Viso

HCP Dashboard

Instruction Manual

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Introduction

This instruction manual will help you to use OMRON multi-disease management platform correctly and lead you the correct understanding of HCP Dashboard. Please refer to this manual when you have questions, or check our "FAQ [▸ 53]" section.

If you have any questions or concerns that are not answered by this manual, contact OMRON Customer Service.

Intended Use and Intended User

The OMRON multi-disease management platform, Viso, is intended to support remote patient management and is intended to facilitate remote population health management, improving outcomes and increasing efficiency in primary care.

Viso is a primary care remote management and hypertension medication titration platform. Based on workflow algorithms proven in randomized controlled trials through the TASMIN studies, and decision-support tools compliant with NICE guidelines, Viso supports improvement of outcomes and increase of efficiency of hypertension management.

Viso communicates patients' home entered data to their HCP and it provides HCPs with patient personalised recommendations within the United Kingdom related to the treatment strategy based on NICE guideline NG136. (Published date: 28 August 2019). According to NICE guideline NG136, the recommendations on measuring blood pressure and diagnosing hypertension in this guideline apply to all adults (over 18 years old), including those with type 2 diabetes.

Intended Users:

1. HCPs

The platform can be adapted to specific disease management protocols depending on the self-monitoring parameters as set per the configuration of the HCPs during or after patient enrolment. The platform will alert HCP's and prompt patients to seek clinical attention when these self-monitored parameters are considered out of limits.

- Provides patient personalised recommendations to HCPs related to the patient's management plan, which are based on the patient entered home data and communicates the HCP's decision to the patient.
- Healthcare professionals can register patients into the Viso HCP Dashboard, but medical practices for medication treatment relating to diagnosis and prescription must be performed by qualified professionals.

2. Patients

The Viso app informs patients of HCP's decision regarding the patient's medication plan. The Viso app communicates patients' home entered data to their HCP.

The Viso app is iOS and Android compatible for patients of HCPs with basic mobile literacy, who can perform basic operation such as set up internet connection, download and sign up for application, text input, etc.

There is no additional facilities requirement to operate this app.

WARNING

Viso is intended for adults only (18 years and over).

Some programmes on Viso are NOT suitable for patients with certain conditions. Clinical judgement applies considering individual risk factors such as:

- Neurological conditions (Parkinson's, Alzheimer's, Dementia etc.),
- Mental illness (Depression, anxiety etc.),
- Pregnancy,
- Learning disability,
- Caring responsibilities, and/or
- Deprivation.

Please check each programme's warnings in the "About Programmes in Viso" section in the information icon next to each programme's name before enrolling a patient into it.

Always consider whether your patient may require further help or guidance on engaging with Viso, and the contraindications and potential ineligibility of enrolling a patient in multiple programmes.

Validated Monitoring Devices

Refer to: https://bihsoc.org/bp-monitors/for-home-use/

Compatible OS and Browser

OMRON multi-disease management platform will work with the following environment:

OS: Windows 10 or later

Browser: Google Chrome version 85 or later / Microsoft Edge version 86 or later

Browser zoom: 100% or 200%

Screen resolution: 1920 x 1080

The OMRON multi-disease management platform may not perform properly in environments other than those listed above. Please make sure to use the supported OS and browser environments.

Installation

You do not need to install any hardware or software to use OMRON multi-disease management platform via web browser.

Start-up procedure

You can start to using OMRON multi-disease management platform by signing in our service platform weblink on browser.

Shutdown procedure

You can shutdown OMRON multi-disease management platform by signing out your account from web browser or closing the web browser.

Important Safety Information

Read the Important Safety Information in this instruction manual before using this application.

Follow this instruction manual thoroughly for your safety.

⚠ WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

- Make sure the patient's information is correctly entered into Viso at all times (manually or by other means). If the information is not correct, this application cannot provide the correct response and/or recommendations.
- When using Viso during patient examination, make sure that the displayed information is the examined patient's information.
- When creating prescriptions in the EMR, make sure to prescribe exactly the same medications that are in the patient's current medications in Viso (down to the dosage and frequency). If you wish to change the medications, first update the patient’s medications in Viso. If the prescription is different, patients may be confused and/or harmed, and the application cannot provide the correct recommendations in the future.
- The treatment recommendations in Viso are suggestions based on NICE guideline NG136, which is expected to take into consideration. You still have the responsibility to exercise your judgement and make final decisions appropriate for each individual patient.
- The doctor has the responsibility to decide on various tests associated with medication. Incorrect prescription will lead to worsening of the patient's condition.
- Please check your patients’ action cards regularly. Inappropriate treatment or advice may lead to worsening of the patient’s condition.
- Do not delete patient's information accidentally. This may lead to lack of improvement or worsening of the patient's condition.
- Set each dashboard user’s authorization properly. Providing inappropriate authorization levels to a user may lead to incorrect decision authorization and/or worsening of the patient’s condition.
- When receiving information from a patient (e.g. questionnaire responses from a patient, the information may be incomplete. Please contact the patient directly before making decisions for their treatment. Failure to understand the actual situation may lead to worsening of the patient’s condition.

Initial Settings

Registering Your Practice for Viso

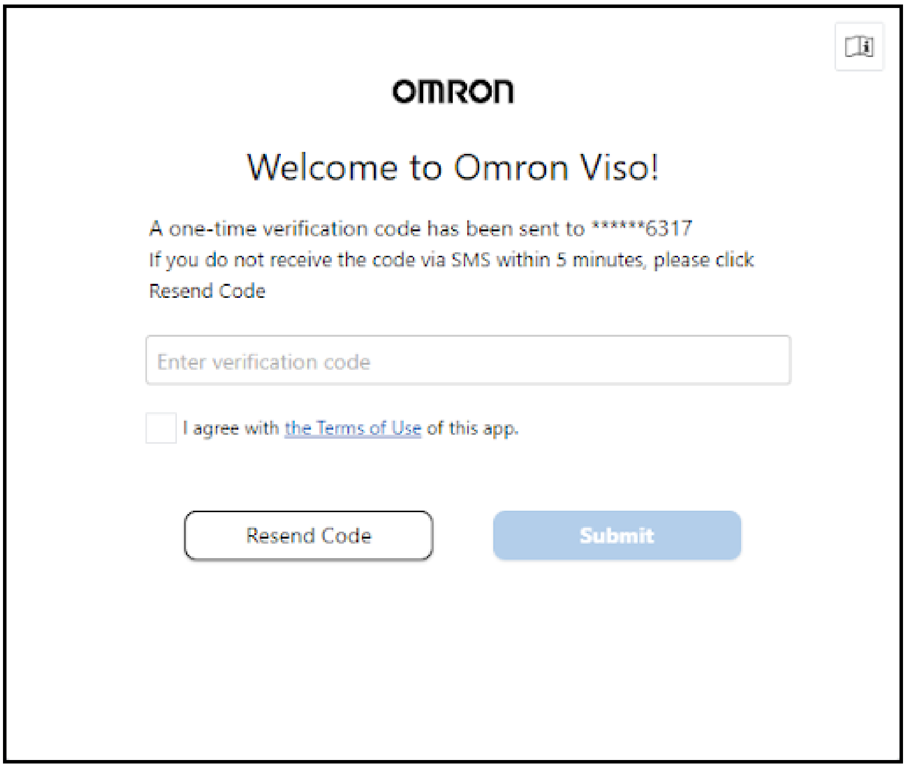
User registration to Viso requires 2-factor verification (email address and phone number).

1 Follow the link in the welcome email.

- During registration of a medical facility, OMRON will record the email address and mobile telephone number of an administrator (admin) user. Subsequent user accounts can be created by the admin user (see "Add Users [▸ 9]"). OMRON will send a welcome email, including a registration link, to newly registered users. To complete account verification follow the link in the welcome email.

2 Enter the verification code.

- Clicking the URL in the welcome email triggers a verification code to be sent by SMS to the mobile phone number recorded during initial registration. When prompted, enter the verification code into the box on the welcome screen.

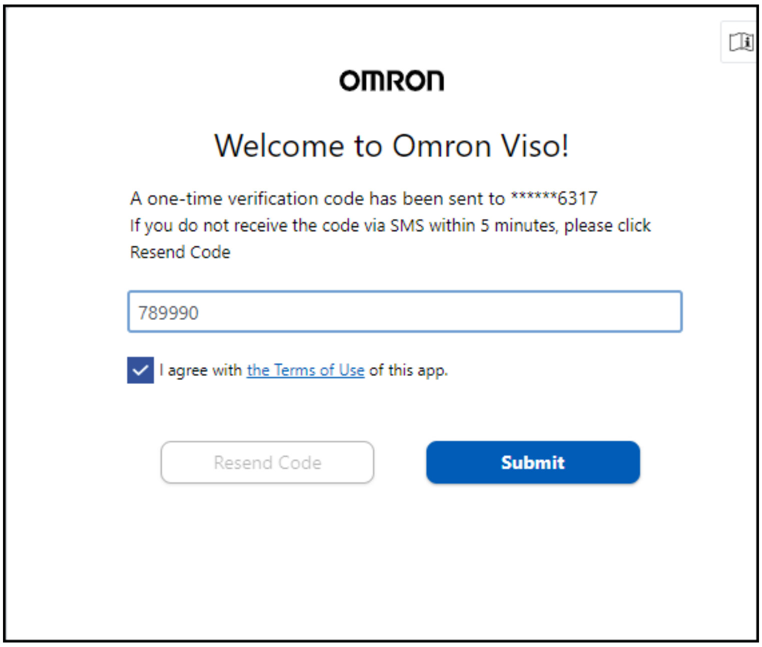


Note

- If you did not receive a verification code by SMS, click [Resend Code]. If, after 5 minutes, you still have not received a verification code please contact OMRON Customer Service.

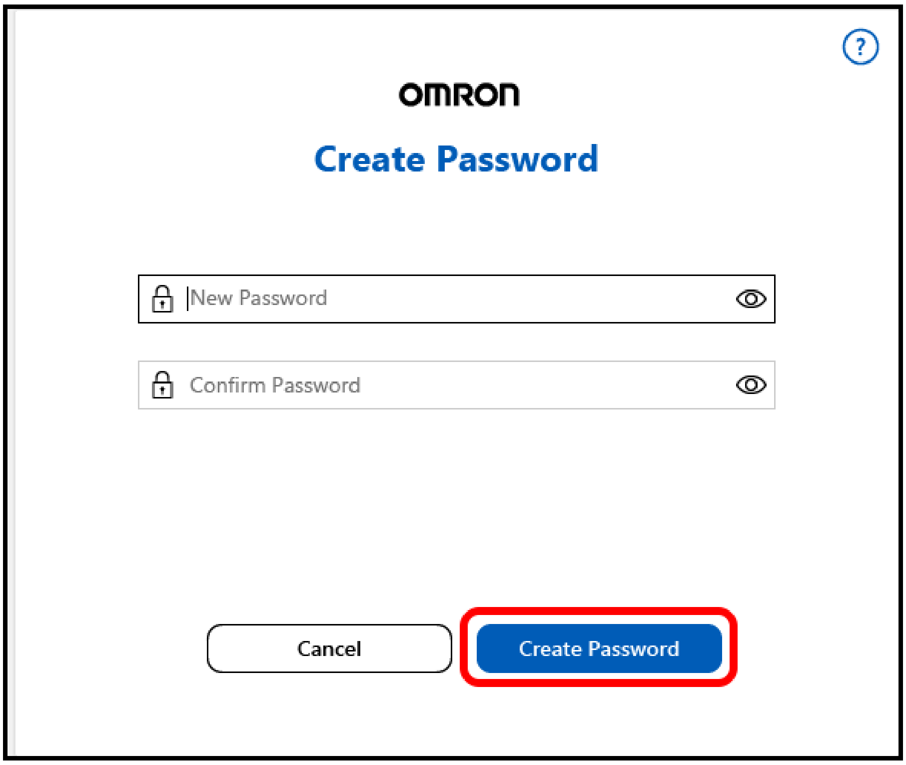
3 Review OMRON's terms of service.

- In order for OMRON to be able to provide the best user experience, use of Viso is subject to OMRON's terms of service. To use Viso you must sign your agreement to the terms of service. When you have signed, click [Submit] to continue.



4 Create your password.

- When you have entered your password, enter again to confirm and click [Create Password] to continue.



Note

- You must create a strong password with a mixture of letters, numbers and characters.

5 Sign in to Viso.

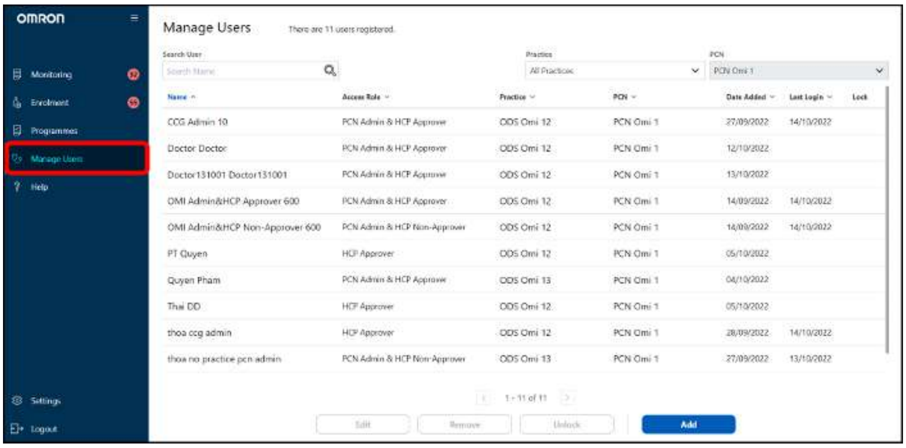
- Congratulations, you have now verified your Viso account.
  To log in to the Viso platform, enter your email address and password, and click [Sign in].

Add Users

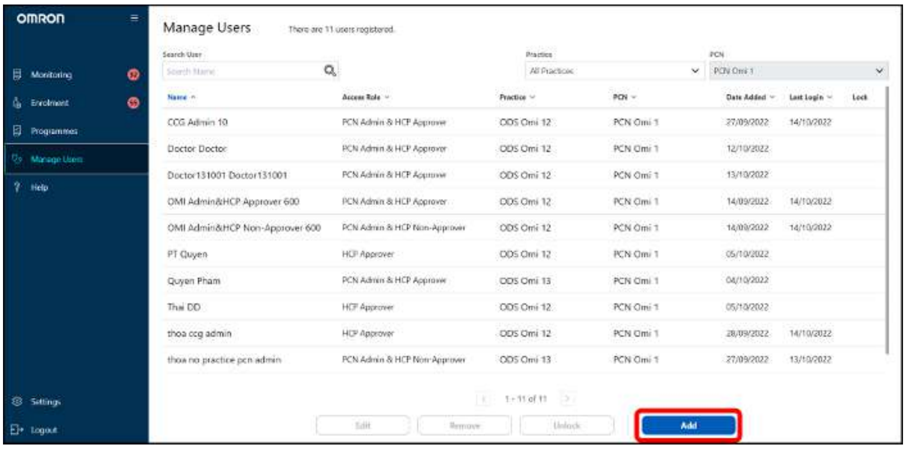
1 <Admin> Log in to Viso as an administrator.

> **Note**
> - Only administrators can register additional users.

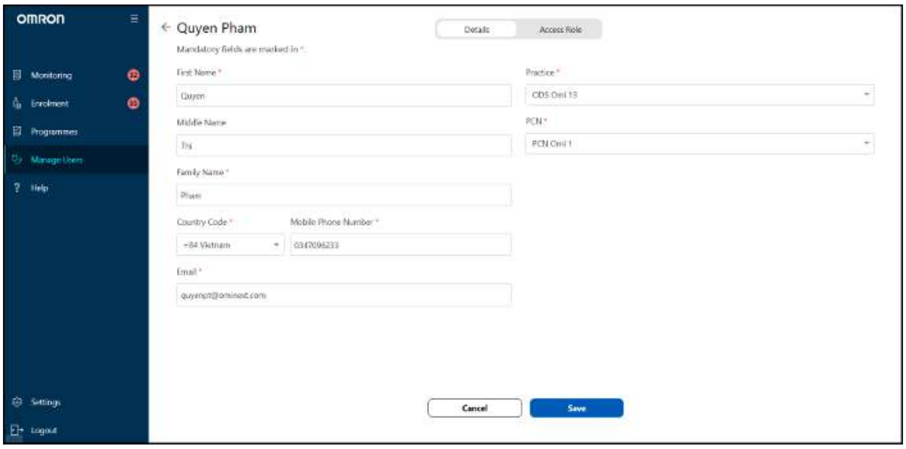
2 <Admin> Click [Manage Users].

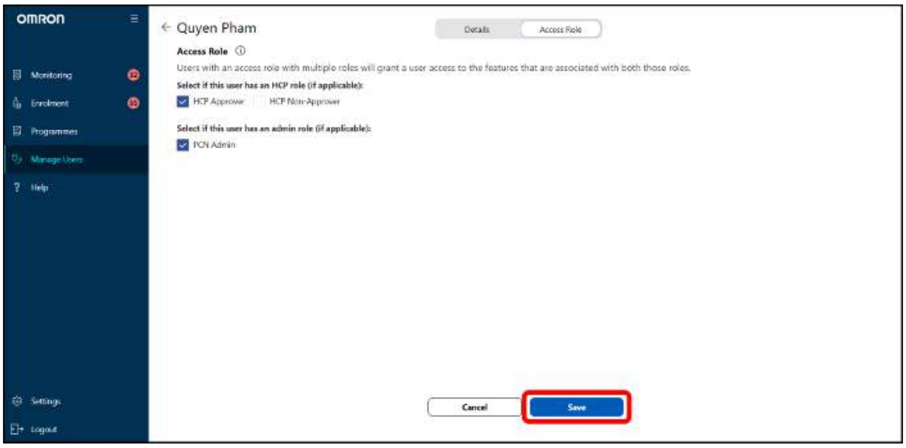


3 <Admin> Click [Add].



4 <Admin> Fill in the required information in all tabs and click [Save].





Note

- User permissions are defined by access role. Therefore it's important to set the appropriate access role when registering new users. Access roles can be modified after initial registration in the "Manage Users" page.
  Access Roles:
  - HCP Approver: Can execute all activities in Viso, including registration of patients and approval of patient treatment plans, medication changes etc.
  - HCP Non-Approver: Can register patients, review and submit treatment plans and medication changes for approval. Changes that impact patient care will be routed to an HCP Approver for approval before being sent to the patient.
  - PCN Admin: Can add/edit/delete HCP dashboard users at a PCN level. Cannot view or edit patient data*.
  - CCG Admin: Can add/edit/delete HCP dashboard users at a CCG level. Cannot view or edit patient data*.
    *A user who has both an HCP role and Admin role will be able to view and edit patient data.
- If "HCP Approver" or "HCP Non-Approver" is selected, "EDIT HEALTHCARE PROFESSIONAL USER" screen appears. At the initial setting, ignore this and click [Save].
- For more information about this screen, refer to "Edit Users [▸ 49]".

5 <New user> Verify new user's account.

- Refer to "Registering Your Practice for Viso [▸ 7]" for detailed steps.

Patient Enrolment

Enrol a Patient

Patient enrolment involves entering patient demographics and assigning the appropriate programmes to a patient.

Depending on the programme(s) selected, entering medical information and/or personalising the monitoring or treatment plans may be required.

When patient enrolment is completed, an invitation email will be sent to the patient to download and log in to their Viso app.

There are 2 ways to enrol a patient on Viso.

1. Send the sign-up link to your patient
2. Enrol directly in Viso

Send the sign-up link to your patient

When your Viso account was created, you would have received a welcome email containing your “Personal Unique Patient Registration Link” (valid for HCP Approvers only). Send this link to the patient(s) you want to enrol. Once they complete the sign-up form, they will be added into the Incomplete Enrolment list with the status “Waiting for programme assignment”. See Complete Enrolment [▸ 14] for the next steps to take.

Note

- Please use your link only if you are an HCP Approver.
- For HCP Non-approvers, you may send the link of the HCP Approver in your practice to the patient to be enrolled.
- If a patient signs up using a link of an HCP Non-approver, they can complete the process, but their registration will fail.

Enrol directly in Viso

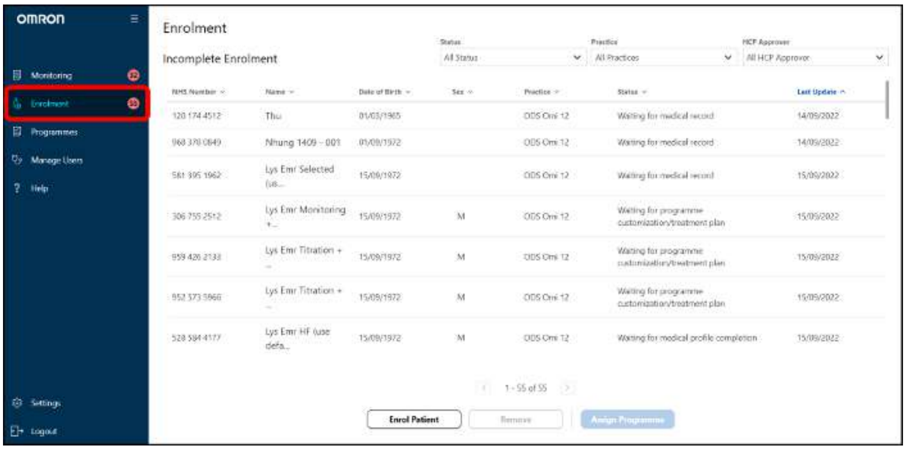
You can enrol one patient at a time using following the steps below.

Note

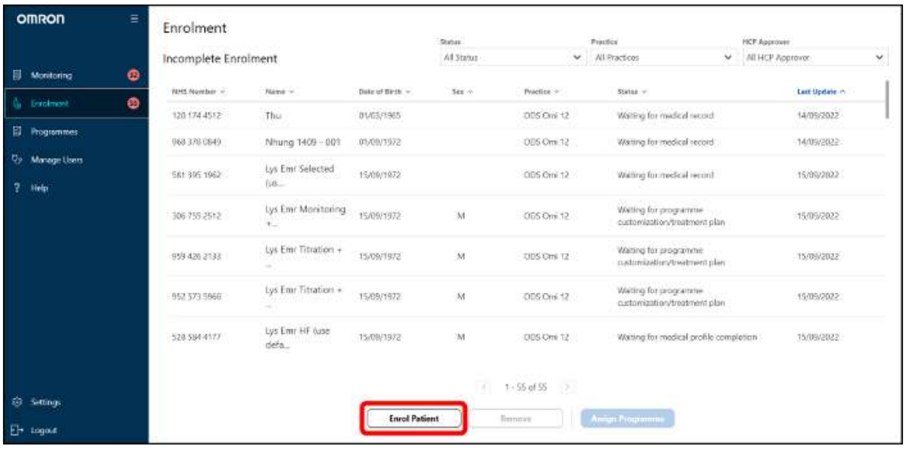
- Please obtain patient approval before adding their information into Viso.

1 Log in to Viso as an HCP Approver or HCP Non-Approver.

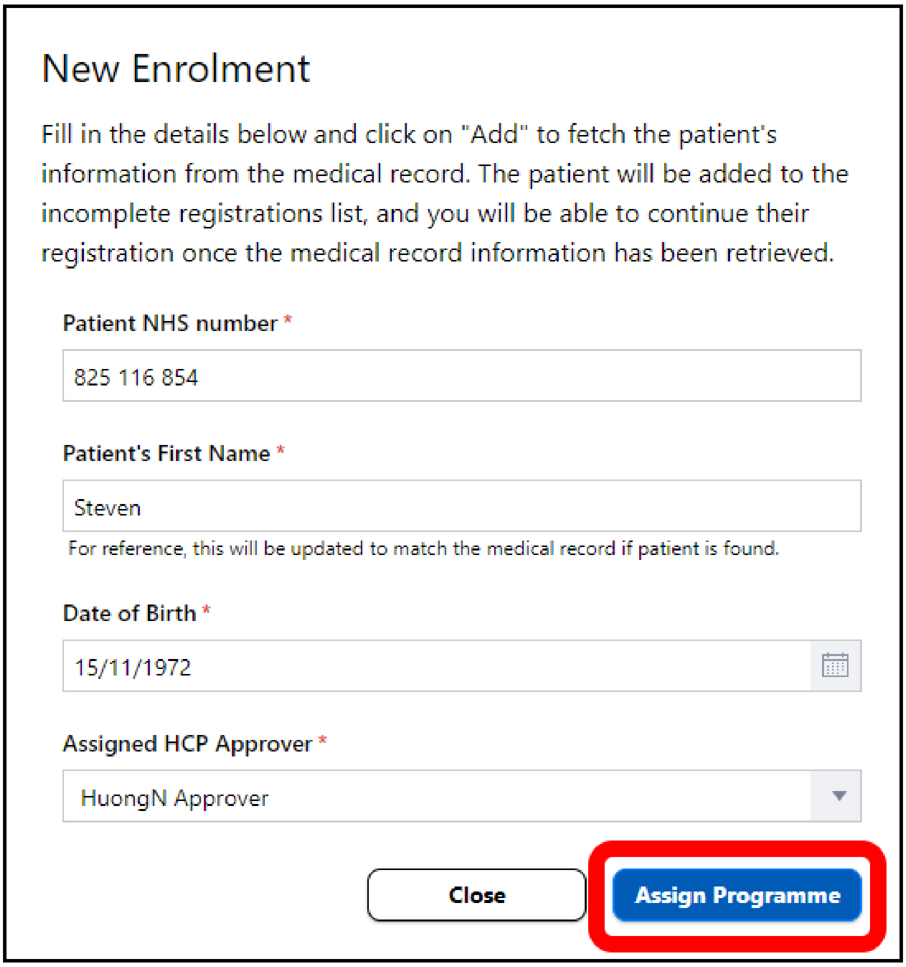
2 Click [Enrolment].



3 Click [Enrol Patient].



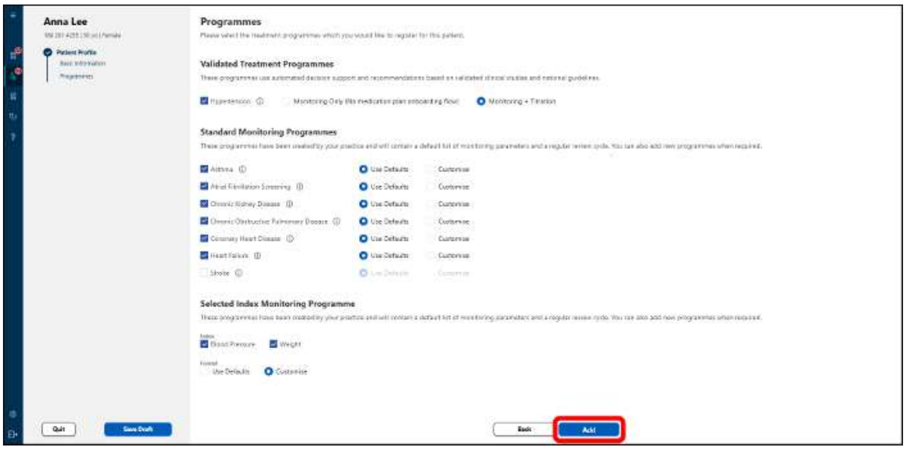
4 Fill in the form and click [Assign Programme].



Note

- The Patient Name entered in this dialogue is for reference the during registration process only and will be replaced with the patient's full name as registered in the medical record, after information retrieval from the medical record is complete.

5 Select one or more programmes and click [Add].



- For more information on available programmes and options on this page, see Managing Programmes [▸ 42].

⚠ WARNING

- Check the warnings for each programme in the information button ⓘ next to the programme name.

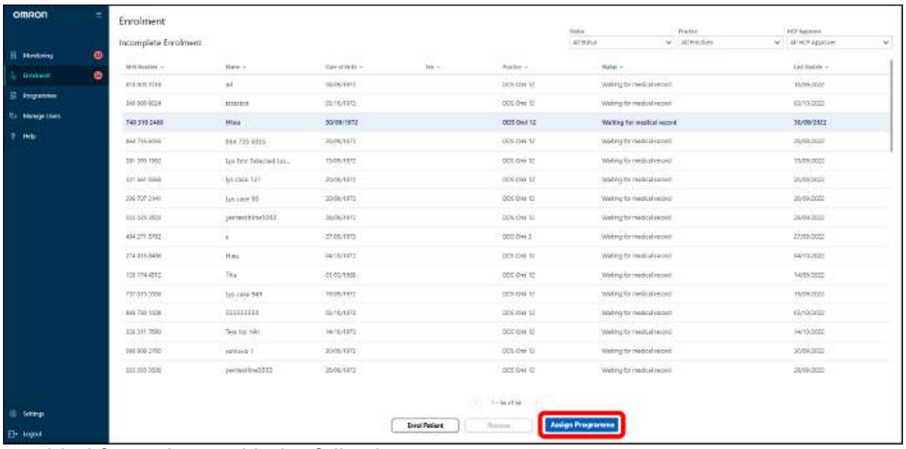
Note

- After adding the patient, the patient will be added to the "Incomplete Enrolment" list with the status "Waiting for medical record". Your patient will receive a request to enter the programme with NHS login. NHS login is a single secure login that enables your patient to swiftly access multiple health and social care apps and websites wherever there is the NHS login button.
- After your patients confirmation, the programme will have safe access to the information in the Medical Record.
- Programmes can still be added, edited, or removed at the next step when completing enrolment, or even after the patient is enrolled.
- Certain programmes are incompatible with each other due to medical complexity. You will be informed by Viso of this and you need to remove incompatible programmes to proceed.
- Note that a patient may be deemed ineligible for a programme initially selected here, after verification of the patient's information. In this case, you may be asked to reselect a patient's programme(s) when completing enrolment.

Complete Enrolment

After a patient has been added to the incomplete enrolment list, complete their enrolment following the steps below.

1 Select a patient from the list and click [Assign Programme].



The button is only enabled for patients with the following statuses:

Status	Description
Basic information review required	Rectify or complete the patient’s information to complete their enrolment.
Waiting for programme assignment	Assign programme(s) to the patient to complete their enrolment.
Waiting for medical profile completion	Enter the required medical information for the patient to complete their enrolment.
Waiting for programme customisation/ treatment plan	Fill in the customisations and/or titration plan for the programme(s) selected for the patient to complete their enrolment.

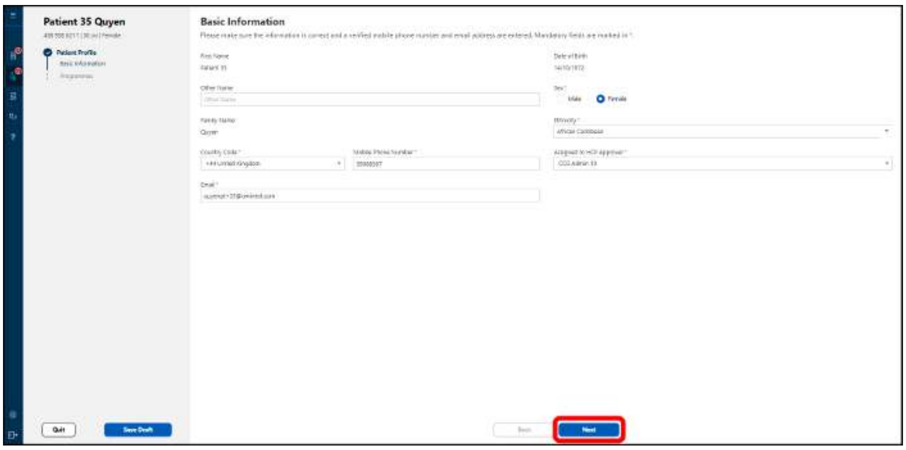
Pending approval	The enrolment has been completed by a HCP Non-approver and needs to be approved by a HCP Approver.

- If the patient's information is complete and they do not require a medication plan, their enrolment will be automatically completed after the medical record synchronisation. The patient will move from the "Incomplete Enrolment" list to the "Monitoring" list automatically.

Note

- It may take some time for medical record synchronisation and for patients to be updated from "Waiting for medical record".
- Refresh the page to update the incomplete enrolments to the latest statuses.
- The following are error statuses:
  - "NHS number not found in medical record" or "Error in retrieving medical record": the NHS number was entered incorrectly during registration, or a system error has occurred. Please remove the patient from the list and start a new enrolment for the patient.
  - "NHS No. and DoB entered did not match": NHS No. and DoB entered when enrolling the patient directly on Viso did not match. Please remove the patient from the list and start a new enrolment for the patient.
  - "NHS login DoB does not match with medical record": The DoB registered in a patient’s NHS account and the DoB registered in the medical record does not match. Contact the patient to correct their DoB in their NHS account or correct the DoB on the medical record, remove the patient, then start a new enrolment for the patient.
- This list is sorted by the "last update" date by default. Click on a column header to sort the list by that column instead.
- The list can be filtered using the drop-down menus on the page.

2 Complete the required fields and click [Next].

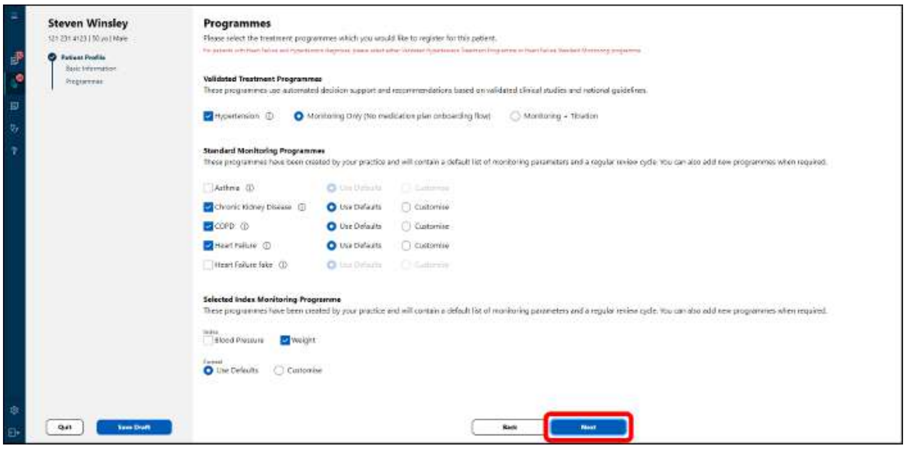


- **CONFIRM the information is inputted correctly. Incorrect input may lead to inappropriate treatment.**

Note

- Only information required to create personalized treatment plan recommendations is requested by Viso.
- Mandatory fields are marked with a red asterisk (*). It is not possible to proceed with registration if these fields are left blank.

3 Confirm the programme is selected correctly and click [Next].



- Enrolment is complete after this step if the patient is only enrolled for "Validated Treatment Programmes (Monitoring-only)", "Standard Monitoring Programme (Use Defaults)" and/or "Selected Index Monitoring Programme (Use Defaults)". Otherwise, proceed to the possible next steps listed below.

Steps for Creating a Titration Programme [▸ 16]

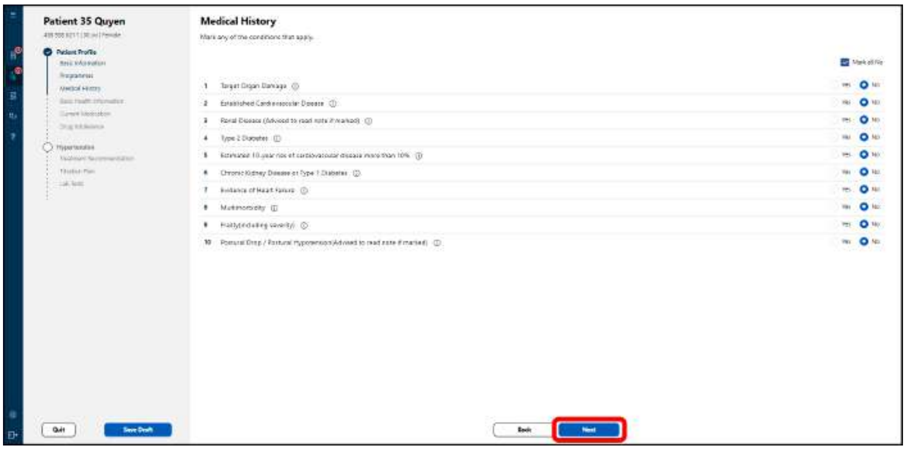
Steps for Customising Monitoring Programmes [▸ 20]

Steps for Creating a Titration Programme

The steps below is applicable only when "Monitoring+Titration" is selected for "Validated Treatment Programmes".

1 Enter the medical history.

- Viso uses the medical history information of a patient to recommend the medication titration plan, if it can be recommended, based on validated national patient management protocols. The recommended plan varies depending on the medical history and current comorbidities of the patient.
- In certain cases, Viso cannot automatically recommend a treatment plan due to the complex management pathways for the patient. Viso can still be used to manage these patients remotely, however treatment plans must be inputted manually by the clinician (see "More About Creating Titration Plan [▸ 23]").
- Mark any applicable conditions by selecting "Yes" in the radio button next to that condition. When completed, click [Next].



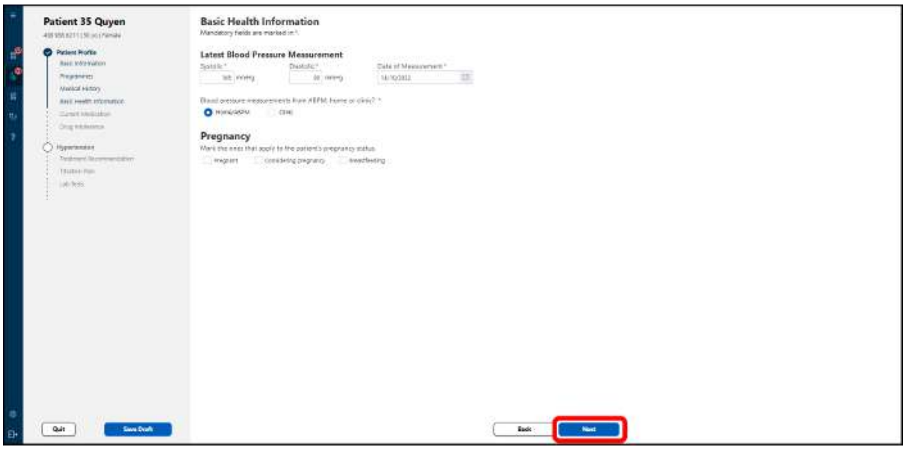
- **CONFIRM the information is inputted correctly. Incorrect input may lead to inappropriate treatment.**

Note

- Click ⓘ next to the condition to view a more specific definition of the condition.

2 Enter the basic health information.

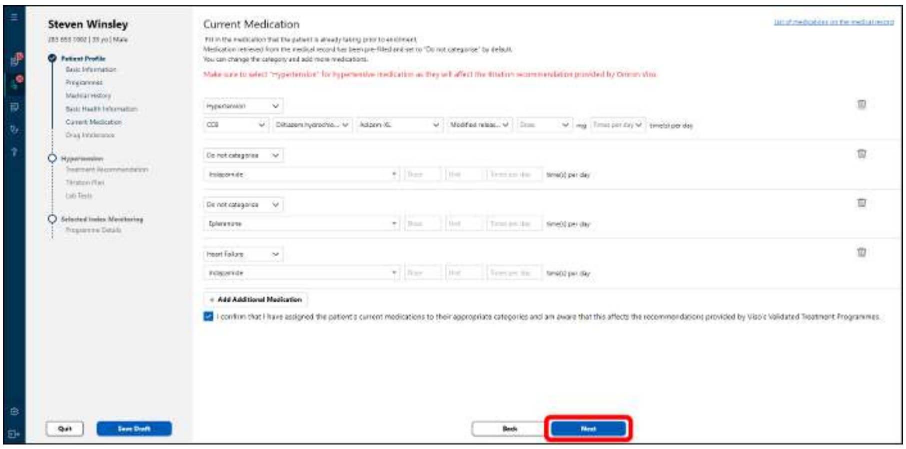
- In certain cases, Viso may require additional health information to generate a recommendation plan. For example, Viso uses the NICE recommendations for treatment of hypertension which varies depending on the blood pressure level. If a patient is not currently under hypertensive treatment, their latest blood pressure will be used to in determining the recommendation.
- Enter the information into the designated fields and click [Next].



- **CONFIRM the information is inputted correctly. Incorrect input may lead to inappropriate treatment.**

3 Enter the current medications (if applicable).

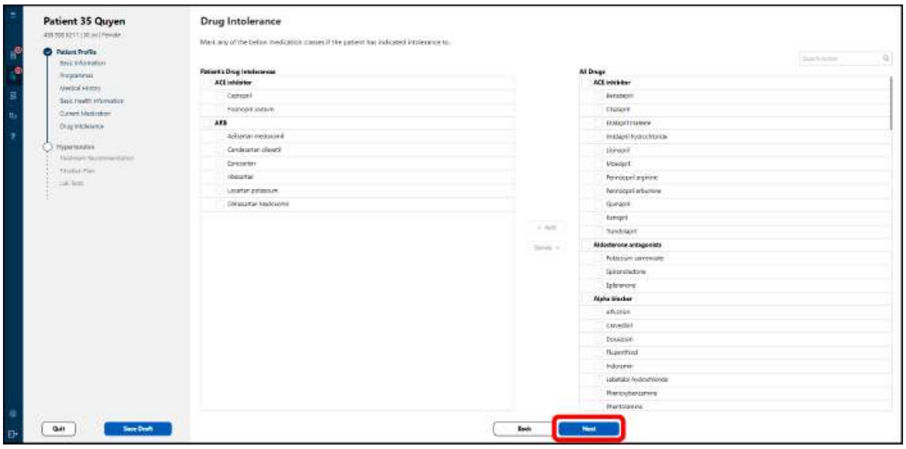
- When enrolling patients that are already under treatment, Viso takes into account their current medication in order to generate a treatment plan recommendation. The new treatment plan will automatically start from the next titration step.
- Leave this section blank if patient is not currently on any medication. To add more medications simply click [Add Additional Medication]. Confirmation screen will displayed when clicking [Next]. Click [Next] again to continue.



- **CONFIRM the information is inputted correctly. Incorrect input may lead to inappropriate treatment.**

4 Enter the drug intolerance.

- Viso takes into account any known medication intolerances when creating treatment plan recommendations. Intolerances can be identified at 'class' level (for example ACE inhibitor or CCB) or at drug active level (e.g. captopril, ramipril). When the checkbox is marked, Viso will exclude the class or active from the medication plan recommendation.



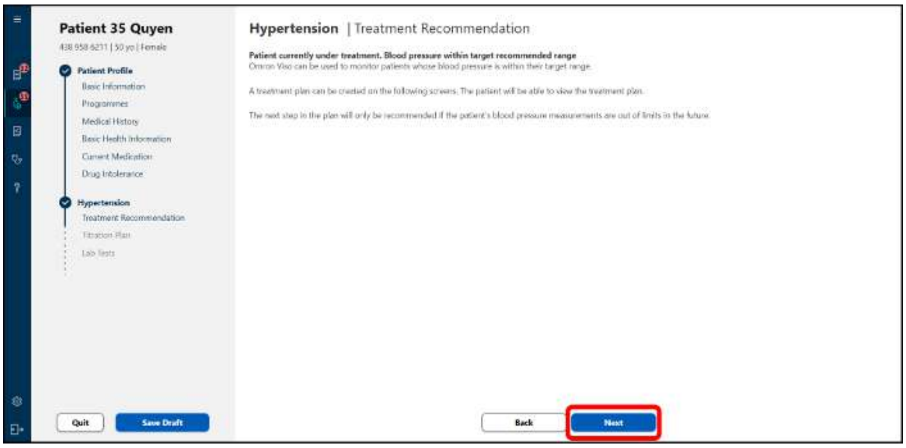
- **CONFIRM the information is inputted correctly. Incorrect input may lead to inappropriate treatment.**

Note

- When reviewing a medication plan, always confirm that the plan is suitable for patients based on their known medication intolerances.
- The medication intolerance list for registered patients can always be accessed and edited from the patient settings screen in the dashboard (see "Edit Patient Information [▸ 34]" page).

5 Review the treatment recommendation.

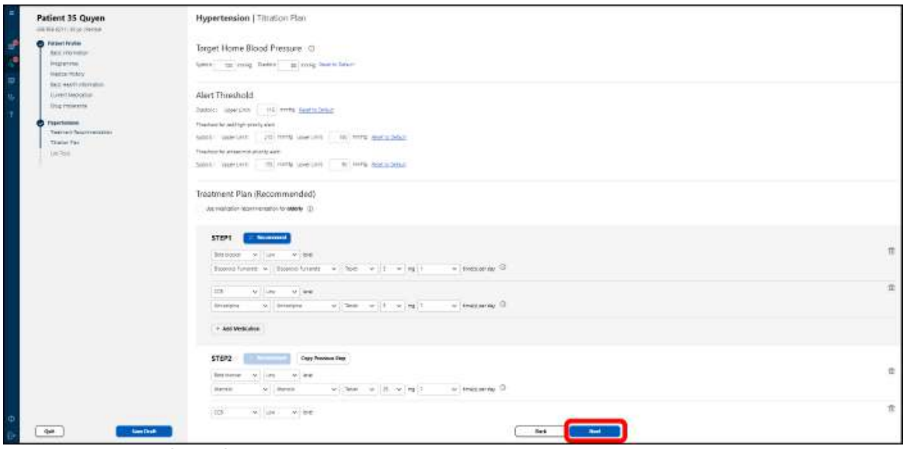
- Viso will display a treatment recommendation based on validated national patient management protocols using the patient data added during registration.
- The recommendation will also indicate whether Viso can automatically generate a treatment plan based on the patient profile. Treatment plans can be created and edited in the following screens.
- Click [Next] to create, edit and review the plan.



> **Note**
>
> - There are some cases that the Viso cannot generate treatment recommendation. Read the explanation on the screen for details. If such a case occurs, you need to create a custom treatment plan.
> - For the hypertension programme, the recommendation displayed in Viso exactly reflects the wording used by NICE. For explanation on the meaning of the recommendation please refer to the NICE Guideline Hypertension in Adults: Diagnosis and Management (NG136).
> - Click ⓘ to see the rationale for the treatment recommendation.

6 Create the titration plan.

- A target value for the indices monitored with the Validated Treatment Programme may be recommended by Viso on this page. For example, Viso generates a target blood pressure recommendation based on NICE guidelines for Hypertension programme patients. The target can be edited.
- You can also set the Alert Threshold for the indices monitored for the programme on this page. Different Alert Thresholds can set for each patient. You will receive an alert email and an alert on the dashboard when the patient’s indices exceed the threshold.
- Viso generates recommended treatment plans for the majority of patients based on their profile and medical history. When Viso cannot generate a recommended plan a custom medication plan can be created.
- Viso uses a 3-step medication plan as the basis for remote management and titration of patients.
- Click [Next] to go to confirmation screen. After confirmation, click [Next] again.



A medication plan step consists of the following elements:

Class	The type of medication that will be prescribed, for example Calcium Channel Blocker, ACE Inhibitor, ARB, Beta-Blocker etc.
Medication Level	Titration plans are created based on incremental increases in medication within each NICE treatment guidelines step. For the majority of medications there are 4 steps within a medication class: Low, Medium, High and Maximum, defined based on the British National Formulary dosage guidance. Certain medications (For example Amlodipine) have a lower number of standard steps.
Active	The active ingredient of the medication.
Brand	Either branded or generic medication can be selected.
Form	Tablet, Capsule etc.
Dose	Dose per sitting of that active (for example if a patient is taking 5 mg Amlodipine 2 times per day, the dose would be 5mg). Note: "Medication Level" is linked to an active’s total daily dosage which is the Dose multiplied by Times per day. Selecting the level of medication will automatically return the corresponding Dose per sitting and Times per day. Other available doses can be selected via the drop-down list.

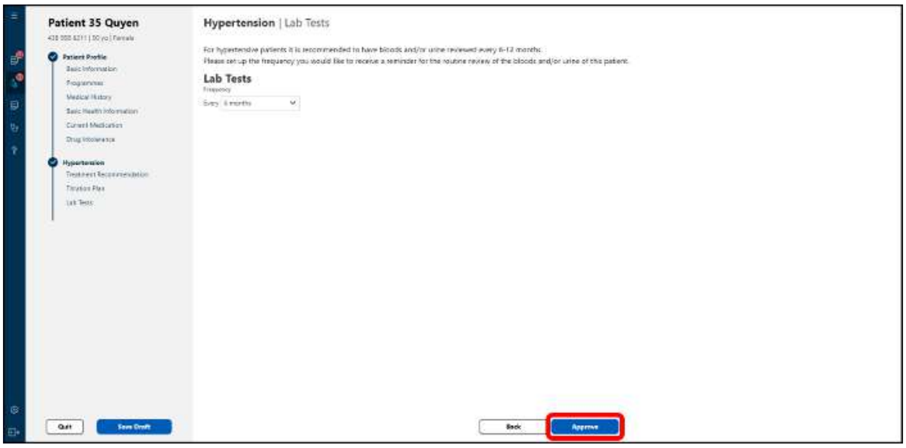
Times per day	The number of times per day that patient should take the medication. In the example of Amlodipine above, this would be "2".

Note

- Hypertension Programme treatment plan recommendations are based on the NICE Guideline, Hypertension in Adults: Diagnosis and Management (NG136), dosage levels and frequency are derived from guidance in the British National Formulary.
- If Viso has been linked to the EMR, the medication information configured in this section will be recorded in the EMR.
- You can always select a dosage of an adult or an elderly from the drop down list. By checking "Use dosage recommendation for Elderly", the recommended dosage will be decreased (the flag will be displayed when you select the recommended dosage for elderly).
- You can add up to 10 medications within a single step.
- For more information on the treatment plan interface, see "More About Creating Titration Plan [▸ 23]".

7 Set the frequency of the lab tests.

- For certain programmes, Viso shows the recommended period for the patient to undergo their bloods and/or urine review on this page. You can edit the frequency of receiving a reminder for the routine review of the bloods and/or urine of the patient.
- Click [Approve] to finish the enrolment.



Note

- If the patient is to be enrolled to another programme, Viso will move to the enrolment screens of the next programmes. If not, the enrolment is complete.

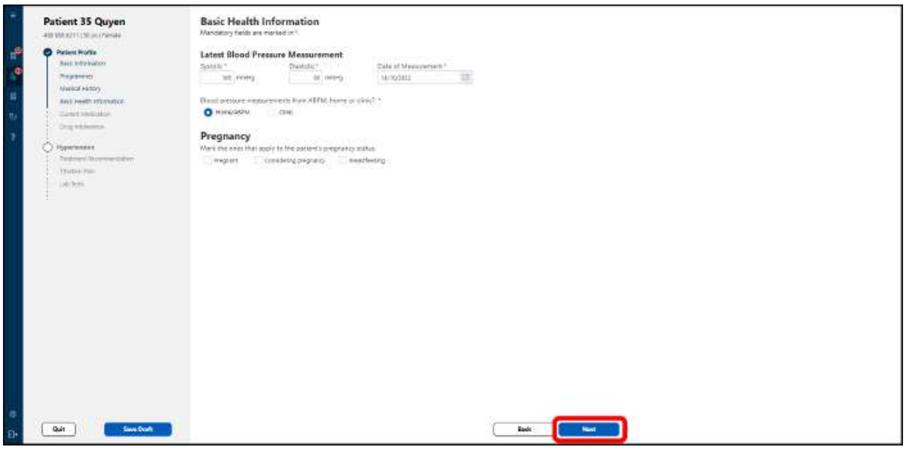
Steps for Customising Monitoring Programmes

The steps below is applicable only when "Customise" is selected for "Standard Monitoring Programme" and/or "Selected Index Monitoring Programme".

1 Enter the basic health information.

- In certain cases, Viso may require additional health information to generate a recommendation plan. For example, Viso uses the NICE recommendations for treatment of hypertension which varies depending on the blood pressure level. If a patient is not currently under hypertensive treatment, their latest blood pressure will be used to in determining the recommendation.

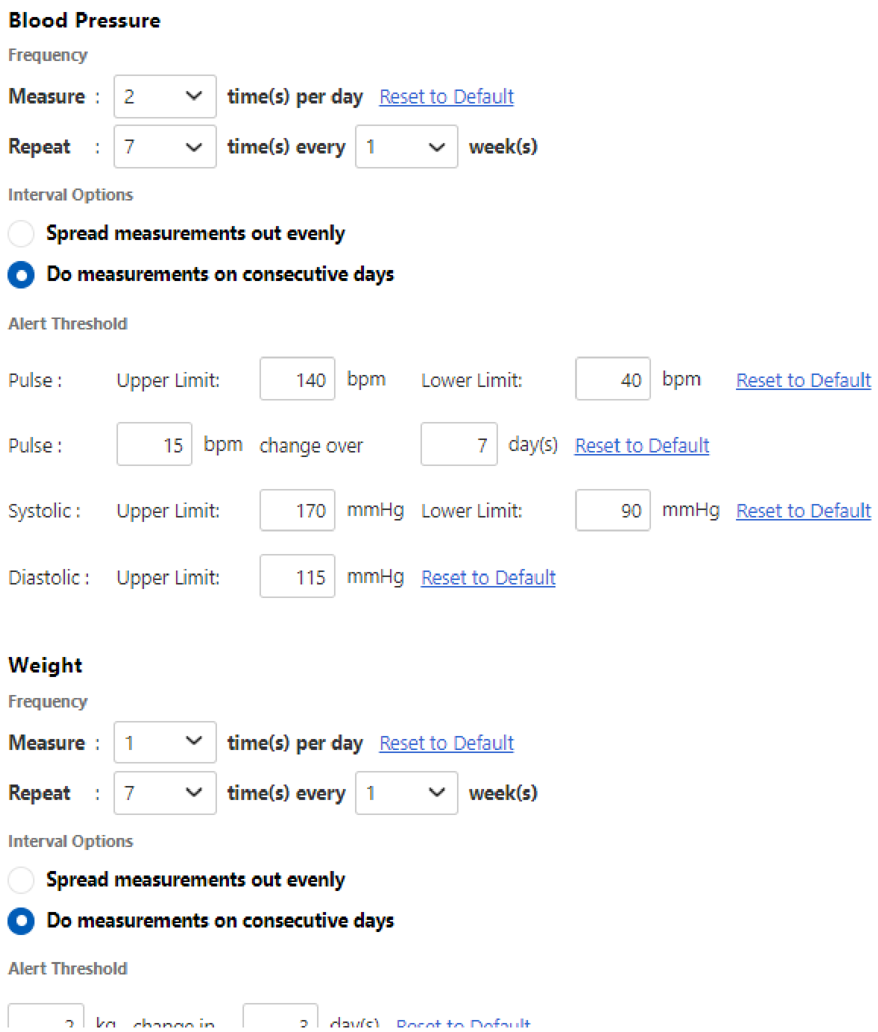
- Enter the information into the designated fields and click [Next].



- **CONFIRM the information is inputted correctly. Incorrect input may lead to inappropriate treatment.**

> **Note**
> - This screen is only displayed when "Yes" is selected for "Is the patient currently on hypertensive medication?" in "Basic Health Information" page.

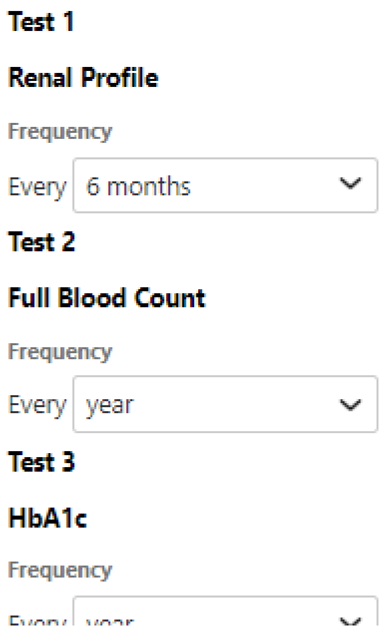
2 Customise the Monitoring section.



- In this section, adjust what is being monitored for the patient and how often you want the patient to submit their measurements. For each index:
  - Set the frequency of measurement and times of measurement per session (e.g. 2 sessions per day, 2 readings per session). The time of the session can be set by the patient on their app.
  - Set an alert threshold. You will receive an alert email and an alert on the dashboard when the alert threshold is exceeded.
  - The numerical values can be changed, but the format is fixed by the system for each index.
  - For the "Selected Index Monitoring Programme", edit the indices being monitored using the [Manage Index] button.

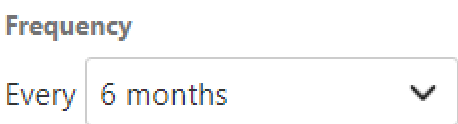
> **Note**
>
> - [Reset to default] resets all values for that setting to the practice defaults. If your practice did not set up default values, the Viso default is used.
> - There can only be one alert threshold for each index. If an index is used by multiple programmes, the alert threshold set here will be used across all programmes.

3 Customise the Lab Tests section.



- For "Standard Monitoring Programmes", set routine bloods and/or urine review reminders.
  - The recommended tests for each programme of the patient will be listed in this section.
  - It is mandatory to set reminders for all the recommended tests, but you can always apply clinical judgement on the frequency and necessity of the tests on top of this reminder.

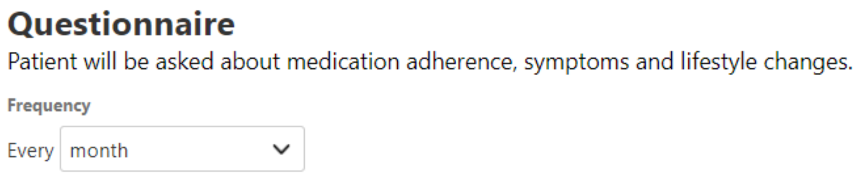
4 Customise the Review Cycle section.



- The review cycle refers to the frequency you would like to review the condition of the patient that she/he is enrolled for.
  - Before each review, the patient will be asked to answer a set of questions to facilitate the review, which you can check on the "Assessment" section [▸ 36] on the dashboard.
  - A default is set based on clinically reviewed patient self-monitoring protocols. For example, it is

recommended to review patients on the Heart Failure programme at least once every 6 months.
- You can reschedule the review to be earlier or later than usual on the dashboard later (see "Review" section [▸ 36] on the dashboard)

5 Customise the Questionnaire section.



- For "Standard Monitoring Programmes", a questionnaire is regularly sent out (usually more frequently than the review questionnaire) to the patient to monitor their condition between reviews. It contains, for example, questions on their medication adherence, symptoms, lifestyle changes, and mental health.
  - Set the frequency of sending the questionnaire to the patient.
  - Each programme has its own appropriate questionnaire, created based on based on clinically reviewed patient self-monitoring protocols.
  - You may receive alerts if a deterioration in the patient is detected from their questionnaire responses.

6 Click [Next] to finish the enrolment.

Note

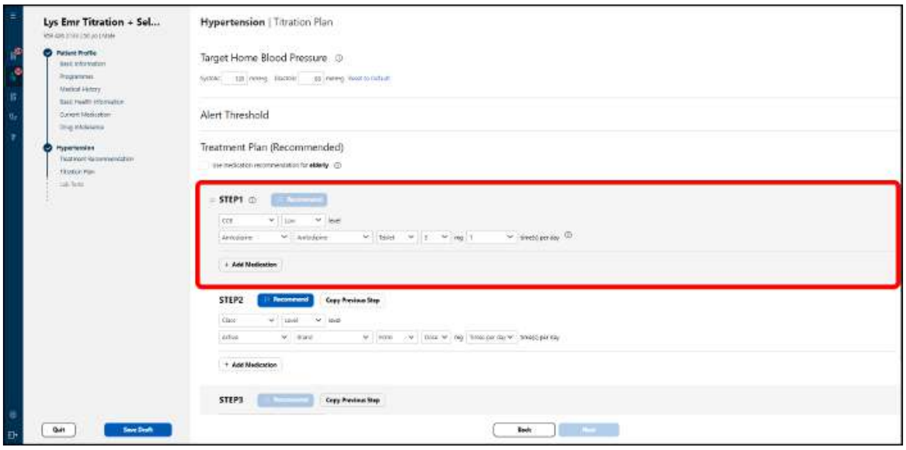
- All programme settings are populated by certain values by default. Defaults can be set on a PRACTICE level using the Editing Programme Defaults menu. If your practice did not set up default values, the Viso default is used.

More About Creating Titration Plan

Completing a recommended titration plan

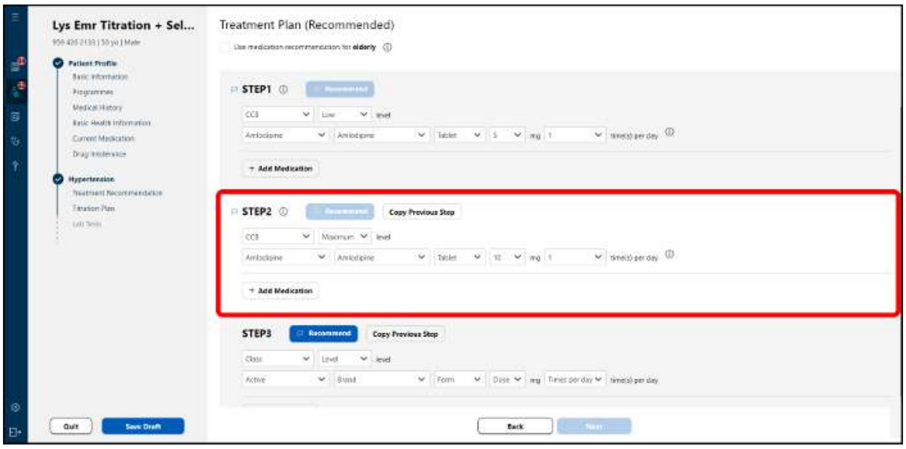
When a medication step has been recommended by Viso, a "flag" symbol will be displayed next to the first step in the plan and the Class and Level of medication fields will be completed.

If a local CCG formulary has been provided to OMRON, the Active, Brand, Form and Dosage fields will be completed based on the CCG preferred medication for the recommended Class. If no formulary has been provided, the user can complete the field by selecting values from the drop-down lists.

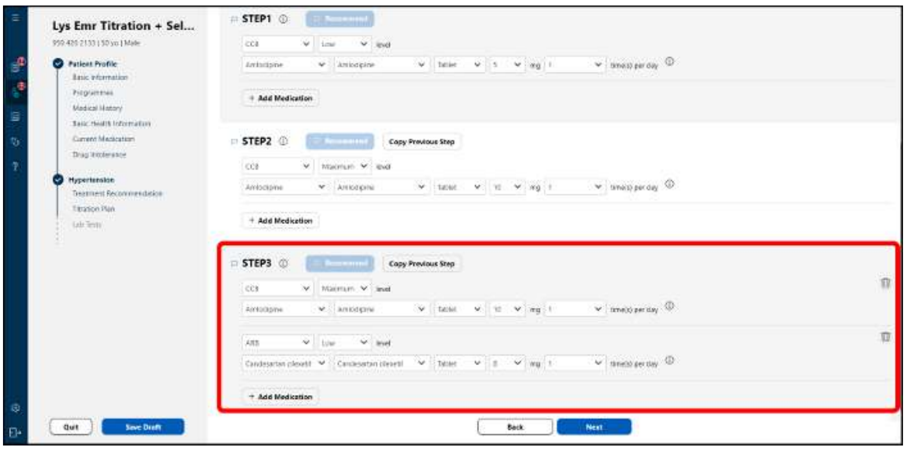


Use the following procedure to complete a medication plan with automatic recommendation:

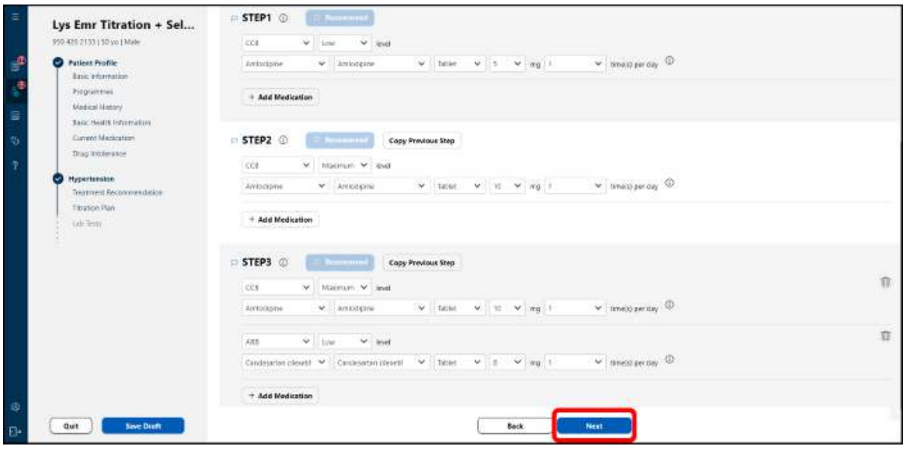
1 After reviewing the first step of the plan, click the [Recommend] button next to Step 2 in the plan. This will generate the next-step recommendation. A "flag" symbol will be displayed next to Step 2 and the fields completed as described in 1.



2 After reviewing the second step of the plan, click the [Recommend] button next to Step 3 in the plan. This will generate the next-step recommendation. A "flag" symbol will be displayed next to Step 3 and the fields completed as described in 1.



3 After completing the plan, click [Next] to go to the confirmation screen. After confirmation, click [Next] again.



Editing a recommended plan

All fields in a recommended plan can be edited. Changes can be made directly in the target field. When a field is edited the "flag" symbol next to the step will disappear.

To add an additional medication to a planned step, click [Add Medicine]. A new line is added to the plan and the fields can be completed with the medication information.

To copy the medications from a previous step into the current step you are editing, click [Copy previous step] beside the current step number. This will overwrite all existing input in the current step. The current step will no longer be a recommended step.

Once a step has been edited, the user can either continue to edit the next step manually, or click [Recommend]. Viso will use the manually edited step as the starting point to make the next step recommendation.

After completing the plan, click [Next]. When [Approve] is clicked in the next screen, a comment box will appear to record the reason for deviation vs recommendation.

Note

- To remove a medication click the "x" symbol on the medication line. If there is only 1 medication in a step this cannot be removed.
- The "flag" (recommended plan) is for support planning the medication plan based on NICE guideline. The final decision of medication must be done by a healthcare professional.

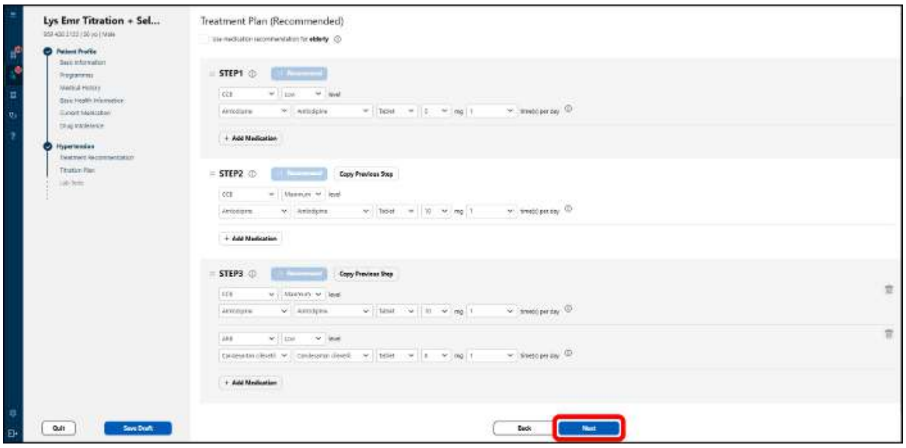
Example:

Dr. Smith is creating a medication plan for Mrs. Brown. Viso has automatically recommended a 3-step plan:

Step 1: Amlodipine Low

Step 2: Amlodipine High

Step 3: Amlodipine Plus Lisinopril



Creating a Custom Plan

When Viso cannot generate a recommended plan a custom medication plan can be created. To create a custom plan, complete the class, active, brand, form and dosage fields by selecting from the drop-down lists.

To add a medication within an existing step, click [Add Medication] and complete the required fields.

To copy the medications from a previous step into the current step you are editing, click [Copy previous step] beside the current step number. This will overwrite all existing input in the current step.

When the 3-step plan is completed, click [Next] to continue to the confirmation screen.

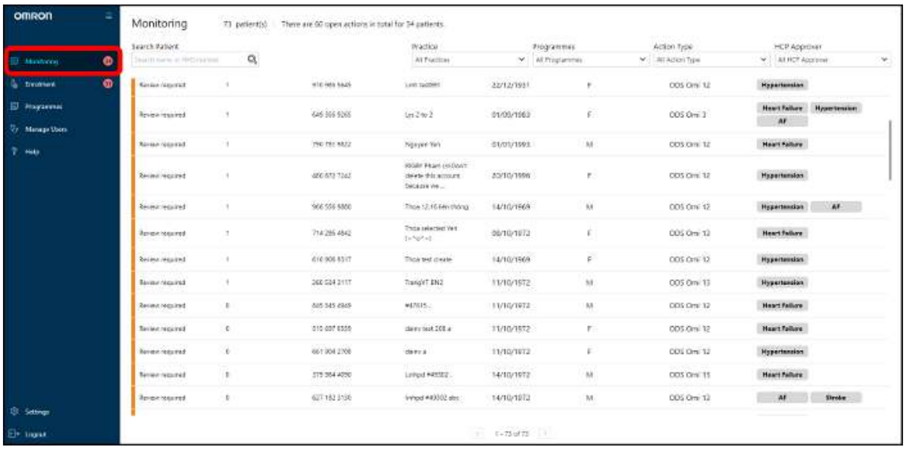
Note

- Click ⓘ next to a medication line to view medication indications from the British National Formulary.

Daily Use

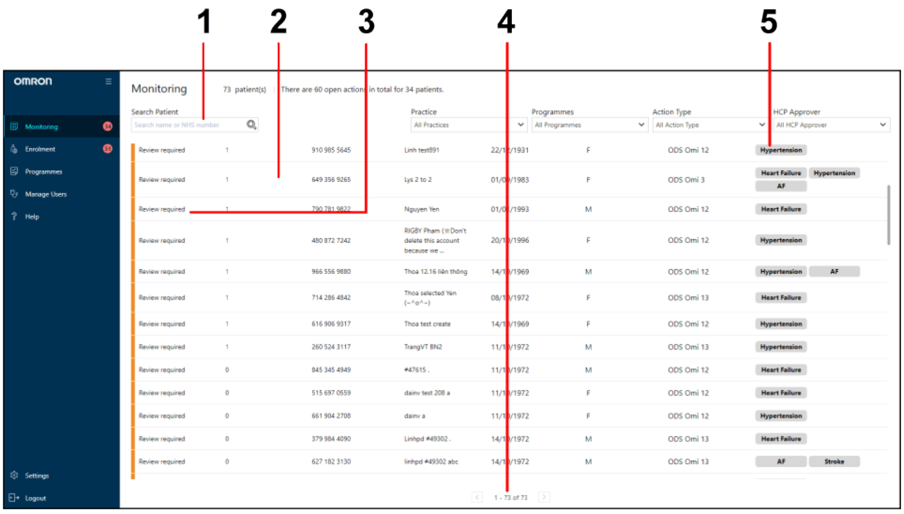
Monitoring the Viso Dashboard

Click [Monitoring] to view the Viso Dashboard.



Key components of the Viso Dashboard

The Viso dashboard displays an overview of the patient population under management by the user.



1. Search Box
   The search box can be used to search for patients by name or NHS number.
2. Patient List
   Users can view all patients assigned to them and patients that they have right to view.
3. Priority
   On entering the dashboard display, patients are automatically ranked in priority order depending on actions to be taken. There are 3 priority levels in Viso.
   High: Patients with actions that require immediate attention
   Medium: Patients with actions that require attention
   Low: Patients that have no pending actions in Viso. Routine review is recommended.

4. Page Navigation

   If you have many patients, your patient list will span multiple pages. Use the page navigator at the bottom of the screen to move to the next page in the list.

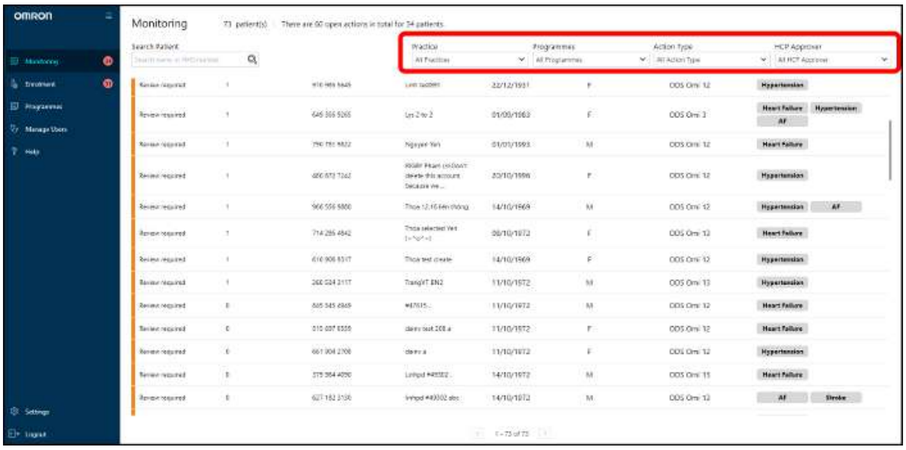
5. Managed Conditions

   Displays the conditions the patient is being monitored for.

Filter Patients

You can filter the patients in the list by practice, programmes, action type or the assigned HCP approver.

For each filter option, click on the drop-down menu and select the settings for that filter.



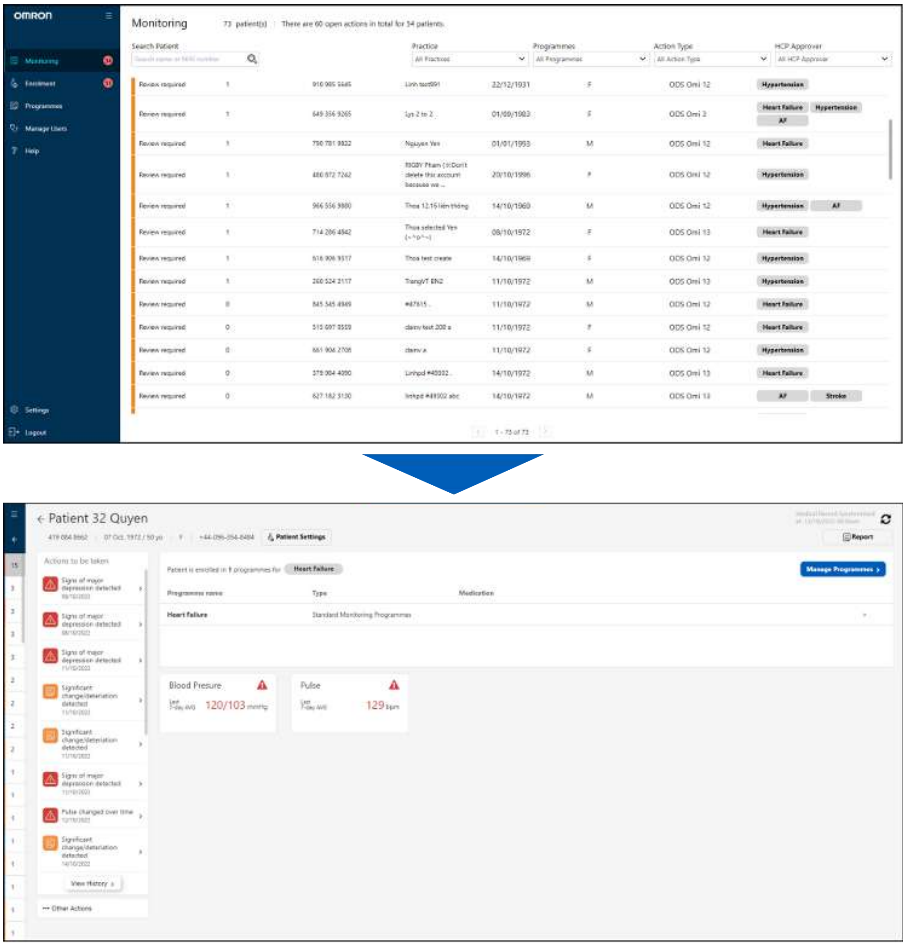
- All filters have (Select All) option.
- By default, all options are selected.
- After changing the filter settings, click outside the drop-down menu to reload the patient list.
- When no filters are selected, there may be an error since there will be no patients to display.

Note

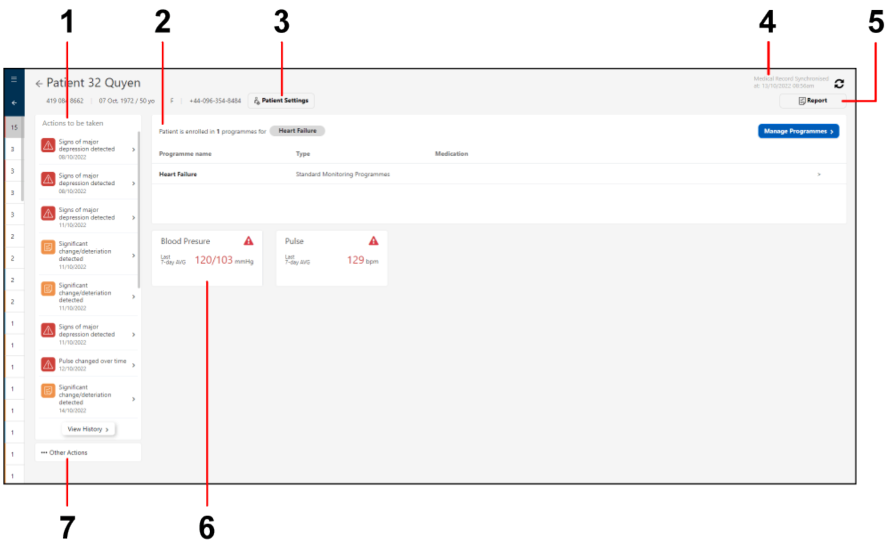
- Action type refers to the type of actions that are pending for the patient. The action types are:
  - Urgent clinical attention required
  - Approval & Prescription
  - Review
  - Action & Test Requests
  - Engagement
- For example, for an HCP approver to quickly check on patients who have pending medication and programme update approvals, select only the “Approval & Prescription” option.

Open Patient's Dashboard

Click a patient name to open the patient's dashboard screen.



Patient Dashboard Overview



Click  to go back to monitoring patients list.

Click  to view patients list quickly.

1. Actions to be taken

   In Viso, patient management workflows are based on patient action cards. Action cards are ranked by priority and describe a specific task to be completed.

Refer to "Patient Action Cards [▷ 30]" for more detail.

2. Enrolled programmes

   Indicates the patient's current programme status. Refer to "Manage a Patient's Programmes [▷ 31]" for more information.

3. Patient Settings

   Click to edit the patient information. Refer to "Edit Patient Information [▷ 34]" for more information.

4. Medical record synchronization status

   Displays the latest synchronization time with the connected electronic medical record. Medical history and drug intolerances can also be synchronized manually by clicking .

5. Report

   Click to view detailed monitoring overview. Refer to "View Detailed Monitoring Overview [▷ 36]" for more information.

6. Patient’s data

   Displays the latest value of which the patient took measurements.

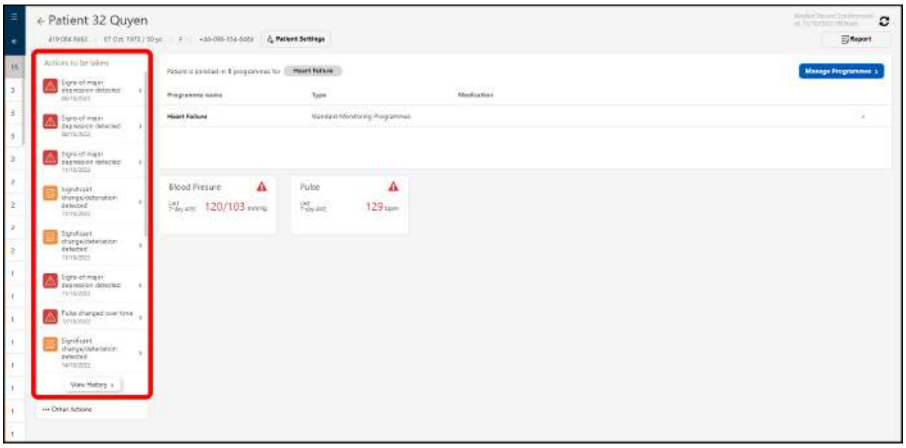
7. Other actions

   Click to do some actions such as requesting contact, requesting blood/urine test, or referrals.

Patient Action Cards

In Viso, patient management workflows are based on patient action cards. Each action card refers to a specific task to be completed.

Click to view details.

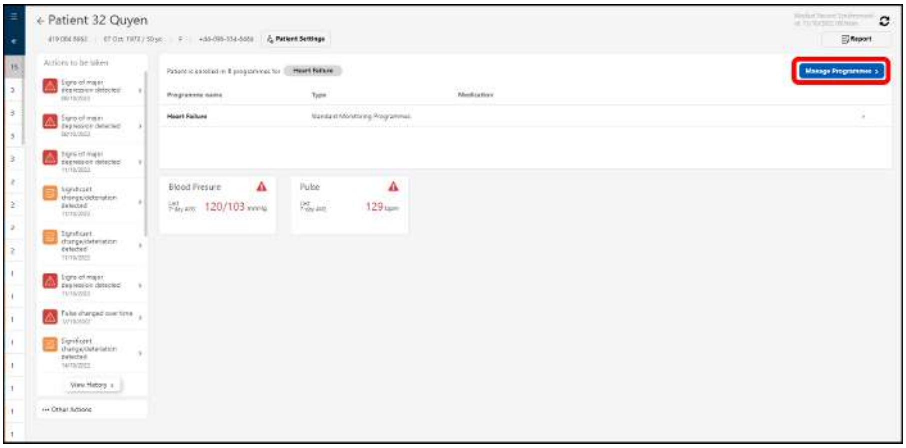


Note

- Some actions can be taken only by the HCP approver.
- Only HCP approver can approve the treatment plan.
- If a new or edited treatment plan is rejected by the patient, they will continue to follow their current treatment step until a new plan is accepted. An Action Card is sent to the HCP informing of the rejection, and including any message / explanation added by the patient. From the Action Card the HCP can click [Edit Plan] to edit the patient's treatment plan and resubmit to the patient if desired.
- Action card alerts can be cleared by clicking "VIEW" and then clicking [Clear Alert]. The alert will be triggered again if the same conditions are repeated.
- If Viso has been linked to the EMR, the results of an action card will be recorded in the EMR.

Manage a Patient's Programmes

From the patient dashboard screen, click [Manage Programmes] to view the programme list and history, or click each programme to view details of the programme.

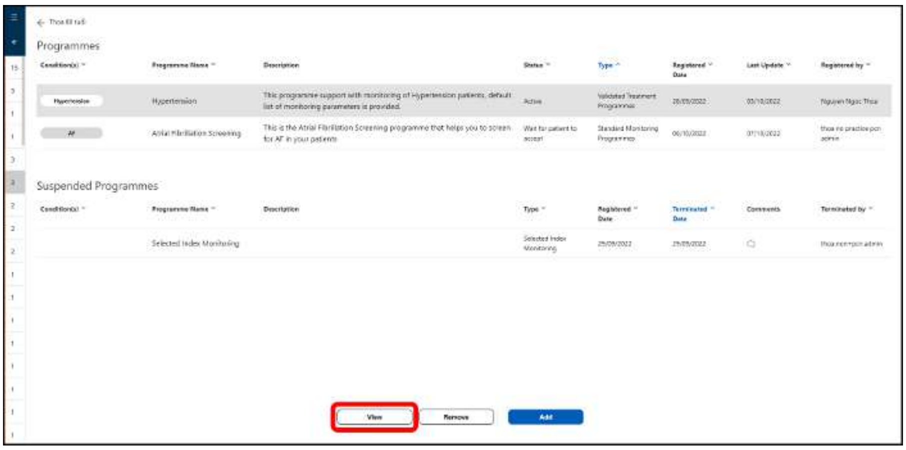


Editing a programme

From time-to-time it may be necessary to edit a patient's programme, for example if a patient contacts the clinic to report side-effects of a medication.

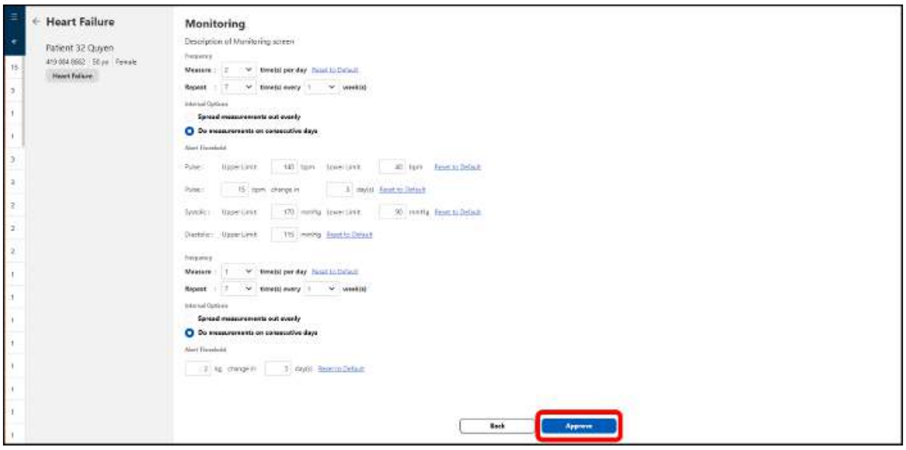
1 Click the programme name you want to edit on the patient's dashboard and click [View].

- The current treatment plan or all medication for the patient is displayed.



2 Edit the value and click [Approve].

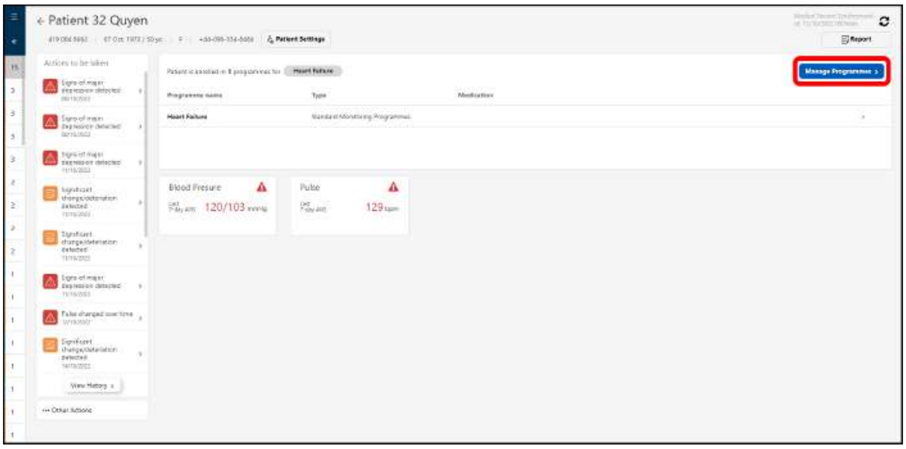
- When "Completed" is displayed, click [OK] to finish editing.



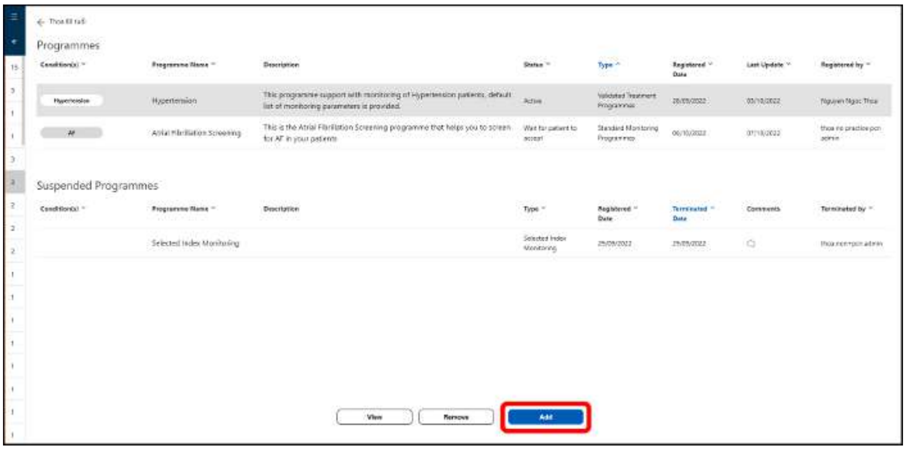
> **Note**
>
> - When you edit the treatment plan, the currently active step and any previously completed steps cannot be edited. When [Edit] next to "Treatment Plan" is clicked, "Medical History" > "Drug Intolerance" will be displayed before editing treatment plan. After editing, you will see "Updated Medication Plan" screen. If you want the patient to request blood/urine test, select "Yes" for the first question. Fill the detailed information of the test in the next screen and click [Send Request]. If you have not confirmed the changes with the patient, select "No" for the second question, then the message box appears. Enter your message for patient about the changes.

Adding a programme

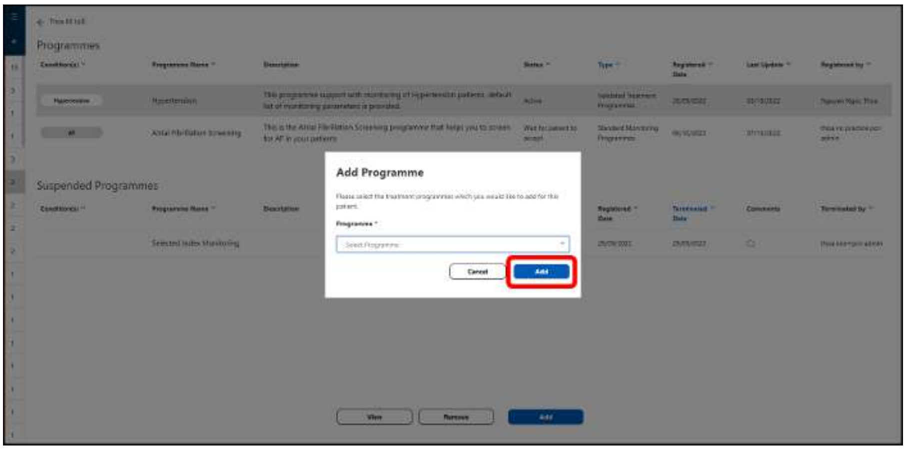
1 Click [Manage Programmes].



2 Click [Add].



3 Select a programme from the dropdown list and click [Add].



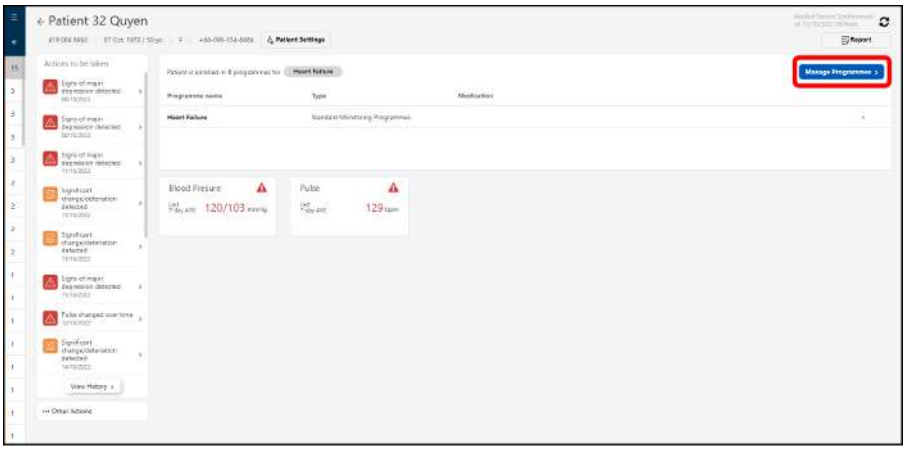
- If "Monitoring Only" is selected as "Validated Treatment Programmes" or "Use Defaults" is selected as "Standard Monitoring Programme" and/or "Selected Index Monitoring Programme", adding programme process finishes now. Otherwise you have more steps for the addition. Steps from next will differ depending on programmes you selected.

Steps for Creating a Titration Programme [▸ 16]

Steps for Customising Monitoring Programmes [▸ 20]

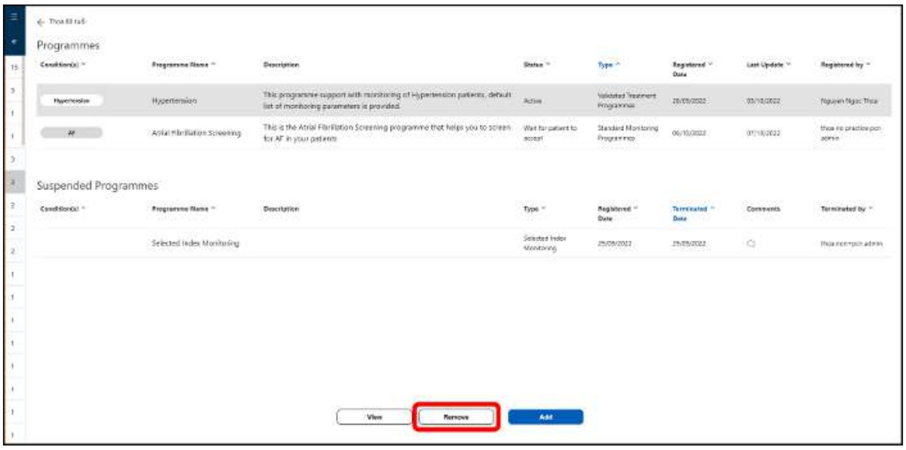
Remove a programme

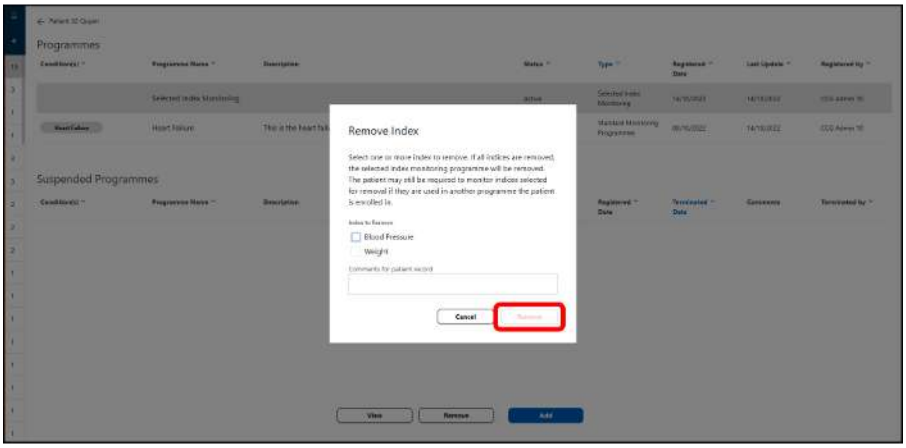
1 Click [Manage Programmes].



2 Click a programme you want to remove, then click [Remove].

- When the confirmation screen appears, click [Remove] again to finish.
- The removed programme will move to "History" section. Programmes in "History" section will never issue action cards and alerts.
- To move the programme in "History" section back to the programme list, select a programme and click [Reactivate].



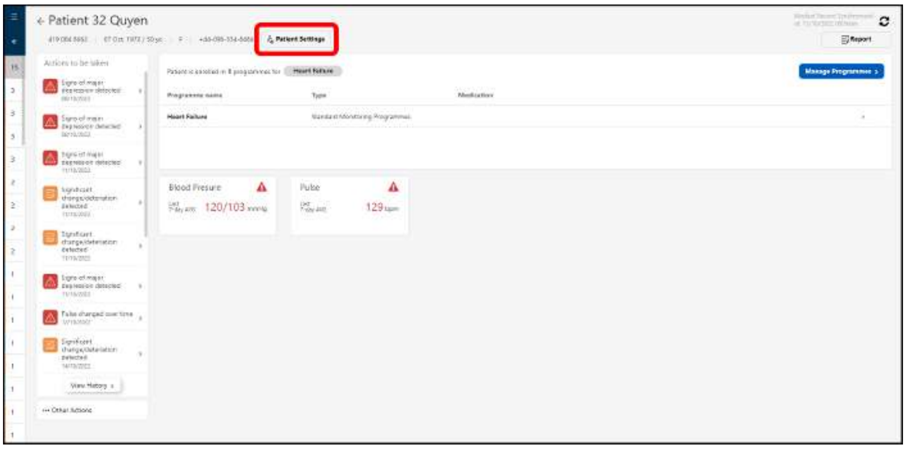


Note

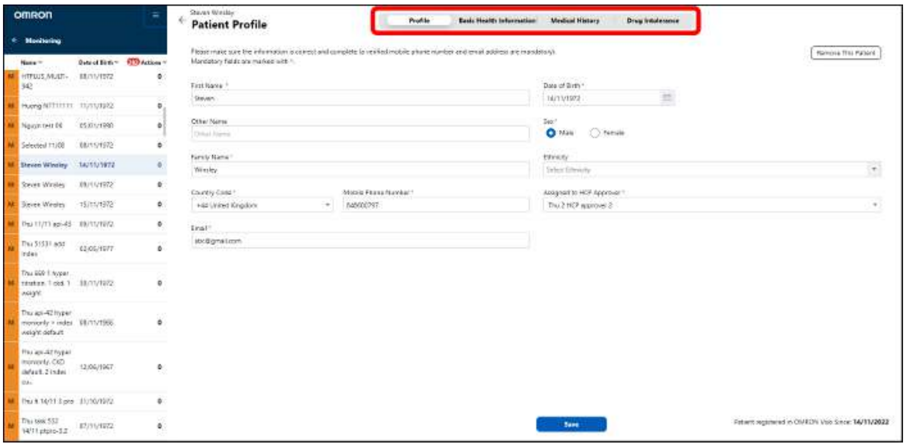
- If the selected programme is "Selected Index Monitoring Programme", you can remove indexes partly. To remove the entire programme itself, check the all indexes for removal and click [Remove].
- All programme addition (except monitoring-only programmes using default values), edition or removal needs to be approved by an HCP approver before they are reflected to the patient app.

Edit Patient Information

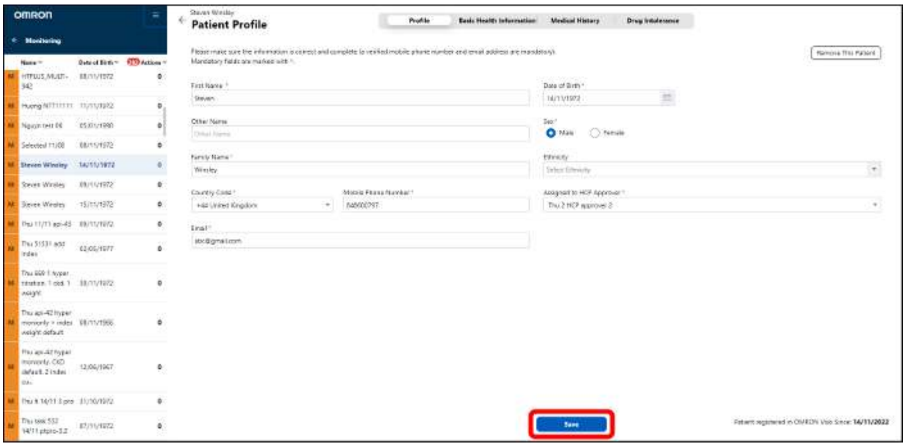
1 On the patient's dashboard screen, click [Patient Settings].



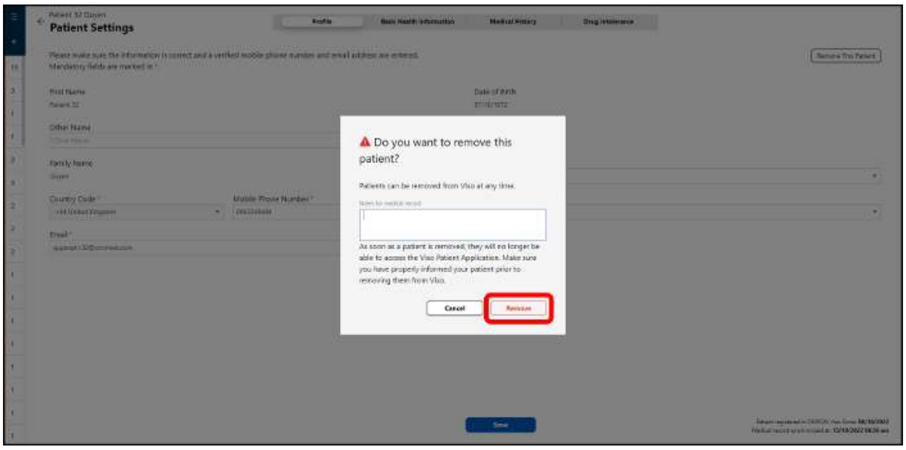
2 Select which section (Profile/Basic Health Info/Medical History or Drug Intolerance) should be modified, or select "Remove This Patient" if the patient information should be removed.



3 Modify the information and click [Save].



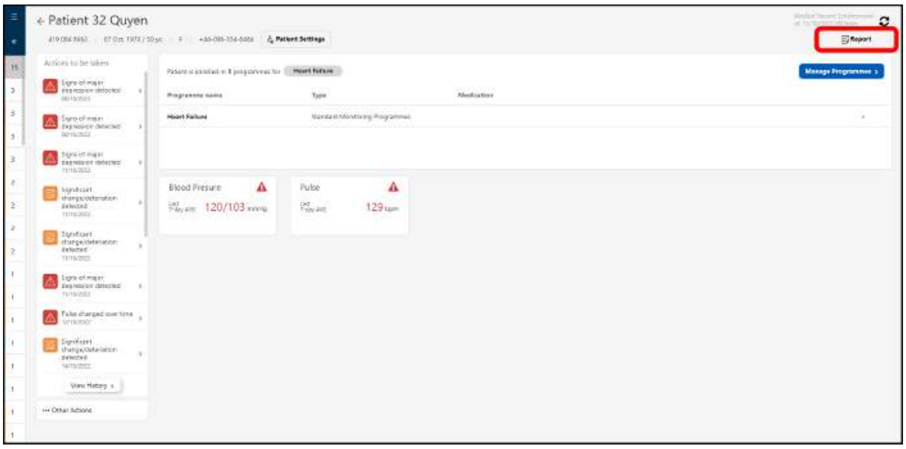
- On "Remove This Patient" section, confirm the message on the screen and click [Remove].



> **Note**
> - The modification of patient's information may affect the treatment strategy. OMRON recommend to verify that the treatment plan is still valid after making any changes to the patient profile.

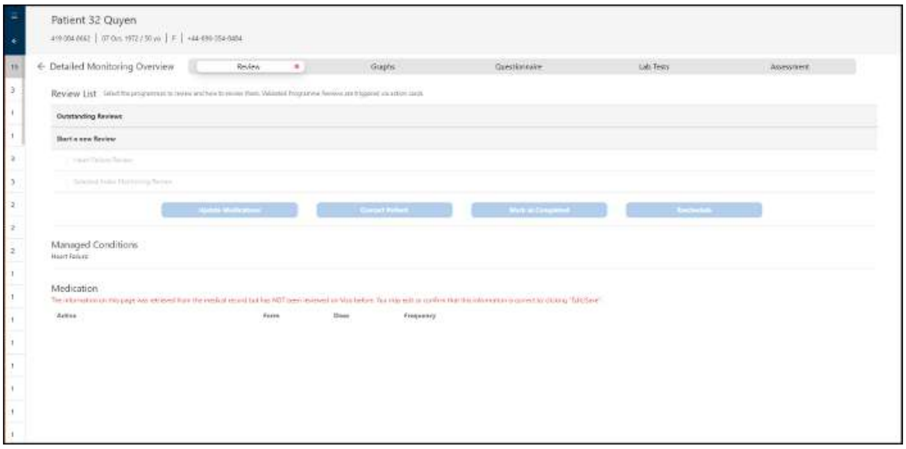
View Detailed Monitoring Overview

Click "Report" to view the patient's detailed monitoring overview.



Review section

You can review the patient in this screen.



Review List: displays which type of review the patient needs to receive.

Managed Conditions: displays the types of conditions currently managed.

Medication: displays the patient's medication plan.

To update patient's medications, select the review(s) and click [Update Medications]. Edit each value and click [Next], then "Updated Medication Plan" screen appears. If you want the patient to request blood/urine test, select "Yes" for the first question. Fill the detailed information of the test in the next screen and click [Send Request]. If you have not confirm the changes with the patient, select "No" for the second question, then the message box appears. Enter your message for patient about the changes.

To request patient to contact HP surgery, select the review(s) and click [Contact Patient]. Select a type of request and enter your message for the patient, then click [Send Request].

To complete the review without any changes, select the review(s) and click [Mark as Completed]. In the next screen click [Next], then set the next review date and click [Confirm].

To change the review schedule, select the review(s) and click [Reschedule]. Set the new date and click [Confirm].

Graphs section

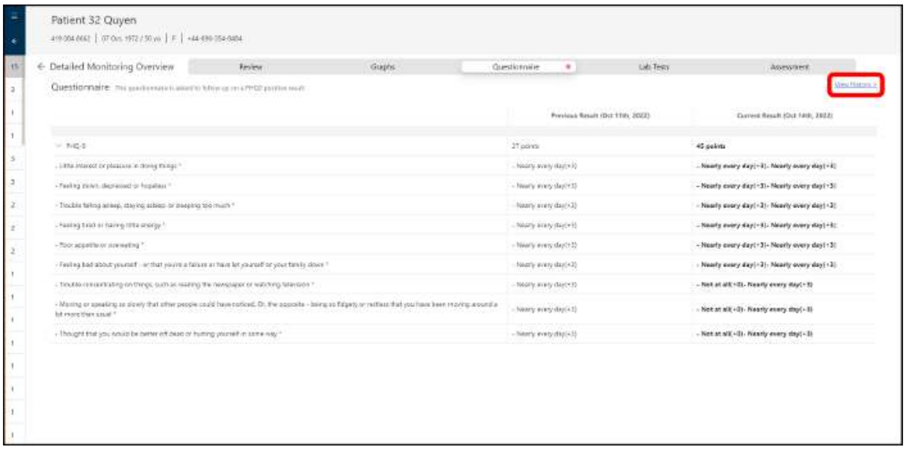
Displays all indices the patient have taken measurements. By specifying a time period and indices, only the information you want to see can be displayed.

Click "View all measurements" to show the history of measurements as the list.

Questionnaire section

Displays the last 2 questionnaire results. This is the regular questionnaire used to check-in on the patient, sent according to the "Questionnaire Cycle".

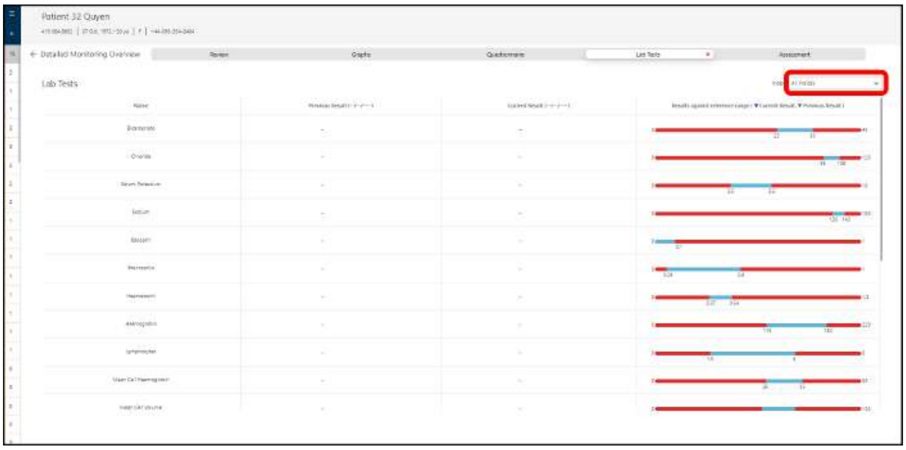
Click "View history" to show more results.



Lab Tests section

Displays the last 2 lab test results.

Specify items in "All Indices" dropdown box to view only items that you want to see.



Assessment section

Displays the last 2 assessment questionnaire results. This is the questionnaire sent just before a patient's review to prepare for their review. It is sent according to the "Review Cycle".

Request Patient's Contact

From the Patient Dashboard screen, click [Other Actions] > [Request patient to contact GP surgery].

Select a request option and enter the reason to request contact into the message and click [Send Request]. The patient will receive a task in the Viso app to contact the clinic, along with the personalized message.

Manage Blood and Urine Tests

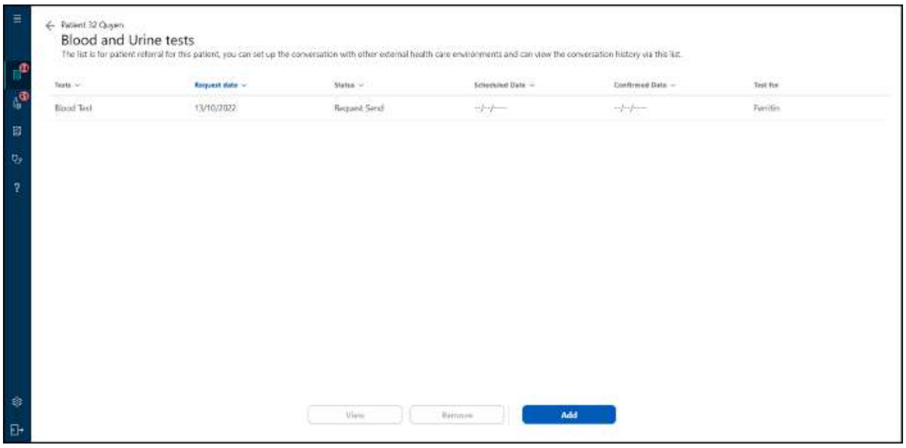
From the Patient Dashboard screen, click [Other Actions] > [Blood and Urine Tests].

All scheduled of blood and urine tests appears.

To remove the schedule, select a schedule and click [Remove].

To add the schedule, click [Add] and fill the test information and the message for patient, then click [Send Request].

To confirm settings of each test, click [View].

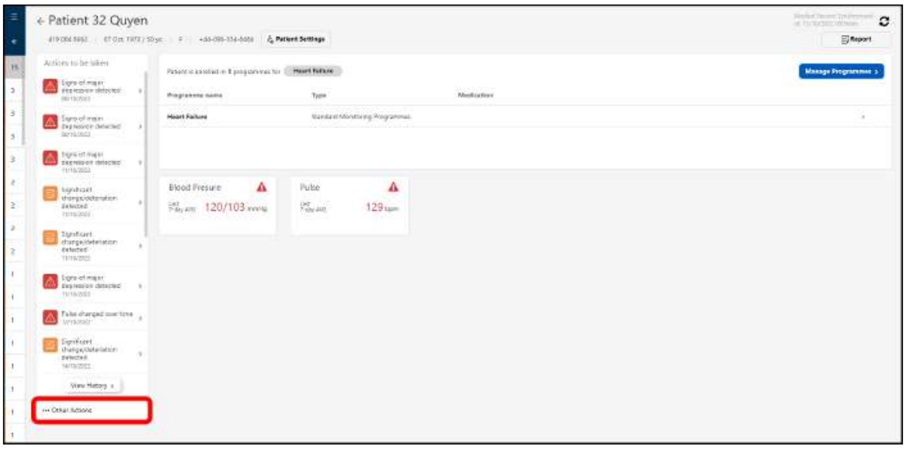


Manage Referrals

Referral is the process of (re)directing (as a medical case or a patient) to an appropriate specialist, GP-colleague, HCP or disease supporting role for (definitive) treatment or treatment activity.

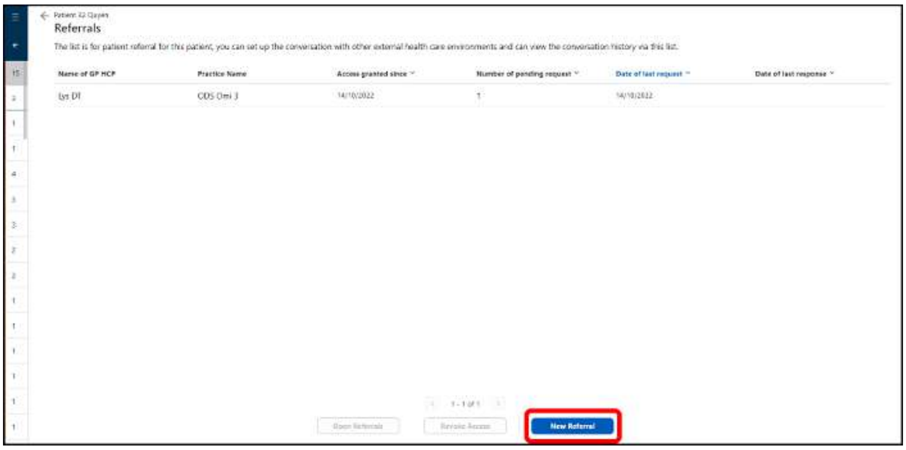
From the Patient Dashboard screen, click [Other Actions] > [Referrals].

The list of HCP that can access the patient's information appears.

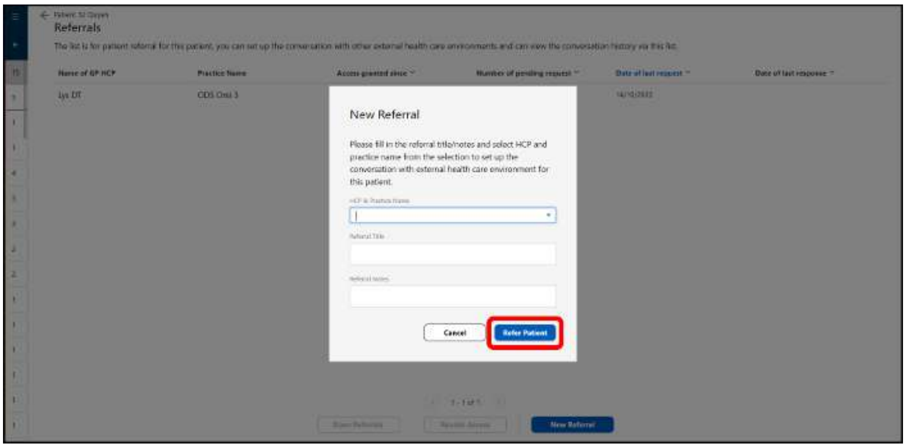


To add a new referral, follow the steps below.

1 Click [New Referral].

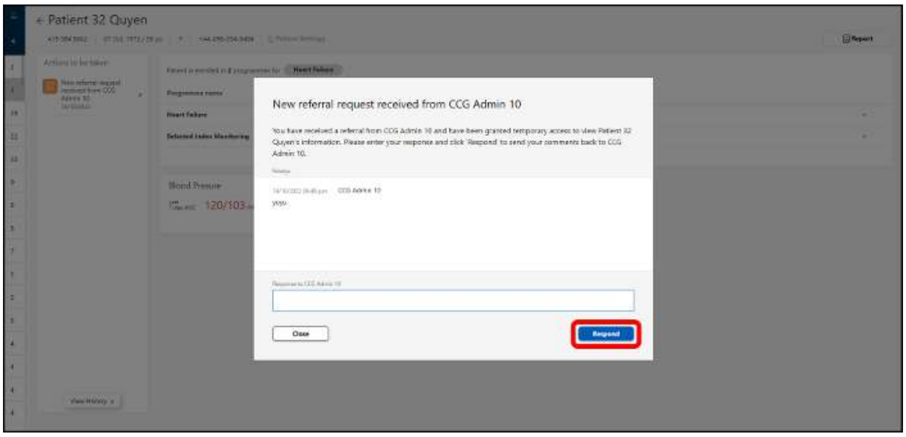


2 Select an HCP and practice name from the dropdown list and enter the title and notes, then click [Refer Patient].



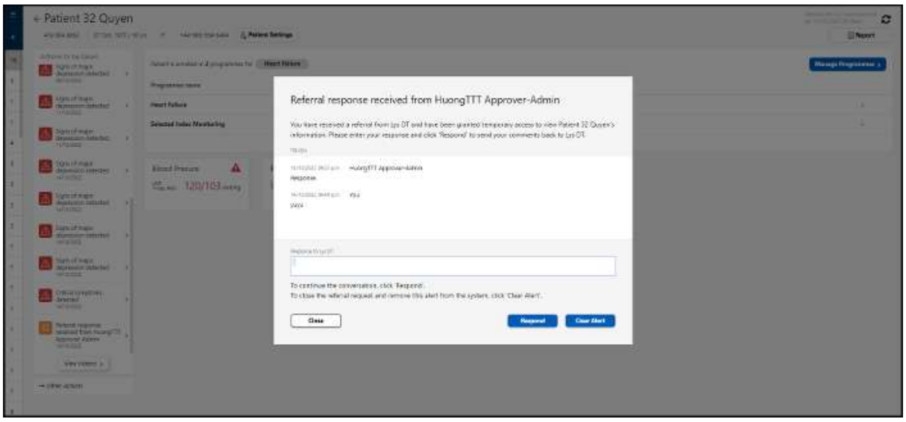
- The action card will be sent to the HCP you specified.

3 <Referred HCP> Click the action card and check the referral. Enter your comment and click [Respond].



- The action card will be sent to the HCP who referred you.

4 When you received the action card, click it and check the comment.



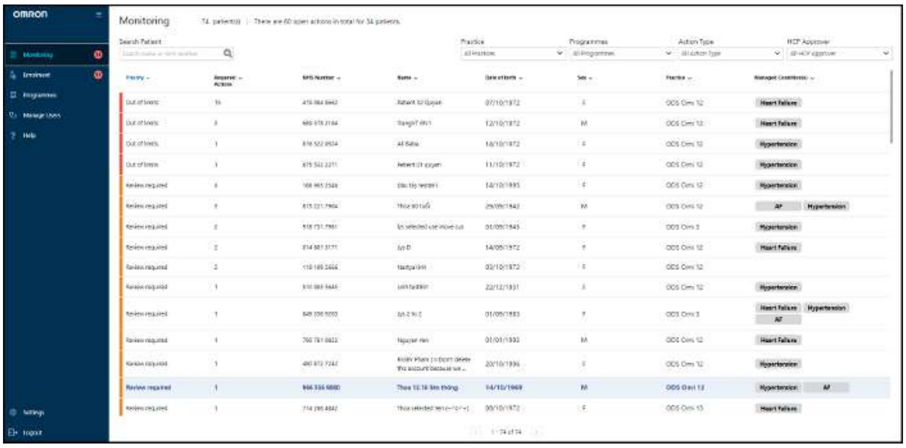
- If you need to send further comment to the HCP, add comments and click [Respond]. The action card will be sent to the HCP.
- If you don't have any further comment, click [Clear Alert]. Now the HCP has been added to the referral list.

To delete the HCP from the list, select an HCP and click [Revoke Access].

Managing Programmes

About Programmes in Viso

There are 3 types of programmes in Viso: Validated Treatment Programmes, Standard Monitoring Programmes, and the Selected Index Monitoring Programme. A list of available programmes and explanation of programme types are found below.



Types of Programmes

Validated Treatment Programmes: Based on validated clinical studies and national guidelines, these programmes provide automated decision support and treatment recommendations. There are 2 options when enrolling a patient for this type of programme.

1. “Monitoring Only” for quicker registration of patients who do not need to be enrolled with a medication plan. The medication plan can be added later.

2. Monitoring + Titration” for when a patient should be enrolled with a medication plan.

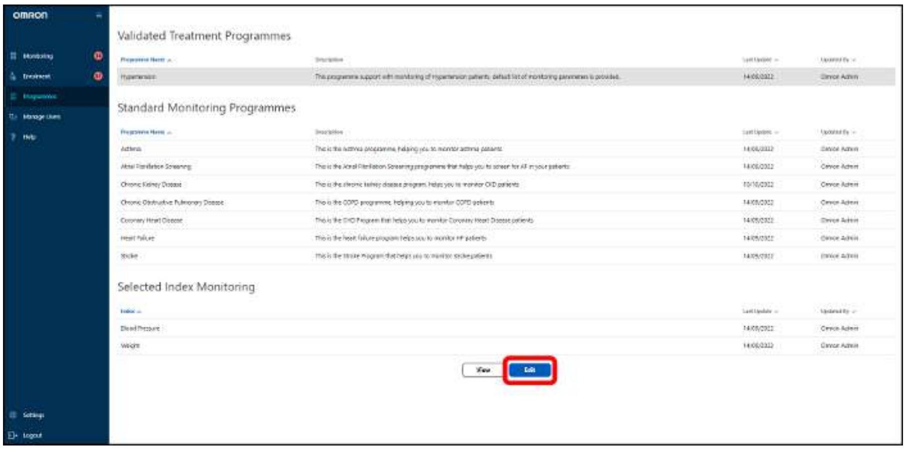
Standard Monitoring Programmes: Each programme contains a fixed list of monitoring parameters and regular review workflow(s).

Select Index Monitoring Programme: This programme allows you to select a list of parameters (supported by the platform) to monitor for a patient.

There are 2 options when enrolling a patient for Standard Monitoring Programmes and the Selected Index Monitoring Programme.

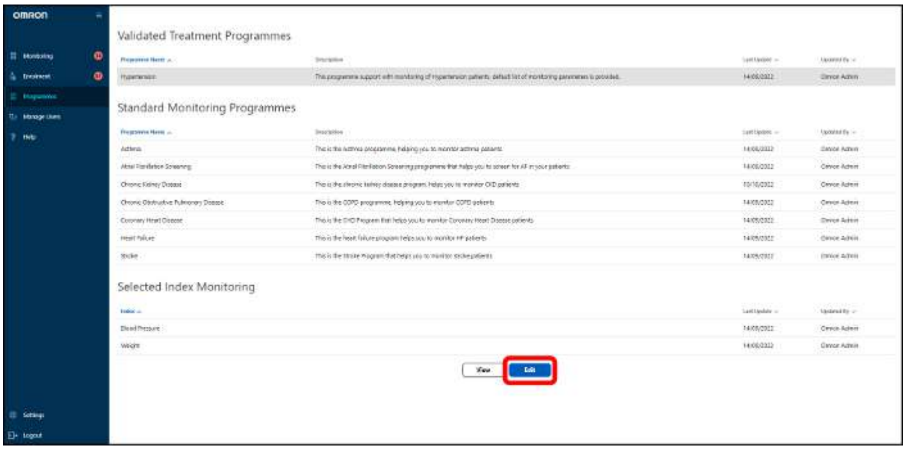
1. “Use Defaults” for when the default values (e.g., thresholds, review period, measurement frequency etc.) should be used for the patient. Default values can be customised per practice.

2. “Customise” for when you want to customise the parameters for the patient.



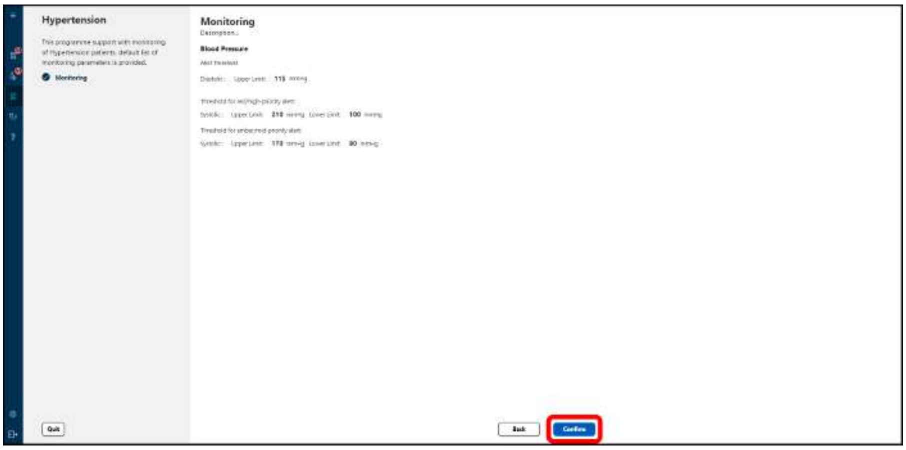
Validated Treatment Programmes

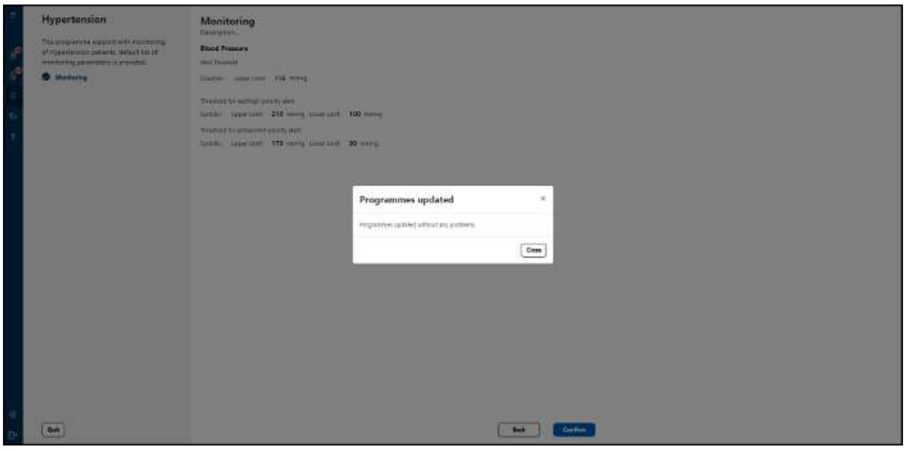
1 Select a programme of "Validated Treatment Programmes" and click [Edit].



2 Edit the frequency of measurement and alert threshold of blood pressure and pulse, then click [Next].

3 Confirm the settings and click [Confirm].



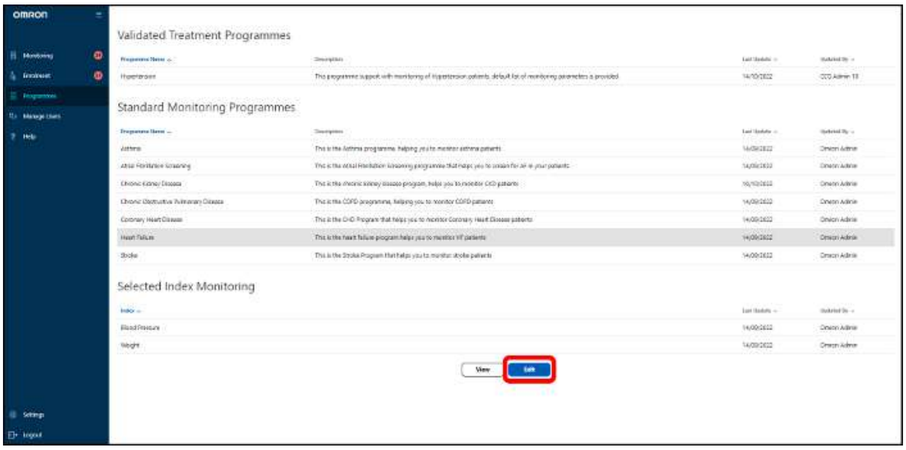


Note

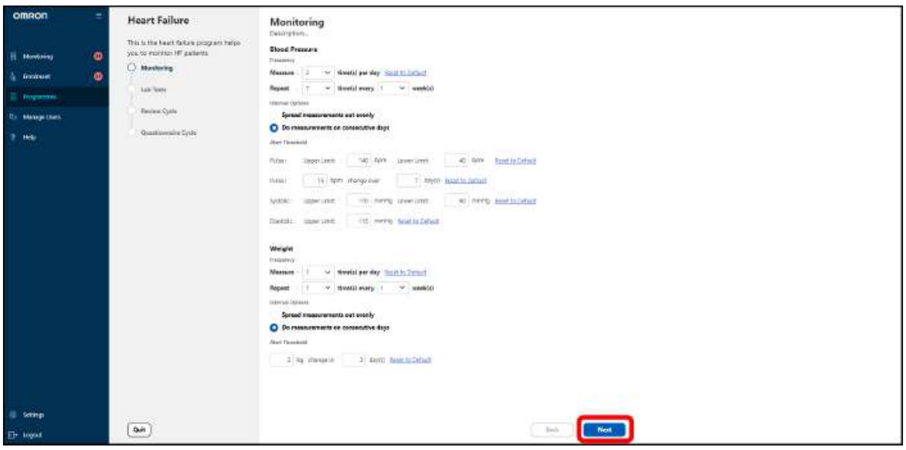
- These settings will be used when "Monitoring Only" is selected as Validated Treatment Programme.

Standard Monitoring Programmes

1 Select a programme of "Standard Monitoring Programmes" and click [Edit].

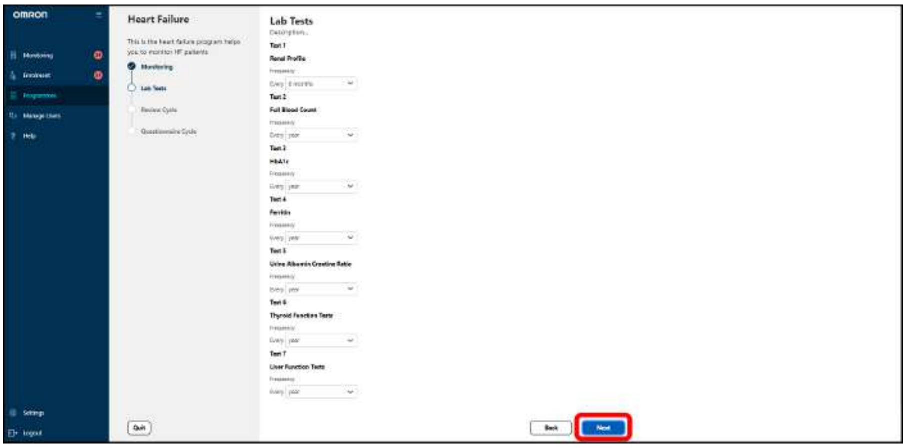


2 Edit the frequency of measurement and alert threshold of blood pressure and pulse, then click [Next].

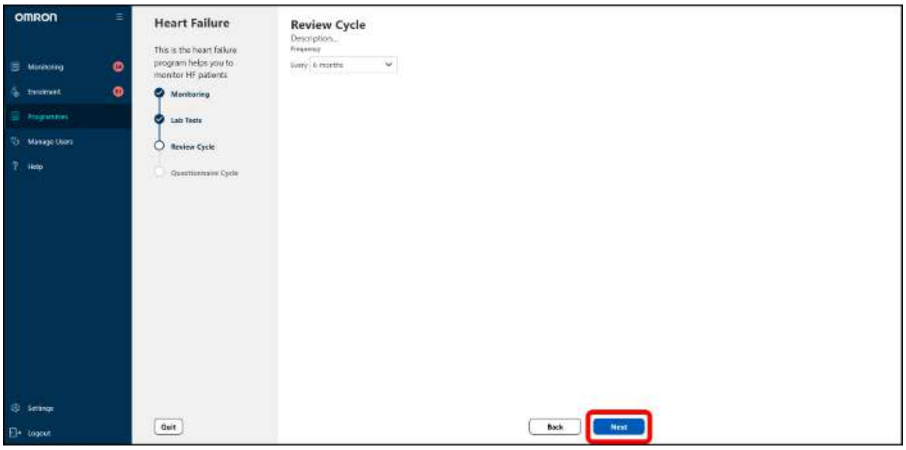


3 Edit the frequency of lab test and click [Next].

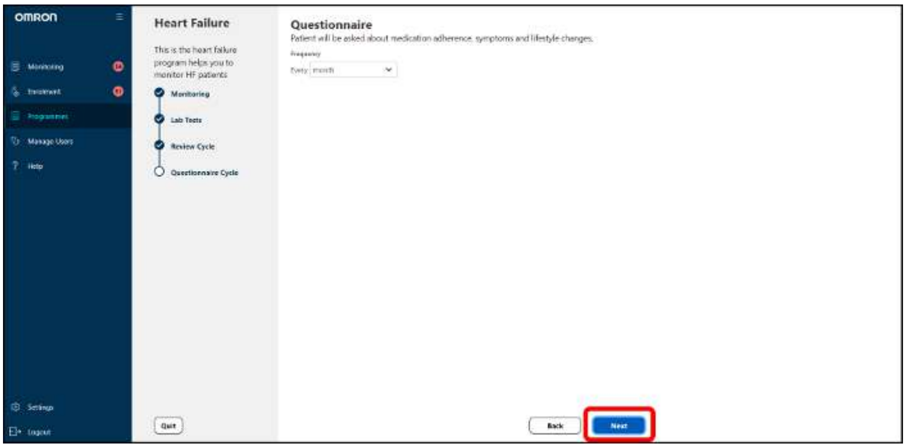
- To add another test, click [Add Test].



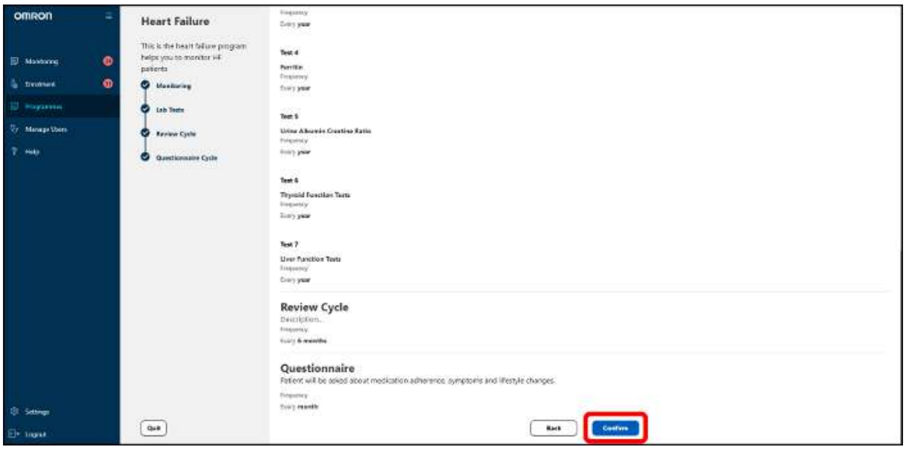
4 Edit the review cycle and click [Next].

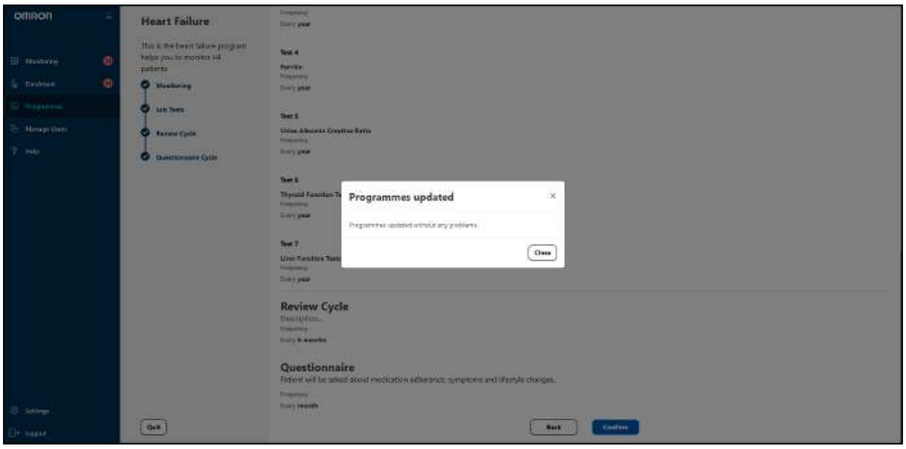


5 Edit the questionnaire cycle and click [Next].



6 Confirm the settings and click [Confirm].

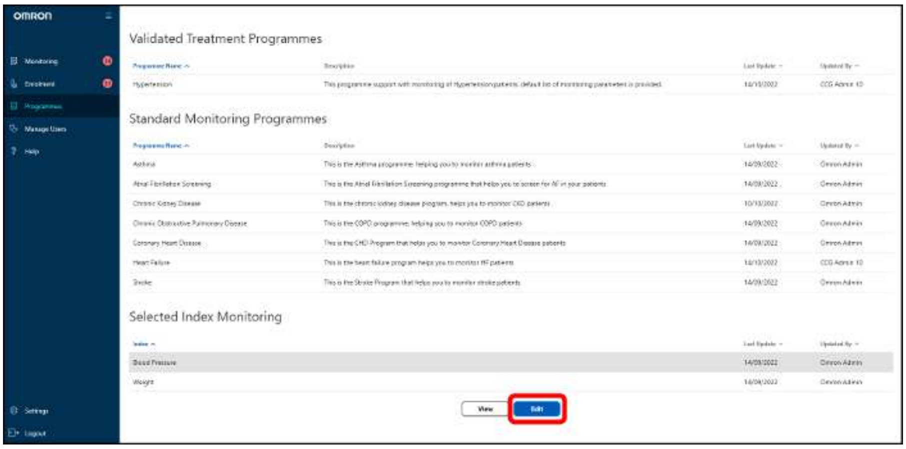




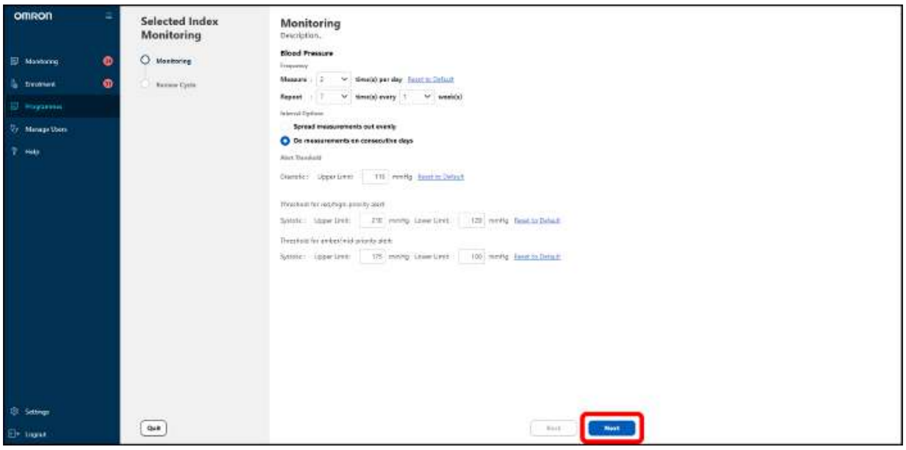
> **Note**
>
> - These settings will be used when "Use Defaults" is selected as Standard Monitoring Programmes.

Selected Index Monitoring Programmes

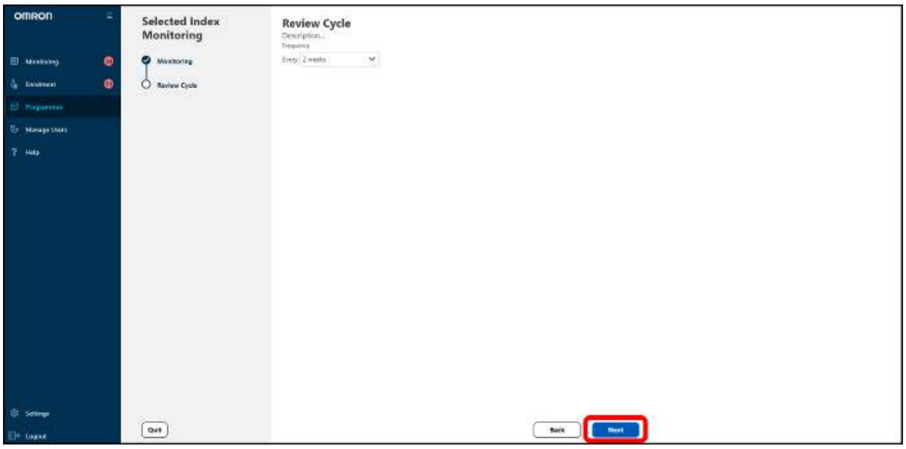
1 Select a programme of "Selected Index Monitoring Programmes" and click [Edit].



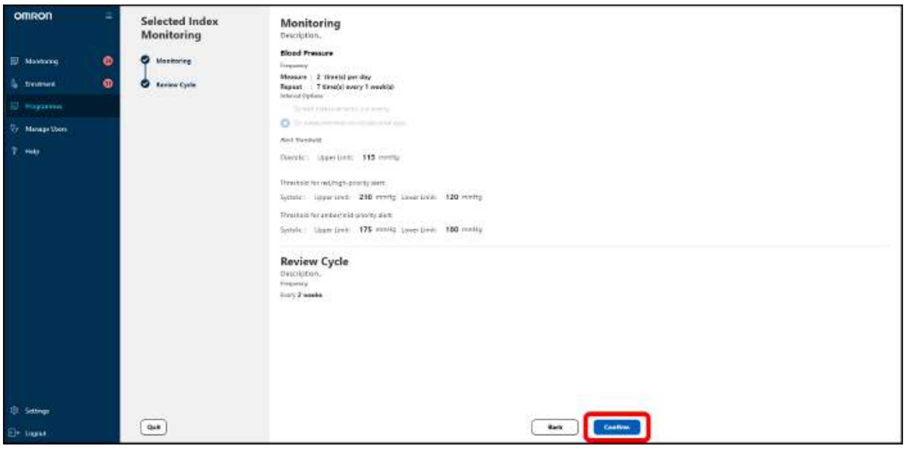
2 Edit the frequency of measurement and alert threshold of blood pressure and pulse, then click [Next].

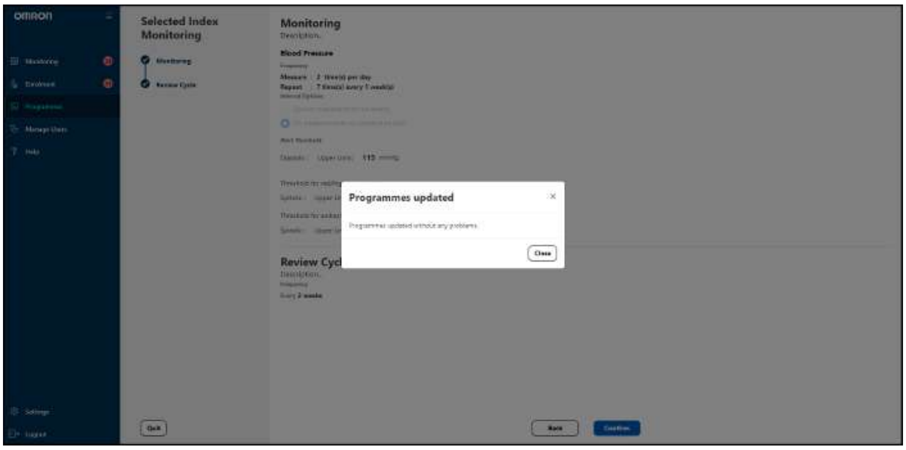


3 Edit the review cycle and click [Next].



4 Confirm the settings and click [Confirm].





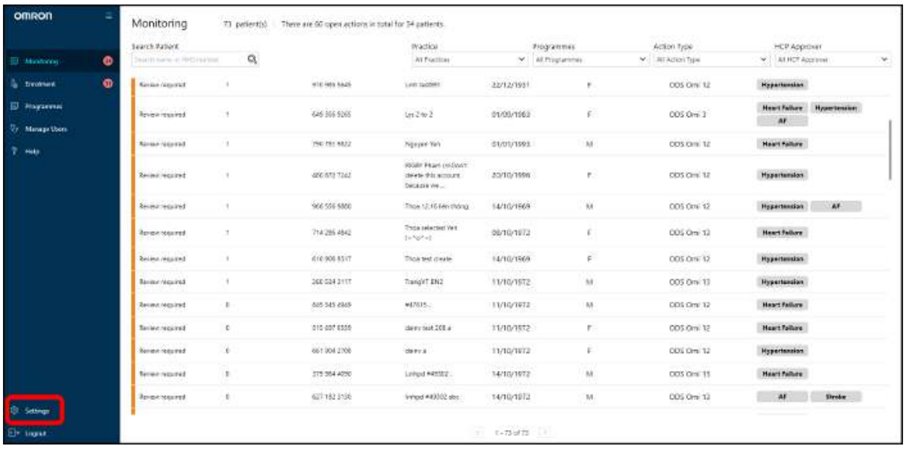
Note

- These settings will be used when "Use Defaults" is selected as Selected Index Monitoring Programmes.

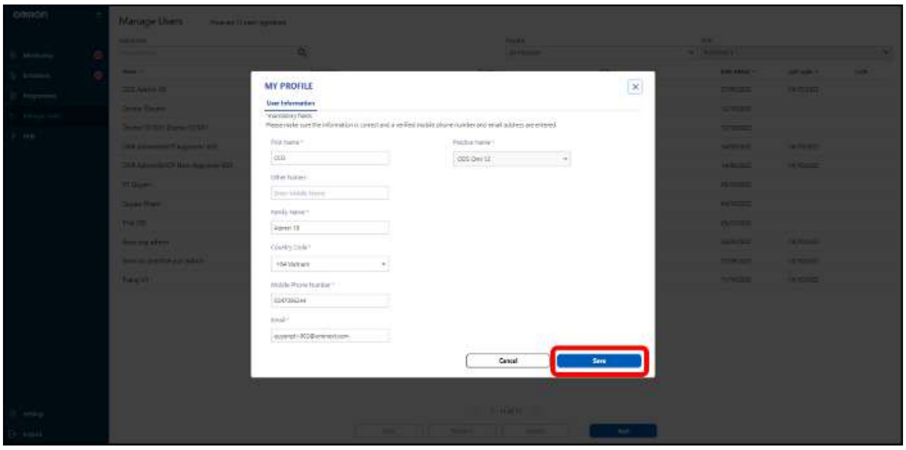
Managing Users

Edit Your Own Profile

1 Click [Settings] on the lower left of the screen and click [My Profile].



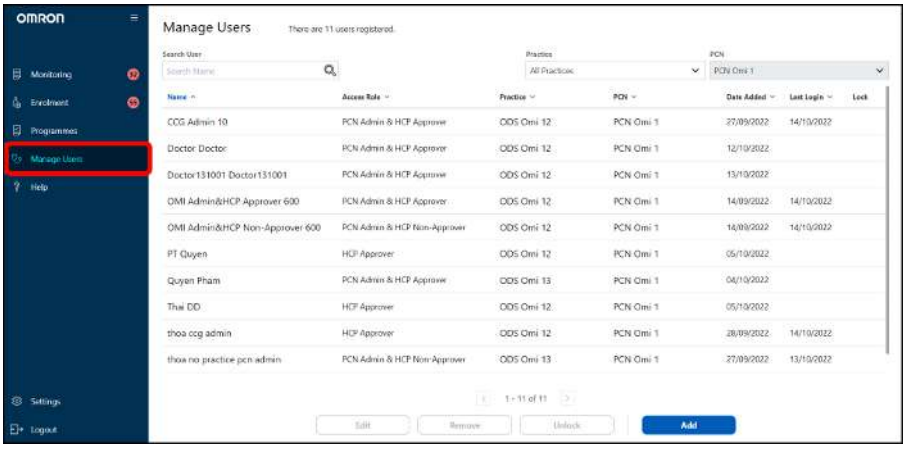
2 Modify your information and click [Save].



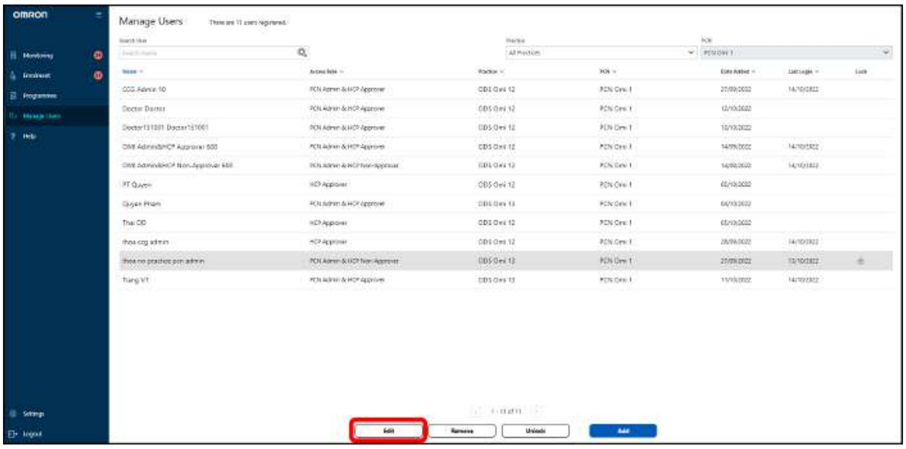
Edit Users

Only an administrator can edit user information.

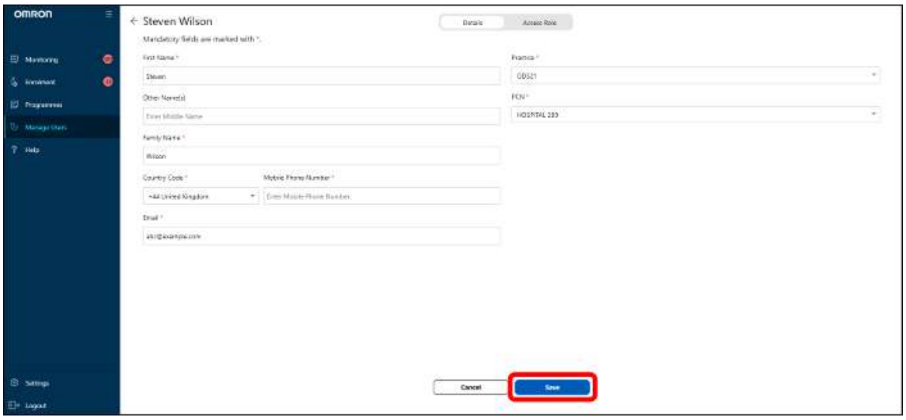
1 Click [Manage Users].



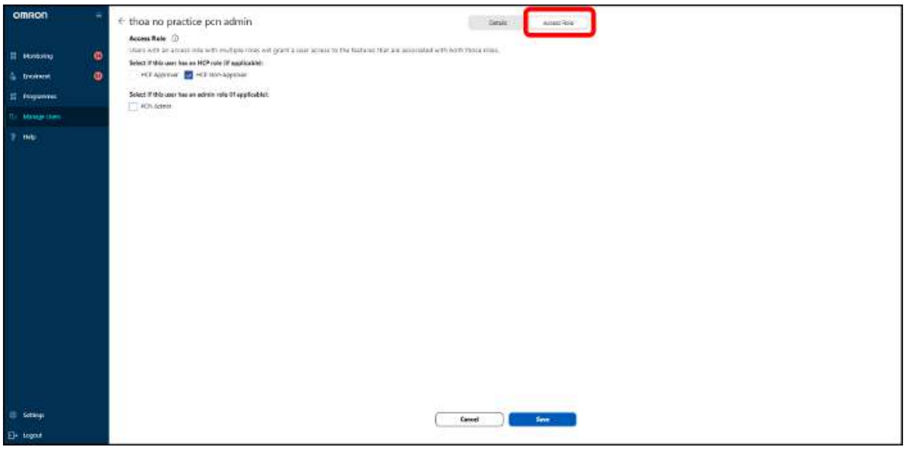
2 Select a user and click [Edit].



3 Modify the information and click [Save].



- If the user's access role should be changed, click [Access Role] and select a role.

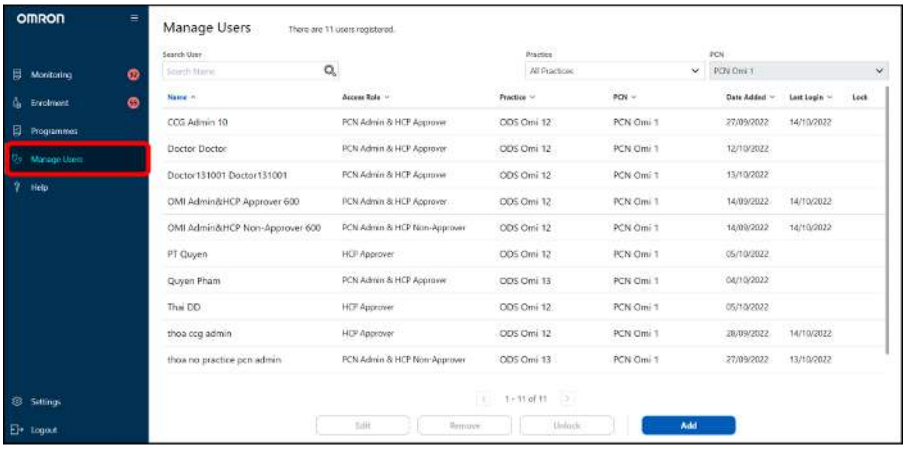


> **Note**
> - If the user's role is changed to "HCP Approver" or "HCP Non-Approver", "EDIT HEALTHCARE PROFESSIONAL USER" screen will appear. To determine which patient's information the user can access, select HCP approver(s). The user can access the information only of the selected HCP approver's patient.
> - At least 1 HCP approver and 1 admin user must exist.
> - If any user enters password incorrectly multiple times, such user will be locked to logging in. For such case an admin user can unlock the user by selecting the username and clicking [Unlock].

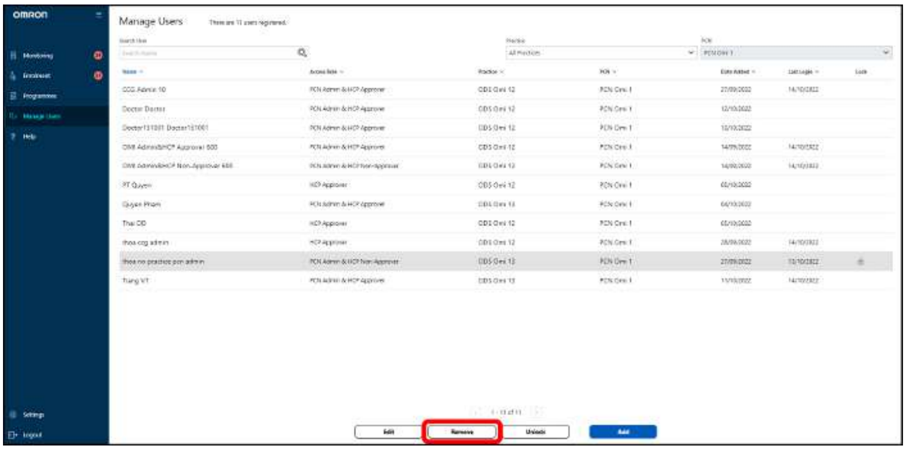
Delete Users

Only an administrator can delete user information.

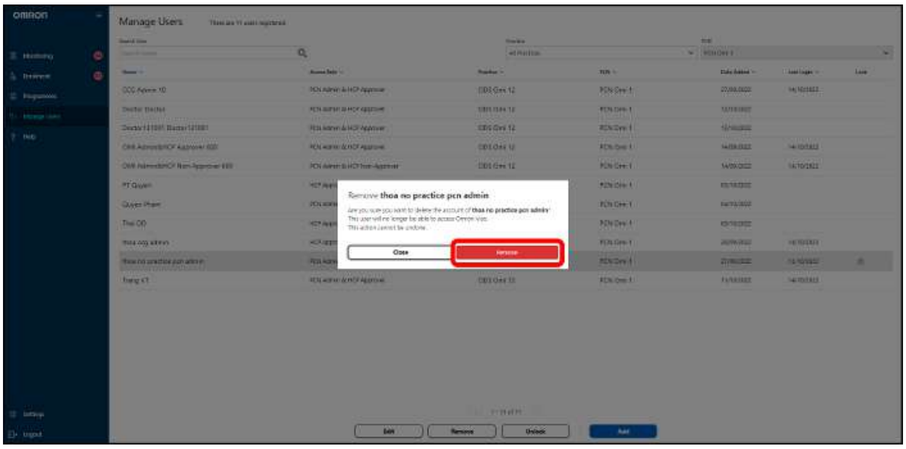
1 Click [Manage Users].



2 Select a user and click [Remove].



3 Confirmation screen appears. Click [Remove].



If deleted user is a HCP approver and HCP approvers are more than 1:

"Assign Patients to New Approver" screen appears. Select a new HCP approver for the deleted HCP approver's patient(s).

If deleted user is a HCP approver and HCP approver is only 1 person:

The user information cannot be deleted. To delete it, create another HCP approver's account.

If deleted user is an administrator and administrator is only 1 person:

The user information cannot be deleted. To delete it, create another administrator's account.

FAQ

Registration, Log-in and System Errors

I have not received an SMS (text message) verification code, what should I do?

Check that your mobile phone is switched on, is connected to your network provider, and has sufficient signal and click [Resend Code] on the verification screen in OMRON Viso. If you still do not receive the verification code by SMS contact OMRON Customer Service.

Can I log in to the OMRON Viso system with the user account on multiple devices simultaneously?

It is possible to log in to OMRON Viso on multiple devices simultaneously. However, please be aware that you may need to manually refresh your browser in order to replicate changes across the logged in accounts.

I am not able to log in to the OMRON Viso system. What should I do?

Step 1: Check that you are attempting to log in with the correct email address and password.

Step 2: If you have forgotten your password, request a password rest: On the OMRON Viso login page, click "Forgot Password?". If your email address is registered in OMRON Viso we will send you instructions on how to reset your password.

Step 3: If you do not receive a reset password link by email, confirm with the designated administrator at your GP Practice that your account has been properly created and that your email address and phone number have been entered correctly.

Step 4: If you are still not able to log in to OMRON Viso, please contact OMRON Customer Service.

What is needed for NHS login?

NHS login is the secure way to sign-in to a wide range of health and care services. People can simply and swiftly sign-in with health and care apps and websites that have the NHS login button.

To get NHS login, people need to have:

- email address (with more than 6 characters)
- a mobile phone number
- data for identification: date of birth / NHS number / name / postcode

How to set up an NHS login?: How to set up NHS login

The Dashboard does not seem to be loading or displaying properly, what should I do?

OMRON Viso has been designed, tested and validated for use with the Google Chrome browser. Ensure that you open OMRON Viso with Google Chrome.

Still experiencing problems? Please contact OMRON Customer Service.

OMRON Viso is showing an error. What should I do?

Follow the instructions on screen to resolve the error. If the error still appears, contact OMRON Customer Service.

What is an ODS code?

An ODS code (also known as an Organisation Data Service code) is a unique code created by the Organisation Data Service within NHS Digital, and used to identify organisations across health and social care data services. OMRON Viso requires the ODS code of your practice to integrate with existing services such as the EMR (electronic medical record).

How do I find my ODS Code?

Your Practice IT lead should have this information. If not, you can look up the ODS code for your practice from the following address: https://odsportal.hscic.gov.uk/Organisation/Search

Type in the relevant search criteria for your organisation such as address, postcode and name. If multiple results are shown and you are uncertain which one belongs to your organization, you may contact the Digital and Social Care help line at: 0208 133 3430 (Mon-Fri 9-5) or help@digitalsocialcare.co.uk.

Which kind of data will be transferred by EMR integration?

Transfer of data from the EMR will only take place after you have invited a patient to join OMRON Viso and they have consented to use the service (OMRON will manage the consent process but we do not store personal data until we have received patient consent). Patient demographics and medical records relevant to the treatment of hypertension will be transferred from the EMR to OMRON Viso.

Once a patient is fully registered OMRON Viso will transfer all actions and decisions made by a healthcare professional on the dashboard back into the EMR as a date stamped "visit record".

The average blood pressure recorded by a patient during their "measurement week" (series of morning and evening blood pressure readings taken over the course of 1 week) will be recorded in the EMR as a SNOMED coded data entry point.

What is the supported EMR in OMRON Viso?

Currently integration with EMIS and TTP SystemOne are supported. Support for other EMR providers may be added in the future.

Which SNOMED codes are used by OMRON Viso when importing and exporting data from the EMR?

Click here to download the complete list of SNOMED codes used by OMRON Viso when importing and exporting data from the EMR.

Can I enrol /add a patient to the Programme who has laptop/computer only?

OMRON Viso patient app can only work with iOS 13 or higher/Android OS9 or higher.

How Can I view the patient data collected in Hypertension Plus in my Viso Dashboard?

The data collected in Hypertension Plus will be migrated to Viso Dashboard. You can view blood pressure recordings, history of each action cards and history of monthly report via corresponding sections in detailed patient screen.

Managing patients in OMRON Viso

Can I view comments added by other HCPs in Viso?

When a user is assigned as role HCP non-Approver, the user may enter comments that can be viewed by an HCP-Approver at the time of approval, for example, the rationale for a recommended change in treatment plan. Comments entered when resolving an action card can also be accessed by any user, who has the right to manage the patient, from the "View History" page from the detailed patient screen.

Why are some actions not displayed in the "View Treatment History" list for some patients? Why does the list of actions always stop at 02-12-2021?

The "View Treatment History" feature was added in the release update on the 02-12-2021.

Can I send a message to patients in OMRON Viso?

OMRON Viso is not intended to be used as a two-way messaging platform with patients. However, it is possible to send an alert to a patient to request that they contact you or take an appointment to visit you. You can add a message to this alert. See "Request Contact".

What is the purpose of the monthly questionnaire?

The monthly questionnaire serves 2 purposes:

1. The questionnaire is an opportunity for patients to reflect on their behaviours and lifestyle choices over the past month
2. The questionnaire gives HCPs an insight into the patient lifestyle and behaviours

The monthly questionnaire is completed by patients at the start of their measurement week. When OMRON Viso makes a recommendation to move to the next step in a medication plan, the results of the monthly questionnaire will be summarized and displayed alongside the recommendation, to support HCP decision making.

How can I view the monthly questionnaire?

The latest questionnaire can be viewed in the patient dashboard section of OMRON Viso. See "View Detailed Monitoring Overview [▸ 36]".

When OMRON Viso makes a recommendation to move to the next step in a medication plan, the results of the monthly questionnaire will be summarized and displayed alongside the recommendation, to support HCP decision making.

A patient has asked to update their name or date of birth in OMRON Viso, how do I do this?

To ensure that Patient records are not lost, patients are not able to update their name and date of birth in the app. To update this patient information, see "Edit Patient Information".

There has been a change in co-morbidities for my patient, how should I manage this?

Changes in co-morbidities or medical history, or drug intolerances could affect the treatment recommendation. To edit the patient's record see "Edit Patient Information". Always check whether the patient's treatment plan is still valid after a change in patient information has been made.

A patient has requested to be removed from OMRON Viso. How do I do this?

You can remove the patient information in the patient settings page. See "Edit Patient Information" for details.

How many programmes can I enrol a patient into?

There is no limitation in the number of programmes. If a programme is added that is contra-indicated with an existing programme, OMRON Viso will give the HCP a warning and caution.

A patient has requested to change date of birth in the Dashboard. How can I change this?

You can change date of birth for the patient in patient setting section in detailed patient screen.

A patient has requested to change medication step in the Dashboard. How can I change this?

Can be proceeded by edit treatment plan from Hypertension validated titration programme, or edit treatment plan by a generated medication relevant action card.

The Review Cycle in OMRON Viso

What is a Measurement Week?

NICE Hypertension Guidelines recommend that blood pressure should be taken in the morning and evening for at least 4 days, ideally for 7 days to achieve an accurate average blood pressure reading. OMRON Viso uses the concept of the "Measurement Week" to prompt patients to measure and record their blood pressure during the morning and the evening 1 week each month or 1 week every 6 months. The average reading from these measurement weeks is used to determine whether a patient has their blood pressure under control.

If a patient records an average blood pressure above their target, OMRON Viso will trigger an action to the HCP with a recommendation to move to the next step in the patient's treatment plan. If a patient records an average blood pressure below their target, the patient will be encouraged to continue taking their medication according to the current step in their plan.

What happens if a patient misses a measurement during their measurement week?

If a patient misses a measurement, they should continue to measure as normal in the subsequent days. OMRON Viso will automatically extend the measurement week by up to 7 additional days to ensure that enough data is collected.

What happens if a patient does not complete their measurement week?

If a patient does not submit any measurements, their measurement week is marked as “missed”. The patient will continue their current medication step until the next measurement week (28 days after the start of their previous week). If a patient does not complete enough measurements within 14 days, their measurement week is marked as “incomplete”. An action card will be triggered for you to review the data that your patient has submitted and decide if any action should be taken.

Why do some patients record less measurements during their measurement week?

NICE Guidelines for hypertension recommend that blood pressure should be taken in the morning and evening for at least 4 days, ideally for 7 days. The default measurement week in OMRON Viso consists of 14 measurements. However, if the patient’s blood pressure is significantly higher, or significantly lower, than their target after 4 days, OMRON Viso may stop the measurement week early – there is sufficient confidence that the actual blood pressure is well known.

How is the start of a blood pressure measurement week determined?

A patient is started on a 1-month measurement week cycle by default. This means that their measurement week will start on a Saturday 28 days after the start of the previous measurement week. The following cases may change this duration:

- If the patient has 2 consecutive measurement weeks with controlled blood pressure –this is either marked by their doctor for incomplete measurement weeks or achieved when a patient's blood pressure is within target for completed measurement weeks – they will be moved to a 6-month measurement cycle. Their next measurement week will start on a Saturday **6 months** after the previous measurement week.
- If the patient misses a measurement week, or records a measurement week above target, they will be moved back to a 1-month measurement week cycle.
- When a patient begins a new medication step, they are requested to confirm the receipt of their medication and update their medication schedule. The next measurement week will always start on the next Saturday following a 21-day period where the patient should be taking the new medication.

What happens if a patient misses a scheduled measurement (f.e. for capillary BGM/SpO2)?

If just the single daily required measurement, patient can take measurement for the next day. Based on HCP users' instruction, patient can takes required measurement within the new programme review cycle.

Where can I find the historical data measurements from my patient?

The history raw data can be viewed in detailed monitoring overview screen by clicking view all measurements button on each graphs.

What is difference in dots showing in the AF graph(s)?

Dots in AF graphs show there is no signs of Atrial Fibrillation detected.

What is CardioSignal? What is the measurement?

CardioSignal is a supportive app for your patient. It can detect signs of Atrial Fibrillation. The information will be reported within OMRON Viso. When there are signs detected the system will ask your patient to contact the clinic and will send you an action card alert.

What drug intolerance will be signalled in the menu?

Drug intolerance need to be added when enrolling a patient. If OMRON Viso is connected to the EMR of your clinic, this information will be available while completing the patient enrolment but can also be added manually with "Patient Settings" (please check proposal answer).

Can I use multiple monitoring programmes for a single patient?

Yes, you can add multiple monitoring programme for a single patient.

Can I unscribe a patient from a monitoring programme (while continuing others)?

You can remove a programme for monitoring from your patient. Historical information will not be lost. Your patient will no longer be prompted to do activities or tasks within the app.

Will the data be lost after having described a patient from the programme?

Data history will remain in the system and data that has been shared within EMR will be still available as this might be scope of the decision making of treatment.

Can I change the responsible HCP of a patient into another HCP (based upon transfer/leave etc.)?

Yes, you can change assigned HCP approver for a certain patient in patient setting screen, or you can require CCG or PCN admin to change the responsible HCP approver when they remove the user.

How can I change target BP/capillary BGM/SpO2 measurement for an individual patient?

By editing related programme, you can change target by clicking manage programme button in patient detailed screen. And you will move to the corresponding programme and allow to update target values in the related screen.

How can I change Alert/Alarm BP/capillary BGM/SpO2 measurement for an individual patient?

By editing related programme, you can change target by clicking manage programme button in patient detailed screen. And you will move to the corresponding programme and can update alert values in the related screen.

Where can I find results from blood and urine test within the Dashboard OMRON Viso (from eGFR, HbA1C etc)?

You can find the test results in patient monitoring details screen.

How can I make referrals of a patient? Can I make referral outside of my PCN/CCG/Surgery?

Yes, you can make referral of patient to other HCP within the Dashboard. It is not possible to make referral to HCP Clinical expert outside of the actual user group of Viso.

What questions will be in the questionnaires during review?

Questionnaires and frequencies are based upon NHS guidelines for evaluation.

How can I change review period for a patient?

When looking at the Patients Details screen, you can check "Manage programmes". Choose the programme you want to personalise for your patient and change the settings/frequency/threshold.

Programme in OMRON Viso

Can I issue prescriptions for medication in OMRON Viso?

At the moment it is not possible to issue prescriptions in OMRON Viso. Please follow your standard procedure to issue a prescription.

Note

- Don't forget to confirm in OMRON Viso when a prescription has been issued, this will alert your patient to update their medication in OMRON Viso and trigger the timing of the next measurement week (see "How is the start of a blood pressure measurement week determined?")

The medication that I want to prescribe is not listed in OMRON Viso, can I add it manually?

The medication list in OMRON Viso is based on your local CCG formulary. It is currently not possible to add medications manually in OMRON Viso. If you wish to add medications not currently listed, please discuss with your CCG formulary management team.

Can I change a treatment plan that has been recommended by OMRON Viso?

Treatment plans recommended by OMRON Viso can be fully customized. Deleting the recommendation in the “Class” field will enable you to select from all available hypertension medications in your local formulary. You may choose to set each step manually, or to modify an individual step. When modifying a step, always make sure to review the subsequent steps. Click [Recommend] to update the recommendation automatically, or continue to edit manually. To reset a manually modified step, click [Recommend].

What steps need to happen for a new titration step to be approved?

OMRON Viso will recommend a new titration step when the result of the patient’s blood pressure week is above target. The Action Card "Next medication Step Recommended" will be displayed in the Dashboard. Once the HCP Approver has confirmed the next titration step a message is sent to the patient to agree to the change. When the patient agrees to the medication change, the Action Card "Create Prescription" will be displayed in the dashboard. The HCP approver must confirm the creation of the prescription. This sends an alert to the patient that their prescription is available.

When the patient has collected their prescription, they confirm receipt and update their medication schedule in the OMRON Viso app. The patient will now follow their new medication plan and the titration step display in the Dashboard is advanced to the next step in the plan.

What happens if a patient rejects a titration step?

When a patient rejects a recommended step, they are required to enter the reason for the rejection, which can be viewed by the HCP in the "Patient Rejected medication step" Action Card. If no further action is taken, the patient will continue on their current medication until a further change is made and agreed by the patient. If no change is made, the patient will be prompted to start their next measurement week 28 days after their previous measurement week began. If blood pressure is still above target at the next measurement week, then OMRON Viso will again recommend to move to the next titration step.

The HCP can choose to edit the titration plan and send a new recommendation to the patient (for example, to address concerns on symptoms or side-effects). The patient then has the option to approve or reject this updated recommendation in the normal way.

If a change in medication is required, but the patient does not accept the change through the app, contact the patient to resolve. You can send a contact request through the OMRON Viso system, or contact the patient in your normal way.

What happens when the patient reaches the end of their treatment plan?

When a patient reaches the end of their 3-step plan, OMRON Viso will recommend the creation of a new 3-step plan. For patients where an automatic recommendation can be made, the recommended steps will be displayed (see "Create Treatment Plan"). When an automatic recommendation cannot be made, the HCP can manually define the next steps in the plan.

Note

- For patients where recommendation is possible, OMRON Viso can make recommendations up to and including NICE treatment Step 3. Further steps (if desired) must be created manually.
  Patients who are stable with a blood pressure below target will continue on their current medication. OMRON Viso will prompt them to monitor their blood pressure and remind them to take medication. If, in a subsequent measurement week, the patient is no longer on target, then OMRON Viso will recommend creation of a new treatment plan.

What happens if OMRON Viso cannot recommend a new treatment step?

Doctor can make a new treatment step manually of they think the new treatment step is necessary for patients. Choose medication from the drop-down list and customize the new treatment step without recommendation.

Managing Users

How to change level of responsibility /access role (allowance level to approve/admin only etc.)?

Only CCG or PCN admin can change access role for HCP users. Contact with your CCG or PCN admin for more details. If your access role is CCG or PCN admin, and you can change other HCP users role by clicking edit user button in manage user tab.

About Viso

UK CA 0086

Model Name:	Viso
Product Category:	Application Program Software for Hypertension Analysis and Reporting
Durable Period:	6 years

Please report to the manufacturer and the competent authority of the Member State in which you are established about any serious incident that has occurred in relation to this application.

Security Notes

"Viso" has the following security measures in place.

- 2 factor identification: Your identity is verified by SMS (text message) to your telephone number and email address when your account is created;
- If you fail logging in to the Viso system 5 times continuously your account will be locked;
- If you do not use your account for 48 months your data will be automatically deleted;
- All communications between the app, doctor system and OMRON servers are encrypted;
- Your data is securely stored in encrypted form on OMRON's servers which have been designed manage sensitive personal data.

Symbols Description

UK CA 0086	UKCA Marking
MD	Medical Device
	Necessity for the user to consult this instruction manual
	Date of manufacture

Contact Information

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