Ambio Remote Health Monitoring System
Clinician User Guide

Ambio Remote Health Monitoring System

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This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Contents

1. General Precautions

When using the Ambio Health Remote Health Monitoring System (“System”), basic precautions should always be followed. The System is intended for home use. Please read and follow all instructions and warnings before using this product. Save these instructions for future reference.

The Ambio Health Remote Monitoring System is not intended for diagnosis or as a substitute for medical care, and it is not intended to provide real-time data. All patient diagnoses and treatment are to be performed under the supervision of a healthcare professional. The data is made available to the patients when time-critical care is not required. The System is contraindicated for patients requiring direct medical supervision or emergency intervention.

Reminder functionality is for convenience only and should not be used for health readings or medications that must be taken with close adherence to schedule.

Follow all instructions and precautions in the owner guides provided by the Glucose Meter and Blood Pressure Meter manufacturers.

Only use the System with compatible devices specified in this User Guide.

Do not attempt to service, calibrate, or repair System components. Periodically inspect System components including the supplied AC Power Adapter for damage. If components are damaged, contact Ambio Health for replacements.

Avoid exposing the System to extremes in temperature or humidity or to direct sunlight, shock and dust. Store and use within the temperature and humidity ranges noted on page 36.

Remove and replace batteries if devices are not used for more than six months.

To reduce the risk of fire or electric shock, carefully follow these instructions. The supplied power unit (AC Adapter) is intended to be correctly oriented in a vertical or floor mount position.

The System complies with the applicable standards for Electromagnetic Compatibility; however it is not recommended that it be used in the presence of strong electromagnetic fields. When using the System, keep away from sources of electromagnetic disturbances such as electric motors or radio transmitting equipment.

The System is intended for use only by those who have agreed to the Ambio Health terms and conditions.

2. System Overview

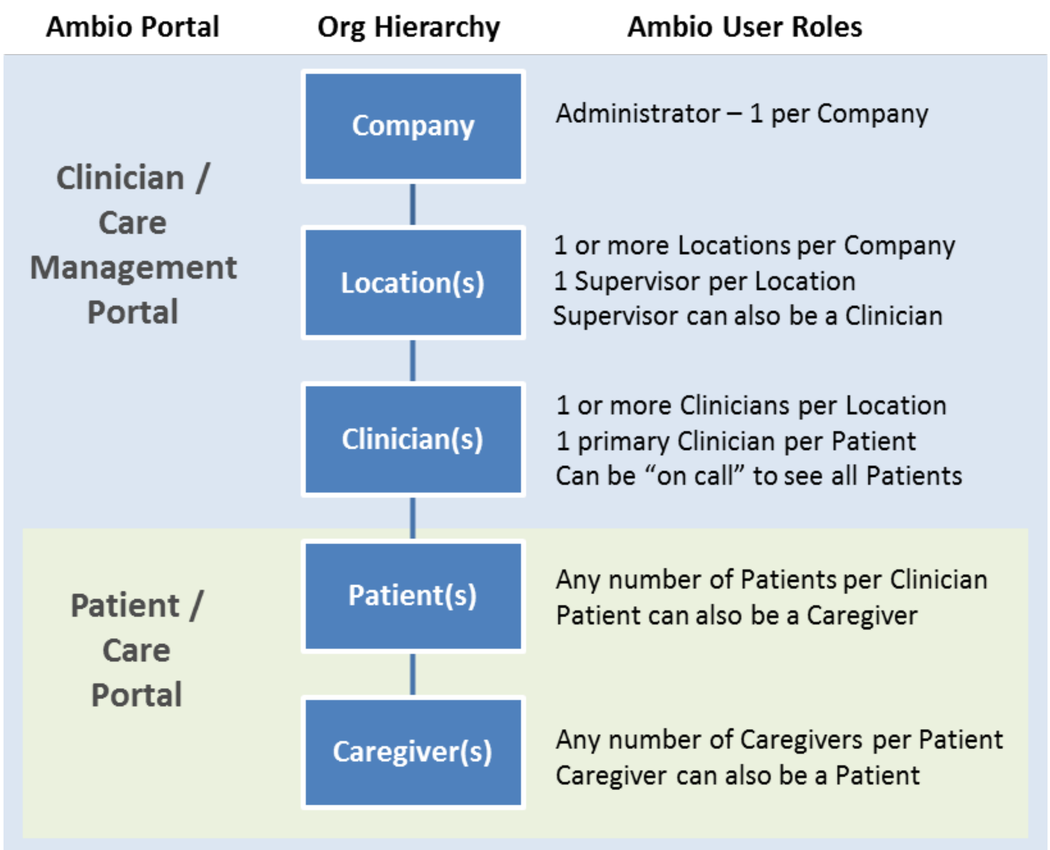
A. Overview of Components

The Patient kit consists of one or more Health Meters with Ambio Wireless Connectors and either an Ambio Gateway (for users with home internet connectivity), or an Ambio Cellular Gateway for (users without home internet connectivity). Data can also be collected from BYOD / non wireless meters (such as a Pulse Oximeter) using the IVR and/or CarePlan functionality. Clinicians and Patients can access the web-based software applications (Portals) via a computer, tablet or smart phone. Patient without a computer or smartphone can get messages and surveys via IVR on a plain old telephone.

FDA 510(k) Class II Cleared and HIPAA Compliant

B. Care Portals and User Roles

The system includes a Care Management Portal for Clinicians and a Care Portal for Patients. User Roles applicable for each Portal are shown below.



- Administrators, Supervisors and Clinicians use the Care Management Portal and the Patient Care Portal.
- Patients and Family Caregivers can use only the Patient Care Portal.
- A single log-in (email address) can only be used for one Role. E.g., A Clinician can not also be a Patient.

C. Portal Functionality by User Role

User Role	Portal Functionality
Administrator	• One per Company (Organization) • Add / edit all records across the organization – Settings, Locations, Supervisors, Clinicians, Patients • Administrator Dashboard showing workloads for each Location / Clinician • Plus all functionality available to Supervisors and Clinicians
Supervisor	• One per Location. Can also function as a Clinician with Patients. • Add/change/delete Clinicians in the Location. • Reassign Patients between Clinicians • Dashboard to view workload for each Clinician • Plus all functionality available to Clinicians
Clinician	• One or more Clinician per Location. One Clinician in the Location can also be a Supervisor. Clinicians can have any number of Patients. • Add/change/ deactivate/delete Patients. • Manage Patient settings including: name, email address, phone numbers, Alert levels, Target levels, Reminders, CarePlan assignment, Surveys, Patient Incentives, Meal times for glucose reading analysis, Glucose test strips. • Add/change/delete Caregivers in the Patient's Care Circle • View all Patients in the Location, if set as a an "On Call" Clinician • Assign CarePlans to Patients • Include Patients in the Incentives Program • Dashboard to view/manage Patients • View and manage Alerts, Warnings and Scheduled Tasks • Add/edit /close Encounter Records • View Patient history for Meter Readings, Assessments and Surveys, Exercise Plan and log, Nutrition Plan and log, Office Visit/Lab Results, CarePlan engagement status and responses, Care Circle members. • Add/edit/close Patient Referrals

Patient	• Patients have one primary Clinician who gets alerts and warnings. Patients can have any number of Caregivers in their Care Circle. • Patients can have any number of wireless Health Meters to take readings that are transmitted to the Care Portals. Patients can have unconnected / BYOD meters (such as a Pulse Ox meter) to manually enter readings via IVR or online. • Patients can (but are not required to) have a log-in to the Care Portal to view their history for Meter Readings, Assessments and Surveys and edit/view their daily CarePlan activities, Shared Calendar Exercise Plan and Log, Nutrition Plan an Log, Office Visit/Lab Results, and Care Circle members. • Patients can be assigned up to one CarePlan at a time. • By default do not have 'edit' authority to change any of their settings (alert levels, reminders, medications, care circle members, etc.). Patients can be set to have 'edit' authority to edit settings. • Patients can not view any information entered by Clinicians in the Care Management Portal.
Caregiver	• Caregivers can be in or more Patient's Care Circles. • Caregivers can be invited to be in the Patient's Care Circle by the Patient, Clinician or another Caregivers in the Patient's Care Circle. • Access to Patient Care Portal but not the Care Management Portal. • Can get Alert messages and copies of Patient Reminders for Readings and Medications. • If set up with 'edit' authority, can edit settings for alerts, reminders, etc. If not set up with 'edit' authority then they can not edit settings.
Care Team / Health Care Providers	• Health Care Providers (HCPs) listed in the Patient record visible to Clinicians only, but do not have a Portal log-in and therefore can not use any system functionality or get system generated alerts, reminder messages or reports. Their contact information is available for reference purposes for clinicians to facilitate coordination. • One HCP can be designated as the Primary Care Provider (PCP), and their name and contact information will display on the patient summary on the clinician dashboard.

D. Glossary of System Functionality and Terms

Account	A User must have an Account to log-in and use the system. A person's email address is used as the log-in / Account Identifier.
Activity	Activities in the Patient's CarePlan such as completing an Assessment or watching an educational video.
Alerts	Alerts are automatically displayed in Alert Task queue on Clinician Dashboard) and Alert messages can be sent Patients and Caregivers by email, SMS or IVR (based on User preference settings). Alerts include: - Biometric readings above or below threshold levels set for each Meter - Weight change more than X pounds in Y days for the Scale - No readings received in more than X days - Patient response to Survey questions (customizable) - CarePlan Assessment decision support Alerts
Alert Task	Clinician interventions generated by alert conditions or scheduled by the Clinician.
Assessment	Assessments can include symptom questions, biometric questions (with automated input from Health Meters), branching logic based on biometric reading value ranges, single question answers, combined score on multiple question answers, delivery of patient educational material, delivery of alerts and warnings to clinicians and, optionally, different messages and educational materials to patients based on their biometric readings and responses.
Biometric / Reading	Readings from Health Meters
Encounter Record	Documentation of Clinician-Patient interactions associated with Alert and Scheduled Tasks, or ad hoc encounters. Documentation includes Description, Reason, Intervention, Resolution, Notes, and Goals / Next Steps.
Calendar	Shared calendar for the Patient, Caregiver and Clinicians showing user entered appointments, reminders and notes, along with system generated alerts and daily CarePlan to-dos.
Care Circle	The Patient's support team of Caregivers who can use the Patient Care Portal to view Readings, Medications, Nutrition Plan and Log, Exercise Plan and Log, are not in the system as Clinicians.
Caregiver	User Role with access to the Patient Care Portal functionality but not the Clinician Care Management Portal functionality. Typically family members and/or support roles such as dieticians. See Role descriptions above.

CarePlan	Multi-day programs of biometric and symptom Assessments with decision support and messaging for Clinicians and Patients, Patient educational material (videos, interactive quizzes, reading materials), challenges, Nutrition and Exercise planning and logging, delivered automatically by the system in bite sized chunks. The system includes (as an option) CarePlans from the American Heart Association for post-acute care of six cardiac conditions: Heart Failure, CAD, Cardiac Rehab, Stroke, Hypertension, Atrial Fibrillation and Cardio-metabolic. Organizations can also add/maintain their own CarePlans.
Care Team / Health Care Providers	Health Care Providers listed on the Patient record for reference, but do not have a Portal log-in account. See Role descriptions above.
Clinician	Health Care Providers who have a log-in account to the system. See Role descriptions above.
Encounter Record	Documentation of a Patient interaction which becomes part of the Patient History. It can be associated with an Alert or Scheduled Task or added ad hoc.
Health Meter / Device	Blood Pressure Meter, Blood Glucose Meter, Scale and Pulse Oximeter.
IVR	Interactive Voice Response. Ambio can send reminder, alert messages and surveys to Patients and Caregivers by IVR based on user preference
Location	A physical location and/or grouping of Clinicians working with a common group of Patients. Is managed by a Supervisor Role. See Organization Hierarchy above.
Medication	A Patient's list of medications with instructions for when and how to take them can be maintained. Reminder messages for each medication time (sent by SMS, IVR or email) and/or a medication Verification Survey (sent by IVR or email) can be sent for each medication. A once per day Survey ("Did you take all of your medications today?") can be set up as a Patient Survey (see below)
'On Call' Clinician	An 'On Call' Clinician can view and manage all Patients in their location. It is set by the Supervisor (or Admin) on the Edit Clinician screen. If an 'on call' Clinician creates an Encounter Record, their name will be on the record.
Organization / Company	The overall grouping of Locations and Clinicians managed by the Administrator Role. See Organization Hierarchy above.
Patient	See Role descriptions above
Patient History	The history of completed Alert and Scheduled Tasks with Encounter Records (if entered) which can be access from the Clinician Dashboard. Clinicians can also generate PDF reports and emails with the Encounter Record history and the Health Meter Reading history.
Readings	Health Meter reading values
Reading Schedule	Schedule of when readings should be taken for each Health Meter, up to four times per day. Reminders can be sent based on the Reading Schedule. See Reminders below. The Reading Schedule is also use for tracking "points" for taking readings per the schedule.

Reading Targets	Users can set Target ranges for Blood Glucose and Blood Pressure. Target levels are used for analysis of Readings above or below Targets, but do not generate Alert messages (unless also above or below Alert levels).
Referral	Incoming Patient Referrals (from the PCP and other sources) can be entered by any Clinician, Supervisor or the Administrator. Patient contact information, Referrer information and Insurance information can be entered. Referral status can be maintained from New, Called, In Review, Admitted, and Not Admitted.
Reminder	Patients can have Reminders set to take Health Meter readings either at the scheduled time or if reading not received, to take Medications, for events scheduled in the Care Portal Shared Calendar, for medications refill based on entered refill date. These Reminders can have a copy sent to Caregivers. Reminders will automatically be sent to: reorder glucose test strips when at 2 weeks supply, replace batteries in Ambio Wireless Connectors and Scale. In order for Caregivers to get copied on the Reminder, they must be set to cc: Reminders in the Care Circle settings in the Patient Care Portal.
Scheduled Tasks	Clinicians can add Scheduled Tasks to their Task Queue. These are useful for tracking / coordinating Patient office visits and for scheduling regular recurring calls with the Patient. Tasks entered in the Care Management Portal are tracked as part of the Clinician workload, can have Encounter Records added to them and are visible to Clinicians only. Scheduled Tasks can also be added on the Patient Care Portal Shared Calendar to be visible to Patients and Caregivers. Scheduled Task Reminders can be set to go to the Patient and designated Caregivers ahead of the scheduled event.
SMS	Short Message Service / Text message. Ambio can send reminder, alert messages to Patients and Caregivers by SMS based on user preference and if their SMS-capable phone number is entered in the Care Circle settings.
Survey	Survey can be used to gather qualitative information such as “How are you feeling today?” and “Did you take all of your medications today?” Surveys can have one or more questions and each question can have one or more multiple choice answers. Alerts can be set to be sent if specified answers are given. Surveys can be sent by email or IVR phone call based on Patient preferences. Survey responses are displayed in the Care Portal time graph format. Use the Assessment and CarePlan functionality if complex branching logic, decision support, and/or Patient education delivery based on responses is required.
Task	The Clinicians Dashboard shows Tasks generated from Alerts and Tasks that are scheduled by the Clinician. Tasks become overdue based on the “Encounter Due In (minutes)” parameter in the company wide settings. Tasks can be completed with our without adding an Encounter Record.
Text Message	See SMS.
User	Person with a log-in account to the system. See Role descriptions above
Verification Survey	See Medication (above).

3. Set up Company (Organization)

The system can be configured to support organizations ranging from 1 Location with 1 Clinician to organizations with multiple Locations and multiple Clinicians per Location. Set up is done in the following sequence:

A. Set up Company	B. Set up Location(s)	C. Set up Clinician(s)

A. Initial Company Set Up

The implementation team will set up your Company and Administrator log-in account. Please provide the following:

- Organization Name as you would like it to appear in the system
- The Administrator name, Email address and phone number
- Email address for the "reply to" address for email messages sent by the system on your organization's behalf (e.g., support@companyname.com)
- Company logo as a .png file (to display in the Portal)
- Company URL to display in the browser URL
- "Alert Due In" number of minutes before an Alert Tasks is marked as past due.
- If you want to autoclose glucose readings older than a certain number of minutes

After initial set-up, Ambio will send an email invitation to the Administrator you provided so they can Set up their Account.

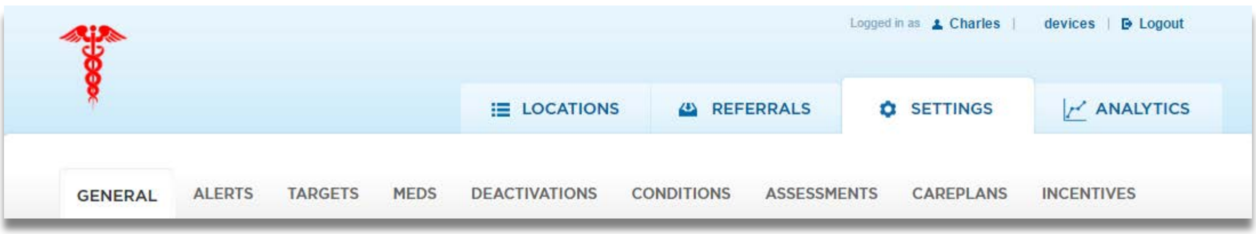
B. How to Add User Accounts

- To add a User / Account, click on either: **+ ADD LOCATION** (to add a Supervisor), **+ ADD CLINICIAN**, or **ADD PATIENT** from the Care Management Portal. Or, from the Patient Care Portal from the CARE CIRCLE tab click the **ADD NEW** button. Entering a Name and Email address for the new User will trigger an invitation email to be generated by the system.
- If the new User loses their invitation email, it can be resent by clicking **Resend Invite** when viewing / editing (click edit pencil icon next to their name in the Care Management Portal, or view Caregivers in the Care Circle in the Care Portal) the respective User.
- Invited users will receive an email inviting them to set up their Account.
- The invited User's Email address will be their Account ID.
- Click on the **Set Password** link in the email to accept the invitation and set the password. Passwords must be 6 or more characters and contain at least 2 of the following:
    - Lower-case letter
    - Uppercase letter
    - Number
    - Special character
- Use the Email address and Password to log in.

C. How to Log In

- Open a web browser (latest version of Chrome, Safari, Firefox or Internet Explorer) and go to ambiohealth.com/account/login.
- Enter your email address and Password you set when you set up your account.
- If necessary, click ***Forgot Password?*** to have a password reset sent to the email address entered.

D. Manage Company-wide Settings



- Log in as the Administrator
- Click **GENERAL** to view/edit the information provided in step A. above, as well as to edit your Terms and Conditions and Privacy Policy
- Click **ALERTS** to edit the default Alert levels
- Click **TARGETS** to edit the default Target levels
- Click **MEDS** to edit the list of medications available in the Patient Meds list / reminders
- Click **DEACTIVATIONS** to Edit the list of Patient Deactivation codes
- Click **CONDITIONS** to edit the list of Conditions available on the Add / Edit Patient page
- Click **ASSESSMENTS** tab to add/edit/delete Assessments available to be used in CarePlans. The System comes with many Assessments preloaded. Your Ambio support team can add additional Assessments.
- Click the **CAREPLANS** tab to add/change/delete CarePlans. Patient Education and Assessments are delivered via CarePlans. The System comes with CarePlans for various cardiac conditions and for cardio-metabolic health. Your Ambio support team can add additional CarePlans.
- Click **INCENTIVES** to enable / design the Patient Incentive program. Your Ambio support team will set up this us for you including the method by which incentive payouts are processed.

E. Patient CarePlans

CarePlans are multi-day programs with a “daily dose” of patient educational material (videos, quizzes, challenges, reading material), Assessments (biometrics and symptoms) with decision support and messaging to the Patient and Clinician, and planning and tracking tools (nutrition and exercise).

Organizations can use the predefined CarePlans from the American Heart Association and/or can create their own Assessments and CarePlans.

ConnectedHeartHealth™
From American Heart Association®

American Heart Association Connected Heart Health CarePlans can be used for the following conditions:

- Heart Failure
- CAD
- Cardiac Rehab
- Stroke
- Hypertension
- Atrial Fibrillation
- Cardio-metabolic

The AHA CarePlans are 12 weeks (84 days) in duration. Each day the Patient will receive an email with their "daily dose" of Activities that should take the Patient 5-10 minutes to complete (see How Patients Use CarePlans here). Activities include biometric and symptom Assessments, interactive educational material, and action planning tools. Assessments include decision support to generate messages to the Clinician and/or Patient based on the biometric and/or symptom responses. All content was developed by American Heart Association from evidence based guidelines and reviewed for scientific validity and clinical application by their medical advisory panel.

Biometric + Symptom Assessments will generate Warning and Alert messages based on the combination of symptoms and reading values. In addition, Alert levels can be set for each Health Meter (instructions here) that will also generate Alerts for Clinicians and optionally cc: Caregivers and/or the Patient.

The AHA CarePlans include the following Assessments:

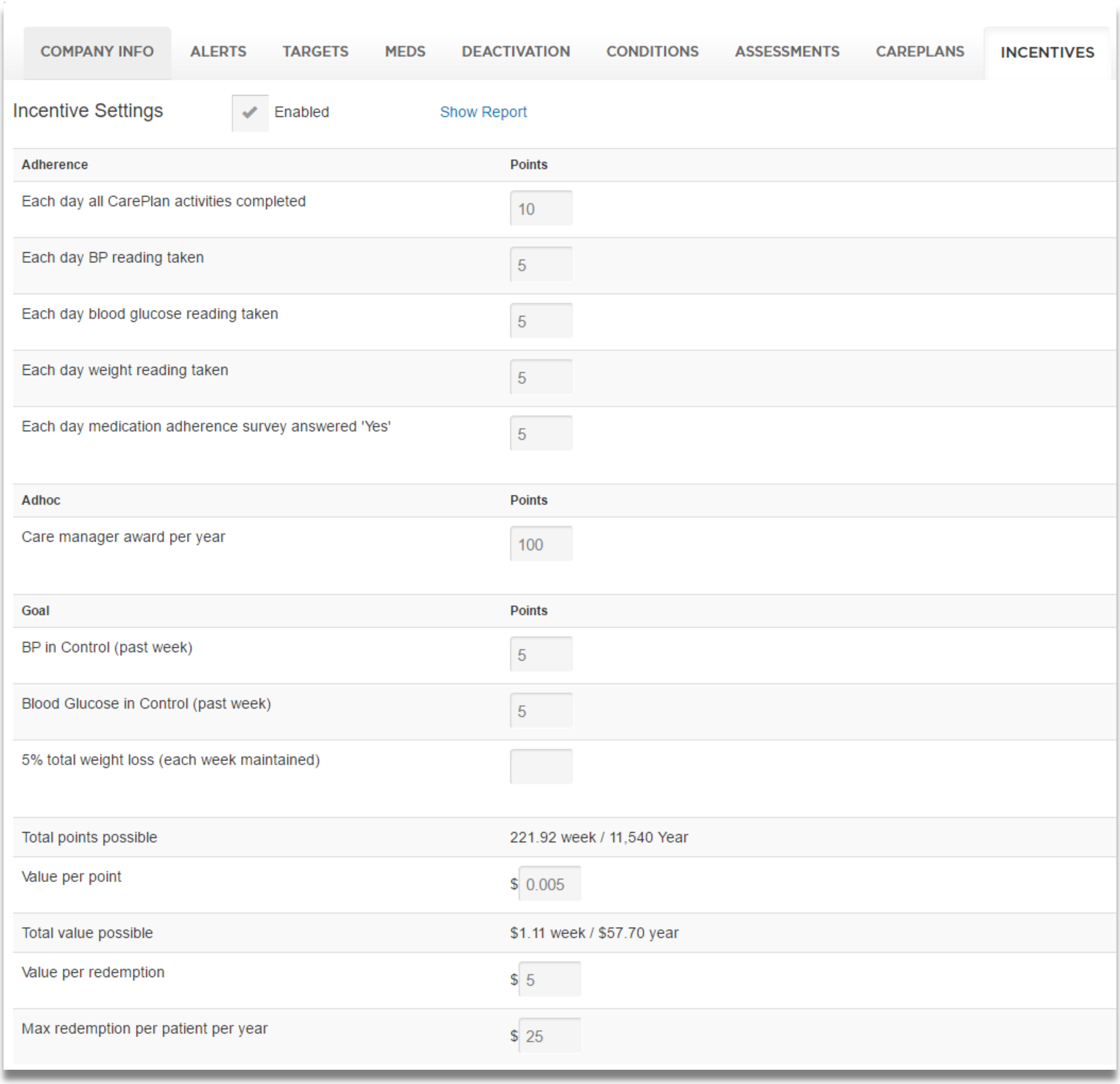
Assessment Name	Assessment Description
General Health	Asks "In general, how would you say you are feeling today?" on 3 point scale. A "poor" response will generate an Alert.
Body Weight Biometric + Symptoms	Reading direct from scale (if an Ambio connected scale) with follow-up symptoms questions if weight increase or decrease more than thresholds for warnings and alerts. Alert to Clinicians if Weight above or below Alert thresholds.
BP Biometric + Symptoms	Reading direct from BP Meter (if an Ambio connected BP Meter) with follow-up symptoms questions if BP above or below thresholds for warnings and alerts. Alert to Clinicians if BP below Alert thresholds.
Pulse OX Biometric + Symptoms	Reading entered manually by Patient or through the IVR tool. If SPO2% is low, follow-up questions about symptoms. Warning or Alert message to Clinician if SPO2% below thresholds.
Blood Glucose Biometric + Symptoms	Reading direct from BG Meter (if an Ambio connected BG Meter) with follow-up symptoms questions if weight increase or decrease more than thresholds. Included in AHA CarePlan Activities if Patient set to "yes" for diabetes in the Patient add/edit.

Assessment Name	Assessment Description
General Symptoms	Asks if Patient is experiencing any symptoms with follow-on questions about heart related symptoms. A Warning message will be generated to the Clinician if the Patient reports symptoms.
MyLifeCheck	Overall assessment of “Life Simple 7” components (healthy blood pressure, blood cholesterol, blood sugar, smoking status, healthy weight (BMI), physical activity, diet) with recommended actions. A printable version of the MyLifeCheck results is saved.
Medication Compliance	Asks if Patient is taking all medications as prescribed. If not, follow-up questions about importance to them of taking medications and confidence they can follow their plan.
Medications Helping	Asks Patient if they feel medications are helping. If not, follow-on questions about side effects. Warning message to Clinician if side effects.
Medication Adherence	Asks Patient if they have taken all of their medications in past 24 hours. If not, follow-on questions for reasons why not with educational material for Patient. Warning message to Clinician if Patient is confused or side effects.
Body Comp	Asks about BMI, the importance to them and their confidence they can reduce their BMI.
Physical Activity	Asks how much physical activity, if they are achieving their goal attainment and their confidence they can follow their plan.
Exercise	Asks if getting recommended minutes of exercise per day, with follow-up symptoms question and educational video.
Update Exercise Plan	Prompt and link for the Patient to add/update their Exercise Plan
Nutrition	Asks if eating recommended intake for six food types, if they are achieving their goal and their confidence they can follow their plan.
Low Sodium Diet	Asks if following a low sodium diet with follow=on educational videos if not.
Low Fat Diet	Asks if following a low sodium diet with follow=on educational videos if not.
Appetite	Asks to rate appetite on 3 point scale with follow-on messages
Update Nutrition Plan	Prompt and link for the Patient to add/update their Nutrition Plan
Smoking	Asks if smoked in past week. If “yes” asks follow up questions and shows educational videos. Included in AHA CarePlan Activities if Patient set to “yes” for smokes in the Patient add/edit.
Alcoholic Beverages	Asks about daily consumption.

Assessment Name	Assessment Description
Anxiety	Ask about anxiety level and provides educational video if Patient says they are anxious.
Stress	Asks if Patient has been able to reduce stress, the importance to them and their confidence they can reduce their stress.
Caregiver	Asks is Patient has a Caregiver. If no and patient says they live alone, a Warning message is sent to the Clinician.

- Assessment results can be viewed on the Patient Care Portal / Assessments tab.
- Additional Assessments and CarePlans can be added by your Ambio support representative.

F. Patient Incentive Program



COMPANY INFO | ALERTS | TARGETS | MEDS | DEACTIVATION | CONDITIONS | ASSESSMENTS | CAREPLANS | INCENTIVES

Incentive Settings ✓ Enabled Show Report

Adherence	Points
Each day all CarePlan activities completed	10
Each day BP reading taken	5
Each day blood glucose reading taken	5
Each day weight reading taken	5
Each day medication adherence survey answered 'Yes'	5

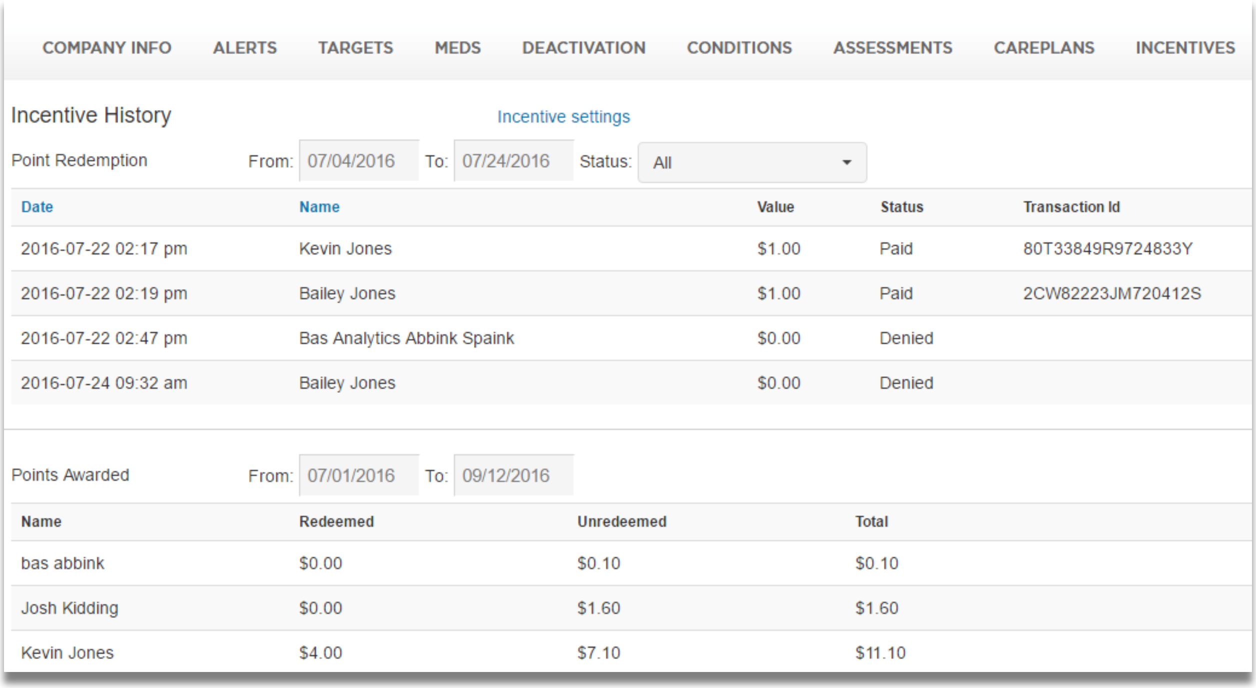
Adhoc	Points
Care manager award per year	100

Goal	Points
BP in Control (past week)	5
Blood Glucose in Control (past week)	5
5% total weight loss (each week maintained)	

Total points possible	221.92 week / 11,540 Year
Value per point	$ 0.005
Total value possible	$1.11 week / $57.70 year
Value per redemption	$ 5
Max redemption per patient per year	$ 25

- Points can be awarded for Adherence activities, Clinician Ad Hoc awards and Health Outcomes. If a points box is left blank, that activities will not be displayed to the patient as eligible for points.
- The system will calculate the Total points possible for week and per year
- The Value per point can be set which will set the Total $ Value the Patient can earn per week and per year.
- The value per redemption (cash out request) and per max redemption value per year can be set.

Incentive Report



Date	Name	Value	Status	Transaction Id
2016-07-22 02:17 pm	Kevin Jones	$1.00	Paid	80T33849R9724833Y
2016-07-22 02:19 pm	Bailey Jones	$1.00	Paid	2CW82223JM720412S
2016-07-22 02:47 pm	Bas Analytics Abbink Spaink	$0.00	Denied	
2016-07-24 09:32 am	Bailey Jones	$0.00	Denied	

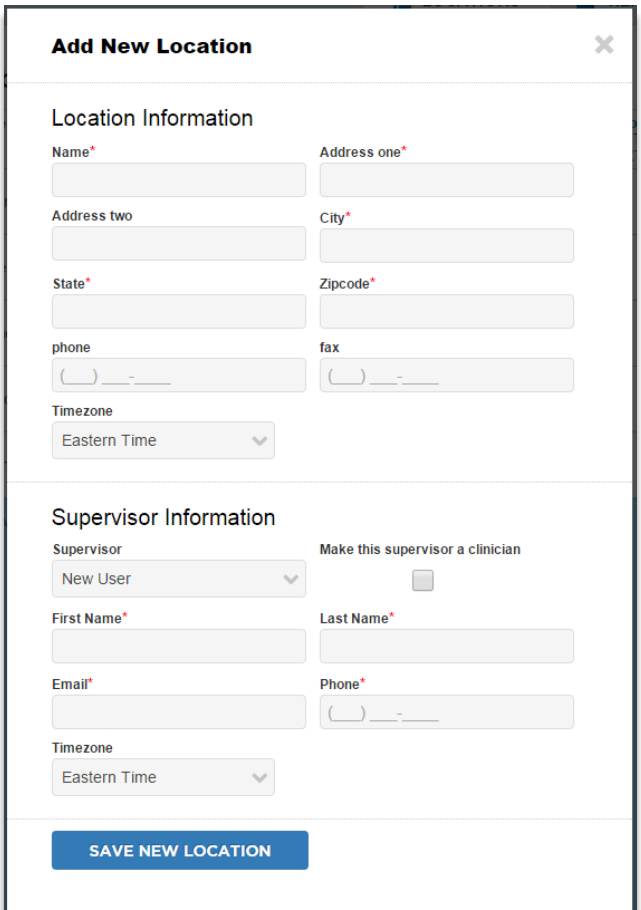
Name	Redeemed	Unredeemed	Total
bas abbink	$0.00	$0.10	$0.10
Josh Kidding	$0.00	$1.60	$1.60
Kevin Jones	$4.00	$7.10	$11.10

- Patient redemption requests display as Pending which the administrator can select to Pay or Deny. After they are processed history of redemption requests is shown.
- The history of redemption requests is shown
- Total Points Value Redeemed, Total Unredeemed Points Value, and Total Value Liablity for each patient is shown.

G. Add Locations

Locations are logical groupings of Clinicians and their Patients. Clinicians in the same Location will be able to see Patients in their Location, but not in other Locations. Any number of Locations can be added.

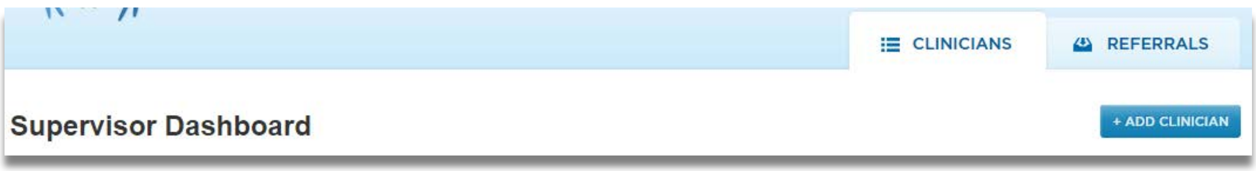
- Log in as the Administrator.
- From the **LOCATIONS tab**, click the **+ ADD LOCATION** button.



- Enter the Location Name and Address (required for shipping to the Location)
- Enter the Supervisor name, email, phone number and time zone. Each Location requires a unique Supervisor and the Supervisor must be a new account / can not have an existing account in the system.
- The Supervisor can also be set up as a Clinician by checking the “make this supervisor a clinician’ box.
- Click **Save New Location** when done. The Supervisor will receive an email to set-up their account.

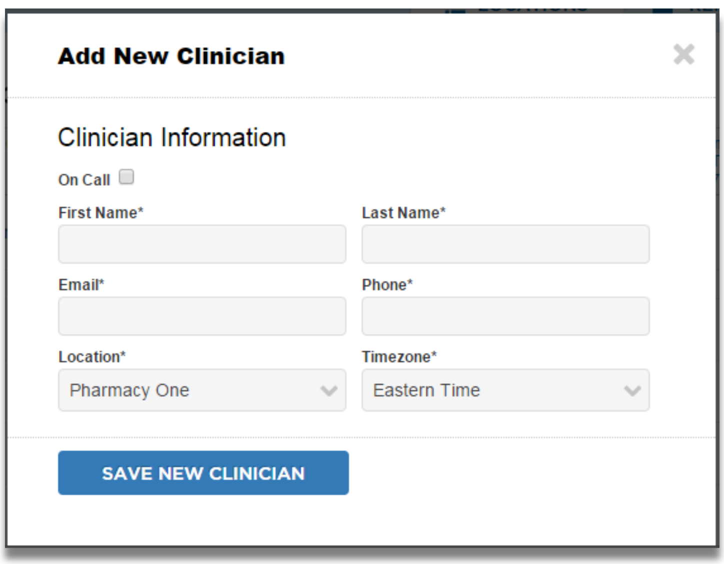
H. Add Clinicians

Clinicians can be added in only one Location to see Patients in that Location. Clinicians can be "On Call" and see Patients of other Clinicians in the same Location.



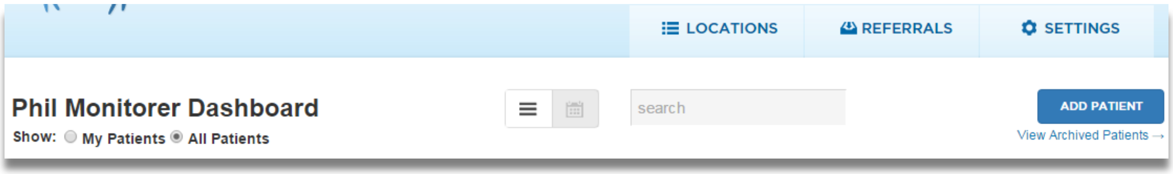
Log in as a Location Supervisor or the Administrator.

- If logged in as a Supervisor, click on the **Clinicians** tab, then the **+ ADD CLINICIAN** button.
- If logged in as the Administrator, click on the **LOCATIONS tab** then the **+ ADD CLINICIAN** button



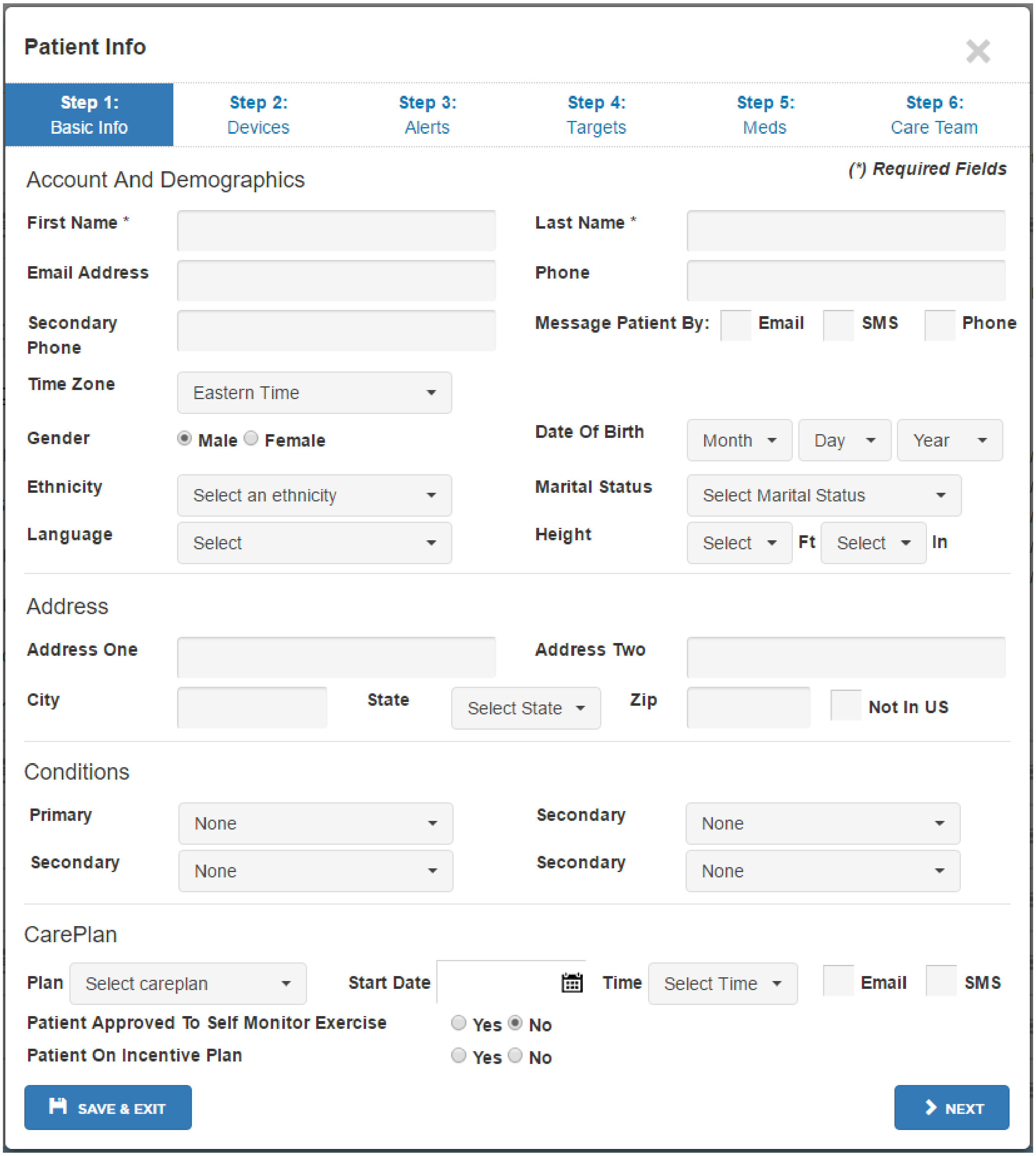
- Enter the Clinician name, email, phone number, Location (if logged in as Admin) and time zone.
- Check "On Call" to enable the Clinician to view/edit all Patients in their Location.
- The new Clinician will receive an email to set-up their account.

4. Add / Edit Patients



- Log in as a Clinician, Supervisor or Administrator.
- From the Clinician Dashboard press the **ADD PATIENT** button.
- From the Clinician Dashboard with the Patient record expanded, click **Edit Patient** to edit a Patient.

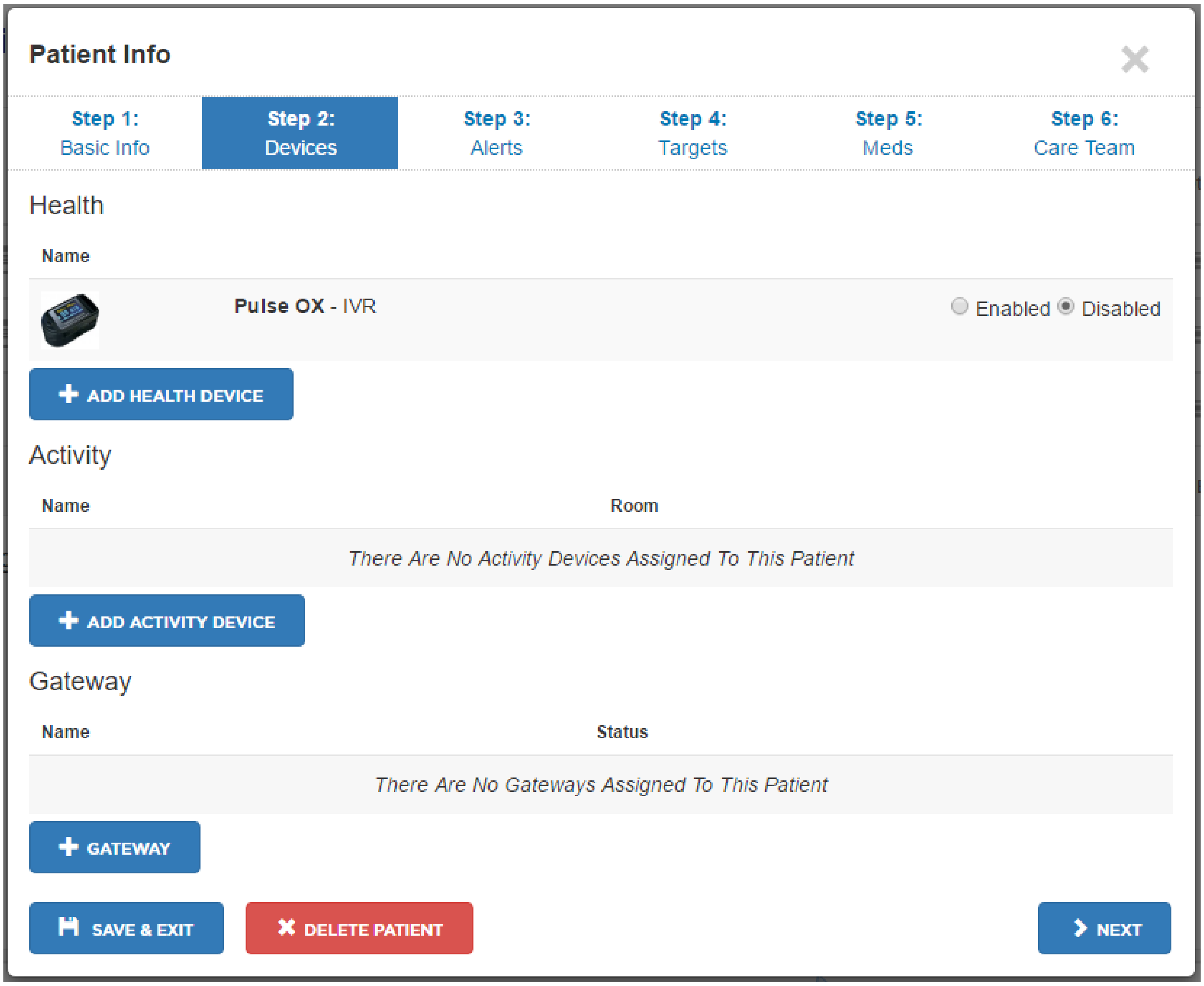
A. Add / Edit Patient - Basic info



- Minimum required information is the Patent's first and last name.
- Enter an Email address for the Patient to get an invite to set up an Account to use the Patient Care Portal, and/or to get their CarePlan sent by email.
- Enter a phone number for the Patient to get messages by SMS or IVR and or to get their CarePlan sent by text message.

- Select “Message Patient by:” methods for the patient to get Reminder and Alert messages
- Enter other demographic information as desired by your organization.
- Enter Patient address if an Ambio kit is to be sent to the Patient’s home.
- Under **Conditions**, select Smokes and/or Diabetes to enable CarePlan assessments for those conditions.
- Under **CarePlan**, select the applicable CarePlan to assign to the Patient and enter the Start Date for the first day of the CarePlan, Time for the time each day the Patient to get their CarePlan and check email if they should get it by email and/or SMS if they should get it by text message.
- Click > **Next** or **Step 2: Devices** to assign Health Meters or **Save & Exit** if complete.

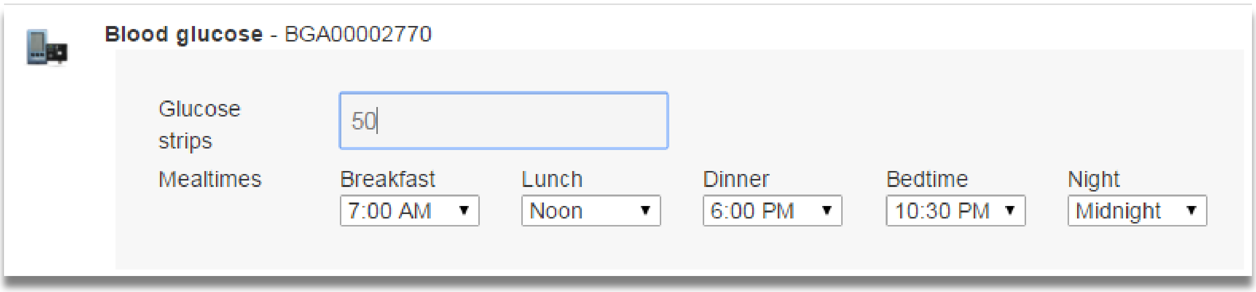
B. Assign Health Meters / Devices



- If you wish to use the Ambio IVR tool for the patient to enter readings from their Pulse Oximeter, click the **Enabled** button next to the Pulse Ox meter. Be sure to set up the Reading Schedule for sending the IVR. See instructions here.
- Click **+ Add Health Device** to add an Ambio Scale, Blood Pressure Meter, or Blood Glucose meter for the patient. The following will display.

- Enter the Serial Number and Password found on the label of the device or on the box and press **+ Add**.
- If using a Blood Glucose Meter, enter the starting number of test strips and the system will send a Reminder when the Patient is down to a 2 weeks supply. Set the Mealtimes and the system will

automatically tag readings as before or after a meal based on the reading time compared to the Mealtimes you set. (Readings can be later retagged to a different before/after meal)

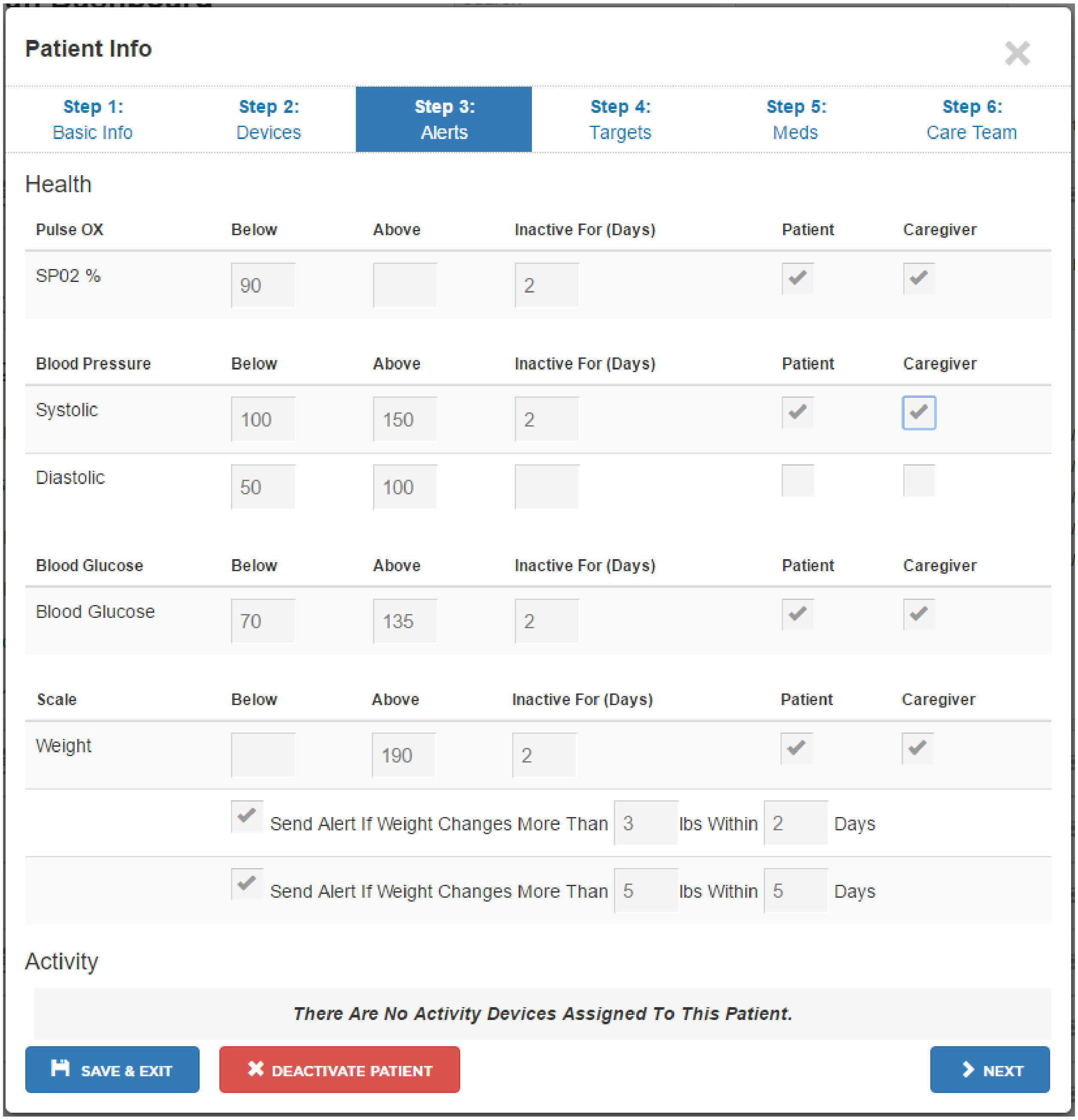


- If using Ambio Activity Monitoring devices (motion sensors and door window sensors), the **+ Add Activity Device** to assign the device to the patient. Enter the device serial number and password and room name for the sensor and press the **+ Add** button.

- Click **+ Add Gateway** to assign the device to the patient. Enter the device serial number and password and room name for the sensor and press the **+ Add** button.

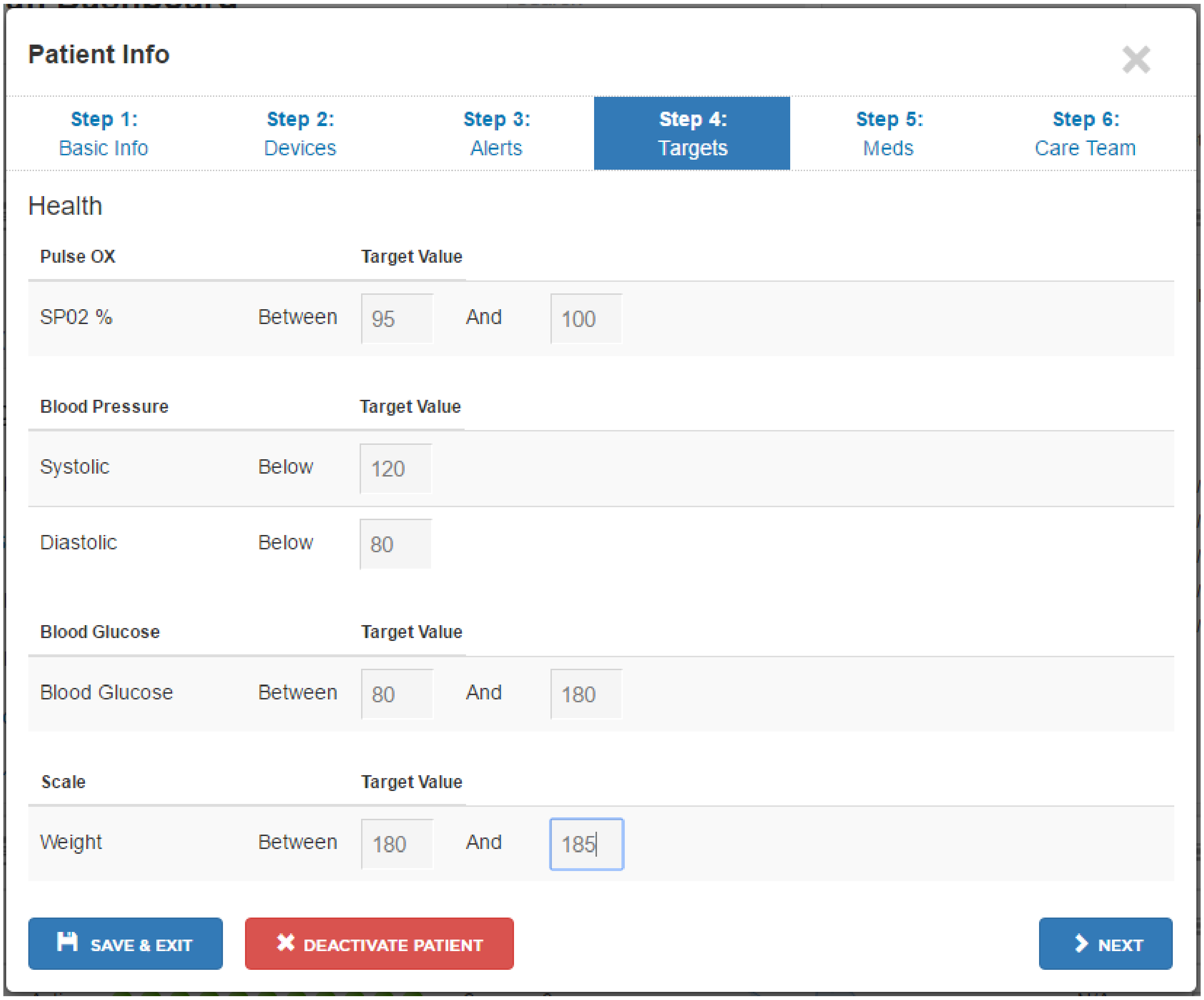
- Click **> Next** or **Step 3: Alerts** to set Alerts or click **Save & Exit** if complete.

C. Set Alert Levels



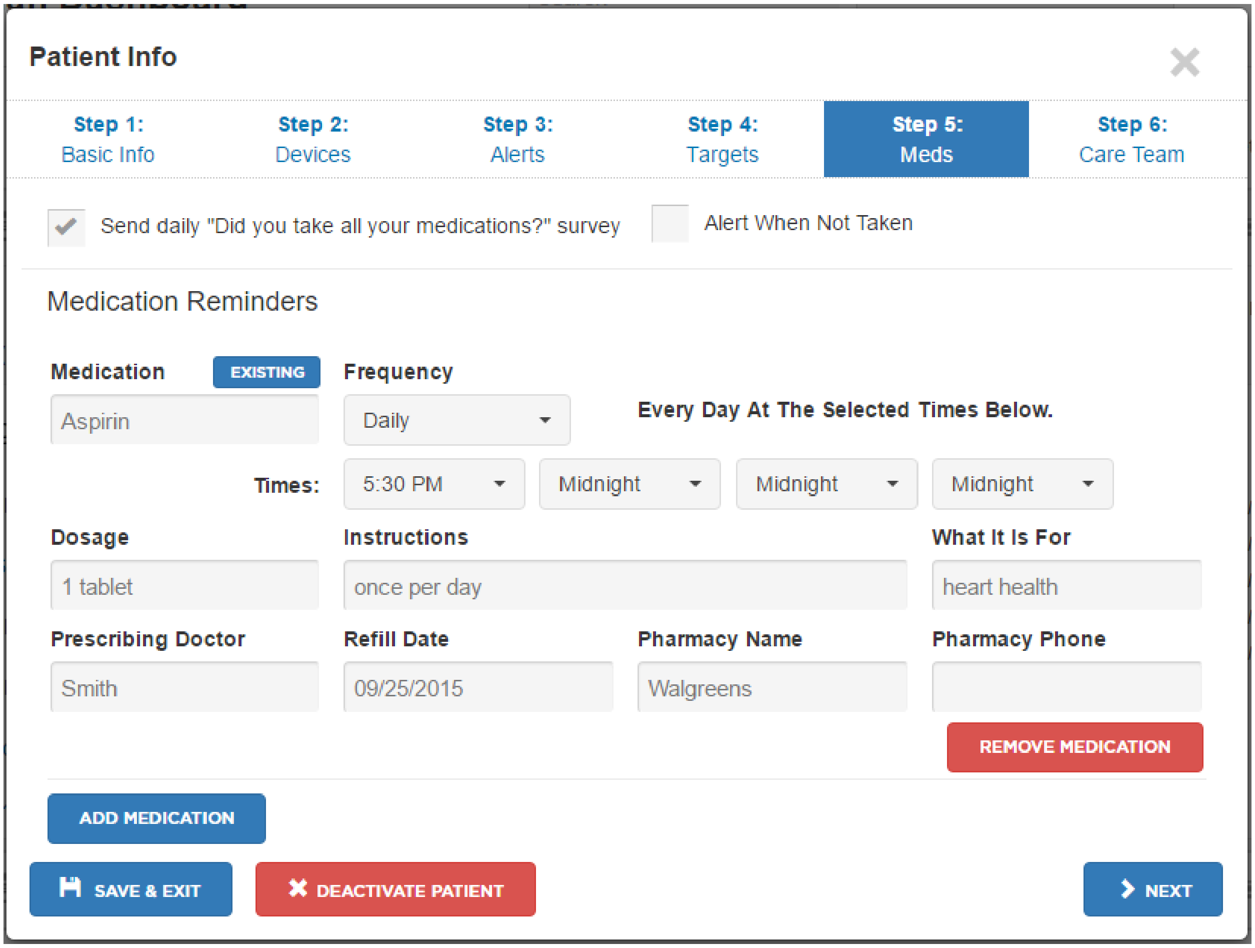
- Defaults set by your Company Administrator will automatically display on this page and can be customized for each patient. If an entry is blank, no alert will be generated in that case.
- Enter **Inactive for (days)** to send an alert if no reading is received for the number of days entered.
- Check the **Patient** and **Caregiver** boxes to send them a copy of the Alert.
- Alerts will display in the Patient record on the Clinicians Dashboard and in the Patient History.
- Click **> Next** or **Step 4: Targets** to add health care provides or click **Save & Exit** if complete.

D. Set Target Levels



- Defaults set by your Company Administrator will automatically display on this page and can be customized for each patient.
- Patient specific target levels are used to calculate "BP in Control" and "Blood Glucose in control" status. Target lines also display on the Meter Reading Graphs and on the Blood Glucose Log.
- Click **> Next** or **Step 5: Meds** to add the Patients list of medications, set medication Reminders and/or turn on the "did you take your medications?" survey, or click **Save & Exit** if complete.

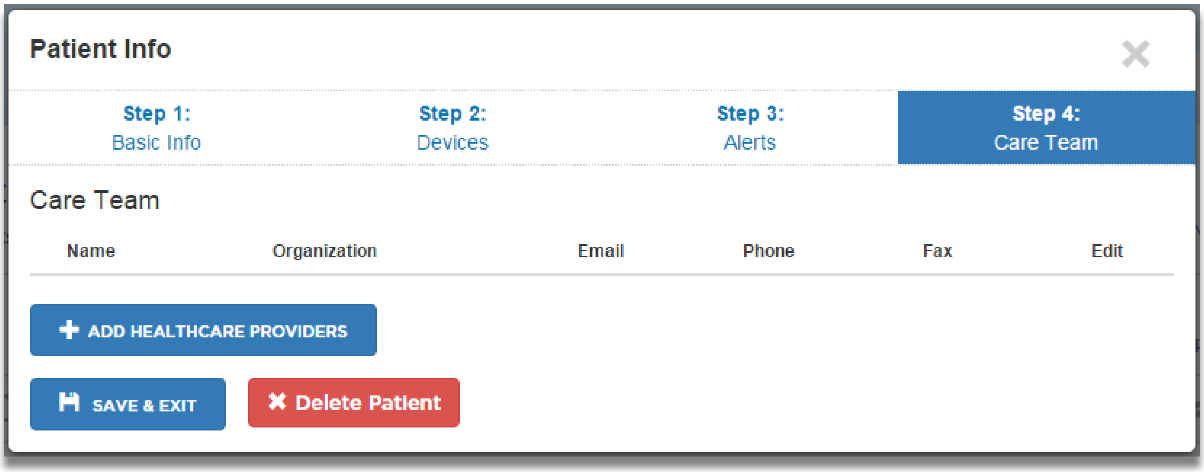
E. Add Meds / Reminders



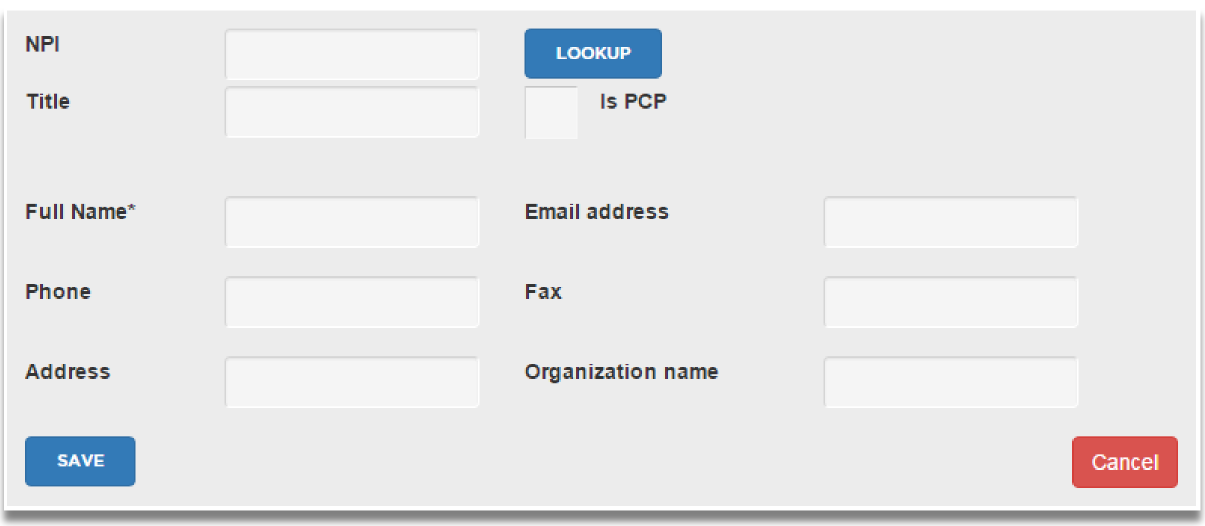
- Check **Send daily 'did you take all your medications in the past 24 hours?" survey** to enable this daily survey. If the Patient is on a CarePlan, it will be one of the daily CarePlan questions, otherwise, it will be delivered by IVR. Note: They survey does not ask about the individual medications entered.
- Check **Alert When Not Taken** to send an Alert if the patient does not answer the survey or answers 'No'.
- Click the **Add Medication** button at the bottom of the page to add a medication / reminders.
- Select the recurring frequency:
  - Daily – Every day at the specified times
  - Weekly - specify the days of the week
  - Monthly - specify the day of the month
- Enter up to four times per day to take the medication.
- Enter the dosage and instructions. These will be included in the reminder (if set).
- Enter Refill date. A refill Reminder message will be sent to the Patient based on this date.
- Enter what it is for, prescribing doctor, pharmacy name and phone for reference.
- Click **> Next** or **Step 6: Care Team** to add other HCPs that will not have a system login, or click **Save & Exit** if complete.

F. Add Care Team

Health Care Providers (HCPs) who do not wish to have an account in the System can be entered here to have their contact information available for the Clinician's reference. Contact information will display and HCP names will be shown as a send to option for emails.



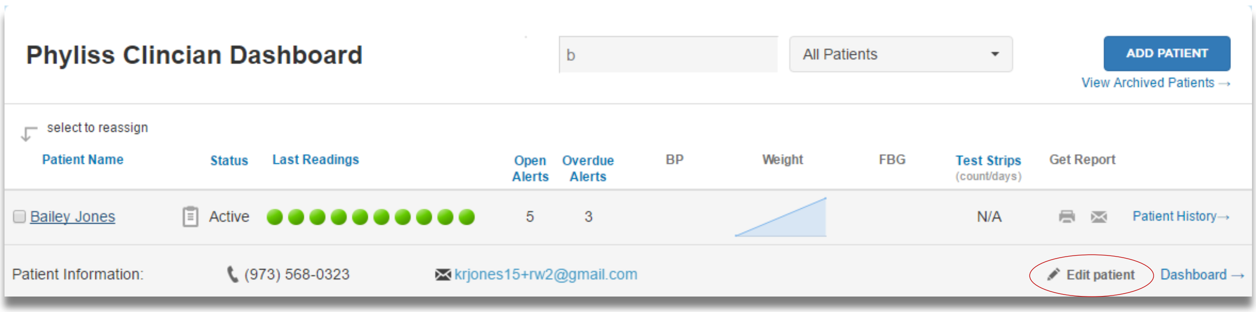
Click on the **+ Add Healthcare Providers** button to add a HCP



- If known, enter the HCP's NPI number and press **Lookup**. The system will fill in available information from the NPI database.
- Enter the HCP name and contact information.
- Check the Is PCP checkbox if this is the Primary Health Care Provider (PCP) for the Patient. This PCP name and contact information will display next to the Patient in the Clinician Dashboard.
- Click **Save and Exit** when complete.

G. Edit Patient Info

After a Patient is added, their settings can be edited by clicking the **Edit patient** link on the expanded Patient display (click on the patient's name) on Clinician Dashboard:

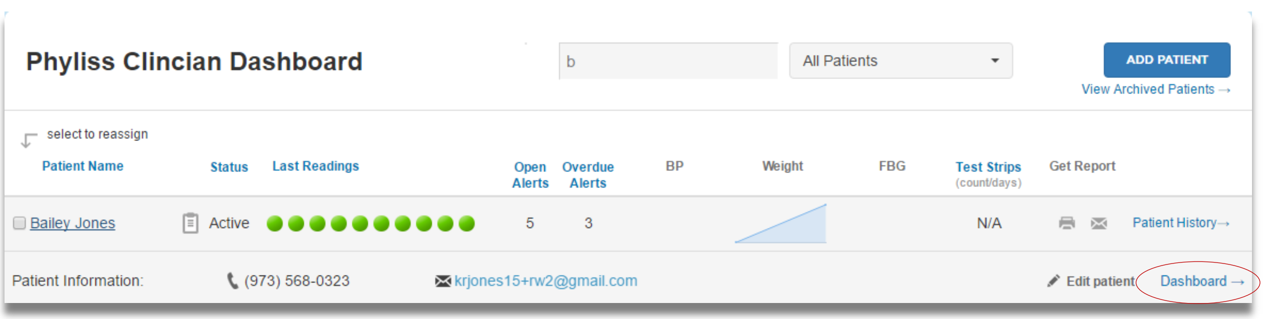


H. Other Patient Settings

The above Add / Edit Patient process will cover most Patient situations. Optionally, additional patient parameters can be set, including:

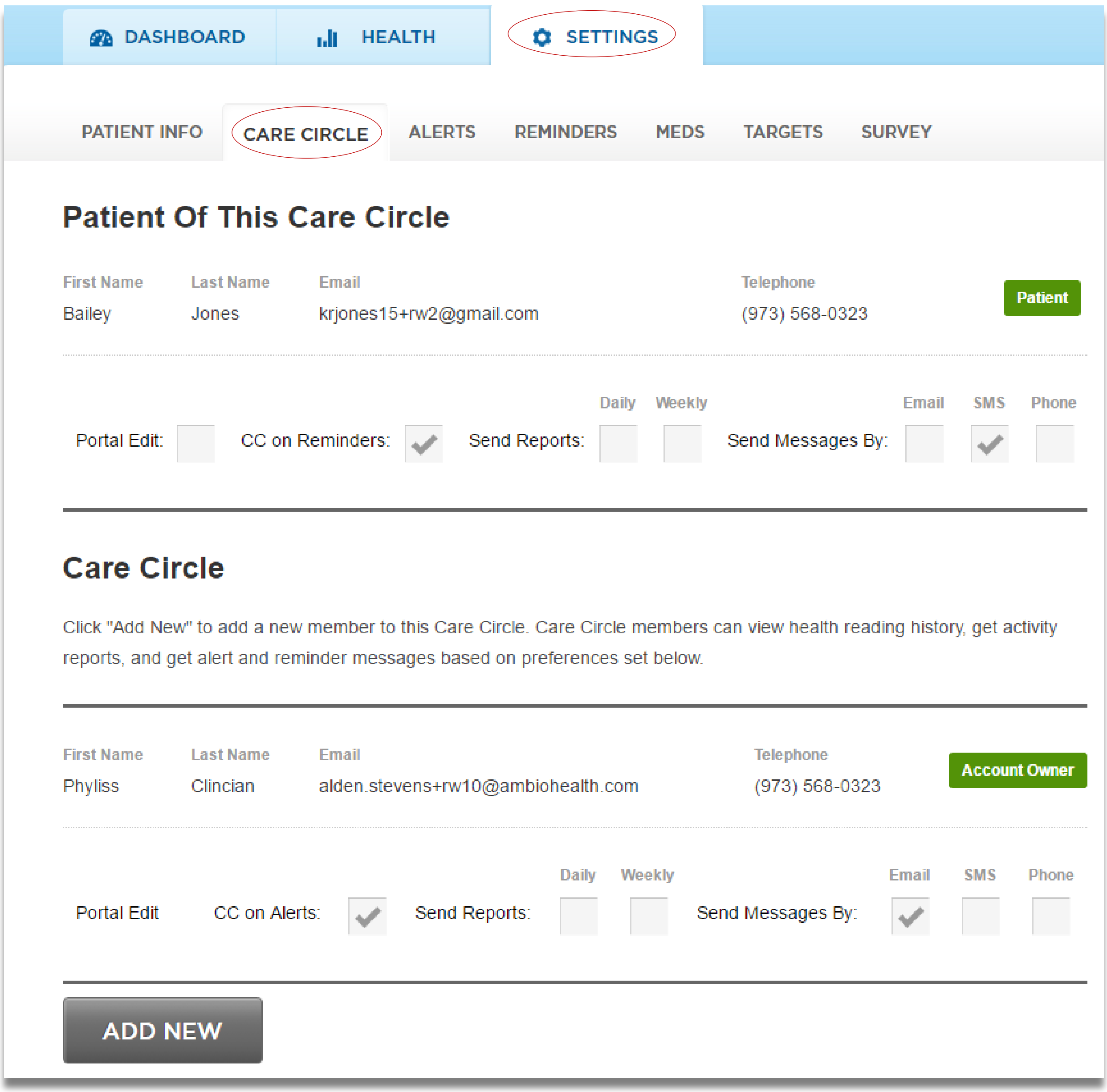
- Care Circle / Family Caregivers
- Reading Schedule / Reminders
- Patient / Family Caregiver Calendar with reminders
- Patient Surveys

Locate the Patient in the Clinician Dashboard and click on the Dashboard → link:



I. Add / Edit Family Caregivers

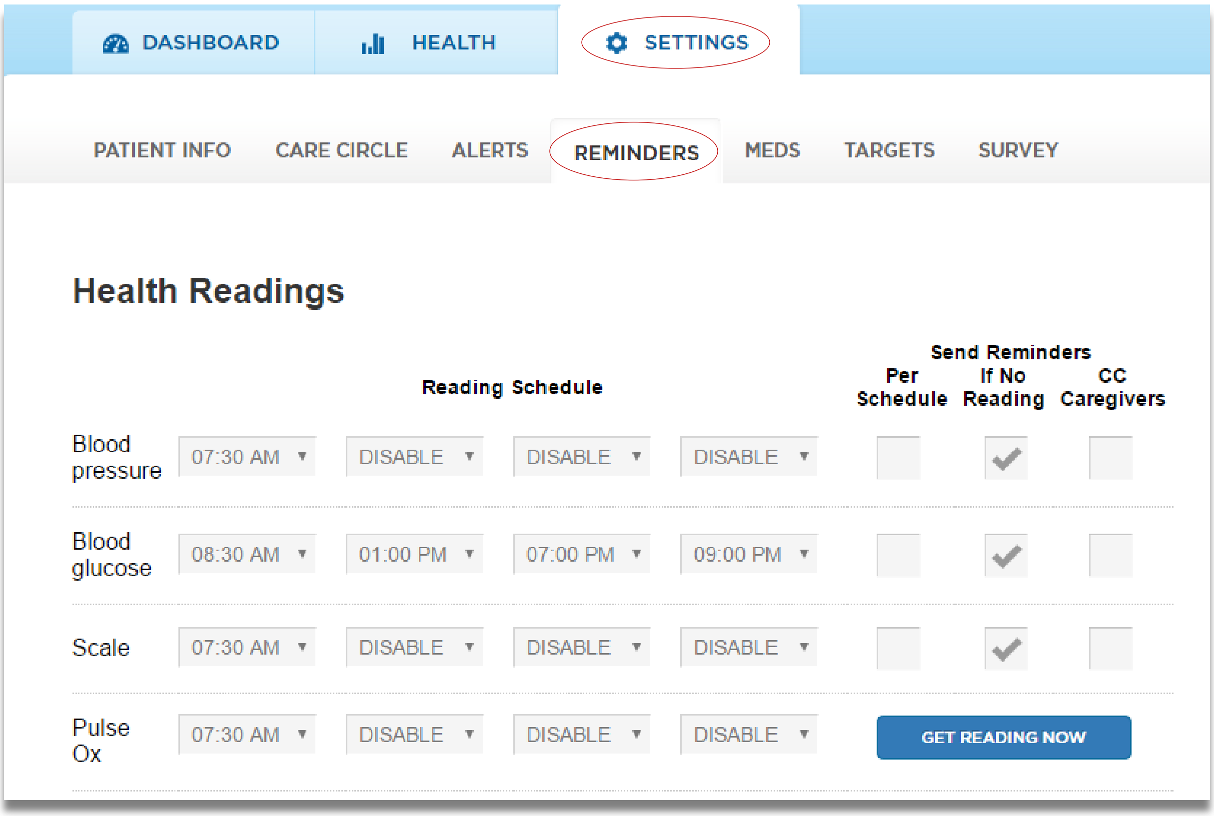
While on the **CARE CIRCLE tab**, click the **Add New** button at the bottom of the page. Note the Primary Clinician (shown as the Account Owner) is visible to the Patient and any Family Caregivers added.



- Enter the Caregiver name, email and telephone number.
- Check the boxes to indicate if the Caregiver will be able to edit Patient settings, receive copies of reminders and alerts and how messages will be sent to them.
- Newly added Caregivers will receive an email invitation to set up their account.

J. Set Reading Schedule and Reminders

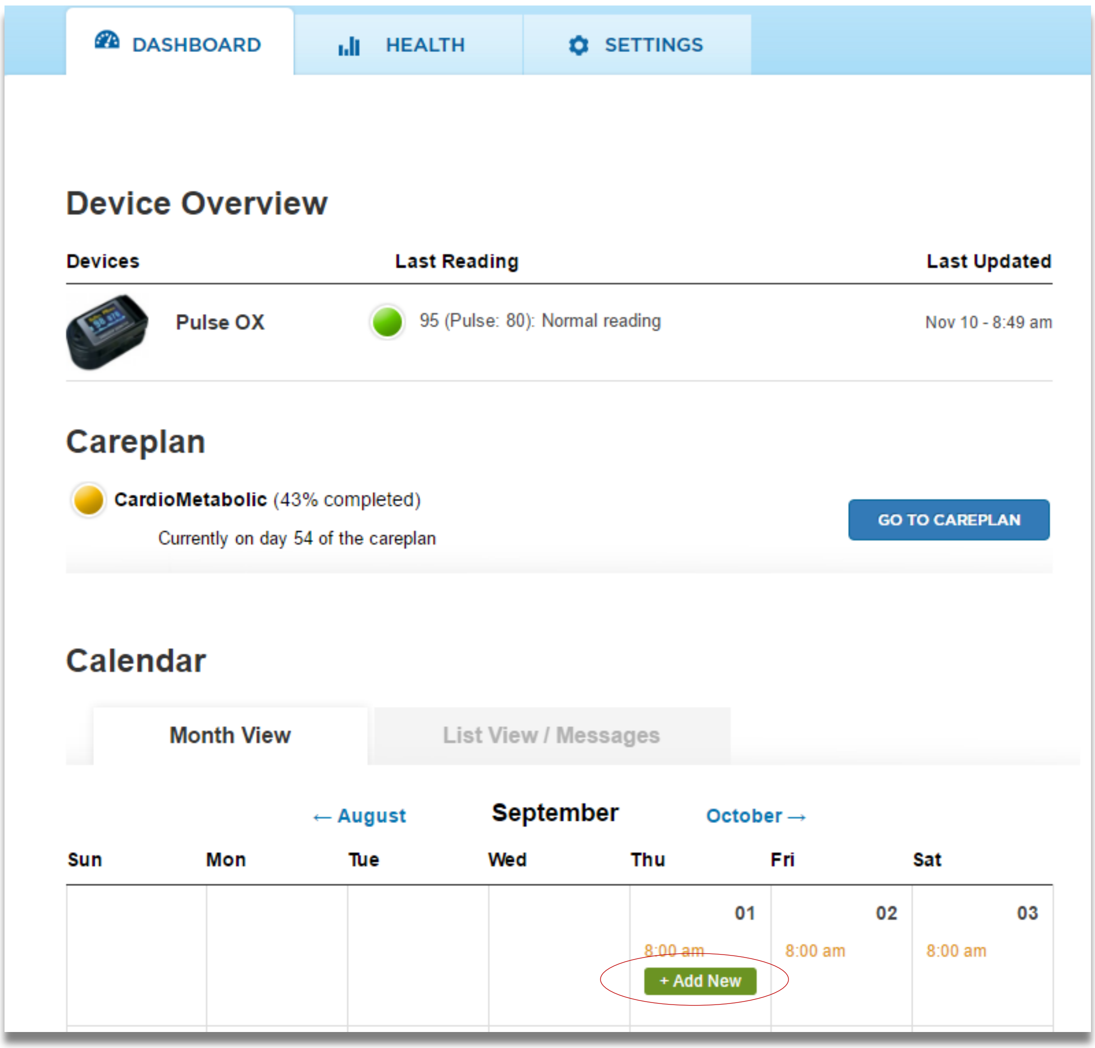
A Reading Schedule can be set for each Health Meter. This schedule is used for sending reminders to Patients.   Under the **SETTINGS tab**, click the **REMINDERS** tab.



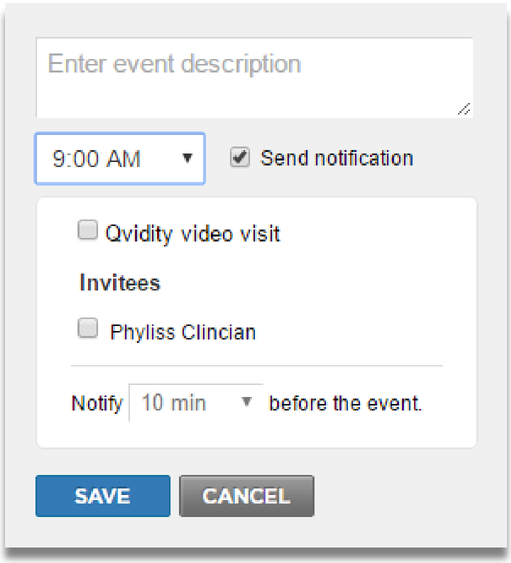
- Check **Per Schedule** if you want reminders sent at the scheduled times.
- Check **If No Reading** if you want reminders sent only if a scheduled reading was not received.
- Check **CC Caregivers** if you want Caregivers to receive copies of these Reminders.
- Reminders will be sent by email, text or IVR phone call based on message delivery preferences set in the Add / Edit Patient or on the **Care Circle** page.
- For PulseOx, the user can trigger an immediate IVR call to the patient by pressing the **GET READING NOW** button.

K. Patient / Caregiver Calendar with Reminders

From the Patient Dashboard page, use Calendar to set up appointment reminders with the Patient and their Family Caregivers.



- Hover the mouse over the desired calendar day and a **+ Add New** button will appear. Click this button to add an appointment reminder. The below pop up box will appear.

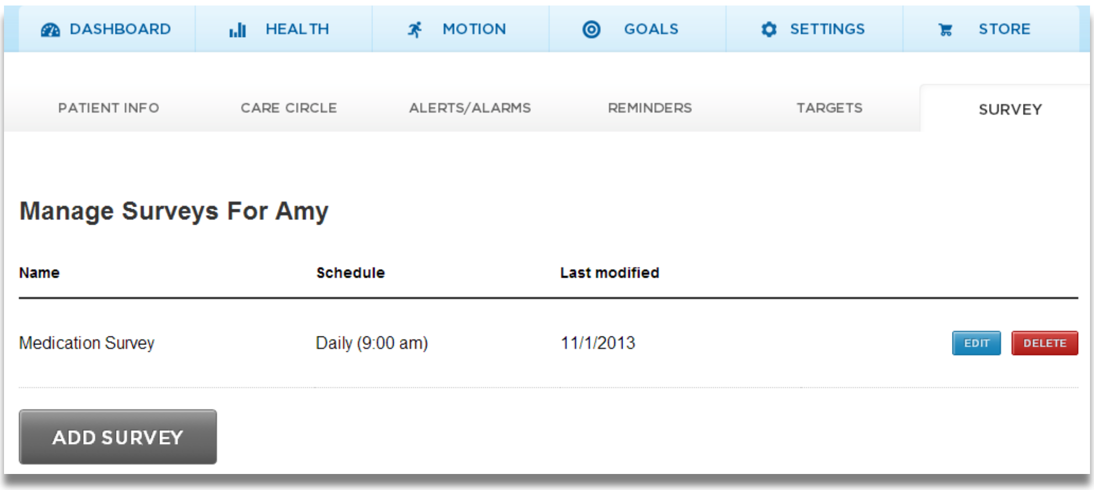


- Enter the description and select a time.
- Check **Send notification** if you would like Reminder messages to be sent.   The box will expand to enable you to specify if it is a video visit, to select additional invitees to get the reminder and to select the amount of time before the event to send the reminder.
- If the event is a video visit, the reminder message to the patient will include a link to start the video visit application.

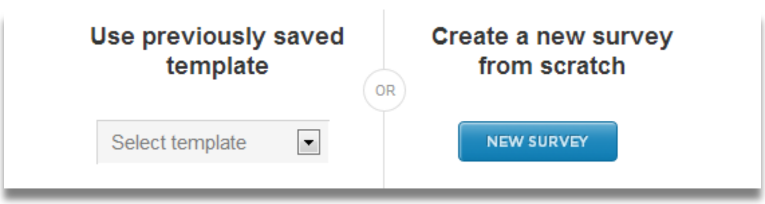
L. Add / Edit Patient Surveys

Surveys can be used to gather qualitative information such as "How are you feeling today?" and "Did you take all of your medications today?" Surveys can have one or more questions and each question can have one or more multiple choice answers. Alerts can be set to be sent if specified answers are given. Surveys are sent by email or telephone based on Message delivery preferences set on the **CARE CIRCLE tab**.

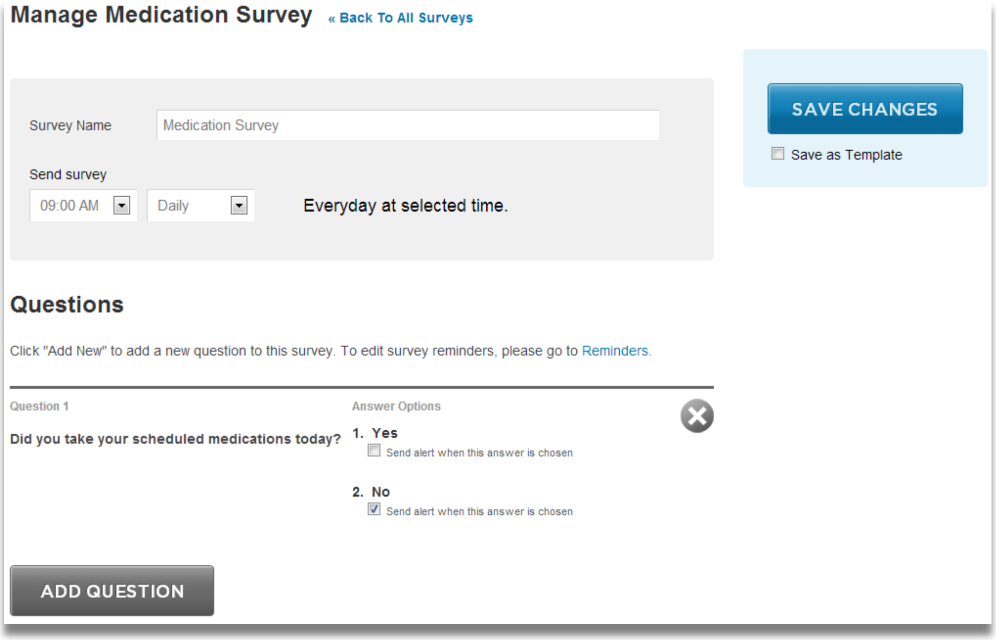
- Click on the **SETTINGS** tab, then on the **Survey** tab.



- Click the **Add Survey** button to add a survey for the patient. You can us existing survey template or start a new survey. If you wish to use a **template**, select it from the drop down menu.



- If you 'select template' you will see a page to modify the survey. If you select 'New Survey', the same page will display with no questions or answers yet filled in:

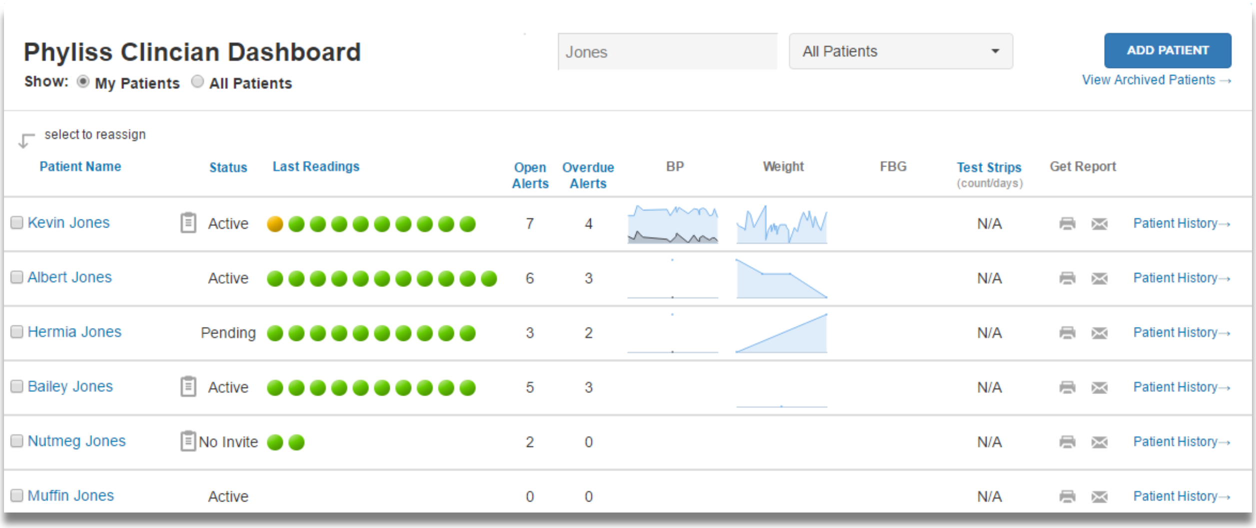


- Enter the survey name to create a new survey, or select a predefined template using the drop-down box.
- Enter the frequency for sending the survey (daily, weekly, monthly) and the time of day it should be sent to the patient.
- To add questions, click the **Add Question** button. A survey can have multiple questions.
- Enter the question and the answer options. A question can have multiple answer options.
- Check the **Send alert when answer is chosen** box if you would like an alert to be sent if the Patient responds with that answer. Alerts will be sent by email, text or telephone based on preferences set in the **Settings / CARE CIRCLE tab**.
- Click the **Add Answer Choices** button to add additional answers.
- Click the **Save Changes** button when done.

5. Clinician Dashboard

A. Patient Summary View

The Clinician Dashboard is available to Clinicians, Location Supervisors and the Administrator and lists the Patients assigned to the Clinician. It is not available to Patients or Caregivers.



- For each Patient the following summary information is displayed:
  - Patient Name
  - CarePlan Icon: If the Patient has been assigned a CarePlan. Hover the mouse over the icon to display patient CarePlan adherence statistics.
  - Patient Status: '*Active*' indicates patient has an account to view the Patient Care Portal, '*Pending*' indicates the Patient received an email invite to set up their account but has not done so yet, '*No Invite*' indicates no Email address was entered for the Patient.
  - Last Readings: Green indicates no alert, amber indicates Alert. Hover over the bubbles to display the reading date and value.
  - Open Alerts: Number of un cleared Alerts, Warnings and upcoming Scheduled Tasks
  - Overdue Alerts: Number that older than the parameter set by the Administrator.
  - BP, Weigh, FBG (Fasting Blood Glucose): Mini-graph of past 30 days.
  - Test Strips: Quantity and number and day's supply of glucose test strips if the Patient has a blood glucose meter. N/A if the Patient does not have a blood glucose meter.

- Use the search box to narrow the list of Patients displayed based on the characters entered.

- Patients Filters: Select All Patients, or another filter from the list.

- Show: 'My Patients' shows Patients assigned to this Clinician, 'All Patients' show all Patients for all Clinicians in the Location if the Clinician is set up as an On Call Clinician.

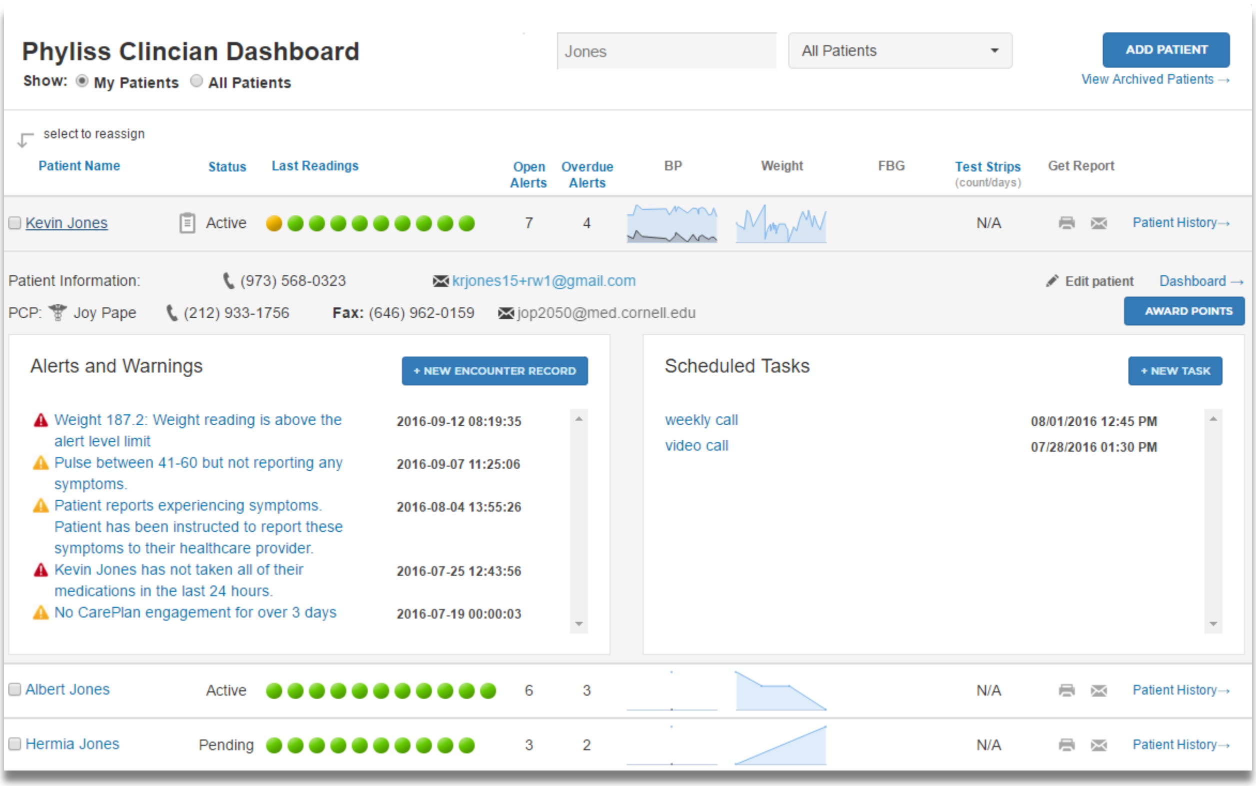
- Click on any of the blue column titles to sort the Patient list by that column

- If the user is logged in as a Supervisor or Administrator, they can reassign a Patient by clicking on the check box next to the Patient and pressing 'select to reassign'.

- Click **ADD PATIENT** to add a new Patient
- Click View Archived Patients to view the list of Archived (deactivated) Patients
- Clicking on a Patient Name display detail about open alerts, warnings and scheduled tasks

B. Patient Detail View

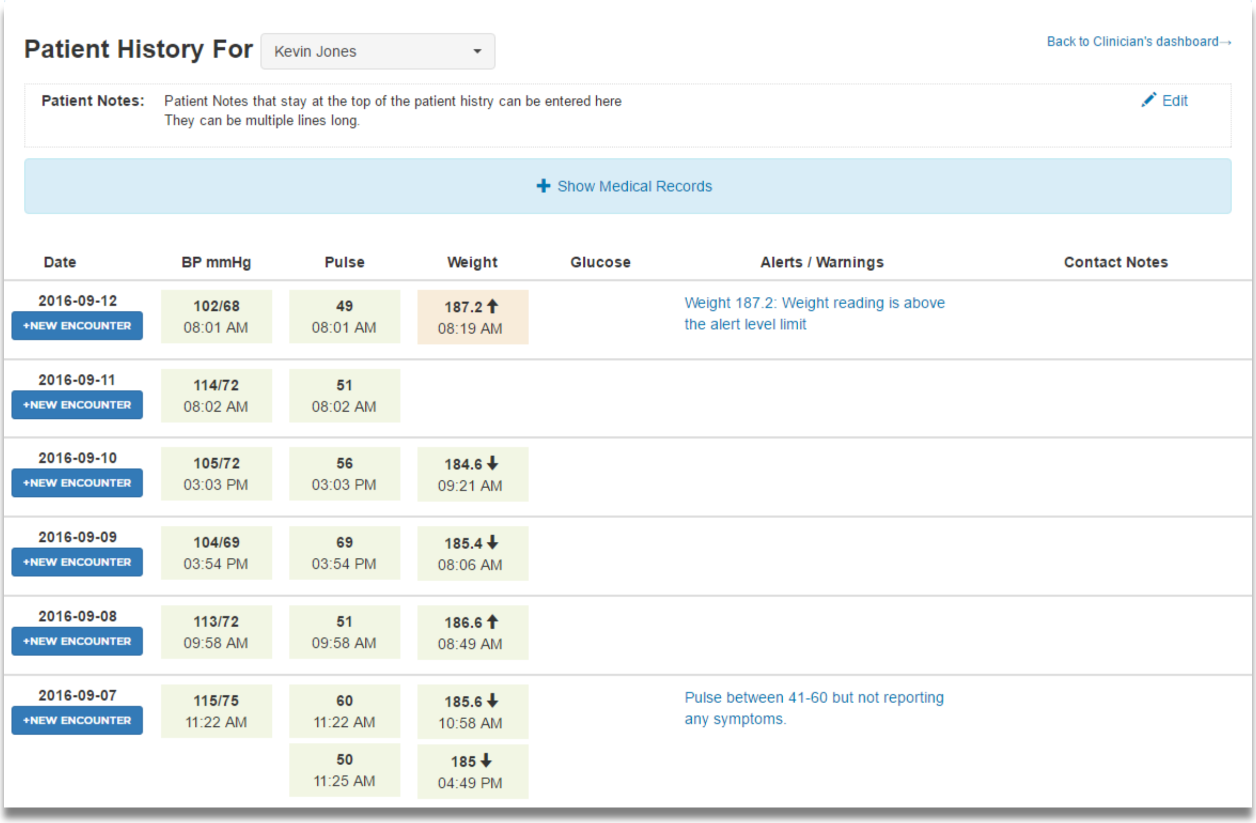
Click on the Patient Name to view details and open tasks for the patient.



- Patient name and contact information. Click on their email address to send them an email.
- Patient's PCP name and contact information. Click on their email address to send them an email.
- List Open Alerts, Warnings and Scheduled Tasks for the Patient. Click an Alert or Scheduled Task item to see details and enter an encounter records.
- Click Patient History -> to see the Patient History of completed tasks and encounter records.
- Click Dashboard -> to see Patient's Reading history graphs and logs.
- Click Edit Patient to edit the Patient information

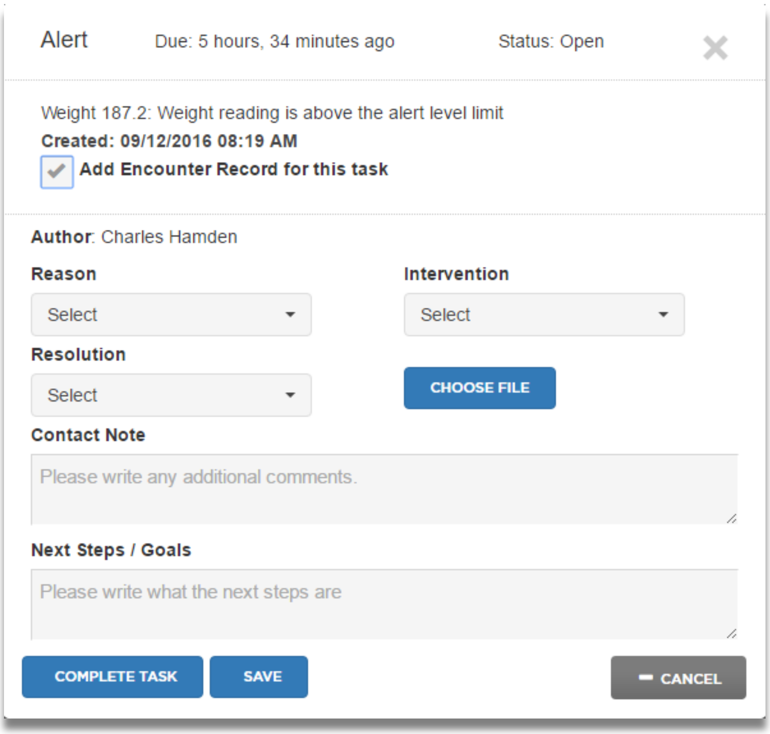
C. Patient History

Click on Patient History to view Reading and Alert history displayed by date.



- Patients Notes which always display at the top of the Patient History can be Added/Edited
- Press + Show Medical Records to display / edit full cardiac-specific history for the Patient: Medical History, Cardiac History, Lab Tests, Medications.
- Click **+ New Encounter Record** to add a new record for that day that is not associated with a specific Alert or Warning.
- Click an Alert / Warning item to see details and enter an encounter records to be associated with that Alert or Warning.
- Click on any Reading Value to see the full graph / log for that meter.
- Change Patient using the drop down select box
- Click Back to Clinician's dashboard to return to the Dashboard

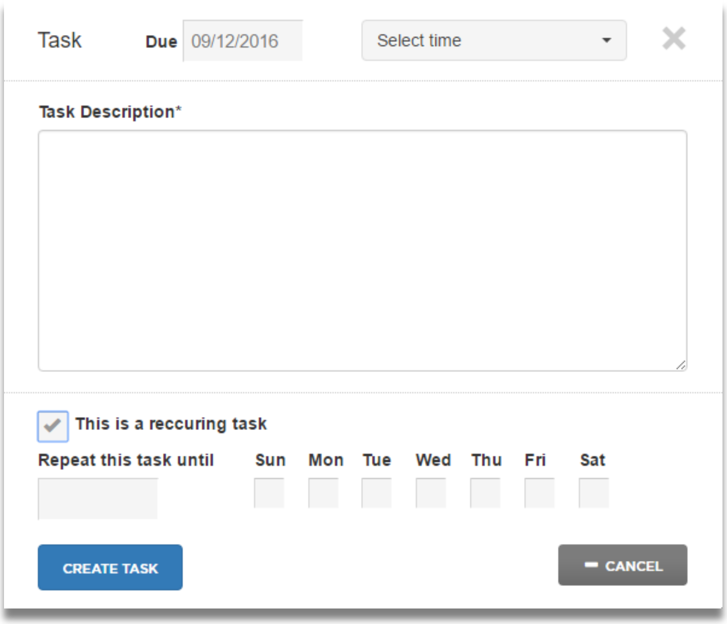
D. Manage Alerts / Warnings and Scheduled Tasks



1. Click on an Alert, Warning or Scheduled Task to open it and see details
2. If a Patient Encounter Record is NOT required, simply click the **Complete Task** button.
3. If a Patient Encounter Record IS required, click the **Add Encounter Record for this Task** checkbox.
   - A **Contact Note** should be entered. This will display on the Patient History
   - Reason, Intervention, Resolution coded may be selected
   - Next Steps / Goals in the indicated field.
   - Press **Choose File** button to attach a file,
   - Click **Complete This Task** if the Encounter Record is complete. This will also close the associated Task.
   - Press **Come Back Later** to save your work and keep the Task and Encounter Record open. The Task will stay in the open column and not be marked as "overdue".
4. If an encounter record was entered in error, it can not be deleted. Rather it should be completed with an appropriate Resolution code.

E. Schedule a New Task

A new task, such as a Patient follow-up call or physician appointment, can be scheduled by clicking on the **+ NEW TASK** button.



1. Enter the due date / time and the Task Description.
2. Check **This is a recurring task** if the task should automatically be repeated. Check the days of the week and enter the last date it should occur.
3. Press the **Create Task** button to save it.

F. Print / Email Patient Records

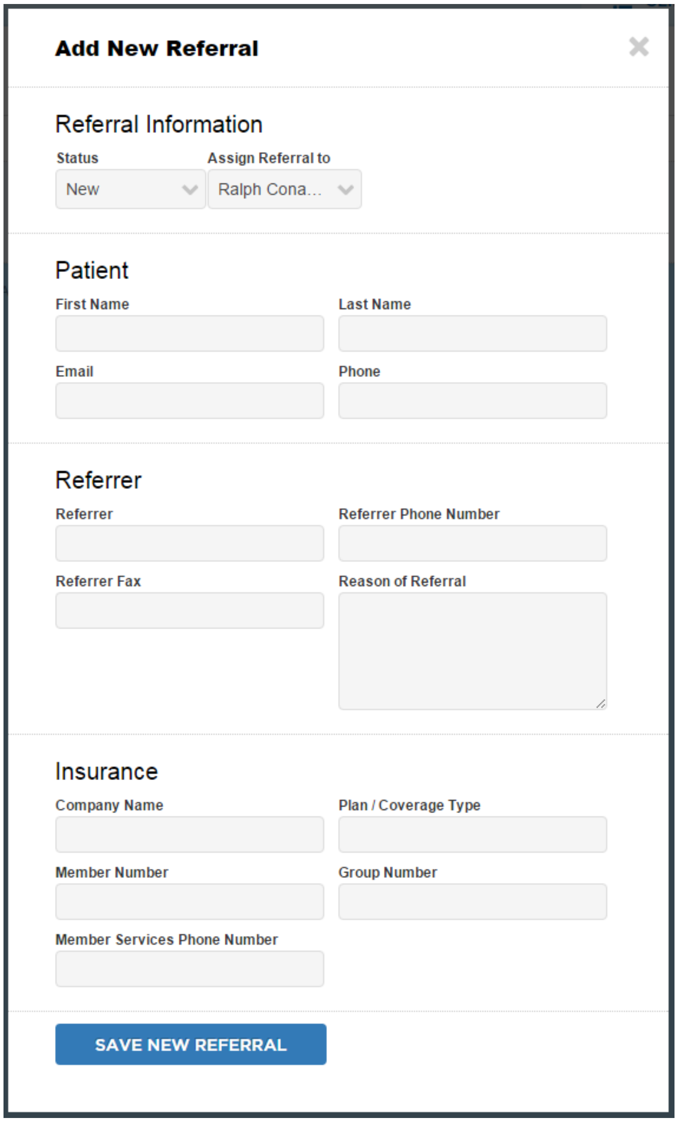
1. Click the icon to email patient encounter and reading history records
   - Enter the recipients email address.
   - Select the date range of records to print
   - Select the Health Meter Devices to include
   - Select if reading log and/or graph should print

2. Click the icon to print patient encounter and reading history records
   - Select the date range of records to print
   - Select the Health Meter Devices to include
   - Select if reading log and/or graph should print

G. Manage Patient Referrals

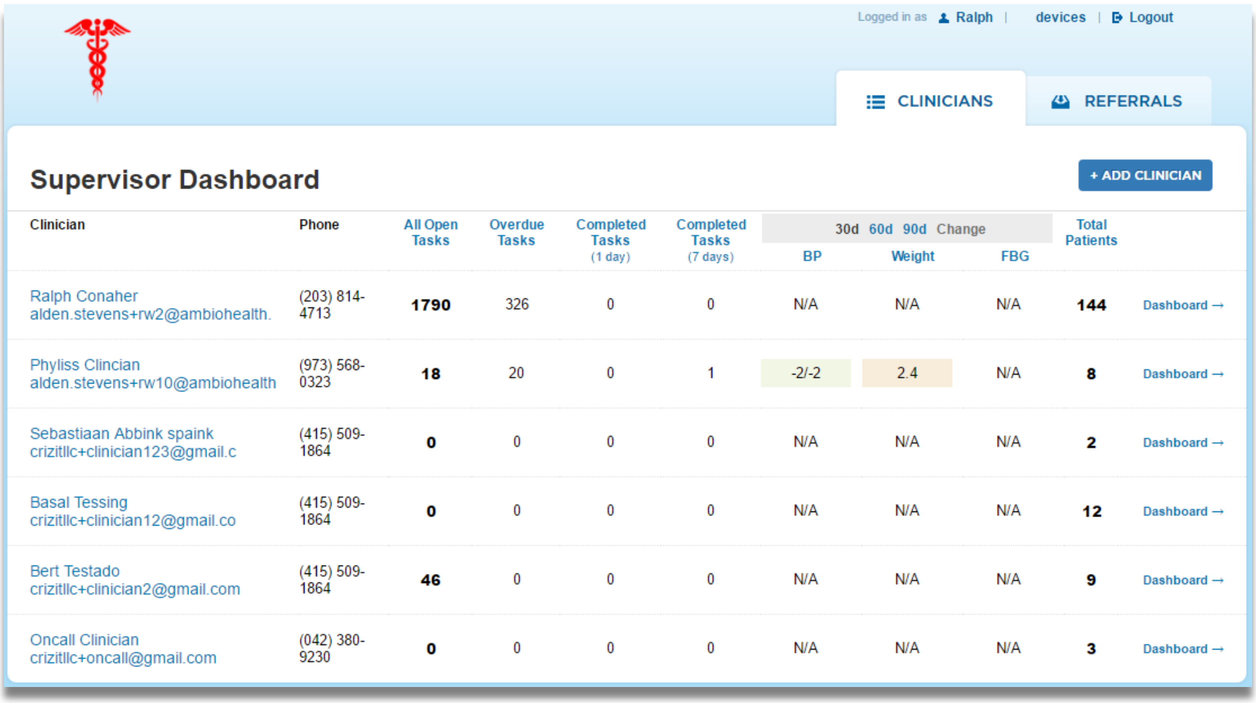
Click the **REFERRALS** tab to see pending and historical referrals.

Click **+ ADD REFERRAL to add a new referral**



- Enter the patient name and contact information, referrer name and contact info, and patient's insurance info (if available). Assign clinician for follow-up, as needed.
- Click **Save New Referral** when done
- To manage exiting referrals:
  - Click the **Edit** button next to the referral to update
  - Update referral information and status as appropriate. Assign clinician for follow-up, as needed

6. Supervisor Dashboard



Clinician	Phone	All Open Tasks	Overdue Tasks	Completed Tasks (1 day)	Completed Tasks (7 days)	30d 60d 90d Change			Total Patients	
						BP	Weight	FBG		
Ralph Conaher alden.stevens+rw2@ambiohealth.	(203) 814-4713	1790	326	0	0	N/A	N/A	N/A	144	Dashboard →
Phyliss Clincian alden.stevens+rw10@ambiohealth	(973) 568-0323	18	20	0	1	-2/-2	2.4	N/A	8	Dashboard →
Sebastiaan Abbink spaink crizitllc+clinician123@gmail.c	(415) 509-1864	0	0	0	0	N/A	N/A	N/A	2	Dashboard →
Basal Tessing crizitllc+clinician12@gmail.co	(415) 509-1864	0	0	0	0	N/A	N/A	N/A	12	Dashboard →
Bert Testado crizitllc+clinician2@gmail.com	(415) 509-1864	46	0	0	0	N/A	N/A	N/A	9	Dashboard →
Oncall Clinician crizitllc+oncall@gmail.com	(042) 380-9230	0	0	0	0	N/A	N/A	N/A	3	Dashboard →

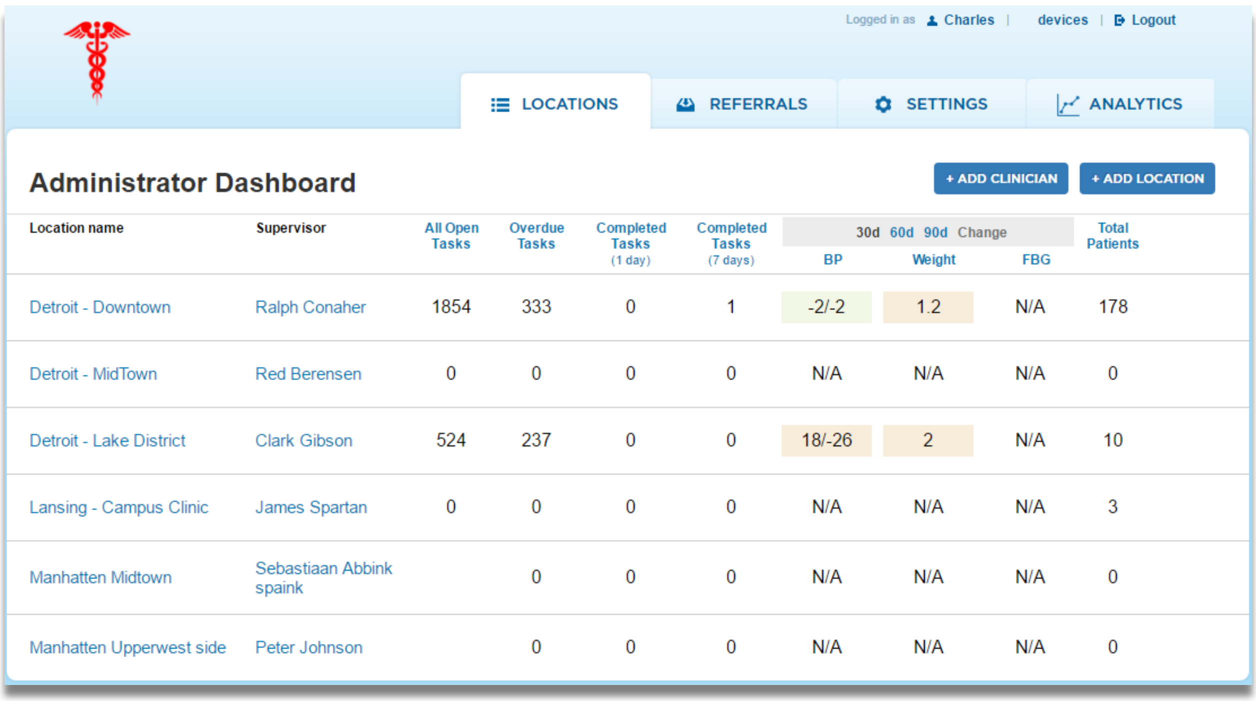
This page is available to Supervisors and the Administrator and displays all Clinicians in the Location. The Clinician workload is presented as follows:

- Number of Open Tasks for the upcoming week
- Number of Overdue Alert Tasks
- Number of Overdue Scheduled tasks
- Number of Completed Tasks for today
- Number of Completed Tasks in past 7 days
- Number of Patients managed by the Clinician.

The following functions can be performed:

- “Drill down” on Clinicians – click on the Clinician Name the Dashboard → link to view the Clinician Dashboard and perform any functions the Clinician can perform.
- Click on any blue column heading to sort the list by that column.
- Click the edit pencil next to a Location, Supervisors or Clinicians to edit their information.
- Click + **ADD CLINICIAN** to add a new Clinician. (see Chapter 3)
- Click the **REFERRALS** tab to add an incoming Patient referral (see Chapter 5 above)
- Click on the email address of the Clinician start the computer’s default email program with the Clinician’s email address filled in.

7. Administrator Dashboard



This page is available only to the Administrator Role. It lists all Locations, Supervisor and Clinicians in each Location. The Location and Clinician workload is presented as follows:

- Number of open tasks for the upcoming week for the Location / Clinician
- Number of overdue alert tasks for the Location / Clinician
- Number of overdue scheduled tasks for the Location / Clinician
- Number of tasks completed today for the Location / Clinician
- Number of tasks completed in past 7 days for the Location / Clinician
- Number of Patients managed by the Location / Clinician.

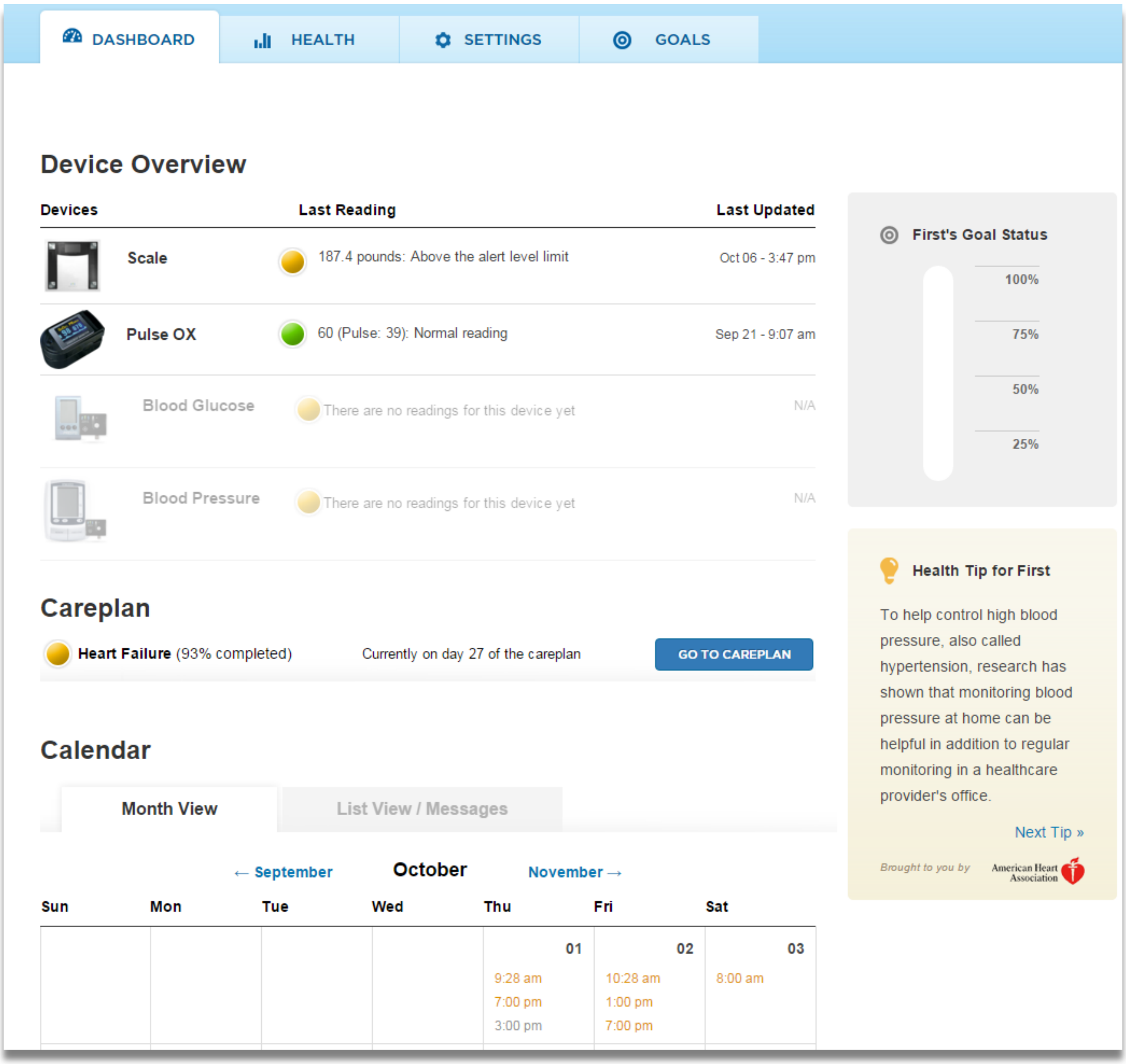
The following functions can be performed:

- "Drill down" on a Location – click on the Location Name to display the Clinicians in the Location
- "Drill down" on Clinicians – click on the Clinician Name the Dashboard → link to view the Clinician Dashboard and perform any functions the Clinician can perform.
- Click on any blue column heading to sort the list by that column.
- Click the edit pencil next to a Location, Supervisor or Clinician to edit their respective information.
- Click the **+ ADD LOCATION** button to add a new Location / Supervisor.
- Click the **+ ADD CLINICIAN** button to add a new Clinician.
- Click the **REFERRALS** tab to add an incoming Patient referral
- Click **ANALYTICS** to view engagement and outcomes analytics for the patient population

8. View Patient Health Data / Patient Care Portal

Patient health data can be viewed by the Clinician assigned to the Patient, 'On Call' Clinicians and the Supervisor in the same Location, the Administrator as well as the Patient and Caregivers in their Care Circle.

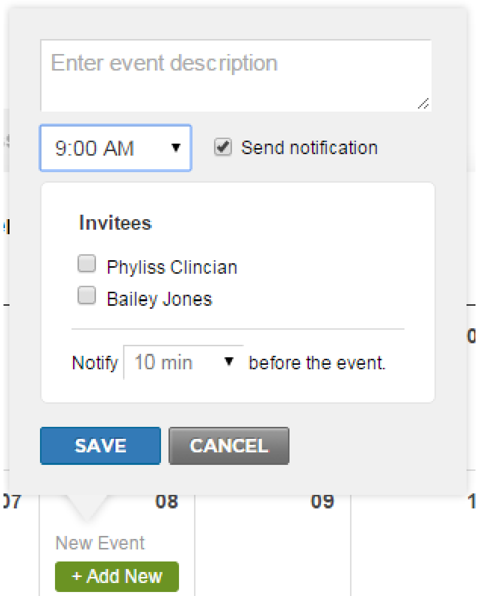
A. Patient Dashboard



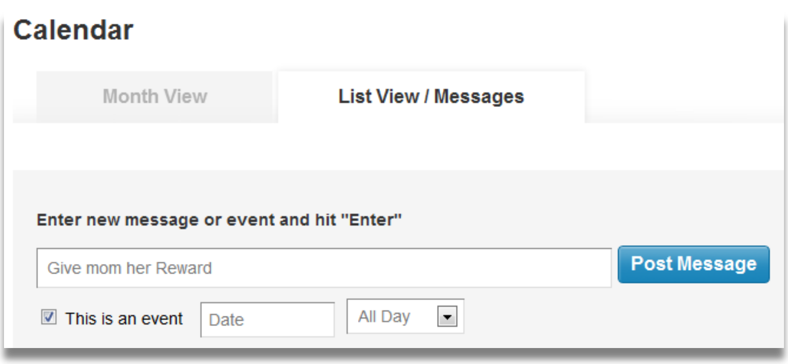
- **Device Overview - Each** device assigned to the Patient is displayed with a status icon and the value and time of the last reading. Click on a device to see readings history for that device. A low battery indicator and/or low test strip indicator will display if a Wireless Connector has a low battery or if the Patient is running below 2 weeks supply of test strips.

- **CarePlan -** If the Patient has been assigned a CarePlan, the % complete (of activities to date), current day of the CarePlan and navigation button is displayed.
- **Goal Status** – If the patient has set goals for Reading adherence, readings within target range or weight loss, the current week earned points will display in the thermometer.
- **Health Tip** – Rotating tips display
- **Calendar Month View -** A shared calendar displays appointments, Reminders and Alerts generated by the system. The event description can be viewed by moving the mouse over the day and time of the event. Hover the mouse over an entry will display the details for that entry.

  Hover the mouse over part of a day without an entry to display a **+ Add New** button. Click **+ Add New** to add a new appointment. Check **Send Notification** to add a reminder for the appointment to people in the Care Circle.

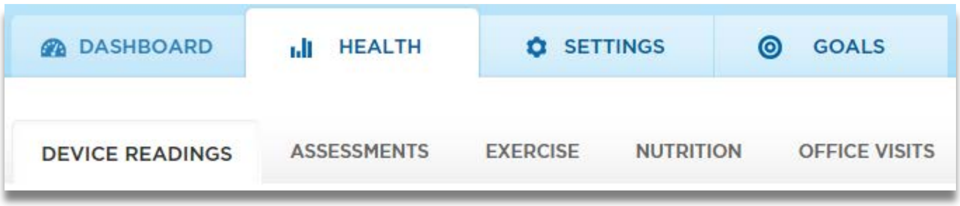


- **Calendar List View** - Can be used as a shared message board. Enter the text of the message and click the **Post Message** button. Click the **This is an event** box to add the message as an appointment on the calendar month view.



B. Health Reading and Assessment History

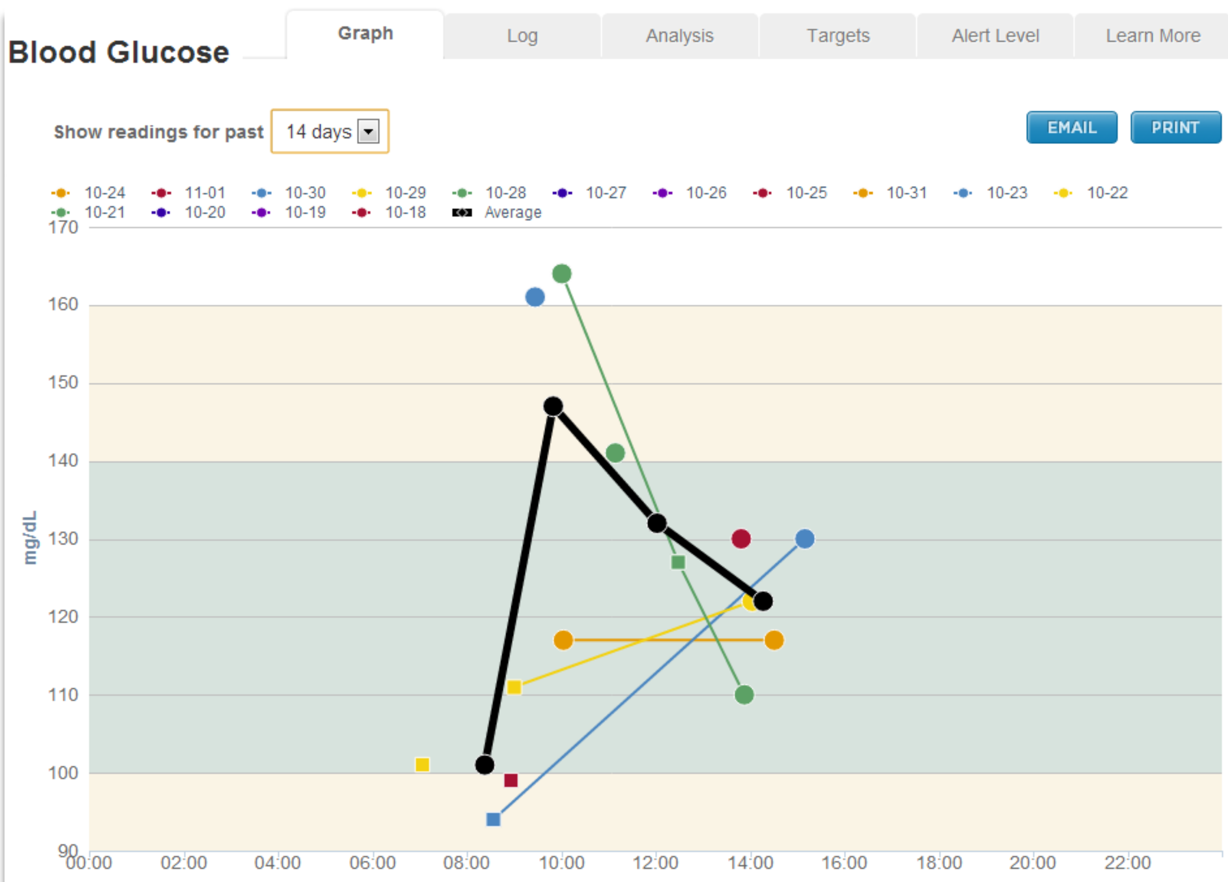
Click on one of the Health Meters or on the **HEALTH** tab to view the Patient health information including Device Readings, Assessment and Survey Results, Exercise Goals and Log, Nutrition Goals and Log, and Office Visit / Lab Results record.



C. Blood Glucose Readings

Several graphs and log analysis tools are available: Model Day graph, Log showing time of day and meal time views with above/below Alert levels, Reading Averages, and Pie Chart Analysis.

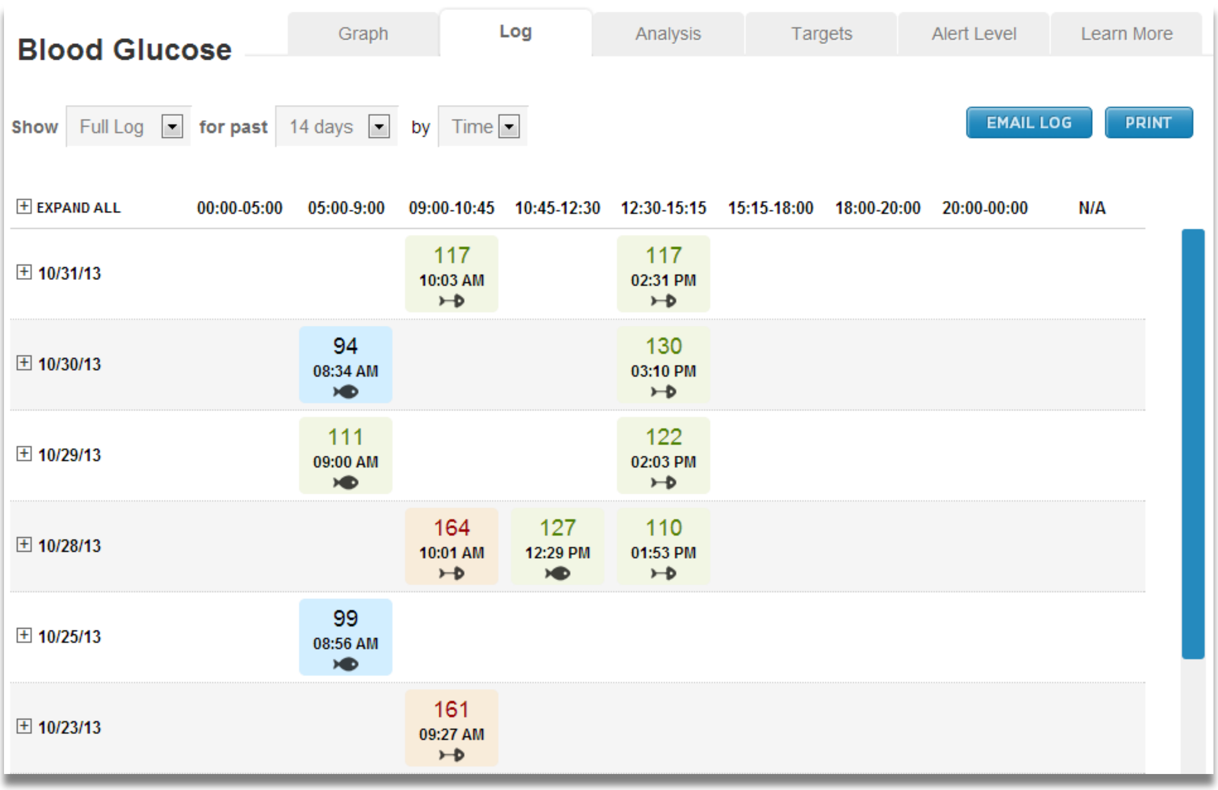
Press the **Graph** tab to view the **Model Day** graph showing up to 14 days overlaid on the same 24 hour period.



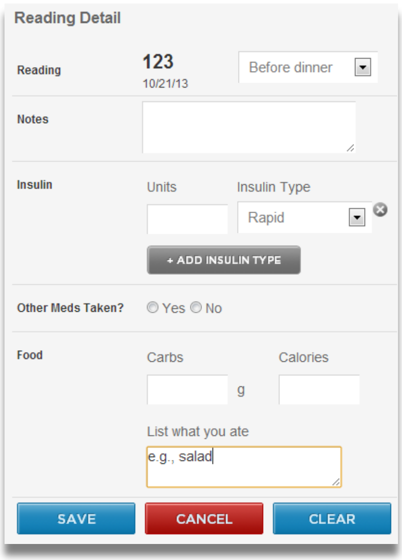
- Change the number of days displayed by using **show readings for the past** drop down menu or click on dates in the legend to display or un-display days or the average.

- Hover the mouse over a reading to see reading value.
- Click a Reading point to tag the reading with before/after meal, notes, food / carbs and insulin taken.
- Click on dates in the legend to turn on / off display of readings for that date (or the Average)
- The green shaded area represents readings within the Target Range (If you have set **Targets)**
- The yellow shaded range represents readings outside of the Target Range but within the Alert Range.
- Above or below the yellow shaded range represent readings in the Alert Range.

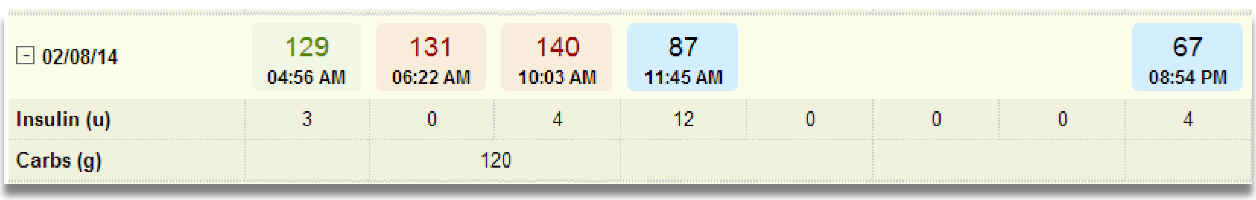
Press the **Log** tab to view the Blood Glucose log.



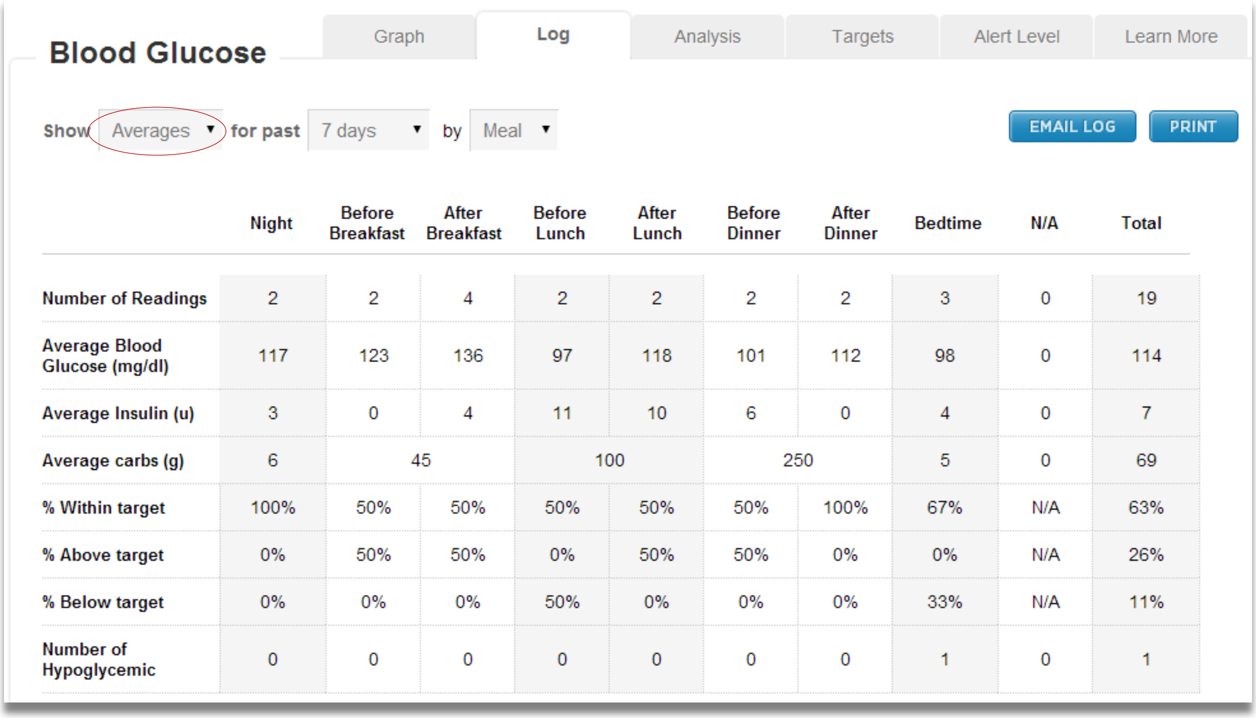
- Change the number of days displayed by using the **for past** drop down menu
- Readings display by Time Range or by Meal using the **by** drop down menu. Time Ranges are set based on the meal times you entered in Settings / Patient Info.
- In the Time view, = a **before meal** reading and = an **after meal** reading
- If you set Targets, then below target readings will display blue and above target readings will display orange.
- Clicking on the **reading number** to tag the reading. The following pop-up window will display. You can change the meal, enter notes, insulin units taken and type of insulin (can enter multiple), if you took other meds, carbs, calories and food you ate. All fields are optional.



- You can expand detail in the log by pressing the '+' next to a date or by pressing '+ Expand All' If you have tagged readings, the insulin and carb data will display here



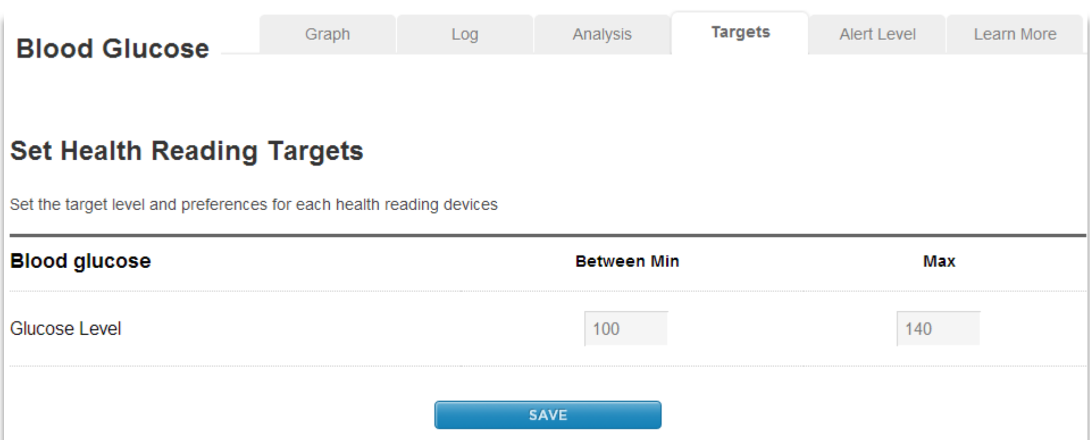
- Log averages can be seen using the Show drop down menu. If you have tagged readings with insulin taken and carbs eaten, they will display in the averages.



	Night	Before Breakfast	After Breakfast	Before Lunch	After Lunch	Before Dinner	After Dinner	Bedtime	N/A	Total
Number of Readings	2	2	4	2	2	2	2	3	0	19
Average Blood Glucose (mg/dl)	117	123	136	97	118	101	112	98	0	114
Average Insulin (u)	3	0	4	11	10	6	0	4	0	7
Average carbs (g)	6	45		100		250		5	0	69
% Within target	100%	50%	50%	50%	50%	50%	100%	67%	N/A	63%
% Above target	0%	50%	50%	0%	50%	50%	0%	0%	N/A	26%
% Below target	0%	0%	0%	50%	0%	0%	0%	33%	N/A	11%
Number of Hypoglycemic	0	0	0	0	0	0	0	1	0	1

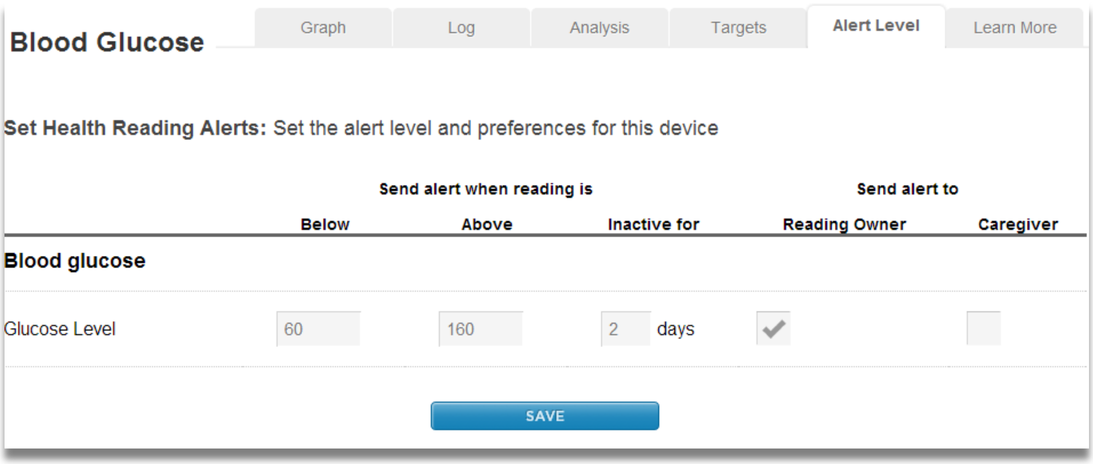
- The time period can be selected using the Days drop down menu.
- All readings for the period will display in the left side and readings for before and after each meal will display on the right side.
- The proportion of below target readings will be shaded blue and above target shaded orange. Targets are set on the Targets Tab

To Set Targets, click on the **Targets** Tab



- Set the minimum and maximum values for the target range.
- Target ranges are displayed on the graph, glucose log values and are used in the **Goals** function.

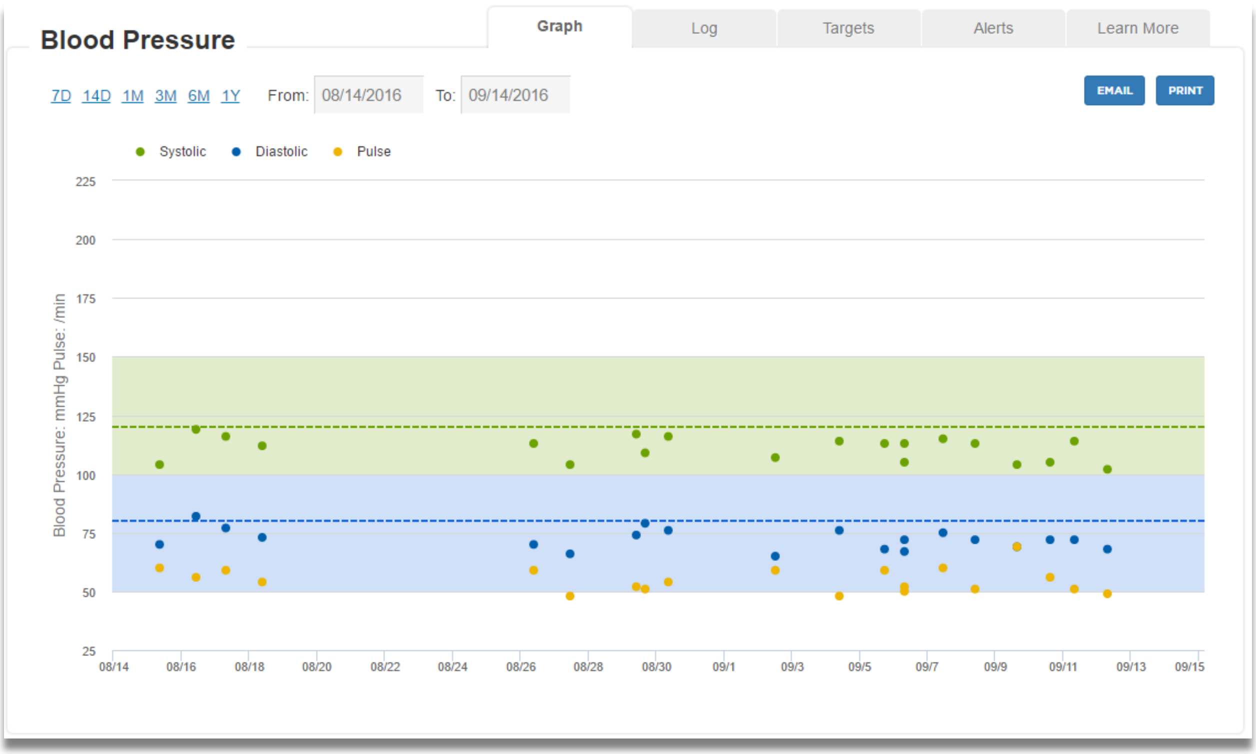
To Set Alert Levels, click on the **Alert Level** Tab



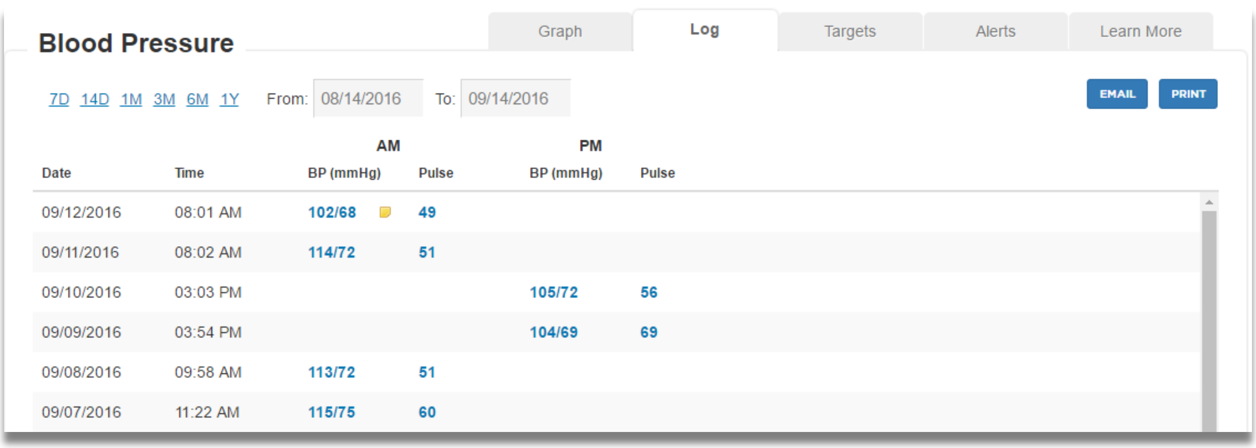
- Set the 'Below' and 'Above' values for alerts as instructed by your health care provider.
- Set if you want a message sent if no readings are sent for the number of 'Inactive Days' you set.
- Set if alert messages should go to the Patient and/or Caregivers. Important: you must also select a delivery method (email, text, phone) in **Settings / Care Circle** for each person who wishes to get alerts in order for alert message to be sent to them.

D. Blood Pressure Readings

The **Blood Pressure** graph displays readings over the time range selected. Alert levels will display as shaded areas and targets will display as dotted lines on the graph.



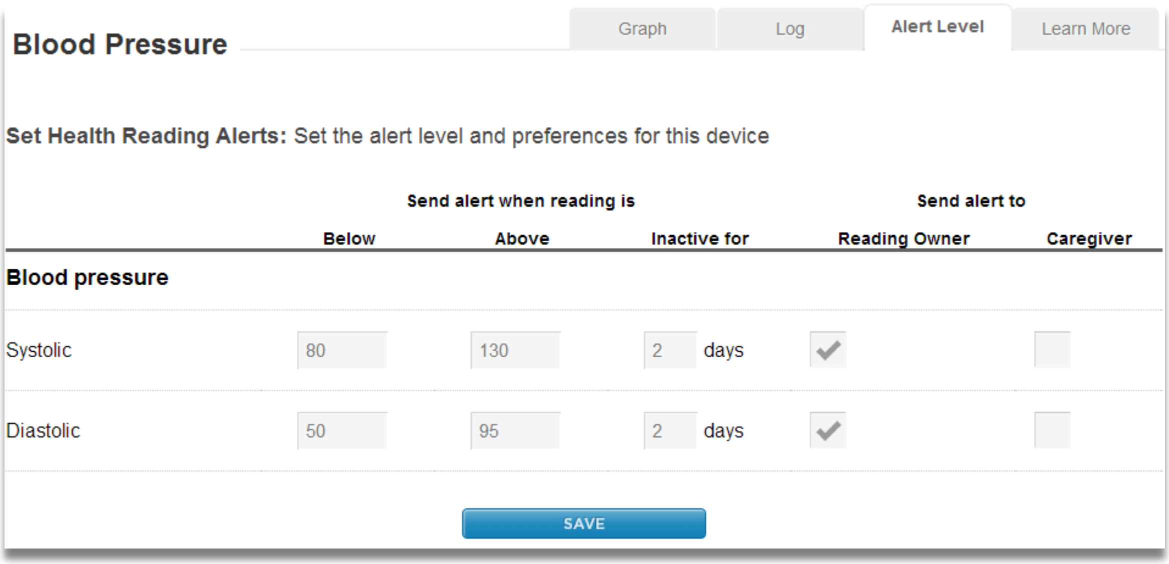
The Blood Pressure Log display reading for the time period selected.



		AM		PM	
Date	Time	BP (mmHg)	Pulse	BP (mmHg)	Pulse
09/12/2016	08:01 AM	102/68	49		
09/11/2016	08:02 AM	114/72	51		
09/10/2016	03:03 PM			105/72	56
09/09/2016	03:54 PM			104/69	69
09/08/2016	09:58 AM	113/72	51		
09/07/2016	11:22 AM	115/75	60		

- Change the time period using the **Show readings for past** drop down menu
- Add Reading **Notes** by clicking on the reading value.
- Click on the yellow Note icon to view an existing note for a reading.

Blood pressure alert levels can be set by pressing the **Alert Level** tab:



- Set the below and above values for alerts on Systolic and/or Diastolic pressure.
- Set if you want a message sent if no readings are sent for the number of days you set
- Set if alert messages should go to the patient (reading owner) and/or the Caregivers. Important: you must also select a delivery method (email, text, phone) for each person who wishes to get messages in Settings / Care Circle in order for alert message to be sent.

E. Weight Readings

The **Scale** graph displays readings over the time range selected. If you have set target levels they will display as horizontal lines on the graph.

- Change the time period using the **Show readings for past** drop down menu
- Add Reading **Notes** by clicking on the reading value to display a note entry pop-up.

Press the **Log** tab to display Scale log values for the time range selected.

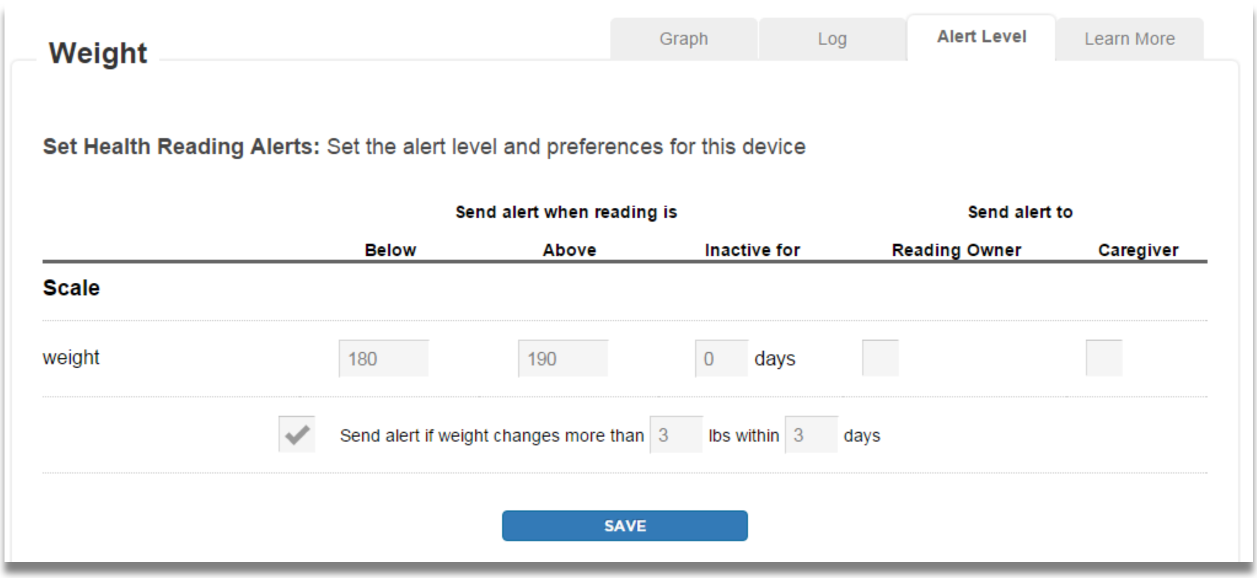
Weight

Graph | Log | Targets | Alerts | Learn More

7D 14D 1M 3M 6M 1Y From: 08/14/2016 To: 09/14/2016 EMAIL PRINT

Date	Time	Weight (lbs)	BMI	% Change (lbs)	Total Change (lbs)
09/14/2016	08:32 AM	183.2	24.2	-4%	-8.6
09/14/2016	08:29 AM	183.8	24.2	-4%	-8
09/12/2016	08:19 AM	187.2	24.7	-2%	-4.6
09/10/2016	09:21 AM	184.6	24.4	-4%	-7.2
09/09/2016	08:06 AM	185.4	24.5	-3%	-6.4
09/08/2016	08:49 AM	186.6	24.6	-3%	-5.2

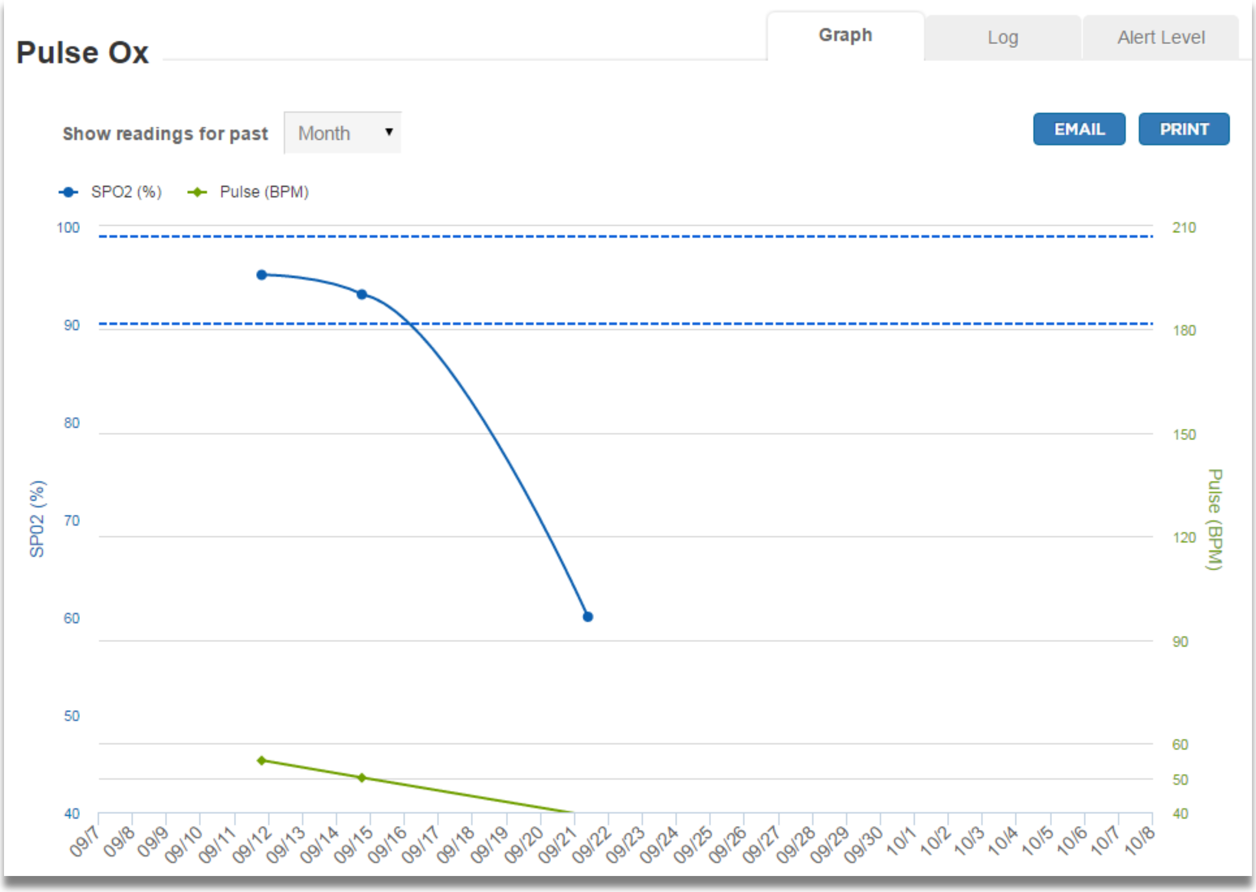
Press the **Alert Level** tab to set Weight Alert Levels.



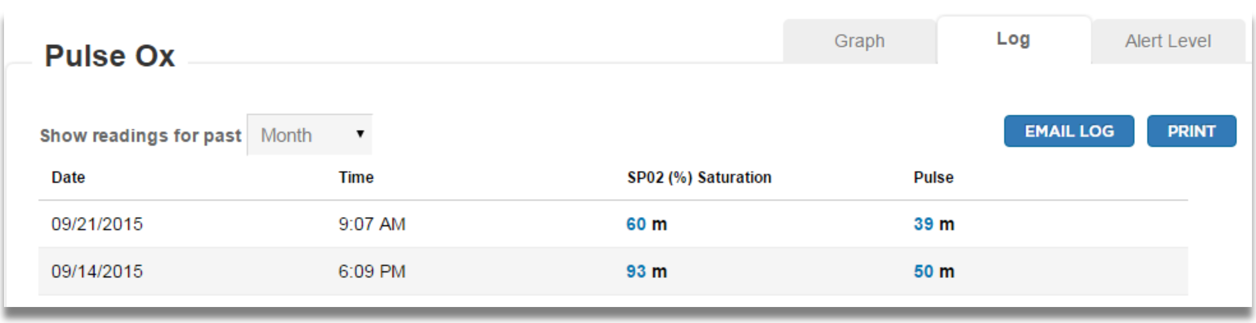
- Set Alert below and above values or if weight changes by more than X lbs in Y days.
- Set if you want a message sent if no readings are sent for the number of days you set
- Set if alert messages should go to the patient (reading owner) and/or the Caregivers. Important: you must also select a delivery method (email, text, phone) for each person who wishes to get messages in Settings / Care Circle in order for alert message to be sent.

F. PulseOx Readings

The **PulseOx** graph displays readings over the time range selected. If you have set upper and lower Alert levels they will display as horizontal lines on the graph.



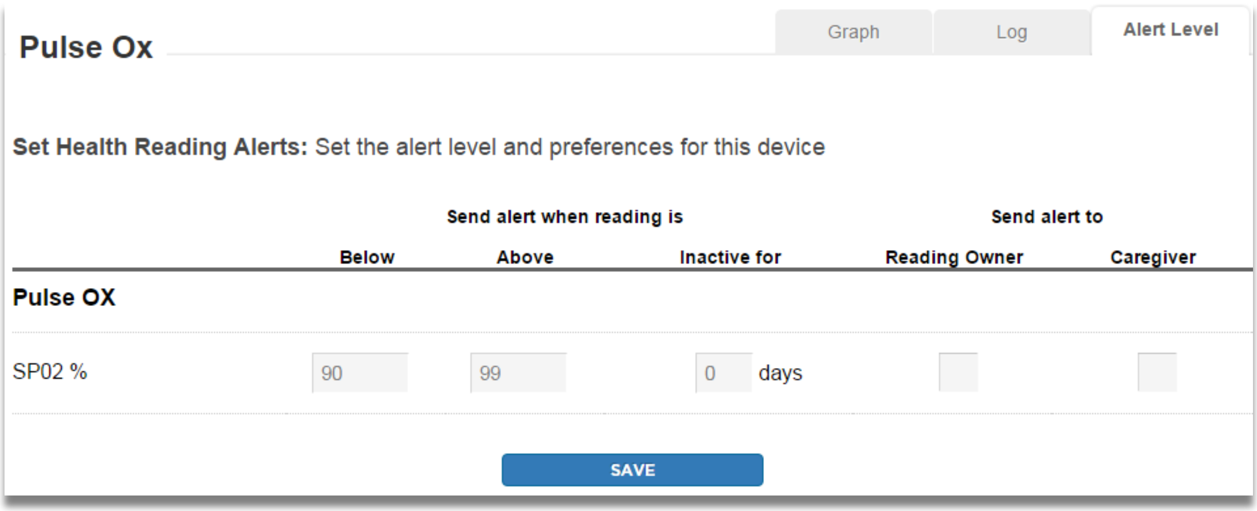
Press the **Log** tab to display PulseOx log values over the time range selected.



Date	Time	SP02 (%) Saturation	Pulse
09/21/2015	9:07 AM	60 m	39 m
09/14/2015	6:09 PM	93 m	50 m

Note: ‘m’ indicates a manually entered reading.

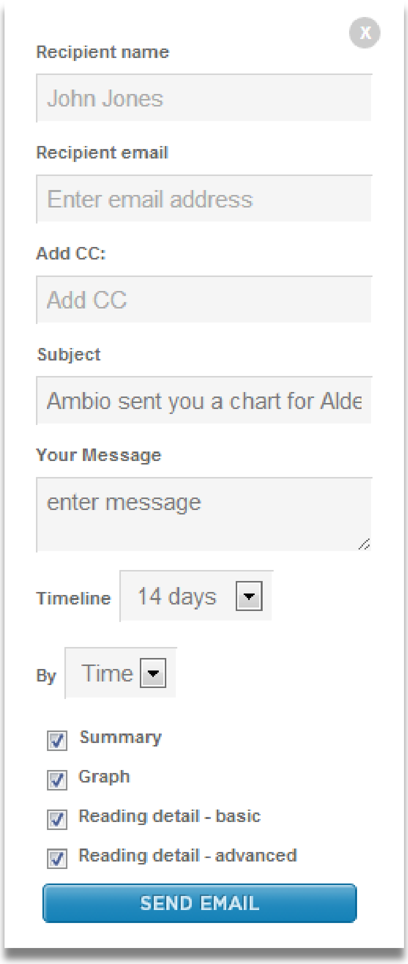
Press the Alert Level tab to view / edit the Alert levels



- Set the below and above values for alerts for SPo2%.
- Set if you want a message sent if no readings are sent for the number of days you set
- Set if alert messages should go to the patient (reading owner) and/or the Caregivers.   Important: you must also select a delivery method (email, text, phone) for each person who wishes to get messages in Settings / Care Circle in order for alert message to be sent.

G. Email Reading History

Press the EMAIL button next to the graph or log you wish to send. You will see this display:



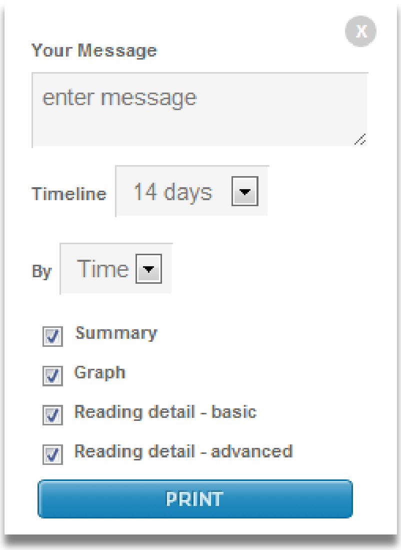
1. Enter the recipient name, their email address, the cc: email addresses (optional), the email subject line, and your message to the recipient(s).

2. Select the timeline date range of readings you want, show time or meal (glucose only) and the report sections to include.

H. Print Reading History

Press the 

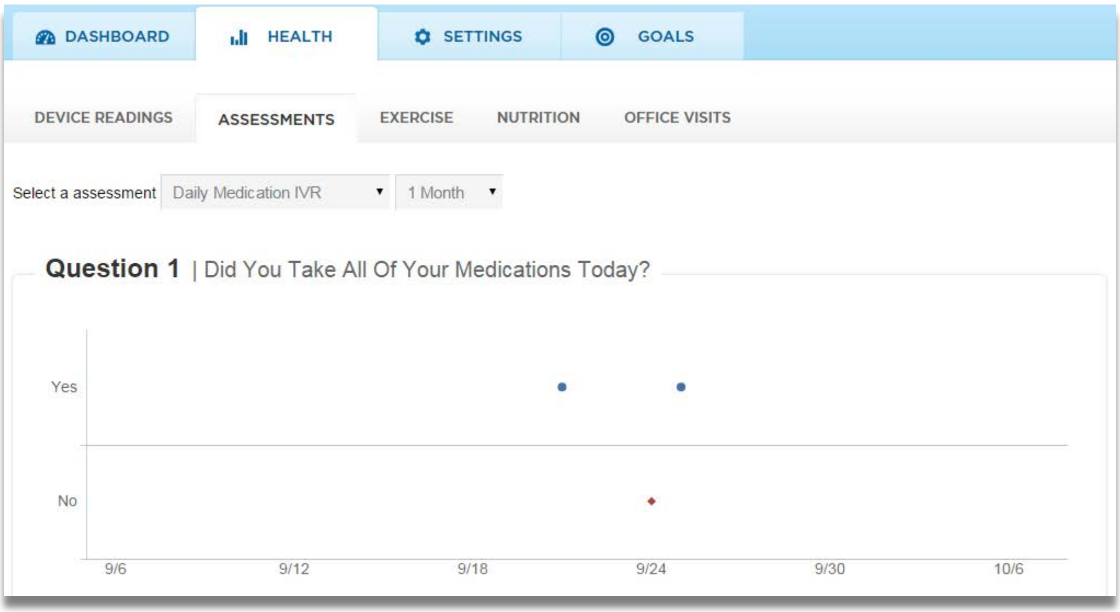
button next to the graph or log you wish to print. You will see this display:

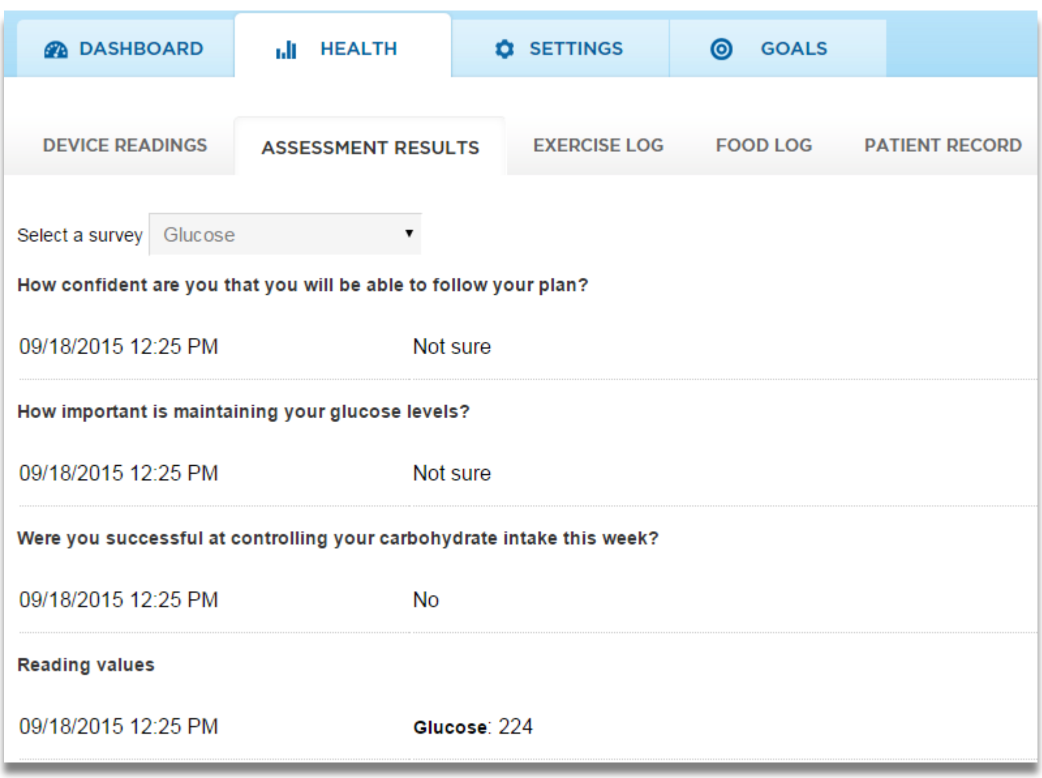


1. Enter the message you would like to appear with the report
2. Select the timeline date range of readings to print and report sections you would like to print.

I. Assessment and Survey Results

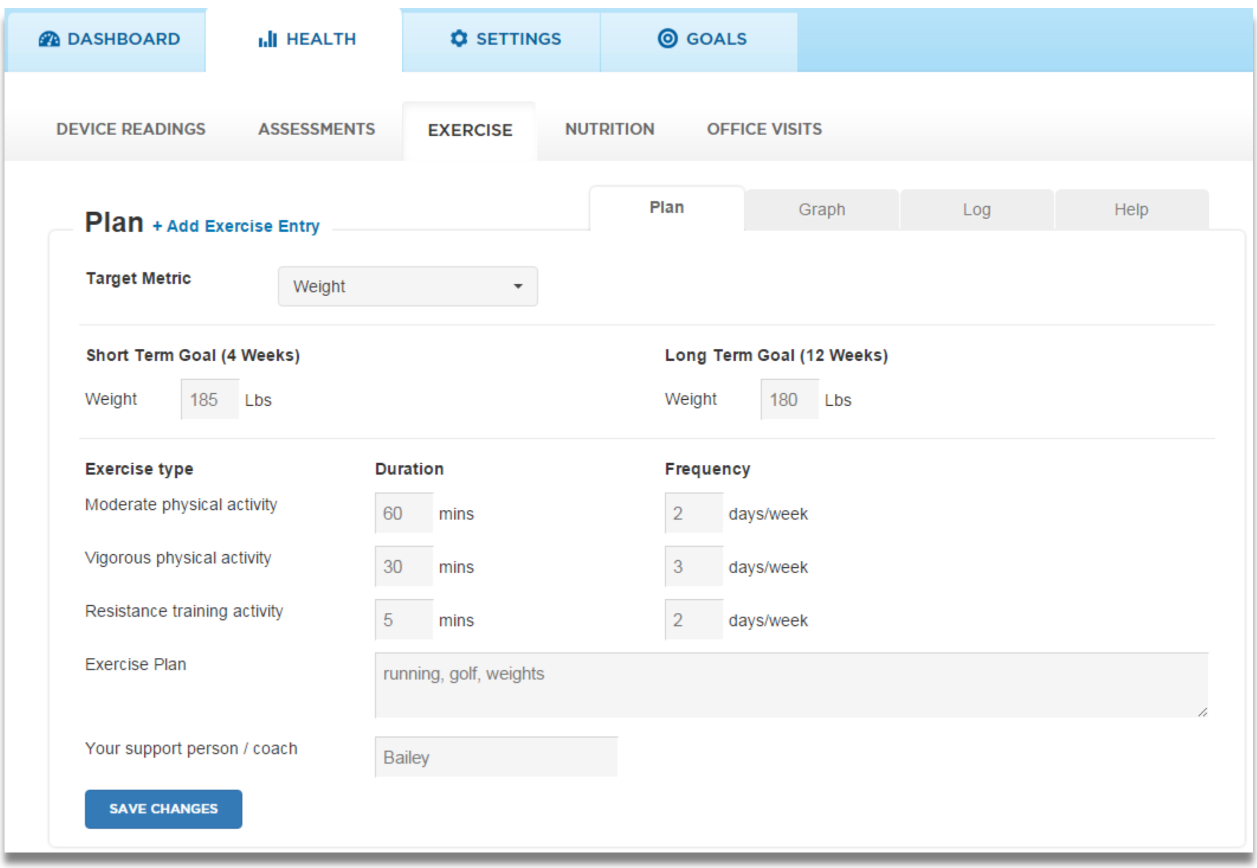
Displays completed Surveys and CarePlan Assessments. Select the survey you wish to review using the **Select a survey** drop-down menu, and change the display time period using the time period drop-down menu. Surveys display as graphs and CarePlan Assessments (with question branching logic) display in log format.



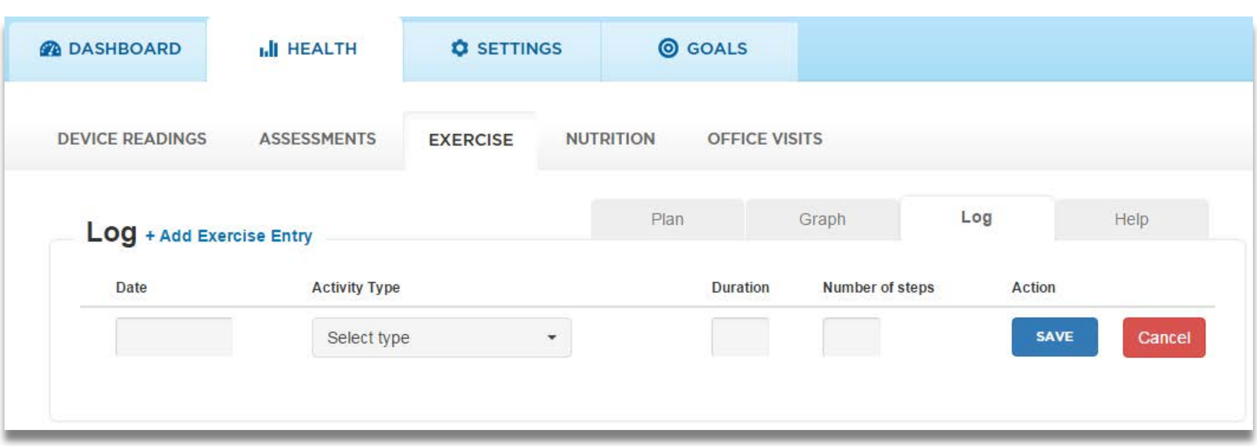


J. Exercise Goal, Plan and Log

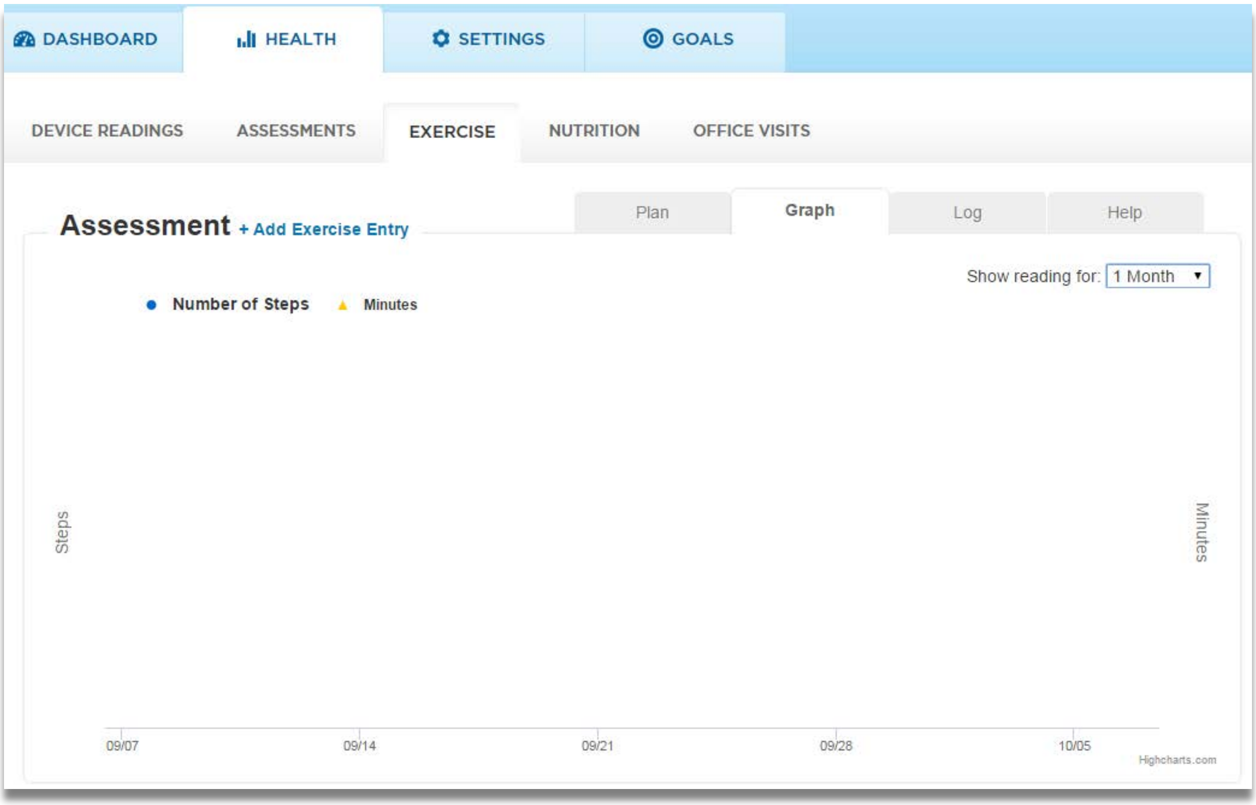
Patients can add / edit their Exercise Plan including: The target metric (weight, BP, etc.) with short and long term goals for that metric, their action plan for exercise duration and frequency with a narrative description of their plan, and their support person/coach.



Patients can add Exercise Log entries by clicking **+Add Exercise Entry** to add Exercise Type, Duration and/or Number of Steps.

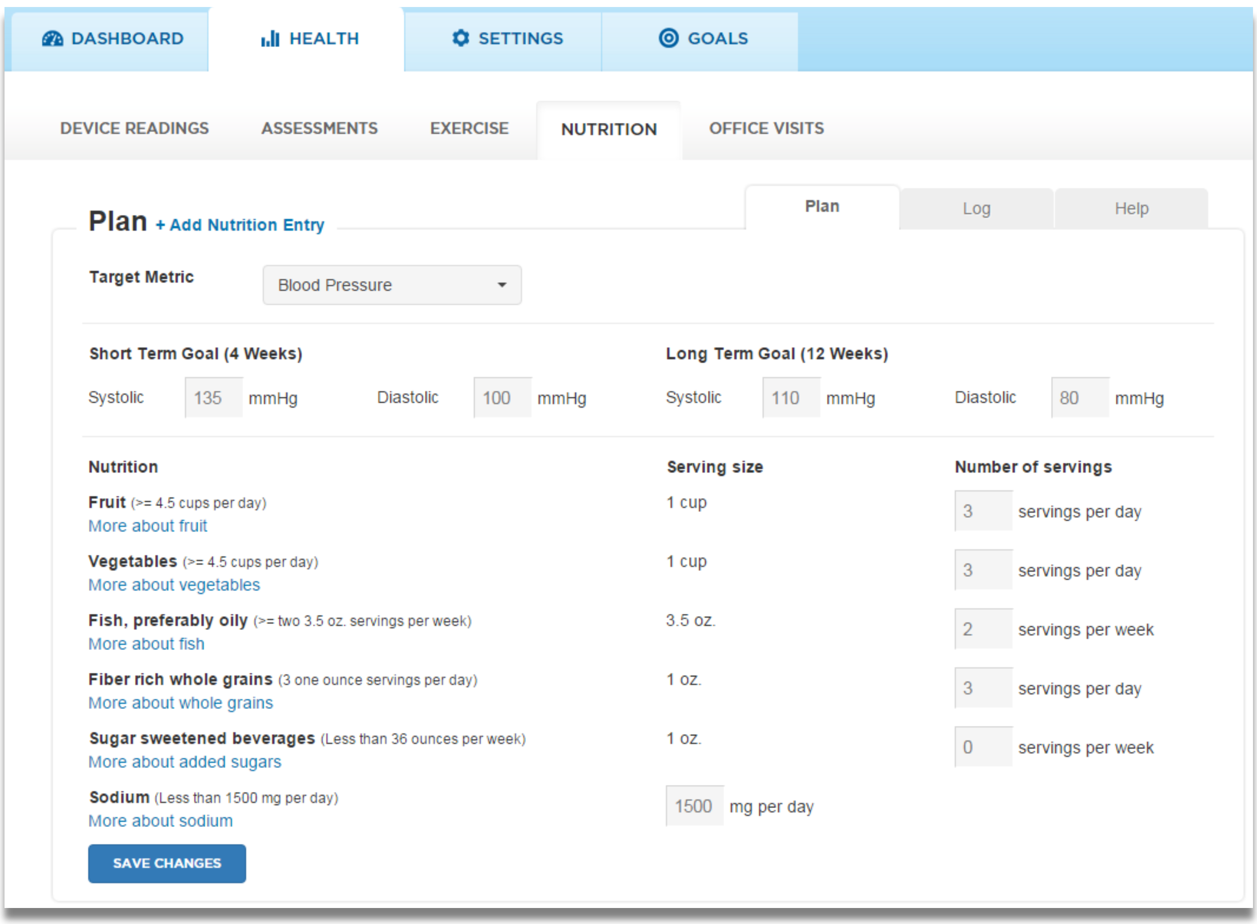


Exercise Log entries can be viewed in Graph or Log format.

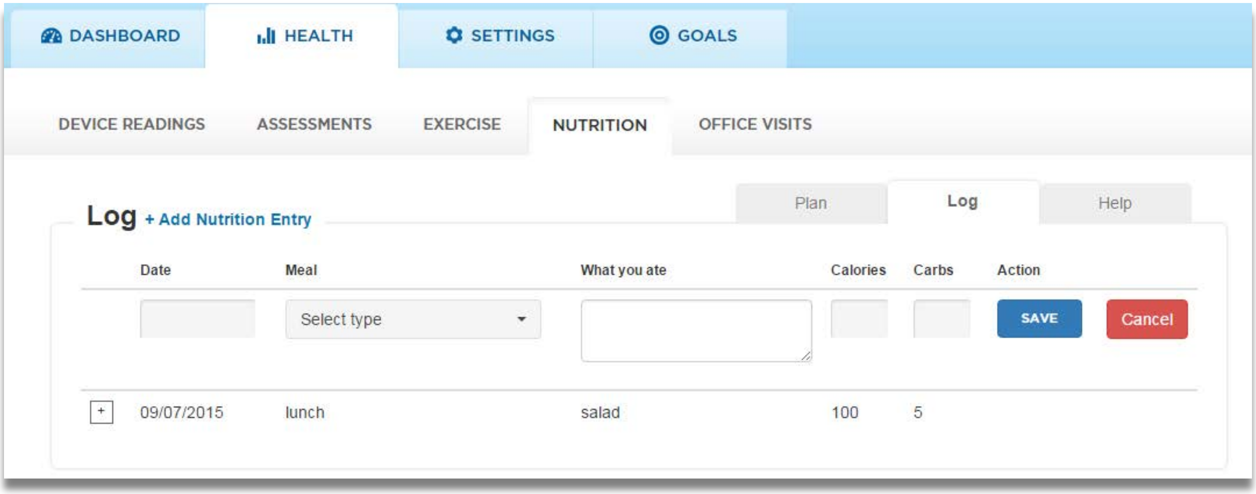


K. Nutrition Goals, Plan and Food Log

Patients can add / edit a Nutrition Plan including: The target metric (weight, BP, etc.) with short and long term goals for that metric and their action plan for intake of six food types.

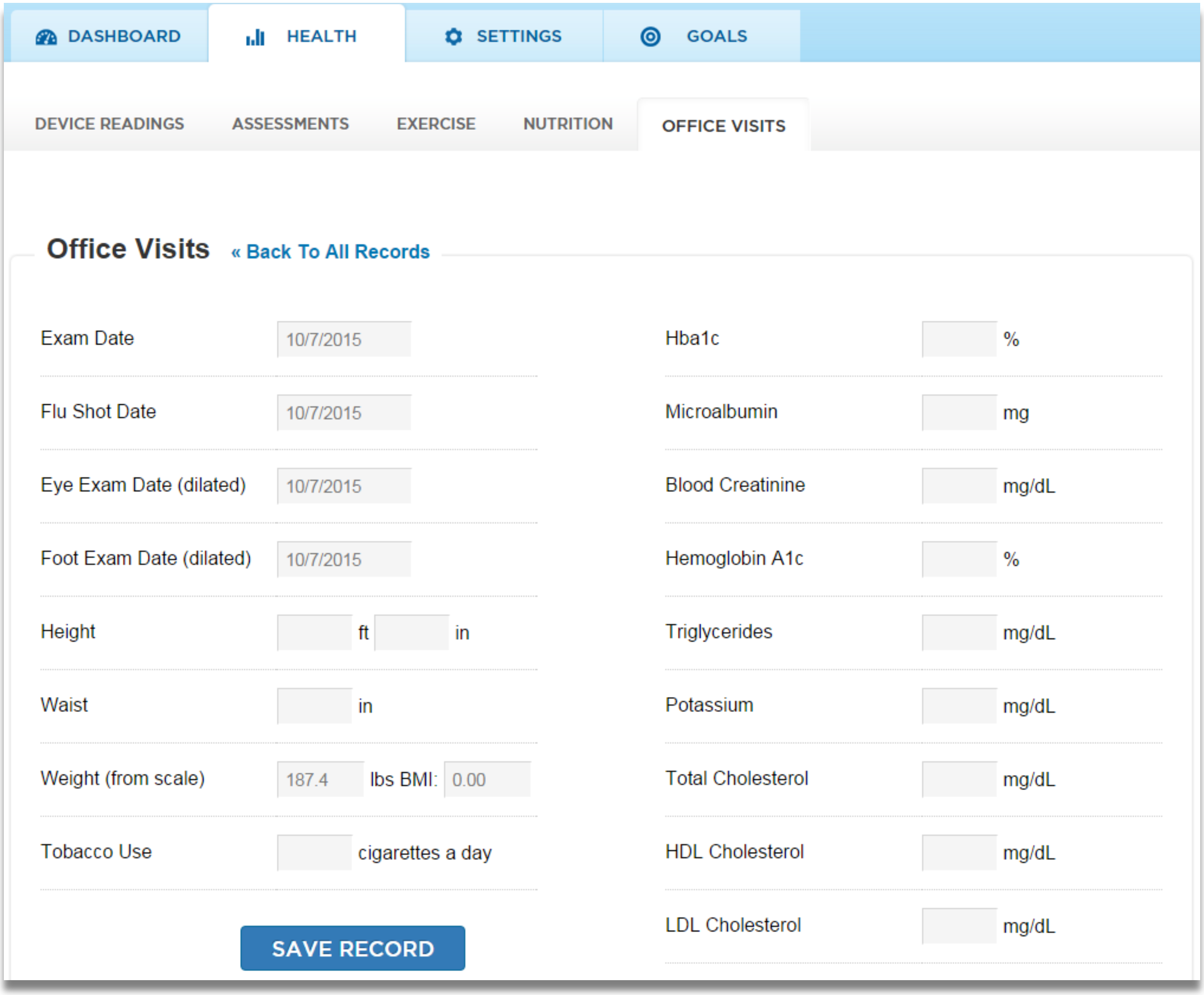


Patients can add a food log entry by clicking + **Add Nutrition Entry**. Patients can add meal, food eaten, total calories and carbs. Food Log entries are displayed together with Blood Glucose readings if a Reading is taken shortly after the time of the food log entry.



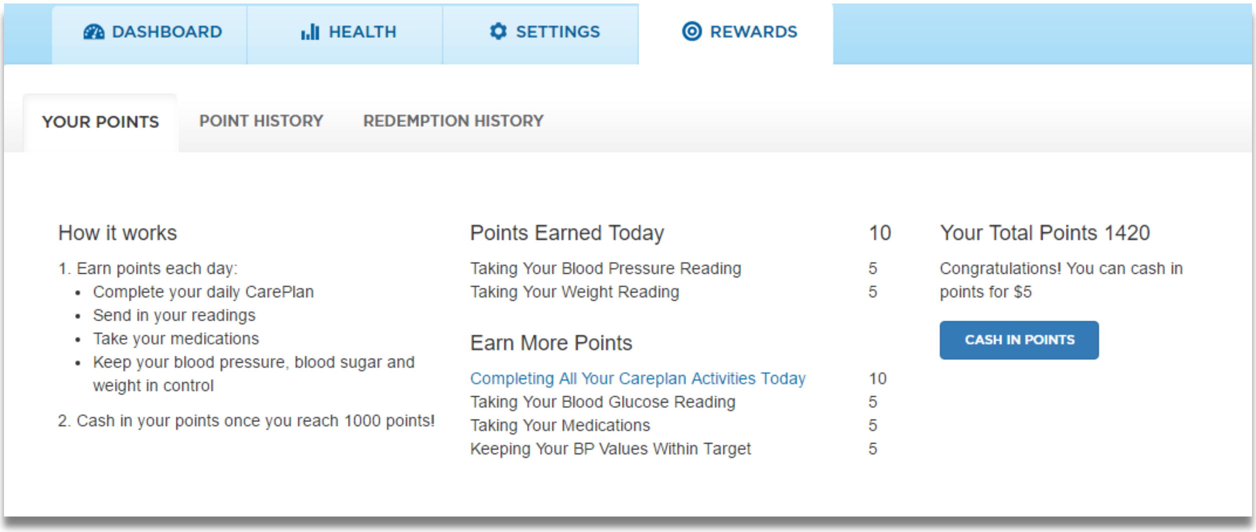
L. Office Visits

Office exam and lab results can be recorded on this tab. Click + **Add New** to add a new entry.



M. Patient Incentives and Rewards

Click on the **Reward** tab



- **Your Points** displays information about how to earn points, the points earned today, and how to earn more points.
- Total points are displayed along with whether the patient has enough points to cash in yet or not.
- If the **Cash in Points** button is displayed, the patient can press it and enter their PayPal account email address to get the cash reward.
- **Points History** shows the daily points earned and points missed
- **Redemption History** shows the history of requests to cash in points.

9. How to Set up Hardware Components

This step is intended to be performed by the Patient or their Caregiver in the Patient's home.

A. What you need

If the patient has the Ambio Gateway (non cellular) then the patient will need a home internet router with an open Ethernet port, or an Ethernet Cellular Router.   If the patient us using the Ambio Cellular Gateway they do not need an existing internet connection.   The patient will need an available AC wall outlet to power the Ambio Gateway or the Ambio Cellular Gateway.

B. Install the Gateway

	Ambio Gateway (non cellular)	**Ambio Cellular Gateway**
	1. Plug the round end of the supplied AC power adapter into the other side of the Gateway.	1. Plug the round end of the supplied AC power adapter into the other side of the Gateway.
	2. Plug the supplied AC power adapter into a standard 120V outlet. A solid green light will appear on the top of the Gateway when it is successfully connected.	2. Plug the supplied AC power adapter into a standard 120V outlet. A solid green light will appear on the top of the Gateway when it is successfully connected.
	3. Plug one end of the supplied Ethernet cable into the Gateway.	3. N/A
	4. Plug the other end of the supplied Ethernet cable into your home internet router, or to the optional cellular-Ethernet router.	4. N/A

Verify Gateway Set up: A solid green light on top of Gateway means it has successfully connected.   An orange light means power is connected but no internet connection - check your Ethernet cables and your internet connection. No light means there is no power. Check your AC adapter connection.

C. Install BP and Glucose Wireless Connectors

	1. Your Wireless Connector has a CR2450 battery pre-installed. Remove the white plastic strip to activate the battery. If the LED is not blinking green, replace the battery.
	2. On the Blood Glucose Meter, <u>completely remove</u> the rubber tab on top of the meter.
	3. Plug the Wireless Connector with the cross icon into the top of the meter. 
	4. For the Blood Pressure Meter, plug the Wireless Connector with the heart icon into the side of the meter. 

Verify Wireless Connector Set-up: A green blinking light indicates it is ready to use. An orange blinking light means it is sending readings. Do not take a new reading at this time. No blinking light means a fresh battery is needed.

D. Set up the Scale

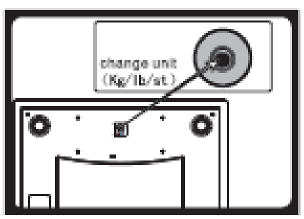
1. Insert the 4 'AAA' alkaline batteries as shown below. Replace the battery compartment cover.

2. If necessary, set the weight unit to KG or lbs:

   A. Step on the scale to turn on

   B. Turn the scale over

   C. Press the unit switch button until the desired unit (Lb or KG) appears on the display.



10. How to Take and Send Health Meter Readings

Blood Pressure and Blood Glucose readings are stored in the meter until transmitted. Readings are automatically transmitted up to three times per day or immediately when the user presses the white button on the wireless connector. Scale readings are automatically transmitted just after they are taken.

A. Blood Pressure Readings

Please follow the directions in the HoMedics BPA-060 User Manual for using the meter. **Bet sure to set the date and time in the meter so the proper date and time display in the Care Portal.**

	1. Plug the Ambio Wireless Connector into the meter (if not already attached).
	2. Place blood pressure cuff on arm with the tube in the front and tighten until snug. Rest arm on armrest or table.
	3. Press the Start/Stop button. Try not to move while the reading is being taken.
	4. Press the button if you want to send the reading immediately. Otherwise readings are sent automatically based on your reading reminder schedule.

Resources for taking accurate blood pressure readings:

1. Video showing how to take a blood pressure reading: https://youtu.be/Uq7R7JR5d38

2. Avoid these seven problems that cause inaccurate blood pressure readings:

Common problems that account for inaccurate blood pressure measurement

When the patient has …	*BP can appear higher by …* [1,2]
A full bladder	10-15 mmHg
An unsupported back	5-10 mmHg
Unsupported feet	5-10 mmHg
Crossed legs	2-8 mmHg
Cuff over clothing	10-40 mmHg
Unsupported arm	10 mmHg
A conversation or is talking	10-15 mmHg

1. Pickering, et al. Circulation 2005
2. O'Brien, et al. Blood Press Mon. 2002

B. Blood Glucose Readings

Please follow the directions in your Agamatrix Presto Owner's Guide for using the meter.

	1. Plug the Ambio Wireless Connector into the meter (if not already attached). Completely remove the rubber cap and press the Wireless Connection completely into the USB port.
	2. Insert a test strip into the meter.
	3. Use the supplied lancet device to obtain a blood sample and apply the blood sample to test strip. Wait for the reading value to display.
	4. Remove the test strip from the meter.
	5. Press the button if you want to send the reading immediately. Otherwise readings are sent automatically based on your reading schedule.

C. Scale Readings

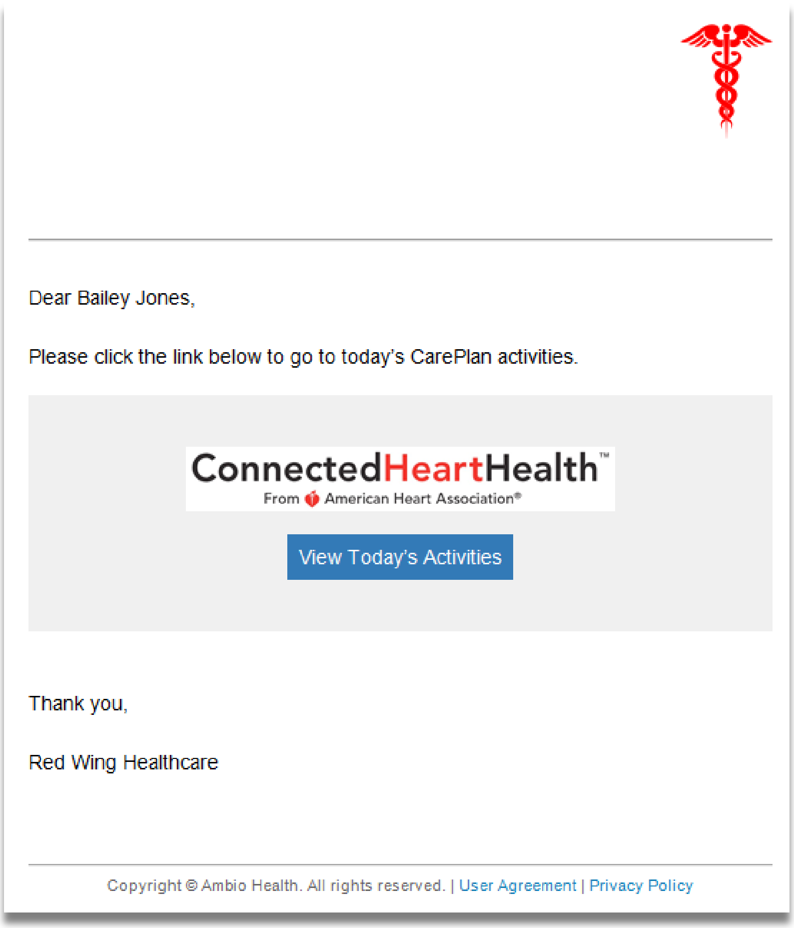
1. Place scale on a hard flat surface. Avoid carpeting or other soft surfaces.
2. Step on the scale with body balanced with weight even on both feet.
3. The Weight Reading will appear in a few seconds. Wait until the Weight Reading stops blinking before stepping off the scale.
4. The Reading is sent to the Care Portal automatically.

D. Pulse Oximeter Readings

1. In Patient Set-up / Set Reading Schedules and Reminders, enter the schedule for an IVR call to the Patient to prompt them to enter their reading. Also on this settings page, you can trigger an IVR call to be sent immediately to the Patient to record their PulseOx Reading.
2. Pulse Oximeter readings will be displayed in the Health Readings tab

11. How Patients Use the Patient CarePlan

A. Patients with CarePlans get a daily email and/or text message with a link to View Today's Activities.


Dear Bailey Jones,

Please click the link below to go to today's CarePlan activities.

ConnectedHeartHealth™
From American Heart Association®

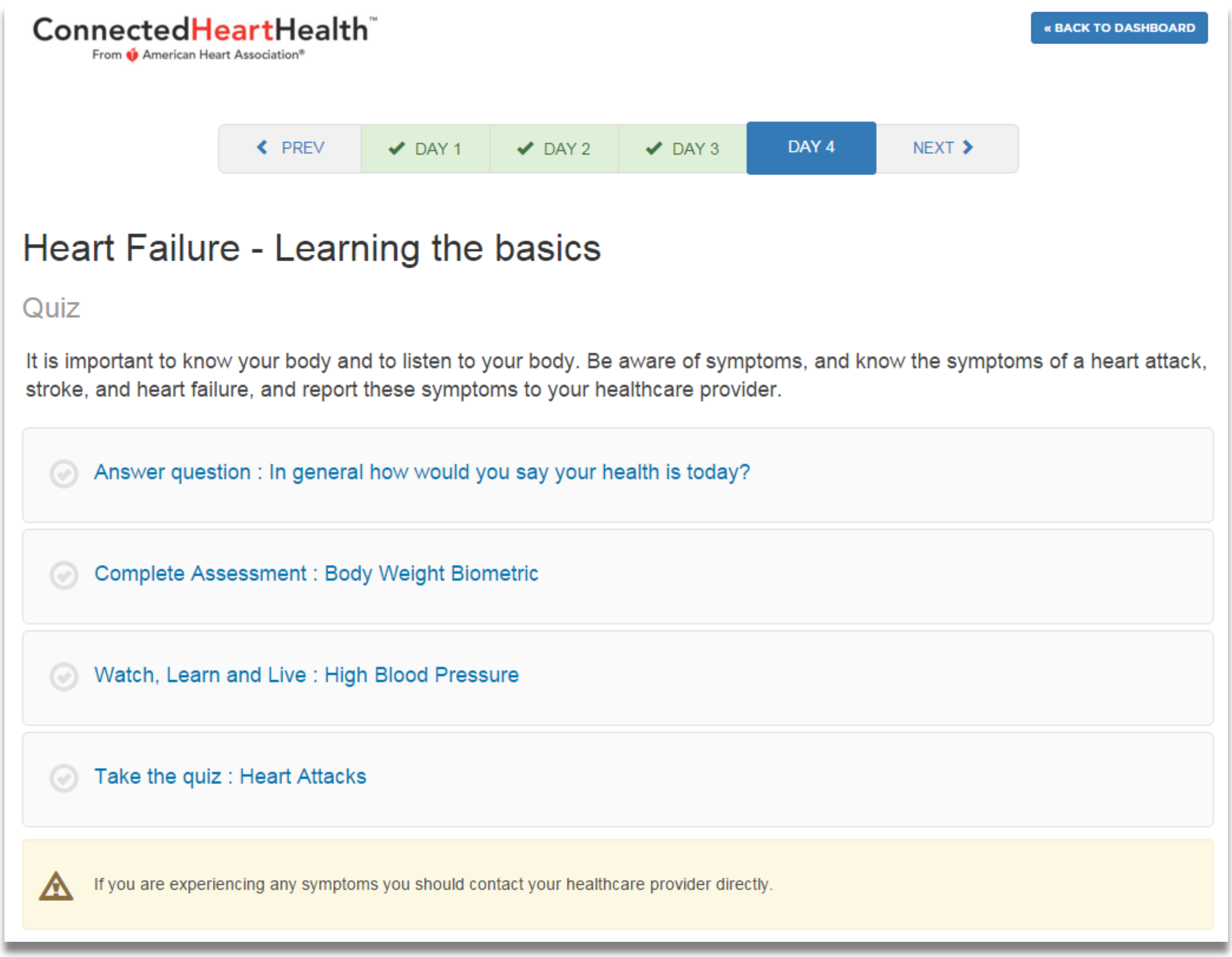
View Today's Activities

Thank you,

Red Wing Healthcare

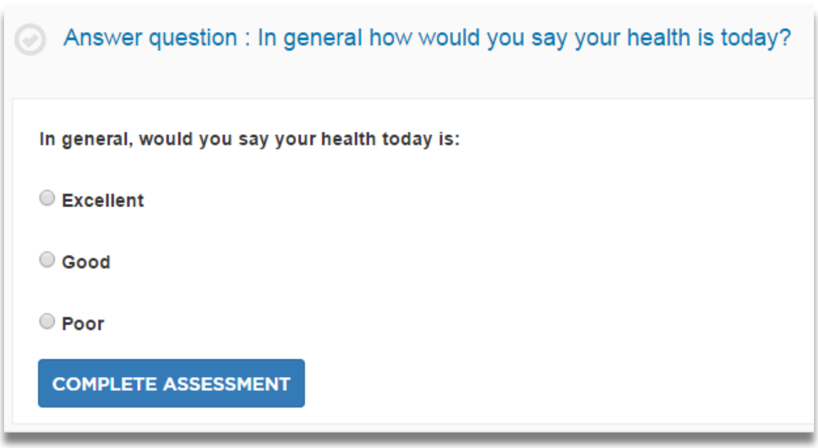
B. The link brings them to log-in and then to their daily CarePlan Activity page.

There are typically 3-6 activities per day which will take between 2-10 minutes. Activities typically include a general "How is your health today?" question, biometric and symptom assessments, and interactive educational materials. Some days include Exercise and Nutrition goal setting and planning activities. Completed activities display with a green check. Patients can go back to previous days to review material and complete activities.

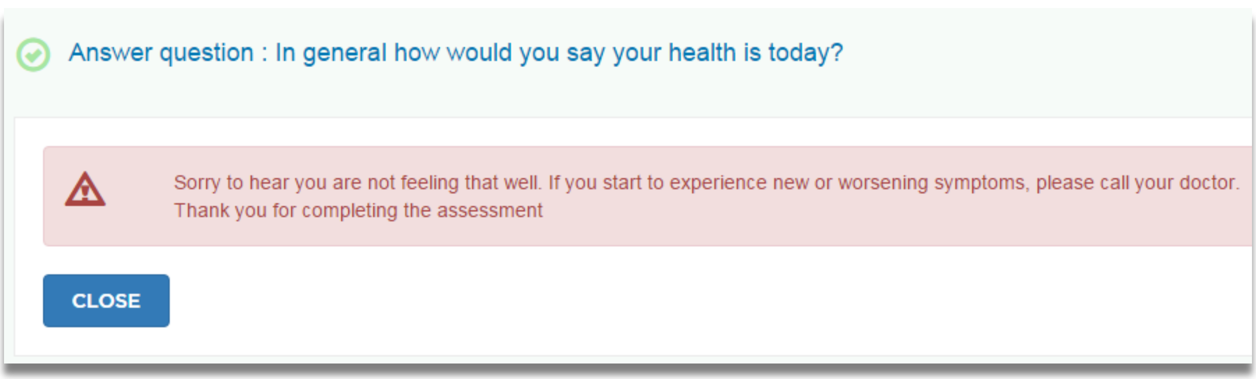


C. Example Activity – general health question:

Clicking on the Activity opens a box with a question. Assessments can be one or multiple questions and including logic to ask certain follow-up questions if certain answers are given.

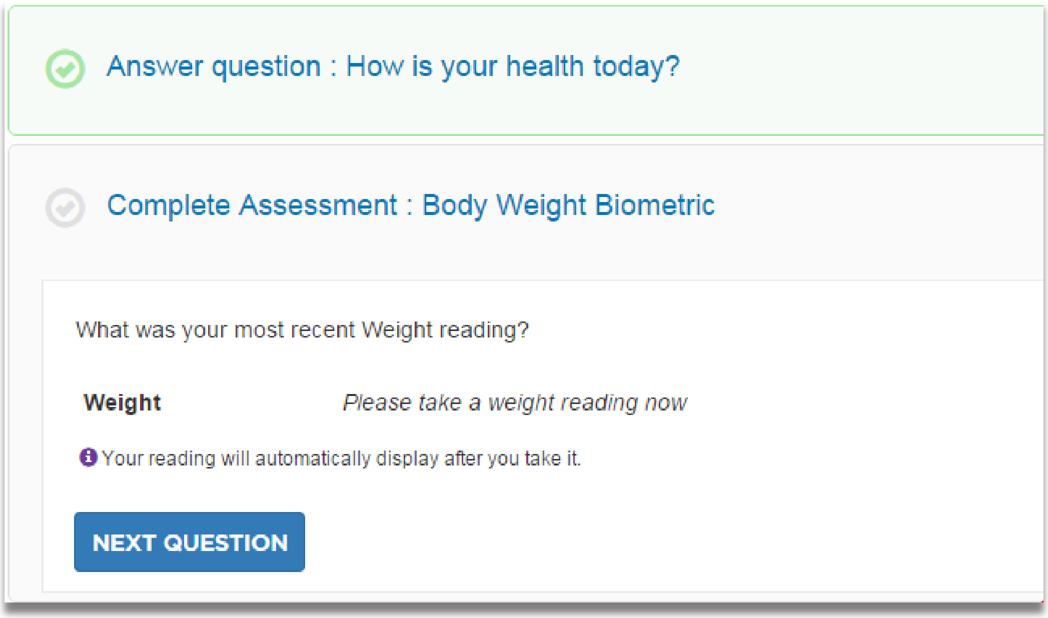


Messages display based on responses to the questions. Certain responses also create Alert and Warning messages for the Care Manager.



D. Example Activity - Biometric Assessment:

The patient will be prompted to take a Health Meter Reading if they have not done so already in the past day. The Reading will automatically display.



E. Exercise and Nutrition Goals and Action Plans

On certain days the CarePlan Activity will be to add / update the Exercise and Nutrition Plans. (Click Exercise Plan and Nutrition plan to see user instructions and examples.)

12. Maintenance and Cleaning

Maintenance:

Check the Gateway, Wireless Connectors and Scale for cracks and check the supplied AC adapter for damage with each use. If damaged, discontinue use and contact Ambio for replacements.

Cleaning:

As needed, clean the Gateway, Wireless Connectors and Scale with a soft cloth with a mild detergent. Detach the AC adapter before cleaning the Gateway.

Replacing Batteries:

Wireless connectors:

	a. Turn Wireless Connector upside down b. Pinch latches on the battery tray and pull out. c. Place CR2450 battery on tray with plus + side up d. Slide battery tray back in

Scale:

Turn the Scale over and remove battery compartment cover.   Replace 4 AAA alkaline batteries with positive + and negative – terminals matching the display in battery compartment.   Replace the battery compartment cover.

Note: Batteries are hazardous waste. Do not dispose of them together with the household garbage. Consult your local regulations for proper disposal.

13. Troubleshooting

Problem: Readings from your device(s) do not appear in the Care Portal.

Possible Solutions:

1. Specific to your glucose meter:
   - Make sure you have completely removed the rubber tab from the top of the Glucose meter.
   - Make sure you have removed the test strip from the glucose meter before sending readings.
   - If you took a control solution reading, it will only display in the log, not on the dashboard or graph.
2. Make sure the wireless connector is pushed completely into the meter.
3. Make sure the Wireless Connector LED is blinking green or orange. If not, replace the battery (see **Section 7).** If there is still no blinking light, contact us.
4. Make sure the Gateway LED is green. If not:
   - Make sure the supplied AC power adapter is plugged into the Gateway and an active outlet.
   - Check that the Ethernet cable is plugged into the Gateway and your home router / hub and that your internet connection is live by going to www.google.com. If that website does not display, contact your ISP.
   - If a green light is still not displayed on the Gateway, contact us to replace it.
5. Make sure the date and time are set correctly on you meter(s).
6. Make sure your device assigned to you in the Care Portal. Go to the **Devices** tab. Confirm that 1) your device is listed, 2) it is assigned to the correct User and 3) the Serial Number on the back of the device matches the Device ID in the screen. If not, add your device (see **Section 5.C**) or assign to the desired User.

If you are still having trouble, contact us:

- Visit us at www.ambiohealth.com/contact.
- Email us at: support@ambiohealth.com.
- Call us at 203-612-5600.

14. Device Display Outputs

Wireless Connectors	Green blinking light – ready to use Orange blinking light – transmission in progress, wait until green light reappears No light – replace battery
Gateway	Green light continuous – Connected using Ethernet Blue light continuous – Connected using Cellular Green or Blue light blinking – Internet connection OK but not connected to server Orange light – No internet connection No light – No power
Scale	Weight display solidly lit – weight reading in progress Weight display blinking – weight reading complete Display not back lit – battery low Kg / Lbs – weight unit EEEE – reading error, step off and back on to try again

15. Specifications

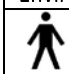
Gateway:

Dimensions:	115 mm x 68 mm x 37 mm
Power Source:	Approved UL-60601 Medical Grade power supply DC 5V 1.5W
Ethernet Port:	Ethernet RJ-45
Operation Environment:	Temperature: 50°F~104°F (10°C ~40°C) Humidity: 15% ~ 90% RH
Storage Environment:	Temperature: -4°F~158°F (-20°C~70°C) Humidity: Less Than 90% RH
Wireless function	Communicate with Ambio Wireless Connectors and Ambio Scale
Wireless RF frequencies	908.5 Mhz + 1.1235*n Mhz (where 0<=n<=10)
Wireless range:	30 meters (98 feet) typical in home
Accessories	UE Switching Power Adapter (UE08WCP-050030SPA) 3’ Ethernet cable CAT-5
	Type B Equipment IPx0-No special protection against the ingress of water Not suitable for use in presence of flammable mixtures Continuous operation

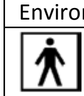
Cellular Gateway:

Dimensions:	115 mm x 68 mm x 37 mm
Power Source:	Approved UL-60601 Medical Grade power supply DC 5V 6W
Ethernet Port:	Ethernet RJ-45
Operation Environment:	Temperature: 50°F~104°F (10°C ~40°C) Humidity: 15% ~ 90% RH
Storage Environment:	Temperature: -4°F~158°F (-20°C~70°C) Humidity: Less Than 90% RH
Wireless function:	Communicate with Ambio Wireless Connectors and Ambio Scale
Wireless RF frequencies:	908.5 Mhz + 1.1235*n Mhz (where 0<=n<=10)
Wireless range:	30 meters (98 feet) typical in home
Cellular function:	Communicate with application server
Cellular frequencies:	IS-95A/B and CDMA 2000 800 MHz, 1900 MHz
Accessories	UE Switching Power Adapter (WR9QA1200KCPNA-IMR6B) 3’ Ethernet cable CAT-5
	Type B Equipment IPx0-No special protection against the ingress of water Not suitable for use in presence of flammable mixtures Continuous operation

Wireless Connectors:

Dimensions:	46 mm x 43 mm x 15 mm
Power Source:	One CR2450, 3 volt, lithium battery, replaceable
Data Port:	USB-Mini-B–5male
Wireless function	Communicate with Ambio Gateway
Wireless RF frequencies	908.5 Mhz + 1.1235*n Mhz (where 0<=n<=10)
Wireless range:	30 meters (98 feet) typical in home
Operation Environment:	Temperature: 50°F~104°F (10°C ~40°C) Humidity: 15% ~ 90% RH
Storage Environment:	Temperature: -4°F~158°F (-20°C~70°C) Humidity: Less Than 90% RH
	Internally powered equipment Type B Equipment IPx0-No special protection against the ingress of water Not suitable for use in presence of flammable mixtures Continuous operation

Scale:

Function	Auto step on / off Automatic switch off Unit: Kg / Lb
Dimensions:	12” x 12” x 1”
Power Source:	6V - four ‘AAA’ 1.5 volt alkaline
Capacity:	5-180 kg (11-396 lb)
Accuracy:	+/- 0.1 kg (0.2 lb)
Wireless function	Communicate with Ambio Gateway
Wireless RF frequencies	908.5 Mhz + 1.1235*n Mhz (where 0<=n<=10)
Wireless range:	30 meters (98 feet) typical in home
Operation Environment:	Temperature: 32°F~95°F (0°C ~35°C) Humidity: 15% ~ 90% RH
Storage Environment:	Temperature: -4°F~158°F (-20°C~70°C) Humidity: Less Than 90% RH
	Internally powered equipment Type BF Equipment IPx0-No special protection against the ingress of water Not suitable for use in presence of flammable mixtures. Continuous operation

NOTE: Specifications are subject to change without prior notice or any obligation on the part of the manufacturer.

16. Symbol Definitions

	Attention, consult instructions
	Type B Applied Part
	Type BF Applied Part
	Direct Current

17. Warranty

Ambio Health offers customers who buy (“You” or “Your”) a new Ambio Gateway and/or a new Ambio Wireless Connector and/or a new Ambio Scale (“Devices”) within the United States the following purchase protections.

Ambio Health extends a two-year limited warranty to consumers who buy a new Ambio Device. Under this limited warranty, Your new Device is covered for a period of two years from date of purchase as long as it has not been modified, altered or misused. Under this warranty Ambio Health will replace, free of charge, Your Device if it is defective in material or workmanship. No other warranties express or implied, are made. Ambio Health will not be liable for any incidental or consequential damages, so the above limitations or exclusions may not apply to You. This Warranty gives You specific legal rights, and You may also have other rights that vary from state to state.

To obtain Warranty service on Your Device, mail the Device and either Your dated sales receipt or Your Ambio Care Portal Email User ID (as proof of purchase) to:

Ambio Health – Warranty Dept.
112 Southfield Avenue
Stamford, CT 06902
Ambio Health may adjust the terms of this Warranty at any time without notice.

The Ambio Care Portal warranty is specified in the Ambio Terms and Conditions for Sale found at ambiohealth.com/pages/term