

# Care Companion

Philips InCourage Care Companion Mobile App User Guide



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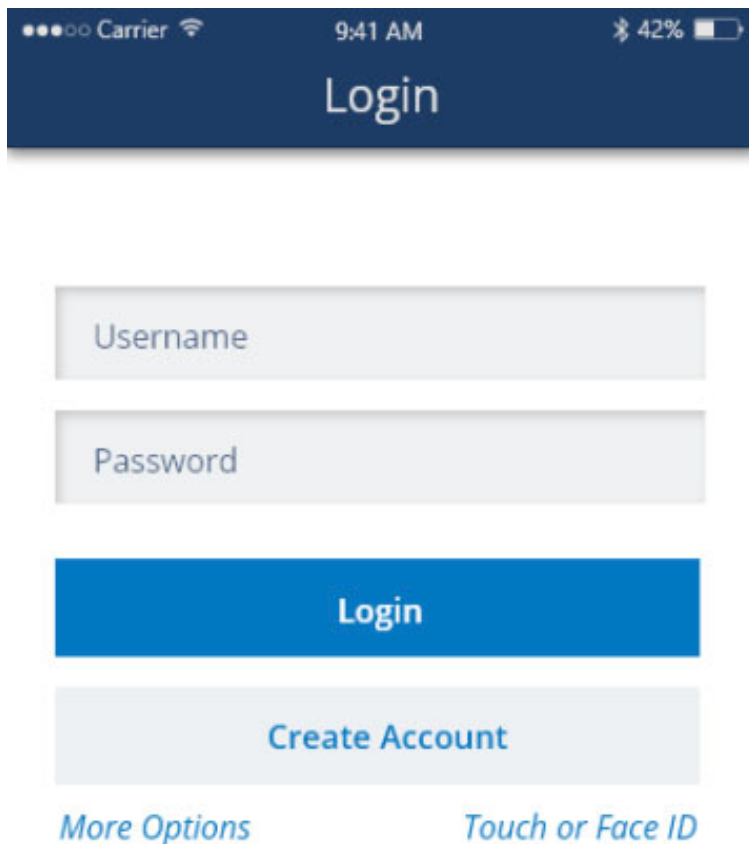
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## Welcome!

Welcome to Philips InCourage Care Companion! You are not alone in your treatment. Care Companion connects you to your healthcare team, family and friends. This app is designed to help you stay the course with your high frequency chest wall oscillation therapy with the Philips InCourage system. It connects you with your care team to facilitate discussions to help optimize your treatment and care and it has features designed to encourage and support you.

## Logging in and creating your account

When you first download the InCourage Care Companion app, you will be asked to create an account. The set-up is straight forward and consists of XX steps.



### Step 1: Select Account Type

You will be asked to choose whether the InCourage system device to be associated with this account is yours or for a minor user. Please note that children under the age of 18 can use the Care Companion app but only if their parent or legal guardian sets up the device account and then invites the minor user to use the app.

Carrier 9:41 AM 42%

BACK Create Account

Step 1 Step 2 Step 3 Step 4 Step 5

Select Relationship

I am a parent or legal guardian of a minor

I have been invited to a care circle

I am a prescribed user

Are you an adult?

Yes No

Next

Do you want to invite this child to use the mobile app? ⓘ

## Step 2: Device Serial Number

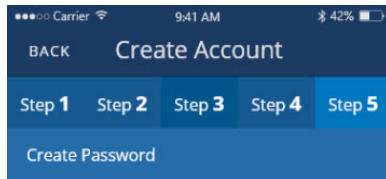
The device serial number can be found on the label of the InCourage system therapy unit.

### Step 3: Enter User Information

Enter your name, email address, mobile phone number and a nickname for the device.

### Step 4: Set up Password

You will create a password for your account. With a password established, you can also use Touch or Face ID to access the app.

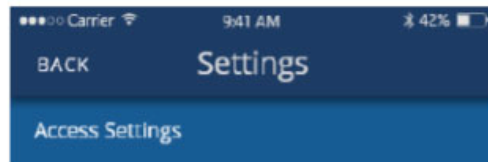


Enter Password

Confirm Password

- ✓ Password must be at least 8 characters long
- ✗ Password must contain at least 1 upper case
- ✗ Password must contain at least 1 lower case
- ✗ Password must contain at least 1 number

Submit

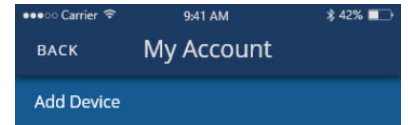


#### Quick Access

Quick Access allows you to log into this application using biometric data, such as your fingerprint or your face image. This allows for quick and convenient way to access your account without compromising security of your information. All users who have a saved fingerprint on this device will be able to access your information.

#### Keep me logged in

We can save your user name and password to reduce the number of times you are asked to log in.



Select relationship to the device being added

- Add device for myself
- Add device for a child account

Device Serial Number

Device Nickname

First Name Michael

Last Name Smith

- Do you want to invite this child to use the mobile app? ⓘ

Email

Confirm Email

Mobile Phone

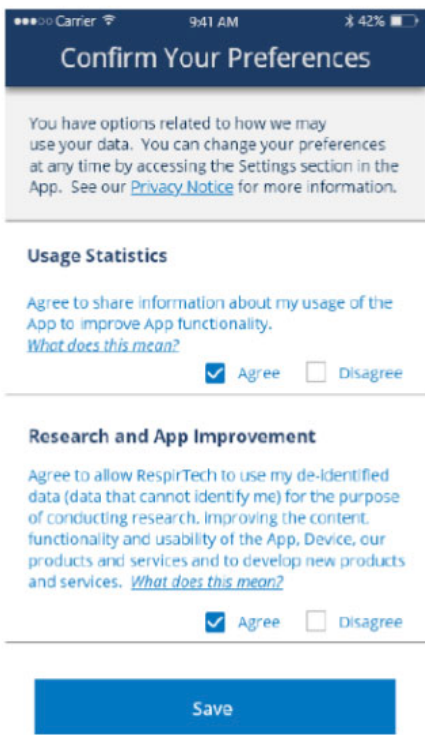
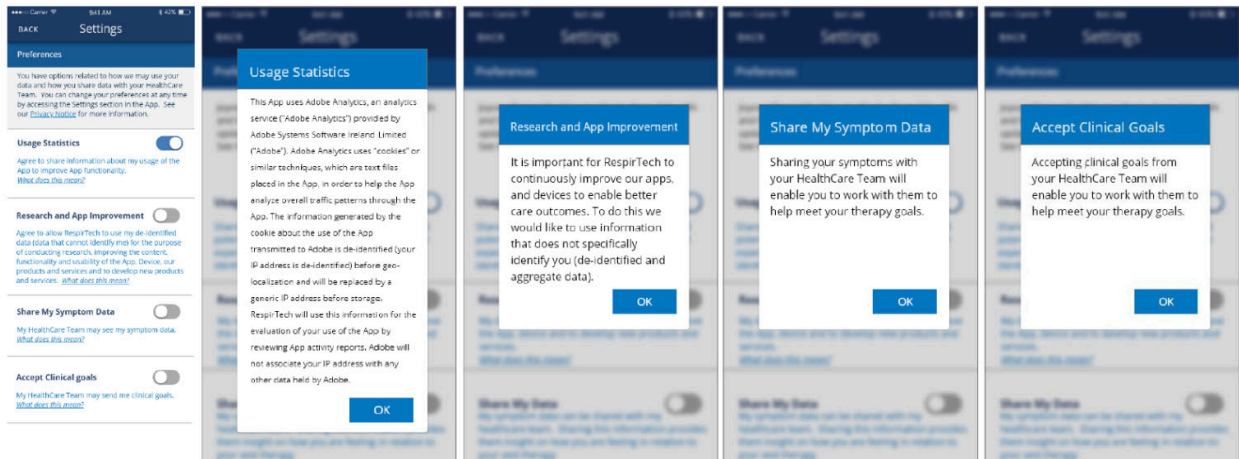
- I agree for my personal data to be processed in this App for creating my account and to provide data on my usage of my therapy device. See our Privacy Notice for more information.

By creating an account, you agree to our Terms of Service.

Add Device

### Step 5: Set account preferences

You have the option to share information in the Care Companion app with your healthcare team. The sharing of information will enrich your care and help facilitate communication. However, it is up to you want you to determine how best to use the app and work with your healthcare team and set your sharing preferences accordingly. For more information on how your data will be shared and used see the Privacy Notice.

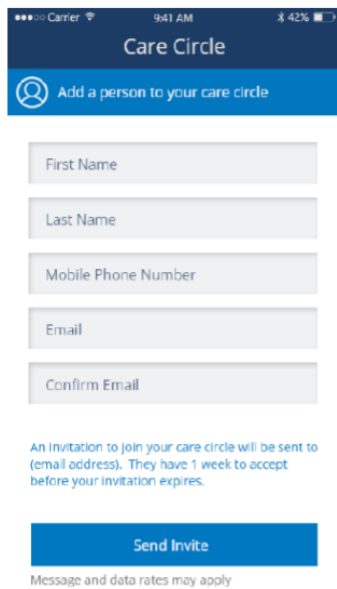


## Step 6: Set up Your Care Circle

You are not alone on this therapy journey. There is a whole team dedicated to your care as well as family and friends there to encourage and support you. The care circle feature allows you to invite others to see the therapy, symptom and clinical goal data in your app. Care circle members cannot see your personal goals or journal entries. To invite someone to your care circle you need to provide their name, email address and mobile phone number. An invitation email will be sent to the email address provided. The recipient has one week to accept the invitation. If they do not accept, you have the option to resend the invitation.

If you are the parent or legal guardian of a minor user, you can add the minor user as a care circle member so that they can utilize the functionality within the app. You can also add other care circle members on behalf of the minor user.

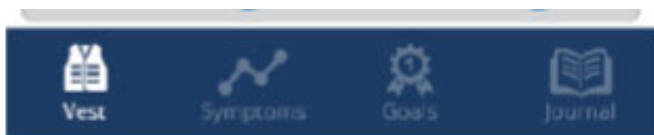
Care circle members can leave at any time and will no longer have access to the user's data. However, you can invite the former member again at a later time if you so choose.



The screenshot shows the 'Care Circle' app interface. At the top, there's a status bar with 'Carrier', '9:41 AM', and '42%' battery. Below that, the title 'Care Circle' is centered. A blue button with a person icon and the text 'Add a person to your care circle' is prominent. Below this are five text input fields: 'First Name', 'Last Name', 'Mobile Phone Number', 'Email', and 'Confirm Email'. A small text note below the fields states: 'An invitation to join your care circle will be sent to (email address). They have 1 week to accept before your invitation expires.' At the bottom, there is a blue 'Send Invite' button and a small note: 'Message and data rates may apply'.

## Using Care Companion

With your account set-up you are ready to start using the Care Companion app. The app dashboard consists of four categories: Vest, Symptoms, Goals and Journal. When you open the app it defaults to the Vest category. The selected category will always be in bold. To change the selected category, press the desired category icon at the bottom of the display.



### How to navigate within the categories

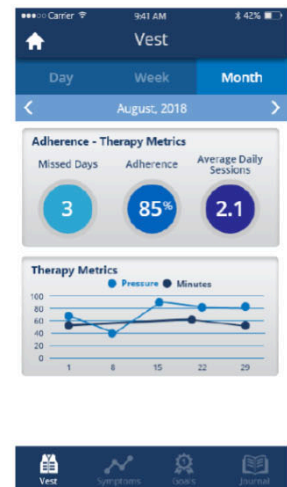
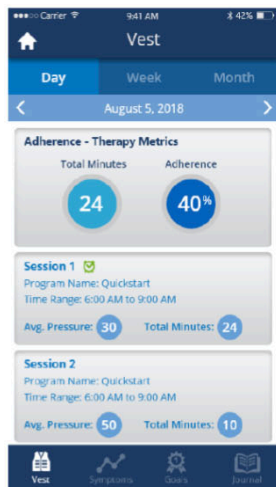
The data recorded in each category can be displayed for a single day, over a week (7-day period) or for an entire month. The date(s) within each timeframe can be changed by pressing the left and right chevrons at the top of the date display area. When you open the app the date defaults to the current date.



## Vest category

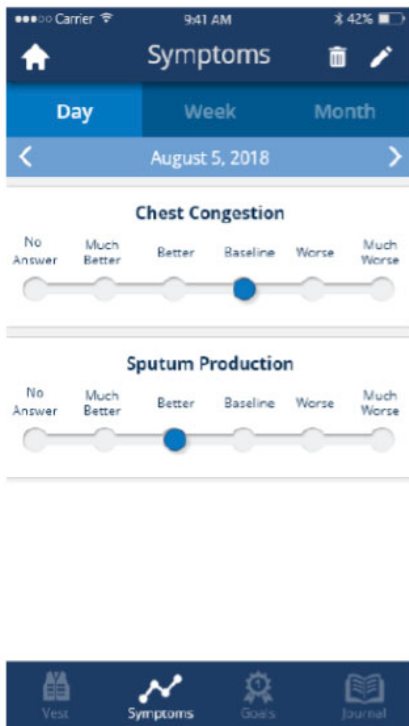
The vest category displays data related to your use of the InCourage system. The Care Companion app receives remote data from your InCourage system. This data includes:

- Average Pressure: the average pressure delivered during therapy
- Total Minutes: the total time you received therapy
- Missed Days: the number of days no therapy sessions were recorded; this is not displayed if viewing the category data for a single day
- Average Daily Sessions: the average number of sessions recorded daily over a week or month; this is not displayed if viewing the category data for a single day
- Adherence: the percentage is calculated based on the prescribed therapy time versus the recorded therapy time.
- Sessions:
- Therapy Metrics Graph: the average pressure and total minutes are visually displayed over a week or month; not displayed if viewing the category data for a single day



## Symptom category

The symptom category allows you to track changes in the symptoms related to your disease. This record of change helps enable more accurate communication with your healthcare team. You can select which symptoms you want to track in the app's Settings.



### Goals category

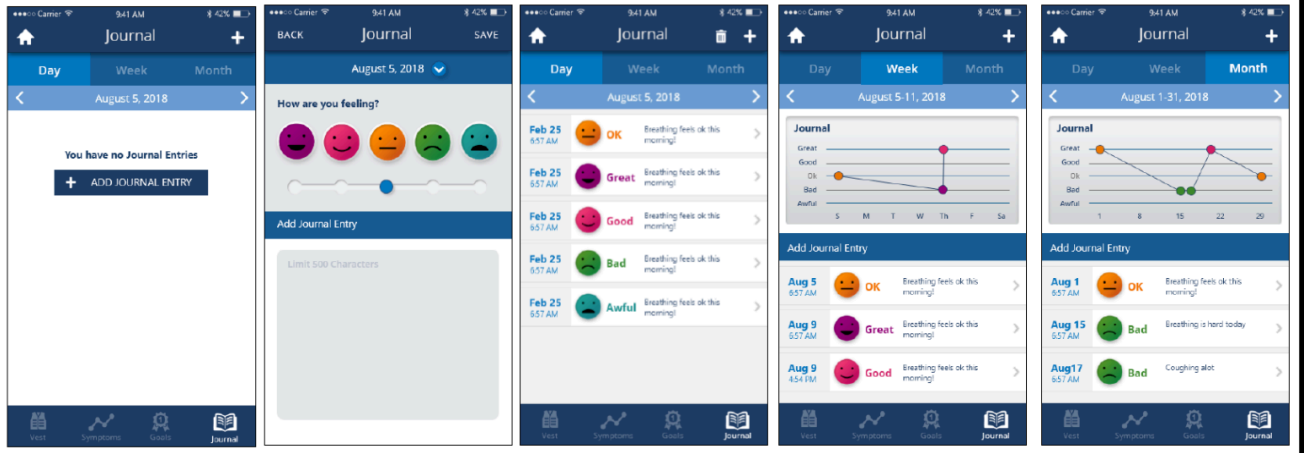
Care Companion offers a goals category to help you work towards goals you set with your healthcare team or goals you set for yourself. Clinical goals are goals you and your healthcare team discuss and agree upon. They appear shaded in gray within the app. Personal goals are goals that you decide you want to work towards and Care Companion helps track your progress towards meeting them. Personal goals are shaded in blue within the app.

Remember, Personal goals are personal and are not shared with your healthcare team or care circle.

### Journal category

Capture how you are feeling, note important questions you want to ask your healthcare team, chronicle significant milestones and decisions. The journal feature is for you to use how you want. It is not shared with your healthcare team or care circle.





## Reminder

Life can get busy and sometimes it's nice to have a reminder. You can set reminders in Care Companion so you never miss a therapy session. Reminders can also be set for XXXX.

## Support

If you have any questions about the Care Companion app, please reach out to customer support at 800-793-1261.