

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 selfreported progress.

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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.

1.3 Basic Navigation of the App



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



STEP1 Open app and tap on Add Medication button.





Alert by sliding the toggle

from left to right.

STEP 3

Refill Alert 🚹 Base Refill On Date 🚯 Refill Quantity 30 > 🔒 Current Quantity 🏾 5 > Reorder Level 2 > My Pharmacy > 🔒 Pharmacy 🗊 Refill Reminder Message

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

STEP 2b

Custom Add a medication.

STEP 4 Simply switch on the **Refill**

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.

2.2 Adding a Custom Medication Reminder (continued)







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.

Adding the Care4Family® Feature 2.5











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 Feature Phone Setup on Care4Today® Mobile Health Manager

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.

	Email	Password	
			Log In
	Forgot Password2		
	It's More Than Just F	Reminders	
A Contraction	Staying on schedule with you	ur medications can get complicated. Care	Today™ Mob
A PROMO	Health Manager is more than encourage you to manage yo	just a self-directed reminder tool. It can h our health. Brought to you by Janssen Biol	tech, Inc., and
A CAR	designed in consultation with	patients and JHI physicians and pharmac	cists.
- 13314	Sign Up THE	FREE APP	Google play
	-		
Report Share graphs on how you're doing on your	Care4Charity™ Find out how you can support charities by using the	Care4Family™ Support your family members and love	ed ones by
medication schedule with loved ones and your healthcare provider.	application. Find out more in the Care4Charity section.	monitoring their medications and enco to stau on schedule.	uraging them
V 😨 Brian 📟 斗			THE !!!!
	(LANS)		
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Michelle			
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3.2 Steps to Register a Feature Phone

	Care4today2
Sign Up	
The ir our P Counb Email Passw Phone Mobile Time 2	formation goop provide will be used in the operation of the application in accordance with house holice with the second
users) Where about	dd goulhan (Doost ne (clair dana) 1 dd goulhan (Doost ne) Strong (Cancel)
Incontrast Acc	isstor Himston I Tems Piter Press/Risk Secont

yn Up		
The information yo our <u>Privacy Policy</u>	ou provide will be used in the operati	ion of the application in accordance with
Country	United States	CHC Division
Email	3doe@enail.com	By signing up for SHS/best messages you will receive standard rate alerts
Password		related to your medications including medication dose alerts, refit alerts, an appointment alerts. Message frequency will vary depending on your setting
	Must be a combination of at least 3 character to a	and alert requests. US users test \$10P to 22754 to stop receiving these elerts. Test return to 22754 to set 1000-000-1040 for apport. UK users test
Phone Tupe	(apra, nomen, and special characters) Other phone (text raminders) A	STOP to 02660 020 546 to stop receiving these alerts. Test: HELP to 07860 020 546 or call 0800 376 5/31 for support. Message and Data Rates May Appl
Mobile Number	5950234467	Alerts sent via SMS may not be delivered to you if your phone is not in rang of a transmission site, or if sufficient network capacity is not available at a
	Message and data rates may apply.	particular time. Even within a coverage area, factors beyond the centrol of your wireless carrier may interfere with message delivery, including the
Time Zone (only text	(UTC-08:00) Pacific Time (US & Canada) 1	customer's equipment, temain, proximity to buildings, foliage, and weather. You acknowledge that urgent alerts may not be timely received and that
users)		your wireless carrier does not guarantee that alerts will be delivered. Participating US Carriers include: Albel AWCC, ACG, ATBT, Cincinnedi Bell,
about us?	Choose prie 0	MebroPCS, Cricket, Tier 3/3 Carrier Group, Rural Carrier Group, U.S. Cellular, Sprint, Neatel, Boost, Virgin Mobile, T-Mobile, and Verlaon Wireless. For US
		customer support plasse call 1-800-503-8048. Reminders sent via SHS are an AS IS service, Message delivery is not guaranteed. Janssen Research 9
	Cancel	Development, LLC, its affiliates, Verzon Wirslass, T-Mobile, and the other Participating Carriers are not responsible for any delayed or undelivered

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



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

