



Vivify Pathways  Go

Patient Experience Guide

Downloadable App – Enrolling, Downloading, Using Devices, and FAQs



Document Edition 2.0 Software Version 2020.07

Copyright © 2009-2020 by the Vivify Health, Inc.

The Vivify Health logo is a trademark of Vivify Health, Inc. All other company and/or product names used in this manual are trademarks and/or registered trademarks of their respective manufacturers.

Information in this document is subject to change without notice.

The difference is vivid.TM

Table of Contents

Patient Experience (+Go Downloadable App)	6
Enrollment and Authentication	7
Invitation Text Message	7
App Download	7
Patient Confirmation	7
PIN Authentication	8
Password Authentication	8
Password Reset	9
Welcome and Tell Me More	9
EULA Agreement	9
Thank You	9
App Download	10
iOS Experience	10
Android Experience	11
Push Notifications and Access Requests	12
Push Notification Types	12
Enabling Push Notifications	13
Enabling notifications on an iOS device	13
Enabling notifications on an Android device	13
Access Requests	14
iOS Access Requests	15
Android Access Requests	15
Text Messages	16

Invitation Text Message	17
Patient Confirmation	17
Pathway Due Message	17
Unsubscribing (STOP Message)	18
Re-subscribing (START Message)	18
Short Code	19
Program Participation	20
Completing a Pathway Check-in	20
Viewing Biometric Feedback, Health Tips, and Educational Content	20
Using a Paired Bluetooth Device to Take a Reading	21
Pathway Due Reminder	22
Pathway Late Reminder	22
Supported Devices (+Go Service Level)	23
Features	25
Call Requests	25
Virtual Visits	25
Patient Messaging	26
Trend Data	27
Resource Library	27
Bluetooth Connected Devices	28
FAQs	29
When downloading the app, will I be prompted for payment? Is this app free of charge?	29
Why does the Vivify Go app ask me to share my location?	29
Why am I being asked to enable the camera and microphone?	29

When receiving text alerts through the app, will there be a text message fee?	29
After I download the app, how much data will it use from my data plan?	29
How do I enable Push Notifications?	29

Patient Experience (+Go Downloadable App)

Vivify +Go is designed for patients to use their own mobile device to easily navigate through care pathways, biometric measurements, and educational content related to their health condition. The Vivify +Go solution can be used on most connected smart phones. The Care Team can customize certain text messages and screens in the Vivify +Go solution.

Vivify Pathways +Go liberates remote care from the “one size fits all” constraints of early population health programs. Now you can take care to a whole new level for every patient program – on the devices they use every day.

- Enroll patients at any risk level – from a joint replacement patient to the parents of infants in the most vulnerable stages of recovery.
- Your brand, your care plans – choose from more than 75 disease-specific, yet easily modified care protocols, then add your own branding to build your visibility and reputation.
- Technology barriers removed – interact with patients on the devices they already know and are comfortable with.

Vivify +Go is available as a downloadable app and as a web app. These topics explain the experience of a patient that has downloaded the app from the app store.

In this document:

- [Enrollment and Authentication](#) (see "Enrollment and Authentication," page 7).
- [Downloading the App](#) (see "App Download," page 10).
- [Access Requests and Push Notifications](#) (see "Push Notifications and Access Requests," page 12).
- [Text Messages](#) (see "Text Messages," page 16).
- [Program Participation](#) (see "Program Participation," page 20).
- [Devices and Pairing](#) (see "Supported Devices (+Go Service Level)," page 23).
- [+Go Features](#) (see "Features," page 25).
- [Frequently Asked Questions](#) (see "FAQs," page 29).

Enrollment and Authentication

When enrolling in the +Go service level monitoring program, the patient's experience will differ based on the version of +Go that the Care Team member assigned them. The +Go program is available with a downloadable app or a web app in the patient's smart phone browser. This information describes the experience for the downloadable app.

- **+Go Engage** – Allows the patient to complete engagement pathways and view education materials.
- **+Go Guide** – Allows the patient to self manage with little to no clinical intervention. Virtual visits and Bluetooth connected devices are NOT included.
- **+Go Monitor** – Allows patients to manage their health with the assistance of their clinical team. Virtual visits and Bluetooth connected devices are included.

Invitation Text Message

The +Go patient is sent an invite text message when enrolling in the Care Team Portal. This text message contains the web link (URL) that allows the patient to access the Vivify download page, which includes links to the Apple store for iOS devices or from the Google Play Store for Android devices. The text in the message URL is configurable.

If the patient doesn't click on the first invite link, they receive a reminder link two hours later.

Hi {first name}! Welcome to Vivify Health's Connected Care program. Reply STOP at any time to stop. Msg/data rates may apply. Tap the link to start. {link}

App Download

The patient downloads the app from the Apple store for iOS devices or from the Google Play Store for Android devices. For more information, see [App Download](#).

Patient Confirmation

After the patient downloads the app, the patient enters their phone number or email. If the patient enters a phone number on the Get Connected screen, then the PIN is sent to their phone. If the patient enters an email address on the Get Connected screen, then the PIN is sent to their email. If the patient enters both an email address and a

phone number, then the PIN is sent to both the patient's phone and the patient's email. The PIN number allows the patient to begin the program. Creating a password is an optional step and will only appear for the patient if enabled. Patients will receive a text message that is configurable.

For example, *Hello {FirstName}, your PIN is {Pin}*.



PIN Authentication

The system generates a unique PIN number that is sent to the patient, so they can be authenticated.

The PIN is expired after a configurable amount of time. If the patient attempts to login and their PIN is expired, the system will generate a new PIN and send it to the patient. If the PIN has not yet expired when the patient attempts to login, the existing active PIN will be sent to the patient.

If the patient does not receive the PIN or needs it resent for another reason, they have the option to select Resend PIN. The PIN will then be resent to the email or phone number that was entered on the Get Connected screen.

Password Authentication

After a patient is validated with a PIN, then they can go through the process of setting up their password. The password requirements appear on the screen, so the patient knows what the requirements are and if they have met them as they type. When the patient is typing their password, they have the option to show the typed password. If they don't use this option, then the values they type will be hidden for extra security. Password authentication is a

configuration and it can be enabled or disabled by portal based on customer requirements. PIN validation applies to all patients regardless of the password validation configuration portal settings.

Password Reset

On the Password screen, the patient has an option to select Forgot Password. When a patient selects Forgot Password, they will be sent a link to their email, phone number, or both (depending on how they enrolled). When they click the link, the patient is sent a PIN number which they will use for verification to create a new password.

Patients can be notified when someone requests a PIN or password reset for their +Go account, so they are aware if their account is possibly under attack by a malicious third party. This notification is controlled by a system setting and can be enabled or disabled. The notification message will state: “A new PIN or password has been requested for your remote patient monitoring account. If this was not you, or you require assistance in resetting your password, please contact your care team.”

Welcome and Tell Me More

The patient is presented a Welcome screen after they enter their PIN successfully (or password, if enabled).

EULA Agreement

After the patient selects Participate, they are asked to accept the end user license agreement. The EULA is presented one time only upon enrollment.

Thank You

After the patient accepts the EULA, the Thank You screen appears. The text can be customized below You Are Now Registered.



App Download

iOS Experience

The system sends the patient an invitation text message (or email).



The patient downloads the Vivify Health app from the app store.



The app appears on the patient's phone.



The patient taps OK to allow Bluetooth access.



The patient taps Allow to allow push notifications.



The patient enters their phone number or email in the app.



The patient is sent a PIN number to confirm their identity.



The patient taps Participate and then is presented the EULA.



The patient taps I Agree to accept the EULA conditions.



The patient taps Get Started to begin the program.

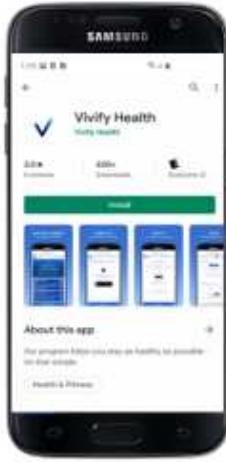


Android Experience

The system sends the patient an invitation text message (or email).



The patient downloads the Vivify Health app from the Google Play store.



The app appears on the patient's phone.



The patient enters their phone number or email in the app.



The patient is sent a PIN number to confirm their identity.



The patient taps Participate and then is presented the EULA.



The patient taps I Agree to accept the EULA conditions.



The patient taps Get Started to begin the program.



The patient selects Allow for pictures, video, and audio permissions.



Push Notifications and Access Requests

Push Notification Types

Push notifications will only appear on the patient's device if they have opted in to receive notifications (see [Enabling Push Notifications](#)). Following are the reasons why a push notification will be sent to a patient during their monitoring program:

- *Pathway due notification* – When it's time for a patient to complete their pathway, they will receive a push notification. The default message is "Hi {First Name}. It's time for your check-in. Please go to your Vivify app to get started."
- *Pathway late notification* – If the patient has not completed the pathway by the late time, they will receive a text message and push notification. The late time is set on the Pathway Schedule page. The default message is "Hi {First Name}. Don't forget to check-in today. Please go to your Vivify app to get started."
- *Missed video call notification* – The patient will receive push notifications for missed video calls. The default message is "A care team member attempted a video call at {Date Time}."

Push Notification –
Pathway Due



Push Notification –
Pathway Late



Push Notification –
Missed Call



The notification messages are configurable, so they may appear differently based on your portal settings.



Note: Push notifications are only available for users that have downloaded the app from the App store or Google Play store. If the patient is using +Go web in a browser on their phone, they will not receive push notifications.

Enabling Push Notifications

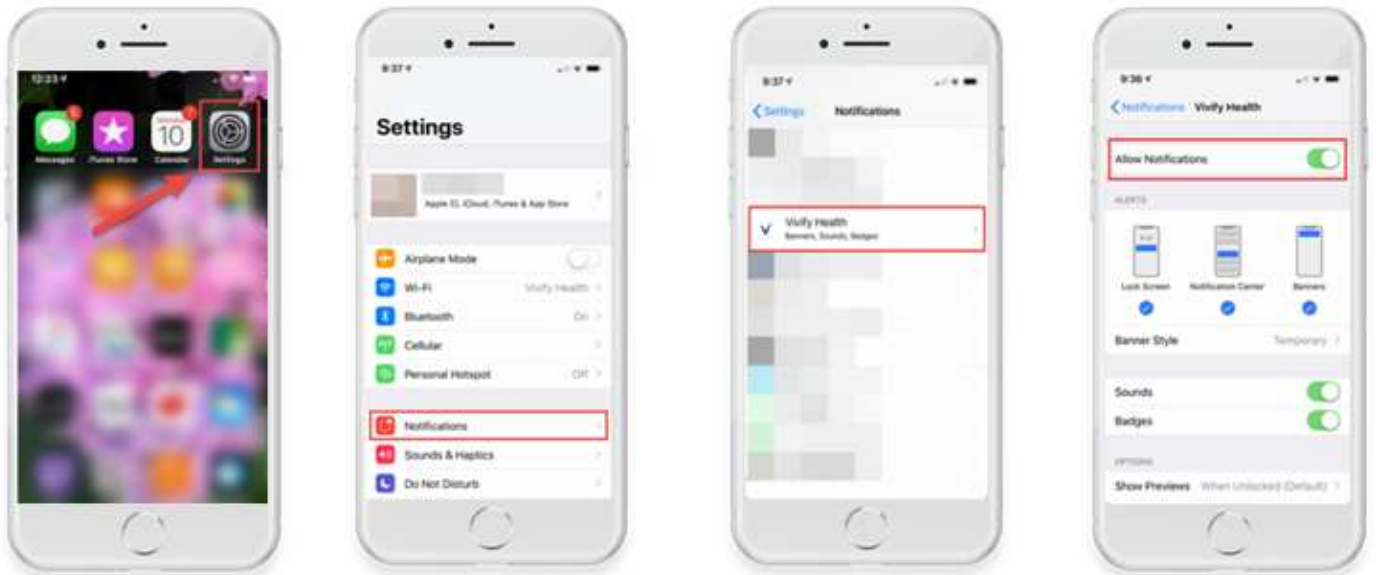
For iOS devices, when the app is installed for the first time, it will ask for permission to enable push notifications. Push notifications allow messages to appear on the patient's device, such as you have an incoming call request or your pathway is due.

For Android devices, push notifications are enabled by default.

Enabling notifications on an iOS device

If notifications were disabled, you can enable them in the phone settings.

1. On the home screen, tap **Settings**.
2. In the Settings menu, tap **Notifications**.
3. In the Notifications menu, tap **Vivify Health**.
4. Tap **Allow Notifications**.



Enabling notifications on an Android device

If notifications were disabled, you can enable them in the phone settings.

1. On the home screen, tap **Settings**.
2. In the Settings menu, tap **Notifications**.
3. In the Notifications menu, tap **Vivify Health** to allow notifications.

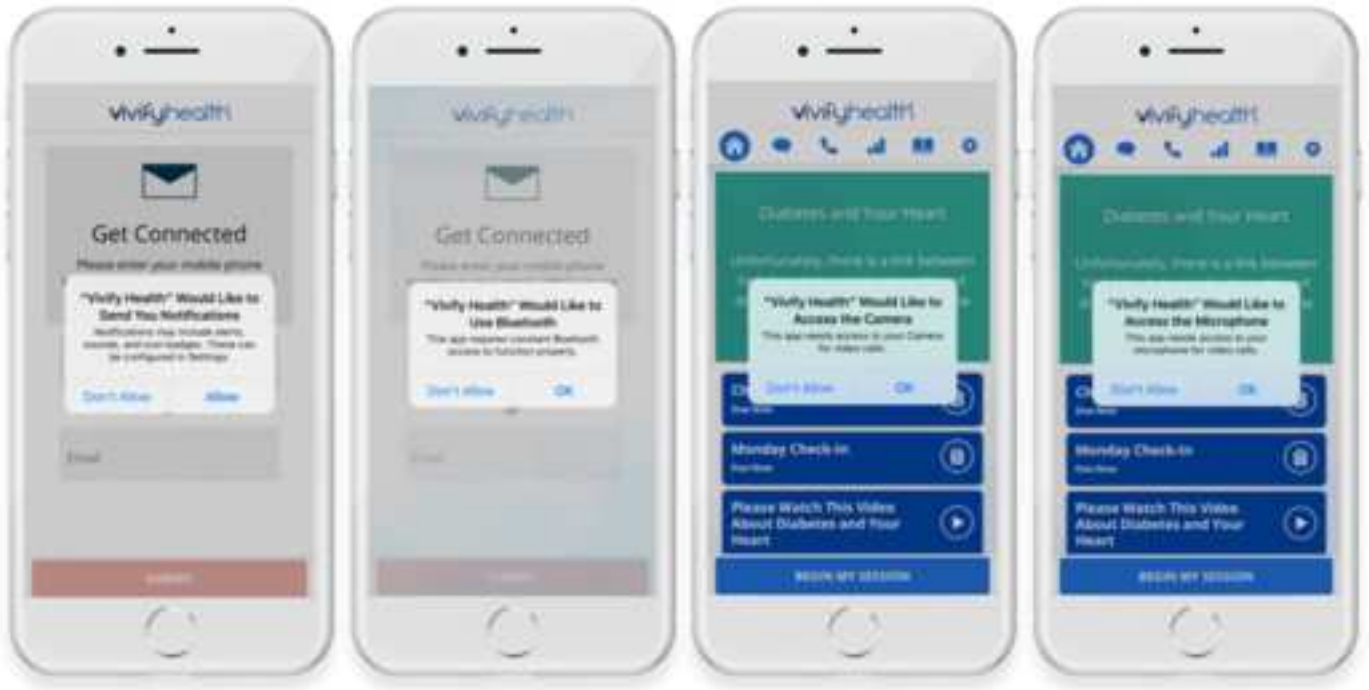


Access Requests

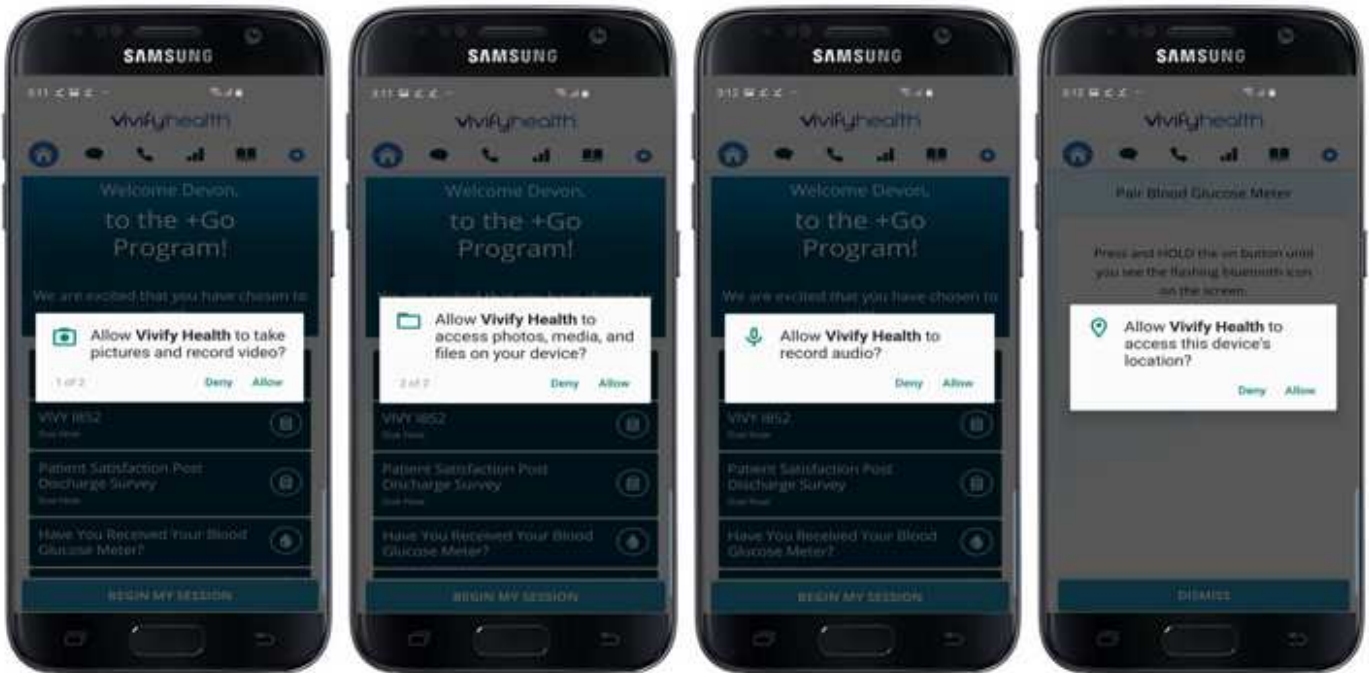
When a +Go patient downloads the app for the first time, they will be asked to approve access to several phone functions in order to facilitate the monitoring program. These functions include:

- Microphone access – The app needs to access the patient's microphone during virtual visits, so the patient and the Care Team member can communicate.
- Camera access – The app needs to access the patient's camera during virtual visits, so the patient and the Care Team member can communicate.
- Device Location and Bluetooth access – The app needs access to connect to Bluetooth devices, such as blood pressure monitors and weight scales, so the devices can transmit readings.
- Push notifications – Notifications alert the patient to important information about their program, such as messages, call requests and missed calls, and due and late pathways.

iOS Access Requests



Android Access Requests



Text Messages

For the downloadable app version of +Go, patients that are participating in the program will receive text messages and push notifications (if opted in) on their phone.

During app installation, the patient is prompted to accept push notifications (opt in). The following applies based on the patient's choice and the portal settings:

- If the patient allows push notifications, the patient will not receive pathway texts as they will receive push notifications instead. The patient will receive text messages for invitations to the program and pin validation. The patient will receive push notifications for pathway due, pathway late, and call requests. For more information about what a push notification is, see [Push Notifications and Access Requests](#).

Push notifications are only available for users that have downloaded the app from the App store or Google Play store. If the patient is using +Go web in a browser on their phone, they will not receive push notifications.

- If the patient does not allow push notifications, the patient will receive daily pathway texts. The patient will receive text messages for invitations to the program, pin validation, pathway due, pathway late, and call requests.

Text messaging and data rates may apply for text messages. **DO NOT REPLY to text messages** as these are informational only. Contact your phone service provider for more information about your messaging plan. Patients can unsubscribe from messages (and unenroll from monitoring) by texting STOP to the automated messages.

Messages are sent to the phone number that the Care Team member used when assigning the patient's service level. If the patient's phone number needs to be changed, the Care Team can change it on the invites page or on the patient's profile. When you change the patient's phone number, the invitation text message will be resent to the new phone number.

In this section:

- [Invitation Text Message](#)
- [Patient Confirmation](#)
- [Pathway Due Message](#)
- [Unsubscribing \(STOP Message\)](#)

- [Re-Subscribing \(START Message\)](#)
- [Short Code](#)

Invitation Text Message

The patient is sent an invitation text message when a Care Team member enrolls them in the +Go service level. This text message contains the link (URL) that allows the patient to access the Vivify download page. The text in the message URL is configurable.

If the patient doesn't click the first invitation link, they will be sent a reminder link in the future.

Hi {first name}! Welcome to Vivify Health's Connected Care program. Reply STOP at any time to stop. Msg/data rates may apply. Tap the link to start. {link}

Patient Confirmation



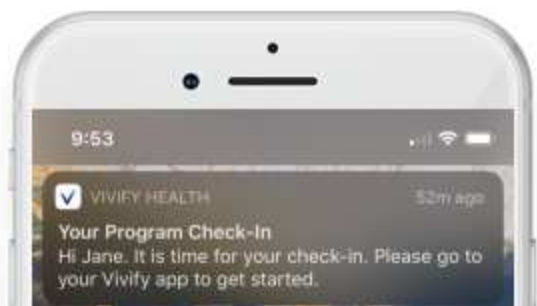
After the patient downloads the app, the patient enters their phone number and/or email. The PIN number allows the patient to begin the program. Creating a password is an optional step and will only appear for the patient if enabled.

Patients will receive a PIN text message that is configurable.

For example, *Hello {FirstName}, your PIN is {Pin}*.

Pathway Due Message

If a patient has opted in for push notifications, then they will receive push notification on their phone rather than text messages when their pathway is due.



If the patient has opted out of push notifications, they will receive a reminder text message when their health session is due. If the patient has not completed their health session within the time period specified, the same reminder text is sent to the patient. The information in the reminder text message is configurable.

Hi {First Name}! It's time for your {program} check-in. Select the link below to open the Vivify Health app to complete it. {URL}

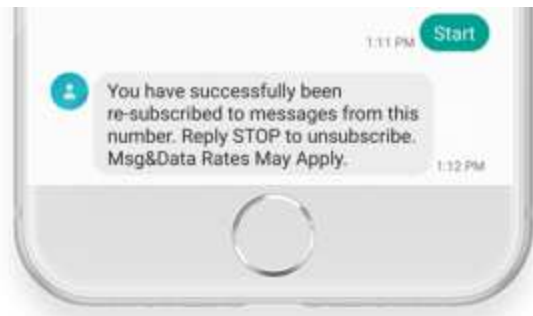
Unsubscribing (STOP Message)

Patients that want to stop participating in the program can text STOP to unsubscribe.



Re-subscribing (START Message)

The patient will receive only one confirmation message that informs them that they will no longer receive communication and can resume the program by texting START. When the patient texts START after unsubscribing, they will be re-enrolled in the program and will receive their pathway due message as scheduled previously. The actions are recorded in the Patient History and appear on the Patient Monitoring page.



Short Code

A short code is visible for text messages, this means that instead of the ten-digit number that was used previously, a five-digit number will be visible when a patient receives text messages for their program. This SMS functionality provides a more consistent experience for patients and prevents issues with carrier message requirements.

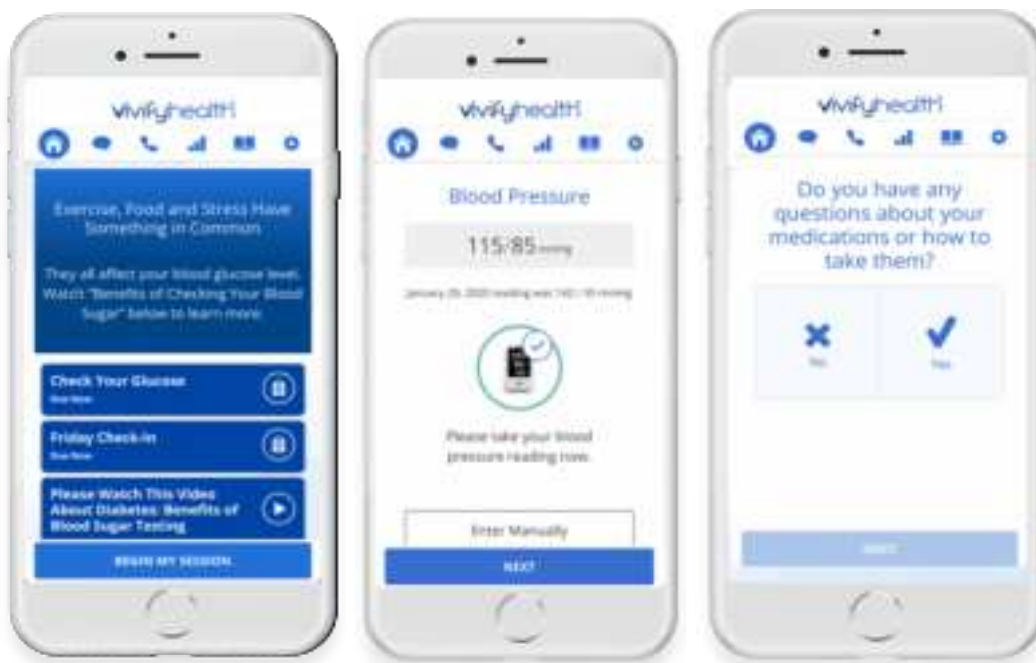


Program Participation

Completing a Pathway Check-in

The patient is asked a series of questions during their scheduled check-in that can be used by the Care Team to evaluate the patient's condition. These questions differ based on the patient's assigned program. Each program has a unique set of questions, biometric surveys, or education content. The questions may vary daily or previously presented questions may repeat in order to evaluate change over time. The patient's responses are visible in the patient's profile in the Care Team portal.

The pathway check-in schedule varies based on the assigned program, but usually occurs daily at 9 AM. Care Team members can customize pathway schedules for some programs and pathways.



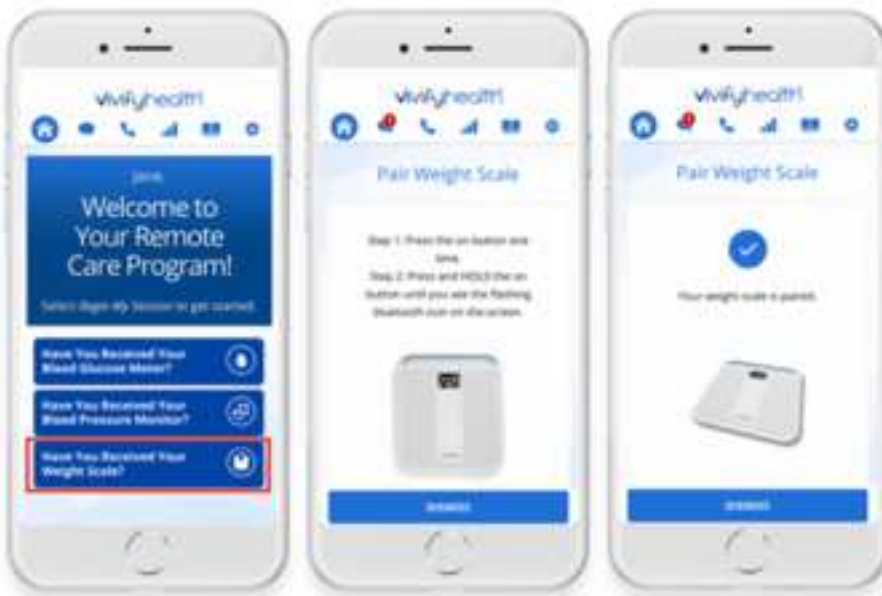
Viewing Biometric Feedback, Health Tips, and Educational Content

The patient will receive customized education content for their condition based on their health program. For example, patients with Diabetes may be asked to take their blood sugar readings and receive videos or health tips about physical activity and healthy eating.



Using a Paired Bluetooth Device to Take a Reading

The patient may be provided a Bluetooth device for taking readings during their pathway check-in. For more information about supported devices, see [Supported Devices \(+Go Service Level\)](#).





Pathway Due Reminder



A pathway due reminder push notification is sent when the patient's health check-in is due. If the patient has opted in for push notifications on the downloadable version of the app, then they will receive push notifications for pathway due messages. If they opted out of push notifications, then a text will be sent.

If the patient has not completed their health session within the specified amount of time, the same Reminder Text is sent to the patient again. The information in the reminder text message is configurable.

Hi {First Name}! It's time for your {program} check-in. Select the link below to open the Vivify Health app to complete it. {URL}

Pathway Late Reminder



A pathway late reminder push notification is sent when the patient's health check-in is late.

If the patient has not completed the pathway by the late time, they will receive a text message and push notification. The late time is set on the Pathway Schedule page.




Hi {First Name}. Don't forget to check-in today. Please go to your Vivify app to get started.





Supported Devices (+Go Service Level)

Depending on the patient’s assigned medical conditions and their assigned program, they may use Bluetooth-connected medical devices during their monitoring program. The patient doesn’t need to go into the phone’s Bluetooth settings to pair the device as the pairing is done within the app. Once a device has been paired, the patient will see a success message showing that the pairing was successful.

In the Supported Device column, click the link to open a document that shows the process for pairing the device. Devices are available to be assigned to patients based on your portal settings and program configurations. If a supported device is not configured for your portal, contact your Vivify Clinical Consultant for more information.

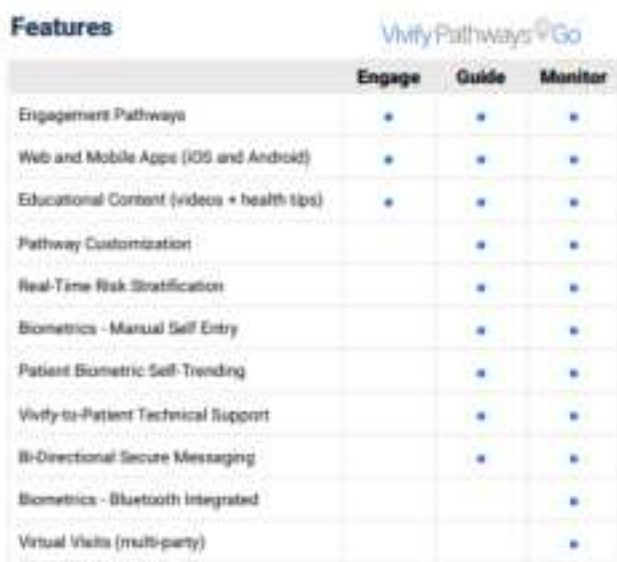
The following devices are supported:

Supported Device	Device Image
Blood Pressure Monitor: Welch Allyn Vivify Quick Start Guide Manufacturer’s Guide	
Glucose Meter: Contour Next One Vivify Quick Start Guide Manufacturer’s Guide	
Glucose Meter: OneTouch Verio Flex Vivify Quick Start Guide Manufacturer’s Guide	

Supported Device	Device Image
<p>Glucose Meter: Accu-Chek Guide</p> <p>Vivify Quick Start Guide</p> <p>Manufacturer's Guide</p>	
<p>Weight Scale: Welch Allyn</p> <p>Vivify Quick Start Guide</p> <p>Manufacturer's Guide</p>	
<p>Weight Scale: A&D</p> <p>Vivify Quick Start Guide</p> <p>Manufacturer's Guide</p>	
<p>Pulse Oximeter: Nonin</p> <p>Vivify Quick Start Guide</p> <p>Manufacturer's Guide</p>	

Features

The type of features available to the patient depends on the service level assigned. All three service levels include engagement pathways and educational content. +Go Engage, +Go Guide, and +Go Monitor service level types can be assigned to patients. The Engage option has basic features for patients that don't need a high level of involvement from the Care Team. The Guide option includes all of the features of +Go except Bluetooth integration for devices and virtual visits. The Monitor option includes all features and provides the most advanced level of engagement with patients.



The screenshot shows a table titled "Features" for "Vivify Pathways +Go". The table has four columns: "Engage", "Guide", and "Monitor", each with a blue asterisk icon. The rows list various features, with blue asterisks indicating which service levels support each feature.


Features	Engage	Guide	Monitor
Engagement Pathways	*	*	*
Web and Mobile Apps (iOS and Android)	*	*	*
Educational Content (videos + health tips)	*	*	*
Pathway Customization		*	*
Real-Time Risk Stratification		*	*
Biometrics - Manual Self Entry		*	*
Patient Biometric Self-Trending		*	*
Vivify-to-Patient Technical Support		*	*
Bi-Directional Secure Messaging		*	*
Biometrics - Bluetooth Integrated			*
Virtual Visits (multi-party)			*

Call Requests

When the patient selects Request a Call, a screen appears providing patient information about the call request. The patient has the option to ask a question or state a concern (maximum 250 characters).


Call requests appear as an alert on the patient header, where the Care Team member can take action to respond to the request. If the patient changes their mind about speaking with a Care Team member, they can cancel the call, which will remove the alert from the patient header. Call requests also appear on the Patient Monitoring tab until the request is addressed, and then it is archived in Audit>Patient History>Alert History and Audit>Patient History>Profile History.

Virtual Visits

Patients can request a virtual visit (video call) with their Care Team using the phone icon (). A virtual visit allows the Care Team member to see the patient using the camera on their phone.



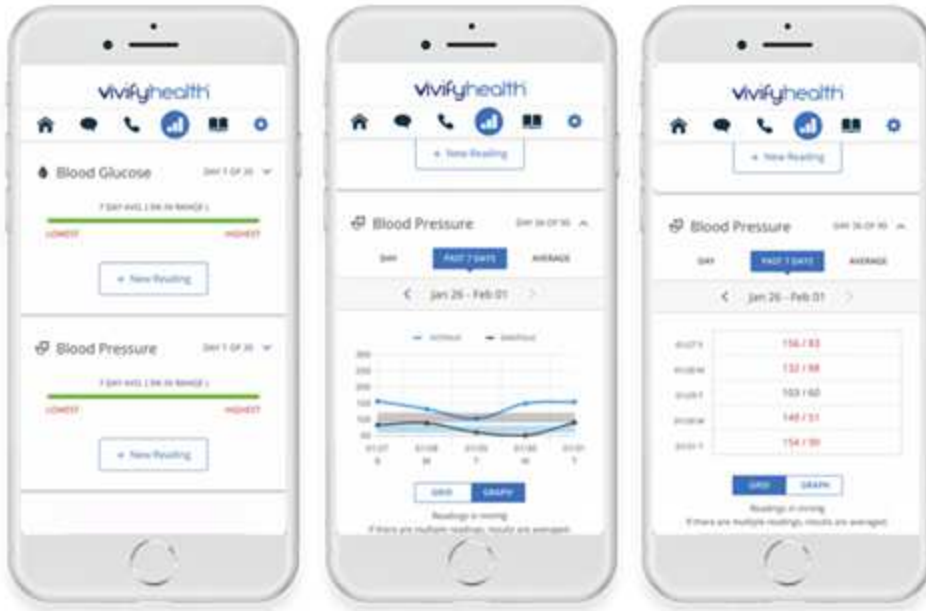
Patient Messaging

Patients can send messages to their Care Team using the message icon (). The messaging function is not real-time. New message notifications in the patient header appear within 60 seconds of being sent by a patient. The Care Team can send a message to the patient by clicking on the message icon in the patient header.




Trend Data

Patients can view how their biometric entries have changed over time using the trend icon on their device. The data is available in Grid and Graph format with Daily, Last 7 Days, and Average data for Blood Glucose and Blood Pressure.



Resource Library

Resource tiles appear when the patient selects the resource icon (). Tiles contain content such as videos or articles that are specialized for the patient's condition. For example, a patient in the Diabetes program may have videos for diabetes medications and wound care along with articles about stress eating and activity.



Bluetooth Connected Devices

Depending on the patient's assigned medical conditions and their assigned program, they may use Bluetooth-connected medical devices during their monitoring program. The patient doesn't need to go into the phone's Bluetooth settings to pair the device as the pairing is done within the app. Once a device has been paired, the patient will see a success message showing that the pairing was successful.

For details about how to pair supported devices and record vitals, see [Supported Devices \(+Go Service Level\)](#).

FAQs

When downloading the app, will I be prompted for payment? Is this app free of charge?

The Vivify Go app is free of charge. The app store on your phone may require billing information to download apps, but this app will not process credit card information or charge you for downloading or participating.

Why does the Vivify Go app ask me to share my location?

If you are using an Android phone, the app asks for you to share your location due to the pairing of biometric Bluetooth devices. If you will be pairing biometric devices provided by your Care Team, tap Allow or the pairing functionality will not work properly. Not all pathways require the use of biometric Bluetooth devices. For more information about your program and devices, contact your Care Team.

Why am I being asked to enable the camera and microphone?

The app will ask you to enable the camera and microphone for the Virtual Visits feature. A Virtual Visit allows the patient and the Care Team member to video chat. When the Care Team initiates a Virtual Visit with a patient, the patient always has the option to accept or deny the call.

If you don't have a service level with Virtual Visits, then having the camera enabled is not required; however, it is recommended that access is granted in case your service level is changed in the future.

When receiving text alerts through the app, will there be a text message fee?

*Text messaging and data rates may apply for text messages. **DO NOT REPLY to text messages** as these are informational only. Contact your phone service provider for more information about your messaging plan.*

After I download the app, how much data will it use from my data plan?

The level of data used for the Vivify Go app depends on the remote care program in which you are participating. Some pathways have educational content and health tips in video format, which require more data usage than the standard pathway images and biometric entries. Most pathways will require only a small amount of data usage for participation.

The iOS app is 89.3 MB and the Android app is 48 MB.

If you are concerned about data usage, consult your Care Team about your program content.

How do I enable Push Notifications?

When the app is installed for the first time, it will ask for permission to enable push notifications. Push notifications allow messages to appear on your device, such as you have an incoming call request or your pathway is due (see Enabling Push Notifications on page 5.)