4	Click Save .

