

Care Manager

Philips InCourage Care Manager Portal User Guide

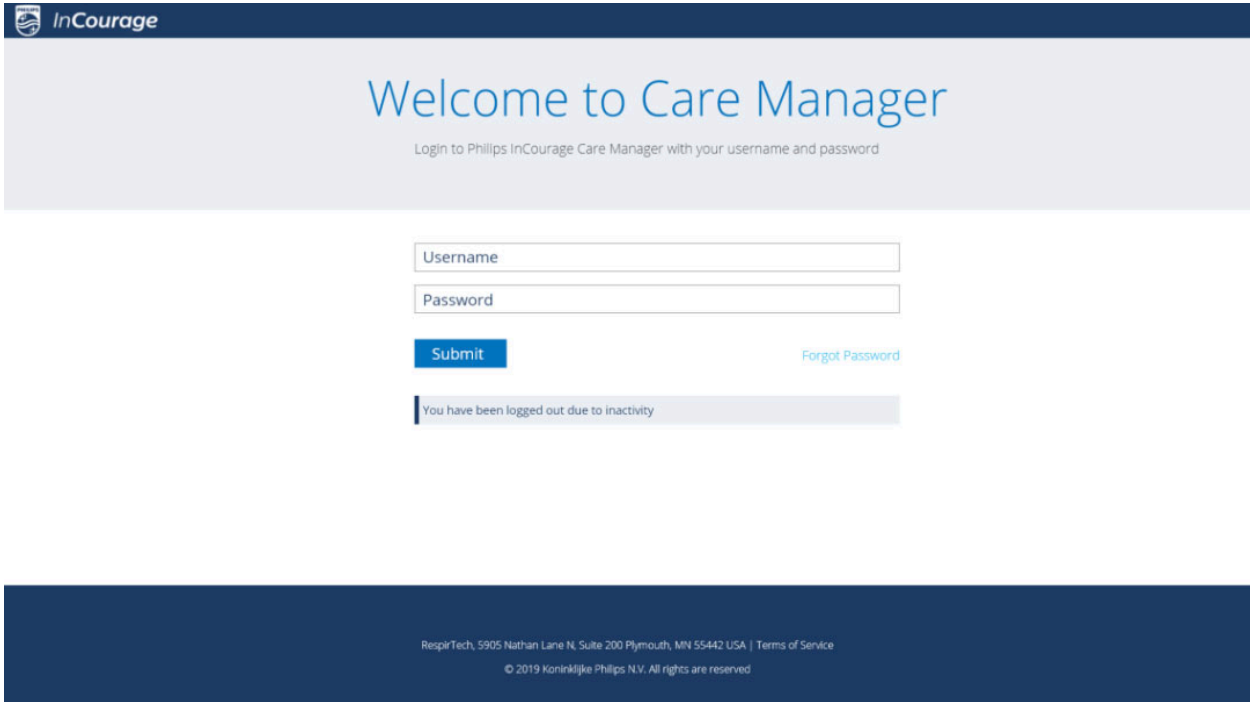


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Welcome!

Welcome to Philips InCourage Care Manager! Patients using the Philips InCourage system are not alone on their disease journey. They are surrounded by a team that has their health at the top of mind. You are a part of that team and Care Manager is a tool that will help you deliver the best care possible to your patients using the InCourage system.

Care Manager is a portal designed to help enhance patient care by providing healthcare team members the ability to:

- See their patients' InCourage system usage data
- Set therapy goals for their patients to work towards
- Monitor their patients' symptom data
- Communicate with other member of the healthcare teams they work with as well as their patients

To maximize your use of Care Manager, we encourage you to have your patients use the Philips InCourage Care Companion app. The Care Companion app will send patient entered information to Care Manager to offer you further insight in to how your patients are doing with their high frequency chest wall oscillation therapy. Data shared between Care Companion and Care Manager includes patient entered symptom data and tracking towards mutual agreed upon clinical goals. You can also communicate directly with patients through the app and portal.

Installing and configuring browsers

Care Manager is accessed through a supported Web browser, thereby enabling anytime, anywhere access to patient data. Care Manager is supported on these Web browsers:

- Microsoft Internet Explorer
- Google Chrome
- Mozilla Firefox
- Apple Safari
- Microsoft Edge

Installing Microsoft Internet Explorer

1. Go to Microsoft's website <http://microsoft.com>
2. On Microsoft's welcome page, use the search feature to locate the "Internet Explorer download" and select the version for your operating system.
3. Follow the on-screen instructions to update or download the Internet Explorer software.

Installing Google Chrome

1. Go to Google's website <https://www.google.com/chrome/browser/desktop/>
2. Follow the on-screen instructions to update or download the Chrome software for your system.

Installing Mozilla Firefox

1. Go to Mozilla's website <https://www.mozilla.org/firefox>
2. Follow the on-screen instructions to update or download the Firefox software.

Installing Apple Safari

1. Go to Apple's website <https://support.apple.com/downloads/#safari>
2. Follow the on-screen instructions to update or download the Safari software.

Installing Microsoft Edge

1. Go to Microsoft's website <http://microsoft.com>
2. On Microsoft's welcome page, use the search feature to locate the "Microsoft Edge download" and select the version for your operating system.
3. Follow the on-screen instructions to update or download the Microsoft Edge software.

Configuring Browser to Enable Pop-Up Messages

Care Manager may display certain information to you in the form of pop-up windows. However, the configuration of some browsers may prevent the display of these pop-ups. In such cases, when a browser encounters a pop-up window, it blocks the pop-up and displays a message.

Consult the online help for your browser to turn-off the pop-up blocker so you can see all messages from Care Manager.

Getting started

Care Manager provides a central data management system that tracks patient progress, collects and analyzes therapy and symptom data, and provides valuable reports about the data. The system is accessed through a supported Web browser, thereby enabling anytime, anywhere access to patient data. Automatic scoring or diagnosing of a patient's therapy data is not performed by this software.

Care Manager is highly secure to help meet requirements for HIPAA compliance and privacy laws. This includes access security as well as the security and privacy of transmitted data.

Security and privacy controls used by Care Manager

Care Manager uses encryption (HTTPS/SSL, Triple DES) to provide a secure and protected environment.

By default, Care Manager includes provisions to limit and control access to the system. These settings are configurable and include the following:

- Username and password protection
- Auto Logoff
- Account lock out
- Role definition
- Role based function access

Respiratory Technologies, Inc. (d.b.a. RespirTech) offers Care Manager as a service to its customers. Each customer has the ability to access the data and the option to create "users" who can also access the data.

Cautions

- All users should be aware of personal data displayed on Care Manager screens, forms, and reports.
- Federal law restricts the InCourage system to sale by or on the order of a physician.

Warnings

- Care Manager should not be used to diagnose the condition of the patient.
- Care Manager is not a substitute for direct patient monitoring.
- The data provided in Care Manager is only one of several elements to consider when evaluating the effectiveness of the therapy.
- Prescription changes should only be made on the order of a licensed physician.
- Creating or changing a prescription should only be completed by a trained medical professional.
- A patient's prescription should be verified as correct before transferring it to the patient's InCourage system.
- System access features should not be disabled. These features provide a secure work environment to reduce the probability of unwanted access to the system. Users are responsible to follow the policies and procedures that govern their business practices when altering security settings.
- Timely assignment (and de-assignment) of a device serial number will reduce the potential for issues when re-using devices between patients.

Availability

Care Manager is generally available 24 hours-per-day, 7 days-per-week, but scheduled maintenance activities should be expected periodically. Users will be given at least twenty-four hours' notice prior to any scheduled maintenance activity that requires a system outage. In the event that emergency maintenance is required, advance notice may not be possible.

RespirTech will give its best effort to notify users in advance of these emergency maintenance outages.

Customer support is available 7:30 a.m. to 7:00 p.m., Central Standard Time, Monday through Friday, except during RespirTech's scheduled holidays, to support customer's use of Care Manager. The hours of operation of customer support are subject to change from time to time at RespirTech's sole discretion.

For more information, contact customer support at 800-793-1261.

Set-Up

RespirTech creates your Care Manager account and assigns an individual from your organization as the system administrator. The system administrator can create other administrator and clinical users in Care Manager for your organization but they system administrator does not have clinician access to Care Manager.

Organization setup

The system administrator creates users and grants them account access based on specific user roles. The system administrator can create other administrators and clinical users within Care Manager. Any clinical user can also be given an administrator role, which would give them administrator privileges in addition to the privileges they have based on their clinician role. See the User Roles section for more information on individual roles and the associated permissions. When creating these new users in Care Manager, the administrator can assign them to specific sub-organizations within the organization. For more information on creating new users as an administrator, see the Add User section.

Patient setup

Clinical users can create new patients within Care Manager. Once created, clinical users can assign the InCourage system to their patients so that they can start viewing therapy data and prescription information for their patients. For more information on adding new patients as a clinical user, see the Add Patient section.

User roles

Care Manager roles to manage user functionality:

Note: Users can have more than one role. For example, a user with Administrator and Clinician roles would have access to all clinical and administrative functionality within Care Manager.

Each role allows access to specific functions or data within Care Manager. Generally, some roles allow users to view lists of patients that they have authorization to access, and to view all information in those patients' records. Users within authorized sleep labs and physician companies must be assigned the proper roles before they can access patient information. Roles are usually assigned when a user account is created within the sleep lab or physician organization by the System Administrator in those organizations.

The screenshot displays the 'Add Role' dialog box in the In-Courage system. The dialog is a white window with a blue header bar containing the title 'Add Role' and a close button. It contains the following fields and controls:

- Role Name ***: A text input field.
- Display Name ***: A text input field.
- Status ***: Two radio buttons, 'Active' (selected) and 'Inactive'.
- Role Description**: A larger text input field.
- Permissions ***: A section with a tree view of permissions.
 - Facility** (expanded):
 - ☒ Facility/View
 - ☒ Facility/Add
 - ☒ Facility/Edit
 - ☒ Facility/Delete
 - ☒ Facility/Users/View
 - ☒ Facility/Users/Add
 - ☒ Facility/Users/Edit
 - ☒ Facility/Users/Remove
 - ☒ Facility/Users/SendEmailActivation
 - ☒ Facility/Users/SendEmailPassword
 - Organization** (expanded):
 - ☒ Patient
 - ☒ PatientList/View

At the bottom of the dialog are 'Cancel' and 'Save' buttons. The background shows a blurred view of the system's main interface, including a 'Roles' table and a 'Facilities' list.

[illegible]

Logging in and creating your account

InCourage

Create Account

Create your account in the InCourage portal

Email

Password

Confirm Password

☒ I understand and accept the [Terms and Conditions](#)

Submit

✓ 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

RespirTech, 5905 Nathan Lane N, Suite 200 Plymouth, MN 55442 USA | [Terms of Service](#)

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[Forgot password](#)

If you forget your password, you can request for your password to be reset. Click on the Forgot Password button and provide your email address.

[Add a patient](#)

Patients can be entered into Care Manager on the patient list page. Click the Add Patient button in the top right of the display.

When creating a new patient record there is required information including:

- Patient name
- Patient date of birth
- Patient address
- Patient status
- Referring facility
- Prescribing physician
- Condition
- Device ID, type and status

Add Patient and Device

Patient First Name: * John Patient Last Name: * Doe Birthdate: * 01/21/1955

Address 1: * Address 2:

City: * State: * MN Zip: *

Internal Patient ID: Responsible Party First Name: Responsible Party Last Name:

Patient Status: * Select Status Patient Training Date: MM/DD/YYYY

Referral Facility: * Select Facility Prescribing Physician: * Select Physician

Prescription Sessions/Day: Minutes/Session: Pressure:

Condition: * Select Condition

Device ID: * HB12345-678 Device Type: * Select Device Status: * Select Status

Active Date: MM/DD/YYYY Expiration Date: MM/DD/YYYY

Cancel Save

Add a facility

Your responsibilities might cover multiple facilities so Care Manager enables all of your facilities to be assigned to you. To add a facility where you support patients using the InCourage system XXX

Add Facility

Facility Name: *

Address: *

City: *

State: * Select State

Zip: *

Timezone: * Select Timezone

Cancel Save

Using Care Manager

With your account set-up you are ready to start using Care Manager. When you open the portal it defaults to the patient at a glance page. The selected page will always be in highlighted. To change the selected page, click the desired page title at the top of the display.

The screenshot shows the Philips InCourage 'Patients At A Glance' dashboard. At the top is a navigation bar with links for Facilities, Internal Users, Roles, Patient List, and Patients At A Glance (which is highlighted). A 'Mark Allen Admin' button is also present. Below the navigation bar is a search bar and a 'Sort By: Patient Last Name' dropdown. The main content area displays a table of patient data with columns: Patient, DOB, Avg. Duration, Avg. Pressure, Avg. Sessions, Missed Days, Adherence, Active Goal, and 7-Day Therapy Summary. The first row shows data for 'Johnathan Smith'. The other three rows are labeled 'Patient Name 2', 'Patient Name 3', and 'Patient Name 4'. The '7-Day Therapy Summary' column contains line graphs for each patient. At the bottom right, there is a pagination control showing 'Page 1' of 1.

Patient	DOB	Avg. Duration	Avg. Pressure	Avg. Sessions	Missed Days	Adherence	Active Goal	7-Day Therapy Summary
Johnathan Smith	04/23/82	40 min	80	2	4	60%	Active	
Patient Name 2	04/23/82	40 min	80	2	4	60%	None	
Patient Name 3	04/23/82	40 min	80	2	4	60%	None	
Patient Name 4	04/23/82	40 min	80	2	4	60%	None	

Patients at a glance

The patients at a glance page allows you to get a quick overview of how your patients are doing with their high frequency chest wall oscillation therapy. The snap shot displays a patient's average pressure, average number of sessions complete, number of days therapy was received, their percent adherence to their prescription, if the patient is actively working towards a clinical goal, and a week trend of patient symptom data.

Note: Patient symptom trend data will not appear on the patients at a glance page if the patient did not consent within the Philips InCourage Care Companion app to share the data or if the patient is not using the Care Companion app.

Patient information can be sorted by XXX or you can search for a specific patient outright.

Patient list

The patient list page provides more detail on your patients. The patient list page can be accessed by either selecting the page at the top of the display or by clicking on a specific patient from the patients at a glance page.

The patient list page can display therapy summary data, patient information, InCourage system details, clinical goals, communications with your patient, communication with the healthcare care members and log information from the Care Companion app.

Therapy summary



Patient details

The patient details page provides information on each patient.

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[Internal Users](#)
[Roles](#)
[Patient List](#)
[Patients At A Glance](#)
[Mark Allen Admin](#)

[Therapy Summary](#)
[Patient Details](#)
[Device Details](#)
[Goals](#)
[Communication](#)
[Care Team](#)
[Mobile Logs](#)

Patient Details

Patient: Johnathan Smith
 DOB: 04/23/1982
 Device: UE456789
 Timezone: Central Time (Chicago)

[Delete Patient](#)
[Edit Patient Details](#)
[Edit Prescription](#)

Patient Demographics

First Name: Johnathan	Address 1: 1439 Sandlake Rd NW	Status: Active
Last Name: Smith	Address 2: Apt 33	Training Date: 02/15/2010
Birth Date: 04/23/1982	City, State, Zip: Williamsburg, MN 55987	Email: johnathansmith@gmail.com

Responsible Party

Responsible Party First Name: Johnathan
 Responsible Party Last Name: Smith
 Email: johnathan.smith@gmail.com

Prescribing Physician

Prescriber: Owen Hunt
 Facility: Anoka Medical Center

Prescription

[Show Prescription History](#)

Name	Status	Active Date	Expire Date	Pressure	Sessions	Mins Per Session	Mins Per Day
InCourage	Active	02/01/2010		85	2	30	60

Device details

The device details page provides information on the InCourage device assigned to each patient.

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[Internal Users](#)
[Roles](#)
[Patient List](#)
[Patients At A Glance](#)
[Mark Allen Admin](#)

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[Mobile Logs](#)

Device Details

Patient: Johnathan Smith
 DOB: 04/23/1982
 Device: UE456789
 Timezone: Central Time (Chicago)

[+ Add Device](#)

Assigned Devices

Device Type	Status	Active Date	Expire Date	Device ID	PTU Device Nickname	Action
InCourage	Active	05/11/2018		UE456789	Johns PTU 2	Edit
InCourage	Expired	05/01/2017	05/10/2018	1233450	Johns PTU	Edit

Page: First < 1 > Last

Device Data History

UE456789 [Transfer](#)

Payload ID	Status	Payload Received Date	Payload Type	Latest Therapy Session End Date	Action
924	Processed	03/12/2019 10:49:52 AM	Session Data	03/06/2019 03:34:12 PM CST	View

Page: First < 1 > Last

Goals

The goals feature of Care Manager allows you and your patients to be on the same page with where you want their therapy to go. If your patient is struggling to complete 30 minutes of therapy per session, set that as a goal for them to work towards! If your patient could benefit from increased therapy pressure,

set that as a goal for them to work towards! Discuss potential goals during appointments and enter them into Care Manager. This will eliminate any second guessing or recall issues after patients leave the office.

Once the patient accepts the clinical goal in the Care Companion app, Care Manager will start tracking their progress towards achieving the goal.

Note: A patient can decline the goal in the Care Companion app. If declined, the goal will be

- Therapy Summary
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- Device Details
- Goals
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Goals

Patient: Johnathan Smith
DOB: 04/23/1982
Device: UE456789
Timezone: Central Time (Chicago)

Filter: Active + New + Add Goal

Pressure, Session, Duration Goal

Pressure: 80 per session	Created by: Amy Smith, RT	Status: Active
Sessions: 2 every day	Start Date: 12/1/2018	Accepted by: Johnathan Smith
Duration: 30 mins/per session	End Date: 3/1/2019	Accepted Date: 12/1/2018

Pressure Goal

Pressure: 85 per session	Created by: Amy Smith, RT	Status: Active
	Start Date: 02/01/2019	Accepted by: Johnathan Smith
	End Date: 02/28/2019	Accepted Date: 02/01/2019

InCourage

Facilities
Internal Users
Roles
Patient List
Patients At A Glance
Mark Allen Admin

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Goals

Patient: Johnathan Smith
DOB: 04/23/1982
Device: UE456789
Timezone: Central Time (Chicago)

Display Range: 14 1M 3M

14 Days 02/01/19 to 02/15/19

Send Message End Goal Back to Goals

Duration Goal

Goal ID: 98	Created By: Madankumar Angusamy	Status: Active
Duration: 30 Min Per Session	Start Date: 12:00 AM 02/01/2019	Accepted By: Neela Silva
	End Date: 11:59 PM 03/01/2019	Accepted Date: 02/01/2019

Message included in invitation:

Clinical Notes:

Goal Progress

Current Streak: 0
Longest Streak: 0

Goal Compliance: 0%
Last 7 Days

Goal Compliance: 0%
Last 28 Days

Communication

Date	From	Message
02/01/2019	Madankumar Angusamy	Let's get therapy time up to 30 minutes each session.
02/05/2019	Madankumar Angusamy	Great Progress! Keep it up!
02/17/2019	Madankumar Angusamy	Great job! Those pressure values look great!

Progress Notification

Date	From
02/01/2019	Welcome Aboard. You accepted a goal from your clinician
02/05/2019	Congratulations! You met your goal for the first time! Keep it up!
02/17/2019	On Track 1 Week. You have been on track with your goal for 7 days.

Communications

Through Care Manager and Care Companion, you can communicate directly with your patients should you need to. While you already have scheduled interaction with your patients, should questions or the need to communicate arise in between appointments, Care Manager can be used as a tool to stay in touch.

Facilities
Internal Users
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Communications

Patient: Johnathan Smith
DOB: 04/23/1982
Device: UE456789
Timezone: Central Time (Chicago)

Display Range: 1d 1M 3M ALL

1 Month 02/05/19 to 03/05/19

+ New Note Page Size: 20

Subject	Date	From	Message
New Patient	03/05/2019	Madankumar Angusamy	First note from new patient

Page: First 1 Last

Care team

Patients are not alone on their disease journey and neither are you in helping treat them. The care team page displays those actively involved with your patients. The prescribing physician, internal and clinical team members and any care circle members from the Care Companion app are displayed.

Facilities
Internal Users
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Mark Allen Admin

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Care Team

Patient: Johnathan Smith
DOB: 04/23/1982
Device: UE456789
Timezone: Central Time (Chicago)

+ Add Care Team Member

Prescribing Physician

Prescriber: Anu123 Britto123Amanda
Facility: 00-DevPrjyaTest

Clinical & Internal Care Team

Name	Facility/Organization	Title	Status	Care Team Type	Role	Date	Action
Abby Jones	RespirTech	RT-PA	Active	Internal	ViewAddDevice	02/05/2019	
John Jones	RespirTech	RT-PA	Active	Internal	ViewAddDevice	03/14/2019	

Page: First 1 Last

Family Care Circle

Name	Status	Role	Added Date	Action
Michael Smith	Active	Family	02/05/2019	

Mobile logs

If your patients are using the Care Companion app,

- Therapy Summary
- Patient Details
- Device Details
- Goals
- Communication
- Care Team
- Mobile Logs

Logs from Mobile Application

Patient: Johnathan Smith
DOB: 04/23/1982
Device: UE456789
Timezone: Central Time (Chicago)

Display Range: 141M3MALL

1 Month 02/05/19 to 03/05/19



No Mobile Logs to Display