



# PLATFORM INFORMATION GUIDE



# CLINIC BENEFITS



## IMPROVE PATIENT OUTCOMES

- Track and manage every aspect of patient lifestyle change at all times
- Improve patient satisfaction with personalized, actionable insights from real-time data
- Effectively treat both immediate symptoms and long-term behavior change
- Amplify interaction with your patients by staying connected between clinic visits



## INCREASE CLINIC REVENUE

- Maximize insurance reimbursements with Remote Patient Monitoring
- Drive more new patients to your clinic with a virtual health technology competitive advantage
- Offer new connected device product line
- Increase retention and keep patients coming back
- Improve reactivation of lapsed patients
- Boost patient referrals
- Increase efficiency and reduce staff administrative burden

# THE APP



Video Conferencing



Messaging



Digital Library



Automated Reminders  
(Push Notifications, Text and Email)



Meal Journaling



Exercise Logging



Pain Tracking



Scheduling



3rd Party Device Integration

# INSTRUCTIONS

1



Download the clinic app to a mobile device.\*



2



Once downloaded, open the app and register for a new account using the "sign up" button, or log in to an existing account.

3



Enable Push Notifications, Bluetooth and Video & Audio access to the mobile app.

4



There may also be a prompt to enter a code provided by the clinic to unlock all the features of the app.

5



For specific feature instructions, contact the support team by selecting the '**Contact Tech Support**' button on the profile menu or emailing [support@coachcare.com](mailto:support@coachcare.com).

*\*The mobile app is compatible with the iOS and Android platforms with currently supported operating systems. May not be compatible with certain LG and Motorola devices.*



# APP FREQUENTLY ASKED QUESTIONS

## What are the features of the app?

The app allows patients to:

1. Sync with the BALANCE Scale, STRIVE Tracker and other devices
2. Journal meals, hydration, supplements, pain and exercises
3. Have video visits and secure messaging with providers
4. View program progress
5. Schedule consultations
6. Access support and user guides
7. Access custom digital content
8. See automated messages from providers

## How do patients access the app?

Download the app from



To access all features, a patient must be a registered patient at an authorized clinic.

## What mobile devices support the patient app?

The app is supported by Android and iOS devices with currently supported operating systems.

## Does the app integrate with other devices?

While the CoachCare-powered platform was designed as an integrated technology platform specifically intended for use with our own app and devices, the app does integrate with Apple Health, Google Fit, FitBit, and other third-party devices.

**Patients are being prompted to enter a code. What is the correct code?**

A code may be required for patients to unlock the full features of the app. A clinic can provide the code to patients directly once they're fully onboarded. They can also find the code on the provider dashboard.

**The clinic Android app is complete, so why must a clinic apply for an Apple Developer Account to publish an iOS app?**

In order for CoachCare to publish an app on the Apple App Store (iOS), Apple requires the clinic to apply for a developer account which can take up to three weeks.



# APP TROUBLESHOOTING

## **The patient cannot remember their password.**

Patients can use the "forgot password" link to reset a password, and should follow the instructions in the password reset email.

## **Patients don't see any available times to schedule a consultation.**

Make sure coaches have set available consultation times in the app.

## **A specific coach is not listed or the patient can not send them a message.**

Make sure the clinic has assigned a coach for each new patient in the app.

## **The clinic app has crashed.**

Please delete and reinstall the app. Don't worry, all of the patient data is saved and will be available once the app is reinstalled.

## **It is taking a long time for progress charts or meal selections to load.**

Ensure there is a strong enough data connection on the device. If connected to WIFI, make sure the signal strength is strong. If using a cellular data connection, make sure cellular data is turned on and that there is sufficient bandwidth.

# THE DASHBOARD



Video Visits



Messaging



Digital Library



Automated Alerts



Forms







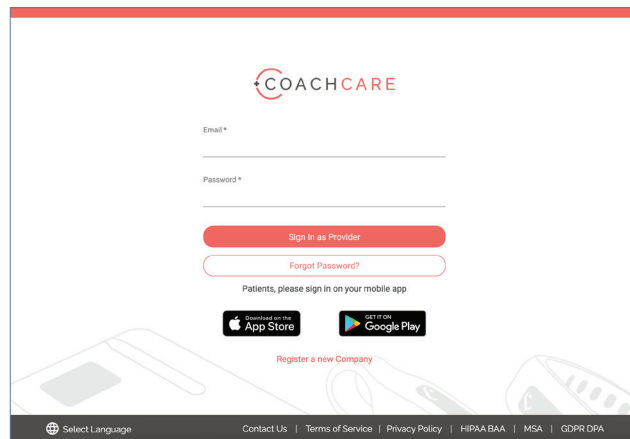
Sequences



Health Metrics Tracking

# ONBOARDING INSTRUCTIONS

- 1  Login to the provider dashboard at ***dashboard.coachcare.com***
- 2  Enter the provider credentials
- 3  Enable audio and video permissions on the browser
- 4  Add a profile picture in the provider profile



The screenshot shows the CoachCare provider dashboard login page. At the top center is the CoachCare logo. Below it are two input fields: "Email \*" and "Password \*". There are two buttons: a red "Sign in as Provider" button and a "Forgot Password?" link. Below these is a message: "Patients, please sign in on your mobile app". There are two app store download buttons: "Download on the App Store" and "GET IT ON Google Play". At the bottom is a link: "Register a new Company". The footer contains a "Select Language" dropdown and a row of links: "Contact Us", "Terms of Service", "Privacy Policy", "HIPAA BAA", "MSA", and "GDPR DPA".

# FREQUENTLY ASKED QUESTIONS

## **How are patients onboarded to the platform so providers can view their information on the dashboard?**

Patients can download a clinic's mobile app via the App Store and register there, or the clinic administrator can add patients via the provider dashboard.

## **What are provider permissions on the dashboard?**

Providers are assigned a permission type when their accounts are created depending on their role in the organization. The View All permission allows providers to view patient health information. The Admin permission allows providers to add patients and other providers, to set up clinic alerts and sequences, and to add content to the digital library.

## **How can a provider contact their patients from the dashboard?**

Providers can initiate audio and video calls and send secure messages from the dashboard to the patient's mobile app.

## **Is there a provider mobile app?**

While providers do not have a mobile app, they can access the dashboard from their mobile browser.

# THE SCALE



Weight



Body Mass Index



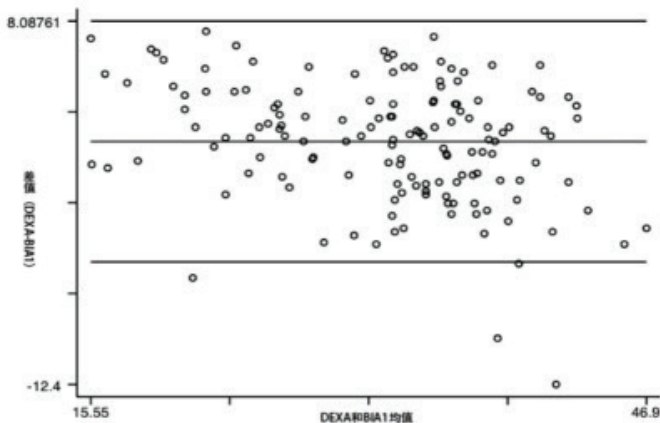
Body Fat Percentage



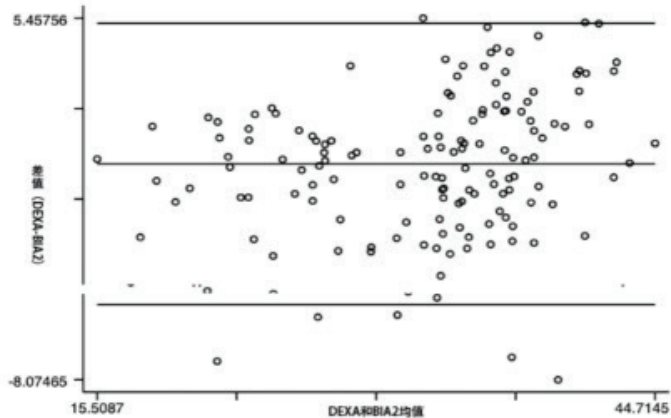
Hydration



# ACCURACY



**Figure1** Bland-Altman diagram method to detect the consistency of DEXA and BIA1 measurements



**Figure2** Bland-Altman diagram method to detect the consistency of DEXA and BIA2 measurements

Via harmless electrical current stimulation (500 pA at 50 kHz), the BALANCE Scale calculates body fat percentage ("BFP") using the Bioelectrical Impedance Method. Compared with the current widely used DEXA method in clinical practice, the body fat percentage values measured by the BIA method and the DEXA method are highly consistent. Correlation analysis results show that there is a significant correlation between the two. The BIA method can be used as a simple, convenient, economical, and reliable method for detecting body fat content. This method can be applied to the daily body fat content monitoring and helps people to monitor and prevent obesity and related disease.



# INSTRUCTIONS

1



Install AAA batteries on back of scale (batteries included).

2



Download the clinic app to a mobile device.\*



3



Turn Bluetooth on in phone settings.

4



Open the app and select "weigh-in" on the home screen FIRST, then step on the scale barefoot, with feet centered.

5



Remain still on the scale and on the app's scale sync page until the scale weigh-in completes its measurements.

*\*The mobile app is compatible with the iOS and Android platforms with currently supported operating systems. Weight range: 4 to 396 pounds (2 to 180 kilograms). May not be compatible with certain LG and Motorola devices.*

# SCALE FREQUENTLY ASKED QUESTIONS

## **What measurements does the BALANCE Scale collect?**

The scale collects the following:

1. Weight
2. Body Mass Index (BMI)
3. Body Fat % and Body Fat Mass
4. Lean % and Lean Mass
5. Hydration
6. Visceral Fat

## **Is the BALANCE Scale meant for patients' homes or for the clinic?**

BALANCE Scales are available for the clinic and for patients to have in their homes. Having a BALANCE Scale at a patient's home helps capture more data away from the office to help improve patient outcomes.

## **What is the weight limit of the BALANCE Scale?**

The scale weight limit is 396 pounds /180 kilograms.

## **Does the patient's phone need to be connected to a data source (WIFI or cellular data) to view scale data?**

Yes. The patient's phone needs to connect to wifi or a cellular data network to connect to their app profile and to receive all the scale's measurements.

## **Can multiple people use the same BALANCE Scale?**

Yes, an unlimited number of people can use the same scale. The scale connects to a person's personal app and uses their app profile to calculate measurements, so anyone who has the app and has set their profile can use the scale.

### Is the **BALANCE Scale** accurate?

Yes. The **BALANCE Scale** uses bio-impedance technology for body composition and has been rigorously tested as part of the FDA clearance process. Like all bio-impedance devices, the **BALANCE Scale**'s calculations are based on an algorithm and the readings can fluctuate depending on a number of factors at the time of weigh-in, including the time of day, the water intake of the patient and the patient's muscle mass. You should also expect to see a variance when comparing scales from any two manufacturers because they use different algorithms. We guide providers and patients to focus most on the trend of the body composition measurements over time.

### Does the **BALANCE Scale** have an athlete mode?

Athlete mode can be enabled via Preferences tab in the profile settings in your mobile app.

### Can a patient manually record their weight?

Yes! By selecting the "weigh-in" button on the homepage, the patient is presented with the option of a manual weigh-in.



# SCALE TROUBLESHOOTING

## The BALANCE Scale does not complete measurements / show all measurements.

Please follow these steps:

1. Reset your Balance Smart Scale by removing and then replacing the batteries.
2. Log out of your clinic's app and then log in again.
3. Make sure your Bluetooth is ON.
4. Open your clinic's app and select Weigh-In to sync your scale.
  - Step on the scale with your feet firmly centered and follow the in-app instructions.
5. Remain on the scale until your weight and body fat percentage have been calculated

## The BALANCE Scale measurements do not appear to be accurate.

To verify scale measurements, please follow these steps:

1. Take out and replace batteries to reset your scale.
2. Make sure you are barefoot when weighing-in.
3. Place the scale on a flat, even, hard surface.
4. Make sure the scale surface is dry and clean.
5. Stand balanced on the Balance Smart Scale with your feet firmly centered.
6. Make sure your profile settings in the app (particularly height, age, and gender) are correct.

*NOTE: Do not eat or drink anything for at least 2 hours prior to weigh-in. Weigh-in at the same time each day to ensure consistent measurements.*



*NOTE: For Android users, you must enable LOCATION SERVICES to use the CoachCare Bluetooth Smart Devices. Please review your phone instructional guides to set your location services. Alternatively, you may delete your clinic's app, reinstall it, Select "Sync Now" and then select "ALLOW" when a pop-up screen is displayed.*

#### **Who should not use the Balance Smart Scale?**

- Professional athletes or those who exercise more than 12 hours per week
- Children under 10 years of age
- People with a pacemaker or other internal medical device
- Those who are pregnant or may become pregnant

# THE BLOOD PRESSURE CUFF



Systolic/ Diastolic Blood Pressure



Pulse



Accurate Upper Arm Measurement



Self-Checking Cuff Position



Irregular Heart Beat (IHB)



# INSTRUCTIONS

1



Install AAA batteries on back of scale (batteries included).

2



Download your clinic's app to your mobile device and follow in-app instructions to set up your blood pressure monitor.



3



Roll up the cuff to cover your arm and keep it at the same level as your heart. Keep the cuff 0.8-1.2 in (2.0-3.0 cm) above your elbow.

4



Sit in a chair and stretch your arm forward on a desk or other surface and make sure your palm is upturned.

5

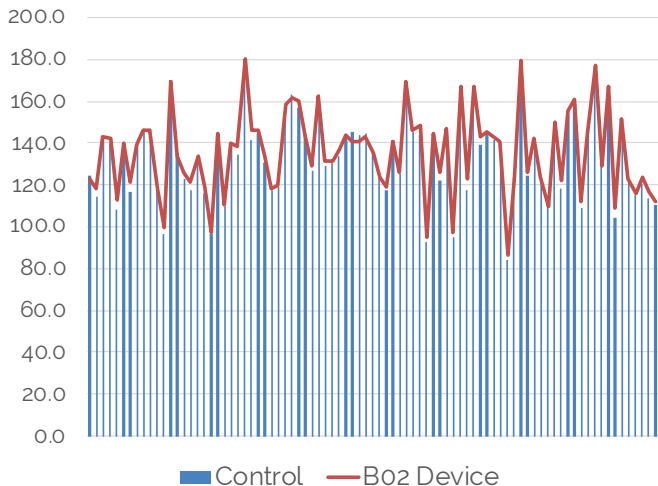


Open the app, press START on the device and start measuring!

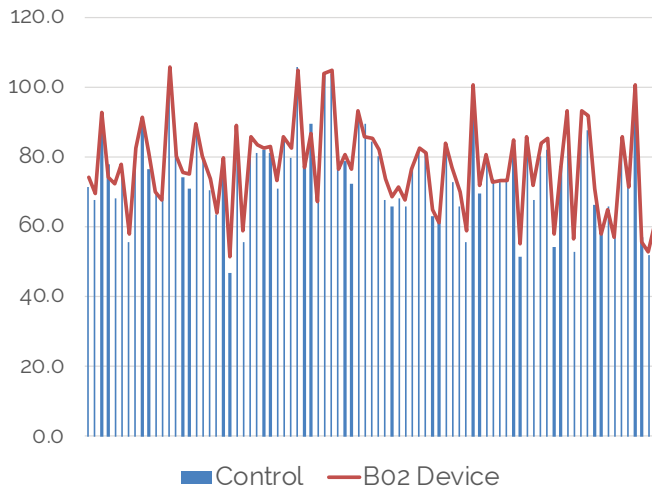
*\*The mobile app is compatible with the iOS and Android platforms with currently supported operating systems. May not be compatible with certain LG and Motorola devices.*

# ACCURACY

## Systolic BP Comparison



## Diastolic BP Comparison



The Blood Pressure Monitor is intended to measure the systolic and diastolic blood pressure as well as the pulse rate of an adult patient at a medical facility or at home. A comparison trial method was performed to confirm the effectiveness, usability, stability and safety of the monitor. The conclusion was that the Sphygmomanometer-under-test (B02) did meet the requirements of *ISO 81060-2:2013* and *ISO80601-2-30*.



# BLOOD PRESSURE CUFF FREQUENTLY ASKED QUESTIONS

## **What measurements does the BEAT Blood Pressure Cuff track?**

The Blood Pressure Cuff tracks the following:

1. Blood pressure (mmHg)
2. Time & Date
3. Pulse
4. Irregular heart beat

## **How should I be seated when taking the measurement?**

1. Comfortably seated
2. Legs uncrossed
3. Feet flat on the floor
4. Back and arm supported
5. Middle of the CUFF at the level of the right atrium of the heart

## **How do I view the measurements on the BEAT Blood Pressure Cuff?**

With the unit off, press the Memory button. The display first shows "A", then shows an average of all measurements stored in the unit. Please note: Measurements for each user are averaged and stored separately. Be certain that you are viewing the measurements for the correct user. Pressing the Memory button again displays the previous value. To view a particular stored memory, press and hold the Memory button to scroll to that stored reading.

## **Can more than one person use the same BEAT Blood Pressure Cuff?**

Yes, two people can use the same Blood Pressure Cuff. The BEAT Blood Pressure Cuff collects data for User ID (A) and User ID (B).

## **What is the measurement limit of the BEAT Blood Pressure Cuff?**

At the end of a measurement, this monitor automatically stores each result with date and time. Each unit stores 120 sets measurements for 2 users, a total of 240 sets for User A and User B.

# BLOOD PRESSURE CUFF TROUBLESHOOTING

**The BEAT Blood Pressure Cuff will not connect with an app or it does not complete measurements.**

1. Make sure you have the latest app version.
2. Make sure your Bluetooth is on.
3. Make sure you press START after the app is open and you have selected the BP cuff icon.
4. For more troubleshooting assistance, you may visit the support page in your clinic's app.



# THE BLOOD GLUCOSE METER



Small 0.7uL Blood Sample



5-Second Test Results



No Coding Required



Auto Strip-Ejection



Reminder Alarm

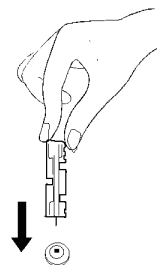
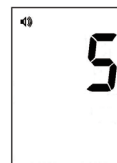


# INSTRUCTIONS

- 1 Wash hands with soap and warm water.
- 2 Remove a Test Strip from its vial. With clean, dry hands, you may touch the Test Strip anywhere on its surface. Do not bend, cut or modify the Test Strips in any way. Remove the Test Strip from the vial and use it instantly.
- 3 Open your clinic's app, navigate to blood glucose meter device and tap "Start measuring."
- 4 Insert the Test Strip into the Meter's test port and the Meter is turned on. The screen will display a flashing blood drop and Bluetooth symbol, time and date.

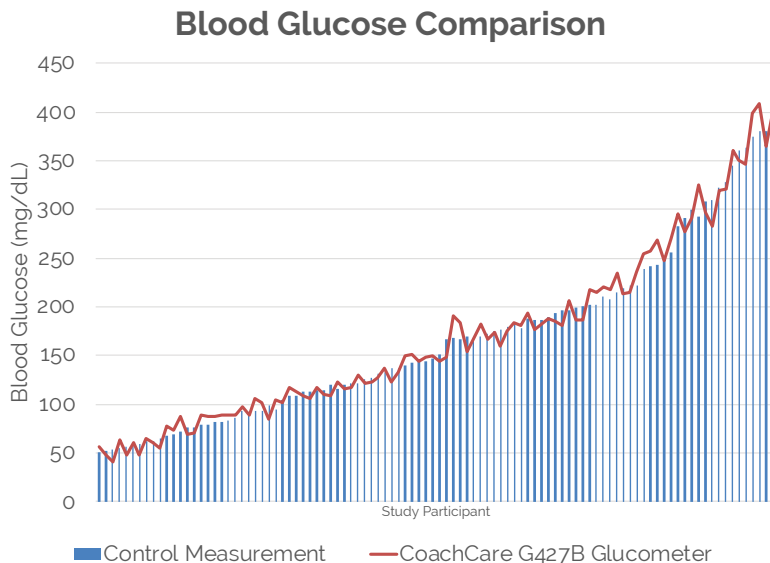
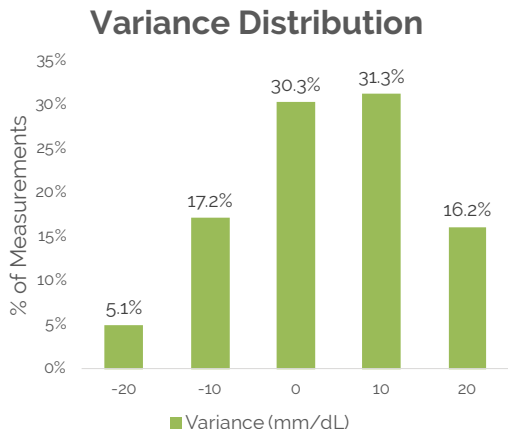


- 5 Apply your blood to the absorbent hole of the Test Strip. For collecting blood sample, please refer to the "Preparing the puncture site" section.
- 6 As soon as enough blood has filled the confirmation window of the Test Strip, you will hear a beep letting you know the test has begun. A countdown of 5 seconds starts.
- 7 Your blood glucose level, along with the date and time, appears on the Meter and app. Blood glucose results are automatically stored in the app and meter memory.
- 8 Eject the used Test Strip and remove the lancet. To eject the Test Strip, point the strip at a disposal container for sharp objects. The meter will switch itself off automatically after the Test Strip is ejected. Please wash your hands thoroughly with soap and water after handling the Meter, lancing device, or Test Strips.



*\*The mobile app is compatible with the iOS and Android platforms with currently supported operating systems. May not be compatible with certain LG and Motorola devices.*

# ACCURACY



A self-testing study was performed, and revealed that after certain intervals of manual reading, the blood glucose monitoring system could be operated properly by a lay person using fingertip blood. The test results show that the populations of individual bias  $\pm 15\%$  compared with Glucose Analyzer YSI 2300 are more than 95%. The test results met the acceptance criteria, specifically that the SCAN G-427B/G-427BS Blood Glucose Monitoring System could be operated properly even in the case of the absence of any guidance.

# GLUCOMETER FREQUENTLY ASKED QUESTIONS

## **What measurements does the SCAN Blood Glucose Meter track?**

The Blood Glucose Meter tracks the following:

1. Glucose (mg/dL)
2. Time & Date

## **What is included with the kit?**

1. A meter
2. Test strips x 25pcs
3. User manual
4. AAA alkaline batteries x 2
5. Lancing device
6. Sterile lancet x 25pcs

## **How do I view the measurements on the SCAN Blood Glucose Meter?**

Start with the meter off, press the "M" button to turn on the meter. The symbol will flash with the time and date.

Press "M" again, and the most recent test results with date and time will display. Press "M" once more and the next most recent test results will appear. Each time you press and release "M", the meter will recall up to your last 500 test results in order. Press the "S" to turn off the meter. When the memory is full, the oldest result is dropped and the newest result is added.

## **Can multiple people use the same SCAN Blood Glucose Meter?**

No. The meter and lancing device are for single patient use. Do not share them with anyone including other family members. Do not use it on multiple patients.

## **What is the measurement limit of the SCAN Blood Glucose Meter?**

Your meter stores the 500 most recent blood glucose test results with dates and times. It also provides 7-, 14-, 21-, 28-, 60- and 90-day averages of your blood glucose test results.

# THE TRACKER



Steps



Calories Burned



Distance



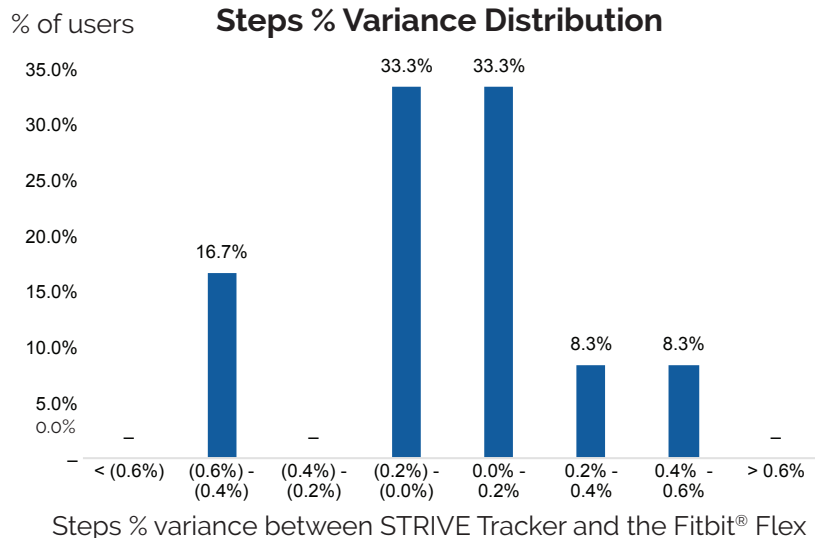
Active Time









# ACCURACY

The STRIVE Tracker uses accelerometer technology to calculate the number of steps taken by the user. In conjunction with height, age and gender, the tracker also calculates measures such as distance traveled. As the calculations rely on the proper use of the tracker and variables entered by the user, there are elements of this process that can produce erroneous readings, as described more fully in the troubleshooting section of this guide. Based on factory testing, the STRIVE Tracker is highly correlated with the Fitbit® Flex and actual physical step counts.



# INSTRUCTIONS

-  1 Fit the smart activity tracker into its charger and plug it into a USB port. Charge it for at least one (1) hour before first use.
-  2 Download the clinic app to a mobile device.\*  
Turn Bluetooth on in the phone settings.
-  3 Open the app and select the 'Sync Tracker' (from the Home page) and select 'Sync Tracker' from the Devices menu. A prompt will appear allowing selection of the tracker. After a few seconds, the phone will detect the tracker. Select the tracker from the list (it will begin with "Selvera") to link it to the phone, and it will buzz to indicate linking has begun. Once the tracker is linked, it will not need to be linked again.
-  4 Fit the smart activity tracker into a wristband, clip or pocket. Remember to sync the tracker once a week!



*\*The mobile app is compatible with the iOS and Android platforms with currently supported operating systems. May not be compatible with certain LG and Motorola devices.*

# TRACKER FREQUENTLY ASKED QUESTIONS

## **What measurements does the STRIVE Tracker track?**

The tracker tracks the following:

1. Time & Date
2. Steps
3. Calories Burned
4. Distance Traveled
5. Amount of Active Time
6. Percentage of Goal Completed

## **How do I view the measurements on the STRIVE Tracker screen?**

By tapping firmly on the tracker's logo, the screen will cycle through available measurements.

## **How often does a patient need to link the STRIVE Tracker with their app?**

A patient only needs to link their tracker with their app once. After that, the tracker will automatically connect to the app when they sync. If they choose to forget the tracker in their settings, they will then need to relink.

## **How often does a patient need to sync their STRIVE Tracker measurements with their app?**

The tracker holds 30 days of measurements. We recommend a patient syncs their tracker at least once every 5 days.

## **What is the battery life for a STRIVE Tracker?**

A fully charged tracker should last 7-10 days under normal use.

**Does the patient's phone need to be connected to a data source (WIFI or cellular data) to view tracker data?**

A patient needs to be connected to a data source (WIFI or cellular data) to link their tracker with their app the first time they use it. They also need it whenever they sync measurements to their app. However, between syncs they do not need the Internet as the tracker will track measurements automatically.



# TRACKER TROUBLESHOOTING

**The STRIVE Tracker will not connect with an app or it does not complete measurements.**

1. Turn Bluetooth on in phone settings.
2. Press the tracker's touchscreen to make sure the tracker is charged. Be sure to charge the tracker for at least one hour prior to first use.
3. Make sure the tracker is not charging WHILE it is syncing.
4. Make sure the tracker is within 50ft / 15m when syncing.
5. Log out of the app and then log in again.
6. Remain on the app's tracker sync page until the tracker completes its measurements (may take up to 15 seconds). This step is complete when the app lists total steps.

**The STRIVE Tracker measurements do not appear to be accurate.**

1. Press the tracker's touchscreen to make sure the tracker is charged. Be sure to charge your tracker for at least one hour prior to first use.
2. Make sure the settings in the app (particularly height) are correct.
3. Wear the tracker in a pocket, on a wrist tracker or on a clip connected to the waist or torso. These locations will provide the most accurate readings.
4. Remain on the app's tracker sync page until the tracker completes its measurements (may take up to 15 seconds). This step is complete when the app displays total steps.
5. In the "Device" menu, select the linked tracker and click "Remove Tracker" to remove the tracker. Then relink the tracker by selecting "Connect" on the "Device" menu and tapping on the tracker.

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Fitbit® is a registered trademark and service mark of Fitbit, Inc.





# DISCLAIMERS

## Scale

CAUTION: Slippery when wet.

This product is not intended for use for children under 10 years of age.

This product is designed to be used with your clinic's app.

This product should not be used to diagnose or treat any medical condition.

This product is not suitable for people with a pacemaker or other internal medical device, or who are pregnant.

This product complies with the FDA general performance standards and Health Canada guidelines for radiation-emitting products.

## Blood Pressure Cuff

This product is not intended for use for children under 10 years of age.

This product is designed to be used with your clinic's app.

This product should not be used to diagnose or treat any medical condition.

In case of irregular measurements, please consult your doctor. T

his product is not suitable for people with a pacemaker or other internal medical device, with serious arteriosclerosis, on dialysis therapy, or on anticoagulant, antiplatelet or steroid medications.

Measurements may change during pregnancy. Pregnant women should consult their doctors before using this product.

This product complies with the FDA general performance standards and Health Canada guidelines for radiation-emitting products.

## Blood Glucose Meter

This device is not intended for use in healthcare or assisted-use settings, such as hospitals, physician offices, or long-term care facilities because it has not been cleared by FDA for use in these settings, including for routine assisted testing or as part of glycemic control procedures.

Use of this device on multiple patients may lead to transmission of Human Immunodeficiency Virus (HIV), Hepatitis C Virus (HCV), Hepatitis B Virus (HBV), or other bloodborne pathogens.

This device is not intended for use on neonates, patients in a hyperglycemic-hyperosmolar state, with or without ketosis.

Not for use on critically ill patients.

Not to be used for patients who are dehydrated, hypertensive, hypotensive or in shock.

## Activity Tracker

This product is not intended for use for children under 10 years of age.

This product is designed to be used with your clinic's app.

This product should not be used to diagnose or treat any medical condition.

This product is not suitable for people with a pacemaker or other internal medical device, or who are pregnant.

This product complies with the FDA general performance standards and Health Canada guidelines for radiation-emitting products.

**APPROVALS**

Scale, Blood Pressure Cuff,  
Blood Glucose Meter



Activity  
Tracker





