

CAIRE®

my
CAIRE™



myCAIRE

TELEHEALTH SOLUTION

User Manual

Contents 2

Table of Contents 2

I. Introduction 3

II. Accessing myCAIRE 3

III. Roles and Terminology 4

 Provider administrator (provider admin) 4

 Provider user 4

 Technician 4

 Patient 4

 Caregiver 4

 Portal 4

 App 4

 Device 4

 Medical Record ID 4

IV. New Patient Set-Up and Connectivity 5

 Overview 5

 A. Downloading myCAIRE app 5

 B. Create Patient Account 5

 C. Connecting a CAIRE Device 6

 D. Main Screen Functions 9

 E. Settings and Patient Info Screen (Optional) 11

 F. Change Language (Optional) 12

V. Portal Set-Up and Usage 12

 Overview 12

 A. Accessing the myCAIRE portal 12

 B. View Dashboard 13

 C. View/Add/Edit Devices 14

 D. View/Add/Edit Patients 17

 E. View/Add/Edit Locations 19

 F. View/Add/Edit Users 19

 G. View Notification Information 20

 H. View and Edit Service Requests 21

 I. View Activity Logs 22

 J. Reporting 23

VI. Provider Troubleshooting 24

VII. Support 24

I. Introduction

The myCAIRE™ telehealth solution connects the patient with the home care provider and offers the ability to view the usage hours and flow settings of a connected CAIRE oxygen concentrator. The patient can also access the user manual, provide access to family members for additional support and request service from their home care provider whenever they need it. myCAIRE utilizes wireless technology to pass information from the oxygen concentrator to a connected smart device, which then transmits the information to the home care provider. The home care provider can support their patient by answering questions regarding device notifications and troubleshooting remotely.

Description

myCAIRE telehealth solution was designed with two main users in mind: the patient and the home care provider. The goal of this manual is to guide you in detail through the functions and features for both users.

Intended Use

myCAIRE is a telehealth solution intended to share specified device data from the enabled CAIRE oxygen concentrator. myCAIRE does not affect oxygen concentrator settings, performance, or oxygen therapy, and is not intended for patient monitoring, diagnosis or treatment.

Please seek a doctor's advice before making any medical decisions.

II. Accessing myCAIRE

Key information about getting started with and accessing myCAIRE is included here.

- Portal address: portal.mycaire.com
- App download address: [myCAIRE.com](https://mycaire.com)
- Supported browsers: Accessible on most browsers
- Supported smart devices: Android and iOS operating systems, and Surface

III. Roles and Terminology

Provider administrator (provider admin)

The provider admin is a role that has the capability and rights to oversee and edit all information and data related to the entire organization. The capabilities and rights include:

- View/create/edit all patient data within the organization with which the provider admin is associated
- Create/edit new provider users and technicians within the associated organization
- View all notifications for all users within the associated organization
- View all device data for all users within the associated organization
- Create/edit new locations within the associated organization
- Reset passwords
- Access reporting functions

Provider user

The provider user role has the following capabilities:

- View/create/edit all patient data within the organization with which the provider user is associated
- View all notifications for all users within the associated organization
- View all device data for all users within the associated organization
- Create/edit new locations within the associated organization
- Reset passwords
- Access reporting functions

Technician

The technician role is designated for an on-site connection between the myCAIRE app and the equipment that is being connected. The technician will input patient information into the app as required, and ensure that the connection is successful. This role DOES NOT have access to the myCAIRE portal, thus has no access to patient or device records.

Patient

The patient is the primary user of the oxygen concentrator and the myCAIRE app. The patient will be trained on the use of the concentrator as well as the myCAIRE app to ensure basic understanding and proper use. The patient's smart device will be used to transmit concentrator-related data to the provider admin and/or provider user.

Caregiver

The caregiver role is an individual(s) designated by the patient to have access to view the patient's data via the myCAIRE app. This role will have visibility to the current-use status of the patient's device and usage information. The patient can at any time remove or add caregiver roles. This role has no access to the myCAIRE portal and does not have the ability to make any change to the app or devices.

Portal

The secure, cloud-based software platform accessed by the provider admin and/or provider user that houses all information pertaining to patients and devices.

App

The myCAIRE mobile application gathers data through wireless connectivity from the oxygen concentrator and sends it to the secure portal.

Device

The myCAIRE telehealth solution utilizes a patient's smart phone or tablet with the installed myCAIRE app to connect with their CAIRE oxygen concentrator device. The established connection syncs to the portal, where the provider admin and/or provider user can access the device data, such as patient usage and alarm information.

Medical Record ID

The medical record ID is the identifying patient number provided by the provider that will either link the patient to the provider's internal database, or a generic ID that providers will use as ID for patient.

IV. New Patient Set-Up and Connectivity

Overview

In order to provide seamless service for patients, the technician should follow the steps below:

- Advise patient to download the myCAIRE app to the patient's smart device
- Set-up patient account
- Connect device(s)
- Optional: Add caregiver
- Ensure connectivity and review viewpoints with patient

A. Downloading myCAIRE app

Technician to advise patient to download myCAIRE app from Google Play or Apple app store onto patient-owned smart device.

B. Create Patient Account

NOTE: Prior to following the steps below, please have patient ensure that Bluetooth connectivity is turned on for the patient-owned smart device.

Note: Bluetooth can be confirmed by going to settings on their smart device (phone or tablet) and tapping on Bluetooth.

1. Open myCAIRE app from smart device.



Image 1. App icon

2. Click on create account.

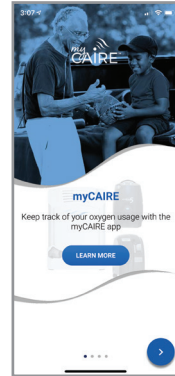


Image 2. Login screen

3. The patient should enter their personal email address, create a unique password and then click create account to complete account setup.

NOTE: The password can be any combination of letters, numbers and special characters. It should be a minimum of 8 characters.

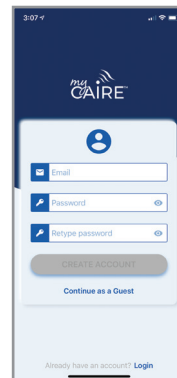


Image 3. Create account

NOTE: It is recommended that the patient document this email and password for safe keeping in case app is deleted or a new smart device is acquired by the patient.

NOTE: Should the patient not have an email or wishes not to provide an email at the time of set-up, it is possible to click on continue as guest in step 3. Please note that if this option is used, and the app is accidentally deleted or a new smart device is acquired by the patient, a new set-up and connection process will need to occur.

- The patient should allow the use of Bluetooth by selecting ok.
- The patient should accept the location tracking by selecting “allow while using the app” for Apple iOS or “allow” for Android.
- The patient should accept the Terms and Conditions by clicking the Agree button in the lower right corner.

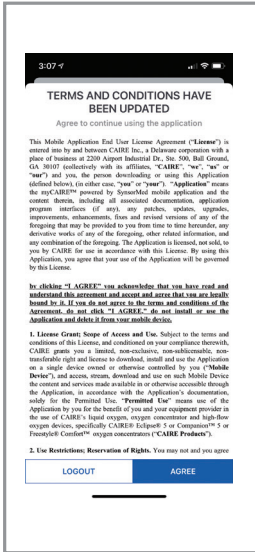


Image 4. Terms and Conditions

C. Connecting a CAIRE Device

- Click add device or the plus (+) symbol in the lower right hand corner.

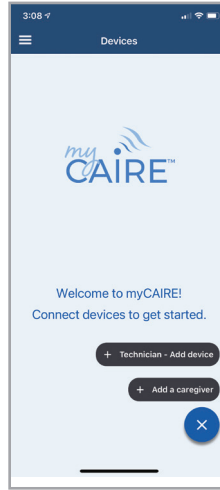


Image 5. Add device

- The technician should input their email and password, and click log in.

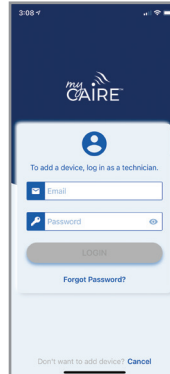


Image 6. Technician login

NOTE: Technician email is assigned when assigned a role via the portal. The technician will receive an email confirmation to the assigned email with a link to create their password.

3. Input the patient's medical record ID and click add as new patient.

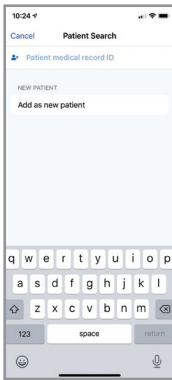


Image 7. Medical record ID

NOTE: The patient medical record ID is an identification number that can be linked back to the provider's internal identification systems, or any sequence of letters or numbers. This cannot be adjusted once the set-up is complete.

4. Click the box adjacent to the CAIRE oxygen concentrator(s) that is being connected for the patient.

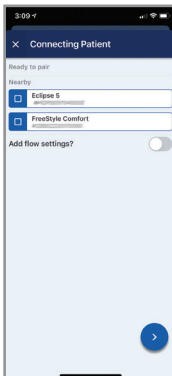


Image 8. Check product box

NOTE: A check symbol should appear after clicking the box adjacent to the device that is being connected.

5. (optional): Click the toggle button adjacent to the add target flow settings text.

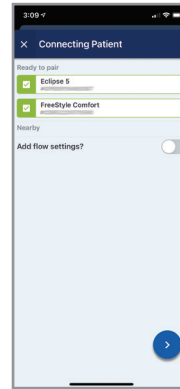


Image 9. Target flow

NOTE: The area adjacent to the add target flow settings should become green. If this area is not green, the target flow settings are not ready to enter.

6. (optional): Click in the desired target flow rate to enter the prescribed value and click continue.

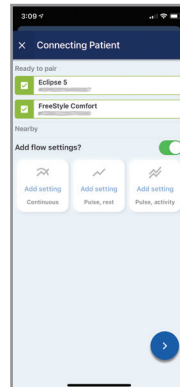


Image 10. Enter prescribed value

NOTE: Any combination of the three target flow settings can be entered: continuous, pulse at rest, pulse at activity. These can be entered as a whole value (ex: 2) or with an additional increment (ex: 2.0 or 2.5). These values would be dependent on the patient's prescription.

7. The set-up and connection process is now complete. Click done to view main screen.

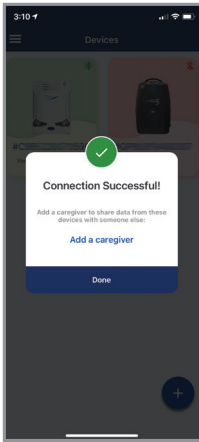


Image 11. Device connected

8. (optional): If the patient wishes to grant access to a caregiver, click add caregiver by clicking on the hamburger menu in the top left corner, or the plus sign in the lower right corner.

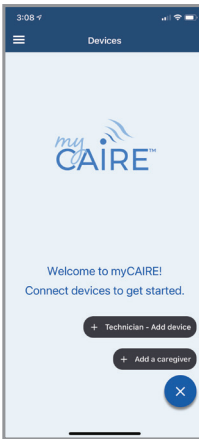


Image 12. Add caregiver

9. (optional): Enter the email address of the caregiver and click add caregiver and then click done.

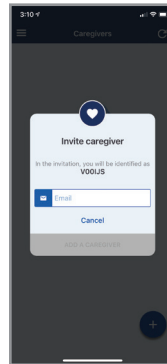


Image 13. Invite caregiver

10. (optional): By clicking the + symbol in the lower right corner of the screen, additional device(s) or caregivers can be added.

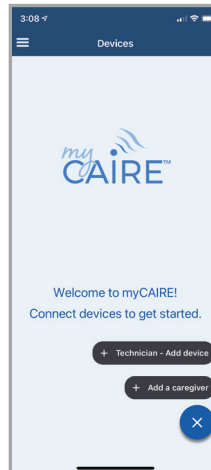


Image 14. Add additional device or caregiver

11. (optional). If you want to remove your caregiver, swipe left on the caregiver email box and press the orange button that states remove caregiver.

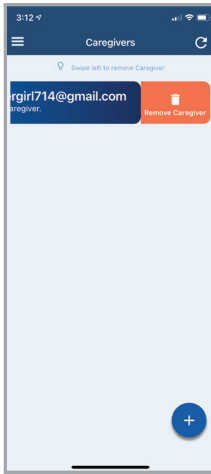


Image 15. Remove caregiver

D. Main Screen Functions

1. Click the device box to view device data.

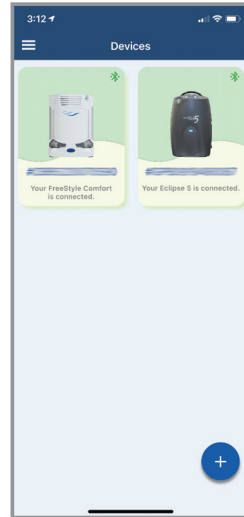


Image 16. View device

2. Device data is now visible.

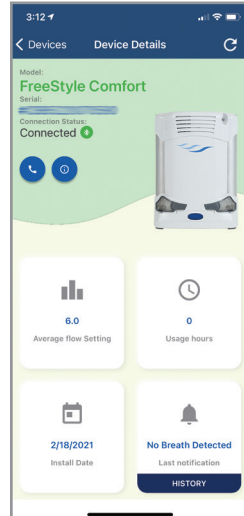


Image 17. Device data

NOTE: Clicking the information icon will open a separate window where the patient can view device features and access the device user manual.

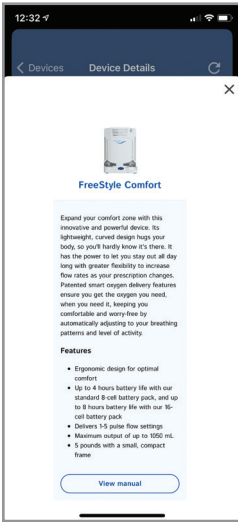


Image 18. Product Description

NOTE: Clicking the telephone icon will open a separate window where the patient can type in a brief message to request service, which will appear in the provider's portal. Any sequence of numbers or characters can be entered here. After completing the message, click send request and the message is sent to the myCAIRE portal and can be viewed under notifications.

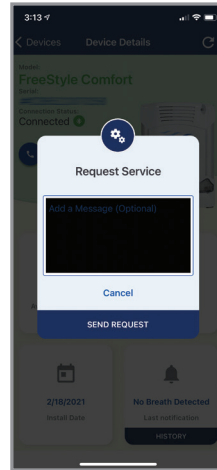


Image 19. Request service

| Item | Definition |
|----------------------|---|
| Request Service | See note below. |
| About this device | Product description, features and link to the user manual. |
| Average flow setting | The average flow of the device being used. This data is calculated over a 24-hour period. |
| Usage hours | Hours that the device has been powered on since the device was installed with patient. |
| Install date | Date the device was connected to the myCAIRE system for the current patient. |
| Last notification | Current notifications/alarms that are occurring on the device. |

E. Settings and Patient Info Screen (Optional)

1. Click the hamburger menu in the upper left-hand corner of the main screen and select my profile.

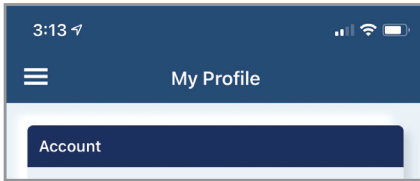


Image 20. Gear symbol

2. The following information becomes visible.

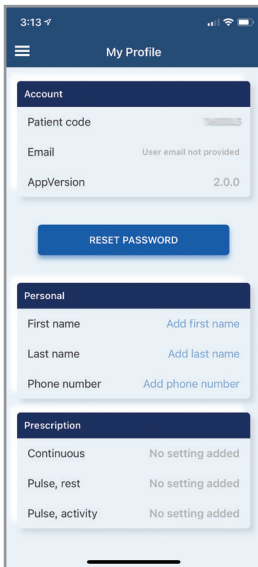


Image 21. Settings

a. Account

These fields are not editable in the app.

| Item | Definition |
|--------------|---|
| Patient code | This is a myCAIRE-system generated code that is not relevant to system use. |
| Email | The patient's email address provided at the time of myCAIRE app account creation. |
| Version | The software version of the myCAIRE app. |

b. Personal

These fields are editable via the myCAIRE app.

| Item | Definition |
|--------------|---|
| First name | The current patient's first name. |
| Last name | The current patient's last name. |
| Phone number | The current patient's telephone number. |

c. Prescription

These fields are not editable via the myCAIRE app.

| Item | Definition |
|-----------------|--|
| Continuous | The continuous target flow setting of the current patient. |
| Pulse, rest | The pulse dose at rest target flow setting of the current patient. |
| Pulse, activity | The pulse dose at activity target flow setting of the current patient. |

d. Log out:

Click to log out of the myCAIRE app.

NOTE: Clicking log out will disconnect the myCAIRE app and will require the patient to provide log in credentials (email and password) to re-establish the myCAIRE app connection.

F. Change Language (Optional)

Click the hamburger menu in the upper left-hand corner on the main screen and select Settings.

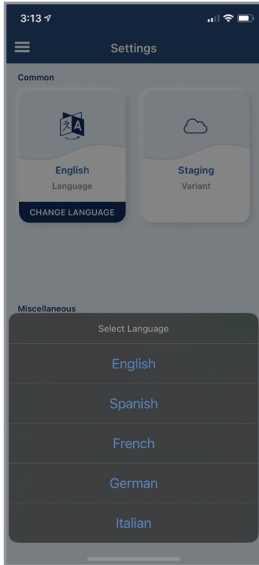


Image 23. Change Language

NOTE: You can change the language by pressing the blue bar that states change language.

V. Portal Set-Up and Usage

NOTE: The myCAIRE portal cannot be accessed without account creation. Please contact CAIRE Customer Service for account creation (contact details can be found in section VII).

Overview

The myCAIRE portal is a system designed for the home equipment and care provider to remotely manage the device function and view appropriate usage to maximize efficiency in day-to-day care for patients. With the myCAIRE portal, the provider can:

- Access the myCAIRE portal and log-in using CAIRE provided credentials (Section V Part A)
- View Dashboard with key stats associated with the enrolled patients and connected devices. (Section V Part B)
- View/Add/Edit Devices which are connected to current patient base (Section V Part C)
- View/Add/Edit patients currently connected to the myCAIRE app (Section V Part D)
- View/Add/Edit locations/branches to be used with the myCAIRE system (Section V Part E)
- View/Add/Edit users with the provider organization who will access the myCAIRE system (provider admin only) (Section V Part F)
- View notifications (Section V Part G)
- View/Edit Service Requests (Section V Part H)
- View activity logs (Section V Part I)

A. Accessing the myCAIRE portal

1. Using a supported internet browser, go to <https://portal.mycaire.com>.
2. Enter the email address provided during account creation.

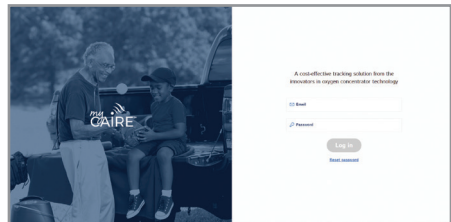


Image 22. Email address

NOTE: The email used for portal log-in is the email address provided to CAIRE at the time of account creation for the provider admin role. All other roles will use the email address used by the provider admin during myCAIRE role assignment.

3. Enter the password provided during account creation and click log-in.

NOTE: The password used for the portal log-in was created when you completed the account setup via email invite. Every user will receive an invite to establish their password as part of their account setup. If you have forgotten your password, click reset password and a link to reset will be sent to the email provided.

| | |
|---|---|
| FreeStyle Comfort over 300 discharge cycles | The number of devices over 300 battery discharge cycles |
| Alerts and Service Requests | The number of service requests as well as low and high priority alerts over the past seven days |
| Active Devices | The number of active devices in the last 15 minutes by model |

B. View Dashboard

1. After logging into the myCAIRE portal, the default view screen is the dashboard. The dashboard is designed to provide a snapshot of key metrics associated with the patients and devices enrolled in myCAIRE.

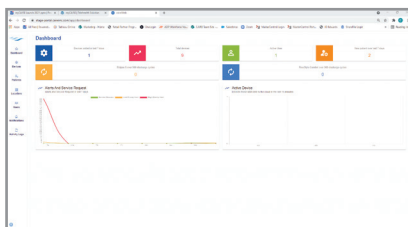


Image 24. Dashboard

Definitions of the metrics are as follows.

| Item | Definition |
|-------------------------------------|---|
| Devices added in last 7 days | The number of devices added in the last seven days |
| Total devices | The number of devices connected to a patient in myCAIRE |
| Active User | The number of users logged in with the past 24 hours |
| New patient over last 7 days | The number of new users added over the last seven days |
| Eclipse 5 over 500 discharge cycles | The number of devices over 500 battery discharge cycles |

C. View/Add/Edit Devices

1. Click devices on the left side of main screen to view the device screen. Click on any column header to sort by alphabetic structure or sequential structure, dependent on the column to be sorted.



Image 25. myCAIRE portal

Definitions of the column names are as follows.

| Item | Definition |
|-----------------|--|
| Model | The specific model name of the device used by the current patient. |
| Serial | The serial number of the device used by the current patient. |
| Install Date | Date the device was connected to the myCAIRE system for the current patient. |
| Patient | The patient medical record ID of the current patient. |
| Average Setting | The average flow of the device being used. This data is calculated over a 24-hour period. |
| O2 | Symbol indicating if oxygen output purity is acceptable (green), questionable (yellow), below specification (red). |
| Battery | Relative only to the CAIRE FreeStyle Comfort, displays the number of usage cycles for the current attached battery (see CAIRE FreeStyle Comfort user manual for battery life information). |
| Last reading | The date and time of the last data received from the device to the patient's smart device. This will be green if within the last 24 hours, red if greater than 24 hours. |
| Alarm | Current notifications/alarms that are occurring on the device. |
| Action | Allows the provider admin to deactivate a device and all data from the portal device view. |

2. Clicking on the specific device model name (ie FreeStyle Comfort) under the model column will open in a second window to provide additional device data for the current patient.

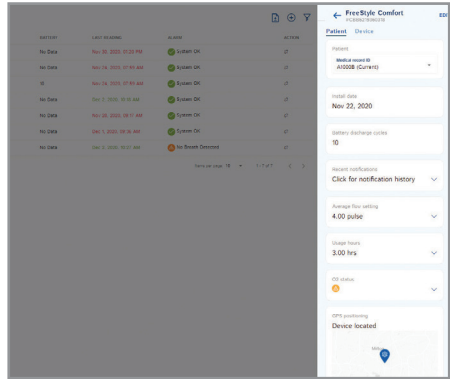


Image 26. Device information

NOTE: The majority of the headings for additional device data in this window are the same descriptions as the column(s) in the main device view window. However, there is additional data available in this window for the medical record ID, recent notifications, average flow setting, and O2 status sections. Also, in this window, usage hours and GPS positioning are now available.

Usage hours: Cumulative number of hours that the current device has been powered on by the patient since connected to the myCAIRE app.

GPS positioning: The GPS location of the connection between the myCAIRE app and the device. This view can be adjusted by hovering over the map and scrolling up or down.

NOTE: If the myCAIRE app is not currently connected to the device, the location shown in this GPS positioning section will be the last GPS location when the connection was active. The GPS positioning feature is not designed to track the location of the patient's smart device or the CAIRE oxygen concentrator without wireless connectivity between the two.

3. If the current device has previously been connected to a different patient, there will be a drop-down option below medical record ID. Clicking on the drop down selection will provide the option to select and view the data from previous patient(s) or the current patient, noted as current.

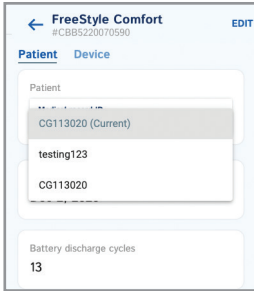


Image 27. Device data

4. Clicking the drop-down selection under recent notifications provides an overview of the most recent notifications/alarms that have occurred with the device while connected to the myCAIRE app. This data can be viewed for the last day by selecting “D”, week by selecting “W”, month by selecting “M” or year by selecting “Y”. Clicking on more provides a detailed list of all notifications/alarms that have occurred while connected to the current patient.

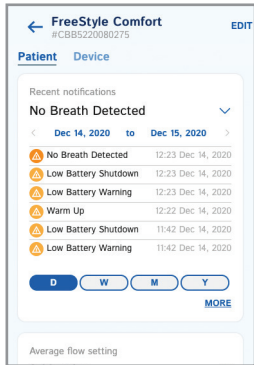


Image 28. Data by date

5. Clicking the drop-down selection under average flow setting provides a graph overview of the current patient’s average flow setting while connected to the myCAIRE app. This data can be viewed for the last day by selecting “D”, week by selecting “W”, month by selecting “M” or year by selecting “Y”.

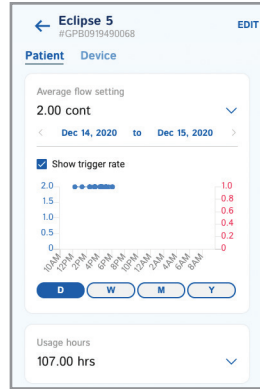


Image 29. Average flow setting

In addition, for devices that provide pulse dose delivery, clicking the box adjacent to show trigger rate will provide detail to display the number of times the device was triggered to deliver a bolus of O2 to the patient.

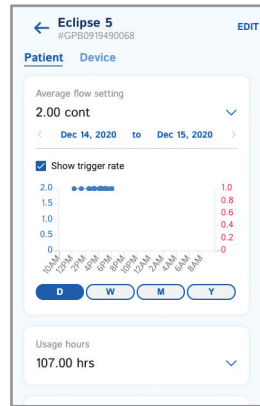


Image 30. Trigger rate

6. Clicking the drop-down selection under usage hours provides a graph overview of the cumulative number of hours that the current device has been powered on by the patient since being connected to the myCAIRE app. This data can be viewed for the past week by selecting “W”, month by selecting “M”, year by selecting “Y” or the entire duration of

time since the current patient was connected to this device by selecting the infinity symbol.

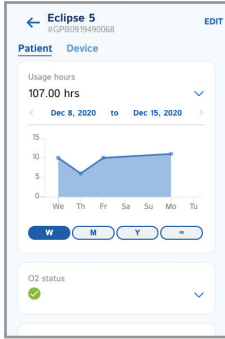


Image 31. Usage hours

NOTE: By default, the view in the additional device data window is pre-selected to the patient view. Selecting device will give an overview of the data listed in Steps 4, 5, 6 7 listed above. Clicking edit will give the user the ability to input or edit the provider location/branch that is responsible for care for the patient. See Section D. View/Add/Edit Locations/Branches below for additional details regarding this information.

7. Clicking the drop-down selection under O2 status provides a graph overview showing the percentage of time that the device output an acceptable oxygen purity percentage delivery to the patient while the device was connected to the myCAIRE app. This data can be viewed for the last day by selecting “D”, week by selecting “W”, month by selecting “M” or year by selecting “Y”.

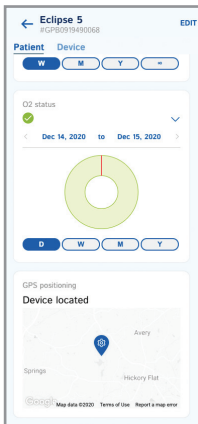


Image 32. Time

D. View/Add/Edit Patients

1. Click patients on left side of main screen to view patient information screen.



Image 33. Patients

Definitions of the column names are as follows.

| Item | Definition |
|----------|--|
| Patient | The patient medical record ID of the current patient. |
| Code | A myCAIRE-system generated code that is only relevant when manually adding a patient via the myCAIRE portal. See connect account for further information. |
| Location | The provider location/branch that is responsible for patient care. Please see Part D View/Add/Edit Locations/ Branches for additional details regarding this information. |
| Status | Displays the status of the current device in correlation to the connectivity of the myCAIRE system to the current patient. If the status is active, the text will be green. If the status is deactivated, the text will be red. Pending is defined as the patient has been entered in the myCAIRE system but the myCAIRE app and device have not been connected. |
| Devices | List all devices currently in use with the patient. |

2. Clicking on the patient medical record ID (below the column title patient) will open a second window to provide additional data regarding the current patient.

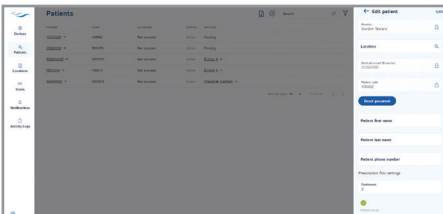


Image 34. Medical record ID

This data is as follows:

| Item | Definition |
|----------------------------|---|
| Patient name | Provides the current patient's name, if provided. |
| Patient code | A myCAIRE-system generated code that is only relevant when manually adding a patient via the myCAIRE portal. See connect account for further information. |
| Provider | The provider name that is providing care for current patient. |
| Last call request | The last date in which the current patient used the request service feature via the myCAIRE app (Section IV Part D). |
| Patient phone number | Displays the current patient's phone number if provided. |
| Prescription flow settings | Shows the target flow settings for the current patient if provided. |

NOTE: Clicking edit in this window allows for editing each of the fields above, as well as the link to reset the patient's password for the myCAIRE app.

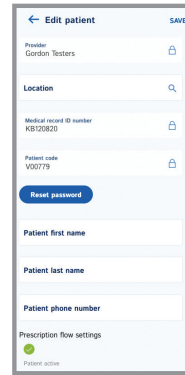


Image 35. Edit patient

3. From the main patient screen, in the right hand corner, there are a filter symbol, text search box, plus (+) symbol and download symbol.

a. Filter symbol: Clicking the filter symbol will open a second window to provide additional data in which the user can filter the information listed on the main screen. The sections available to filter are noted here.

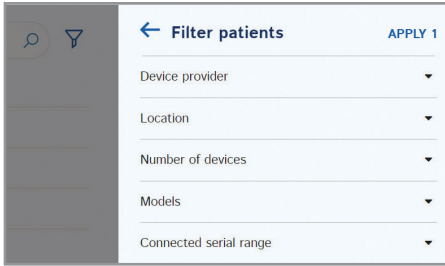


Image 36. Filter patients

| Item | Definition |
|------------------------|---|
| Device provider | Clicking the down arrow will provide the name of the provider that is responsible for care of the patient. This field is locked. |
| Location | Clicking the down arrow will provide a text box where the name of the specific branch can be entered. |
| Number of devices | Clicking the down arrow will provide a selection of the number of devices that a patient is using: All, 1, 2, or 3. |
| Models | Clicking the down arrow will provide a selection of the name of devices that a patient is using: All models, Companion 5, Eclipse 5, or FreeStyle Comfort. Any variation or mix can be selected here. |
| Connected serial range | Clicking the down arrow will provide a start and end text box. The user can enter a range of serial numbers here. |

| Item | Definition |
|---------------------------|---|
| Provider | The name of the provider responsible for care of the patient. This field is locked. |
| Location | This is the branch location of the provider that is responsible for the care of the patient. |
| Medical record ID number* | Identifying patient number that is provided by the provider. The number will either link the patient to the provider's internal database, or will be a generic ID that providers will use as ID for patient. The asterisks indicates that this field is required to be completed. |
| Connect account | Clicking connect account will provide a section for password creation. This will be the password used by the patient to access the myCAIRE app if needed (image 33). |

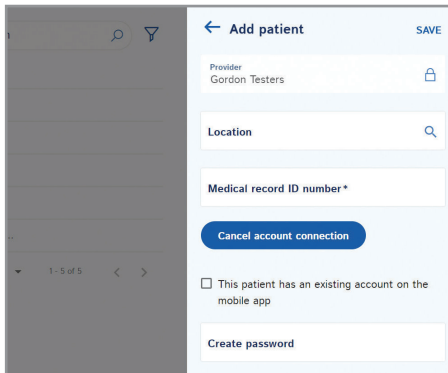


Image 38. Add patient

b. Text Search Box: In the main screen, the user can type the beginning of a medical record ID number in this location to search for a specific patient.

c. Plus (+) symbol

Clicking the plus symbol will open a second window where new patients can be entered. The information displayed on this screen, as well as areas where data is entered, are listed below.

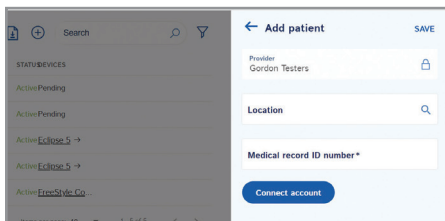


Image 37. Plus (+) symbol

NOTE: Click save before exiting screen to ensure patient is created.

NOTE: Adding a new patient via the myCAIRE portal DOES NOT connect the myCAIRE app. After clicking save, locate the code referenced above on the main screen of the view/add/edit patient's screen in relation to the current patient. This code and the password created above will then be used when clicking log in by the technician at patient set-up.

d. Download Symbol: See reporting (Section V Part H) for additional information.

E. View/Add/Edit Locations

1. Click locations on the left side of the main screen.

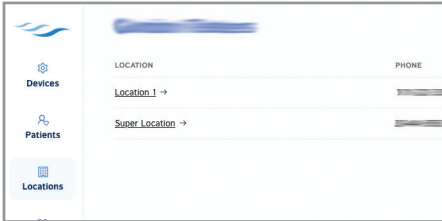


Image 39. Locations

Definitions of the column names are as follows:

| Item | Definition |
|----------|--|
| Location | Name of the provider's branch(es) or location(s). |
| Phone | Telephone number for the provider's branch(es) or location(s). |
| Address | Street address for the provider's branch(es) or location(s). |

2. To add another provider branch or location, click the plus (+) symbol in the upper right hand corner.

Clicking the plus symbol will open a second window where the new branch or location name, phone number, address and country can be entered. All fields are marked with an asterisk as all fields are required.

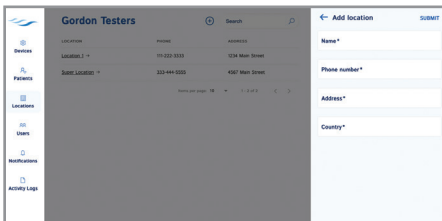


Image 40. Add location

3. After all information needed for the new branch or location has been entered, click save.

NOTE: Clicking on the location name will open a second window, which will display the same information as seen on the main screen display.

F. View/Add/Edit Users

NOTE: This option is only visible/accessible by provider admin role. Provider users will not have access to this.

1. Click users on the left side of the main screen.

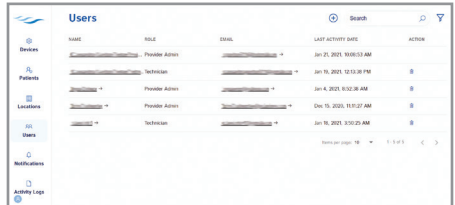


Image 41. Users

Definitions of the column names are as follows:

| Item | Definition |
|--------------------|---|
| Name | Name of the user. |
| Role | Role that is assigned to the user. |
| Email | Email address of the user. |
| Last activity date | Date and time stamp of the last time the user accessed the myCAIRE portal. For the technician role, this would be the last date and time in which they had accessed the myCAIRE app with a patient during set-up. |
| Action | Clicking the can symbol will bring up a pop-up message to delete a user. |

2. To add a new user, click the plus (+) symbol in the upper right hand corner.

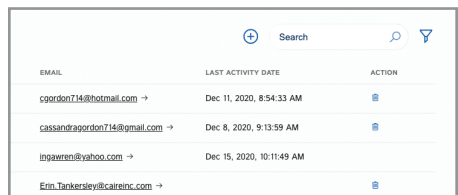


Image 42. Add new user

a. Clicking the plus symbol will open a second window where the name, email address, and role of the user are to be entered. All fields are marked with an asterisk, which indicates these fields are required to be completed.

- b. After clicking on the down arrow adjacent to role, selections of provider admin, provider user, and technician will display.
- c. After selecting the appropriate role for the user, a location text box will appear. This is the area to assign the provider branch or location to the user for where they would report, if applicable.

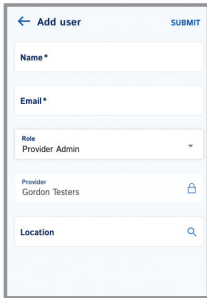


Image 43. Assign provider branch to user

- 3. Click submit in upper right hand corner before existing to save.

NOTE: New users (provider admin, provider user and technician) will receive an email confirmation with a link to create their password.

- 4. For Provider Admins wishing to enroll in service request notification emails, select on the name of the user. Select edit in the top right corner and click the box next to service request notification and then save your changes.

NOTE: You can stop receiving the email notifications at any time by deselecting the box.

G. View Notification Information

- 1. Click notifications on the left side of the main screen.

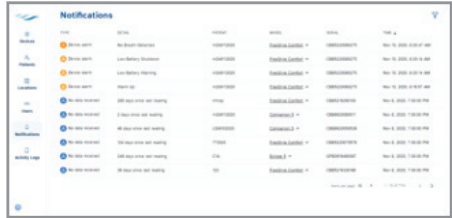


Image 44. Notifications

Column names are defined here.

| Column Name | Definition |
|-------------|--|
| Type | Description of the type of notification to be displayed. |
| Detail | Detailed description of the type of alarm that is occurring. |
| Patient | Patient's medical record ID number. |
| Model | The type of device(s) that is currently connected to the myCAIRE app and alarming. |
| Serial | Serial Number of the device that is alarming. |
| Time | Date and Time of which the alarm occurred. |

NOTE: Columns Patient, Model, Serial, and Time are sortable.

- 2. Click the filter symbol in the upper right hand corner.

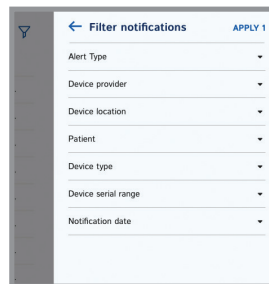


Image 45. Filter

This opens a second window that provides additional data from the main screen for the user to filter. Columns available are noted here.

| Column Name | Definition |
|---------------------|--|
| Notification type | Clicking the down arrow displays a second down arrow, allowing the user to filter based on the specific type of alarm. NOTE: Contact CAIRE Technical Service for alarm types and conditions definitions. |
| Device provider | Clicking the down arrow displays the name of the provider that is responsible for care of the current patient. |
| Device location | Clicking the down arrow displays a text box for typing the branch or location name that is associated with the current patient. |
| Patient | Clicking the down arrow displays a text box for typing in a specific patient's medical record ID number. |
| Device type | Clicking the down arrow displays a second down arrow which allows the user to filter based on the type(s) of device(s) experiencing an alarm. |
| Device serial range | Clicking the down arrow displays a start and end text box for typing in a specific serial number range of devices that are currently or have in the past alarmed. |
| Notification date | Clicking the down arrow displays a start and end date range text box for typing in a specific date range for filtering. |

3. After selecting date to filter, click apply. After this, the only data that will be displayed is that of the criteria that was selected.

H. View and Edit Service Requests

1. Click service requests on the left side of main screen.



Image 46. Main Service Request Screen

Column names are defined here

| Column Name | Definition |
|-------------------|---|
| Model | The type of device(s) that is currently connected to the myCAIRE app and requested service. |
| Serial | Serial number of the device that the service request was created from. |
| Description | Preview of the service request. |
| Status | The current status of the service request. |
| Medical Record ID | Identifying patient number that is provided by the provider. |
| Created at | Date and time of which the service request was created. |

NOTE: Columns serial, status and created at are sortable.

2. Clicking on the status will open a second window to provide additional details regarding the service request.

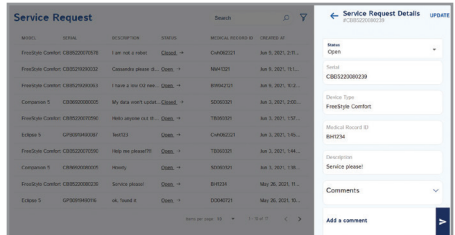


Image 47. Service Request Status Screen

The data is as follows:

| Column Name | Definition |
|-------------------|---|
| Status | The drop down menu will provide the option to change the status of the service request as open, in progress or closed. |
| Serial | Serial number of the device that the service request was created from. |
| Device Type | The type of device(s) that is currently connected to the myCAIRE app and requested service. |
| Medical Record ID | Identifying patient number that is provided by the provider. |
| Description | The comments/request from the patient. |
| Comments | The previous comments added by the provider admin or provider user that applies to that service request. |
| Add a comment | The provider admin or provider user can type comments in the box and document any activities completed that are associated with this service request. |

NOTE: Clicking update in this window allows any change to be saved.

3. From the main service request screen, in the right hand corner, there is a text search box and filter symbol.

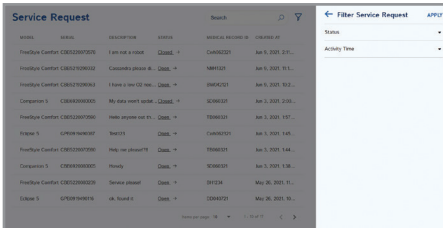


Image 48. Service Request Filter

- Text search box: In the main screen, the user can type their search request
- Filter symbol: Clicking the filter symbol will open a second window to provide additional data in which the user can filter the information listed on the main screen. The sections available to filter are noted here:
 - Status - Clicking the down arrow will provide a selection of the service request status: open,

in progress or closed.

- Activity Time - Clicking the down arrow will provide a beginning and end text box. The user can enter specific dates here.

I. View Activity Logs

Click notifications on the left side of the main screen.

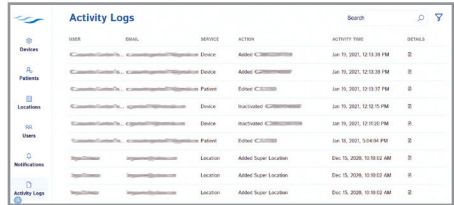


Image 49. Activity logs notifications

Definitions of the column names are below.

| Column Name | Definition |
|---------------|---|
| User | Name of the user that logged some type of activity (editing device or patient data, technician setting up a new patient, etc.). |
| Email | Email address of the user that logged this activity. |
| Service | A brief description of what type of activity took place. |
| Action | A brief description of the actual activity that took place. |
| Activity Time | Date and time stamp of when this activity took place. |
| Details | Any additional details about the specific activity that took place. |

NOTE: Search text box and filtering capabilities are limited on this screen.

J. Reporting

On multiple screens in the myCAIRE portal, there is some type of reporting feature. Clicking the download icon will open the reporting criteria drop-down options. Dependent on the user's criteria selection, these reports download as a .csv file. The reports have text-entry selections for reporting on a specific time frame.

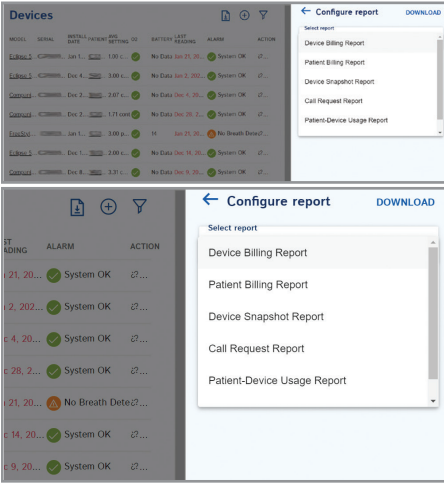


Image 50. Report options

| | |
|-----------------------------|--|
| Call Request Report | Provides a list of all call requests that have been sent via the patient's myCAIRE app within the specified criteria that were selected. This includes the device model, serial number, patient first and last name (if provided), phone number (if provided), patient medical record ID number, and a display of the message that was sent. |
| Patient Device Usage Report | Provides a list of all devices within the specified criteria range showing the same information as the device snapshot report. |
| Device Alarm Report | Provides a list of all devices and serial numbers within the specified criteria range that have experienced any type of alarm scenario. The numbers within the columns indicate the number of occurrences for the specific alarm. |

| Report | Definition |
|------------------------|--|
| Device Billing Report | Provides a list of all serial numbers aligned with model/device name and date of activation entered in the myCAIRE system within the specified criteria that were selected. |
| Patient Billing Report | Provides a list of all patient medical record ID numbers aligned with the date of activation entered in the myCAIRE system within the specified criteria that were selected. |
| Device Snapshot Report | Provides the device model, serial number, provider name, install date for current patient, current patient medical record ID number, current flow settings (continuous and pulse), current O2, date of last reading received, current total usage hours, current daily usage hours, current battery discharge cycles, and current alarm state (or "OK" if none present currently). |

VI. Provider Troubleshooting

No device is showing in the device set-up screen of the myCAIRE app.

- Check Bluetooth settings on the patient's smart device to ensure they are on. The device will not show up in this screen, it will only show up in the myCAIRE app..
- Ensure that the concentrator is powered on and within 5–7 feet before attempting to connect with the myCAIRE app.

My device has a red background on the main screen in the app and the device status is disconnected.

- Ensure that the concentrator is powered on and within 5–7 feet before attempting to connect with the myCAIRE app.
- Ensure there is nothing between the device and app that would interfere with the wireless signal (i.e. solid object).

The patient has forgotten their password.

- Access the patients medical record ID in the myCAIRE portal and click on the medical record ID number. Click on edit, and then click reset password. For further instructions, view section V, part E.

My patient did not provide an email at the time of account set-up and has a new smart device.

- Deactivate the patient in the myCAIRE portal on the devices screen.
- Download the myCAIRE app on the new smart device.
- Have the technician do a full new account setup process.

The patient has closed the myCAIRE app accidentally.

- Have the patient re-open the app.

I didn't receive the confirmation email to establish my password.

- Check your junk/spam email folder.
- Ensure you add noreply@caireinc.com as a contact.
- Look for the following subject line: You've been invited to use myCAIRE.

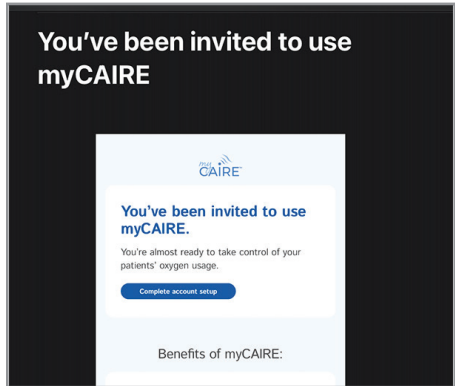


Image 51. myCAIRE email invitation

VII. Support

For questions or technical issues regarding the myCAIRE app or the myCAIRE portal, please contact Customer/Technical Service.

Customer/Technical Service is open
8 AM – 5 PM Monday - Friday EST

Phone: 1-800-482-2473

Email: myCAIRE.support@caireinc.com



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