



MOBILE APPLICATION FOR PATIENTS

Overview

The **mobile app** is designed exclusively for patients, providing a simple and accessible way to engage in their care. Unlike healthcare professionals who use a web platform, patients only access the system through the app. The app allows them to follow their personalized care plan, schedule appointments, and stay connected with their healthcare team, all in one convenient place.

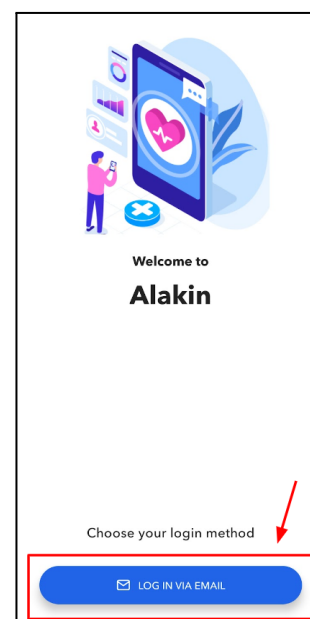
Key features

- Appointment scheduling: Request appointments with confirmation by healthcare providers.
- Communication: Chat, share files, and receive calls from healthcare providers.
- Interactive feed: Follow care plans by completing entering healthdata, answering questions.
- Medical record access: View health summaries, metrics, and documents.

Mobile application - User guide

1. Account creation

- The healthcare provider (user of the web platform) is the one who creates the account for the patient (*see how to add a new patient in the [Patient Record](#) section*).
- **Patients only access the system through the mobile application** on their smartphone; the web platform is exclusively for healthcare professionals.
- Upon account creation, patients receive an email notification saying that their practitioner has created them an account.
- The mobile application is available on both **App Store** (iOS) and **Google Play Store** (Android).
- After downloading, patients can log in and access their personal health space.

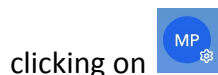




2. Use of the mobile application by patients

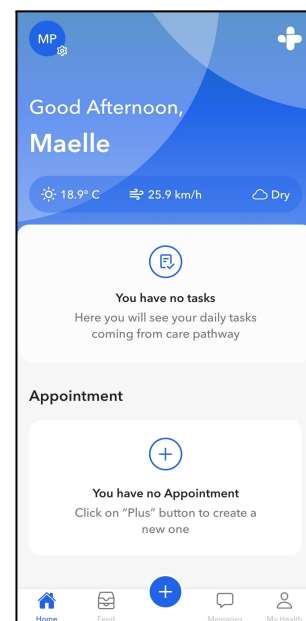
From the **Homepage**, patient can access to all the application features:

- **Set up his profile** (updating personal information, configure connected devices, configure notifications, language), by

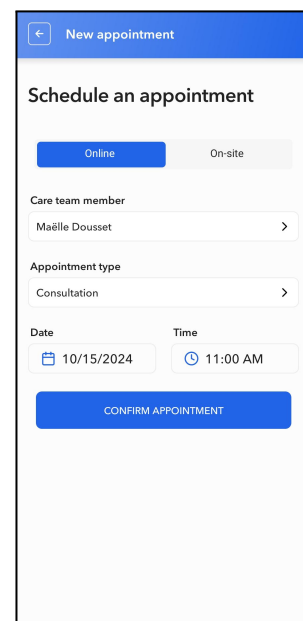


clicking on

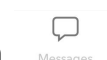
- Consult his **organisation informations** (contact details, opening hours), by clicking on



- **Schedule an appointment**, by clicking on
- The patient sets appointment details (type, date, time...)
- Once scheduled, the **request goes to the healthcare professional**, who can accept or decline it. Pending requests appear in the "Requests from Patients" list in the Agenda (*see the [Agenda](#) section for more details*).
- Confirmed appointments will also display on the patient's **Homepage**.



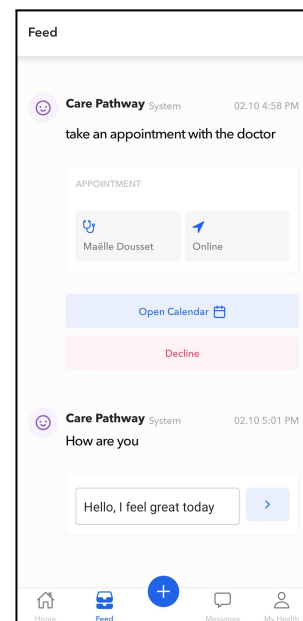
- **Communicate** with his care team, by clicking on
- Patients can **chat** with healthcare professionals on the app, **share files** by attaching them within the conversation, and **receive audio or video calls** from their care team.





- Get involved in his health through the **Feed**, by clicking on  .

- The patient's **care pathway is displayed as a series of interactive tasks**, reflecting the plan set by the healthcare professional on the web platform.
- Each care plan task, activity, etc. **appears in the Feed progressively**, enabling the patient to engage with each item at the appropriate time.
- *For example*, when an appointment prompt is included in the care pathway, the patient sees a reminder in the Feed to book the required appointment directly through the app.
- *For example*, patients receive questions to enter health data (e.g., mood, temperature, blood pressure). Responses are immediately logged and visible to the healthcare professional on the web platform in the patient record.
- *For example*, if the healthcare professional sets an alert for a metric (e.g., body temperature) during care plan creation, this alert will trigger based on patient responses. For example, when a patient enters a numeric value for body temperature in response to a Feed prompt, and this value meets the alert conditions, the healthcare professional is immediately notified on their platform.



- View his **medical record**, by clicking on  My Health

- Patients can **view** but not edit their medical records.
- **Summary**: Provides an overview chart of key health information.
- **Measures**: Displays metrics values and questionnaire scores.
- **Files**: Contains health documents added by the patient (upon request in the Feed) or directly by the care team. Patients can download these documents as needed.

