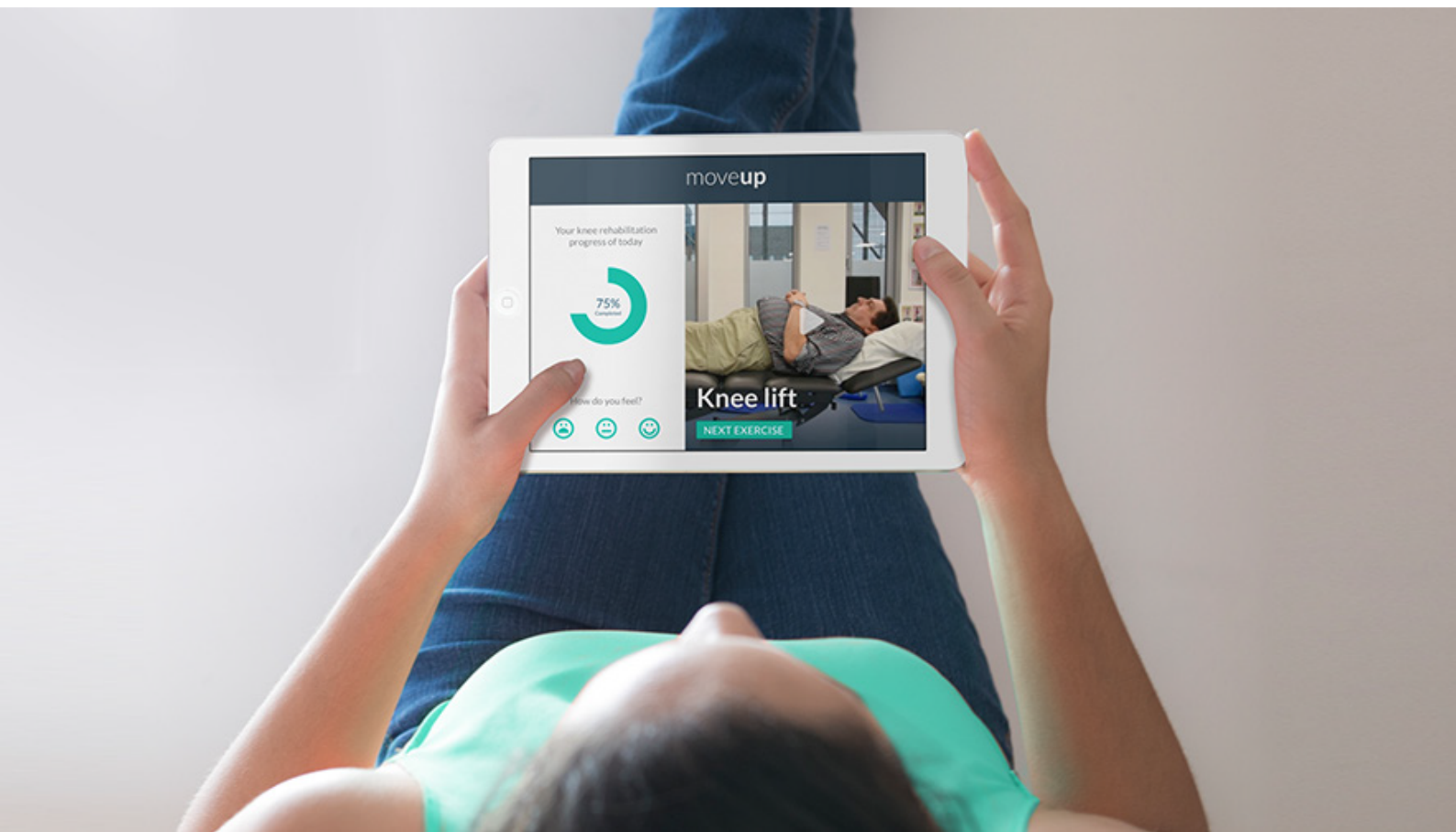


moveUP



Manual for patients

moveUP – A smart and personalized way of informing, follow-up and treatment for patients.

Welcome to moveUP!

In consultation with your healthcare provider, you have chosen one of the following options:

1. moveUP Therapy or moveUP Coach
You are followed up by one or more therapists via de moveUP app
2. moveUP Companion
You receive adapted information about your care path, and you are reporting relevant information to your therapist or group of therapists.

In the table below, the differences are displayed:

Functions	Companion	Coach	Therapy
Quality measures based on medical questionnaires	V	V	V
Summary PRO(M) reports	V	V	V
Messaging system between healthcare practitioner and patient	X	V	V
Real-time monitoring	X	V	V
Personalized exercises /education / activities	X	V	V
Validated personalized treatment protocols	X	X	V

This manual provides you with the information you need to get started with moveUP. Therefore, we recommend that you read the manual thoroughly to get to know the devices and services. Take into account which option you choose, to know which functions described in this manual are applicable for you. Make contact with your therapist or moveUP in case of doubt.

Intended use

moveUP Companion & moveUP Coach is used to inform, question, follow-up and/or coach patients with (possible) Covid symptoms and musculoskeletal, cardiovascular, endocrinological, oncological, neurological, urological, gynaecological, nephrological, bariatric and pneumological pathologies; as well orthopedic, abdominal, urological, plastic, neurologic, cardiac, vascular, thoracic, ophthalmological, gynaecological and ENT chirurgurgical procedures ; as well for follow-up of pain therapy, medication use and infections. moveUP Therapy is used for patients with musculoskeletal pathology and orthopedic procedures where exercise and activity treatment stand central (knee, hip, ankle, foot, shoulder, low back pain).

When your treatment goes via moveUP (Coach & Therapy), this can be used as an addition to or in combination with standard of care.

Attention! Patients who have mental disabilities or are staying in elderly homes or who are not capable of operating a tablet/smartphone are not eligible to use moveUP. Patient is minimum 18 years old, except for Covid application, where the minimum age is 12 years old when parents give their consent.

If you have any questions, we are available through the App, via e-mail or by telephone. You will find the necessary information on the last page of this manual.

We wish you all the best with the use of the service and a smooth recovery. Team moveUP

Table of contents

1. Devices & necessities	3
2. Your trajectory as a patient	4
2.1 General course	4
2.2 During hospital stay	5
2.3 End of usage	6
2.4 Long term follow-up	6
3. App instructions for patients	7
3.1 Installation of the moveUP App	7
3.2 Registration in moveUP	7
3.3 Working with moveUP tablet	8
3.4 App of the smart bracelet	9
3.4.1 Compatible with Garmin & Withings	9
3.4.1.1 Installation of the App	9
3.4.1.2 Pairing with Garmin & Withings	9
3.4.1.3 Login to Garmin Connect App	10
3.4.1.4 Synchronization	10
3.5 moveUP App	11
3.5.1 Login to moveUP app	11
3.5.2 Overview-screen	12
3.5.3 Exercise-screen	14
3.5.4 Daily Questionnaires	15
3.5.5 App menu	16
4. Contact details	18

1. Devices & necessities

The moveUP service is offered to you in the form of a smartphone / tablet App.

This App should be installed on a smartphone or tablet of the type Android or iOS. This portable device should in turn be connected to the internet.

If you use your own smartphone or tablet, we refer you to chapter 3.1. Here, you will find the instructions for registering yourself with the moveUP App.

As the activity is an important element of your coaching you will also be using a smart bracelet, which in turn is connected via Bluetooth to the aforementioned portable device. With moveUP Companion the use of a smart bracelet is optional. However, it is recommended because your care team can monitor your activity thanks to the smart bracelet.

You might receive a smart bracelet of your therapist or moveUP (Garmin) or you can use your own smart bracelet (Garmin and Withings).

We refer to chapter 3.4 in this manual to find how the smart bracelet works.

If you are not in possession of a smartphone, tablet or smart bracelet, you might have chosen to rent a moveUP box. We refer to chapter 3.3 of this manual to inform you about the preconfigured tablet.

The full list of compatible devices can be consulted at www.moveUP.care/devices. For an optimal result, moveUP recommends that you use only CE marked devices in their original condition in combination with the moveUP App.



Carefully read all information and precautions in this manual. Make sure you understand the use, the screens and the limitations of the moveUP App before using the service. If you have any questions about the use, contact moveUP.



For security reasons, moveUP recommends that the user carefully reads and understands the manual of the devices used in conjunction with the moveUP App.

During the full use of the service, the necessary technical assistance and therapeutical assistance will be provided. In case of a defect or problem with the App, you will be able to contact the moveUP team via the message function of the App.

If the message function does not work or you do not get into the moveUP App, you have the option of contacting us via e-mail or by phone. In the last chapter of this document you will find contact details that you can use in the event of a technical problem with the application.

2. Your patient journey

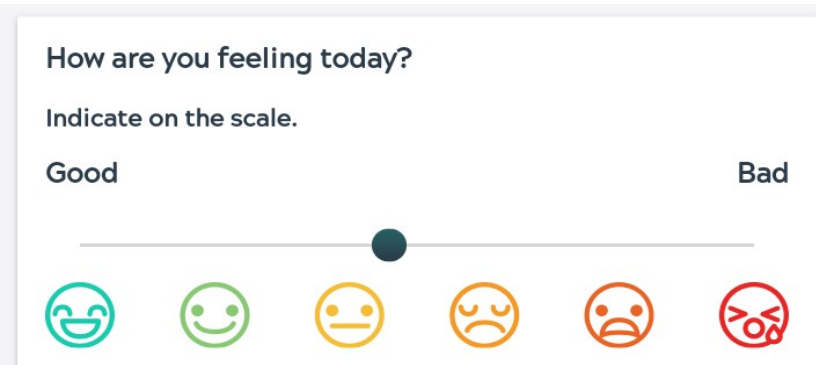
2.1 General course

Your journey depends on the intended use and the option you have chosen (moveUP Companion, Coach, Therapy). Consult your treating doctor or therapist when you have questions about your choice and your journey.

Before you register to start with moveUP, an information session could be appropriate. This is especially the case when an intervention is planned, such as an operation. During this session you will get:

- > Information about the intervention, the use of moveUP, practical agreements, the rehabilitation, ...
- > Information about the importance of reporting your data in moveUP, both during and after your treatment
- > Information about activities, exercise schemes and your personal journey

You discuss with your therapist when you need to start and stop with the use of the moveUP app. When started and registered in the app you also start wearing the smart bracelet. From then on, a profile will be drawn up with the aim of being able to identify you and provide you personal guidance. From that moment on, you give your doctor and healthcare team more insight into the progress of your treatment: your symptoms, your complaints, your evolution. This is done through daily interaction via short questionnaires. It consists of questions about your general well-being, complaints, activities, etc... These questions are adapted to the type of treatment that applies to your profile. These daily questionnaires take approximately 45-60 seconds to complete. Your doctor and healthcare team will also see how you experience the impact of your condition on your quality of life. Like the example below, this questionnaire assesses, among other things, complaints, sleep quality and general feeling.



The screenshot shows a digital questionnaire interface. At the top, it asks "How are you feeling today?". Below this, it says "Indicate on the scale." and shows a horizontal line with a slider dot positioned between the second and third icons from the left. The line is labeled "Good" on the left and "Bad" on the right. Below the line are six circular icons representing different levels of emotion: a green happy face, a green neutral face, a yellow neutral face, an orange sad face, a red sad face, and a red angry face.

You give your answer on the grey line above the faces.

Next to the questionnaires, you can receive a photo or video request. For example, to track the quality of your movements or to monitor a surgical scar.

The combination of the information retrieved from questionnaires, photo's, video's and your activity profile via the smart bracelet allows your doctor and care team to follow you up and adapt your treatment. For optimal results you need to use the App and follow the given instructions within the App on a daily basis. When you cannot use the moveUP App on a daily basis, report this to your healthcare team as soon as possible. He or she will provide you with further information on how to bridge this period.

In the case of the moveUP Coach or moveUP Therapy option, you will also receive a daily treatment program: this is, for example, a set of exercises or activities that you must perform that day with accompanying instructions. You can also indicate here how often you have performed the assignments or exercise (s).

Via the message system you communicate with

Below you will find an overview and a description of each phase of use.

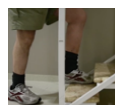
Decision moment

« Follow-up and/or treatment indicated »

Doctor prescribes moveUP

Closing examination / report
With treating doctor

Daily reporting



Registration profile creation

Optional during infosession

Active follow-up and / or treatment in addition to reporting possible

Awaiting or after an intervention
(e.g. Operation)

Long term follow-up

Reporting on
regular basis



To measure your activity, a smart bracelet must be worn. The information and advice of the moveUP service will not be correct for a person who has not sufficiently worn the smart bracelet. It is recommended to use a smart bracelet, also for the moveUP Companion option.



The moveUP App offers personalized healthcare based on the patient's profile and therefore can not be shared, borrowed or traded between users. The information and advice of the moveUP application do not apply to a patient other than the one whose profile is stored in the application.

The patient may not grant access to the moveUP App to third parties. Any other person can, even accidentally, send wrong information or change the profile of the patient, with the result that the moveUP-guided advice no longer corresponds to the needs of the patient.

2.2. During hospital stay

Inform the health care team that you are using the moveUP service, from the moment you are at the hospital and when you are discharged. During the hospital stay you always follow the instructions and advice of the hospital staff and treating doctor. In the moveUP App you will fill in your daily questionnaire and upload your activities via the smart bracelet.

In case of an intervention, such as an operation, you may also receive questionnaires related to your operation and your hospital stay.

2.3. End of usage

You can stop the moveUP services at any time. This can be done by telephone, e-mail or via the message function depending of the chosen trajectory.

Important: After termination of use, you will - in consultation with your doctor or therapist - be contacted to fill in questionnaires in the long-term, for example 6 months or 12 months after an operation. See 2.4.

2.4. Long term follow-up

After the end of the rehabilitation with moveUP Coach and moveUP Therapy, you will be asked to complete medical questionnaires at specific times. You will receive a link to a secure website to complete these medical questionnaires, or you do this again via the App. These questionnaires are important for you doctor in order to continue to monitor the evolution of your intervention/treatment. Your doctor receives your results in the format of a report. You can also obtain this report to gain insight into your long-term evolution.

moveUP Coach and moveUP Therapy



In case of severe pain, or if you are unsure about performing an exercise, you should inform the healthcare provider as soon as possible via the message function of the App. Immediately stop exercising when the exercise provokes severe pain and report the exercise and pain description to your physiotherapist via the message system.






To achieve the best possible and verifiable result for your rehabilitation, it is important that you only carry out the treatment (exercises/advice) that you receive via the moveUP application. The moveUP program can be used in combination with conventional consults and treatment sessions. This needs to be notified to the medical team that does your follow-up via the moveUP App. Experience shows it is not advised to follow parallel rehabilitation sessions that your moveUP care team is unaware of.

3. App instructions for patients

- > Patients who use their own smartphone or tablet follow instructions from chapter 3.1
- > Patients with a moveUP tablet follow instructions from chapter 3.2

3.1 Installation of the moveUP App

You can download the moveUP App on the App store of your device.

If you use an Apple iPhone or iPad, open the “App Store” App . If you use an Android device, open the “Google Play Store” App . Search for “moveUP”. Tap the moveUP icon: 

You can also type the following link in the internet browser of your smartphone or tablet:
<http://www.moveup.care/moveupapp>.

When you are on the “moveUP” page, click “install”. The download of the moveUP App on your device will start automatically.

3.2 Registration in moveUP

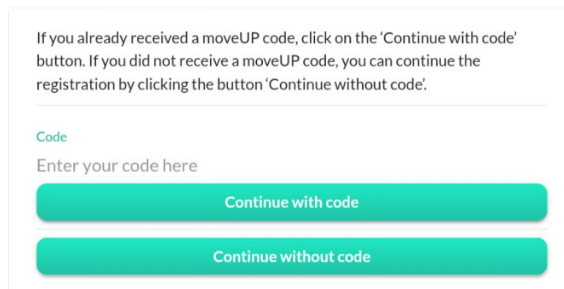
After receiving your ‘moveUP box’ or after installation of the moveUP app you’ll first need to register with your e-mail and password. If you haven’t created a user profile, you must register first.

When you open the app, you’ll see a login screen. To register click on the “register” button. You’ll be redirected to the register screen. There you’ll have two options:

Register with a moveUP code (Ex: v63p4m)

Did you receive a moveUP code from your doctor or moveUP? You can enter this code and click on “continue with a code”. The system will verify the code and then you will proceed with your registration.

If the moveUP code does not work, contact moveUP.



If you already received a moveUP code, click on the 'Continue with code' button. If you did not receive a moveUP code, you can continue the registration by clicking the button 'Continue without code'.

Code

Enter your code here

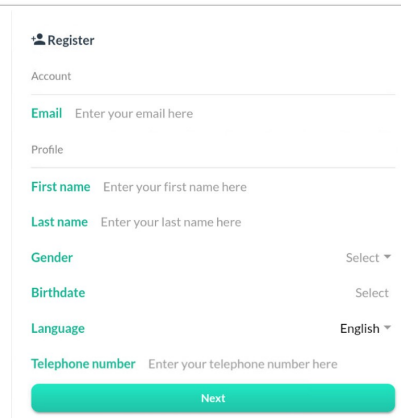
Continue with code

Continue without code

Register without a moveUP code

If you do not have a moveUP code, click on “continue without code”.

You continue with your registration.



Register

Account

Email Enter your email here

Profile

First name Enter your first name here

Last name Enter your last name here

Gender Select ▾

Birthdate Select

Language English ▾

Telephone number Enter your telephone number here

Next

The registration must be gone through to complete your profile. The agreement conditions and privacy policy must be read and be accepted before being able to start.

Attention: During the registration process you choose your password. This password you will need to login in the App or in the website later on.

After completing the registration with code you will be logged in automatically. After registration without a code, further instructions will be communicated via e-mail.

For further use of the moveUP App, follow the instructions in chapter 3.5.

3.3 Working with moveUP tablet

To unlock the tablet press the lower button on the right side of the tablet briefly (long press if the tablet is turned off). When the screen lights up, gently touch the screen with your finger and move sideways in a smooth motion. Enter the four-digit code to reach the home screen displayed below.



Once you have reached the home screen of the tablet, you will find several applications.

 The icon with “Garmin C” called “Garmin Connect” is the App of the smart bracelet from Garmin.

 The icon with the moveUP logo is the moveUP App.

At the bottom, you will find the navigation bar of the tablet.



Triangle: go back to the previous screen or close the keyboard.

Circle: going to the home screen.

Square: get a view of all Apps that are active. If you want to close an App, you can swipe the App - gently touch the screen and swipe.

Attention: the tablet automatically turns off its screen after a few minutes to save battery, but in the background, it remains connected to the moveUP servers for new information.

If the tablet is completely switched off (due to an empty battery or a restart), press the lower button on the right of the tablet for a little longer. The tablet will then restart.

3.4 App of the smart bracelet

Depending on the type of wearable you will be using in combination with the moveUP App you will need to follow different instructions. If you already have a compatible smart bracelet App installed you can skip ahead and follow the instructions in chapter 3.4.1.2. If you are using moveUP Scores without smart bracelet follow the instructions in chapter 3.5.

3.4.1 Compatible with Garmin & Withings

If you already have the “Garmin Connect” App installed on your own device you can skip chapter 3.4.1.1 and go straight to chapter 3.4.1.2.

3.4.1.1 Installation of the App

If you are using a smartphone or tablet from Apple look for the “App Store” App. 

If you are using an Android device, look for the Google “Play Store” App. 

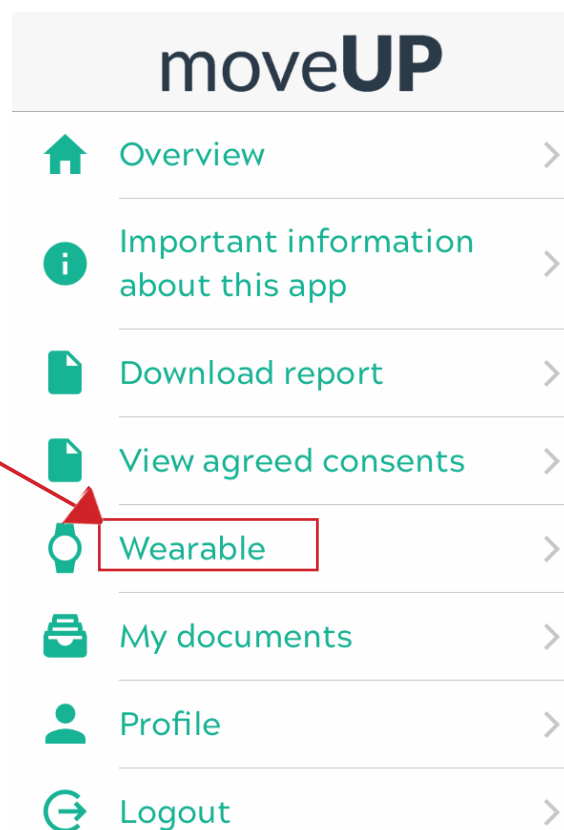
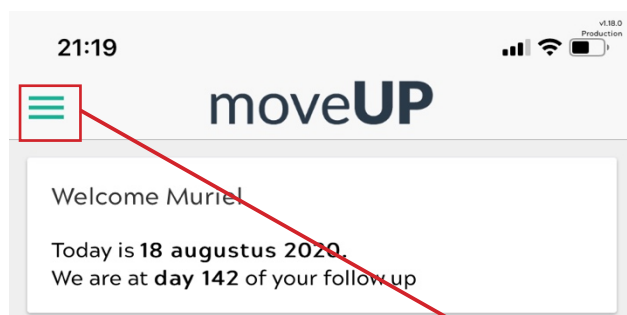
Search for the “Garmin Connect” App, with the following icon: 

When you are on the store page click install. This will start downloading and installing the “Garmin Connect” App on your device.

3.4.1.2 Pairing with moveUP

Open the moveUP App. Click on the menu at the top left 

A menu appears. Then click on “smartbracelet”

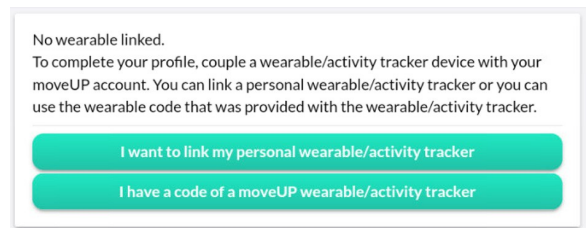


You get redirected to the wearable management page. Here you get 2 options:

Personal smart bracelet

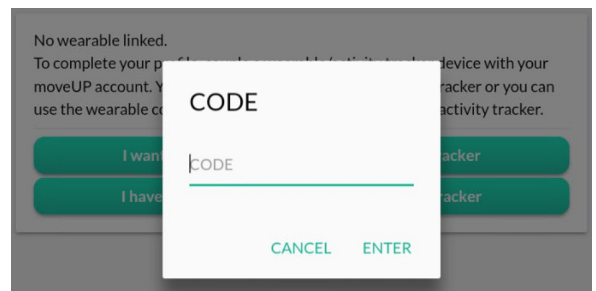
Clicking the button “**personal smart bracelet**” will give you the option to select any type of wearable that is supported with moveUP.

After selecting the type of wearable, you can link your account. If successful you will see the connected wearable as your coupled wearable/activity tracker. If the code does not work contact moveUP.

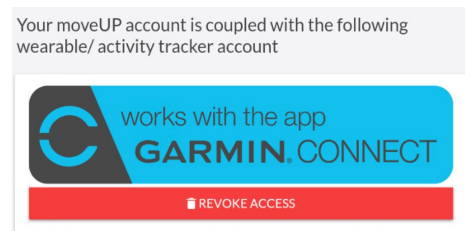


moveUP smart bracelet

If you use a moveUP bracelet, click the button ‘I have a wearable code for a moveUP wearable/activity tracker’. Enter the code and confirm to couple the bracelet. If the wearable code does not work contact moveUP.



If your wearable account is successfully connected, you will see the connected wearable as your coupled wearable/activity tracker.



3.4.1.3 Login to Garmin Connect App

1. Open the Garmin Connect App
2. Click ‘Login’
3. Enter the mail address written on the box of the wearable (wearable.xxx@moveup.care)
4. Enter the password written on the box of the wearable (ending on MOV)
5. as your coupled wearable/activity tracker


3.4.1.4 Synchronization

Synchronization is the term used to name the charging of the steps from the smart bracelet to the tablet.

Make sure you wear your smart bracelet and stay close to the tablet.

After a while (maximum 2 minutes), you will automatically see the number of steps appear at the top of the app when the data is exchanged between the tablet and the smart bracelet.



Bring your smart bracelet close to your tablet. Open the “Garmin Connect” App. Hold down the device button of your smart bracelet until you see the following symbol  with the text. Then give the App a moment to synchronize with the smart bracelet. If you don’t see your steps you can always see your steps via the top left menu, Activity> Steps.



ATTENTION. The advice given in the “Garmin Connect” App does not take into account your rehabilitation. Therefore, please only follow the advice of the moveUP App!

3.5 moveUP App

3.5.1 Login to moveUP App

Open the moveUP App via the moveUP icon as shown on the right.

The first time you open the moveUP App you will see the login page.

If you have an account and password, you can enter it here and click on the “login” button.

If you are not yet registered with moveUP, follow the registration process in chapter 3.2.

Forgot password?

If you have forgotten your password, enter your email address and click one time on “forgot password”. An email with further instructions will be sent to you within a few minutes. If you don’t find the mail, please look in your ‘unwanted e-mails’ or ‘spam’.

After you have successfully logged in, you will be redirected to the overview screen of the moveUP App.

The App contains 3 screens, also called tabs. These tabs are visible at the bottom of the screen. If one of these tabs expects an action from you, it is marked with a “1”.

For moveUP Companion some functionalities are not activated (e.g. messages, exercises).

moveUP

Login

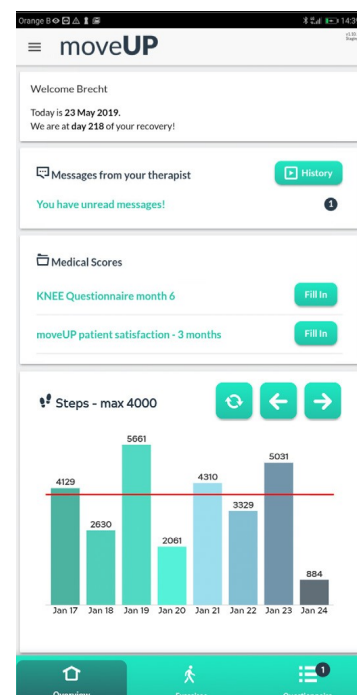
To login please enter your email and password and click the 'Login' button. If you do not have an account, you can register by clicking the 'Register' button.

Email
Enter your email here

Password
Enter your password here

Login

[Forgot password](#)

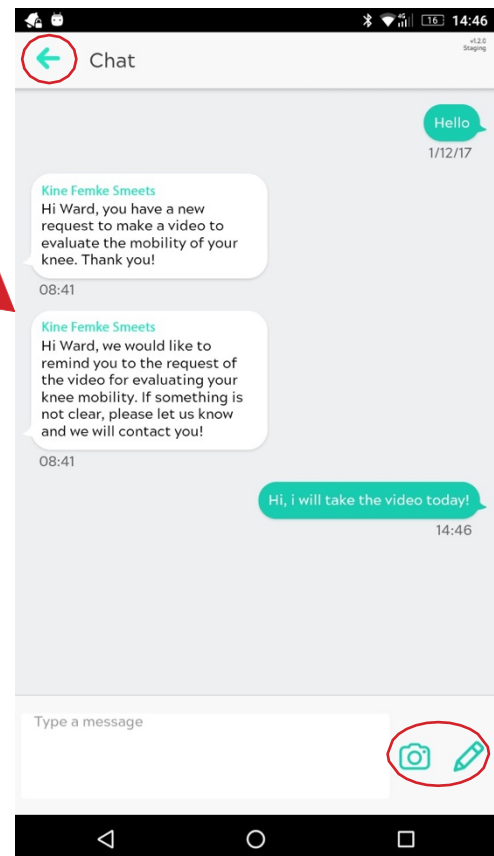
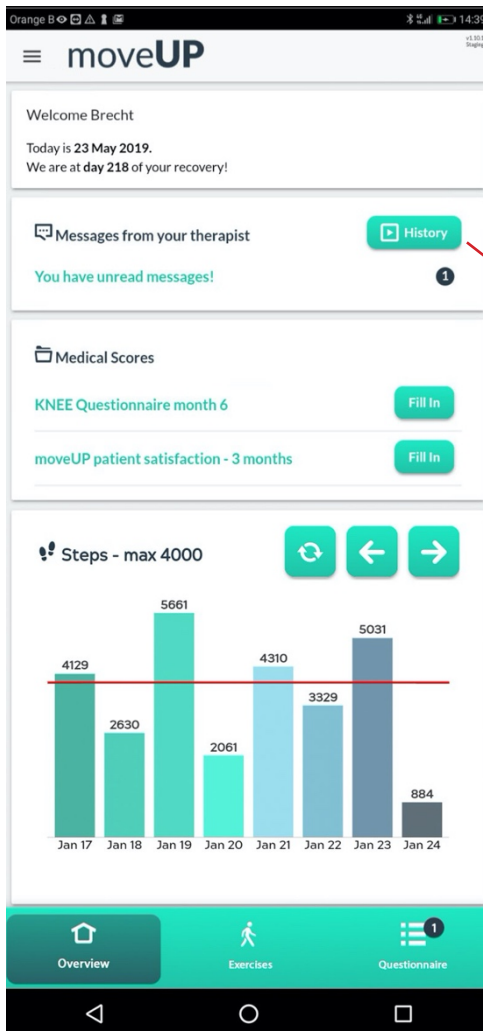


3.5.2 Overview-screen

The first tab welcomes you by greeting you at the top.

Messages from your therapist

Below the greeting, you find the messaging system. New and older messages can be found by pressing the “History” button. This way you can also send new messages or photos at any time of the day. Via the arrow at the top you return to the Overview.



Questions from your therapist

During your treatment, medical questionnaires and information become available at various moments.

From the moment a questionnaire or info-section becomes available, we ask you to fill it out as soon as possible. Note: some questionnaires take a bit longer (e.g. 30 questions), so take your time to fill in these questionnaires.

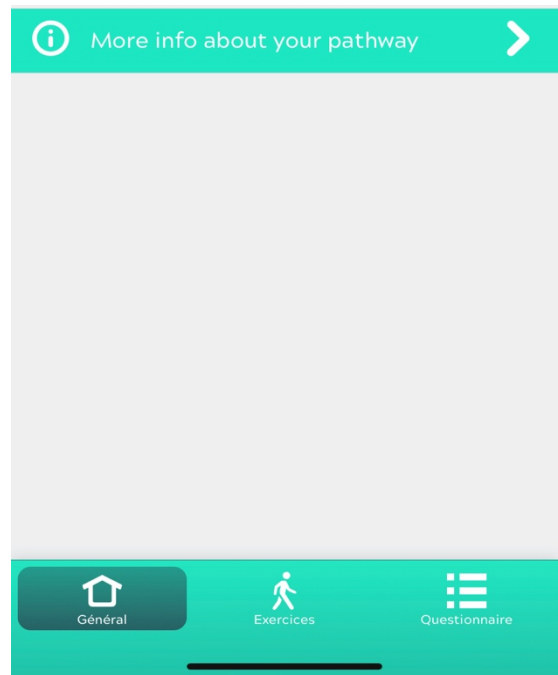
Through these ‘Questions from your therapist, your moveUP physiotherapist can also ask you to record a specific video. The instructions will be shared with you at the appropriate time.

Steps and limit

Through the colored bars you get a view of your activity level of today and the past days (expressed in number of steps). The red line indicates the upper limit of steps for today (not activated for moveUP Companion).

More info about my care path


When you scroll down, you find a link where you can retrieve information about your care path.



3.5.3 Exercise-screen

The second tab contains the exercise program for today. Day by day you will only see prescribed exercises specific for that day.

Exercise 11 (K): Flexion and extension mobilisation of the leg in stance



0:00 / 0:16

1. From a standing position, lean on a chair.
2. Raise your leg with the knee bent and put it back down.
3. Keep your torso and pelvis stable
4. Step the same leg back, keeping your leg straight.


3x daily, 10 repetitions

2 x performed

Name & explanation

The name of the exercise and a detailed description of how you should perform the exercise.

Exercise 11 (K): Flexion and extension mobilisation of the leg in stance



0:00 / 0:16

1. From a standing position, lean on a chair.
2. Raise your leg with the knee bent and put it back down.
3. Keep your torso and pelvis stable
4. Step the same leg back, keeping your leg straight.

3x daily, 10 repetitions

2 x performed


Video

There is also a short video per exercise that indicates how the exercise should be performed.

To start the video, click on the “Play” icon on the top of the video. ▶

You can then play the video on a large screen by pressing the rectangle. []

Exercise 11 (K): Flexion and extension mobilisation of the leg in stance



0:00 / 0:16

1. From a standing position, lean on a chair.
2. Raise your leg with the knee bent and put it back down.
3. Keep your torso and pelvis stable
4. Step the same leg back, keeping your leg straight.

3x daily, 10 repetitions

2 x performed

Intensity & frequency

You will find the frequency and intensity per exercise (eg: 3x a day, 10 repetitions).

You report the number of sessions via the + and - symbol. It is important to enter this accurately so that your moveUP physiotherapist is kept informed of your progress.

! We recommend that you do not exceed the number of prescribed sessions and repetitions.

3.5.4 Daily questionnaires

The third tab contains the daily questionnaire.

The screenshot shows the 'Questionnaire' app interface. At the top, the status bar displays various icons and the time 23:07. The app title 'Questionnaire' is at the top left, and 'v1.1.0 Staging' is at the top right. Below the title, the text 'Your questionnaire for today' is displayed. The first question is 'How are you feeling today?' with the instruction 'Indicate on the scale.' It features a slider between 'Good' and 'Bad' and a row of six emoji icons ranging from happy to angry. The second question is 'How was your night?' with the instruction 'Indicate on the scale.' It also features a slider between 'Good' and 'Bad' and a row of six emoji icons. The third question is 'Did you experience any morning stiffness in your index joint?' with the instruction 'Indicate on the slider.' It features a slider between 'None' and 'Very stiff'. At the bottom, there is a navigation bar with three tabs: 'Overview', 'Exercises', and 'Questionnaire' (which is highlighted and has a notification badge with the number 1).

We ask you to complete this questionnaire daily without exception.

Completing the questionnaire will give your physiotherapist and treating physician the necessary information to be able to follow up your status as good as possible.

The questionnaire will be made available from 4 pm and will remain available until midnight.

Please answer and send all questions via 'Send questionnaire' at the bottom of the list.

From the moment you press 'Send', the message "Come back to fill in the questionnaire, which will appear from 4pm!"

This image is a close-up of the 'Send' button located at the bottom of the questionnaire form. The button is teal with a white paper plane icon and the text 'Send'. It is highlighted with a red rectangular border. Below the button, the navigation bar with 'Overview', 'Exercises', and 'Questionnaire' tabs is visible.

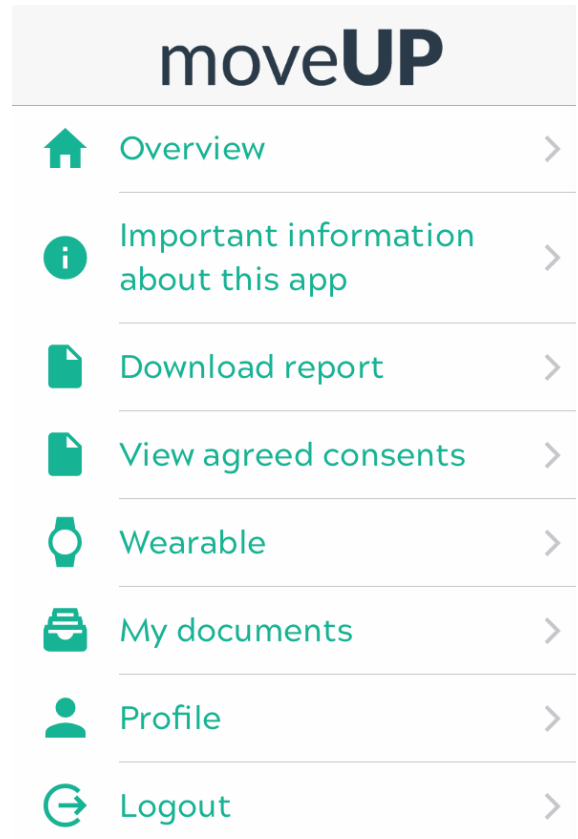
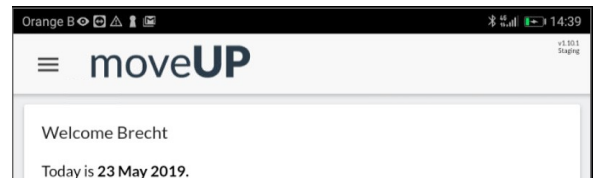
3.5.5 App menu

At the top left of the moveUP you will find the menu:☰

When you click on this icon ☰ the menu appears.

This menu contains important sections that are not directly related to your rehabilitation.

- **Overview:** Exits the menu and returns to the overview screen
- **Important information** about this application: Detailed information about the app.
- **Download report**
- **View informed consents:** Here you can read the general terms and conditions and privacy statement.
- **Smart bracelet:** Here you can link your smart bracelet to the moveUP App or see which application is linked. For more information see 3.4.1
- **My documents:**
- **Profile:** An overview of your profile information. It is recommended that you verify this information and contact us if you see incorrect or outdated information.
- **Log out:** Here you can log out of your account and return to the registration and registration page.



4 Contact details



In case of questions about the App, the tablet or the smart bracelet, you can contact moveUP via the following channels - in order of priority:

- Via the message system of the App. Please preface the message with **"Technical question:"**
- Via email to **support@moveup.care**
- Via phone during office hours: **0800 88 008**



moveUP and the moveUP App are not emergency medical services. In case of emergency, please call your hospital or emergency services at 112.



moveUP s.c.r.l.

Head office Brussel: Parvis sainte-gudule 5, B-1000 Brussels, Belgium

Office Ghent: Oktrooiplein 1, B-9000 Ghent, Belgium

Tel: 0800 88 008  +32 478 39 14 58 

Email: info@moveUP.care

www.moveUP.care

