User instructions

For professionals

Version V2025-2

Telerevalidatie.nl

Content

Introduction and intended use

The Telerevalidatie.nl portal is intended to support patients' treatment by providing instructions on how to perform exercises, offering the opportunity to read articles and communicate with healthcare professionals via messages, and monitor patients' health by collecting data through questionnaires, timetables and the use of wearable sensors. The portal can also be used to provide feedback on patients' progress and to adjust treatment plans remotely in consultation with the healthcare professional.

Intended target groups

Telerevalidatie.nl is offered to patients who suffer to a greater or lesser extent from physical and/or mild cognitive impairment in rehabilitation, geriatric and hospital care. Physical disorders include problems with balance, strength, mobility, stability, coordination, fitness, speech, breathing, fine/gross (hand) motor skills and (ADL) skills (household tasks, sports, hobbies, making transfers, etc.). Cognitive disorders include learning to cope with problems, accepting the new situation, relaxation, mindfulness, improving self-image, etc.
Patients with a wide variety of conditions use Telerevalidatie.nl, including: amputation, paraplegia, pulmonary disease, non-congenital brain injury (NAH), musculoskeletal disorders, Parkinson's disease, orthopedic disorders and cancer.
Telerevalidatie is used by both children (age 0-18), adults and elderly. For children aged 0-12 years, parents are also closely involved in the use of the portal/ app.

From 12-18 years, children must give informed permission for their parents to be involved in the portal. The portal can also be adapted to the needs of end users, for example by disabling features that are not used for patients with limited digital skills.

Contraindications

Telerevalidatie is not suitable for patients who are not under treatment of a professional that is familiar with Telerevalidatie, patients with a high fall risk (estimated by the treating professional), patients with a severe cognitive impairment (estimated by the treating professional), patients with low digital skills who can't be assisted by family/caregivers to work with an online platform/app (estimated by the treating professional) and patients who do not have access to a PC, tablet/iPad or smartphone.

Login

If you are using this product, you have received a message by E-mail or SMS allowing you to log in. You can then choose a new password yourself.

Helpdesk

For questions about the use of the portal, it is usual to first contact the application manager of your own organization. If you and the application manager are unable to resolve the problem, you can contact the Telerevalidatie.nl helpdesk. This can be done via the e-mail address support@telerevalidatie.nl.

Required information when reporting a malfunction
Send as much relevant information as possible with your report. With only the report that something 'doesn't work' we often cannot find out what exactly is not working. We would like to receive the following information:

- What part of the portal does the report involve?
- What exactly is not working?
- Is it not working for one user or no one?
- Are you getting an error message, and if so, what message are you getting?

When troubleshooting, a picture often says more than 1,000 words. If you can send a screenshot along, it is much appreciated! Please be aware of the patient's privacy when doing so.

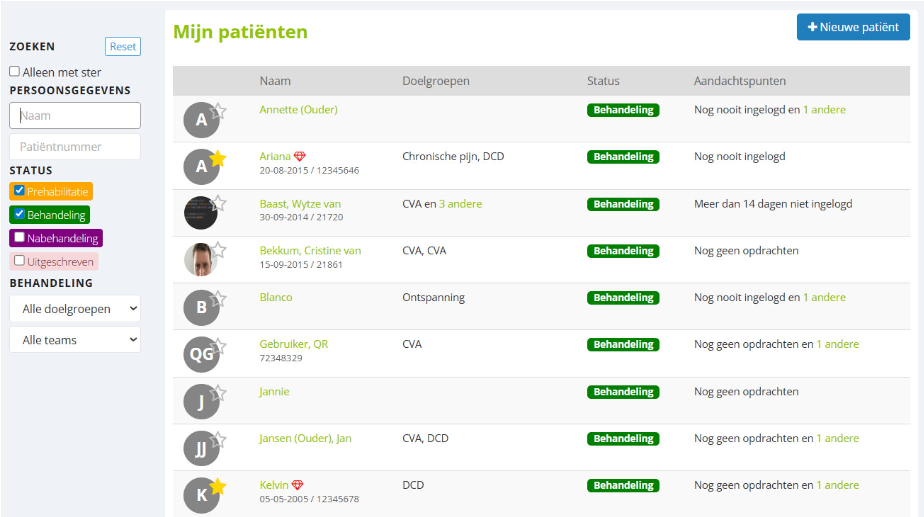
Privacy
Information sent via e-mail goes unencrypted over the Internet. Therefore, it is important that you do not include any patient information in your e-mail. For example, do not include name, e-mail address or other data and do not send Excel summaries with patient data. Screenshots may also contain the patient's name. You can anonymize these via a program such as Microsoft Paint by scratching away the name.

If you have a question about a specific patient, you can include a link to that patient. This can look like this: `https://demo.telerevalidatie.nl/patients/123` where especially the last number is important for the helpdesk.

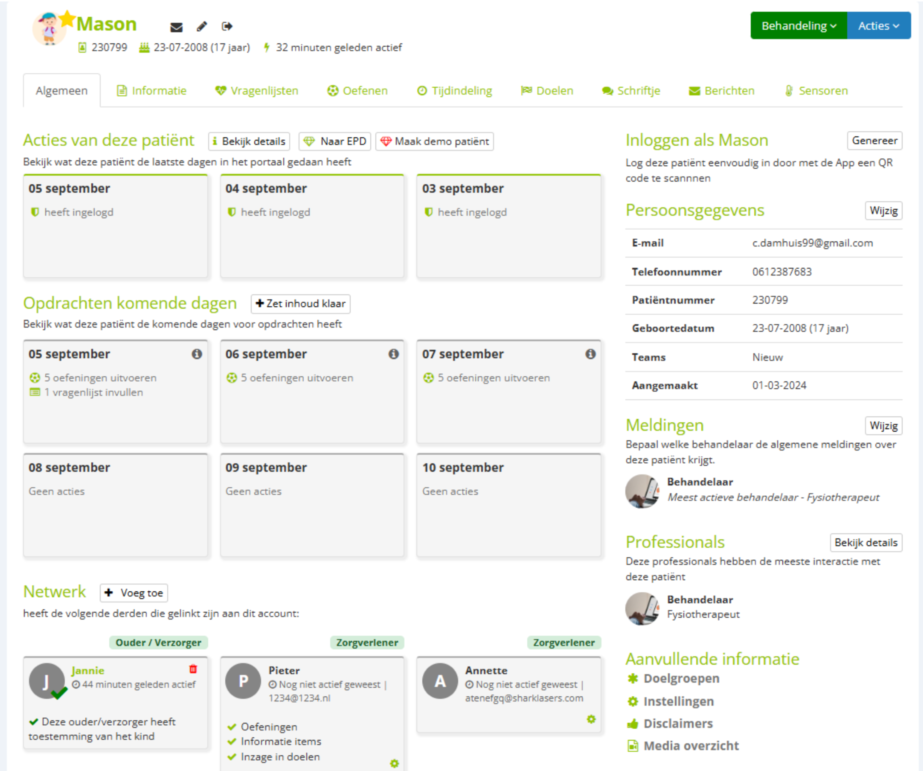
My patients

When you are logged in as a practitioner you will automatically enter the ` My Patients` overview.

Search for a patient
To search for a patient you can enter one or more search terms in the search bar on the left.



Clicking on the patient's name opens the patient detail screen Here, data and settings related to the patient can be viewed and adjusted in various tabs.

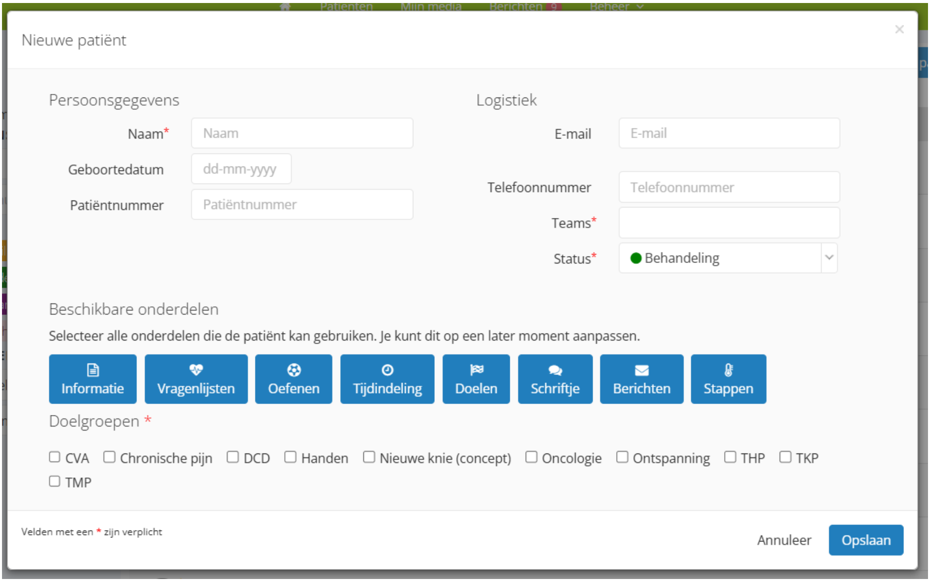


Register a patient

You can register a new patient via the ` New patient` button in the patient overview. Here you can write down all the data of a patient. Only the fields with a red star are mandatory. In addition to a target group and a team, you can also assign your patient a treatment status. After registration, the patient immediately receives an e-mail that allows the patient to choose his or her own password.

A new patient is automatically assigned a star. This gives you a quick overview of patients you are treating. If you do not treat patients yourself but only create them, you can disable the option

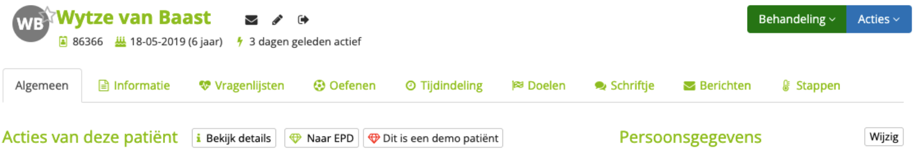
` My profile` and assign a star to new patients immediately. Then the patient does not get a star and you do not get any notifications (e.g. from the notebook) about this.



Demo patient

Create Demo Patient

Sometimes it is necessary to run some tests yourself or to have a patient account available for giving a demonstration. As an application administrator, you can create a regular patient account and then click the **"Create Demo Patient"** button on the detail screen. This patient account will then be treated as a demo account and will also be marked with an icon in the overviews.

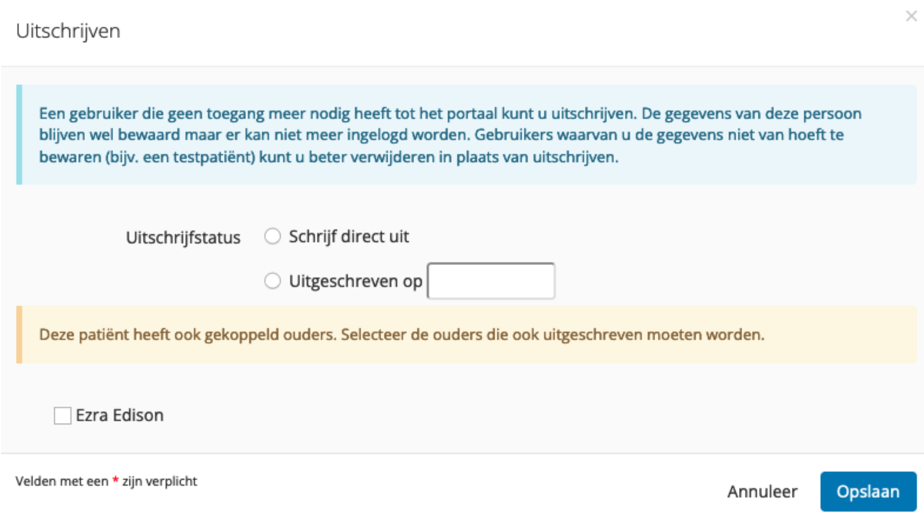


Demo accounts have the advantage that no two-factor authentication is required and that these accounts are not included in the statistics. If a demo account invites a caregiver, that caregiver account will automatically also become a demo account.

Manually deregister a patient

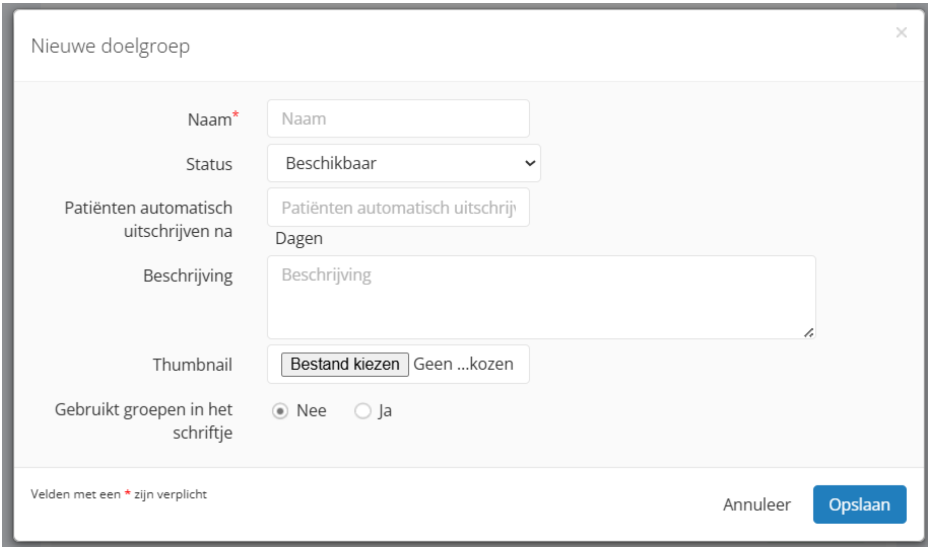
As long as a patient is registered, the patient continues to access the portal. Over time, the number of patients with accounts grows. This can make it increasingly difficult to find the right patient.

To manually deregister a patient, you go to that patient's detail page. You then click on ` Actions -> Unsubscribe` . You then see the dialog below. Here you can specify when the patient should be deregistered. After saving, this is processed immediately.



If a child has linked parents, there is immediately the possibility to deregister them as well.

Automatically deregister a patient through targetgroups
If you have set agreements on how long a patient will continue to have access, it has advantages to automatically unsubscribe patients after a certain period of time. You can do this through \`Manage -> Target Groups\`. When creating or changing a target group, you can specify how many days after the start of the target group someone should be automatically unsubscribed.



After this, each new patient with that target group will have the unsubscribe date filled in automatically.

Reregister a patient
You may want to re-access a patient who has already been unsubscribed. To re-register a patient, first go to the patient overview. Under \`status\` in the search screen on the left you can

check the option `unregistered` to see an overview of deregistered patients. Then click on the correct patient.

Then click on `Actions` and then `Register` after which you will see the same dialog as for the deregistration. If you then choose `No` and then `Save` the patient can immediately log in again.

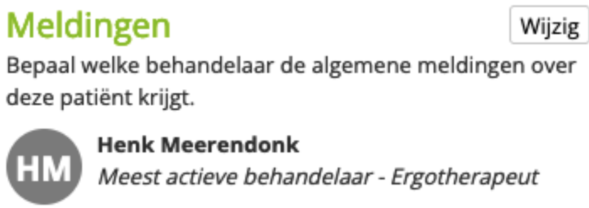
How do I keep my patient overview clear?
To keep the patient overview clear, statuses are linked to patients. When registering a new patient you can choose from two statuses: prehabilitation and treatment. Later this status can be changed to post habilitation status in the detail screen of the patient. By default, patients with post-treatment status are hidden in the overview of patients. You can still view these patients by clicking on the filter option 'Aftertreatment' on the left side.

In addition, you can mark patients with a star. This allows you to quickly create a short overview of all patients you are treating.

Can I also find unsubscribed patients?
By standard, the overview only shows patients with the status prehabilitation and treatment. Via the search bar on the left you can check the option `Unsubscribed` under the filter `Status`. By checking this filter option you can view an overview of deregistered patients.

Professional who receives the general notifications
In the portal, each patient has a professional who receives the general notifications. Based on the interactions that different professionals have with a patient, the portal calculates who is the professional receiving the general notifications. This includes who created the patient, homework preparation and communication via

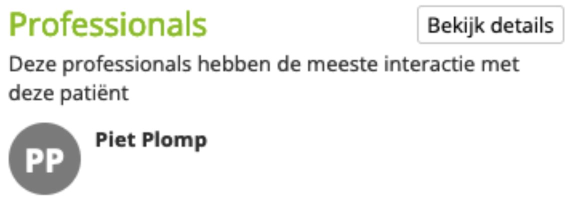
messages and the notebook. The lead clinician receives all active notifications about this patient. Therefore, if the patient runs out of homework or enters an abnormal value on a questionnaire, only the professional receiving the general notifications will be notified.



Each patient's detail page shows who this professional is. If this is not the person who should receive the general alerts then this can be changed via `Modify` to another professional within the team. A manually selected professional is not automatically overwritten by the portal.

Treatment team

On the right side of the detail page, under `Professionals`, you can see who the patient's current practitioners are. Here you can also see which practitioners have recently interacted with this patient.



Children and parents

An increasing amount of clients are also using the portal for pediatric rehabilitation. Especially for children and their parents, a number of functionalities have been created that make working together easier. This is intended for children who can just read up to children of 18 years of age.

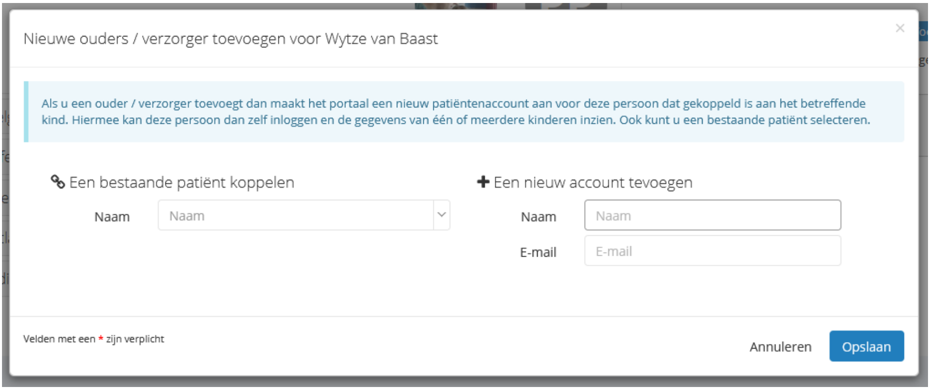
For patients under 18, you can link a parent/caregiver account on the details page. This account allows the parent to receive information, exercises and questionnaires on their own. This content is not viewable by the child.
In addition, the parent can also have full access to the child's account. On the parent's home page there is an overview of the linked children. For each child you can also see whether there are new notifications for a new message, for example. For children under 12, the parent automatically has these rights. With children 12 years and older, the child must first give permission for the parent to actually have access. This is regulated by law and is fully supported through the portal.

A personal account can be created for each parent/caregiver. If parents are separated they can each still see the same information of the child, but not each other's information and questionnaires. If the child receives a notification of a new message then all parents/caregivers will receive a CC of this. So that way all people involved know what is happening.

If a parent already has an account because they are a patient themselves, then this account can be linked to the child's account. So a parent does not need multiple accounts for themselves.

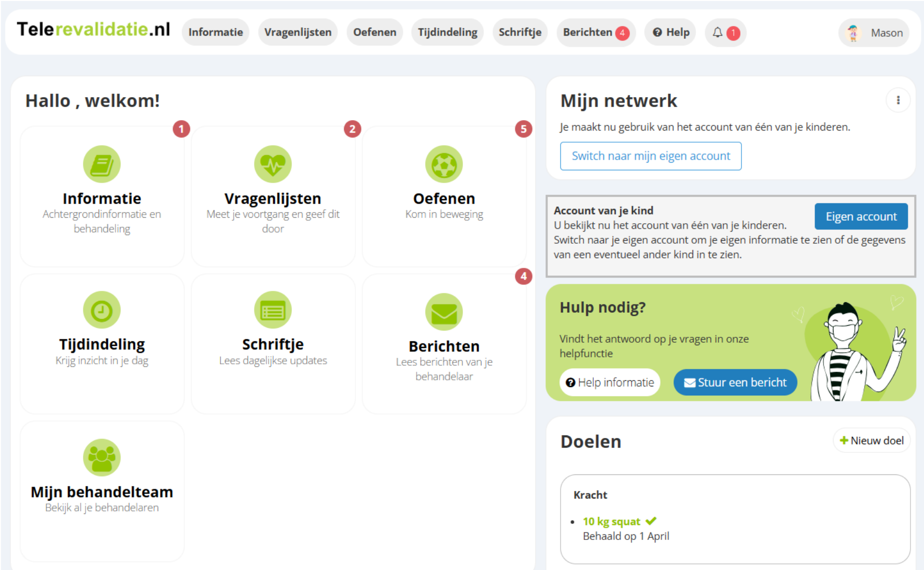
Add new parent / caregiver

For each child under the age of 18 you can add a new parent on the details page. To do this, click on `Add` next to the heading `Parent/Caregiver`. You will then be given the choice of linking an existing account or adding a new account. If you choose to add a new account, the parent will receive a welcome email to login. The parent will then have a patient account where you can prepare content in the same way as for the child.



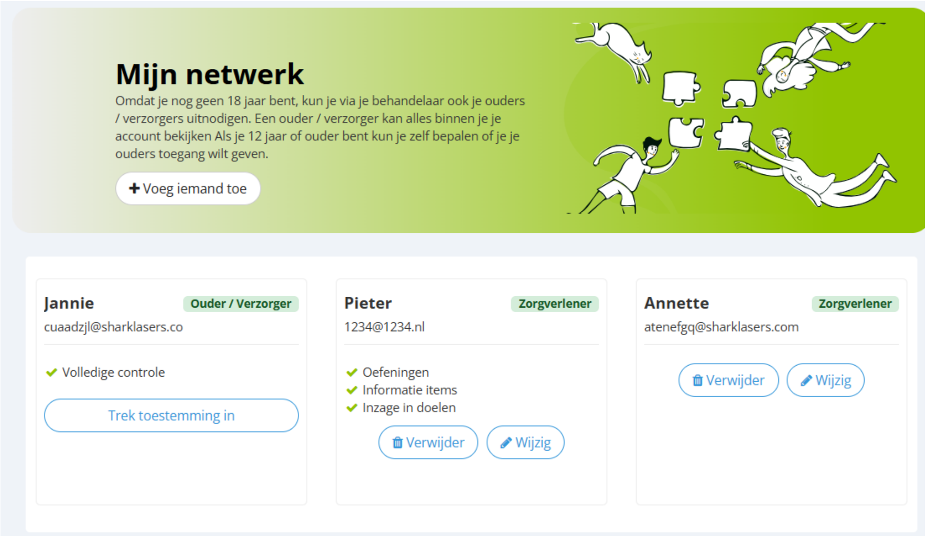
Display for patients

The parent who logs in sees the linked children on the home page as well as in his or her profile. Each child is indicated if they have notifications.



A child age 12 or older will receive a notification on the home page as soon as a new parent is linked. The child is then given the option of giving or not giving permission to share data with that parent.

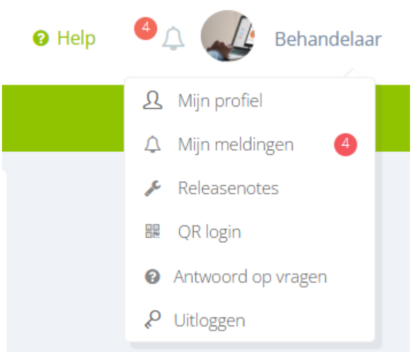
Under the heading 'Network of this patient', the child can view all linked parents/caregivers and revoke given consent if necessary.



This is where the child can also add a parent. If the parent already has an account, the link can only be made by a practitioner.

Personal settings

You can view or adjust your personal settings in ` My Profile` . To do this, click on your name at the top right and then on ` My Profile` .



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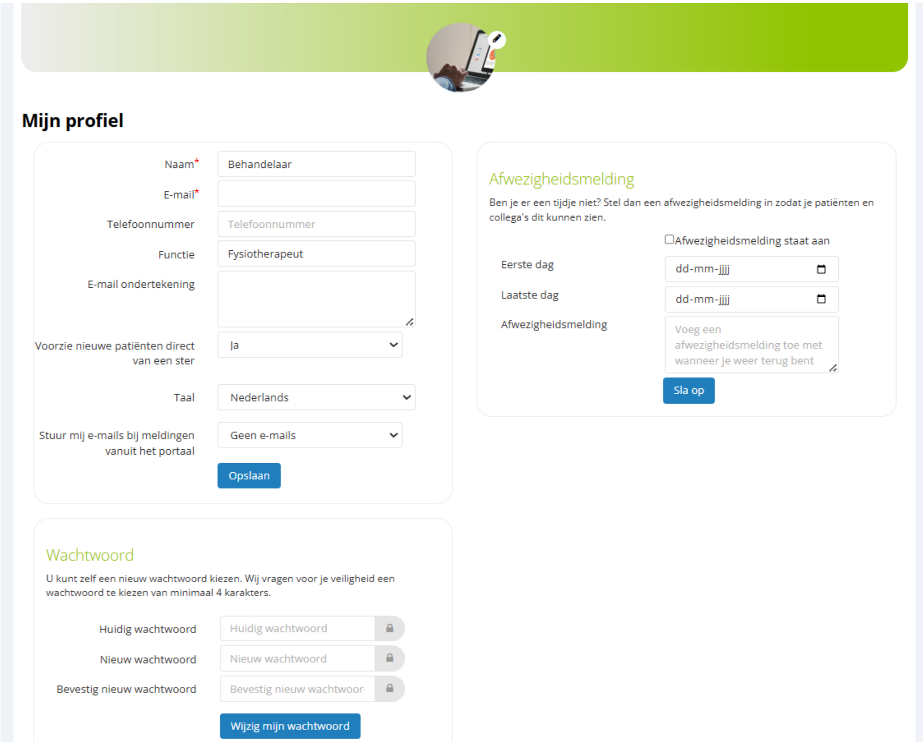


Receive notifications

You can set whether and if so how you want to receive notifications from the portal. The following options are available:

- By e-mail
- By SMS

If you choose to receive notifications via email, you can still specify how often you want to receive these notifications. The options are:

- Immediately

- Daily
- No e-mail

If you change your settings, confirm them using the `Save` button at the bottom of the page.

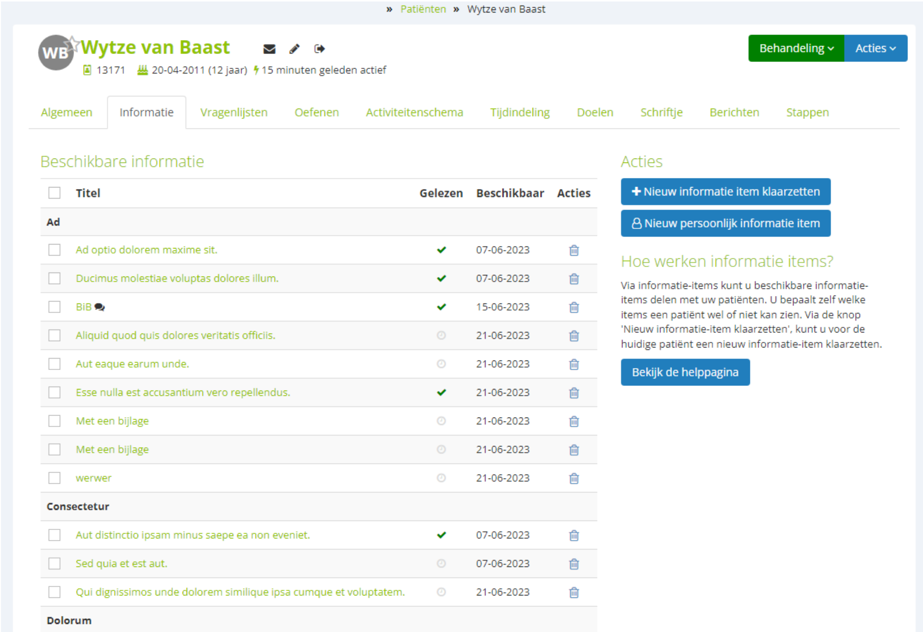
Change e-mail and phone number
At `My Details` you can change your e-mail and/or phone number. **Keep in mind that the e-mail address you enter will also become your new e-mail address for login purposes.**

Change password
To ensure the security of your account, we ask that you choose a secure password and change it regularly. Through `My Profile` you can choose a new password. Preferably choose a password that you have not already used elsewhere.

Information items

As part of rehabilitation, a patient can read information. As a professional, you control what information the patient gets to see An application administrator at your organization has compiled a library of information items for you. Where you as a professional you can choose from.

An information item can consist of a piece of text, images, a video or attachments. Some items also include a fill-in option for the patient.



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Personalized information items
It is also possible to add personalized information for a patient. Read more about this in the article {Personal information items}

Batch Processing

Through `Manage -> Batch Processing` it is possible to set up information items for a large group of patients at once. At `Set up information items` you can specify for which target group and which team you want to set up the information item. Then you select the correct patients and the correct item(s) and choose a start date. On this date the information item will be ready for the patients.

Objectives with information item
When preparing an information item you can also specify the treatment objective. The patient will see this information when reading this information item.


» Informatie items » Belasting en belastbaarheid

BELASTING EN BELASTBAARHEID

Dit artikel is gerelateerd aan uw doel '*Ik wil op een prettige manier kunnen staan tijdens het koken.*'.

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Personal information items

You may be missing something in addition to the information items already available. It may happen that you want to set up an extra information item for a specific patient that is not currently available. In this case you can add a 'New personal information item' via the `Information` tab. This is an information item that is linked to a specific patient and can only be used for this patient. The purpose of this is to expand the applicability of the portal for your patients.

Difference from a personal exercise

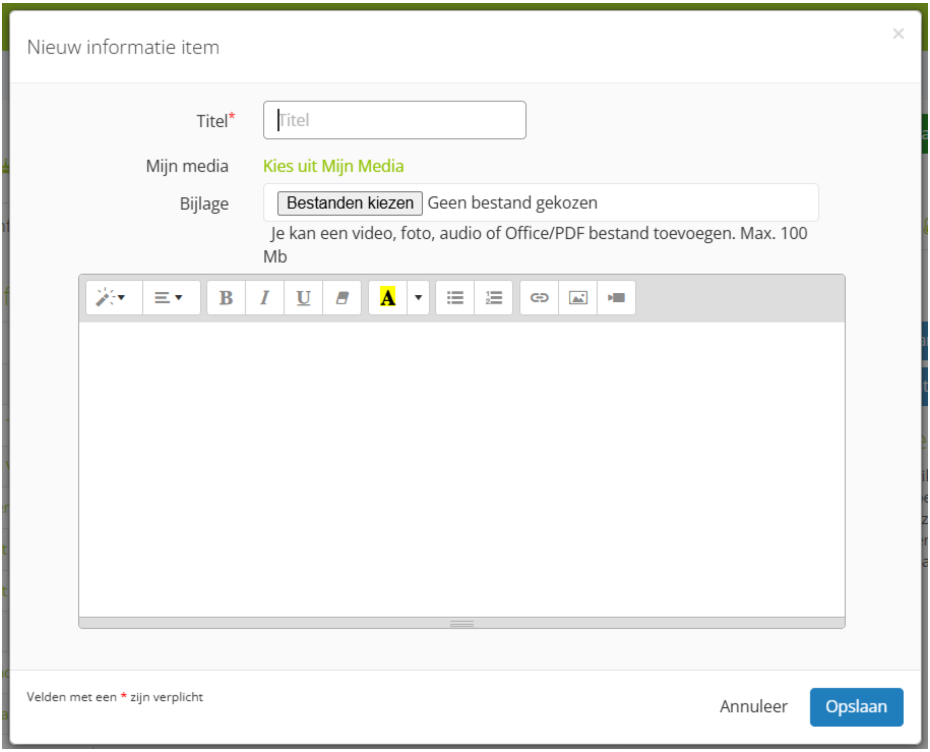
A personal exercise is similar to a personal information item but differs in one aspect. A personal information item you set up once for the patient who can then read it back at any time. A personal exercise is only available to the patient on days that the exercise is scheduled (or via additional practice if it is turned on). Thus, a personal information item is mainly intended as a reference tool and a personal exercise can be used for something the patient is actively working on.

Privacy

A personal information item can only be viewed by the patient and his/her practitioners. Thus, other patients and practitioners cannot view or use these personal information items. Therefore, you can add a photo or file without worrying about the patient's privacy. If a patient does not give permission for this you will see this when you upload a new personal exercise.

Add a personal information item

On the `Information` tab, you can use the button `New personal information item` to create a new item for a patient. You can then enter a title and explanation. In addition, you may also add an attachment to share with the patient (or an attachment through My media).

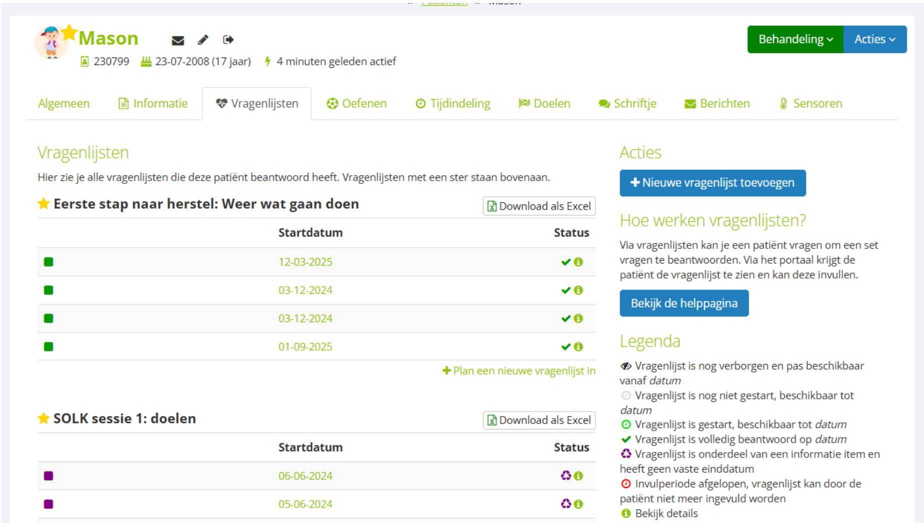


Allowed attachments

With a personal information item, you can upload a photo, video or audio clip. You can upload video with an .avi, .mpg, .mp4 or .mov extension into the portal. Please note the maximum upload size: it is set to 100 MB.

Questionnaires

As part of rehabilitation, you may ask one of your patients to complete a questionnaire once or periodically. Through `Questionnaires` you can prepare a new questionnaire for a patient and view old questionnaires.



How do questionnaires work?

An application administrator has compiled a library of questionnaires that professionals can choose from. Via `Add new questionnaire` on the tab `Questionnaires` you will see a dialog with all the questionnaires you can assign. Here you can choose whether you want to make a questionnaire available immediately or whether the patient can see it later.

For each type of questionnaire there is a table showing the completed questionnaires. For each questionnaire you see a short summary. If you click on the completed date you will see the entire questionnaire. If necessary, you can then edit it or download it in PDF format.

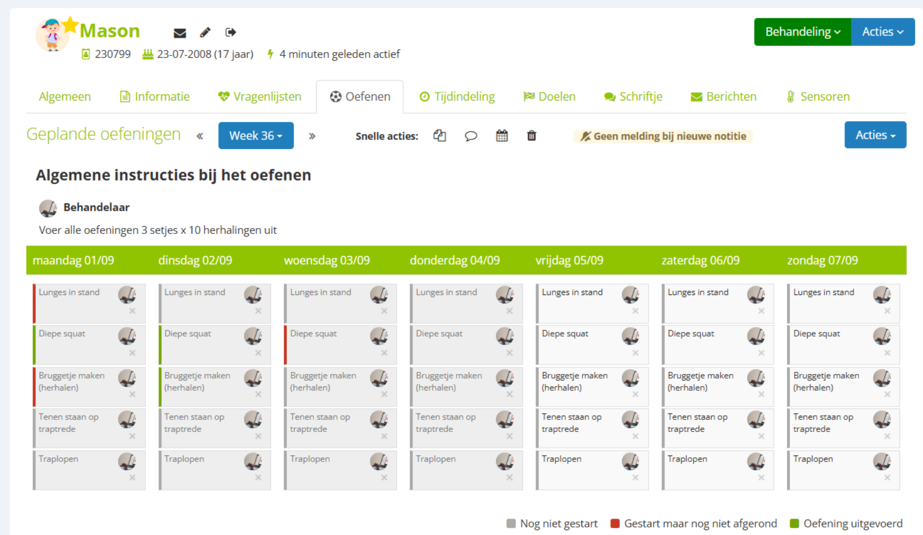
An application manager can also add a calculation to a questionnaire. This allows you to calculate a total score, an average or something else. By default, the results of such a calculation are visible to the patient. If you do not want this, you can disable it via Manage -> Settings -> Questionnaires.

Batch processing
Through `Manage -> Batch Processing` it is possible to prepare a questionnaire for a large group of patients at the same time. Under `Set questionnaires ready` you can specify for which target group and team you want to set up the questionnaire. Then you select the appropriate patients and questionnaire(s) and choose a start date. On this date the questionnaire will be ready for the patients.

Exercise

Through `Exercise` you as a professional can create a personalized exercise program for a patient. The patient can view this exercise program through the portal and the app and start working with it.

View weekly schedules
At the top of the page, you will see an overview of assigned exercises. These are all the exercises scheduled for the patient this week. You can use the buttons next to the week number to view other weeks' schedules.



Within the weekly schedule you can copy and paste days. This is done by hovering your mouse over the day. Then a left and right arrow will appear at the bottom. If you click on it, the day will be copied. If you have already prepared exercises for that day, they will not be overwritten.

You can remove an exercise from the weekly schedule with the cross in the upper right corner of an exercise.

Set up exercises

Below the weekly schedule you see an overview of all available exercises for this patient. In the menu above the overview you can filter on a specific category or type of exercise. In the overview, the exercises corresponding to the chosen category will become visible. In the menu on the left, filters can be used to further specify the search. By checking the box on the right day of the week an exercise will be set up for that day. You can also assign an exercise for an entire week by clicking on the last check mark.

By clicking on the title of an exercise, a screen appears where you can see all the information about that exercise.
This allows you to view the video and instructions before preparing the exercise for the patient.

Copy Weekly Schedules

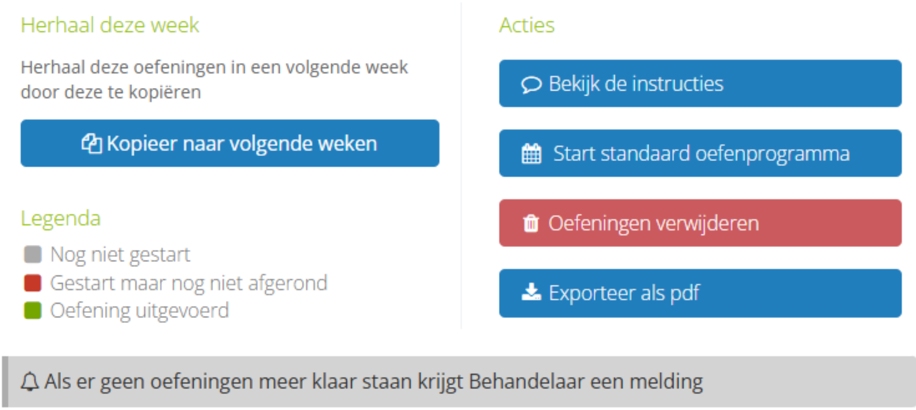
If you want to use an exercise schedule for several weeks, you can copy its content to subsequent weeks. You can do this through `Actions -> Copy to next weeks`. When copying, you can indicate whether you want to copy all exercises or only those prepared by selected colleagues. This way a physical therapist does not copy the homework of an occupational therapist. If an exercise is already available in the next week, it will not be overwritten.

Empty a week

If the content of a weekly schedule no longer suits the patient you can empty the whole week and create a new one. When you click on `Actions -> Delete Exercises`, you will see a new popup that allows you to delete all exercises in the displayed week and any subsequent weeks.

Standard exercise programs

A standard exercise program is a predefined set of exercises that can be assigned to the patient at once be assigned. Such a standard exercise program is created by an application administrator from your own organization.



You can start a standard exercise program via `Actions -> Start standard exercise program` at the top right. When starting a standard exercise program, you can choose whether this program should start today or on a day further in the future. In addition, you can specify that you want a reminder just before the standard exercise program ends. This will give you a reminder in time so that you can prepare new exercises for a patient if necessary.

Specify instructions

As clinician you can enter instructions for a patient. We distinguish between general instructions and specific instructions.

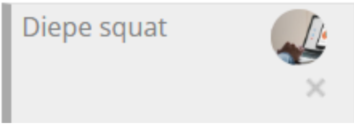
- General instructions**: this is a short piece of text that the patient sees before starting an exercise session. Here you can think of general information that is relevant to the entire exercise session.
- **Specific instruction**: these are instructions that you can give per exercise. When performing the exercise, the

patient sees this information. Such an instruction may include an indication of the number of sets, repetitions, duration or other unit relevant to that exercise.

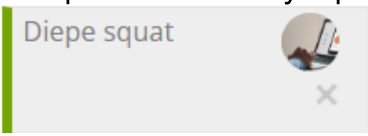
You can specify instructions from the `Exercise` tab by clicking `Actions -> View Instructions`.

Legend color usage for exercises

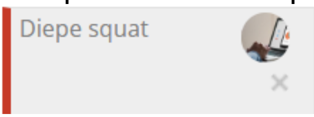
The exercises in the overview each have a colored indication dash.



The patient has not yet performed this exercise.



The patient has completed the exercise.



The patient has started the exercise but has not (yet) completed it.

Notes by patient

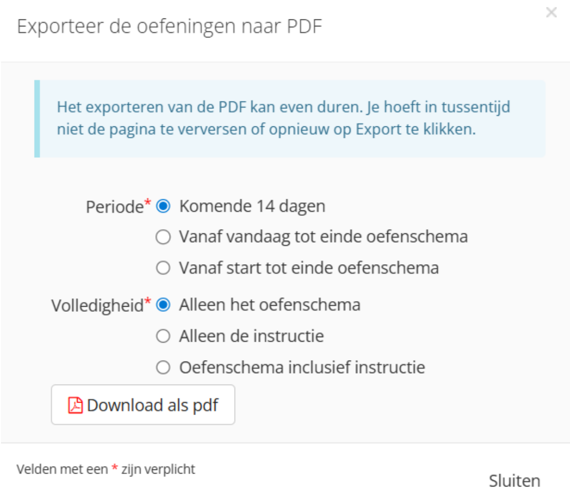
Next to the title of an exercise may be a notification circle. This means that a note has been placed on an exercise. You can view these when you click on the exercise and then on `Notes`. Here you can view all the notes and leave a new one if you wish.

When you add a note, the patient will be notified of it.
Personalized exercises

It is also possible to add personalized exercises for a patient. Read more about this in the article {Personalized Exercises}

Export exercise schedule
You can export the contents of the exercise schedule as a PDF file. This can be useful if the patient is not so comfortable with the portal and prefers to work from paper. It can also be useful for patients who are about to be discharged. When exporting the PDF file, you can specify whether you want to export only the exercise schedule or also the instructions. In addition, you can specify the period of the exercise schedule. The export can be done by both practitioners and patients.

If the instructions are included in the PDF, the description including instructions will be included for each exercise prepared in the specified period. For exercises that contain a picture, the picture is also included in the PDF file. For exercises that contain video, audio or other files, the PDF file contains a link to a page in the portal where the patient can view the video, audio or other files. This link continues to work after the patient is unregistered. Exporting can be done on the Exercise tab via Actions -> Export as PDF.



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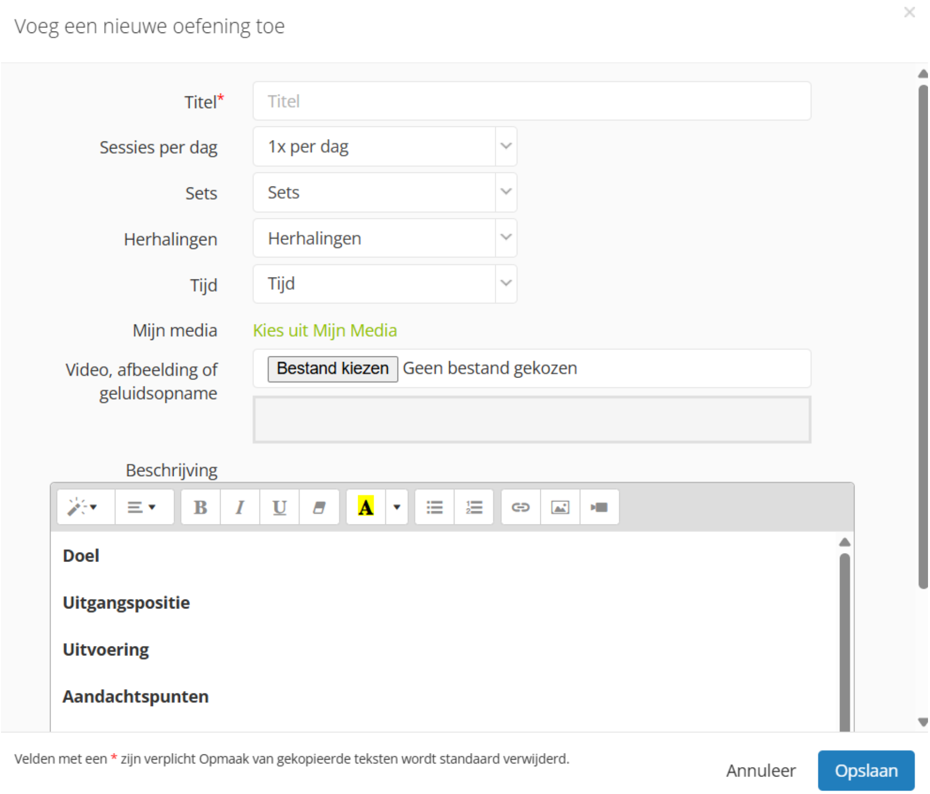
Privacy
A personal information item can only be viewed by the patient and his/her practitioners. Thus, other patients and practitioners cannot view or use these personal information items. Therefore, you can add a photo or file without worrying about the patient's privacy. If a patient does not give permission for this you will see this when you upload a new personal exercise.



Add a personal information item

At the sub tab personal exercise of the tab Exercise, you can use the button New personal exercise to create a new exercise for a patient. You can specify the title of the exercise and possibly an explanation or instruction. The patient will see this explanation and instruction while performing the exercise.

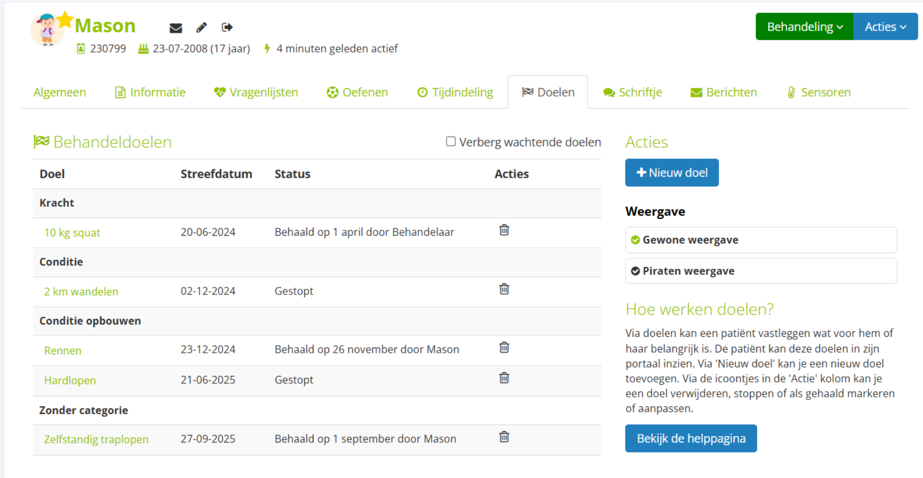
If your organization also uses the app then as a practitioner you can also add a personal exercise through the app. After logging in you will see an overview of all your patients and you can click through. After this you will get the option to add a new exercise. The advantage of using the app is that after uploading, the footage is removed from your device. No privacy-sensitive material remains that you have to remove yourself.

Allowed attachments
With a personal information item, you can upload a photo, video or audio clip. You can upload video with an .avi, .mpg, .mp4 or .mov extension into the portal. Please note the maximum upload size: it is set to 100 MB.

Goals

Through Goals, a patient can record what is important to him or her. The patient can view these goals in the portal and the app and also edit them depending on his or her rights.

New goal



If you want to create a new goal then click on New goal. A dialog appears in which you can enter the goal itself, a target date and possibly a way to achieve it. After saving, both the professional and the patient can see the goal.

Legend icons

If a patient has achieved an existing goal you can mark this goal as such via the check mark. After confirmation the goal is marked as achieved. An achieved goal cannot be modified.
If a goal is not achievable then a goal can be stopped via the stop sign. A goal that has been stopped remains visible to the professional but is no longer shown to the patient..
Optionally a goal can also be deleted by using the "trash can". Deleted goals are no longer visible to anyone.

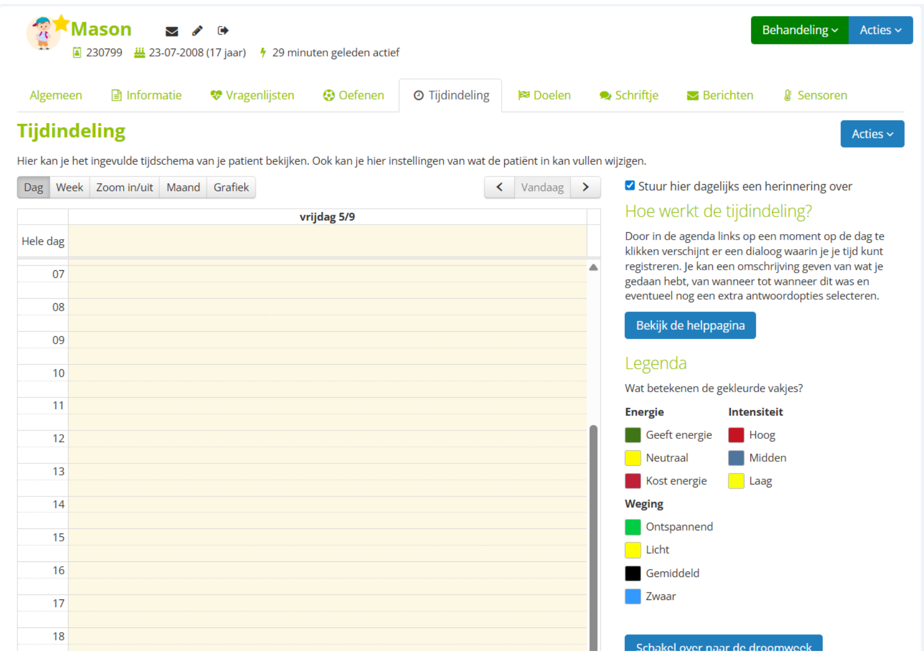
Display for patients

Depending on his or her rights, a patient can only view the goals or also edit them himself or herself. A patient who is allowed to edit goals can also create a new goal. For the patient, the goals return to the home page.

In addition, as a therapist you can also display the goals page as a treasure map with a pirate view. As a therapist, you can set how many goals the patient must achieve before they reach the treasure.

Time registration

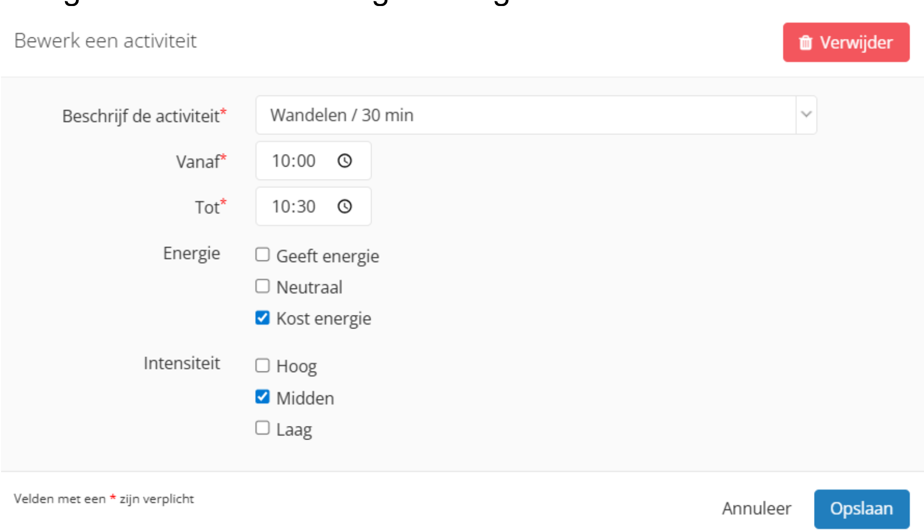
As part of rehabilitation, you may ask one of your patients to temporarily keep track of how a day is spent. This information can give you and the patient insight into how time is spent and how the patient feels during the day.



How does the time registration work?
To use the time registration, click on the Time Sheet tab in the patient detail page. This will take you to a page with a calendar

view. If the patient has not entered anything yet, it is probably empty.

If you want to fill in the time schedule for the patient, click on the time when the activity started in the calendar view. A dialog appears in which you can enter a short description, date and the start and end time. In addition to the description, it is also possible to link one or more ratings to an activity. An example is whether the activity 'costs energy' or 'gives energy'. Per patient, you as a professional can choose which rating category(ies) you want to use. At the top of the agenda view you can choose from different assessment categories. In addition, you can change the ratings via Actions > Change settings.



Edit or delete registration

If you click on a completed registration in the calendar view, a dialog appears with all the data. You can then edit it and save it via Save.

If you want to delete a registration you can also click on it. Then click on Delete at the top right of the window.

Copy days

If a day is very similar to a previous day that has already been entered, it is useful to copy a day. This can be done by clicking on the left or right arrow next to Copy at the bottom of the view of the day. This will copy the day. No activities will be overwritten. This may cause registrations to overlap.

Empty days

If the content of a day is entered incorrectly, this can be corrected. Through Actions -> Delete activities patients and professionals can empty a day or week completely so that a new start can be made.

Settings

In time registration, you can specify for each patient whether advance scheduling is allowed, whether the dream week is used, and what ratings patients can give. Via Manage -> Settings -> Time registration you can specify a standard value for each of these items. So if your organization always uses an energy or intensity rating you only need to specify this once.

Tijdindeling

Via de tijdindeling kunnen patiënten inzage krijgen in de besteding van hun week.

Kleuren van de tijdindeling		Wijzig
Standaardwaarde 'Primaire beoordeling'	Energie (Geeft energie, Neutraal en Kost energie)	
Standaardwaarde 'Gebruik Droomweek'	Ja	
Standaardwaarde 'Vooruit plannen'	Ja	

Dream Week

As part of the methodology, you can ask a patient to complete a Dream Week. This is a week in which everything runs the way the patient would like it to and can serve to establish a better picture of the future. Through Actions -> Change Settings you can turn on this option for a patient.

Activity scale
The Activity Weigher is a client-centered tool. It encourages clients to prioritize and plan meaningful activities. The Activity Weigher was developed at the outpatient rehabilitation department of Meander Medical Center in Amersfoort by Karin ten Hove - Moerdijk and Greke Hulstein - van Gennep, both occupational therapists. This method has been used since 2008.

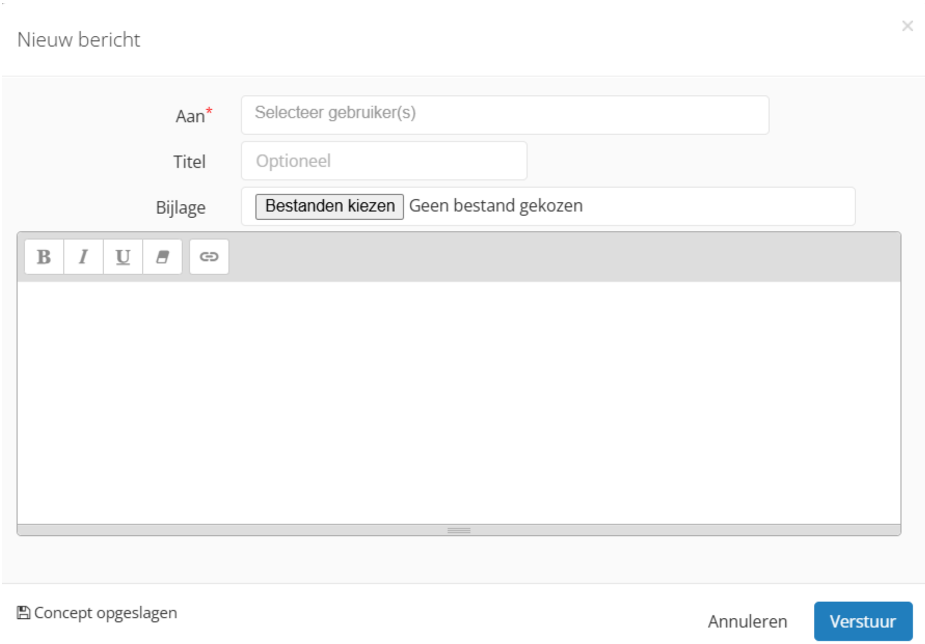
Who is the Activity Scales for?
The Activity Weigher is suitable for adolescents and adults who have difficulty dosing activities within the available load capacity. Weighing activities and personal baseline.

All activities are divided into four categories related to perceived intensity, i.e. relaxation, light, medium and heavy. Weighing discussions are an essential part of the Activity Weigher. Points are then attached to the weighing, allowing the occupational therapist to establish the base level in consultation with the client. The client can use the base level as a guideline when planning worthwhile activities.

Messages

You can have contact with your patient by sending him or her a message. When you click on Messages in the menu, you will enter your messages page. Here you will find an overview of your received and sent messages.

Send new message



From your message page you can write a new message using the button New message. A window appears where you can indicate to whom you want to send the message and what title you want to give the message. For your message you can use different formatting options (such as bold, italic, underlined). You can make the text box bigger by dragging the bottom edge of the text box downwards. In your message you can also add a link. You can also attach files and a draft message is saved in the meantime. You can post the message by clicking Send.

You can attach different files to a message. It is possible to add images, videos and sound clips. These can then be viewed or listened to via the portal. It is also possible to attach PDF or Microsoft Office files.

There are two ways to attach a file to a message:

- You can click on Choose files above the text box. Then you can search for the appropriate file and open it.
- You can drag your files directly from explorer into the text box.

If you add images in the text box you can make your images larger and smaller by clicking on the image and then click on one of the white squares in the corners of the image and drag it. You can also indicate the size with a percentage in the menu bar below the selected image. In addition, you can also indicate in the menu bar below the selected images how the image should be aligned.

If you added a wrong file, you can remove it by clicking on the trash can below or behind the file.

Receive new message

When a patient sends you a message, you will be notified. This is indicated next to Messages by a red ball showing the number of unread messages. messages. You will also receive an e-mail notification that a new message is waiting for you in the portal. You can change the frequency of these e-mail notifications via My Profile.

Where can I find my sent and received messages?

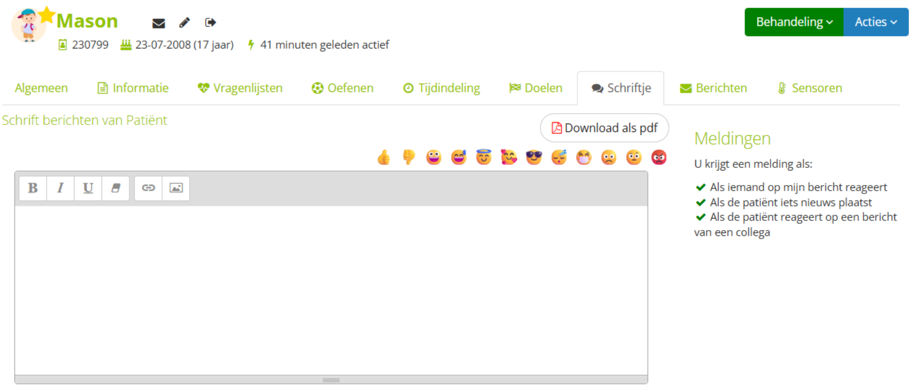
Via Messages you will find all your sent and received messages. Standard all received messages are shown. Unread messages are in bold. In the menu on the left you can use the button Sent messages to view your sent messages. By clicking on a message you can view the conversation. You can then reply by clicking on Reply.

Copy the text of a message
If you want to save the text of a message somewhere else, you can. The therapist will see a copy icon next to each message. If you click this icon, you can then use the paste function on a document or the EPR to paste the contents of the message. In the pasted text you can also see if there was an attachment to the original message. Unfortunately, the content of that attachment cannot be included.

Notepad

The notepad is designed to help you better understand your patients' progress. When you click on Script in the menu, you will see all the updates given by your patients. You can also respond to each update. The 'Notepad' tab on a patient's details page allows you to view all updates for that patient. When you post an update on a patient's detail page on the Script tab, it is automatically sent to this patient.

Post new update
You can post a new update by clicking on Script in the menu. A text box will now appear on this page in which you can write the update. After you have typed your message and attached an attachment if necessary, you can post the update by selecting a patient and then clicking on Post.



You can attach different files to an update. It is possible to add images, videos and sound clips. These can then be viewed or listened to via the portal. It is also possible to add PDF or Microsoft Office files.

There are two ways to attach a file to an update:

- You can click on Choose files below the text box. Then you can search for the appropriate file and open it.
- You can drag your files directly from explorer into the text box.

When adding an image in the text box, you can make your images larger and smaller by clicking on the image and then standing on one of the white squares in the corners of the image and dragging it. You can also indicate the size with a percentage in the menu bar below the selected image. In addition, you can also indicate in the menu bar below the selected images how the image should be aligned.

If you added a wrong file, you can remove it again by clicking on the trash can below the file.

Who can see the updates?

Posted updates can be viewed only by the patient himself, the treatment team of this patient and administrators. Clinicians who do not have access to the notebook cannot see the update either.

Depending on the settings, a patient can also give informal caregivers access to the notebook. Whether third parties have access to the notebook can be seen in the patient detail screen.

Text formatting

To type a message or provide an article/exercise with information, the portal uses a built-in text editor. This allows you to format text (heading, bold, underline, etc.), add links and images.

What options are there?
The text editor has a number of icons at the top. Their functioning is similar to Microsoft Word, for example. Below is an explanation of each icon.

- Bold: Click the button with the B icon to make the selected text bold (bold).
- Italic: Click the button with the icon I to make the selected text italic (italicized).
- Underlined: Click the button with the U icon to underline the selected text. You can also combine the bold, italic and underline functions.
- Remove Formatting: All formatting of the selected text is removed so that the text looks uniform.
- Insert link: If you want to link to something you can do so with this option.

- Insert image: This allows you to add an image. The size of the image does not matter, you can adjust it afterwards.
- Insert video link: You can insert a video from YouTube, for example.

How can I insert a link?
When you click on the icon for "insert link", a window appears. In this window you can give the link a name, after which you can add the link. You can also choose to open the link in a new tab in your browser.

When adding a link, make sure it always starts with http:// or https://.

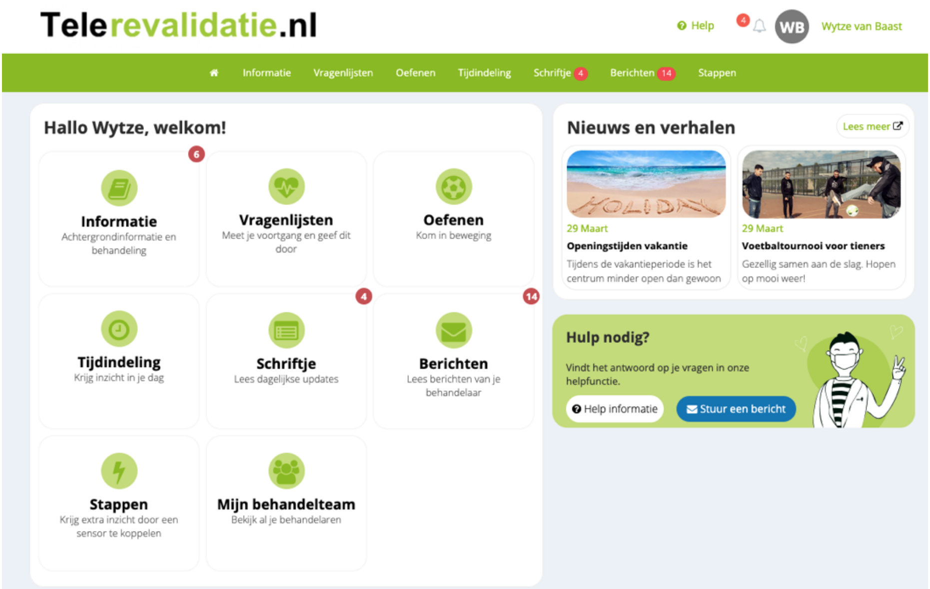
How can I insert an image?
If you click on the icon for "insert image" a window appears. In this window you can then insert an image by clicking on search files or adding a link to an image.

After inserting an image, the size can be changed using the selection handles. These selection handles appear as small squares on the edges of the image. You also get additional options when you click on the image.

How can I add a YouTube video?
You can also include content from YouTube in your text. You do this by clicking on the icon with the video camera. Then you can insert a link to the video. The portal will then do the rest.
This is only recommended if you do not have the video file yourself or do not own its intellectual property. If you do have the video file, it is better to add it as an attachment to a post or as part of the information item. This ensures better viewing for the patient and that YouTube cannot suggest other videos to the patient after playback itself.

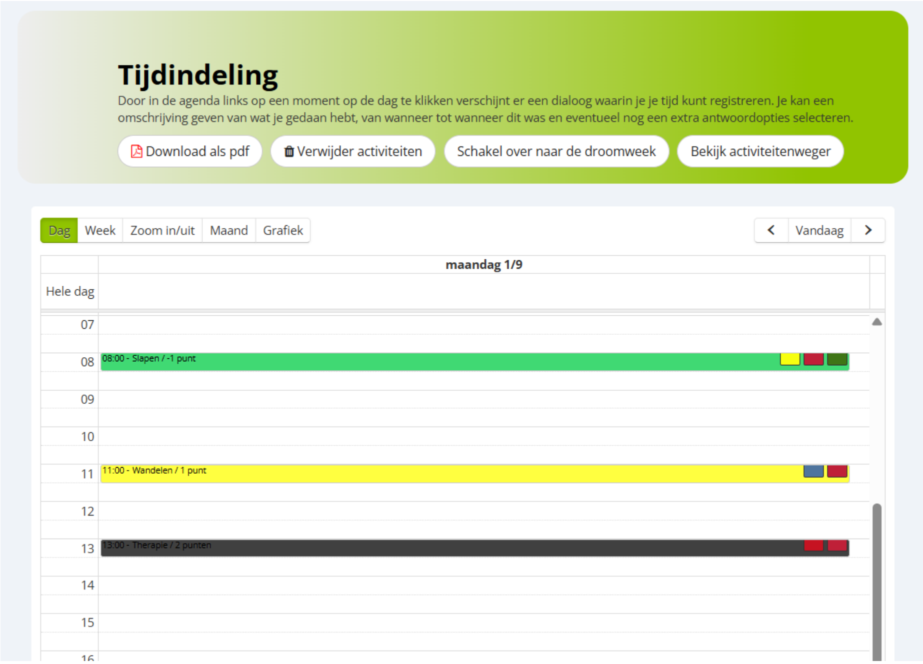
Patient display

To give you an idea of how the portal is displayed for the patient, here is a small tour of the portal as the patient sees it. Your patient may see fewer features than shown in the screenshot below. Based on a target's permissions, a functionality is either on or off.
Many of a patient's functionalities are similar to those of a practitioner. However, patients often have fewer options for modifying settings or deleting information.



From the home page, patients can exercise, fill out questionnaires, register activities and read information. Completing an activity also looks the same.

Time format

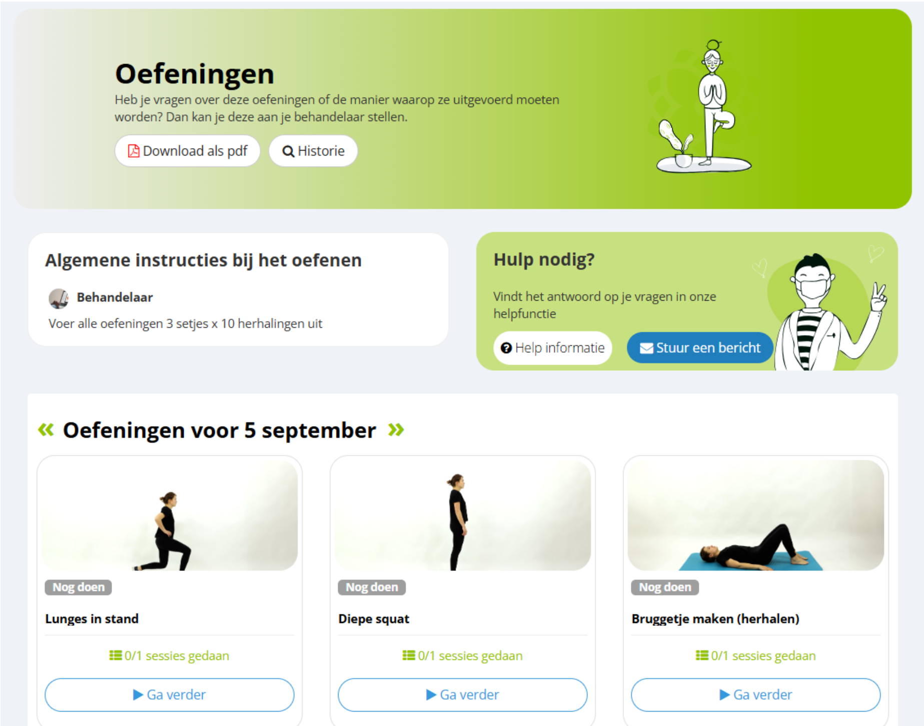


The display of the time table are almost identical for the practitioner and the patient. A patient cannot adjust the settings themselves.

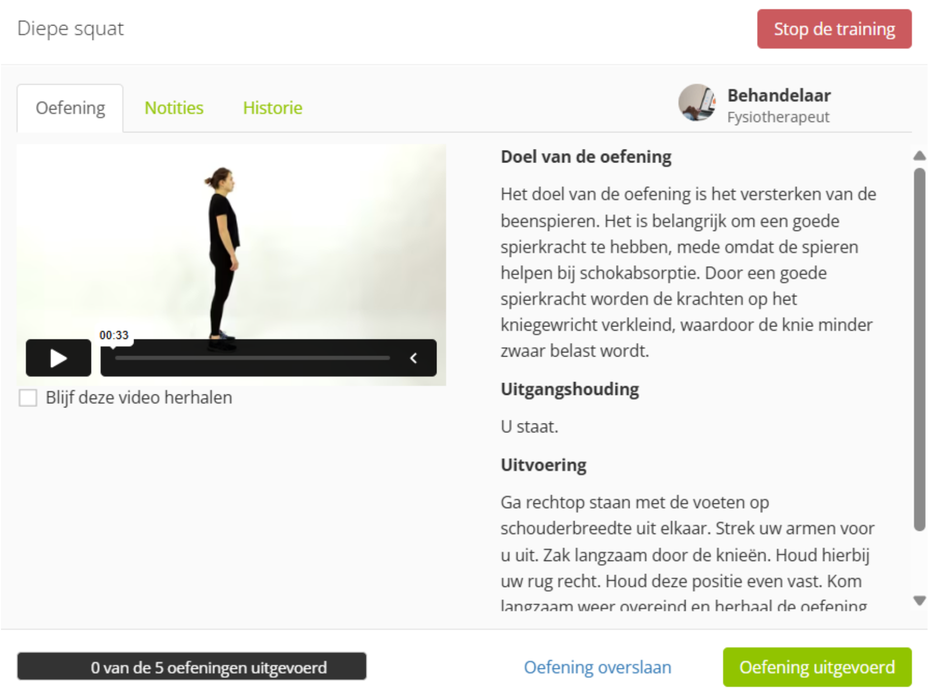
Questionnaires

If a practitioner has prepared questionnaires then the patient can view them via Questionnaires. Questionnaires that are still open are visible at the top and completed questionnaires are below. A completed questionnaire can no longer be edited by the patient.

Exercise

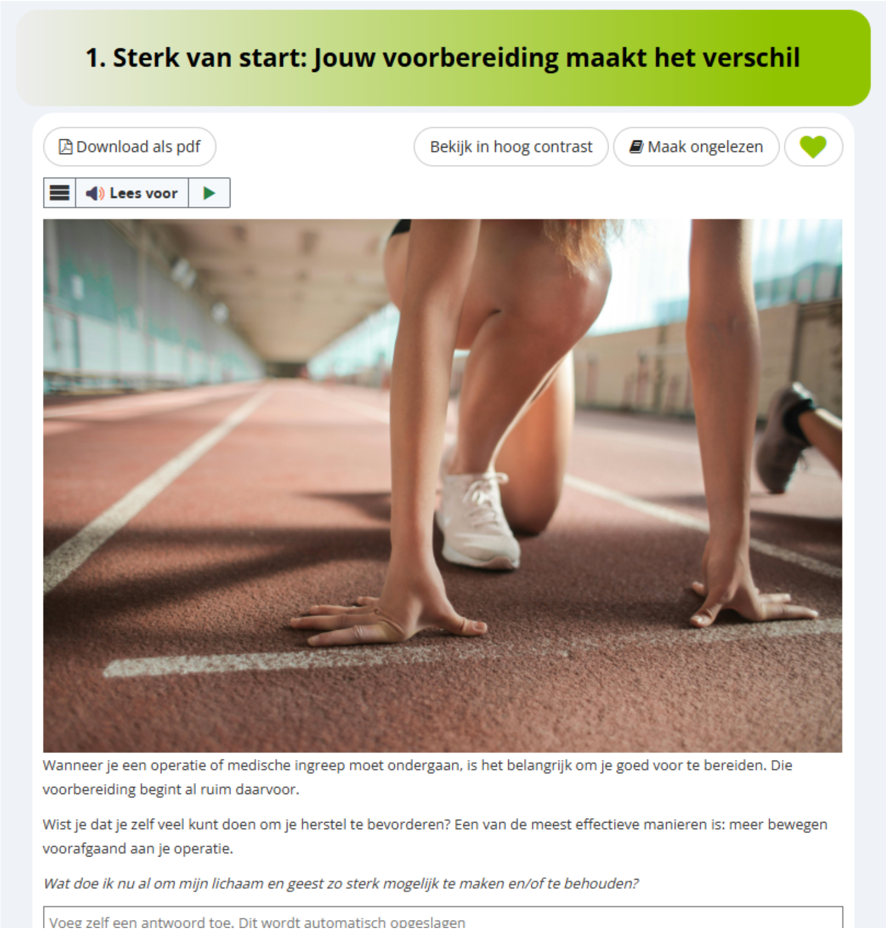


The patient can perform exercises by clicking on the exercises button with the number of exercises for today. First the patient sees an overview with all exercises scheduled for today. Per exercise you can see if it has already been done or not.



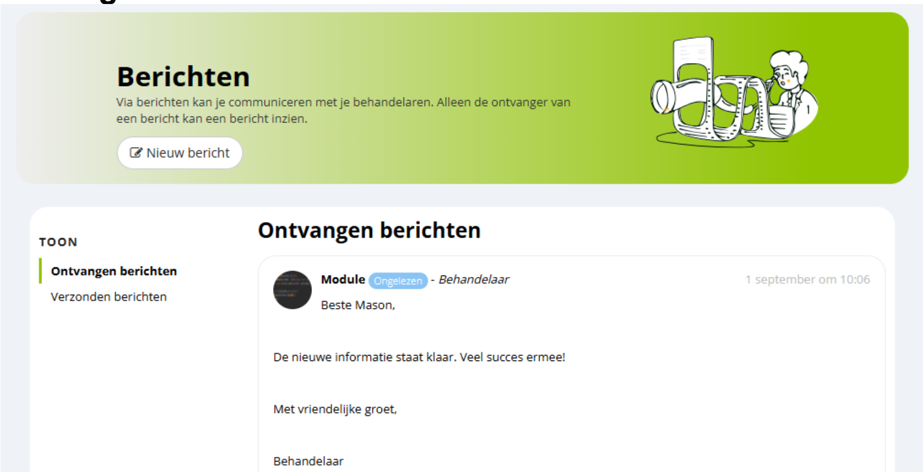
When the patient clicks on an exercise, the detail screen of the exercise opens. On the left side the video or image is shown and on the right side the explanation is shown. Via 'Notes' the patient can make a note. Here the patient can also indicate that he/she wants to draw the attention of the practitioner to the placed note. With Exercise done the patient can mark this exercise as done.

Information items



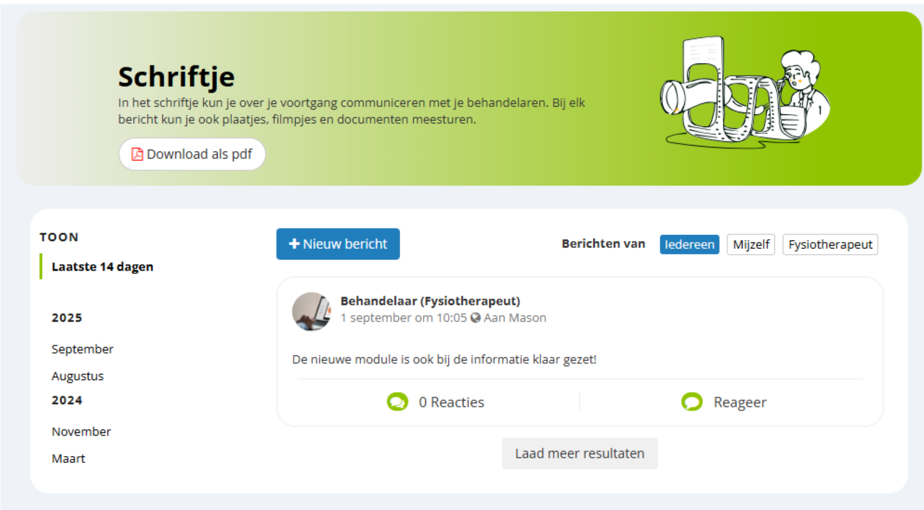
From the menu item Information or from the home page, the patient can view all information items that have been assigned. All items that have not yet been read are marked as new. Once the patient clicks on an item, this label will disappear.

Messages



The display of messages are identical for the practitioner and the patient.

Notebook



The display of the notebook is identical for the practitioner and the patient.

Compliance

There are more and more rules and standards that a product like Telerevalidatie.nl can comply with. Some standards are voluntary, others are a legal obligation. Below is an overview of the various standards we comply with or are working on.

Information security

- ISO 27001 Since March 2022 annual external audit
- NEN 7510 As of March 2022, externally audited annually.

Quality

- ISO 13485 Under development
- ISO 14155 Under development
- ISO 14971 In use, not yet externally audited
- ISO 62366 Under development
- Medical Device Regulation In development
- EVS-EN 62304 In use, not yet externally reviewed EVS-EN 82304 In use, not yet externally reviewed

This overview was last checked on October 15, 2024.

Supplier data

	**Manufacturer** **Telerevalidatie.nl B.V.** Smientstraat 55

	2492 PB Den Haag The Netherlands
REF	**Catalogue number** Telerevalidatie.nl
#	**Model number** V2025-2
	Date of manufacture 2024-09-05
CC	**Country of manufacture** The Netherlands
NON STERILE	**Sterile** This product is not sterile
	Patient information website For more information, see www.telerevalidatie.nl
MD	**Medical device** Category IIa (Not certified yet)
UDI	**UDI** **87208922757TREA**
	Regulatory body **This product is governed by the Dutch** **Inspectie Gezondheid en Jeugd (IGJ)**

List of risks for users

Using Telerevalidatie.nl offers many benefits, including convenience and flexibility in receiving care remotely. However, there are also some risks that users should be aware of. It is important to be aware of these potential risks in order to use the platform responsibly and safely. Below we list some risks along with a solution to minimize the risk.

Risk	**Solution**
Loss of Internet connection	Make sure you have a stable internet connection.
Device or software issues	Make sure your device and app are up-to-date; check for updates and reboot your device if necessary.
Unauthorized access	Make sure you have a strong, unique password and consider 2 factor authentication.
Data privacy	Share only necessary information and use secure networks when providing sensitive data.
Treatment limitations	Use the app and portal for parts that can be done remotely. Consult your practitioner for complex health issues.
Loss of data	Be sure to save your data regularly and check for updates.
Difficulties in communication	Be detailed and clear in your communication with your practitioner and ask for clarification when it is not clear enough.
Content is not readable	The app and portal have a clear font with enough contrast between the text and background to display all content

	clearly legible. If content is still not easy to read, you can adjust the font size, use magnification software or use a screen reader.
Stress due to technical issues	Be prepared and make sure you are familiar with the platform. Contact your practitioner in case of technical problems.
Improper use of the platform	Read the user manual carefully and contact your practitioner or support if things are still not clear.
Loss of tracking time or care instructions if no physical contact with practitioner	Follow your practitioner's directions/instructions and continue to track your progress.
Distractions in environment	Distractions in the environment can cause you to perform an exercise incorrectly. Therefore, always provide a quiet environment in which you perform the exercises.
Fall risk when performing the exercises	If you cannot stand stably and you are performing exercises that your practitioner prepares for you, it may happen that you fall. Therefore, in this case, make sure you have good support (table or countertop for support within reach) and that you are not alone while exercising.

Performing the exercise incorrectly	If you perform your exercises without your practitioner present, you may perform them incorrectly. Therefore, pay close attention to the video and the (spoken) instruction. This will reduce your risk of performing the exercise incorrectly.
Missing content	Check the app or portal regularly to see if there are new exercises, information items, questionnaires or messages for you. These are listed on the home screen. By regularly checking the app or portal, you won't miss any action requested by your practitioner.

Warnings and notifications

On the portal and the app, you can get various notifications. The notification tries to draw attention to something the patient has done. At the help item “Notifications” the general notifications are discussed. Here we discuss error messages and what to do with them.

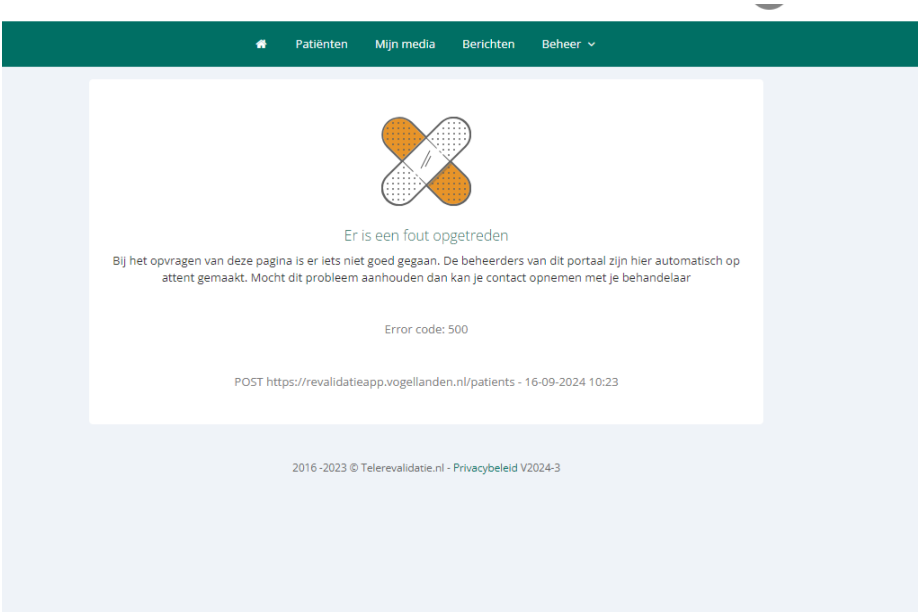
An error message can pop up in different places within the portal and the App. For example, when opening a page, entering a question or downloading a document.

What to do in case of an error message?

Read the error message carefully. The error message indicates that an error has occurred, tells you what to do and displays an error code.

Follow the description of the error message and then report it to your practitioner as a patient and as a practitioner to an application administrator.

If the error message occurs repeatedly and you are unable to resolve it together, report the error message and please provide a screenshot to support@telerevalidatie.nl



Environment Conditions

To provide an optimal and safe experience when using the portal and app, it is important that certain conditions for their environment are met. This includes both technical requirements and recommendations for conditions of use.

Technical requirements:

- Internet connection: a stable and fast Wi-Fi or mobile Internet connection or the use of mobile data (4G/5G) may be an alternative.
- Equipment: computer, laptop, tablet or smartphone.
    - Screen size: a screen that is not too small is recommended for readability.
- Operating systems (Windows, mac OS, Android, iOS), web browser (such as Chrome, Safari, Firefox), mobile apps (Android, iOS).

Security and Privacy:

- Secure login method and password management: preferably use uppercase, lowercase, numbers and symbols. The use of 2 factor authentication is also recommended to further secure your account.
- Up-to-date software to minimize security vulnerabilities.
- Encryption: communications should be encrypted.
- Consent and privacy settings.

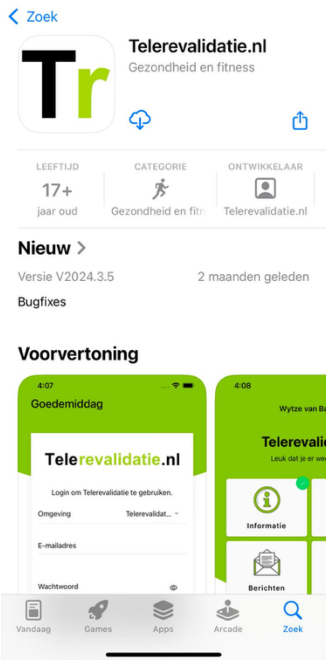
Usability

In addition to the conditions above, the portal and app has:

- A user-friendly interface with clear navigation (E-learning of the portal and the App) and simple design (for children to adapt to themes).
- Mobile accessibility in addition to using the portal
- Ability to use a screen reader
- Text size settings and color contrast options
- Availability in Dutch and English.

Installation

You can use the product through the portal and App as a patient and practitioner. The portal can be used on a web browser like Chrome, Safari, Microsoft Edge, Firefox, etc. Here you enter the link/URL in the address bar and then you can log in.

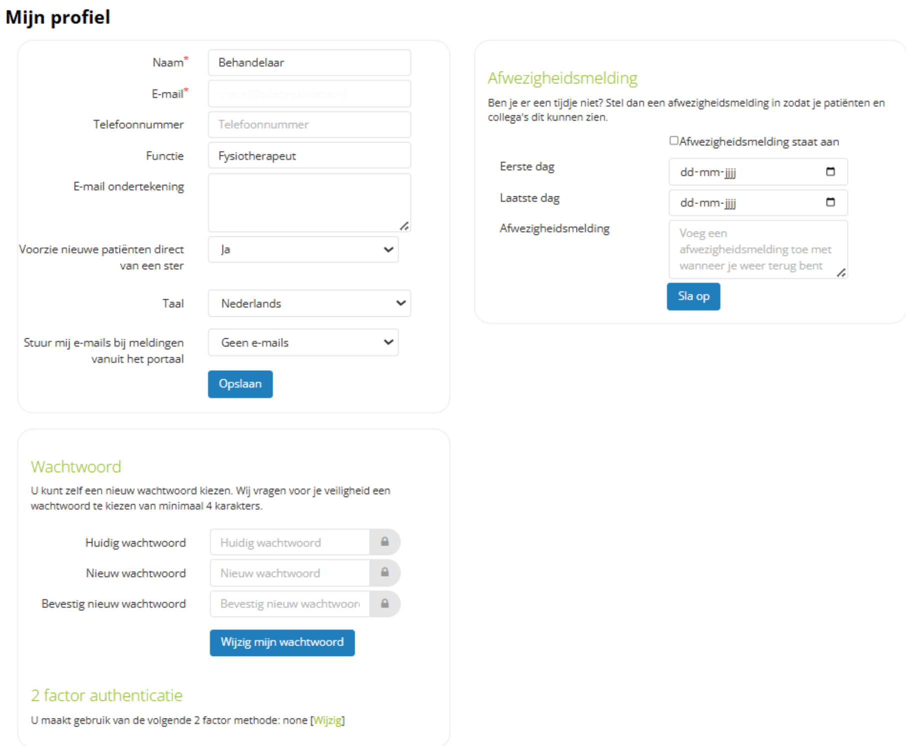


The app is available for patients and professionals to download from the App Store or Google Play Store on an iOS and Android device. You enter the name of your own healthcare organization on the App Store and you can then download the app and wait for the app to install. The privacy policy can also be read here (and reviewed at www.telerevalidatie.nl/privacy).

Once the installation is complete, you can open the app by clicking on the app icon.

The product has no critical dependencies. For readability of the text, we did recommend a screen size that is not too small.

When logging in, we recommend using a strong password and 2 factor authentication.



Withdraw consent

As a patient, you can review and, if necessary, change your consent to scientific research and imaging via My Profile. The portal keeps track of these changes, so that you can see at a later date whether a patient has changed his or her mind. If you do not give permission for the addition of personal images, a message will appear when adding a Personal Exercise and in the Notepad stating that there is no permission to add such images.