

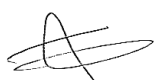
	<b>PRACTITIONER'S USER MANUAL</b>	UsePr- V05
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## 1. Form

The purpose of this form is to facilitate the creation and modification of the practitioner's user manual.

## 2. Signatures

	Function	Name	Date and signature
<b>Written by</b>	Product Manager	Robin Brech	6/11/2020 
<b>Verified by</b>	QARA Manager	Lydia Derfoul	6/11/2020 
<b>Approved by</b>	QARA Manager	Lydia Derfoul	6/11/2020 

## 3. Version History

Version	Descriptions of the evolutions	Author	Date
V01	Creation	Robin Brech	03/08/2020
V02	Update following release 2	Robin Brech	05/11/2020
V03	Update with the scoring functionality planned with the R3.0	Robin Brech	16/02/2021
V04	Update following release 3.1.0	Robin Brech	06/04/2021
V05	Update following release 3.2.0	Robin Brech	17/05/2021



# User Manual Practitioner

## Manufacturer's information



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## Main product information



Maela® Platform

Product Version : R3.2.0

## Certification and declaration of conformity



The Maela® platform is a Class I **medical device** CE marked in 2019.

This device complies with the essential requirements of Council Directive 93/42/EEC of 14 June 1993 concerning medical devices.

This device complies with the general safety and performance requirements of Regulation 2017/745.

## Exclusions of warranties and limitations of liability

Maela SAS, makes no express or implied warranties regarding this manual, its quality, performance or suitability for any specific type of procedure. In addition, this manual is subject to change by the company without notice and without implying any obligation or liability on the part of the company.

## Trademarks (if applicable)

Maela® is a registered trademark.

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## Modifications

The information in this document is subject to change without notice. We have made our best efforts to ensure the accuracy of the information given in this document. If changes are made to this manual, the new version of this manual will be provided to users.

If a user identifies incorrect information, please contact us at this email address [contact@maela.fr](mailto:contact@maela.fr).

Release date: 27/05/2021

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# 1. Introduction

## 1.1 Purpose of the document

This user manual presents the Maela® platform which is a medical device designed by the company Maela® for **remote patient monitoring**.

This manual contains descriptions explaining the use of the platform step by step. It is intended for professionals authorized to use the Maela® platform. **It's also available on request in paper format.**



Please read this manual carefully before using the Maela® platform.

## 1.2 Abbreviations and definitions

Abbreviations and terms	Description
<b>Medical device</b>	An instrument, apparatus, equipment, machine, device, device, implant, reagent for in vitro use, software, material or other similar or related item that the manufacturer intends to use alone or in combination in humans for one or more specific medical purposes.
<b>Telesupport</b>	A tool for providing the patient with remote medical monitoring. It can be operated via specific platforms such as Maela
<b>Health Care Professional</b>	A person who exercises skill and judgment, provides a service related to the maintenance or improvement of the health of individuals, or the treatment of injured, sick, disabled or infirm individuals by providing care and therapy.
<b>Carer</b>	Corresponds to a person who can help, accompany a patient in his daily activities.
<b>Administrator</b>	An establishment administrator or a Maela administrator is a profile that can manage the user base and has different functionalities on Maela.
<b>Psychomotor disorder</b>	A disorder in which there is not necessarily an associated neurological lesion. It is a disorder that will concern a psychomotor function, i.e. a function that develops both from a genetic, neurological point of view but also from a developmental, environmental, emotional point of view, from the history of the person.
<b>ERAS</b>	Enhanced Recovery After Surgery. <i>ERAS</i> is a holistic approach to patient management that promotes early recovery of the patient's abilities after surgery.
<b>Care pathway</b>	Highest level entity in the Maela platform. A pathway model includes different key dates, follow-up protocols and screening questionnaire that will be proposed to patients.
<b>Planned contents</b>	The planned contents of Maela® correspond to all the follow-up questionnaires, educational contents, measurements, tasks, or reminders that are planned within a care pathway or protocol.
<b>Ambulight</b>	It is a simplified follow-up for patients. An Ambulight follow-up corresponds to a follow-up by SMS over a short period of time around the hospital episode.






<b>Protocol</b>	A Maela protocol is composed of different types of content that may or may not be scheduled over time. A protocol corresponds to a specific follow-up included in a care pathway such as a surgical episode within an oncology pathway. A Maela protocol is made up of follow-up questionnaires, monitoring of vital signs, documents, links, educational content, lab analyses, treatment follow-up and useful information for the medical professional to properly manage possible adverse effects that the patient may encounter. A protocol has a start date and an end date.
<b>Identification</b>	It is a phase that consists in establishing the user's identity. It allows to answer the question: "Who are you?". The user uses an identifier (called "Access Account", "Username" or "Login" in English) that identifies him/her and is assigned to him/her individually. This identifier is unique.
<b>Authentication</b>	It is a phase that allows the user to prove his identity. It takes place after the so-called identification phase. It allows to answer the question: "Are you really this person?". The user uses an authenticator or "secret code" that only he knows.
<b>Criticality</b>	Criticality is the determination and prioritization of the degree of importance of the alert that will be sent to healthcare professionals or patients.
<b>Data extraction</b>	<b>Data extraction</b> is the act or process of retrieving <a href="#">data</a> out of data sources for further <a href="#">data processing</a> or <a href="#">data storage (data migration)</a>
<b>Alert</b>	A signal that warns of a danger or risk to the patient. Also allows information to be transmitted based on the patient's responses.
<b>Timeline</b>	The timeline is the detailed view of the patient's care pathway. All the contents configured in the pathway will be displayed in this timeline. A timeline is a linear representation of events positioned on a line representing time; it associates events with their chronological positions in time along a graduated scale.
<b>Pop up</b>	Window that opens on top of the main window.
<b>License</b>	Corresponds to a subscription to the Maela platform.
<b>Throughput</b>	<i>Throughput</i> determines the speed at which information is transmitted over a computer <i>network</i> .
<b>Ergonomics</b>	Ergonomics is "the scientific study of the relationship between man and his means, methods and work environments" and the application of this knowledge to the design of systems "that can be used with maximum comfort, safety and efficiency by the greatest number of people".
<b>Robustness</b>	Property of the software not to lose data and not to malfunction. Robustness is defined as the stability of its performance.
<b>Identity-Checking</b>	<b>Identity-Checking</b> is (in the hospital context) an objective and a "system for monitoring and managing risks and errors related to patient identification" <sup>1.a</sup> system that also aims to "move from an administrative identity for billing purposes to a culture of clinical identification as part of a global approach and project for quality and safety of care".
<b>OTP</b>	Only Time Password. This acronym corresponds to the code sent by SMS to secure your Maela account.
<b>Screening</b>	It corresponds to follow-up questionnaires that allow the patient's <b>protocols to be</b> personalized throughout the course of his or her treatment.

<b>Responsive site</b>	It is a website whose design aims to offer comfortable browsing on screens of different sizes. The user can thus consult the same website through different types of devices (tablet, computer, smartphone).
<b>CMS</b>	Content Management Systems. Maela® has chosen to link its <b>remote monitoring</b> platform to the Wordpress platform for the management of its educational content and GDPR related documents.
<b>GDPR</b>	European Data Protection Regulation.
<b>National Identification Number</b>	A unique number at national or regional level, commonly known as a social security number.
<b>BMI</b>	Body Mass Index.
<b>CSV</b>	Coma Separated Values file.
<b>Cache</b>	A cache memory is, in computer science, a memory that temporarily stores copies of data from a source, in order to reduce the time it takes for computer equipment to access the data later.
<b>NIR</b>	The number of registration in the directory, also known as the social security number
<b>OID</b>	Object identifier

## 2. Indications and symbols

### 2.1 Description of symbols

The table below describes all symbols used in this user manual and on the product.

	<b>Warning:</b> This symbol is used to alert the user to a potential risk with respect to the use of the product that may affect the safety of the patient or user.
	<b>Recommendation:</b> This symbol is used to make a recommendation to the user on the use of the product, without any consequences for the safety of the patient or user.
	Read the user manual
	Manufacturer's name
	Product number

### 2.2 Precautions

Please read the following instructions carefully to ensure that the unit is used in the best and safest conditions.

- The content (questionnaires, educational content, documents, links, reminders), **protocols** or pathways proposed to patients are validated by the referring medical team. In case of imprecise questions or inappropriate content, it is the responsibility of the professionals to update their pathway.

### 2.3 Warnings



- All users must be trained before using the product.
- When updating the platform, users must clear their browser cache and update their mobile application. These mentions are sent to Maela® users at the time of each update, indicating the procedure to follow.

### 2.4 Malfunction

In the event of a malfunction

- Stop using your device immediately.
- Try to identify or eliminate the cause using the description in this document (Error Messages, Troubleshooting section).
- If it is not possible to identify or eliminate the cause with the help of this document, switch off the appliance and call Maela® at **04.81.68.25.26**.

## 3. Product description

### 3.1 Indication

The solution developed by Maela® is a **medical device** designed for healthcare professionals to ensure the medical follow-up of patients throughout their **care journey**. This solution enables the medical team and practitioners to determine **care paths** adapted to their specialty and to their patients.

The Maela® device is composed of a web platform and a mobile application.

Patients have access to the Maela® solution via the mobile application as well as via the web platform, while healthcare professionals only have access to the web platform.

Only healthcare institutions with a Maela® license can benefit from the Maela® platform.

### 3.2 Target patient group

Patients admitted to a co-contracting health facility can benefit from Maela's follow-up.

Patients should :

- Have internet access (via wifi or mobile data) at home
- Have a cell phone,
- Be over 18 years old

### 3.3 Target users

The intended users are :

- **Healthcare professionals:** doctor, medical secretary, nurse, pharmacist, etc.

- **Administrative professionals of the institution:** department manager, institution director, DPO (Data Protection Office representative), etc.
- **Patients** (legally not requiring the supervision of a legal guardian)
- **Carers** of enrolled patients who do not have the necessary abilities or autonomy, or legal guardians of patients, in particular for patients who are not of legal age

### 3.4 Clinical benefits

- Improved patient satisfaction
- Early detection and better management of complications
- Better patient peri-operative management through digitalised ERAS protocols (*Agri, F. Hahnloser, D. Desmartines, N. Hubner, M. (2020) Gains and limitations of a connected tracking solution in the perioperative follow-up of colorectal surgery patients. Colorectal Dis. 2020 Aug;22(8):959-966.*)

### 3.5 Security information

#### 3.5.1 Contraindications

The use of the Maela® platform is not recommended in the following cases:

- Patients under 18 years of age.
- Except in the case of a home **carer** who can provide follow-up in the patient's place:
  - o Visually impaired patient
  - o Patient with significant **psychomotor disorders** of the upper limbs
  - o Patient with memory disorders
  - o Patient does not have a cell phone number
  - o Patients without internet access
- Non-consenting patients

## 4. Web platform

### 4.1 Browsers

The Maela® web platform is designed and tested to be compatible with the two most recent major versions of the browsers incorporated with Windows, the MacOS, and iOS, as well as the Chrome and Firefox browsers. The Maela® web platform is available through Android- and iOS-based devices since most of the screens are responsive. On such devices, the Maela® web platform is designed and tested to be compatible with the two most recent major versions of the browsers incorporated respectively with Google (Chrome) and Apple (Safari) on the two most recent major versions of the operating systems, respectively Android and iOS.

### 4.2 Setting your password during the first connection

Your healthcare administrator shall communicate to you your username and a temporary password. Upon first connection, you will be required to enter a new password.

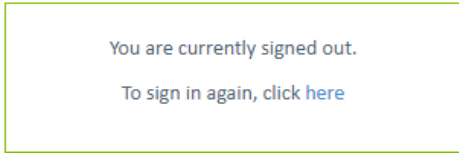
Your password must contain at least 8 characters and 3 of the following criteria:

- An uppercase letter
- One lowercase letter
- One number
- A special character such as !#@()^/\$=+%

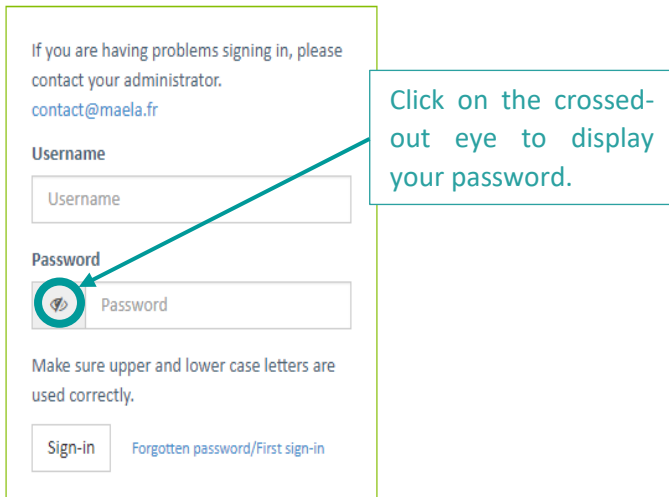
**Example: Mael@222**

### 4.3 Connection

To log in, open a new browser page and go to <http://www.maela.fr/en/> and click on the icon. If you already have a Maela page open as below, click on the link to sign in again:



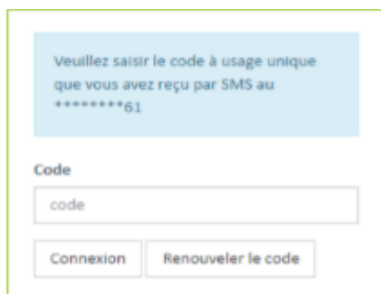
In either case, you will be led to the following sign in page:



Enter your Maela login and password correctly. By clicking on the eye to the left of the password field, you can view what you have written in the frame.

**If you have forgotten your password, click on the link "Forgotten your password/First login".**

When you sign in for the first time on a given browser on a given device, you will be asked to provide an OTP. That one time use 6-digit code is to you by SMS on your mobile phone.



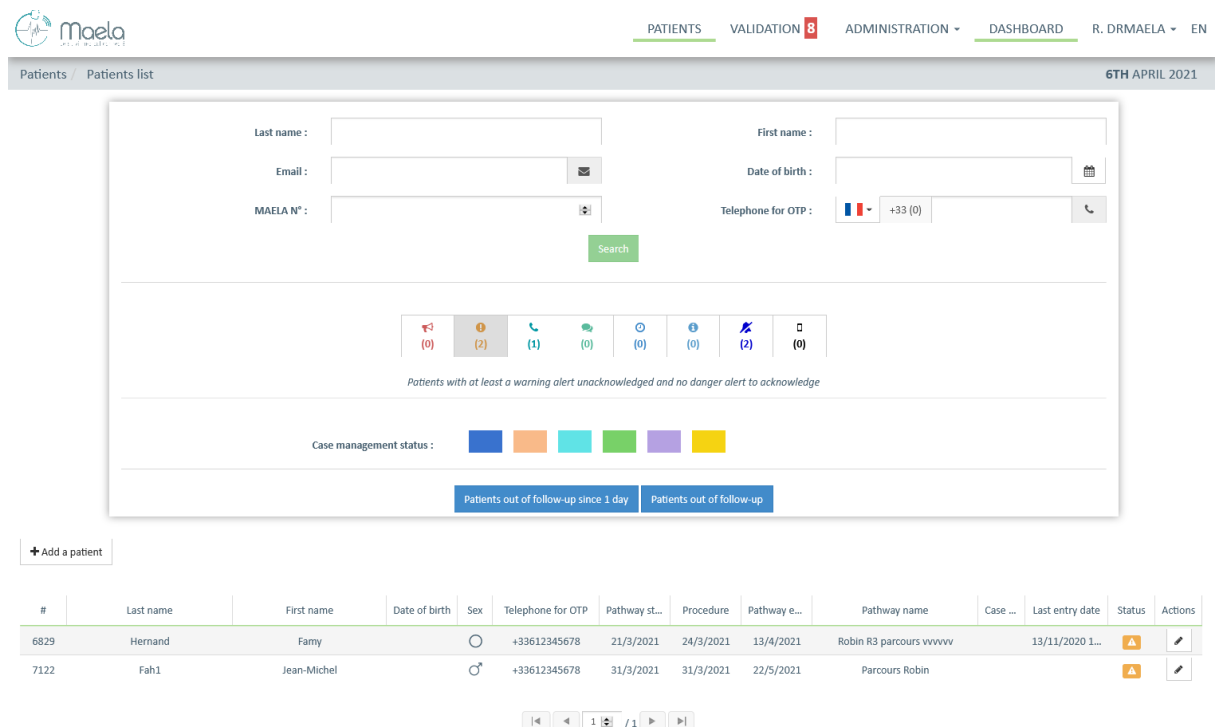
You can ask to renew the code if you do not receive an SMS. This code only needs to be entered once a month for each device and browser used.

Upon successful authentication, you will be led to the Patient list page.

## 5. Patient list (Home page)

This is the default home page that is displayed directly after your authentication. Through this page, it is possible to access the patient files for patients you are authorised to see, as well as create new patients. The patient list dashboard contains a maximum of 50 patients per page. If you have more than 50 patients under a given filter or search query, they will be displayed on several pages.

The list of patients opens directly on the filters with at least one patient. If many filters contain patients, the home page will open on the filter with the highest criticality.



Patients with at least a warning alert unacknowledged and no danger alert to acknowledge

Case management status :

Patients out of follow-up since 1 day Patients out of follow-up

#	Last name	First name	Date of birth	Sex	Telephone for OTP	Pathway st...	Procedure	Pathway e...	Pathway name	Case ...	Last entry date	Status	Actions
6829	Hernand	Famy		♀	+33612345678	21/3/2021	24/3/2021	13/4/2021	Robin R3 parcours vvvvv		13/11/2020 1...	⚠	✎
7122	Fah1	Jean-Michel		♂	+33612345678	31/3/2021	31/3/2021	22/5/2021	Parcours Robin			⚠	✎

### 5.1 The "Search" fields

You have different "Search" fields that allow you to find patients among all the patients you are authorised to see, whether active or inactive (ie with an assigned pathway or not). You can search for a patient by last name, first name, e-mail, date of birth, Maela number, or cell phone number. You can also combine these search fields to refine your search.

- During your search it is important to write **completely and correctly** the patient information
- Click on search
- The patient file appears under the "Search" frame and is highlighted according to the highest available alert criticality.

Last name : 
 First name :

Email : 
 Date of birth :

MAELA N° : 
 Telephone for OTP :

## 5.2 The filters

Some pre-existing filters are set according to the different levels of **criticality of alerts**. Their hierarchy is shown below:

 (12)	 (4)	 (0)	 (5)	 (14)	 (1)	 (19)	 (1)
---	--	--	--	---	--	---	--

The number under each filter indicates the number of patients available under that filter. Except for the Ambulight filter, a patient can only be categorised under one single filter, i.e. a patient with an "Information" alert and a "Warning" alert will be seen under the highest criticality filter, that is the "Warning" orange filter.



Patient with at least one "**Danger**" alert to be acknowledged



Patient with a "**Warning**" alert to be acknowledged and no Danger alert



Patient with a "**Call back**" alert to be acknowledged and no Danger or Warning alert.



Patient with a "**Messaging**" alert to be acknowledged and no Danger, Warning or Call back alert



Patient with "**Non input**" alert to be acknowledged and no Danger, Warning, Call back or Messaging alert



Patient with "**Information**" alert to be acknowledged and no other alert listed above



Patient without alert to be acknowledged



This last filter concerns patients with at least one **Ambulight** protocol in the pathway even if this protocol has not yet started. Patients can be in this **Ambulight** filter as well as in one of the filters linked to the criticality alerts.









Patients can be flagged according to a given case management status. These different statuses are configured by an **administrator** according to the needs of all institutions using the Maela system.

Patient State :



By clicking on one of these coloured boxes, you will see the patients with that case management status. Here, as an example, blue represents re-hospitalised patients for whom the case management might be on hold. If you click on the blue box, all patients that are in a re-hospitalised case management status will be displayed.

Additionally, once such a box is selected, patients cases appear highlighted according to the highest alert criticality available on that patient case.

#	Last name	First name	Date of birth	Sex	Telephone for OTP	Pathway st...	Procedure	Pathway e...	Pathway name	Case ...	Last connecti...	Status	Actions
7010	Orniella	Letang		♀	+33612345678	27/9/2020	21/10/2020	15/4/2021	Mon parcours obésité				
7011	Brech	Robin		♂	+33624018001	27/1/2021	27/1/2021	27/2/2021	Parcours Robin		12/2/2021 15:...		
7015	ConsentementR2	Patient		○	+33624018001	16/11/2020	NA	26/2/2021	Parcours Robin		15/2/2021 09:...		

It's also possible to find patients who have been out of follow-up on Maela since 1 day and who have been out of follow-up since a little longer.

Patients out of follow-up since 1 day

Patients out of follow-up

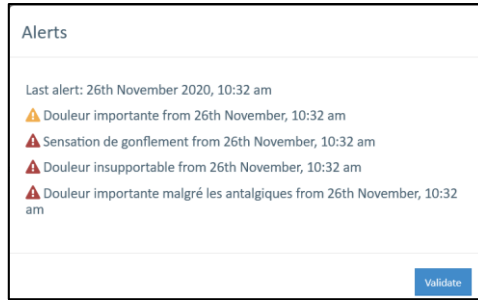
Clicking on "patients out of follow-up for 1 day" displays patients whose pathway have been finished since one day or who have revoked their consent to be followed on Maela.

Clicking on "patients out of follow-up " shows patients whose pathways have been finished. This list also includes patients who don't have a pathway assigned or whose pathways have not yet started.

The dashboard contains the following fields:

- o Maela® number (this is a unique number for each patient file)
- o Name
- o First name
- o Date of birth
- o Sex
- o Telephone number for receiving a unique password
- o Start date of the pathway
- o Date of intervention (NA is indicated if no date of intervention is present in the course)
- o End date of the pathway
- o Name of the pathway
- o Patient status
- o Date of last entry (connection to Maela, survey or measure completed, validation of educational content, message, analysis and attachment sent by the patient, treatment completed, task acknowledged and date of an anchor point)
- o Status (current alerts)
- o Actions to be taken in the patient's file

Click on the patient status icon to display all the patient's current alerts with the criticality of the alert, the title of the alert, the date and time the notification was sent.



## 5.3 Adding a patient

### 5.3.1 Creation of the patient file

Below the filters, you will find a button to add a patient. When you want to include a patient on the Maela platform, click on this "**Add a patient**" button. A patient creation page will open.

The fields indicated in gold **are mandatory**:

- Last name
- First name
- E-mail
- Username
- OTP phone (this is important because it is the number on which the patient will receive his SMS reminders to connect and send the questionnaire).

The NIR field is not **framed in gold** however due to regulatory changes, please complete it for each patient.

For patients created in a French health institution, the NIR must be composed of 13 digits.

The OID field only appears for the creation of a patient's file if the health institution is located in France. It's not mandatory but is automatically filled in when the NIR is entered.

If necessary, modify the patient's reference language and his timezone. Notifications (via email, SMS or mobile app) will be sent automatically in the selected language and according to the patient's time zone. By default, the patient has the reference language and the timezone of your **health institution**.

#### Preferences

Language :  Time zone :

You have the option to check boxes about the "**Extraction of administrative data**" and "**Extraction of medical data**" boxes to specify whether the patient consents to the extraction of his or her administrative and / or health data. This is useful only if Maela activate the profile Data manager in your environment.

#### Consentements

- Extraction des données administratives:
- Extraction des données médicales:

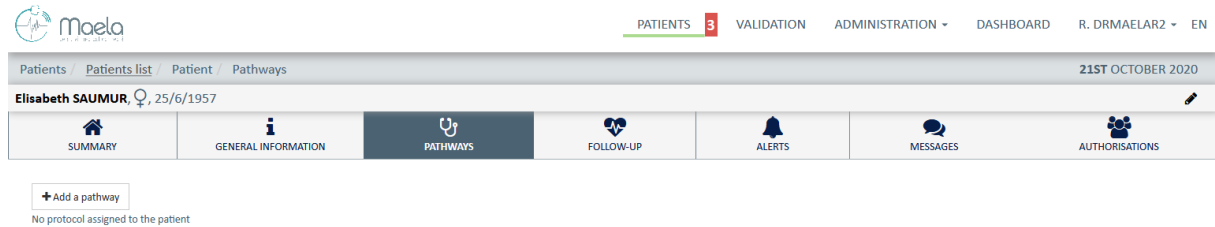
At the end of the patient creation process, you must always check the box "**I confirm that the patient has given his consent to be included in the Maela® solution**" and click on "Save" to continue to the process of assigning a pathway to this newly created patient.

## Consent

I confirm that the patient has given his consent to be enrolled into the Maela solution

### 5.3.2 Assignment of a pathway

When you have just created a patient, you are automatically directed to the page below where you have to select the pathway that you want to assign to this patient. The list of pathways shown here corresponds to the pathways models that this practitioner has defined in his pathway models library (administration menu).



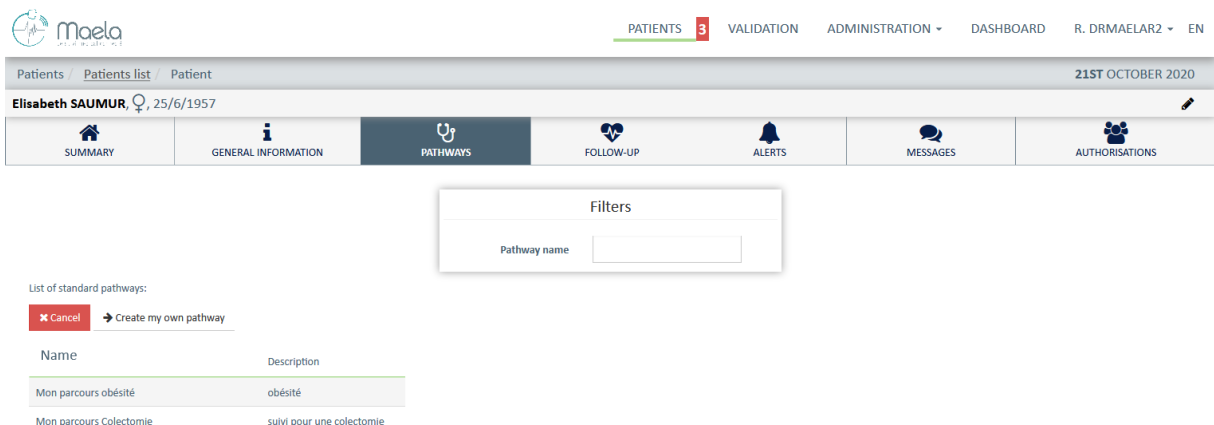
You can sort the pathways by clicking on the column titles or search for a specific pathway using the search field.



The **"Create my own pathway"** button allows you to create a new pathway. We do not recommend using that functionality. The settings of a pathway at the patient level will not be saved in your pathway model list. If you want to add a new pathway template please refer to your administrator.

To assign a pathway to this patient, simply click on the appropriate pathway name.

If you wish to assign a new pathway to a patient that has no active pathway assigned to him or her (assuming the patient file had already been created beforehand), you can use the search field in the patient list to find this patient. Then open the patient file and open the **"Pathway"** menu. Now you just have to click on **"Add a pathway"** to reach the same page as seen above.



By clicking on the pathway that you want to assign, you open the page below:

All **fields framed in gold** (except operating rooms hour) are **mandatory**. Depending on the pathway that will be assigned to the patient, you will be able to find different information, mandatory or not, as per the pathway model specific configuration.

If inside the pathway there is a protocol that is flag as SMS follow-up (also called ambulant type of follow-up), two mandatory anchor point appears at the end of the anchor point list configured in the pathway. They appear with the name of the protocol on which they depend.

**Warning :** The anchor point are not ordered in any way, the order you display at the patient level is the same as the order configured at the pathway template level.

For example, in the context of a diabetes follow-up pathway, we will probably not find the dates related to the surgery that you can display here. The dates that are not circled in gold correspond to the dates that you or the patient will be able to enter after the pathway start. There are two ways to provide the dates of the patient's journey:

- By clicking on the calendar to the right of each date field and then selecting the associated date
- By writing the date directly in the field (if you want to indicate the 7<sup>th</sup> of March 2021 you need to write 07/03/2021).

On some pathways, the healthcare professional has defined a standard follow-up time for the patients. If this duration is set on the pathway model, the follow-up end date will be automatically calculated according to the duration and the referent anchor point.

In the image above, for example, the duration is linked to the discharge date. We therefore display when assigning the pathways: There is also a small tooltip in front of the reference anchor point to remind you that it is used to calculate the pathway end date.

**Automatic follow-up duration: 30 days after Discharge date**

By clicking on the different sections (anchor point, **protocols**, screening) you can browse through the information inside.

Below, for example, is the protocol section of the obesity pathway that this patient will follow with the different plans for each protocol.

▼ Protocols + Add a protocole

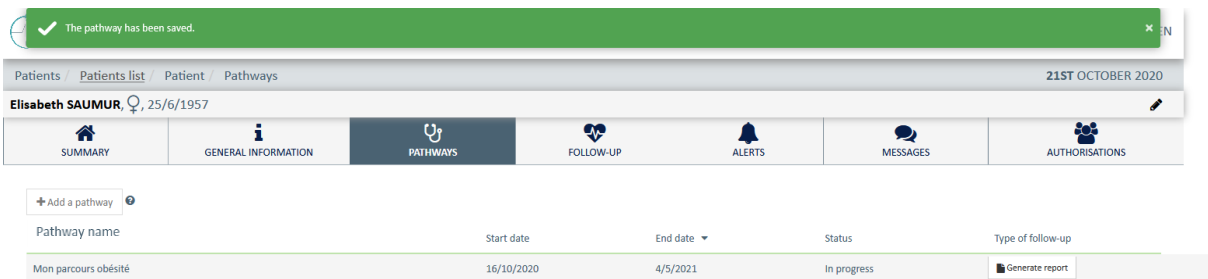
Filters

Speciality  Protocol  Add

Name	Speciality	Author profile	Level	Type of follow-up	Start	End	Actions
Sleeve	Bariatric Surgery	Practitioner	Institution	Maela	Pathway start	Pathway end	⚙️ ✎️ ✖️
Suivi de la perte de poids	Bariatric Surgery	Practitioner	Institution	Maela	Pathway start	Consultation Anesth...	⚙️ ✎️ ✖️
Protocole diététique	Bariatric Surgery	Practitioner	Institution	Maela	Consultation Diéti...	Pathway end	⚙️ ✎️ ✖️

For more information on the management of a pathway, please refer to the "**Administration**" section where we explain how to add a protocol and plan it, how to add contents in a protocol or how to add a screening questionnaire.

Once you have provided the different dates, you can click on **"Save"**. A green banner appears to indicate that you successfully saved the pathway and you are redirected to the pathway menu of this patient.

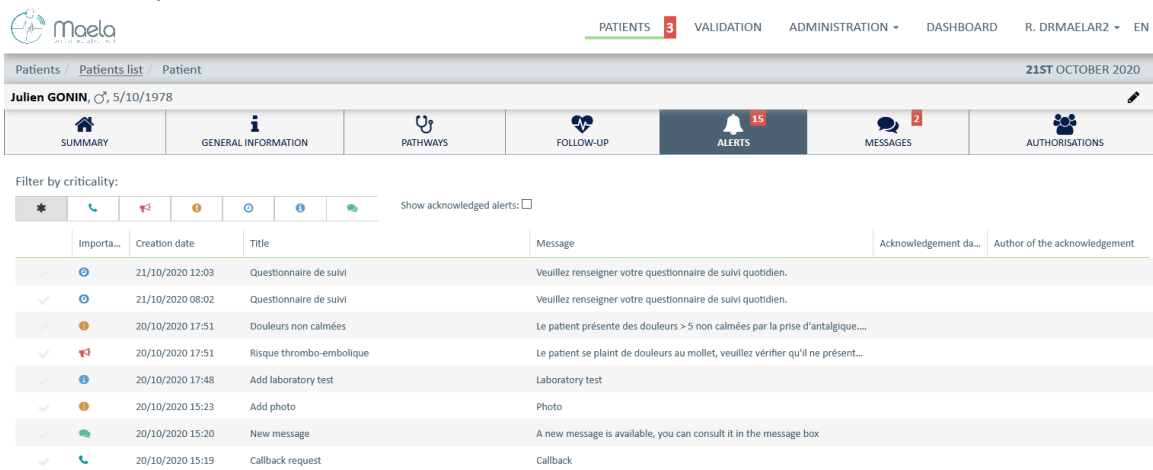


The screenshot shows a green notification banner at the top stating "The pathway has been saved." Below it, the patient's name is Elisabeth SAUMUR, 25/6/1957. The navigation menu includes SUMMARY, GENERAL INFORMATION, PATHWAYS (selected), FOLLOW-UP, ALERTS, MESSAGES, and AUTHORISATIONS. Below the menu, there is a table of pathways:

Pathway name	Start date	End date	Status	Type of follow-up
Mon parcours obésité	16/10/2020	4/5/2021	In progress	Generate report

## 5.4 Opening a patient file

From the patient list dashboard, to open a patient file, click on the **"Actions"** pencil icon located on the right of an patient line in the patient list dashboard. You will be led to the patient file alert sub-page automatically:



The screenshot shows the patient file alert sub-page for Julien GONIN, 5/10/1978. The navigation menu includes SUMMARY, GENERAL INFORMATION, PATHWAYS, FOLLOW-UP, ALERTS (15), MESSAGES (2), and AUTHORISATIONS. Below the menu, there is a table of alerts:

Filter by criticality:	Importa...	Creation date	Title	Message	Acknowledgement da...	Author of the acknowledgement
✓	🔔	21/10/2020 12:03	Questionnaire de suivi	Veuillez renseigner votre questionnaire de suivi quotidien.		
✓	🔔	21/10/2020 08:02	Questionnaire de suivi	Veuillez renseigner votre questionnaire de suivi quotidien.		
✓	🟡	20/10/2020 17:51	Douleurs non calmées	Le patient présente des douleurs > 5 non calmées par la prise d'antalgique...		
✓	🔴	20/10/2020 17:51	Risque thrombo-embolique	Le patient se plaint de douleurs au mollet, veuillez vérifier qu'il ne présent...		
✓	🔬	20/10/2020 17:48	Add laboratory test	Laboratory test		
✓	📷	20/10/2020 15:23	Add photo	Photo		
✓	💬	20/10/2020 15:20	New message	A new message is available, you can consult it in the message box		
✓	📞	20/10/2020 15:19	Callback request	Callback		

## 6. Patient file

In order to edit the patient file, click on the pencil available from the patient list as explained above. By default, you will reach the patient's **"Alerts"** page.

The patient file menu is composed of 7 modules:

- Summary
- General information
- Pathways
- Follow-up
- Alerts
- Messages
- Authorisations



## 6.1 Patient file modification

To modify the patient's details, a simple click on the edit button available at the top right corner of the patient file menu as seen below.



Authorisations allow you to access to the patient information and to modify it.

**Remember to save after each modification.**



For instance, medical secretaries will first fill in the patient's information when creating the patient and the follow-up nurses will be able to modify that patient's administrative information.

When the patient file is opened, you can modify the patient's personal information: last name, first name, phone number, email address, language, time zone, NIR, etc.

**A well filled out patient form will make your work easier during the follow-up of the patient.**

**In case of loss, forgetfulness or non-receipt of the patient's identifiers, you can manually change the patient's username and/or password.**

### Security

Username:	<input type="text" value="julien2@maela.fr"/>	Password	<input type="password"/>
Telephone for OTP:	<input type="text" value="+33 (0) 687654321"/>	Confirmation	<input type="password"/>



SUMMARY

## 6.2 Summary

The "Summary" module contains important information about the current protocol:

- Patient age
- Assigned pathway
- Unacknowledged danger alerts flag
- Unacknowledged warnings alerts flag
- Patient's mobile phone number
- Telephone number of the health institution
- Name of the last completed questionnaire
- Practitioner's phone and email
- Phone number of the secretariat
- Date, time and device used when last connected to the platform
- Start and end dates of the pathway
- Last saved document (sent by the patient or the professional)
- Department phone number
- Name, first name, e-mail and institution number of the substitute practitioner (in case of replacement).

**SUMMARY** GENERAL INFORMATION PATHWAYS FOLLOW-UP ALERTS MESSAGES AUTHORISATIONS

Age 36 years old

Pathway Parcours obésité

Alerts for non-input Questionnaire de suivi, Questionnaire de suivi, Questionnaire de suivi, Questionnaire de suivi, Questionnaire de suivi...

Patient phone +33755773173

Phone number for the institution +33755773173

Case management state Blue State EN Maela

Last questionnaire Questionnaire Sleeve (10/5/2021)

Phone of Dr. DrMaela +33755773173

Email of Dr. DrMaela maelatest123@gmail.com

Substitute practitioner Dr Hubner Marin (from 20/5/2021 to 29/5/2021)  
Phone of Dr. : +33624018001  
Email of Dr. : robin.brech@maela.fr  
Phone number for the institution : +4121 314 11 11

Phone number for secretary's office +33412345678

Last connection date Web : 14/4/2021 16:44

Follow-up Follow-up since 27/4/2021 until 26/8/2021

Last document

Phone number for the department +33412345678

List of patient's notes

+ Add a note

No notes

You can add notes on this patient file either by using the "Add a note" button that allows you to keep track of important information about the patient and to make that visible to the other members of the patient's care team. You may choose to make those notes visible to patients as well.

**SUMMARY** GENERAL INFORMATION PATHWAYS FOLLOW-UP ALERTS MESSAGES AUTHORISATIONS

Message Patient have pain

Share with patient

Save Cancel

After added, these notes are displayed in the "Summary" menu with the date and time of creation and the author of the note.

List of patient's notes

+ Add a note

Creation date	Author	Share with patient	Message	Actions
6/4/2021 16:50	R2 DrMaela	Yes	Patient have pain	

1 / 1

You can also assign a case management status for this patient file. Clicking on the drop-down list will display all available colours which will be visible directly on the patient list dashboard for the whole medical team (follow-up nurse, practitioner and secretaries).

The list of available patient case management statuses is proposed by Maela and identical for all institutions and departments using the solution. Below is an example of statuses that could be made available.

Case management state

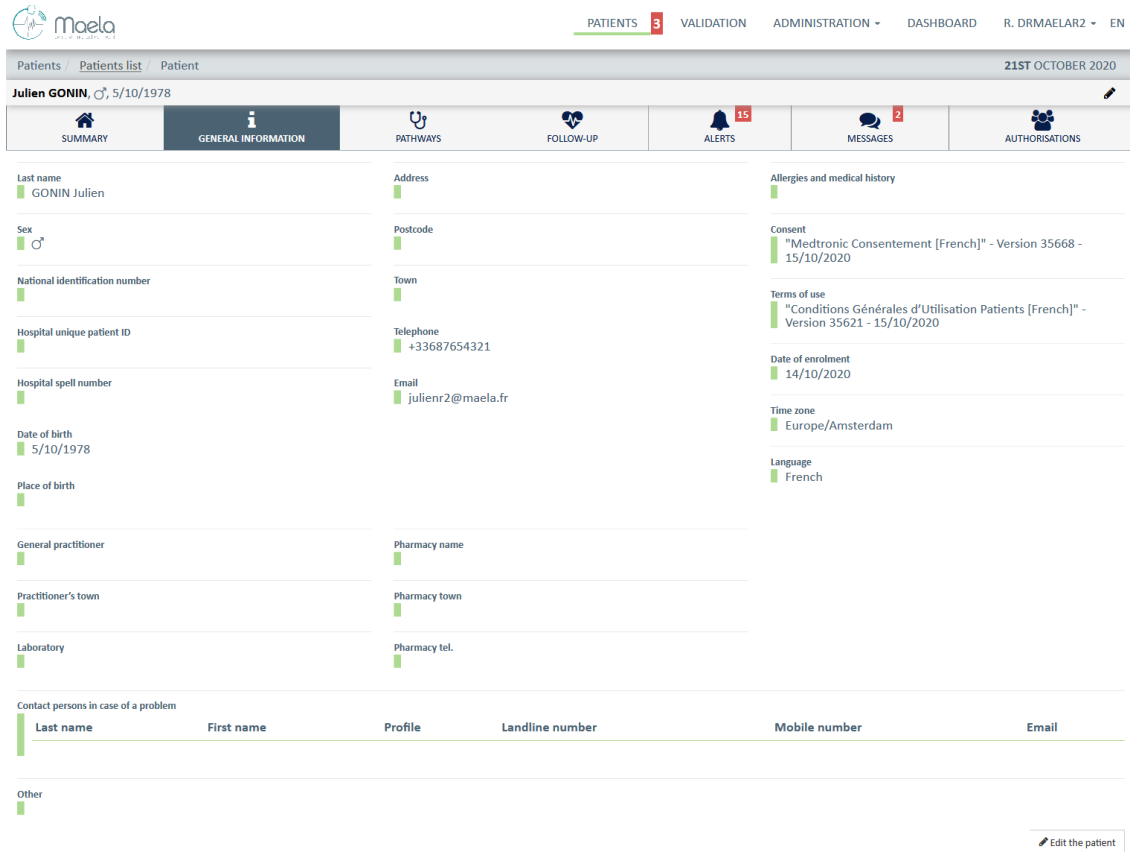
▼

- Rehospitalised ■
- Complicated patient ■
- Telephone follow-up ■
- To be recontacted ■
- City consultation ■
- Language issue ■

## 6.3 General information

The "General information" module contains the information that you have registered or that the secretaries have filled in when registering the patient on the Maela platform.

The name and version of the document that the patient validated during his first connection is indicated on the right under the consent and General Conditions of Use field.



The screenshot shows the Maela patient profile for Julien GONIN, born 5/10/1978. The 'GENERAL INFORMATION' tab is active, displaying a grid of fields:

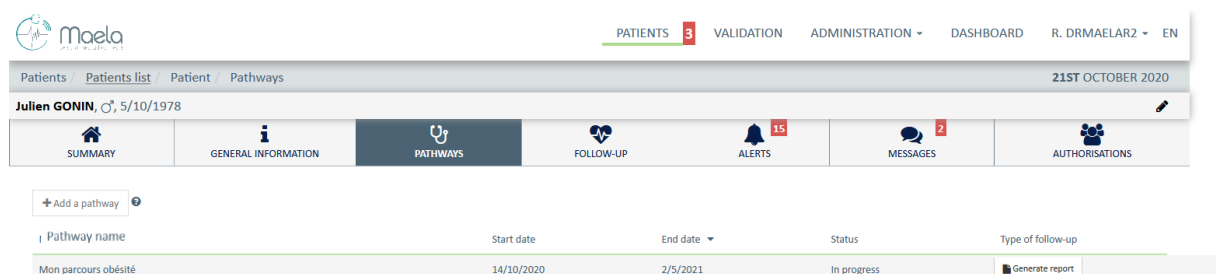
- Personal Information:** Last name (GONIN Julien), Sex (♂), National identification number, Hospital unique patient ID, Hospital spell number, Date of birth (5/10/1978), Place of birth.
- Contact Information:** Address, Postcode, Town, Telephone (+33687654321), Email (julienr2@maela.fr).
- Medical History:** Allergies and medical history, Consent ("Medtronic Consentement [French]" - Version 35668 - 15/10/2020), Terms of use ("Conditions Générales d'Utilisation Patients [French]" - Version 35621 - 15/10/2020), Date of enrolment (14/10/2020), Time zone (Europe/Amsterdam), Language (French).
- Professional Information:** General practitioner, Practitioner's town, Laboratory, Pharmacy name, Pharmacy town, Pharmacy tel.
- Contact persons in case of a problem:** A table with columns for Last name, First name, Profile, Landline number, Mobile number, and Email.

An "Edit the patient" button is located at the bottom right of the profile page.

## 6.4 Pathway

Each patient registered on Maela® has a pathway assigned to him/her with at least the start and end dates that are set. The follow-up nurses will be able to modify the dates configured in this pathway if necessary.

For each patient you have the possibility to add follow-up parameters. *For example blood glucose for a diabetic patient or add tests for a patient with Crohn's disease.* When you assign a pathway to a patient file, you duplicate your pathway template at the patient level. It means that all the modification that you will make will not modify your pathway template.



The screenshot shows the Maela patient profile for Julien GONIN, with the 'PATHWAYS' tab active. The page displays a table of pathways:

Pathway name	Start date	End date	Status	Type of follow-up
Mon parcours obésité	14/10/2020	2/5/2021	In progress	Generate report

An "Add a pathway" button is located at the top left of the pathway section.

By clicking on the pathway with the status "**In progress**", you can access to the description of the pathway with the different **protocols** linked to it. You have the possibility of modifying this pathway at any time during your patient's care. The modifications made at this level will not affect your pathway or **protocol** models that you make available to other patients. The modifications only concern this patient record, which allows you to personalize the pathway more finally at any time.

▼ Protocols

Filters

Specialty  Protocol  Add

+ Add a protocole

Name	Specialty	Author profile	Level	Type of follow-up	Start	End	Actions
Sleeve	Bariatric Surgery	Practitioner	Institution	Maela	14/10/2020	2/5/2021	⚙️ ✎️ ✖️
Suivi de la perte de poids	Bariatric Surgery	Practitioner	Institution	Maela	14/10/2020	2/5/2021	⚙️ ✎️ ✖️

▼ Screening

Filters

Last name  Add

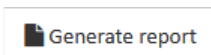
+ Add a screening

Date	Name	Action on scree...	Linked protocols	Start	End	Type	Action on protocole
Pathway start	Eating healthy screening	⚙️ ✎️ ✖️	Lifestyle support bariatric	16/11/2020	16/12/2020	Maela	⚙️ ✎️ ✖️

In the "**Screening**" section are the questionnaires that will enable the pathway to be personalized according to the patient profile. The patient or practionner's answers to this type of questionnaire will trigger the start of **protocols** linked to this questionnaire as per conditions defined in this questionnaire.

In the screening section, you will find on the left the name of the screening questionnaire and on the right the related **protocols** with their different planning dates. For more information, please consult the "**Administration**" section.

It is possible to generate a report in PDF format even if the pathway is still in progress by clicking on the "**Generate Report**" button:



Once the pathway is ended, it is also possible to download the report in PDF format by clicking on the "**View Report**" button:



If the pathway was translated into several languages, you have the possibility to choose in which language you want to download the follow-up report.

Pathway

---

Language  Download the PDF

This report includes all the information in the patient file that may have been exchanged during the pathway and all the actions carried out (acknowledgement of alerts, sending of messages, notes, etc.).



**You will not be able to add a new pathway when the patient has already one in progress.**



## 6.5 Follow-up

The "Follow-up" module contains all the parameters entered by the patient during his medical follow-up (measurement(s), questionnaire(s), photo(s), etc.). When opening this module, you are by default led to the measurement graphs.

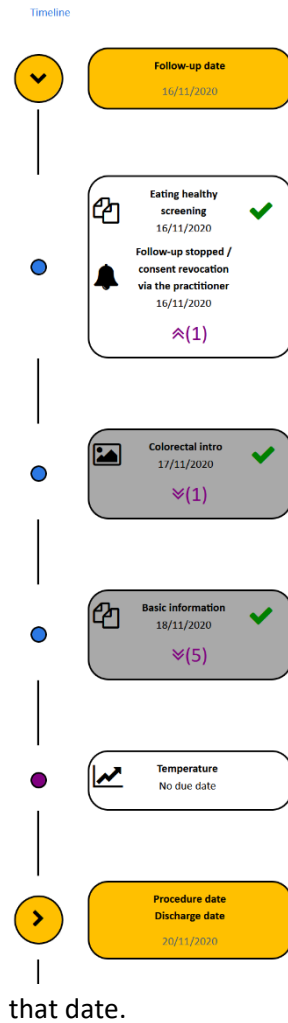
### 6.5.1 Measures

When you open the "Follow-up" menu of a patient file, you are led by default to the "Measurements" submenu.



This allows you to see and analyse the evolution of the different measurements followed by the practitioner as well as the scoring questionnaire answered by the patient. Only the measurements set up in the **protocols** are displayed. A point on a graph corresponds to data entered by the patient (or by the practitioner on behalf of the patient). By moving the cursor over a point on the graph, you can display the detailed results.

## 6.5.2 Timeline



Patient follow-up can be done through this timeline, it allows to list all the steps, all the content planned during the patient's journey. By default, the expanded phase with all details is the one the patient is currently in. Here for instance the patient is between the follow-up start date and the procedure date.

The dates in the orange frame correspond to the Maela anchor points configured in the patient's journey by a professional. By clicking on an arrow, you extend all the actions carried out and to be carried out (with a green tick for those already carried out) and those remaining for the patient.

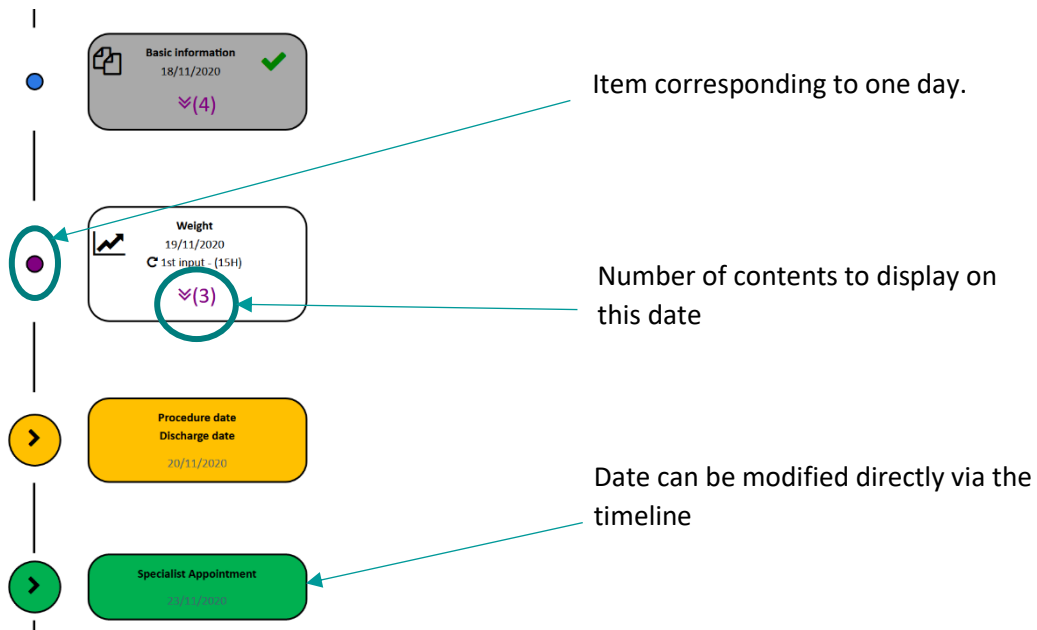
Each point on the left side of the timeline corresponds to a date. The frames on the right include all the **content scheduled** on this date. The number in brackets corresponds to the number of contents available on this date.

Different logos represent the different types of content available on Maela®: educational content, alerts, questionnaires, analyses, tasks, treatments and documents.

By clicking on a questionnaire type of content from the timeline, you open directly either the patient's answers if he has already answered this questionnaire or the questionnaire to be entered with the patient. You can make all the action configured in this pathway for this patient through the timeline by clicking on the respective item.

The grey frame indicates dates in the future with planned content for

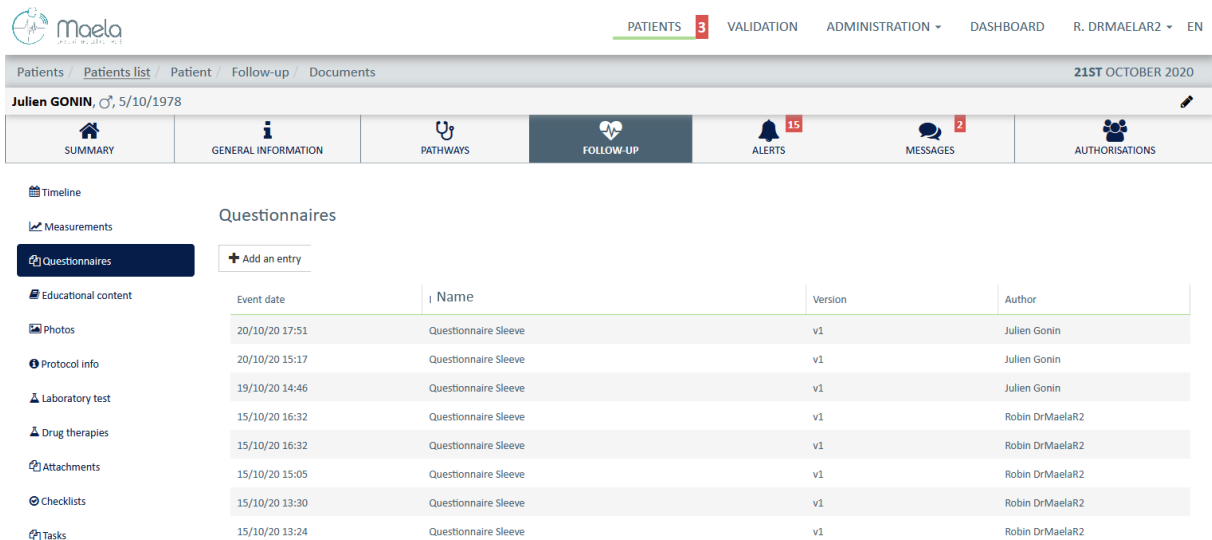
Clicking on the dates in the green boxes will open a pop-up allowing you to either update the scheduled date or schedule it if it is not yet entered.



### 6.5.3 Questionnaires

The details of the answers to the questionnaires are available on this submenu.

The following information is displayed: the date and time the questionnaire was sent according to your time zone, the name of the questionnaire entered, the version of the questionnaire if a professional has made a change to it and the first and last name of the user that filled-in the questionnaire.

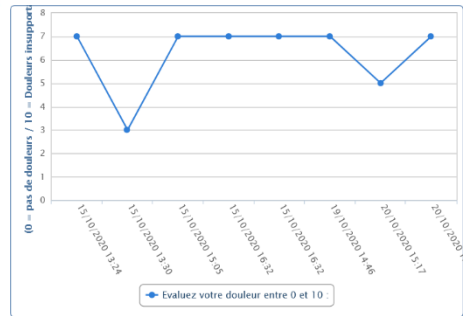


Event date	Name	Version	Author
20/10/20 17:51	Questionnaire Sleeve	v1	Julien Gonin
20/10/20 15:17	Questionnaire Sleeve	v1	Julien Gonin
19/10/20 14:46	Questionnaire Sleeve	v1	Julien Gonin
15/10/20 16:32	Questionnaire Sleeve	v1	Robin DrMaelaR2
15/10/20 16:32	Questionnaire Sleeve	v1	Robin DrMaelaR2
15/10/20 15:05	Questionnaire Sleeve	v1	Robin DrMaelaR2
15/10/20 13:30	Questionnaire Sleeve	v1	Robin DrMaelaR2
15/10/20 13:24	Questionnaire Sleeve	v1	Robin DrMaelaR2

A simple click on the questionnaire allows you to view the answers to the various questions asked. You are led to the same display if you click on a questionnaire entered by the patient directly from the pathway view on the timeline submenu.

Some questions concern numerical values such as pain score. The "See follow-up" button allows you to view this parameter in a graphical way.

The screenshot shows the 'Questionnaire Sleeve' form for patient Julien GONIN. The form includes sections for 'Comment allez-vous?', 'Évaluez votre douleur', and 'Avez-vous bien pris les antalgiques...'. A red circle highlights the 'See follow up' button next to the pain rating of 7.



Finally, the "Add Entry" button allows you to answer a questionnaire directly. Clicking on this button opens a pop-up window in which you can select the questionnaire you want to answer among all the questionnaires configured in the patient's pathway (follow-up questionnaire or screening questionnaire). While you are able to answer this way as many times as required a follow-up questionnaire, a given screening questionnaires can only be answered once.

The answer options shown in red correspond to the mandatory questions. Once you have completed your entry, you can click on "Save".

The first screenshot shows the 'Add an entry' dialog with a dropdown menu set to 'Questionnaire Sleeve' and 'Confirm' and 'Cancel' buttons. The second screenshot shows the 'Enter today's date' dialog with mandatory questions in gold text: 'How are you feeling emotionally?' and 'How are you feeling physically?'. It also includes checkboxes for 'Diabetes', 'Hypertension', 'Cardiac arrhythmia', and 'Obesity', and 'Save' and 'Cancel' buttons.

The question written in gold are mandatory to save the questionnaire.

### 6.5.4 Educational content

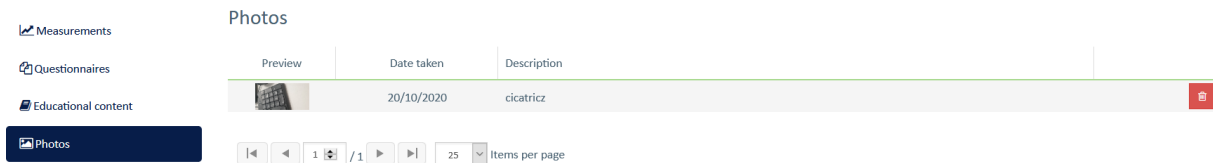
You have access to the list of educational contents assigned to the patient, with their categories, sub-categories, due dates and read dates.

Educational content				
Title	Category	Sub-category	Due date	Read
Medtronic Consentement R2 [English]	My Condition	Signs and symptoms	19/10/2020	19/10/2020

### 6.5.5 Photos

This tab gathers all the photos sent by the patient during this pathway. In case of concern, the patient can send you pictures of his or her wound or wound dressing. A photo upload also sends an alert to let

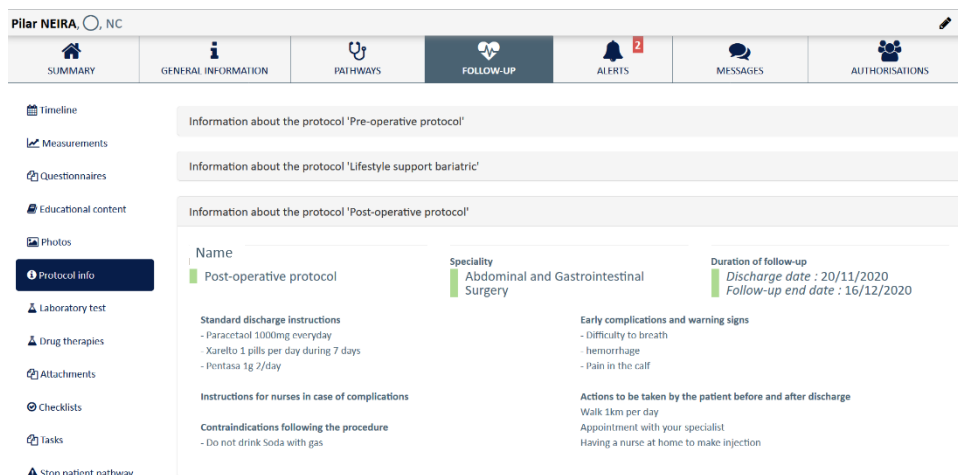
you know when a new photo is sent by the patient. You have access directly to a thumbnail of the picture, the date when it was taken and the associated description. The red trash on the right allows you to delete photos if necessary.



### 6.5.6 Protocol information

The information in a protocol is the information written by the practitioner for the nurses in charge of following-up of the patient. You find in this section all the information configured in the “Information” tab inside each protocol. This information helps the nurse or other healthcare professional to perform a high quality follow-up of the patient by respecting the instructions of the practitioner.

When you click on a protocol, the practitioner's instructions are displayed. Per protocol, different information sections are available: the name of the protocol, the specialty, the dates of follow-up of this protocol, the standard prescription, the actions to be taken by the nurses in case of complications, the contraindications following the procedure, the immediate complications and warning signs and the actions to be taken by the patient.



When writing the follow-up protocol, the boxes to be filled in "**Standard Discharge Instructions**" or "**Instructions for nurses in case of complications**" will allow you to give all the useful information to the patient.

### 6.5.7 Laboratory test

On this submenu, you can see the list of the laboratory tests reports shared by the patient. Those in "**red**" are those that are planned but not yet available, and those in "**green**" are those that are available for review.

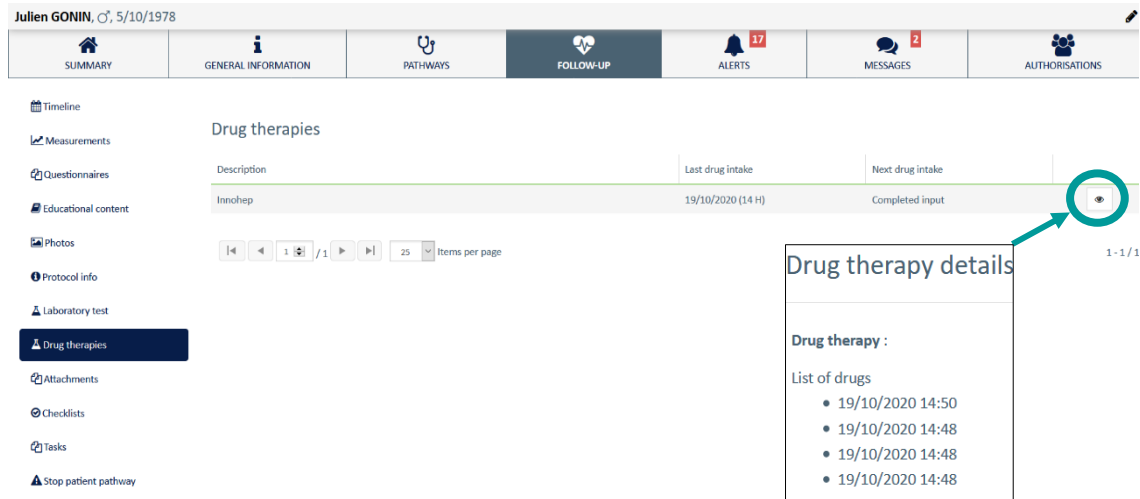
By clicking on the "**Download the doc**" button, you will be able to download the laboratory test report on your computer to be able to open it.

By clicking on the button to add a new laboratory test report you open the pop-up window "Add laboratory test results report" in which you must indicate the effective date of the laboratory test, name, description and attach the associated document and click on "Save".

### 6.5.8 Drugs therapies

Under this tab you have all the medications assigned to the patient, and per medication, the date of the last intake and the date of the next intake.

Click on the **eye** icon to get the details of the drug therapy, and you will see the list of dates and times when the patient has reported compliance to the treatment regimen.



Julien GONIN, ♂, 5/10/1978

SUMMARY GENERAL INFORMATION PATHWAYS FOLLOW-UP ALERTS MESSAGES AUTHORISATIONS

Timeline Measurements Questionnaires Educational content Photos Protocol info Laboratory test **Drug therapies** Attachments Checklists Tasks Stop patient pathway

Drug therapies

Description	Last drug intake	Next drug intake
Innohep	19/10/2020 (14 H)	Completed input

1 - 1 / 1

Drug therapy details

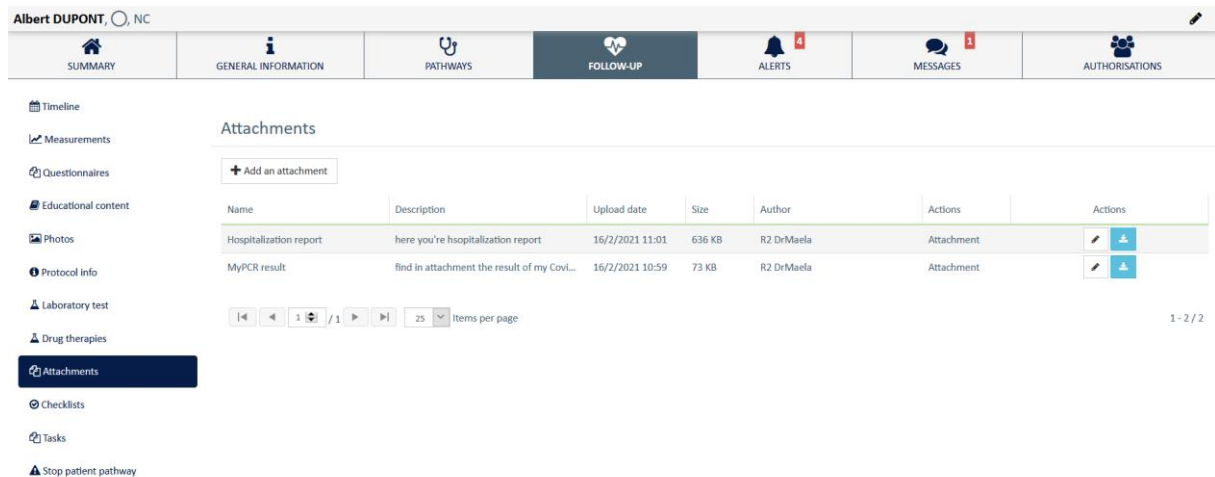
Drug therapy :

List of drugs

- 19/10/2020 14:50
- 19/10/2020 14:48
- 19/10/2020 14:48
- 19/10/2020 14:48

### 6.5.9 Attachments

The attachment submenu displays a list containing all the documents added to the patient record. These attachments can be shared either by the patient or by a **healthcare professional**.







Albert DUPONT, ○, NC

SUMMARY GENERAL INFORMATION PATHWAYS FOLLOW-UP ALERTS MESSAGES AUTHORISATIONS

Timeline Measurements Questionnaires Educational content Photos Protocol info Laboratory test Drug therapies **Attachments** Checklists Tasks Stop patient pathway

Attachments

+ Add an attachment

Name	Description	Upload date	Size	Author	Actions	Actions
Hospitalization report	here you're hospitalization report	16/2/2021 11:01	636 KB	R2 DrMaela	Attachment	 
MyPCR result	find in attachment the result of my Covi...	16/2/2021 10:59	73 KB	R2 DrMaela	Attachment	 

1 - 2 / 2

In this menu you can see the name of the attachment, its description, the date the document was uploaded, its size, the name of the person who shared the document and the action column allowing you to either download or modify the attachment.

Add an attachment

[Back to documents](#)

Select a file :   Maximum file size : 19 MB  
Only the following file types are authorized: PDF, Images (JPEG, PNG, GIF, TIFF), Microsoft Office (DOC, DOCX, XLS, XLSX, PPT, PPTX), videos (MP4, AVI), web pages (HTML), simple text files (TXT) and RTF.

Last name :

Description :

By clicking on "Add an attachment" you open a new page (as seen here on the left) in which you can upload a new document and give it a name and a description.

Uploading this attachment creates an information alert at the patient level.

### 6.5.10 Tasks

Here you have a list of all tasks performed or to be performed by the patient. Those highlighted in **red** correspond to the non-completed tasks for which the patient is late. Tasks with a red frame on the right and not highlighted in **red** correspond to tasks planned in the future, and tasks with a **green** tick mark correspond to tasks that have been completed by the patient, either reported directly by the patient or reported by the medical team on behalf of the patient.

- [Measurements](#)
- [Questionnaires](#)
- [Educational content](#)
- [Photos](#)
- [Protocol info](#)
- [Laboratory test](#)
- [Drug therapies](#)
- [Attachments](#)
- [Checklists](#)
- [Tasks](#)
- [Stop patient pathway](#)

#### Tasks











Description	Date	Done	
Activité Physique	Invalid date	<input checked="" type="checkbox"/>	<input type="button" value="ⓘ"/>
Activité Physique	18/10/2020	<input type="checkbox"/>	<input type="button" value="Acknowledge"/>
Activité Physique	21/10/2020	<input type="checkbox"/>	<input type="button" value="Acknowledge"/>

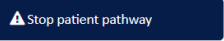
/ 1
 25 Items per page

You can complete a task for the patient by clicking on the button "Acknowledge" at the right of the line corresponding to the task to be marked as completed.

### 6.5.11 Stopping the patient pathway

It is possible to stop the patient's pathway.


-  Measurements
-  Questionnaires
-  Educational content
-  Photos
-  Protocol info
-  Laboratory test
-  Drug therapies
-  Attachments
-  Checklists
-  Tasks



### Stop patient pathway

Patient did not request to stop this pathway commenced on 14/10/2020

Force the end of the pathway

 It is preferable to wait for the patient to ask for his pathway to stop. Forcing the end of the pathway is not advisable.

Click on the button to end the pathway. Please note that we do not recommend that you end the patient's pathway before its end date. Validating the end of the pathway will prevent the patient from continuing his follow-up normally and he will no longer be able to access Maela.




## 6.6 Alerts


This is the default menu that opens when you open a patient file. In this menu you will find all the alerts generated during the patient pathway. By default, only unacknowledged alerts are displayed with the criticality of the alert, the date and time the alert was triggered, the title and the message body of the alert.


Alerts follow a simple colour code:


- Red: Danger
- Maela® Blue: Call-back request
- Orange: Warning
- Green: Discussion and messages
- Dark blue: Non-input
- Light Blue: Information


Julien GONIN, ♂, 5/10/1978


  
SUMMARY


  
GENERAL INFORMATION








  
PATHWAYS











  
FOLLOW-UP

  
ALERTS

  
MESSAGES

  
AUTHORISATIONS

Filter by criticality: \*         Show acknowledged alerts:

	Importa...	Creation date	Title	Message	Acknowledgement da...	Author of the acknowledgement
✓		22/10/2020 08:02	Questionnaire de suivi	Veillez renseigner votre questionnaire de suivi quotidien.		
✓		21/10/2020 19:02	Questionnaire de suivi	Veillez renseigner votre questionnaire de suivi quotidien.		
✓		21/10/2020 12:03	Questionnaire de suivi	Veillez renseigner votre questionnaire de suivi quotidien.		
✓		21/10/2020 08:02	Questionnaire de suivi	Veillez renseigner votre questionnaire de suivi quotidien.		
✓		20/10/2020 17:51	Douleurs non calmées	Le patient présente des douleurs > 5 non calmées par la prise d'antalgique...		
✓		20/10/2020 17:51	Risque thrombo-embolique	Le patient se plaint de douleurs au mollet, veuillez vérifier qu'il ne présent...		
✓		20/10/2020 17:48	Add laboratory test	Laboratory test		
✓		20/10/2020 15:23	Add photo	Photo		
✓		20/10/2020 15:20	New message	A new message is available, you can consult it in the message box		
✓		20/10/2020 15:19	Callback request	Callback		

You can click on one of the boxes in the "Filter by criticality" section to display only certain alert criticality type.

Alerts that have already been acknowledged are hidden by default. As seen below, a check box "**Show acknowledged alerts**" allows you to see alerts that have already been acknowledged. They appear greyed out with additional information: the date and time of the acknowledgment and the author of the acknowledgment (first and last name of the user who acknowledged the alert).

Show acknowledged alerts: <input checked="" type="checkbox"/>							
	Impor...	Creation date	Title	Message	Acknowledgeme...	Author of the acknowle...	
<input checked="" type="checkbox"/>		16/11/2020 17:04	Follow-up stopped / consent revocation via the pr...	Follow-up stop / consent revocation			
<input checked="" type="checkbox"/>		16/11/2020 17:03	Diabetes	Patient is diabetic			
<input type="checkbox"/>		19/10/2020 14:46	<i>Douleurs non calmées</i>	<i>Le patient présente des douleurs &gt; 5 non calmées par la prise d'antalgique...</i>	20/10/2020 17:45	Robin DrMaelaR2	
<input type="checkbox"/>		15/10/2020 16:32	<i>Vomissements</i>	<i>Veuillez contacter le patient et faire le point avec lui</i>	19/10/2020 14:18	Robin DrMaelaR2	

Clicking on an unacknowledged alert opens a window containing the details of the alert: the alert creation date, the alert title and the alert message body, addressed to the patient or the follow-up nurse. As seen below, a drop-down list allows you to select a reason for acknowledgement.

### Alert detail

**Creation date** 20/10/2020 17:51 **Title** Douleurs non calmées (value equal to )

**Message**  
Le patient présente des douleurs > 5 non calmées par la prise d'antalgique. Veuillez le contacter et faire le point avec lui.

**Acknowledgement**

**Reason** Error / False alert / False measurement

**Message**  
 Error / False alert / False measurement  
 Alert resolved with the patient by the nurse  
 Alert resolved by the patient  
 Practitioner advised  
 Information acknowledged  
 Message(s) read  
 Readmission  
 Other

You also have the possibility to add a message to add information regarding the acknowledgement of this alert.



**Warning:** this text will not be sent to the patient but will only be available if you open again this pop-up of this alert. We advise you to add this type of precision in the patient notes available in the "**Summary**" menu.

### Alert detail

**Creation date** 20/10/2020 17:51 **Title** Douleurs non calmées (value equal to )

**Message**  
Le patient présente des douleurs > 5 non calmées par la prise d'antalgique. Veuillez le contacter et faire le point avec lui.

**Acknowledgement**

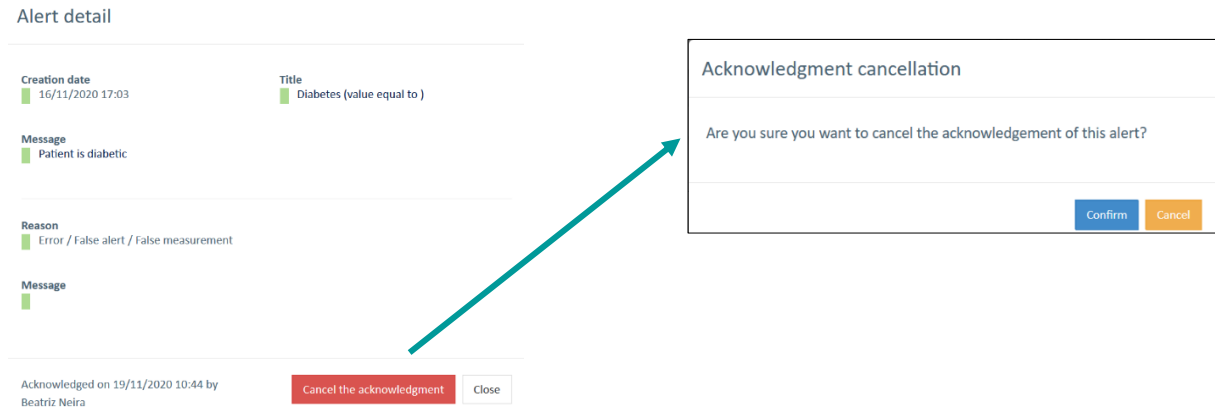
**Reason** Information acknowledged

**Message**  
Please don't take this request into account

Finally, it is possible to cancel the acknowledgement of an alert by clicking on the desired alert.

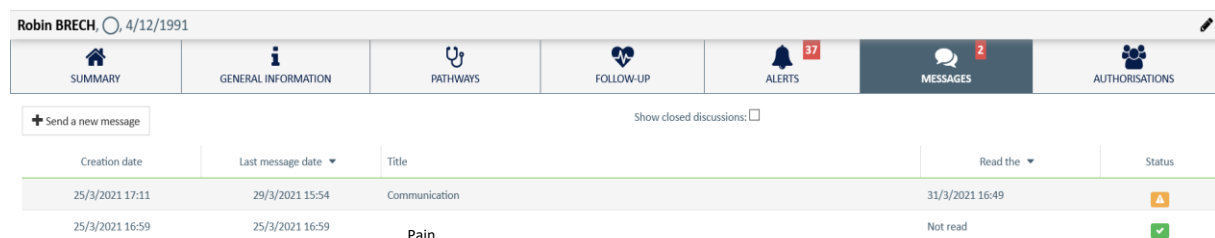


Then click on "Cancel the Acknowledgement", then "Confirm".



## MESSAGES 2 6.7 Messaging

Instant messaging allows you to contact the patient at any time or to be contacted by the patient to contact you. As soon as the message is sent, the patient receives is notified either by SMS, email or mobile app notification (depending on the patient's notifications settings) to encourage him/her to connect to Maela.



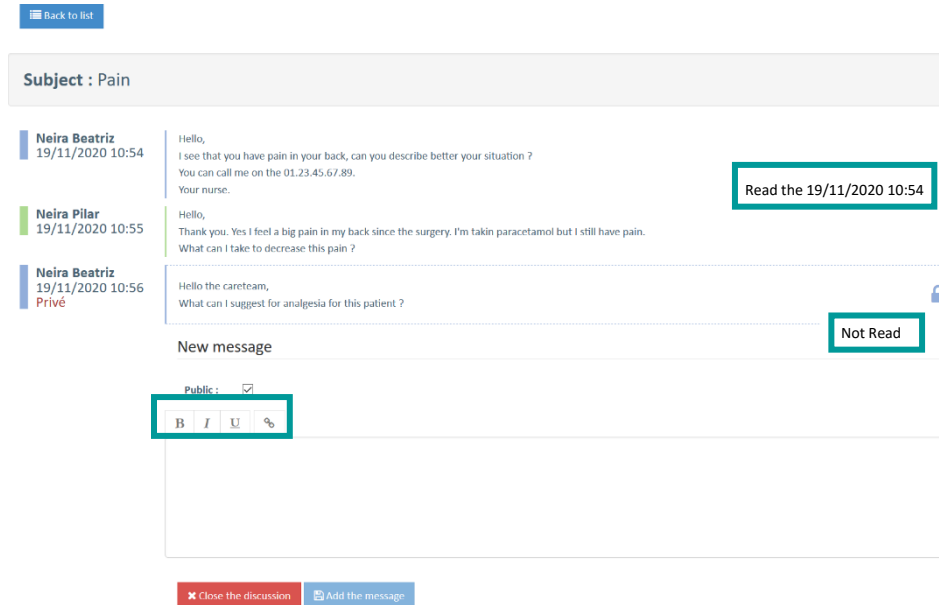
When the patient reads your message, the date and time the message was read is displayed in front of the discussion. If the message has not yet been read, "Unread" is displayed.

If you have **unread messages**, it can be seen with the **red** counter displayed on the messaging menu. The discussions in which there are unread message are seen in the table with a status that has an orange "**Warning**" flag. Discussions without any unread messages show a status with a **green** tick mark.

To reply to a new message, click on the corresponding discussion. This will open all the messages exchanged in this discussion, and for each message the name of the author (with a **blue** colour tag to the left if it is a **healthcare professional** and green colour tag if it is the patient) as well as the date and

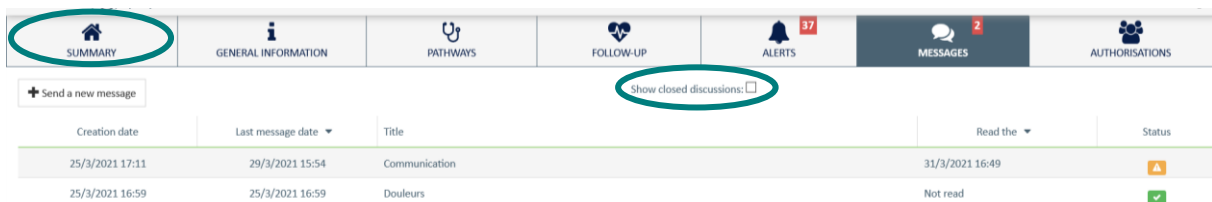
time the message was sent. At the bottom right of your message, you have the date and time when the patient read your message.

The 4 framed buttons on the screenshot below allow you to add text in bold, italic, underlined or to add a link directly in your message.



In order to display closed discussions, click on the checkbox shown here: **Show closed discussions:**

To add a new discussion, simply click on the "**Start New Discussion**" button.




A new discussion opens (see below). The subject field corresponds to the title of this new discussion.

A checkbox (see below) gives you the option to switch from a **public message** visible to all (practitioner-nurse-patient) to a **private message** shared only between *healthcare professionals*.

[Back to list](#)

New discussion

Subject :

Initial message : **B** **I** **U** 

Public message:

[Send the new discussion](#)

## 6.8 Authorisations

Under the "**Authorisations**" menu, you will find a list of the professionals and services authorised to access this patient record.




By using the buttons "**Authorise a practitioner**" and "**Authorise an entity**", you can authorise access to this patient file to a new professional or institution or department. Clicking on these buttons will display all the professionals and health institutions working with Maela.

Julien GONIN, ♂, 5/10/1978

SUMMARY GENERAL INFORMATION PATHWAYS FOLLOW-UP ALERTS 18 MESSAGES 2 AUTHORISATIONS

[+ Authorise a practitioner](#) [+ Authorise an entity](#)

Authorised practitioners

#	Name	Specialty	Actions
88	BOULARD Camille	Neurosurgery	
1218	DRMAELARZ Robin		
6	VIOT Hubert	Bariatric Surgery	

1 - 3 / 3



Authorised entities

Collapse all Show all

Adding a practitioner authorisation

#	Last name	Specialty	Authorised
5	CHARLES Anthony	Cardiac Surgery	<input type="checkbox"/>
6	VIOT Hubert	Bariatric Surgery	<input checked="" type="checkbox"/>
8	PWVE Gaëlle Praticien		<input type="checkbox"/>
9	FRERING Vincent	Bariatric Surgery	<input type="checkbox"/>
16	DURRIVE Vincent		<input type="checkbox"/>
24	GUILLEM Philippe	Abdominal and Gastrointestinal Surgery	<input type="checkbox"/>
25	DUBOIST-HOCQUART Christine	Obstetrics	<input type="checkbox"/>
27	MAILLIET Benjamin	Neurosurgery	<input type="checkbox"/>
29	PWVE Gaëlle		<input type="checkbox"/>

You can filter alphabetically by clicking on the column headings or search directly for a **healthcare professional** or institution by using the search bar. Then click on the checkbox on the right to grant access rights to that **healthcare professional**. This new health professional will appear directly in the list of authorised professionals as shown below:

#	Name	Specialty	Actions
88	BOULARD Camille	Neurosurgery	
1218	DRMAELARZ Robin		

You can revoke an authorisation at any time by clicking on the trash icon.

## 7. Validation

This menu allows you to validate the identity of the patients when they answer the questionnaires directly via secure links sent to them by SMS. This is a mandatory identity checking measure and is only requested for patients with an **Ambulight** protocol and answering directly via that secure link sent by SMS.

The red counter on the right side of the "**Validation**" menu indicates the number of contents awaiting validation.



When opening the secure link received by SMS, the patient is requested to fill in his or her first and last name. Your role is to verify that this information matches with the first and last name of the patient on file. The fields "**Informed First name**" and "**Informed Last name**" correspond to the information indicated by the patient via the form sent by SMS, to be compared with the "**Patient's First name**" and the "**Patient's Last name**" which are the patient's information available in their Maela file.

#	Content Name	Patient's last name	Patient's first name	Informed last name	Informed first name	Validation
7256	Poids	Maghrebi	Amine	MAGHREBI	Amine	✓ ✕
7256	Poids	Maghrebi	Amine	MAGHREBI	Amine	✓ ✕
7256	Poids	Maghrebi	Amine	MAGHREBI	Amine	✓ ✕
7256	Poids	Maghrebi	Amine	MAGHREBI	Amine	✓ ✕
7256	Poids	Maghrebi	Amine	MAGHREBI	Amine	✓ ✕
7256	Poids	Maghrebi	Amine	MAGHREBI	Amine	✓ ✕
7256	Poids	Maghrebi	Amine	MAGHREBI	Amine	✓ ✕
7256	Poids	Maghrebi	Amine	MAGHREBI	Amine	✓ ✕

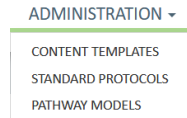
If the names match, click on the button . This validates that the content has indeed been filled-in by the right patient. You can also select several or all the contents by clicking on the top left column and validate them by clicking on the "Validate X contents" button with X the number of selected contents.

Once the content(s) have been validated, it appears in the patient file either in the "Questionnaire" sub-menu or in the "Measurements" sub-menu, depending on the type of content. If the names do not match, click on the X which will delete the content, as this may mean that the patient has lost his smartphone and a third party has answered in his place, or that there is a mistake on the OTP phone number in the patient file.

For security purposes, regardless of the validation process being completed or not, as soon as the patient has answered to the questionnaire or the measurement content, any alerts triggered by the answers are directly available in the patient file.

## 8. Administration

Clicking on the "Administration" menu will bring up a drop-down list in which you have the following menus: "Content Templates", "Standard Protocols" and "Pathway Models".

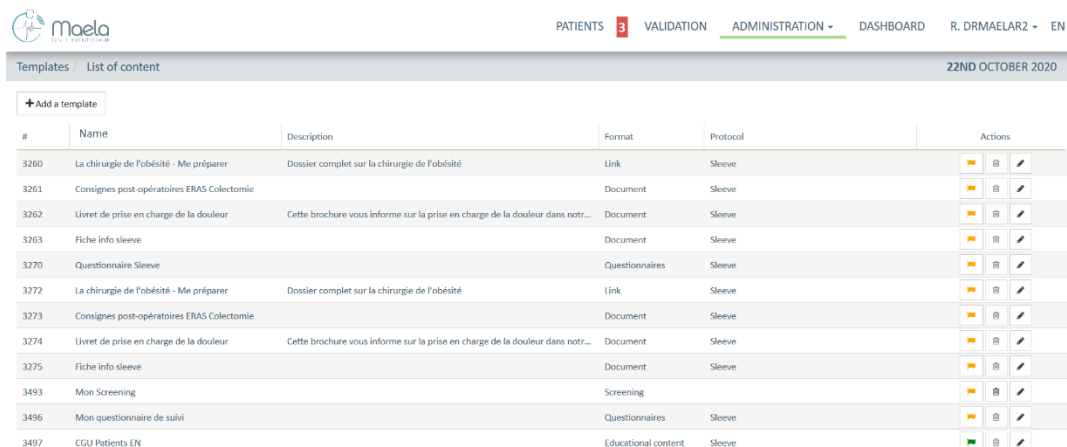


### 8.1 Content templates

This menu gives you access to all the content templates that you can use when creating your pathway model or when editing a specific patient's pathway. The list shown on this menu allows you to visualise all the content templates you have created or imported. In this list you will find several types of content templates:

- Questionnaire templates
- Document templates
- Links
- Educational contents
- Screening questionnaires

You can click on each column title to sort your content in alphabetical order. The content names and their description are displayed in your language if they are translated, otherwise they are displayed in the referent's language of the content reference language.



#	Name	Description	Format	Protocol	Actions
3260	La chirurgie de l'obésité - Me préparer	Dossier complet sur la chirurgie de l'obésité	Link	Sleeve	[Add] [Edit] [Delete]
3261	Consignes post-opératoires ERAS Colectomie		Document	Sleeve	[Add] [Edit] [Delete]
3262	Livret de prise en charge de la douleur	Cette brochure vous informe sur la prise en charge de la douleur dans notr...	Document	Sleeve	[Add] [Edit] [Delete]
3263	Fiche info sleeve		Document	Sleeve	[Add] [Edit] [Delete]
3270	Questionnaire Sleeve		Questionnaires	Sleeve	[Add] [Edit] [Delete]
3272	La chirurgie de l'obésité - Me préparer	Dossier complet sur la chirurgie de l'obésité	Link	Sleeve	[Add] [Edit] [Delete]
3273	Consignes post-opératoires ERAS Colectomie		Document	Sleeve	[Add] [Edit] [Delete]
3274	Livret de prise en charge de la douleur	Cette brochure vous informe sur la prise en charge de la douleur dans notr...	Document	Sleeve	[Add] [Edit] [Delete]
3275	Fiche info sleeve		Document	Sleeve	[Add] [Edit] [Delete]
3493	Mon Screening		Screening		[Add] [Edit] [Delete]
3496	Mon questionnaire de suivi		Questionnaires	Sleeve	[Add] [Edit] [Delete]
3497	CGU Patients EN		Educational content	Sleeve	[Add] [Edit] [Delete]

The protocol column indicates in which standard protocol this content model is used. A content template can only be used in one protocol template. Every time you use a content template in another standard protocol, this content template will be duplicated.

#### 8.1.1 Adding a content template from an existing template

To add a new content template, click on the "Add a template" button. This button leads you to a page with a list of all the content available from your institution.

Filters

Template name

Format


List of Maela templates:

✖ Cancel
➔ Create my own template

Name	Format	Author profile	Level	Actions
Maela_Bypass Gastrique_Quest	Questionnaires	Administrator Maela	MAELA	<span style="color: orange;">🚩</span>
Maela_Bypass Gastrique_Lien	Link	Administrator Maela	MAELA	<span style="color: green;">🚩</span> <span style="color: blue;">🔗</span>
Maela_Bypass Gastrique_Doc	Document	Administrator Maela	MAELA	<span style="color: orange;">🚩</span> <span style="color: blue;">📄</span>

You can search for a content template directly by name or filter by format (questionnaire, screening, educational content, link or document). The "Author Profile" column indicates the profile that created this content and the orange or green flag indicates whether the content is translated into all the languages that your healthcare institution allows.

To import one of the content templates available from this list, simply click on the name of the template. The detail of the content will appear (as seen below) and you can make changes directly at this level. To validate this import, please click on "Save". After saving you can see this new content template in your content templates list.


PATIENTS   VALIDATION 0   **ADMINISTRATION**   DASHBOARD   B. NHL   EN

Templates   Edit a content template
2ND DECEMBER 2020

Back

**Title**

**Description**

**Standard Questionnaire**

**Alerts for non-input**

**Field list**

- Two-columns frame
- Checkboxes group
- Checkbox
- Calculated field
- Date
- Image
- Input mask
- Number
- Scale of pain
- Radio buttons
- Drop-down list
- Text
- Multiline text
- Title
- Frame

⚙️ Field configuration

**Format**

**Type**

**Template language**

**Protocol template**

Save

You can drag a field here to create your questionnaire.

**This is a short test questionnaire**

Please provide your temperature  °Celsius  
(add 0.5" if measured in armpit)

Your temperature is raised - please keep measuring in 1h interval.

You have fever - please call you doctor

Cases radios  1  2  3

Options

### 8.1.2 Create my own content template

To create a new content template, from the "Content templates" menu, click on the "Add a template" button and then on "Create my own template".

Filters

Template name

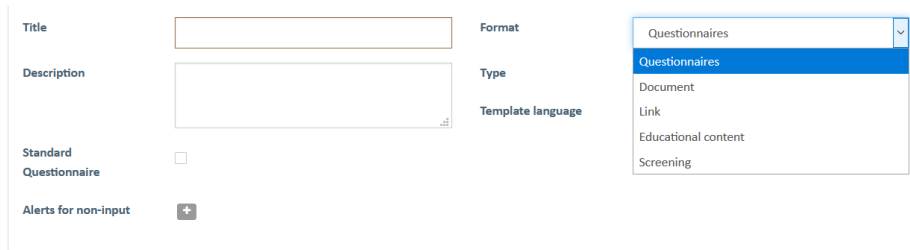
Format

List of Maela templates:

✖ Cancel
➔ Create my own template

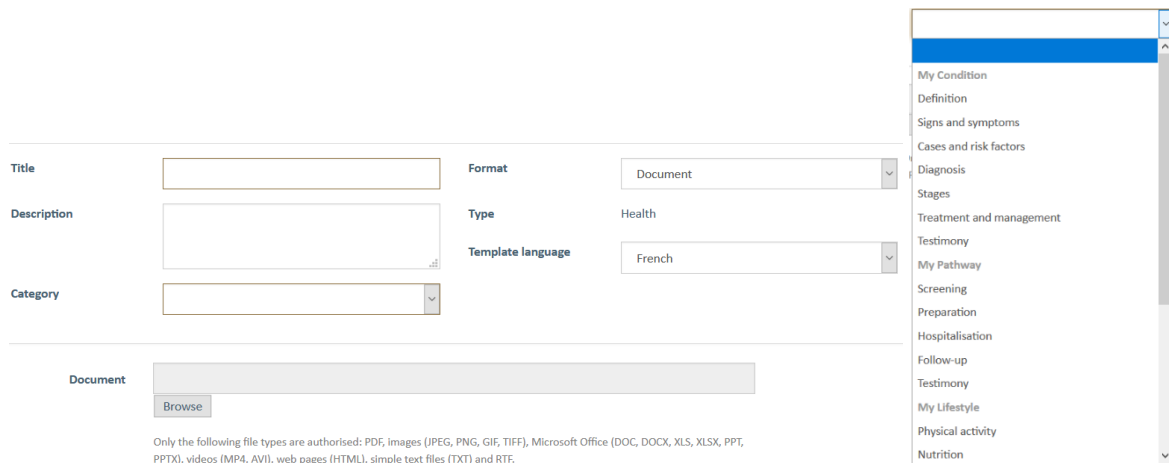
Name	Format	Author profile	Level	Actions
Maela_Bypass Gastrique_Quest	Questionnaires	Administrator Maela	MAELA	<span style="color: orange;">🚩</span>
Maela_Bypass Gastrique_Lien	Link	Administrator Maela	MAELA	<span style="color: green;">🚩</span> <span style="color: blue;">🔗</span>
Maela_Bypass Gastrique_Doc	Document	Administrator Maela	MAELA	<span style="color: orange;">🚩</span> <span style="color: blue;">📄</span>

A page as shown below will open. You must imperatively complete the **"Title"** of the new content, select the format and also select the reference language of this content **which will not be modifiable once the content template is saved.**



### 8.1.2.1 Document and Link

If you create a new document or link, a mandatory drop-down list appears called **"Category"**. It allows you to select in which category and sub-category of the patient library this content template will be shown when this content is assigned to a pathway and the pathway to a patient.



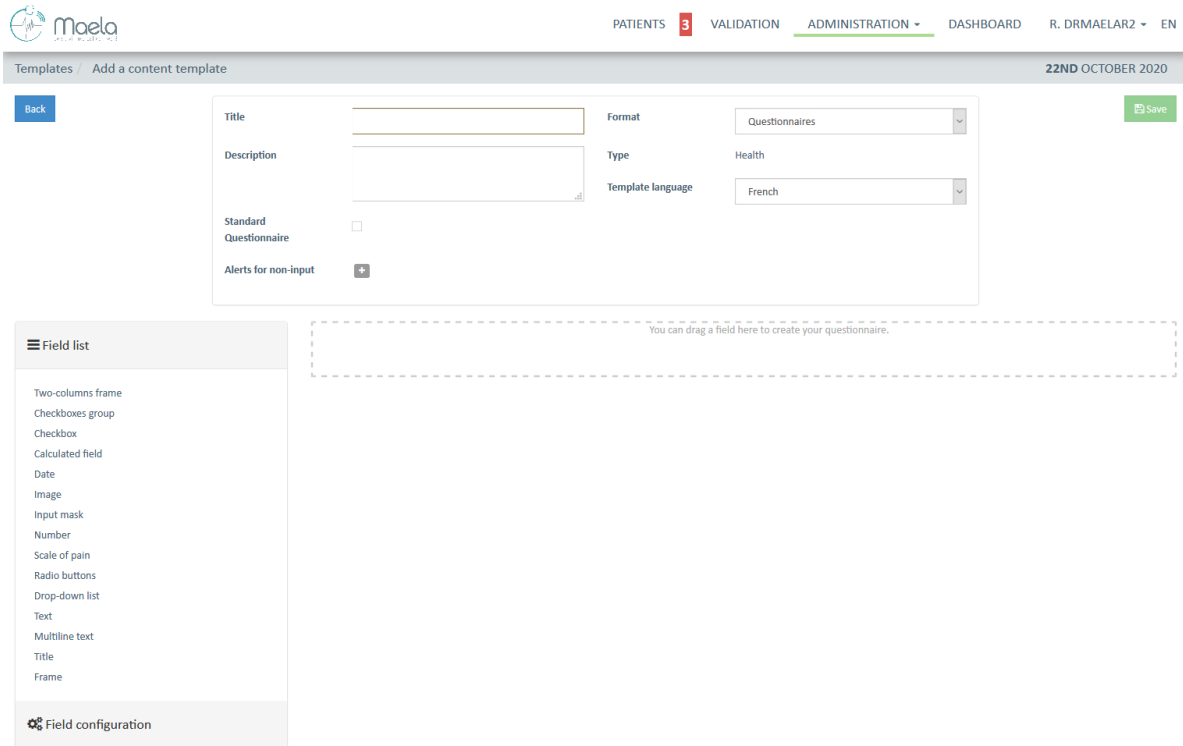
If you chose **"Document"** as a format, you can upload a document from your computer by clicking on **"Browse"**. Once the document has been uploaded (the available formats are displayed under the **"Document"** field) the **"Save"** button becomes available. Clicking on it will save this content template in your content template list, and that content template can then be used in your standard protocol templates or added directly within a specific patient **pathway**.

If you chose **"Link"** as a format, the **"Link"** field is displayed and you must enter a valid internet link before saving the content template.



### 8.1.2.2 Questionnaire

If you chose **"Questionnaire"** as a format , you will see the page below:

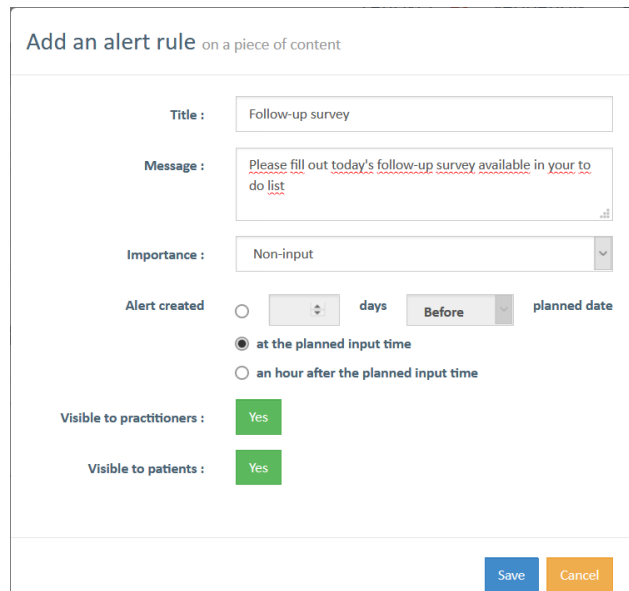


The frame " **List of fields** " appears and the button " **Alerts for non-input** " also appears.

### ➔ Alerts for non-input

Clicking on the "+" button to the right of the " **Alerts for non-input** " field opens the pop-up allowing you to configure the non-input alert. You must enter a title for this alert, a message, select a criticality (Information, Non-input, Warning or Danger), the planning of the alert (sending the alert X day before or after the planned time of the questionnaire, at the planned time of the questionnaire or one hour after the planned time of the questionnaire) and finally select who will receive the alert.

Click on save, you will see the alert you have just configured next to the field " **Alerts for non-input** " with the alert schedule and the criticality of the alert :

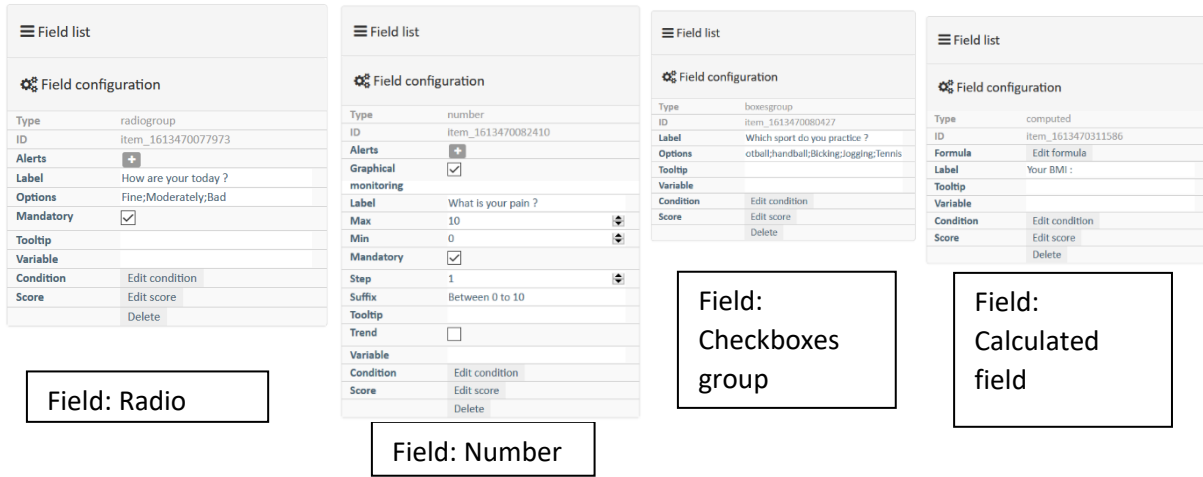


Alerts for non-input direct ✕

You can only set up a non-input alert for a content that can be planned.

### ➔ Questionnaire builder

To add a new field in the questionnaire builder, please drag and drop items from the Field list on the left to the dotted frame on the right. Once the field has been dragged into the frame, you open the " **Field configuration** " menu. The labels available in this menu depend on the type of field you have added.



Field: Radio

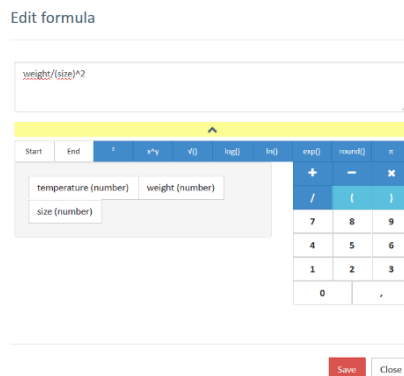
Field: Number

Field:  
Checkboxes  
group

Field:  
Calculated  
field

The "**Mandatory**" checkbox makes this question mandatory, i.e. the patient will not be able to save this questionnaire until they answer this question. The answer options must be separated by a ";". Please note that there should not be any space between the answer options. *For example, to propose the answers Yes and No, you will have to enter: "Yes;No".*

- The **Number** field has the graphical follow-up checkbox that will allow you to graphically view the patient's answers. On this type of field you can also define a range outside of which the input will not be accepted. You can also indicate a decimal step (integer, one decimal, etc.). The checkbox "Trend" allows you to display at the patient level the variation between two input of the patient. For example if the patient has a temperature that increase you will display an arrow to indicate the variation.
- The **Frame** field: is a field that allows you to group questions together by dragging them directly into the frame. Warning : Please do not drag and drop a frame inside another frame or Two-column frame.
- The **Scale of Pain** field: corresponds to a pain scale between 0 and 10 with corresponding smiley scale.
- The **Calculated field**: allows you to create calculation formulas so as to perform a BMI calculation for example (see below screenshot). The "**Temperature**", "**Weight**" and "**Size**" boxes correspond to Number fields available in this questionnaire. The frame that you see in this pop-up are the name of each string "**Variable**" for each of those number field.

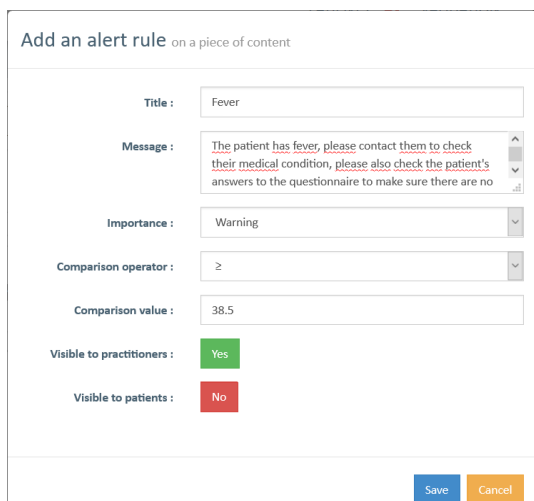


- The "**Multiline text**" and "**Text**" fields allow patients to enter a free text comment.
- The "**Title**" field allows you to add text to your questionnaire. You are able to configure the size of the text you will write.

- The “**Dropdown list**” field works like the radio buttons field, the only difference concern the checkbox mandatory which is not present in this kind of field.
- The “**Two-column frame**” field allows you to create frame in which you have two columns to drag and drop different fields. Warning : please do not include a two-column frame in a frame or in another two-column frame.
- The “**Picture**” field allows you to browser a picture inside the form builder with a title. Only the following format are accepted : JPEG, PNG, GIF, TIFF with a size less than 19MB. There is not value alert on this field.
- The “**Checkbox**” and “Checkboxes group” fields allow you to create checklist inside a questionnaire. The patient will have to check (or not) all checkbox one by one, there is not value alert on this field.
- The “**Date**” field allows you to ask a specific date to the patient through a calendar or by writing directly the date. There is no value alert on this field.

### ➔ Value Alerts

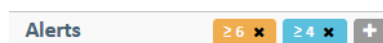
Clicking on the "+" button to the right of the "Alerts" field available in a few of these questionnaire field types (Number, Radio buttons, dropdown list, checkbox, and painscale), a pop-up window for configuring value alerts opens.



You must indicate a title, a message, the criticality of the alert (Information, Warning or Danger), select a comparison operator (options depend on the field type), the comparison value and finally configure for whom the alert is intended (healthcare practitioner or patient or both). In the example on the left, the alert will be sent if the patient enters a temperature  $\geq 38.5^{\circ}\text{C}$  and the alert will be sent only to healthcare professionals.

You can add as many value alerts as you want on a field with the "+" button. The comparison operator and the comparison value are directly indicated. The colour of the frame containing this information depends on the

criticality of the alert configured in each value alert.



### ➔ The field « Variable »

This field allows to associate an identifier with a question and use it as a reference to more easily edit the display conditions of other questions.

Field list	
Field configuration	
Type	painscale
ID	item_1617733584662
Alerts	<input type="checkbox"/>
Label	Scale of pain
Options	0;1;2;3;4;5;6;7;8;9;10
Tooltip	
Variable	<input type="text" value="pain"/>
Condition	<input type="button" value="Edit condition"/>
Score	<input type="button" value="Edit score"/>
	<input type="button" value="Delete"/>

Field list	
Field configuration	
Type	checkbox
ID	item_1617733620983
Alerts	<input type="checkbox"/>
Graphical monitoring	<input type="checkbox"/>
Label	Checkbox
Tooltip	
Variable	<input type="text" value="fever"/>
Condition	<input type="button" value="Edit condition"/>
Score	<input type="button" value="Edit score"/>
	<input type="button" value="Delete"/>

### → Conditional fields

By clicking on the "Edit Condition" button which is available on all types of field, you open a pop-up allowing you to add conditions for the appearance of the field, i.e. this field will only be available for input if the conditions defined on this field are followed. To edit the conditions, you will use the "variable" to reference the field in question.

For example, on the screenshot below, the field will only appear if the patient has either pain > 5 or if the patient answers "Yes" to the fever question.

Condition

Group of "OR" conditions

>

✕

OR

=

OR ✕

AND

clear all
Save
Close

### → Scoring questionnaires

A button "Edit score" is available in the frame "field configuration" in different kind of field :

- Radios buttons
- Checkboxes group
- Checkbox
- Calculated field
- Number
- Painscale
- Dropdown list

By clicking on this button once your variable defined (a title and the answers possibilities), you open a windows allowing you to assign a score to each answer possibility. If you click on this button for a non numerical field (radios buttons, checkbox, checkboxes group, painscale and dropdown list) you open the following pop-up :

On eachg

### Edit score

Question: *"Which sport do you practice ?"*

<b>Football</b>	<b>Checked:</b> <input type="text" value="1"/> point	<b>Unchecked:</b> <input type="text" value="1"/> point
<b>handball</b>	<b>Checked:</b> <input type="text" value="4"/> point	<b>Unchecked:</b> <input type="text" value="0"/> point
<b>Bicking</b>	<b>Checked:</b> <input type="text" value="3"/> point	<b>Unchecked:</b> <input type="text" value="0"/> point
<b>Jogging</b>	<b>Checked:</b> <input type="text" value="4"/> point	<b>Unchecked:</b> <input type="text" value="1"/> point
<b>Tennis</b>	<b>Checked:</b> <input type="text" value="2"/> point	<b>Unchecked:</b> <input type="text" value="0"/> point

On each answer possibility you can assign a score that will be used to calculate the global score for this scoring questionnaire.

If you click on the edit score button for a numerical field (number or calculated field), you open the following pop-up :

### Edit score

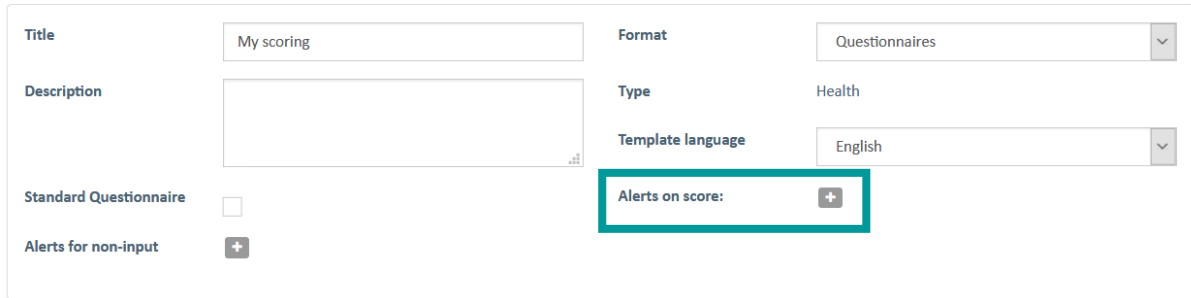
Question: *"What is your pain ?"*

<b>The answer is between:</b> <input type="text" value="0"/>	<b>and</b> <input type="text" value="3"/>	<b>then</b> <input type="text" value="3"/> point	
<b>The answer is between:</b> <input type="text" value="4"/>	<b>and</b> <input type="text" value="7"/>	<b>then</b> <input type="text" value="2"/> point	<b>×</b>
<b>The answer is between:</b> <input type="text" value="8"/>	<b>and</b> <input type="text" value="10"/>	<b>then</b> <input type="text" value="1"/> point	<b>×</b>

On this pop-up you need to configure ranges in order to assign a score to each ranges. You can create as many ranges as you want by using the "+" button at the bottom left of the window. The ranges needs to be exclusive, they cannot overlap each other. By clicking on the red cross you remove the ranges you created.

➔ Alerts on the computed score

As soon as you add a score to a field inside the form builder, the button “Alerts on score” appears at the top on the screen below the field “template language”. This alert rules uses the same system as

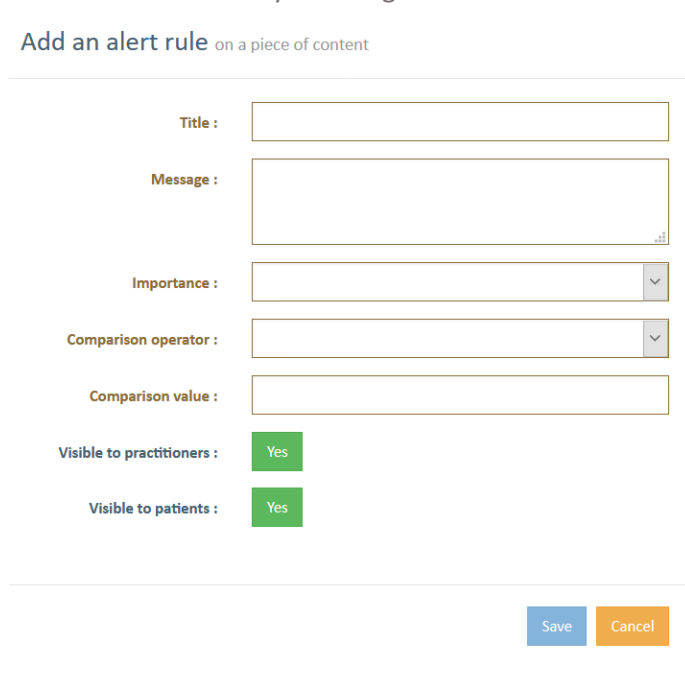


The screenshot shows a configuration panel for a form field. It includes the following elements:

- Title:** My scoring
- Format:** Questionnaires
- Description:** (Empty text area)
- Type:** Health
- Template language:** English
- Standard Questionnaire:**
- Alerts on score:**  (This button is highlighted with a red box in the original image)
- Alerts for non-input:**

the alert rules on the field Number. You can configure as many alert on the score as you want. No verification is made if you configure an alert outside of the score possibility.

**Add an alert rule** on a piece of content



The configuration page includes the following fields and options:

- Title :** (Text input field)
- Message :** (Text area)
- Importance :** (Dropdown menu)
- Comparison operator :** (Dropdown menu)
- Comparison value :** (Text input field)
- Visible to practitioners :**  Yes
- Visible to patients :**  Yes

Buttons: **Save** (blue), **Cancel** (orange)

### 8.1.2.3 Educational Content

Just like for Documents and Links, if you chose “Educational content” as a format , you will need to select in which category and sub-category of the patient library this educational content template will be shown when this content is assigned to a pathway and the pathway to a patient.

However, since educational contents can be planned, it is possible to configure a non-input alert, as described in the section above on questionnaires.

At the bottom of the educational content configuration page, you can browse through the list of educational content that available in your institution. You can sort the contents in alphabetical order by clicking on the title of each column or directly search for specific educational content via the search bar.

Creation date	Version	Title	Author
16/9/2020	35633	Content 02.02.08	MAELA MAELA
15/9/2020	35625	Content 02.02.01	MAELA MAELA
20/8/2020	35669	CMS not categories	MAELA MAELA
18/8/2020	35596	CMS in all categories	MAELA MAELA
18/8/2020	35593	(English) Private: New practitioner post	Dupont Yan
3/8/2020	35668	Medtronic Consentement [French]	MAELA MAELA
3/8/2020	35557	Medtronic Confidentialité Pro Vidéo [French]	MAELA MAELA
3/8/2020	35549	Medtronic CGU Pro [French]	MAELA MAELA
22/7/2020	35508	CGU Pro [French]	MAELA MAELA
7/7/2020	35573	Confidentialité Pro Vidéo [French]	MAELA MAELA

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Save

In order to create your educational content template, you need to select one of the content items available there. All content displayed there is managed via a CMS (Content Management System). Only the CMS translated in your language are displayed.

#### 8.1.2.4 Screening questionnaire

If you chose “Screening questionnaire” as a format, you will see a configuration page that is very similar to the questionnaire one. Indeed, configuring a screening questionnaires works mostly the same way as configuring regular questionnaires. The difference lies with the ability to link to standard **protocols**.

The “**Profile**” field allows you to indicate which user profile will be required to answer the questionnaire: the patient, a **healthcare professional** or both. Depending on your choice from this drop-down list you will be able to configure non-input alerts for patients only, for healthcare professionals only or for both. If you choose healthcare professional, the patient will not see the screening questionnaire in his or her timeline or to do list.

**Title**

**Description**

**Alerts for non-input**

**Profile**

**Linked protocols**

**Format** Screening

**Type** Health

**Template language** French

Group of "OR" conditions

covid = yes OR

AND

Protocols to link :  Add

Protocol name	Actions
Stop Covid	<input type="checkbox"/>

Once you have configured all question and answers in your screening questionnaire, you can click on the "+" button to the right of the "Linked protocols" field, which opens a pop-up that allows you to configure the linked **protocols**.

The management of conditions works in the same way as the conditional fields on a questionnaire (see section above on questionnaires). You need to give a name to the condition, select the variable(s) among those available in the questionnaire and indicate the answer(s) that will launch a linked protocol. The field "Protocols to link" allows you to

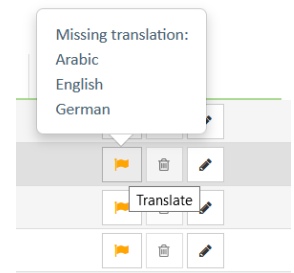
view all the protocol templates that you have imported or created in your standard protocol library. You need to select the one required and then click on "Add". Once the configuration of your condition is complete, please click on "Save". All of your conditions will be displayed on the right of the "Linked Protocols" field with the name of the condition and the number of **protocols** in brackets that are dependent on this condition.

Linked protocols Covid (1) x Tabac (1) x +

*Example: on the capture above to the right "Link protocols", the professional has conditioned the beginning of the protocol "Stop Covid" to the Covid variable. If the patient answers "Yes" to the question "Do you have the Covid19?" then the "Stop Covid" protocol will be added to his **care pathway**. If the patient answers "No" this protocol will not be available for this patient. On this screening questionnaire, there is also the tobacco condition which is linked to another protocol allowing you to personalise the pathway as close as possible to the patient's needs without manual action from the care team.*

### 8.1.3 Translation of contents

On the Content Templates page, for each content template, you will find a coloured flag indicating the translation status of the template. If it is "Green" it tells you that the translation is done for all the languages of your institution. If it is "Yellow" it tells you that the content is not translated into all the languages authorised by your institution. Hovering the cursor over the orange flag for a content template will display the missing translations.



Clicking on the flag opens the translation management page. At the top, you will see all the languages that your institution allows. The status of the translation is displayed next to each language with a green check if the translation has been completed or a red cross if it has not yet been completed.



You also have the option to export the content in CSV format to perform the translation directly on your computer or request the translation from a third party. Once the translations are done you can import this content in CSV format to directly import the translations you have done there.

By clicking on a language for which the content is not yet translated, you open the page below:

Information

Title	<input type="text"/>	Consignes post-opérateurs ERAS Colectomie
Document	<input type="text"/> <input type="button" value="Browse"/>	Consignes postopérateurs ERAS.pdf
<small>Only the following file types are authorised: PDF, images (JPEG, PNG, GIF, TIFF), Microsoft Office (DOC, DOCX, XLS, XLSX, PPT, PPTX), videos (MP4, AVI), web pages (HTML), simple text files (TXT) and RTF.</small>		
Description	<input type="text"/>	

On the right are the labels indicated in the reference language of the content and on the left are the fields in which you have to indicate the translation in the corresponding language.

## 8.2 Standard protocols

By clicking on the menu " **Standard protocols** " you can access all the **protocols** you have imported or created. The list indicates the name of the protocols, the associated medical or surgical specialty and the pathway in which this protocol is used.

[+ Add a standard protocol](#)

Name	Speciality	Pathway	Actions
Sleeve	Bariatric Surgery	Mon parcours obésité	
Suivi de la perte de poids	Bariatric Surgery		
Protocole diététique	Bariatric Surgery		
Suivi de la perte de poids	Bariatric Surgery	Mon parcours obésité	

### 8.2.1 Import a standard protocol

By clicking on the " **Add a standard protocol** " button, you will see the list of all standard protocols available from your institution. You can search for a standard protocol or filter by specialty.

Filters

Template name

Speciality

List of Maela protocol templates:

[Cancel](#) [Create my own standard protocol](#)




Name	Speciality	Author	Level	Translation
Bypass Gastrique	Bariatric Surgery		MAELA	
Maela_Appendicectomie	Abdominal and Gastrointestinal Surgery		MAELA	
Colectomie	Abdominal and Gastrointestinal Surgery		MAELA	
Prostatectomie	Urology Surgery		MAELA	





On this list you can see the author of the standard protocol as well as the level at which the protocol is made available (at the overall Maela® level or at your specific health institution level). The translation flag indicates if the protocols are translated in all the languages of the institution.

To import a new protocol template to your library, simply click on the protocol to import. You will then access the list of contents aggregated in this protocol.


← Back to list

Available content for the protocol "Bypass Gastrique"

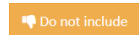
	Name	Format	Actions
✓	Maela_Bypass Gastrique_Quest	Questionnaires	
✓	Maela_Bypass Gastrique_Lien	Link	
✓	Maela_Bypass Gastrique_Doc	Document	
✓	Analyse de la CRP à J2	Questionnaires	
✓	Analyse de la CRP à J4	Questionnaires	
✓	Essai de vidéo	Document	
✓	Temperature	Questionnaires	



 / 1
 

 Items per page

→ Next step

By clicking on **"Next step"** button, you will go through the details of each content template aggregated in this protocol. For each such content, click on validate after having checked that the content corresponds to your needs or after having made the modifications required. Each of the content in the list will open one by one. You must **"Validate"** them if you want them to be integrated into your protocol. 

You can also choose to click **"Do not include"** to exclude any given content from your protocol.



When all content templates in the list are either validated (with or without modification) or excluded, you arrive on the protocol view page, with all the information filled in, both in **"Information"** and in **"Planned contents"** submenus, as per the protocol you copied, with your modifications or deletions taken into account. All configurations can be modified as per your needs, as shown in the sections below.

## 8.2.2 Create a new standard protocol

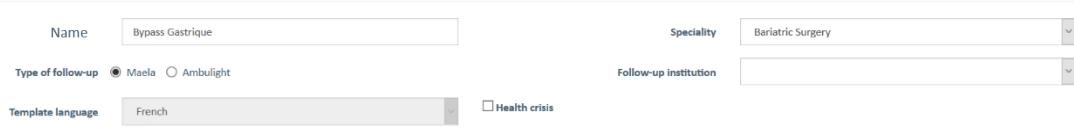
To create a new standard protocol, from the "Standard protocols" menu, click on the **"Add a standard protocol"** button and then on **"Create my own standard protocol"**. You are then led to the same protocol view page mentioned above and described further in the sections below.

## 8.2.3 Protocol general information

In the protocol view page, the **"General Information"** menu includes the name of the protocol, the type of follow-up (Maela® or **Ambulight**), the surgical or medical specialty concerned, the reference language of this protocol and the follow-up institution in charge of the patients during this protocol.

**The name, the language and the specialty are three mandatory fields when creating a new protocol model.**

General information



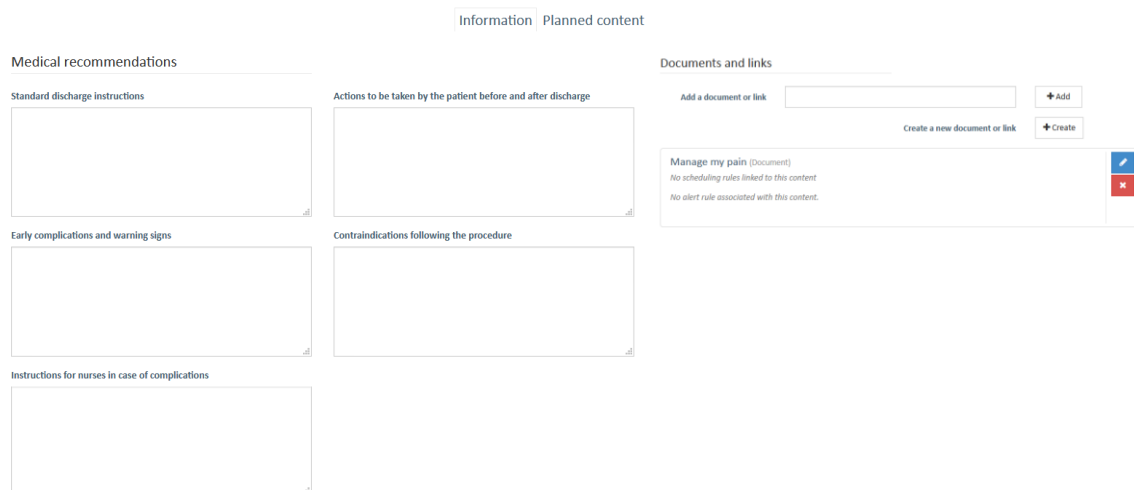
In the "**Follow-up institution**" drop-down list, you can only select from the follow-up institutions that your healthcare institutions authorise. If you assign a specific follow-up institution outside of the reference follow-up institution (configured at the level of your healthcare institution), nurses from this institution will be authorised access to the patient file for the duration of this protocol.

If you check the "Ambulight" box, the "Educational Content" menu will no longer be available in the Planned Content tab. Ambulight follow-up is only available if your health institution allows this type of SMS follow-up. Ambulight follow-up allows the sending of questionnaires, measurements and surgery date and time reminders by SMS directly to the patient's mobile number. Different types of SMS are sent:

- Content related SMS (questionnaires and measurements) are sent at the time of content planning:
  - o If planned in the morning: SMS sent at 8am
  - o If planned at noon: SMS sent at 12am
  - o If planned in the evening SMS sent at 7pm
  - o If planned without "Many times a day" planification option: SMS sent at 3pm
- Reminder SMS messages are sent 3 hours after the content SMS is sent, if the patient has not answered to the content.
- The information SMS: contains all the documents and links of the Ambulight protocol and is sent 1 day before the hospital admission date.
- The SMS of the date and time of the intervention is sent 1 day before the date of surgery.

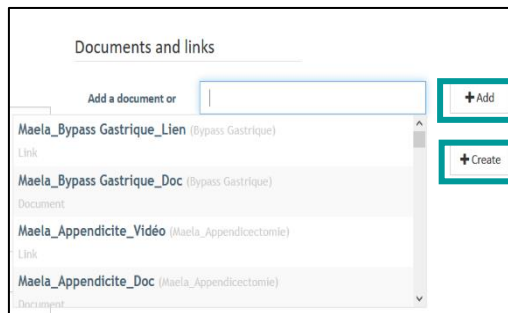
### 8.2.4 Protocol information

In the protocol view page, the "**General Information**" menu allows you to enter medical recommendations for the professionals who will perform the follow-up, as well as add documents or links already present in your content library or create links and documents contents directly.



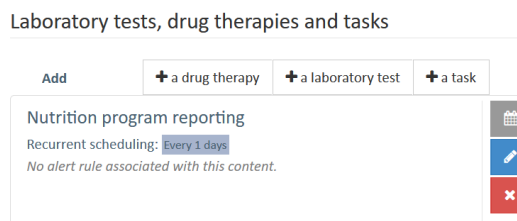
The "**Medical Recommendations**" section will only be available for follow-up nurses and other **health professional** profiles. Those fields allow you to share the necessary instructions for a good quality medical follow-up.

The "**Documents and links**" section allows you to manage the documents and links of this protocol. Click on the "**Add Document or Link**" bar and select the content template you wish to add in this protocol, then click on the "**Add**" button on the right. Alternatively, click on the "**Create**" button to create a new document or link. Explanations on how to create this type of content can be found in the chapter on Content template



The content will then appear below the other documents and links already configured in this protocol.

You can also remove content from this protocol by clicking on the red cross or edit the document by clicking on the pencil.



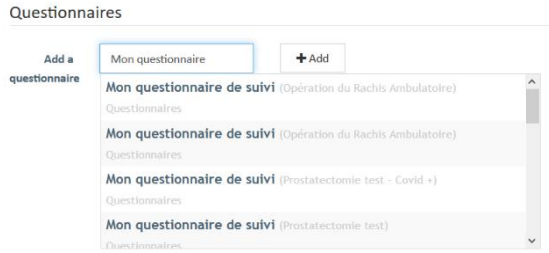
Click on the "**Create**" button to create a new document or link. Explanations on how to create this type of content can be found in the chapter "**Content templates**".

After any modification you must remember to save your work.

### 8.2.5 Protocol planned content

In the protocol view page, under the "Planned content" menu, it is possible to create, add and configure "**Questionnaires**", "**Measurements**", "**Analyses, Treatments and Tasks**" and "**Educational Contents**", as shown in the sections below.

### 8.2.5.1 Questionnaires



You can use the search field to search for a specific questionnaire. Select the questionnaire you want to import and then click on the "Add" button. The questionnaire appears under the search field or at the end of the list of questionnaires already available in this protocol.

When you add a questionnaire that is already used in another standard protocol, Maela® asks for your confirmation to duplicate this content model. The protocol to which the questionnaire belongs appears in brackets next to the questionnaire name when you add it.

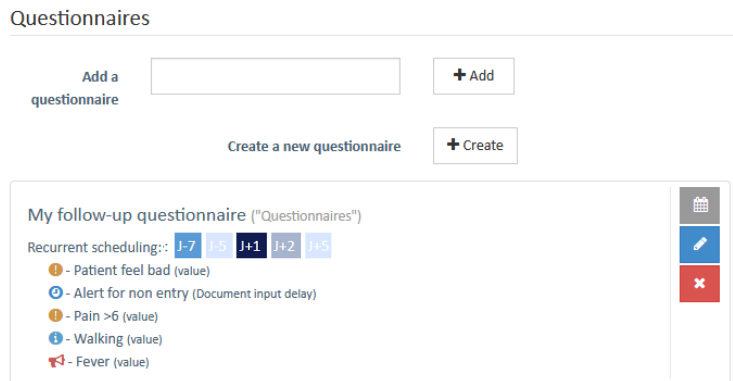
#### Confirmation of addition

This content needs to be duplicated to be used in your template. Please confirm your choice.



After confirming the addition, you will find a new line for this questionnaire in your list of content templates.

On your current page as seen below, you will view the name of the questionnaire, its planning, the different alerts set up with their title, criticality and type (value or non-input). You can directly modify questionnaires by clicking on the blue pencil icon. Please refer to the section on Content templates for more details on modifying questionnaires. You can also set or modify the planning rules of this content by clicking on the calendar green icon. This planning functionality is detailed below in section "Planning management". Finally, the red cross available on the right side of the questionnaire allows you to remove this questionnaire from this protocol. The content template will not be completely removed from Maela, you will be able to find it in your list of content templates.

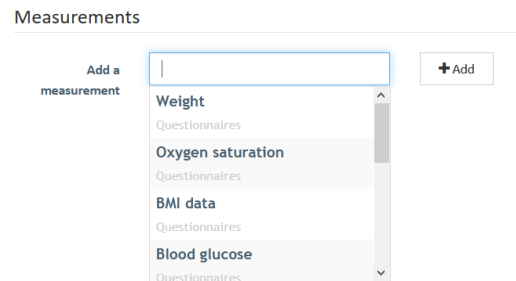


You can also directly create a new questionnaire by clicking on the button "Create". This will open the page for creating a new questionnaire as described in the questionnaire sub-section under the Content templates section.

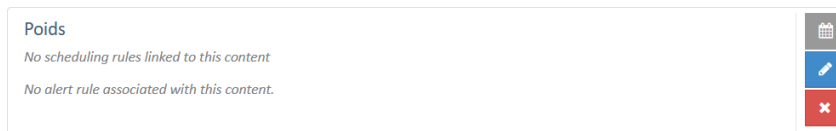
## 8.2.5.2 Measurements

The "**Measurements**" menu gives you the possibility to insert certain types of measurements in the patient follow-up. To select the measurement to be added in this protocol, click on the free field to display all the measurements available in Maela®:

- Weight
- Oxygen saturation
- Blood sugar
- Blood pressure
- Temperature
- Pain score
- Diuresis
- Drain
- The Body Mass Index (BMI)

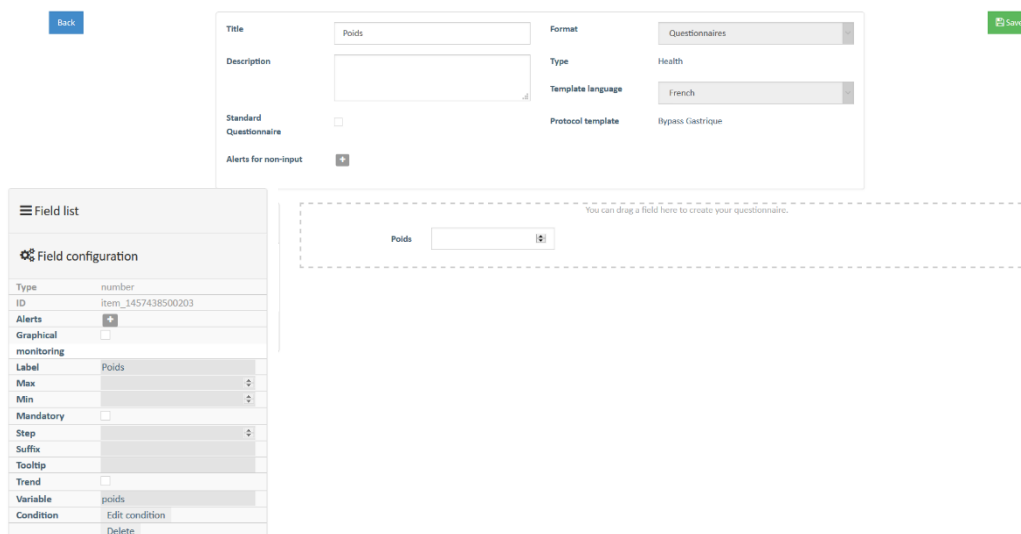


Once the measurement to be added has been selected, click on the "**Add**" button which will display the measurement details. Below is a screenshot after adding the weight measurement in this protocol.



You can plan the measurement by clicking on the green calendar icon. This planning functionality is detailed below in section "**Planning management**". You can also add non-input alert and value alerts by clicking on the blue edit button (pencil).

When editing a measurement (see screen below), you can change the title and add a description if needed. The alerts management is identical to the alert management on the questionnaires. You can add a non-input alert by clicking on the "+" button to the right of the "**Alert for non-input**" field and add value alerts by clicking on the "+" button to the right of the "**Alerts**" field. The other labels are not modifiable.

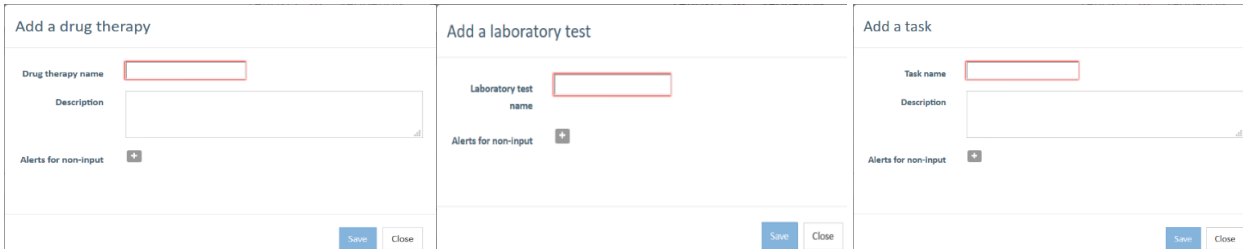


The measurements will be displayed in graphical form in the "**Patient file**", under the "**Follow-up**" menu, sub-menu "**Measurements**".

### 8.2.5.3 Laboratory tests, drug therapies and tasks

It is possible to add laboratory tests, drug therapies and tasks by clicking on each respective button.

"**Laboratory tests, drug therapies and tasks**" allows you to add each of the items by indicating a Name and, if necessary, a description.



You can add non-input alerts by clicking on the "+" after "**Alert for non -input**".

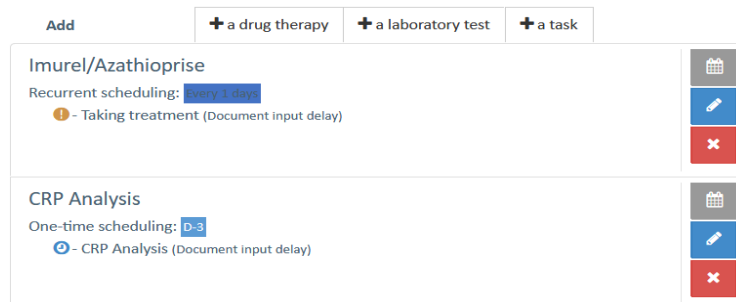


**Save each of the inserted elements using the button**



Once you have created a laboratory test, a drug therapy or a general task (see screenshot below), you can plan it by clicking on the green calendar icon. This planning functionality is detailed below in section "Planning management". As for the questionnaires, you can see the title and criticality of the non-input alert.

#### Laboratory tests, drug therapies and tasks



### 8.2.5.4 Educational Content

The "**Educational Content**" menu allows you to insert a content template already present in your content template library. This educational content is managed in the CMS (see Educational content sub-section under the Content templates section).

#### Educational content

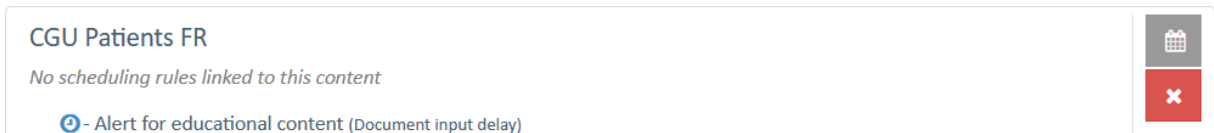
Add educational content

+ Add

Click on the search field as seen above to search for content to be included in this protocol. The content will be available to patients in their library once the protocol is used in a **care pathway**.

As for the questionnaire, if an educational content is already used in another protocol, the protocol name appears in brackets next to the educational name. When you add such an educational content already used in another protocol, a confirmation pop-up appears. Simply click on "**Confirm**" to duplicate this content template. This confirmation will clone the first content template that was already used in another protocol.

Once confirmed, the content is displayed with the same information as for other types of content: the title of the content, the associated scheduling rules, the title and criticality of the non-input alert. Unlike other types of content, educational contents cannot be modified directly from the protocol edit page. To edit educational content please open your content template list and search for the educational content used in this protocol.



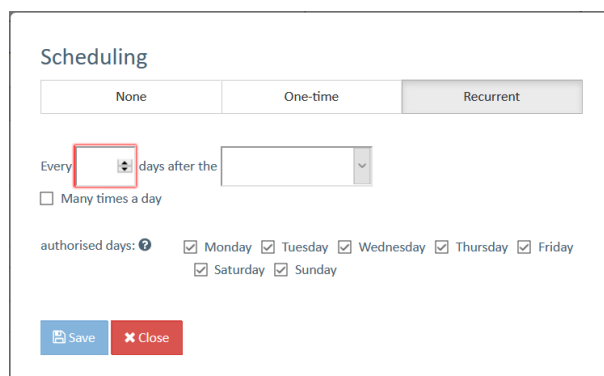
You can plan the educational content by clicking on the green calendar icon. This planning functionality is detailed below in section "**Planning management**". If you decide not to schedule it, it will only be available in the patient's library.

### 8.2.5.5 Planning management

For planned content types, the green **calendar icon** gives you the possibility to set the scheduling rules for planning the content. When clicking on this icon, the content planning pop-up opens. By default the pop-up opens according to the schedules already configured for this content, i.e. if the content already had a recurrent scheduling rule set-up, the pop-up opens directly on the "Recurrent" tab.

#### ➔ Recurrent

"**Recurrent**" planning allows you to schedule a content every X days after the protocol start date or after a specific pathway anchor point. If a content with a non-input alert is scheduled every 1 day, the patient will have to fill in this content every day and will receive a non-input alert in case of lack of timely answer.

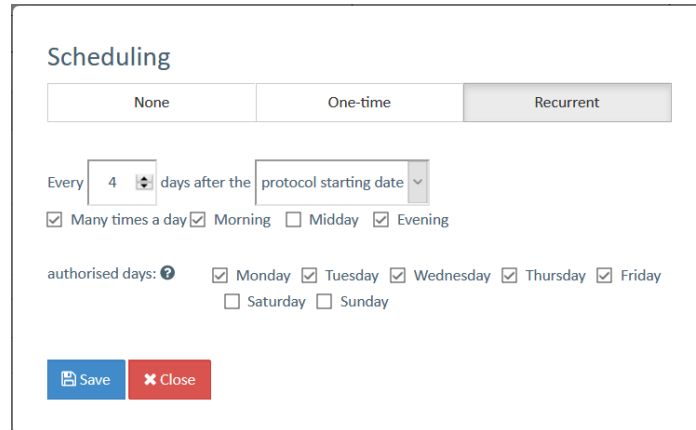


The "**Many times a day**" **checkbox** allows you to plan content on a multi-daily basis (morning 8am, noon, evening 7pm). If this checkbox is not selected, the content is planned for the afternoon 3pm. The alerts for non-input also depend on the planning of the content. Indeed, the alerts for non-input will be sent either at the planned content schedule or 1 hour after. If a content is scheduled 3 times a day, the patient will receive a non-input alert either at 8:00 am, 12:00 noon and 7:00 pm or 9:00 am,

1:00 pm and 8:00 pm depending on this configuration. Similarly, if the multi-daily feature is not used, the non-input alert will be sent at either at 3pm or 4pm.

Finally, the "**authorised days**" section allows you to exclude certain days of the week from the planning. If the planned content is scheduled on an unauthorised day, this content will be sent the next authorised day to the patient.

*For example, if you ask the patient to perform a lab test, you will be able to delete Sunday as the labs are usually closed on that day.*



**Scheduling**

None One-time **Recurrent**

Every 4 days after the protocol starting date

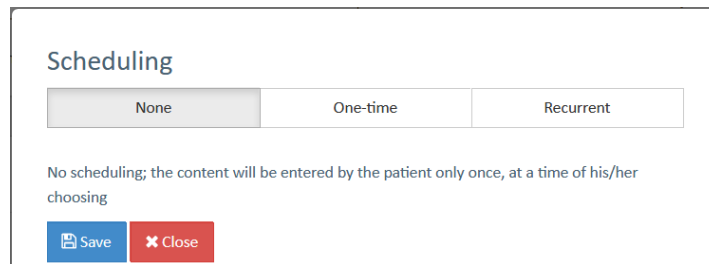
Many times a day  Morning  Midday  Evening

authorised days:  Monday  Tuesday  Wednesday  Thursday  Friday  
 Saturday  Sunday

**Save** **Close**

➔ **None**

"**None**" planning means that the content will appear as soon as the protocol begins. This means that the content will be available to the patient at all times and that no non-input alert will be sent.



**Scheduling**

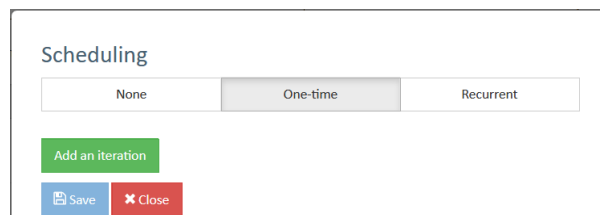
**None** One-time Recurrent

No scheduling; the content will be entered by the patient only once, at a time of his/her choosing

**Save** **Close**

➔ **One-time**

"**One-time**" planning allows you to plan the content at specific times in the protocol. For instance, if you wish to ask the patient for a given task 3 and 5 after the start of the protocol as well as 2 days before and 10 days after the intervention and finally 15 days after the 6 months follow-up, this planning functionality is perfectly adapted. Indeed, for a given content, you can leverage for this the "**Add an iteration**" option to add as many planning iterations as you want.



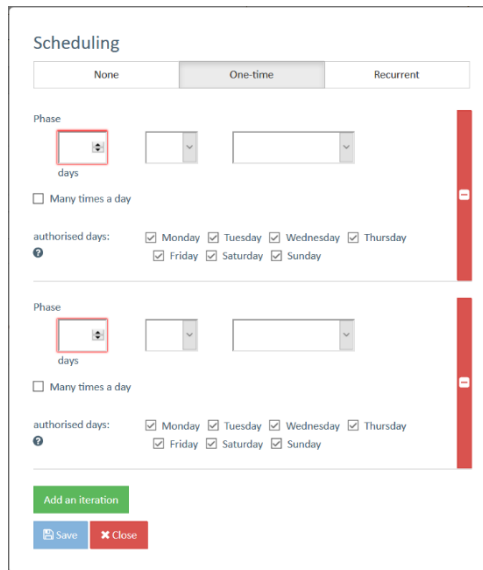
**Scheduling**

None **One-time** Recurrent

**Add an iteration**

**Save** **Close**

Below the "**Add an iteration**" for one-time planning is illustrated.



The screenshot shows a 'Scheduling' window with three tabs: 'None', 'One-time', and 'Recurrent'. The 'One-time' tab is selected. Below the tabs, there are two identical sections for configuring a phase. Each section includes a 'Phase' dropdown menu, a 'days' input field, and a 'Many times a day' checkbox. Underneath, there is an 'authorised days' section with checkboxes for Monday through Sunday. At the bottom of the window, there are buttons for 'Add an iteration', 'Save', and 'Close'.

The “Many times a day” and “authorised days” features are also available, as described in the Recurrent planning paragraph.

**Once you have configured your planification, don't forget to click on save to save your work.**

⇒ *Colour of the planification:*





Each planification according to a specific anchor point has its own colour. Every time you planned your content thanks to an anchor point, you display this planification in the protocol edition page.

One-time scheduling: D-22 D-15 D-5 D+1 D+2 D+5 D+6 D+10 D+14

- D-5 : planned input linked to a patient anchor point
- D-7 : planned input linked to the anchor point “Pathway end date”
- D-15 : planned input linked to the anchor point “Discharge date”
- D+6 : planned input linked to the anchor point “Procedure date”
- D+10 : planned input linked to the anchor point “Admission date”
- D-22 : planned input linked to the anchor point “Protocol ending date”
- D+2 : planned input linked to the anchor point “Protocol start date”
- D+14 : planned input linked to the anchor point “Pathway start date”

## 8.3 Pathway models



By clicking on the menu "**Pathway models**", you access the list of pathway models you have created or imported. In this list, you can see the name of the pathway, its description and its translation status. In this page, you can add a standard pathway, edit a pathway (pencil icon) and manage translations (translation flag).

Name	Description	Actions
My Colectomy Pathway	Pathways of patients with visceral cancers	 
My obesity pathway	Obesity	 

By clicking on **Add a new pathway** you will access the list of pathways that your health institution provides you.

Filter:

Pathway models list proposed by your institution

Name	Description	Author	Actions
Mon Parcours Colectomie	Parcours pour les patients atteints de cancers viscéraux	Dr Brech	
Mon Parcours MICI	ceci est un parcours à destination des patients atteints de maladie inflammatoire chronique des intest...	Dr Brech	

To import an existing pathway, please click on the pathway to be imported to open the details of this pathway with the three expandable sections "**Anchor points**", "**Protocols**", "**Screening**". You can make your modifications directly at this level or directly save this pathway model without any modification in your library.

Pathway language:

Information

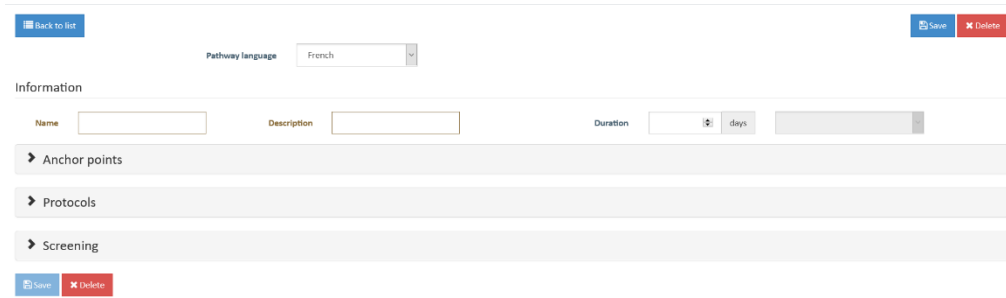
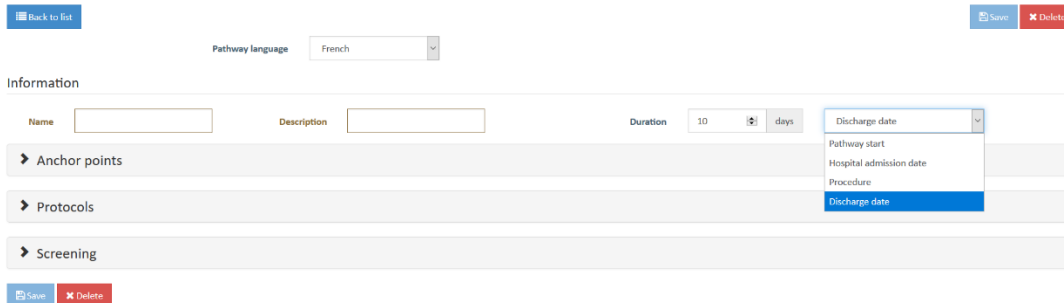
Name	My Colectomie Pathway	Description	Pathway for patients with a v	Duration	<input type="text" value=""/> days
------	-----------------------	-------------	-------------------------------	----------	------------------------------------

- 
- 
- 

Once this pathway model is imported into your pathway models library, you and your medical secretaries will be able to assign this pathway model to your patients. To modify pathway models from your pathway models library, please refer to the next section.

### 8.3.2 Create a pathway model

When you click on the button "**Create my own pathway**" you reach this page:

The golden fields must be filled in before starting to set up your **care pathway**:

- Name
- Description

The field "Duration" corresponds to the number of days between one of the anchor point in the pathway and the end date of the follow-up. This field is not mandatory unless a duration is added to the "Duration" field. The drop-down list allows you to select the reference anchor point that will be used to calculate the follow-up end date.

### 8.3.2.1 Anchor points

The "**Anchor points**" section lists all the anchor points of the patient's pathway. Anchor points will allow you to plan your follow-up protocols used in this pathway, as well as the planned content inside each protocol. They will also allow you to plan the screening questionnaires, their linked protocols and the contents of those linked protocols.

When you create a new pathway, by default the anchor points "pathway start", "pathway end", "hospital admission date", "procedure date" and "discharge date" are pre-configured in the pathway. The "pathway start" and the "pathway end" anchor points cannot be deleted and cannot be modified. You can delete or modify the other three anchor points (hospital admission, procedure and discharge) and add new ones. To delete or modify anchor points, simply click on the red cross icon for deletion or on the pencil icon for modification.

▼ Anchor points

Configure the anchor points

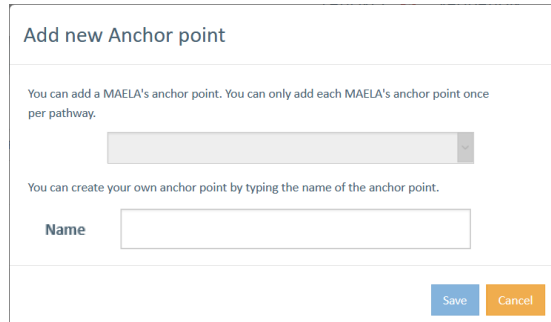
Anchor point	Patient	Maela	Actions
Pathway start	No	Yes	
Pathway end	No	Yes	
discharge date	No	Yes	<span style="color: red;">✕</span> 
hospital admission date	No	Yes	<span style="color: red;">✕</span> 
procedure date	No	Yes	<span style="color: red;">✕</span> 

[Add a maela anchor point](#)  
[Add patient anchor point](#)

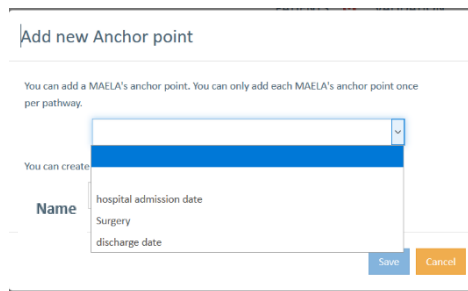
Two types of anchor points can be added, modified and deleted.

➔ **Add a maela anchor point**

This type of anchor point corresponds to a date of the pathway that will need to be filled in when assigning the pathway to the patient (by the professionals). It will not be modifiable by the patient and needs to be known upfront. Clicking on the button “**Add a maela anchor point**” will open the pop-up shown below:



You can either select a date among the default maela anchor points (hospital admission, surgery and discharge as seen below) or create a non-default maela anchor point.

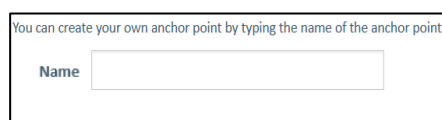


The default maela anchor points are key to some **Ambulight** protocol functionalities. For instance, the automatic sending of the SMS the day before the hospital admission date requires that anchor point to be configured, otherwise the SMS cannot be sent.

Those **Ambulight** protocol functionalities linked to these three default maela anchor points are:

- Early discharge management: after the surgery date and before the discharge date, upon connection of the patient to his or her web portal or mobile application, the patient sees a pop-up asking if he or she is still hospitalised. If the patient answer “No, I came back home”, the discharge date is modified to the date of that answer.
- SMS with the date and time of the surgery: SMS sent one day before the surgery date,
- SMS with document and link content sent one day before the hospital admission date.

To create a non-default maela anchor point, you can use the free field below the drop-down list and enter the anchor point name you need.



### ➔ Add a patient anchor point

A patient anchor point allows the patient to directly indicate or modify this date. This type of date will not be mandatory when assigning the pathway to the patient. This date can also be filled by the professional in the Timeline sub-menu of the Follow-up menu in the Patient file.

You are creating a patient anchor point. When the pathway will be assigned to a patient, the professional won't have to fill a date. The patient will be able to fill the date of this anchor point.

Name

Save
Cancel

You can indicate in the field the name of the patient anchor point that you want to add. This type of anchor point can be used to plan protocols and contents inside this pathway (including screening questionnaires and related linked protocols and their contents).

### 8.3.2.2 Protocols

The “**Protocols**” section shows you the list of protocols already configured in the pathway (to the exception of protocols linked to a screening questionnaire, see the next section), and allows you to add a protocol from the standard protocol list, or create a new protocol directly, or plan (Gear wheel icon), edit (Pencil icon) or remove (X icon) the ones already configured. For each protocol in the list, you can directly see its name, its speciality, its type (Maela® or **Ambulight**) and the related anchor points according to which this protocol will start and end.

▼ Protocols

Filters

Speciality

Protocol

Add

+ Add a protocole

Name	Speciality	Type of follow-up	Start	End	Actions
Stop Covid	Other	Maela	Pathway start	Pathway end	<span style="border: 1px solid #4a86e8; padding: 2px;">⚙</span> <span style="padding: 2px;">✎</span> <span style="padding: 2px;">✖</span>
Protocol stop tabacco	Other	Maela	Pathway start	Pathway end	<span style="padding: 2px;">⚙</span> <span style="padding: 2px;">✎</span> <span style="padding: 2px;">✖</span>

To add a protocol from your Standard protocols library to the already existing list of protocols configured for this pathway, select one in the drop-down list of the “**Protocol**” field and click on “**Add**”. To facilitate that search, you have the possibility to filter **protocols** by speciality. To add a protocol, you can also create a new one directly by clicking on the button “**Add a new protocole**” which will lead you to The protocol creation page (see section protocol).

Each time you add a protocol to your pathway, a protocol planning pop-up opens (you can modify that planning and re-open that pop-up menu by using the gear wheel icon):

Add a new protocol to the pathway

Chosen protocol : Protocol stop tabacco

---

Determine start date

The protocol starts  days  Anchor point

or starts at the pathway start  
 or starts by manual starting

Determine end date

The protocol ends  days  Anchor point

or ends at the pathway end  
 or ends by manual ending




[Add](#)

Several planning options are available.

First, you can make this protocol automatically available from the beginning to the end of the pathway by selecting the radio buttons "**or starts at the pathway start**" and "**or ends at the pathway end**".

Alternatively, though the radio buttons "**The protocol starts**" and / or "**The protocol ends**" allow you to configure your protocol automatic planning with a lot of flexibility. You will be able to determine whether the protocol starts / ends X days before or after a given anchor point or before or after a given protocol. *For instance, for an oncology pathway, you can start the protocol chemotherapy 10 days after the protocol surgery.*

Finally, the radio buttons "**or starts by manual starting**" and "**or ends by manual ending**" allow you to start and end the protocol at any time by clicking on the "**Start**" and "**End**" button in a patient's pathway. The "**Start**" and "**End**" buttons allow you to start and stop a protocol at any time manually in the pathway menu within the patient file. Below is a screen capture of a patient pathway within a patient file with a manually started protocol and another protocol that needs to be stopped manually.

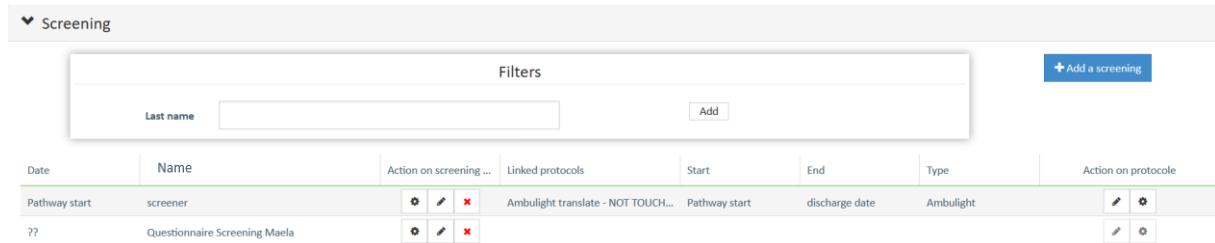
Name	Last name	Speciality	Author profile	Level	Type of follow-up	Start	End	Actions
	Sleeve	Bariatric Surgery	Practitioner	Institution	Maela	14/10/2020	Manual	  
	Suivi de la perte de poids	Bariatric Surgery	Practitioner	Institution	Maela	Manual	2/5/2021	  

**Remember to click on save or add each time you make a change.**

### 8.3.2.3 Screening

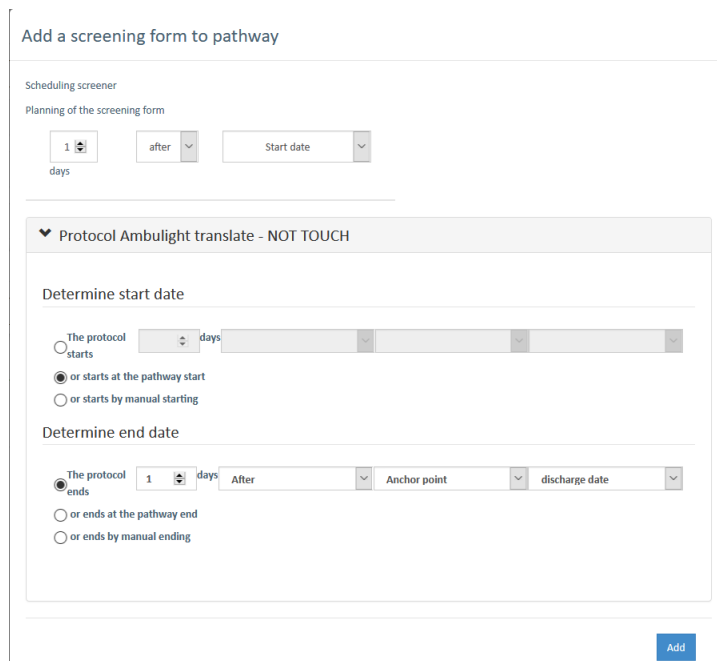
The "**Screening**" section enables you to configure screening questionnaires and their linked protocols. This functionality allows you for instance to individualise the patient pathway to his or her specific comorbidities or risk factors or lifestyle changes required. This section shows you the list of screening questionnaires already configured in the pathway and their linked protocols. It allows you to add a screening questionnaire from the content templates library, or to create a new screening questionnaire directly, or plan (Gear wheel icon in the "Action on screening questionnaire" column), edit (Pencil icon in the "Action on screening questionnaire" column) or remove (X icon in the "Action on screening questionnaire" column) the ones already configured. For each screening questionnaire in the list, you can directly see its related anchor point according to which it is planned, its name, its linked protocol(s) name(s), the related anchor points according to which these linked protocol will start

and end. Finally, it allows you to plan (Gear wheel icon in the “Action on protocols” column), edit (Pencil icon in the “Action on protocols” column) those linked protocols.



To add a new screening questionnaire from your content templates library, you have to click on the drop down list of the "Name" field and select the required screening questionnaire and click “Add”. You can also directly create a new screening questionnaire by clicking on “Add a screening”.

When adding a screening questionnaire, the following pop-up opens (you can modify that planning and re-open that pop-up menu by using the gear wheel icon in the “Action on screening questionnaire” column):

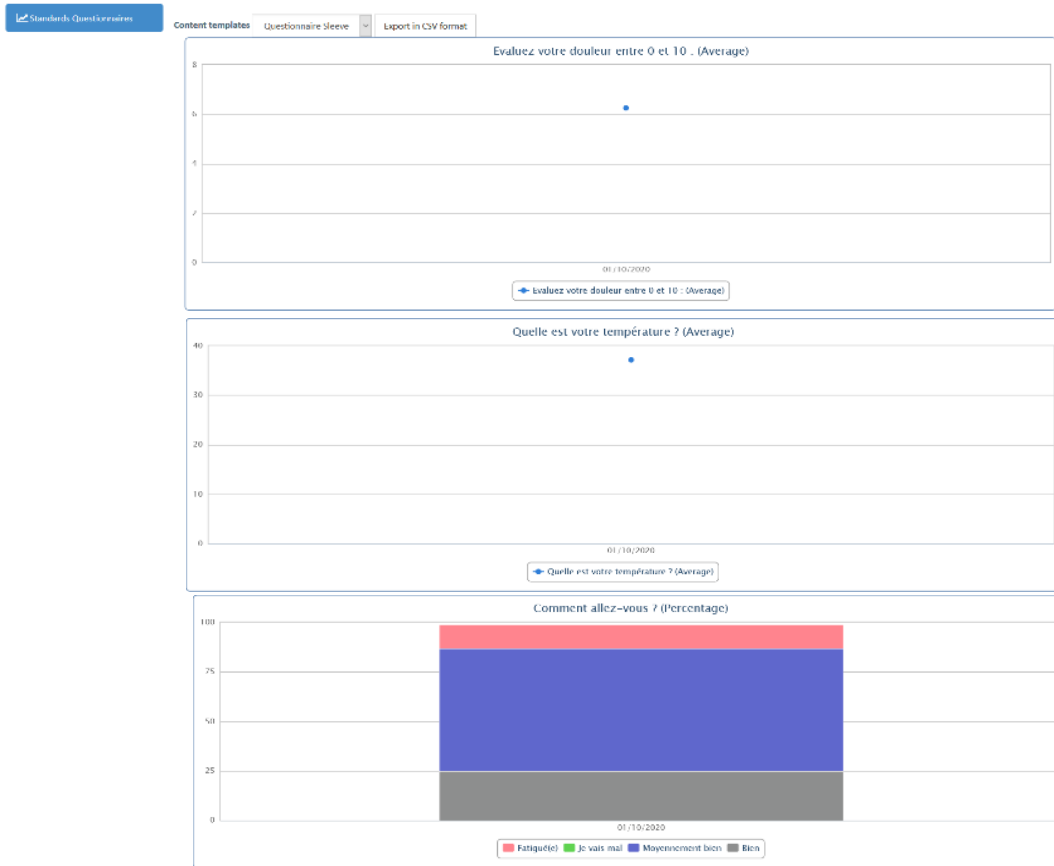


You can plan your screening questionnaire according to the different anchor points configured in your pathway (X days before or after a given anchor point). In the section of the pop-up below the planning of the screening questionnaire you will find planning menu for all the linked **protocols** related to this screening questionnaire. Those **protocol** planning options are identical to the ones described in the section above.

## 9. Dashboard

This menu allows you to view the answers given by patients on non-modifiable standard questionnaires. This type of questionnaire is provided to you by your Maela **administrator**. The drop-down list above the graphs allows you to select the specific standard questionnaire if you use several such standard questionnaires in the pathways assigned to your patients. If you use the same standard

questionnaire in two protocols, you will see the name of this questionnaire two times in the dropdown list.



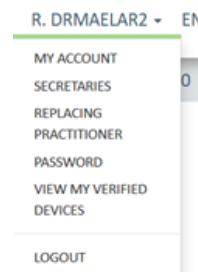
Once a questionnaire is selected, the graphs show the distribution or average of the answers from patients by answer type and per month.

The "Export in CSV format" button allows you to export all answers from patients in a CSV file for data analysis. One line in this excel sheet correspond to one questionnaire instance for one patient.

## 10. My Profile

The last main menu to the right allows you to control your profile, with the following sub-menus:

- My Account
- Secretaries
- Replacing practitioner
- Password
- View my verified devices
- Logout




### 10.1 My account


Once you have selected the “My account” sub-menu, the page below will open. It is composed of the sections:

- General Information
- Authentication
- Institution
- Doctor
- Preferences
- Notifications

General information

Last name:  Telephone :  

Birthname:


First name:  Email :  

Profile: Practitioner Address:

---

Authentication


Username: DrMaelaR2


Telephone for OTP :  

Practitioner's ID :

---

Institution

Institution : Etablissement Test Interne Maela R2 Phone number for secretary's office :  

Phone number for the department :  

---

Doctor

Speciality:


---


Preferences

Language :  Time zone :

---

Notifications

Mobile phone number :  

Email :  

Alert of criticality "Danger" :  SMS  Email  
 Alert of criticality "Warning" :  SMS  Email  
 Alert of criticality "Callback" :  SMS  Email  
 Alert of criticality "Information" :  SMS  Email  
 Alert of criticality "Non-entry" :  SMS  Email  
 Alert of criticality "Message" :  SMS  Email


---

Other

### 10.1.1 General information

The information entered in this section will be available in the patient contact page except for the phone number field.

General information

Last name:  Telephone :  

Birthname:

First name:  Email :  

Profile: Practitioner Address:

### 10.1.2. Authentication

The OTP telephone field allows you to modify if necessary your mobile phone number used to receive the 6 digit authentication code sent by SMS.

### 10.1.2 Institution

The **institution** field indicates your health institution or department. The two phone number fields (secretary and department) will be displayed on the patient access in the contact menu.

Institution

---

Institution : Etablissement Test Interne Maela R2

Phone number for secretary's office : FR +33 (0)

Phone number for the department : FR +33 (0)

By clicking on the flag to the left of the phone fields, you can select another phone format among those available in Maela.

Telephone for OTP : ES +34 (0) 612345678

Practitioner's ID :

- AE United Arab Emirates
- AT Austria
- AU Australia
- BE Belgium

### 10.1.3 Doctor

Allows you to select your medical or surgical speciality

### 10.1.4 Preferences

Allows you to select any language from the languages authorised by your health institution. You will then be able to navigate the solution in that language.

Speciality:

Language :

- French
- Arabic
- English**
- German

In this section, you can also change your time zone. The actions you perform on the solution will be time stamped according to your time zone.

### 10.1.5 Notifications

Allows you to set the email address and mobile phone number to be used to receive alert notifications, and then allows you to configure per alert type the type of channels you wish to be notified through (none, email, SMS, both).

## 10.2 Secretaries

You have the possibility to authorise and link secretaries to your user profile. The secretaries that you authorise through this functionality are able to register new patients and the assign them to pathways. They also have access to your patient files and will be able to perform the same actions as you on patient files, to the exception of granting access for this patient file to other users.

### Secretaries management

Please select below the users who will be able to perform actions under your responsibility.

Secretaries :

To do so, you need to select the medical secretary from the drop-down list shown above and click on "Add". Once you have clicked on the add button the secretary will appear in the list of secretaries you have authorised. Make sure to click on the "Validate" button once you have finished authorising all your secretaries.

## 10.3 Replacing practitioner

You have the possibility to delegate management of all your patients during a specific period of time to a replacing practitioner. To do so, select the adequate colleague in the drop-down list.

You then choose the replacement interval (start and end date). During this time, you will still be able to access your patient files but you will not receive any notification from Maela.

### Professional users / Replacing practitioner edit

#### Replacing practitioner edit

Please select the user who will inherit your patient authorisations

Replacing practitioner :

Start date :

End date :

Please click on validate once you have selected the practitioner who will benefit from this delegation access right and the start and end date . This new practitioner will have the same rights as you on your active patient file. You can revoke that delegation access at any time.

In the "summary" menu, information about the substitute practitioner will also be displayed.

Patients / Patients list / Patient 20TH MAY 2021

**Nicolas HILDENBRAND**, ♂, 27/7/1984

SUMMARY GENERAL INFORMATION PATHWAYS FOLLOW-UP ALERTS MESSAGES AUTHORISATIONS

<b>Age</b> 36 years old	<b>Last questionnaire</b> Questionnaire Sleeve (10/5/2021)	<b>Last connection date</b> Web : 14/4/2021 16:44
<b>Pathway</b> Parcours obésité	<b>Phone of Dr. DrMaela</b> +33755773173	<b>Follow-up</b> Follow-up since 27/4/2021 until 26/8/2021
<b>Alerts for non-input</b> Questionnaire de suivi, Questionnaire de suivi, Questionnaire de suivi, Questionnaire de suivi, Questionnaire de suivi...	<b>Email of Dr. DrMaela</b> maelatest123@gmail.com	<b>Last document</b> [Empty]
<b>Patient phone</b> +33755773173	<b>Substitute practitioner</b> Dr Hubner Matin (from 20/5/2021 to 29/5/2021) Phone of Dr. : +33624018001 Email of Dr. : robin.brech@maela.fr Phone number for the institution : +4121 314 11 11	<b>Phone number for the department</b> +33412345678
<b>Phone number for the institution</b> +33755773173	<b>Phone number for secretary's office</b> +33412345678	
<b>Case management state</b> Blue State EN Maela		

## 10.4 Password

You have the possibility to change your password. You just have to enter the old password, then a new one, confirm it and finally click on the "Save" button.

## 10.5 View my verified devices

In this menu you will find all the devices on which you have performed a two factor authentication (username, password and OTP received by SMS on your OTP mobile phone number). It indicates the date and time of connection as well as the device and browser used. You are able to remove verified device from this list.

Professional users / View my verified devices

### Verified devices

Verified devices are devices that do not require your SMS authentication for a maximum period of 30 days.

You currently have no verified devices.

## 10.6 Logout

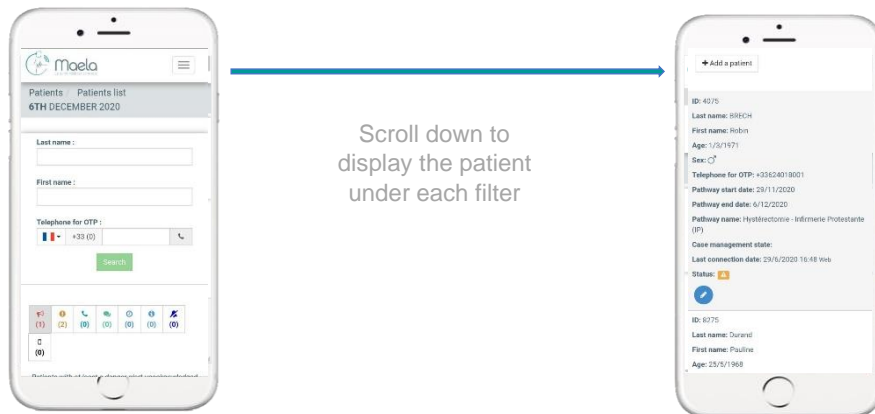
To log out of your session, just click on "Logout".

# 11. Responsive web design

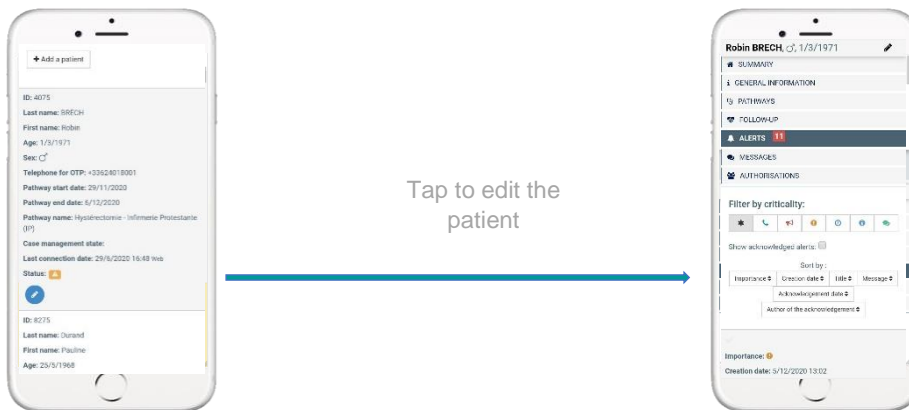
The Maela® Web application automatically adapts its display to the screen size of your terminal (phone or tablet or computer screen).

This feature facilitates your navigation on the web platform and further enhances your user experience.

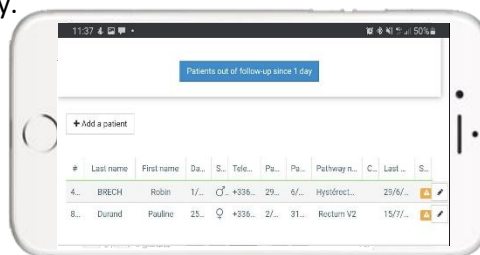
On a tablet or mobile phone, slide your finger from bottom to top to see the list of patients. Each patient is on a line, and can be highlighted in colour according to the alerts generated by the answers to the questionnaires.



You have filters under the "Add Patient" button to sort patients according to the purpose of your searches.



You can also navigate on your Maela® platform in landscape mode. To do so, you just need to flip your smartphone or tablet horizontally.



## 12. Screen Shortcut

You can place a shortcut icon to the Maela® website on the home screen of your smartphone or tablet. This will allow you to access the web platform directly and faster.

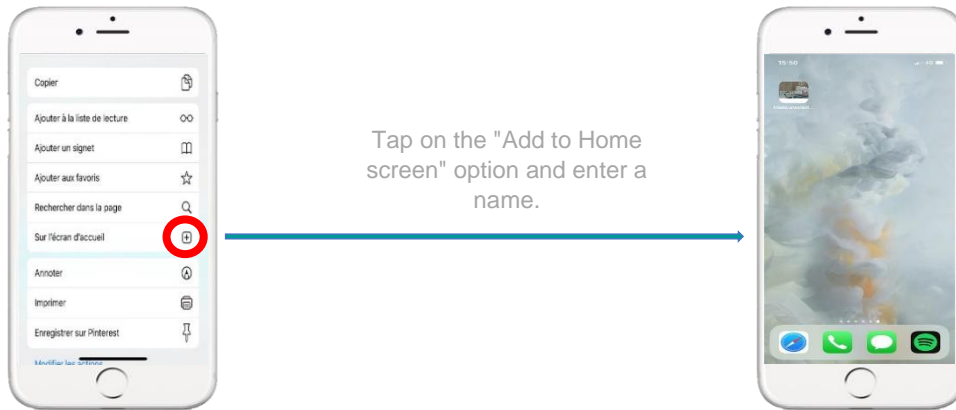
### iOS smartphone:

- Open the Safari browser on your iPhone or iPad
- Type in the address bar the URL of the web application: <http://www.maela.fr/en/>
- On this web page, tap on the "Pro log-in" link

- Click on the "Share" icon (square with an upward pointing arrow)



- Scroll and select the "Add to Home screen" option.



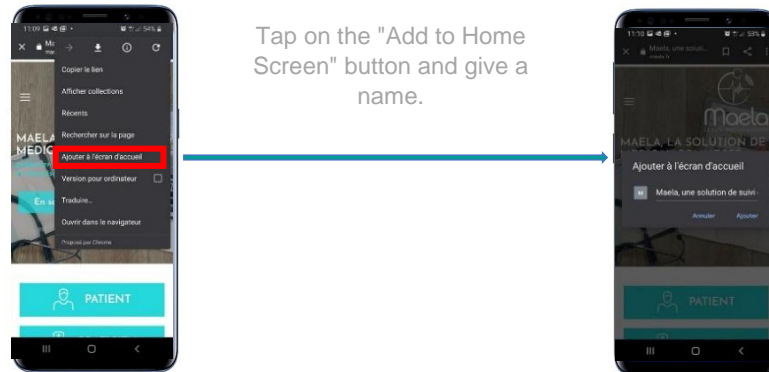
### Android smartphone:

- Open the google Chrome browser on your Android smartphone
- Type in the address bar the URL of the web application: <http://www.maela.fr/en/>
- On this web page, tap on the "Pro log-in" link



- Open the menu (the three small dots at the top right of the page, then click on "Add to Home Screen").

- A dialog box will then appear, and you can change the title of your tab/page if necessary.
- Click on "Validate", and you will have created a tab on your home page that will allow you to access this page directly.



### 13. Installation verification (where applicable)

Before the use of the solution with real patients, the deployment manager configures all the pathways desired by your healthcare institution and then proposes to carry out a test patient to verify the configuration of the pathways. Once the healthcare professional in charge has tested different pathways with this test patient, the solution is ready to be assigned to patients.

### 14. Removal (where applicable)

At the term of the Maela solution provision contract for your healthcare institution, in the absence of renewal of such contract, and unless agreed upon differently within that contract, Maela users have one month to manually retrieve all patient reports from the platform (except when this is done automatically thanks to interoperability interfaces). Once that month is passed, the Maela administrator closes all access to the Maela platform for all users (patients and professionals alike) and proceeds with deleting all the data related to your healthcare institution (incl. patient health data and hospital user data).

### 15. Contact us / Help

Technical support is available **Monday to Friday from 8am to 7pm**. You can contact us via the phone number: **04.81.68.25.26**.

In case of problems or questions you can also contact us on the email address [contact@maela.fr](mailto:contact@maela.fr).

**The whole Maela team thanks you for using its platform to remotely manage your patients.**

**We are proud to count you among our users!**



Maela



**04.81.68.25.26**

**@ contact@maela.fr**