Wellness Plus

Mobile App | The User Guidebook

connectedlife
Be connected. Stay safe. Stay well.

Overview

This guide will take you through the steps on how to use the Wellness Plus CLH app. The Wellness Plus CLH app is a remote monitoring solution that enables users to easily share their health and recovery progress between follow-up visits.

With this app, users can self-report their level of discomfort on a mild-to-severe scale, as well as their symptoms and health indicators like body temperature, pulse rate, and blood oxygen levels. This provides healthcare professionals with a more complete picture of users' recovery process over time, allowing for personalized health plans that may include prescribed medication and exercise.

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Last update: August 17, 2023

Mobile Device, Wearable Device & Browser Compatibility

A) Device Model & OS:

- iPhone 7 (iOS - 15.4)
- iPhone XR (iOS - 14.8, 15.4)
- iPhone 11 Pro (iOS - 16.4)
- iPhone 11.12.13 Simulators (iOS - 15.4)
- iPhone 13 pro max (iOS - 15.6.1)
- iPhone X (iOS - 15.4)
- Galaxy Note 9 (Android 10)
- Google Pixel 6 (Android 13)
- Vivo V21 (Android 13)
- Galaxy Note 20 (Android 13)
- Redmi Note 11S (Android 12)
- Oneplus 6T (Android 11)

**B) Wearable Device:**

- Fitbit
- Apple Watch

C) Browser:

- Chrome
- Microsoft Edge

- This is a list of mobile devices, browsers & wearable devices that are best suited for Wellness Plus.
- We encourage users to check this list to ensure their mobile devices, browsers & wearable devices are compatible with the app before using it.
- Customers using Fireball may experience some compatibility issues while using the app.

Get Started
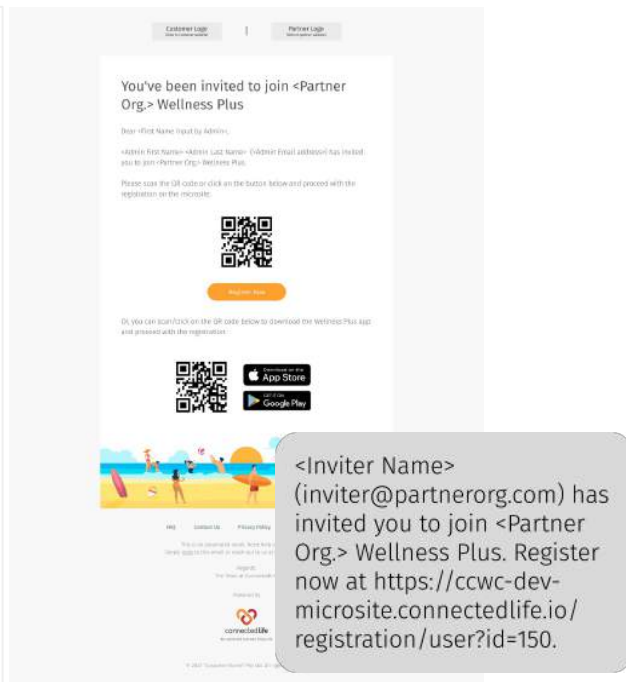
Welcome to Wellness Plus, a platform that helps you manage your wellbeing through remote monitoring support.

There are different ways you can register into the platform, namely:

- Downloading the app and registering in-app
- Registering through the microsite link sent to SMS/email

  All Users will receive an SMS from +14133543515.

 *Users from UK will receive an SMS from +447883297267.*

  Both numbers are safe & we encourage users to save whichever is applicable to them.

- Registering through the organisation marketing site

Depending on your organisation setup, you may or may not need a specific invitation code to get into the registration process. More details will be shared in the next few pages.
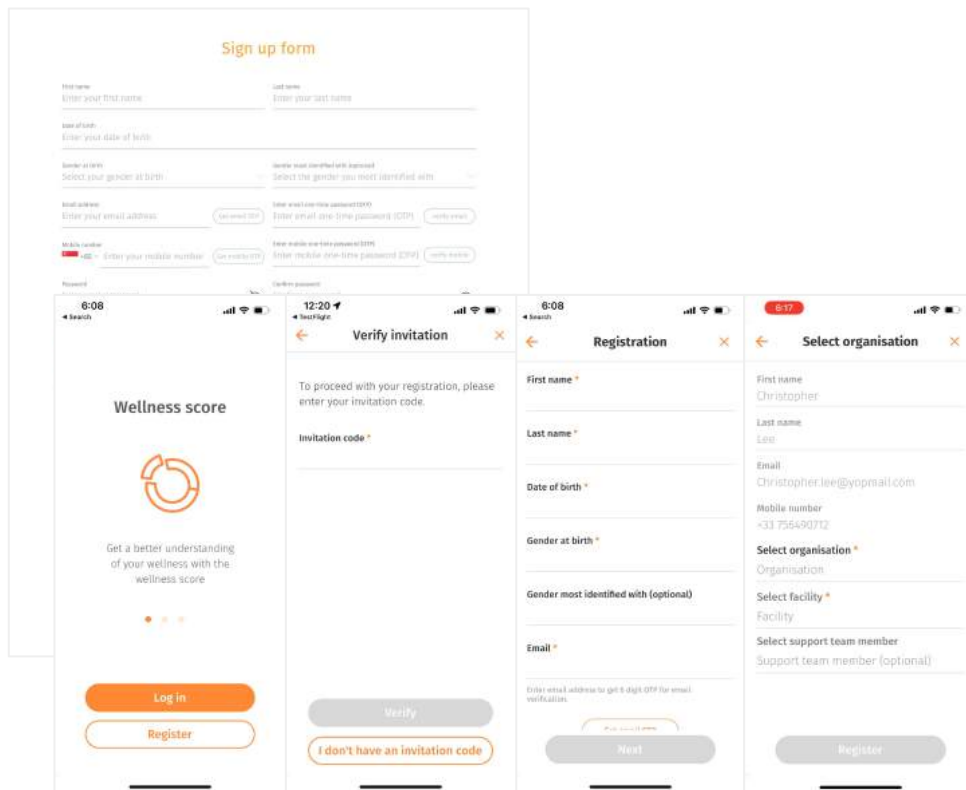
Download Mobile App
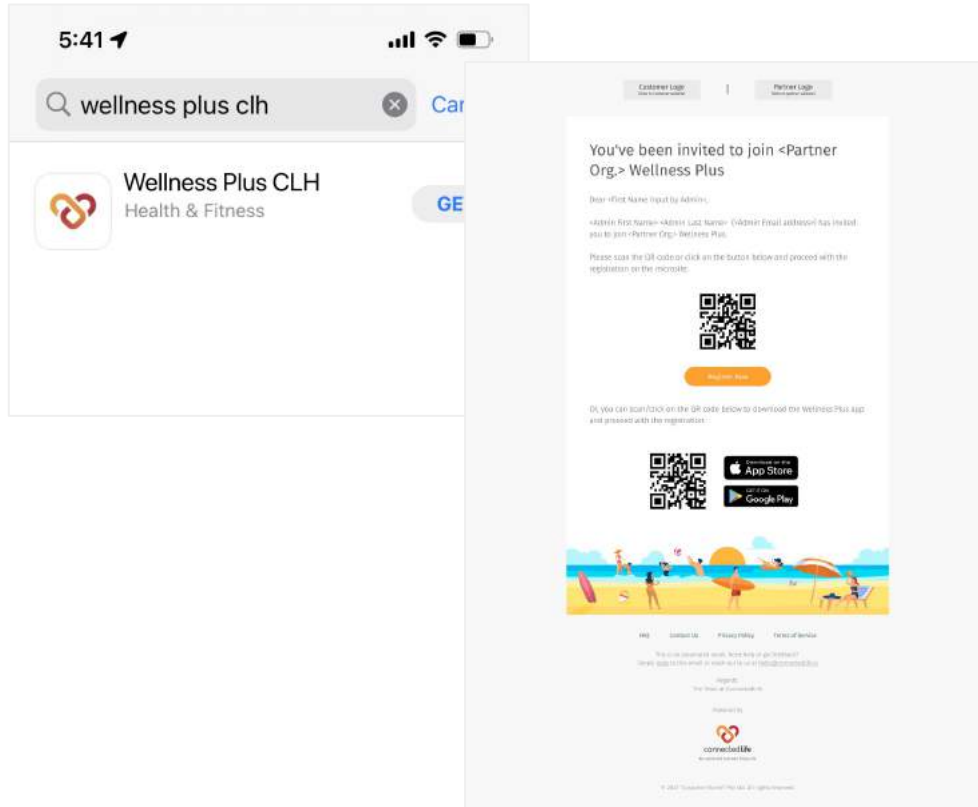
Download your Wellness Plus mobile app through the following ways:

↖ Search for 'Wellness Plus CLH' at the App Store (iOS) or Play Store (Android)

← Click/scan the QR code sent to your email invitation.

Register ○ I don't have an invitation code

You can register for a Wellness Plus account via the following ways:

↖ Microsite: In your email invitation, click on the QR code to register on the microsite.

← Mobile app: Click on "I don't have an invitation code", then proceed to 'Register'.

After filling in and verifying your personal details, you will be prompted to fill in your selected healthcare organisation (mandatory), facility (mandatory), and support team member (optional). These can be changed later after registration in your mobile app.

If you have not selected a support team, your admin will assign you to one so that you can begin your treatment soon.

Register ○ I have an invitation code

If the organisation has switched on their invitation code settings, you first need to enter an invitation code that is sent to the user via email or SMS.
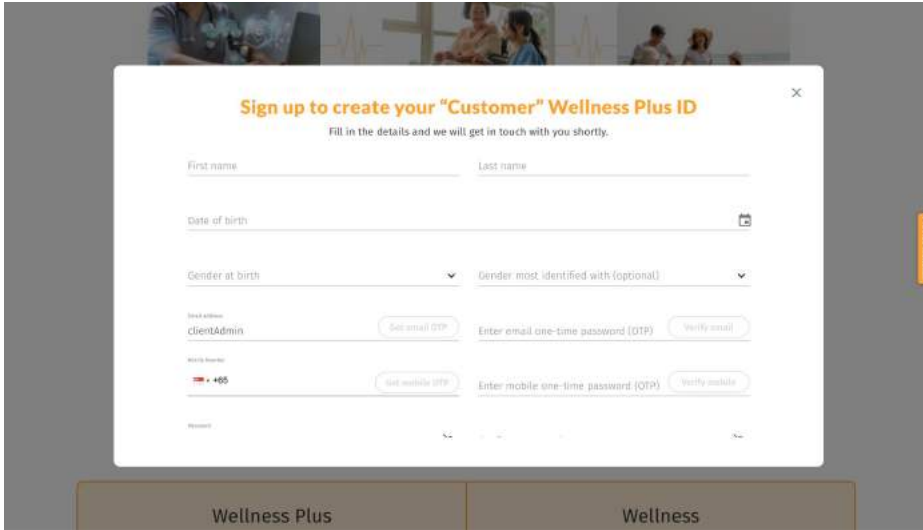
←Upon entering the correct code and clicking/pressing "verify", your key personal details and organisation details are prefilled to what the inviter has indicated.

←Your email or mobile number will also be auto-verified depending on the code/microsite link that you have used.

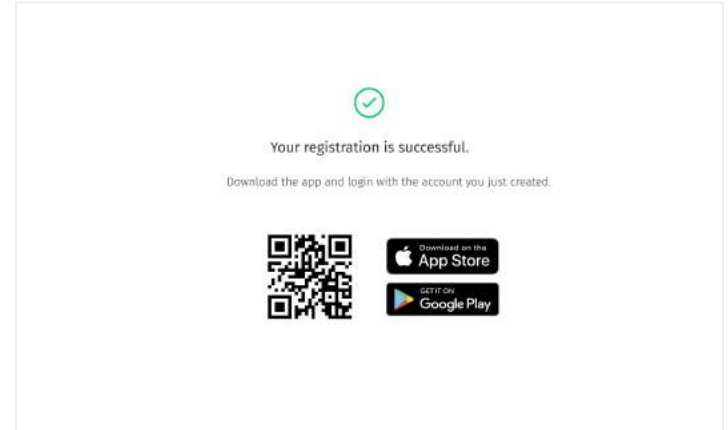←Simply fill up the remaining fields and proceed to select your organisation and complete your registration.
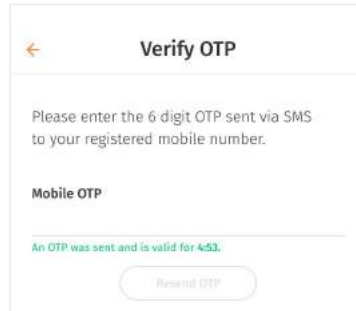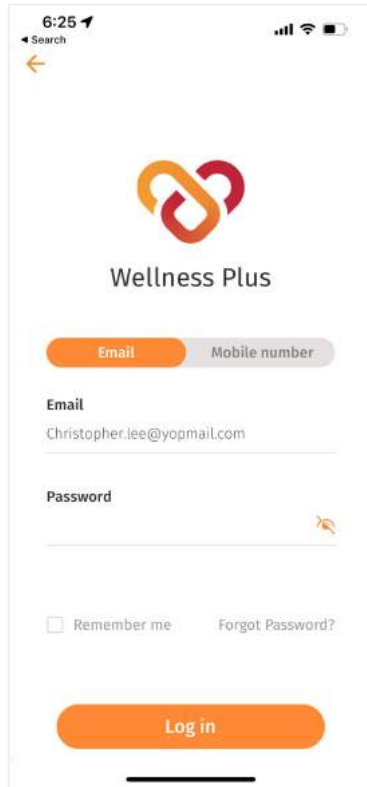
Register ○ Marketing Site

⬉ Depending on the organisation setup, there may also be a marketing site available for you to sign up with your credentials.

↑ You will be prompted to download the app upon completing registration.

Log in/Forgot Password

On your mobile app, click 'Login' to login with your credentials. By default, you will be logged in for 3 months unless you log out of the system.

← Login: Enter the email/mobile number associated with your account and the password you have used to register to login.

↑ Depending on your organisation's configuration, you may need to do an OTP verification.
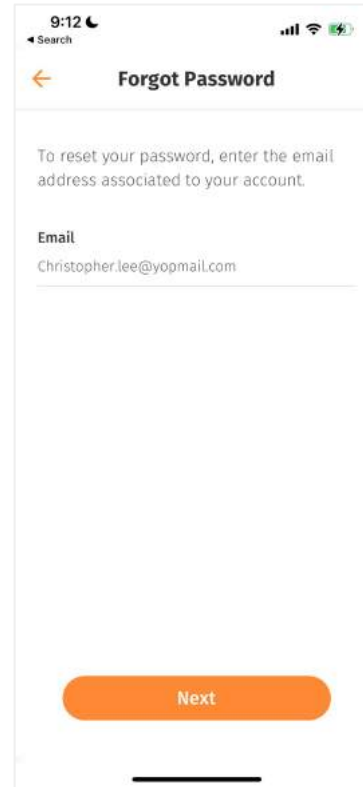
← Forgot password: If you have forgotten your password, please click on 'Forgot password' and enter the email you used to register.

A temporary password will be sent to your account for you to login and reset your password.

While resetting your password make sure to use a minimum of 8 characters which has a combination of lower case, upper case & numbers.

Complete Profile (Onboarding)

Upon first-time login, you are recommended to complete your profile now so that you can have a glimpse of your Wellness score and begin your program as soon as possible.

← Complete Profile Now: In the profile onboarding, you will be prompted to complete 5 sections:

1. Personal & Contact Details
2. Racial Origin
3. General Readings
4. Medical Background
5. Lifestyle

You have the option to skip each section by pressing the "Skip" button. Note that for all sections except Medical background, you will need to complete them later within the next 7 days.
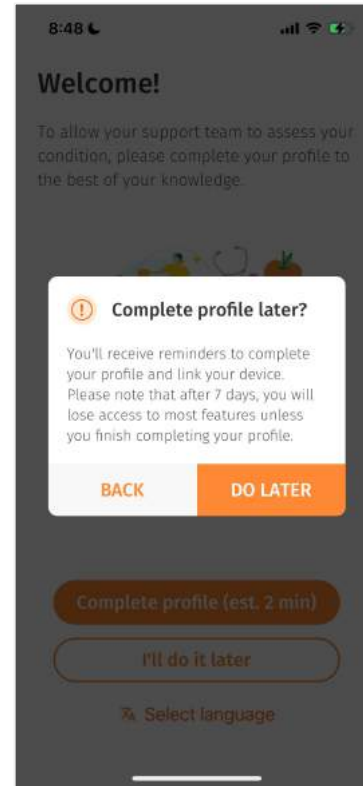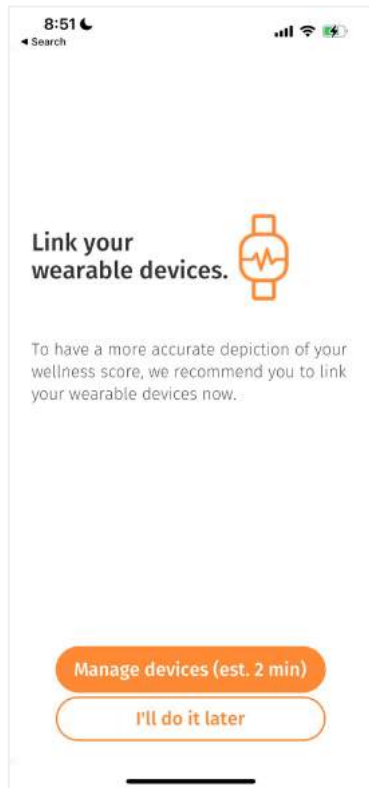

← Complete Profile Later: If you have selected "I'll do it later", you will receive a notification to complete your profile the next day/3 days. To complete your profile, go to to Profile > My Profile.

If your profile remains incomplete after 7 days, most of your app features will be disabled until you complete your profile.

Link Devices

After onboarding and completing your profile, you will be prompted to link your device.

You can also find this feature under **Profile.**

You can choose to link at the point in time or skip this part to do it later.
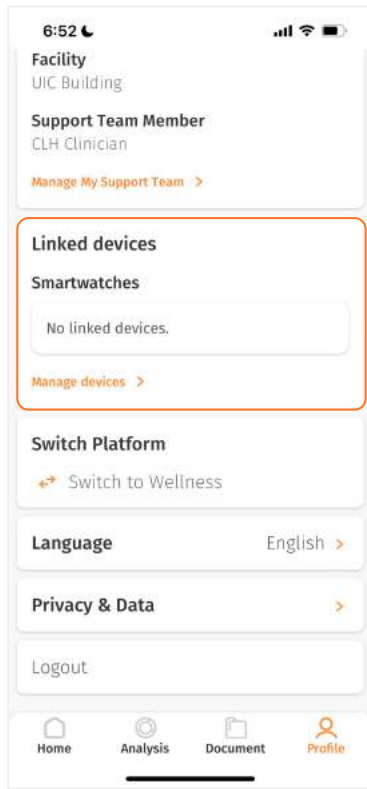
You are recommended to link your wearable devices to attain a more accurate representation of your wellness score.

Please note that you can only link 1 smartwatch at a time.

For more information on Linked Devices, please refer to the following pages.
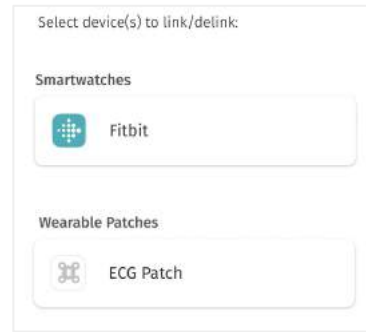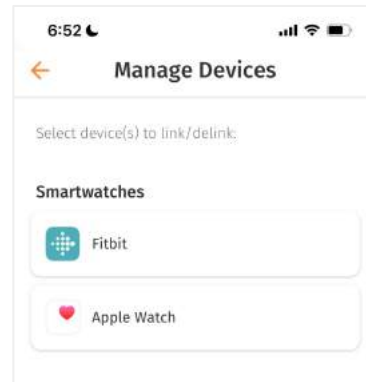
Link Devices

← You can go to Profile > Linked devices to manage the wearable device(s) synced to your app.

Existing vitals data will remain in the app even after switching devices to provide a seamless wellness tracking experience.
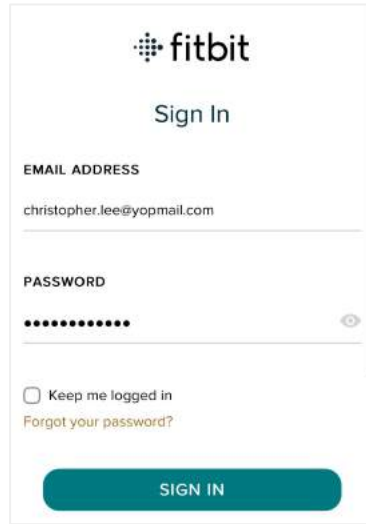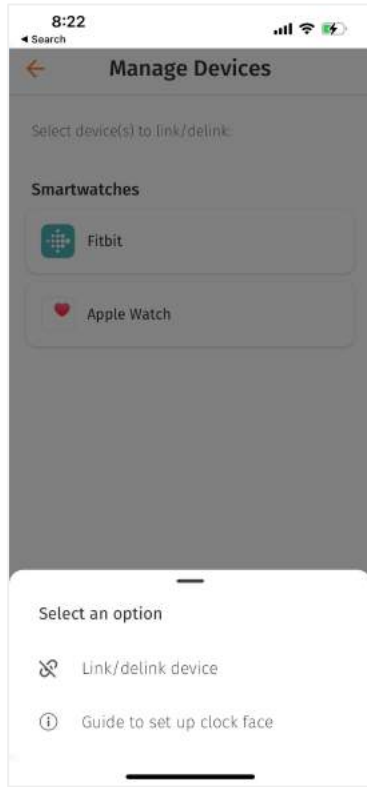

↖ iOS: Currently, you have the option to link/delink your Fitbit and/or Apple watch and view relevant guides to set up your clock face/watch face.
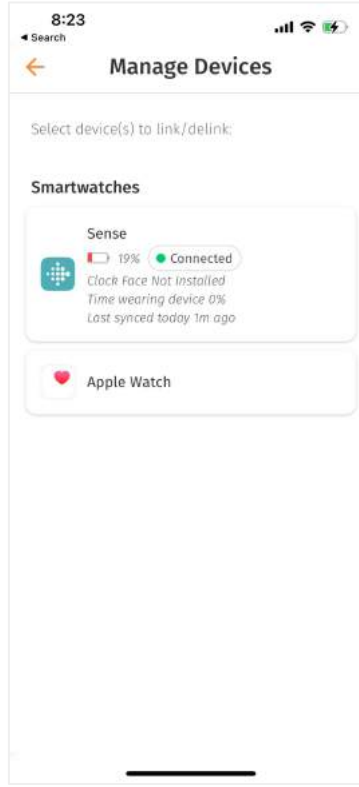
← Android: You have the option to link/delink your Fitbit and ECG patch. Likewise, you can view relevant guides to set up your Fitbit clock face.
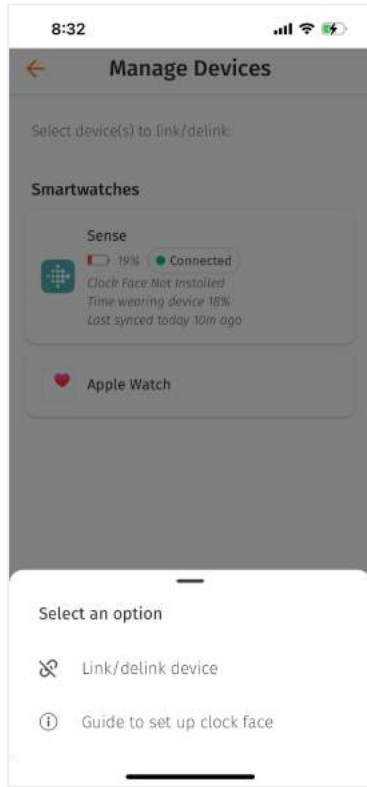
Link Devices ○ Link Fitbit

← Link/switch to Fitbit watch by clicking on the Fitbit button.

↗ Sign in to Fitbit and allow access to all vitals data.

← Upon successful linking, the Fitbit status bar will show relevant system information (e.g. connection status, clock face version) to help you manage your Fitbit device.
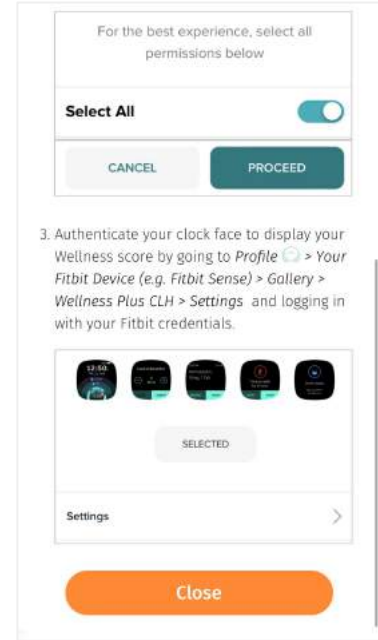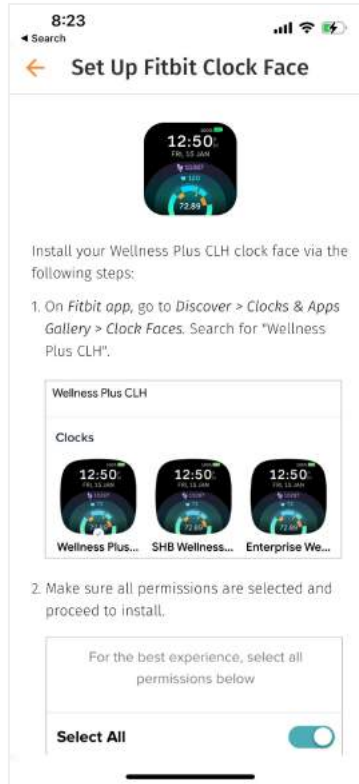
Link Devices ○ Set Up Fitbit Clock Face

← It is recommended to set up your clock face for easy access to your wellness score and scheduled reminders.
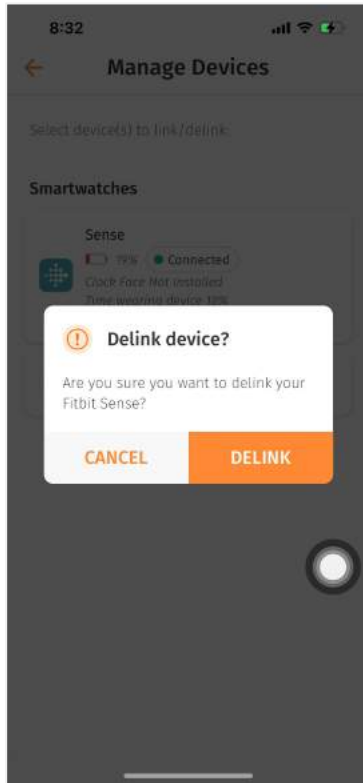
Clock Face available on Sense and Versa 3.

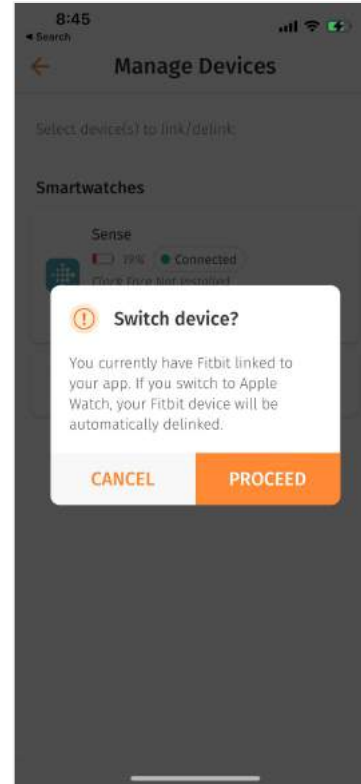To access the clock face guide, click on the status bar and select 'Guide to set up clock face'.

←↗ Follow the instructions on the guide to set up your clock face.
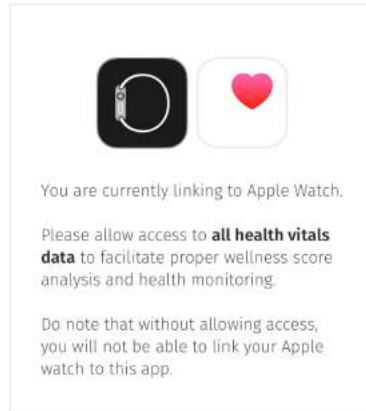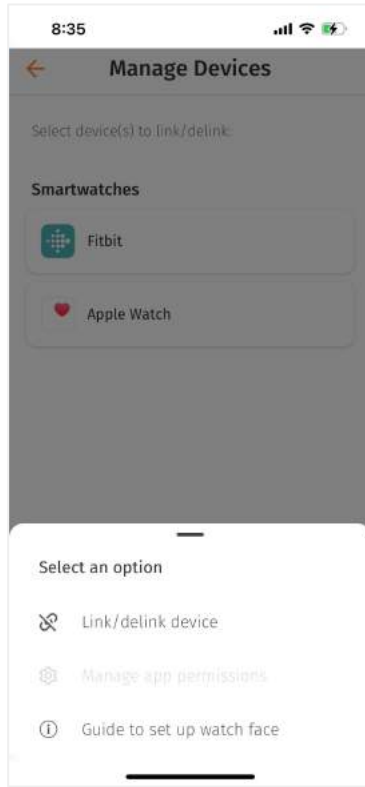
Link Devices ○ Delink Fitbit

← To delink your Fitbit, click on the Fitbit status bar and select 'Link/delink device'.

← If you are linking to Apple watch while being linked to Fitbit, a pop up will appear to confirm the device switch, after which you will also be automatically delinked from your Fitbit device.
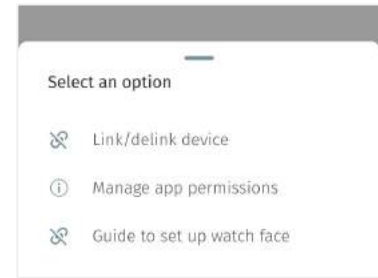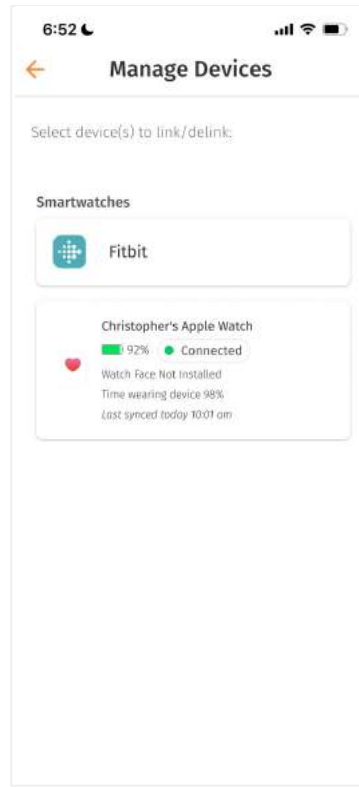
To link/switch to Apple watch, click on the Apple Watch button under and select 'Link/Delink device'.

← Allow the app to access Apple Health permissions. Note that your Apple watch must already be linked to the iOS Watch app. Access to vitals data is required for the app to connect to your watch.
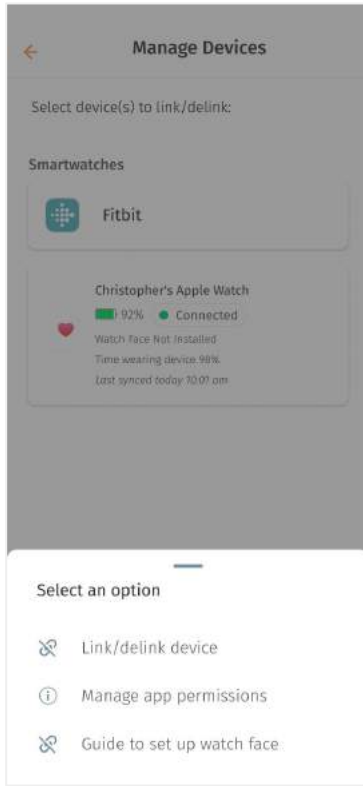

← Upon successful linking, the Fitbit status bar will show relevant system information (e.g. connection status, watch face version) to help you manage your Apple watch.

↗ You can manage your Apple Health permissions to allow only certain data to be accessed by clicking on 'Manage app permissions', which is now enabled.
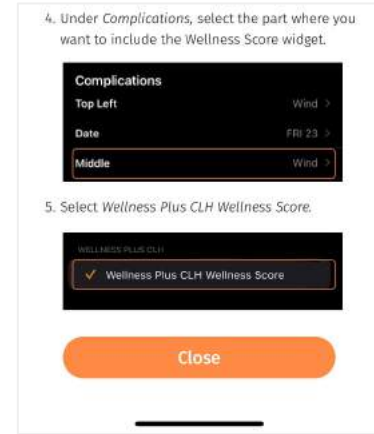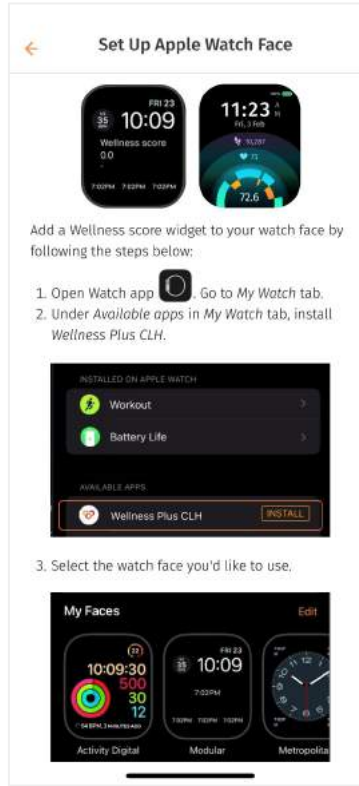
Link Devices ○ Set Up Apple Watch Face (iOS only)

Manage Devices

Select device(s) to link/delink:

Smartwatches

Fitbit

Christopher's Apple Watch
92% ● Connected
Watch Face Not Installed
Time wearing device 98%
Last synced today 10:07 am

Select an option

- Link/delink device
- Manage app permissions
- Guide to set up watch face

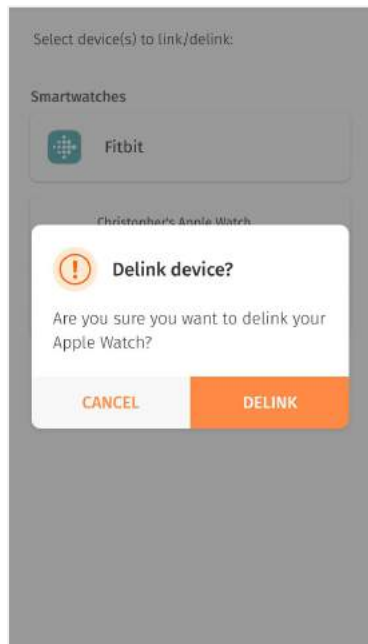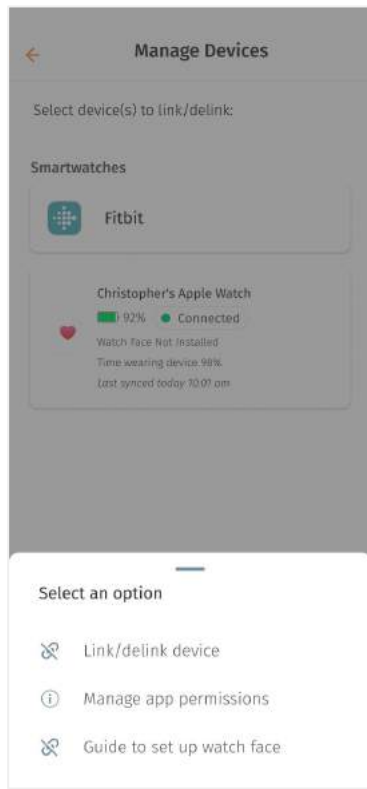← It is recommended to set up your watch face for easy access to your wellness score and scheduled reminders.

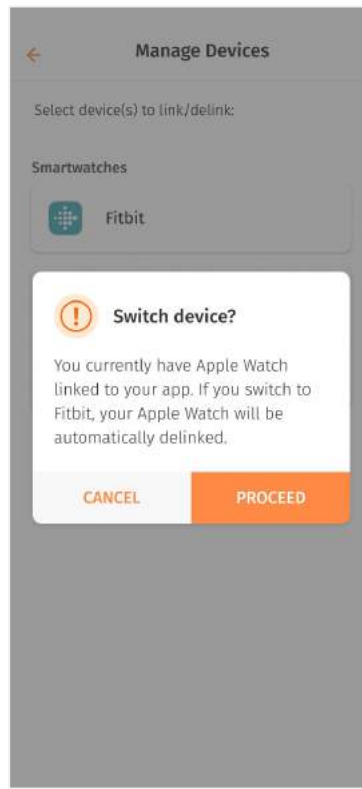To access the watch face guide, click on the status bar and select 'Guide to set up watch face'.

Set Up Apple Watch Face

Add a Wellness score widget to your watch face by following the steps below:

1. Open Watch app ⃝. Go to *My Watch* tab.
2. Under *Available apps* in *My Watch* tab, install *Wellness Plus CLH*.

INSTALLED ON APPLE WATCH
- Workout
- Battery Life

AVAILABLE APPS
- Wellness Plus CLH — INSTALL

3. Select the watch face you'd like to use.

My Faces — Edit

Activity Digital | Modular | Metropolita

4. Under *Complications*, select the part where you want to include the Wellness Score widget.

Complications	
Top Left	Wind >
Date	FRI 23 >
Middle	Wind >

5. Select *Wellness Plus CLH Wellness Score*.

WELLNESS PLUS CLH
✓ Wellness Plus CLH Wellness Score

Close

←↗ Follow the instructions on the guide to set up your watch face.

Link Devices ○ Delink Apple Watch (iOS only)

Manage Devices

Select device(s) to link/delink:

Smartwatches

Fitbit

Christopher's Apple Watch
92% ● Connected
Watch Face Not Installed
Time wearing device 98%
Last synced today 10:07 am

Select an option

⌖ Link/delink device
ⓘ Manage app permissions
⌖ Guide to set up watch face

Select device(s) to link/delink:

Smartwatches

Fitbit

Christopher's Apple Watch

Delink device?

Are you sure you want to delink your Apple Watch?

CANCEL   DELINK

←↑ To delink Apple Watch, click on the Apple Watch icon and select 'Link/delink device'.

Manage Devices

Select device(s) to link/delink:

Smartwatches

Fitbit

Switch device?

You currently have Apple Watch linked to your app. If you switch to Fitbit, your Apple Watch will be automatically delinked.

CANCEL   PROCEED

← If you are switching to Fitbit while being linked to Apple Watch, a pop up will appear to confirm the device switch, after which you will also be automatically delinked from your Fitbit device.
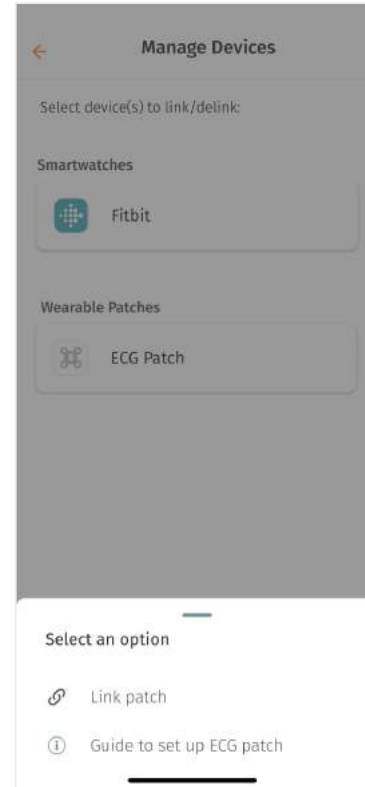
Link Devices ○ Link ECG Patch (Android only)
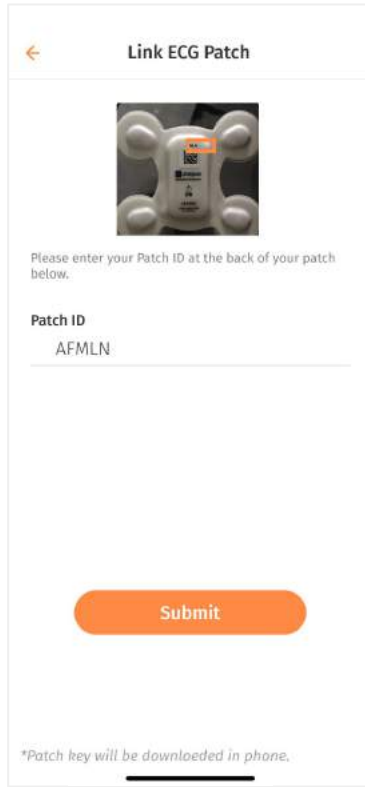
← Link your ECG Patch by clicking on the ECG button and selecting 'Link patch'.

On the link ECG patch screen, enter your patch ID and click 'Submit'.

← Later on, you can review the guide to set up the ECG patch by clicking on 'Guide to link ECG patch'.
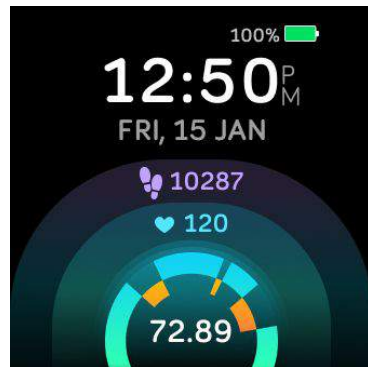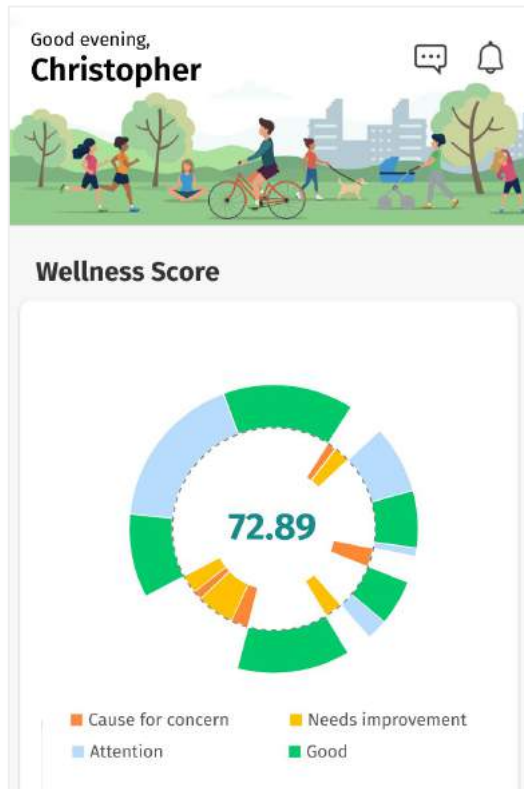
Home

| Wellness Score

| Reminders

| Log Wellness Parameters

| Receive/Send Messages

Last update: August 7, 2023

Wellness Score

↖ On your home screen, you have an overview of your health and wellness from the 'Wellness Score' chart.

This score indicates how well you are, taking into account the various wellness parameters.

Your wellness data is retrieved from the activities recorded via your wearable device (Fitbit/Apple watch/ ECG patch) and the information you enter on the home screen.

The colours marked on the sectors help you identify the parameters that need to be addressed on priority. They range from orange being cause for concern, to green reflecting good.

← You can also see your wellness score displayed at the bottom on your Fitbit/Apple watch.

Reminders
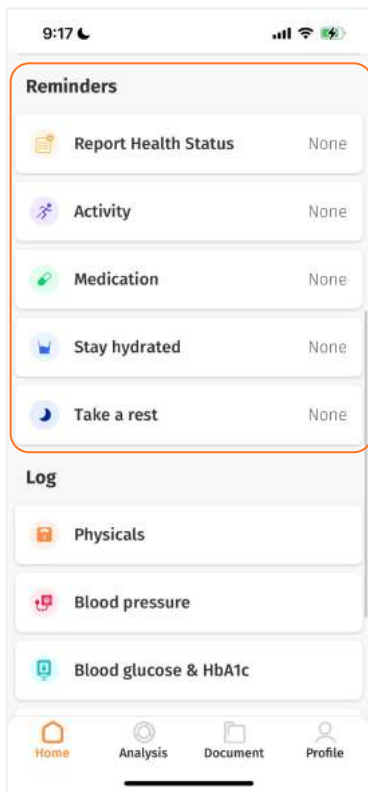
← During your recovery period, daily requirements are shared with you via the '<u>Reminders</u>' section of the application.

Every day, reminders will be sent to you to perform certain actions or to acknowledge them. These will help your support team to track your health and recovery.

It is important to follow this schedule as closely as possible, as this will provide your support team with the right information to assess your condition.

← You will also receive reminders on your smartwatch once your clock face/watch face is set up.
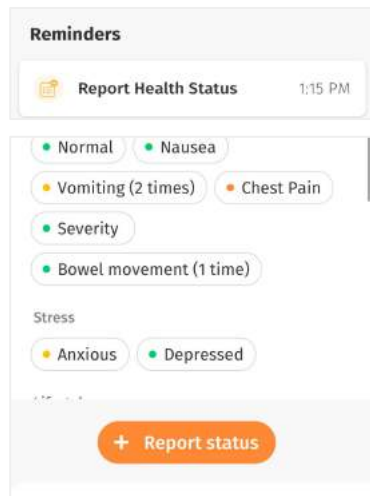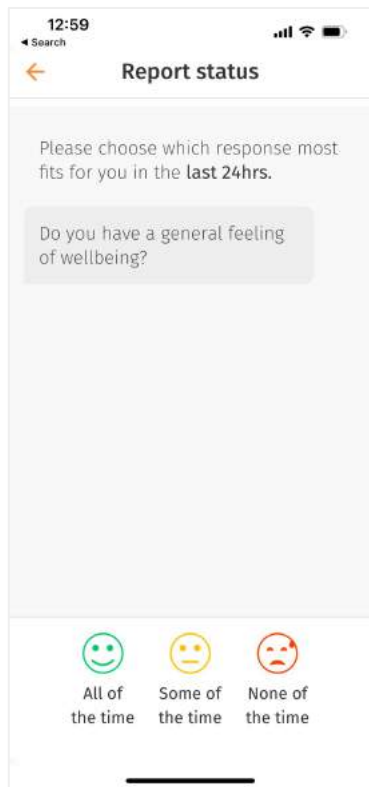
↗ You will receive a notification to report your status. There is a set of status that you are required to monitor every 24 hrs.

← Based on your input, you will be prompted to the next question in the series.
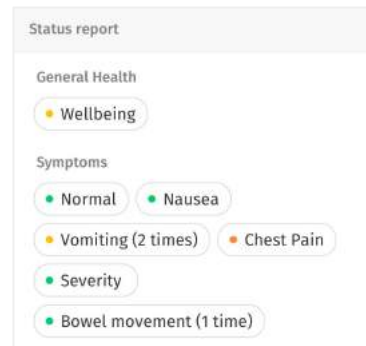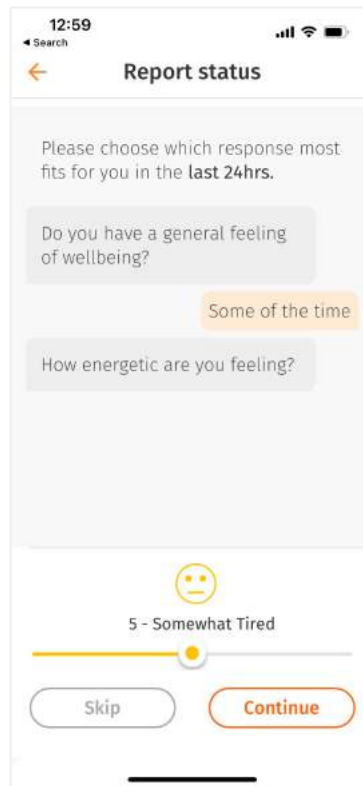
← We recommend you to add a response to all the questions but if you choose not to answer any particular question then tap on 'Skip' to proceed.

↗ After completing the report, you will be able to see an overview of your responses under 'Report health status' section. Your responses will also contribute to your overall wellness score.
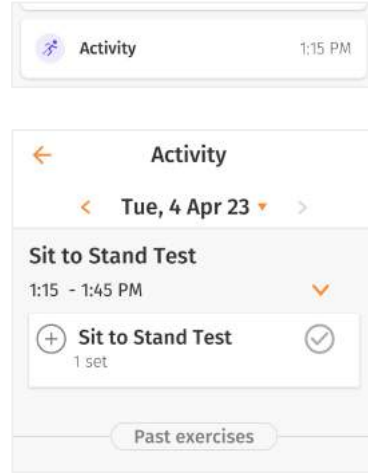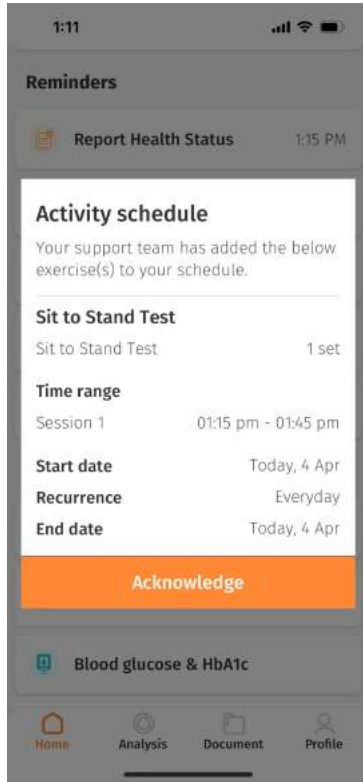
Activity refers to a set of exercise reps scheduled by your support team which aims to facilitate your overall recovery.

←↗ You will receive relevant notification on the exercises scheduled by your support team.
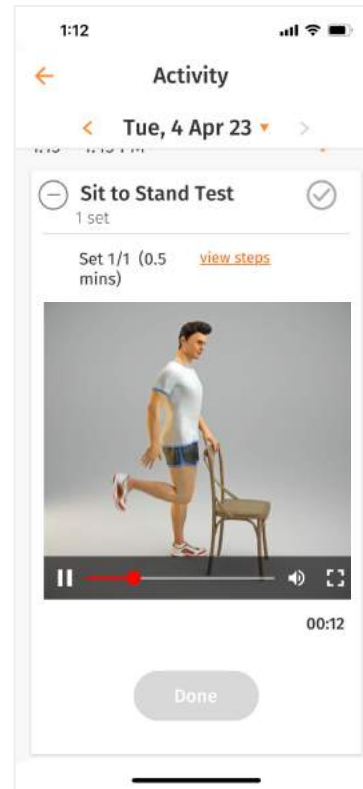
← You are required to start your exercise at the time scheduled. You can view the details of the exercise by clicking on the (+) n.

To start an exercise, click 'Start' at the scheduled time.

The exercise time will be recorded. It will be marked as 'Done' on its own.

Reminders ○ Medication

Scheduled: today, 10:00 PM
Not taken yet

Notes
Take after food

Full schedule

10:00 PM   0.5 Tablet

Skip   Edit time
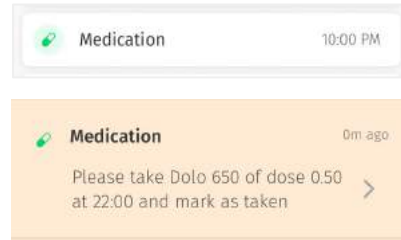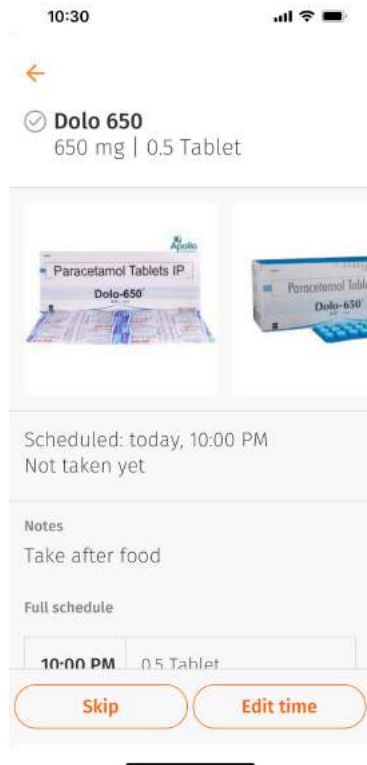
↗ You can view the details of a particular medication via 'Medication' in Reminders, as well as via the notification received at the time of medication.

← You will receive relevant notification on the exercises scheduled by your support team.
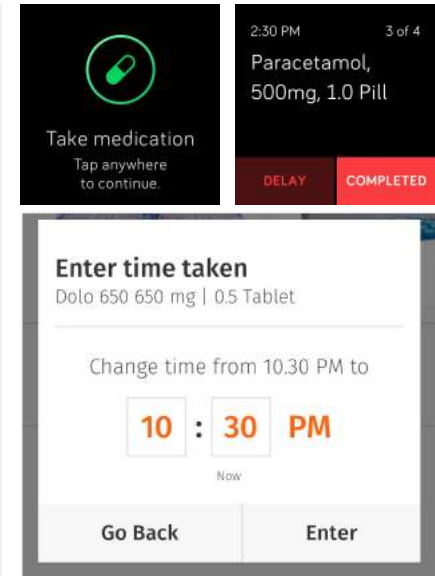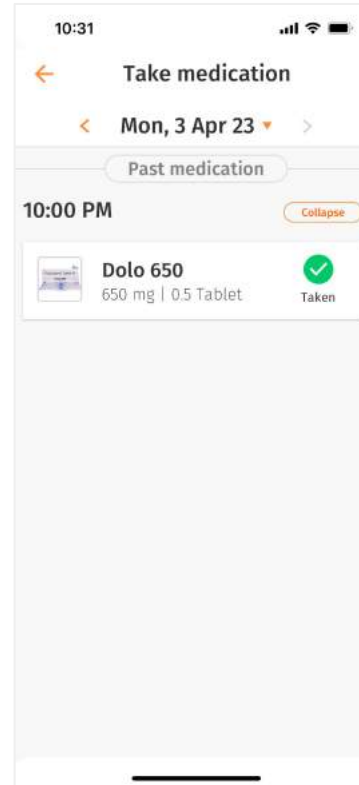
← You are required to take the medications at the time scheduled. Mark them as 'Taken' either 30 minutes before or after the scheduled time. You can also mark it as 'Completed' on your smart watch.

← There might be times you are unable to take the medication at the scheduled time or within 30 minutes after the reminder. You can take it later and enter the timing. It will be marked as 'Delayed' on its own.

You can also 'Delay' your medication for 10 minutes using the reminder on your smart watch.

↙ If you have skipped taking the medication, you can select 'Skip' and it will be marked as 'Missed'.

In case you forget to mark your medicine as 'Taken' or enter the delayed time, it will be marked as 'Missed' by default. Do ensure you log it correctly.

↗ You will be sent a notification on the mobile application if there is an update to your existing medication schedule, or if your support team has prescribed a new medication.

← Click 'Acknowledge' to dismiss the notification message box. Medication schedule is updated. You will start receiving reminder notifications as per the update.
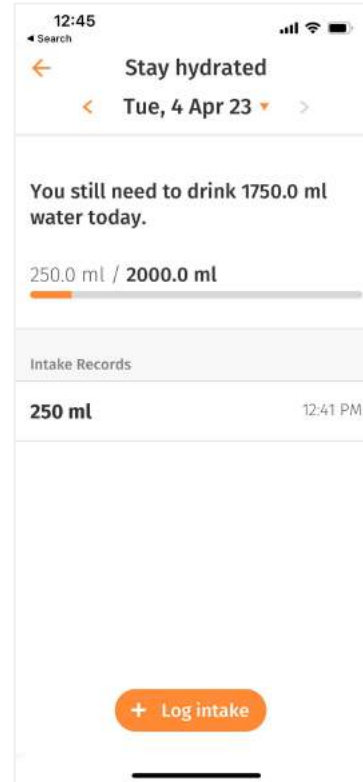
Reminders ○ Stay Hydrated
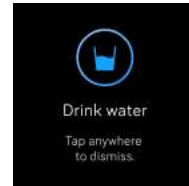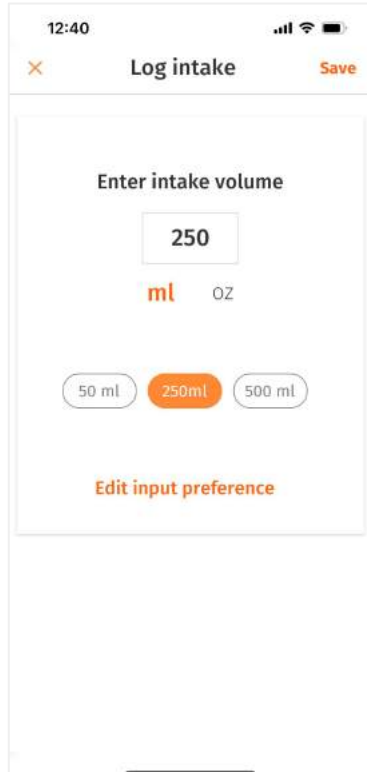
↑ Staying hydrated is essential for your wellbeing. You will be sent a reminder notification on your app and smart watch to drink water.

← We have set values of 50ml, 250ml & 500ml as quick inputs. Choose the value closest to your intake or type a specific value.
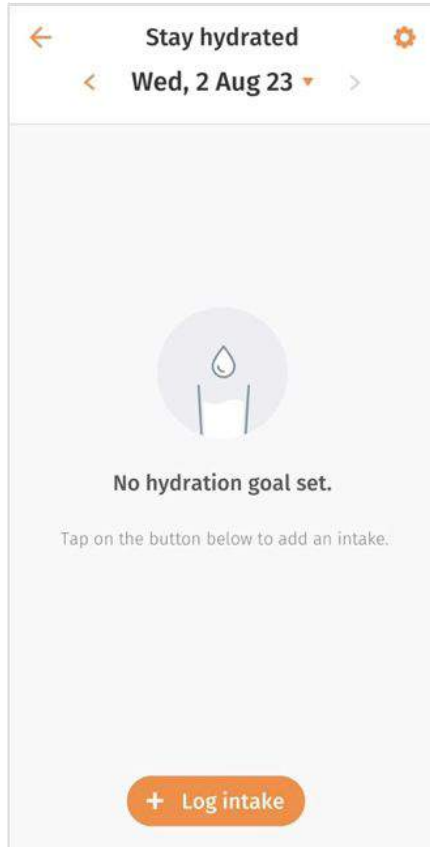
You may edit your unit of measurement, via the 'Edit input preference'.

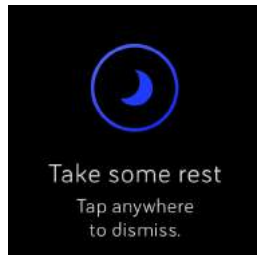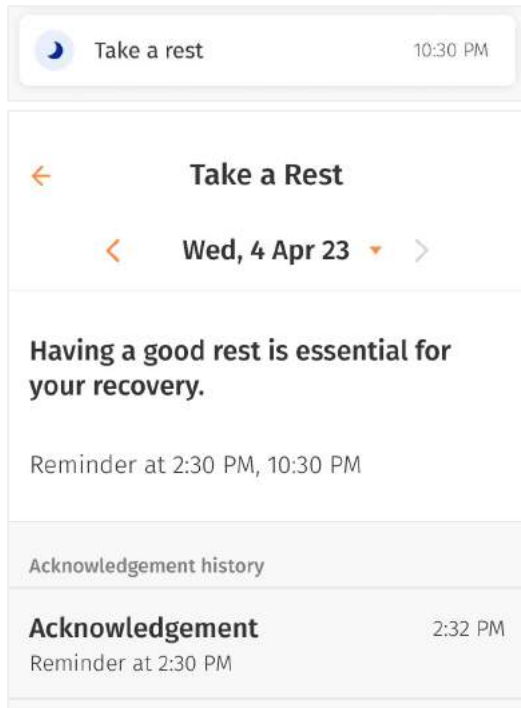← You can track your water intake as per the goal set for you by your support team.

Reminders ○ Stay Hydrated (cont.)

← A 'No hydration goal set' message will appear on the screen if you haven't set any hydration goal.

Reminders ○ Rest

You are advised to take occasional rest breaks for a quicker recovery.

← You will receive reminders on your smart watch device and mobile app to take some rest. Do acknowledge.
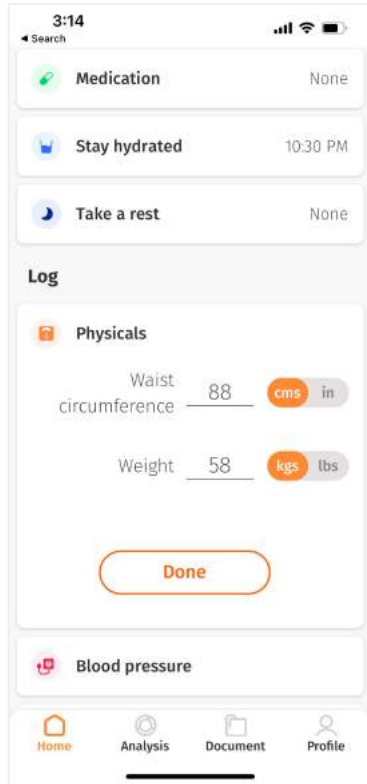
Log Wellness Parameters
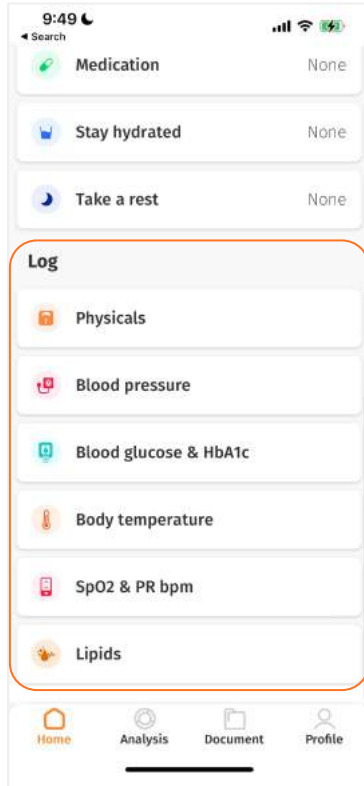
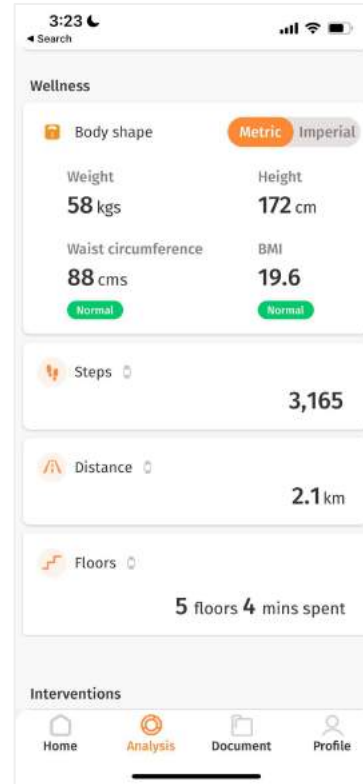← Under the home tab, you can log your wellness parameters as and when you require.

These measurements will contribute to your overall wellness score.

Log Wellness Parameters ○ Physicals

← Select your waist circumference & weight and tap on 'Done'.

← The measurements you log can be seen on the Analysis tab, under 'Body shape'.

Log Wellness Parameters ○ Blood Pressure

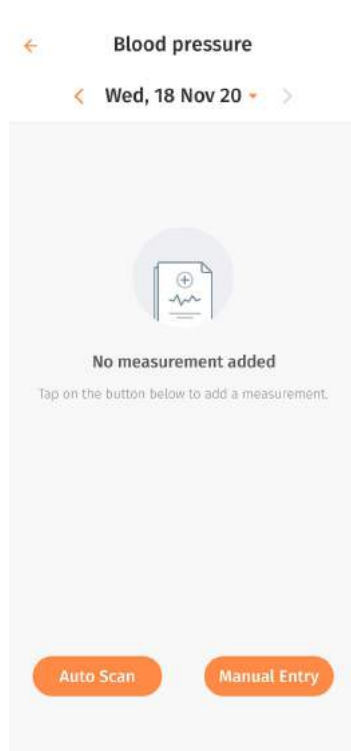← Type the Systolic & Diastolic measurement and tap on 'Save'.

← The measurement will be saved under 'Blood pressure' section.

↑ Swipe left to edit the existing Systolic & Diastolic values.

↑ Swipe right to delete the existing Systolic & Diastolic values.

Log Wellness Parameters ○ Blood Pressure Biospectal (Android Only)

Blood pressure

< Wed, 18 Nov 20 ▾ >

No measurement added

Tap on the button below to add a measurement.

Auto Scan   Manual Entry

Blood Pressure Scan Result

Systolic (mmHg)

110

Diastolic (mmHg)

78

Scan Again   Continue

← On the Android version, we have integrated our app to Biospectal, a 3rd party blood pressure reading app to capture blood pressure readings.
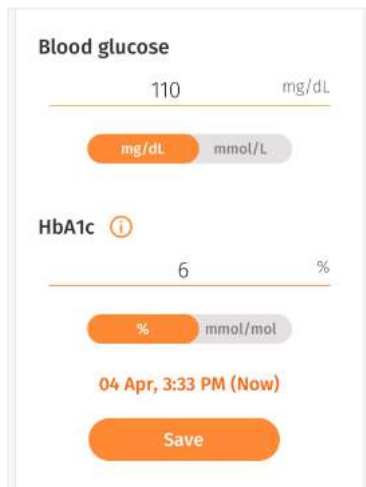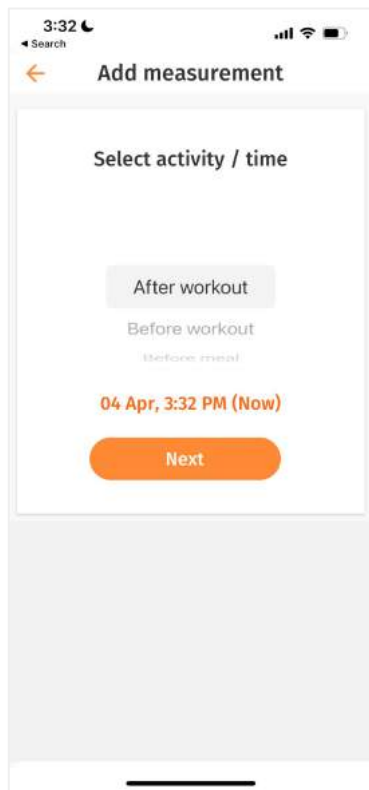
Follow the instructions from the Biospectal app.
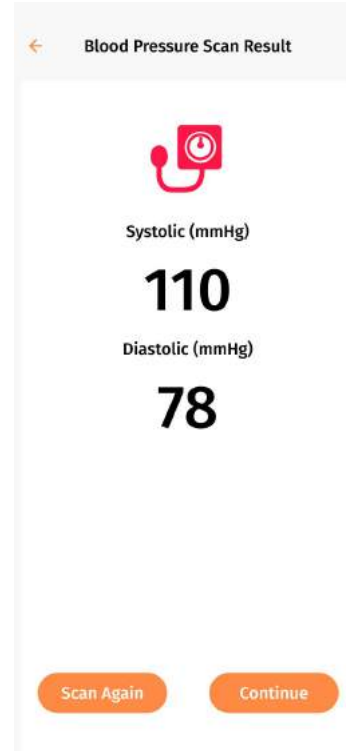
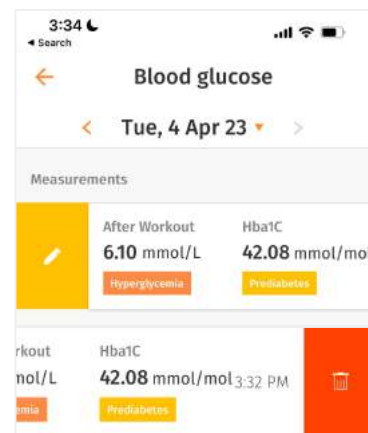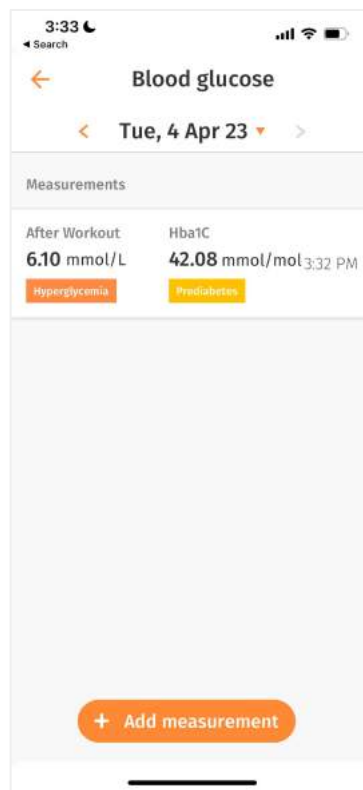← Once done, the measurements will be recorded accordingly on the app.

Log Wellness Parameters ○ Blood Glucose & HbA1c

← Select the activity/time as per your meals or workout and tap on next to enter measurements.

↑ Type the measurement in either mg/dL or mmol/L format. Use the toggle to select the appropriate format.
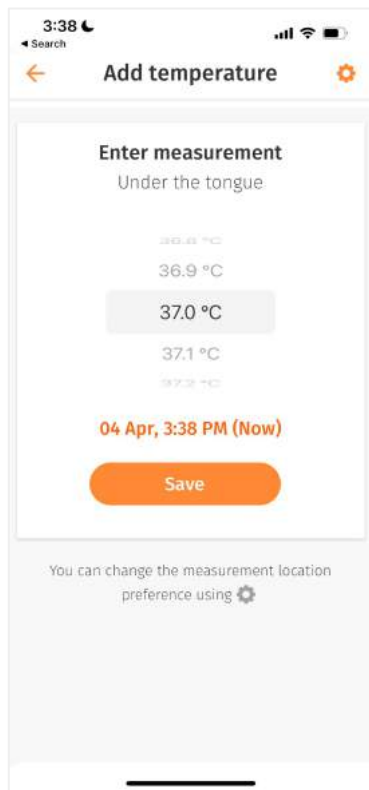
← The measurement will be saved under 'Blood glucose' section.

↑ Swipe left to edit the existing blood glucose & HbA1c values. Edit the existing values and the new set of values will be displayed.
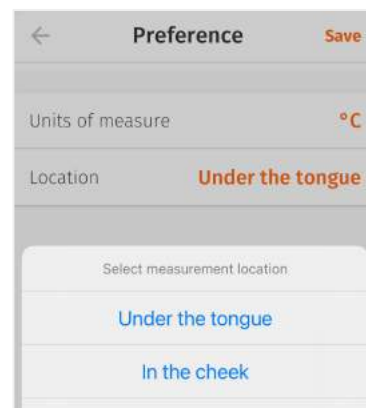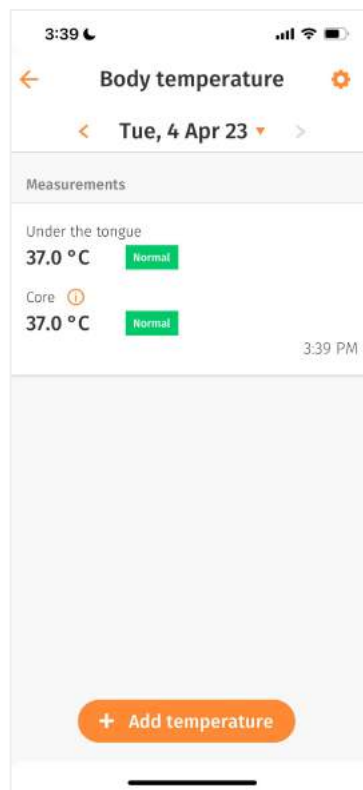
↑ Swipe right to delete the existing blood glucose & HbA1c values.

Log Wellness Parameters ○ Body Temperature

← The first time when you add your temperature, e.g. under 'General reading' section, you will be asked to select the location where the temperature was taken. This location will be saved as your default location for the future measurements you take.
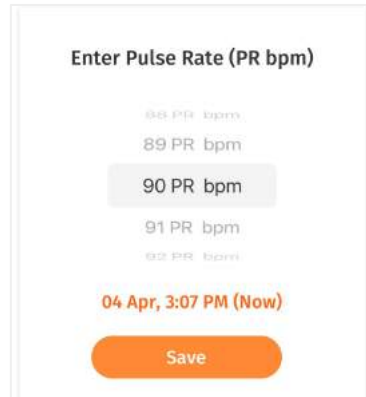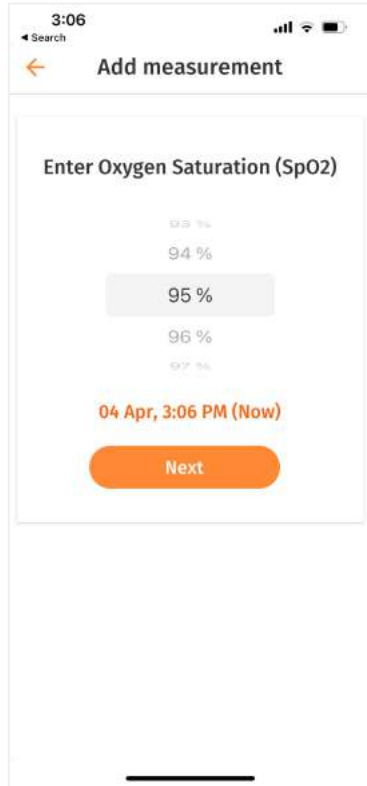

↗ You can edit the unit and location of measurement by clicking on the Settings ⚙ icon.

← Once submitted, the temperature recorded will be seen under 'Body temperature' and the range of measurements taken through the day will be seen on the 'Analysis' screen. Direct core temperature will also be shown.
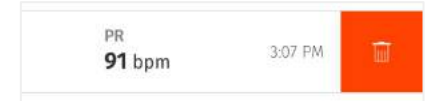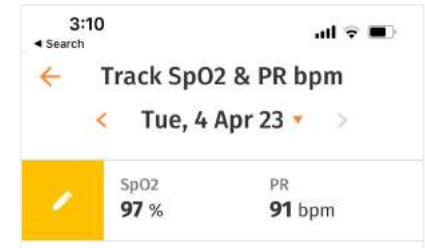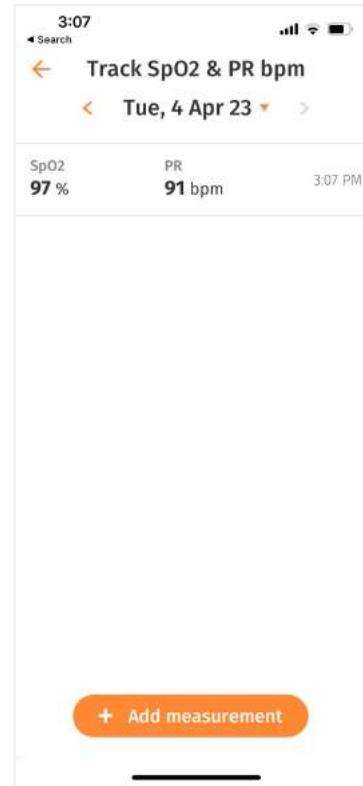
Log Wellness Parameters ○ SpO2 & PR bpm

Scroll up or down on the digits to select the measurement.

← Tap on 'Next' to add PR bpm measurement.

↑ Your smart watch/wearable device will measure your SPO2 values and update them while you sleep.

← You can edit or delete the existing PR bpm values as necessary.

↑ Swipe left to edit the existing PR bpm values.

↑ Swipe right to delete the existing PR bpm pressure values.

Log Wellness Parameters ○ Lipids

← You can log your lipids measurements as and when you require.
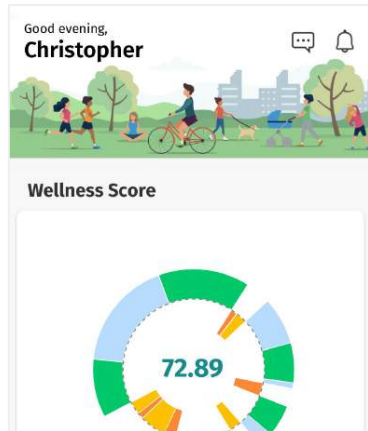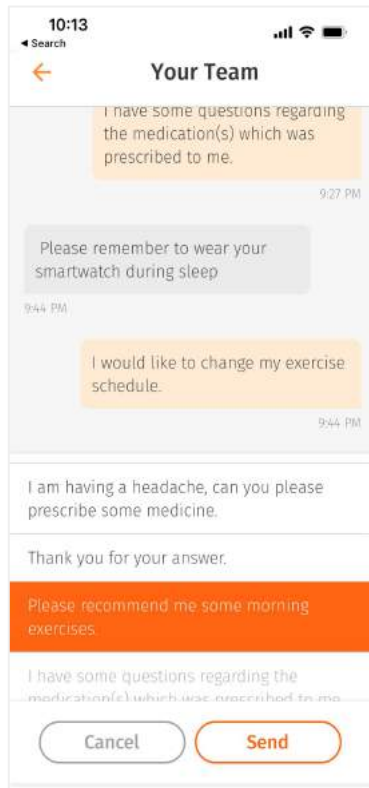

← Enter testing time and type the measurement in either mg/dL or mmol/L format. Use the toggle to select the appropriate format.

↑ You can also see up to 3 latest measurements recorded through the day in the Analysis tab.

Receive/Send Messages & Notifications

↗ You can send predefined messages to your support team on any medical concern by tapping the 💬 icon.

← Select messages from the list which best describes your medical concern. The selected message will be sent to your support team. You can send more than 1 message.
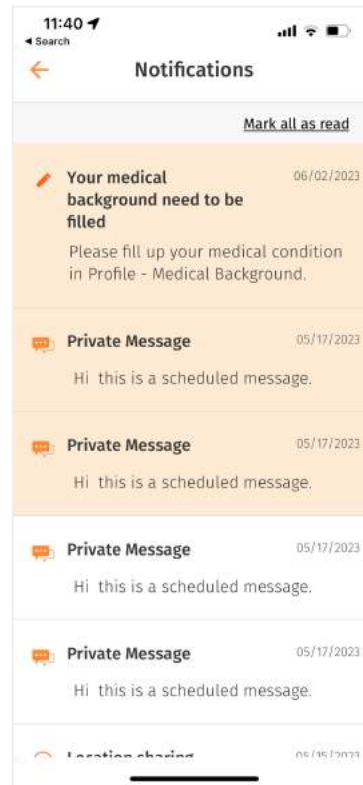
← Your support team may contact you through the application (via messaging) to adjust your schedule. This information can be found through the 'Notification' button 🔔 on the top right of the Home screen.

You can also use this section to review the reminders sent to you.

Mark your all notifications as read by clicking on the "Mark all as read" button.
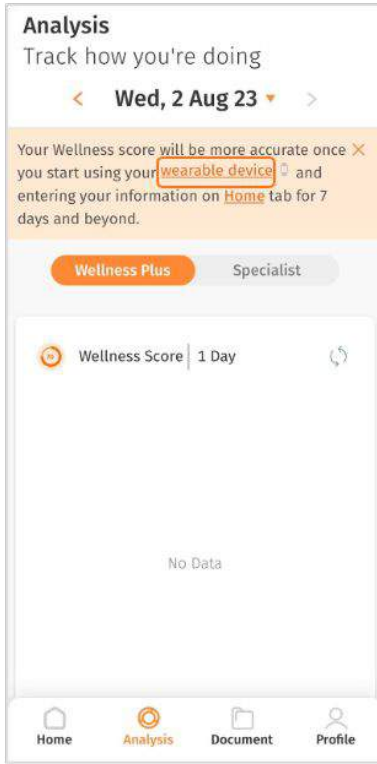
Analysis

| Wellness Score Analysis - Manage Your Wearable Device

| Wellness Score Analysis

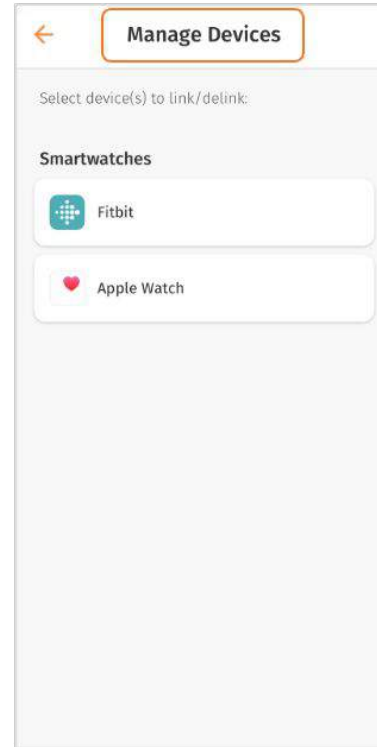| Measurement & Readings

| Specialist

Last update: August 7, 2023

Wellness Score Analysis – Manage Your Wearable Device

← You can click on 'wearable device' to manage your wearable device.

← You can select your preferred wearable device to start tracking your goals.

Wellness Score Analysis

← Onboarding value: Shows the value recorded in the first 7 days of onboarding.

← Average value: Shows the average value of the day recorded.

← Target value: Shows the ideal value that you should achieve in order to have a better long-term health condition.
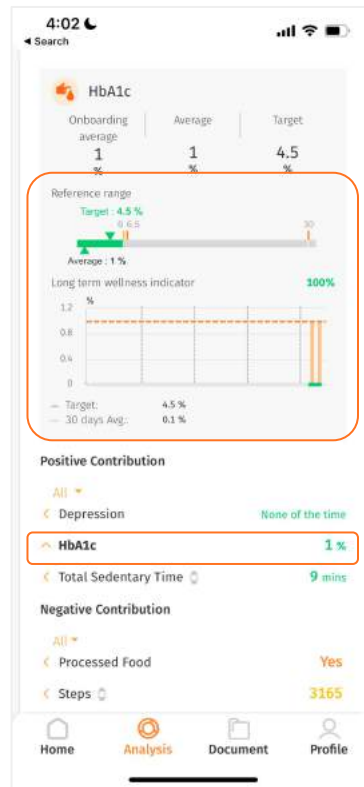

← Reference Range: Shows your current condition. The colours, ranging from orange to green, help you easily identify if your current value is within or outside the target range.

← Long term wellness indicator: The percentage shows how well you will be in the future if you keep up your current condition. The chart below shows an overview of the patient's data for the specific parameter over the last 30 days.

← To view a specific parameter's details, tap on its name in the contribution list.

Measurements & Readings
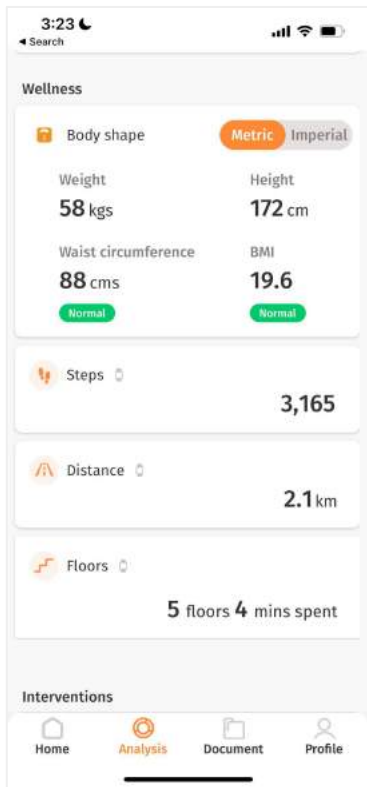
← You will be able to view the range values captured for Body shape. Your wellness data comes from the activity recorded via your smart watch. Please wear the watch all the time, except while it's charging.
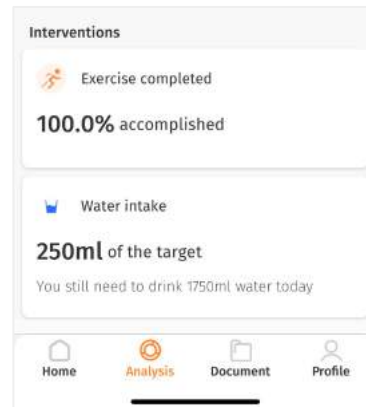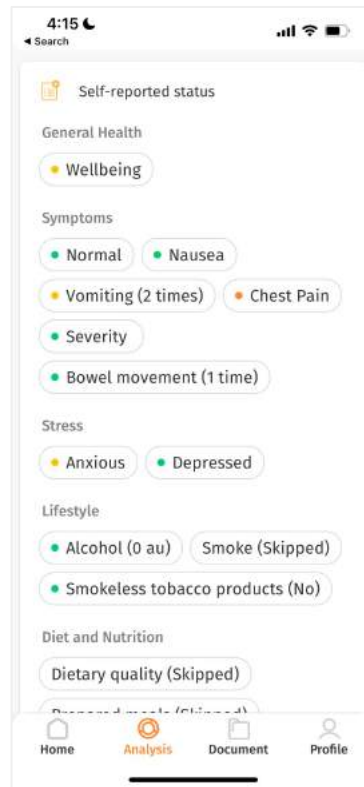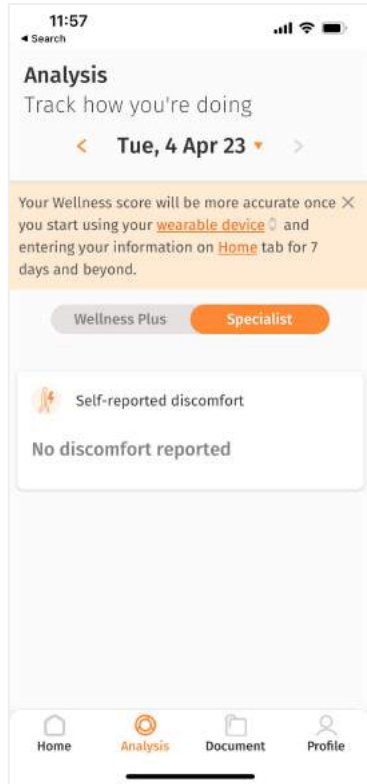
← Under the 'Self- reported status' section under condition, you can review your reported status in different categories.
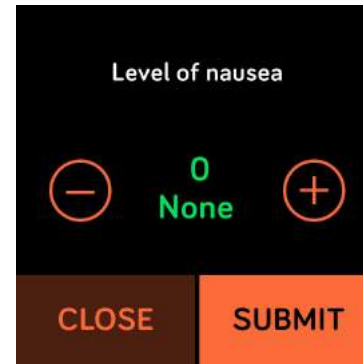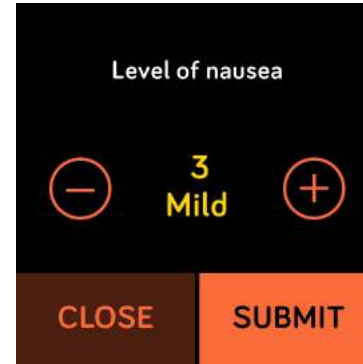
↗ Under the **'Interventions'** section on the analysis screen, you can review the overall percentage of your medicine intake. Exercise completed records and water intake value.

Specialist

← Tap the 'Specialist' toggle to view the self reported discomfort record.

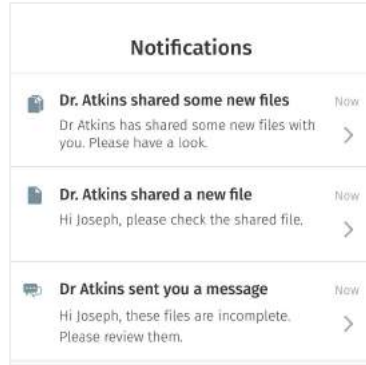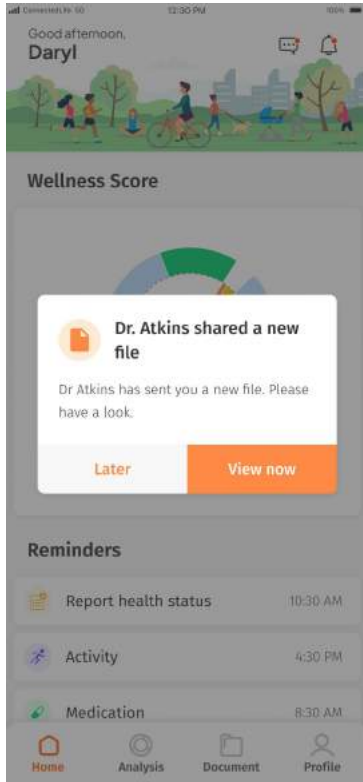← You could record your discomfort level in your Fitbit watch.

Document

| View Shared Documents
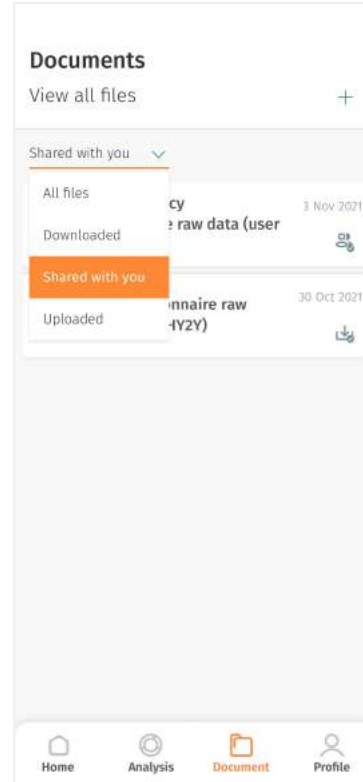| Upload Documents
| Upload Photos

View Shared Documents

The 'Documents' section on the application is designed for you to view, upload and share PDF documents with your support team.

←↗ You will receive notifications on your mobile app when documents are shared by your support team. You can find the notification by tapping 🔔 in the **Homepage** if you want to view it later.
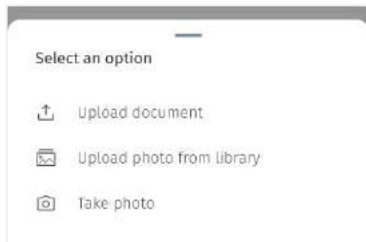
← You can find all the shared documents by your support team by selecting the 'Shared with you' filter on the dropdown.

↑ Tap on the file name to view/download the document on your mobile phone.
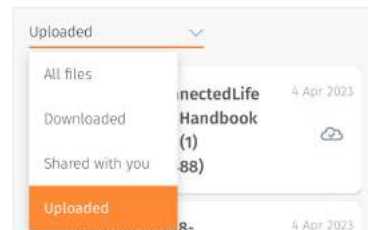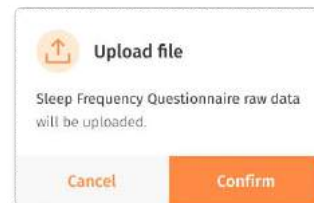
Upload Documents

You can upload your documents for your support team to view.

← Tap on the + icon on the top right corner.

↑ A pop up will appear with options on how you want to upload your documents. Select the document you want to upload.

Note: You can only upload PDF and image files with max. 50 MB.
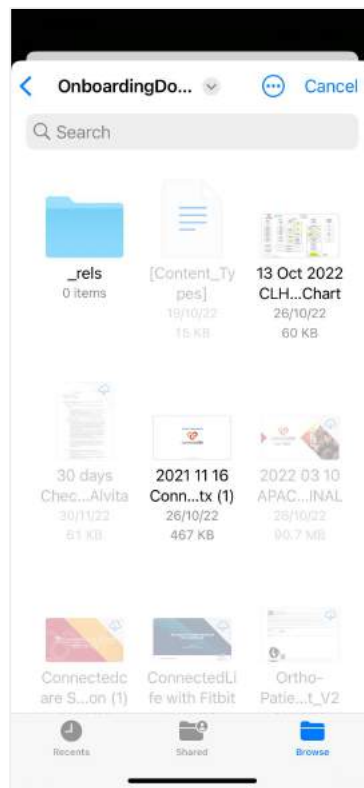
← Browse your device to select the document you want to upload.

↑ Tap 'Confirm' to start uploading.

↑ You can find all your uploaded documents by selecting the 'Uploaded' filter on the dropdown.

Upload Photos

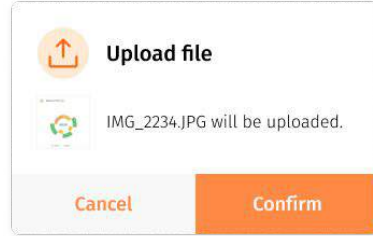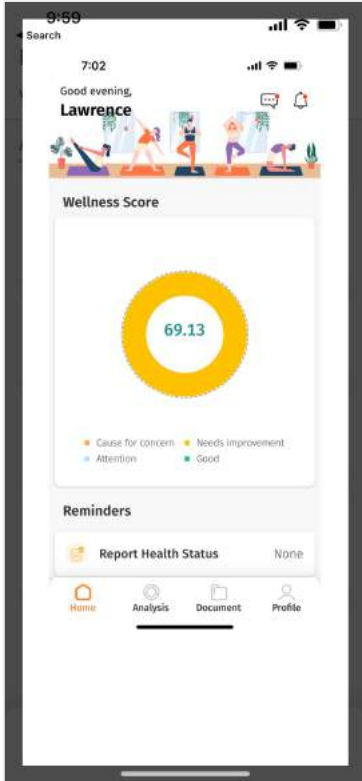You can also upload photos via your photo library or from the camera.

Tap on the + icon on the top right corner, and select "Upload photo from library".

↑ A notification will pop up to confirm the selection.

← You can click on the photo icon and use the zoom feature to review before confirming the upload. Click outside the white boundary box to exit the view.
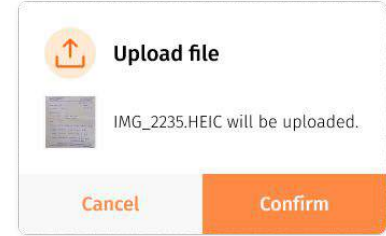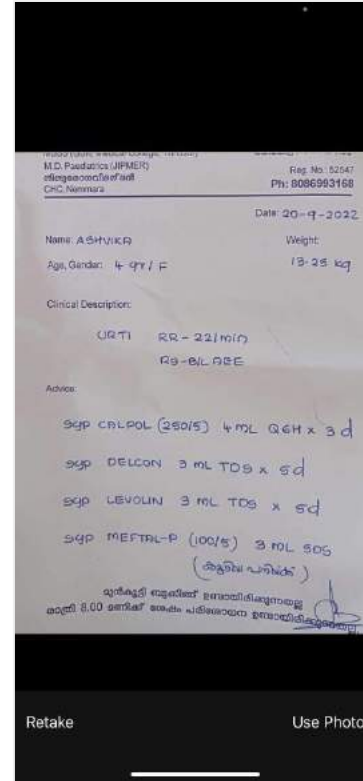
To upload photo from camera, select "Take photo" option.

← Take a picture of your document. Once the photo is ready, click "Use Photo".

↑ Review the photo and select "Confirm".

Profile

| Manage My Profile

| Manage Profile Picture

| Geolocation

| My Support Team

| Linked Devices (Fitbit, Apple Watch, ECG Patch)
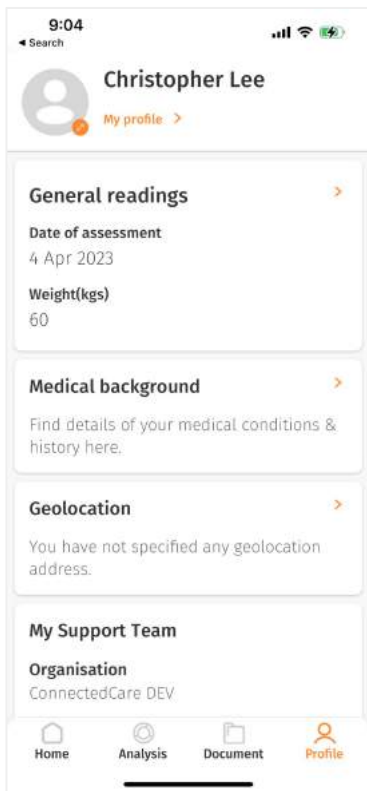
| Switch to Wellness App

| Language

| Privacy & Data

| Account Deletion

Last update: August 9, 2023

Manage My Profile

← The 'Profile' section gives you an overview of your personal health information and your support team.

Clicking on General Readings, Medical background will bring you to My profile under the following section.

Other features such as Linked devices, My Support Team, Switch Platform are aimed to facilitate health monitoring and manage your care program.
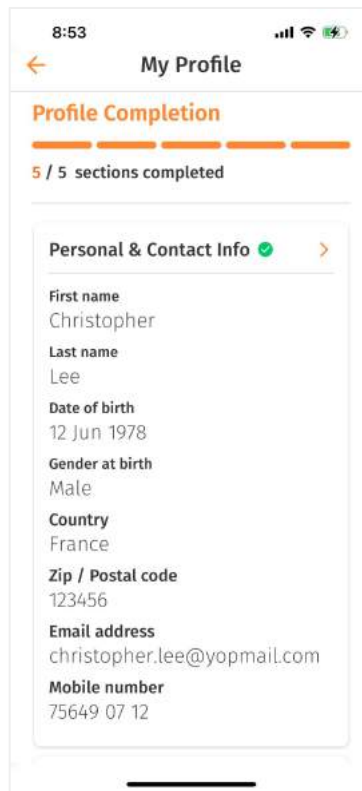
← Under 'My Profile', you are able to view the personal information you have entered earlier during onboarding.

If you have opted to complete profile later, you can also fill the relevant information in this section.

The progress bar shows you how many sections you have completed.

Manage My Profile (cont.)
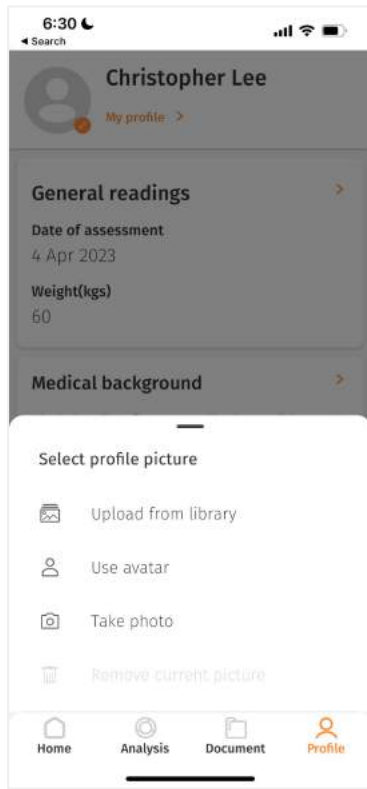

← You can fill in/edit parts of your profile under My Profile (e.g. email) by clicking on the ＞ icon.

Please note that 'General Readings' section specifically will only be editable up to the first 7 days of input to allow for benchmarking your wellness profile vs. day of onboarding.

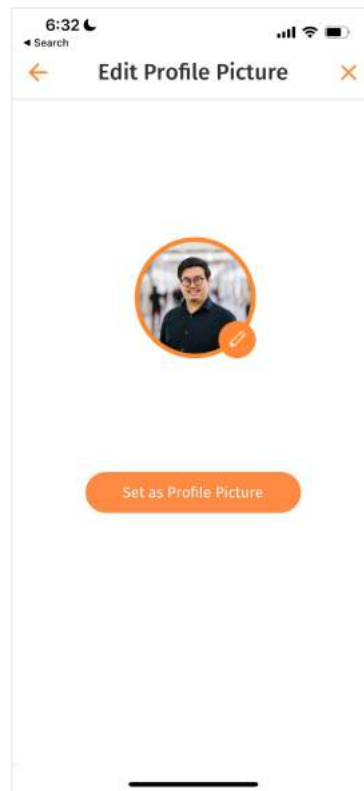# Manage Profile Picture

← To set your profile picture, go to Profile tab, and click on the profile picture icon on the top left.

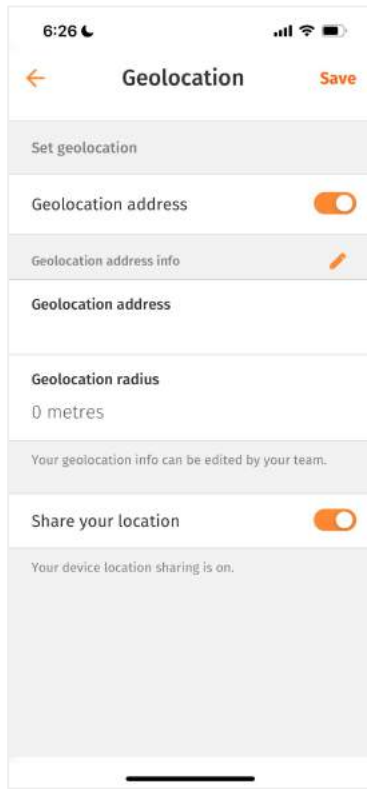Later on, you can change your picture by clicking the same selection options. You can also revert your profile picture to its original state by selecting 'Remove profile picture'.
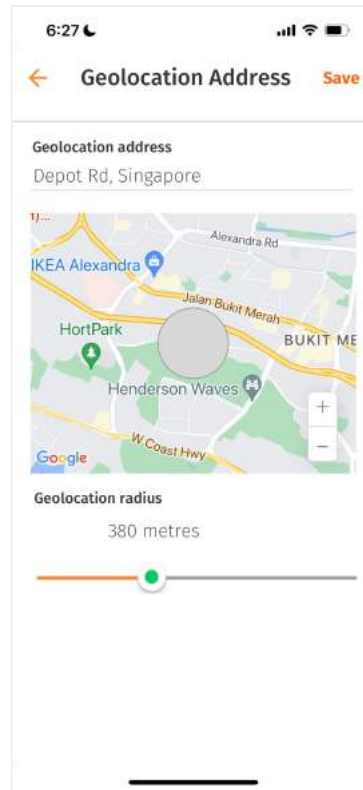

← Once done with your image/avatar selection, click on 'Set as Profile Picture'.
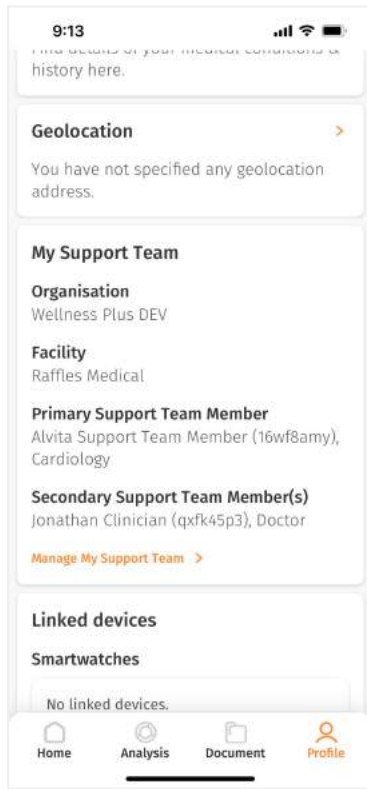
Geolocation

← To facilitate monitoring, add your geolocation turning on the geolocation toggle and sharing your location.

← Add your address and geolocation radius.

My Support Team

← You can view and/or manage manage your support team by going to **Profile > My Support Team**.

Here, you can change the healthcare organisation, facility, and primary support team member (STM) you are assigned to.

You can be assigned to 1 primary STM and multiple secondary STMs at a time. Secondary STMs can only be assigned by admins from the dashboard side.

To manage STMs, press "**Manage My Support Team**".
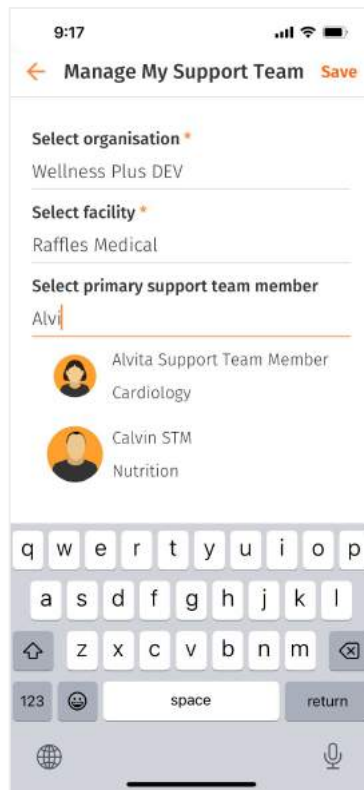
← To search for an organisation, facility, or support team, simply type their names in the search box.

For STMs, you can also search for them by the department/specialty they are in.
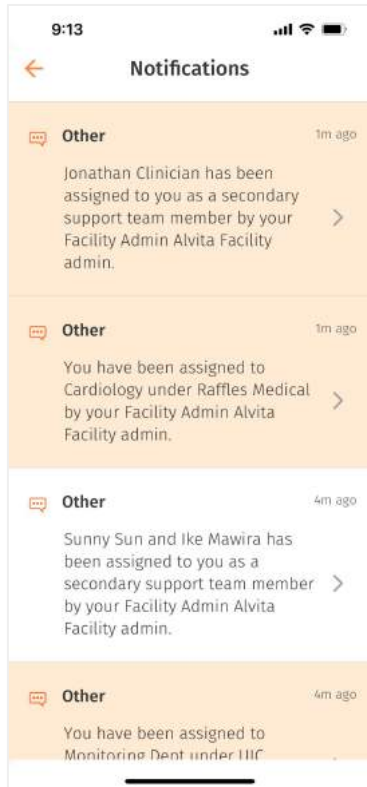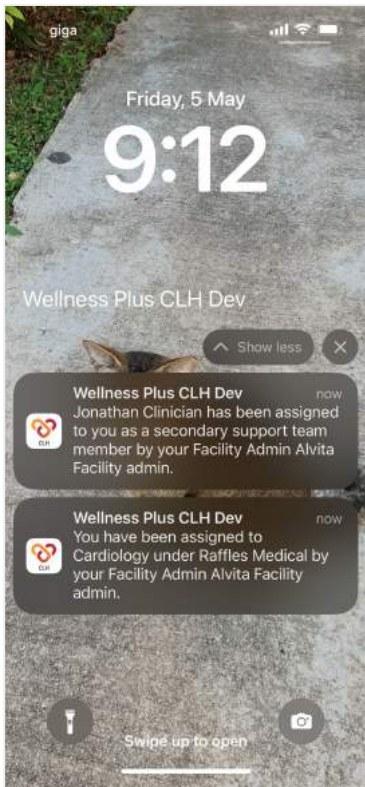
You are recommended to always assign yourself a primary STM to ensure continuity of support.

Please note that if you change a facility, you will be unassigned from existing STMs unless they are also assigned to that particular facility.

If you change an organisation you will be unassigned to all support team members by default.
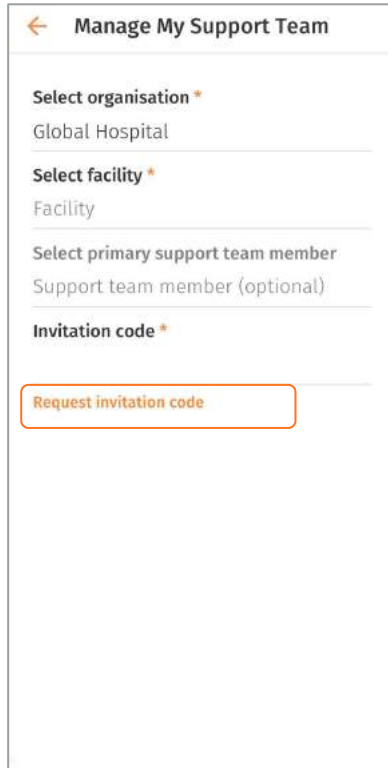
My Support Team

← When a STM/department is assigned/unassigned to you, you will receive a push notification accordingly, which can be seen on the Notifications panel on the home screen as well.

My Support Team

Manage My Support Team

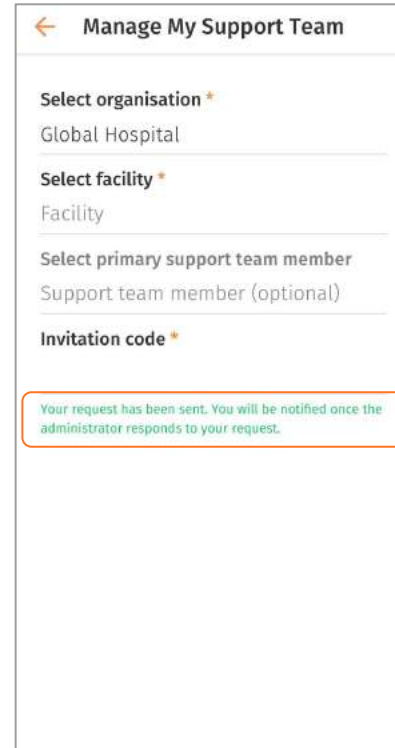Select organisation *

Global Hospital

Select facility *

Facility

Select primary support team member

Support team member (optional)

Invitation code *

Request invitation code

← When a user wants to switch to a new organization, he/she can request a new invitation code under 'Manage my support team' section.

Manage My Support Team

Select organisation *

Global Hospital

Select facility *

Facility

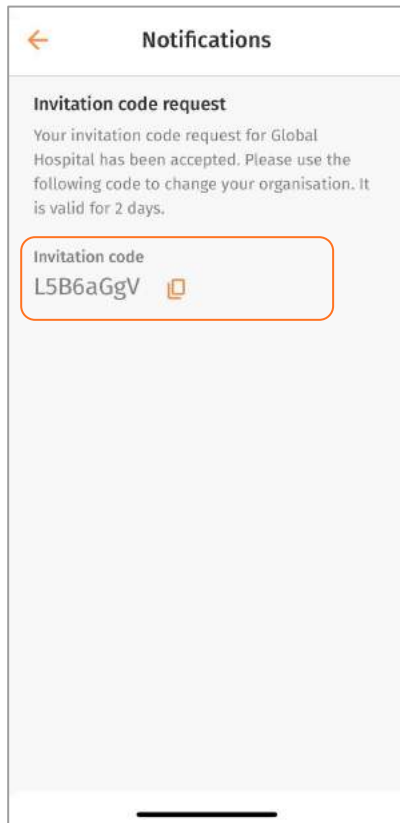Select primary support team member

Support team member (optional)

Invitation code *

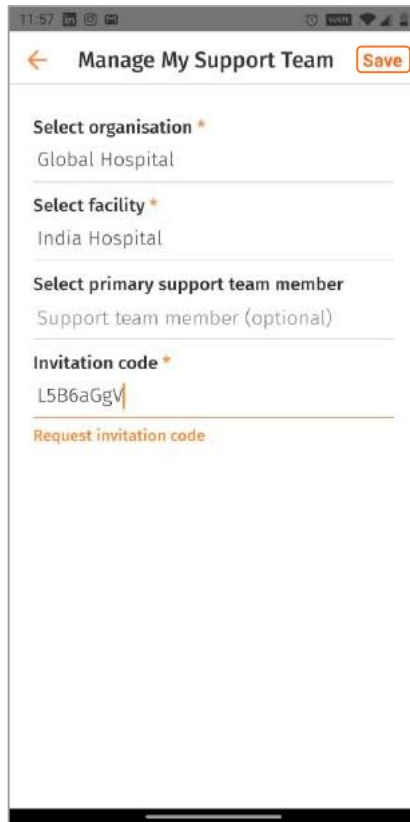Your request has been sent. You will be notified once the administrator responds to your request.

← The organisation will be notified once you request for an invitation code.
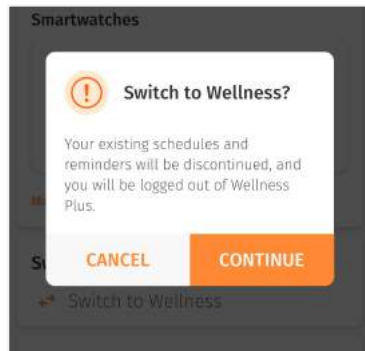
My Support Team

Notifications

Invitation code request

Your invitation code request for Global Hospital has been accepted. Please use the following code to change your organisation. It is valid for 2 days.
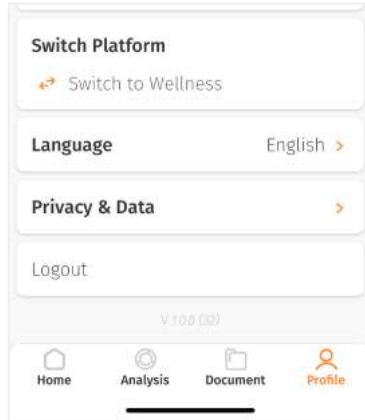
Invitation code
L5B6aGgV

← Once the administrator accepts your invitation, you will receive an invitation code in your notifications section.

Manage My Support Team   Save

Select organisation *
Global Hospital

Select facility *
India Hospital

Select primary support team member
Support team member (optional)

Invitation code *
L5B6aGgV

Request invitation code

← You can enter the invitation code and click on save.

My Support Team

My Support Team updated

Your support team has been updated.

OK

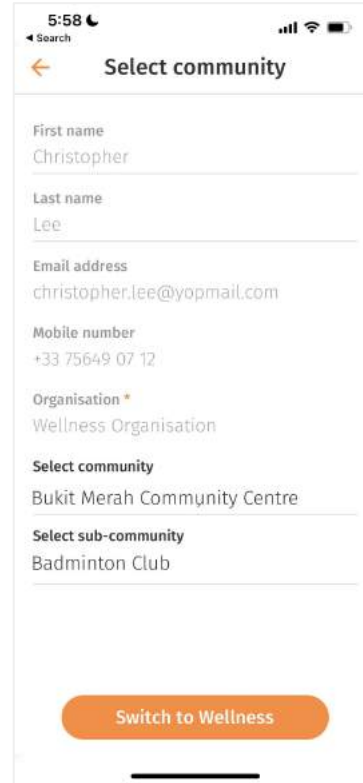Secondary Support Team Member(s)
Not assigned
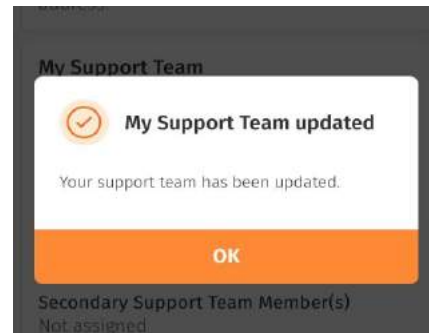
Switch to Wellness App

Please note that this feature is only available for the direct-to-consumer model.

↖ You can migrate your existing account and data (e.g. vitals, personal details) to Wellness app by going to **Profile > Switch to Wellness.**
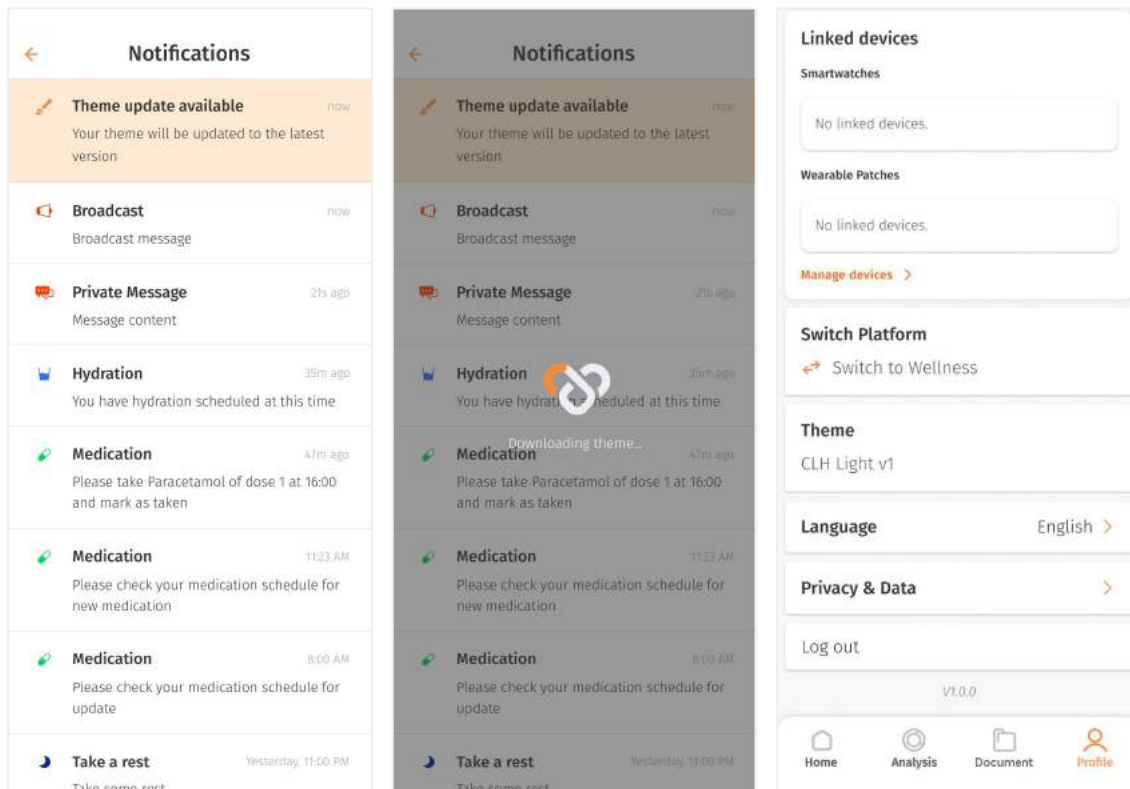
Existing reminders will be discontinued upon migration.

← Once the switch is confirmed, you will be prompted to fill in the community (optional) and/or sub-community (optional) you would like to partake in.
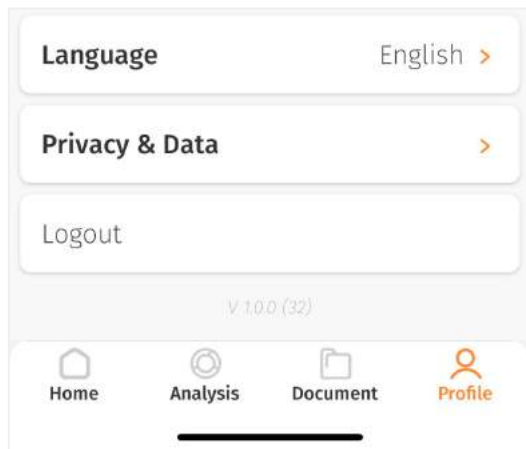
Theme

← From time to time, your organisation administrator will update the mobile app theme from their side.

← When a new theme is being updated, you will be notified accordingly. The app with automatically download and load the new theme accordingly.

The theme name and version can be viewed under **Profile > Themes**.

Language

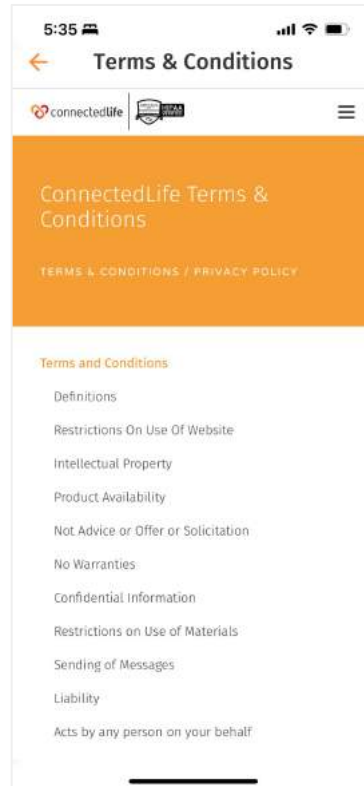⬉ To switch your language, go to Profile > Language.

⬅ Right now, only English is available. In the future, select your preferred language from the list of selection.
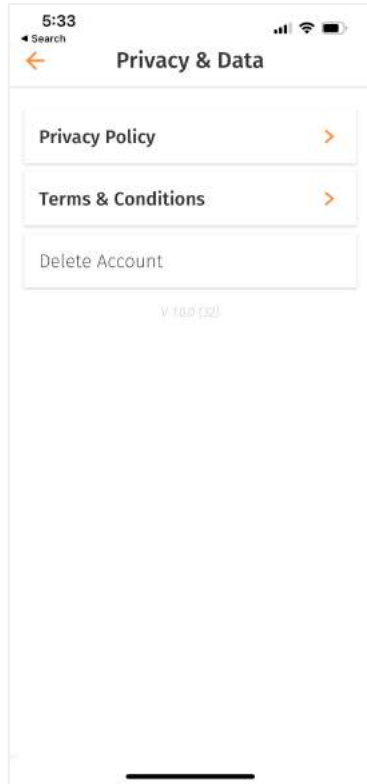
Privacy & Data

← To read our privacy policy, go to Profile > Privacy & Data > Privacy Policy.

← To read our terms and conditions, go to Profile > Privacy & Data > Terms & Conditions.

Account Deletion

← To delete your account, go to Profile >
Privacy & Data > Delete Account.