APPLICATION USER MANUAL

MedClock®

For Caregivers

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GLOSSARY

Agenda: This section is used to organize and manage the various events and appointments scheduled in the coming days, weeks and months.

Allergies and intolerances: This section is used to record all patient allergies and intolerances.

Availabilities: Patients can view your availabilities in this section.

Card holder: This section allows you to record all of a patient's valid health or hospital cards that you have in your possession.

Caregivers list: This section lists all the caregivers who have access to the information in MedOClock®. They can be contacted directly from this section.

Contacts: This section is used to identify all people in the patient's environment, such as family members, friends, professionals, emergency contacts, and medical contacts.

Conversations (chat): This section allows you to send messages to people in your and your patients' MedOClock® networks and then create groups to share your messages.

Emergency: This section is used by the patient to quickly alert caregivers in the event of a problem or difficulty (e.g., discomfort, pain, difficulty breathing).

Logout: This section is used to log out of the application.

Logs: This section allows you to keep track of the various actions performed using the application.

Notes: This section is used to record various information relevant to your patient's daily life and needs.

Nutrition: This section is used to record the dietary guidelines given by health professionals.

Observation: This section is used to record observations about your patient's condition, by measuring their physical abilities (mobility at transfer, elimination, clothing, etc.); cognitive status, behaviour and communication (memory, judgment, understanding, orientation, mood); and vital signs (pain, variation in weight).

Pillbox: This section allows you to keep track of all your patient's medications in one place. You can add a medication, confirm a dose was taken, and access a list of all the medications they take.

Profile: This section is used to record the patient's personal and medical information such as the full name, date of birth, telephone number, blood type and measurements.

Reset password: This section is used to change your password.

Report content: This section is used to report any inappropriate or malicious comments or information to the app developers.

Settings: In this section, you can change the language of the application, choose to log in using a PIN or biometrics (facial recognition or fingerprint), delete your account and view the list of blocked users.

Signs: This section is used to track the patient's vital signs, including their weight and sleep quality, and the condition/state of any wounds they have.

Tech support: This section allows you to request support from the MedOClock® team or report an issue you encountered with the application.

Terms of use: This section informs the user about the application's content, scope of services, and terms of use.

User manual: This section helps you understand how to use the MedOClock® application and answers any questions you may have about it.

PRIOR TO USING THE APPLICATION

How do I download the MedOClock® application?

- Go to the Apple App Store or Google Play Store.
- Click on the search bar and type in “**MedOClock®**”.
- Find the MedOClock® application by looking for the following icon and click on it.

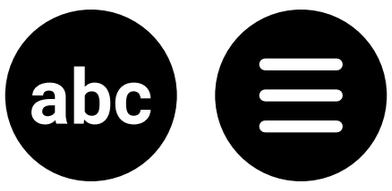
- Download the application.

How do I create an account in the MedOClock® application?

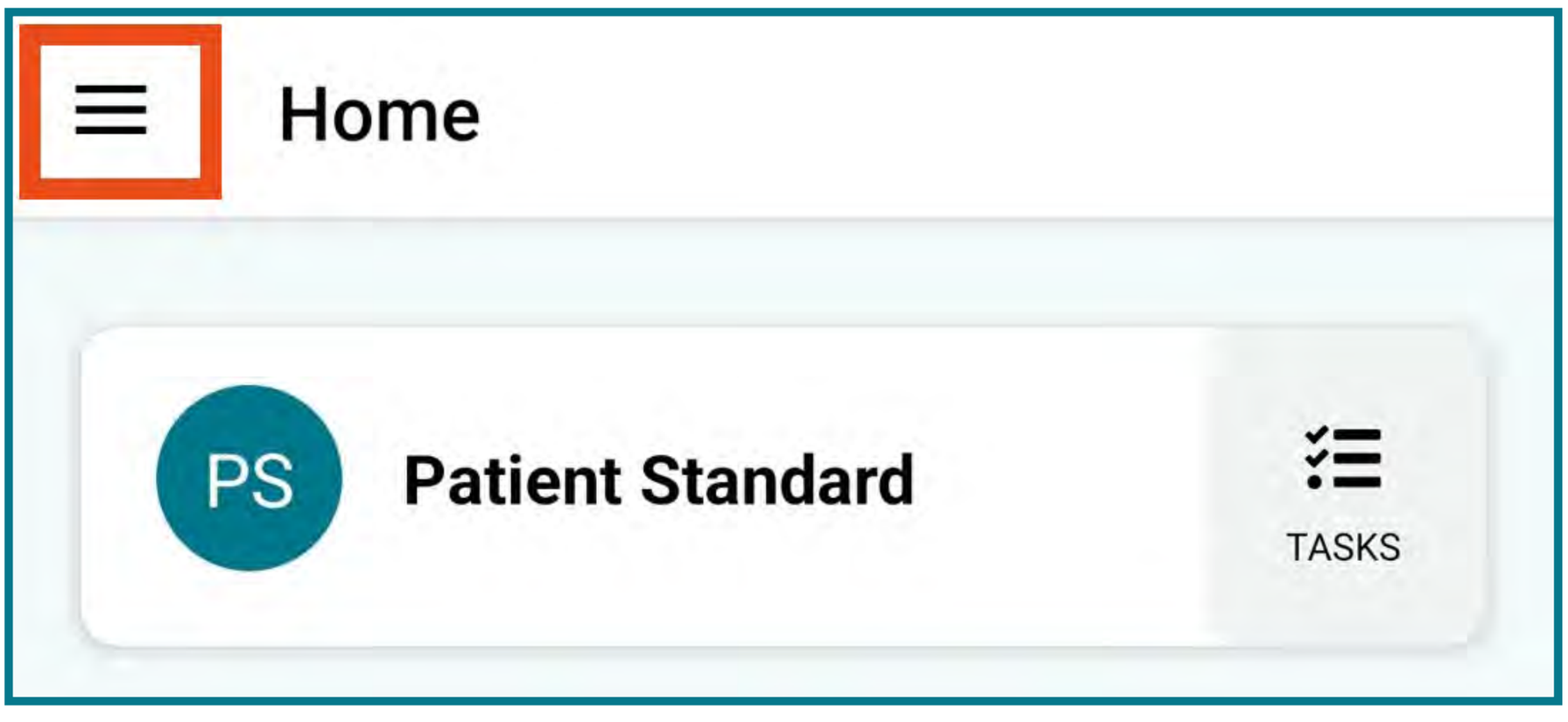
- First, enter your last name and first name (in that order).
- Then enter your date of birth.
- You can enter your phone number if you wish, then click on “**Next**”.
- Enter your email address and create a password.
- Remember to save your password in a secure place to have a record of it.
- After clicking on “**Next**”, select the account type that applies to you:

  Caregiver = You are providing care

  Patient = You are receiving care
- Once your account has been created, read the Terms of Use and click on “**Accept**” to continue in the application.



1. THREE-LINE MENU (TOP LEFT CORNER)



PROFIL

How do I create/edit my profile?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**Profile**”.

How do I add a profile picture?

- Click on the black camera icon at the top of your screen and either:

  a. Select an image from your photo gallery

  OR

  b. Take a picture with your camera
- When you are finished, click on “**Save**” at the bottom of your screen.

How do I edit my profile picture?

- Click on your current profile picture in the circle, and then either:

  a. Select an image from your photo gallery

  OR

  b. Take a picture with your camera
- When you are finished, click on "**Save**" at the bottom of your screen.

To edit your profile, you must complete the following information:

- Personal (This section contains your personal information):

  a. Enter your first and last name
  b. Enter your date of birth
  c. Enter your phone number (optional)
- Medical (This section contains your medical information):

  a. Choose your blood type from the drop-down menu
  b. Enter your measurements as follows:

  Click on the first "**MEASUREMENT UNIT**" and choose Kg or Lbs.
  Click on "**WEIGHT**" and enter the number.
  Click on the second "**MEASUREMENT UNIT**" and choose Cm or Ft.
  Click on "**HEIGHT**" and enter the number.

- When you are finished, click on "**Save**" at the bottom of your screen.

CONTACTS

How do I add a contact in the application?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on "**Contacts**" in the menu.
- Click on "**Add a contact**" and enter the following information:

IMAGE: Download an image from your gallery or take a picture with your phone.
FIRST NAME: Enter your contact's first name.
LAST NAME: Enter their last name.
PHONE: Enter their phone number (optional).
EMAIL: Enter their email address (optional).
CONTACT TYPE: Select the type of contact (Professional, Medical, Emergency, Family or Friend).

- When you are finished, click on "**Save**" at the bottom of your screen.

How do I change a contact's information in the application?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on "**Contacts**" in the menu.
- Select the contact you want to edit and make the necessary changes.
- When you are finished, click on "**Save**" at the bottom of your screen.

How do I remove a contact from the application?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**Contacts**” in the menu.
- Select the contact you want to remove.
- Click on “**Remove**” at the bottom of your screen.

NIP

Please note:

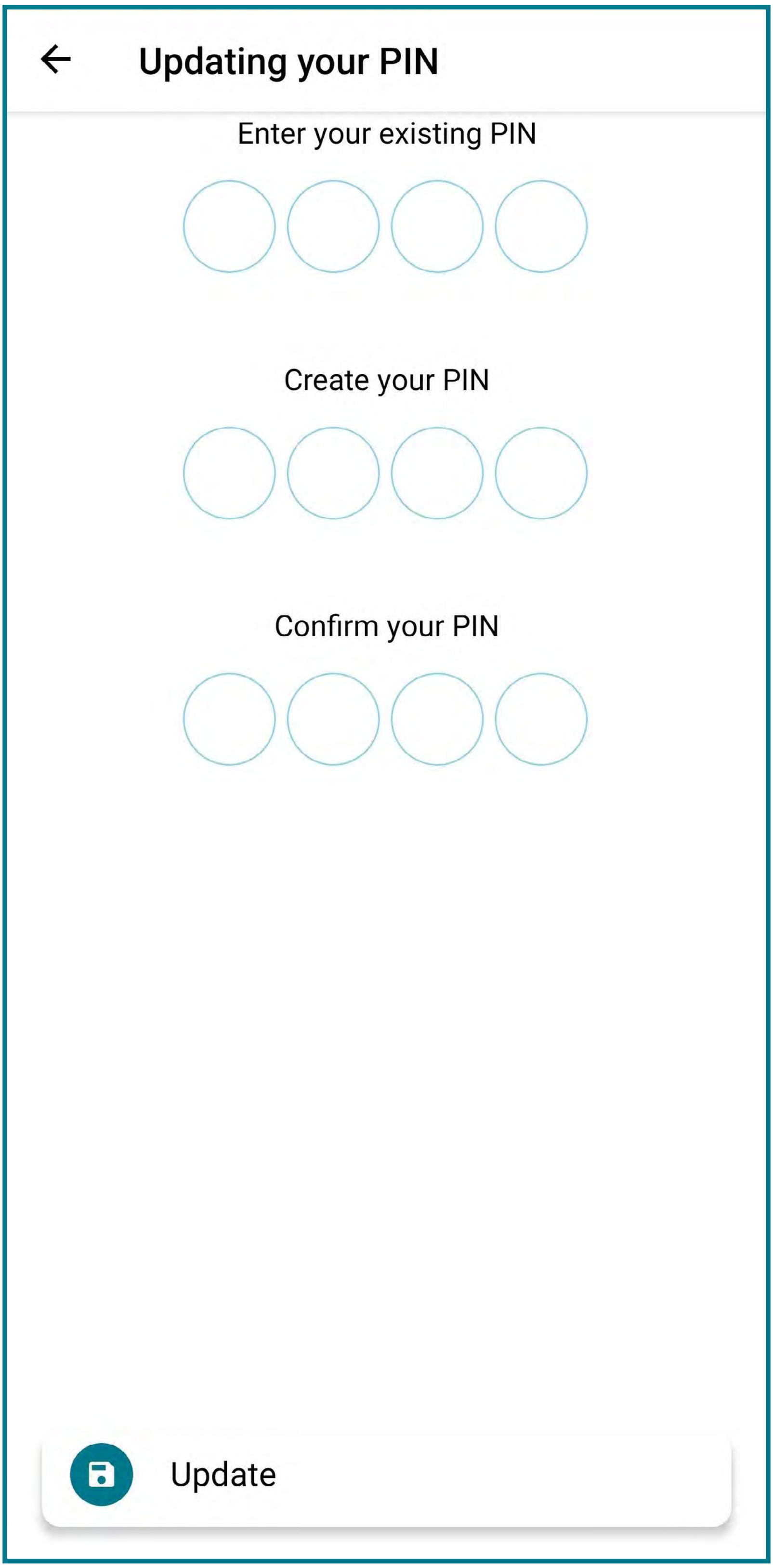
Your PIN is created when you first log in to the MedOClock® application. A box that says "**Create PIN**" will appear on the Home screen. Click on this box and follow the instructions to create your PIN.

How do I change my PIN?

Reminder:

Your PIN is the 4-digit code you use to access a patient's file.

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on "**PIN**".
- Then click on the "**Edit PIN**" box.
- You must then enter your current PIN in the top 4 circles.
- Create your new PIN and confirm it in the middle and bottom sets of circles.
- Click on "**Update**" to save your change.


Updating your PIN
Enter your existing PIN
Create your PIN
Confirm your PIN
Update

How do I reset my PIN?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**PIN**”.
- Click on “**Reset PIN**”.
- A pop-up window will appear asking you to confirm your decision. Click on “**Confirm**” to reset your PIN.
- A new PIN will be emailed to you, and your current PIN will no longer work.

RESET PASSWORD

How do I reset my password?

Reminder:

Your password is the code you use to access the MedOClock® application.

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**Reset password**”.
- First, enter your current password.
- Then enter your new password.
- Re-enter your new password.
- Click on “**Reset**” when you are finished.

SETTINGS

How do I change the language of my application?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**Settings**”.
- Then click on “**Language**”.
- Swipe the toggle to the right of the desired language (English or French).

How can I use my fingerprint or facial recognition for my PIN?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**Settings**”.
- Then click on “**Security**”.
- Swipe the toggle to the right to set up biometrics (fingerprint or facial recognition).

How do I remove my account?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**Settings**”.
- Then click on “**Remove account**”.
- A pop-up window will appear asking you to confirm your decision. Click on “**Confirm**” to remove your account.

How do I see which users have been blocked?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**Settings**”.
- Click on “**Blocked users**”.

HELP

How do I access the User Manual?

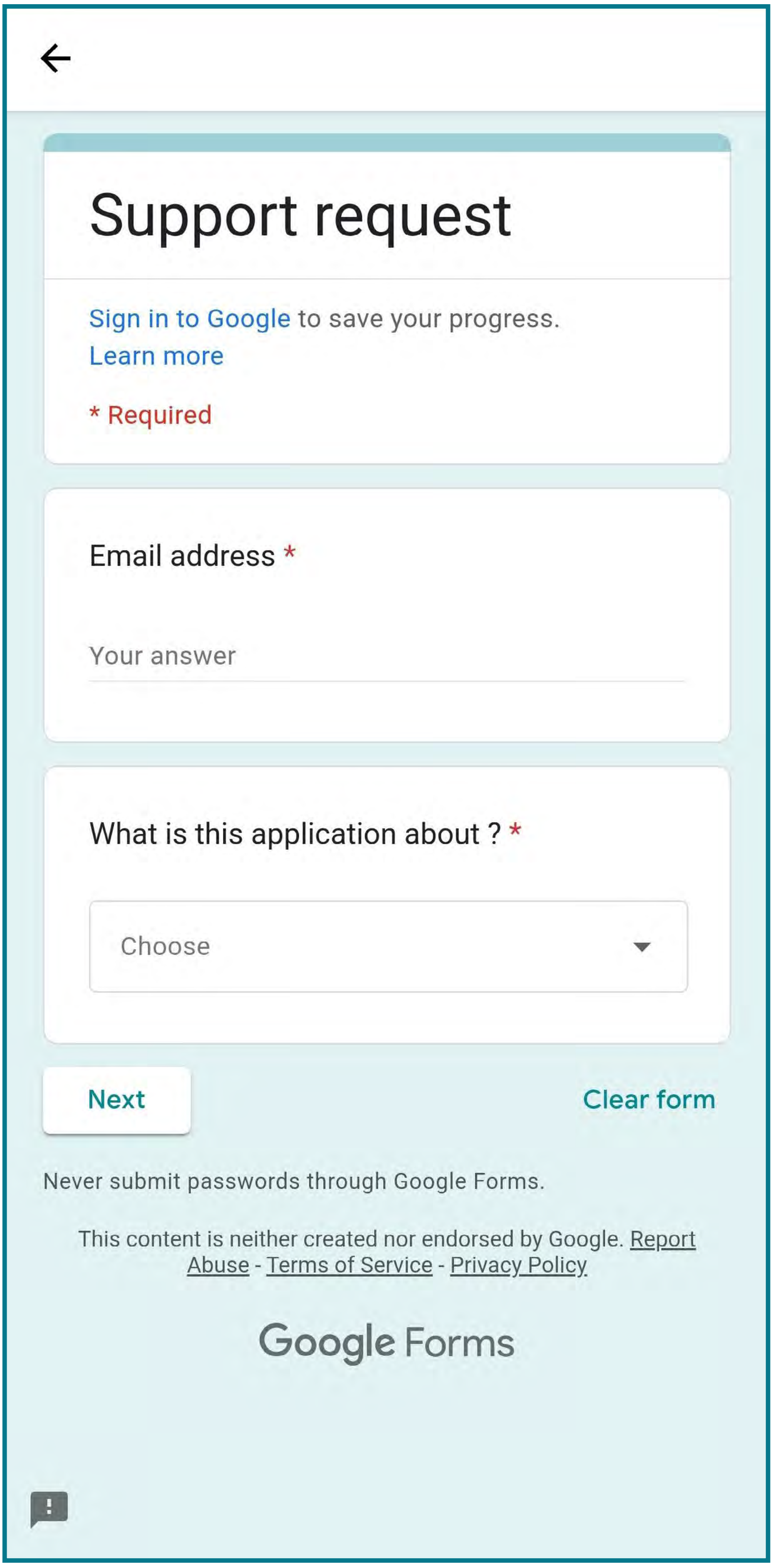
- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**User manual**”.

How do I access the Terms of Use?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**Terms of use**”.

How can I get support if there is a problem with the application?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on “**Tech support**”.
- Complete the “**Support request**” form.


Support request
Sign in to Google to save your progress.
Learn more
* Required
Email address *
Your answer
What is this application about ? *
Choose
Next
Clear form
Never submit passwords through Google Forms.
This content is neither created nor endorsed by Google. Report Abuse - Terms of Service - Privacy Policy
Google Forms

How do I report application content?

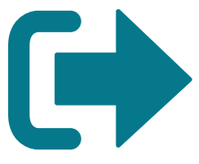
- When you are in the application, expand the menu in the top left corner of the screen.
- Click on "**Report content**" and complete the following information:

> **TITLE OF THE REPORT:** In a few words, describe the reason for reporting the person's content.
> **USER TO REPORT:** Indicate the person being reported.
> **DESCRIPTION OF THE REPORT:** In a few sentences, describe the reason for your report.

- When you are finished, click on "**Save**" at the bottom of your screen.

How do I log out of the application?

- When you are in the application, expand the menu in the top left corner of the screen.
- Click on "**Logout**" at the bottom of the menu.



- A pop-up window will appear asking you to confirm your decision. Click on "**Yes**" to log out.

2. HOME

How do I add a new patient?

- When you are on the Home page, click on "**Add a new patient**" at the bottom of the screen.
- Select how you will create your patient by answering the following question:

Does my patient have an email address and a device to be able to use the app?

If yes, select:

SEND AN INVITATION = You will send an email invitation to the patient of your choice. You must enter your patient's email address in the appropriate box and click on "**Next**".
This means that your patient either already has a Patient MedOClock® account or will create one, and will use it.

If no, select:

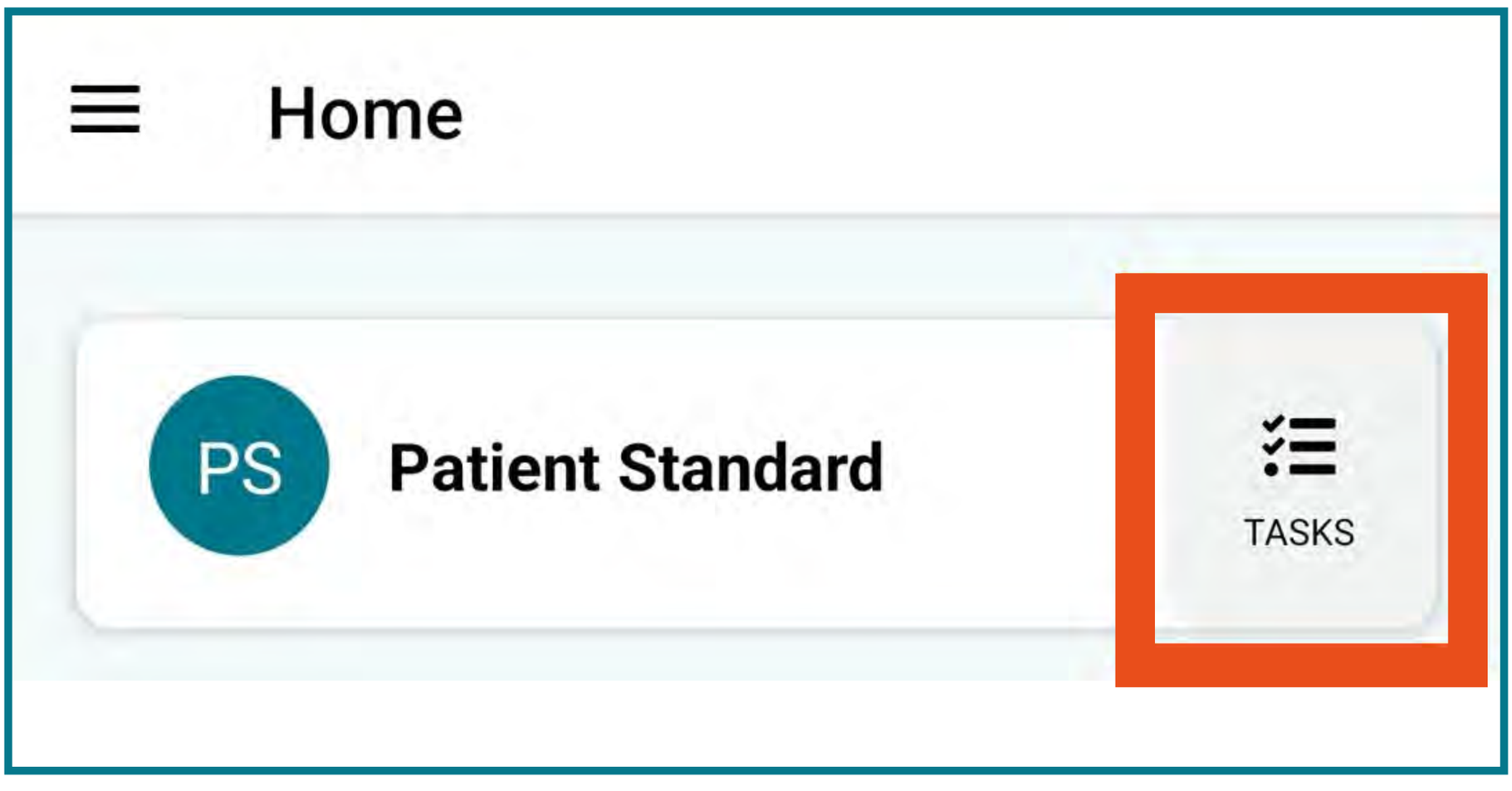
CREATE A NEW PATIENT = You will enter your patient's information without needing their email address. Simply enter their first name, last name, date of birth and phone number (optional), and then click on "**Next**".
This means that your patient is not able to use the MedOClock® app for whatever reason (no email address, no mobile device, loss of independence, etc.).

How do I remove a patient from my patient list?

- When you are on the Home page, click on the name of the patient you want to remove.
- Enter your PIN to access their file.
- Click on "**Manage**" at the top of the screen.
- Then click on "**Remove**" to delete the patient.
- A pop-up window will appear asking you to confirm your decision. Click on "**Confirm**" to remove the patient.

How can I see what tasks need to be done for my patient today?

- When you are on the Home page, click on the "**Tasks**" icon to the right of the patient's name.
- You will be able to view the tasks to be completed for the day, as well as the medications to be administered.



How can I confirm that my patient has taken their medication?

- There are two ways to confirm or verify that your patient has taken their medication. The first is as follows:

a. When you are on the Home page, click on the "**Tasks**" icon to the right of the patient's name.
b. Then click on "**Pillbox**".
c. This allows you to check on the next medications your patient is to take and confirm when your patient takes their medication.

- The second way is described in Section 3 of this document, in the "**Pillbox**" section (p. 50).

How do I log in to a patient's file?

- When you are on the Home page, click on the patient's name.
- Enter your PIN or use your fingerprint or facial recognition in the pop-up window.
- If you have forgotten your PIN, refer to Section 1 of this document, in the "**PIN**" section (p. 14).

3. PATIENT'S FILE

Reminder:

How do I access a patient's file?
When you are on the Home page, click on the patient's name.
Then enter your PIN or use your fingerprint or facial recognition in the pop-up window.

PROFILE

How do I edit my patient's profile?

- When you are in your patient's file, click on "**Profile**".
- To edit the patient's profile, you must complete the following information:

Personal (This section contains your patient's personal information):

How do I choose a profile picture?

- Click on the black camera icon at the top of your screen and either:

  a. Select an image from your photo gallery

  OR

  b. Take a picture with your camera
- When you are finished, click on "**Save**" at the bottom of your screen.

How do I edit a profile picture?

- Click on the current profile picture in the circle, and then either:

  a. Select an image from your photo gallery

  OR

  b. Take a picture with your camera

When you are finished, click on “**Save**” at the bottom of your screen.

- Enter your patient’s first and last name.
- Enter their date of birth.
- Enter their phone number (optional).

Medical (This section contains your patient’s medical information):

- Choose your patient’s blood type.
- Enter their measurements as follows:

  a. Click on the first “**Measurement unit**” and choose Kg or Lbs.
  b. Click on “**Weight**” and enter the number.
  c. Click on the second “**Measurement unit**” and choose Cm or Ft.
  d. Click on “**Height**” and enter the number.

- When you are finished, click on “**Save**” at the bottom of your screen.

AGENDA

Please note:

The little dots under the days are events.

How do I add a new event to the calendar?

- When you are in your patient's file, click on "**Agenda**".
- Click on "**Add Appointment**" at the bottom of the screen.
- Complete the following information to add an appointment or event:

TITLE: Enter the name of the event or appointment (e.g., dentist).
DATE: Indicate the date of the event.
LOCATION: Indicate the location of the event.
Full day: If the event (e.g., an activity, a birthday/an anniversary, a trip) lasts all day, swipe the toggle to the right.
START TIME: Indicate when the event starts.
END TIME: Indicate when the event ends.
MEDICAL APPOINTMENT: If the event is a medical appointment, swipe the toggle to the right. A box will appear so you can add the name of the referring physician.

Notes: You can add additional information about the event (e.g., documents to provide, important items to bring with you) in the Notes field.

- When you are finished, click on "**Add an appointment**" at the bottom of your screen.

How do I remove an event from the calendar?

- When you are in your patient's file, click on "**Agenda**".
- Click on the day the event to be removed is scheduled.
- Select the event at the bottom of the screen.
- Then click on "**Delete**" at the bottom of the screen.
- A pop-up window will appear asking you to confirm your decision. Click on "**Remove**" to delete the event.

How do I edit a calendar event?

- When you are in your patient's file, click on "**Agenda**".
- Click on the day the event to be edited is scheduled.
- Select the event at the bottom of the screen.
- Make the necessary changes and then click on "**Update**" at the bottom of the screen.

NUTRITION

How do I add a new diet for a patient?

- When you are in your patient's file, click on "**Nutrition**".
- Then click on "**Add a new diet**" at the bottom of the screen.
- Complete the following information to add the new diet:

DIETARY RECOMMENDATIONS: Indicate the type of food or the specific food you wish to add to the diet (e.g., carrots, meat, nuts).
CATEGORY: Specify the food category the food belongs to (recommended, prohibited or supplement).
START DATE: Indicate when the diet starts.
END DATE: Indicate when the diet ends.

Notes: You can add additional information about the diet (for example, how to cut the meat or how to heat the dish) in the Notes field.

- When you are finished, click on "**Save**" at the bottom of your screen.

How do I edit my patient's diet?

- When you are in your patient's file, click on "**Nutrition**".
- Then click on the diet to be edited.

Tip: If you want to stop the diet, simply put today's date as the end date.

- When you are finished, click on "**Save**" at the bottom of your screen.

AVAILABILITIES

How can I share my availabilities with my patient during the week?

Please note:

Your availabilities will change over time. You can edit them weekly to keep your schedule up to date.

- When you are in your patient's file, click on "**Availabilities**".
- For each day that you are available, swipe the toggle to the right.
- Two boxes will appear so you can indicate when during the day you are available.
- When you are finished, click on the small floppy disk icon in the orange circle at the bottom of your screen.

NOTES

How do I add a note to my patient's file?

- When you are in your patient's file, click on "**Notes**".
- Click on "**Add a note**" at the bottom of the screen.
- Complete the following information to add a new note:

> **TITLE:** Indicate the name of the note.
> **DETAILS:** If necessary, include any important details regarding the note.
> **IMAGE:** Click on the black camera icon and either:
> a. Select an image from your photo gallery
> OR
> b. Take a picture with your camera

- When you are finished, click on "**Save**" at the bottom of your screen.

How do I edit a note in my patient's file?

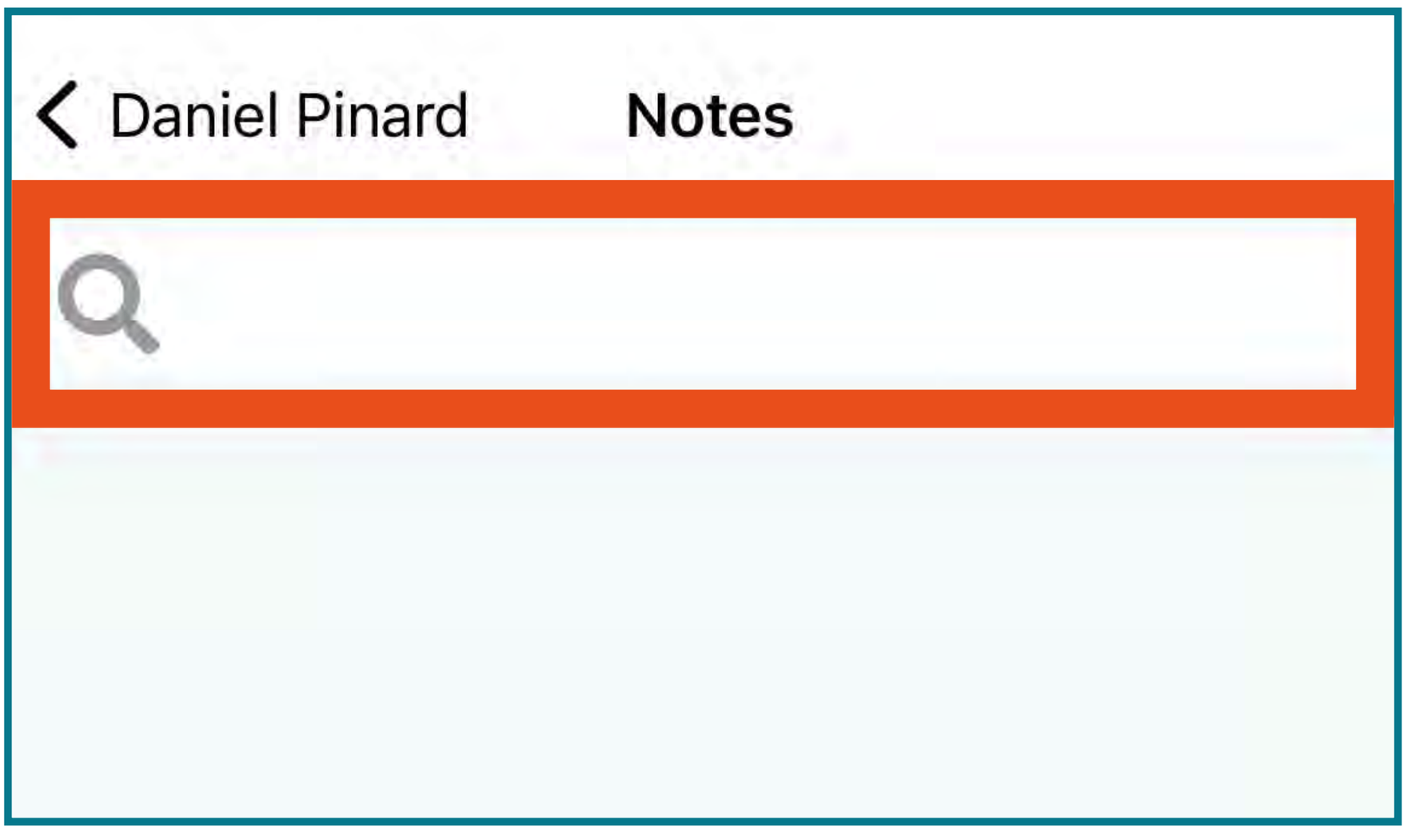
- When you are in your patient's file, click on "**Notes**".
- Then select the note you want to edit.
- Click on "**Edit**" at the bottom of the screen.
- Make the necessary changes and then click on "**Save**" when you are finished.

How do I remove a note from my patient's file?

- When you are in your patient's file, click on "**Notes**".
- Then select the note you want to delete.
- Click on "**Remove**" at the bottom of the screen.
- A pop-up window will appear asking you to confirm your decision. Click on "**Remove**" to delete the note.

How can I find a specific note in my patient's file?

- When you are in your patient's file, click on "**Notes**".
- Then click on the white search bar next to the magnifying glass.
- Search for the note using keywords.

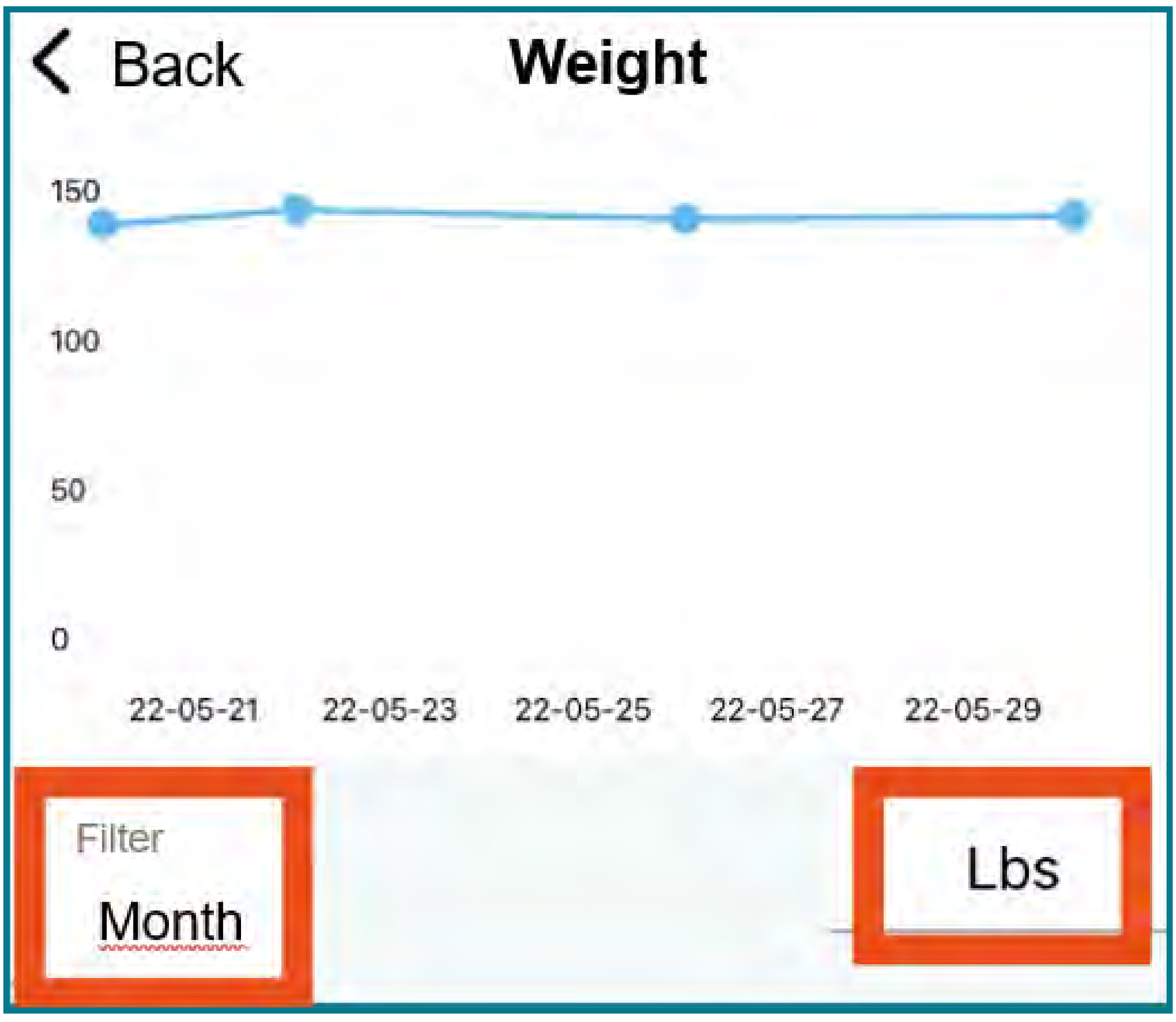


SIGNS

Weight:

How can I view the evolution of my patient's weight?

- When you are in your patient's file, click on "**Signs**".
- Then click on "**Weight**".
- A graph displaying the evolution of your patient's weight will appear. The following important information will help you interpret the graph:



The **BLUE LINE** represents the various weight measures that have been taken over time.
The **HORIZONTAL AXIS** represents time.
To change the time filter, click on "**Filter**" and select the time interval you want to see in the graph (week, month or 6 months).
The **VERTICAL AXIS** represents weight (in pounds or kilograms).
To change the weight measurement filter, click on the measurement unit (Lbs or Kg) shown on the right side of the screen and select the desired unit.

How do I add a weight measure to my patient's file?

- When you are in your patient's file, click on "**Signs**".
- Then click on "**Weight**".
- Click on "**Add a measure**" at the bottom of the screen.
- Complete the following information to add a new measure:

DATE: Indicate the date the measure was taken.
HOUR: Indicate the time the measure was taken.
MEASURE: Indicate your patient's weight.
MEASUREMENT UNIT: Select the desired measurement unit (Lbs or Kg).

- When you are finished, click on "**Save**" at the bottom of your screen.

How do I edit a weight measure in my patient's file?

- When you are in your patient's file, click on "**Signs**".
- Then click on "**Weight**".
- Change the time filter if necessary to be able to select the measure you want to edit.
- Select the measure you want to edit and make the necessary changes.
- When you are finished, click on the small white floppy disk icon in the blue circle at the bottom of your screen.

How do I remove a weight measure from my patient's file?

- When you are in your patient's file, click on "**Signs**".
- Then click on "**Weight**".
- Select the measure you want to remove and then click on the small white trash icon in the red circle at the bottom of your screen.

Quality of sleep:

How can I view the evolution of my patient's sleep quality?

- When you are in your patient's file, click on "**Signs**".
- Then click on "**Quality of sleep**".
- A graph displaying the evolution of your patient's sleep quality will appear. The following important information will help you interpret the graph:

The **LINE** represents the various sleep quality measures that have been taken over time.
The **HORIZONTAL AXIS** represents time.
To change the time filter, click on “Filter” and select the time interval you want to see in the graph (week, month or 6 months).
The **VERTICAL AXIS** represents sleep quality (good, tolerable or bad).
The colours are intended to help you visualize your patient’s sleep quality.

How do I add a sleep quality measure to my patient’s file?

- When you are in your patient’s file, click on “**Signs**”.
- Then click on “**Quality of sleep**”.
- Click on “**Add a measure**” at the bottom of the screen.

- Complete the following information to add a new measure:

DATE: Indicate the date the measure was taken.
HOUR: Indicate the time the measure was taken.
MEASURE: Choose the measure that matches your patient's sleep quality.

- When you are finished, click on "**Save**" at the bottom of your screen.

How do I edit a sleep quality measure in my patient's file?

- When you are in your patient's file, click on "**Signs**".
- Then click on "**Quality of sleep**".
- Change the time filter if necessary to be able to select the measure you want to edit.
- Select the measure you want to edit and make the necessary changes.
- When you are finished, click on the small floppy disk icon in the blue circle at the bottom of your screen.

How do I remove a sleep quality measure from my patient's file?

- When you are in your patient's file, click on "**Signs**".
- Then click on "**Quality of sleep**".
- Select the measure you want to remove and then click on the small white trash icon in the red circle at the bottom of your screen.

States of wounds:

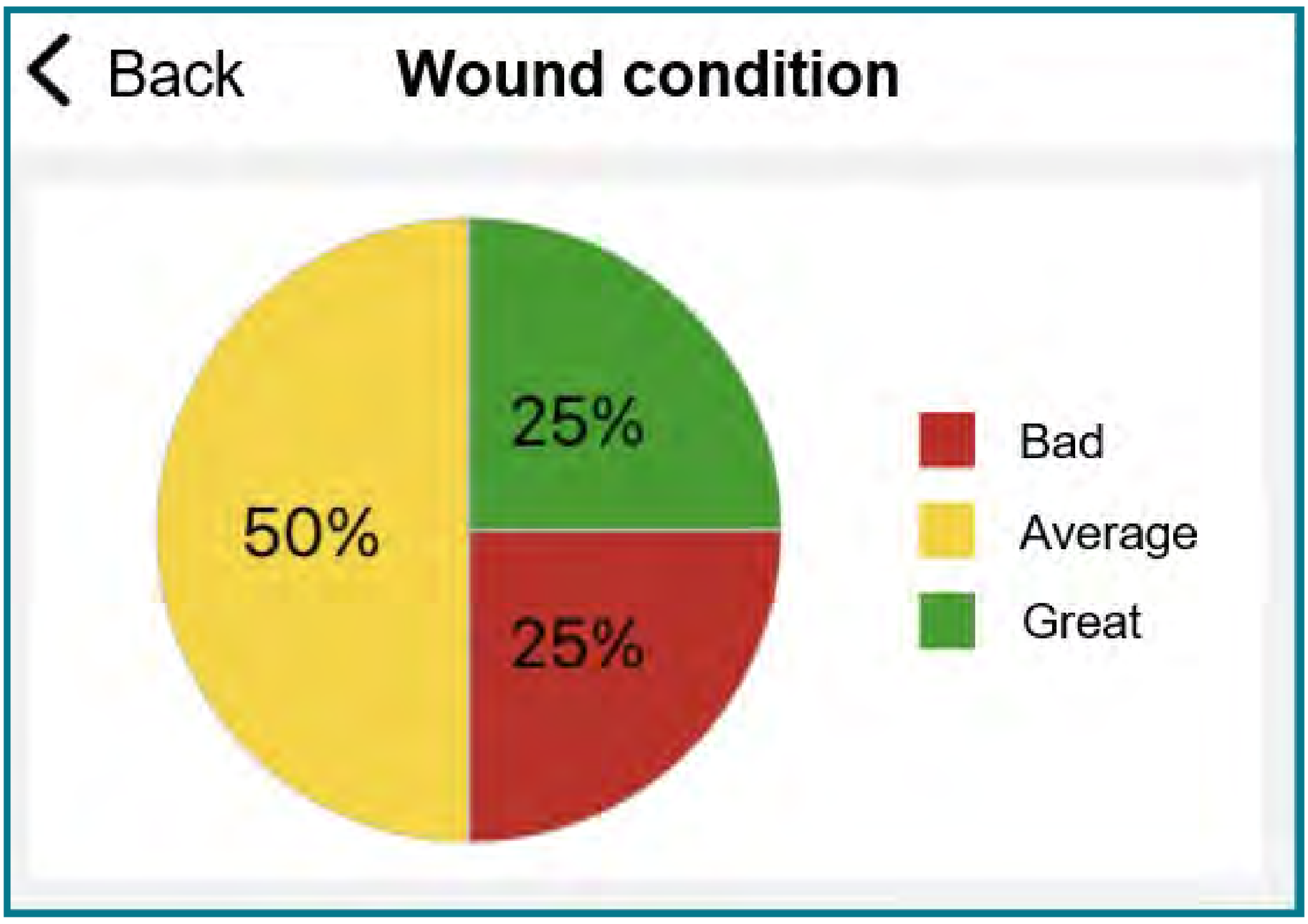
How can I see the condition of all my patient's wounds?

- When you are in your patient's file, click on "**Signs**".
- Then click on "**States of wounds**".

Please note:

No pie graph will display when you first add a wound in your patient's file. You must enter at least one wound measure for a graph to display.

- A pie graph showing the percentage of the patient's wounds that are in each condition/state will appear. The following important information will help you interpret the graph:



The **COLOURS** represent the different wound states:
GREEN = Good
YELLOW = Tolerable
RED = Bad
THE PERCENTAGE represents the relative number of wounds that are in each state (good, tolerable or bad).

How can I view the evolution of the condition of one of my patient's wounds?

- When you are in your patient's file, click on "**Signs**".
- Then click on "**States of wounds**".
- Select the wound whose condition you want to view the evolution of.

Please note:

No line graph will display when you first add a wound in your patient's file. You must enter at least one wound measure for a graph to display.

- A graph showing the evolution of the condition of your patient's wound will appear. The following important information will help you interpret the graph:

The **LINE** represents the various wound condition measures that have been taken over time.
The **HORIZONTAL AXIS** represents time.
To change the time filter, click on “Filter” and select the time interval you want to see in the graph (week, month or 6 months).
The **VERTICAL AXIS** represents the wound’s condition (good, tolerable or bad).
The colours are intended to help you visualize the evolution of the condition of the patient’s wound.

How do I add a new wound to my patient’s file?

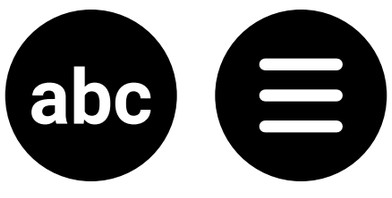
- When you are in your patient’s file, click on “**Signs**”.
- Then click on “**States of wounds**”.
- Click on “**Add a wound**” at the bottom of the screen.
- Complete the following information to add a new wound:

STATES OF WOUNDS: Give your patient’s wound a descriptive name so you can identify it later (for example, you could write “abdominal wound”).
DATE: Indicate the date the measure was taken.
HOUR: Indicate the time the measure was taken.
MEASURE: Select the measure that corresponds to the condition of your patient’s wound (good, tolerable or bad).

- When you are finished, click on “**Save**” at the bottom of your screen.

How do I add a wound condition measure to my patient’s file?

- When you are in your patient’s file, click on “**Signs**”.
- Then click on “**States of wounds**”.
- Click on the name of the wound for which you want to add a wound condition measure.



- Click on “**Add a measure**” at the bottom of the screen.
- Complete the following information to add a new measure:

DATE: Indicate the date the measure was taken.
HOUR: Indicate the time the measure was taken.
MEASURE: Select the measure that corresponds to the condition of your patient’s wound (good, tolerable or bad).

- When you are finished, click on “**Save**” at the bottom of your screen.

How do I edit a wound condition measure in my patient’s file?

- When you are in your patient’s file, click on “**Signs**”.
- Then click on “**States of wounds**”.
- Change the time filter if necessary to be able to select the measure you want to edit.
- Click on the wound whose condition measure you want to edit and then select the measure you want to change.
- Update the information that is incorrect or inaccurate.
- When you are finished, click on the small floppy disk icon in the blue circle at the bottom of your screen.

How do I remove a wound condition measure from my patient's file?

- When you are in your patient's file, click on "**Signs**".
- Then click on "**States of wounds**".
- Click on the wound whose condition measure you want to delete and then select the measure you want to remove.
- Click on the small white trash icon in the red circle at the bottom of your screen.

LOGS

Please note:

Logs are used to view the tasks that were completed during the day.

How do I access the logs of the actions I took in my patient's file?

- When you are in your patient's file, click on "**Logs**".
- Then click on "**Logs**".

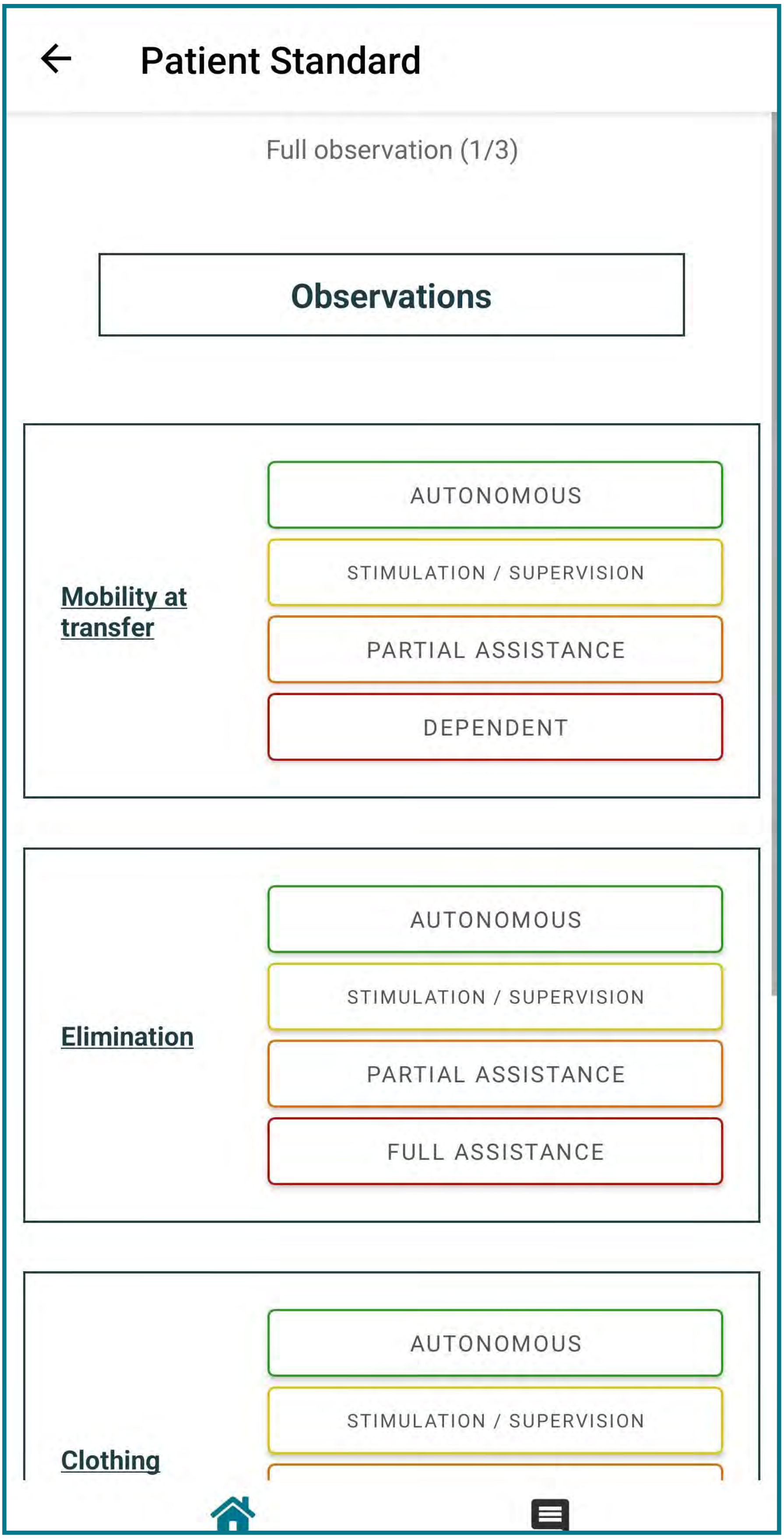
OBSERVATION

How do I record observations about my patient in the application?

- When you are in your patient's file, click on "**Observation**".
- Then click on "**Do a full observation**" and follow these instructions:

On the first page:

- Simply choose the level of autonomy (autonomous, stimulation/supervision, partial assistance, dependent / full assistance) that best corresponds to your observations of your patient for each of the following categories: mobility at transfer, elimination, clothing and hygiene care.


Patient Standard
Full observation (1/3)
Observations
Mobility at transfer
AUTONOMOUS
STIMULATION / SUPERVISION
PARTIAL ASSISTANCE
DEPENDENT
Elimination
AUTONOMOUS
STIMULATION / SUPERVISION
PARTIAL ASSISTANCE
FULL ASSISTANCE
Clothing
AUTONOMOUS
STIMULATION / SUPERVISION

On the second page:

- Skin integrity: Check off the box that best describes the integrity of your patient's skin (intact or injured).
- Nutrition and hydration: Check off the box that best describes the level of assistance your patient needs (autonomous, partial assistance or full assistance), then select the nutrition and hydration issues your patient faces.
- Sleep: Select the sleep issues your patient faces.

On the third page:

- Cognitive Status, Behaviour and Communication: Check off the measure that best describes your observations of the different aspects of your patient's mental state (memory, judgment, understanding, orientation, mood changes).

> Tip: If you are unable to read an option in full, drag it to the left with your finger and the rest of the description will appear.

- Vital signs/Clinical examination: Check off the measure that best describes your observations of your patient's vital signs and clinical examination (pain and variation in weight).

On the last page:

- Additional information: You can record here any information about your patient's health that is not covered in the questionnaire.
- Information on patient habits: You can write notes about your patient's habits here.
- When you are finished, click on "**Save**" at the bottom of your screen.

How do I access the history of the observations that have been made about my patient?

- When you are in your patient's file, click on "**Observation**".
- Then click on "**Observation history**".
- Locate the observation you wish to consult and click on "**View**".
- To view another observation, click on "**Retour**" at the top of the screen or "**Back to history**" at the bottom of the page.

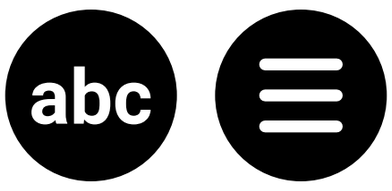
How do I edit a previously made observation?

- This function is still in development.

How do I add a new medication to my patient's pillbox?

- When you are in your patient's file, click on "**Pillbox**".
- Then click on "**Add medication**" at the bottom of the screen.
- Complete the description of the medication with the following information:

MEDICATION NAME = Enter the name of the new medication.
MEDICATION TYPE = Is the medication in liquid, tablet or capsule form?
DOSAGE = How much medication and which unit of measure (PPM, U, mL, %, g, mg) are used?
START DATE = Enter when the medication is to be taken or started.
TREATMENT DURATION = Check off this box if the medication is to be taken for a specific period of time. After checking off the box, specify the duration of treatment (in days, weeks, months or years).
IT IS PRESCRIBED = Check off this box if the medication was prescribed by a health care professional, then add the prescription information (prescription number and referring physician's name).
NOTES = Add additional information about this medication if necessary.



- When you are finished, click on “**Next**”.
- On the next page, you must specify the medication schedule by clicking on the “**Recurrence**” box and choosing the appropriate option from the following:

PILLBOX = Enter the days of the week and times of day the medication should be taken, and the quantity.
DAY INTERVAL = Enter when this medication should start and stop being taken, the number of times per day, the time and the quantity.
EVERYDAY = Enter the number of times per day and the quantity.
WEEKDAYS = Enter the days of the week, the time, and the quantity to be taken.
AS NEEDED = Enter the maximum quantity that can be taken per day.

- When you are finished, click on “**Completed**” at the bottom of the screen.

How do I remove a medication from my patient’s pillbox?

- When you are in your patient’s file, click on “**Pillbox**”.
- Then click on “**Manage**” at the top of the screen.
- Select the medication you want to remove.
- After you have selected the medication to be deleted, click on “**Remove**” at the bottom of the screen.

- A pop-up window will appear asking you to confirm your decision. Click on “**Remove**” to delete the medication.

How do I report the discontinuation of a medication?

- When you are in your patient’s file, click on “**Pillbox**”.
- Then click on “**Manage**” at the top of the screen.
- Select the medication you want to stop.
- After you have selected the medication, click on “**Stop**” to discontinue the medication as of today.
- A pop-up window will appear asking you to confirm your decision. Click on “**Stop**” to discontinue use of this medication.

How do I search for a medication in my patient's file?

- When you are in your patient's file, click on "**Pillbox**".
- Then click on "**Manage**" at the top of the screen.
- Click on the white search bar next to the magnifying glass at the top of the screen.
- Enter the name of the medication you are looking for in the search bar and select it from the options that appear.

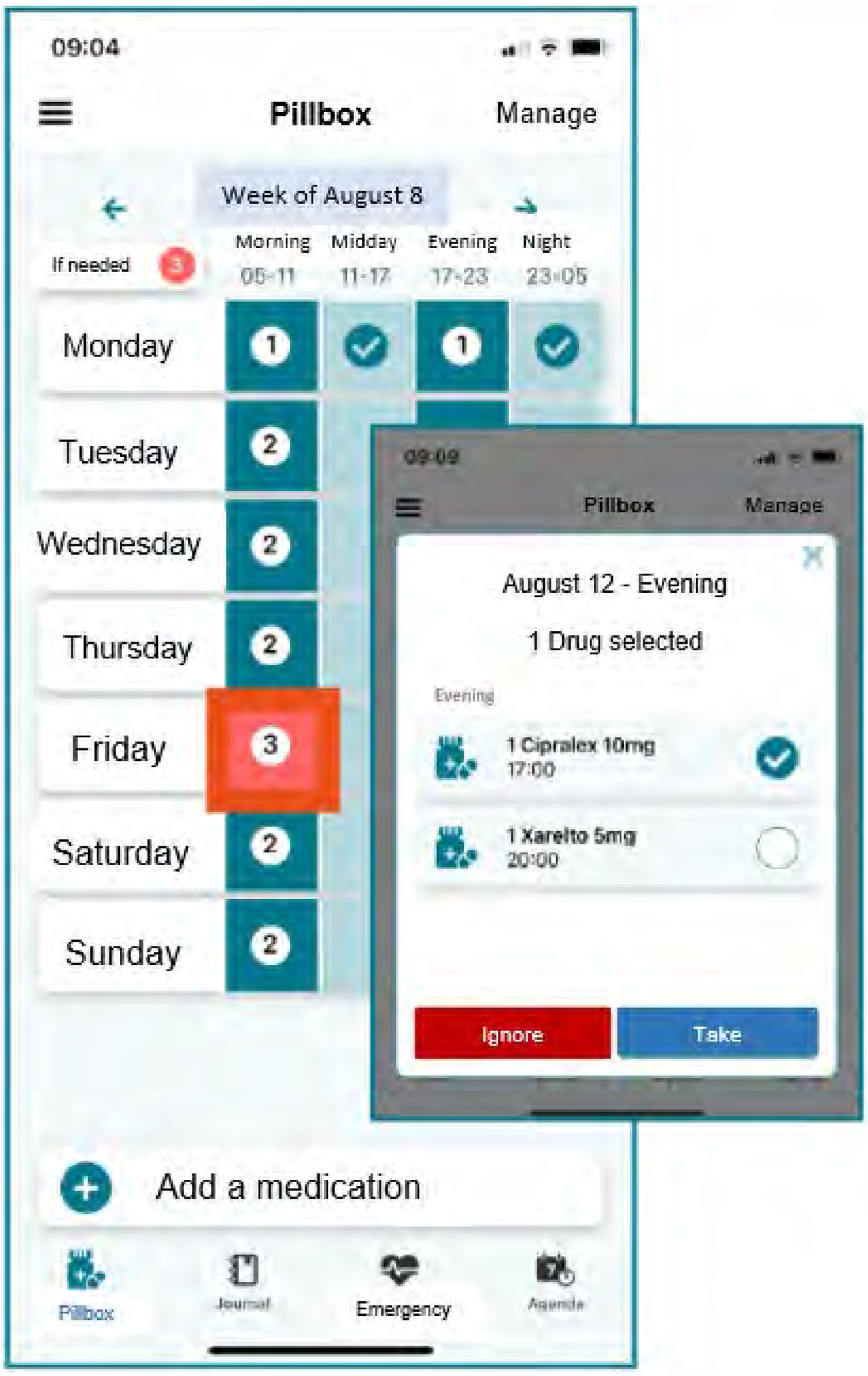
How do I verify my patient's medication information?

- When you are in your patient's file, click on "**Pillbox**".
- Then click on "**Manage**" at the top of the screen.
- Select the medication and verify the desired information among the following options:

DESCRIPTION = Medication name, medication format, dosage, start/end date, treatment duration and notes.
SCHEDULE = Recurrence, frequency, weekdays, hours and quantities.

How do I confirm that my patient has taken a medication?

- When you are in your patient's file, click on "**Pillbox**".
- Then click on the box that corresponds to the time the medication is/was to be taken.
- Confirm the medication has been taken by checking off the medication and then clicking on "**Take**".



How do I access my patient's medication list?

- When you are in your patient's file, click on "**Pillbox**".
- Then click on "**Manage**" at the top of the screen.
- You will see all the medications your patient takes.

How do I access the list of medications prescribed by a health care professional?

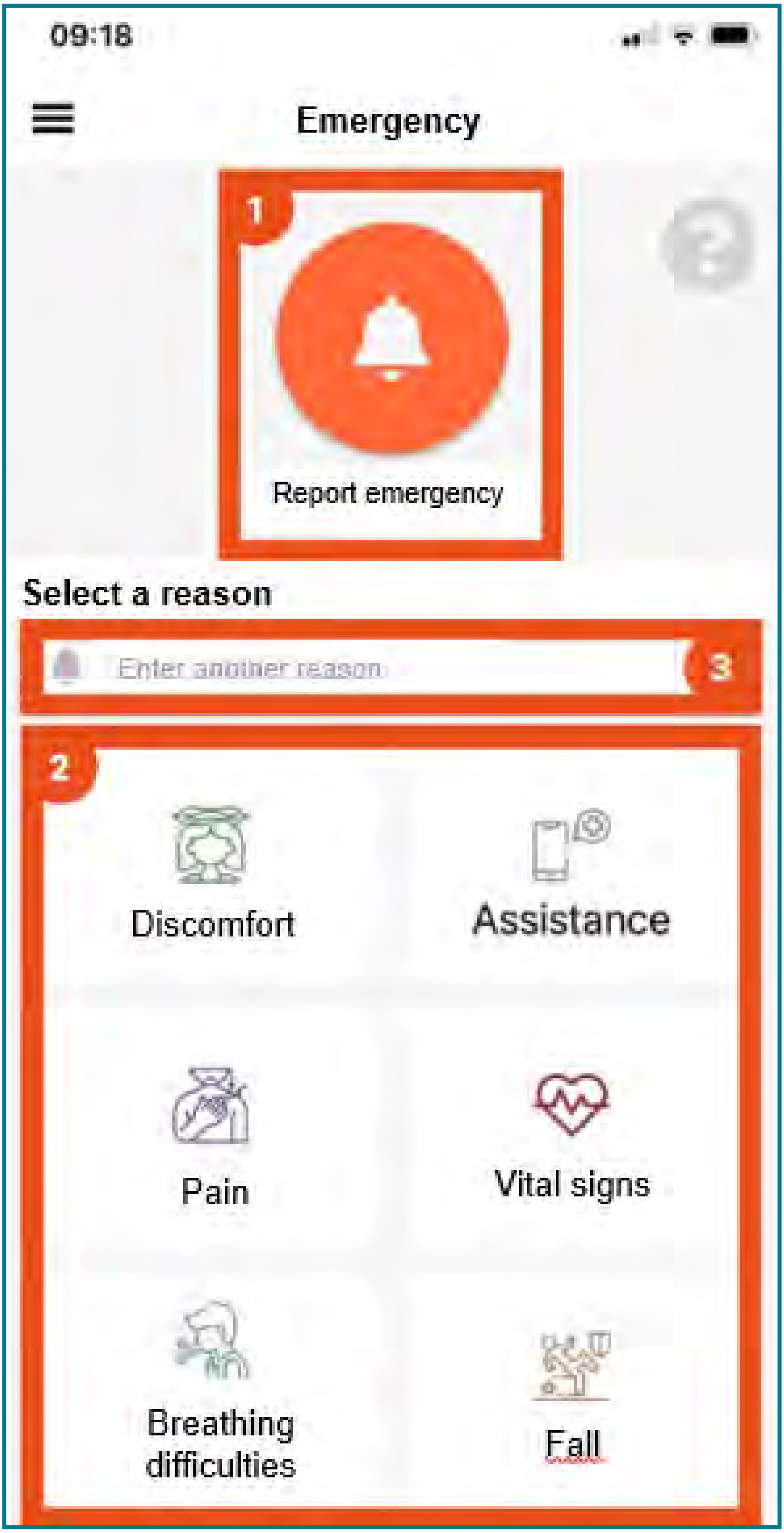
- When you are in your patient's file, click on "**Pillbox**".
- Then click on "**Manage**" at the top of the screen.
- Click on "**Prescriptions**".
- You will see all the medications the patient has been prescribed, grouped by prescription number.

EMERGENCY

How do I report an emergency?

- When you are in your patient's file, click on "**Emergency**".
- There are three ways to report an emergency:

SIMPLE EMERGENCY = Click on the white bell in the orange circle labelled "**Report Emergency**" to report the emergency.
KNOWN EMERGENCY = Select one of the 6 types of emergencies listed in the application (discomfort, assistance, hurt, vital sign, breathing difficulty, fall) and then click on the orange circle to report the emergency.
UNKNOWN EMERGENCY = If you are experiencing an emergency with your patient that is not one of the 6 types listed, click on the white "**Enter another reason**" bar and describe your emergency. Then click on the orange circle to report your emergency.


09:18
Emergency
1
Report emergency
Select a reason
Enter another reason
3
2
Discomfort
Assistance
Pain
Vital signs
Breathing difficulties
Fall

How do I respond to an emergency reported by my patient?

- When you are in your patient's file, click on "**Emergency**".
- The following information will be displayed:

> **DURATION SINCE REPORTING:** How long ago the emergency was reported.
> **REPORTING TIME:** When the emergency was reported.
> **PERSONS CONTACTED:** The caregivers in the application who were notified.

- Click on the small crossed-out bell in the orange circle at the bottom of the screen.

- If necessary, add a note before ending the emergency.
- Click on the small floppy disk icon in the blue circle to confirm the end of the emergency.

ALLERGIES AND INTOLERANCES

How do I add a new allergy or intolerance to my patient's file?

- When you are in your patient's file, click on "**Allergies and intolerances**".
- Then click on "**Add an allergy**" at the bottom of the screen.
- Choose the allergy type (drugs, pollen, mold, insect, pet, latex, food, other).
- Add the name of the allergy.
- Finally, add the allergy severity (extreme, high, medium, low).
- If necessary, add the treatment required for this allergy.
- When you are finished, click on "**Save**" at the bottom of your screen.

How do I edit the information about an allergy in my patient's file?

- When you are in your patient's file, click on "**Allergies and intolerances**".
- Select the allergy you want to edit and make the necessary changes.
- When you are finished, click on "**Save**" at the bottom of your screen.

How do I remove an allergy or intolerance from my patient's file?

- When you are in your patient's file, click on "**Allergies and intolerances**".
- Then select the allergy to be removed.
- Click on "**Remove**" at the bottom of the screen.
- A pop-up window will appear asking you to confirm your decision. Click on "**Remove**" to confirm the allergy's removal.

How do I search for an allergy by category?

- When you are in your patient's file, click on "**Allergies and intolerances**".
- Then click on the white "**Category**" bar.
- Select the category of allergy to search for and click on "**OK**".

NETWORK

Please note:

The “**Network**” section is intended for caregivers who use the app without their patient, i.e., the patient does not have an associated account (no email address, no mobile device, or loss of independence).
This section is used by the primary caregiver to add other caregivers who work with the patient, so that they can communicate with one another.
If you are not a primary caregiver and you accept an invitation from a primary caregiver or another caregiver, you will not have the “Network” option in your app.

How do I add a new caregiver to my patient’s file?

- When you are in your patient’s file, click on “**Network**”.
- Then click on “**Invite a new caregiver**”.
- Enter the new caregiver’s email address in the text box and then click on “**Send**” to invite them to join your patient’s file.

Tip: The new caregiver must download the app and register before you send the invitation. If this is not done beforehand, you will receive an error message.

How do I accept an invitation to access a patient's file if I am not a primary caregiver?

- To accept an invitation, you must first download the application and create your account.
  - This process is described in Section 0 of this document (p. 50).
- Then exit the application and go to your emails.
  - A message from MedOClock® will inform you that someone wants to add you as a caregiver.
  - Accept the invitation and return to the application.
- On the Home page, you will see the patient's account that you will now be able to access.

How do I email another caregiver?

- When you are in your patient's file, click on "**Network**".
- Then click on the caregiver you want to contact.
- Click on the "**Email**" box at the top of the screen.
  - You will be redirected to your default email application to send the email.

How do I send a message to another caregiver?

- There are two ways you can send a message to another caregiver:

1. Via "Network":

- When you are in your patient's file, click on "**Network**".
- Then click on the caregiver you want to contact.
- Click on the "**Message**" box at the top of the screen.

You will be redirected to a conversation with the caregiver in the application.

2. Via “Conversation”:

- This process is described in Section 4 of this document, in the “**Conversations**” section (p. 64).

How do I remove a caregiver from my patient’s network?

- When you are in your patient’s file, click on “**Network**”.
- Then select the caregiver you want to remove from the network.
- Click on “**Remove from my network**”.
- A pop-up window will appear asking you to confirm your decision. Click on **“Confirm”** to remove the caregiver from the network.

4. CONVERSATIONS

How do I start a new conversation with a patient?

- When you are on the Home page, click on "**Conversations**" at the bottom of the screen.
- Then click on "**New message**".
- Select the patient.
- Click on "**Create conversation**".
- Write your message in the text field at the bottom of the screen and click on the small white paper airplane icon in the blue circle to send your message.

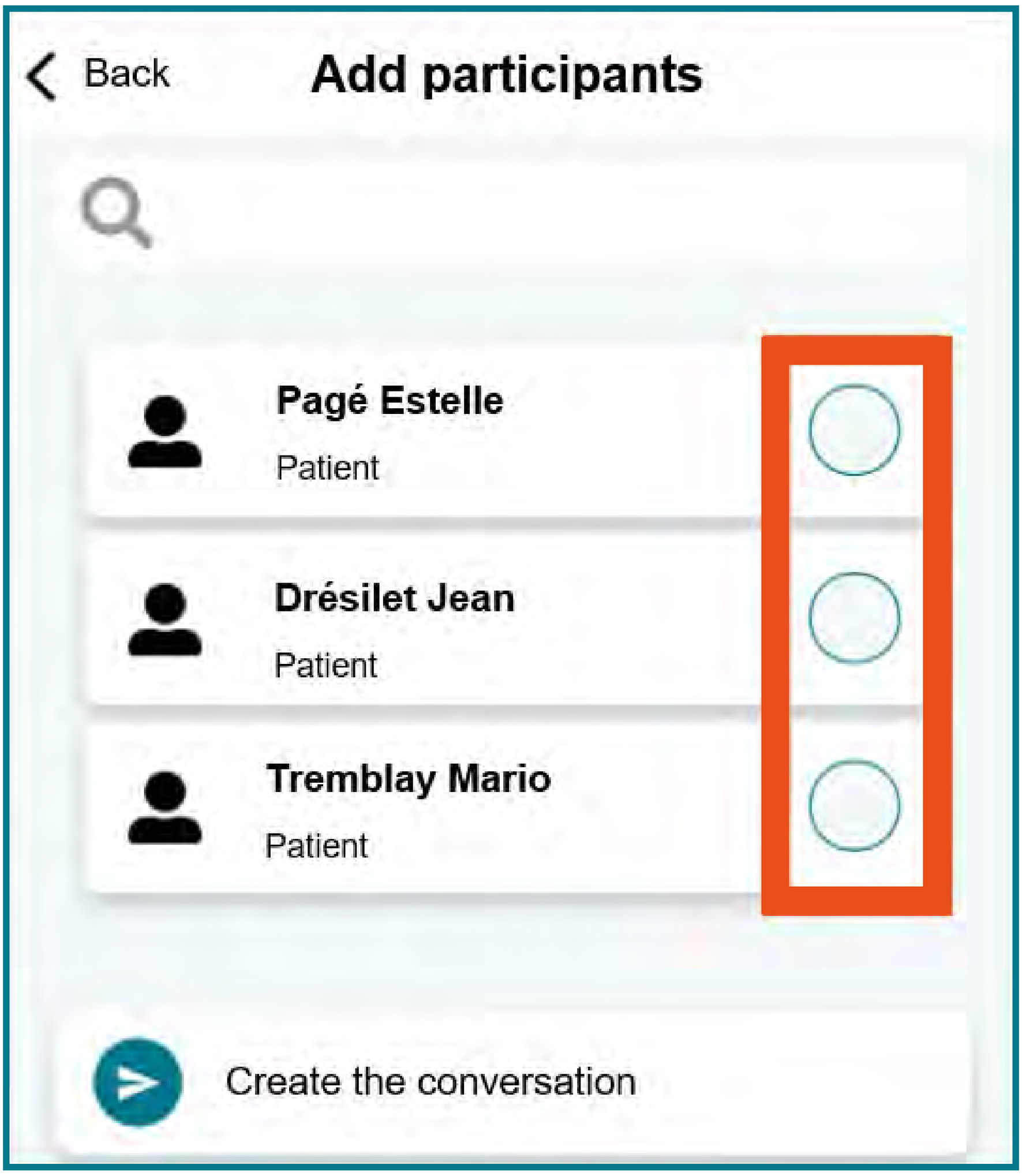
How do I continue a conversation with a patient?

- When you are on the Home page, click on "**Conversations**" at the bottom of the screen.
- Then click on the conversation you wish to continue.
- Write your message in the text field at the bottom of the screen and click on the small white paper airplane icon in the blue circle to send your message.

How do I start a conversation with a group?

- When you are on the Home page, click on "**Conversations**" at the bottom of the screen.
- Then click on "**New message**".
- Select the people you want to send a message to.
- Click on "**Create conversation**".

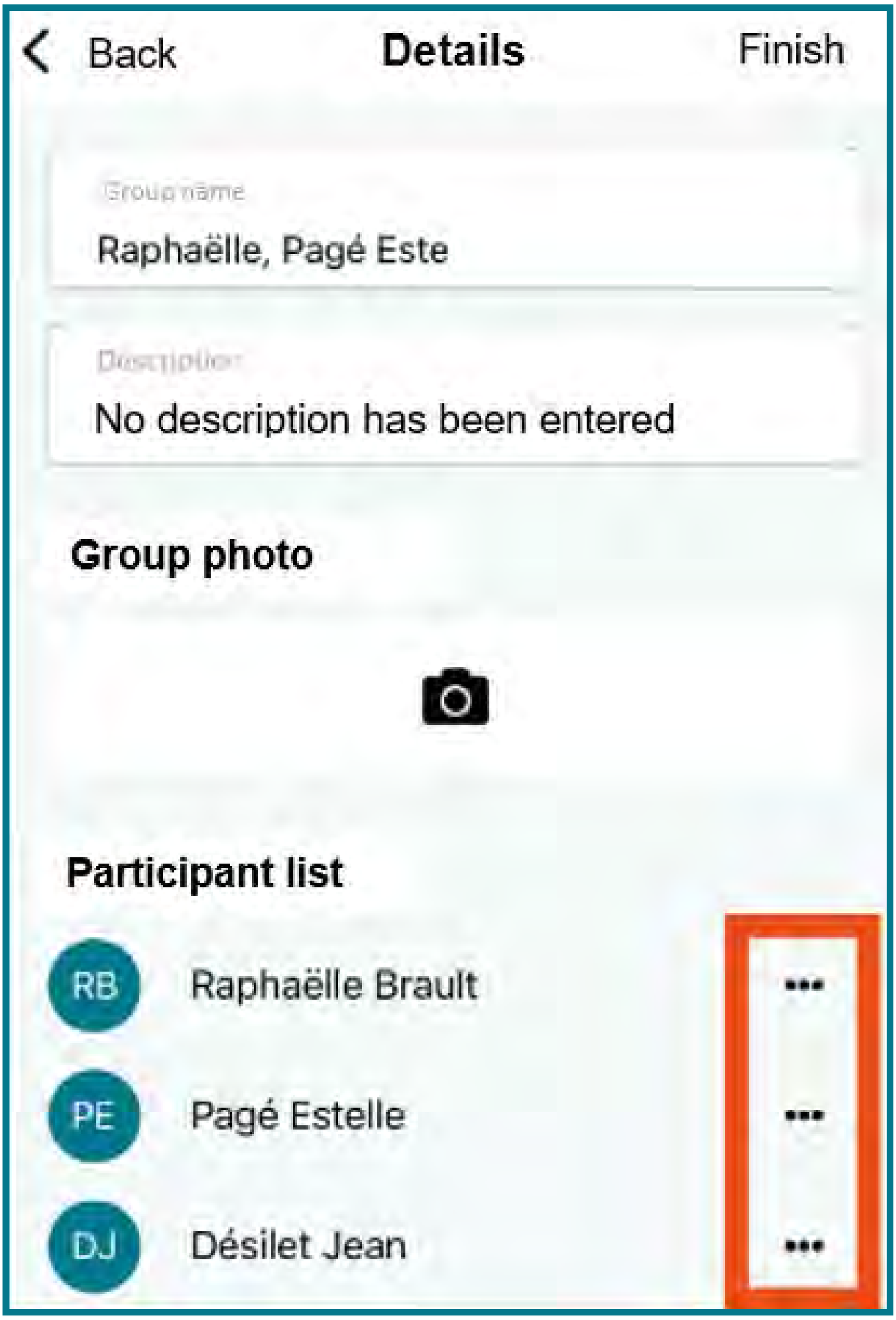
- Write your message in the text field at the bottom of the screen and click on the small white paper airplane icon in the blue circle to send your message.



How do I edit the details of a group conversation?

- When you are on the Home page, click on "**Conversations**" at the bottom of the screen.
- Then select the conversation whose details you want to edit.
- Click on "**Info**" at the top of the screen and complete the following information:

GROUP NAME: What name would you like to give this conversation?
DESCRIPTION: Describe this group conversation to remind you why it was created.
GROUP PICTURE: Add an image if desired.



How do I remove someone from a group conversation?

- When you are on the Home page, click on "**Conversations**" at the bottom of the screen.
- Select the conversation whose participants you want to edit.
- Then click on "**Info**" at the top of your screen.
- Scroll down to "**List of participant**".
- Click on the "**...**" to the right of the name of the person to be removed.
- Finally, click on "**Quit**" to delete the person.

How do I search for an existing conversation?

- When you are on the Home page, click on "**Conversations**" at the bottom of the screen.
- Click on the magnifying glass at the top of the screen.
- Enter a keyword or the name of the conversation you are looking for.

How do I block a patient or a contact?

- When you are on the Home page, click on "**Conversations**" at the bottom of the screen.
- Select the conversation with the person you want to block.
- Then click on "**Info**".
- Click on "**Block**".
- A pop-up window will appear asking you to confirm your decision. Click on "**OK**" to block the person.

How do I report content published by a patient or contact?

- When you are on the Home page, click on "**Conversations**" at the bottom of the screen.
- Select the conversation with the person you want to report.
- Then click on "**Info**".
- Click on "**Report**".
- A pop-up window will appear in which you can make your report:

TITLE OF THE REPORT: In a few words, describe the reason for reporting the person's content.
USER TO REPORT: Indicate the person you are reporting.
DESCRIPTION OF THE REPORT: In a few sentences, describe the reason for your report.

MedOClock®

Application pour aidants • App for Caregivers

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