

Remote Patient Monitoring

Doccla RPM

v2.127.0

Patient/Carer App - User Manual

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This document is a controlled Instruction for Use (IFU) forming part of the Doccla RPM technical documentation under Regulation (EU) 2017/745 (MDR). It must be identical in intended purpose, indications and contraindications to the approved Intended Use.

Doccla RPM Patient App - User Manual

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Introduction

This user manual has been written for patients who must use the Doccla RPM app. The user manual has been written in a way to be thorough and understandable for patients. No prior teaching or workshop participation is necessary to understand it.

Your health

⚠ Always be mindful of your own well being and health. If you experience any new symptoms or unexpected deterioration of existing symptoms you should seek medical attention outside the use of this app. You should also contact a healthcare professional if you are unsure about your symptoms, if the app does not provide expected information, or if you are unable to use the app as intended.

Do not rely solely on this app for medical decisions.

A printed copy of this user manual can be requested free of charge by contacting Doccla UK at support@doccla.com

Intended purpose

Doccla Remote Patient Monitoring (RPM) is software intended for use in the remote monitoring of physiologically stable presentations of heart failure, chronic obstructive pulmonary disease (COPD), hypertension and blood pressure management, atrial fibrillation, and acute respiratory infection (ARI) in adult patients, where the responsible healthcare professional has determined that intermittent remote monitoring is clinically appropriate and safe and where the risk of rapid or serious deterioration has been assessed as low or safely managed.

This software is intended to be used by qualified healthcare professionals in non-clinical and low-acuity clinical environments, including patient homes, community care settings, rehabilitation facilities, nursing homes, and outpatient follow-up contexts.

Acute kidney injury (AKI) is not an indication for Doccla RPM and is outside the intended purpose.

This medical device software is contraindicated for patients who are clinically unstable, require real-time physiological monitoring, are at risk of serious or rapid deterioration, or are unsuitable for remote monitoring due to functional, cognitive, or environmental limitations.

This medical device software uses measurements obtained from compatible third-party medical devices, manual entry or questionnaires, and clinically accepted triggers such as NEWS2 for respiratory and cardiac monitoring, and threshold-based monitoring, in order to produce patient data, trend displays, aggregated early warning scores including NEWS2, and alerts triggered by deviations from healthcare-professional-defined thresholds.

These outputs are intended to support clinical review, prioritisation, and follow-up actions by qualified healthcare professionals within existing clinical workflows, and to inform assessment of patient status. The outputs do not provide diagnosis, prognosis, or therapeutic recommendations and do not replace clinical judgement.

Medical indications

Doccla RPM is indicated to support the remote monitoring in the following categories of measurement types (“Measurement types in scope” section below), either through compatible third party medical devices, manual entry or questionnaires.

Measurement types in scope

Measurement Category	Specific Parameters	Primary Clinical Area(s)
Vital signs	Blood pressure, pulse/heart rate, SpO2, respiratory rate, temperature, consciousness (AVPU)	All clinical areas (see “Clinical areas in scope” section below)
Composite early warning scores	Calculated from vital sign components, e.g. NEWS2	All clinical areas (see “Clinical areas in scope” section below)

Measurement Category	Specific Parameters	Primary Clinical Area(s)
Respiratory function	Peak flow, SpO2, FEV1, FEV6, FEV1/FEV6 ratio, FEF25-75, respiratory rate, COPD prediction score, oxygen therapy hours	COPD, ARI
Cardiac monitoring	ECG, pulse, LVAD parameters (pump flow, speed, power, pulse index)	Heart failure, atrial fibrillation
Body composition & weight	Weight (kg/lb), body cell mass, fat mass, phase angle, height, BMI (derived)	Heart failure
Activity & rehabilitation	Daily steps, daily steps weekly average, sit-to-stand test, Borg rating, VAS pain score	Respiratory, cardiology
Subjective patient-reported	Multiple choice, integer/decimal scales, yes/no, free text (PROMs/symptom questionnaires)	All clinical areas

Main functionalities

Data Collection and Integration: Acquisition of physiological and non-physiological data through compatible third party medical medical devices, manual entry, or connected systems.

Alert Configuration and Generation: Allows healthcare professionals to configure thresholds and/or validated algorithms that generate alerts when patient data deviate from predefined criteria. Where configured, this includes calculation of composite early warning scores from patient-submitted vital signs data using clinician-defined scale settings. Alerts are based solely on clinician-defined inputs and do not interpret, diagnose, or recommend treatment.

Data Visualisation and Trend Analysis: Presentation of historical and current patient data to support clinical interpretation and prioritisation.

Doccla RPM supports intermittent monitoring only and is not intended for real-time monitoring.

Benefit claims

Doccla RPM is intended to deliver clinical benefit by enabling timely clinician response to deviations from clinician-defined thresholds in clinically stable patients, and by providing a monitoring experience that patients find acceptable and are willing to sustain. The two clinical benefits being formally claimed, and their corresponding outcome parameters, are set out below.

Benefit	Benefit Claim	Outcome Parameters
Key benefit claim	Alerting of patients outside defined physiological thresholds (guideline-driven and clinician-configured), enabling timely clinical review and intervention in physiologically stable patients.	Time from threshold breach to alert generation and to first qualifying clinician review; proportion of alerts with a documented clinical action within a pre-specified window; alert utility and burden.

Patient population

Adult patients for whom intermittent remote monitoring is considered clinically appropriate and safe by the responsible

healthcare professional.

Intended users

Doccla RPM is intended to be used by:

- Qualified healthcare professionals: For configuring monitoring parameters, reviewing patient data, and responding to alerts through the clinician portal.
- Patients and caregivers: For entering or transmitting data via the patient or carer mobile application.

All users must receive appropriate training in the safe operation of the software and any connected medical devices.

Contraindications

Doccla RPM is contraindicated for the patient groups listed below. Each item is an independent contraindication: a patient need meet only one to be excluded. Suitability for remote monitoring must be assessed prior to enrolment and reviewed periodically by the responsible healthcare professional.

General / environmental

Area	Contraindication
Physiological instability	Physiologically unstable patients (deteriorating by ≥2 NEWS2 points), and any acute or unstable presentation of an in-scope condition requiring inpatient or emergency management.
Monitoring frequency	Patients who require real-time or continuous monitoring or surveillance, or monitoring more frequent than the intermittent model supports.
Risk of deterioration	Patients for whom the risk of rapid or serious deterioration has been assessed as high or is not safely managed.
Reading variability	Patients whose readings are too variable for intermittent monitoring to give a clinically safe picture.
Functional / cognitive limitation	Patients who cannot use the device safely due to functional or cognitive limitations and no carer support.
Digital literacy	Patients who cannot use the device safely due to low digital literacy.
Consent / comprehension	Patients who cannot use the device safely due to an inability to consent to or understand the non-emergency nature of the service.
Device use	Patients who cannot use the device safely due to an inability or unwillingness to use the supported devices.
Age	Patients under 18 years of age.
Device / connectivity access	Patients with no compatible device and no reliable means of data submission. This applies only where a patient lacks all available communication channels: living in a location without cellular coverage from any available network, Wi-Fi connectivity and access to a landline telephone.

Carer support:

Functional or cognitive limitation is a contraindication only where no carer support is available. Where such a patient has carer support, monitoring may proceed with the carer submitting readings via the carer mobile application. Accordingly, patients in nursing homes who are unable to use Doccla RPM independently must be placed on a care plan under which a caregiver assists them using the carer application.

Condition-specific

Where a clinical area is named, the contraindication applies to the acute or unstable presentation of that condition; the diagnosis alone does not determine suitability, as the responsible healthcare professional's assessment of the patient's current clinical status governs. The physiological-instability and real-time or continuous-monitoring contraindications set out above are cross-cutting and apply to all five indications, not only where a row below restates them.

Clinical Area	Contraindication
Heart failure	• Acute cardiac decompensation (e.g. acute decompensated heart failure) requiring inpatient or emergency management. • Post-operative cardiac patients prior to clinical stabilisation. Patients requiring real-time cardiac monitoring or surveillance.
COPD	• Acute exacerbations of COPD requiring inpatient treatment or active titration of unstable oxygen requirements. • Acute respiratory failure or patients requiring high-flow oxygen therapy where the condition cannot be managed remotely.
Hypertension / blood pressure	• Hypertensive crisis requiring emergency assessment. • Patients where blood pressure variability or instability is such that intermittent readings cannot provide a clinically safe picture of status.
Atrial fibrillation	• Haemodynamically unstable arrhythmia requiring inpatient or emergency management. • Patients requiring real-time cardiac monitoring or surveillance.
Acute respiratory infection (ARI)	• ARI presentations that are physiologically unstable, require inpatient management, or carry a risk of rapid respiratory deterioration. • Acute respiratory failure or patients requiring high-flow oxygen therapy where the condition cannot be managed remotely.

Terms and Definitions

Term / Abbreviation	Definition
AKI	Acute kidney injury
ARI	Acute respiratory infection
AVPU	Alert, Voice, Pain, Unresponsive - a scale used to assess level of consciousness
BMI	Body mass index
BP	Blood pressure
COPD	Chronic obstructive pulmonary disease
CRP	C-reactive protein - a biochemical marker of inflammation
CTG	Cardiotocography - monitoring of fetal heart rate and uterine contractions
DKA	Diabetic ketoacidosis
ECG	Electrocardiogram
FEF25-75	Forced expiratory flow between 25% and 75% of forced vital capacity
FeMOM	Fetal and Maternal Outpatient Monitoring - a proprietary obstetric monitoring device
FEV1	Forced expiratory volume in one second
FEV6	Forced expiratory volume in six seconds

Term / Abbreviation	Definition
FEV1/FEV6	Ratio of FEV1 to FEV6, used as a surrogate for FEV1/FVC in spirometry
FVC	Forced vital capacity
HBGM	Home blood glucose monitoring
HFpEF	Heart failure with preserved ejection fraction
HFrEF	Heart failure with reduced ejection fraction
HHS	Hyperosmolar hyperglycaemic state
HCP	Healthcare professional
IPOS	Integrated Palliative care Outcome Scale
LVAD	Left ventricular assist device
MDR	EU Medical Device Regulation 2017/745
MOA	Medicine for Older Adults
NEWS2	National Early Warning Score 2 - a standardised clinical scoring system for detecting patient deterioration based on vital signs
OPAT	Outpatient parenteral antibiotic therapy
PCI	Percutaneous coronary intervention
PROMs	Patient-reported outcome measures
ROCH	Remote optimisation of chronic hypertension
RPM	Remote patient monitoring
SaMD	Software as a Medical Device
SpO2	Peripheral oxygen saturation, measured by pulse oximetry
TIA	Transient ischaemic attack
UTI	Urinary tract infection
VAS	Visual analogue scale
WCAG	Web Content Accessibility Guidelines

Warning and Precautions

Warnings

⚠ WARNING — IFU-P-01

This app is not an emergency service. If you feel very unwell or think you are having a medical emergency, call 999 (UK) or your local emergency number immediately.

⚠ WARNING — IFU-P-02

The app checks your measurements from time to time, not all the time. Do not rely on the app as your only way of getting help.

Cautions

⚑ CAUTION — IFU-P-03

Use only the measurement devices your team gives you or approves. Other devices may not be compatible or accurate.

⚑ CAUTION — IFU-P-04

Take and send your measurements when asked. If Bluetooth will not connect, follow your team's backup instructions.

⚑ CAUTION — IFU-P-05

A carer can help you take and send your measurements where your care team has agreed this is appropriate.

⚑ CAUTION — IFU-P-06

Please read this guide and the symbols shown.

Notices

i NOTICE — IFU-N-P-01

Only you should use your login. Do not share your username or password with anyone. Sharing login credentials may result in your health data being accessed by unauthorised individuals.

i NOTICE — IFU-N-P-02

Do not change or tamper with the app. This could make it unsafe to use.

Precautions

- Ensure that Bluetooth is enabled on the patient's device during the monitoring period. Where Bluetooth connectivity cannot be established, manual data entry or carer-assisted data submission should be considered as alternatives. Patients and carers must be instructed on all available data submission methods at onboarding.
- All users must receive appropriate training before using Doccla RPM. Clinicians must be trained by a qualified representative or a colleague who has completed such training. Patients and carers must be onboarded by a trained member of the clinical or support team.
- Only measurement devices listed as compatible with Doccla RPM must be used for automated data capture. Use of unsupported devices may result in data not being received or being incorrectly parsed. Where automated capture is not possible, manual data entry must be assessed for clinical acceptability.
- Patients and carers must be clearly informed at onboarding that Doccla RPM is a monitoring support tool and is not an emergency service. Patients must understand that the absence of an alert does not confirm that their condition is stable or that no clinical action is required.
- Endpoint devices used to access Doccla RPM - including clinician workstations, patient smartphones, and carer devices - must be maintained with current operating system updates and up-to-date endpoint security software.

Telemedicine platform Doccla RPM

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

Example kit

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

- A tablet, with the Doccla RPM Patient App installed,
- a blood pressure monitor,
- a thermometer,
- a pulse oximeter.



Supported measurements

The Doccla RPM app supports manual input of measurements as well as automatic input of measurements using Bluetooth enabled devices. The following set of devices are all supported by Doccla RPM:

Bluetooth integrated devices

Device type	Manufacturer	Model name	Device Image
Activity Tracker	Beurer	AS80	

Blood pressure monitor	A&D	UA-651BLE	
Blood pressure monitor	A&D	UA-656BLE	
Blood pressure monitor	TeleRPM	BB2284-AE01	
ECG	AliveCor	KardiaMobile6L	
Multi-Vital ECG Sensor	Vivalink	VV350	
Multi-Vital Bracelet	Corsano	CardioWatch 287-2B	
Oximeter	Masimo	MightySat Rx	
Oximeter	Nonin	3150BLE	
Oximeter	Nonin	Onyx 3230	
Oximeter	Kinetik	MD300CI218R	

Peak Flow Meter	Vitalograph	asma-1 BT	
Thermometer	Kinetik	ET-100EB	
Weight scale	A&D	UC-352BLE	
Weight scale	Transtek	Body Scale GBS-2012-B	

Software integrated devices

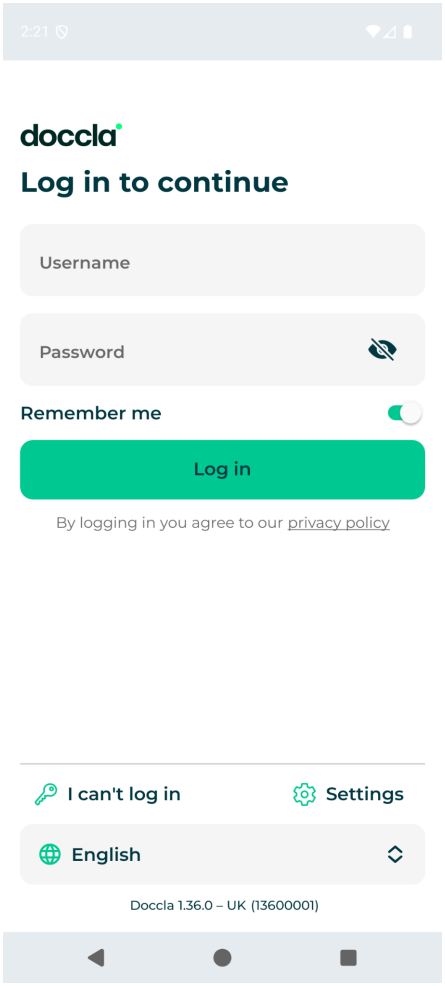
Measurement type	Manufacturer	Model name
Smartphone Camera PPG	Happitech	Heart Rhythm SDK

App parts

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

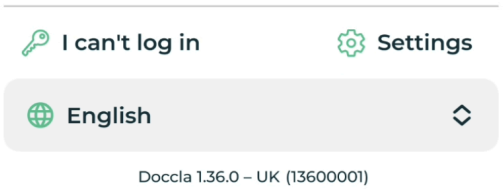
Log on to app

When you open the Doccla app you will be presented with the login screen, enter your username and password to log in.
If you check the “Remember me” checkbox, the app will remember your password and you will not need to enter your username and password again unless you explicitly log out from the app.
If using the “Remember me” function please keep in mind that personally sensitive data is visible through the app and do not share your username and password with anyone.



Language selection

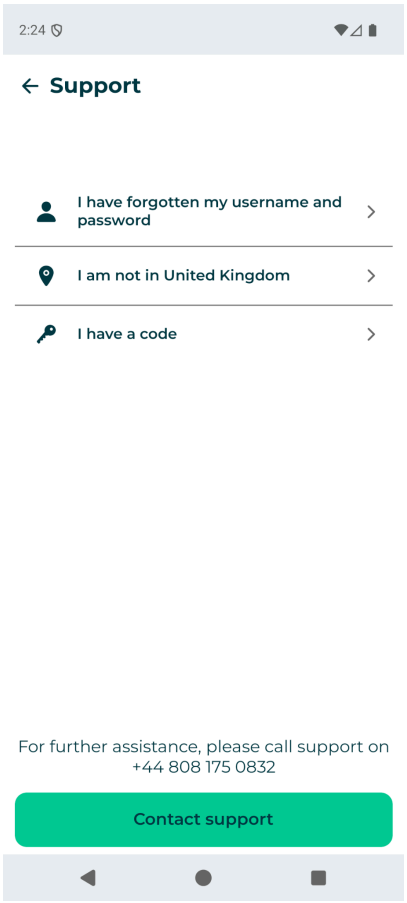
There is a language selector at the bottom of the login screen. To change the language press onto the language indicator that opens a menu of supported languages, press onto a language to select it.



Login support - “I can’t log in”

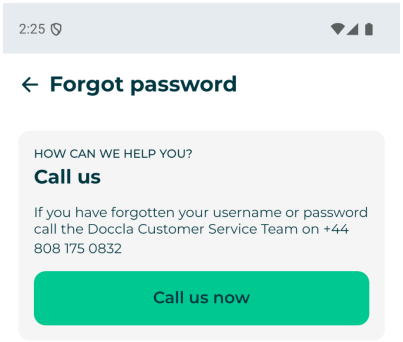
There is an option for users that are struggling to log in to the app below the “Privacy Policy”.

When pressed the user is presented with options.



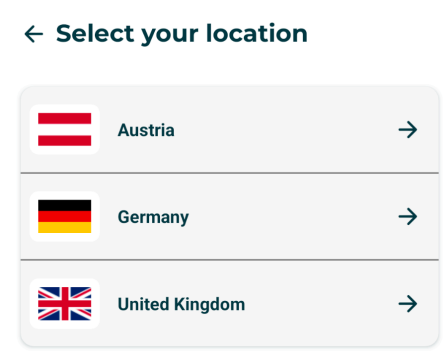
Forgotten login or password

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



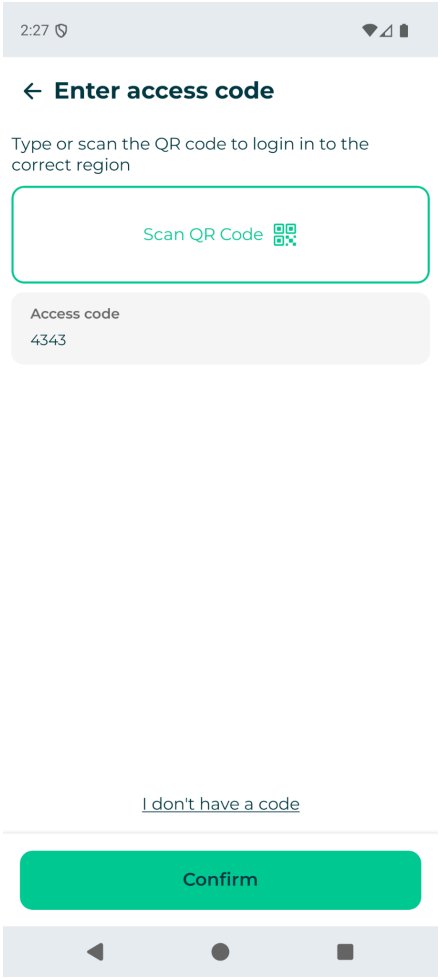
Selecting your country

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



I have a code

If you have been given a QR code you can scan this and it will direct you to the login page.



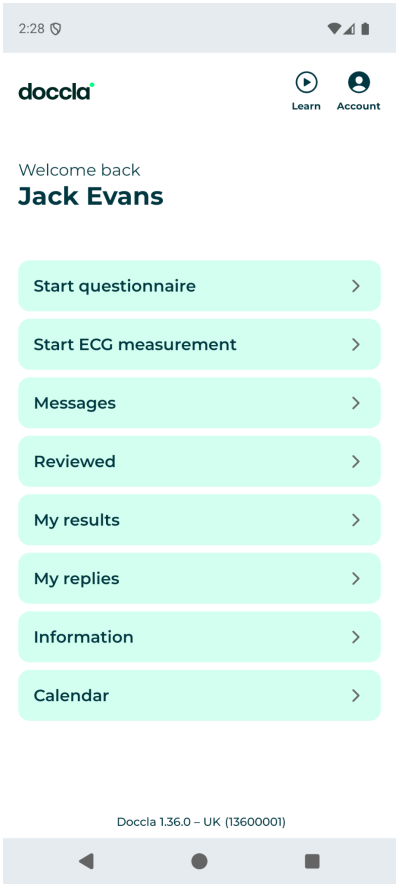
Home menu

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

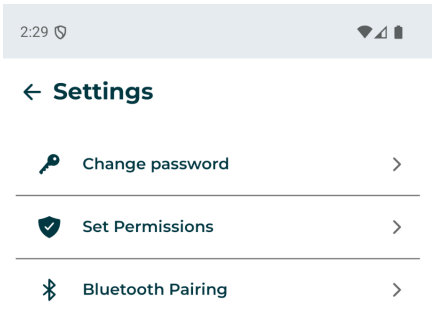
Start questionnaire: Press to show all questionnaires that can or need to be completed.
Start ECG Measurement: Press to open the ECG submission module.
Messages: Press to show messages between you and the healthcare professionals.
Reviewed: Press to show acknowledgements of your recent measurements by healthcare professionals.
My results: Press to show tables and graphs of measurement results previously submitted by you.
My replies: Press to show tables of questionnaire replies previously submitted by you.
Information: Press to show links to further relevant material for your condition on the web.
Calendar: See upcoming video conferences between you and a healthcare professional.

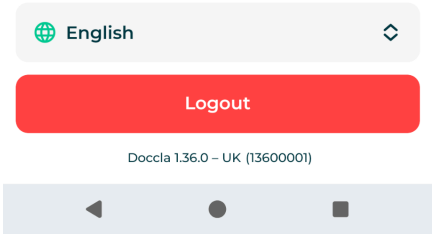
The menu items that have a blue background and a number next to the title, here **Start questionnaire (2)** and **Messages (3)**, indicate that there are questionnaires to be answered and new messages from the clinicians, respectively.

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



Press the **Account** button  in the top right hand corner to access the app **Settings**.





- Press the **Change password** button to go to the change password page.
- Press the **Set Permissions** button to manage the permissions granted to the app.
- Press the **Bluetooth Pairing** button to pair a medical device from the supported device list.
- Press the **Select Language** button to change the language of the app.
- Press the **Logout** button to log out of the app.

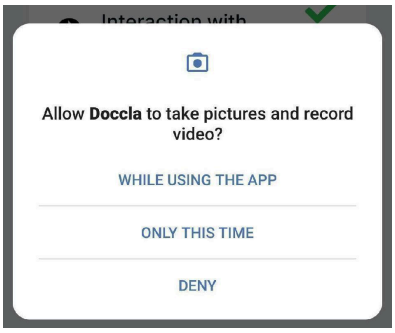
Change Password

This menu allows you to change your password by entering your current password followed by a new password twice and pressing change.
You can always press the **back** button to return to the previous menu.

Set Permissions

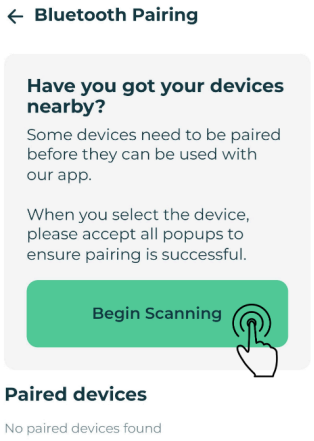
All of the permissions the app requires are listed shown with a green tick ✔ if the permission has been granted or with a red cross ✖ if the permission has not been granted.

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

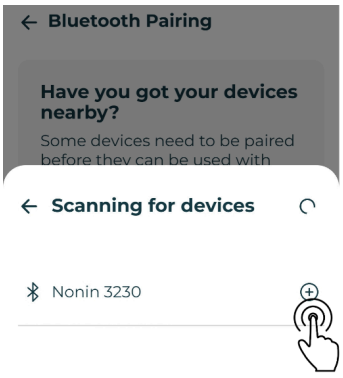


In-app Bluetooth Pairing

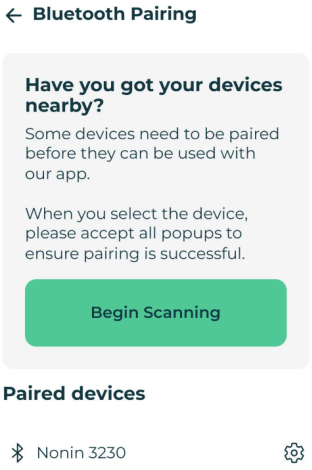
The Bluetooth pairing option **only allows you to pair medical devices integrated with the Doccla app**, these devices are listed on pages 11 to 13 of this User Manual.
After selecting the Bluetooth pairing option the app will display any devices that are already paired with the smartphone or tablet and offer the option to “Begin Scanning” for devices that are in pairing mode.



When pressing “Begin Scanning” all nearby devices that are in pairing mode (and not already paired with the smartphone or tablet) will appear. To pair with that device select it from the list by pressing the **+** button next to the device’s name and follow the on-screen instructions.



On Android smartphones and tablets you will see that the device now appears in the “Paired devices” list. On Apple smartphones and tablets (running iOS) you will need to navigate to the smartphone/tablet’s Settings app to review paired Bluetooth devices.

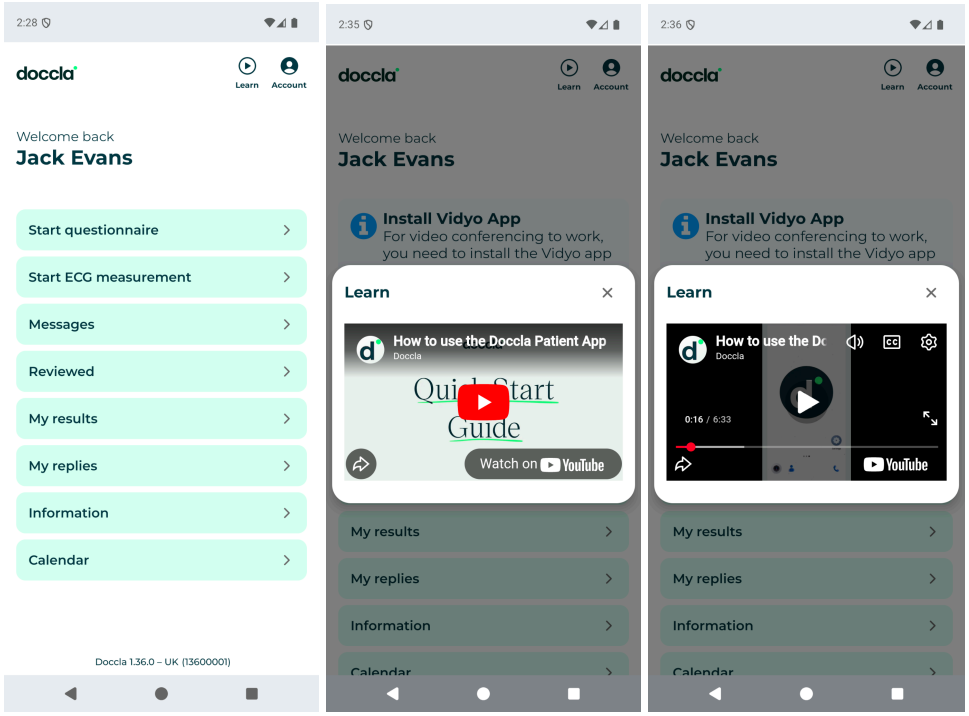

Bluetooth Pairing
Have you got your devices nearby?
Some devices need to be paired before they can be used with our app.
When you select the device, please accept all popups to ensure pairing is successful.
Begin Scanning
Paired devices
Nonin 3230

App Navigation Guidance

Video guidance is available for how to use application features by pressing on the Learn icon 

at the top of the screen, for example when inputting a blood pressure measurement in a questionnaire.

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

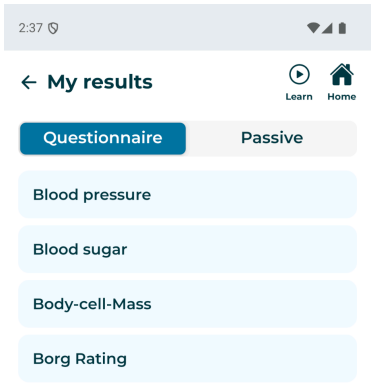


When the video has started it can be

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

My Results

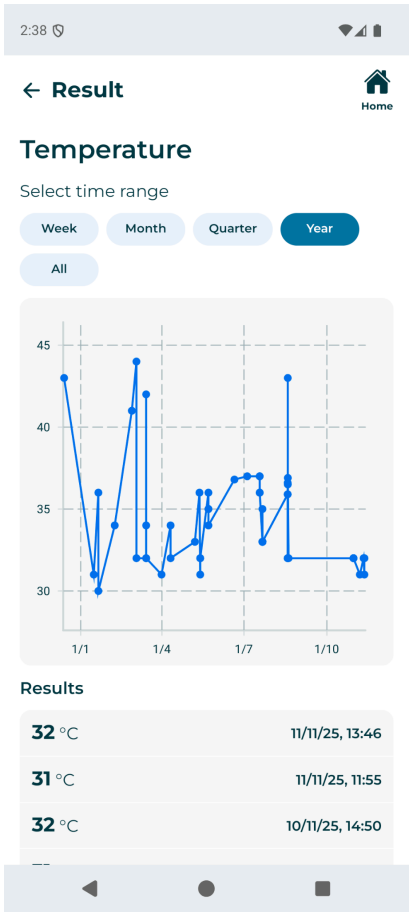
This menu allows you to see previous submitted results and measurements as tables and graphs. Press one of the measurement types in the list to see more details.



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

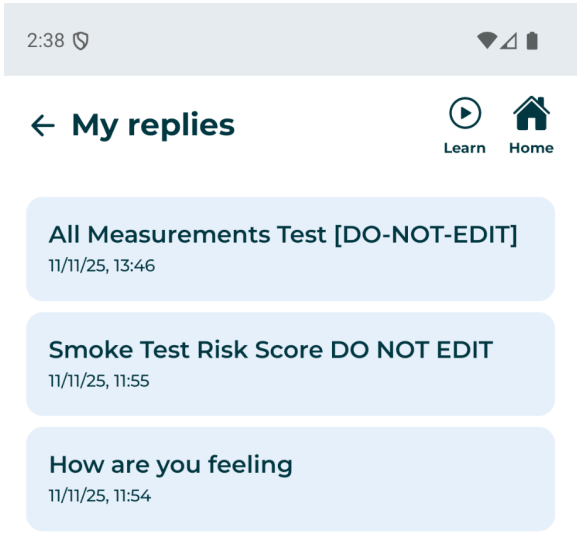
My Results – Temperature

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



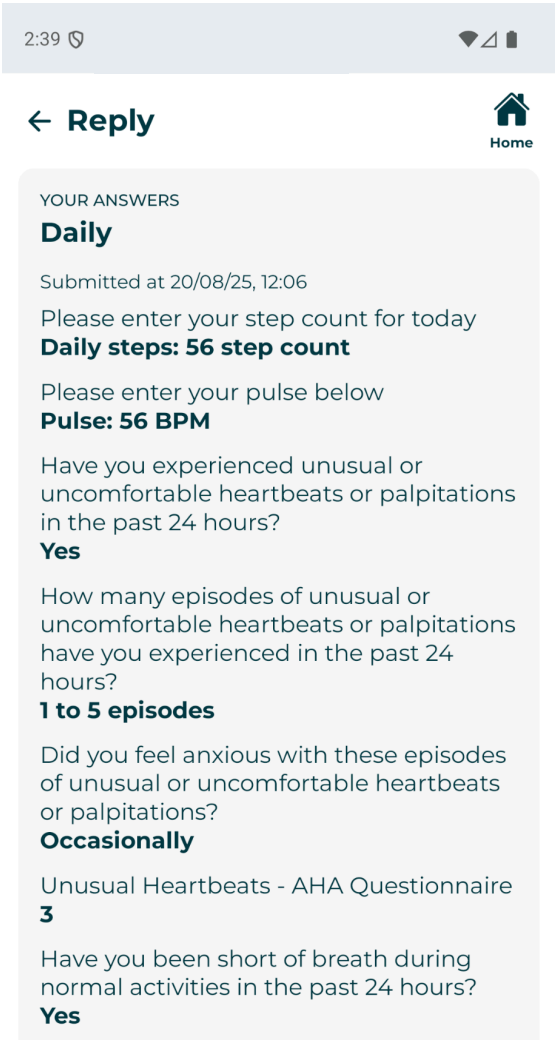
My Replies

This menu allows you to see previous submitted questionnaire replies displayed as tables. Press one of the questionnaire replies in the list to see more details.
You can always press the **home** button to return to the home menu.



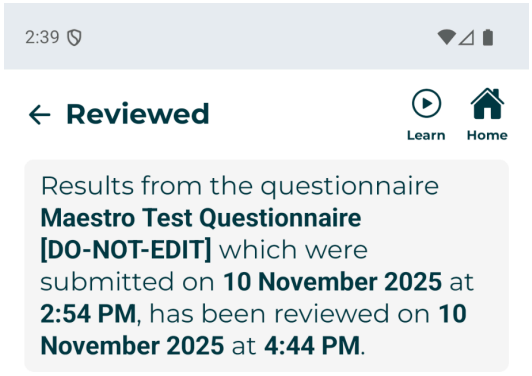
My Replies – Daily questionnaire

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


2:39
Reply
Home
YOUR ANSWERS
Daily
Submitted at 20/08/25, 12:06
Please enter your step count for today
Daily steps: 56 step count
Please enter your pulse below
Pulse: 56 BPM
Have you experienced unusual or uncomfortable heartbeats or palpitations in the past 24 hours?
Yes
How many episodes of unusual or uncomfortable heartbeats or palpitations have you experienced in the past 24 hours?
1 to 5 episodes
Did you feel anxious with these episodes of unusual or uncomfortable heartbeats or palpitations?
Occasionally
Unusual Heartbeats - AHA Questionnaire
3
Have you been short of breath during normal activities in the past 24 hours?
Yes

Reviewed

This menu shows you when a healthcare professional has reviewed your most recent results. A list of messages is displayed, one for each of your recent results sent in to the healthcare professionals including the date and time at which it has been reviewed.
If there are no results reviewed yet, you will get the message “There are currently no reviewed results to show”.
You can always press the **home** button to return to the home menu.

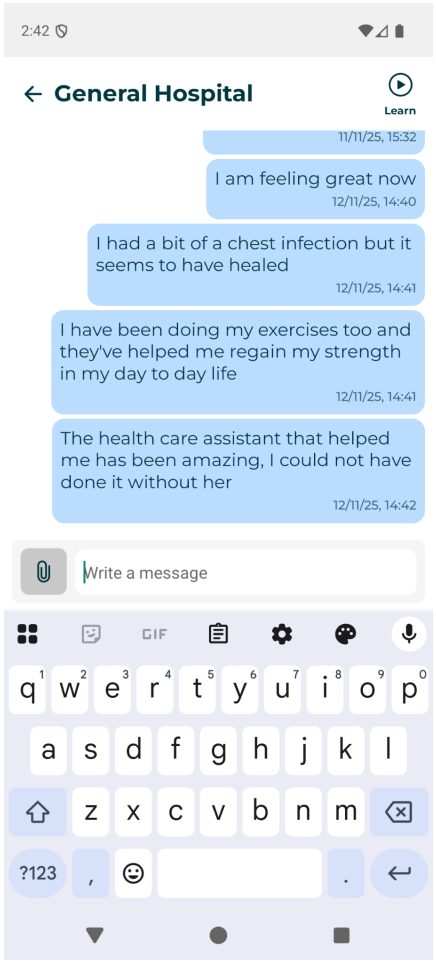


Messages

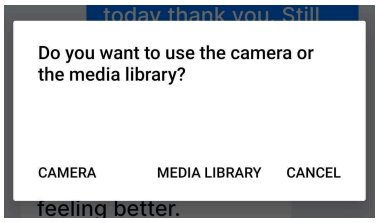
This menu shows the messages sent between you and the healthcare professionals. The newest message will be at the bottom of the screen.
At the bottom of the screen in the white input field, you can enter a message for the healthcare professionals.

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

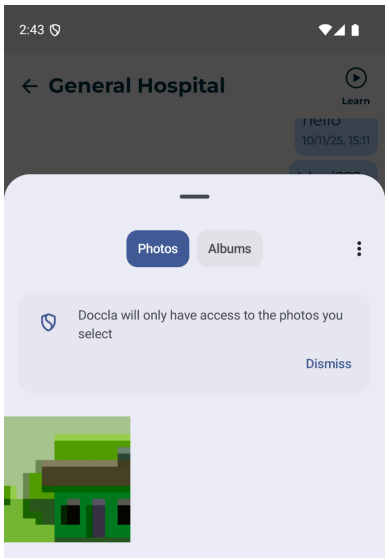
press the **back** button  to return to the previous menu.

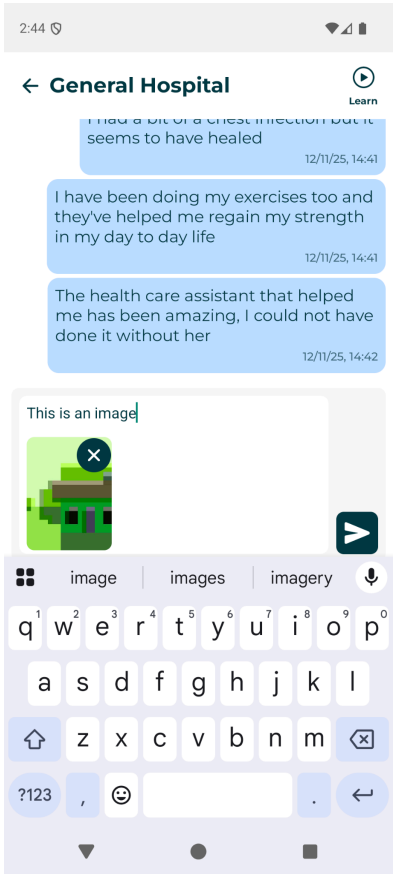


To attach an image to a message, click the button next to the send button. Depending on the mobile device, you can choose to take an image with the device's camera, or upload an existing one.



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





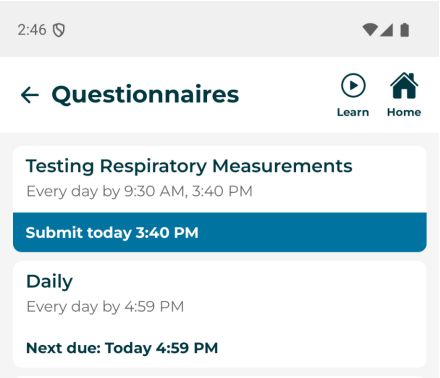
When a sent message contains an image, a thumbnail will be shown in the conversation. Click to enlarge.



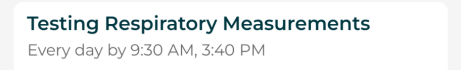
If an image is deleted, a gray placeholder will be shown instead of the original image.

Start questionnaire

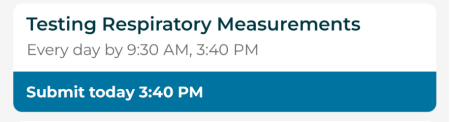
This menu shows all the questionnaires currently available for you to answer. Press one of the questionnaires in order to start completing it.
You can always press the **home** button to return to the home menu.



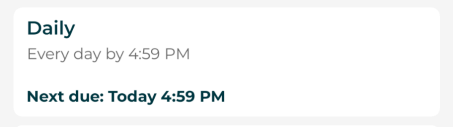
The frequency you need to submit your questionnaire will be displayed under the name of the questionnaire.



The questionnaires with a blue row indicate that these should be answered before the deadline displayed underneath the questionnaire title, e.g. the **Testing Respiratory Measurements** questionnaire has a deadline at *Today, 3:40PM*.



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



Answer a questionnaire

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

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

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

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

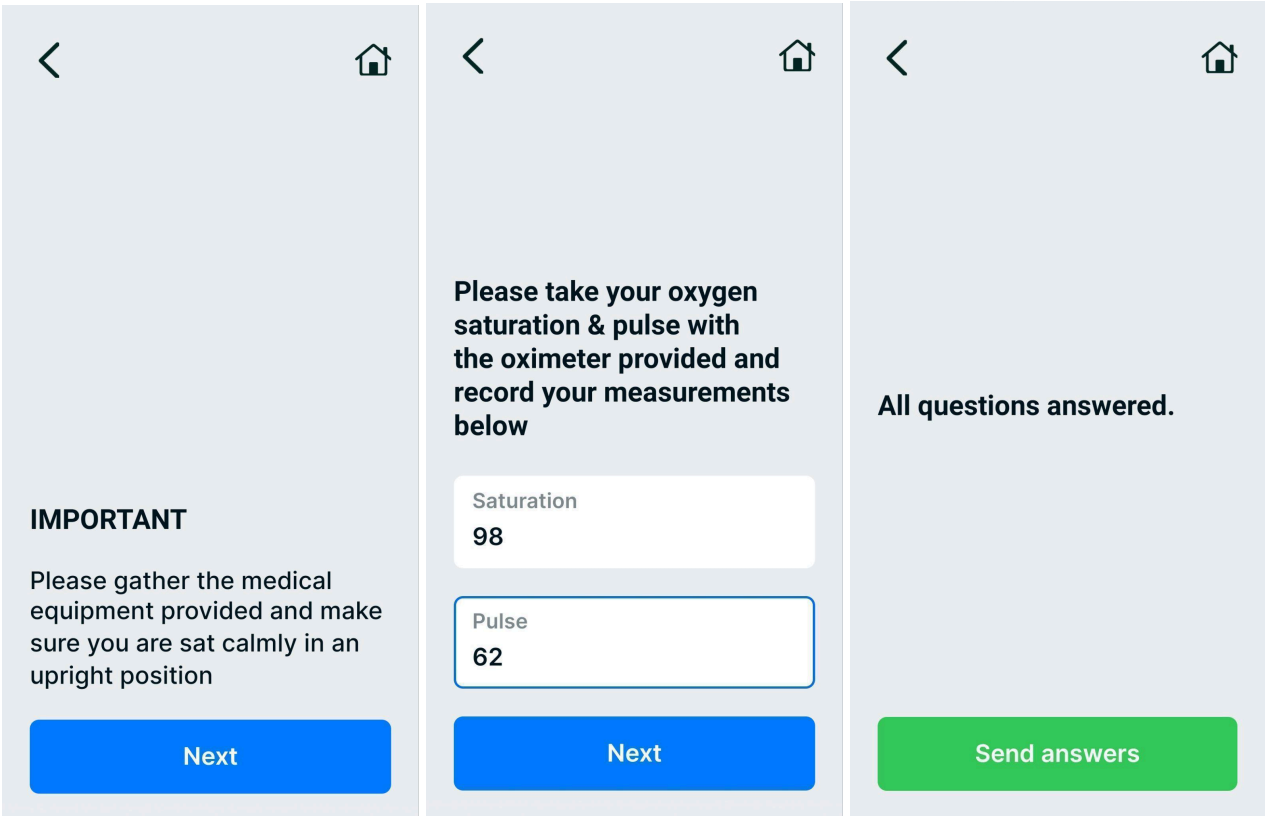
At the end of a questionnaire you must choose to either send the questionnaire results to the healthcare professionals or omit the results.

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

If you are using devices that are not using Bluetooth, you enter the result into the questionnaire answer box.
You can always press the **back** button to go back to the previous question to choose a different answer or the **home** button to return to the home menu.

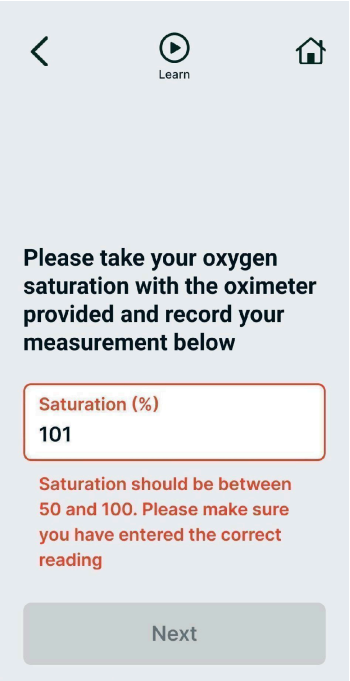
Enter the value in the input field and press **Next**. (Consult the help text if needed, shown when clicking on the Help at the top).
To send the completed questionnaire results to the healthcare professionals, press **Send answers**.

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

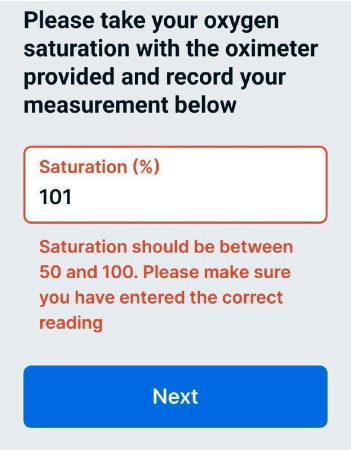


Measurement input validation

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

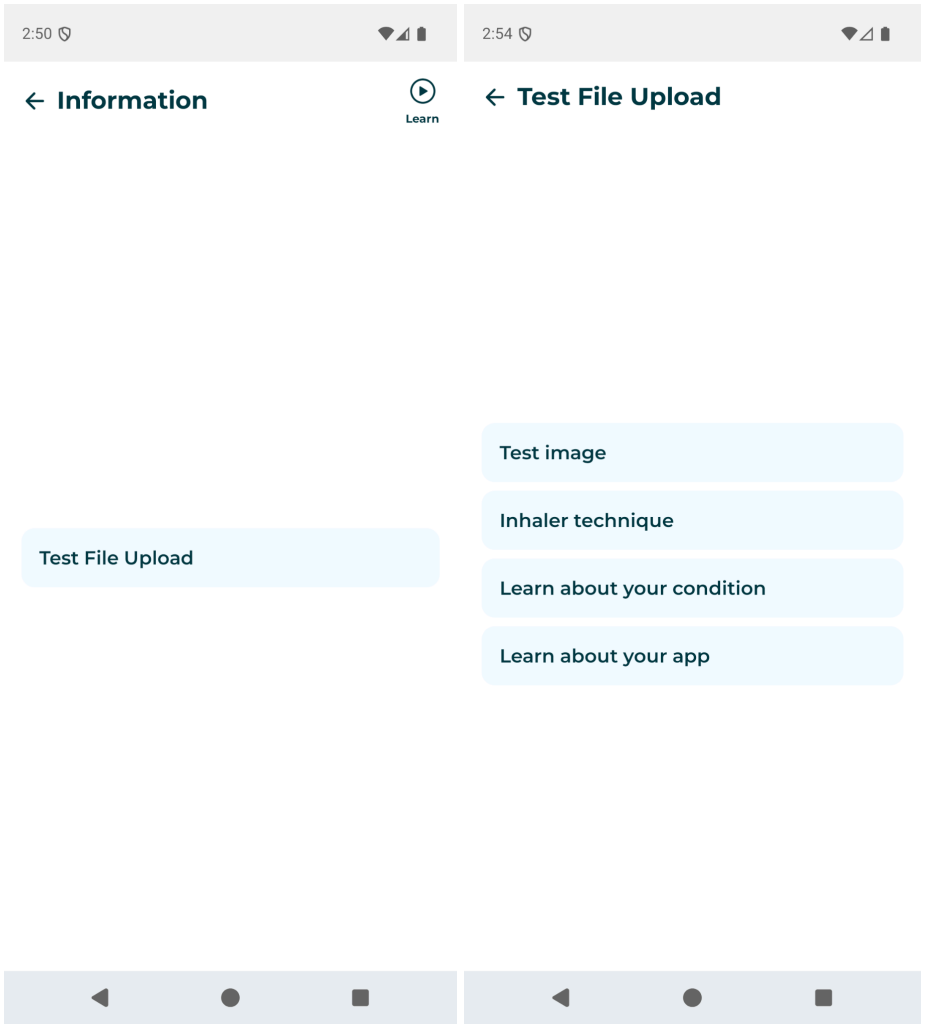


The limits are designed to screen unlikely values, so the “Next” button will be greyed out and disabled until the value is either changed or three seconds have elapsed when the “Next” button turns blue and can be pressed to progress.



Information

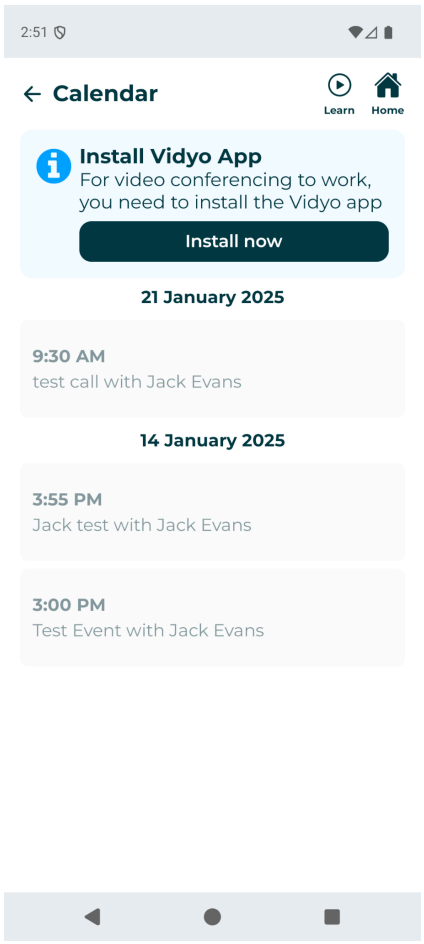
This menu shows a list of links to pages, videos or documents containing further information that might help you in your treatment.



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

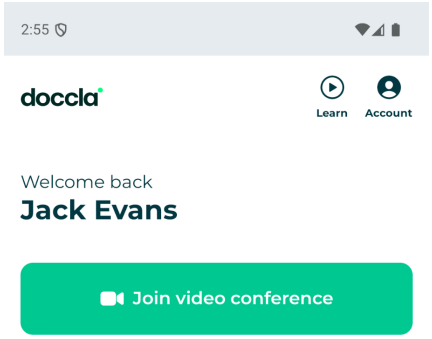
Calendar

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



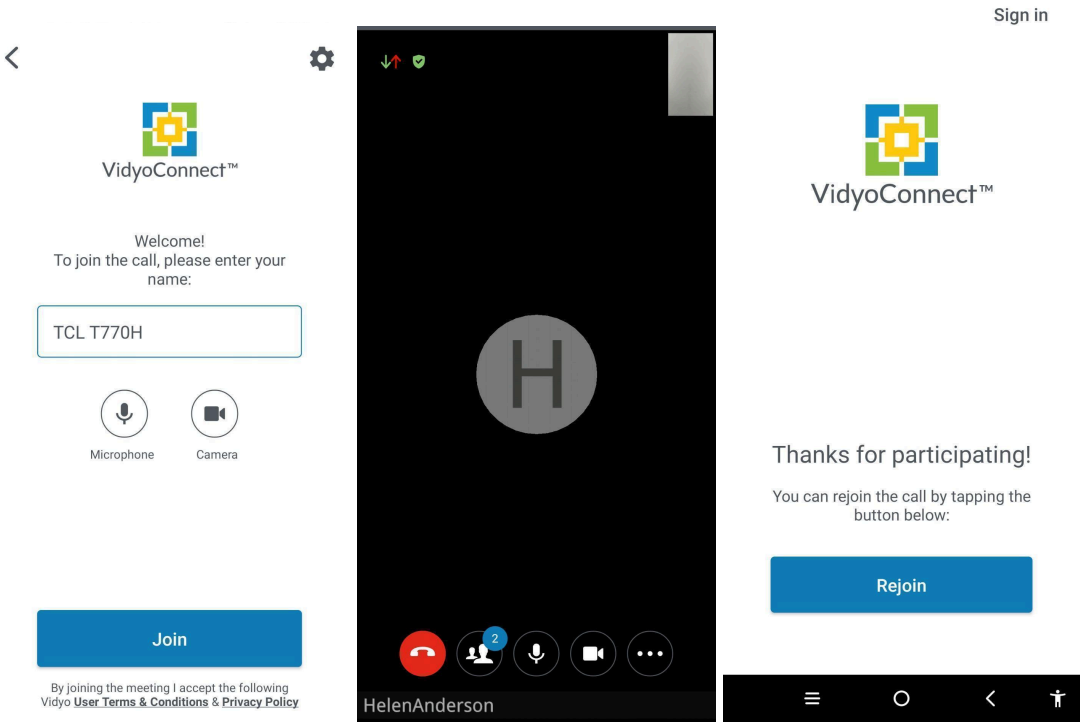
Video conference

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



- The video conference will open in the VidyoConnect app and you will need to click **Join**.
- You will see the clinician who has initiated the call in the centre of the screen and in the top right hand corner you will see a preview of yourself. You use the controls below
    - You can turn your camera on/off by pressing the button 
    - You can turn your microphone on/off by pressing the button 
    - You can end the call by pressing the button 
    - **Do not use** the functionality of the button  is not supported.

- When the call has ended you can return to the Doccla Patient App by clicking  at the bottom of the screen.



Passive Monitoring

Overview

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

Setting Up Passive Monitoring

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

Checking Monitoring Status

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

Data Transmission

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

Troubleshooting

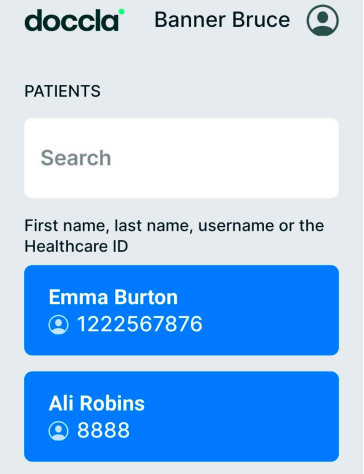
- If pairing fails:
    - Make sure the bracelet is charged.
    - Restart the bracelet by placing it back on the charger for a few seconds.
- If monitoring stops:
    - Ensure the bracelet is snug on your wrist.
    - Reconnect in the wearable device section.

Important Notes

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

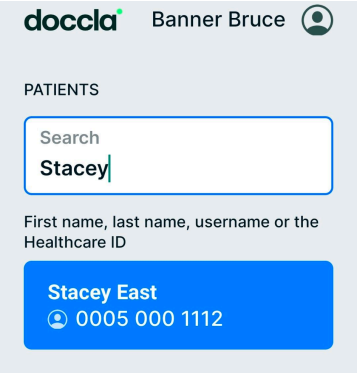
Carer App - Patient Selection

When you have logged in you will be presented with a list of the patients that you care for.

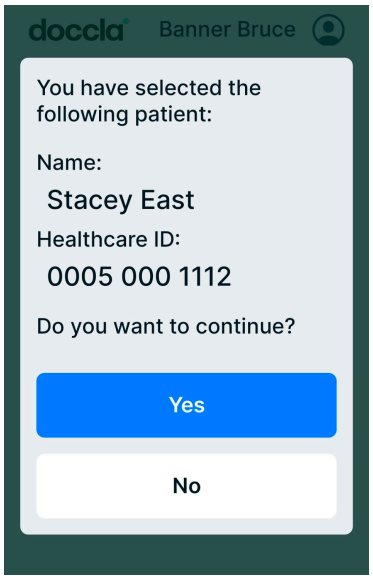


It is recommended that you search for the patient in the search box at the top of the Home Screen. You can search for patients with any of the below fields from the Clinician Dashboard -

- First name
- Last name
- Healthcare ID
- Username



You will be asked to confirm that you have selected the correct patient, it is important to check the Healthcare ID in the app matches the Healthcare ID on the Clinician Dashboard.



Addendum

Reporting patient incident

Any serious incident that occurred in connection with the use of Doccla RPM must be reported to Doccla UK via support@doccla.com and the competent authority of the Member State where the user and/or patient is established.

Precautions

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

Legal Notices

Doccla UK declares that the Doccla RPM software application is a medical device and is CE-marked in conformity with Regulation (EU) 2017/745 (MDR). The device complies with the applicable General Safety and Performance Requirements of the MDR. Conformity assessment was carried out by Kiwa Assurance B.V, NB no. 1912.

Manufacturer



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London W6 7NL
United Kingdom

EC REP

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Prinses Margrietplantsoen 33, suite 123
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2595 AM
Netherlands



Date: 2026-11
End of life: 2028-11

Manufacturer responsibility

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

End of life (EOL)

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

Product updates

Doccla releases new versions of the Doccla RPM app from time to time. New versions are made available through the Apple App Store and Google Play, or through Doccla's device management on Doccla-supplied devices.

What Doccla does

- Makes each new version of the app available through the Apple App Store, Google Play or, on Doccla-supplied devices, Doccla's device management.
- Asks you to update the app when a new version is available.
- Makes sure no version of the app stays in use after its End of life (EOL) date. If you are still using an older version, Doccla will contact you, or stop that version from being used, before its EOL date.
- Publishes the user manual for each version.

What you need to do

- Install app updates when the app or your device asks you to.
- On a Doccla-supplied device, Doccla installs updates for you. Keep the device switched on and connected to the internet so updates can be installed.
- If the app asks you to update before you can continue, install the update.
- If the app does not work as expected after an update, contact Doccla UK at support@doccla.com.

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