OMRON

Viso

HCP Dashboard

Instruction Manual

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Introduction

This instruction manual will guide you through the key features and functionalities of the Clinician dashboard on the Viso platform. This manual is intended for health care providers only.

Please refer to this manual when you have questions or read our "FAQ [▷ 43]" section for more information.

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

What is Viso?

Viso is the OMRON multi-disease management platform for remote patient monitoring. Viso facilitates the Review process and optimizes it with retrospective health-monitoring and daily/regular deterioration checks to managing your Patients Health and/or chronic Disease for earlier detection and better Outcomes. Viso support in QOF/IIF processes, alerts in Patient Reported deterioration, creates follow-up in Treatment Plans and regular blood/urine screening, shares workflow and decision making; to reduce top-down workload and offers Patient-personalized or Practice-specific indication-based Markers.

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 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

Viso 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

Viso 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 Viso via web browser.

Start-up procedure

You can start to using Viso by signing in our service platform weblink on browser.

Shutdown procedure

You can shutdown Viso by signing out your account from web browser or closing the web browser.

Decommissioning and Disposal

Please contact OMRON Customer Service to start the decommissioning and disposal process for Viso, and to ensure that any personal identifiable information you have entered to Viso is deleted.

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.

RESPONSIBILITY OF RESPONSIBLE ORGANIZATION (GPs)

- Execution of the HEALTH SOFTWARE on an IT-NETWORK could result in previously unidentified RISKS to patients, USERS or third parties
- The RESPONSIBLE ORGANIZATION is advised to identify, analyze, evaluate and control these RISKS
- Subsequent changes to the IT-NETWORK could introduce new RISKS and require additional analysis

  Changes to the IT-NETWORK include:
  - Changes in IT-NETWORK configuration
  - Addition of items (hardware and/or software platforms or software applications) to the IT-NETWORK
  - Removal of items from the IT-NETWORK
  - Update of hardware and/or software platforms or software applications on the IT-NETWORK
  - Upgrade of hardware and/or software platforms or software applications on the IT-NETWORK

IT-NETWORK Requirement

Your laptop is to be connected to internet to use this service.

HAZARDOUS SITUATIONS resulting from a failure of the IT-NETWORK

No hazardous situations is identified due to failure of the IT-NETWORK.

Initial Settings

Registering Your Practice for Viso

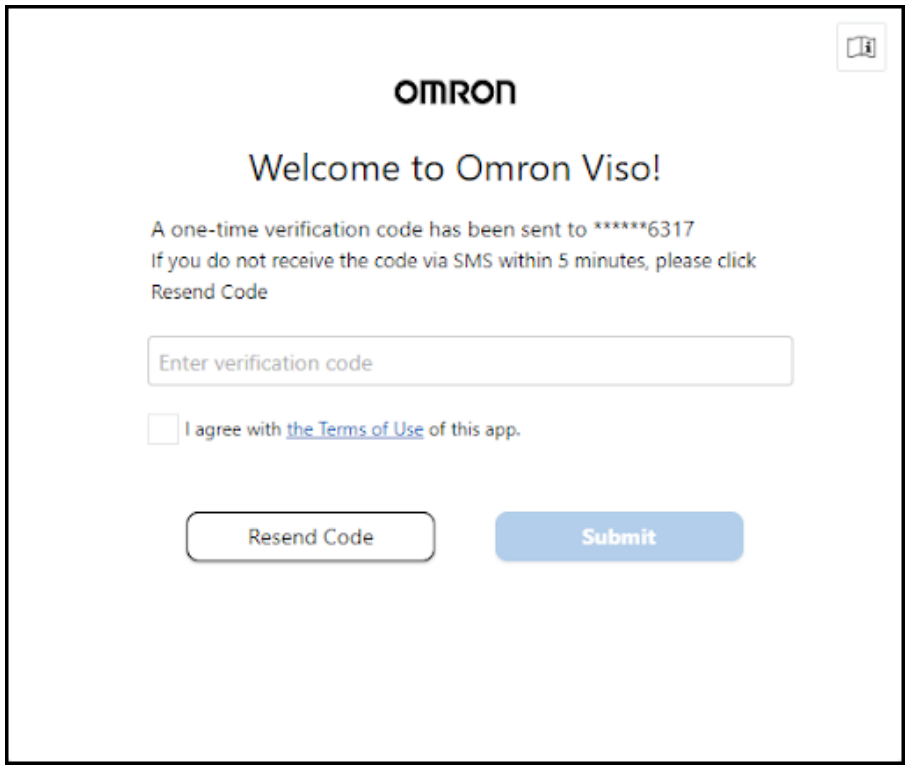
User registration to Viso requires 2-factor verification (email address and phone number).

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.

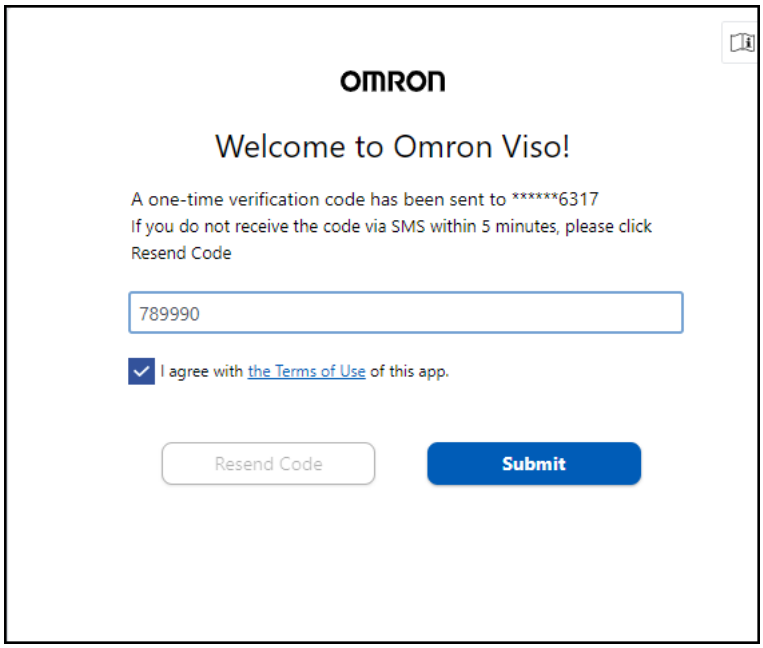


Note

- 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.

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

Note

- You must create a strong password with a mixture of letters, numbers and characters. The minimum password length is 8 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].

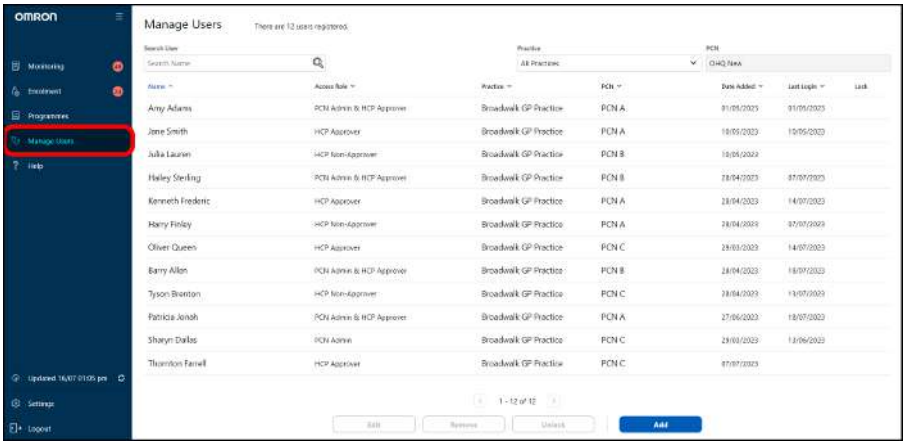
Add Users

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

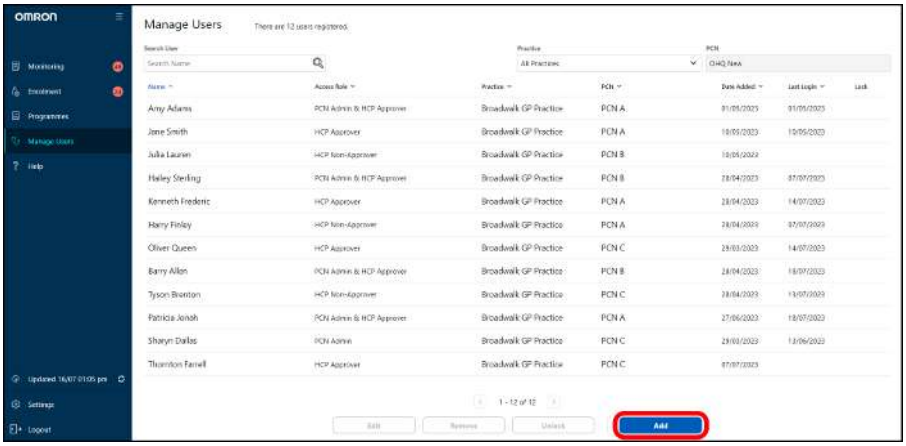
Note

- Only administrators can register additional users.

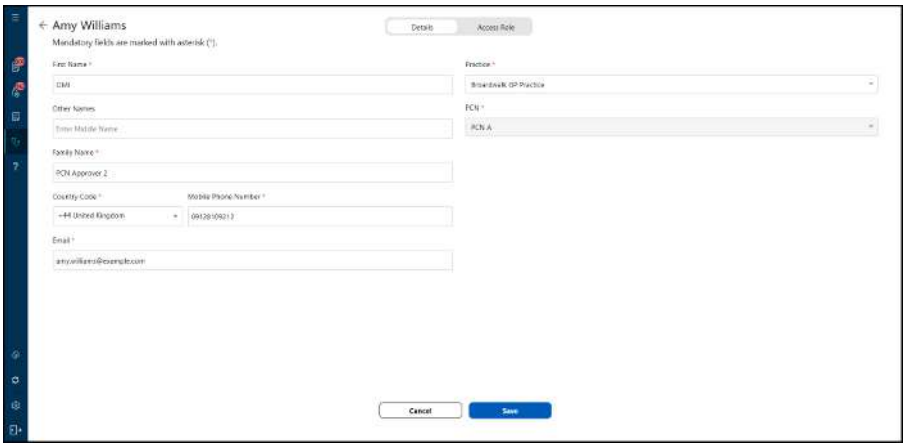
2 <Admin> Click [Manage Users].

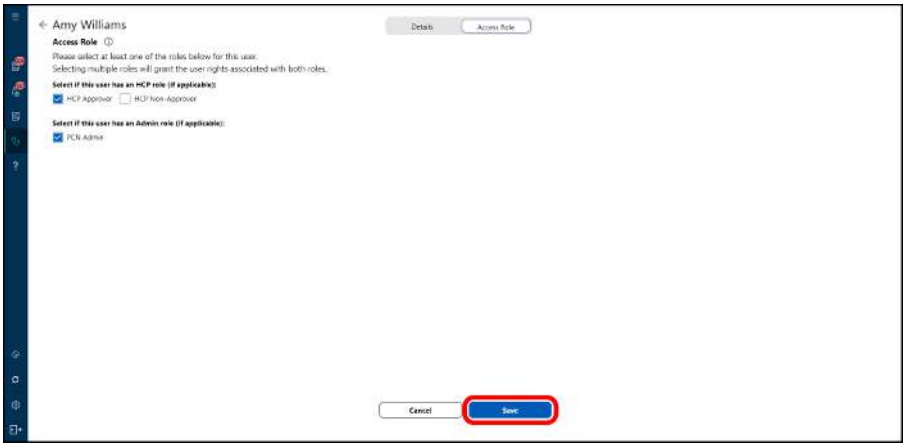


3 <Admin> Click [Add].



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





Note

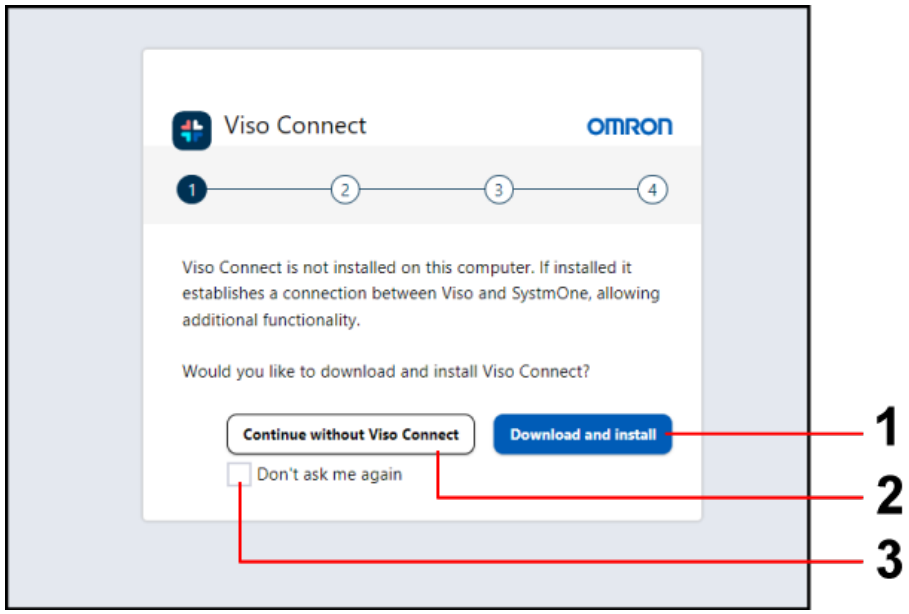
- User permissions are defined by access role. Therefore it's important to set the appropriate access role when registering new users. Access roles can be modified after initial registration in the "Manage Users" page.
  Access Roles:
  - HCP Approver: Can execute all activities in Viso, including registration 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*.
  - ICS Admin: Can add/edit/delete HCP dashboard users at an ICS 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.
- For more information about this screen, refer to "Edit Users [▷ 39]".

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

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

Viso Connect

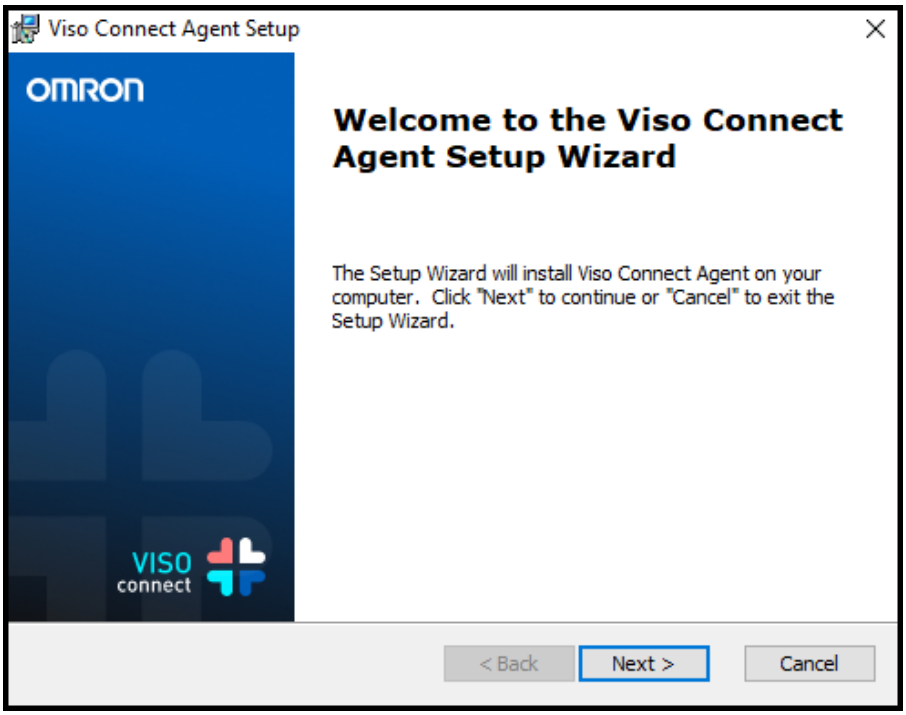
Viso Connect is a Windows application that enables you to quickly open patients in the medical record when viewing them in Viso; and that improves connection stability, ensuring communication even when the gateway connection is inactive.



When Viso is opened, the user will be informed about Viso Connect, and will be asked whether to install this software.

1. Click [Download and install] to install Viso Connect.
2. Click [Continue without Viso Connect] to go to the main screen of Viso.
3. Check “Don’t ask me again” to avoid seeing this screen the next time you open Viso. You can change this setting in the Settings screen.

When you choose to download and install, your browser will download the installer executable for Viso Connect. This may show the warning that it “isn’t commonly downloaded”. You can safely bypass this warning. Once the download concludes, double-click the executable and follow the instructions to proceed with the installation.


Viso Connect Agent Setup
OMRON
VISO
connect
Welcome to the Viso Connect Agent Setup Wizard
The Setup Wizard will install Viso Connect Agent on your computer. Click "Next" to continue or "Cancel" to exit the Setup Wizard.
< Back
Next >
Cancel

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.

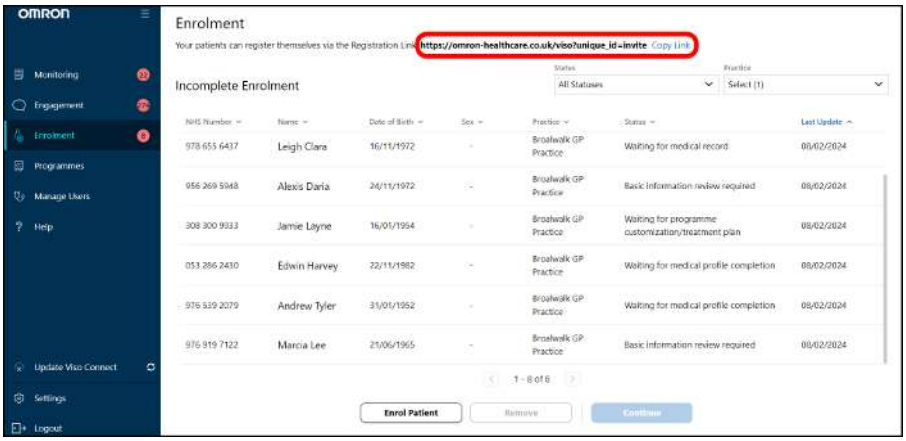
1. Send a sign-up link to your patient. This link is available at the top of the Enrolment page.
2. Enrol the patient using the Viso Dashboard

Note

- Independent of the registration method used, to access Viso, patients must use 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.
- NHS supports shared or 'proxy' accounts, but Viso does not. If there is a carer that logs in to NHS on behalf of the patient, and this patient has no personal NHS Login details, then this patient will not be able to use Viso.
- The NHS requires patients to have a high level of identity verification associated to their NHS login account to use services like Viso.

Send the sign-up link to your patient

A common enrolment link that can be used by the whole practice is found on the enrolment page. Send this link to the patient(s) you want to enrol. Once they complete the sign-up form, if all of the patient information can be verified, they will be added into the Hypertension Plus Monitoring-Only Programme. If the patient information cannot be verified, you will be asked to complete the enrolment (see Complete Enrolment [▷ 16]). Once you have completed the enrolment, patients will receive a confirmation email and will be able to use the Viso app.



Enrol the patient using the Viso Dashboard

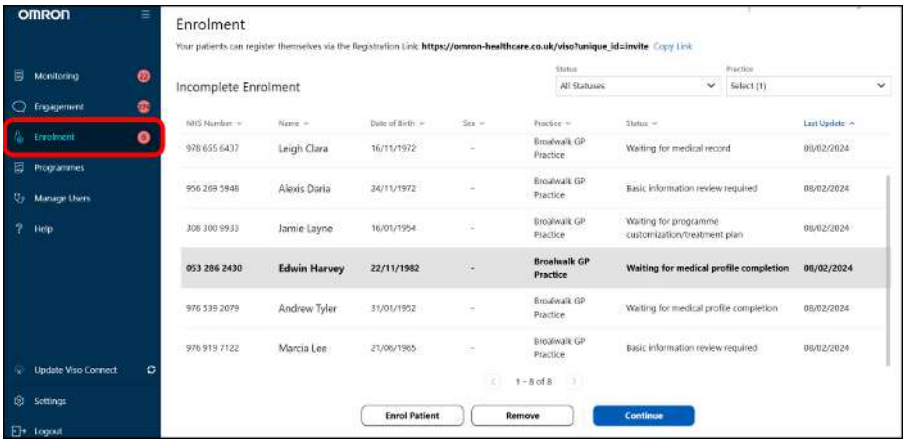
You can enrol one patient at a time following the steps below.

Note

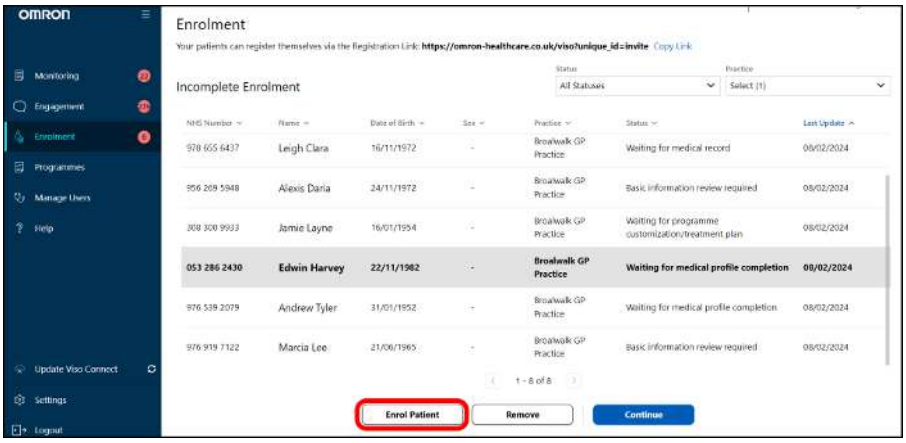
- Please obtain patient approval before adding their information into Viso.

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

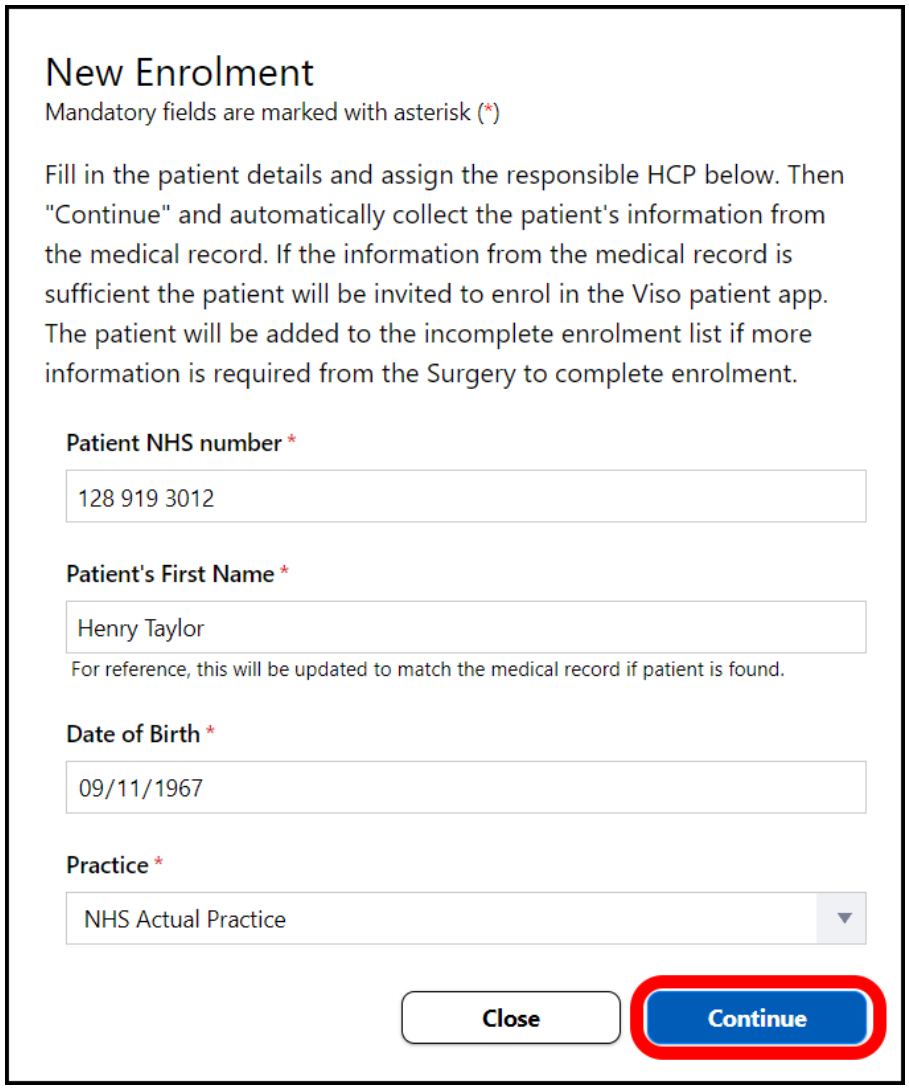
2 Click [Enrolment].



3 Click [Enrol Patient].



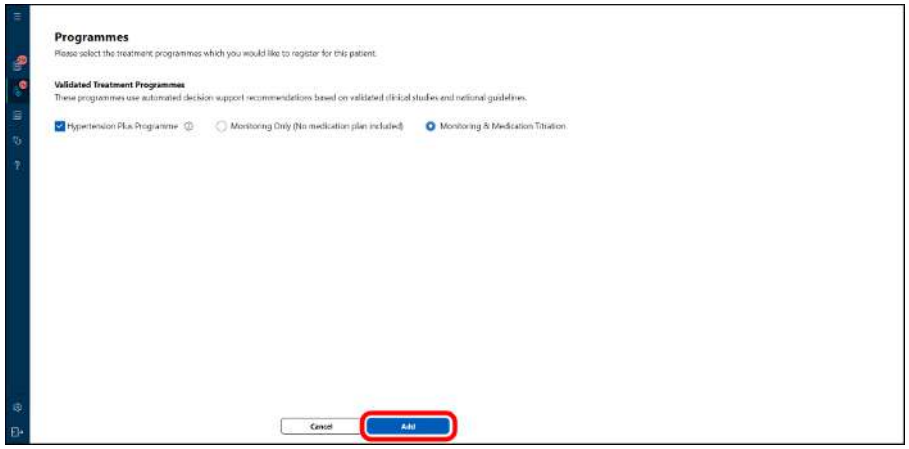
4 Fill in the form and click [Continue].



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].



- Depending on your selections on this page, you may be prompted to enter further information or personalize the monitoring/treatment plans. For more information on available programmes and options on this page, see Managing Programmes [▶ 37].
- Once you have completed the enrolment, patients will receive a confirmation email and will be able to use the Viso app.

WARNING

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

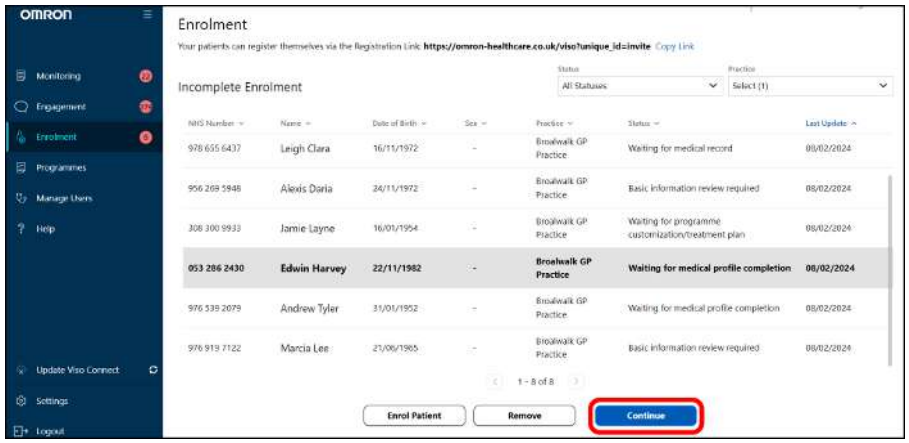
Note

- After adding the patient, the patient will be added to the "Incomplete Enrolment" list with the status "Waiting for medical record".
- After your patient's 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 might be incompatible with each other due to medical complexity. You will be informed by Viso of this, and you will need to remove one of the incompatible programmes to proceed.
- Patients may be deemed ineligible for specific programmes after verification of the patient's information. In this case, you will 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 [Continue].



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.

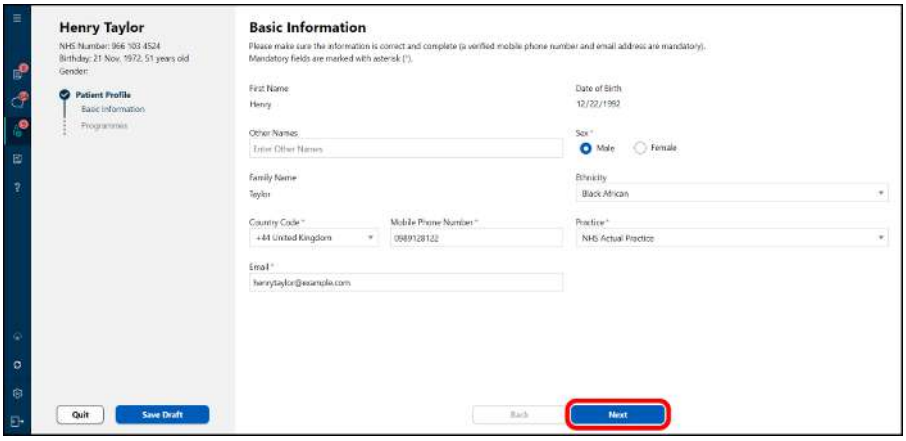
Waiting for medical profile completion	Enter the required medical information for the patient to complete their enrolment.
Waiting for programme customisation/ treatment plan	Fill in the customisations and/or titration plan for the programme(s) selected for the patient to complete their enrolment.
Pending 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. If this error persists there might be a connection issue between Viso and the electronic patient record system. Contact OMRON Customer Service for assistance.
  - "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].

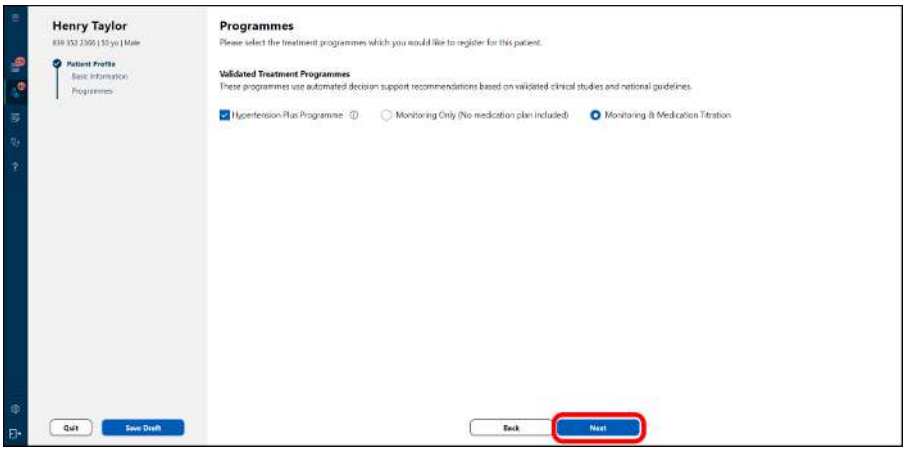


- **CONFIRM the information is inputted correctly. Incorrect input may lead to inappropriate treatment.**

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 Hypertension Plus Monitoring-Only Programme. Otherwise, proceed to the possible next steps listed below.

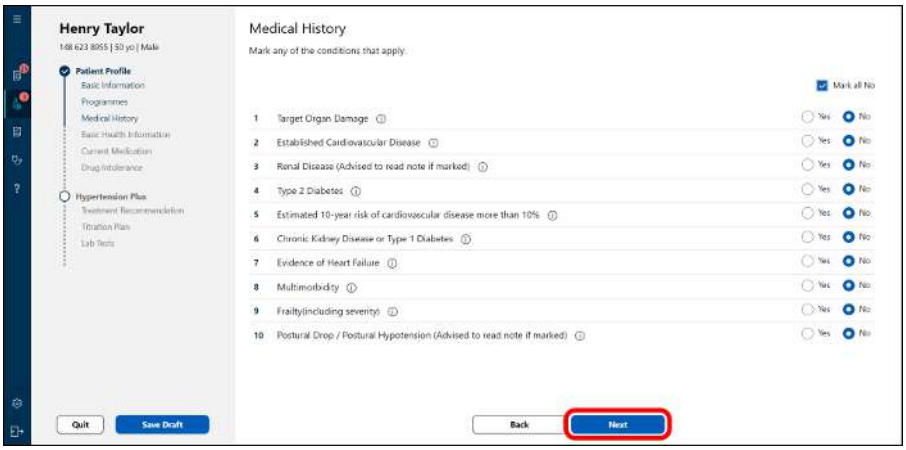
Steps for Creating a Titration Programme [▸ 18]

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 co-morbidities 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 a Titration Plan [▸ 23]").
- Mark any applicable conditions by selecting "Yes" in the radio button next to that condition. When completed, click [Next].



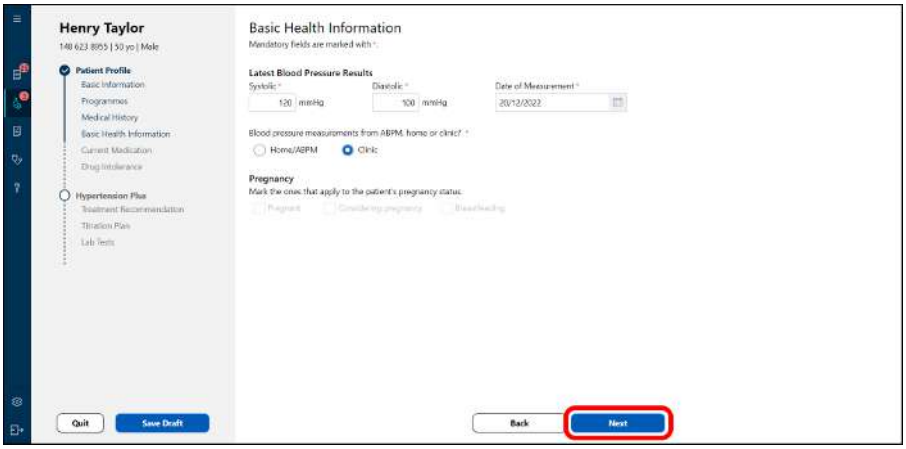
- **CONFIRM the information is inputted correctly. Incorrect input may lead to inappropriate treatment.**

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.
- If there is an incomplete MW action card for this patient, the results of this MW will be displayed here. If you believe that these blood pressure values are not valid, first clear the action card and indicate that the values should not be written to the EMR.
- Enter the information into the designated fields and click [Next].

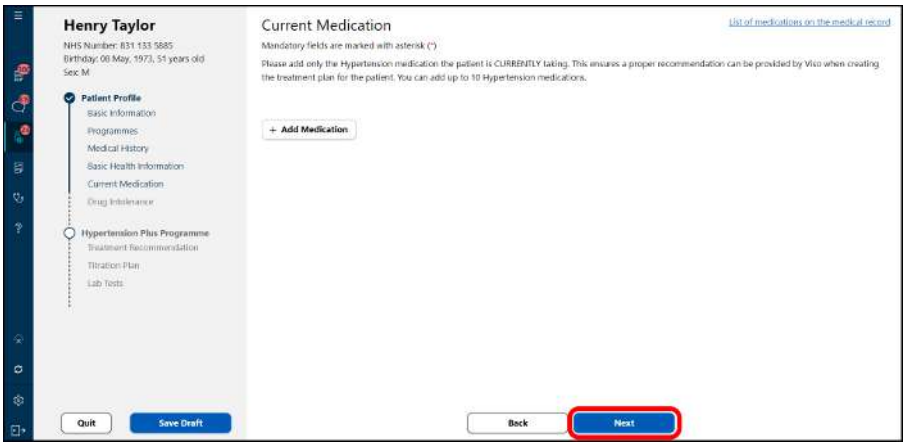


- **CONFIRM the information is inputted correctly. Incorrect input may lead to inappropriate treatment.**

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.
- Viso will prefill this information from the EMR as much as possible.

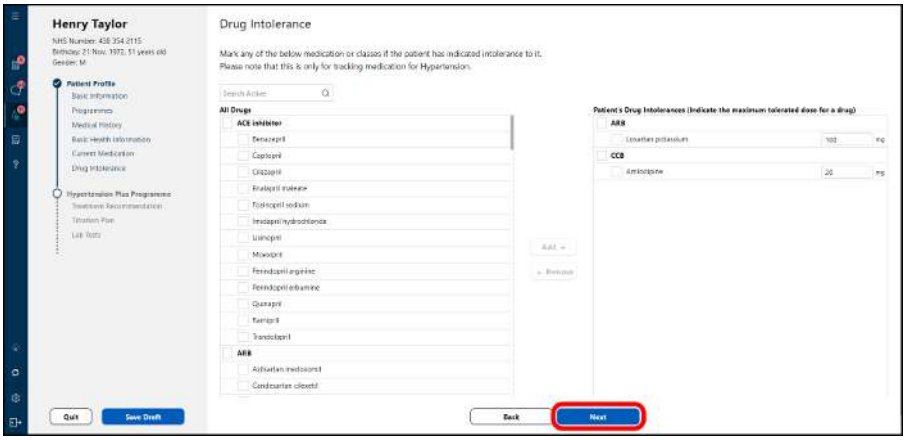
- During the enrolment period, only hypertensive medication should be added. Non-hypertensive medications may also be added after enrolment; however, these will not be applicable to the Validated Treatment Plan. These medications will be visible to the patient in the Viso app where they can set medication reminders and on the clinician dashboard.
- Leave this section blank if a 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 drug allergies and intolerance.

- Viso takes into account allergies and intolerances when creating treatment plan recommendations. Intolerances can be identified at a 'class' level (for example ACE inhibitor) or at a drug 'active' level (e.g. captopril, ramipril). When a drug has been selected and moved to the "Patient's Drug Intolerances" list, it will automatically be marked with a maximum tolerated dose of 0 mg to indicate the patient is completely intolerant/allergic to this drug.
  If the patient can tolerate a certain level of medication, add it to the "Patient's Drug Intolerances" list and indicate the maximum dose they can tolerate.
- Viso will prefill this information from the EMR as much as possible.



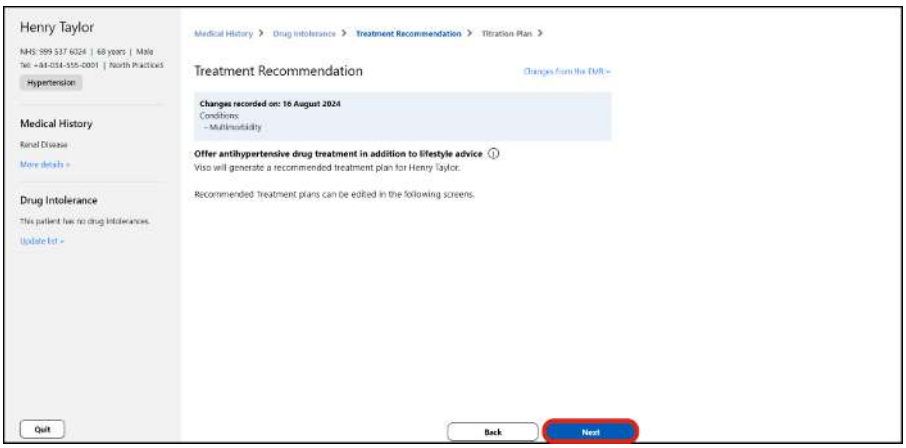
- **CONFIRM the information is inputted correctly. Incorrect input may lead to inappropriate treatment.**

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 [▶ 32]" 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.
- Notifications from action cards in the last three months will be shown here, e.g. if a new medical condition for this patient was detected in the EMR.
- 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.

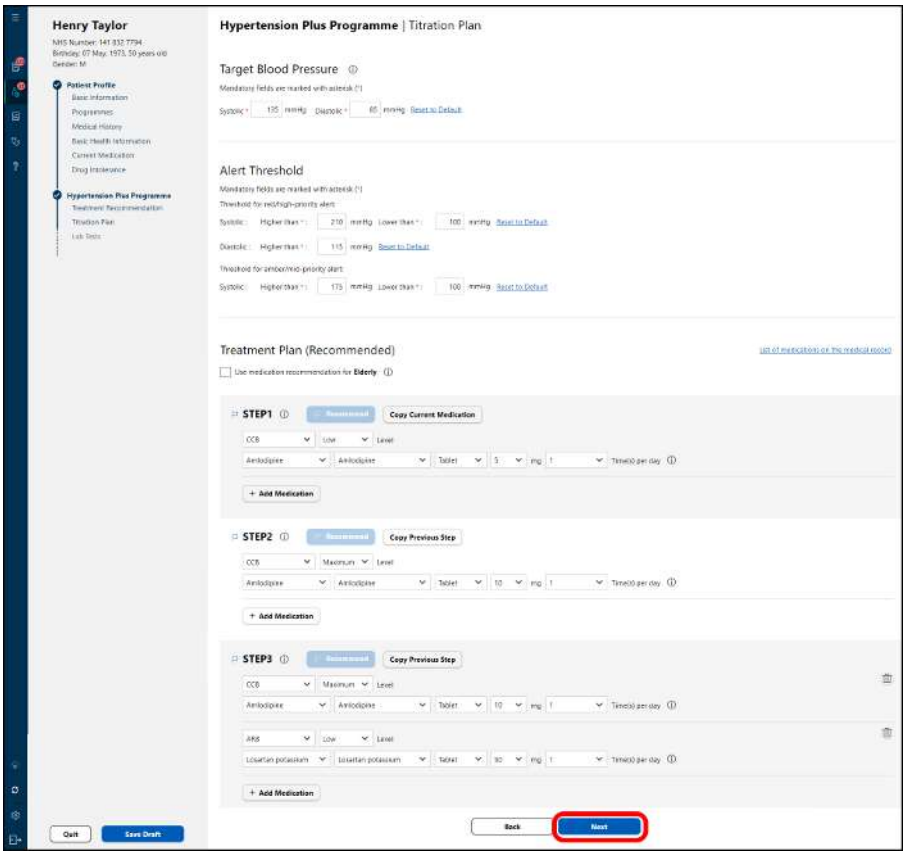


Note

- 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 Setting targets and treatment plans.

- Target values for the indices monitored with the Validated Treatment Programme may be recommended by Viso. For example, Viso generates a target blood pressure recommendation based on NICE guidelines for Hypertension Plus 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 be set for each patient.
- The Hypertension Plus Programme 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.
- Hypertension Plus uses a 3-step medication plan as the basis for remote management and titration of patients.
- To use a patient's current medication as Step 1 in the treatment plan, click the [Copy Current Medication] button.
- Click [Next] to go to the confirmation screen. After confirmation, click [Next] again.



A medication plan step consists of the following elements:

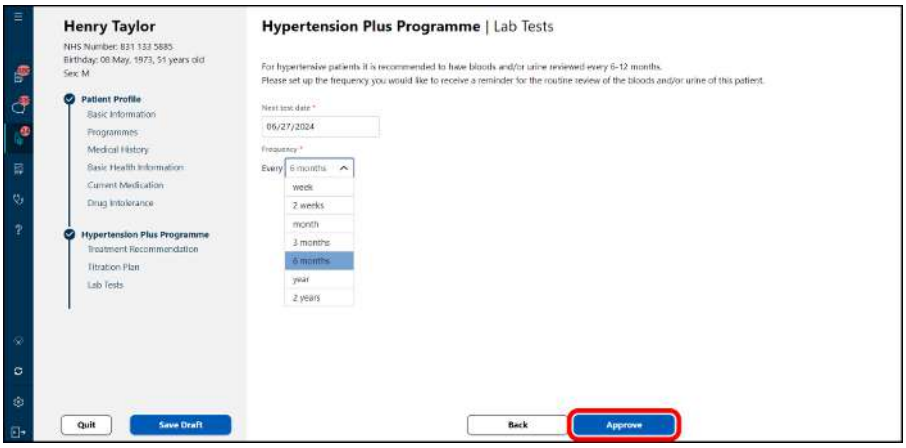
Class	The type of medication that will be prescribed, for example Calcium Channel Blocker, ACE Inhibitor, ARB, Beta-Blocker etc.
Medication Level	Titration plans are created based on incremental increases in medication within each NICE treatment guidelines step. For the majority of medications there 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

- The Hypertension Plus 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.
- Clinical actions and data shared in the Viso platform will be written into the patient's medical record and SNOMED coded.
- You can always select a dosage of an adult or an elderly from the drop down list. By checking "Use medication 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 a 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 start date and 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.

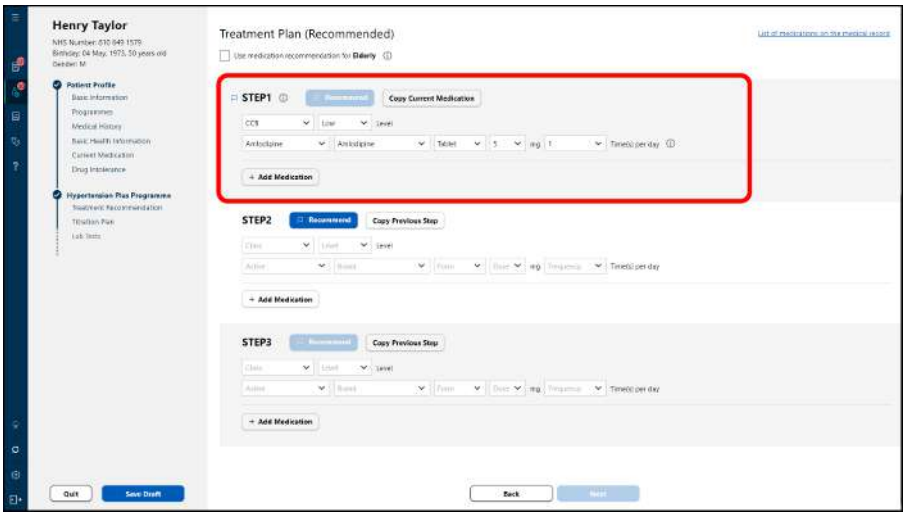
More About Creating a Titration Plan

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.

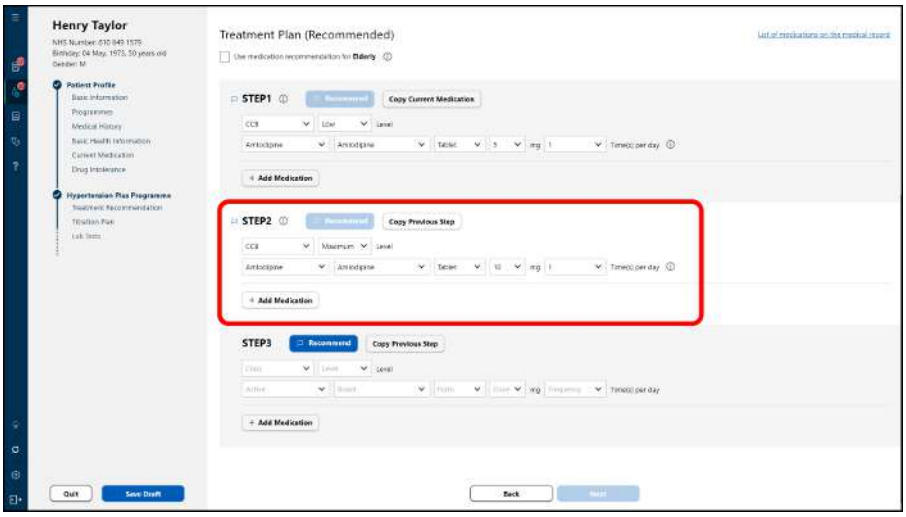
To use a patient's current medication as Step 1 in the treatment plan, click the [Copy Current Medication] button.

If a local ICS formulary has been provided to OMRON, the Active, Brand, Form and Dosage fields will be completed based on the ICS 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.

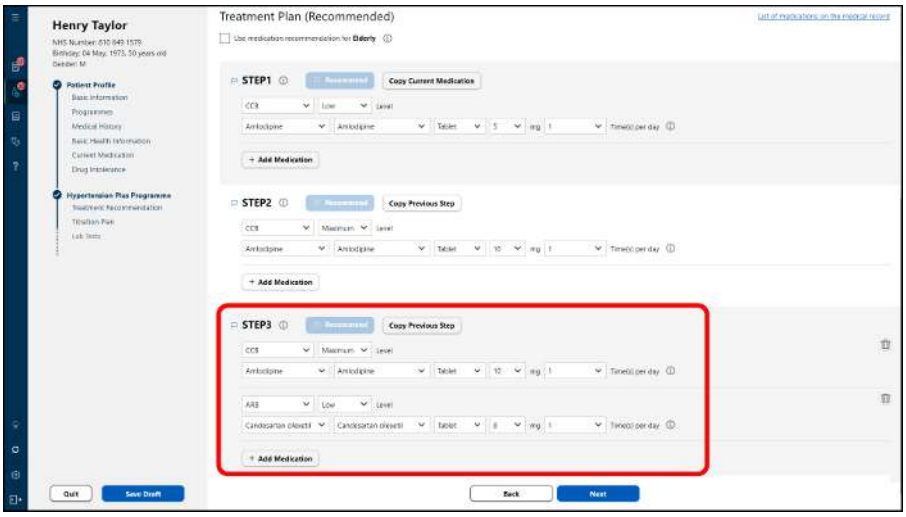


Use the following procedure to complete a medication plan with automatic recommendation:

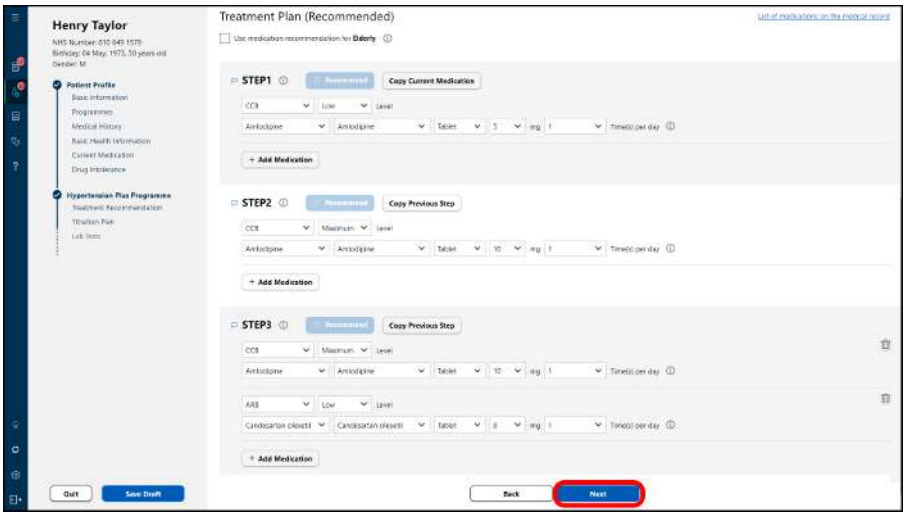
1. After reviewing the first step of the plan, click the [Recommend] button next to Step 2 in the plan. This will generate the next-step recommendation. A "flag" symbol will be displayed next to Step 2 and the fields completed as described in Step 1.



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 Step 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 Medication]. 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 "trash can" 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.

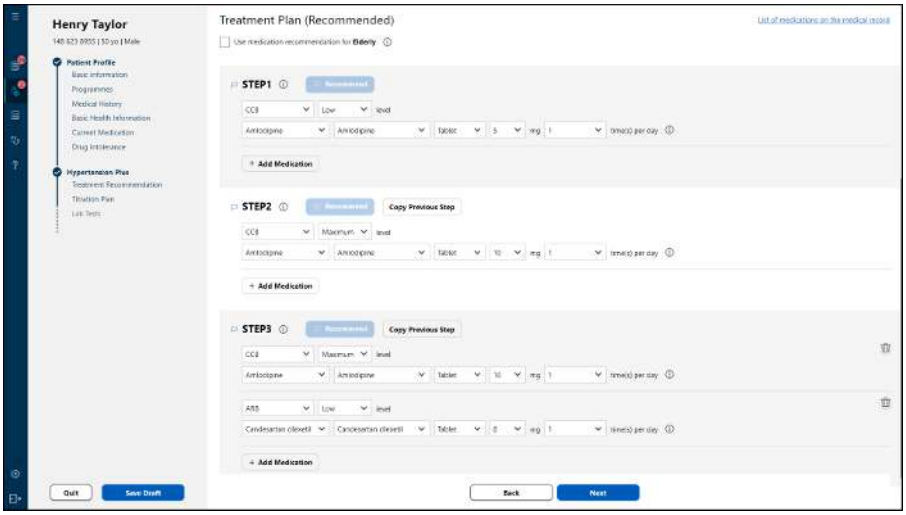
Example:

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

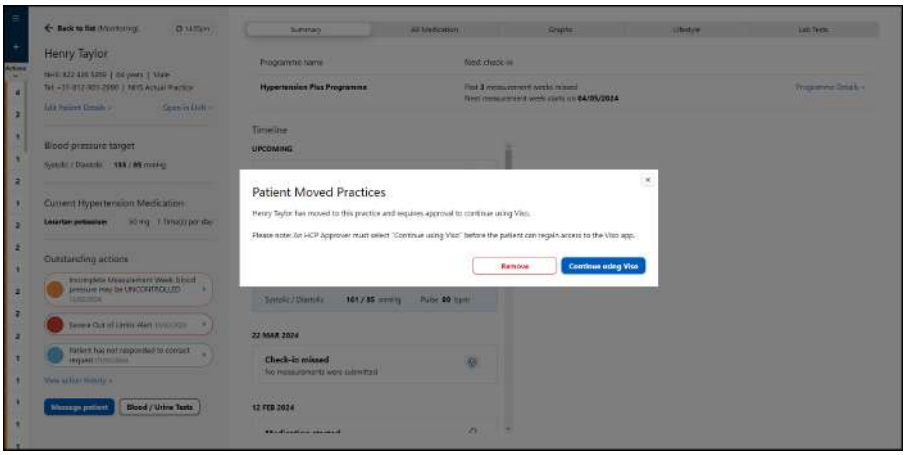
- Click ⓘ next to a medication line to view medication indications from the British National Formulary.

Patient Transfers Practice

When a patient logs into the Viso app, NHS login confirms which patient belongs to which practice.

Patient Transfers to Practice WITH Viso Access

If a patient moves from one practice to another, Viso will require the new practice to “accept” the patient before they can continue using the Viso app.



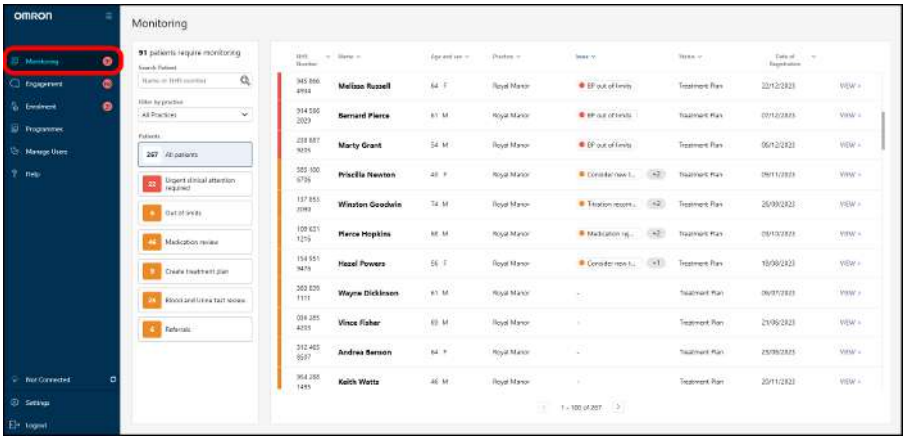
Patient Transfers to Practice WITHOUT Viso Access

If a patient moves from a practice using Viso to a practice that does not use Viso, the patient will receive an alert and will no longer be able to use the Viso app.

Daily Use

Monitoring the Viso Dashboard

Click [Monitoring] to open the Viso Monitoring Dashboard. Here you will find a list of all patients on Viso, as well as categorised lists of patients who require clinical review.



Key components of the Viso Dashboard

1. Search Box

   Search for patients by name or NHS number. Search is cleared when you move away from the page.

2. Filters

   Filter patients by practice. You will only see practices which you have access rights to. For easier usage of the dashboard, filters are retained even after moving away from the page.

3. All Patient List

   The page opens by default on the first category showing all patients that you have access rights to manage.

   Patients are ordered in priority of the actions to be taken on them. 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 actions or only engagement actions in Viso. Routine review is recommended.

4. Categories of Actions to be taken

   Click on each category to view the patients that require review corresponding to the category name. You can open view one category at once.

5. Issue

   Patients may have more than one pending action on them. The ‘Issue’ column helps narrow down the highest priority, or the oldest action that is waiting to be completed for the patient.

6. Treatment Plan Status

   Users can view if a patient is on Monitoring Only or if a Treatment Plan has been created.

7. Date of Registration

   Users can see when the patient was manually registered in the dashboard by a healthcare provider or the date the patient registered through a registration website.

8. Page Navigation

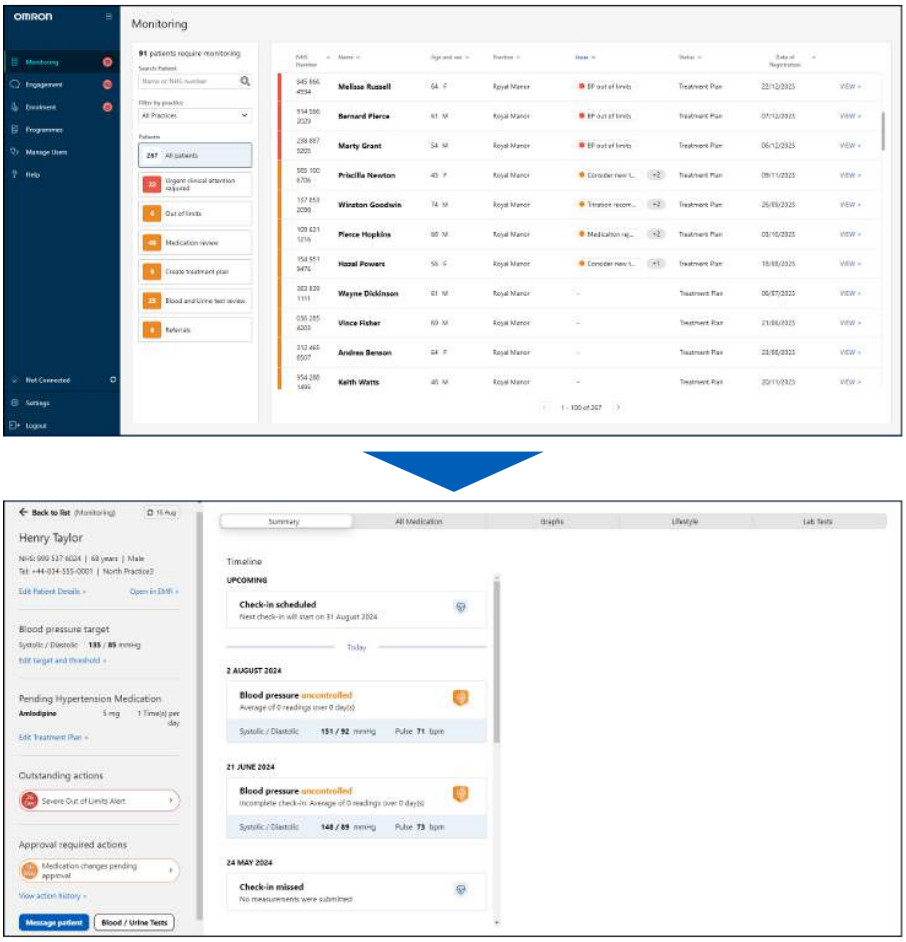
   If you have many patients, your patient list will span multiple pages. Use the page navigator at the bottom of the screen to move to the next page in the list.

How to use Filters

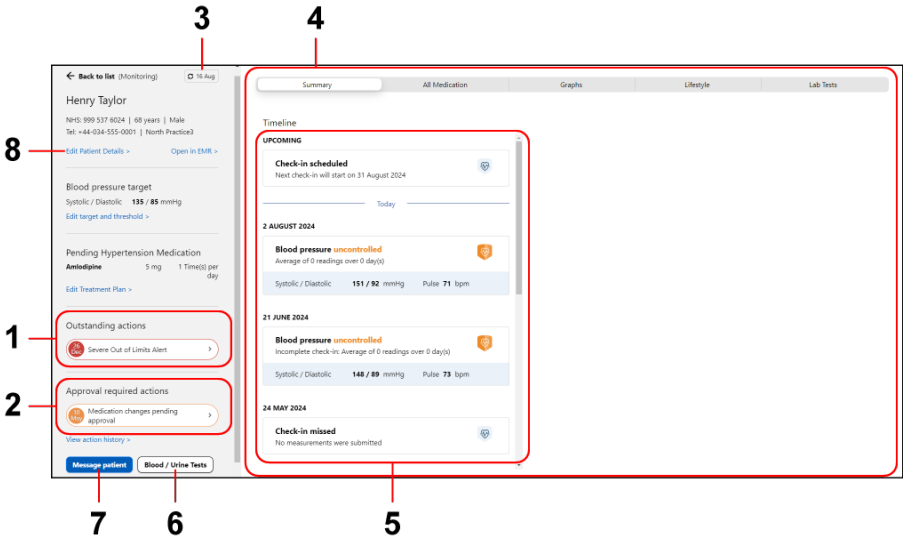
- All filters have a (Select All) option. By default, (Select All) is selected and the page is ‘unfiltered’; you will be viewing all patients relevant to the selected viewing category.
- To change the filter, select the options you want to include in the view, or deselect options to exclude patients falling under those options. Then, click outside the drop-down menu to reload the patient list.
- When no filters are selected, there may be an error since there will not be any patients to display.
- Selected filters are kept active (per user) when you move from one screen to another or even after you log out of Viso, until you change the filters again.

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. Outstanding actions

   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.

Both HCP Approvers and Non-approvers can act on Outstanding actions. Refer to "Patient Action Cards [▷ 31]" for more detail.

2. Actions pending approval

   This section is viewable by HCP Approvers only. It highlights to Approvers outstanding actions that have been reviewed by Non-approvers and are pending their approval.

3. Medical record information

   Viso will periodically synchronize patient data from the EMR. The date and time indicate when this has last been done. Please note that synchronization can only pick up changes in EMR that use proper SNOMED coding, not changes in free text fields. Furthermore, this only detects changes in dosage prescribed as part of a monitoring programme, not any other disparities between medications in Viso and in the EMR. During patient review, please check that the recorded doses of medication match in both systems.Click the arrow button to trigger synchronization now, or click the link to directly go to the medical record of the patient you are currently viewing.

4. Patient's data

   Switch between the tabs here to check the patient's Medications, Blood pressure graphs, Questionnaire responses and Lab test results.

5. Patient's blood pressure management history

   This is a timeline of patient's blood pressure averages measured during their check-ins and a history of how you/your team has managed the patient's blood pressure.

6. Blood / Urine Tests

   Click to send a request blood/urine test. Refer to "Manage Blood and Urine Tests [▷ 35]" for details.

7. Message patient

   Click to send a message to a patient. 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.

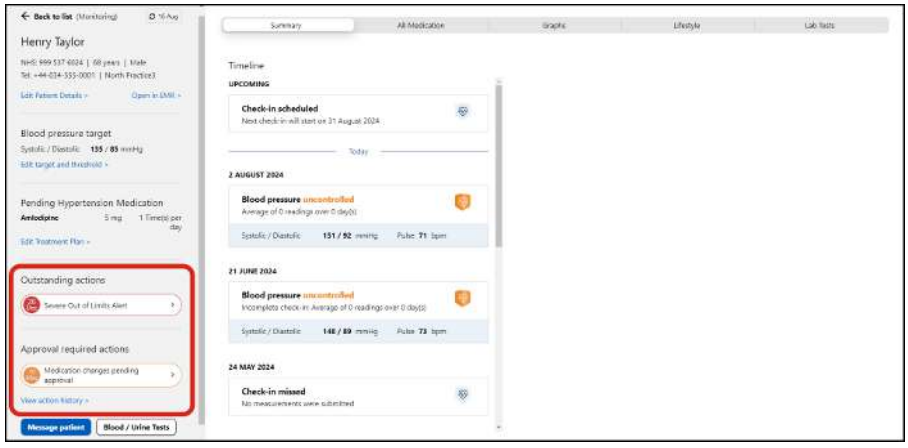
8. Edit Patient Details

   Click to edit the patient information. Refer to "Edit Patient Information [▷ 32]" for more information.

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.

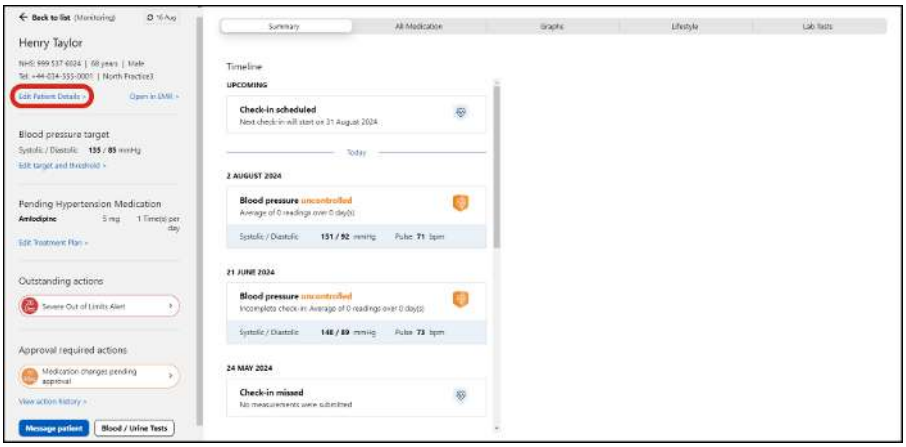


Note

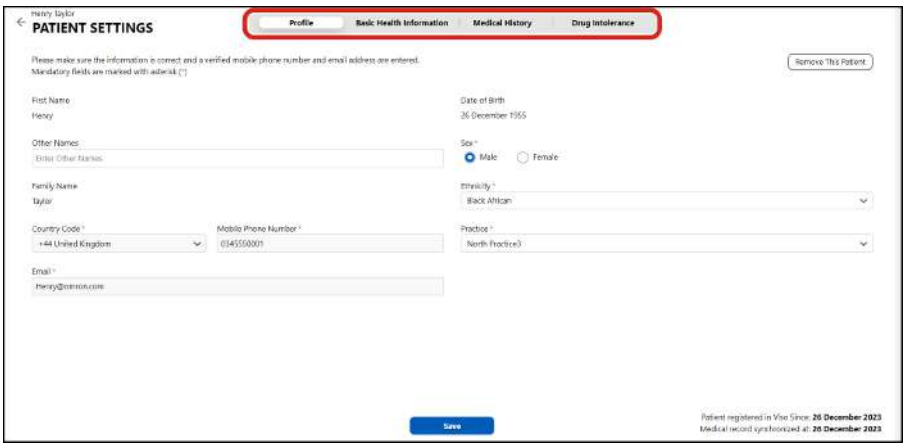
- Some actions can only be taken by an HCP Approver.
- Only HCP Approvers can complete a treatment plan which is then shared with the patient.
- If a new or edited treatment plan is rejected by the patient, they will continue to follow their current treatment step until a new plan is accepted. An Action 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 [Clear Alert]. The alert will be triggered again if the same conditions are repeated.
- Clinical actions and data shared in the Viso platform will be written into the patient's medical record and SNOMED coded.

Edit Patient Information

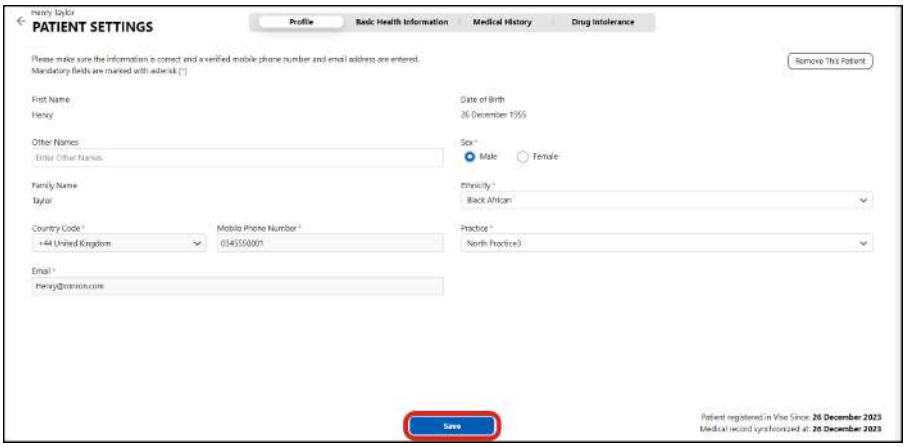
1 On the patient's dashboard screen, click [Edit Patient Details].



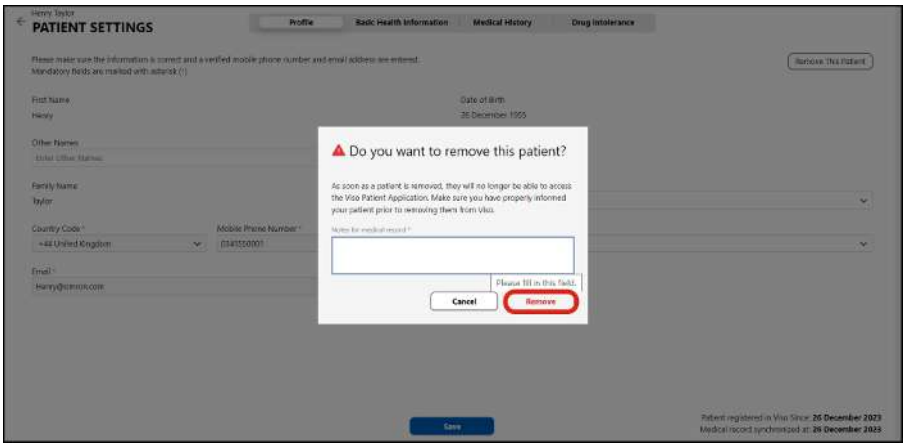
2 Select which section (Profile/Basic Health Info/Medical History or Drug Intolerance) should be modified, or select "Remove This Patient" if the patient information should be removed.



3 Modify the information and click [Save].



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

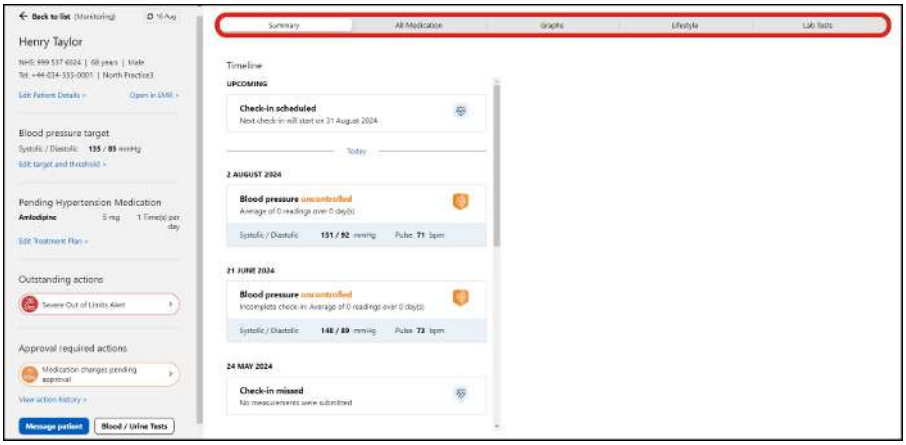


Note

- The modification of the patient's EMR information may impact the treatment strategy. OMRON recommends to verify that treatment plan is still valid after making any changes to the patient profile.

View Detailed Monitoring Overview

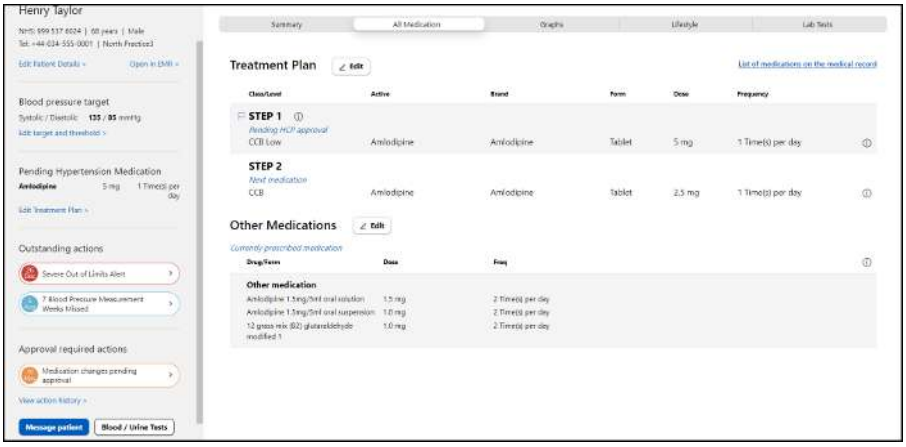
Click each section to view the patient's detailed monitoring overview.



All Medication section

Displays the patient’s hypertensive medications that have been added to Viso.

You can also create or edit the patient's treatment plan from this tab.



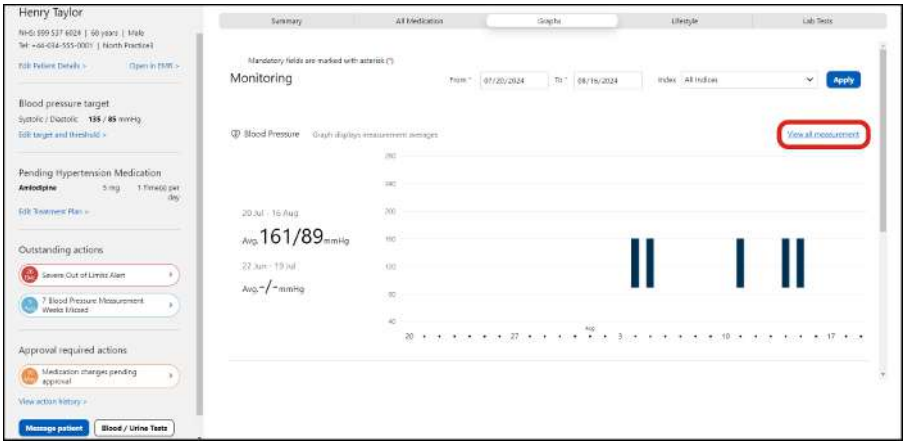
Note

- If you have added Other (non-hypertensive) medications to a patient's profile before 11 Sept 2024, you will be able to view and edit those medications on this tab as well. For all other patients, Viso only allows the management of their Hypertension Treatment Plan from Sept 2024.

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.

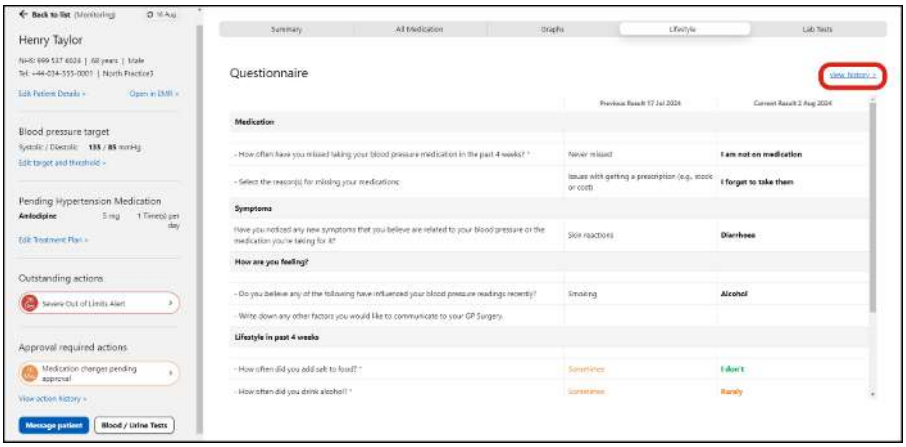
Click "View all measurements" to show the history of measurements as the list.



Lifestyle section

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

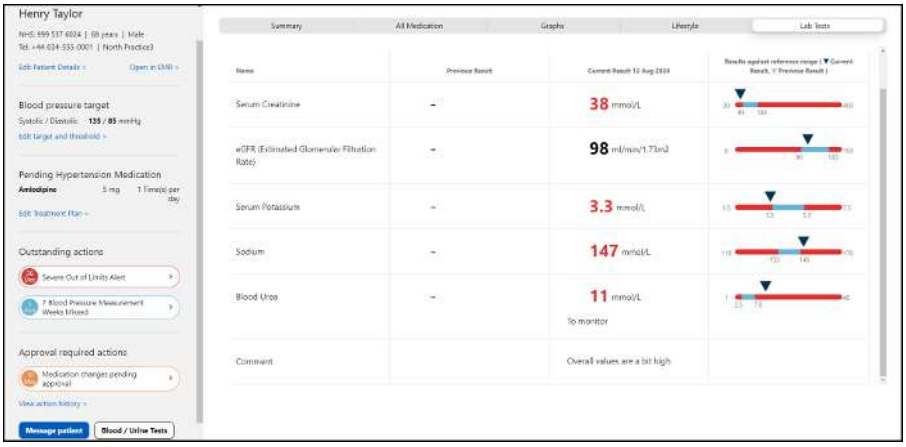
Click "View history" to show more results.



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.



Request Patient's Contact

From the Patient Dashboard screen, click [Message patient].

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 Profile screen, click [Blood / Urine Tests] to view all scheduled blood and/or urine tests.

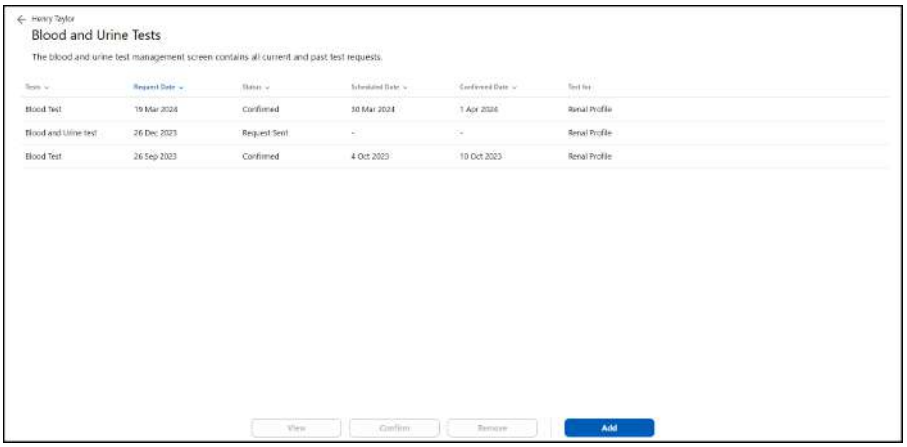
Confirm a blood and/or urine test at any time; prior to a confirmation card being triggered.

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].

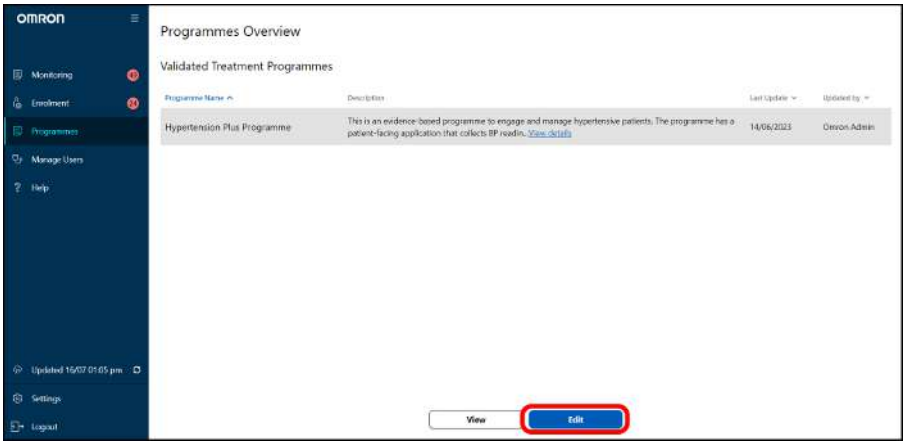
To confirm the results of the pending blood and urine test required before medication change manually, click [Confirm]. Only for such test request has been sent to patient, [Confirm] button is clickable.


Henry Taylor
Blood and Urine Tests
The blood and urine test management screen contains all current and past test requests.
Test
Request Date
Status
Scheduled Date
Confirmed Date
Test for
Blood Test
19 Mar 2024
Confirmed
30 Mar 2024
1 Apr 2024
Renal Profile
Blood and Urine Test
26 Dec 2023
Request Sent
-
-
Renal Profile
Blood Test
26 Sep 2023
Confirmed
4 Oct 2023
10 Oct 2023
Renal Profile
View
Confirm
Remove
Add

Managing Programmes

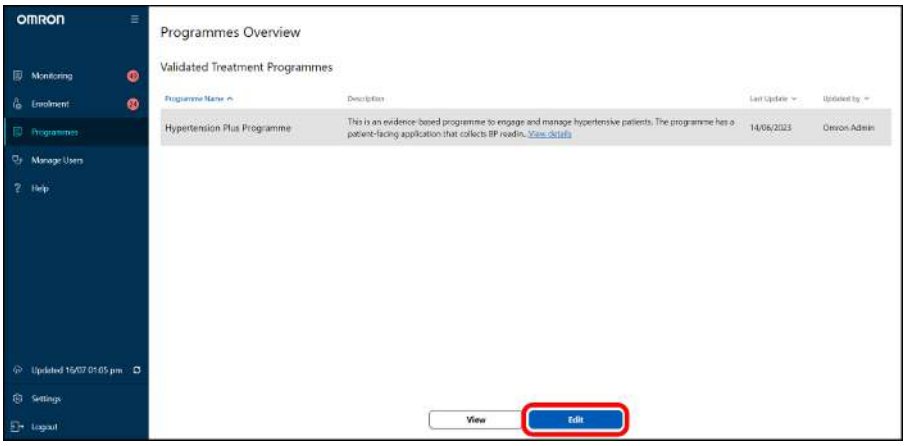
Validated Treatment Programmes: Based on validated clinical studies and national guidelines, these programmes provide automated decision support and treatment recommendations. There are 2 options when enrolling a patient for this type of programme.

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.

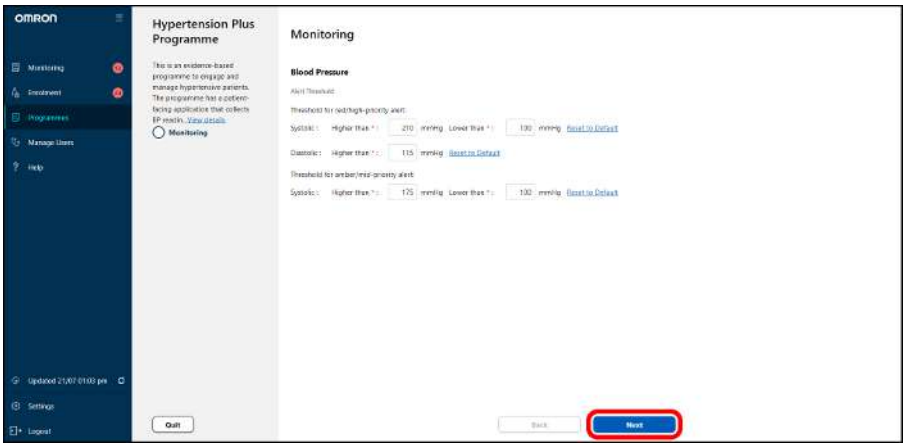


Validated Treatment Programmes

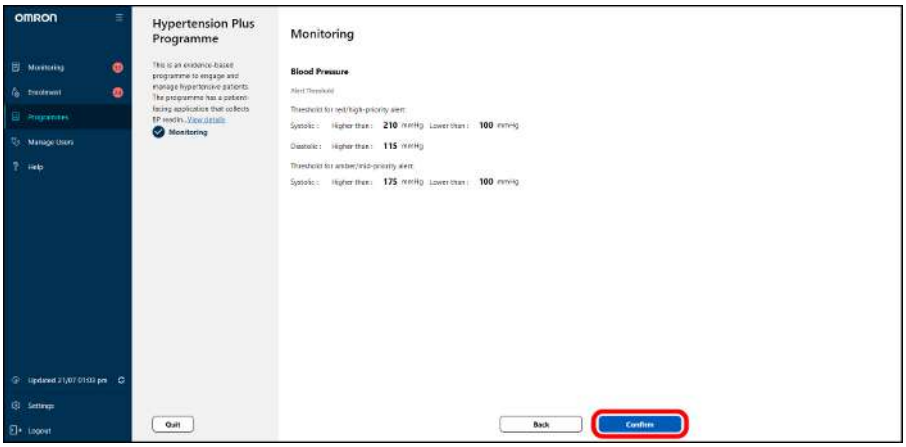
1 Select a programme of "Validated Treatment Programmes" and click [Edit].

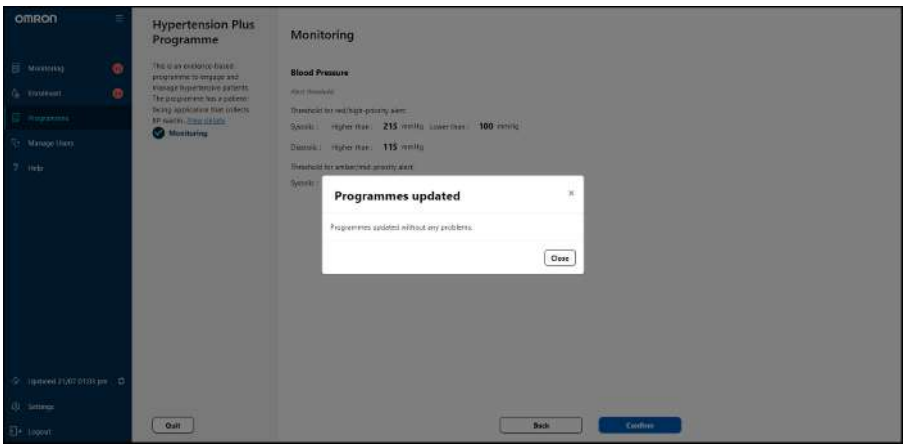


2 Edit the frequency of measurement and alert threshold of blood pressure and pulse, then click [Next].



3 Confirm the settings and click [Confirm].





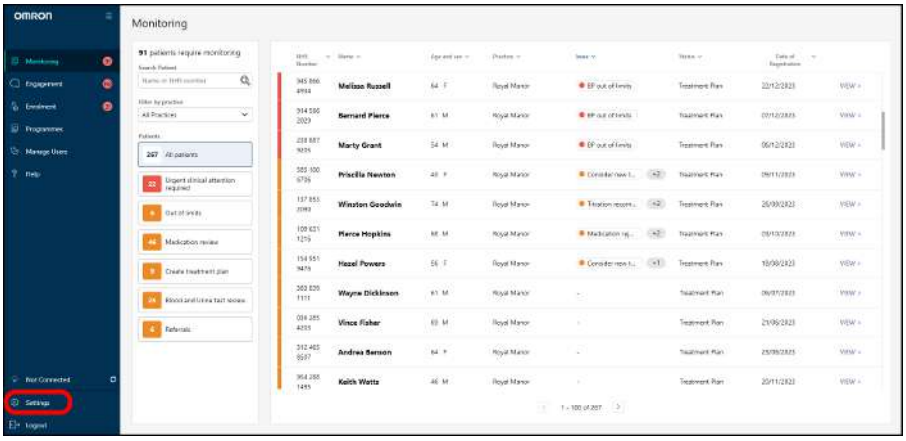
Note

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

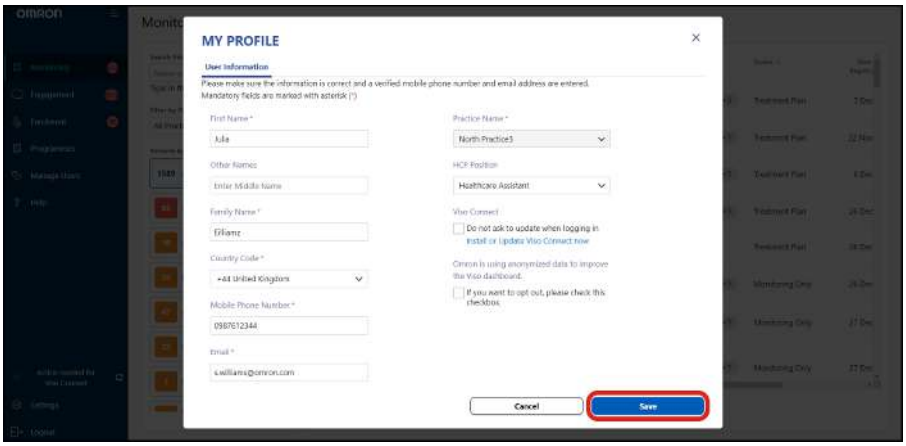
Managing Users

Edit Your Own Profile

1 Click [Settings] on the lower left of the screen.



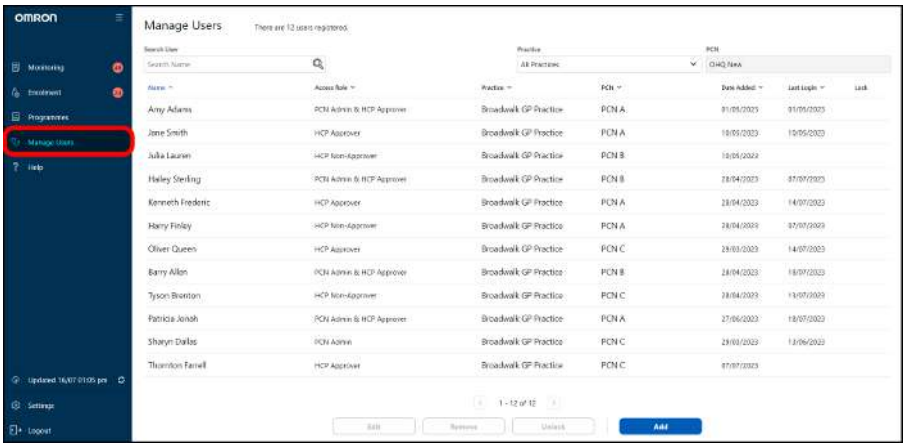
2 Modify your information and click [Save].



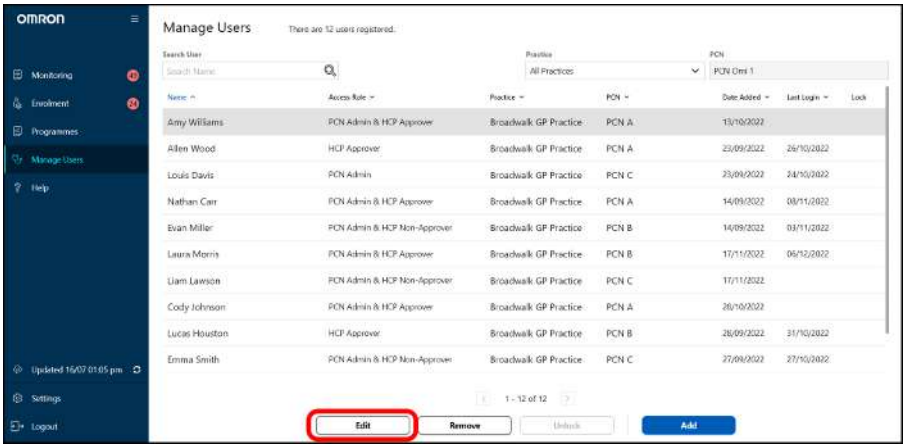
Edit Users

Only an administrator can edit user information.

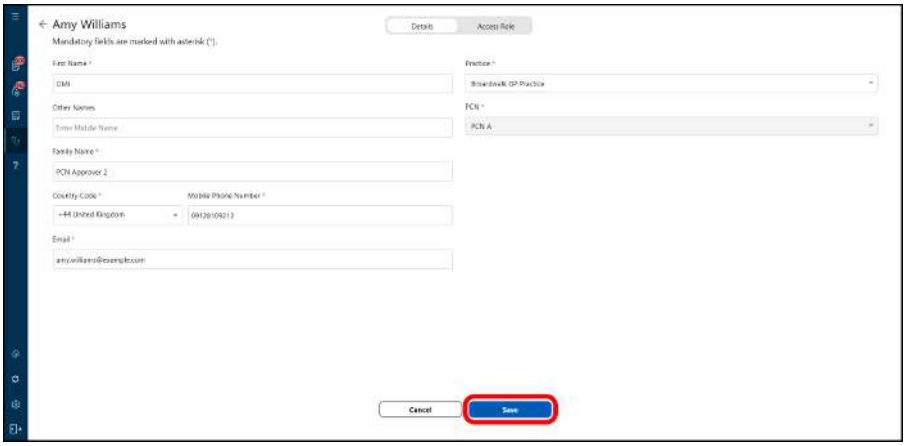
1 Click [Manage Users].



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

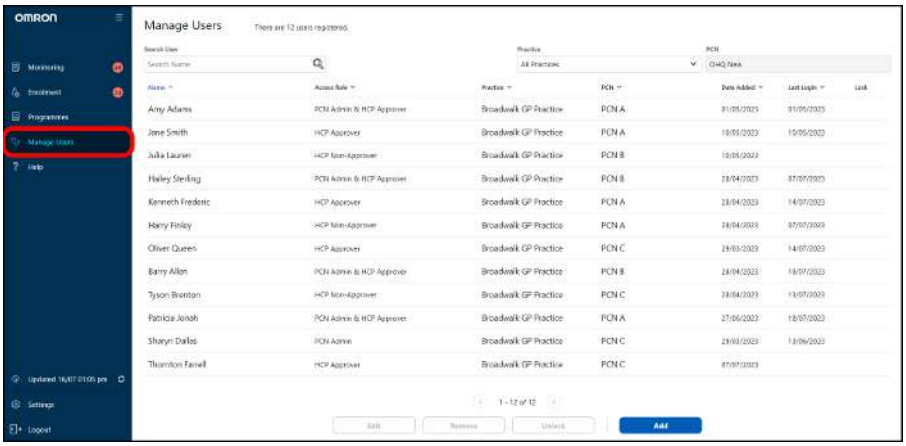
- If the user's role is changed to "HCP Approver" or "HCP Non-Approver", "EDIT HEALTHCARE PROFESSIONAL USER" screen will appear. To determine which patient's information the user can access, select HCP approver(s). The user can access the information only of the selected HCP approver's patient.

- 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].

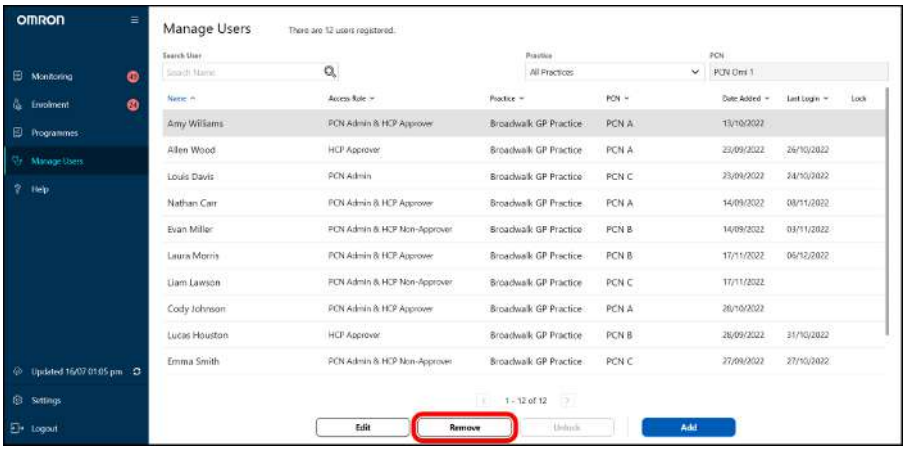
Delete Users

Only an administrator can delete user information.

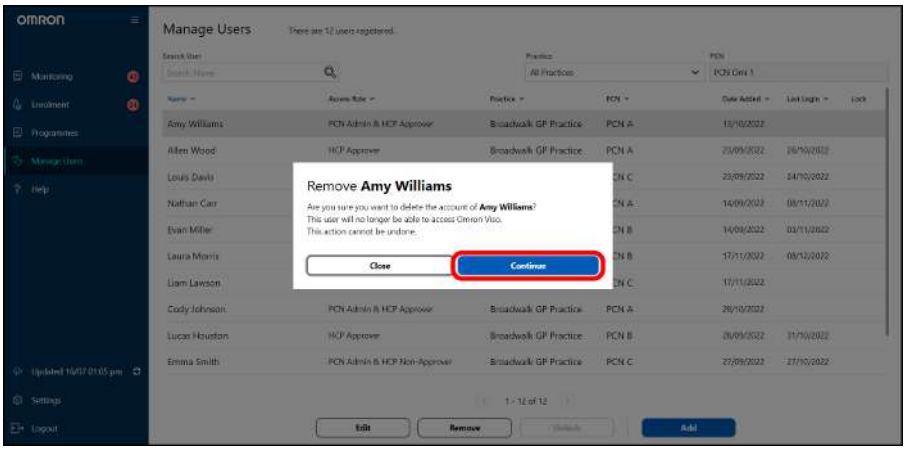
1 Click [Manage Users].



2 Select a user and click [Remove].



3 Confirmation screen appears. Click [Continue].



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.

Please Note: If an HCP Approver shared their unique registration link with patients to sign up for Viso, this link will no longer be valid if the user is removed or changing PCNs. Please contact Viso Customer Support to receive a new registration link.

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 Viso. If you still do not receive the verification code by SMS contact OMRON Customer Service.

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

It is possible to log in to 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 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 reset: On the Viso login page, click "Forgot Password?". If your email address is registered in 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 Viso, please contact OMRON Customer Service.

What is needed for patients to use NHS login to access Viso?

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

To get NHS login, patients need to have:

- Email address and cell phone number matching what is listed in the patient electronic medical record
- High level identity verification from the NHS
- Data for additional 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?

Viso has been designed, tested and validated for use with the specific browser. Ensure that you open Viso with them. See “Compatible OS and Browser [▶ 4]” for detail.

Still experiencing problems? Please contact OMRON Customer Service.

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.

Viso Connect gives an error on installation. 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. 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.digital.nhs.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.

What data does OMRON collect to improve the Viso dashboard?

OMRON registers when buttons, tabs, or filters are clicked in the Viso interface. The purpose is to picture common user journeys through the dashboard and to analyze which parts are used most often, and to optimize these.

This data is anonymized. No personal or patient data is collected, and none of the data is visible to third parties.

If you do not want this, you can change your profile settings [▷ 39] in Viso to opt out.

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 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 Viso.

Once a patient is fully registered 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 are the supported electronic medical records in Viso?

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

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

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

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

Viso patient app can only work with iOS 13 or higher/Android OS 10 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 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.

Can I send a message to patients in Viso?

Viso is not intended to be used as a two-way messaging platform with patients. However, it is possible to send a request to your patient that they contact you or make an appointment to visit you. You can add a personalised message to this alert. See "Request Patient's Contact [▸ 35]".

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 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 Viso. See "View Detailed Monitoring Overview [▸ 33]".

When 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 Viso, how do I do this?

To ensure that Patient records are not lost, patients and you are not able to update their name and date of birth in the app. To update this patient information, please contact OMRON Customer Service.

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 [▷ 32]". 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 Viso. How do I do this?

You can remove the patient information in the patient settings page. See "Edit Patient Information [▷ 32]" 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, Viso will give the HCP a warning and caution.

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 Hypertension Plus

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. The Hypertension Plus Programme 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, 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. 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. With an Incomplete Measurement Week action card you can still move a patient to the next step of their treatment plan if desired.

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 Viso consists of 14 measurements. However, if the patient’s blood pressure is >5 mmHg above or below than their target after 8 sets of readings, Viso may stop the Measurement Week early, because 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 can be requested to confirm the receipt of their medication (this option is a non-default setting) 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 drug intolerance will be signalled in the menu?

Drug intolerance need to be added when enrolling a patient. If 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".

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 ICS 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 Viso (from eGFR, HbA1C etc)?

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

How can I manage specialist review request of a patient? Can I send specialist request outside of my PCN/ICS/Surgery?

Yes, you can manage specialist review of patient to other HCP within the Dashboard. It is not possible to send specialist request to HCP Clinical expert outside of the actual user group of Viso.

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 Viso

Can I issue prescriptions for medication in Viso?

At the moment, it is not possible to issue prescriptions in Viso. Please follow your standard procedure to issue a prescription. Viso can be used to notify and confirm a medication change with a patient and track medication adherence.

Note

- Don’t forget to confirm in Viso that a prescription has been issued (you will be automatically prompted to do this). Confirming prescription creation will alert your patient to update their medication reminders in Viso and trigger the timing of the next Measurement Week (see "How is the start of a blood pressure measurement week determined?" in "The Review Cycle in Hypertension Plus [▷ 46]" section).

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

The medication list available at the treatment plan creation phase in Viso is based on your local ICS formulary. While you will be able to select any medication in the “All Medications” screen, these will not be taken into account for the Hypertension Plus treatment plan. If you wish to add medications not currently listed, please request the change to the Viso Service Team.

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

Treatment plans recommended by 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?

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 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 need to be reviewed by the HCP in the "Patient Rejected Medication Step" action card. If no further action is taken, the patient will continue their current medication until a further change is made and agreed to 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 Viso will again recommend moving 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 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, 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 "More About Creating Titration Plan [23]"). 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, 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. 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 Viso will recommend creation of a new treatment plan.

What happens if Viso cannot recommend a new treatment step?

HCPs can make a new treatment step manually. Choose medication from the drop-down list and customise the new treatment steps without recommendations.

Managing Users

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

Only ICS or PCN admin can change access role for HCP users. Contact with your ICS or PCN admin for more details. If your access role is ICS 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.
- In case failure to maintain SECURITY is detected, we potentially shutdown the service until the detected risk is resolved. We will notify all GPs that and recommend to support patients without our service for the time being.

Symbols Description

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

Contact Information

Manufacturer	**OMRON HEALTHCARE Co., Ltd.** 53, Kunotsubo, Terado-cho, Muko, KYOTO, 617-0002 JAPAN
EU-representative EC REP	**OMRON HEALTHCARE EUROPE B.V.** Wegalaan 73, 2132 JD Hoofddorp, THE NETHERLANDS

Importer in EU	www.omron-healthcare.com
Distributor in the United Kingdom and UK representative person	**OMRON HEALTHCARE UK LTD.** Opal Drive, Fox Milne, Milton Keynes, MK15 0DG, UK www.omron-healthcare.com/subsidiaries