

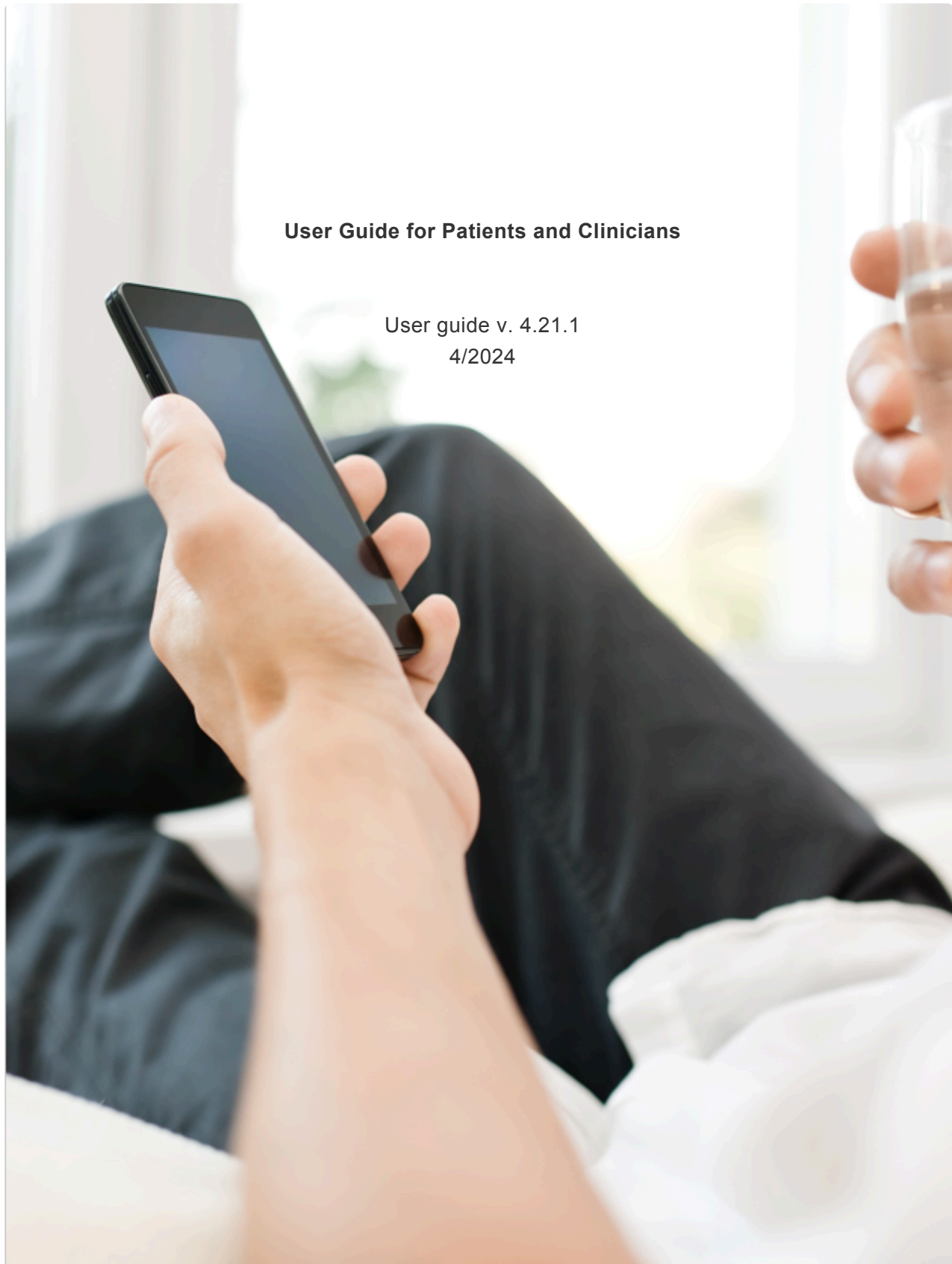
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# 1. Monsenso User Guide



## 2. Welcome to Monsenso Clinic

For patients: By becoming a user of Monsenso Clinic, you have now taken an important and active role in your own treatment. Every day you evaluate your progress by completing a self-assessment on your smartphone. This self-assessment will cover important and insightful aspects that you and your healthcare provider want to emphasise regarding your treatment. The Monsenso solution aims to provide the information and support you need, based on your wishes, challenges, and needs.

For clinicians: By becoming a user of Monsenso Clinic, you are taking an active and important role in your patient's treatment. Your patients will receive daily self-assessments on their smartphones. This self-assessment will cover important and insightful aspects that you and your patient want to emphasize regarding their illness. The Monsenso solution will provide informative and collaborative support to patients, based upon their challenges, needs, and preferences.

### 2.1. Intended Use

Monsenso Clinic is intended for automatic monitoring of patient behavior, health state, and medication compliance and to store, display, share, and digitally process this data. The system can be used, as an assisting tool, in clinical decision making.

### 2.2. Regulatory Declarations

The product, Monsenso Clinic, is:

- EU: CE marked as a Class I Medical Device



- UK: UKCA marked as a Class I Medical Device



There are no current inherent risks by using the product, however the product should not be considered or used as a substitute for medical care, diagnosis or treatment. Likewise, users must not expect the solution, other users, or Monsenso, to automatically react to content entered into the solution. Do not rely on the system in medical emergencies and do not expect intervention from its users, but instead contact qualified healthcare personnel immediately.

You must always talk to your doctor regarding diagnoses and treatment. The Monsenso Solution may contain information about the health and physical condition of people with a mental disorder. This is included for informational purposes only and does not take the place of your practitioner's instructions. The information must under no circumstances be used to make a medical diagnosis, or to prescribe or use medication. In all cases, you must consult your doctor.

Availability and use of the solution and/or the addition of personal or medical information does not create a practitioner-patient relationship between you and Monsenso. No content in the solution is intended to create a practitioner-patient relationship, to replace healthcare services or to take the place of professional healthcare.

## 2.3. About the User Guide

This user guide describes the functions and features of the Monsenso phone app and web portal system that you will be using.

The web portal can be accessed via a browser on a computer or tablet, such as an iPad. We currently support the latest versions of Chrome and Safari. You can use others, like Firefox or Edge, but they are not supported and hence may not work correctly.

The smartphone app requires:

- iOS version 14.0 and onwards.
- Android version 10.0 and onwards.

It is recommended that this guide be read prior to using the system, so that you can become acquainted with all of Monsenso Clinic's features.

This is a comprehensive user guide, which contains mentions of functionality which is not available to all users.

## **3. The Smartphone Application Monsenso (Patient Only)**

### **3.1. Login**

You should have received an invitation from your clinician and an invite to create an account for the Monsenso smartphone application.

Follow [these](#) instructions to create your account and sign into the app.

You will be prompted to set a PIN for the application. Choose a PIN that is easy for you to remember, but difficult for others to guess. You will be asked to input your new PIN twice for verification. Whenever you open the application, you will be prompted to input this PIN. Your PIN must be at least four numbers long.

Once your PIN has been set, a series of introduction screens give a brief description of the modules available for you in the app.

### **3.2. Dashboard**

On the dashboard you have access to your [daily rating](#) for that day, and for up to two days prior if not already filled in. You also have access to upcoming [sessions](#) and recommended content.

### **3.3. Daily Rating**

The daily rating is your daily, personal evaluation of how you are doing. The daily rating consists of three kinds of evaluation parameters: primary parameters, optional questions and personal questions. You can access your daily rating on the dashboard.

#### **3.3.1. Primary Questions**

Primary questions are pre-installed and activated by default. These questions cannot be removed from the daily rating.

#### **3.3.2. Optional Questions**

Optional questions are pre-configured questions which can be added or removed from your daily rating according to your needs and preferences.

To find out more information on adding or removing optional questions to your daily rating, refer to [section 3.3.5. Configure Daily Rating.](#)

### 3.3.3. Personal Questions

You can create your own personalised questions. Personalised questions work just like optional questions, as they can be added to or removed from the self-assessment according to your preferences.

To find more information on how to personalise your daily rating, refer to [section 3.3.5. Configure Daily Rating](#)

### 3.3.4. How to Complete your Daily Rating

The daily rating is intended to be filled in every day. You are able to continue changing your answers until midnight.

You are able to see your daily rating visualised in a line chart in the Explore section. For more information about Explore, refer to section [3.6 Explore](#)

#### 3.3.4.1. If You Have Forgotten a Daily Rating

You can complete a forgotten daily rating for up to two days. Daily ratings for previous days can be accessed from your dashboard.

### 3.3.5. Configure Daily Rating

The daily rating configuration allows you to customise your daily rating. You can configure optional questions, personal questions, and daily rating reminders. To access the daily rating configuration, navigate to the settings in the left side menu.

**Personal questions:** Selecting 'Personal questions' on the settings screen brings you to the personal questions screen where you can add or delete personal questions. Selecting the '+' at the bottom right allows you to create a question, an expanded question, and response options. Selecting the checkmark icon at the top right of the screen will save your personal question. This question will now appear in your daily rating. If you have already completed your daily rating for that day, the newly added personal question will appear the following day. Personal questions are not editable. To delete a personal question, simply swipe left on a question on the personal questions screen and select delete.

**Optional questions:** Selecting 'Optional questions' on the settings screen brings you to the optional questions screen where you can toggle on/off optional questions. Simply select questions to have them appear in your daily rating and deselect questions to have them hidden from your daily rating. You can toggle an inactive question back on at any time. If you have already completed your daily rating for that day, your newly selected preferences will display in your daily rating the following day.

**Daily rating reminders:** You can set notifications to help remind you complete your daily rating at any time you would like to be reminded. Select the bell icon to choose a time you would like to receive a reminder. To delete a reminder, swipe left on any reminder and select 'delete'.





## 3.4. Sessions

Under Sessions, you can add appointments that you have set up with your clinician. You can fill in preparation questionnaires or evaluation questionnaires for these appointments to give input to your clinician prior to your session and feedback after your session.

### 3.4.1. Add, Edit and Delete Sessions

To add a session,

1. Press “+” in the top right corner of the screen.
2. Add a title and choose date/time.
3. Toggle on the ‘Create calendar event ‘ option, if you would like to add the session to the calendar of your phone.
4. You can also receive a reminder about your session, by pressing the bell icon and select how far in advance of your session, you would like to receive the reminder.
5. When finished, press  in the top right of the screen.

To edit a session, simply press the session, make the edits, and save your edits by pressing .

To delete a session, press the session, then press ‘Delete session’.

### 3.4.2. Prepare for and evaluate sessions

To prepare a future session, press the ‘Prepare’ button and fill in the questionnaire.

To evaluate a past session, press the ‘Evaluate’ button and fill in the questionnaire.

Note: your clinic may not have the options to prepare or evaluate sessions.

## 3.5. Action Plans

You and your clinician can create helpful plans and memos for you. These action plans can consist of tips, notes, and plans for handling the occurrence of specific behaviour. Examples include crisis plans or helpful tips about meditation. Each action plan contains sub-sections called items.

### 3.5.1. Add, Edit and Delete Action Plans

To add an action plan:

1. Press “+” in the top right of the screen.
2. Enter a title.
3. Press “+” in the bottom right corner of the screen to add a card to the action plan.
4. When you are finished, press “done” in the top right corner.

To edit an action plan:

1. Press on the action plan you would like to edit, and choose 'Edit' in the top right corner of the screen.
2. When you are finished editing, press 'Done', also found in the top right.

To delete an action plan:

1. Choose which you would like to delete and swipe towards the left, so that 'Delete' appears in red on the right.
2. Press 'Delete'.

### 3.6. Explore your data

Under 'Explore', you have the option to visualise the data from your daily rating, or other data, if applicable.

To Explore a particular data point:

1. Press 'Select data'.
2. Select the data point which you would like to explore.
3. Set the preferred time span by tapping it.
4. Tap on a single point on the graph to display an info-box with additional information about that particular data point.

Note that you can explore multiple disparate data points at once.

### 3.7. Psychoeducation

The psychoeducation module allows you to watch videos or read articles related to your disorder or to other areas of mental health.

### 3.8. If/Then Plans

If/then plans allow you to make a specific plan for the future. You can use them whenever you need them. They are of the format, IF this specific thing happens, THEN I will do this.

To add an if/then plan:

1. Navigate to the left side menu and select 'If/then'
2. Select the '+' at the top right of the screen
3. Fill in text for IF and THEN
4. Select the checkmark icon at the top right to save

To edit an if/then plan:

1. Select a plan you want to edit
2. Make edits to the IF and/or THEN portion of the plan
3. Select the checkmark icon at the top right to save

To delete an If/then plan

1. Swipe left on a plan you want to delete
2. Select delete

## 3.9. Challenges

The challenges module allows you to learn more about a selected topic by going through information (text, pictures, and/or videos) and answering questions.

## 3.10. Tools

Tools can be used to help you through a specific situation.

## 3.11. Medication

Medication provides you with an overview of the medical substances you are using as part of your treatment. You can log medication that you take on a regular basis, as well as medication that you take as needed (By need).

Tap on the name of a medication to view details about it.



## Medication



Today

All

### RECURRENT MEDICATION

**Medication 1**

2 TIMES DAILY



### MEDICATION BY NEED (PRN)


**Painkillers**



## 3.12. Messages

It is important to note that this function is intended for day-to-day communication between you and your clinician that does not require an immediate response.

### Send a Message:

1. Write your message in the field at the bottom of the screen.
2. Send the message by clicking on 

## 3.13. Settings

Here you can set your timezone and preferred language, select a theme for your app as well as configure personal questions, optional questions, and daily rating reminders. You can also view the Privacy Policy, Terms of Use, and Intended Use. For more information about configuring your daily rating, see [3.2.5. Configure Daily Rating](#)

### 3.13.1. Timezone

Navigate to the 'Settings' on the left side menu. Here, you can select 'Timezone'. You can either scroll to find and select your preferred timezone, or use the search bar to search for your preferred timezone.

### 3.13.2. Language

Navigate to the 'Settings' on the left side menu. Here, you can select 'Language'. Select your preferred language by scrolling through the list.

### 3.13.3. Toggle Modules On/Off

You can select which modules you would like shown by toggling them on or off in settings. If you navigate to settings on the left side menu, you can select 'modules' and select which you would like to use. You can always toggle back on a deselected module at any time.

### 3.13.4. Withings Integration

You have the option to integrate with Withings devices in order to visualise sleep, activity, and heart rate sensor data in Explore.

In order to see Withings data in Explore, connect your account by completing the following steps:

1. Navigate to Settings
2. Scroll to the bottom of the screen to view Third Party Integrations
3. Select 'Connect' and sign in with your Withings account credentials
4. Select 'Allow this app' and 'Open in Monsenso'

Withings data may take a few hours to be visualised in Explore.

### 3.13.5. Questionnaires

You have the option to set a timeframe in which to receive questionnaires and also to set a reminder to complete unanswered questionnaires.

### 3.13.6. Sensor data

If you toggle on sensor data collection in settings, the system also automatically collects sensor data from your smartphone.

Sensor data includes data regarding your Battery Level, Geolocation, Activity, Step Count, Light (Android only) and Screen State (Android only).

The aggregated visualisations of this data are only accessible to you and your clinician.

### 3.13.7. Legal

Under 'Legal', you can view the Privacy Policy, Terms of Use, and Intended Use.

## 3.14. Sign Out

You can sign out of your account by navigating to the left side menu and selecting 'Sign out'.

## 4. My Monsenso: Web Portal

For patients: You can view most of the features of the app on the web portal. On the web portal, you can also view the data for all your self-assessments ever made and create new action plans. You can access the web portal at <https://my.monsenso.com>.

For clinicians: The Monsenso Clinic provides a web portal, where you can review your patients' data and assist them in using features in the system. You can access the web portal at <https://my.monsenso.com>.

### 4.1. Login and Logout


For patients:

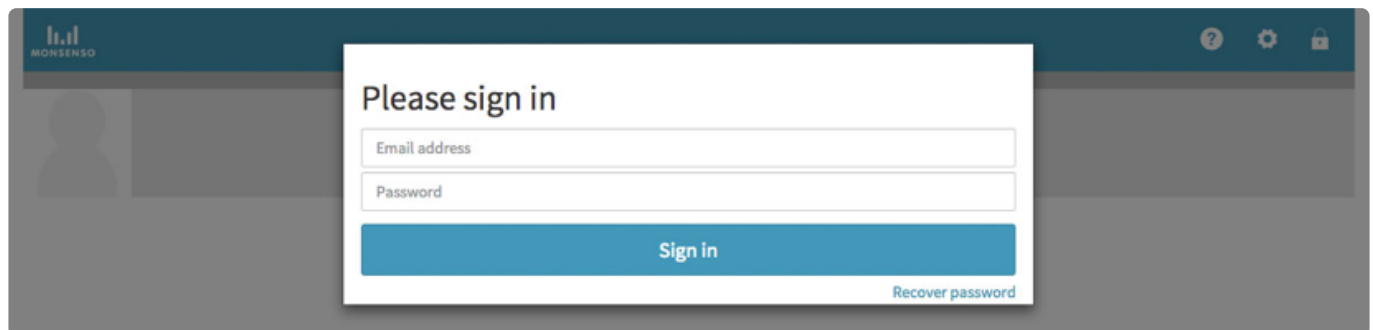
You log into the web portal with the same email address and password combination as you use to log into the phone app.

#### Log in

Type in the email and password you chose at the registration.

#### Log out

Click on  in the upper-right corner of the screen and confirm that you want to log out.



#### Recover password


1. Click on 'recover password'.
2. You will receive an email containing instructions on how to reset your password.

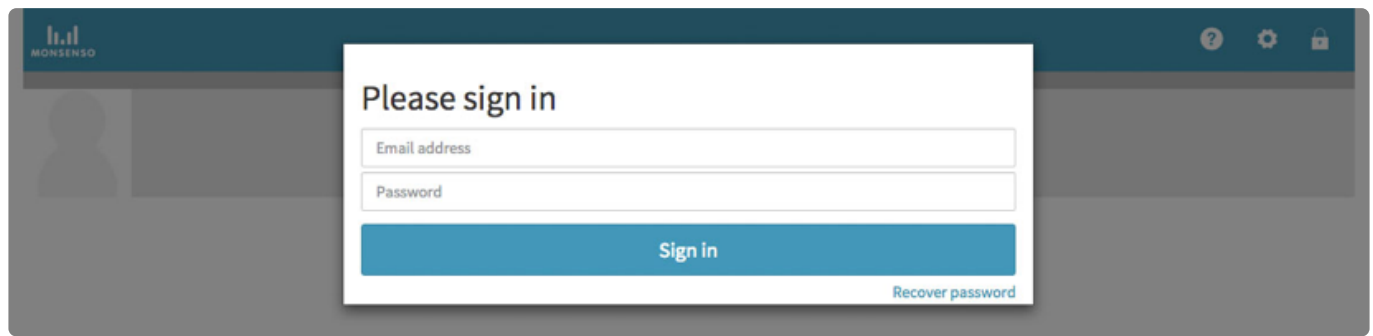
For clinicians:

#### Login

1. Go to <https://my.monsenso.com>
2. Type in the email and password you chose at the registration.

## Logout

Click on  in the upper-right corner of the screen and confirm that you want to log out.



## Recover password

1. Click on 'recover password'.
2. You will receive an email containing instructions on how to reset your password.

## 4.2. Search (Clinician Only)

Once you log into the system, you are automatically taken to the search page.

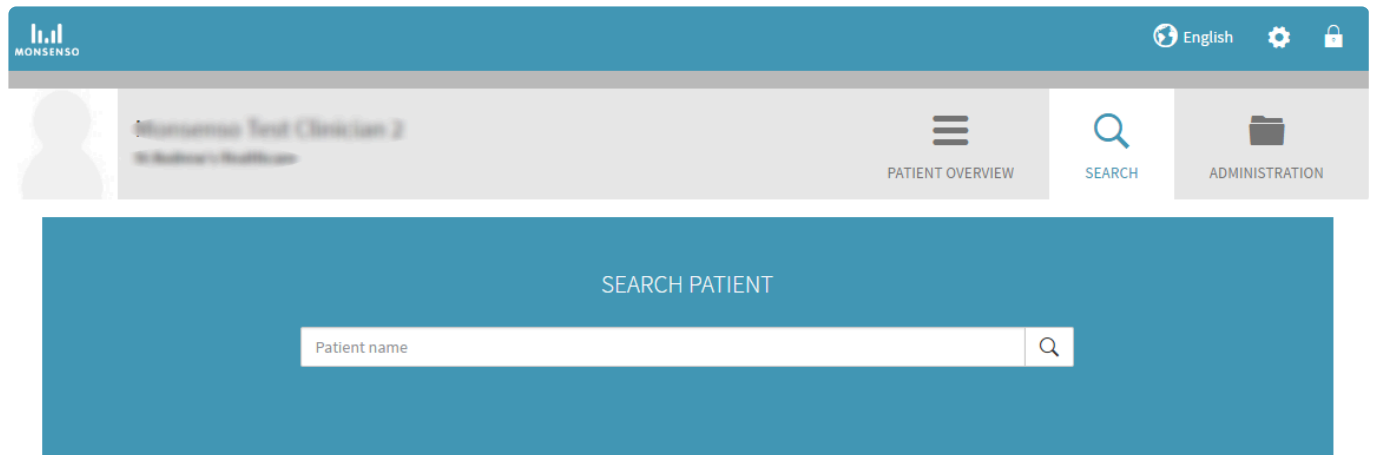
### Search Patient

1. Enter the name of the specific patient you wish to view.
2. Click on their name to view their details.

### Return to Search Screen

Go to 'Search' by clicking on  at the top of the screen.



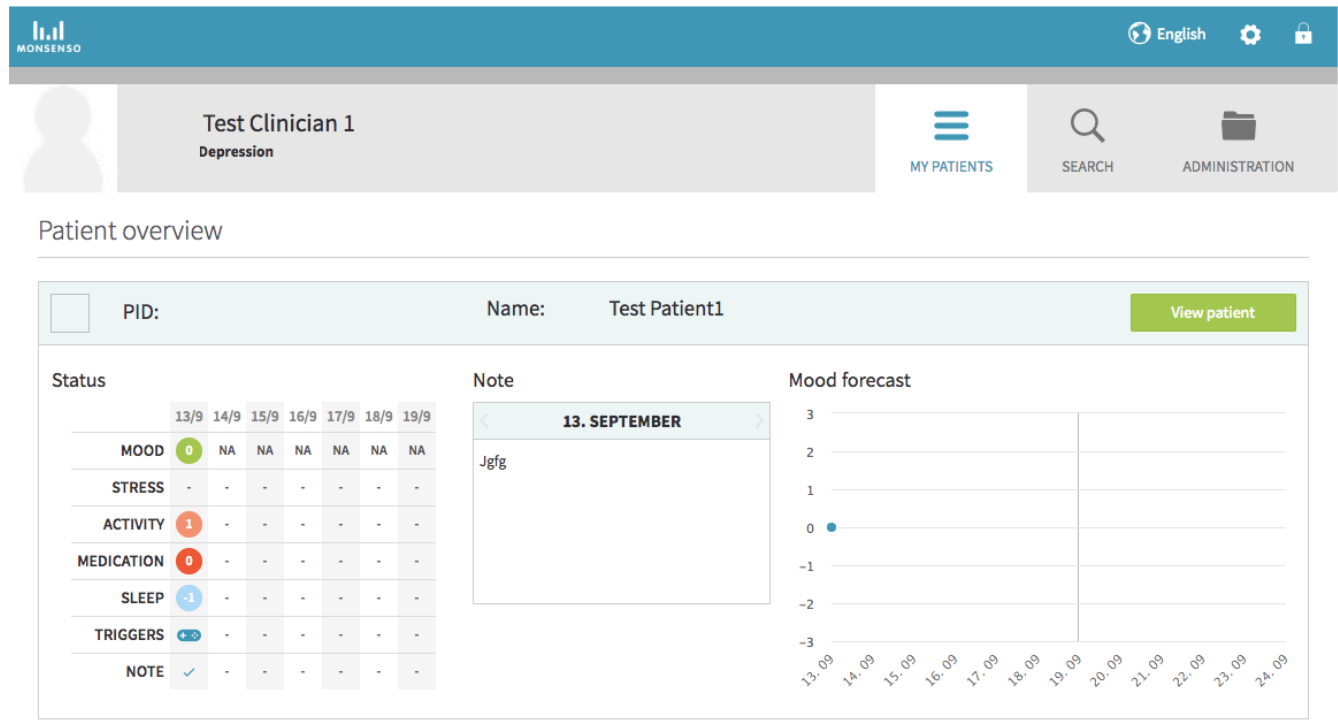


### 4.3. My Patients (Clinician Only)

The web portal provides you with a patient overview. This patient overview will only list the patients you are associated with. To see how to associate yourself with a patient, refer to Section [4.14.2. Clinicians](#)

The overview will display daily scores for select parameters of the patient's self-assessment, mood forecast, or other data which has been selected at the clinic configuration.

If a patient has not completed a given self-assessment parameter on a day, the score will be left blank and marked with '-'.



4.4. Overview

For patients:

Once you have logged into the web portal, it opens your Overview page.

To return to this overview, click on the 'Patient' icon  in the upper-right corner.

The navigational menu is located on the left, underneath your name. The following sections discuss each function listed on the navigational menu.

**Sample Patient**

**Overview**  
 Details  
 Visualisations  
 Early warning signs  
 Triggers  
 Action plans  
 Medication

### Patient overview

**SELFCONTROL FROM THE LAST 90 DAYS**

**PRIMARY PARAMETERS**

	17/3	18/3	19/3	20/3	21/3	22/3	23/3	24/3	25/3	26/3	27/3	28/3	29/3	30/3
FEAR	-	-	-	-	-	-	-	3	1	2	-	1	5	2
SAD	-	-	-	-	-	-	-	3	2	2	-	-	0	4
ANGER	-	-	-	-	-	-	-	2	2	3	-	-	0	0
JOY	-	-	-	-	-	-	-	4	3	3	-	-	0	2
SHAME	-	-	-	-	-	-	-	2	3	2	-	-	4	2

**MEDICATION**

**Regular Medication**  
Lithium 500 mg

**Medication by need (PRN)**  
Albuterol 90 mcg

**TREATMENT NOTE**

**DATA ANALYSIS**

**Adherence - last 60 days**  
Self-assessment 15 %  
Medication 0 %

**Average symptom scores - 14 days**  
Symptom score 0.6 points


**DIAGNOSIS INFORMATION**

**PATIENT INFORMATION**

For clinicians:

The detailed patient overview provides a detailed view of your patient.

### How to access the Detailed overview

- Go to the Patient Overview , which is located at the top of the page.
- Click on the 'View patient' button next to a specific patient's name to view further information about them.

English

**Monsenso Test Clinician**

PATIENT OVERVIEW

SEARCH

ADMINISTRATION

### Patient overview

☐
**Cpr.no:**
**Name: Monsenso Test Patient**

	25/11	26/11	27/11	28/11	29/11	30/11	1/12	2/12	3/12	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12
DAY SCORE	-	-	-	-	-	-	-	-	-	2	-1	-	0	-1	0	2	1	0	-2	-3	3
ACTIVITY	-	-	-	-	-	-	-	-	-	0	-2	-	-2	-2	3	-1	-2	1	-3	-1	0
SLEEP	-	-	-	-	-	-	-	-	-	8.5	6	-	4	5.5	7	9.5	6	7	6.5	6.5	8
STRESS	-	-	-	-	-	-	-	-	-	2	2	-	0	3	2	1	2	0	2	3	1

☐
**Cpr.no:**
**Name: Second Test Patient**

	25/11	26/11	27/11	28/11	29/11	30/11	1/12	2/12	3/12	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12
DAY SCORE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ACTIVITY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SLEEP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
STRESS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

There is a menu on the left side underneath the patient's name. This menu lists the different sections of the patient's details that you can view. These include Overview, Details, Visualisations, Warning signs, Triggers, Action plans, Medication, and Journal. Each section will be further explained in the following.

The Overview shows you how the patient scored on select parameters in their self-assessment in the last 14 days. Here, you can also find personal information about your patient, such as diagnosis information, family history and treatment note. The Data analysis widget shows you the patient's adherence to filling out the self-assessment and taking their medication over the last 60 days, as well as average symptom scores over the last 14 days.

**Patient overview**

**SELFCONTROL FROM THE LAST 90 DAYS**

**PRIMARY PARAMETERS**

	14/3	15/3	16/3	17/3	18/3	19/3	20/3	21/3	22/3	23/3	24/3	25/3	26/3	27/3
FEAR	0	2	5	3	5	0	1	3	2	2	2	5	2	2
SAD	1	3	2	2	2	3	1	3	4	3	2	4	2	2
ANGER	0	0	1	0	0	0	0	1	2	2	3	0	3	2
JOY	1	0	1	1	2	2	2	2	2	0	2	2	2	1
SHAME	0	1	0	1	1	1	2	1	2	1	1	2	2	1

**MEDICATION**

**Regular Medication**

Temazepam	2 units
Olanzapine	5 mcg

**Medication by need (PRN)**

Example	3 mcg
---------	-------

**TREATMENT NOTE**

**DATA ANALYSIS**

**Adherence - last 60 days**

Self-assessment	23 %
Medication	13 %

**Average symptom scores - 14 days**

Symptom score	
---------------	--

**DIAGNOSIS INFORMATION**

**Mental health diagnosis:**

**Other conditions:**

**Latest admissions:**

**FAMILY HISTORY**

**PATIENT INFORMATION**

Pid	
First name	Monsenso
Surname	Test Patient G
Age	25
Address	
Phone	
Email	cc-patient@monsenso.com
Marital Status	
Occupation	
Children	0

## 4.5. Details

For patients:

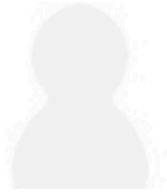
In the Details section, you can view and edit information regarding yourself, your diagnosis, your family history, and treatment notes.

Demo Patient

Patient details

Overview  
 Details  
 Visualisations  
 Warning signs  
 Triggers  
 Action plans  
 Medication

### PATIENT INFORMATION



PID:		Address:	Rued Langgaards Vej 7 2300 Copenhagen
First name:	Demo	Phone 1:	
Surname:	Patient	Phone 2:	
Birthyear:	1985	Email:	demo.patient@monsenso.com
Marital Status:		Relative:	
Occupation:	Secretary	Phone:	
Children:	1		
Network:	4		
Primary:			
Phone:			

### DIAGNOSIS INFORMATION

Mental health diagnosis:	Other conditions:	Latest admissions:	
- Diagnosis 1 age 20	- Diagnosis 4 age 17	5 Jan 2016 2 days	Hospital
- Diagnosis 2 age 15		8 May 2016 5 days	Copenhagen
- Diagnosis 3 age 14			

For clinicians:

This section will provide you with an overview of your patient's personal and contact information, diagnosis information, family history, and treatment notes.

English


Monsenso Test Clinician  
 Monsenso Test Clinician

PATIENT  
 PATIENT OVERVIEW  
 SEARCH  
 ADMINISTRATION

Monsenso Test Patient

Patient details

### PATIENT INFORMATION



Pid:		Address:	
First name:	Monsenso	Phone 1:	
Surname:	Test Patient 5	Phone 2:	
Birthyear:	1992	Email:	c6-p5-test@sharklasers.com
Marital Status:		Relative:	
Occupation:		Phone:	
Children:	0		
Network:	0		
Primary:			
Phone:			

### DIAGNOSIS INFORMATION


Mental health diagnosis:	Other conditions:	Latest admissions:

### FAMILY HISTORY


### TREATMENT NOTE

#### 4.5.1. Edit Details

For patients:

1. Click on  in the upper-right corner.
2. When you are done with your edits, click on 'Save'.

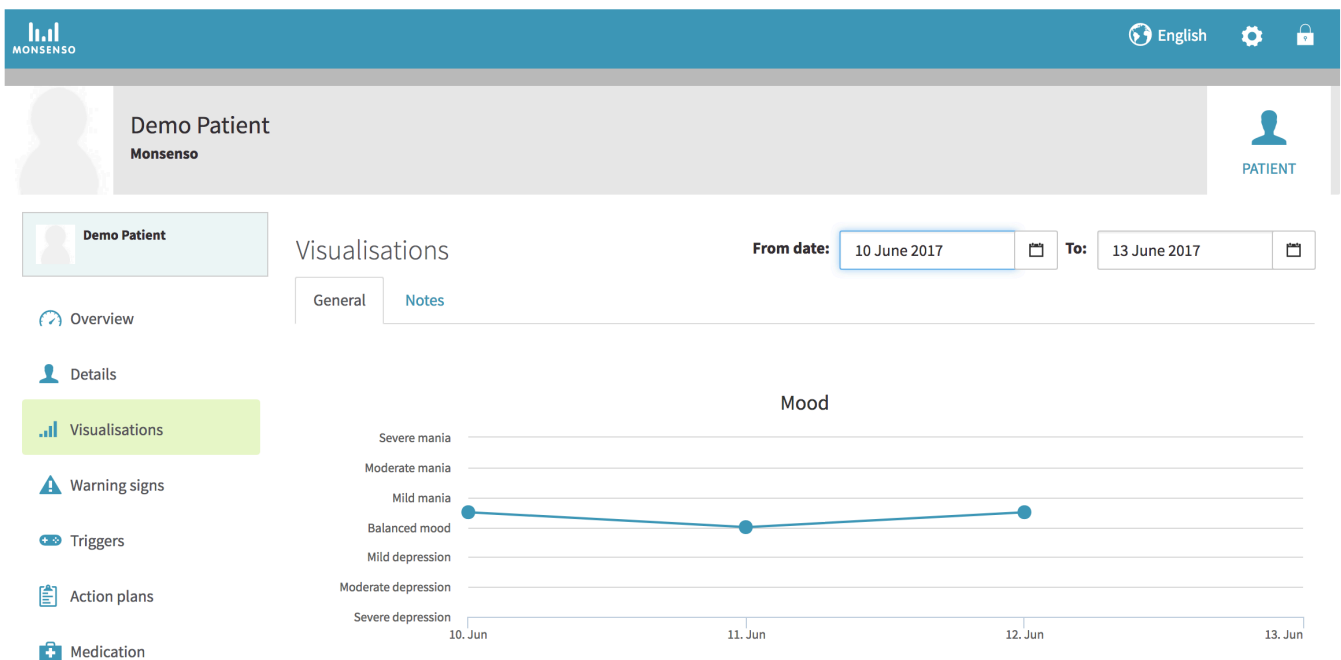
For clinicians:

1. Locate the box with the details that you would like to edit.
2. To edit, click on  to the right of the heading.
3. Click 'Save.'

## 4.6. Visualisations

For patients:


The web portal is different from the phone app, as it can show you visualisations of every self-assessment you have made.



### View different visualisations

1. Locate the tabs underneath the "Visualisations" heading.
2. Click on the tab of the category you would like to see.

### Change time interval of visualisation

1. Select whether you would like to change the 'from date' or the 'to date.'
2. Click on  to the right of the date.
3. Click < to go back a month. Click > to go forward a month.

### View details about a point on a visualisation

1. Hover over the specific point on the chart.

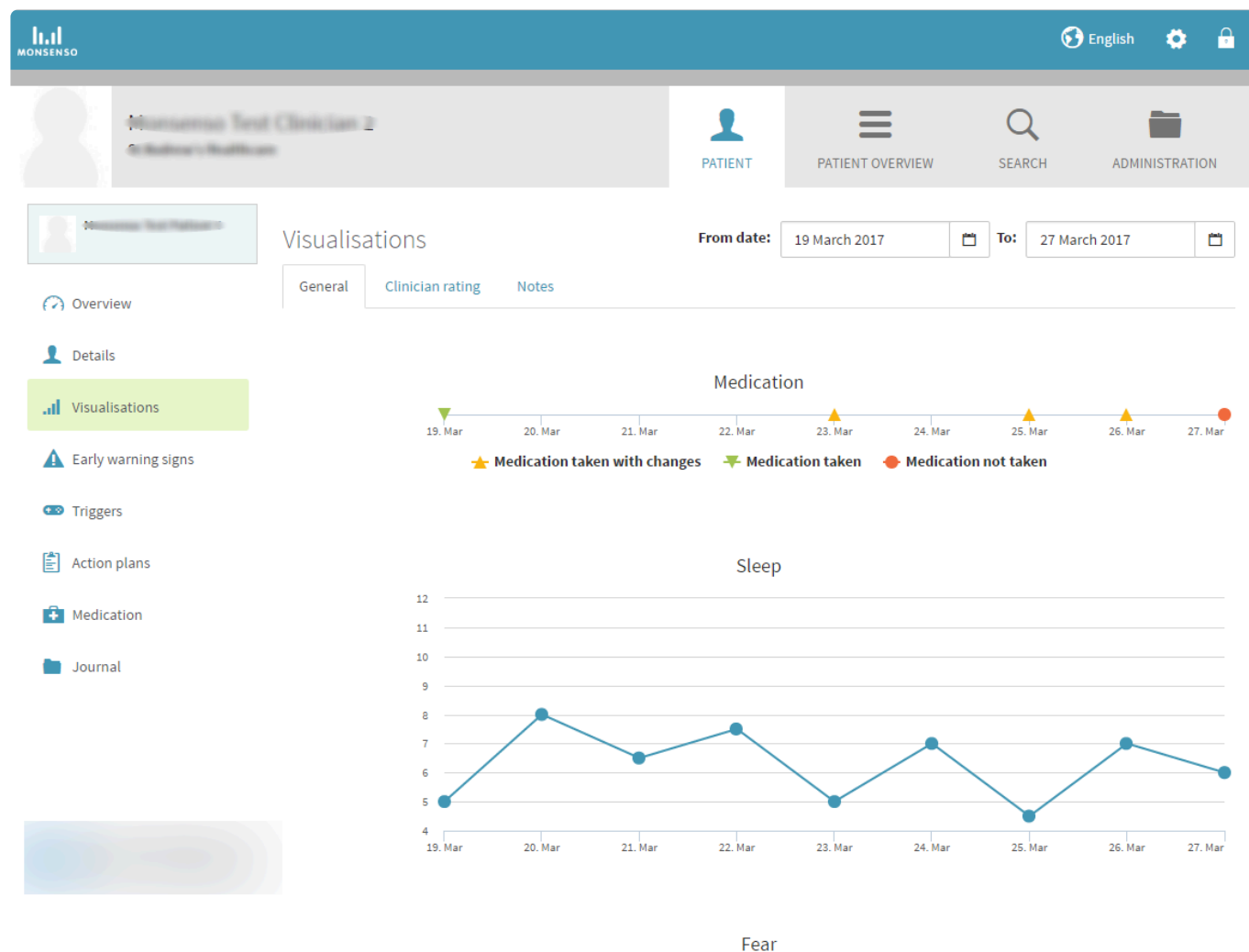
2. A pop up window will appear with details: the specific numerical value of that point and the full date.



For clinicians:

In the visualisation section, you can view line charts depicting the data from the parameters of the patients' self-assessments or questionnaires.


The default visualisation that will open are the charts of the patient's self-assessment parameters. This is referred to as the 'General' visualisation category.



## View different visualisations

1. Locate the tabs underneath the visualisations heading.
2. Click on the tab of the category you would like to see.

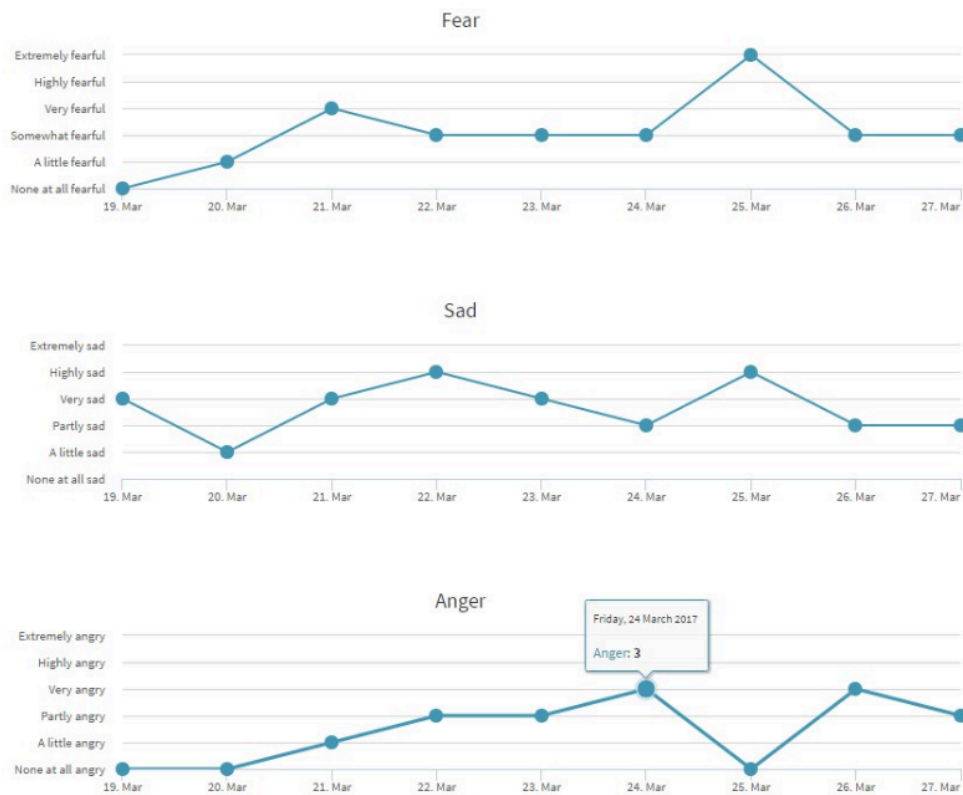
## Change time frame of visualisation

1. Select whether you would like to change the 'from date' or the 'to date.'
2. Click on  to the right of the date.
3. Click < to go back a month. Click > to go forward a month.

## View details about a point on a visualisation

1. Hover over the specific point on the chart.
2. A pop up window will appear with details: the specific numerical value of that point and the full date.





## 4.7. Warning Signs – N/A in Monsenso App

### 4.7.1. Add, Edit and Delete Warning Signs – N/A in Monsenso App

## 4.8. Triggers – N/A in Monsenso App

### 4.8.1. Add, Edit and Delete Triggers – N/A in Monsenso App

## 4.9. Action Plans

For patients:

On the web portal, you can add and delete action plans.

For a description of Action plans, refer to section [3.5. Action Plans](#).

The screenshot shows the Monsenso user interface. At the top is a blue header with the Monsenso logo, a language selector set to 'English', and icons for settings and a lock. Below the header is a patient profile bar for 'Demo Patient' with a placeholder icon and a 'PATIENT' role indicator. A left sidebar contains a menu with icons and labels: Overview, Details, Visualisations, Warning signs, Triggers, Action plans (highlighted in green), and Medication. The main content area is titled 'Action plans' and features a plus icon in the top right. It contains two entries: 'Mania' and 'Depression', each with a right-pointing arrow icon and a three-dot menu icon on the right.

For clinicians:

The action plans section is there for you to create helpful plans and memos for your patient. Action plans can consist of tips, notes, and plans for the occurrence of specific behaviour. Each action plan contains sub-sections called items.

You can submit an action plan template that will be distributed to multiple patients. Refer to section [4.14.3. Action Plan Templates](#).

The screenshot shows the Monsenso patient dashboard. At the top, there's a header with the Monsenso logo, language settings (English), and user icons. Below the header, a navigation bar includes a patient profile card, a 'PATIENT' button, and tabs for 'PATIENT OVERVIEW', 'SEARCH', and 'ADMINISTRATION'. The main content area is titled 'Action plans' and features a sidebar with navigation options: Overview, Details, Visualisations, Early warning signs, Triggers, Action plans (highlighted), Medication, and Journal. The 'Action plans' section displays two plans: 'Anger management' and 'example'. Each plan has a list of items: 'Take a walk', 'Practice forgiveness' (with sub-steps), and 'Talk to loved one' for the first plan; and 'example' for the second. A plus icon in the top right corner of the 'Action plans' section indicates the option to add a new plan.

### 4.9.1. Add, Edit and Delete Action Plans

For patients:

#### Add action plans

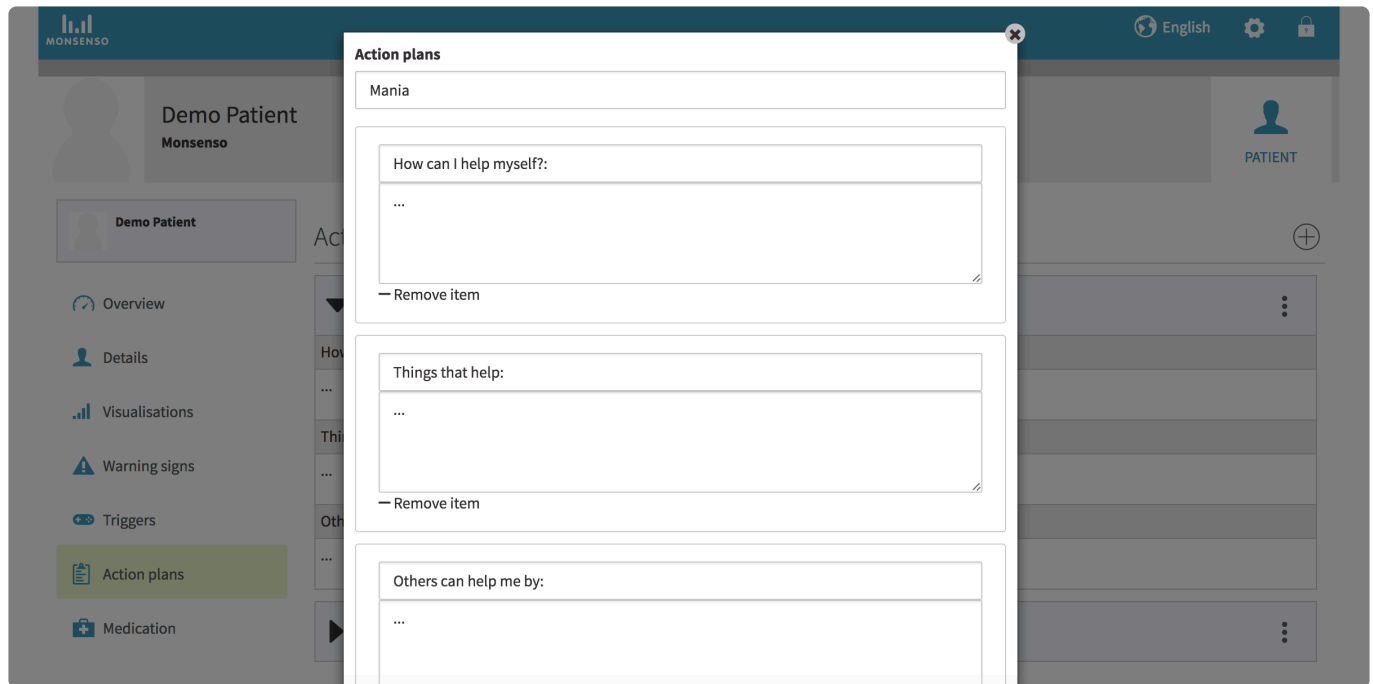
1. Click on ⊕ in the upper-right corner.
2. Add a title to your action plan. Each action plan contains sub-sections called items.
3. Click on +Add item. These items serve as sub-sections to your action plan.  
> To remove an item in an action plan, click on '-Remove Item'.
4. Fill in the title of your action plan and fill in the input form.
5. Click 'Save'.

#### Edit action plans

1. Locate the name of the action plan you would like to edit.
2. Click on ⋮
3. Click on 'Edit'.
4. Fill in the input form.
5. Click 'Save.'

#### Delete action plans

1. Locate the name of the action plan you would like to delete.
2. Click on ⋮
3. Click on 'Delete';



For clinicians:

### Add action plans

1. Click on ⊕ in the upper-right corner.
2. Add a title to your action plan.
3. Click on +Add item to add a sub-section to your action plan. To remove a sub-section, click on '- Remove Item'.
4. Click 'Save'.

### Edit action plans

1. Locate the name of the action plan.
2. Click on ⋮
3. Click on 'Edit'.
4. Fill in the input field.
5. Click 'Save'.

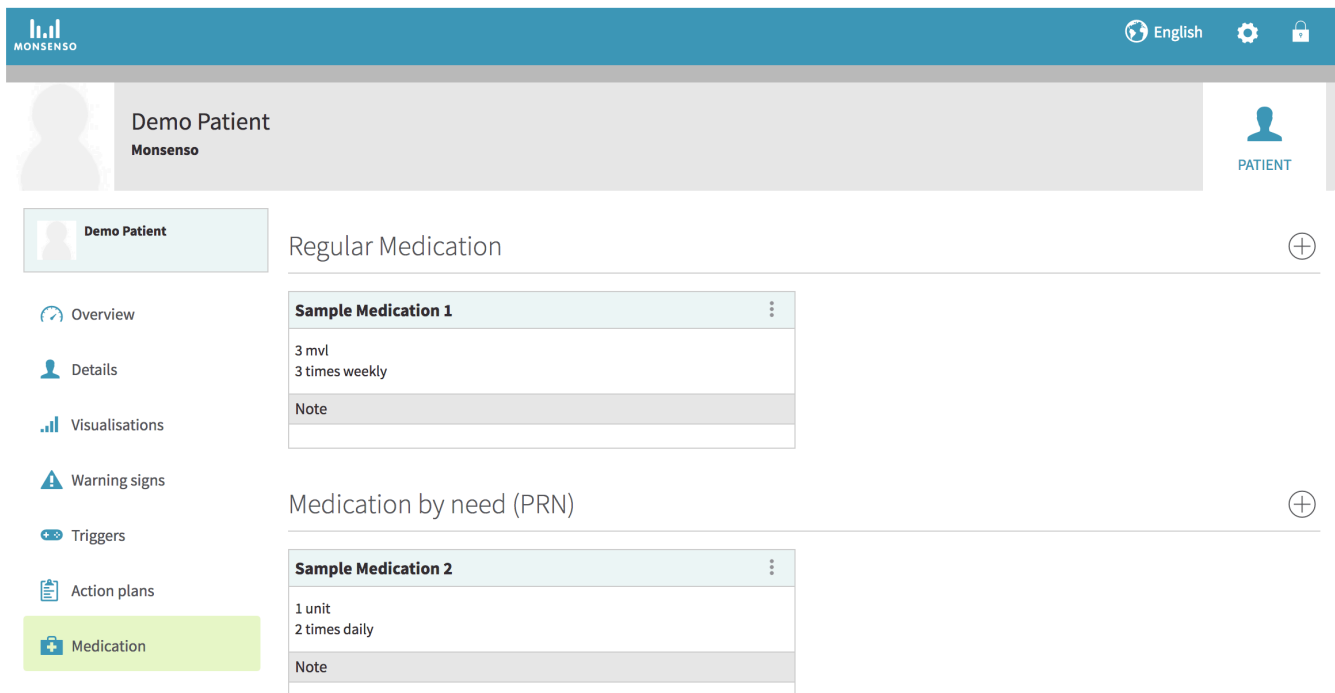
### Delete action plans

1. Locate the name of the action plan you would like to delete.
2. Click on ⋮
3. Click on 'Delete'.

## 4.10. Medication

For patients:

For a description about the medication section, refer to section [3.11. Medication](#)



The screenshot displays the Monsenso web application interface. At the top, a blue header bar contains the Monsenso logo on the left and 'English', a settings gear icon, and a lock icon on the right. Below the header, a grey bar identifies the user as 'Demo Patient' with the Monsenso logo and a 'PATIENT' profile icon. A left sidebar lists navigation options: Overview, Details, Visualisations, Warning signs, Triggers, Action plans, and Medication (highlighted in green). The main content area is titled 'Regular Medication' and includes a '+' icon. It lists 'Sample Medication 1' with details '3 mvl' and '3 times weekly', and a 'Note' field. Below this is a section for 'Medication by need (PRN)' with another '+' icon, listing 'Sample Medication 2' with details '1 unit' and '2 times daily', and a 'Note' field.

**Header:** MONSENSO | English | Settings | Lock

**Patient Bar:** Demo Patient | Monsenso | PATIENT

**Left Sidebar:**

- Overview
- Details
- Visualisations
- Warning signs
- Triggers
- Action plans
- Medication**

**Regular Medication** (+)

Sample Medication 1
3 mvl 3 times weekly
Note

**Medication by need (PRN)** (+)

Sample Medication 2
1 unit 2 times daily
Note

For clinicians:

Medication provides you with an overview of your patient's medicinal intake. You and the patient can add both regular medication, as well as medication that is taken as needed (PRN), to the list. The medication list is identical to the one that appears in your patient's app.

The screenshot displays the Monsenso app interface. At the top, there is a blue header with the Monsenso logo, language settings (English), and icons for settings and a lock. Below the header, a navigation bar shows a patient profile card, a 'PATIENT' icon, and three main menu items: 'PATIENT OVERVIEW', 'SEARCH', and 'ADMINISTRATION'. The main content area is titled 'Regular Medication' and includes a sidebar with navigation options: Overview, Details, Visualisations, Early warning signs, Triggers, Action plans, Medication (highlighted), and Journal. The 'Regular Medication' section lists two medications: Temazepam (2 units, 1 time daily) and Olanzapine (5 mcg, 1 time daily), each with a 'Note' field. Below this is the 'Medication by need (PRN)' section, which includes an 'Example' medication (3 mcg, 1 time daily) with a 'Note' field. At the bottom, there are two sections: 'Medication information' and 'Medication experiences', each with a header and a checkmark icon.

## 4.11. Messages

Messages offers an alternative way for you to communicate with your patient. It acts as a chat function inside of the app where you and your patient can message back and forth about inquiries and comments that they may have.

It is important to note and make clear for your patients that communication through the messaging function does not require an immediate response.

### Send a Message

1. Go to the patient overview.
2. View the patient that you would like to message.
3. Open the message center from the left hand menu.
4. Write your message in the field at the bottom of the screen.
5. Send the message by clicking on ➡

## 4.12. Questionnaires (Clinician Only)

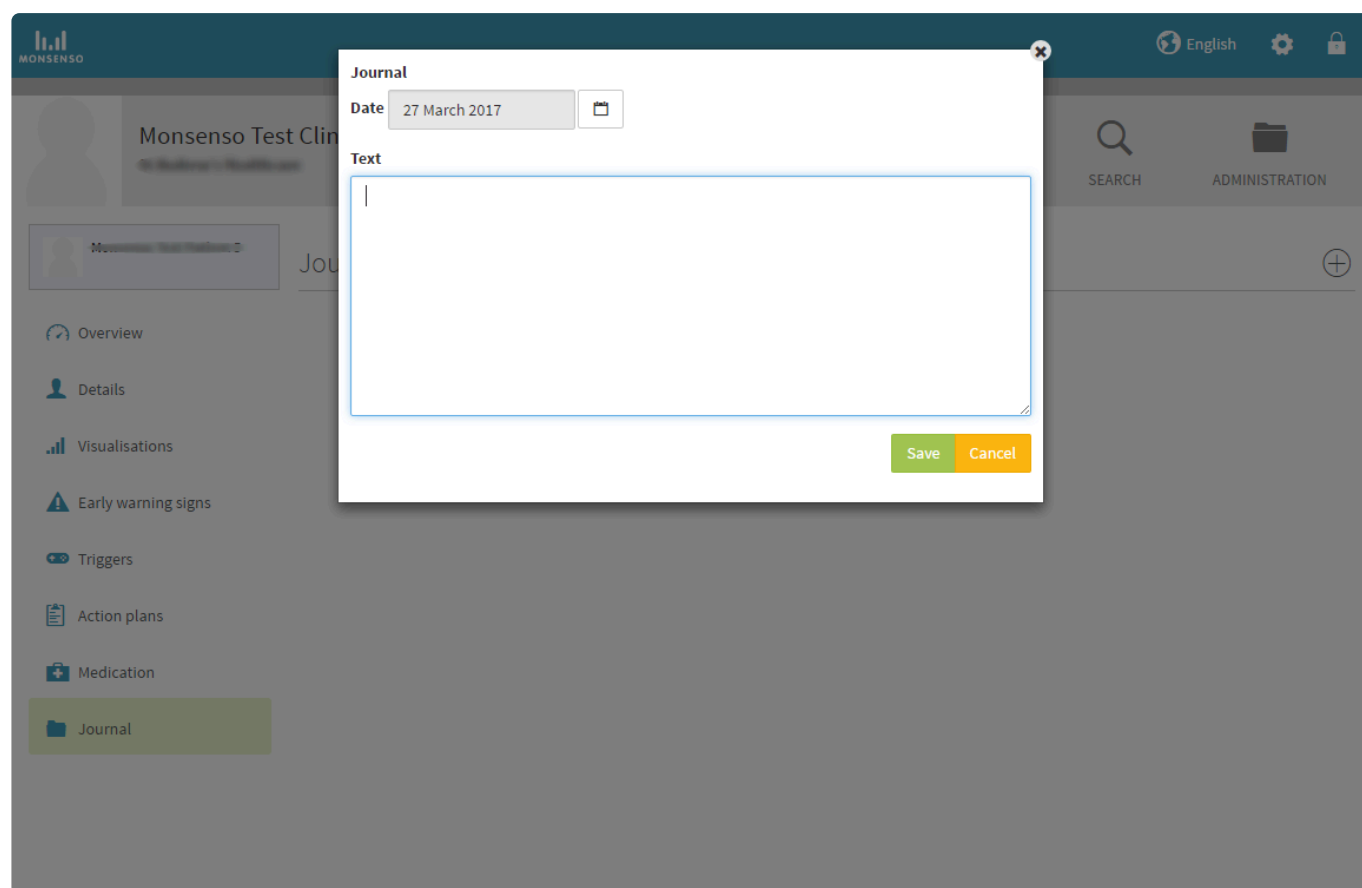
During the initial workshops with Monsenso, it is possible to discuss and determine the inclusion of predefined treatment relevant questionnaires.

When the patient has completed a questionnaire, the results will be visualised in the 'Visualisation'-section of the web portal. For more information about the visualisations section, refer to section [4.6. Visualisations](#)

- The questionnaires can be administered within fixed intervals of a day, a week, or more.
- You determine how long the questionnaire is available for the patient.
- Once the availability period is over, the questionnaire will be inaccessible and cannot be completed.

### 4.13. Journal (Clinician only)

The journal function allows you to keep helpful memos about the patient.




#### 4.13.1. Add, Edit and Delete Journal Entries


##### Add journal entries

1. Click on ⊕ in the upper-right corner.
2. Select the date from the calendar. The date cannot be changed once the entry is saved.
3. Fill in the input field.
4. Click 'Save'.

## Edit a journal entry

1. Locate the journal entry you would like to edit.
2. Click on 
3. Click on 'Edit'.
4. Fill in the input field.
5. Click 'Save.'

## Delete a journal entry

1. Locate the journal entry you would like to delete.
2. Click on 
3. Click on 'Delete'.

## 4.14. Administration (Clinician Only)

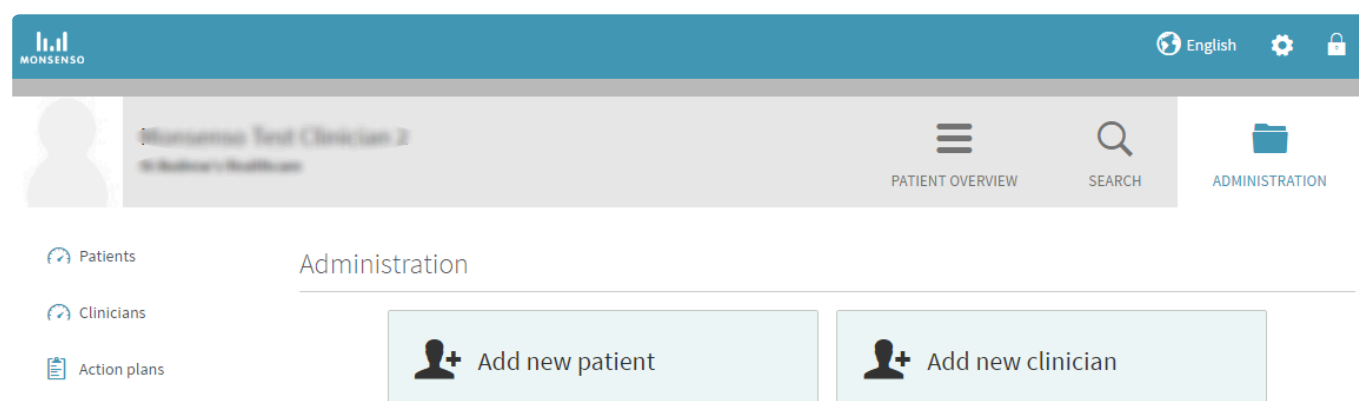
In administration, you can add new patients and clinicians, change their associations, and view their contact information.

To add a patient or clinician in the system, you click on either 'Add new patient' or 'Add new clinician'. Once a patient is added in the system, they have the opportunity to download and install the app on their smartphone.

Note that you **cannot reuse email addresses in the system**.

A patient's information will **not** show up on the clinician's Patient Overview unless they are associated with that clinician.

For instructions in how to associate yourself with a patient, refer to section [4.14.2. Clinicians](#).





### 4.14.1. Patients

The 'Patients' option in the Administration section allows you to view a directory of all the patients within your clinic. Please notice that you cannot edit a patient unless you are associated with them.


#### Add a patient

1. Click on ⊕ in the upper-right corner.
2. Fill in the form.
3. Click 'Save'.
4. The patient will now receive an activation link in their email. When they click through to the link, they will be asked to accept terms of use and prompted to select a password.
5. Once they have agreed to the terms of use and selected a password, a green confirmation notification will appear and their account is now ready to use.


#### Make patient inactive

You can make patients passive when adding them to the system. Patients who are passive will not be able to use the functions of the Monsenso solution. To make a patient passive, mark the "Control group" tickbox at the bottom of the form when you add a new patient.

#### Edit patient details

1. Locate the patient you would like to edit
2. Click on  on the right.
3. Fill in the form.
4. Click 'Save'.

#### Delete patient

1. Locate the patient you would like to delete.
2. Click on  on the right.
3. When you confirm the deletion, the patient will be permanently deleted from the system.

ID	First name	Surname	Email	Phone 1	Phone 2	Created	Control	Edit	Delete
10001	John	Smith	john.smith@monsenso.com				<input type="checkbox"/>		
10100	Magdalena	Smith	magdalena.smith@monsenso.com				<input type="checkbox"/>		
10200	Monsenso	Test Patient 1	john.smith@monsenso.com				<input type="checkbox"/>		
10200	Monsenso	Test Patient 2	john.smith@monsenso.com				<input type="checkbox"/>		
10210	Monsenso	Test Patient 3	john.smith@monsenso.com				<input type="checkbox"/>		
40	Monsenso Test	Patient 1	john.smith@monsenso.com				<input checked="" type="checkbox"/>		
10100	Test	Admin	test@monsenso.com				<input type="checkbox"/>		

#### 4.14.2. Clinicians

The 'Clinicians' option in the Administration section allows you to view a directory of all the clinicians within your clinic.

##### Add a clinician

1. Click on ⊕ in the upper-right corner.
2. Fill in the form.
3. Click 'Save'.
4. The clinician will now receive an activation link in their email. When they click through to the link, they will be asked to accept terms of use and prompted to select a password.
5. Once they have agreed to the terms of use and selected a password, a green confirmation notification will appear and their account is now ready for use.

##### Edit clinician details

1. Locate the clinician you would like to edit
2. Click on on the right.
3. Fill in the form.
4. Click 'Save'.

##### Delete a clinician

1. Locate the clinician you would like to delete.
2. Click on on the right.

Id	First name	Surname	Email	Phone 1	Phone 2	Associate	Edit	Delete
10124	asdf	asdf	asdf@sd.c					
10123	Clinician1	Test	fdsfdgs@sfdgsdf.com					
6	Clinic 6	Admin Clinician	clinic-6-admin@monsensio.com					
10115	Delete	mE	c6-c3-test@monsensio.com					
10143	Monsenso	Test Clinician 3	bvqsguiy@sharklasers.com					
10213	Monsenso	Test Clinician 3	c6-c3-test@sharklasers.com					
118	Monsenso	Support	c6-c1@monsensio.com					
39	Monsenso Test	Clinician 2	c6-c2-test@monsensio.com					

## Associate with and disassociate from patients

### Go to Associations menu

1. Locate the clinician you would like to associate with a patient.
2. Click on the two silhouettes on the right.

### Associate

1. Click on the search bar to search for the patient you wish to associate with.
2. Click on their name.
3. Click on 'Save'.

### Dissociate

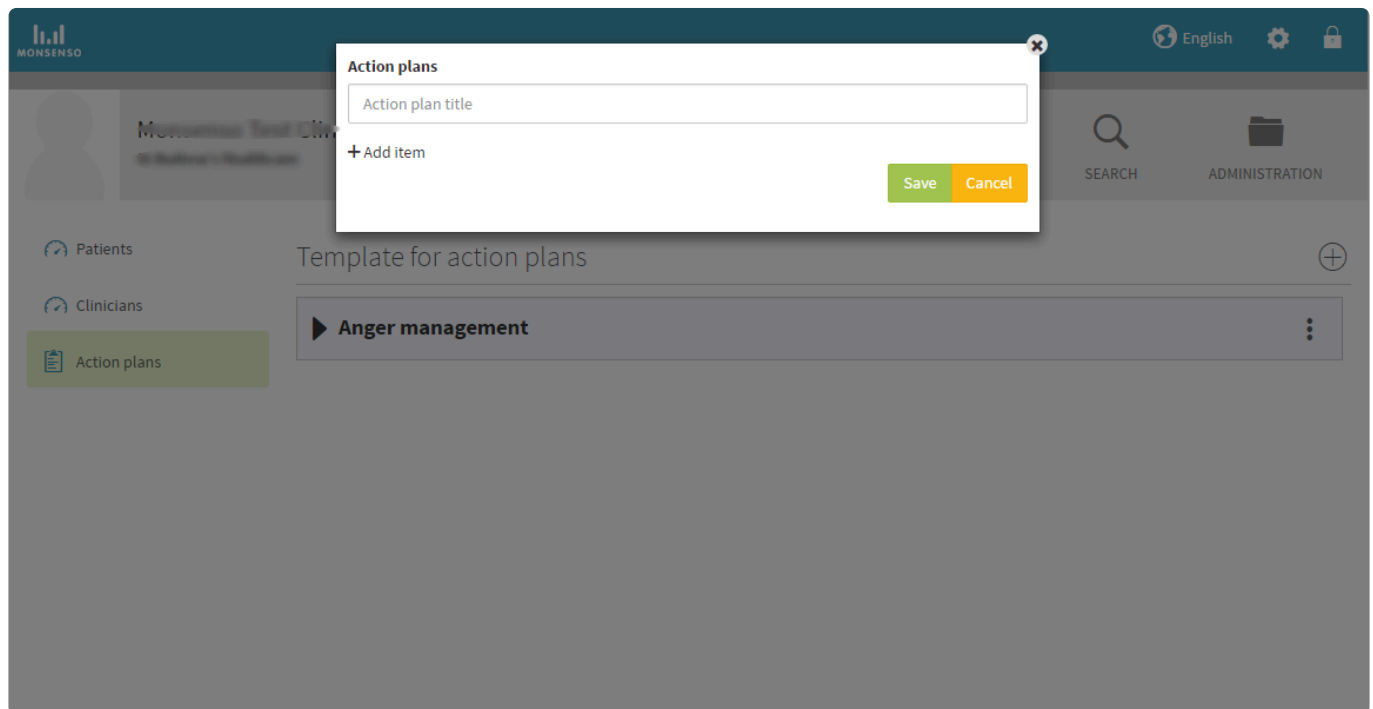
To dissociate from an associated patient, click on to the right of the patients name in the list of associated patients.

## 4.14.3. Action Plan Templates

You can add action plan templates. Action plan templates can consist of tips, notes, and plans for the

occurrence of specific behaviour.

Once you create the template, it will be distributed to all patients who are created after the template was. If you would like to distribute it to a preexisting patient, or add a specific template for only one patient, refer to section [4.9. Action Plans](#).



#### 4.14.3.1. Add, Edit, and Delete Action Plan Templates

Refer to section [4.9.1. Add, Edit and Delete Action Plans](#).

### 4.15. Clinician Rating (Clinician Only)

You have the option to add a rating about the quality of your sessions with your patient.

This rating is based on a questionnaire in which you to assess the patient's behaviour.

#### Add a Clinician Rating

1. Go to the detailed overview of the patient.
2. Click on ⊕ in the upper-right corner of the Overview screen.
3. A window will open where you can fill in a questionnaire.
4. Click 'Save'.
5. The results for the questionnaires will then be visualised in the 'Visualisations' section on the web portal. To find out how to view these visualisations, refer to section [5.6. Visualisations](#).

## **5. New Web Portal (Clinicians only)**


The Monsenso Clinic provides a web portal, where you can review your patients' data and assist them in using features in the system. You can access the web portal at [New Web Portal](#)

### **5.1. Login and Logout**

#### **Login**

1. Go to [New Web Portal](#)
2. Type in the email and password you chose at the registration.

#### **Logout**

Click on  in the lower-left corner of the screen to log out.

#### **Recover password**

1. Click on 'recover password'.
2. You will receive an email containing instructions on how to reset your password.

### **5.2. My Patients**

Once you log into the system, you are automatically taken to the patient list. This patient overview will only list the patients you are associated with.

The overview can be setup to display daily scores for select parameters of the patient's self-assessment, questionnaire scores or other data which has been selected at the clinic configuration.

If a patient has not completed a given self-assessment parameter on a day, the score will be left blank.

#### **Search Patient**

1. Enter the name or PID of the specific patient you wish to view.
2. Click on their "Details" to view their details.

#### **Take Action**

For each patient you are able to take actions depending on the modules enabled for that patient

1. Click on the "Take Action" button for the patient you wish to engage with
2. Select the relevant action from the dropdown menu. See section "Take Action" for guidance on each action.

#### **5.2.1. Invite Patient**

From the patient list, you can invite new patients to Monsenso.

### Invite Patient:

1. Click on “Invite Patient” in the top-right corner
2. Fill out the patients name, email and language
3. If your clinic configuration has multiple treatment plans, please select the treatment plan relevant to that patient\*
4. Associate the patient with the relevant clinician groups and/or individual clinicians that should be able to monitor and engage with the patient.
5. Click on “Send Invite” to send the invitation mail to the patient and see the receipt.

If you wish to review any pending invitations, you can do so by filtering by “Active” or “Invited” on the patient list.

\*A treatment plan is a collection of self assessments, questionnaires and content modules pre-configured to your clinic.

## 5.3. Take Action

You can – from either the patient list or on any page of a specific patient – take action to engage with the patient or document relevant information related to the patient.

### Patient list

On the patient list you can take action by clicking the “Take Action” button on each patient card. To take a specific action, select from the available actions in the drop down.

### Specific patient

On any patient page you can take action by clicking the “Take Action” button in the top-right corner of the screen. To take a specific action, select from the available actions in the drop down.

#### 5.3.1. Clinician Questionnaire

Clinician questionnaires allows you to assess and answer questions pertaining a specific patient.

### Answer clinician questionnaire

1. If multiple clinician questionnaires are available in your clinic configuration, select the relevant questionnaire from the dropdown
2. Fill out the questions
3. Click “Save” when done

#### 5.3.2. Messages

Messages offers an alternative way for you to communicate with your patient. It acts as a chat function inside of the app where you and your patient can message back and forth about inquiries and comments that they may have.

It is important to note and make clear for your patients that communication through the messaging function does not require an immediate response.

### Send a Message

1. See previous messages from the patient and other associated clinicians in the scrollable thread section on the side sheet.
2. Write your message in the field at the bottom of the side sheet.
3. Send the message by clicking on “Send”.

The messaging module can also be configured as a one-way communication channel, where you can send messages to your patient.

### 5.3.3. Send Questionnaire

If your clinic is configured to support sending questionnaires, you are able to send any of the available patient questionnaires to the patient at your discretion.

#### Send questionnaire

1. Select the relevant questionnaire in the dropdown
2. Write a message – this will appear as a notification on the patients phone
3. Set the date and time you want you want the questionnaire to be sent (A few minutes delay can be expected at peak times)
4. Click “Send” to schedule the questionnaire.

### 5.3.4. Recommend Content

For clinics using Challenges, Tools and/or Articles, it is possible to recommend the content available to the patient. When content is recommended it will be highlighted on the patients “Home” screen and in the specific content section in the app (e.g. Challenges page).

The patient will see that the recommendation has been made by you.

#### Recommend content:

1. Select the the relevant content type in the toggle
2. Set checkmark(s) for each content piece you wish to recommend to the patient
3. Press “Save” when done to see a receipt of the recommendation changes made.

### 5.3.5. Clinician Note

The Clinician notes allows you to keep helpful memos about the patient. These memos are visible to you and all other associated clinicians. They are not visible to the patient.

#### Add Clinician note:

1. Select a date

2. Write the note
3. Click “Save” when done.

All notes can be reviewed in the “Clinician Notes” section under each patient see section xx for more information.

### 5.3.6. Add Action Plan

The action plans section is there for you to create helpful plans and memos for your patient. Action plans can consist of tips, notes, and plans for the occurrence of specific behaviour. Each action plan contains sub-sections called items.

#### Add action plan

1. Add a title to your action plan. Each action plan contains sub-sections called items.
2. Click on “Add new”. These items serve as sub-sections to your action plan.
3. To remove an item in an action plan, click on ‘Delete’.
4. Fill in the title of your action plan and fill in the input form.
5. Click ‘Save’ when done

All patient action plans can be viewed and edited in the “Resources” section of page. See section “Resources” for more details.

You can submit an action plan template that will be distributed to multiple patients. Refer to section “Action plan templates”.

### 5.3.7. Tagging

The tagging is here for you to support additional filtering options in the web portal. Users with the rights to access clinic administration will be able to see the tags available for the clinic.

An overview of the tags, including the definition, can be seen in the “Tags” sheet.

Tags and definitions are created for an entire clinic, covering all treatment plans and are added as part of the initial configuration.

#### Add tags to a patient

Add tags to a patient – click the tag-icon and select the tag(s) to be added from the action pane. Save the selection.

#### Remove tags from a patient

Remove tags from a patient – click the remove icon (⊗) in the tag and confirm to remove the tag. Alternatively, open the action pane to remove a tag. Save the changes.



## Filter the patient list by tag(s)

open the “Tags” list and select the tag(s) you would like to filter by.

---

## Automated tagging

Tagging can also be set automatically based on rules for patient responses to daily ratings or questionnaires. The rules are added as part of the initial configuration.

### 5.3.8. Schedule video meeting

In the schedule video meeting you can send a video meeting request to a patient.

#### Schedule a video meeting

1. Add a title to your meeting.
2. Add meeting notes.
3. Add meeting duration in minutes.
4. Select a suggested date and time.
5. Click ‘Schedule meeting’ when done

## 5.4. Insights

For all patients, the default page is the Insights page. This view allows you to visualise collected data from the patient such as questionnaires, daily ratings, wearable data or sensor data and thus gain insight into the development and state of a given patient.

#### Select Assessments

1. Depending on the clinic configuration one or more assessments will be displayed per default.
2. If you wish to change the assessments displayed, click on the “Choose Assessment” button (note that the button might have the selected assessments as its label).

#### Select date range

1. Click on the date range button next to the “Choose Assessment button (It will display the current selected date range)
2. Select the date range in the calendar or one of the 3 preset date ranges (14, 30 or 90 days).

#### Filter Assessment

1. For each assessment, you can filter the data displayed in the graphs by clicking the “Filter data” button (note the button label will display the currently selected data).
2. For each assessment you can choose to display either a heatmap showing all data for that assessment or individual graphs.

## 5.5. Details

This section will provide you with an overview of your patient's personal and contact information, diagnosis information, family history, and treatment notes.

### Edit details:

1. Locate the card with the details that you would like to edit either by scrolling to the relevant section or using the links on the right side of the screen
2. To edit, click in the input field or by clicking "Add"
3. Click anywhere outside the card you've just edited to save the changes

## 5.6. Resources

Resources allows you to see the content available to the patient in their app. You can see when a piece of content has been recommended.

You can click on each piece of content to see a side sheet displaying how the content is presented in the patient app. From here you are also able to add/remove a recommendation for that piece of content.

## 5.7. Medication

Medication provides you with an overview of your patient's medication.

The patient can add both regular medication, as well as medication that is taken as needed (PRN), to the list. The medication list is identical to the one that appears in your patient's app.

## 5.8. Clinician Notes

### Add clinician note

1. Click on "Take Action"
2. Select "Add note" in the dropdown
3. Select the date from the calendar.
4. Fill in the input field.
5. Click 'Save'.

### Edit a clinician note

1. Locate the journal entry you would like to edit.
2. Click on 'Edit'.
3. Fill in the input field.
4. Click 'Save.'

### Delete a clinician note

1. Locate the journal entry you would like to delete.
2. Click on "Edit"

3. Click on 'Delete'.

## 5.9. Administration

In Administration, you can add new patients and clinicians, change their associations, and view their contact information.

To add a patient or clinician in the system, click on the relevant patient or clinician group and then you click on either 'Invite new patient' or 'Create clinician'. Once a patient is added in the system, they will receive an email and have the opportunity sign up and download and install the app on their smartphone.

Note that you **cannot reuse email addresses in the system**.

A patient's information will **not** show up on the clinician's Patient Overview unless they are associated with that clinician.

For instructions in how to associate yourself with a patient, refer to section "Patients".

### 5.9.1. Patients


The Administration section allows you to view a directory of all the patients within your clinic. You might have multiple patient lists depending on your clinic configuration as each list represents the patients in a specific treatment plan.

Please notice that you cannot edit a patient unless you are associated with them.


#### Add a patient

1. Click on "Invite patient" in the upper-right corner.
2. Fill in the form.
3. Click 'Save'.
4. The patient will now receive an activation link in their email. When they click through to the link, they will be asked to accept terms of use and prompted to select a password.
5. Once they have agreed to the terms of use and selected a password, a green confirmation notification will appear and their account is now ready to use.

#### Edit patient details


1. Locate the patient you would like to edit
2. Click on  on the right.
3. Fill in the form.
4. Click 'Save'.

#### Delete patient

1. Locate the patient you would like to delete.
2. Click on  to the right of the patient in the table.

3. Click “Delete”
4. When you confirm the deletion, the patient will be permanently deleted from the system.

### Manage patient associations

1. Locate the patient you would like to edit associations for.
2. Click on the  icon on the right.
3. Scroll to the “Associated clinicians groups” section in the side sheet.
4. Toggle either one or more clinician groups on/off to associate a whole group of clinicians or select “individual” in each group and select the individual clinicians that should be associated with the patients.
5. Click on ‘Save’.


### 5.9.2. Clinicians

The ‘Clinicians’ option in the Administration section allows you to view a directory of all the clinicians within your clinic.


#### Add a clinician

1. Click on “Create clinician” in the upper-right corner.
2. Fill in the form.
3. The clinician will be asked to validate their e-mail at the first login.

#### Edit clinician details

1. Locate the clinician you would like to edit
2. Click on  icon on the right side of the table.
3. Fill in the form.
4. Click ‘Save’.

#### Delete a clinician

1. Locate the clinician you would like to delete.
2. Click on the  icon
3. Click on “Delete”

### 5.9.3. Action Plan Templates

You can add action plan templates. Action plan templates can consist of tips, notes, and plans for the occurrence of specific behaviour.

Once you create the template, it will be distributed to all patients who are created after the template was added. If you would like to distribute it to a preexisting patient, or add a specific template for only one patient, refer to section xx

#### Add action plan

1. Click “Add Action Plan” in top right corner.

2. Add a title to your action plan. Each action plan contains sub-sections called items.
3. Click on “Add new”. These items serve as sub-sections to your action plan.
  - > To remove an item in an action plan, click on ‘Delete’.
4. Fill in the title of your action plan and fill in the input form.
5. Click ‘Save’ when done

### Edit action plan

1. Click on the action plan you wish to edit
2. Edit a title to your action plan. Each action plan contains sub-sections called items
3. Click on “Add new”. These items serve as sub-sections to your action plan
  - > To remove an item in an action plan, click on ‘Delete’
4. Fill in the title of your action plan and fill in the input form
5. Click ‘Save’ when done.

### Edit action plans

1. Click on the action plan you wish to edit
2. Fill in the input field
3. Click ‘Save’.

### Delete action plans

1. Click on the action plan you wish to delete
2. Click on ‘Delete’.

## 5.9.4. Notice in message module

In “Messaging” you can add a notice that will appear in the patient’s messages module every time they send a message. If you remove all the text, no notice will be displayed.

## 5.10. Notification Center

You can access the notification center from anywhere in the web portal by clicking on the bell icon in the lower left corner of the screen.

In the notification center you can see all your unread messages from patients you are associated with.

If you have any incoming unread messages, they will appear next to the notification center for a few seconds before disappearing again.

The bell icon will display a red dot if you have any unread messages.

To read an unread message you can either go to the individual patients “Take Action” button (A red dot will be displayed on the button if you have unread messages). Alternatively you can go to the notification center and click on the specific notification in the notification list.

## 5.11. Video meeting

The Video Meeting feature lets clinicians see an overview of scheduled video meetings with patients. The meetings are conducted via the third-party provider Whereby in a web browser or using their app. From the Video Meeting overview clinicians can join or decline video meetings. Furthermore, the overview is divided into these categories; Accepted, Pending patient's response, New times requested, Declined, and Cancelled.

## 5.12. Rule Engine

Clinics can set up a set of rules that make it possible to give patients certain 'tags' automatically in the web portal.

### An example of a rule:

- For patients with a well-being score below 52 based on their answers to the WHO-5 questionnaire, a WHO-5 'tag' will automatically be set in the web portal.

## 6. Security

Monsenso Clinic has the necessary technical and organizational security measures to prevent that personal information is accidentally or illegally destroyed, lost or deteriorated. Furthermore, the solution applies the necessary security features ensuring that confidential information does not fall into the hands of unauthorised persons, and is not misused or in general handled against regulation.

Monsenso Clinic follows the Danish Data Protection Agency's (Datatilsynet) present security guides on measures for protection of personal data.

## 7. Contact

### For Patients:

If you encounter a problem or have questions that were not covered in this user guide, please contact your clinician.

### For Clinicians:

If you encounter a problem or have questions that were not covered in this user guide, you are very welcome to contact Monsenso Support.



#### **Email:**

support@monsenso.com

#### **Phone:**

+44 2038 568 010 (UK) on weekdays between 9.00 and 16.00 GMT+1.

You can also visit our support portal at <http://support.monsenso.com/>, where you can submit a ticket for inquiries, as well as consult our user guides and FAQ section.

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