

docclaⁱ

The Virtual Ward Provider

Doccla Patient App - User Manual

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Introduction

This user manual has been written for patients who use the Doccla Patient App. The user manual has been written in a way so that it is thorough and understandable for patients, and no prior teaching or workshop participation is necessary to understand it.

Your health



Always be mindful of your own well being and health. If you experience any new symptoms or unexpected deterioration of existing symptoms you should seek medical attention outside the use of this app.

Intended use of the Doccla Virtual Ward

Intended use

The Doccla Virtual Ward is a software platform consisting of two integrated parts, a web application and a mobile device application. The software platform is intended to provide patient information from the patient to a remote healthcare team through relevant network technology.

The Doccla Virtual Ward is intended for booking and management of appointments, patient interaction through video consultation and text messaging, capture of electronic questionnaires, aggregation, storage and management of clinical data, as well as information management of independent external physiological measurement devices connected either directly to the mobile device application or through digital communication technologies such as USB, Bluetooth or Bluetooth Low Energy (BLE).

Product claims

The Doccla Virtual Ward software platform allows healthcare professionals (HCPs) to remotely monitor patients' vital signs through questionnaires and/or forms requesting the patient to report on their health status and/or perform measurements. This combination of objective data and subjective responses enables HCPs to make informed, timely decisions for patients. The Doccla Virtual Ward enables the HCP to design and distribute individualised or generic electronic questionnaires and/or forms. The HCP may add threshold values for reference when reviewing reported information in the web application.

Indication for Use

The Doccla Virtual Ward is indicated for use by patients and by HCPs for collection and reviewing of data from patients who are capable and willing to engage in the use of the Doccla Virtual Ward.

Warning and Precautions

Warning

- The product may only be used by patients and healthcare personnel.
- No modification of the Doccla Virtual Ward software is allowed and the following points are mandatory.
- The user must keep login information confidential to others to avoid unauthorised access.
- The user must have received appropriate and adequate training from either a representative from Doccla or a colleague who has been trained by a Doccla representative.
- The user must read and fully understand the instructions for use for the medical equipment.
- Remote residual risk refers to situations where a clinician neglects good clinical practice and trusts the outcome of the medical device, potentially leading to a life-threatening situation. The Doccla Virtual Ward does not provide real-time alerts and is not intended to provide automated treatment decisions or diagnosis. The Doccla Virtual Ward must not be used for real-time monitoring of time-critical data and emergency intervention.
- The Doccla Virtual Ward platform is an information tool and must not be used as a substitute for the clinician's professional judgement when diagnosing and treating patients.

Telemedicine platform Doccla

In the Doccla Virtual Ward you will be using a mobile device, tablet or phone, along with an optional set of medical measurement devices: The combination of mobile device + measurement device will be referred to as a Doccla kit in this user manual.

Example Doccla kit

The example Doccla kit consists of the following (yours may vary):

- A tablet, with the Docca app installed,
- a blood pressure monitor,
- a thermometer,
- a pulse oximeter.

Supported measurement



The OpenTele version 2 RN Patient App app supports manual input of measurements as well as automatic input of measurements using software or Bluetooth enabled devices. The following set of devices are all supported by OpenTele version 2 RN Patient App:

Measurement type	Manufacturer	Model name
Blood pressure monitor	A&D	UA-651BLE
Blood pressure monitor	A&D	UA-656BLE
ECG	AliveCor	KardiaMobile6L
Multi-Vital ECG Sensor	Vivalink	VV350
Multi-Vital Bracelet	Corsano	CardioWatch 287-2B
Oximeter	Masimo	MightySat Rx
Oximeter	Nonin	3150BLE
Oximeter	Nonin	Onyx 3230
Peak Flow Meter	Vitalograph	asma-1 BT
Spirometer	Vitalograph	4000
Weight scale	A&D	UC-352BLE

Software integrated devices

Measurement type	Manufacturer	Model name
Smartphone Camera PPG	Happitech	Heart Rhythm SDK

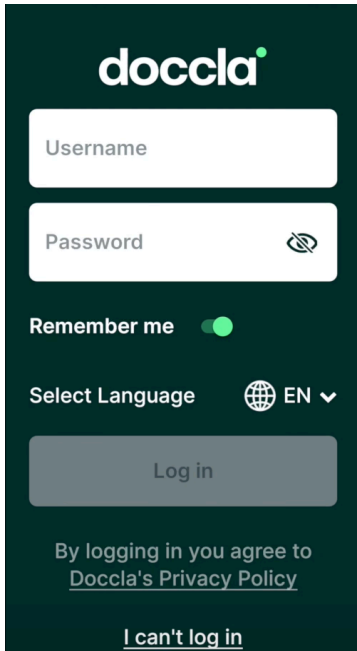
App parts

The following section describes different parts of the Doccla Patient App.

Log on to app

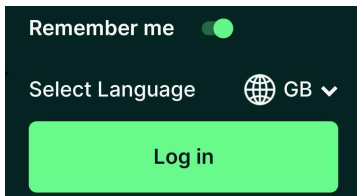
When you open the Doccla app you will be presented with the login screen, enter your username and password to log in. If you check the “Remember me” checkbox, the app will remember your password and you will not need to enter your username and password again unless you explicitly log out from the app.

If using the “Remember me” function please keep in mind that personally sensitive data is visible through the app and do not share your username and password with anyone.

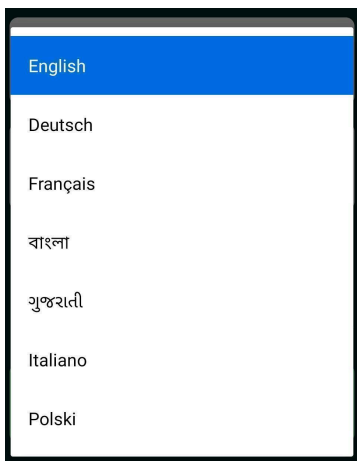


Language selection

There is a language selector on the login screen, below the “Remember me” checkbox.

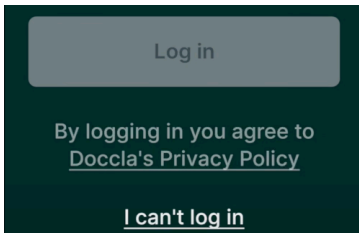


To change the language press onto the language indicator  that opens a menu of supported languages, press onto a language to select it.

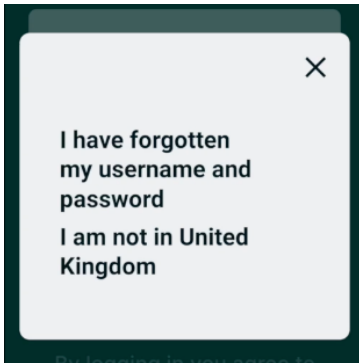


Login support - “I can’t log in”

There is an option for users that are struggling to log in to the app below the “Privacy Policy”.

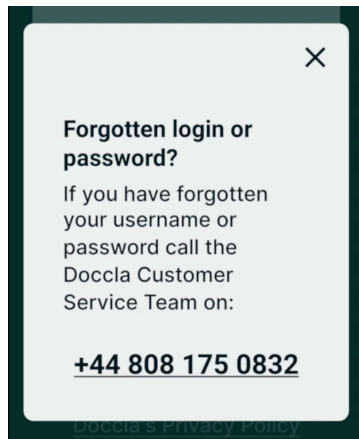


When pressed the user is presented with two options: “I have forgotten my username and password” and “I am not in [country name]”.



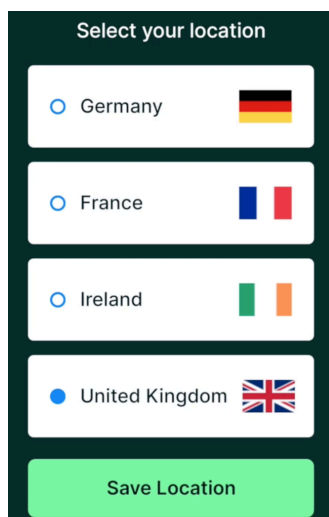
Forgotten login or password

When “I have forgotten my username and password” is pressed the instructions to call Customer Support are displayed.



Selecting your country

When “I am not in [country name]” is pressed the user can select which country they are based in and press “Save Location”. When “Save Location” is pressed the user is returned to the Login Screen.



Home menu

From the home menu you can navigate to one of the following submenus by pressing their corresponding button:

Start visit: Press to show all questionnaires that can or need to be completed.

Start ECG Measurement: Press to open the ECG submission module.

Messages: Press to show messages between you and the healthcare professionals.

Reviewed: Press to show acknowledgements of your recent measurements by healthcare professionals.

My results: Press to show tables and graphs of measurement results previously submitted by you.


My replies: Press to show tables of questionnaire replies previously submitted by you.

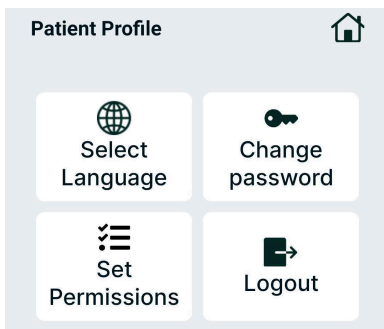
Information: Press to show links to further relevant material for your condition on the web.





Calendar: See upcoming video conferences between you and a healthcare professional.

The menu items that have a blue background and a number next to the title, here **Start visit (2)** and **Messages (3)**, indicate that there are questionnaires to be answered and new messages from the clinicians, respectively.

Note: Depending on your condition you may not necessarily see all these menu items when logging into the Doccla app.

Press the **Profile** button  in the top right hand corner to access the **Patient profile**





- Press the **Select Language** button  to change the language of the app.
- Press the **Change password** button  to go to the change password page.
- Press the **Set Permissions** button  to manage the permissions granted to the app.
- Press the **Logout** button  to log out of the app.

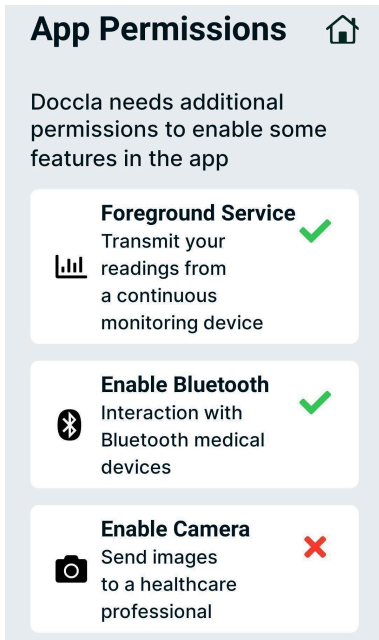
Change Password


This menu allows you to change your password by entering your current password followed by a new password twice and pressing change.

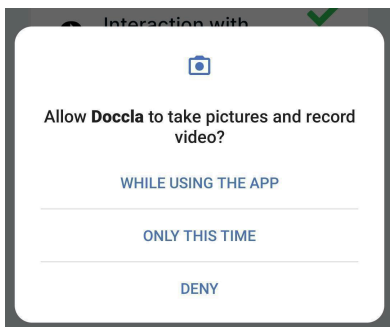
You can always press the **back** button  to return to the previous menu.

Set Permissions

All of the permissions the app requires are listed shown with a green tick  if the permission has been granted or with a red cross  if the permission has not been granted.




To enable a permission click on the red cross  and on a pop up you can select what level of permission to grant.

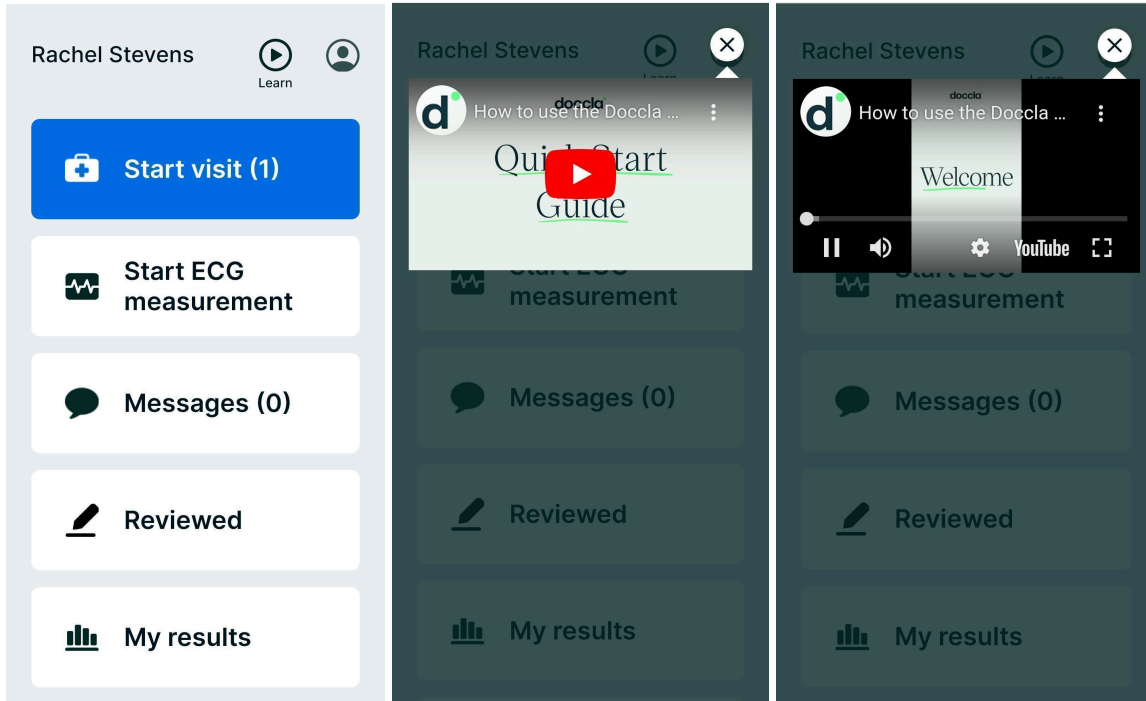


App Navigation Guidance






Video guidance is available for how to use application features by pressing on the Learn icon **Learn** at the top of the screen, for example when inputting a blood pressure measurement in a questionnaire.

When pressed the icon will open a video window with a red play  button, when this is pressed the video will start.

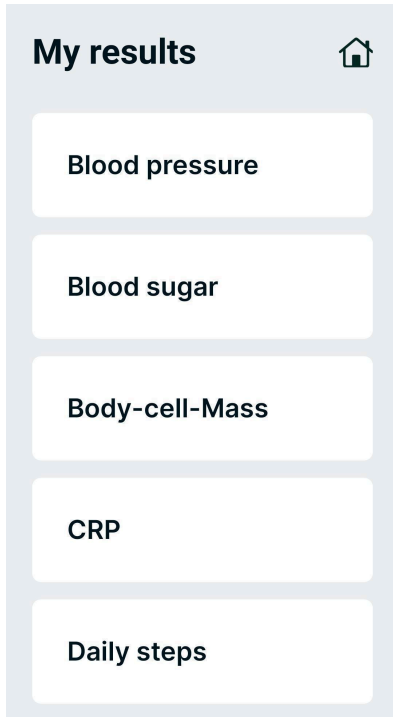



When the video has started it can be

- Made full screen by pressing the square button in the bottom right corner of the video 
- Paused by pressing the two lines button in the bottom left corner of the video 
- Closed by pressing the X button to the top right of the video window 

My Results

This menu allows you to see previous submitted results and measurements as tables and graphs. Press one of the measurement types in the list to see more details.

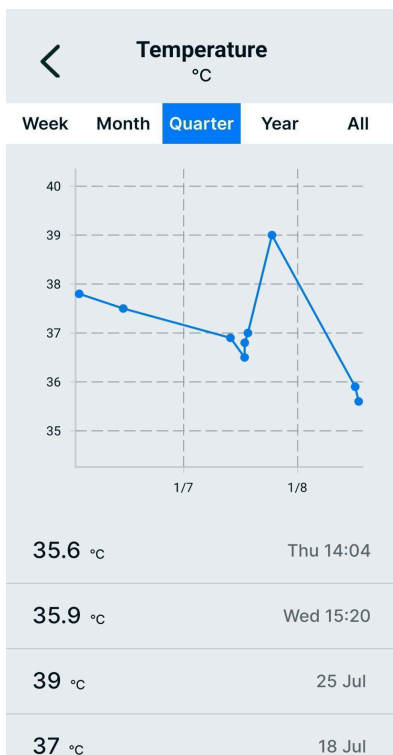


You can always press the **home** button  to return to the home menu.

My Results – Temperature

This is an example of results for a specific measurement type that was chosen in the previous **My results** menu. Here you can see a graph and a table of results, where you can filter the amount of results shown by pressing on one of the time filters at the top of the menu.

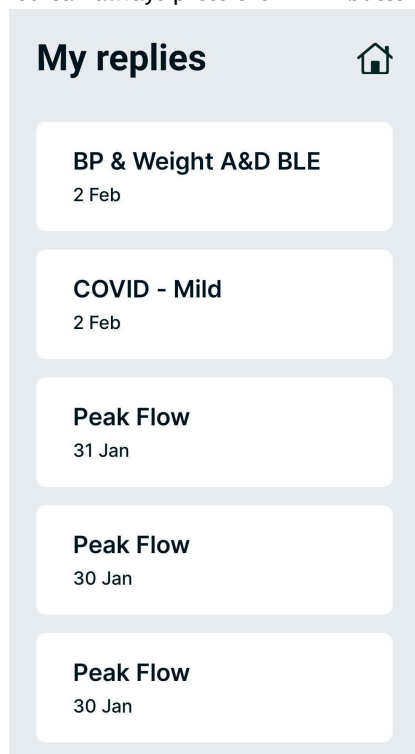
You can always press the **back** button  to return to the previous menu.



My Replies

This menu allows you to see previous submitted questionnaire replies displayed as tables. Press one of the questionnaire replies in the list to see more details.

You can always press the home button  to return to the home menu.



My Replies – Respiratory - Morning 10am

This is an example of a reply for a questionnaire that was chosen in the previous **My replies** menu. Here you can see a table with a column for the **Questions** asked and the **Replies** given.

You can always press the back button  to return to the previous menu.



10am

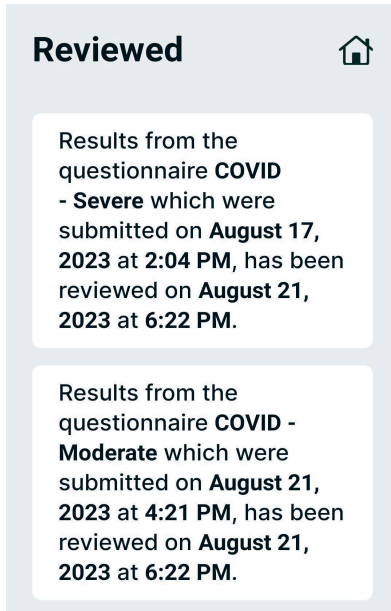
- If you have a cough, how is your cough compared to the last time you submitted?
Worse
- How breathless are you feeling right now?
(4) Fairly breathless: Feeling puffed but able to talk
- Is your phlegm getting worse such as getting thicker or getting darker in colour?
Worse
- Overall, how are you feeling compared to the last time you submitted your details?
Worse

Reviewed

This menu shows you when a healthcare professional has reviewed your most recent results. A list of messages is displayed, one for each of your recent results sent in to the healthcare professionals including the date and time at which it has been reviewed.

If there are no results reviewed yet, you will get the message “There are currently no reviewed results to show”.


You can always press the **home** button  to return to the home menu.




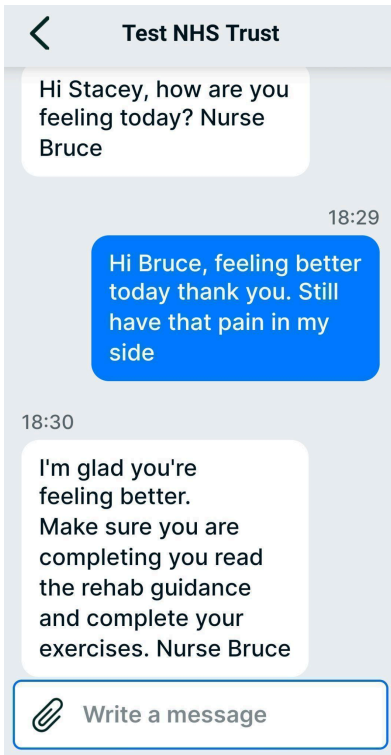
Messages


This menu shows the messages sent between you and the healthcare professionals. The newest message will be at the bottom of the screen.

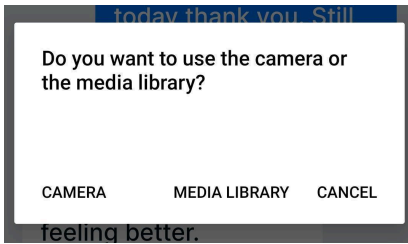
At the bottom of the screen in the white input field, you can enter a message for the healthcare professionals.

After writing the message press the  button to send it to the healthcare professionals. You can always

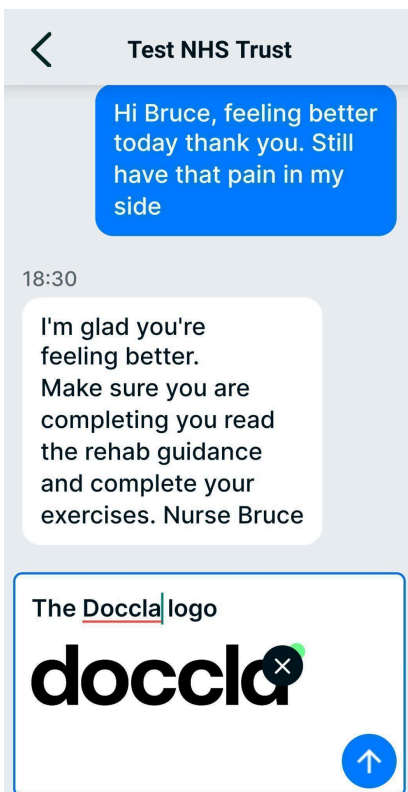
press the **back** button  to return to the previous menu.



To attach an image to a message, click the  button next to the send button. Depending on the mobile device, you can choose to take an image with the device's camera, or upload an existing one.



After choosing an image, a preview will be shown next to the message.



When a sent message contains an image, a thumbnail will be shown in the conversation. Click to enlarge.

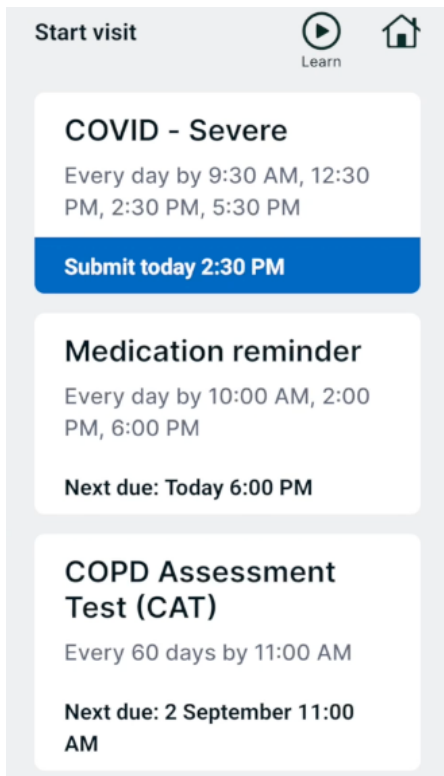


If an image is deleted, a gray placeholder will be shown instead of the original image.

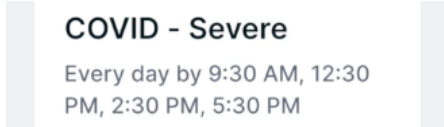
Start visit

This menu shows all the questionnaires currently available for you to answer. Press one of the questionnaires in order to start completing it.

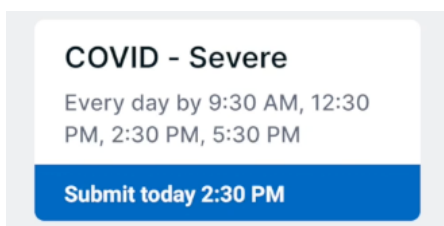
You can always press the home button  to return to the home menu.



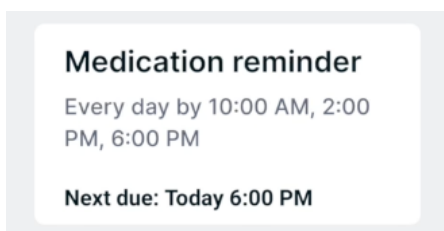
The frequency you need to submit your questionnaire will be displayed under the name of the questionnaire.



The questionnaires with a blue row indicate that these should be answered before the deadline displayed underneath the questionnaire title, e.g. the Covid - Severe questionnaire has a deadline at *Today, 2:30PM*.



If a questionnaire has a visible deadline but has not been marked with a blue background yet, that means you should not complete the questionnaire just yet but wait until you get closer to the deadline.



Answer a questionnaire

This is an example of a questionnaire that was chosen in the previous screen.

When answering a questionnaire, you are led through a series of different questions, each either showing a text, a simple input field, a measurement input field or a multiple choice question.



For each question, you navigate to the next by clicking on one of the buttons at the bottom of the screen.


The number of buttons may vary between the different screens, i.e. a **Next** button, a **No** and **Yes** button or a **Skip** and **Next** button.

At the end of a questionnaire you must choose to either send the questionnaire results to the healthcare professionals or omit the results.

When asked to perform a measurement please find the appropriate measurement device and take a measurement. The medical devices should already have been paired with the tablet via Bluetooth allowing for automatic measurements.

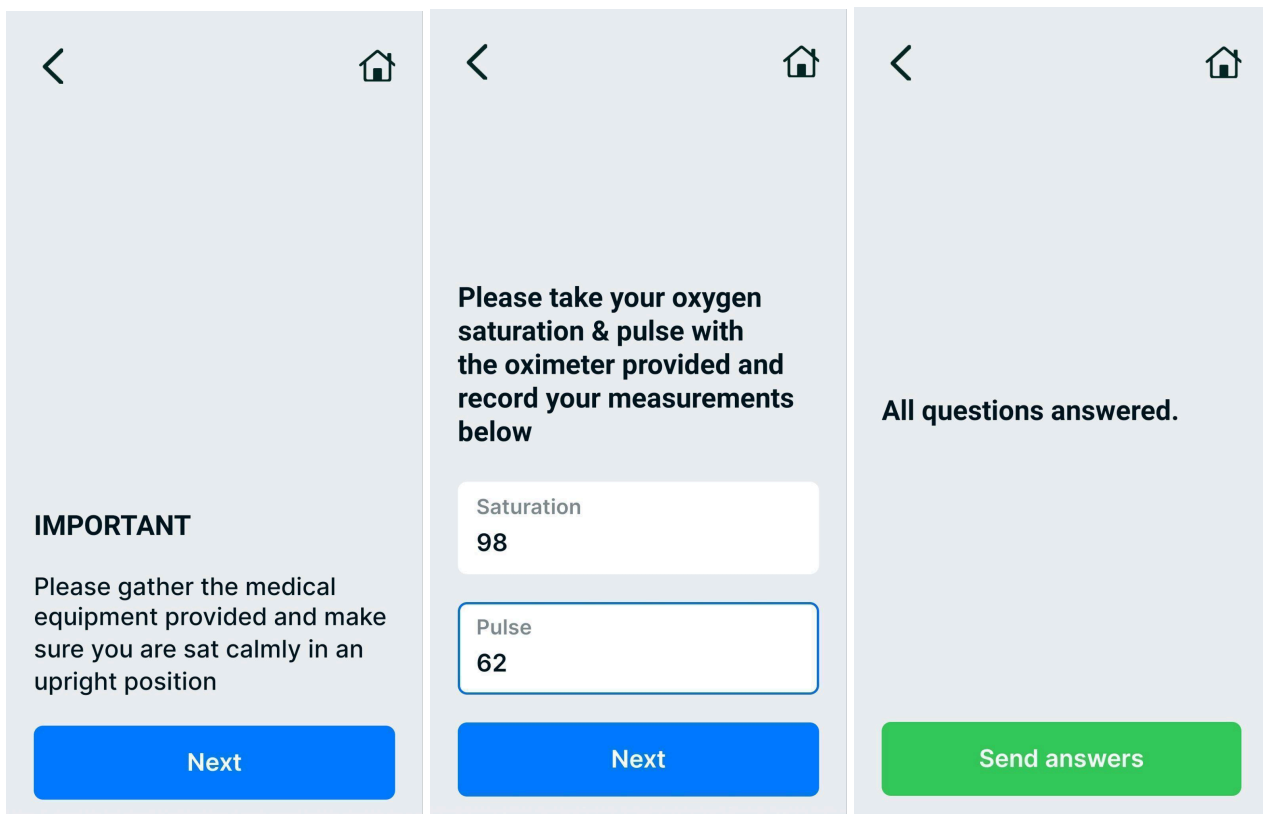
If you are using devices that are not using Bluetooth, you enter the result into the questionnaire answer box.

You can always press the **back** button  to go back to the previous question to choose a different answer or the **home** button  to return to the home menu.

Enter the value in the input field and press **Next**. (Consult the help text if needed, shown when clicking on the  at the top).

To send the completed questionnaire results to the healthcare professionals, press **Send answers**.

An acknowledgment is shown when the completed questionnaire is successfully received.

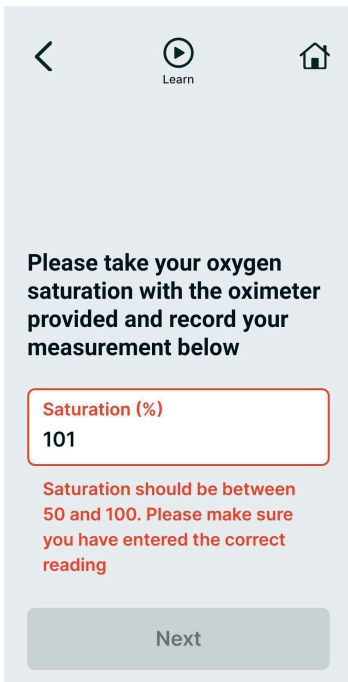


The image displays three sequential screenshots of the questionnaire app interface. Each screen has a light gray background and a white header bar containing a back arrow icon on the left and a home icon on the right.

- Screen 1:** Features the word **IMPORTANT** in bold. Below it, the text reads: "Please gather the medical equipment provided and make sure you are sat calmly in an upright position". At the bottom, there is a blue button labeled **Next**.
- Screen 2:** Displays the instruction: "Please take your oxygen saturation & pulse with the oximeter provided and record your measurements below". It contains two input fields: "Saturation" with the value "98" and "Pulse" with the value "62". At the bottom, there is a blue button labeled **Next**.
- Screen 3:** Shows the text "All questions answered." and a green button labeled **Send answers** at the bottom.

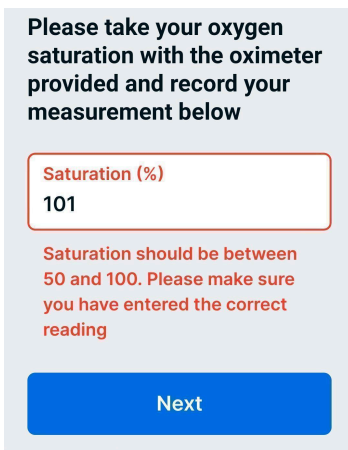
Measurement input validation

When answering a questionnaire there is validation on the values that can be entered for measurements. If a value is input outside of the expected limits for a measurement a warning message will appear with the upper and lower limits expected for that measurement type.



The screenshot shows a mobile app interface with a light blue background. At the top, there is a navigation bar with a back arrow, a play button labeled 'Learn', and a home icon. Below the navigation bar, the text reads: "Please take your oxygen saturation with the oximeter provided and record your measurement below". A text input field contains the value "101" and is labeled "Saturation (%)". Below the input field, a red warning message states: "Saturation should be between 50 and 100. Please make sure you have entered the correct reading". At the bottom, there is a greyed-out "Next" button.

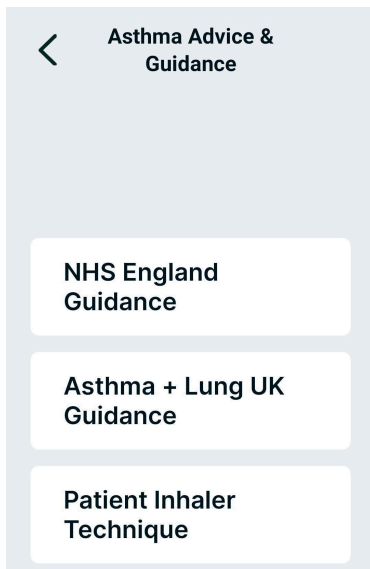
The limits are designed to screen unlikely values, so the “Next” button will be greyed out and disabled until the value is either changed or three seconds have elapsed when the “Next” button turns blue and can be pressed to progress.



This screenshot is identical to the one above, showing the same warning message for an oxygen saturation measurement of 101%. However, the "Next" button at the bottom is now a solid blue color, indicating that the user can proceed to the next step.

Information

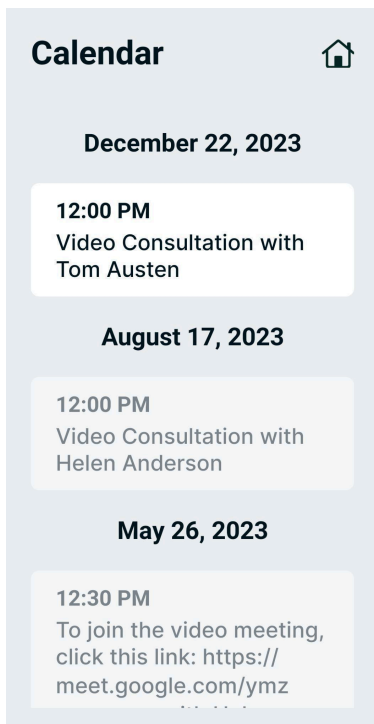
This menu shows a list of links to pages, videos or documents containing further information that might help you in your treatment.



When clicking such a link be aware that you are leaving the Doccla app and opening the link in the web browser on your mobile device.

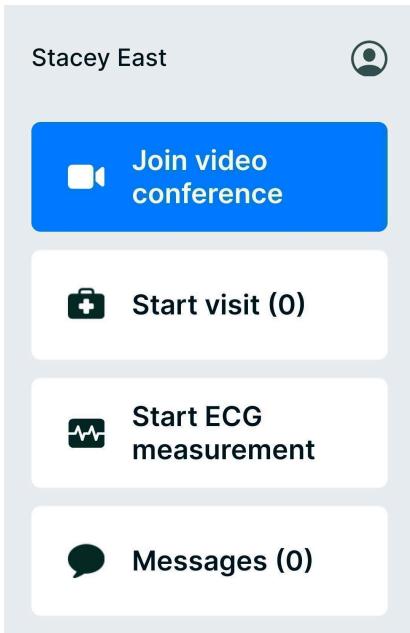
Calendar






The menu allows you to view upcoming and past video conferences with a healthcare professional.

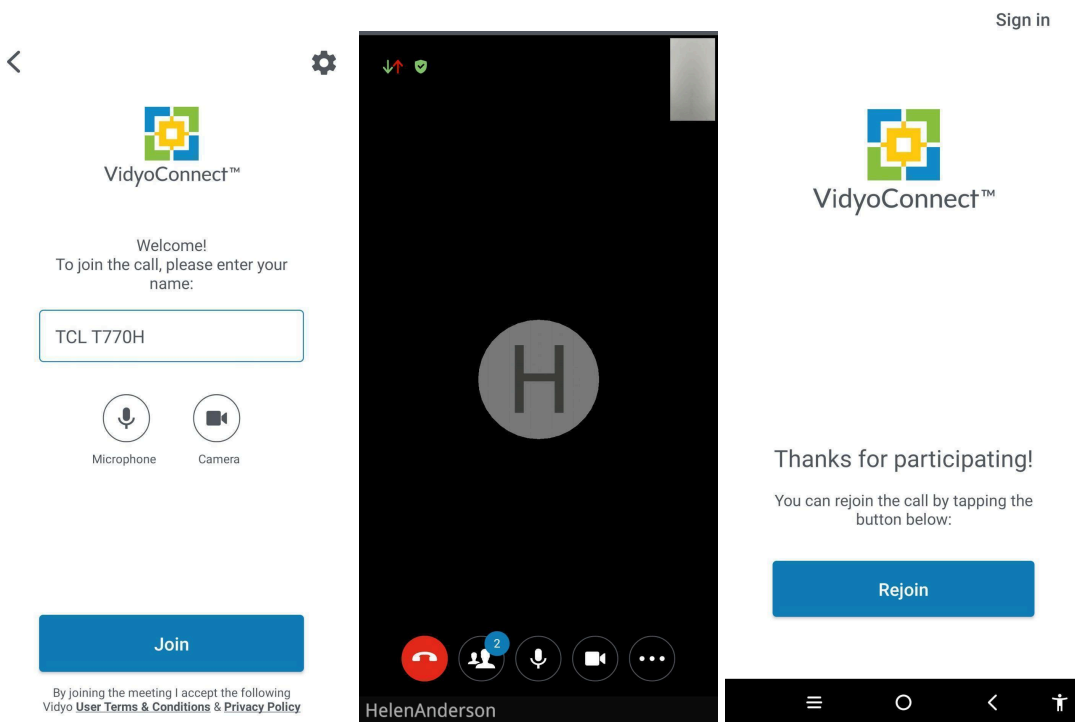


Video conference

Your clinician can choose to start a video conference with you. They will call you up on your mobile device, after which you have to accept the call by pressing the **Join video conference** button.



1. The video conference will open in the VidyoConnect app and you will need to click **Join**.
2. You will see the clinician who has initiated the call in the centre of the screen and in the top right hand corner you will see a preview of yourself. You use the controls below
 - a. You can turn your camera on/off by pressing the button 
 - b. You can turn your microphone on/off by pressing the button 
 - c. You can end the call by pressing the button 
 - d. **Do not use** the functionality of the button  is not supported.
3. When the call has ended you can return to the Doccla Patient App by clicking  at the bottom of the screen.



Passive Monitoring

Overview

Passive Monitoring allows the Doccla app to automatically collect physiological data from a compatible wearable device without requiring manual input. This feature enhances patient monitoring by passively tracking key vital signs and transmitting data to healthcare professionals.

Setting Up Passive Monitoring

1. Prepare the wearable device:
 - Ensure the wearable is charged. Plug the provided charger into a power adapter and charge the device.
2. Pairing the wearable:
 - Open the Doccla App and navigate to the home screen.
 - Press “Pair”
 - The app will search for the wearable. A message will appear:
 - i. Now remove the wearable from the charger
 - ii. “Bracelet found, start pairing process.”
 1. If the wearable is not found, ensure Bluetooth is enabled on your mobile device.
 - iii. Once found, follow on-screen instructions to complete pairing.
3. Complete pairing profile.
4. Monitoring Activation:
 - Once paired, Passive Monitoring starts automatically.
 - The app will notify you if data is not being recorded (e.g., if the bracelet is disconnected or battery is low).

Checking Monitoring Status

- The wearable device status is displayed on the Home Screen.
 - If monitoring is active, you will see a status indicating that data is being recorded.
 - If monitoring is not active, the app will display a “Not recording!” message.
- To navigate to the wearable page in the app press on the wearable card.
- Ensure the bracelet is worn correctly.

Data Transmission

- Data is automatically sent to healthcare professionals.
- No manual data entry is required.
- Healthcare professionals can review trends over time.

Troubleshooting

- If pairing fails:
 - Make sure the bracelet is charged.
 - Restart the bracelet by placing it back on the charger for a few seconds.
- If monitoring stops:
 - Ensure the bracelet is snug on your wrist.
 - Reconnect in the wearable device section.

Important Notes

- Passive Monitoring is not a substitute for emergency care. If you experience symptoms, seek medical assistance.
- The bracelet does not provide real-time alerts for critical conditions.
- Always ensure the bracelet is charged and correctly positioned on your wrist.
- If the device is not on the latest firmware (“Update available” will be displayed) then press to update.

Addendum

Reporting patient incident

Any serious incident that occurred in connection with the use of the Doccla Virtual Care must be reported to Doccla and the competent authority which in the UK is the Medicines and Healthcare products Regulatory Agency, MHRA.

Precautions

The information in this document is subject to change without notice.

Legal Notices

Doccla declares that Doccla Virtual Care software application is placed on the market in compliance with the following legislation concerning Medical Devices:

- Is a Class I medical device as described in Part II of the UK MDR 2002, Annex IX (as modified by Part II of Schedule 2A to the UK MDR 2002).
- Meets the relevant essential requirements of Part II of the UK MDR 2002, Annex I (as modified by Part II of Schedule 2A to the UK MDR 2002).

Manufacturer

Doccla Limited
184 Shepherds Bush Rd,
London
W6 7NL
United Kingdom

Manufacturer responsibility

The manufacturer is only responsible for the software of Doccla itself and does not take responsibility for the functionality of the measurement devices used, the tablet or other devices that the Doccla Patient App can communicate with. The manufacturer ensures compliance with the listed Bluetooth devices in this document. No parts of this document may be reproduced or translated without the prior written permission of the manufacturer.

End of life (EOL)

The product's End of life (EOL) is 2 years after release. After EOL there is no product support. The date for EOL can be found on the product label.

The device (Doccla Virtual Care software) works as an assisting tool and is not a replacement for treatments. It is recommended to avoid performing a measurement with moist or wet hands. A pen or other hardware tool can be used in case of touch screen challenges.