MEDASSIST LIVE USER MANUAL

V 1.5.1

MedAssist.online
Maritime Medical Applications B.V.
Rotterdam
www.medassist.online

Table of Contents

1 Introduction

1.1 Why MedAssist Live ?

People who provide care sometimes require coaching by an experienced colleague,. The coach may not be readily available. This may happen in regular healthcare places where help is not readily available, or on a remote site like a ship, in rural areas.

MedAssist Live is an application that connects a caretaker with a coach, anytime, anywhere.

The application enables two individuals to work closely together whilst being physically separated.

MedAssist Live is ideal for occasional, short duration use, but can also be used for longer durations.

It has been tested extensively, also in areas with low bandwidth.

The coach instructs a caretaker   The caretaker works with a patient

In order to connect a coach with a caretaker our patented Two Way Augmented Reality (TWAR) technology is used. TWAR creates a shared reality, which allows a coach to give visual advice and provide monitoring before, during and after medical treatment. This works even when the coach is miles away from the patient.

This video demonstrates the Live App in practice : https://vimeo.com/541674696

The application is very intuitive to work with. In case users require additional Help, this document provides instructions on how to connect the device to WIFI and Internet and how to use various functions of MedAssist Live. The application works on smart phones and tablet computers (iOS and Android).

1.2 Users

This user manual is meant for the caretaker who works with patients and the coach.

In order to use MedAssist Live, it is required to have

- a tablet or mobile phone with MedAssist Live installed
- a connection to the internet
- a MedAssist Live account (User ID and password) for both caretaker and coach *
- a trained caretaker and coach

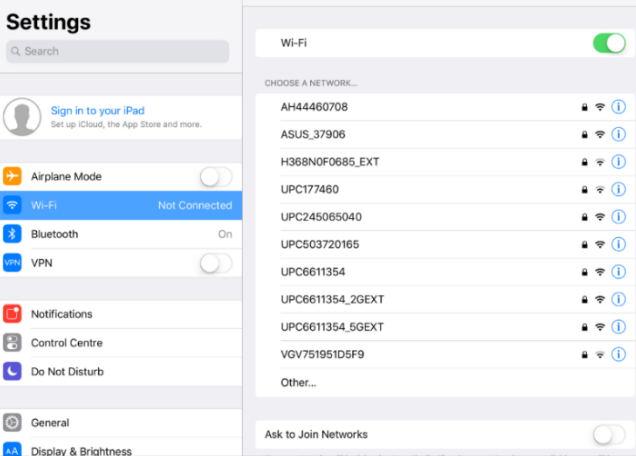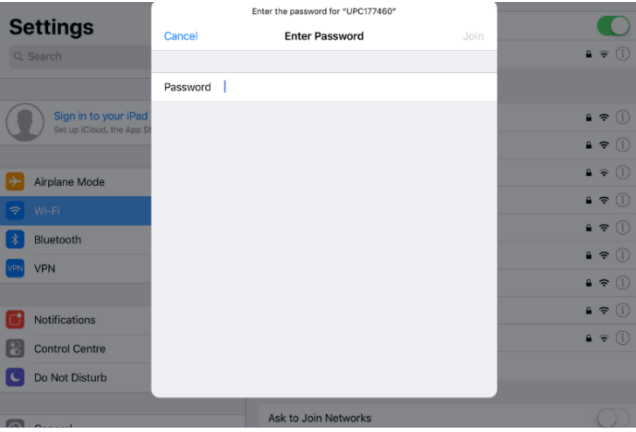* User IDs can be obtained via www.medassist.online/contact.

1.3 Document Structure

- The following chapters apply to both Caretaker and Coach: 2 Connect, 3 Log in, 6 Profile, 7 Additional equipment and 8 Appendix.
- Chapter 4 applies to the Caretaker only.
- Chapter 5 applies to the Coach only.
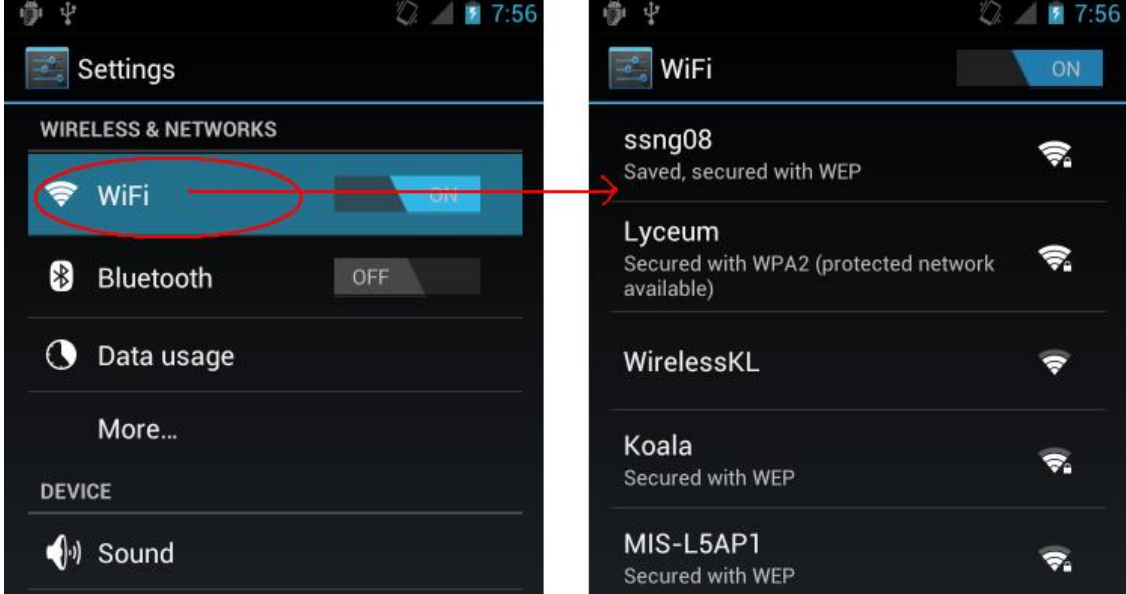
MedAssist Live App
Medical Care - Anywhere

2 Internet connection

It is important that the devices are connected to the Internet, otherwise no connection can be made.
This can be over a WIFI or 4G/5G connection. If your device is already connected go to the next section.

2.1 Wi-Fi connection for Apple devices / iOS

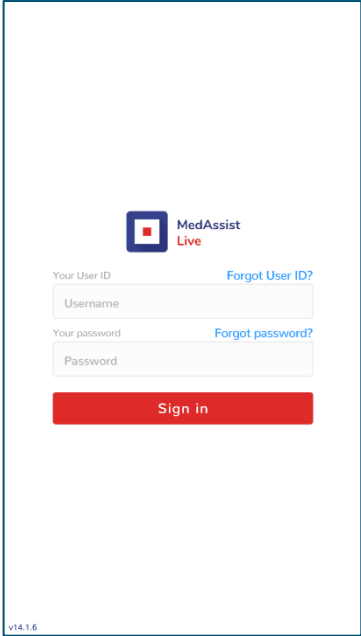| 1	Switch on your device.
2	Choose Settings
3	1. Enable Wi-Fi. 2. Choose your Wi-Fi channel.
4	1. Enter the Wi-Fi password 2. Ensure there is a Wi-Fi connection. 3. Press <Done> 4. Return to the Main Screen by Pressing the <Home> button

2.2 Wi-Fi connection for Android devices

1	Switch on the Android Device
2	Open the Settings app. It's found in the apps drawer, but you'll also find a shortcut in the quick actions drawer.
3	Choose Wi-Fi or Wireless & Networks. Check that WIFI is on.
4	You see a list of Wi-Fi networks.
5	Choose WIFI and select a wireless network from the list.
6	You need to type the network name, or *SSID,* and specify the type of security. You may also need the password, if one is used. If prompted, type the network password.
7	Putting a check mark in the box by the Show Password option makes it easier to type a long, complex network password.
8	Touch the Connect button. You should be immediately connected to the network. If not, enter the password and try the password again.
9	When the phone is connected, you see the Wi-Fi status icon on top of the touchscreen, looking similar to the icon shown. This icon indicates that the phone's Wi-Fi is on — connected and communicating with a Wi-Fi network.

3 Log in

3.1 Log in screen

Step	Action
1	Switch on your device Download and install MedAssist Live via the Google Play store or Apple App store.
2	Start MedAssist Live
3	Enter your User ID and password. It is also possible to enter your registered email address and password. Sign in to the app You need to agree to the Terms of Use before you can move to the main menu of the application. If you click on the link in the app you can review the Terms of Use on our website, or alternatively use this link: www.medassist.online/liveapp/docs If you click on Forgot user ID? you will be connected to our support organisation. If you click on Forgot password?, you can change the password via a procedure. Please note that password reset only works if you have a correctly registered email address in the database. In case of any other issues, please connect to support: https://medassist.online/support

4 Caretaker

A caretaker is a person who is present with a patient and requires remote support from a coach. The support could be to jointly interview, examine and treat a patient. The caretaker could be a professional or a non-professional / layman.

Nobody should carry out tasks that he/she is not trained and qualified for. See also our Term of use
https://medassist.online/liveapp/docs

Companies can choose to work with a version of the Live app with case management enabled (incident management database active) or case management disabled. No user or incident data can be captured on patients if case management is disabled. This choice for simplification impacts on the screens visible to end users.
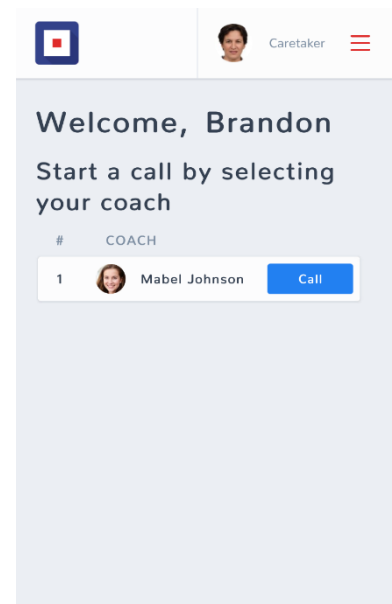
4.1 Menu Options

4.1.1 Caretaker without case management

After the caretaker signs in, the following options are available:

| Option	
Connect	A caretaker can connect with a coach.
Profile ☰	The user can update his user details (Right upper side of the screen) This option also offers access to Help documentation, Caretaker Team information, Version information, and enables logging out.

Note that there is no menu available at the bottom of the screen.
Screens shown in this manual are in portrait and in landscape mode.

4.1.2 Caretaker with case management

After the caretaker signs in, the following options are available:

Option	
Connect	A caretaker can connect with a coach using this menu option
Cases	A Case can be created / updated / archived to capture information about the patient and the incident, symptoms, advice
Patients	A Patient record can be created / updated / archived
Profile ☰	The user can update his user details (Right upper side of the screen) This option also offers access to Help documentation, Caretaker Team information, Version information, and enables logging out.
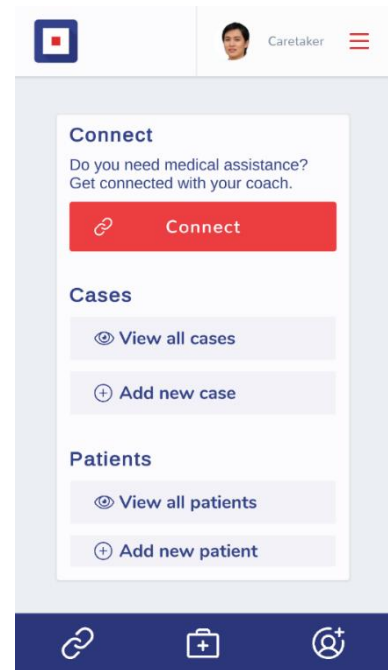
4.2 Connect

The purpose of the connect screen is to enable the caretaker to connect with a coach.
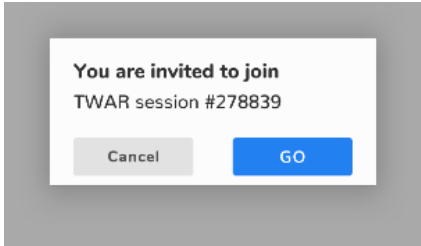This can be done in two ways :
1. The coach sends a link via SMS, WhatsApp or email to establish a connection (4.2.1).
2. The caretaker calls a coach that made him/herself available online (4.2.2).

4.2.1 Connect screen – Option 1 the *coach sends a link to the caretaker* -

In this option the caretaker clicks on a link, that was sent by a coach.
Note that the coach cannot call the caretaker directly, but should log in to make him/herself available!
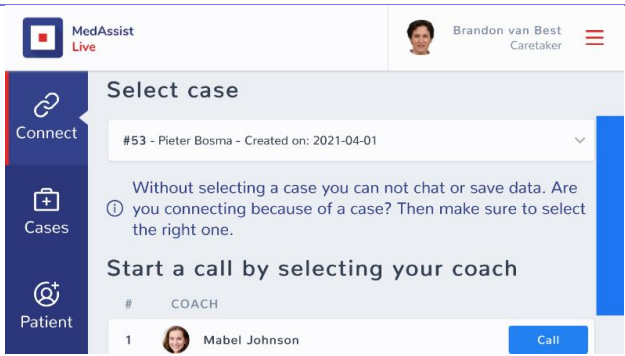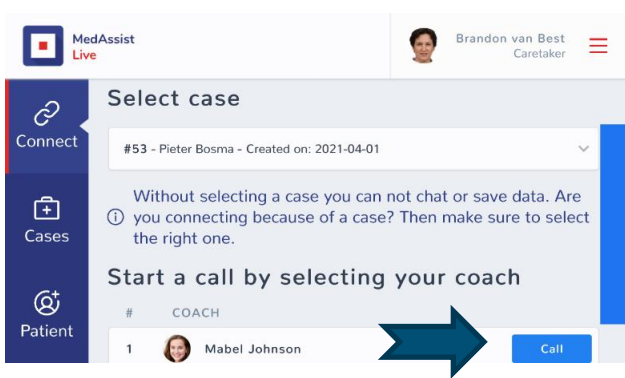
Step	Action
1	Click on the link that you received. The message should be: ! You open the app WITHOUT logging in. No user ID required. Wait for a Two Way Augmented Reality (TWAR) session invitation to appear on the screen. Click on ! Menu options are limited when connecting GO through a link.
2	MedAssist Live starts up and you enter the call immediately ! Only limited menu options are available when connecting through a link !

4.2.2 Connect screen –Option 2 the *caretaker calls the coach* -

In this option the caretaker calls the coach, once the coach has made him/herself available in the Live app.

This set up enables a richer exchange of information, but is also more elaborate to work with.

In this example we use the Live App version with case management enabled.

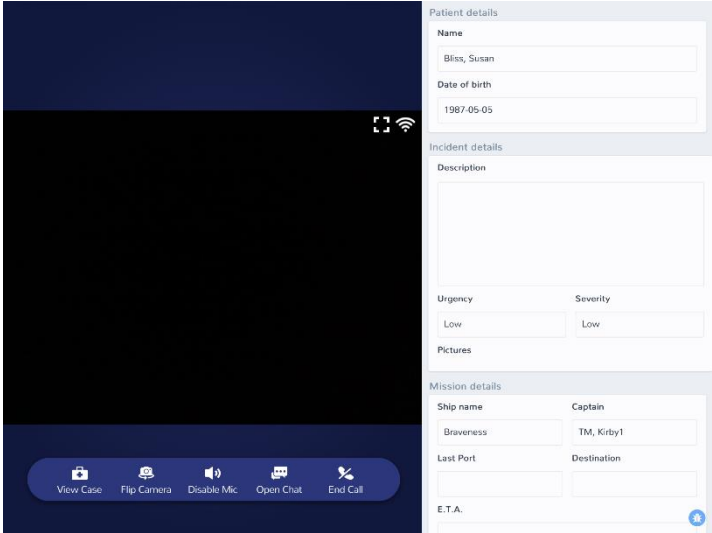| Step	Action	
1	Sign on to the app.	
2	Choose Connect to have a session with a coach.	
3	Press [Call] to call an available medical professional. This is only possible when there is a coach available as displayed on the screen.	
4	You will see this screen: If the call is accepted you will go to the Collaboration screen (5.3). The call can be discontinued by pressing .	

Please note:

❗ When case management is active, it is possible to connect without entering specific case information (for instance by creating a dummy case). However, **dummy cases are not recommended** as specific pictures and chat information may be logged against this dummy case.

❗ If no case is selected, the last active case is used to connect to the coach. **Take care to choose the right case.**

❗ Note that **the *coach* cannot call the caretaker directly**. He/she should be logged in as a coach to make him/herself available for calling. Alternatively, the coach can send a link to set up a call as described in 5.2.

❗ If no case is actively selected **the last case that was updated is used to connect to the coach**.

4.2.3 Collaboration screen.

The purpose of this screen is to connect caretaker and coach to work in the same virtual reality.

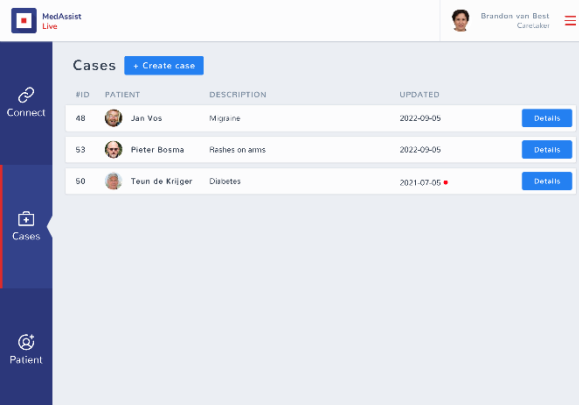We call this Two Way Augmented Reality as both sides see the same images, enabled by AR.
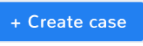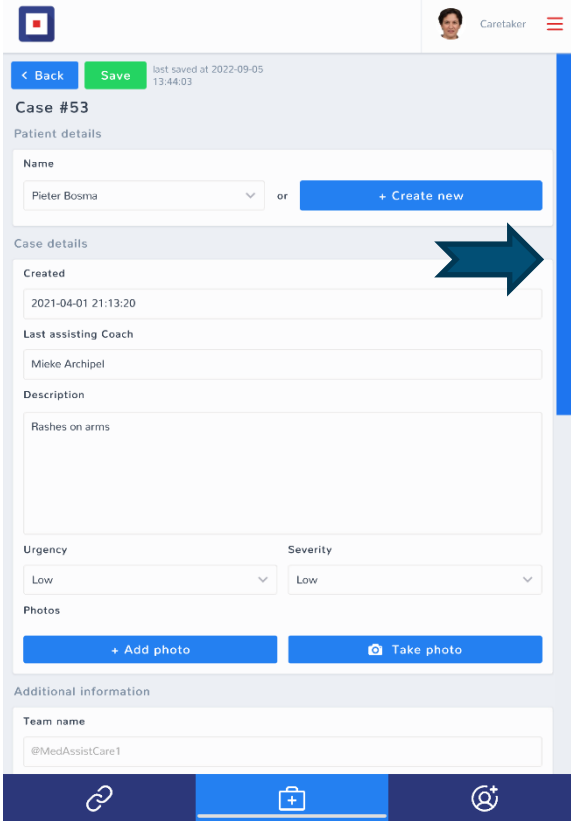
In order to get the best results, it is crucial for the both sides to work in an environment that is well lit.

During the collaboration session, several functions are available to the caretaker. He/she can view the case information, flip the camera to see a coach, disable/enable a microphone and chat with the coach.

Step	Action
1	The caretaker should point the device with the front camera directed towards the patient. The screen should be in Landscape mode, otherwise a warning message will appear.
2	Receive visual / voice instructions from the coach. As per the image above, point your device to the patient, it will act as a camera and send the images to the coach. Note that **only** the coach should **always** have a green screen behind the front camera. This will enable collaboration with a clear image on both sides.
3	View Case information When the connection has been successfully established, you can see the case information. Press to see the available information. Press again to close the information section.

4	Flip camera for a Face to Face conversation It is possible to switch cameras to have a face to face conversation. NOTE : This requires a reconnect which may take couple of seconds. Press **Flip Camera** to see the user on the other end. Press it one more time to return to the standard view. Both sides can initiate a flip camera action.
5	Microphone on / off Press **Disable Mic** to disable a microphone. You will see that the **Enable Mic** appears instead of **Disable Mic** . Press **Enable Mic** to enable a microphone.
6	Chat Press **Open Chat** to open a chat. Note : It is only possible to chat while in session. The chat will be stored in the case for later review.
8	Press **End Call** to end the session.

4.3 Cases

Step	Action
1	Sign in to the app as described in section 3.1
2	Choose Cases in the bar to the left to create, view, delete and update medical cases. Both caretaker and coach can make a change to case information whilst the other party is **offline**. The change will be indicated to the other party by a red dot ⬤ behind the date updated.
3	Press **+ Create case** to create a new case. After entering all the necessary information, Press **Save** and Press **< Back** to return to the cases menu.
4	Press **Details** next to the case in order to access all the available information about the case. You can also see the chat history with the coach next to the case.
5	Press **Details** next to the case in order to access the information about the case and scroll down. On the Right side of the screen there is a Blue scroll bar to quickly scroll down and up, without touching any data entry fields. If you touch a screen field you can fill in the details and confirm. After entering the information, Press **Save** Press **< Back** to return back to the cases menu. If you wish to Archive the case, Press **Archive medical case** .

4.4 Patients

In the patient screen, a caretaker is able to add patients, to see and adjust the information about existing patients. It is not required to fill in all the fields to get help from a coach. It is recommended that a caretaker follows his/her employer company's policies and GDPR with regard to registration of information.

Step	Action
1	Sign on to the app.
2	Choose the Patient screen to see, adjust and create information about the patient.
3	Press [Details] next to the cases in order to access all the available information about the patient.
4	Adjust any necessary fields. Press [Save] and Press [< Back] to return to the patient menu.

5 Coach

5.1 Menu Options

After the coach successfully signs in (see 3.1) , the following menu options are available:
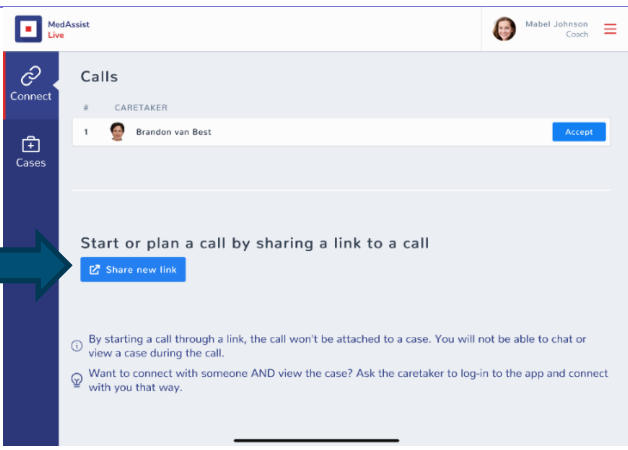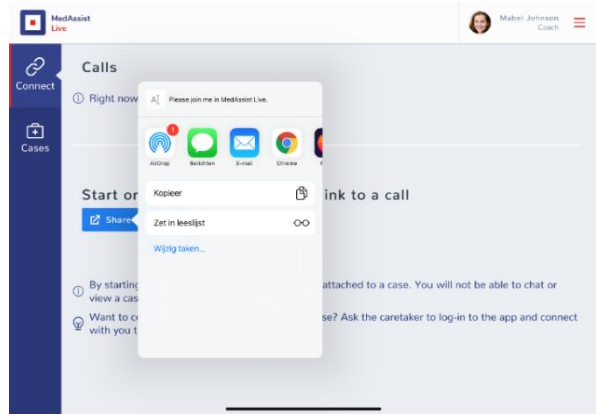
Option	
Connect Screen	A caretaker can connect with a coach using this menu option
Cases Screen	A Case can be created to capture information about the patient and the incident, symptoms, advice
Profile Screen	The user can update his user details (Right upper side of the screen) This option also offers access to the Help documentation, the Version information, and enables logging out.

5.2 Connect
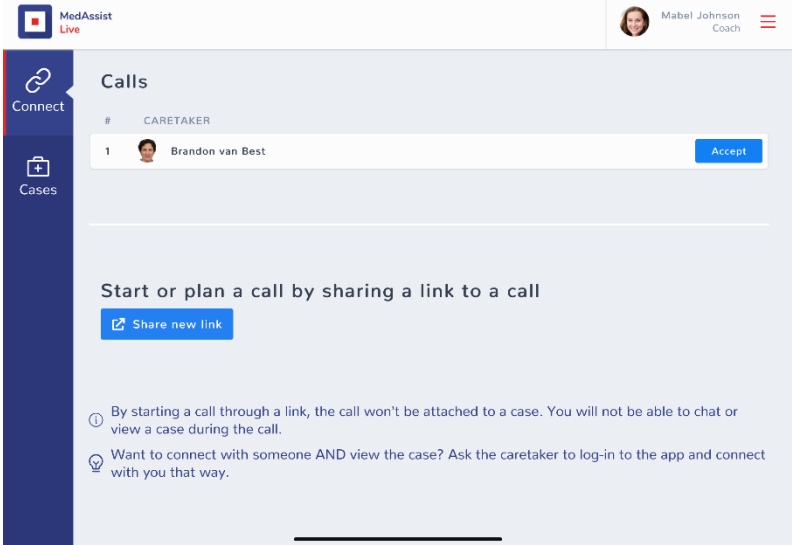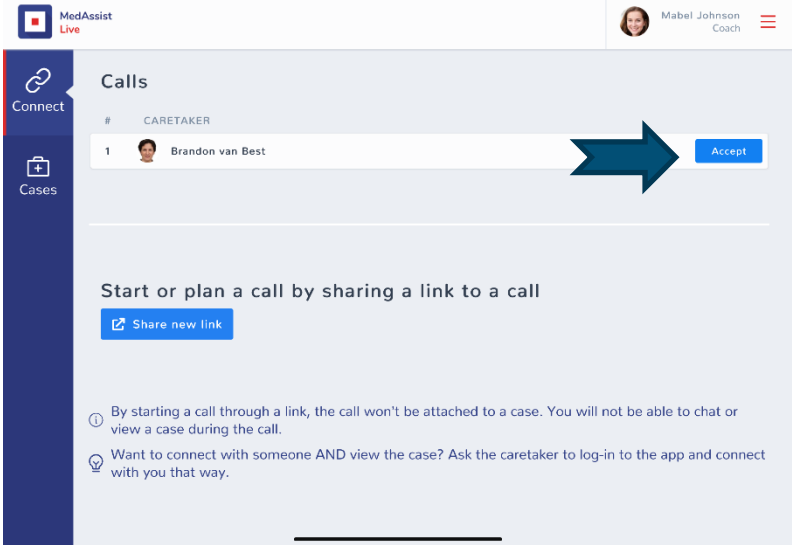
5.2.1 Coach sends a link _without_ case information –

The coach can initiate contact with a caretaker, by sending a link.

! There is no case information available and no chat functionality available using this option.

Step	Action	
1	Sign in to the app as described in section 4.1	
2	ONLY THE COACH can send a link to a caretaker

Press Share new link to call an available medical professional | |
| 3 | Choose the distribution method for the link (email, SMS, WhatsApp are most common)

Send the link to the patient

Note: the screen for distribution methods looks different on Android devices with a slightly different procedure. | |

5.2.2 Coach Connect screen

Step	Action	
1	Sign in to the app as described in Chapter 3	
2	Choose Connect to start a session with a caretaker.	
3	Click **Accept** button, when a call from a caretaker appears, to start a session.	
2	Provide visual / voice instructions from the coach using a green screen Note that **the coach should always have a green screen before the front camera**. The coach can use his/her hands or demonstrate objects between the front camera of your device and the green screen. The coach can also use a laptop or desktop computer monitor as a digital greenscreen via this link: https://medassist.online/liveappgreenscreen/	

| 3 | (ADVANCED users only) Choosing a different background (green)screen

The coach can choose a different background screen (e.g. a table surface, or a white wall) if you do not have a greenscreen available either physical of on a computer screen.

NOTE : This option is only available when you are in a TWAR session
Press the Green symbol on the left upper side of the screen during a TWAR session and choose a background.
If you wish to choose your own background screen press

📷 Use Camera

! Your new background should be smooth and have one colour only.
! You will have to adjust the sensitivity of the background screen by using the two regulators (threshold and slope).
! Use your hand in front of the camera to establish the best visibility.
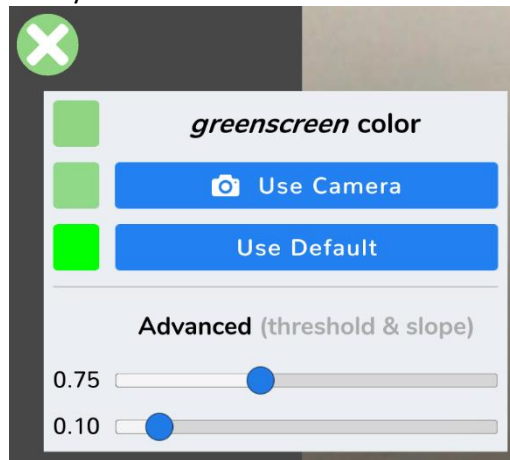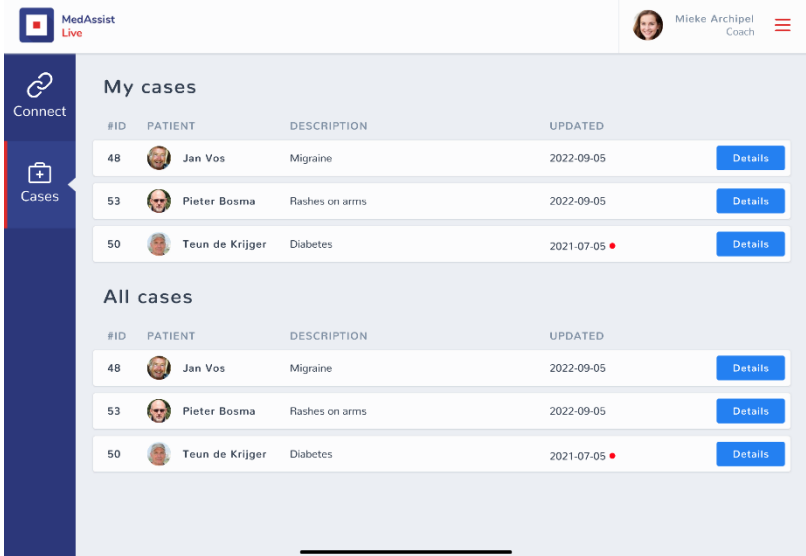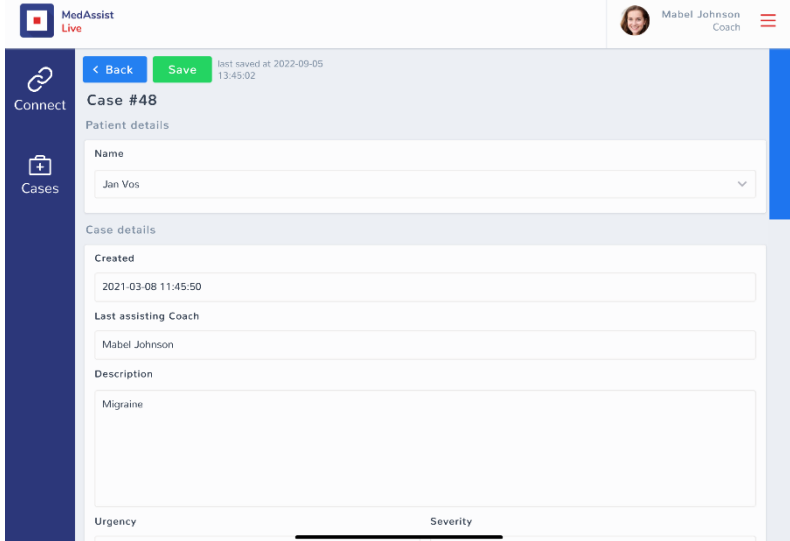
You can reset the chosen background screen to the greenscreen by pressing

Use Default |

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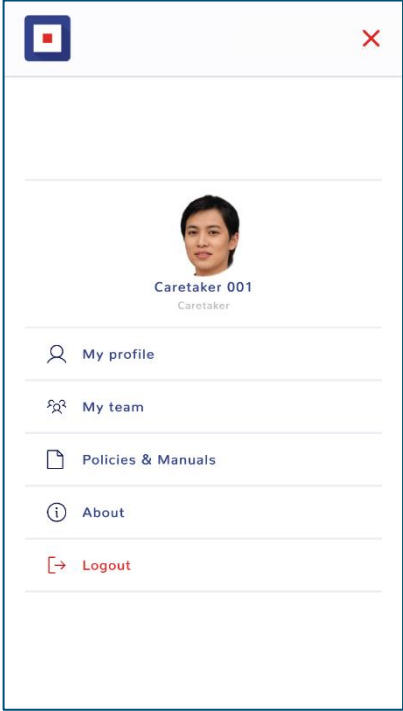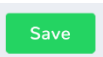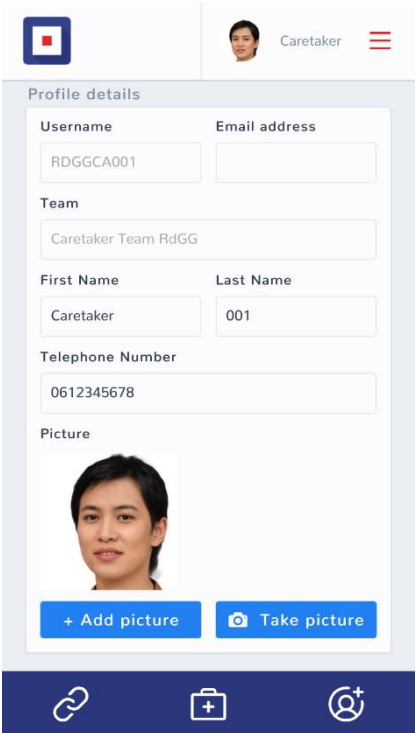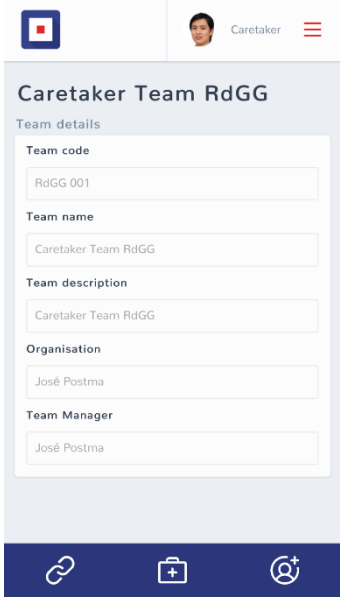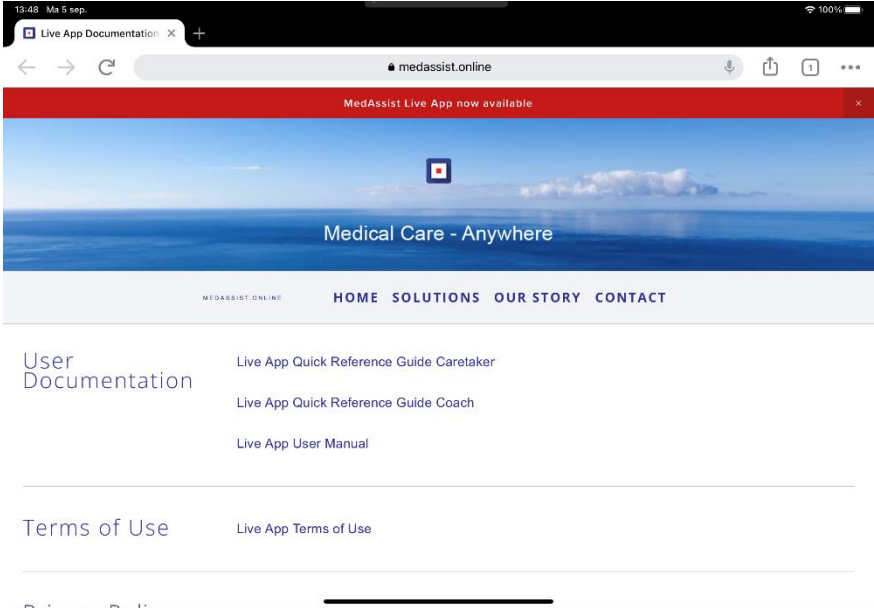
5.3 Cases

Step	Action
1	Choose Cases My Cases : The cases overview shows the Coach's cases with direct involvement All cases: shows the cases that were handled in the Medical Team associated with the Caretaker team, also when another medical service coach has been involved.
2	Press **Details** next to the case in order to access the information about the case and scroll down. On the Right side of the screen there is a **Blue** bar to quickly scroll down and up. If you touch a screen field you can fill in the details and confirm. After entering the information, Press **Save** Press **< Back** to return to the cases menu. If you wish to Archive the case, press **Archive medical case**

MedAssist **Live** App
Medical Care - Anywhere

6 Profile

6.1 Profile screen

Step	Action
1	Click ≡ located in the right upper corner in order to be able to see the profile. information or to create a new user.
2	Choose an option
3	My Profile The User ID email address and Team information is read only. It can only be changed via a user administrator. The user can change his/her name and surname, and telephone number. It is also possible to add, change and delete a picture. Press **Save** in order to save changes.

2	**Team Screen** The Purpose of the team screen is to enable the user to check whether the caretaker is connected to the right team of caretakers. The connection of the caretaker to the right team is managed centrally by the system administrator and therefore cannot be changed by the end user. If you need to change the information about the team check with your company User Administration Focal point.
3	**Policies and Manuals** User Documentation links can be found via this menu option which links to www.medassist.online/liveapp/docs You will find: • Quick reference guides for caretaker and coach • User manual • Terms of use • Privacy policy

5	About the app (version information, CE registration number)
6	Logout To log out of the MedAssist Live application.

7 Optional equipment

7.1 Device Holder

MedAssist Live is ideal for occasional, short duration use, but can also used for longer durations.

If you use the application for a longer duration or frequently, you may wish to use a device holder.

Various types are available through the link provided on this webpage: https://medassist.online/liveapp .

If you need assistance please contact us at https://medassist.online/support

7.2 Green Screen

(FOR THE COACH ONLY !)
A coach can give instructions using his hand, a pen or other pointers what to do to the caretaker. The pointer should be in between the camera of the device and the green screen. The image will be merged with the image on the remote location to create an integrated picture of reality.

Physical green screen
The green screen should ideally be a physical green screen. This can be procured at:
https://www.fabricshouse.com/product/moosgummi-green-1/

Virtual greenscreen
If you do not have a green screen and want to work with the app immediately you can:
1   Go to www.medassist.online/liveapp
2   Open the link to the Green screen
3   Make the screen bigger by increasing it on your browser

Choose your own background screen
It is also possible to choose your own background instead of a green screen. This can be done during a Two Way AR session as described in section 5.2, point 6.

NOTE:
In order to get the BEST RESULTS it is crucial for both the coach and caretaker to work in an environment that is well lit.
There should be sufficient space to demonstrate procedures, point at specific things etc.
The distance between the camera on the device and the green screen should ideally be 30-50 cm.

8 Appendix I Product, Company and Technical information

Product characteristics	
Product name	MedAssist.online MedAssist Live
Version	Unique Device Indicator Application / Device Indicator (UDI-DI) : MMA.LA.MED.0001 Application Version / Product Indicator (UDI-PI): MMA.LA.MED.0001.8.2.0
Product description	MedAssist Live is an Augmented Reality enabled collaboration solution based on mixed reality. The solution enables coach (experienced medical practitioner) to efficiently support and monitor a caretaker gathering information to enable a diagnosis. The solution can also be used to train a caretaker and to monitor treatment. The software has no measurement capability. The software enhances collaboration on medical incidents.
Brand name	MedAssist.online – Registered Trademark MedAssist Live
Product benefits	The product enables experienced medical practitioners to effectively and efficiently share their knowledge and experience, without having to travel. Their coach support enables confidence and competence in the caretaker who operates remotely. Treatment can be delivered faster and under remote supervision.
CE marking $C\epsilon$	The software is registered as a Class I non-invasive medical device, according to rule 1 of Council Directive 93/42/EEG and rule 11, Annex VIII of the Regulation (EU) 2017/745. CE registration number NL-CA002-2020-50684.
Target users	Coaches, General Practitioners, nurses, other caretakers in remote places.
Indications	Use cases: Capturing information for problem diagnosis To provide visual instruction on how to perform specific medical skills To observe treatment/intervention To review results post treatment
Restrictions	Please note that all users should have the currently required level of professional training in order to participate in Two Way Augmented reality collaboration sessions, dealing with medical incidents. This training should meet the relevant country's or any other relevant professional criteria that apply. Do no use if not trained and qualified for the level of care intended. Do not deliver any care you are not trained/certified for it. End users should be 18 years old or older. Do not use if there is insufficient light available both on coach and on caretaker side.
Security	The app is User ID / password restricted All communication is encrypted The server side (cloud database) is encrypted No data is held locally on the device

	Data is hosted at a secure Dutch data center that meets the following standards: ISO 27001 NEN 7510.
Disclaimer	Key product benefits are related to logistics improvement (less travel, more efficient use of scarce coachise, faster intervention), improved education and superior quality of delivery. This is under the premise that there is a knowledge and experience gap on the caretaker side which is being reduced or even closed. MMA explicitly do not claim that the software leads to a specific therapeutic result. The result depends for instance, but not exclusively on the collaboration effectiveness and experience of the coach and the attitude and effectiveness of the caretaker.
Safety	The product uses alarms to inform the user about certain events during the use of the software, for instance • The other side has (temporarily) left the collaboration session • The WIFI / Internet / Satcom connection is not available • Information is incomplete or not accurate (user id, password, other data entry) The safety of the device itself is important, but it should be noted that this is the responsibility of the end user and of the device manufacturer. MMA explicitly do not take accountability in any way in any jurisdiction or country for device safety.

Company characteristics	
Company name	Maritime Medical Applications B.V. MedAssist.online is a registered tradename
Company address	Charloisse Hoofd 95C, 3087 CA, Rotterdam, The Netherlands
Company contact	Website: www.medassist.online Email: info@medassist.online Mail address: P.O. Box 59008, 3008 PA Rotterdam, The Netherlands Tel: +31-10-808-1225
Company information	(EU) VAT NL 855271486B01 Chamber of commerce registration 63519585

Technical information	
Phone / Tablet	MedAssist Live requires operating system: IOS 13 or higher
Device recommendations	Physical device instructions should be read carefully and well understood. The device should be protected in harsh circumstances and be equipped with a sun cover in bright light outdoor environments. The device should meet industry and site specific safety requirements (e.g. zone 1 or 2 protective cover). The device should always be loaded.
Device risks	Risks associated with the physical device are the sole responsibility of the end user and the device manufacturer.
Bandwidth requirements	If used in connection with WIFI and Satellite communication: The application requires a minimum bandwidth of 512 kbps download and 256 kbps (upload). Voice and image quality will be unpredictable below these levels. Session stability will be compromised.