mymobility™ Clinician User Guide

I. Welcome

A. **Purpose of myMobility program**: myMobility is a digital interactive care plan designed in the form of a mobile application made for the iPhone®mobile digital device. The protocol encourages users to complete tasks as part of their provider's care plan. myMobility can be used in advance of surgery, after surgery, and/or to recover from a specific injury or trauma.

B. **About:** You can view additional details about the myMobility program from any page. To do this, please click on the *User Settings dropdown menu* bar and then click on "About." This is where you can view the application's Privacy Policy and End User License Agreement.

C. **Support:** You can view additional details about the myMobility program from any page. To do this, please click on the *User Settings dropdown menu* then click on "Support." From here, if you need additional support, please refer to this Clinician User Guide or contact myMobility Support at either MyMobilitySupport@AcceleroHealth.com or +1 (844) 799-8208.

D. **System Requirements:** To fully operate the myMobility program on your computer, please make sure your computer meets the following system requirements:

   a) Software: Windows 7, 8, or 10
   b) Hardware: Dual-core CPU with 4GB RAM and 20GB of free hard-drive space
   c) Web Camera (optional for video messaging)
   d) Adobe PDF Reader

II. User Utilization Considerations of myMobility:
myMobility is meant to support users during their rehabilitation phase after a total hip and/or knee replacement. Ensure you have evaluated the user for the following conditions to ensure he or she is the proper demographic to optimally utilize myMobility. If a user deals with any of the following conditions, please be sure to cover all precautions necessary before they begin utilizing this telerehabilitation platform.

A. **Visual or Hearing Deficiencies:** myMobility does not have subtitles for hard of hearing or options for visually impaired patients. Therefore, the tool may not be able to be used in its entirety or at all with these patients.

B. **Language:** At this point in time, myMobility is only offered in English. If a user is not fluent in the English language and you would like them to use the system, the user will need to have a translator present whenever utilizing myMobility.

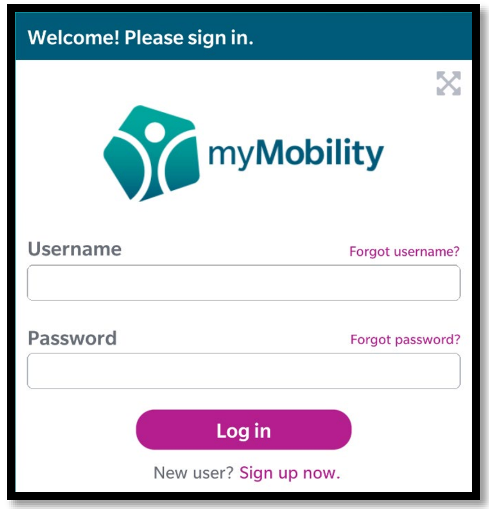
C. **Age:** No one under the age of 13 may use myMobility.
D. **Mental Capabilities:** Be sure to evaluate the user for the mental competence to use this tool. For instance, if the user has had an injury that may have affected or limited his/her decision-making ability, this tool may not be able to be used in its entirety or at all.
E. **Functional Capabilities:** If a user has any physical loss of function, please be sure to cover all precautions necessary for them to safely perform physical therapy through myMobility.
F. **Clinical or Medical Issues:** If a user has any specific clinical or medical issues, please be sure to cover all precautions necessary for them to safely perform physical therapy through myMobility.
G. **Appropriate Electronic Device with Necessary System Requirements:** Please be sure the user has the appropriate technology and system requirements to support myMobility to ensure their safety.
H. **Adequate Space to Complete Exercise:** In order to optimally utilize myMobility, a user must have approximately five feet of space in every direction that can be clear of clutter, rugs, furniture, etc. This will ensure safety as well as proper space for the user to perform exercises.

III. Getting Started

A. **Initial Sign-In:** A new user should receive a welcome email. Depending on your position, please see the following for how you can get an account to access the myMobility program:

   a) *Site Administrators*: A myMobility Implementer will set you up with access to the program.
   b) *Clinicians*: Please notify your Site Administrator that you need to log in to the myMobility program.
   c) *Navigators*: Please notify your Site Administrator that you need to log in to the myMobility program.
   d) **Note:** When setting up a new user account, it’s good practice for the user to utilize a hospital or practice-based email address. However, if the user does not have that kind of email address, a personal email address can also be used.

2. The welcome email will instruct you to open the program to log in. **Note:** The computer you are trying to access the myMobility program with may already have the program installed. If not, please contact your IT Department.
3. The following screen is seen before signing in to myMobility:



As a new user, click on the *New User? Sign up now* link. The "username" field will change to an "email address" field.

4. Enter the same email address where you received the welcome email.
5. In the password box, enter the temporary password you received in the welcome email and remember, it is case-sensitive. Click "Submit." (**Note:** You cannot copy and paste the temporary password in the password box.)
6. The Privacy Policy will appear. Check the box to indicate you have read the Privacy Policy and then type your name (as it appears; it is case-sensitive) in the box as a digital signature. Click "Submit."
7. Next, the End User License Agreement will appear. Complete the same steps from the Privacy Policy, then click "Submit."
8. The next screen is where you will select three security questions from the list. Choose your three questions, enter your answers, and click "Submit." (**Note:** Answers are case-sensitive and must be a minimum of 3 characters long.)
9. When you are creating your username you cannot use any special characters (*&!), you cannot put spaces within the username, and it needs to be a minimum of 8 characters long. Click "Submit." (**Note:** If the username you selected has already been used, the system will notify you.)
10. Next, you will be asked to create a password. When creating your password, you must follow these rules: it must be a minimum of 8 characters long, include one uppercase and one lowercase letter, include one number and one special character. The special characters can only include !@#%()?/. Click "Submit." (**Note:** The system will let you know when you have met all password creation parameters. Also, keep in mind

that passwords will need to be reset every 90 days, and you will not be able to use a password that you already used for the last 10 passwords.)

11. Upon initial login, a disclaimer pop-up box will appear the first time you log in. Please read the disclaimer and then click "OK." The disclaimer language is as follows:

    Accelero Health Partners, LLC does not verify the accuracy of information that is self-reported by the user or obtained through the user's wearable technology. Such information should be verified for accuracy before making any decisions or taking any action based on the information. Note that patient statistics reset after surgery.

12. You should be logged in to the system now and the first screen you will see is the dashboard. However, if you are not currently part of a Site/ Location or Care Team, your dashboard will be blank. Please notify your Site Administrator to be added to a Site/Location and/or Care Team.
13. **Note**: The system will (1) automatically log you out after 15 minutes of inactivity and (2) require you to reset your password every 90 days.

B. **Forgot Username**

1. On the myMobility main login screen, click on the "Forgot Username" link above the "Username" box.
2. On the next screen, enter the email address associated with your myMobility account. Click "OK." **Note:** If you have already set-up an account, you will be moved to the next step. However, if you do not have an account yet, please follow the initial sign-in instructions to set-up an account.
3. You will then be prompted to answer some of your security questions. Once you answer them correctly, a pop-up box should appear stating if you have an account within the system, you will receive an email sent to your email address. If you have still tried to unsuccessfully access your account with incorrect login credentials **five times**, you will be locked out of your account. **Note:** If you are still having issues accessing your account, please refer to the "*Initial Sign-In*" instructions earlier in this **Section 3: Getting Started** section.
4. Next, check your email account, as you should receive an email with your username. Make sure to check your junk/spam folder for the "forgot username" email from Therapy@AcceleroHealth.com.
5. Once you go back to the program, you should be able to log in now. **Note:** Usernames are not case-sensitive.

C. **Forgot Password**

1. On the myMobility main login screen, click on the "Forgot Password" link above the "Password" box.

2. On the next screen, enter the email address associated with your myMobility account. Click “OK.”
3. You will then be prompted to answer some of your security questions. Once you answer them correctly, a pop-up box should appear stating if you have an account within the system, you will receive an email to your email address. **Note:** Make sure to check your junk/spam folder for the “forgot password” email. If you have still tried to unsuccessfully access your account with incorrect login credentials **five times**, you will be locked out of your account. **Note:** If you are still having issues accessing your account, please refer to the “*Initial Sign-In*” instructions earlier in this **Section 3: Getting Started** section.
4. Next, check your email account, as you should receive an email from Therapy@AcceleroHealth.com with a temporary password. Keep in mind you may need to check your junk/spam folder for the email.
5. Once you go back to the program, you should be able to log in with the temporary password. **Note:** You cannot copy and paste the temporary password into the app.
6. When you are logged back in, you will need to create a new permanent password. The password must be a minimum of 8 characters, include one uppercase and one lowercase letter, one number, one special character —can only be **!@#%()?/.,**—and cannot be a password you used for the last 10 passwords. Click “Submit.” **Note:** Passwords are case-sensitive, and the system will let you know when you have met all password creation parameters.

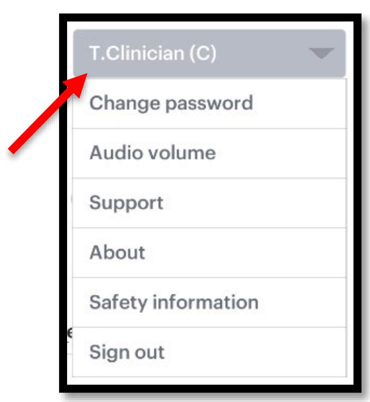
D. **User Types:** There are several different user types with access to the myMobility desktop system. See the table below:

User Type	**User Access**
Site Administrator	• Ability to create new groups Site/Locations and/or Care Teams • Ability to create/edit/deactivate Clinicians • Ability to create/edit/deactivate Navigators • Ability to create/edit/deactivate/discharge patients • Ability to message Site Administrators, Clinicians, Navigators and patients that are within groups that they are a part of • Ability to send a Clinician alerts regarding a patient • Access to full functionality of myMobility system
Clinician	• Ability to create/edit/deactivate/discharge patients in Site/Locations to which they have been assigned

	● Ability to message Site Administrators, Clinicians, Navigators and patients within groups to which they have been assigned ● Ability to receive alerts from the "alert clinician" feature ● Access to full functionality of the myMobility system EXCEPT they will **not** have access to profiles of Site Administrators, other Clinicians (NOR themselves), Navigators, or patients in groups that they are not a part of
Navigator	● Ability to create/edit/deactivate/discharge patients in groups to which they have been assigned. ● Ability to message Site Administrators, Clinicians, Navigators and patients. ● Ability to send a Clinician alerts regarding a patient. ● Access to full functionality of the myMobility system EXCEPT they will **not** have access to profiles of Site Administrators, Clinicians, other Navigators (NOR themselves), or patients in groups that they are not a part of.

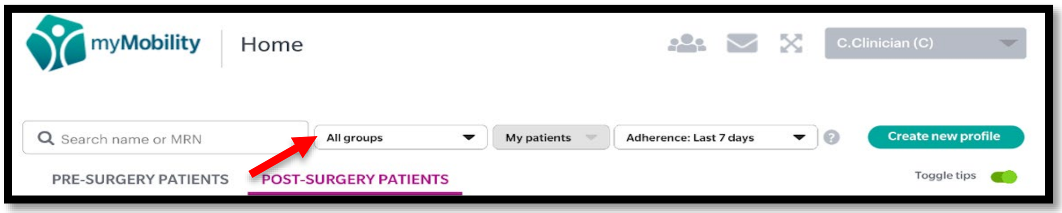
IV. Home Page – Patient Dashboard: This is the page where you can monitor overall patient activity. You can sort your patients by name, days until surgery, engagement, exercise, disposition, steps, and items to review. The dashboard will also show you whether the patient has increased, decreased, or stayed the same with their participation in the exercises, steps, and education through the red, green, or gray arrows.

A. **User Settings Drop-Down Menu:** For Site Administrators, this menu is right next to the *Navigation dropdown menu*. For Clinicians and Navigators, this menu is in the top right corner of the page, next to the different icons on top. Keep in mind, this menu will have your username in the box. There are several options within this menu.

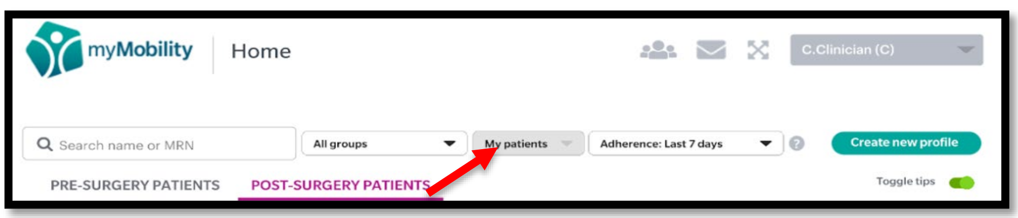


1. ***Change Password:*** Click here to change your password.
2. ***Audio Volume:*** Click here to adjust the system's audio volume.
3. ***Support*:** This will provide a link to the Clinician User Guide.
4. ***About*:** Provides information, a description, and indications for using the myMobility program.
5. ***Sign Out*:** Click here to sign out of the program. Before you do, the system will ask you if you are sure you want to sign out.

B. **Groups Drop-Down Menu:** From this drop-down menu, you can sort by group. A group is either a Site/Location or a Care Team. You can look at all groups at the same time, or each one individually.

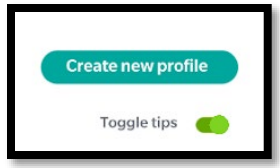


C. **Patients Drop-Down Menu:** Here, you can sort by either "My Patients" or "All Patients." **Note:** "All Patients" will consist of the list of patients that the user has access to, based on the groups they have been assigned.

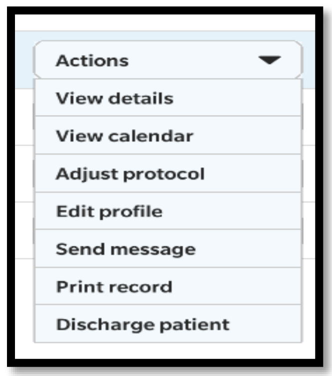


D. **Adherence Drop-Down Menu:** From this menu, you can select different amounts of time (i.e. last 7 days, 30, 60, 90 or All Days) for which the two adherence fields (exercise and engagement) are being calculated. **Note:** There is a question mark icon (to the right of the menu bar) that "displays the patient's steps and adherence to the prescribed protocol over this date range." The question mark icon will only show when the "Toggle Tips" are turned on.

E. **Create New Profile:** Click here to create a new patient profile. For more information on how to do this, please see the section below on "Patient Profiles."



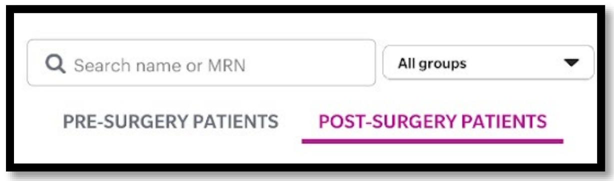
F. **Actions Drop-Down Menu:** Each patient line displays an "Actions" dropdown option where the user can select the following different actions involving the patient:



1. ***View Details*** → Clicking on this option will take you to that specific patient's information on the **Patient Details** page.
2. ***View Calendar*** → View patient's calendar. For more information, see **Section 8: Patient Calendar**.
3. ***Adjust Protocol*** → Displays a pop-up box where you can adjust the level of that patient's protocol. For more information on this, please see **Section 5: Patient Profiles and Patient Care→ Patient Protocols**.
4. ***Edit Profile*** → Takes you to Step 1 of 2 to edit patient's profile
5. ***Send Message*** → Displays a modal where you can send the patient (and his/her Care Team, if necessary) a message.
6. ***Print Record*** → Downloads the patient's record from the myMobility system so you can print the record. If selected, the report will be downloaded with all available content. From there, you will have the option to download the report as a PDF file. For more information, see the instructions on how to print a patient record in **Section 5: Patient Profiles and Patient Care**.
7. ***Alert Clinician*** → Displays a modal so you can send a message to the patient's clinician about the patient. **Note:** The recipient will default to that patient's Clinician. Subject line shows as "Regarding patient <patient's name>."

8. ***Discharge Patient*** → Begins the process for discharging a patient. If a patient is discharged, the only menu items that will show are "Print Record" and "Readmit." For more information on this and how to discharge and/or readmit, please see **Section 5, Part C**.

G. **Sort Patients:** You can either sort patients by Pre-Surgery or Post-Surgery.



1. ***Pre-Surgery Patients***: Patients in Days -30 through -1 in their protocol. The following statistics will show on the dashboard: Name, Days Until Surgery (#), Engagement, Exercise, Disposition, Steps, Items to Review, Actions Dropdown.
2. ***Post-Surgery Patients***: Patients in Days 0 and higher in their protocol. The following statistics will show on the dashboard: Name, Days Since Surgery, Engagement, Disposition, Steps, Items to Review, Actions Dropdown.
3. ***Categories***: To sort the columns seen on the dashboard, click the arrow to the right of the column title. The arrow will change the way that specific column is sorted—either highest to lowest or lowest to highest—or you can sort alphabetically. The different category subtitles include the following:

a) *Name* → Patient's name. Available for pre- and post-surgery patients.

b) *Days Until/Since Surgery* → *Until Surgery*, shows a calculation of how many calendar days until the patient's established day of surgery. *Since Surgery* shows a calculation of how many calendar days it has been since the patient's day of surgery. **Note:** Any patient whose date of surgery is today will be included in the *Post-Surgery* patient list with *Days Since Surgery* showing as 0.

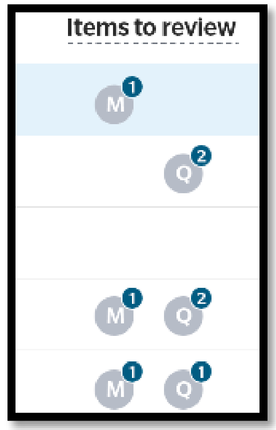
c) *Engagement* → Lists a patient's engagement adherence percentage which is calculated from education and questionnaires. **The calculation:** Total number of engagement activities (education and questionnaires) “completed” (opened/submitted) by a patient DIVIDED BY Total number of engagement activities assigned to a patient. The percentage displayed will round to the nearest whole number. **Note:** Can be calculated based on the selection made in the adherence drop-down (i.e. last 7, 30, 60, 90, or All Days). Also, this value resets when a patient transitions from pre- to post-surgery.

d) *Exercise* → Lists a patient’s exercise adherence percentage calculated from routines. **The calculation:** Total number of repetitions completed by patient DIVIDED BY Total number of repetitions assigned to a patient (to date). The percentage displayed will round to the nearest whole number. This value resets when a patient goes from pre-surgery to post-surgery. **Note:** Can be calculated based on the selection made in the adherence drop-down (i.e. last 7, 30, 60, 90, or All Days).

e) *Disposition* → Displays the patient’s location, based on self-reporting (in the mobile app), for post-surgical patients. The value will show as “hospital” until the patient answers otherwise. For pre-surgery patients, this value will show as N/A. The values can show as:
   (1) *Hospital/Surgery Center*: The facility the patient starts out at and will be considered their default location, until they update it.
   (2) *Skilled Nursing Facility:* A healthcare facility where a patient stays overnight and continues to receive therapy in-house.
   (3) *Home Health PT:* A patient stays at home where a Physical Therapist comes to visit them.
   (4) *Home – Outpatient PT:* Patient stays at home and visits a Physical Therapy facility.
   (5) *Home – Independent:* Patient does not visit any Physical Therapy facilities, but instead is only using the myMobility program.

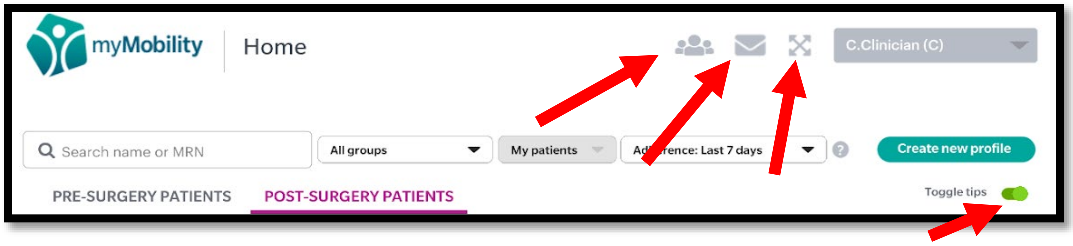
f) *Steps* → Displays as the average of steps over the last 7 (or other options of 30, 60, 90 or All) days. The steps will be pulled from the Apple® HealthKit™ app. The system will display N/A if there is no data available. If the patient has less than 7 days of data, it will report based on the number of days available. **Note:** Will reset for pre- and post-surgery.

g) *Items to Review* → Displays circular icons (M and Q) that when clicked on will take the user to that respective page. Each icon will have a superscript number with the number of unread/unreviewed items.



(1) The ‘M’ icon will display unread messages. An *unread message* is a message the patient has sent to the Care Team or a message from another Care Team member in a group thread with that patient.
(2) The ‘Q’ icon will display unreviewed questionnaires. An *unreviewed questionnaire* is a completed questionnaire that has yet to be reviewed by the logged in user. Clicking on the ‘Q’ icon will take you to the patient’s calendar page, where you can see the most recent completed questionnaire.

H. **Toggle Tips:** There are toggle tips available near the upper right side of the page. For more information about each section (i.e. how each section is calculated), click the Toggle Tips on or off. (See image below for the location.) **Note:** The question mark icon to further explain the “Adherence” dropdown menu, will only appear when the “Toggle Tips” are turned on.
I. **People & Groups Icon:** Click to go to the **People & Groups** page. From this page, you can create new, deactivate, readmit user profiles, and view discharged user profiles. (See image below for the location.)
J. **Message Icon:** Click to go to the **Messages** screen. (See image below for the location.)
K. **Expand Page Icon:** Click to make screen size smaller or larger. (See image below for the location.)



V. Patient Profiles and Patient Care

A. **Create New Patient Profile:** To add a new patient to the system, please follow the steps below. However, if a new Clinician or Navigator profile is needed, please contact your Site Administrator.

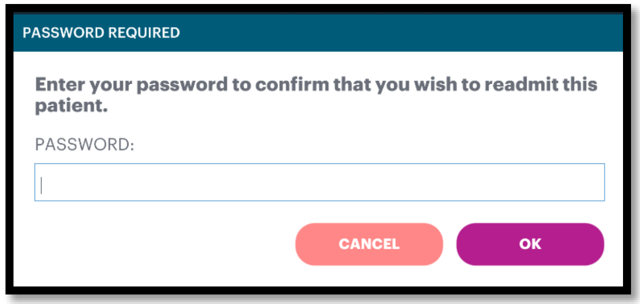
1. Click on the “Create New Profile” button from either the **Home Page - Patient Dashboard** page or from the **People & Groups** page.
2. In the **Profile Type** field, select the type of new profile you are creating. For a new patient, select “patient.”
3. Enter in the new patient’s demographic information in the next few fields:
    a) *Required Fields:* email address, confirm email address, first and last name, gender, date of birth
    b) *Optional Fields:* phone number, address, city, state, zip
4. Click “Next.”
5. For the “Group(s)” section, select the appropriate group. First, you must select a Site/Location (***mandatory***) and then you can select a Care Team (optional). **Note:** If a Care Team is selected, when a patient sends a message, it will be sent to the Care Team. If there is no Care Team selected, the patient’s message will go to the patient’s primary clinician.
6. Select the patient’s Primary Clinician.
7. If your organization requires a Medical Record Number, you can enter the MRN in the “MRN” field.
8. Enter the patient’s procedure/diagnosis. Click “Submit.”
9. Next, enter the patient’s surgery date. You also have the option to add in any additional notes in the “Additional Notes” box.
10. You will also need to assign the patient a protocol. To do this, please see the *Patient Protocols* section later in **Section 5: Patient Profiles and Patient Care**.
11. Before the profile is completed, the system will ask you to re-enter your password to confirm your identity.
12. After a profile is entered, this will trigger the system to send the new user a welcome email with the login instructions and a temporary password.

B. **Discharge Patient**: You can discharge a patient on the **Home Page - Patient Dashboard, Patient Details, and Patient Calendar** pages. Discharging a patient in the system means the patient's account will no longer show in the **Home Page - Patient Dashboard**.

1. From any of the above pages, click on the *Actions dropdown menu* and then select "Discharge Patient."
2. Once you click "Discharge Patient," a pop-up message will appear that says:
   Please confirm you would like to discharge this patient. This episode of care will be archived. You may readmit the patient at any time and begin a new episode of care. The patient will receive an email that they have been discharged.
3. After a patient is discharged, the only menu item options listed in the *Actions dropdown menu* will be "Readmit" and "Print Record."
4. **Note:** Discharged patients will have their own category ("Discharged Patients") in **People & Groups**. This means they will no longer appear under the "My Patients" and "All Patients" options.
   a) It also means that the action of discharging a patient ends that "Episode of Care" (including surgery date, protocol, etc.).
   b) In addition, the patient will no longer be able to log in to the app to complete any assigned education tasks, questionnaires, and exercise routines. If a patient is re-admitted at some point, they will be assigned a new "Episode of Care" with a new care plan.

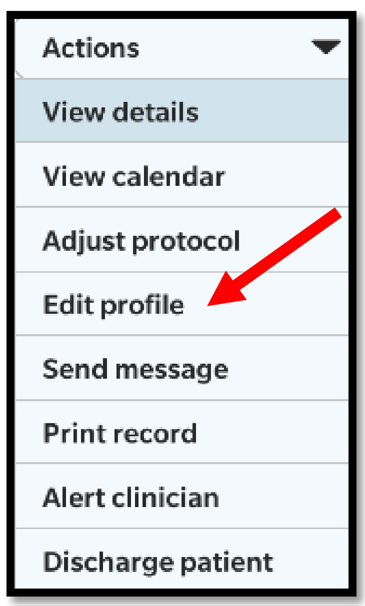
C. **Re-Admit Patient**: You can see any discharged patient under the **People & Groups** page by using the filter of "Discharged Patients." To **re-admit** the patient, please follow these steps:

1. From the **Home Page – Patient Dashboard** page, within the *Navigation dropdown menu*, click on the *People & Groups* option.
2. From the **People & Groups** page, under the *My Patients dropdown menu*, click on "Discharged Patients."
3. The profiles of any discharged patients should appear. Select the patient you would like to readmit.
4. On the next page **Patient Calendar**, under the *Admin Actions dropdown menu*, click on the "Re-Admit" option. A pop-up message will appear asking you to enter in your password to confirm that you would like to readmit that patient. Enter your password and click "OK."



5. The system will let you know if the patient has been successfully readmitted. **Note:** The patient's prior data should still be stored in the system, which should be accessed if the user prints the record. For more information on how to print a patient record, please refer to **Section 5: Patient Profiles and Patient Care**.
6. By readmitting the patient, you start a new "Episode of Care" (i.e. entering a new surgery date and new therapy protocol, etc.) for the patient. Everything that has been completed by the patient before being readmitted will appear on the **Patient Calendar** page. **Note:** The system will not automatically add a new surgery date and protocol once the patient is readmitted. To do this, you will need to go back to edit the patient's profile under "Edit Profile."

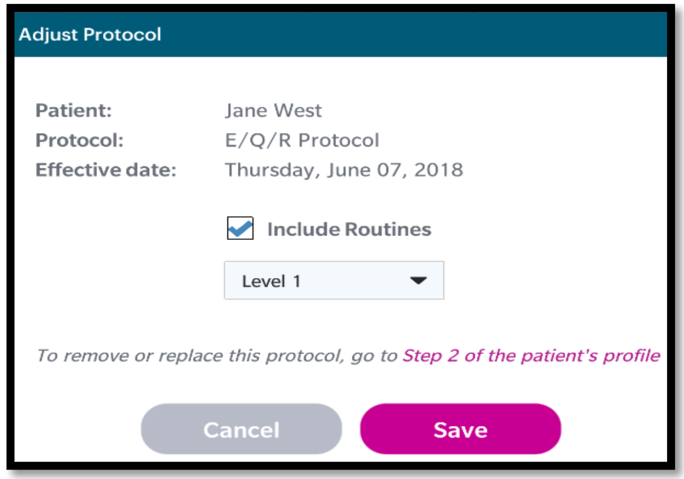
D. **Edit Patient Profile:** If needed, you can edit a patient's profile from the **Home Page - Patient Dashboard** page.
   1. From the **Home Page - Patient Dashboard** page, click on "Edit Profile" from the *Actions dropdown menu*.



2. You will be taken to the “Demographics” page where you have the option to edit the patient’s username, email address, name, and group & Care Team selection.
3. When you are finished editing the profile, a pop-up message will appear stating the “Profile was successfully edited for <patient name>.” Make sure to click the “Submit” button in the bottom right corner or the changes will not be saved.

E. **Patient Protocols**

1. ***Assign Protocol:*** Assigning patient protocols initially happens when creating a patient profile. To do this, follow the instructions below:
    a) Click on “Assign Protocol” in Step 2 when creating or editing a patient profile. **Note:** If there is already a protocol assigned, you can click the protocol name on “Step 2 of 2” or press the ‘X’ to delete the assigned protocol.
    b) You can select a protocol. If that protocol has the “Include Routines” option *selected*, you will need to select a level for the routines. The level options are Level 1 or Level 2. This determines which routines are assigned to the patient in the protocol. You also have the option to remove routines, if necessary.
    c) If routines *are included*, you must choose a level.
    d) Keep in mind, if the “Include Routines” option is *not* selected, the protocol will *only* consist of education and questionnaire tasks.
    e) By selecting “Preview Protocol,” you can preview the protocol to make sure that is what you would like to assign to the patient.
    f) If you click on “Assign Protocol,” you will assign that protocol to the patient and return to *Step 2* in creating the patient’s overall profile.
    g) Click “Submit” once you are done with protocol assignment. The system will then prompt you to re-enter your password to complete the creation of the patient’s profile. Keep in mind, if you are only *editing* a profile, you do not need to re-enter your password.
2. ***Adjust Protocol:*** To adjust a patient’s protocol, select “Adjust Protocol” from the *Actions dropdown menu*. You can access this drop-down menu from several pages: (1) *Home Page - Patient Dashboard→ Patient Actions dropdown menu→Adjust Protocol* OR (2) *Patient Details Page→Actions dropdown menu* OR (3) *Patient Calendar→Actions→Adjust Protocol*.
    a) A pop-up will appear listing the patient’s name and the current protocol effective day, which will be tomorrow’s date.



b) Checking the "Include Routine" box allows you to select a level for routines for this protocol. If the checkbox is not checked, the protocol will only consist of education and questionnaires.

c) If you would like to remove or replace the protocol with something completely different, please click the link, "To remove or replace this protocol, go to Step 2 of the patient's profile." This will take you to *Step 2* of the Patient's Profile where you can adjust the patient's medical information (i.e. Group, primary clinician, MRN, date of surgery, protocol, etc.).

d) Once finished with any changes, click "Save." The system will verify the changes have been saved.

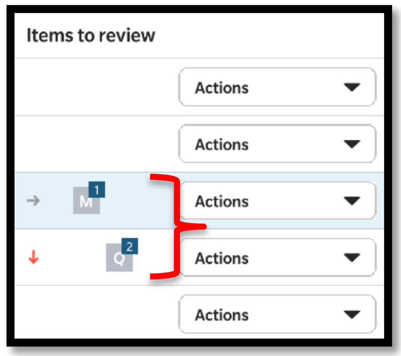
e) **Note:** If there is no protocol assigned, you will see the following screen:

f) If there is no protocol assigned, but you want to add one, click on the link that says, "Step 2 of the patient's profile" in the pop-up dialog box.

g) **Note:** There is another way to adjust a protocol. Click "Edit Profile," go to *step 2* of patient's profile, and then click on the protocol you would like to assign.

F. **Review Patient Activity:** You can review patient activity on the **Home Page - Patient Dashboard, Patient Details, and Patient Calendar** pages.

1. To know which tasks will need to be reviewed, you can tell on either the **Home Page - Patient Dashboard** or **Patient Details** page, under the column "Items to Review."



2. If there are items to be reviewed, there will be circular "M" and "Q" icons with a number at the top right of the icon.
3. To review those activities (M = Messages; Q = Questionnaires), you can either click directly on the icon or click on the *Actions dropdown menu* and then select "View Details." That will take you to the **Patient Details** page.
4. An ***unread message*** is a message the patient has sent to you or the Care Team (unless you sent the message first) or a message from another Care Team member in a group thread with that patient.
5. An ***unreviewed questionnaire*** is a completed questionnaire that has not yet been reviewed by the logged-in user (i.e. you).

G. **Receive Alerts:** If you have any unread/unreviewed items, the system will notify you with a superscript number above either the 'M' icon (for messages) or the 'Q' icon (for questionnaires).

1. A superscript number above the *messages 'M' icon*, indicates you have received a message specifically involving a patient and/or their Care Team. If you are included in a group message thread, you could receive a message alert if anyone else in that thread sends a message. **Note:** The unread messages will appear on both the **Home Page - Patient Dashboard** and **Patient Details** pages.
2. A superscript number above the *questionnaires 'Q' icon* indicates there is an unread questionnaire.

3. As a <u>Site Administrator</u>, you may notify a Clinician regarding a patient.
4. As a <u>Clinician</u>, you can receive notifications regarding a patient.
5. As a <u>Navigator</u>, you may notify a Clinician regarding a patient.

H. **Print Patient Record:** There are three places where you can download a patient's record as a PDF. Select "Print Record" from the *Actions dropdown menu* on any of the following 3 pages within the system: (1) **Home Page - Patient Dashboard**; (2) **Patient Details**; and (3) **Patient's Calendar**. To print the record, please follow the steps below.
   1. After clicking on "Print Record," a pop-up box will appear with a legal disclaimer. Please read the disclaimer. Then you will have the following two options within the pop-up box:
      a) *Cancel:* Selecting this will return you to the previous page.
      b) *OK:* Selecting this means you agree and can move on.
   2. Next, the patient's report will start to download to your computer, so you can print the record. **Note:** It will download the patient's entire episode of care.
   3. Once the report downloads, the system will display a directory of your computer, so you can choose where to save the patient's record as a PDF file.
   4. By default, the system will download the PDF using a default naming convention ("TherapyRecord<MMDDYYYY>"). **Note:** If there are multiple records a day, the system will add a '1' or the next number to the end of the file name, accordingly.
   5. After a file has successfully downloaded, a pop-up window will confirm the download was a success.

VI. Patient Details Page - To access the **Patient Details** page, you have two options.

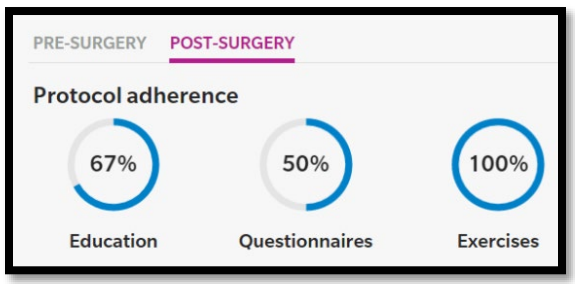
Home Page - Patient Dashboard→Patient Name ***OR*** *Home Page - Patient Dashboard→Patient detail line→Actions dropdown menu→View Details.* Within the Dashboard, there are multiple sections that provide you with the following in-depth patient details.

A. **Actions Drop-Down Menu:** There are a number of functions available within this menu, similar to the same drop-down on the **Home Page - Patient Dashboard** page. For more information, see **Section 4: Home Page - Patient Dashboard**.

B. **Disposition/Utilization:** Shows the most recent location of the patient, based on reporting for post-surgical patients. On the day of the patient's surgery, the patient disposition will automatically change to be the "Hospital/Surgery Center." **Note:** Clicking on the "Show Details" link will cause the pre- and post-surgical information to appear in a scrollable pop-up window. The table in the window will include *Date* and *Disposition/Utilization* collected from the patient. It will also show a list of information collected with the most recent information at the top of the table.

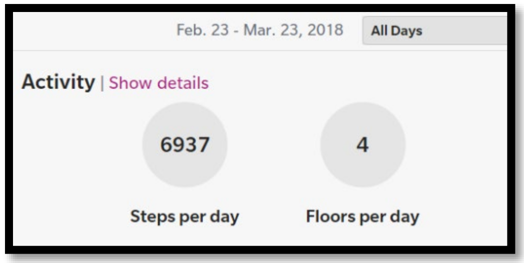
1. For ***pre-surgical patients***, disposition will show as N/A (Days -30 to -1).
2. For ***post-surgical patients***, the field will show as "Hospital/Surgery Center" and the amount of days the patient has been there (disposition) until the patient answers otherwise. Then, the patient will be asked how many times they have met with a Physical Therapist, either with a home health therapist or at outpatient physical therapy.

C. **Protocol Adherence:** Displays the patient's adherence for completing the Education, Exercise, and Questionnaire tasks. **Note:** All the statistics will show for both pre-surgical and post-surgical time periods, by either clicking on the Pre- or Post-Surgery links.



1. ***Education***: Displays a percentage showing the number of education tasks accessed via the "To Do List" DIVIDED BY the number of education tasks assigned to date. **Note:** Resets once the patient transitions from pre- to post-surgery.
2. ***Questionnaires***: Displays a percentage showing the number of questionnaires completed DIVIDED BY the number of questionnaires assigned to date. **Note:** Resets once the patient transitions from pre- to post-surgery.
3. ***Exercises***: Displays a percentage showing the number of repetitions self-reported by the patient DIVIDED BY the number of repetitions assigned in the routines, assigned to date. **Note:** Resets once the patient transitions from pre- to post-surgery.

D. **Activity:** Displays the patient's average activity statistics including steps and floors. **Note:** All these statistics will be shown for both pre- and post-surgery periods for each patient. Clicking on the "Show Details" link will show a scrollable chart containing the date, steps, and floors on each line, with the most recent data on top.



1. ***Steps Per Day****:* Displays the average number of steps per day over the past 7, 30, 60, or 90 days. This number does reset during the pre-surgery period and during the post-surgery period, the patient may select his/her own time period. **Note:** The step count is based on the Apple Watch® wrist wearable device or iPhone mobile digital device, which are not medical-grade devices. Thus, the step count and other measurements are not 100% accurate and the recorded count can vary from the user's actual step count.
2. ***Floors Per Day:*** Displays the average number of floors per day, calculated based on an elevation of about 10 feet (dependent upon the Apple Watch, series 3; series 2 does not calculate elevation and instead calculates from the iPhone). This number does reset during the pre-surgery and post-surgery periods. **Note:** The floor count is based on the Apple Watch® wrist wearable device or iPhone mobile digital device, which are not medical-grade devices. Thus, the floor count and other measurements are not 100% accurate and the recorded count can vary from the user's actual floor count.

E. **Messages:** Displays messages (both unread and read) from or involving group threads with the patient. **Note:** This area is *read-only*. To see more details, you will be directed to use the Messages "M" icon at the top of the page.

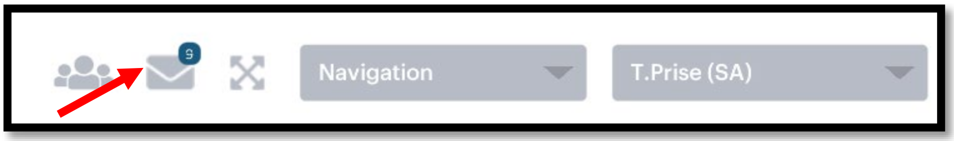
F. **Questionnaires:** In this section, you can get an overview of questionnaires completed by the patient that have not yet been reviewed. **Note:** This is also a *read-only* area and to see more details, you will be directed to the Questionnaires "Q" icon at the top of the page.

G. **Toggle Tips:** For more information about each section (i.e. how each section is calculated), click the Toggle Tips on or off.

H. **Expand Page Icon:** Click to make screen size smaller or larger.

VII. **Messages:** This section will explain the process of checking, receiving, and sending messages throughout the myMobility system.

A. You can message patients and colleagues either one-to-one or in a group thread. To quickly send a message to a patient, select "Messages" from the *Actions dropdown menu* from any of the following 3 pages within the system: (1) **Home Page - Patient Dashboard**; (2) **Patient Details**; and (3) **Patient's Calendar**. You can also access the **Messages** page from the Messaging Icon at the top of each page.



To send a message directly from the **Messages** page, please follow these steps:

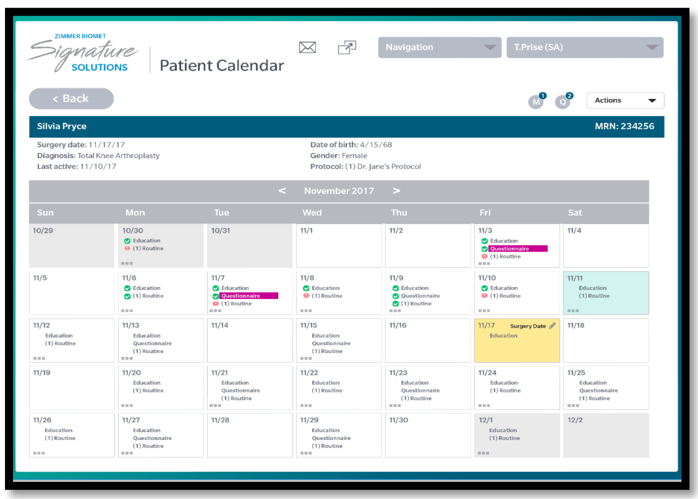
1. Click the "Compose" button on the far-right side of the screen.
2. Choose your intended recipient(s) by clicking on the "Choose a recipient" button. You will be taken to the **People & Groups** page where you can select your message recipients. Once you have finished selecting your intended recipient, click the "Select" button on the bottom right corner of the page. **Note:** If a patient has a Care Team, the option to include their Care Team will appear as a checkbox when composing the message.
3. Enter a subject in the "Subject" box. You also have the option to attach a video message. To do so, please follow these instructions.
    a) Click on the "Attach Video Message" link.
    b) You can record directly from this screen if you have a webcam by clicking "Record." There is a 5-second countdown before the video starts recording. You then have 5 minutes to record a message.
    c) Once you finish recording your message, press "Stop Recording." You have the option to review the video message before sending by clicking "Play."
4. If you are satisfied with the video, continue composing your message. If you decide not to attach the video, click the "Attach Video Message" link again and the box will be unchecked.
5. Once done composing your message, click the "Send" button. The system will verify the message has been sent.

6. You can view your past sent messages by clicking on “Sent” in the drop-down menu next to the “Compose” button.

B. Please keep in mind the following insights with the **Messages** page:
   1. Unread messages will be in bold lettering until you read the message.
   2. Once a message is read, it cannot be marked as “unread.”
   3. Messages cannot be deleted or archived.

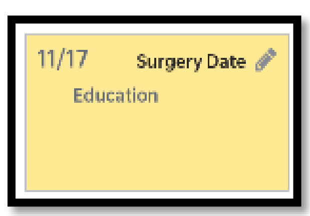
VIII. Patient Calendar

A. **Overview:** The Patient Calendar includes all events included in the patient’s assigned protocol. You can access the Patient Calendar from the *Actions dropdown menu* on the patient’s line of data on either the **Home Page - Patient Dashboard** or the **Patient Details** page.



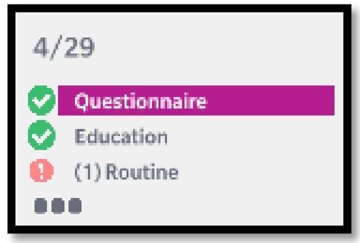
The following is a list of tips for understanding and using the calendar:

1. The system will display the calendar on the current month, with the current day highlighted in lime green.
2. The surgery date will be displayed on the calendar in yellow and include an edit icon. If you click on the edit icon, it will take you to Step 2 of the patient’s “Edit Profile” page to edit the surgery date.



3. The calendar days will show when and what activities (i.e. Education, Questionnaires, and Routines (routine level) have been assigned to the

patient. If you would like to see what activity has been specifically assigned, just click on the item. A pop-up box will appear with the information.

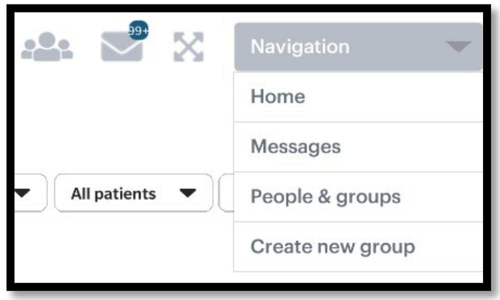


4. Events with a green check mark have been completed by the patient.
5. Events with a red exclamation point have not been completed. **Note:** Education and Questionnaire tasks can be temporarily missed. However, if they are past the surgery date, the items will no longer display on the "To Do List." However, the Education Items will still be available within the "Education" icon, in the "Past Items" Education Library.
6. If there are too many events to fit on the screen, the box shall include an ellipsis (...) that when clicked on, will display the full list of events for that day.
7. If a routine has a level assigned, it will display in parentheses before the routine name (i.e. (1) Routine or (2) Routine).
8. Hovering over a calendar event will display details surrounding that event.
9. Questionnaires that are highlighted are *unread* by the user. This contributes to the number on the 'Q' logo at the top of this screen. It will also contribute to the dashboard and Patient Details 'Q' logo counts.
10. **Note:** If the patient does not have a protocol assigned, the calendar will not have any assigned tasks.

B. **Actions Drop-Down Menu:** There are numerous functions available within this menu, like the same dropdown menu on the **Home Page - Patient Dashboard** page. For more information, see **Section 4: Home Page - Patient Dashboard**. The only function not available is the "View calendar" option, as you are currently on the **Patient Calendar** page.

IX. Site Administrator Access:
The Site Administrator has additional access beyond the Clinician and Navigator user types. To see what kind of access the Site Administrator has, please refer to the *User Types Table* in **Section 4: Home Page - Patient Dashboard**.

A. **Navigation:** Only Site Administrators will specifically have access to the *Navigation dropdown menu*. **Note:** Although Clinicians and Navigators don't have access to this dropdown menu, they still have access to the pages below.



1. ***Home*****:** No matter what page, by clicking "Home," you will be returned to the **Home Page - Patient Dashboard** page. You can also click on the myMobility logo in the top left corner to return to the **Home Page - Patient Dashboard.**
2. ***Messages*****:** Click here to go the **Messages** page. You will be able to see all messages you have received and sent. For more information, please refer to **Section 7: Messages**.
3. ***People & Groups*** (*Only available for Site Administrators)***:** From this page, as a Site Administrator, you can do several additional tasks than a Clinician or Navigator, including the following: create patient profiles, edit patient profiles, discharge patients, readmit patients, and view different groups. For more information on this page, please refer to **Section 5: Patient Profiles and Patient Care**. **Note:** Clinicians and Navigators can still create patient profiles, but they would need to click on the "people icon" on the top of any of the pages to get to the **People & Groups** page.
4. ***Create New Group*****:** Click here to create a new group. Site Administrators are the only people who have access to create new groups.

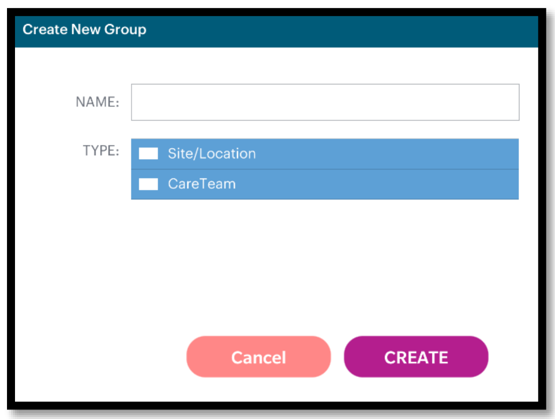
B. **Create New User Profiles:** As a Site Administrator, you have the access to create new Patient, Clinician, and Navigator profiles. Creating a new patient profile is slightly different and explained in **Section 5: Patient Profiles and Patient Care**. To create a new Clinician or Navigator profile, please follow the steps below.

1. Click on the "Create New Profile" button from either the **Home Page - Patient Dashboard** page or from the **People & Groups** page.
2. In the **Profile Type** field, select the type of profile you would like to create (i.e. Clinician, Navigator).
3. In the next few fields, enter in the user's demographic information (i.e. profile type, email address, confirm email address, first and last name, site/location, and Care Team). Click "Submit."

4. Before the profile is completed, the system will ask you to re-enter your password to complete the creation of the new profile. Click "OK" and then the profile will be successfully completed. **Note:** This process will trigger the system to send the new user a welcome email with the temporary login credentials.
5. Keep in mind, when setting up a new user account, it's a good practice for the user to utilize a hospital or practice-based email address. However, if the user does not have that kind of email address, a personal email address can also be used.

C. **Create New Groups:** As a Site Administrator, you have access to create new groups. Groups can either be a "Site/Location" or "Care Team." To create a new group, click on the *Navigation Menu Bar* and select "Create New Group."

1. A pop-up box will appear where you can enter the name of the new group.



2. Next, check the box for either a Site/Location or Care Team.
   a) *Site/Location* → This field is the actual site or location for the group. **Keep in mind** the Site/Location does not have to be a *physical location*. It could be a wing in a hospital or different groups within an organization.
   b) *Care Team* → This option is more for grouping a message, including Site Administrators, Clinicians, and/or Navigators that are closely associated with a patient.
   c) **Note:** It can be a good option to create different Care Teams for Clinicians and Navigators for the placement of patients.
3. Patients can be selected to be part of a Care Team, but this is *optional*.
   a) If a *patient is assigned* to a Care Team, this allows everyone in the Care Team to receive the patient's message in a group thread, so it doesn't easily get missed. This way the Care Team can answer,

but also allows everyone in the Care Team to not only reply, but also see the reply.

b) If a *patient is not assigned* to a Care Team, when the patient composes a message, it will only go to the Primary Clinician.

c) If any individual member of the Care Team wants to send a message to only the patient, they can do that. If a patient specifically replies to that message, the reply will only go to the Care Team member who sent that individual message.

4. **Keep in Mind:** Clinicians, Navigators and Site Administrators can be part of more than one Site/Location and Care Team.

D. **Deactivating Clinical Users:** Clinical users of the system should be deactivated if they will no longer be involved with patient care at your facility. A Site Administrator is the only user able to deactivate other clinical users, but please note a Site Administrator cannot deactivate themselves. If a Site Administrator needs to be deactivated, please contact myMobility support. To deactivate Clinician and Navigator profiles, please follow the steps below.

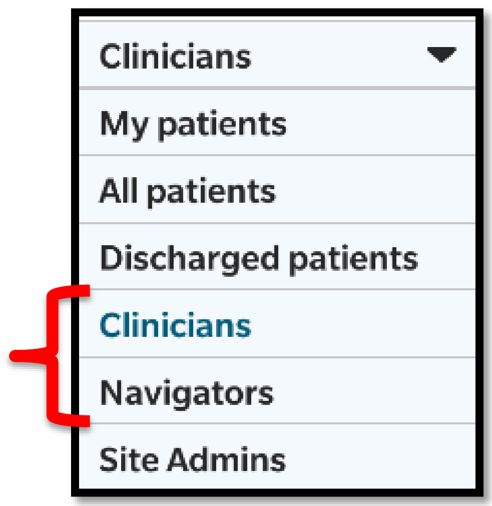
1. From the **Home Page - Patient Dashboard** page, within the *Navigation dropdown menu*, click on the **People & Groups** option.
2. From the **People & Groups** page, under the *My Patients dropdown menu*, click on "Clinician" or "Navigator," depending on what type of profile you would like to deactivate.
3. The profiles of all Clinicians or Navigators should appear. Select the Clinician/Navigator you would like to deactivate.
4. That person's profile page should appear. On the *Actions dropdown menu*, click "Deactivate."
5. A pop-up box will appear asking if you are sure you wish to deactivate the profile. Click "Yes" to finish deactivating the profile.

6. Once a clinical user has been deactivated, if a patient of the clinical user tries to reach out to that clinical user, the system will send the patient the following message:

   The clinician user you are trying to message has been deactivated. Please contact your care team directly. IN CASE OF AN EMERGENCY, DIAL 911.

7. **Note:** Keep in mind the following guidelines when deactivating a Clinician or Navigator:
    a) If you deactivate a Clinician profile without reassigning his/her patients to another Clinician, those patient profiles will still be active, without a Clinician assigned to them. Please be sure to assign a new Clinician to each patient to be certain patients do not go unnoticed.
    b) The clinical user can be removed from any Care Teams and groups for which they are assigned. When doing this, make sure you discuss any direct messages the user has had with specific patients, so there will not be a loss of any patient-specific information during the transition.

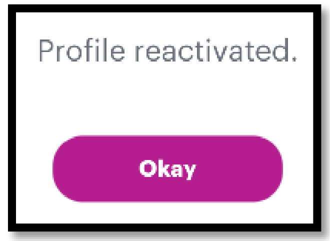
E. **Reactivating Clinical Users:** You can see any discharged Clinical User under the "People & Groups" page. All active and deactivated Clinicians and Navigators will show under the respective selected filter of either "Clinicians" or "Navigators."



To **readmit** the clinical user, please follow the steps below.

1. From the **Home Page - Patient Dashboard** page, click on the *People & Groups* icon.
2. From the **People & Groups** page, under the *My Patients dropdown menu*, click on "Clinician" or "Navigator," depending on how what type of profile you would like to reactivate.
3. The profiles of all active and deactivated Clinicians or Navigators should appear. Select the Clinician/Navigator you would like to reactivate.
4. That person's profile page should appear. On the *Actions dropdown menu*, click "Re-activate profile."

5. A pop-up box will appear with a message verifying the profile has been reactivated.



X. Glossary of Terms

A. **Patients:** Individuals who are sent home with the myMobility platform to assist them in completing their treatment both pre- and post-surgery.

B. **Site Administrator:** The person(s) managing users for their health system, office, hospital or surgery center. This can be, but is not limited to: hospital administrators, clinical directors, or other person(s) in a rights management role determined by the health system.

C. **Clinician:** Generally, an Orthopedic Surgeon, MD or DO.

D. **Navigator:** Generally, a PA, PT, RN, MA, NP, Scheduler or Care Coordinator.

E. **Implementers:** An Accelero Health Partners employee overseeing the myMobility system implementation, setup, and management for the overall myMobility account.

F. **Care Team:** A Care Team is made up of a group of healthcare professionals (i.e. Clinician, Navigator, Site Administrator) who will oversee the care of a given patient.

G. **Maya:** myMobility’s virtual Care Team specialist who guides patients through their myMobility iPhone app experience.

H. **Education (ePubs):** A video or PDF document that has been created to inform the patient about an aspect of their care.

I. **Exercise Routines:** A combination of exercises assigned to a patient to further a patient’s recovery process. It may consist of one or more exercises.

J. **Questionnaires:** Surveys to assess patient activity levels (such as the HOOS or KOOS).

K. **Site/Location:** A way to organize Patients, Clinicians, Navigators, or Site Administrators based on location.

L. **Messages:** A tool for patients and Care Team members to communicate with one another, through typed messages or video. Videos are recorded then sent and delivered, as an attachment, within the in-app message.

M. **Protocol:** A set program focused on rehabilitation for the patient (starting up to 30 days before surgery and up to 365 days after surgery) that may consist of all three tasks (i.e. Education, Questionnaires, and Exercise Routines). Protocols can be chosen from a pre-created protocol list and/or customized to fit the client's program and preferences.
N. **Engagement:** Lists a patient's engagement adherence percentage which is calculated from education and questionnaires. **The calculation:** Total number of engagement activities (education and questionnaires) "completed" (opened/submitted) by a patient DIVIDED BY Total number of engagement activities assigned to a patient. The percentage displayed will round to the nearest whole number. **Note:** Can be calculated based on the selection made in the adherence drop-down (i.e. last 7, 30, 60 90, or All Days). Also, this value resets when a patient goes from pre- to post-surgery.
O. **Adherence:** Displays a patient's participation in completing the assigned Education, Exercise, and Questionnaire tasks.
P. **Disposition/Utilization:** Shows where the patient is/was and how many days the patient has been at that location. If the patient received physical therapy services, it will show how many sessions were completed. **Note:** This is self-reported and is a required weekly update by the patient.
Q. **Pre-Surgery:** Patients in Days -30 through -1 in their episode of care. Patient statistics reset after surgery.
R. **Post-Surgery**: Patients in Days 0 and higher in their episode of care.
S. **Toggle/Tooltips:** A toggle switch that when turned on, allows users to learn more detailed information when hovering over certain sections. Available on the **Home Page - Patient Dashboard** and **Patient Details** pages.

Apple Watch: *Accelero Health Partners, LLC does not verify the accuracy of information that is self-reported by the user or obtained through the user's wearable technology (such as the Apple Watch® wrist wearable device). Such information should be verified for accuracy before making any decisions or taking any action based on the information. Note that patient statistics reset after surgery.*