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Clinician User Guide

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General

Purpose of mymobility program: mymobility is a care management system designed to support you and your care team while monitoring passive and active patient interactions with their assigned protocol through the patient mobile application. The goal of the mymobility app is to keep patients engaged in the preparation and recovery process for their orthopedic procedure. Patients who qualify and are enrolled receive educational information, as well as exercises both pre- and post-operatively, encouraging them to take an active role in their recovery. The app also collects Patient Reported Outcome Measures (PROMs) and allows for secure encrypted messaging that keeps the care team up to date with patient questions and progress. By supporting patients outside of the surgical event, you are able to reduce the variability of care and differentiate the care process.

About: To view details about the mymobility program, use the “About” link at the bottom of every page. From there, you can also view the Privacy Policy and End User License Agreement.

Support: For assistance with issues not covered by this user guide, please contact customer support at +1 (844) 799-8208, during the hours of 8 a.m. – 5 p.m. EST, Monday through Friday. If you leave a message, we will return your call the following business day.

System Requirements: You can access the mymobility website on any computer as long as it is connected to the internet. We support the latest major versions of the following web browsers:

- Internet Explorer
- Microsoft Edge
- Google Chrome
- Safari

Usage Considerations

mymobility is meant to support qualified patients before and after certain orthopedic procedures. Evaluate the patient before enrollment, taking the following into consideration:

Visual or Hearing Deficiencies: mymobility does not support subtitles for the hearing impaired or options for visually impaired patients, this may limit the use for the hearing impaired or visually impaired.

Language: mymobility is offered in English. If you would like to enroll a patient who does not speak English, the patient would need a translator present whenever utilizing mymobility.

Age: mymobility is not designed for use by anyone under the age of 13.

Mental Capabilities: mymobility patients must be mentally competent.

Functional Capabilities: For patients with loss of physical function, be sure appropriate precautions are in place for them to safely perform exercises guided by mymobility.

Clinical or Medical Issues: For a patient with specific clinical or medical issues, please be sure to cover all precautions necessary for them to safely perform exercises guided by mymobility.

Appropriate Electronic Device with Necessary System Requirements: Please be sure the patient has the appropriate technology and system requirements to support mymobility. Current system requirements are available on the [Device Support page](#).

Adequate Space to Complete Exercises: In order to safely complete exercises, a patient must have approximately five feet of space in all directions that is clear of clutter, rugs, furniture, etc.

Getting Started

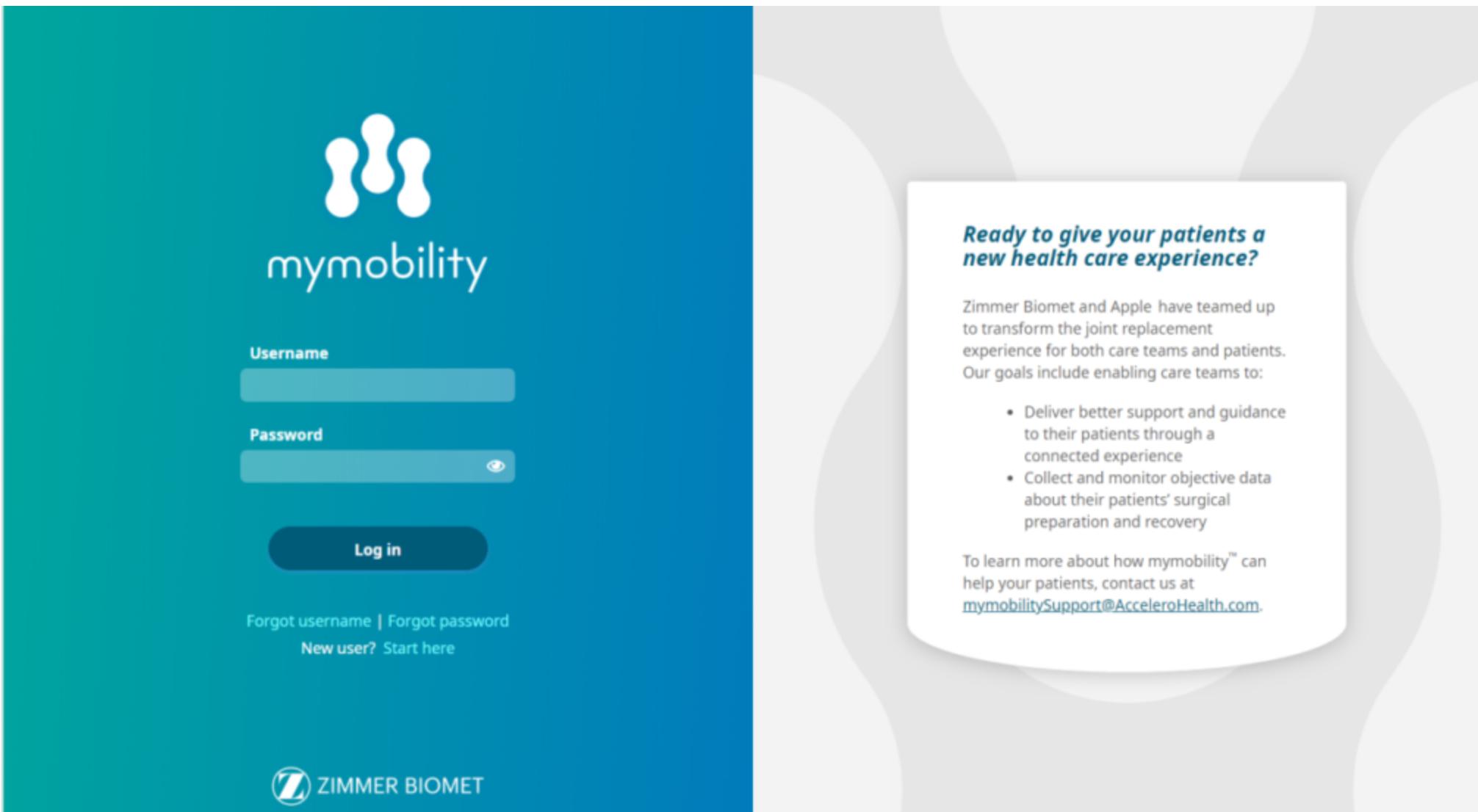
Initial Sign-In

Your access to mymobility depends on your position:

- *Administrators:* A mymobility Implementer or another Administrator will give you access to the program.
- *Surgeons and Other Clinical Users:* Please notify your Administrator that you need to log in to the mymobility program.

Note: We recommend using your hospital or practice-based email address when enrolling a new clinical user.

1. New clinical users will receive two emails: a welcome email and an email containing a temporary password.
2. The welcome email will provide you with the link to log in.
3. You will then see the mymobility login page:



4. Click on "Start here" for new users.
5. Enter the email address where you received the emails.
6. Enter the temporary password provided in the temporary password email. (Note: Your password is case-sensitive. Click on the eye icon to see it in

plain text.)

7. Next, there are several registration screens. In Step 1, you will select three security questions to answer. (**Note:** Answers must be a minimum of three characters long.)
8. In Step 2, you will create your unique username. You cannot use any special characters (e.g., *&!) or spaces and your username must be at least eight characters long. (**Note:** If the username you selected is already being used, you will be asked to enter a new one.) Once created, you will not be able to change your username.
9. Also in Step 2, you will create a password. Your password must meet the following requirements: it must be at least eight characters long, and include at least one of each of the following: uppercase letter, lowercase letter, number, and special character (e.g., !@#\$%()_-./:?). (**Note:** The system will let you know when you have met all password requirements).
10. In Step 3, you will be asked to add a photo to your profile. The picture will be visible to anyone you message with, including patients and other clinical users in your care teams (You will be able to change your photo at any time from your profile settings page). The photo must be in either the PNG or JPEG format and of equal height and width, otherwise the photo may appear distorted. (**Note:** You may skip this step and add your photo later using your profile settings page (see **Section 4: Home Page**)).
11. In Step 4, you will be asked to read and agree to the End User License Agreement, Privacy Policy, and Disclaimer. Check the box after each section to indicate your acknowledgement. When finished, click “Complete Registration.”
12. You will be directed back to the login screen where you can now log in with your new username and password. Upon each login, you will see the **Home Page**.
13. **Note:** The system will (1) automatically log you out after 15 minutes of inactivity and (2) require you to reset your password every 90 days.

Forgot Username

- i. On the mymobility login screen, click on the “Forgot username” link below the login button.
- ii. Next, enter the email address associated with your mymobility account and click “Next step.” **Note:** If you have not yet completed registration, you will not be able to continue onto the next step; please follow the first-time user instructions to create an account.
- iii. You will then be prompted to answer your security questions. (**Note:** After 10 failed attempts to answer at least two of your security questions correctly, you will be locked out of your account for one hour. If you are still having issues accessing your account, please refer to the “Initial Sign-In” instructions earlier in **Section 3: Getting Started**.)
- iv. Once you have answered your security questions correctly, the next screen will instruct you to check for an email containing your username. Use the “Go to login” button to take you back to the login screen when you are ready.
- v. Next, check your email account. You should have received an email with your username. Be sure to check your junk/spam folder for the “mymobility – Forgot Username Request” email from support@zbmymobilitysolutions.com.

vi. Return to mymobility to log in.

Forgot Password

- i. On the mymobility login screen, click on the “Forgot Password” link below the login button.
- ii. Next, enter the email address associated with your mymobility account and click “Next step.”
- iii. You will then be prompted to answer your security questions. (**Note:** After 10 failed attempts to answer at least two of your security questions correctly, you will be locked out of your account for one hour. If you are still having issues accessing your account, please refer to the “Initial Sign-In” instructions earlier in **Section 3: Getting Started.**)
- iv. Once you have answered your security questions correctly, the next screen will instruct you to check for an email containing instructions on resetting your password. Use the “Go to login” button to take you back to the login screen when you are ready.
- v. Next, check your email account. You should have received an email with a temporary password. Be sure to check your junk/spam folder for the email from support@zbmymobilitysolutions.com.
- vi. Return to mymobility and log in with your username and temporary password.
- vii. You will be prompted to create a new password. Your password must meet the following requirements: it must be a minimum of eight characters long, and include at least one of each of the following: uppercase letter, lowercase letter, number, and special character (e.g., !@#\$%()_-./:?).
(Note: The system will let you know when you have met all password requirements. Also, keep in mind passwords will need to be reset every 90 days, and you will not be able to use any of your last 10 passwords.)

User Types: See the table below for details:

	<u>Privileges</u>
All Clinical Users	<ul style="list-style-type: none">• Ability to create/edit/discharge patients in Groups to which they have been assigned• Ability to message patients as part of a group chat (along with other clinical users who are part of that patient’s care team)
Surgeon	In addition to the privileges for all Clinical Users: <ul style="list-style-type: none">• View-only access to profiles of other Clinical Users in their Groups• View-only access to profiles of patients in Care Teams that they are not a part of
Administrator	In addition to the privileges for all Clinical Users: <ul style="list-style-type: none">• Ability to create/edit Groups and/or Care Teams• Ability to create/edit/deactivate Clinical Users (with or without Administrator privileges)• Ability to create/edit/discharge patients

Home Page

This is the page where you can monitor patient activity at a glance. The “patient cards” display information and statistics for each patient. Patients are grouped together based on where they are in their episode of care (e.g., pre-surgery, post-surgery, and post-30+).

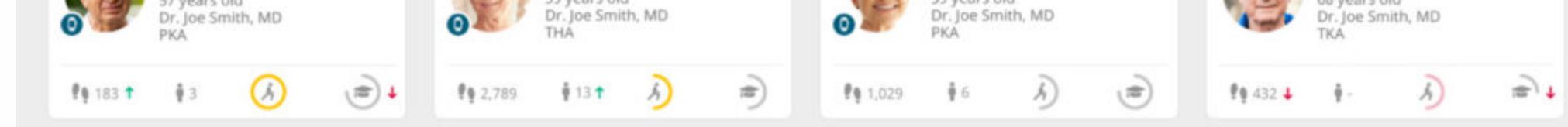
- **Header:** The site header helps you easily navigate within mymobility. It is available throughout the site and contains the following elements:
 - ***mymobility Logo:*** Click here to return to the Home Page. If you are already on the Home Page, the page will refresh.
 - ***Your Photo/Name:*** Click here to view your user profile. If you have not added a photo to your profile, a placeholder image will appear here. For more information on the My Profile page, please see the Main Menu section below.
 - ***Messages Icon:*** Click here to open the Messages page. You will be able to see all message threads with your patients. For more information, please refer to Section 9: Messages.
 - **Main Menu:** From here you can access:
 1. *Home* → Returns to the Home Page.
 2. *Care Teams* → Goes to the Care Teams Page where you can view your care team(s) and clinical users within your care team(s).
 3. *Patients* → Goes to the Patients Page where you can view the profiles of patients assigned to your care team(s). For more information, please see Section 5: Patient Profiles and Patient Care.
 4. *Protocols* → Goes to the Protocols Page where you can view all available surgery protocols.
 5. *My profile* → Goes to your My Profile Page. Unless you have administrative privileges, your edits will be limited to changing your profile photo and password. To make any other changes, please contact an Administrator. **Note:** If you are an Administrator, please see Section 10: Administrative Access for more information.
 6. *Log out* → Signs you out of mymobility.
- **Home Page Controls:** The following controls appear on the home page to help with organizing and reviewing patient cards:

- **Groupings by Surgery Date:** Patients are displayed based on where they are in their episode of care:
 1. ***Pre-Surgery:*** Patients in Days -30 through -1 of their protocol.
 2. ***Post-Surgery:*** Patients in Days 0 (date of surgery) to +30 in their protocol.
 3. ***Post-30+:*** Patients who are over 30 days past their surgery date.
- **Flag Only:** Use the Flag Only toggle button to only display patients that have been flagged (at any level). For information on how to flag a patient, please see Section : Patient Details Page.

- **Filters:** Limits your view of patients to those based on:
 1. **Surgeon:** Displays only patients assigned to the selected surgeon(s).
 2. **Procedure:** Displays only patients assigned to the selected procedure(s).
 3. **Location:** Displays only patients who have self-reported the selected location(s). Applies to post-surgery patients only.
 4. **Watch:** Displays only patients who have been using an Apple Watch, or displays only those who have not.
- **Sorting Options:**
 1. **Days until/since surgery:** Sorts patients by proximity to their surgery date. For pre-surgery patients, those who are closest to having their surgery will appear first. For post-surgery patients, those who most recently had their surgery will appear first.
 2. **Last name:** Sorts patients by their last name, from A-Z.
 3. **Unresolved messages:** Patients with unresolved messages will appear first, with a secondary sort by last name. For more information on unresolved messages, see Section 9: Messages.
 4. **Steps:** Sorts by average step count over the past 5 days, in ascending order.
 5. **Stand hours:** Sorts by average stand hours over the past 5 days, in ascending order.
 6. **Exercise completion:** Sorts by exercise completion percentage over the past 3 days, in ascending order.
 7. **Education completion:** Sorts by education completion percentage over the past 3 days, in ascending order.
- **Help Icon:** Click on the question mark icon to learn about the information on the Home Page.
- **Patient Cards:** All the patients assigned to your care team(s) are displayed on the Home Page, grouped based on where they are in their episode of care. Each patient card contains the following information:

The screenshot shows the mymobility app interface. At the top, there's a teal header bar with the 'mymobility' logo on the left, a user profile for 'Dr. Joe Smith, MD' in the center, and a menu icon on the right. Below the header is a navigation bar with tabs: 'Pre-surgery' (selected), 'Post-surgery', and 'Post-30+'. To the right of the tabs are buttons for 'Filters', 'Days until surgery', and a question mark icon. The main content area displays a grid of 10 patient cards. Each card includes a small profile picture, the patient's name, their current day in the episode ('Day -3' for Karen Santos, Day -9 for Dennis Chavez, etc.), their age ('58 years old'), their care provider ('Dr. Joe Smith, MD'), and their condition ('TKA' for Karen Santos, 'PKA' for Ronald Warren, etc.). Below each card are several small icons representing different metrics like steps taken, stand time, and exercise completion. The cards are arranged in two rows of five.

Patient Information		Episode Status		Metrics	
	Karen Santos Day -3 58 years old Dr. Joe Smith, MD TKA		Ronald Warren Day -3 58 years old Dr. Joe Smith, MD PKA		Frances Curtis Day -5 63 years old Dr. Joe Smith, MD THA
	Dennis Chavez Day -9 67 years old		Maria Tucker Day -9 59 years old		Judy Powell Day -13 59 years old
	Jacob Marshall Day -16 68 years old				



- **Patient's General Information:** First and last name, age, and profile photo. (**Note:** If the patient has not uploaded a profile photo using the patient app, a placeholder image will appear instead).

- **Patient's Surgical Information:**

1. *Surgeon*

2. *Procedure Days to/from Surgery* → Displays the number of days until or since the patient's surgery date. The number is negative for pre-surgery patients, and positive for post-surgery patients. (**Note:** Any patient whose surgery date is today will be included in the *Post-Surgery* patient list with *Days Since Surgery* showing as 0.)

3. *Location* → For post-surgery patients who have self-reported a location other than home, their location will display in the upper left corner of the patient card. Their options are: Hospital, Surgery Center, Skilled Nursing Facility, Hospital – readmitted, ER/ED, or Urgent Care. (**Note:** After surgery, the surgery location will display the one originally assigned to the patient, until they change it from their app. For more detailed information, please refer to [Section 6: Patient Details](#)).

- **Patient Card Icons:** Some of these icons display patient activity and/or status while others show available actions:

1. *Apple Watch* → A watch icon will display next to their photo if they have at some point used an Apple Watch with mymobility.



2. *Messages* → The messages icon gives access to the patient's message thread. If they have messages still requiring attention, the unresolved icon will appear in magenta. For more information, see [Section 9: Messages](#).



3. *Flags* → Flag a patient, clear an existing flag, or read notes previously added while changing a patient's flag status by clicking the flag icon. (**You** may also add a flag from a patient's profile; for more information, see [Section 6: Patient Details Page](#).) **Note:** You must include a note when adding, changing, or removing a flag. There are three levels of flag priority:

- i. *Red:* High priority

- ii. *Yellow:* Medium priority

iii. *Clear:* (No flag)



4. *Steps* → Displays the patient's average daily step count for the past 5 days. (If the patient has fewer than 5 days of data, only the days with data will be included.) The data will come from Apple HealthKit. Note: A.) Only full days are included in the calculations, so these averages will only include data up to the previous day. B.) If no steps have been recorded, a dash (-) will appear instead of a number. C.) The average daily step count will reset after surgery.



5. *Step Trends* → An up/down arrow next to the "Steps" statistic will display if there has been at least 20% increase/decrease in the patient's average daily steps compared with the previous five days.

6. *Stand Hours* → Displays the average number of hours per day a patient has received Stand credit from their Apple Watch for standing and moving around for at least one minute each hour, over the last 5 days. Note: A.) Only full days are included in the calculations, so these averages will only include data up to the previous day. B.) If no stand hours have been recorded (such as when a patient is not using an Apple Watch), a dash (-) will appear instead of a number. C.) The average daily stand hours will reset after surgery.



7. *Stand Trends* → An up/down arrow next to the Stand Hours average will display if there have been at least 2 hours increase/decrease in the patient's average daily stand hours compared with the previous five days.

8. *Exercise Completion* → The exercises ring reflects the patient's exercise completion percentage over the last 3 days (with a complete circle signifying that the patient has completed all their exercises). The percentage is calculated by dividing the number of reps a patient has completed by the total number of reps assigned. Note: A.) Only full days are included in the calculations, so only data up to the previous day will be included. B.) If no exercises have been assigned and/or completed, no circle will appear. C.) This percentage resets after surgery.



9. *Exercise Difficulty* → The patient rates the difficulty at the end of each set of exercises. The patient's rating is converted into a numerical scale, as follows, then averaged over the past three days: 2 = Way too easy; 1 = A little easy; 0 = Just right; -1 = A little hard; -2 = Way too hard. Note: This value also resets after surgery.

10. *Exercise Completion Trends* → An up/down arrow next to the Exercise Completion ring will display if there has been at least 20% increase/decrease in Exercise Completion compared with the previous three days.

11. *Education Completion* → The education ring reflects the patient's education completion percentage over the last 3 days (with a complete circle

signifying that the patient has completed all their education assignments to date). The percentage is calculated by dividing the number of education items viewed by the patient by the total number of education items assigned. Note: A. Only full days are included in the calculations, so only data up to the previous day will be included. B. If no education materials have been assigned and/or completed, no circle will appear. C.

This percentage resets after surgery.



12. *Education Completion Trends* → An up/down arrow next to the Education Completion ring will display if there has been at least 20% increase/decrease in Education Completion compared with the previous three days.

Patients

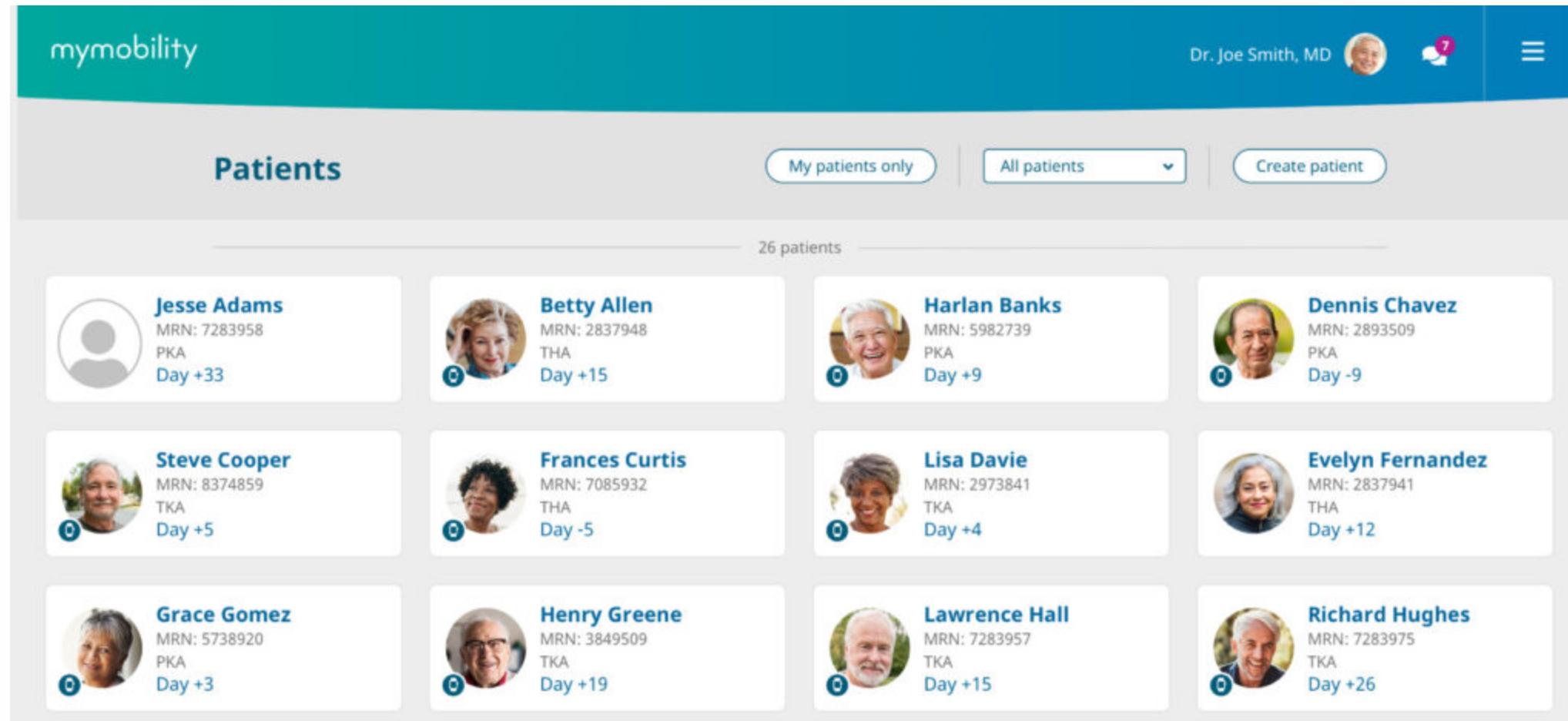
This section explains how to create, edit, discharge, and readmit patients. It also explains how to assign protocols to patients.

Patients Page: The patients page provides access to all patients previously and currently under the care of your care team(s). The patient cards on this page display more abbreviated information than on the homepage: first and last name, profile photo, MRN, procedure, and days until/since surgery. Clicking on a patient's card will take you to their **Patient Profile** page; from there, you can visit their **Patient Details** page. (For more information on what's available on the **Patient Details** page, please see [Section 6: Patient Details Page](#).)

The following controls appear on the patients page:

- ***My patients only:*** This toggle allows you to display only patients under the care of your care team(s).
- ***Filter menu:*** Use this dropdown to view only "Active patients" and "Discharged patients." By default "All patients" will be shown.

- **Create a patient:** Click on this button to create a new patient profile. For more information, see the section below.



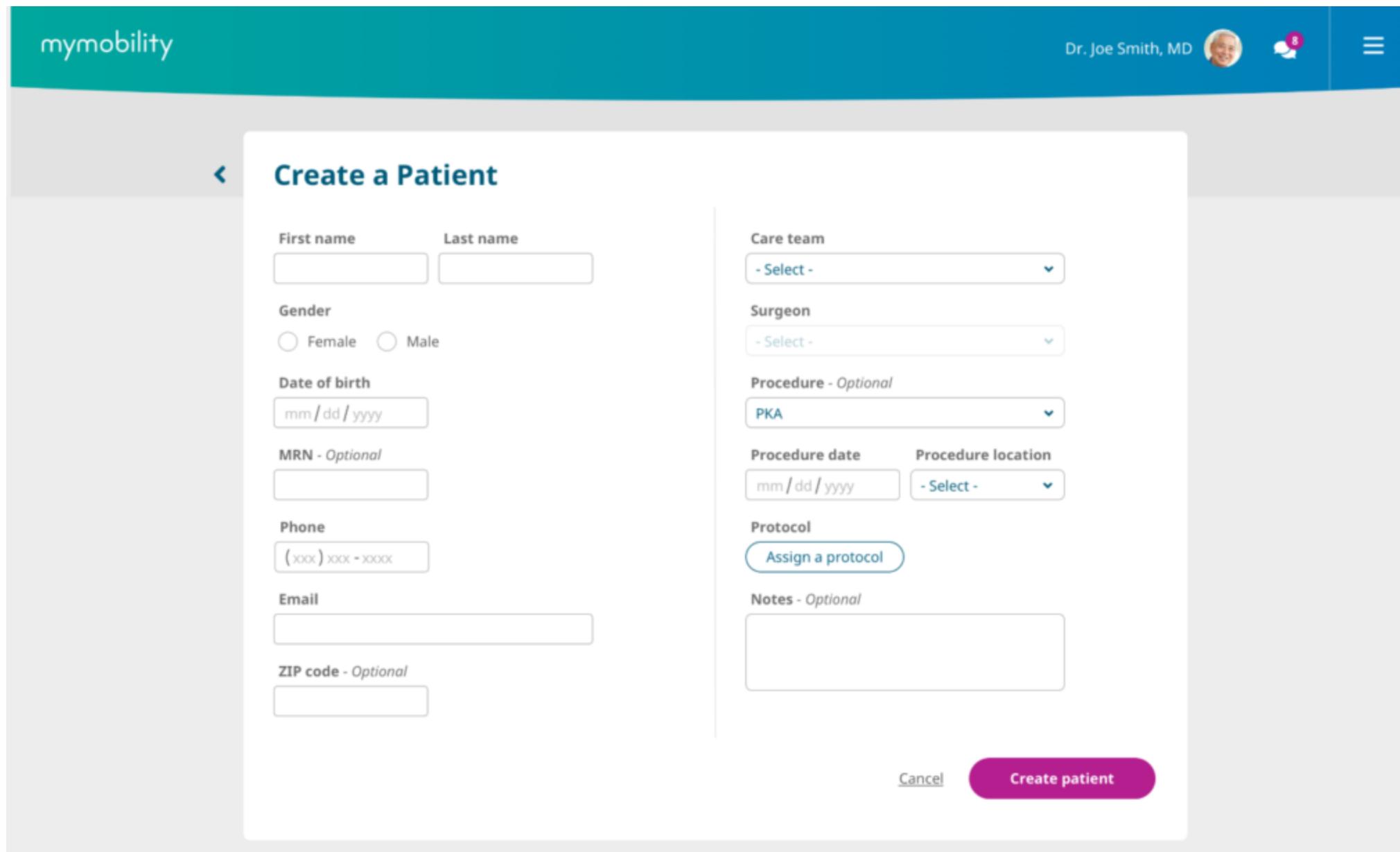
The screenshot shows the 'Patients' page of the mymobility application. At the top, there is a navigation bar with the 'mymobility' logo, a user profile for 'Dr. Joe Smith, MD', and a 'Create patient' button. Below the navigation bar, the page title 'Patients' is displayed, along with three filter buttons: 'My patients only', 'All patients', and 'Create patient'. A message '26 patients' is shown above a grid of 12 patient profiles arranged in three rows of four. Each profile card contains the patient's name, MRN, procedure type, and a 'Day +X' status indicator. The patients listed are: Jesse Adams (MRN: 7283958, PKA, Day +33), Betty Allen (MRN: 2837948, THA, Day +15), Harlan Banks (MRN: 5982739, PKA, Day +9), Dennis Chavez (MRN: 2893509, PKA, Day -9); Steve Cooper (MRN: 8374859, TKA, Day +5), Frances Curtis (MRN: 7085932, THA, Day -5), Lisa Davie (MRN: 2973841, TKA, Day +4), Evelyn Fernandez (MRN: 2837941, THA, Day +12); Grace Gomez (MRN: 5738920, PKA, Day +3), Henry Greene (MRN: 3849509, TKA, Day +19), Lawrence Hall (MRN: 7283957, TKA, Day +15), and Richard Hughes (MRN: 7283975, TKA, Day +26).

Profile	Name	MRN	Procedure	Status
	Jesse Adams	MRN: 7283958	PKA	Day +33
	Betty Allen	MRN: 2837948	THA	Day +15
	Harlan Banks	MRN: 5982739	PKA	Day +9
	Dennis Chavez	MRN: 2893509	PKA	Day -9
	Steve Cooper	MRN: 8374859	TKA	Day +5
	Frances Curtis	MRN: 7085932	THA	Day -5
	Lisa Davie	MRN: 2973841	TKA	Day +4
	Evelyn Fernandez	MRN: 2837941	THA	Day +12
	Grace Gomez	MRN: 5738920	PKA	Day +3
	Henry Greene	MRN: 3849509	TKA	Day +19
	Lawrence Hall	MRN: 7283957	TKA	Day +15
	Richard Hughes	MRN: 7283975	TKA	Day +26

Create New Patient Profile: To add a new patient profile, please follow the steps below:

- From the Patients Page, click on the “Create a patient” button in the upper right corner.
- On the “Create a Patient” page, enter details about the new patient:
 1. *Required Demographic Fields:* First and Last Name, Gender, Date of Birth, Phone Number, Email Address
 2. *Required Medical Fields:* Care Team, Surgeon
 3. *Optional Fields:* MRN, Zip Code, Procedure (**Note:** Once a procedure is selected, both the Procedure Date and Protocol will be required), Procedure Location, Notes
- **Note:** When you click the “Assign a protocol” button, you will be directed to the “Assign a Protocol” page where you can select a protocol and routine level for the patient. For more about protocols, please see [Section 8: Protocols](#).
- Once you have finished entering the patient information in all the fields, click the “Create patient” button on the bottom right corner of the page.

- If the patient profile has been successfully created, you will be directed back to the Patients page and you will see a success message.



The screenshot shows the 'Create a Patient' form within the mymobility application. The form is divided into two main sections: personal information on the left and clinical details on the right.

Personal Information:

- First name: [Input field]
- Last name: [Input field]
- Gender:
 - Female
 - Male
- Date of birth: [Input field] mm / dd / yyyy
- MRN - Optional: [Input field]
- Phone: [Input field] (XXX) XXX-XXXX
- Email: [Input field]
- ZIP code - Optional: [Input field]

Clinical Details:

- Care team: [Select dropdown] - Select -
- Surgeon: [Select dropdown] - Select -
- Procedure - Optional: [Select dropdown] PKA
- Procedure date: [Input field] mm / dd / yyyy
- Procedure location: [Select dropdown] - Select -
- Protocol: [Text button] Assign a protocol
- Notes - Optional: [Input field]

At the bottom right of the form are two buttons: 'Cancel' and 'Create patient' (highlighted in purple).

Discharge Patient: You can discharge a patient on the Patient Profile page, which you can get to from the Patients page. A discharged patient is no longer considered "active." To discharge a patient, please follow the steps below:

- From the Patients page, click on the patient's profile card, which will take you to the "Patient Profile" page.
- Scroll to the bottom of the patient's profile and click on the "Discharge patient" button in between the "Cancel" and "Save" buttons.
- Once you click "Discharge patient," you will need to confirm that you want to discharge that patient.
- Once you click the "Yes discharge" button, the system will let you know if the patient has been successfully discharged. In addition, the "Discharge patient" button will change to "Readmit patient."

- Note: In addition to the successful discharge message, the word "Discharged" will be next to the patient's name on their profile page when they are discharged.

Readmit Patient: You can see any discharged patient on the Patients page by selecting "Discharged patients" from the *filter drop-down menu* next to the "Create a patient" button. Note: When you readmit a patient, the patient will be readmitted without a procedure, procedure date, procedure location,

and protocol assigned. Make sure whoever readmits the patient also reassigns these items at the time of readmittance. To **readmit** the patient, please follow these steps:

- From the Patients page, click on the "Discharged patients" option in the *sort drop-down menu*.
- Once you click on the card of the patient you want to readmit, the patient's profile will display with the word "Discharged" on the top of the page.
- Click on the "Readmit patient" button on the bottom right corner.
- Next, a modal will display to ask if you are sure you want to readmit the patient. If you are, click the "Yes readmit" button.
- Once you click the "Yes readmit" button, a success message will appear to let you know if the patient has been successfully readmitted

Edit Patient Profile: If needed, you can edit a patient's profile from the Home Page, Patients page, or the Care Teams page, by clicking on the patient's profile card.

- From either the Patients or Care Teams page, click on the patient's profile card. However, from the Home Page, first click on the patient's profile card, then click on the three vertical dots next to the "History" button, and click on the "Edit profile" option.
- The Patient Profile page will open, where you can edit any of the patient's profile information.
- When you are finished editing the profile, make sure to click the "Save" button in the bottom right corner.

Patient Protocols: When assigning a protocol, all available protocols will appear on the Assign a Protocol page. For more information about protocols, please see **Section 8: Protocols**.

- **Assign a Protocol:** Assigning patient protocols initially happens when creating a patient profile, however, you are able to edit the protocol later. To assign a protocol, please follow the instructions below:

1. On the Patient Profile page, make sure the following information is entered before assigning a protocol:
 - a. Procedure, Procedure Date, and Location of the Procedure
2. Once all of the above information is added to the profile, the "Assign a Protocol" button will be enabled so you can click on it.
3. You will be directed to the Assign a Protocol page, where you will see all the available protocol options.
4. Within each protocol, you can select a level for the exercises. The level options are Level 1 or Level 2. This determines which exercise routines are assigned to the patient in the protocol. You also have the option to remove exercise routines by choosing No exercises from the level dropdown. If you are not sure which routines are in a protocol, you may preview the protocol.
5. Once you select the patient's protocol and level, click the "Assign" button.

6. You will be directed back to the Patient Profile page where you can click the “Save” button to save the protocol selection.

The screenshot shows the mymobility platform interface. At the top, there's a teal header bar with the mymobility logo on the left, a user profile for Dr. Joe Smith, MD in the center, and a menu icon on the right. Below the header, the main content area has a light gray background. A title bar says "Assign a Protocol for Karen Hill" with a back arrow and a dropdown menu showing "TKA". Underneath, a heading "3 protocols" is followed by three cards:

- Dr. Smith's TKA**: A protocol for patients undergoing a TKA beyond 90 days. Duration: 365 days. Exercises: - Select -. A pink "Assign" button is at the bottom.
- Inpatient TKA Protocol**: A protocol for patients identified as appropriate for an inpatient TKA pathway. Duration: 120 days. Exercises: None. A pink "Assign" button is at the bottom.
- Outpatient TKA Protocol**: A protocol for patients identified as eligible for an outpatient TKA pathway. Duration: 120 days. Exercises: - Select -. A pink "Assign" button is at the bottom.

- **Changing a Protocol:** You can adjust a patient's protocol from the following locations: Patient Profile page or Patient Details page – Protocol tab.

Patient Details Page

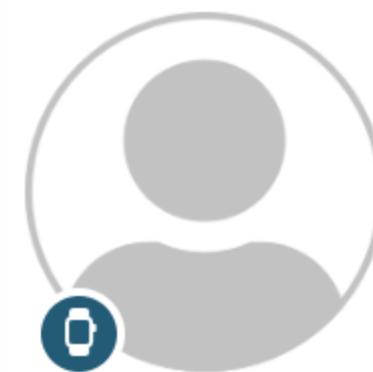
The Patient Details page includes a summary of information about the patient including the patient's progress, protocol, messages, surveys, and an overall history of activity involving the patient. Within the Patient Details page, you will find there are multiple sections providing you with the following in-depth patient details:

Patient Details Page Layout: The patient summary provides a static section of basic patient information throughout the Patient Details page. The information available in this header summary bar includes the patient's basic demographic information, most recent location and disposition, procedure,

care team, assigned protocol and level, and a flag icon indicating attention is needed on a patient's profile.

The screenshot shows the mymobility mobile application interface. At the top, there is a teal header bar with the 'mymobility' logo on the left and a user profile for 'Dr. Joe Smith, MD' on the right. Below the header is a summary card for a patient named 'Steve Cooper'. The card includes a profile photo of a smiling man, his name 'Steve Cooper', his age '61 years old, Male | MRN: 8374859', and a location 'Home (4 days), 2 PT sessions ...'. To the right of the card, there are three small icons: a clipboard with 'TKA on 3/12/19 (Day +5)', a person icon with 'Dr. Smith's Team, Westside', and a gear icon with 'Dr. Smith's TKA (Level 2)'. Below the summary card is a navigation bar with tabs: 'Progress' (selected), 'Protocol', 'Messages' (with a red notification dot), 'Surveys', and 'History'. There are also three additional icons: a three-dot menu, a magnifying glass, and a document.

- **Patient Information:** The patient's basic demographic information (i.e., profile photo, name, age, gender), as well as the MRN are displayed within the summary bar.
- **Apple Watch Icon:** If the patient uses or has used Apple Watch as part of the mymobility program, there will be a watch icon on the lower left corner of the patient's profile photo.



- **Location:** The patient's location and utilization will display in the summary bar. This information displays a post-surgical patient's location, reported by him/her in the mobile app. Before the surgery, the location will show as the location of the surgery (i.e., Hospital or Surgery Center), chosen by the clinical user when enrolling the patient. After the surgery, the location will show as the most recently reported. Next to the location in the summary bar, there is an ellipses icon that, when clicked, will take you to a separate page called **Disposition**. This page includes two tables of information for self-reported patient location and physical therapy/home health sessions. The following is the information included in both the tables:
 1. The *Location Table* displays a patient's post-surgery locations. It also includes the date a patient started in a location, the patient's location, and the number of days a patient was at that location. The potential location options could be any of the following:

number of days a patient was at that location. The potential location options could be any of the following:

- a. *Hospital*: When enrolling a patient, a clinical user can select if the patient will be having their surgery at a hospital or surgery center. This will appear as the patient's location until the patient reports he/she is elsewhere.
- b. *Surgery Center*: When enrolling a patient, a clinical user can select if the patient will be having their surgery at a hospital or surgery center. This will appear as the patient's location until the patient reports he/she is elsewhere.
- c. *Skilled Nursing Facility*: A healthcare facility where a patient stays overnight and continues to receive therapy in-house.
- d. *Home*: The patient has reported that he/she is recovering at home. When patients are at home, they can report their utilization which will appear in the Physical Therapy table on this page.
- e. *ER/ED*: The patient has reported that they have made a visit to the Emergency room or Emergency department.
- f. *Hospital - readmitted*: The patient has reported that they have been admitted into a hospital.
- g. *Urgent Care*: The patient has reported that they have visited an Urgent Care facility.

2. The *Physical Therapy* table shows the number of therapy sessions a patient has recorded since they returned home. It distinguishes between the number of outpatient sessions and the number of home health sessions, both reported by the patient through the mymobility app.

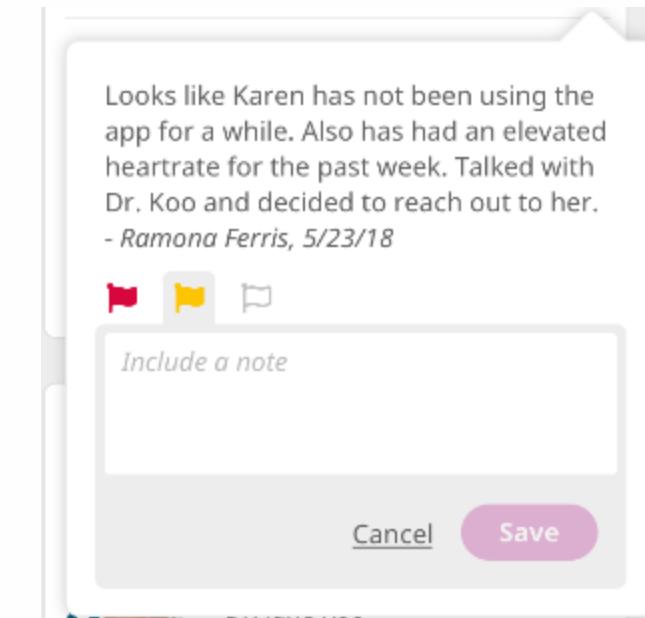
The screenshot shows the mymobility app interface. At the top, there is a navigation bar with the mymobility logo, a profile picture for Dr. Jane Koo, MD, a message icon with a '8' notification, and a menu icon. Below the navigation bar, the main content area is titled "Disposition for Karen Hill". On the left, there is a "Location" section with a table showing three entries: starting on 5/3/18 at a Hospital for 2 days, starting on 5/5/18 at a Skilled nursing facility for 3 days, and starting on 5/8/18 at Home for 15 days. On the right, there is a "Physical Therapy" section with a table showing 1 outpatient session and 2 home health sessions.

Starting	Location	Days
5/3/18	Hospital	2
5/5/18	Skilled nursing facility	3
5/8/18	Home	15

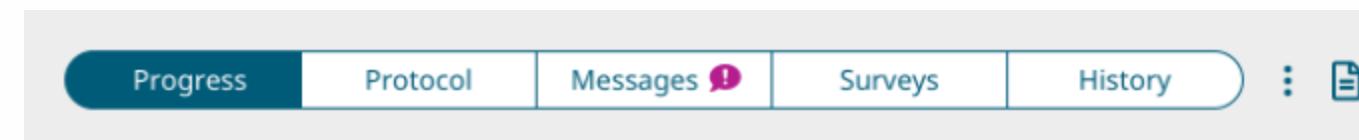
Outpatient	Home Health
1 session	2 sessions

- **Flag Icon:** If a red or yellow flag icon appears in the upper right corner of the summary bar, this alerts clinical users that something in the patient profile needs attention. You can add or change a flag on a patient's profile here or on the patient's card on the **Home page**. **Note:** You must also include a note when changing a flag priority level. To change flag priority, please follow the instructions below:
 - Click the flag icon to add or change a flag.
 - If a flag has already been selected, you can read the attached note, who wrote the note, and see when it was added, by clicking on the flag.
 - If you need to add a flag, select the priority level for the flag (i.e., Red = High; Yellow = Medium; Clear = No flag).
 - Once you choose the flag priority level, you must include a note.
 - When you are done adding the note, click "Save."

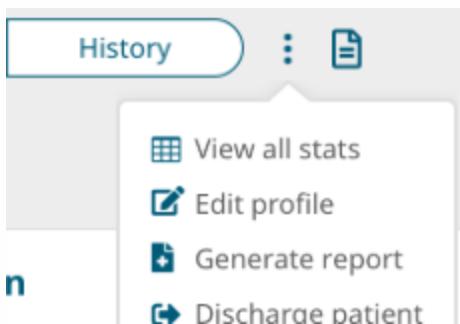
- **Note:** All flag changes and associated notes can be viewed later in the patient's history on the "History" tab.



- **Tabs Bar:** Below the *Patient Summary* bar is a set of tabs. Each tab has detailed, patient-specific information. The tab categories are *Progress*, *Protocol*, *Messages*, *Surveys*, and *History*. Only one tab can be selected at a time. For more information about what is included within each tab, see the sections below.



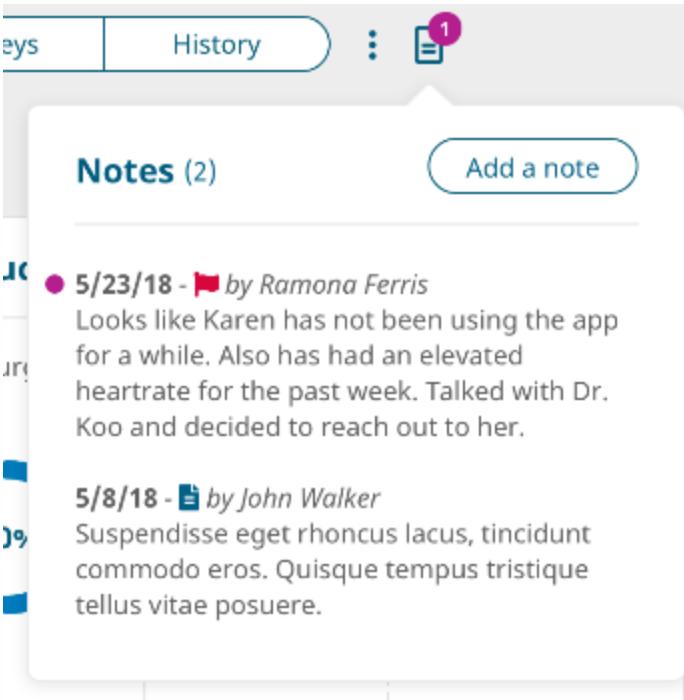
- **Kebab:** Click on this drop-down menu to choose one of the following options:
 1. *View all stats:* Click here to view the entire history of the patient's statistics.
 2. *Edit profile:* Click here to edit the patient's profile on the **Patient Profile** page. For more information on editing the patient's profile, please see **Section 5: Patients**.
 3. *Generate report:* Click here to generate a patient's record.
 4. *Discharge Patient:* Click here to discharge a patient. For more information on how to discharge a patient, please see **Section 5: Patients**.



- Notes Icon: Click on the notes icon to view all notes associated with the patient's profile or to add a new note. Please follow the instructions below to add a note:
 1. Click on the notes icon.
 2. In the pop-up box, click "Add a note" in the upper right corner.

3. In the "Note" field, enter your note. There is no character limit for entering a note. When you are finished, click "Submit."

4. The note will be added to the patient's profile. Note: You can also see all profile notes, under the "History" tab. See below for more information about the "History" tab.



Progress Tab: This tab will show cards displaying the patient's statistics. Each card will have three informational sections—statistics, chart, and information. *Statistics* will always display by default, but you can expand each card by clicking on the *chart icon* at the bottom of each card to show the past 2 weeks of information for that statistic, by day. For more *information* about each card, click on the question mark icon in the upper right corner. Note: 1.) Each card will show pre-surgery and post-surgery information, depending on where the patient is in their episode of care. 2.) The following statistics are obtained through the patient's wearable technology and have not been verified for accuracy: Steps, Stand Hours, Stairs, Heart Rate (Resting BPM and Walking BPM), and Heart Rate Variability. These statistics are based on the Apple Watch wrist wearable device or iPhone mobile digital device, which are not medical-grade devices. More detailed information on each statistic is listed below:

- **Exercises:** Displays a patient's exercise completion percentage. The calculation: Total number of repetitions completed (reported) by patient divided by total number of repetitions assigned to patient (to date). The percentage displayed will round to the nearest whole number. Keep in mind the following items related to the Exercises data:
 1. Clicking the chart icon will expand the section that will direct you to the patient's protocol tab for a day by day description of a patient's exercise completion.

2. During the **pre-surgery** period, the following statistics will be available:

a. **All days:** This exercise adherence ring will display with a number and color, as well as show a percentage within the progress ring. The percentage represents the patient's exercise completion for all available days thus far.

b. **Last 3 days:** This adherence ring displays the exercise adherence for the past 3 days.

c. **Difficulty Rating:** After each exercise routine, the patient will rate the routine's difficulty. The difficulty rating is the following: 2 = Way too easy; 1 = A little easy; 0 = Just right; -1 = A little hard; -2 = Way too hard. This is the average rating that shows underneath both adherence rings.

d. **Note:** While the All days pre-surgery exercise ring will display post-surgery, the other rings and exercise difficulties will reset after the patient's day of surgery.

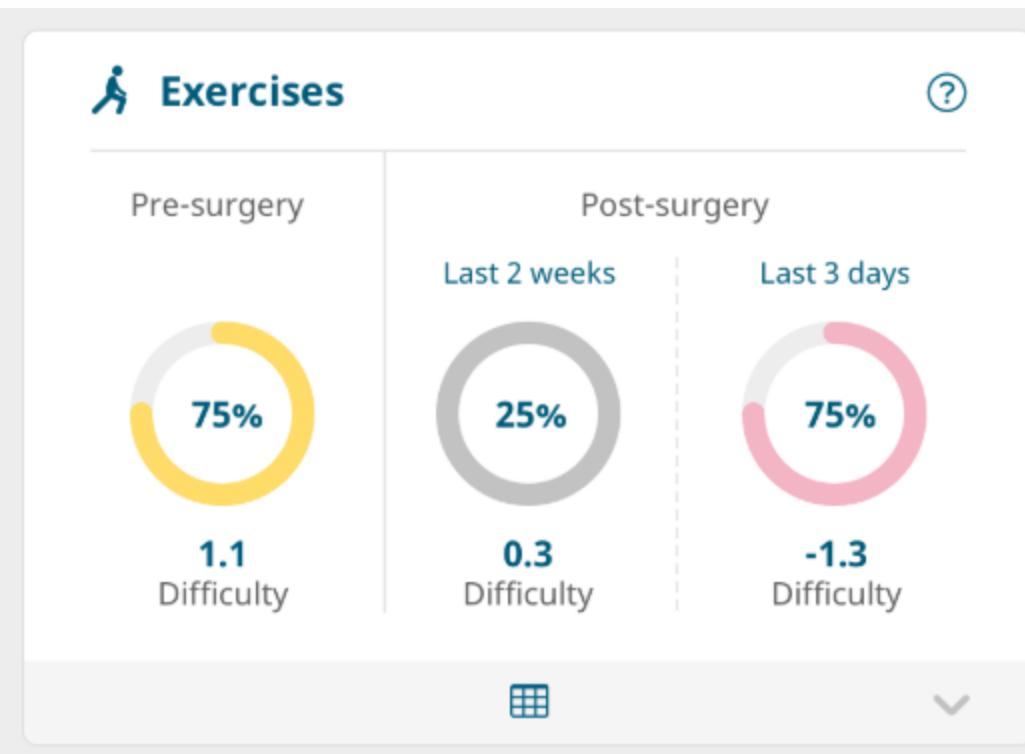
3. During the **post-surgery** period, the following statistics will be available:

a. **Pre-surgery:** The pre-surgery adherence ring will display the patient's exercise adherence during this period, as well as a patient's average exercise difficulty rating throughout the pre-surgery period.

b. **Post-surgery, Last 2 weeks:** This adherence ring displays the exercise completion percentage for the past 2 weeks. An average exercise difficulty rating for the past 2 weeks is also displayed with a color that it corresponds to.

c. **Post-surgery, Last 3 days:** This adherence ring displays the exercise completion percentage for the past 3 days.

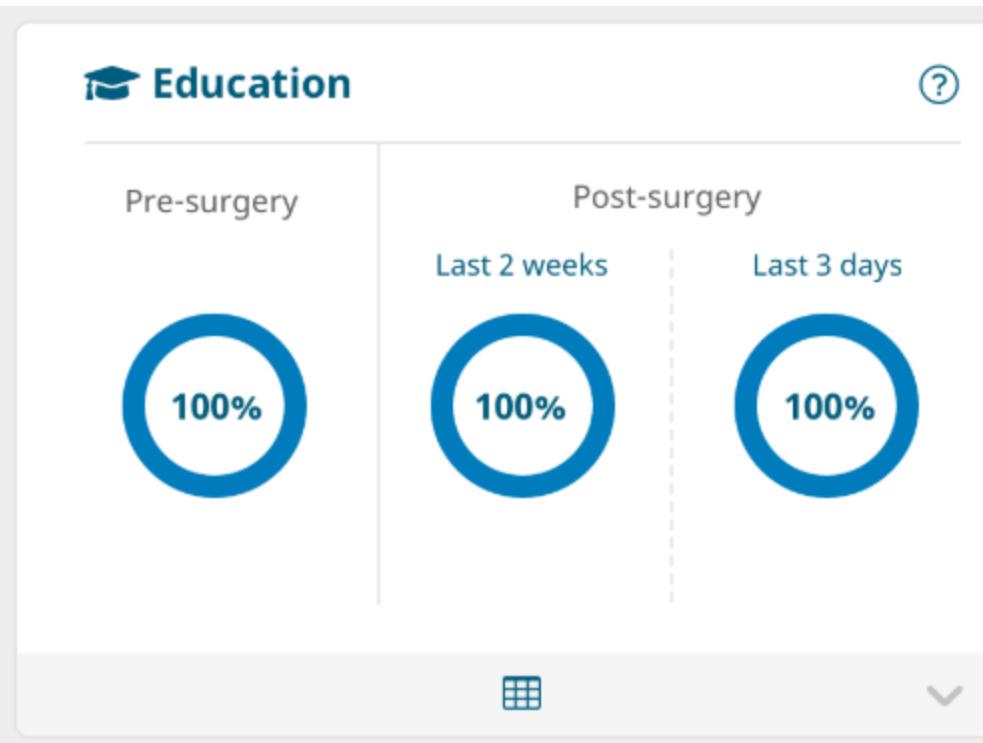
d. **Difficulty Rating:** After each exercise routine, the patient will rate the difficulty of the routine. The average of this rating for the time period shown displays under both adherence rings.



- **Education:** Displays the patient's education completion percentage. The calculation: Total number of education items "completed" (opened) by a patient divided by total number of education items assigned to a patient. **Note:** These values reset once the patient transitions from pre- to post-

surgery. Keep in mind the following items related to the Education data:

1. Clicking the chart icon will expand the section that will direct you to the patient's protocol tab for a day by day description of a patient's education completion.
2. During the pre-surgery period:
 - a. *All days*: This education completion ring will show a percentage within the progress ring based for all available days of assigned education.
 - b. *Last 3 days*: This education completion ring displays the education completion percentage for the past 3 days.
3. During the post-surgery period:
 - a. *Pre-surgery*: The pre-surgery ring will display the patient's education completion percentage during this period by displaying a percentage within the progress ring.
 - b. *Post-surgery, Last 2 weeks*: This adherence ring displays the education completion percentage for the past 2 weeks.
 - c. *Post-surgery, Last 3 days*: This adherence ring displays the education completion percentage for the past 3 days.



- **Steps**: Displays the average number of steps for a period of time, with data pulled from Apple HealthKit. **Note**: Today will not be included in the calculations as only full days are included in the calculations. Keep in mind the following items related to the Steps data:
 1. Clicking the chart icon will display a chart with the last two weeks (14 days) of a patient's steps data, beginning the last full day.
 2. During the pre-surgery period:
 - a. *All days*: Displays a total average accumulation of steps from all available pre-surgery days.
 - b. *Last 5 days*: Displays a step-count average for the past 5 days. **Note**: If the patient has less than 5 days of data, it will report based on the number of days available.
 3. During the post-surgery period:
 - a. *Pre-surgery*: The total steps taken during pre-surgery will display as an average per day over the pre-surgery period.
 - b. *Post-surgery, Last 2 weeks*: Displays an average per day step count for the past 2 weeks. **Note**: If there are less than 14 days available, the

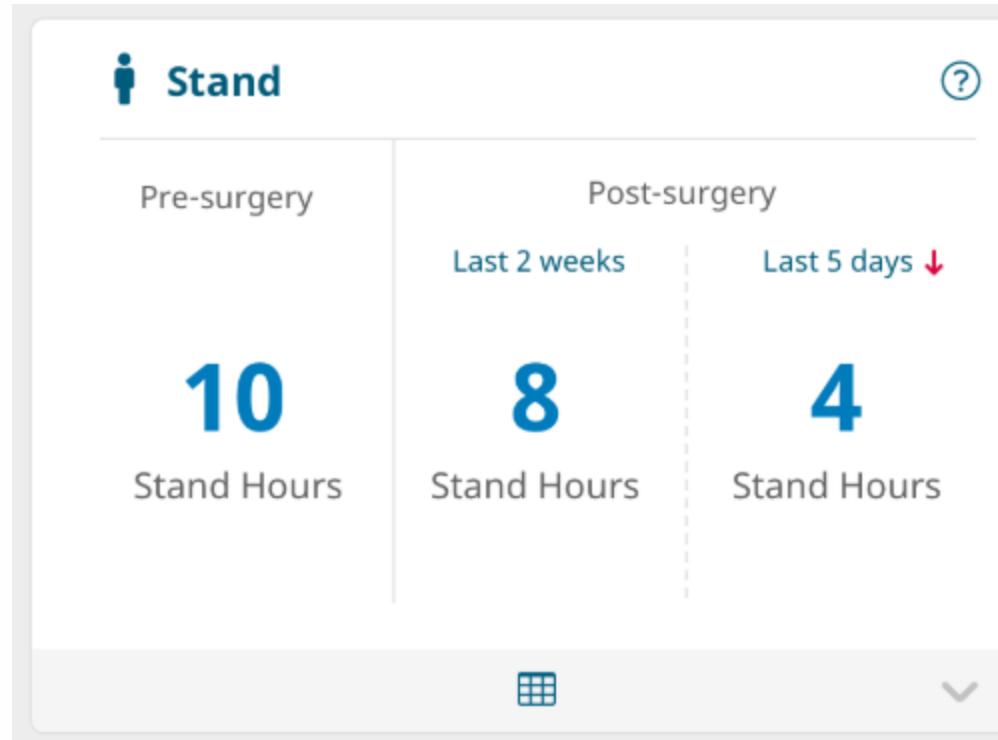
b. Post Surgery, Last 2 weeks: Displays an average per day step count for the past 2 weeks. Note: If there are less than 14 days available, the average will display with the amount of days that are available.

c. Post-surgery, Last 5 days: Displays a step-count average for the past 5 days.



- Stand: Displays the hours a patient has stood for at least once per hour, averaged by day. Note: Today will not be included in the calculations as only full days are included in the calculations. If there are no stand time statistics available, a dash will replace the number. Keep in mind the following items related to the Stand data:
 1. Clicking the chart icon will display a chart with the last two weeks (14 days) of a patient's stand hour data, beginning the last full day.
 2. During the pre-surgery period:
 - a. All days: Displays a number that represents the average stand hours per day for all days available.
 - b. Last 5 days: Displays a number that represents the patient's standing average for the last 5 days. Note: If the patient has less than 5 days of data, the average will report based on the number of days available.
 3. During the post-surgery period:
 - a. Pre-surgery: Displays the average number of stand hours for all days available during pre-surgery.
 - b. Post-surgery, Last 2 weeks: Displays a number that represents the patient's standing average for the last 2 weeks.

c. *Post-surgery, Last 5 days:* Displays a number that represents the patient's standing average for the last 5 days.



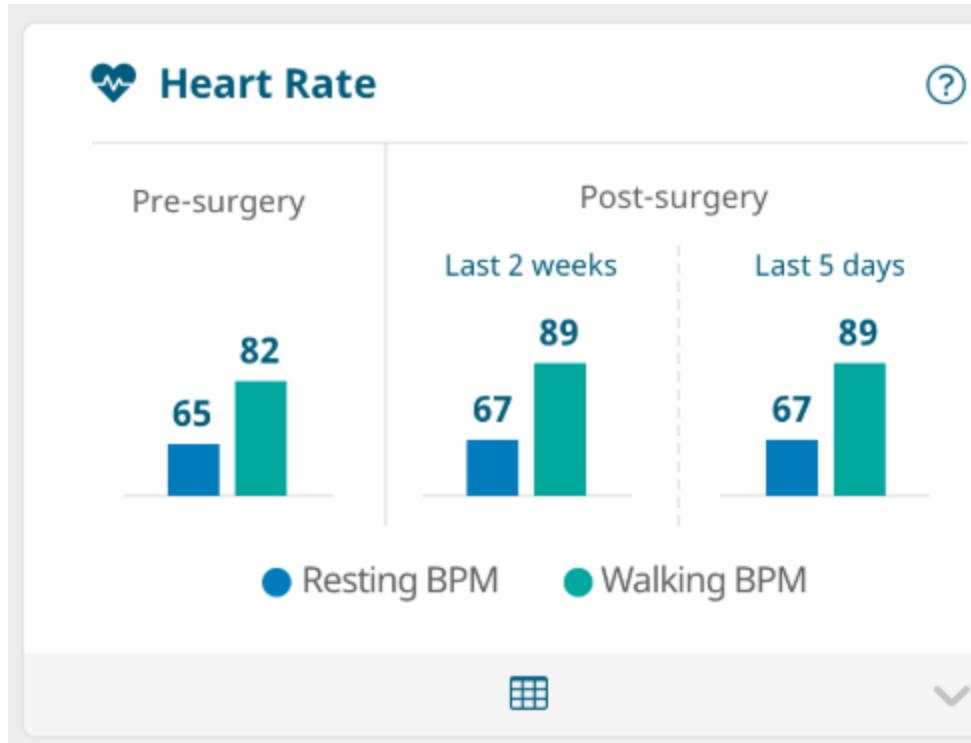
- **Flights of Stairs:** Displays the average number of floors per day, calculated based on an elevation of about 10 feet. **Keep in mind the following items related to the Flights of Stairs data:**
 1. Clicking the chart icon will display a chart with the last two weeks (14 days) of a patient's stairs data, beginning the previous full day.
 2. During the **pre-surgery** period:
 - a. *All days:* Displays the average number of flights climbed for all available days.
 - b. *Last 5 days:* Displays the average number of flights climbed for the last 5 days.
 3. During the **post-surgery** period:
 - a. *Pre-surgery:* Displays the average number of flights climbed during all available pre-surgery days.
 - b. *Post-surgery, Last 2 weeks:* Displays the average number of flights climbed during the last 2 weeks.

c. *Post-surgery, Last 5 days:* Displays the average number of flights climbed over the last 5 days.



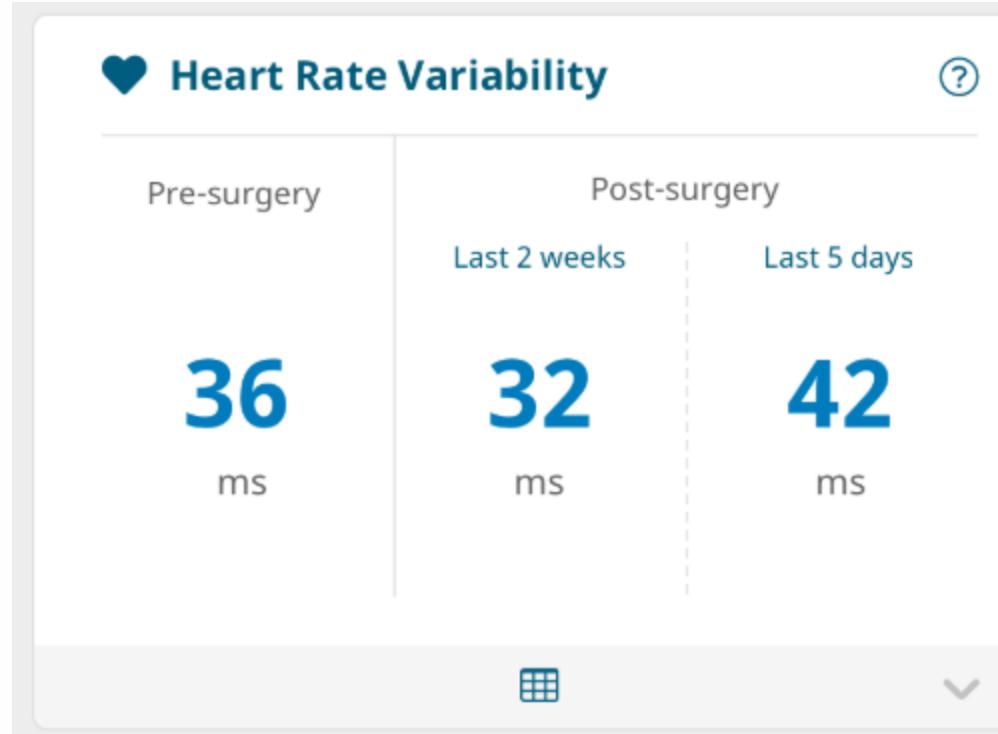
- **Heart Rate:** Displays the patient's average Resting BPM (beats per minute) and average Walking BPM for a set number of days. The heart rate data is pulled from Apple HealthKit. Keep in mind the following items related to the Heart Rate data:
 1. The heart rate data is displayed in a bar graph with a bar for both the Resting and Walking BPM. Note: The graph numbers can only display between 0-150. If the number is over 150, the graph will be maxed out, but the number will still show.
 2. Clicking the chart icon will display a chart with the last two weeks (14 days) of a patient's resting BPM and walking BPM data, beginning with the previous full day.
 3. During the **pre-surgery** period:
 - a. *All days:* Displays a number for both the resting and walking BPM average for all available days.
 - b. *Last 5 days:* Displays a number for both the resting and walking BPM average for the last 5 days.
 4. During the **post-surgery** period:
 - a. *Pre-surgery:* Displays a number for both the resting and walking BPM average during all available pre-surgery days.
 - b. *Post-surgery, Last 2 weeks:* Displays a number for both the resting and walking BPM average for the last 2 weeks.

c. *Post-surgery, Last 5 days*: Displays a number for both the resting and walking BPM average for the last 5 days.



- **Heart Rate Variability:** Displays the patient's heart rate variability for a set number of days. The heart rate data is pulled from Apple HealthKit. Keep in mind the following items related to the Heart Rate Variability data:
 1. Clicking the chart icon will display a chart with the last two weeks (14 days) of a patient's heart rate variability data, beginning the previous full day.
 2. During the **pre-surgery** period:
 - a. *All days*: Displays a number for the heart rate variability average for all available days.
 - b. *Last 5 days*: Displays a number for the heart rate variability average for the last 5 days.
 3. During the **post-surgery** period:
 - a. *Pre-surgery*: Displays a number for the heart rate variability average during all available pre-surgery days.
 - b. *Post-surgery, Last 2 weeks*: Displays a number for the heart rate variability average for the last 2 weeks.

c. Post-surgery, Last 5 days: Displays a number for the heart rate variability average for the last 5 days.



Protocol Tab: Clicking here will list the patient's assigned protocol, if there is one available. If a patient is currently discharged, the "Protocol Tab" will list their most recent assigned protocol. The following explains how to navigate and effectively use this tab:

- Protocol Tab Layout: The patient's current, assigned protocol and level is available to view in a table format. The table includes the following columns:

The table is titled "Protocol: Dr. Smith's TKA (Level 2)". It includes a dropdown menu "All types" and a "Change protocol" button. The table has columns: Day, Date, Completed, Type, and Title. The rows show the following data:

Day	Date	Completed	Type	Title	▼
-30	2/10/19	✓	Education	Welcome to mymobility!	▼
-30	2/10/19	✓	Education	Your Care Team	▼
-30	2/10/19	✓	Education	Why You Are Having Knee Surgery	▼
-30	2/10/19	✓	Education	What Is a Knee Replacement?	▼
-29	2/11/19	1 day late	Education	Your Coach	▼
-29	2/11/19	1 day late	Education	Stop Smoking	▼
-29	2/11/19	Missed	Exercises	Morning Routine: Left TKA (Level 1) (7 exercises)	▼

-29	2/11/19	100%	Exercises	Afternoon Routine: Left TKA (Level 1) (7 exercises)	▼
-28	2/12/19	✓	Education	Remember to Prepare Your Home	▼
-28	2/12/19	✓	Education	Preparing for Your Return Home	▼
-28	2/12/19	88%	Exercises	Morning Routine: Left TKA (Level 1) (7 exercises)	▼
-28	2/12/19	Missed	Exercises	Afternoon Routine: Left TKA (Level 1) (7 exercises)	▼

1. *Day*→ The day of the protocol (e.g., -30, -25, +5, +11 etc.).
2. *Date*→ The date when that protocol event was assigned to be completed. **Note:** If patients do not complete assigned **education** and **survey** items on the days that they are due, they have the opportunity to complete them in future days. **Exercise** items will not be available to be completed on days after they are due.
3. *Completed*→ Indicates the completion of each protocol item. A different indicator will appear, depending on the following activities:
 - a. *Checkmark*: Education items and Surveys that are completed on their assigned date.
 - b. *# of days late*: Education items and Surveys that are completed late.
 - c. *Missed*: Exercise tasks not completed on their assigned day.
 - d. *Percentage of Reps*: Shows a percentage of completed reps vs reps assigned for Exercise items that were completed on their assigned day.
 - e. *Blank*: Items in the future that have yet to be completed.
4. *Type*→ The type of protocol item (e.g., Education, Exercises, or Survey).
5. *Title*→ Displays the name of the education items and surveys, as well as the title and level of an exercise.

6. Drop-Down Arrow→ Click on the drop-down arrow to expand the row and view more specific information about the protocol item.

The screenshot shows a mobile application interface for a protocol titled "Dr. Smith's TKA (Level 2)". At the top, there are buttons for "All types" and "Change protocol". Below this is a table with columns: Day, Date, Completed, Type, and Title. A single row is shown: -30, 2/10/19, checked, Education, and "Welcome to mymobility!". To the right of the table is a vertical scroll bar. Below the table, the protocol details are expanded:

Day	Date	Completed	Type	Title
-30	2/10/19	✓	Education	Welcome to mymobility!

Completed: 2/10/19 at 11:24 AM

Welcome to mymobility!

mymobility puts you in the driver's seat throughout your episode of care by giving you the information you need when you need it, tracking your progress after surgery, as well as keeping you connected with your care team.

Navigating the application

To-Do

Daily To-Do lists include educational materials, questionnaires, and exercises specific to your procedure to let you know what activities have been assigned to you.

When completing your assigned tasks it will be necessary to view all educational items first before performing your exercise routines, or completing questionnaires.

You may be assigned multiple routines per day with required rest time in between. We will notify you of these assignments, but it's also a good idea to check the app regularly.

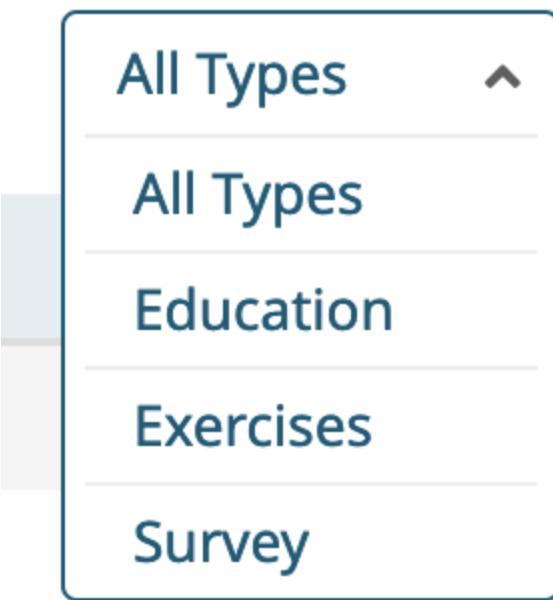
Stats

You will see a summary screen allowing you to review statistics related to your overall progress.

Education

- a. If the item is an education, the system will load the item below its protocol row.
- b. If the item is a survey, the system will load the survey and indicate if it has been completed. If it was completed, there will be a score and a link to view the results on the survey tab. **Note:** If you want to see the answers of the survey, please click on the "Surveys" tab.

- c. If the item is an exercise, the system will load a table with the exercises included in the routine, the number of reps completed vs. assigned, and if the exercise was completed or missed.
- **Protocol Filter Options:** Click on the *All Types* drop-down menu to view a specific category of assigned tasks within a protocol including All Types, Education, Exercises, and Surveys.



Messages: Displays a message thread between the patient and his/her care team. You can view the messages from these two locations in the system: *Home Page*→*Messages Icon*→*Messages Page* or *Patient Details Page*→*Messages Tab*. Here are a few items to keep in mind when viewing messages:

- A magenta messages icon indicates an unresolved message between the patient and his/her Care Team.
- The message thread will be ONE ongoing chat between all clinical users who are part of a care team and the patient. The patient will see the same message thread as clinical users, along with the photos of each clinical user in the thread.
- You can respond to the patient by clicking in the “message box” and typing in your message. When you are done composing, click “Send” and the patient will receive a notification they have received a message.

- For more information on messaging, please see Section 9: Messages.

Progress Protocol **Messages** Surveys History :

Messages

[View earlier messages ^](#)

I am home now and doing okay. Here is the photo.

Steve Cooper, 3/16/19, 8:19 AM

Hi Steve,
Glad to hear you're settled at home. Thanks for sending the picture of your incision. Everything looks great. Your activity levels look good. Let me know if you have any concerns.

Dr. Joe Smith, 3/16/19, 10:20 AM

Hi Dr. Smith. One thing I'm wondering... the exercises I'm doing on the app seem less manageable since my surgery. Should I still be trying to do all of them?

Steve Cooper, 3/16/19, 11:43 AM

Send

[Mark as resolved](#)

Contact
503-298-0290
stevecooper@gmail.com

Care Team
Dr. Smith's Team, Westside
Dr. Joe Smith, MD
Rachel Bates
Michelle Prycer
Conner Wagner
Kathy Wheeler

Surveys: This tab will show the surveys that are assigned to and completed by patients, including the following information:

- In the left column, you can view:
 1. Date the survey was assigned
 2. Completion status
- In the right column you can view:
 1. The entire survey, listed verbatim
 2. Score
 3. Survey answers
- If no surveys have been assigned, this message will show: "No surveys have been assigned to date."

The screenshot shows a digital interface for managing patient surveys. At the top, there is a navigation bar with tabs: Progress, Protocol, Messages (with a notification icon), Surveys (which is highlighted in blue), and History. To the right of the tabs are two small icons: a vertical ellipsis and a document.

The main content area is divided into two columns. The left column, titled "Surveys", displays a summary for a specific survey entry. It includes the date (3/9/19), the survey name (KOOS, JR.), and the total score (52.87). To the right of this summary, detailed survey results are shown, starting with the "Knee Injury and Osteoarthritic Outcome Score (KOOS, JR.)".

Knee Injury and Osteoarthritic Outcome Score (KOOS, JR.)

INSTRUCTIONS: This survey asks for your view about your knee. This information will help us keep track of how you feel about your knee and how well you are able to do your usual activities.

Answer every question by ticking the appropriate box, only one box for each question. If you are unsure about how to answer a question, please give the best answer you can.

Stiffness

The following question concerns the amount of joint stiffness you have experienced during the last week in your knee. Stiffness is a sensation of restriction or slowness in the ease with which you move your knee joint.

1. How severe is your knee stiffness after first wakening in the morning?
(None / Mild / Moderate / Severe / Extreme)

Pain

What amount of knee pain have you experienced the last week during the following activities?

Severe

2. Twisting/pivoting on your knee
(None / Mild / Moderate / Severe / Extreme)

History: Click here to view a list of actions performed by care team members that involve a patient. The date and time that item occurred will be documented. By default, the items will be listed in ascending order (i.e., most recent at the top and oldest at the bottom).

The screenshot shows a user interface for managing clinical activity. At the top, there are tabs for Progress, Protocol, Messages (with a speech bubble icon), Surveys, and History. The History tab is selected, indicated by a dark blue background. To the right of the tabs are three small icons: a vertical ellipsis, a magnifying glass, and a document.

History of Clinical Activity

Date	Time	Message
Today	8:09 AM	Dr. Joe Smith changed protocol from Dr. Smith's TKA (Level 2) to Dr. Smith's TKA (Level 1): "Steve sent a message saying he's been having a hard time with his exercises since his surgery. Lowering to Level 1 for now."
3/12/19	3:58 PM	by Rachel Bates : "TKA went smoothly. Dr. Smith. Steve is heading home today with his wife Sally, who will be working from home the rest of this week to help him around."
2/24/19	10:20 AM	by Rachel Bates : "After consulting with Dr. Smith, decided to increase the level on Steve's protocol."
	10:18 AM	Rachel Bates changed protocol from Dr. Smith's TKA (Level 1) to Dr. Smith's TKA (Level 2): "Per Dr. Smith's instruction; Steve's exercises have been consistently rated way too easy."
2/23/19	2:15 PM	by Rachel Bates : "May need to revisit Steve's assigned exercises. Looks like they might be too easy for him."
2/5/19	2:54 PM	Rachel Bates registered patient.

Care Teams

The Care Teams Page is where you can view and manage Groups, Care Teams, and Clinical Users. To access the Care Teams page, click on the Navigation drop-down menu in the header. Note: Only clinical users with "Administrator Privileges" may create, edit, or delete other clinical users and care teams. For more information, please see [Section 10: Administrative Access](#).

The screenshot shows the 'Care teams' section of the mymobility application. At the top, there is a navigation bar with the 'mymobility' logo, a user profile for 'Dr. Joe Smith, MD' (with a small photo and a notification badge), and a menu icon (three horizontal lines). Below the navigation bar, the title 'Care teams' is displayed, followed by a tab bar with 'Care teams' (selected), 'Clinical users', 'All groups' (with a dropdown arrow), and 'Create ...'. A sub-header indicates '4 care teams'. The main content area displays four cards, each representing a care team:

Care Team	Clinical Users	Patients
Eastview Clinic Dr. Jones' Team, Eastside	5 clinical users	10 patients
Westview Clinic Dr. Jones' Team, Westside	6 clinical users	16 patients
Eastview Clinic Dr. Smith's Team, Eastside	6 clinical users	12 patients
Westview Clinic Dr. Smith's Team, Westside	5 clinical users	14 patients

View Care Teams: Click the “Care Teams” button to view Groups and Care Teams. By default, the “Care Teams” option will be selected when you navigate to the Care Teams Page.

View Clinical Users: Click the “Clinical Users” button to view all the Clinical Users that are in your groups. If you are a Clinical User with “Administrator Privileges,” you will see all Clinical Users.

All Groups Drop-Down Menu: The All Groups drop-down menu will show groups you are a part of and allow you to filter on a group. Some other options in this dropdown:

- **All groups:** A list of every group you are added to will appear here.
- **Edit groups:** Clicking this option will open the “Edit Groups” page. This option will only appear for Clinical Users with “Administrative Privileges.” From the Edit Groups page, the Administrator can add or edit groups.
- **Deactivated users:** Clicking “deactivated users” allows the user to filter on deactivated clinical users.

Protocols

In this section, you can learn about the available protocols and how to view them. You can access the Protocols page from these two locations in the system: *Header→Navigation drop-down menu→Protocols OR Patient Profile Page→Assign a Protocol*.

On the Protocols page, you can view all available protocols, sort by specific protocols, and preview the different elements (i.e., Education, Exercises, and

Surveys) within each protocol.

The screenshot shows the 'Protocols' section of the mymobility website. At the top, there's a navigation bar with the 'mymobility' logo, a user profile for 'Dr. Joe Smith, MD' (with a photo), and a menu icon. Below the header, the title 'Protocols' is displayed, along with a dropdown menu showing 'Total Knee Arthroplasty'. A horizontal bar indicates there are 8 protocols available. The main content area contains three protocol cards:

Protocol Name	Description	Duration	Exercises
Dr. Smith's TKA	Dr Smith has elected to add education and exercises for his patients undergoing a TKA beyond 90 days.	120 days	Levels 1 and 2
Inpatient TKA Protocol	This protocol is for patients who have been identified as appropriate for an inpatient TKA pathway.	365 days	None
Outpatient TKA Protocol	This protocol is for patients who have been identified as eligible for an outpatient TKA pathway.	120 days	Levels 1 and 2

- The Protocols page will consist of a “short card” view for each protocol available. By default, all protocols will be listed in alphabetical order by protocol name. Within each protocol card, you can see the following information:
 1. Protocol name, Protocol description (if there is no description, the space will be blank), Duration, Routines (will display all routine level options available for that protocol).
- You can filter the page by procedure by clicking on the *All Protocols drop-down menu* on the top-right side of the page.

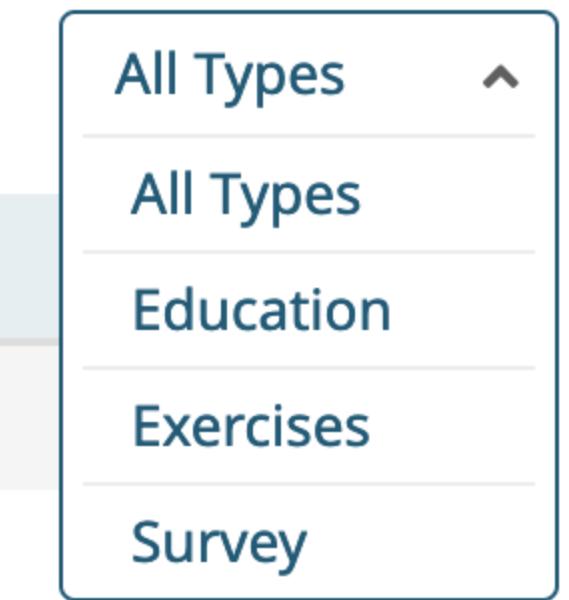
- If you click on any protocol card, you will be taken to the Protocol Preview page.

The screenshot shows the 'Protocol Preview' page for a protocol titled 'Dr. Jane's TKA'. At the top, there is a navigation bar with the 'mymobility' logo, a user profile for 'Sam O'Neill', and a menu icon. Below the title, there is a brief description: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam molestie vestibulum magna in gravida. Proin rhoncus interdum orci mattis vulputate. Duis faucibus at libero tempus vehicula.' Below the description, it says 'Duration: 365 days' and 'Exercises: Levels 1 and 2'. There are two dropdown filters: 'All types' and 'All levels', both currently set to their default values. The main content is a table showing the protocol's timeline:

Day	Type	Level	Title
-30	Education	-	Welcome to mymobility!
-30	Education	-	Your Care Team (2:18)
-30	Education	-	Why You Are Having Knee Surgery
-30	Education	-	What Is a Knee Replacement?
-29	Education	-	Your Coach
-29	Education	-	Stop Smoking
-17	Survey	-	KOOS, JR.
-16	Survey	-	Patient Satisfaction
-14	Education	-	Remember to Prepare Your Home
-14	Education	-	Preparing for Your Return Home
-14	Exercises	1	Morning Routine: Left TKA (7 exercises)
-14	Exercises	1	Afternoon Routine: Left TKA (7 exercises)
-14	Exercises	1	Evening Routine: Left TKA (7 exercises)
-14	Exercises	2	Morning Routine: Left TKA (9 exercises)

1. At the top of the Protocol Preview page will be the title of the protocol.
2. Below that will be the following information:
 - a. *Description:* The description of the protocol. If there is no description, the space will be blank.
 - b. *Duration:* The length of the protocol
 - c. *Routines:* The available routine levels (i.e., Level 1, Level 2, or no exercises)

3. You can filter the protocol by clicking the *All types drop-down menu* so you can only view specific items (i.e., All types, Education, Exercises or Surveys) within the protocol.



4. You can select the *All types drop-down menu* to filter the protocol by levels.

- a. If "All types" or "Exercises" is selected from the *All types drop-down menu*, the level filter will default to display all levels, but include the following two options: Level 1 or Level 2.
 - b. If "Education" or "Surveys" are selected, the *All types drop-down menu* will be defaulted to the option "--" instead.
- At the top of the Protocol page, there is a table that lists the following information about the protocol:
 1. *Day*→ The day of the protocol (e.g., -30, -25, +5, +11 etc.).
 2. *Type*→ The type of protocol item (e.g., Education, Exercises, and Survey).
 3. *Level*→ Displays "--" for Education and Surveys; displays "1" or "2" for Exercises.
 4. *Title*→ Displays the title name of the Education, Surveys, and Exercises.
 5. *Drop-Down Arrow*→ Click on the drop-down arrow to expand the row and view more specific information about the protocol item. **Note:** Multiple rows can be expanded at once.

All Types			
Day	Type	Level	Title
-30	Education	-	What is a Hip Replacement

- a. If the item is an education, the system will load the item below the protocol row.
- b. If the item is a survey, the system will load the survey title and all survey text.
- c. If the item is an exercise, the system will load a table with the exercises included in the routine, and the number of reps assigned for each exercise.

Messages

This section will explain the messaging capabilities between patients and clinical users throughout mymobility. You can access the messaging thread from a few different places: *Header→Messages Icon→Messages Page OR Home Page→Patient Details Page→Messages Tab OR Home Page→Messages Page*.

You can message patients, along with the patient's other care team members in one messaging thread. Each patient will have only ONE ongoing message thread and any member of the patient's care team can send/receive messages in the thread. Please follow the instructions below to send a patient a new message:

- From the "message thread," enter the message in the dialog box next to the "Send" button.
- When you have finished composing your message, click the "Send" button.
- Your message should now appear on the bottom of the thread, since it is the most recent message. The patient will receive a notification when they receive a new message.
- Underneath each message in the thread, there is a line that says who sent the message, the date the message was sent, and the time it was sent. Next to each message, a user's profile photo will display.
- **Note:** If you do not have a profile photo in the system, the patient will see a placeholder photo instead.
- In the right column (next to the message thread) is the patient's contact information, along with a list of names of the clinical users who are in their care team.

Progress Protocol **Messages** Surveys History :

Messages

[View earlier messages ^](#)

I am home now and doing okay. Here is the photo.

Steve Cooper, 3/16/19, 8:19 AM

 Hi Steve,
Glad to hear you're settled at home. Thanks for sending the picture of your incision. Everything looks great. Your activity levels look good. Let me know if you have any concerns.

Dr. Joe Smith, 3/16/19, 10:20 AM



Hi Dr. Smith. One thing I'm wondering... the exercises I'm doing on the app seem less manageable since my surgery. Should I still be trying to do all of them?

Steve Cooper, 3/16/19, 11:43 AM

Send

Mark as resolved

Contact

503-298-0290
stevecooper@gmail.com

Care Team

Dr. Smith's Team, Westside
Dr. Joe Smith, MD
Rachel Bates
Michelle Prycer
Conner Wagner
Kathy Wheeler

Messages Icon: Clicking the messages icon from the Header will you take to the **Messages** page where you can see the message threads for all of your patients. The “Messages” icon in the main mymobility header bar will have a magenta-colored superscript number in the upper right corner if there are

any unresolved message threads.



Messages Page Layout: The **Messages** page includes a variety of information about the type of message sent and ways to sort your messages. Keep in mind the following items for easier navigation on this page:

A screenshot of the mymobility mobile application's 'Messages' screen. The header bar is teal with the 'mymobility' logo on the left and a user profile picture 'Dr. Joe Smith, MD' on the right. A purple notification badge with the number '8' is visible above the header. The main content area has a light gray background and displays a list of messages from various patients. Each message card includes a small profile picture, the patient's name, the message text, the time it was sent, and a small purple circular icon with a white question mark. The list is currently sorted by 'Most recent'.

Patient	Message	Time	Status
Jacob Marshall	Hi, can you remind me when I need to stop taking my daily aspirin before I have my surgery?	9:15 AM	Unresolved
Dennis Chavez	(Image)	7:42 AM	Unresolved
Steve Cooper	Hi Dr. Smith. One thing I'm wondering... the exercises I'm doing on the app seem less manageable since my surgery...	Yesterday	Unresolved
Diane Jensen	(Image)	Yesterday	Unresolved
Theresa Jones	Thank you!	Friday	Unresolved
Nathan Ryan	Sounds good, thanks doc.	Friday	Unresolved
Grace Gomez	I am told I will be discharged from the hospital soon. I plan on starting my exercises when I get home.	Thursday	Unresolved
Jesse Adams	I think I might have lost my Apple Watch. Can I get it replaced?	Thursday	Unresolved

- Within the **Messages** page, there is a header bar with different sorting options as well as several columns of message information.

1. In the **Messages** page header bar, you can see the following items:

- a. Number of unresolved messages you have.
- b. *Most recent* drop-down menu → Click here to sort your messages in the following ways:
 - i. *Most recent*: Sort the messages so the most recent messages are at the top and the oldest messages at the bottom.
 - ii. *Unresolved*: Sort so that patients with unresolved messages appear at the top.
 - iii. *Last name*: Sort messages alphabetically (in descending order, A-Z) by the patient's last name.

2. Within the messaging columns, you can see the following information:

- a. *Profile Photo and Patient Name*: The patient's profile photo will show first, with his/her name.
 - b. *Most recent text*: This column will show up to two lines of the message text, depending on the text. If there is additional information beyond those two lines, there will be an ellipsis (...) to indicate more text. If there is a photo or video in the most recent message, there will be an icon depicting that type of message in the content line of the message.
 - c. *Date/Time*: If the most recent message was sent today, this column will show the time the message was sent. If the message was sent yesterday, it will read "Yesterday." If it was sent within the last week, (but not today or yesterday) it will show the day of the week. If the message was sent longer than a week ago, it will display the date in MM/DD/YY format.
 - d. *Resolved/Unresolved*: If a message has not been resolved yet, an exclamation point will appear on the far-right side of the message line. If a message has been resolved, there will be no exclamation point.
- An unresolved message is a message that has not yet been taken care of and therefore needs action by a care team member. When a message is unresolved, all care team members will see the unresolved icon.
 - Any care team member can mark a patient's message as resolved. Keep in mind that marking a message as resolved will dismiss all notifications from other care team members' dashboards and messaging screens.
 - By default, the messages list will show the most recent messages received at the top of the list and the older messages at the bottom. Note: If you have no messages yet, the screen will say: "*No messages have been received*."
 - Clicking on a message line will take you directly to the message thread on the **Patient Details** page.
 - When a patient is discharged from the mymobility program, their message string will be removed from your message list.

Administrative Access

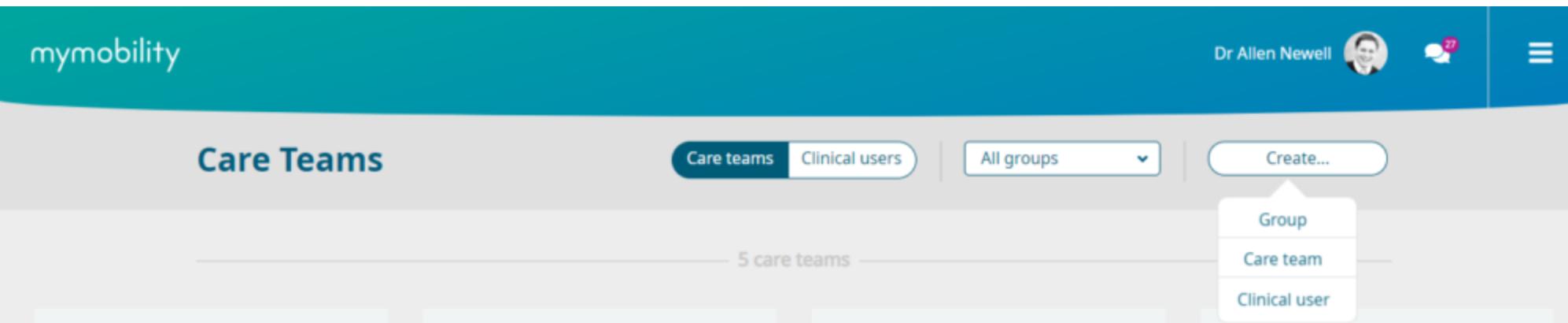
The Clinical User with "Administrative Privileges" has additional access beyond other Clinical Users or Clinical Users with "Surgeon Privileges." As a clinical user with "Administrative Privileges," you have access to create, edit, deactivate, and reactivate Clinical User profiles, as well as create and edit groups, and create, edit, and delete Care Teams. To see more specific "Administrative Privileges" access information, please refer to the User Types Table in **Section 4**:

Home Page:

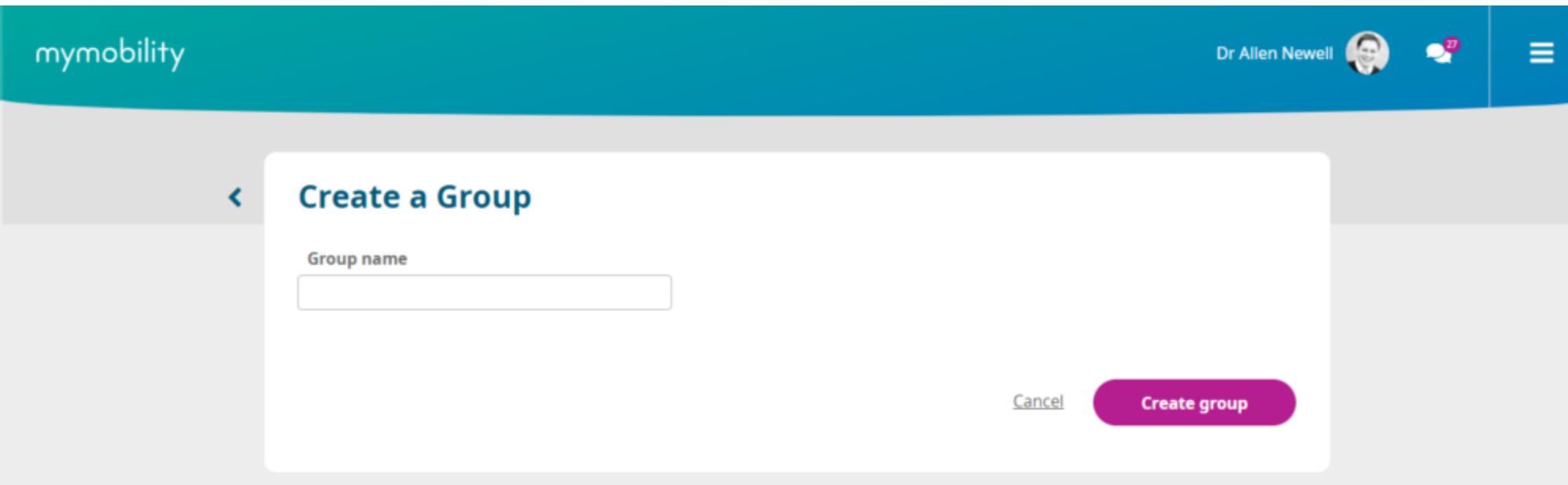
- **My profile:** In addition to being able to upload and edit your profile photo and change your password, you may also edit all other fields on this page. **Note:** You will have access to edit other clinical user profiles as well.

Create New Groups: You have access to create new groups. Care Teams belong to groups. Groups allow for another layer of organization beyond Care Teams. When a clinical user or patient is added to a care team, they are automatically added to the group that that care team belongs to. To create a new group, please follow the steps below:

- Click on the “Care Teams” button from the *main Navigation drop-down menu* available on any page in the Header.
- From the **Care Teams Page**, click on the *Create drop-down menu* and then select “Group.”



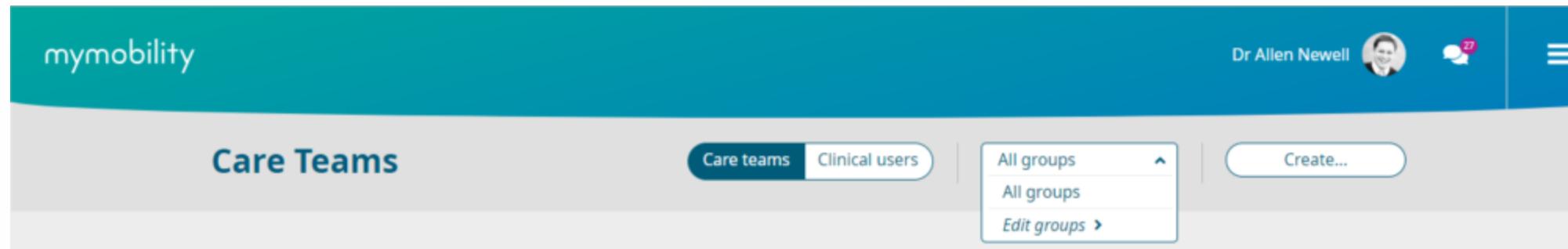
- You will be taken to the **Create a Group** page.
- In the “Group name” box, enter the name of the new group you would like to create.



- When you are done, click the “Create” button on the right side. **Note:** If you choose a group name that is already being used, the system will notify you when you click the “Create” button.
- If your group was created successfully, you will be taken back to the **Care Teams Page** and a success message will be displayed.
- **Keep in Mind:** Clinical users can be part of more than one Group and Care Team.

Edit Groups: From the Care Teams page, you can edit groups. To do this, please follow the instructions below:

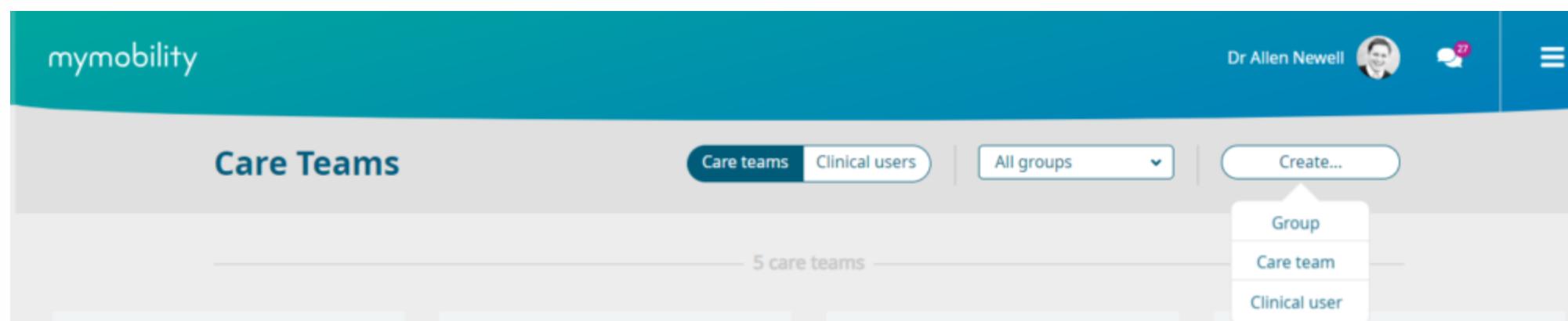
- From the **Care Teams Page**, click on the All groups drop-down menu and select "Edit groups."



- You will be directed to the Edit Group Page. This page consists of a list of all groups in your healthcare system.
- Next to each group name, there is a pencil icon. Clicking on the icon allows you to edit the group.
- In the text box below, you may edit the name. When you are done, click the checkmark under the name box. **Note:** If you choose a group name that is already being used, the system will notify you.
- Note:** You can edit multiple group names at once, but to finish the editing process, you must click the checkmark next to the name.

Create New Care Teams: You have access to create new care teams to add to a group. Please follow the steps below to create a new care team:

- Click on the "Care Teams" button from the *Main Navigation drop-down menu*, available on any page in the mymobility main header bar.
- From the **Care Teams Page**, click on the *Create drop-down menu* and then select "Care team."



- You will be taken to the **Create a Team** page where there will be three fields:
 - Team Name** (required field) → Enter the care team name.
 - Group** (required field) → From the drop-down menu, select the group the care team will belong to.
 - Clinical Users** (optional field) → You can choose to add the clinical users now or later. Keep in mind that if you don't add users when creating the care team, that care team will not appear when creating a patient profile. To add clinical users to the care team, a list of all clinical users in the system with a checkbox next to each of their names, will display. To choose users, click the box to add a checkmark. This will indicate the user has

been selected for the care team. **Note:** When you add a clinical user to a care team, that user will also be added to that group.

- When finished, click the “Create Team” button on the bottom of the page. **Note:** If you choose a care team name that is already being used, the system will notify you when you click the create button.
- If your Care Team was created successfully, you will be taken back to the Care Teams Page and a success message will be displayed.

Edit Care Teams: From the Care Teams page, you can edit care teams. Please follow the instructions below to edit a care team:

- From the **Care Teams** page, make sure the “Care Teams” toggle button is selected.
- From the list of care team cards, select the care team that needs to be edited.
- On that care team’s page, if you need to edit the care team name, click on the pencil icon next to the care team name.
- If you need to edit the group the care team is currently in, click the pencil icon next to the group name. A drop-down menu will appear where you can select the new group.
- **Note:** Unless a clinical user belongs to another care team in that group, if you move the care team to a different group, the clinical user will also be moved to the new group.
- Click the “Edit clinical users” button on the right side of the screen.
- You will be directed to **Edit Clinical Users** page with a list of all clinical users in the overall system.
- The users that are in the specific care team will have a checkmark in the box next to his/her name.
- To remove a user, click the boxes next to the clinical user’s name. This action will uncheck the box, indicating you would like that user removed from the care team.
- When you are finished editing the users within the care team, click the “Save edits” button on the bottom right corner of the page and you will return to the Care team page.

The screenshot shows the mymobility software interface for managing care teams. At the top, the logo 'mymobility' is visible, along with the user profile 'Dr. Joe Smith, MD' and a notification badge with the number '8'. A navigation menu icon is also present.

The main title is 'Dr. Smith's Team, Westside' under the heading 'Group: Westview Clinic'. There is a button labeled 'Edit clinical users'.

The interface displays two sections: '5 clinical users' and '14 patients'.

Clinical Users:

- Dr. Joe Smith, MD (Surgeon)
- Rachel Bates (Physician's Assistant)
- Michelle Prycer (Office Administrator)
- Conner Wagner (Nurse Practitioner)
- Kathy Wheeler (Medical Assistant)

Patients:

Name	MRN	Type	Status
Betty Allen	2837948	THA	Day +15
Harlan Banks	5982739	PKA	Day +9
Steve Cooper	8374859	TKA	Day +5
Frances Curtis	7085932	THA	Day -5
Lisa Davie	2973841	TKA	Day +4
Evelyn Fernandez	2837941	THA	Day +12
Grace Gomez	5738920	PKA	Day +3
Henry Greene	3849509	TKA	Day +19

Delete Care Teams: You may delete a care team from the system by following these instructions:

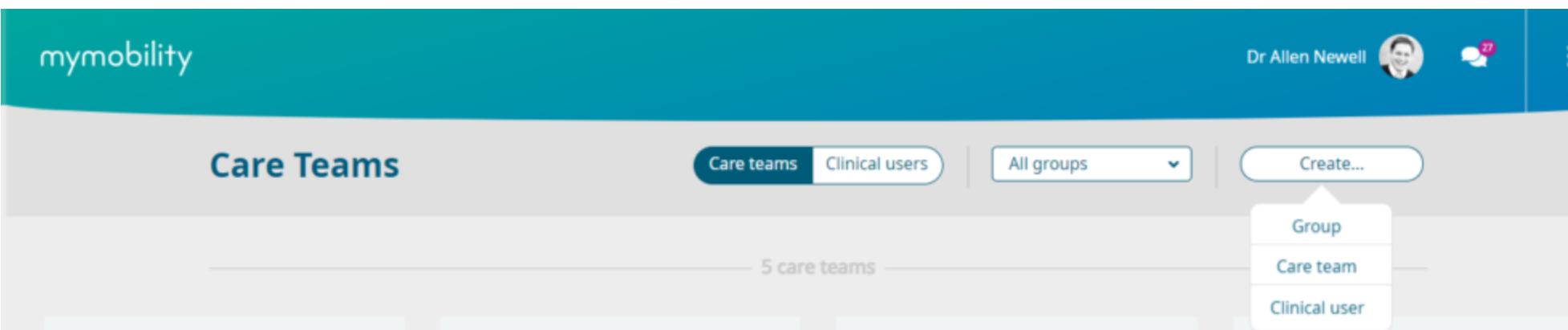
- From the **Care Teams Page**, make sure the "Care Teams" toggle button is selected.
- From the list of care team cards, select the care team that needs to be deleted.
- On that care team's page, click the "Delete this team" button at the bottom of the page.
- Keep in mind the following items when deleting a care team:
 - If there are clinical users who are still a part of that care team and only belong to that care team, there will be a message saying: "*There are care team members who need to be added to another care team before deleting this care team.*"

2. If there are still patients in the care team, a message will pop-up saying: *"Please reassign <# of patients> patients to a new care team before deleting this care team."*

3. If both patients and clinical users are still a part of the care team, you will receive a message saying: *"There are care team members and patients who need to be added to another care team before deleting this care team."*

Create New Clinical Users: You have access to create new clinical user profiles. Please follow the instructions below to create a new clinical user profile:

- From the Care Teams page, click on the Create drop-down menu on the right side of the screen and select "Clinical user."



- On the **Create a Clinical User** page, enter the new user's demographic information in the following fields:
 - Required Fields:** First and Last Name, Title, Email Address, Care Team(s)
 - Optional:** Permissions box for "Admin" or "Surgeon," Prefix, Suffix
- Note:** The "Permissions" field will allow you to give extended access to the user. If you are unsure what the differences are, click on the question mark icon for more information.
- Once you have entered in the required user information, click "Create" to finish the new Clinical user profile. **Note:** This process will trigger the system to send the new user a welcome email with instructions on how to log in, as well as a separate temporary password email.
- When setting up a new user account, it's a good practice for the user to utilize a hospital or practice-based email address. However, if the user does not have that kind of email address, a personal email address can also be used.



Create a Clinical User

[Add photo](#)*Prefix - Optional*

First name

Last name

Suffix - Optional

Title

Email

Permissions [?](#) Surgeon privileges Administrator privileges**Care team(s)****Group: Eastview Clinic** Dr. Jones' Team, Eastside Dr. Smith's Team, Eastside**Group: Westview Clinic** Dr. Jones' Team, Westside Dr. Smith's Team, Westside[Cancel](#)[Create clinical user](#)

Edit Clinical User Profiles: Only clinical users with "Administrative Privileges" may edit a clinical user profile. Please follow the instructions below to edit a clinical user profile:

- Click on the "Care Teams" button from the *Main Navigation drop-down menu*, available on any page on the Header.
- From the **Care Teams** page, click on the "Clinical Users" button to show only the clinical users.
- Scroll until you find the user profile card and click on it. You will be directed to the **Clinical User Profile** page.
- Edit the necessary fields and when you are done, click the "Save profile" button in the bottom right corner.
- You will be directed back to the **Care Teams** page and a success message will appear.

Remove Clinical User from Care Team: Clinical users can be moved from one care team to another in two different ways.

- To remove a clinical user from the **Care Teams** page, follow the instructions below:
 1. From the **Care Teams** page, make sure the "Care Teams" toggle button is selected.
 2. From the list of care team cards, select the care team that needs to be edited.
 3. On that care team's page, click the "Edit clinical users" button on the right side of the screen.

The screenshot shows the mymobility software interface. At the top, there is a teal header bar with the mymobility logo, a user profile for Dr. Joe Smith, MD, and a notification icon. Below the header, the main content area has a light gray background. A title bar reads "Dr. Smith's Team, Westside" with a "Group: Westview Clinic" link. On the right of the title bar is a blue button labeled "Edit clinical users". The main content is divided into sections for clinical users and patients. The clinical users section shows five profiles: Dr. Joe Smith, MD (Surgeon), Rachel Bates (Physician's Assistant), Michelle Prycer (Office Administrator), Conner Wagner (Nurse Practitioner), and Kathy Wheeler (Medical Assistant). The patients section shows 14 patient profiles: Betty Allen, Harlan Banks, Steve Cooper, Frances Curtis, Lisa Davie, Evelyn Fernandez, Grace Gomez, and Henry Greene. Each profile includes a small circular photo, the patient's name, their MRN, and a brief description of their condition or status (e.g., THA, Day +15).

Section	Count	Profile 1	Profile 2	Profile 3	Profile 4	Profile 5			
5 clinical users	5	Dr. Joe Smith, MD Surgeon	Rachel Bates Physician's Assistant	Michelle Prycer Office Administrator	Conner Wagner Nurse Practitioner	Kathy Wheeler Medical Assistant			
14 patients	14	Betty Allen MRN: 2837948 THA Day +15	Harlan Banks MRN: 5982739 PKA Day +9	Steve Cooper MRN: 8374859 TKA Day +5	Frances Curtis MRN: 7085932 THA Day -5	Lisa Davie MRN: 2973841 TKA Day +10	Evelyn Fernandez MRN: 2837941 THA Day +10	Grace Gomez MRN: 5738920 PKA Day +5	Henry Greene MRN: 3849509 TKA Day +10

4. You will be directed to the **Edit Clinical Users** page with a list of all clinical users in the overall system.

5. The users that are in the specific care team will have a checkmark in the box next to her/his name.

6. To remove a user(s), click the boxes next to the clinical user's name. This action will uncheck the box, indicating you would like that user removed from the care team.

7. When you are finished editing the users within the care team, click the "Save edits" button on the bottom right corner of the page.

- To remove a clinical user from the user's profile page, follow these steps:

1. From the **Clinical User Profile** page, under the section labeled "Care Teams," uncheck the box next to the care team to remove the user from that specific care team.

2. Once you are finished editing the user's care team selections, click the "Save profile" button on the bottom right.

Deactivate Clinical Users: Clinical users should be deactivated if they will no longer be involved with patient care at your facility. A clinical user with *Administrative Privileges* is the only user able to deactivate other clinical users, but please note that a user with *Administrative Privileges* cannot deactivate themselves. If a clinical user with *Administrative Privileges* needs to be deactivated, please contact mymobility support. To deactivate Clinical Users, please follow the steps below:

- From any page within the system, click on the *Navigation main drop-down menu* in the header. Then, choose "Care Teams."
- From the **Care Teams** page, click on the "Clinical Users" button to show only the clinical user profile cards.
- The page will display all active clinical user profiles. Scroll until you find the clinical user profile you would like to deactivate and click on it.
- That user profile page will appear. On bottom of the profile, click on the "Deactivate Profile" button.
- Before profile deactivation is complete, a message will appear asking if you would like to deactivate the clinical user. Click "Yes" to deactivate the user profile.
- If the user profile has been deactivated successfully, you will be directed back to the **Care Teams** page and will see a success message displayed.
- Once a clinical user has been deactivated, the user will not be able to log in to the system or initiate username or password requests for their accounts. It also means the user will be removed from all care teams so their patients will no longer see the user as part of their Care Team in the mymobility app.

Reactivate Clinical Users: You can see any discharged Clinical User on the **Care Teams** page under the *All groups drop-down menu*. Please follow the instructions below to reactivate a clinical user:

- Click on the *Navigation main drop-down menu* in the Header, in the upper right corner. Then, click on the "Care Teams" button.
- From the **Care Teams** page, click on the All groups drop-down menu and select "Deactivated users."
- The next page will display all deactivated clinical user profiles. Scroll until you find the clinical user profile you would like to reactivate and click on it.
- The user's profile page will appear. At the bottom of the profile, click on the "Reactivate Profile" button.

- Before profile reactivation is complete, a message will appear asking if you are sure that you'd like to reactivate the clinical user. Click "Yes" to reactivate the user profile.
- Note: Once you reactivate a clinical user, you are required to add that user to groups and care teams again.

Glossary of Terms

Patients:

Individuals who are sent home with the mymobility platform to assist them in completing their treatment both pre and post-surgery.

Clinical User with Administrator Privileges:

A clinical user managing users for their health system, office, hospital or surgery center. This can be but is not limited to the following: hospital administrators, clinical directors, or other person(s) in a rights management role determined by the health system.

Clinical User with Surgeon Privileges:

Generally, an Orthopedic Surgeon, MD or DO.

Clinical User:

Generally, a PA, PT, RN, MA, NP, Scheduler, or Care Coordinator.

Implementers:

A Zimmer Biomet employee overseeing the mymobility system implementation, setup, and management for the overall mymobility account.

Care Team:

A Care Team is made up of a group of healthcare professionals (e.g., Surgeons, Nurses, PAs, Schedulers) who will oversee the care of a given patient.

Education:

A document that has been created to inform the patient about an aspect of their care.

Exercise Routines:

A combination of exercises assigned to a patient to further a patient's recovery process. It may consist of one or more exercises.

Surveys:

Surveys that assess patient activity levels (such as the HOOS or KOOS).

Group:

A way to organize Patients, Clinical Users, and Care Teams, typically based on location.

Messages:

This material is intended for health care professionals utilizing the mymobility® application by Zimmer Biomet. A tool for Care Team members to communicate with their patients.

[Patients](#)[Clinicians](#)[Contact Us](#)

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Protocol:

A set of programs focused on rehabilitation for the patient (starting up to 30 days before surgery and up to 365 days after surgery) that may consist of all three: