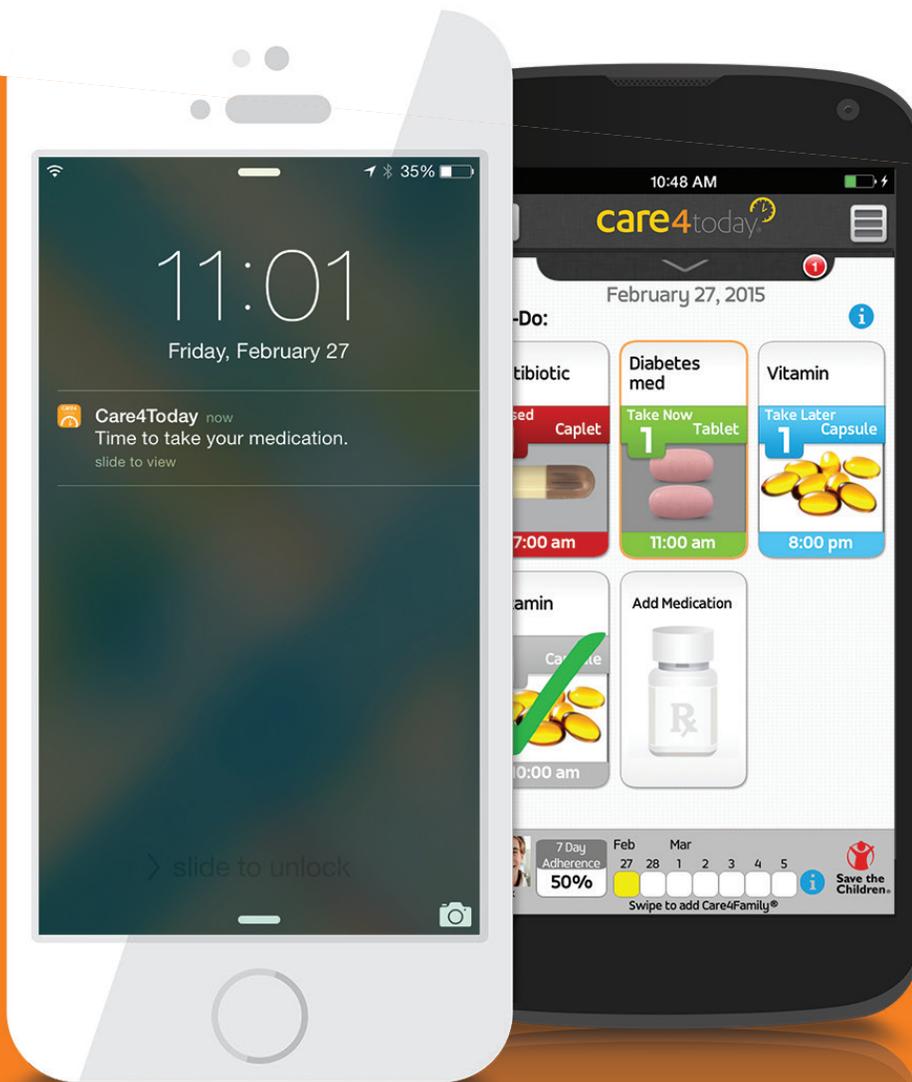# care4today®
Mobile Health Manager

Site Implementation Guide

It's **MORE** Than Just Reminders

Thank you for choosing to incorporate Care4Today® Mobile Health Manager into your practice. Having a mobile adherence solution can help your patients manage their chronic diseases. Care4Today® utilizes a patient's mobile phone to remind them to take their medications or other activities, and includes other optional features that allow family members or caregivers to monitor the patient's self-reported progress.

TABLE OF CONTENTS

1.0   Getting Started

1.0.1   Appoint a Care4Today® lead at each clinical care site to set up patients, answer questions and be responsible for adherence metrics gathered from Care4Today® for the Together to Goal Initiative.

1.0.2   Prior to implementation, make sure that you have the most recent version of both the Implementation guide and app by checking the website at http://care4today.com/mhm after "version".

1.1   Enrolling a Patient on Care4Today® Mobile Health Manager

**1.1.1**   Confirm the patient has a mobile phone (iPhone, Android, or Feature).
  1.1.1.1   If patient has iPhone or Android go to step 1.1.3
  1.1.1.2   If patient has a feature/flip phone go to section 3.0

1.1.2   Confirm the patient has an email address.
  1.1.2.1   If no, assist patient with creating a free email account
  1.1.2.2   If yes, go to step 1.1.3

1.1.3   Download the app from the Apple or Google Play Store.
  1.1.3.1   Search for "Care4Today®"
  1.1.3.2   Start the download

1.1.4   Click CREATE AN ACCOUNT.
1.1.5   Enter PATIENT FIRST NAME, LAST NAME.
1.1.6   Enter EMAIL ADDRESS.
1.1.7   Create Password, Confirm Password. NOTE: You may want to keep your email and password somewhere safe in case you forget it.
1.1.8   Enter BIRTHDAY.
1.1.9   All other fields are optional.
1.1.10   Check the Box and AGREE TO TERMS.
1.1.11   Click NEXT STEP.

1.2   Adding Medication Reminders

1.2.1   From the Mobile Health Manager (MHM) To-Do List, tap on ADD MEDICATION.

1.2.2   At the top of the screen, type medication name in the search box and search for the correct name/dose/picture of your medications from the pre-populated list.

1.2.3   Next, tap the appropriate form and dose of the medication.

1.2.4   If your medication does not appear, tap CUSTOM and manually enter the medication name.

1.2.5   In the NICKNAME Box, label the medication as you want it to appear on your MHM screen (i.e., Evening Diabetes Pill, or Blood Pressure Pill) (optional).

1.2.6   In the DOSE Box, enter the quantity (i.e., 1 tablet).

1.2.7   In the FREQUENCY Box, choose appropriate option (i.e., x times a day).

1.2.8   In the INTERVAL Box, chose appropriate interval (i.e., 2 times a day).
NOTE: DOSE Box will ask for the time the medication needs to be taken (i.e., 7:30 A.M).

1.2.9   In the DOSE 1 Box, enter time the medication needs to be taken (i.e., 7:30 A.M).

1.2.10   In the DOSE 2 Box, enter time for the second dose (i.e., 7:30 P.M).

1.2.11   In the MEDICATION REMINDER MESSAGE field, you can use the default message "Time to take your medication" or create a custom reminder message.

1.2.12   Click SAVE.

NOTE: To ensure that the patients get fewer reminders, you can group meds taken at the same time together. To do this, make sure that the MEDICATION REMINDER MESSAGE is exactly the same for all medications to be taken at the same time. For morning medications, you might enter "Time to take your morning medications" and the same for the evening medications.
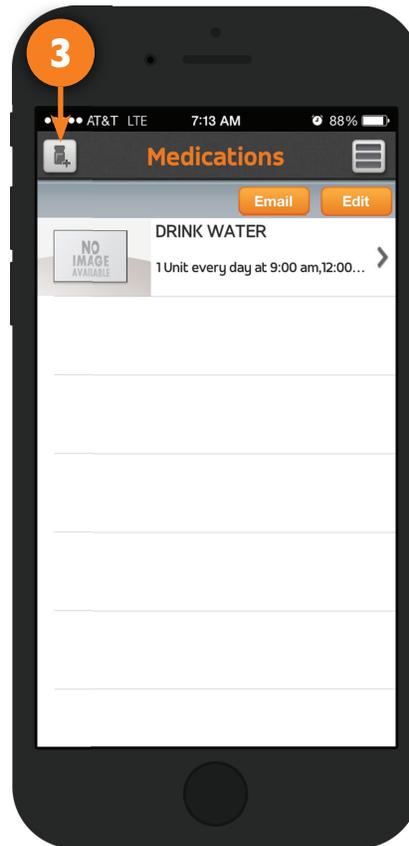
Adding Medications *(continued)*
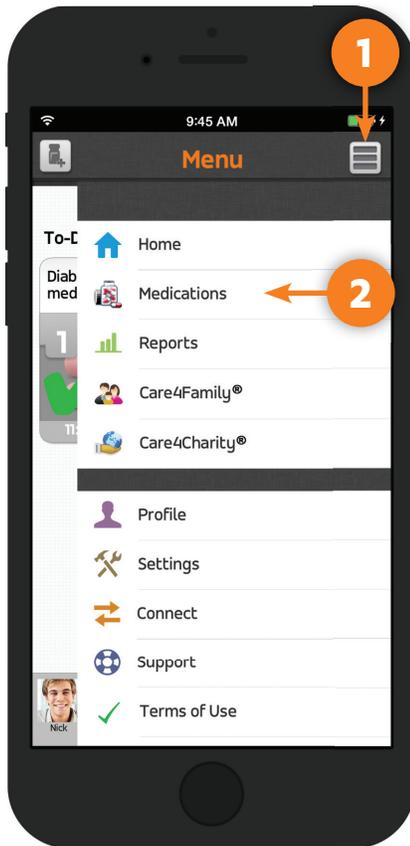
STEP 1
Open app and tap on **Menu** button.
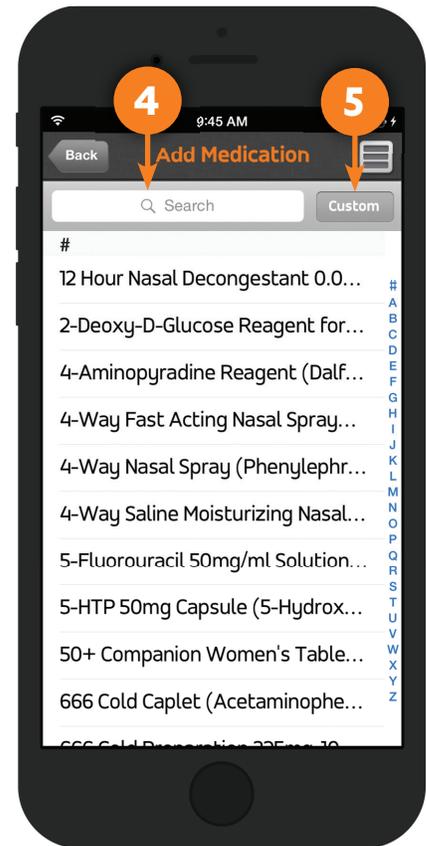
STEP 2
A list will populate where you can tap on **Medications**.
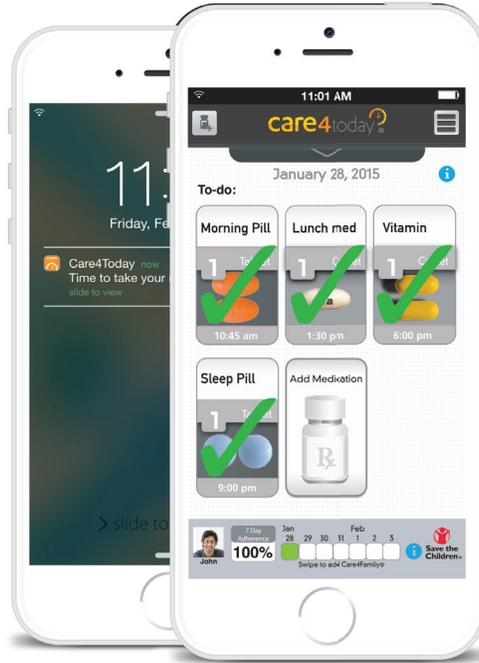
STEP 3
Tap on **Add Medications** button.

STEP 4
You can **Search** and add medications from the populated list.

STEP 5
Or tap **Custom** if your medication isn't listed or you would like to customize a reminder.

What is the color-coded system?

The reminder tiles are color-coded to indicate when it is time for you to take your medication, and changes color based upon how long before or after it is from that time.

Medication tile colors

- Take now (30 minutes before scheduled time)
- Late (1 hour after scheduled time)
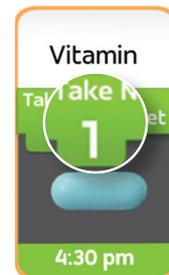- Missed (3 hours after scheduled time)
- Future dose

Single tap

any green or yellow tile to indicate taken.

Dose indicator

The number of pills to take is displayed by the dose indicator in the tile and not by the number of pill(s) in the image.

2.1 Setting up Refill Reminders

STEP 1
Open app and tap on **Add Medication** button.

STEP 2a
Search from the populated list or ...

STEP 2b
Custom Add a medication.

STEP 3
Simply switch on the **Refill Alert** by sliding the toggle from left to right.

STEP 4
Setup refill parameters to get a refill reminder.

2.2 Adding a Custom Medication Reminder

2.2.1 From the MHM To-Do List, tap on ADD MEDICATION.

2.2.2 At the top of screen, tap CUSTOM and manually enter the medication, and select the correct name/dose/picture of your medications.

2.2.3 Next, tap the appropriate form and dose of the medication.

2.2.4 In the NICKNAME Box, label the goal as you want it to appear on your MHM screen (i.e., Evening Diabetes Pill, or Blood Pressure Pill).

2.2.5 In the DOSE Box, enter the quantity (i.e., 1 Tablet).

2.2.6 In the FREQUENCY Box, choose appropriate option (i.e., x times a day).

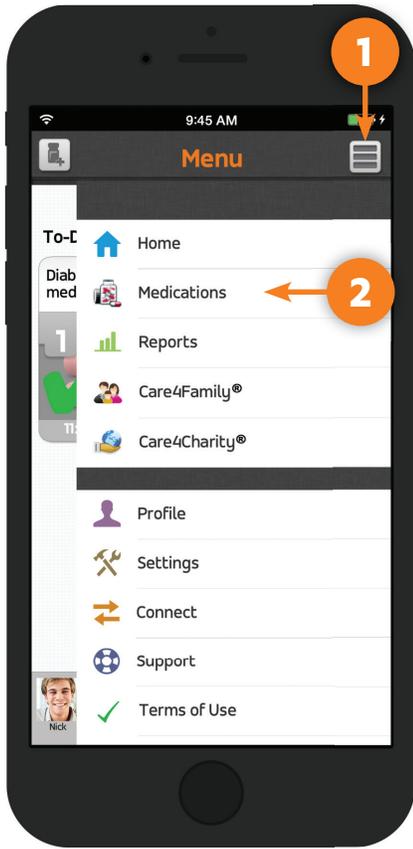**2.2.7** In the INTERVAL Box, chose appropriate interval (i.e., 2 times a day).

2.2.8 In the DOSE 1 Box, enter time the medication needs to be taken (i.e., 7:30 A.M).

2.2.9 In the DOSE 2 Box, enter time for the second dose (i.e., 7:30 P.M).

2.2.10 In the MEDICATION REMINDER MESSAGE field, enter what you want the text to read when you get the alert. "Time to take your morning medications."
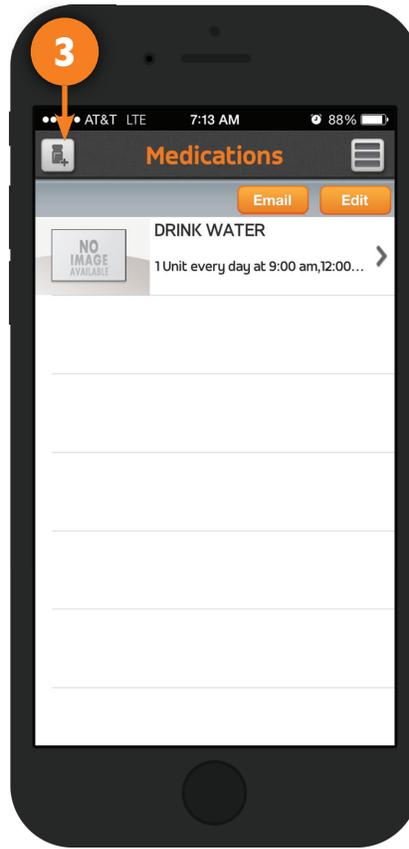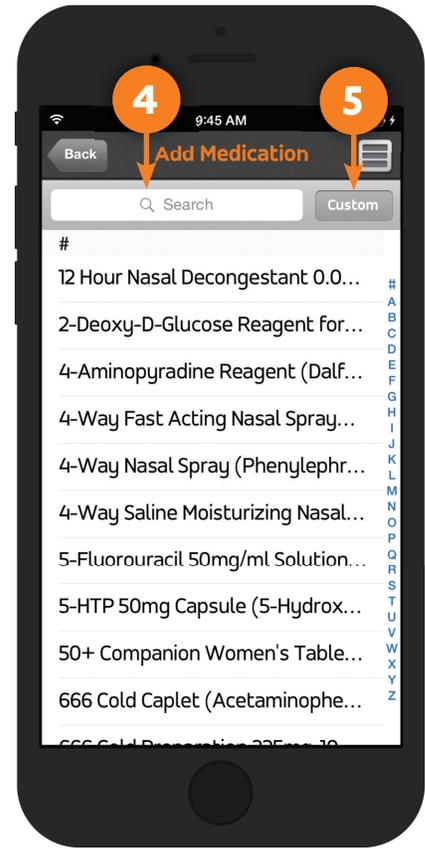
2.2.11 Click SAVE.

STEP 1
Open app and tap on **Menu** button.

STEP 2
A list will populate where you can tap on **Medications**.

STEP 3
Tap on **Add Medications** button.

STEP 4
Tap **Custom** to set up a customized reminder.

**2.3**   Entering a Goal in Care4Today® Mobile Health Manager

Example: *I want to take a walk every day at 2:00 P.M.*

2.3.1   From the MHM To-Do List, tap on ADD MEDICATION.
2.3.2   At the top of screen, tap on the CUSTOM button next to the search box.
2.3.3   Enter the goal in the Name Box (i.e., Take a Walk).
2.3.4   In the FORM box, choose UNIT from the drop down.
2.3.5   In the NICKNAME Box, label the goal as you want it to appear on your MHM screen, "Walk".
2.3.6   In the DOSE Box, enter the quantity, enter 1 if you want to take 1 walk.
2.3.7   In the FREQUENCY Box, choose Daily.
2.3.8   In the INTERVAL Box, choose 1 time/day.
2.3.9   In the DOSE 1 Box, enter 2:00 P.M.
2.3.10   In the MEDICATION REMINDER MESSAGE field, enter what you want the text to read when you get the alert. "It's 2:00, time for your walk."
2.3.11   Click SAVE.

2.4   Entering Appointment Reminders in Care4Today® Mobile Health Manager

2.4.1   From the MHM To-Do List, tap on ADD MEDICATION.
2.4.2   At the top of screen, tap on the CUSTOM button next to the search box.
2.4.3   Type the appointment title in the Name Box (i.e., Appt With Sandy).
2.4.4   In the FORM box, choose UNIT.
2.4.5   In the NICKNAME Box, label the goal as you want it to appear on your MHM screen, Primary Care Appt.
2.4.6   In the DOSE Box, enter the quantity, enter 1.
2.4.7   In the FREQUENCY Box, enter Specific Dates.
2.4.8   Under specific dates enter each appointment (i.e., May 20, 2015 @ 11:00 A.M, May 27, 2015 @ 11:00 A.M, June 3, 2015 @ 11:00 A.M).
2.4.9   In the MEDICATION REMINDER MESSAGE field, enter what you want the text to read when you get the alert. "Don't forget your appointment with Sandy tomorrow."
2.4.10   Click SAVE.
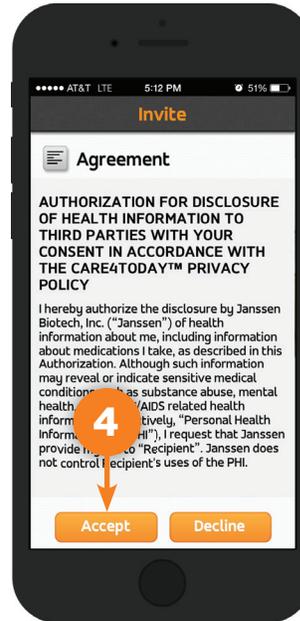
2.5 Adding the Care4Family® Feature
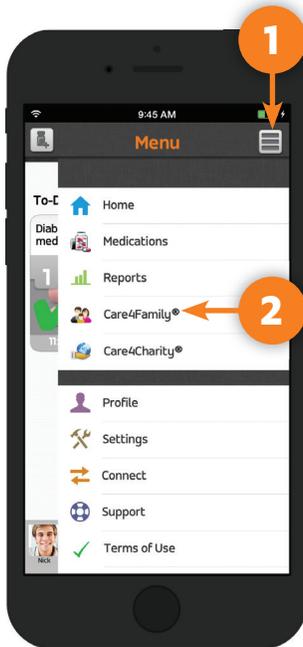
STEP 1
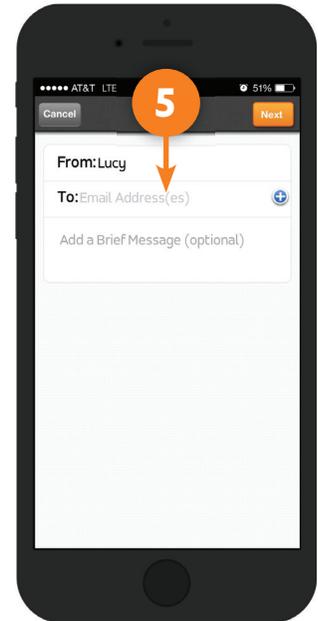Open app and tap on **Menu** button.

STEP 2
A list will populate where you can tap on **Care4Family®**.

STEP 3
Tap **Add Care4Family®**.
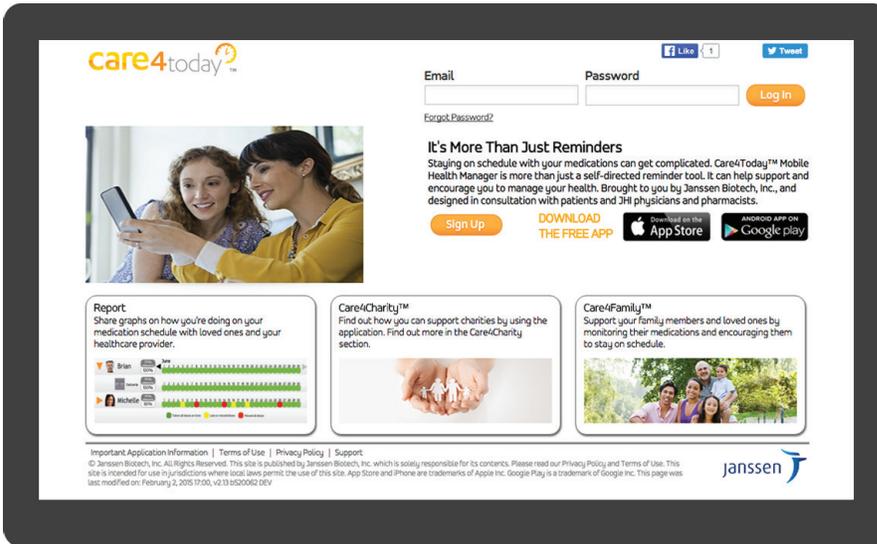
STEP 4
Accept agreement.

STEP 5
Invite family members or friends.

3.1 Access the Web Portal at **mhm.care4today.com**.

NOTE: Feature phones (SMS/Text Messaging) is set up only via the Care4Today® Mobile Health Manager web portal.

3.2 Steps to Register a Feature Phone

STEP 1
Enter valid **Email** address.

STEP 2
Create a **Password**.

STEP 3
Select "Other phone (text reminders)" from the **Phone Type** menu (phone must be able to send and receive SMS/text message).
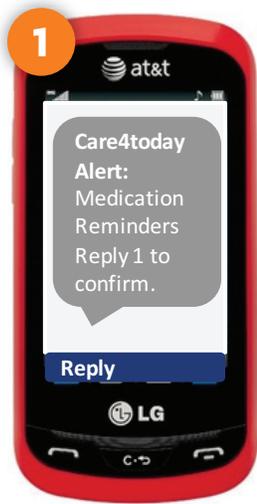
STEP 4
Select correct **Time Zone**.

STEP 5
Using the pull down menu, select how you heard about us.

STEP 6
Click the **Save** button to continue.

3.3   Activating Care4Today® Mobile Health Manager on a Feature Phone

STEP 1
You will receive a text message asking if you would like to receive reminders.

STEP 2
Tap **Reply** and then tap

abc
123

This will change the keyboard to numbers.

STEP 3a
Tap the **1**.

STEP 3b
Then tap **Send**.

STEP 4
You will receive a text message back letting you know that you are now part of Care4today®.

3.4   How SMS/Text Reminders Work on Care4Today® Mobile Health Manager

STEP 1
Click to **View** the message.

STEP 2
The message will ask you to **Reply** to the text. **1** for yes that you have taken your medication, or **2** for no.

STEP 3
Next, open your keypad and respond with a **1** or **2** (yes/no).

STEP 4
Once you've pressed the correct key, press the send button.

4.1   care4today.com/mhm