OMRON

Viso

Patient App

Instruction Manual

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Introduction

Thank you for using Viso. This instruction manual provides important information to help you to get the most benefit from using the Viso service. Please refer to this manual when you have questions, or check our "FAQ [▶ 32]" section.

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

What is Viso?

Viso helps you and your healthcare team manage your hypertension treatment in a single app. The NHS-approved Viso app was designed by medical experts to keep you and your healthcare team better connected between appointments. Viso asks for information your doctor needs to know and responds with expert advice. It builds a more complete view of your health over time and alerts you to take action when significant changes are detected.

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 "Programme Specific Guidance [▶ 24]" section. The warnings are also displayed in dashboard during patient enrolment in the information icon next to each programme's name.

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.

Compatible OS

Viso app will work with iOS 13 or later/Android OS 10 or later.

Installation

You can install Viso app from App Store or Google Play store directly.

Start-up procedure

You can start to use Viso app by opening and logging into the app in your device.

Shutdown procedure

For details on aborting the app, please refer to IFU of your mobile phone.

Decommissioning and Disposal

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

Training

Special training is not required to use this app but always follow the instruction from your doctor.

Please take training and advice on using home monitoring devices (e.g. home blood pressure monitors) from your doctor.

Validated blood pressure monitoring devices

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

You may not be able to receive appropriate treatment by using blood pressure monitoring devices other than those listed in the website. Please make sure to use the validated devices recommended by British and Irish Hypertension Society.

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.

- Always make sure that the measurement value and the measurement time that you enter in the app is correct. Incorrect information may lead to incorrect diagnosis/treatment. Measurements such as blood pressure measurements cannot be edited or deleted afterwards (1 hour after measurement entry). Refer to the "Measurement Task [▶ 11]" page for details.

- Please always follow your clinician's advice, and if you have questions or concerns, contact your GP practice in your usual way. Make sure to follow your doctor's instruction regardless what is the app shows or reminders. If you take medication that is not based on your doctor's direction, it may worsen your condition.

IT-NETWORK Requirement

Your smartphone is to be connected to internet so that GPs can support you.

HAZARDOUS SITUATIONS resulting from a failure of the IT-NETWORK

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

Account Activation

Use of Viso requires an invite from your doctor or other healthcare professional. If you have not received an invitation to use Viso, ask your doctor for information on availability in your area.

**1** Tap [Continue with NHS login].
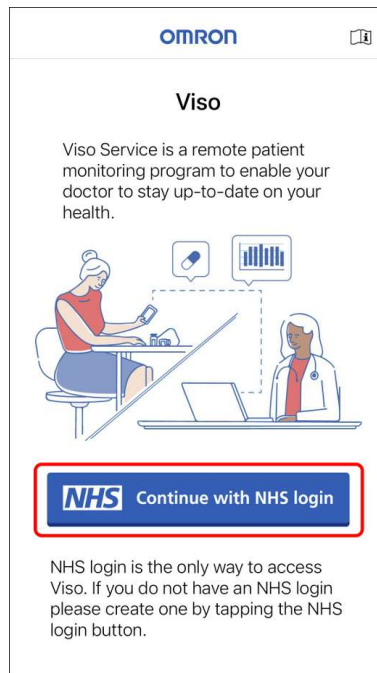
- You will be redirected to the NHS login page. Follow the instructions on the NHS login page to sign in.
- If you do not have an NHS login, you will find instructions on how to set it up on the NHS login page.

> **Note**
> - NHS login is a service that has been created by the NHS that lets you access a variety of digital health and care websites and apps with just one email address and password. NHS login is the only way to authenticate your use of Viso.
> - Viso requires you to verify your identity to a high level with NHS login. If you have not done so, you may additionally be asked to complete the "Prove Who You Are" process on the NHS login page. Complete the process and return to Viso. Login again after you receive confirmation from NHS that your identity check has been approved.

2 Review OMRON's terms of service and privacy policy.

- For OMRON to be able to provide the best user experience, use of Viso is subject to OMRON's terms of service and privacy policy. To use Viso you must agree to the terms of service and privacy policy. Once you have read and agreed with the terms of service and policy, tap [Next] to continue.
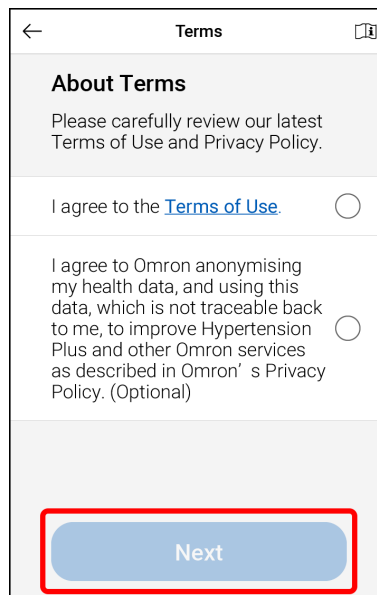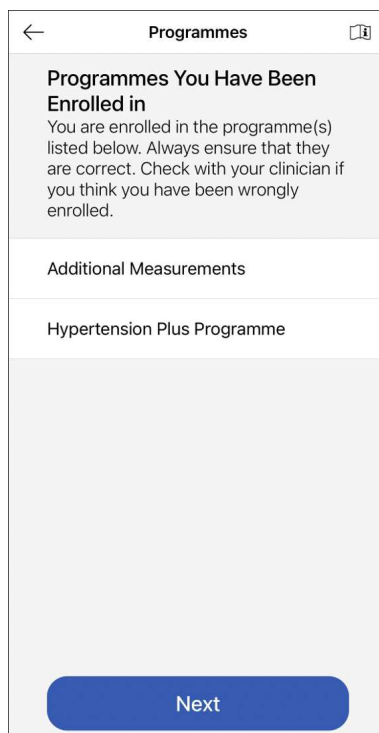
3 Data synchronisation starts automatically.

- It may take some time. Wait until the synchronization finishes.
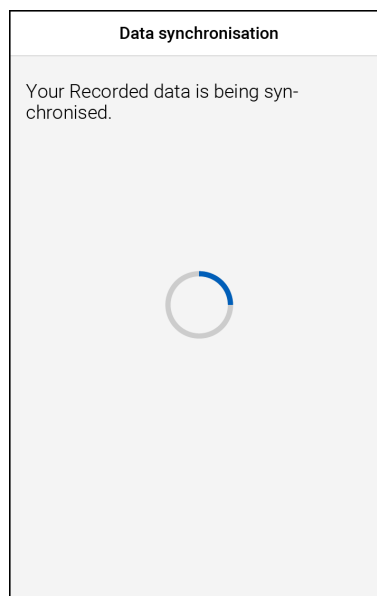
4 Confirm programmes enrolled by your clinician.

- Make sure all programmes on the screen are correct and tap [Next].

5 Watch the tutorial videos and tap [Next].

- Viso helps you and your doctor to manage your symptoms with confidence. Before starting to use Viso we recommend to watch the short introductory video. After watching the video, tap [Next] to move to the next screen.


6 Select a reauthentication method.

- The re-authentication method selected here can be used to quickly confirm your identity when you re-open Viso, or after 30 minutes of inactivity.
- After selecting your preferred reauthentication method, complete the set-up process that appears (varies depending on the method).
- To skip the reauthentication setting, tap [Skip]. OMRON recommends to set a reauthentication method to keep your data secure. If this step is skipped, you will be asked to re-login to Viso each time you open the app.
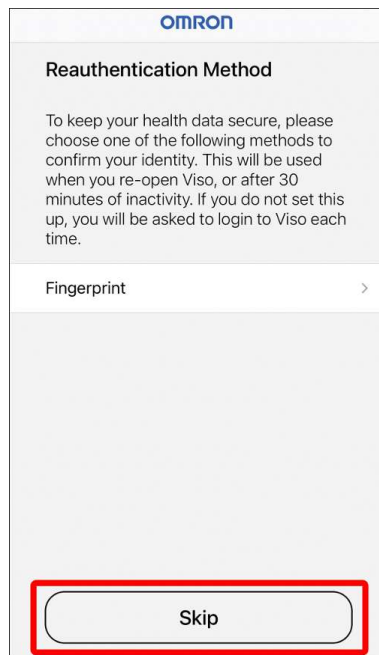
**7**   Tap [Let's Start] to start using Viso.
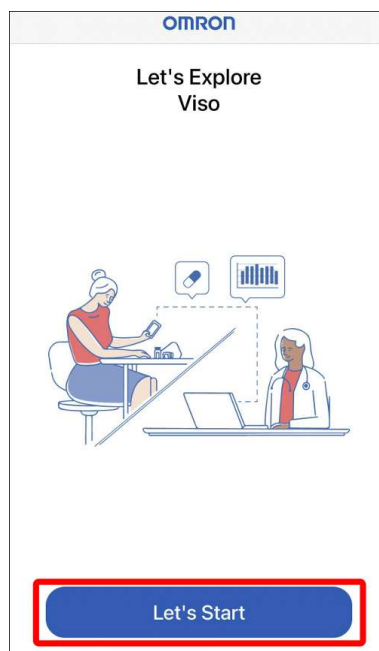
Daily Use

The Home Tab

The Tasks Screen

The Tasks screen is where you can find quick access to important features you want to use in the Viso app. Each day the Tasks screen shows activities to do during the day, such as answering questionnaires or recording a measurement. To get the best results from Viso, make sure to check for new tasks daily and to complete open tasks as soon as possible.

> **Note**
> - To ensure proper functioning of Viso, please make sure that the date and time settings on your phone are correct.
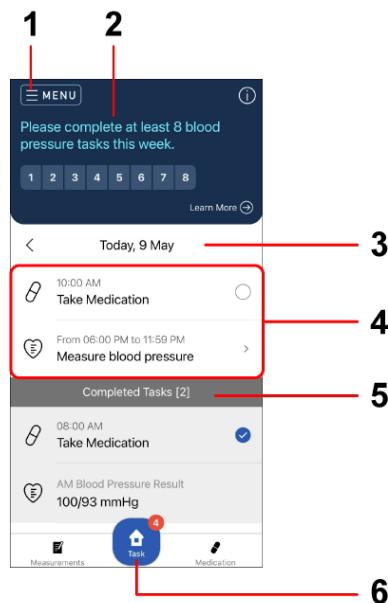
1. **Menu**

   Tap to open menu options. Refer to "Menu Options [▶ 27]" chapter for more information.

2. **Home Banner**

   The home banner dynamically highlights important information, your upcoming tasks, and your task completion rate. On the default home banner, the current day will be outlined in blue, and days where you have completed all your tasks will be highlighted in white.

   When the "Learn more >" button is available, you may tap the home banner to view more details. See "Your Measurement Week [▶ 24]".

3. **Date Picker**

   Tap [<] or [>] to move to the previous or next day.

4. **Tasks**

Your daily tasks are displayed here. Tasks with a checkbox, for example confirming that you have taken medication, can be completed here on the Home Screen. Simply tap the circle to mark it "done". Tasks that require further input are marked with an arrow ">". Tap the arrow to open the task. See "Managing Tasks [▷ 15]" for more information.

5. Completed Tasks

   When you complete a task, it moves to the "Completed Tasks" section.

6. Home Icon

   For navigating back to the Home screen. The badge also shows how many tasks are still pending your completion.

Take Medication Task

The "Take Medication" task will be displayed when you have an active titration programme. Your programme is created by your doctor and shared directly with you via Viso. After taking medication, mark the activity complete by tapping the circle next to the task.
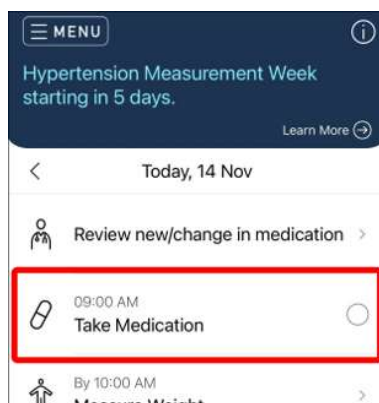
> **Note**
>
> - Medication reminder times can be adjusted in "Menu Options [▷ 27]".
> - Your medication reminders will be paused when you complete the task "Update Medication Schedule", but medication should continue to be taken as recommended. The medication reminders will resume the following day with your new medication.
> - If you are taking any other medications that are not shown in Viso, please continue to take them as prescribed by your doctor.

Measurement Task

During your measurement week (see "Hypertension Plus Programme [▷ 24]") the Home Screen will show the "Measure blood pressure" task.

Other measurement tasks will be displayed when your enrolled programme contains any measurements. Your programme is created by your doctor and shared directly with you through Viso.
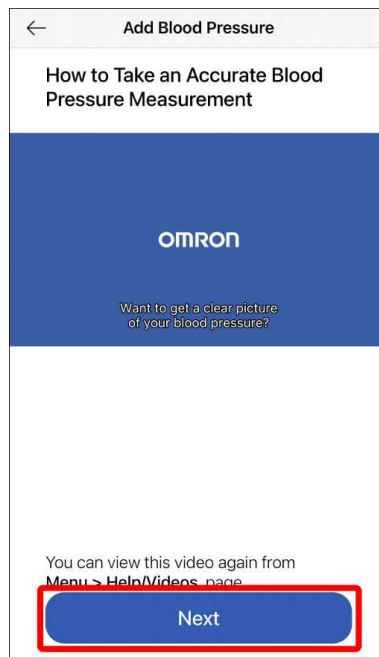
> **Note**
>
> - To improve the accuracy of your blood pressure measurement, Viso will request you to provide at least 2 measurements every time you complete this task.

1 Tap the task for measurement (such as "Measure Blood Pressure" task).
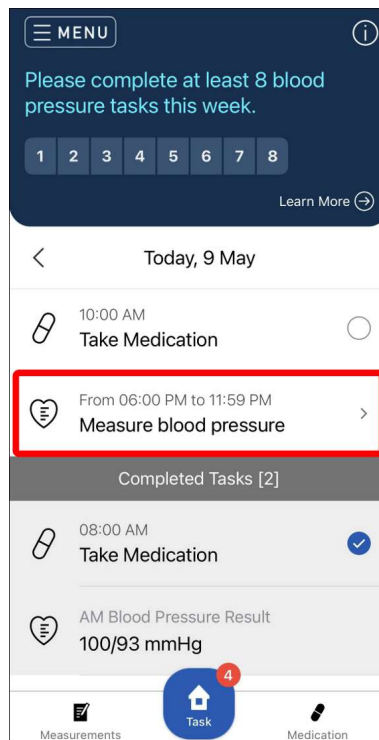
2 To measure accurately, it is recommended to follow some simple guidelines. Watch our short explanation video to learn more, then tap [Next].

> **Note**
>
> - This screen appears only when it is the first time that you tapped this task. To view the video again, go to "Menu" > "Help/Videos" page.
> - For blood pressure measurement, NICE guideline recommended a list of validated blood pressure devices for home use. If you have any questions or concerns, please consult with your doctor directly.

3 The explanation for taking measurement appears. Read carefully and tap [Next].
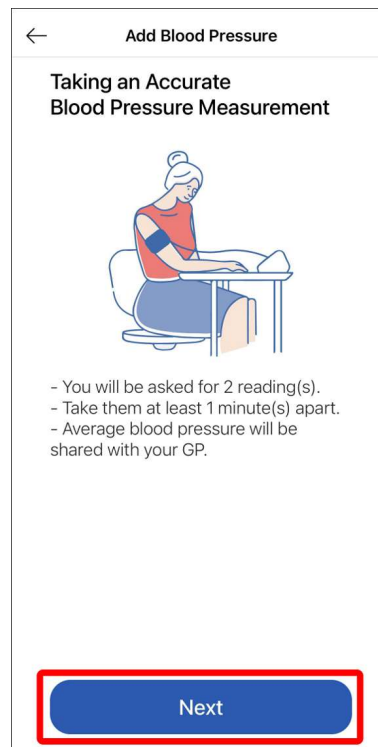
Note

- This instruction screen appears each time you tap the task.

- To ensure accurate measurement results, please follow the usage instructions in the user manual of your device.

4 Take a measurement using your device.

5 Enter the time of measurement and required value. If [Save] button appears on the screen, tap it to save result and return to the Home screen. If [Next] button appears on the screen, tap it to continue measurement.

Note

- For blood pressure measurement, the second measurement is required. Take the second measurement and enter the readings according to the screen. Take the second blood pressure measurement within 1 - 10 minutes from the first measurement.

- If the first and second blood pressure readings are very high (higher than 170 systolic and 115 diastolic) or very low (below 100 systolic) then you will be asked to take an extra measurement to confirm the reading. The third measurement should be taken at least 5 minutes after the second measurement.

- Measurements such as blood pressure measurements cannot be edited or deleted afterwards (1 hour after measurement entry), as your clinician will use this information in decision making for next step(s).

- If the measurement result is very high or very low, it may be necessary to contact your doctor to discuss your results. Tap [Next] and answer the short list of questions to complete the assessment. Tap [Confirm] and follow any instruction shown in the app.

6 The task moves to the "Completed Tasks" section of the Home screen and the measurement result is displayed.

- To view all of your recent results, tap [Measurements].
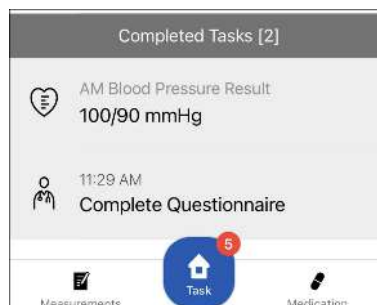
Managing Tasks

Viso supports communication between you and your doctor through specific tasks that appear on your Home screen. Tap the task to activate.

The main messages and tasks are described below.

About your next Measurement Week [▷ 15]

Tell your doctor how you are doing [▷ 15]

Update medication schedule [▷ 16]

Review new/change in medication [▷ 17]

Schedule Blood and/or Urine Test [▷ 18]

Contact GP [▷ 18]

About your next Measurement Week:

The frequency of your Measurement Week may change depending on your blood pressure readings or changes in your treatment plan.

This task will inform you whenever your Measurement Week cycle has been changed.

Tell your doctor how you are doing:

At the beginning of your Measurement Week [▷ 24] you will receive a short questionnaire to update your doctor on how you are doing.

Tap the task to open a questionnaire which will ask you about your use of medication in the past month, any symptoms or side-effects that you would like to report to the doctor, and whether you have made any changes to your lifestyle in the past month.

Your doctor will use the information that you provide in this questionnaire, along with the blood pressure data recorded during your measurement week, to help decide if any changes should be made to your prescribed medication.
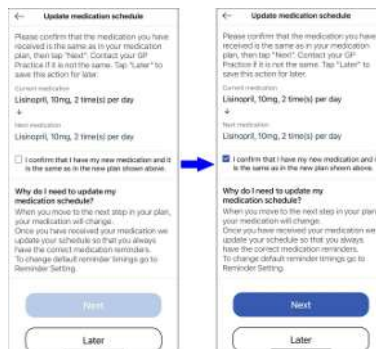
Update medication schedule:

Once the prescription is available you will receive a notification to update your medication schedule.

Collect your prescription and then tap "Update medication schedule" to confirm the change. Tap [Next], then update reminders for the new medication.

Tap [Update], then your medication plan will be updated to the new step and you can update or set reminders for the new medication. Your doctor will receive confirmation that you have updated your schedule and moved to the next step in your medication plan. Tap [OK] to go back to the Home screen. To configure reminder again, tap Menu > [Reminders].
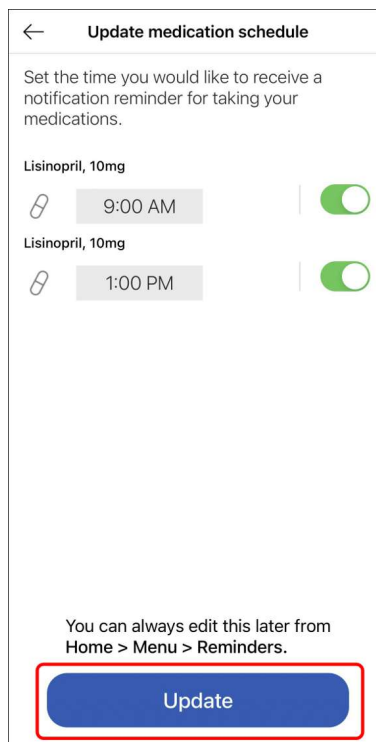
Note

- Viso is not a prescription service. The "Update medication schedule" task informs you that a new prescription is available. This must be collected and processed in your usual way. Once you have collected your prescription, confirm receipt by tapping "Update medication schedule".

- Your medication reminders will be paused when you complete the task "Update Medication Schedule", but medication should continue to be taken as recommended. The medication reminders will resume the following day with your new medication.

Review new/change in medication:

This task appears when your doctor has created a new medication plan for you or recommended a change in your current plan. For example, a new medication may be recommended after reporting symptoms in a questionnaire. Tap the task to review the proposed new plan. Your doctor may have included a personal message explaining the reason for the plan. To learn more about the plan, tap the "Tap here" hyperlink at the bottom of the page. To proceed, tap [Next] and you will see a list of educational links regarding your new medication. Please carefully review the information in each link, especially the possible side effects of each medication, before proceeding.

To agree to move to the next step, tap [I have read about my medications and accept]. Viso will inform you when your doctor has created a prescription. You will be prompted to update your medication schedule so that you receive reminders for the new medication. To reject the recommendation, tap [Reject]. You will then be asked to add a reason for your rejection, which will be sent to your doctor for review.

Schedule Blood and/or Urine Test:

Your doctor may request you to perform a blood and/or urine test. When your doctor requests a blood and/or urine test, this task will be shown. Tap the task to open it and review the request and instructions from your doctor. Once you have scheduled the blood and/or urine test as per your doctors instructions, tap [I have planned when I will do the test] to add the scheduled date to Viso. You will receive a reminder on the day of your scheduled test.

Contact GP:

If your doctor would like you to contact them, they may send a request in Viso. Tap the task to view any personal message that your doctor may have added.

> **Note**
> • "Contact GP" task also appears in the status bar. Tapping the status bar will lead to the same screen as tapping the task.

When you have contacted your doctor, tap [I have contacted my doctor] to clear the task from your Home screen. If you are not able to contact your doctor at that time, tap [I will contact my doctor later]. The message will stay active in your task list.
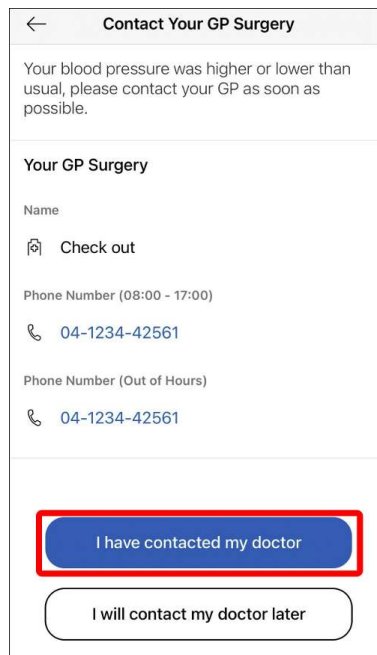
The Measurements Tab

Tap [Measurements] to enter the measurements tab. On the measurements tab you can:

- View readings you have recorded in the app (blood pressure, pulse, weight, etc.)
- Add and remove readings
- View your measurement adherence in calendar and graph form
- For certain programmes, check which days measurements are required from the calendar
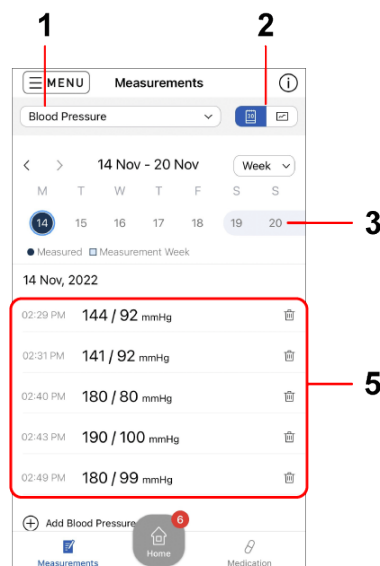
1. **Index Selection Menu**
   Tap to select the index you want to view.

2. **Calendar/Graph Toggle Button**
   Tap to switch between calendar view and graph view.

3. **Calendar View**

Tap a date in the calendar to view and update your readings from that day. You can view the calendar in week or month view.

Dates with a dark blue filled circle mean that a measurement has been recorded on that date.

If you are enrolled in certain programmes, you may notice dates highlighted with a light blue background. These are part of your measurement week. You should aim to take your measurements on these days (see "Your Measurement Week [▶ 24]" page).

4. Graph View

You can view the graph in week, month, or year view. The values shown is the average of the period indicated on the x-axis.

5. Update Measurements

Tap 🗑 to delete a reading.

Tap ⊕ to add your reading.

Use the calendar to select the date for which you would like to add a reading. See the instructions and complete the data when prompted.

Note

- Only delete readings that have been entered in error. Data cannot be recovered after deletion. Do not selectively delete data to influence your measurement results as this may cause your doctor to make incorrect decisions in your treatment.

- Data cannot be edited 1 hour after submission. If a value is very different from your usual measurements, please record another accurate measurement immediately.

- While you are on a programme which requires an index to be monitored, all readings of that index are shared with your doctor.

- If your doctor is no longer monitoring you for that index, you will see a corresponding message on the page. You may continue using Viso to keep track of that index by yourself, but the measurements will NOT be shared with your doctor (unless your doctor starts you on a programme to monitor the index again).

The Medication Tab

Tap [Medication] to enter the medication tab. From this tab you can:

- View your daily medication schedule
- Mark medication as taken
- See which days you have taken medication in the past
- View your medication list
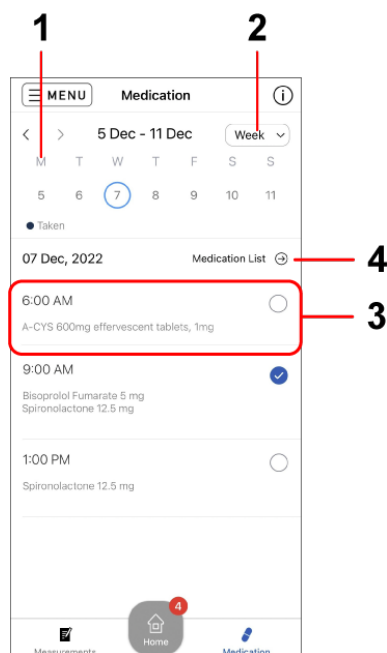
1. **Calendar**

   Tap a date in the calendar to view the medication scheduled for that day.

   Dates with a dark blue filled circle mean that you took all required medication on that day.

2. **Range Selection Menu**

   Tap to switch between a 7-day and full month view.

3. **Medication Schedule**

   Select the date and tap the grey circle next to the medication dose you would like to mark taken. A tick mark will be placed in the grey circle.

   Tap the circle again to mark as "not taken".

4. **Medication List**

   Tap to view your medication. Tap "Treatment Plan" to view more detailed overview of your treatment plan. See "Medication plan [▶ 24]" to learn more about medication plans in Viso.

   You may not have a medication plan if you are on a monitoring-only plan on Viso. You will see a corresponding message on the app indicating so. If you are currently taking medication, please continue to do so according to your clinician's instructions. If your doctor creates a medication plan in Viso in the future, the details will be shown here.

← **Medication List**

Hypertension   Treatment Plan (→)

Current Medication

Bisoprolol Fumarate, 5 mg, 1 time(s) per day (i)

Spironolactone, 12.5 mg, 2 time(s) per day (i)

If my blood pressure is too high, my clinician may ask me to increase my medication.

Other Medication

A-CYS 600mg effervescent tablets, 1mg, 1 time(s) per day (i)

Hypertension Treatment Plan

What is my Medication Plan?

Your personal medication plan has been created for you by your doctor and will normally start with 3 steps.

Managing blood pressure with a step-wise plan has been proven in clinical trials to be safe and effective.

If you have been taking your medication for a while and your blood pressure is still high during your blood pressure measurement week, your doctor may ask you to move to the next step in your plan.

It can take a number of steps to reach your blood pressure target. If you reach the end of this plan and your blood pressure is not yet below your target, your doctor may update the plan with new steps.

What does my plan look like?

People may react differently to medication, so your plan is based on your personal situation. The aim of your treatment plan is to help you to reach your blood pressure target.

My target home blood pressure:

Systolic	135	mmHg
Diastolic	85	mmHg

Your plan has been created and approved by your clinician.

You are currently on step 1.

STEP1
Losartan potassium, 50mg, 1 time(s) per day ⓘ
↓

STEP2
Losartan potassium, 100mg, 1 time(s) per day ⓘ
↓

STEP3
Losartan potassium, 100mg, 1 time(s) per day ⓘ

Moving to the next step in your plan

If your blood pressure is high in your measurement week, your clinician may ask you to move to the next step in your medication plan.

You will receive a task on your Home Screen to review and accept the next step.

When you accept the change, your clinician will create a new prescription for you.

Programme Specific Guidance

Hypertension Plus Programme

⚠️ **WARNING**

This programme is NOT suitable for patients with postural drop or postural hypotension. HCP users are not allowed to proceed with registration for these patients.

The titration recommendations are NOT suitable for a patient who has any of the following conditions:

- woman who is pregnant, breastfeeding or considering pregnancy
- patient with postural drop or postural hypotension

Measurement Week

Your Measurement Week is an important part of using Viso to manage your blood pressure. National guidelines in England recommend measuring your blood pressure at home every morning and evening for one week in order to get an accurate picture of your blood pressure. During your measurement week Viso will alert you to measure your blood pressure in the morning and the evening every day.

- What happens with the data?

  Taking measurements over 1 week gives an accurate picture of your blood pressure. Your doctor uses this to review your treatment plan.

- What happens if I miss a day?

  Don't worry, just continue measuring the next day. We will extend your measurement week by up to 7 days to allow you to catch up!

- Why did my measurement week stop before the end of the week?

  Viso automatically calculates your average blood pressure after every measurement. When your average blood pressure is either a lot higher or a lot lower than your target, then less data is needed to confirm your blood pressure status. Therefore Viso may end your measurement week early. Don't worry, your data will be shared with your doctor in the usual way.

The status bar at the top of the Home screen keeps you up-to-date on the progress of your measurement week. Tap the status bar to learn more about the measurement week.

Before your measurement week: The status bar tells you how many days until your measurement week starts.
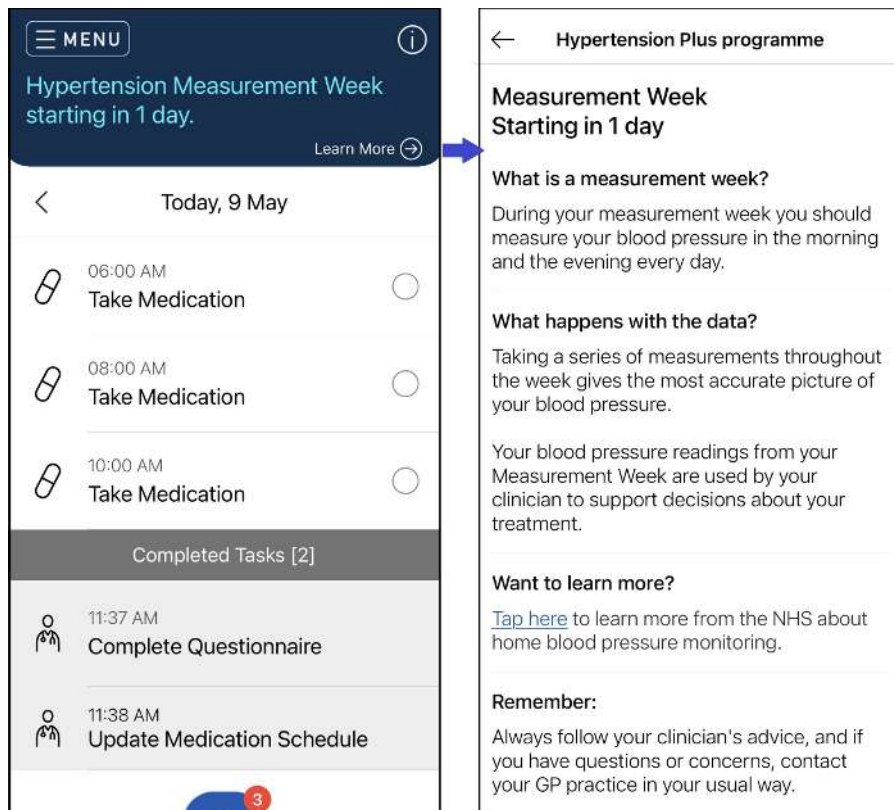
During your measurement week: The status bar keeps track of how many measurement days you have completed and how many more need to be done.
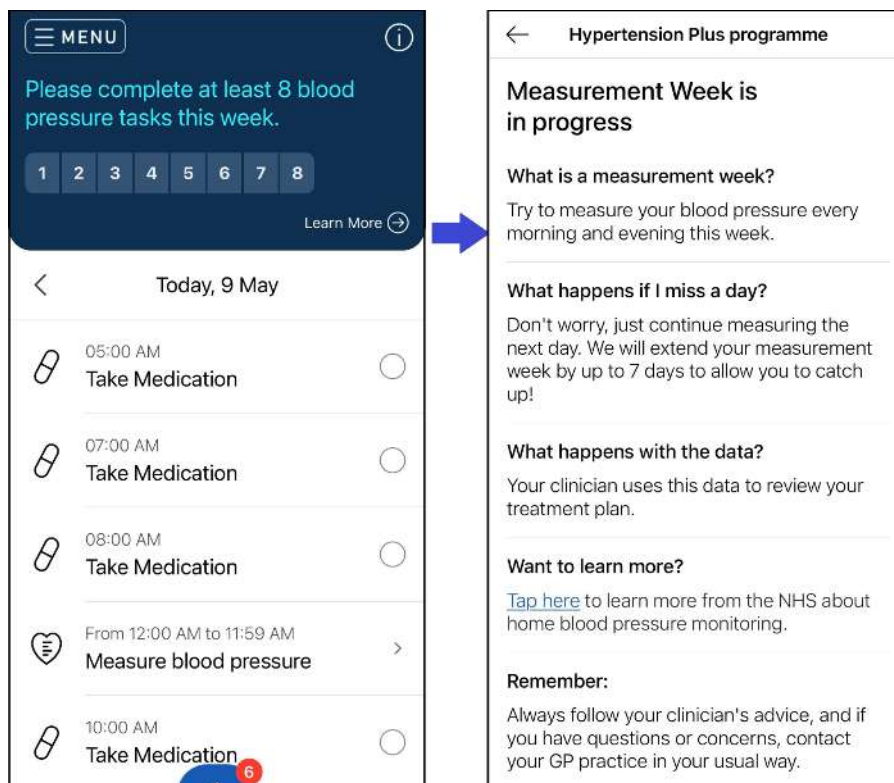
After your measurement week: If you have successfully completed your measurement week the status bar shows your average blood pressure result. Tap the status bar to learn more about the result and what it may mean for you. Your doctor will use this data, along with the questionnaire that you submitted at the beginning your measurement week, to review your treatment plan. If you did not take enough blood pressure measurements during your measurement week, the status bar will indicate that your measurement week was not completed. When a measurement week is not completed, your doctor will still be able to review any data that you have submitted and decide if any action should be taken. You will continue your current medication

step until next month unless your doctor recommends a different action, which you will be notified of via the app. If you did not submit any data, your doctor will be informed of the missed week and may contact you directly.
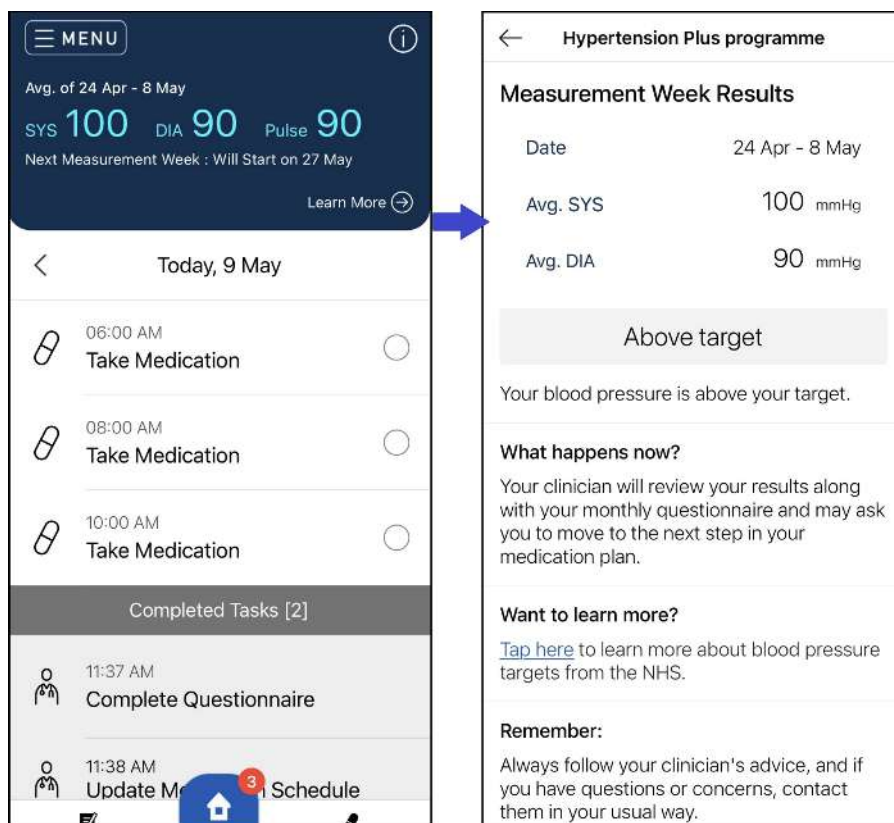
Medication Plan

In England high blood pressure is managed using a step-by-step approach to medication. A low dose of medication is prescribed at first, and then depending on the blood pressure response, higher doses, and additional medications, may be required. The steps that should be taken are very clearly defined by national guidelines for hypertension published by NICE.

A medication plan sets out a series of medication steps that may be taken if blood pressure is not controlled. In Viso a personalized 3-step plan is decided by your doctor and added to the Viso system. Each step shows the type and dosage level of medication to be taken. You can view your personal 3-step plan in the medication tab.

Your blood pressure week is used to check whether your current medication has lowered your blood pressure to below your target. If your blood pressure is above target after your blood pressure week, your doctor may recommend that you move to the next step in your medication plan. When you move to the next step in your plan you will be issued a new prescription, and your medication schedule will be updated in Viso.

If you reach the end of your 3-step plan and your blood pressure is not yet below your target, your doctor will likely create a new 3-step plan for you and ask you to start the new plan.

Managing high blood pressure through this 3-step plan approach has been shown to be safe and effective in multiple clinical trials, with many people achieving lower blood pressure results than they had been under the usual care with their doctor.

Menu Options

▌Edit Your Profile

You can update the following information on this page:

- Your phone number and email address
- Your privacy policy preference
- Your NHS account (moves to the page of NHS)

1 Tap ☰, then tap [My Profile].
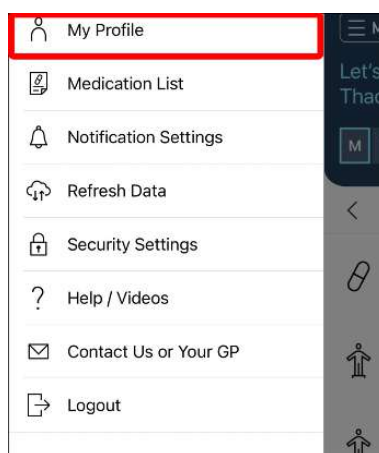
2 Tap the item that you would like to change.

- You cannot change your name and date of birth information from within the app. If there is an error in this information, contact your doctor.
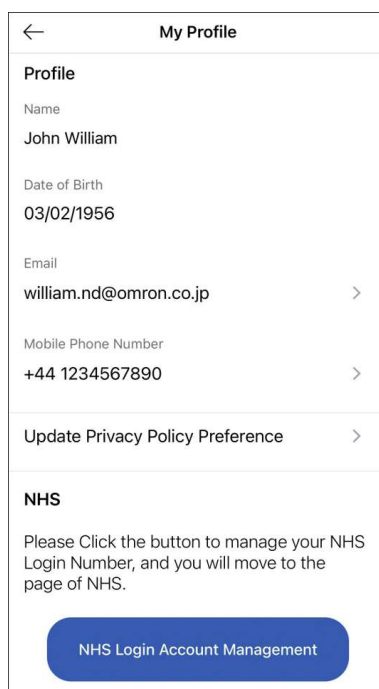
3 Enter the new information and tap [Save].

Setting/Editing Reminders

You can set 3 types of reminders within Viso:

- Measurement reminders
- Medication reminders
- Blood and urine test reminders

1 Tap ≡, then tap [Notification Settings].
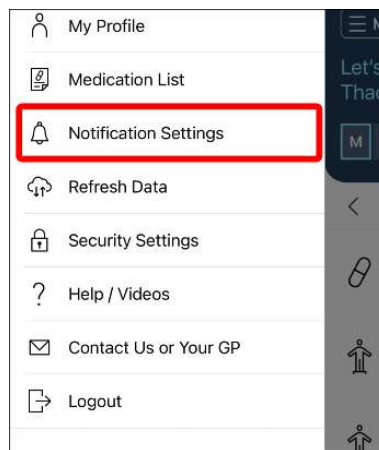
2 Tap on the time to edit when you would like to or need to take your measurements/medication.
This is the time used to determine the order of your tasks on the Home Screen.
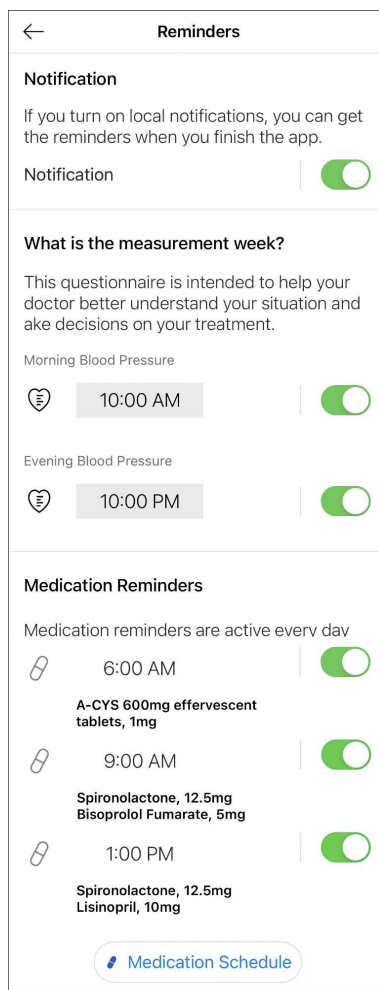
3   Tap the slider next to each measurement/medication item to toggle push notifications reminders on or off.

Medication reminders can be set for up to 4 different doses per day. Check the instructions on your medication prescription, or in your medication plan on Viso, to confirm the number of doses per day of your medication, and the recommended time of day for each dose.

Example:

If your medication should be taken 2 times per day, in the morning with breakfast and in the evening with dinner:

- set "Dose 1" to breakfast time.
- set "Dose 2" to dinner time.
- Confirm that the sliders for doses 1 and 2 are showing "on" (round button to the right and filled blue line).

Note

- If unsure, consult with your doctor about the optimal measurement and medication schedule for you.
- Tasks will appear on the Home Screen, and their corresponding push notifications are only sent, according to the measurement frequency set by your doctor.
- You can turn off all push notifications at once by using the global slider on the top of the page.
- If you are not receiving notifications, check the FAQ: I am not receiving any reminders or notifications. What should I do? [▷ 32]

Refresh Data

When you have changed your smartphone or reinstalled the app, you need to refresh data to synchronize your recorded data.

1 Tap ≡, then tap [Refresh Data].
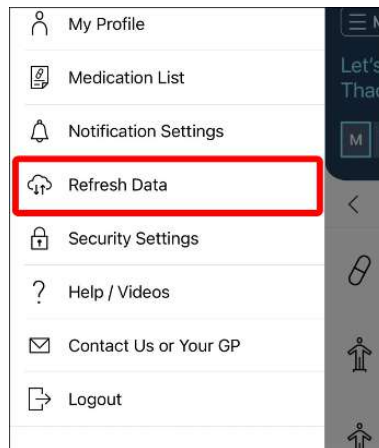
2 Tap [Sync].
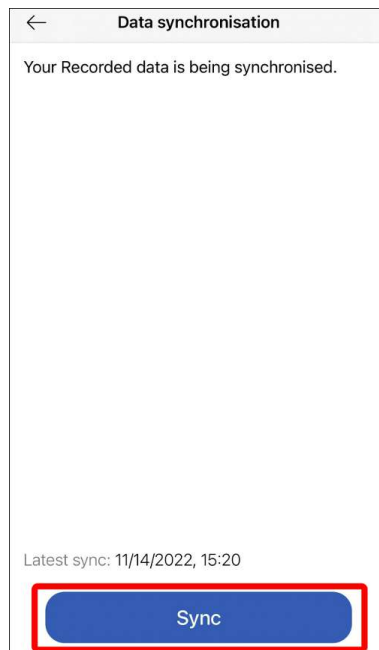
Setting/Editing Reauthentication Method

You can set up or change the reauthentication method of the app on this page. Reauthentication is used to quickly confirm your identity when you re-open Viso, or after a period of inactivity.

- If you do not set up a reauthentication method, you need to use your login credentials every time to re-enter the app.
- You only need 1 reauthentication method at any one time (can be changed anytime).

1 Tap ≡, then tap [Security Settings].
An activated reauthentication method will have its switch toggled on.

○ᗝ My Profile	≡ M
⌕ Medication List	Let's Thao
⚲ Notification Settings	M
☁ Refresh Data	<
🔒 Security Settings	🕿
? Help / Videos	🚹
✉ Contact Us or Your GP	🚹
⍈ Logout	🚹
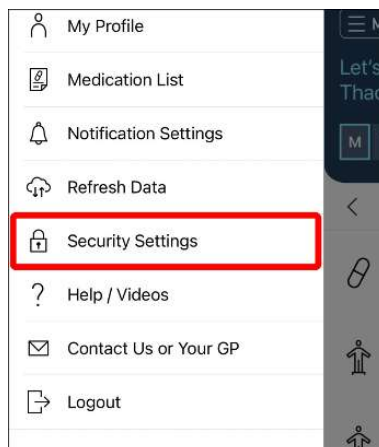
2 Select the method you want to activate/change to and follow the instructions on the screen.

← **Reauthentication**

To keep your health data secure, please choose one of the following methods to confirm your identity. This will be used when you re-open Viso, or after 30 minutes of inactivity. If you do not set this up, you will be asked to login to Viso each time.

Quick reauthentication method

Fingerprint ◯
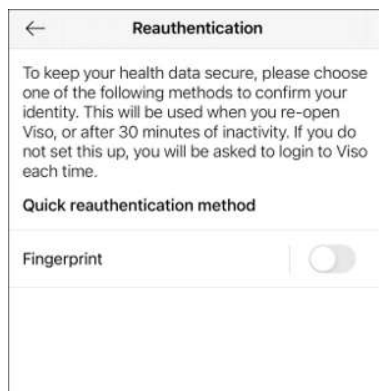
Note

- The available methods vary depending on your device and each set-up process varies depending on the method and device. Please check your device settings to ensure you have enabled the method you want to use.

- Tap on the toggle switch next to an activated method to turn it off.

- If you set-up a second method, the previously activated method will be turned off automatically.

- To update the reauthentication method but use the same method as before, please turn the method off and on again.

FAQ

Registration, Log-in and System Errors

Which mobile devices can be used with Viso app?

The Viso app can only be used on iPhones with iOS 13 or later, or Android devices with OS 10 or later.

Can I log into the Viso app on more than 1 device?

Yes, it's possible to log into Viso on more than 1 device. However, you will only be allowed to log into 1 device at a time and will be logged out of the app after 30 minutes of inactivity. If using multiple devices, pay attention when completing tasks without internet connection. These actions will not be updated on the Viso server and may cause errors if conflicting information is entered into different devices.

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

Step 1: Check your eligibility

Viso can only be accessed with an invite from your GP. Contact your GP to confirm availability in your area.

Step 2: Sign in with NHS login

If you are facing problems on the NHS login page, check the NHS login help centre or contact NHS login directly. You can get help for setting up your NHS login, changing your password and other information, and resolving other errors showing on the NHS login page.

Step 3: Prove Who You Are

During the sign in process, you may be prompted to "Prove Who You Are" and verify your identity to a high level with NHS login. Do note this identity check may take a while so try to log in again after you receive confirmation from NHS that your identity check has been approved. To get help with this process, check the NHS login help centre or contact NHS login directly.

Step4: Wait for your treatment plan

If you see a screen asking you to wait for your GP to create a treatment plan, it means that you have successfully logged in but need to wait for a treatment plan to access the rest of Viso. Once your GP has done so, Viso will automatically bring you to the next screen when you next open the app.

If you still cannot log in after the above steps, contact OMRON Customer Service here **or call us at +44(0)208 8653268 (Monday to Friday, 8 am to 4 pm).**

I am not receiving any reminders or notifications. What should I do?

Step 1: Check your reminders settings in the app

Follow the instructions here [▷ 28] to set up reminder notifications from Viso.

Step 2: Check your smartphone notification settings

If reminders are enabled and you are still not able to receive notifications, check that you have allowed Viso to send you notification in your smartphone settings. For iOS, open "Settings" and tap "Notifications", then select "Viso" and ensure that you have allowed notifications.

Step 3: Check your smartphone settings for starting or launching applications

On some Android devices, you may need to change the settings to allow Viso to start automatically. This setting is disabled by default, and this prevents Viso from sending you notifications. This setting may be found in an individual application's settings or the smartphone's battery settings. Check your manufacturer's instructions on how to enable automatic app launch.

I see an error message on the screen. What should I do?

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

How can I (my family member, neighbour) request an Viso-account for his/her chronic condition?

An account needs to be initiated by a Health Care Professional in Primary Care. Contact surgery of relevant person if HCP works with Viso programme and if account can be created.

Can I install the app on my PC/laptop?

The Viso app can only be used on iPhones with iOS 13 or later, or Android devices with OS 10 or later.

Can I connect my Bluetooth measurement device into the app?

There are multiple BPM devices and some have Bluetooth, others not. The feature of connecting to Bluetooth is not available in this Release. It can be part of future optimizations.

The Measurement Week in Viso

What is a measurement week and what happens with the data?

Your Measurement Week is an important part of using Viso to manage your blood pressure. National guidelines in England recommend to measure your blood pressure at home during the morning and evening for one week in order to get an accurate picture of your blood pressure. During your Measurement Week Viso will alert you to measure your blood pressure in the morning and the evening every day.

Taking measurements over 1 week gives an accurate picture of your blood pressure. Your doctor uses this to review your treatment plan.

Why did my Measurement Week end early?

Viso automatically calculates your average blood pressure after every measurement. When your average blood pressure is either a lot higher or a lot lower than your target, then less data is needed to confirm your blood pressure status. Therefore Viso may end your Measurement Week early. Don't worry, your data will be shared with your doctor in the usual way.

What happens if I miss a measurement during my Measurement Week?

Don't worry, just continue measuring the next day. We will extend your Measurement Week by up to 7 days to allow you to catch up!

What happens if I do not complete my Measurement Week?

If you do not record enough measurements during the Measurement Week (including the 7 days extension), your Measurement Week is not completed. Your doctor will still be able to review any data that you have submitted and decide if any action should be taken. You will continue your current medication step until next month unless your doctor recommends a different action, which you will be notified of via the app. If you did not submit any data, your doctor will be informed of the missed week and may contact you directly.

What happens if I added incorrect measurement within my Measurement Week?

An incorrect measurement can only be corrected within the input screen and never edited or deleted afterwards (one hour after measurement entry), as your clinician can use the data for decision making. If your incorrect measurement does not match your second reading, the programme will ask you to do a third measurement to avoid incorrect measurements to be unnoticed. If an incorrect measurement still is added, please contact your clinician to inform them on this error recording.

Medication Plans in Viso - Hypertension Plus Programme

Why do I not see a medication plan/my medications on Viso?

You may not have a medication plan on Viso if your doctor registered you for monitoring-only. If you are currently taking medication, please continue to do so according to your doctor's instructions. If your doctor creates a medication plan in Viso in the future, the details will be shown in the Medication Tab.

Why do I need to update my medication schedule?

If you move to the next step in your medication plan, your medication will change and this may affect your medication schedule. Tapping "Update medication schedule" updates your reminders and informs your doctor that you have now started on the next step.

Note

- You can edit your reminders in the "Notification Settings" screen.
- Your medication reminders will be paused when you complete the task "Update Medication Schedule", but medication should continue to be taken as recommended. The medication reminders will resume the following day with your new medication.

I have completed the monthly/6 month/yearly questionnaire which is relevant for review. What happens next?

Your monthly questionnaire will be shared with your doctor alongside the results of your Measurement Week. Your doctor will use this data to guide the review of your treatment plan.

Do not wait for a response to the questionnaire if you are experiencing symptoms that are causing you pain, distress or causing you to stop taking your medication. Contact your doctor the usual way and report your symptoms directly.

Should I mark medication "taken" on the Home tab or on the Medication tab?

You can mark medication "taken" on either the Home tab or on the Medication tab. In each case the "Take Medication" task will be marked as completed and will move to the "Completed Tasks" section of the Home tab.

What happens if I reject the recommendation from my doctor to move to the next step in my medication plan?

When rejecting a medication step or change in medication plan, always provide clear feedback to your doctor in the comments box in the app. Your doctor will receive an alert that you have rejected the step and will be able to view your comments. Your doctor may contact you. In the meantime continue with the current step of your plan. If no changes are made to your plan you will start your next Measurement Week as normal.

What should I do if I experience symptoms or side-effects?

If you experience symptoms or side-effects that are causing significant discomfort or causing you to stop taking your medication, contact your doctor in the usual way, especially if you have recently changed medications or increased doses. Symptoms should also be reported in the monthly questionnaire at the start of your medication week.

Do not wait to report symptoms that are causing you pain, distress or causing you to stop taking your medication. Contact your doctor in the usual way and report your symptoms directly.

Editing and deleting data

I accidentally tapped [Accept] or [Reject] button in the action card. Can I edit my response?

It is not possible to edit your response in the Viso app. Please contact your doctor to correct any mistakes.

How can I change my name or date of birth registered in the app?

Your name and date of birth are used to help your doctor to identify your patient record. Therefore it is not possible to change the name and date of birth in the app yourself. If you wish to edit this information please contact your doctor and ask them to make the change.

Can I delete blood pressure data in Viso?

An incorrect measurement can only be corrected within the input screen and never edited or deleted after one hour from entry afterwards, as your clinician can use the data for decision making. If your incorrect measurement does not match your second reading, the programme will ask you to do a third measurement to avoid incorrect measurements to be unnoticed. If an incorrect measurement still is added, please contact your clinician to inform them on this error recording.

How can I delete my personal data from Viso?

OMRON processes your personal data within Viso under agreement with your doctor. The data in Viso may form part of your medical record. If you no longer wish for your data to be processed in Viso, please contact your doctor to request removal of your profile from the service. Your doctor will remove your profile and OMRON will delete your data in accordance with local legislation and the agreements in place with your doctor.

> **Note**
> - Data from Viso is used by your doctor to support chronic disease risk management. Certain data is transferred from Viso to your medical record held by your doctor. OMRON cannot delete data that has been entered into your medical record.
>   To find out more about the data held about you by your doctor, please contact your doctor.

How can I edit the blood and urine test reminder?

Remember that Viso does not manage your appointment with the surgery or clinic for blood and urine tests.

Viso does help you to keep you reminded on upcoming scheduled tests.

1. Go to Menu > Notification Settings.

2. Tap [Reminder Setting] at the bottom of your screen.

3. Select a new date and tap [Confirm].

How to read the data in the graphs? Can I change from month to year?

To view more information on a graphed measurement, tap the rectangle bar inside the graph. To change month view or year view, tap the drop-down icon next to the list of graphed dates at the top of the graph page.

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.

Updates can be installed without prior notice.

Security Notes

"Viso" has the following security measures in place.

- Viso requires users to verify their identity using NHS login;
- If you do not use your account for 48 months your data will be automatically deleted;
- All communications between the app, healthcare provider dashboard, and Viso servers are encrypted;
- Your data is securely stored in encrypted form on Viso's servers which have been designed to 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 GPs support patients without Viso for the time being.

Symbols Description

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

Contact Information

Manufacturer (symbol)	**OMRON HEALTHCARE Co., Ltd.** 53, Kunotsubo, Terado-cho, Muko, KYOTO, 617-0002 JAPAN
EU-representative EC REP	**OMRON HEALTHCARE EUROPE B.V.** Scorpius 33, 2132 LR Hoofddorp, THE NETHERLANDS www.omron-healthcare.com
Importer in EU	

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

Distributor in the United Kingdom and UK representative person

OMRON HEALTHCARE UK LTD.

Opal Drive, Fox Milne, Milton Keynes, MK15 0DG, UK

https://www.omron-healthcare.com/distributors