

PatientConnect® User Guide



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Introduction

Welcome to the Health Recovery Solutions (HRS) PatientConnect User Guide. This guide provides an overview of PatientConnect and explains each feature and function.

HRS created this guide to represent the version of PatientConnect released in 2022. We will update this guide as new features and functionalities become available.

If you or your patients have any questions about PatientConnect, please contact the HRS Technical Support Team at +1 (551) 203-0011. Our support technicians are standing by to provide assistance 24/7!

Overview of the PatientConnect Home Screen

The **PatientConnect Home Screen** is the patient's hub for all their daily tasks. The layout of the Home Screen keeps all tasks front-and-center, while the slide-out **Menu** provides access to the less frequently needed items.



The **PatientConnect Home Screen** features unique icons for each health module: **Activity, Blood Pressure, Glucose, Imaging, Medication, Oxygen Level, Survey, Temperature, and Weight.**

Additionally, the Home Screen offers direct access to available communications methods, plus the menus for **Education, Settings, and Help.**



Note: Care plans are customizable to fit each patient's unique care journey. Only a patient's assigned health modules will appear on their **PatientConnect Home Screen.**

Overview of the PatientConnect Health Modules

PatientConnect offers users access to as many as nine unique health modules that are available on a patient-by-patient basis at the discretion of care teams. Continue reading for more information on each health module, its usage, and what to do if a patient's Bluetooth-paired devices become unpaired from their tablet.

PatientConnect Health Modules Explained

Activity: Records a patient's total time spent (in minutes) completing a physical activity. Users can manually enter their time spent completing an activity.

Blood Pressure: Records a patient's blood pressure readings manually or through a Bluetooth-paired blood pressure monitor. The Blood Pressure module requires Systolic (mm Hg), Diastolic (mm Hg), and Heart Rate (bpm) metrics in order to save and submit readings to the patient's care team.

Glucose: Records a patient's glucose readings manually or through a Bluetooth-paired glucometer. The Glucose module requires Glucose (mg/dl) metrics in order to save and submit readings to the patient's care team.

Imaging: For use submitting imagery to the patient's care team. Patients use the tablet's built-in camera system to take photos and send them to their care team.

Medication: For use in understanding and recording medication consumption. The Medication module offers two tabs: Scheduled and Full List. Patients use the Scheduled tab to record their consumption of timeslot-assigned and "as needed" medications. The Full List tab provides an alphabetized list of all medications, organized into two groups with all timeslot-assigned medications first followed by all "as needed" medications.

Oxygen Level: For use tracking patient oximetry readings manually or through a Bluetooth-paired pulse oximeter. The Oxygen Level module requires SpO2 (%) and Heart Rate (bpm) metrics in order to save and submit readings to the patient's care team.

Survey: Records a patient's answers to survey questions assigned by their care team. Survey questions and answers are customizable. Care teams can assign a survey for a specific time of day and limit how often a patient can complete their survey. To avoid duplicate submissions, the Survey module displays a "Survey Completed!" page to patients if they reopen their survey module after they complete their required survey.

Temperature: Records a patient's temperature reading manually or through a Bluetooth-paired thermometer. The Temperature module requires the temperature in Fahrenheit in order to save and submit readings to the patient's care team.

Weight: Records a patient's weight reading manually or through a Bluetooth-paired scale. The Weight module requires the patient's weight in pounds (lbs.) in order to save and submit readings to the patient's care team.

Understanding the PatientConnect Module Status Icons



Green Checkmark

The patient successfully completed their health module's assigned requirements. No further action is needed at this time.



Bouncing Red Exclamation Point Icon

The patient has a submission due right now. This notification will update to the Static Red Exclamation Point once their submission is overdue.



Static Red Exclamation Point Icon

The patient's submission is overdue.



Orange Ellipses Icon

The patient's submitted recording is processing while their tablet is offline or is waiting to submit to their care team. Once it finishes processing and submitting to their care team, this icon updates to the Green Checkmark.

Pairing and Unpairing a Medical Device to a Tablet

Users can pair and unpair their medical devices from their tablet through PatientConnect. Users can access pairing and unpairing instructions through the PatientConnect slide-out **Menu**.

Tapping on the **Menu** icon (three horizontal lines) and tapping on **Devices** opens a dropdown menu of all available device types. Users can then select the device type, select their specific device model, open pairing instructions, and see devices that are available for pairing.

More information on pairing and unpairing devices is available within the **Using The PatientConnect Slide-Out Menu** section of this guide on page 31.

Best Practices for Submitting Metrics by Bluetooth

If your patients submit their metrics using Bluetooth, there are a few 'best practices' they can follow for the most reliable and consistent results possible. When submitting a metric using Bluetooth:

1. The tablet should be powered on and plugged into a power source.
2. The tablet's screen must be illuminated.
3. Set up the tablet in the same room that the health device is in, preferably within 10 feet of the tablet.
4. Have a strong and consistent Wi-Fi or cellular signal for the devices to transmit across.

If the tablet screen is not illuminated, your patient must "wake up" the screen before they can submit their metrics. To do so, they can either:

- Press the ON button on the side of the tablet.
- Tap on their screen a few times consecutively.

Using The Health Modules: Activity

The PatientConnect **Activity** module allows patients to record their total number of minutes spent completing a physical activity, such as walking, jogging, or swimming. This health module does not require a corresponding health device. A patient can enter their recordings manually in order to share them with their care team.



To record activity time, patients should tap on **Activity** to open the module.

With the Activity module open, tapping on the text box opens the tablet's on-screen keyboard. Patients can use the keyboard to type in their total number of minutes spent completing their assigned physical activity.

After patients enter their time in minutes, they can tap on **Save** to submit their recording to their care team and return to the PatientConnect Home Screen.



Patients should consult their care team before starting a fitness program to determine if it is right for them. If they experience faintness, dizziness, pain, or shortness of breath at any time while exercising they should stop immediately.

Using The Health Modules: Blood Pressure

The PatientConnect **Blood Pressure** module provides the information needed to help patients successfully use their blood pressure monitor and take their blood pressure readings. The functionality of this module changes based on whether or not the patient's blood pressure monitor is paired to their tablet.



Please Note: PatientConnect will only display the Blood Pressure card on the patient's unique Home Screen if their care team assigned it to them.

If the patient taps on the Blood Pressure module while an HRS-issued tablet and blood pressure monitor are Bluetooth paired...

The blood pressure module will open to the **Device Instructions** page. This page provides patients with step-by-step instructions on how to use their blood pressure monitor. This page is scrollable to accommodate longer instructions.

Patients can follow the on-screen instructions to record their blood pressure using their Bluetooth paired blood pressure monitor. Their reading will automatically transmit to their tablet. It may take a few moments to appear. Patients will then have five seconds to cancel submission before it automatically sends to their care team.



Patients will also see a **Manual Entry** button in the bottom-right corner. They can tap on **Manual Entry** if they would like to type in their blood pressure reading. We suggest only manually submitting metrics if a patient's devices are not Bluetooth paired.

If the patient submits a reading from a Bluetooth paired blood pressure monitor to their HRS-issued tablet without opening their Blood Pressure module...

The **Blood Pressure** module will automatically open and fill in the **Systolic (mm Hg)**, **Diastolic (mm Hg)** and **Heart rate (bpm)** fields with their recorded metrics. These may take a few moments to appear on their tablet.

Once their blood pressure appears on the tablet, the patient will have five seconds to cancel submission before it automatically sends to their care team.



If a patient taps on the Blood Pressure module when an HRS-issued tablet and blood pressure monitor are NOT Bluetooth paired...

The blood pressure module will open directly to the **Manual Entry** page.



Tapping on each text box will open the tablet's pop-up keyboard. This allows patients to manually enter their blood pressure reading and tap on **Save** to submit it to their care team.

To learn how to re-pair devices, see page 33.

Using The Health Modules: Glucose

The PatientConnect **Glucose** module provides the information needed to help patients successfully use their glucometer and take their glucose readings. The appearance of this module changes based on whether or not the patient's glucometer is paired to their tablet.



Please Note: PatientConnect will only display the Glucose card on the patient's unique Home Screen if their care team assigned it to them.

If the patient taps on the Glucose module while an HRS-issued tablet and glucometer are Bluetooth paired...

The **Glucose** module will open the **Device Instructions** page. This page provides patients with step-by-step instructions on how to use their glucometer. This page is scrollable to accommodate longer instructions.

Patients can follow the on-screen instructions to record their glucose using their Bluetooth paired blood glucometer. Their reading will automatically transmit to their tablet. It may take a few moments to appear. Patients will then have five seconds to cancel submission before it automatically sends to their care team.



Patients will also see a **Manual Entry** button in the bottom-right corner. They can tap on Manual Entry if they would like to type in their glucose reading. We suggest only manually submitting metrics if a patient's devices are not Bluetooth paired.

If the patient submits a reading from a Bluetooth paired glucometer to their HRS-issued tablet without opening the Glucose module...

The **Glucose** module will automatically open and fill in the **Glucose (mg/dl)** field with their recorded metric. This may take a few moments to appear on their tablet.

Once the glucose reading appears, the patient will have five seconds to cancel submission before it automatically sends to their care team.



If the patient taps on the Glucose module while an HRS-issued tablet and glucometer are NOT Bluetooth paired...

The Glucose module will open directly to the **Manual Entry** page.



Tapping on the text box will open the tablet's pop-up keyboard. This allows patients to manually enter their glucose reading and tap on Save to submit it to their care team.

To learn how to re-pair devices, see page 33.

Using The Health Modules: Imaging

The PatientConnect **Imaging** module allows patients to take and share photos with their care team using their tablet's built-in cameras. Tablets have two cameras, one that faces towards the patient as they look at the tablet's screen and one that faces away from them as they look at the tablet's screen.



Please Note: If a patient opens the **Imaging** module and leaves it idle for more than two minutes, the tablet's camera may automatically turn off and PatientConnect may display a "No picture selected" screen. Patients must then close and reopen the module to reactivate their camera and take a picture.

To begin, a patient should tap on **Imaging** to open the module.



With the **Imaging** module open, the patient should tap on **Take Picture** to activate their tablet's cameras. If they accidentally opened the **Imaging** module, they can close it by tapping the **X** button in the top-right corner.



Patients should point the camera viewfinder at what they want to record in their photo. They can switch between the tablet's front and back cameras by using the on-screen icon that looks like a camera with 2 arrows around it.

To take the photo, patients then tap the white circle that appears on their tablet's screen.

After taking the photo by tapping on the white circle, PatientConnect will show the patient their image in a new window and provide two options: **Retry** or **OK**.

Tapping on **OK** confirms the patient wants to proceed with the image they recorded. Tapping on **Retry** returns the patient to the previous screen so they can re-take their image.

If the patient taps on **OK**, their tablet displays the image within the Imaging module. They can then **Cancel** or **Save**.

Tapping on **Save** submits their image to PatientConnect and shares it with their care team.

Tapping on **Cancel** opens a pop-up message asking the patient to confirm that they want to save their image. If they select **No**, PatientConnect will discard their image and return the patient to the home screen.



Using The Health Modules: Medication

The PatientConnect **Medication** module shows assigned medications in two tabs: **Scheduled** and **Full List**. This health module does not have a corresponding health device. Patients must enter their recordings manually in order to share them with their care team.



Medications: Scheduled

The **Scheduled** tab organizes medications in two ways:

1. By the time of day the medication is assigned (Ex: 9:00 AM)
2. "As Needed" medications

Tapping on a timeslot opens an alphabetical list of medications assigned to the patient for that specific time of day. While the Medication module displays a status icon on the Home Screen, this icon does not appear for individual timeslots that are due, overdue, or processing. Patients should confirm they are accessing the appropriate timeslot before consuming medications.



There is a gray checkmark box to the left of each medication's name. Patients should tap on each empty box to create a checkmark and record that they have taken that medication.



Once they've confirmed each medication, patients must tap on the Submit button to submit their Scheduled medications and share it with their care team.



Medications: Full List

The **Full List** tab shows each assigned medication, their respective dosages, special instructions provided by the care team, and the time of day the medication is assigned (or "As Needed" status).



PatientConnect organizes the **Full List** into two groups, both listed alphabetically. All medications with assigned timeslots appear first. Each of a patient's "As Needed" medications appear below their Scheduled medications.

Patients cannot record their medications taken through the **Full List** tab. This must be done through the Scheduled tab.

Using The Health Modules: Oxygen Level

The PatientConnect **Oxygen Level** module provides the information needed to help patients successfully use their pulse oximeter and take their oximetry readings. The appearance of this module changes based on whether or not the patient's pulse oximeter is paired to their tablet.



Please Note: PatientConnect will only display the Oxygen Level card on the patient's unique Home Screen if their care team assigned it to them.



If the patient taps on the Oxygen Level module while an HRS-issued tablet and pulse oximeter are Bluetooth paired...

The **Oxygen Level** module will open the **Device Instructions** page. This page provides patients with step-by-step instructions on how to use their pulse oximeter. This page is scrollable to accommodate longer instructions.

Patients can follow the on-screen instructions to record their oxygen level using their Bluetooth paired pulse oximeter. Their reading will automatically transmit to their tablet. It may take a few moments to appear. Patients will then have five seconds to cancel submission before it automatically sends to their care team.



If the patient submits a reading from a Bluetooth paired pulse oximeter to their HRS-issued tablet without opening their Oxygen Level module...

The **Oxygen Level** module will automatically open and fill in the **SPo2 (%)** and **Heart rate (bpm)** fields with their recorded metrics. These may take a few moments to appear on their tablet.

Once the recorded SPo2 and heart rate appears, the patient will have five seconds to cancel submission before it automatically sends to their care team.



Patients will also see a **Manual Entry** button in the bottom-right corner. They can tap on **Manual Entry** if they would like to type in their oxygen level reading. We only suggest manually submitting metrics if a patient's devices are not Bluetooth paired.

If the patient taps on the Oxygen Level module while an HRS-issued tablet and pulse oximeter are NOT Bluetooth paired...

The **Oxygen Level** module will open directly to the **Manual Entry** page.



Tapping on each text box will open the tablet's pop-up keyboard. This allows patients to manually enter their SPo2 (%) and Heart rate (bpm) readings and tap on Save to submit it to their care team.

To learn how to re-pair devices, see page 33.

Using The Health Modules: Survey

The PatientConnect **Survey** module hosts the survey questions and answer options a care team creates and assigns to their patient. Patients can only access their assigned surveys at the time of day and frequency specified by their care team. Examples of different frequencies include assigning surveys every day, every other day, or once-per-week.

PatientConnect status notifications inform the patient when their survey submission is due, overdue, processing and submitting, or submitted (see page 4 for information on status notifications).

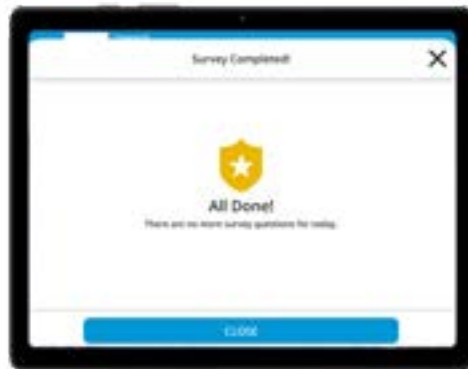


Tapping on the **Survey** card opens the first question of the survey. PatientConnect will only show the patient one question at a time, and patients must submit an answer to continue.



After the patient selects their answer, they can tap on the **Next** button to continue. After the patient answers all questions, PatientConnect will automatically direct them back to the **PatientConnect Home Screen**. They will see a green checkmark appear overtop of the Survey module, noting they have completed their survey.

If a patient taps on the **Survey** module after they complete their survey, the patient will see a “**Survey Completed!**” message. This informs the patient that they do not have a survey due at this time and prevents the patient from submitting multiple responses to one survey.



Tapping on the **Close** button, or the **X** in the top-right corner, returns the patient to the **PatientConnect Home Screen**.



Please Note: If a patient closes their assigned survey before they finish answering all questions, their survey answers will not be saved. The patient will need to reopen the survey and start the survey from the beginning.

Using The Health Modules: Temperature

The PatientConnect **Temperature** module provides the information needed to help patients successfully use their thermometer and take their temperature. The appearance of this module changes based on whether or not the patient's thermometer is paired to their tablet.



Please Note: PatientConnect will only display the Temperature card on the patient's unique home screen if their care team assigned it to them.

If the patient taps on the Temperature module while an HRS-issued tablet and thermometer are Bluetooth paired...

The **Temperature** module will open the **Device Instructions** page. This page provides step-by-step instructions on how to use the thermometer and take a reading.

Patients can follow the on-screen instructions to record their temperature using their Bluetooth paired thermometer. Their reading will automatically transmit to their tablet. It may take a few moments to appear. Patients will then have five seconds to cancel submission before it automatically sends to their care team.



Patients will also see a **Manual Entry** button in the bottom-right corner. They can tap on **Manual Entry** if they would like to type in their temperature. We only suggest manually submitting metrics if a patient's devices are not Bluetooth paired.

If the patient submits a reading from a Bluetooth paired thermometer to their HRS-issued tablet without opening the Temperature module...

The **Temperature** module will automatically open and fill in the **Temperature (°F)** field. These may take a few moments to appear on their tablet.

Once the recorded temperature appears, the patient will have five seconds to cancel submission before it automatically sends to their care team.



If the patient taps on the Temperature module while an HRS-issued tablet and thermometer are NOT Bluetooth paired...

The **Temperature** module will open directly to the **Manual Entry** page.



Tapping on the text box opens the tablet's pop-up keyboard. This allows patients to manually enter their temperature and tap on **Save** to submit it to their care team.

To learn how to re-pair devices, see page 33.

Using The Health Modules: Weight

The PatientConnect **Weight** module provides the information needed to help patients successfully use their scale and take their weight. The appearance of this module changes based on whether or not the patient's scale is paired to their tablet.



Please Note: PatientConnect will only display the Weight card on the patient's unique Home Screen if their care team assigned it to them.

If the patient taps on the Weight module while an HRS-issued tablet and scale are Bluetooth paired...

The **Weight** module will open the **Device Instructions** page. This page provides step-by-step instructions on how to use the scale and take a reading.

Patients can follow the on-screen instructions to record their weight using their Bluetooth paired scale. Their reading will automatically transmit to their tablet. It may take a few moments to appear. Patients will then have five seconds to cancel submission before it automatically sends to their care team.



Patients will also see a **Manual Entry** button in the bottom-right corner. They can tap on **Manual Entry** if they would like to type in their weight reading. We only suggest manually submitting metrics if a patient's devices are not Bluetooth paired.

If the patient submits a reading from a Bluetooth paired scale to their HRS-issued tablet without opening the Weight module...

The **Weight** module will automatically open and fill in the **Weight (lbs)** field with their recorded metric. This may take a few moments to appear on their tablet.

Once the recorded weight appears, the patient will have five seconds to cancel submission before it automatically sends to their care team.



If the patient taps on the Weight module while an HRS-issued tablet and scale are NOT Bluetooth paired...

The **Weight** module will open directly to the **Manual Entry** page.



Tapping on the text box opens the tablet's pop-up keyboard. This allows patients to manually enter their weight and tap on **Save** to submit it to their care team.

To learn how to re-pair devices, see page 33.

Using The Contact Button

PatientConnect features a **Contact** button that appears on the Home Screen and on other pages within the app. This button—a phone handset with a plus sign above it—allows patients to contact their clinician and their caregiver. A patient will only see the **Contact** button if their care team enables in-app communications.



Phone Icon

Opens to the **Voice Call** window. The patient can tap **Call** to initiate the call and tap on **End Call** once their call is complete.



Movie Camera Icon

Opens to the **Video Call** window. The patient can tap **Call** to initiate the call and tap **End Call** once their call is complete.



Speech Bubble Icon

Opens to the **Messages** window. The patient will see the most recent message on the bottom of the screen, closest to the “Enter your message” field. They can scroll through past messages as well.



Contacting Your Clinician

Patients can use the **Contact** button to directly contact their clinician, but only if their care team enables in-app communications.

To begin, patients tap on the Contact button. This button—a phone handset with a plus sign above it—is present on the **PatientConnect Home Screen**. It is also accessible on other pages within the app, such as **Medication** and **Bluetooth Pairing**.



For there, patients can select from their available communications methods. This can be **Voice Call**, **Video Call**, and/or **Messages**. The icons for each, and how to use each communications method, are explained in the section above.



Tapping on their desired communication type—**Voice Call**, **Video Call**, or **Messages**—opens the applicable communications window. From there, the patient can begin a call or type out a message to their clinician.

Contacting Your Caregiver

Patients can video call or text message their caregiver directly within PatientConnect. To start, tap on the **Contact** button. This is the purple button with the white telephone handset and plus sign (+).



To continue, a patient must choose how they would like to contact their caregiver—**Video Call** (movie camera icon) or **Text Message** (speech bubble icon).



Tapping on their desired communication type—**Video Call** or **Messages**—opens the applicable communications window. From there, the patient can begin a call or type out a message to their caregiver.

Using The Education Tab

The **Education** tab features three types of education materials: **Videos**, **Quizzes**, and **Files**.



Care teams choose which educational content is available to the patients. As a result, the patient may not have access to every type of content.

Accessing Videos in the Education Tab

The **Videos** tab is the default tab that opens every time a patient taps on **Education**. The **Videos** tab organizes video content by topic, such as Congestive Heart Failure.



Tapping on a topic opens a list of all videos about that specific topic made available to the patient.



Tap on a video to open the **PatientConnect Video Player**. Patients can control the video through four buttons: **Play**, **Pause**, **Rewind**, and **Fast-Forward**.



Tapping on the back button – an arrow pointing to the left – in the top-left corner of your tablet's screen returns the patient to the video selection screen. Tapping on **Close**, or tapping the back button again, returns the patient to the main **Education** window.

Accessing Quizzes in the Education Tab

To view and complete any available quizzes, patients must open the **Education** window and tap on **Quizzes**. The **Quizzes** tab organizes quiz content by topic, such as Congestive Heart Failure.



Tapping on a quiz topic shows a list of all the available quizzes related to that topic.



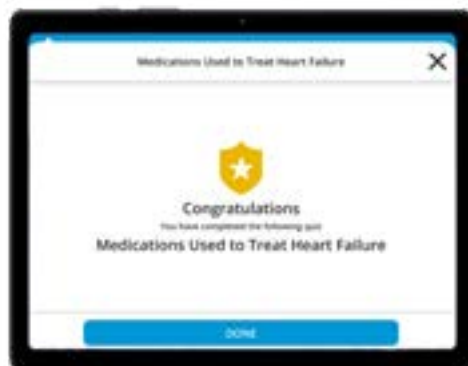
Tap on a quiz to begin. Patients will see one question at a time, and they must select an answer before they can proceed to the next question.



Quizzes are not graded; however, PatientConnect will provide feedback on each question after the patient submits their answer.



PatientConnect will inform the patient when they complete a quiz. Tapping on **Done**, or tapping on the **X** in the top-right corner of the quiz window, returns the patient to the quiz topic page.



Tapping on **Close**—or tapping the back button again—returns the patient to the main **Education** menu.

Accessing Custom Files in the Education Tab

To view any custom content available to them, patients must open the **Education** window and tap on **Files**. They can then tap on a topic to show a list of all files available regarding that topic.



Patients must tap on a file to open it for review.



The selected file will open in a new window and show the patient the custom content.



To exit, patients must tap the back button in the top-left corner. This will return them to the **Files** menu for their chosen topic. Tapping on **Close**—or tapping the back button again—returns the patient to the main **Education** menu.

Using The Help Tab

Tapping on **Help** will open a voice call window to contact the **24/7 HRS Technical Support team**. Our support associates are standing by to assist patients with any questions they have about PatientConnect, their tablet, or their health devices!



Tapping on the **Call** button will contact HRS Technical Support. The call window will show the word **Connected** after the call successfully connects.



Patients can minimize the call window while staying on the line with HRS Technical Support. To do so, they must tap on the **Minus (-)** button in the top-right corner.

Patients can then use PatientConnect while on the call or return to the call window by tapping on the **On-Going Call** icon.



Tapping the **End Call** button completes the call to HRS Technical Support and returns the patient to their **PatientConnect Home Screen**.

Using The Settings Tab

The **Settings** tab allows patients to customize certain in-app experiences, including the tablet's volume level, audio alerts, and language. They can also restart PatientConnect within the **Settings** menu.



Volume: Use the **plus (+)** and **minus (-)** buttons to increase or decrease the tablet's audio volume. Tablets arrive with the volume set to 100% of its possible output.

Audio Alerts: Use the **On** and **Off** buttons to enable or disable the tablet's audio alerts. Tablets arrive with **Audio Alerts** enabled.

Language: Tap on **Language** to open the **Language Selection** menu. Patients can choose which language their tablet displays most on-screen text in. There are 16 languages to choose from: Arabic, Chinese, English, French, German, Hebrew, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese.



Restart: Tap on the **Restart** button to restart PatientConnect. The tablet will complete the restart process and return the patient to the **PatientConnect Home Screen**.

Using The PatientConnect Slide-Out Menu

The PatientConnect slide-out **Menu** offers all the functionality of the home screen, plus a few more items. To open the **Menu**, tap on the three lines icon in the top-left corner.



Two items are unique to the slide-out Menu: **Caregiver** and **Devices**. Read below to learn about each. Additionally, we've provided a brief overview of the slide-out menu items that are also available through the **PatientConnect Home Screen**.

Home

Returns the patient to the **PatientConnect Home Screen**.

Contact Clinician

Shows the patient all available contact methods for their clinician. This can include **Video Call**, **Voice Call**, and **Messages**. Tapping on **Video Call** or **Voice Call** opens a call window. Tapping on **Messages** opens the message thread with their clinician.

Caregiver Access

Allows the patient to create a caregiver access code or contact their caregiver. The **Generate Access Code** button is only available through the PatientConnect slide-out Menu.



Tapping on the **Generate Access Code** button creates a unique code the patient can share with their caregiver. This code, which the caregiver must enter into HRS CaregiverConnect, allows caregivers to monitor a patient's submissions.



If the patient has an assigned caregiver, their name will appear in the **Caregiver** dropdown. In our example below, **Adriana Jones** is the patient's caregiver. Tapping on **Adriana Jones** opens the communication menu. Tapping on a communication method—**Video Call** or **Message**—opens the selected communications method.



Devices

Opens a dropdown list of all available device types for **Pairing Instructions**, **Ready to Pair**, and **Paired**. This can include Blood Pressure Monitors, Glucometers, Oximeters, Scales, and Thermometers. This is only available through the PatientConnect slide-out **Menu**.

Tapping on a type of device, such as **Oximeters**, shows Bluetooth pairing instructions and allows patients to pair and unpair their health devices from their tablet.



Each available device model is visible within the **Pairing Instructions** list. Tapping on the device name opens pairing instructions.



If a device is available for pairing, it will appear under a specific heading: **Ready for Pairing**.

Patients can begin the Bluetooth pairing process by tapping on the correct device within the **Ready for Pairing** list. Once the process is complete, a properly paired device appears within the **Paired** list.



Education

Provides access to the three types of education materials your tablet offers: **Videos**, **Quizzes**, and **Files**. Tapping on **Videos**, **Quizzes**, or **Files** sends the patient to that type of educational content. This is the same as tapping on the **Education** button available on the **PatientConnect Home Screen**.

Help

Tapping on this button contacts the HRS Technical Support Team. Tapping on **Help** and then tapping on **Call Support** will open a **Voice Call** window that allows patients to contact the HRS Technical Support team for assistance. This is the same as tapping on the **Help** button available on the **PatientConnect Home Screen**.

Settings

Opens to the **Settings** page where patients can change their tablet's **Volume**, toggle **Audio Alerts** on and off, select the tablet on-screen **Language**, and **Restart** PatientConnect. This is the same as tapping on the **Settings** button available on the **PatientConnect Home Screen**.

How to Contact HRS Technical Support



In addition to the PatientConnect **Help** button, the HRS Technical Support team is available 24/7 over the phone at +1 (551) 203-0011.

Our support technicians are standing by to assist patients and clinicians with any questions or issues related to PatientConnect and HRS-provided tablets and medical devices.