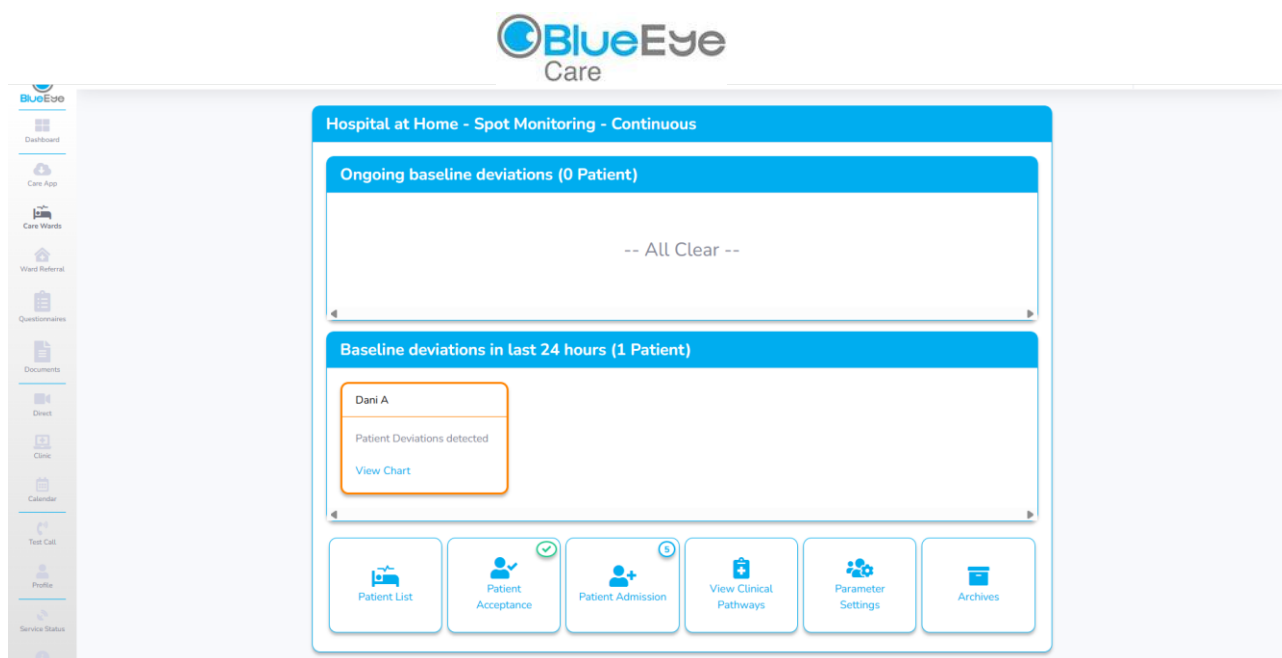


## Instructions for Use

# BLUEEYE HOTDESK



These instructions were put together with great care. If you should still find details here, which do not agree with how the system is handled, we would appreciate it if you let us know so that we can correct the discrepancies as quickly as possible.

Should there be a serious incident or undesirable side effects during handling and use of the product which are not specified in these instructions for use, please report these to us with a detailed description of the incident or side effects. Please use the contact details below for this purpose.

The specifications and figures in this user manual are subject to change due to optical or further technical developments.

All trademarks named and shown are trademarks of the respective proprietor and are recognized as being protected.

Reprinting, translation and duplication - even of excerpts – require the written permission of the manufacturer.

### **Information about the product and the manufacturer**

*Product Name: BlueEye Care (BlueEye Hotdesk)*

A product of

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### **Version of these instructions for use - Final build 26.04.0**

*Version 01 from 24-04-2026*

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# 1 Scope of Delivery

## 1.1 Standard Scope of Delivery

| Part/Trade Name      | Description                                                 | Part/Order Number |
|----------------------|-------------------------------------------------------------|-------------------|
| BlueEye Care Hotdesk | Web application                                             | BC-HOT-001        |
| BlueEye Care App     | Software for smartphone                                     | BC-APP-001        |
| Green Box            | Packaging for other accessories                             | BC-BOX-001        |
| Quick Guides         | Link in application and provide print out in each Green Box | BC-QCG-001        |

Table 1.1: Standard Scope of Delivery

## 1.2 Product Variants

This device has no variants.

## 1.3 Accessories

Note: these are not part of the medical device and are not considered as medical device accessories per MDR definition.

| Part/Trade Name                                                                                | Description                | Part/Order Number |
|------------------------------------------------------------------------------------------------|----------------------------|-------------------|
| Charging Cable                                                                                 | USB cable                  | BC-ACC-001        |
| Smartphone                                                                                     | Compactible smartphone     | BC-ACC-002        |
| Active SIM Card                                                                                | Compactible in smartphone  | BC-ACC-003        |
| Power charging station                                                                         | Compactible for charging   | BC-ACC-004        |
| Phone charging dock                                                                            | Compactible for smartphone | BC-ACC-005        |
| Pulse Oximeter (Viatom Checkme O <sub>2</sub> (records SpO <sub>2</sub> , heart rate; BLE 4.0) | CE marked wearable sensor  | BC-ACC-006        |
| Multi-vital Patch (VivaLNK VV330 ECG patch platform (model: VV330 / vv330)                     | CE marked wearable sensor  | BC-ACC-007        |
| BP Monitor (iHealth Neo wireless Blood Pressure Monitor- Model BP5S)                           | CE marked wearable sensor  | BC-ACC-008        |
| Infrared Thermometer (iHealth Thermopro- Model NT13B)                                          | CE marked wearable sensor  | BC-ACC-009        |

Table 1.2: Accessories

## 1.4 Replacement Parts

| Part/Trade Name | Description                    | Part/Order Number |
|-----------------|--------------------------------|-------------------|
| Sensor Module   | Replacement for any sensor     | BC-RP-001         |
| Green Box Cover | Replacement of packaging cover | BC-RP-002         |

Table 1.3: Replacement Parts

## 1.5 Consumable Parts

| Part/Trade Name | Description              | Part/Order Number |
|-----------------|--------------------------|-------------------|
| Sensor pads     | Disposable adhesive pads | BC-CONS-001       |
| Cleaning wipes  | Wipes for device hygiene | BC-CONS-002       |

Table 1.4: Consumable Parts

## 2 Product Description

### 2.1 Intended Purpose

BlueEye Care (also referred to as BlueEye Virtual Ward or BlueEye) consists of two applications: BlueEye Care Smartphone App or BlueEye Care App, a patient-facing smartphone app that connects to CE-marked wearable sensors and securely transmits physiological data; and BlueEye Hotdesk, a web-based clinician console used by professional healthcare providers to view patient lists and dashboards. The system supports remote observation of patients enrolled in virtual-ward (hospital-at-home) programs by receiving, storing, and displaying vital-sign information and trends for clinical review and care coordination. It does not perform automated clinical interpretation, diagnosis, or therapy, nor does it provide life-critical alarms or monitoring that requires immediate intervention.

Notes:

- The software visualizes and routes data from connected CE-marked sensors and performs only non-interpretive processing (e.g., trends and range/status highlighting). It does not generate automated clinical interpretations, diagnoses, or therapy recommendations, and it does not provide life-critical alarms.
- The software is not an alarm or life-support system and is not intended for use where immediate danger monitoring is required.

### 2.2 Intended Patient Population

The software may be used with patients of any age, sex, ethnicity, and skin type, as selected by professional healthcare providers for participation in a virtual-ward program and who can comply with sensor wear and basic smartphone usage (with caregiver assistance where needed).

### 2.3 Medical Indications

BlueEye Virtual Ward is intended to support remote observation of the physiological parameters ECG, SpO2, blood pressure, heart rate, temperature and weight for patients enrolled in a virtual-ward (hospital-at-home) service across a broad range of medical conditions where home monitoring is clinically appropriate at the discretion of a healthcare professional.

Typical use includes cardiopulmonary and general medical conditions where trend visibility and remote check-ins are beneficial (e.g., post-acute follow-up, step-down from hospital to home, chronic disease management...).

Scope statement: BlueEye Care is intended to be used only with CE-marked physiological sensors whose intended purpose (from the sensor IFU) is compatible with remote monitoring use and whose technical characteristics meet the minimum interface and data requirements below. The platform does not modify the sensor's intended purpose and does not claim sensor performance beyond the sensor manufacturer's specifications.

#### 2.3.1 Contraindications

- Not intended for situations requiring continuous, life-critical alarm monitoring or where immediate intervention is expected (e.g., ICU-level monitoring).
- Not intended to be used as the sole basis for diagnosis or therapy decisions.
- Any sensor-specific contraindications (e.g., MRI, pregnancy limits, skin integrity) are governed by the respective sensor IFU and clinical judgement.

## 2.4 Intended User

Medical use (primary users). The software is intended to be used by professional healthcare providers (e.g., physicians, nurses, allied health professionals, clinical coordinators) who have received site-standard training on the virtual-ward workflow and on using the BlueEye dashboard. Users should have basic computer literacy and access to the organization's clinical network and identity management.

Patient/caregiver interactions (secondary users). Patients and/or caregivers do not perform clinical interpretation; they may interact with the companion mobile app only to wear/operate sensors, confirm prompts, and support data transmission as instructed. Users should have basic smartphone literacy and be able to operate a smartphone. If a patient is unable to operate a smartphone, alternatively a caregiver could operate it for them.

Non-medical activities. Installation, configuration, and IT maintenance are performed by trained personnel under the healthcare organization's IT/security policies.

## 2.5 Intended Use

### Intended place of operation

The patient app is intended to be used in the patient's home (or other non-acute residential setting) with review at a clinical monitoring center. Use in outpatient for onboarding is also acceptable.

The clinician Hotdesk is intended to be used in a clinical monitoring center or the healthcare professional's workplace (e.g., hospital/clinic/GP practice), on a managed workstation or laptop.

### Intended use environment.

- Reliable sensor-to-phone connectivity (e.g., Bluetooth) and phone-to-cloud internet connectivity as per site policy.
- Adequate power/charging for the patient smartphone and sensors.
- Suitable light conditions to allow proper screen visualization.
- Environmental conditions suitable for the sensors' IFU; the software itself has no special environmental constraints beyond standard IT requirements.

### Intended body site of application

*Not applicable to the software.* Any body-site contact pertains to the sensors; those requirements are governed by the sensor IFU.

### Intended duration and frequency of use.

The software may be used for transient, short-term, or long-term remote monitoring, including continuous use > 30 days, as determined by the responsible clinician and service protocol.

#### Clinician use - BlueEye Hotdesk

Per-use/session duration (per patient review): typically, 1–10 minutes (may range 1–30 minutes) to open the dashboard, review trends/notes, and document actions.

Shift use (aggregate): the dashboard may remain open during monitoring rounds or clinics, resulting in short-term cumulative use (≈1–4 hours per shift) depending on workload and local practice.

Frequency: configured by the service protocol. As a reference for virtual-ward workflows, clinicians review each enrolled patient ~1-3 times per day (and additionally on demand).



### Patient use - BlueEye Care (smartphone app)

Background operation: runs continuously to relay sensor data while the patient is enrolled (long-term).

Interactive tasks (per use):

- Status/battery checks or app prompts: ≈1-5 minutes.
- Questionnaires or symptom checks (when scheduled): ≈5-15 minutes.
- Video consultations (when scheduled): ≈5-30 minutes.

Frequency: as scheduled by the care team (e.g., status checks as needed; questionnaires daily/weekly; video consultations per appointment).

### **Intended location/type/duration of contact**

*Not applicable to the software (non-contacting device).* Contact classifications (surface/externally communicating/implant; direct/indirect; duration) apply to the sensors and are addressed in their IFU.

### **Invasiveness**

The software is non-invasive. (Any invasive classification applies to the sensors themselves, not to this software.)

### **Cleaning, disinfection, sterilization**

The software is a non-sterile, non-contacting medical device delivered electronically. No cleaning/sterilization applies to the software. Cleaning of hardware (smartphones, hubs, sensors) follows the sensor manufacturer's IFU and local infection-control policies.

### **Required equipment**

- Patient-side: compatible CE-marked sensors, a smartphone running the companion app, and access to mobile/Wi-Fi connectivity.
- Clinician-side: access to the BlueEye dashboard via a supported browser and organizational identity (MFA recommended).
- Optional: video-consultation accessories as per site policy.

### **Service activities**

Routine software maintenance (updates, security patches, certificate renewals, backups, monitoring) is performed by the healthcare organization or its designated IT service under the manufacturer's maintenance plan. Sensors follow manufacturer service/replacement guidance.

### **Storage and transport**

Not applicable, the device is software only.

## **2.5.1 Precautions for Use**

- Use only with supported, CE-marked sensors.
- Ensure user authentication, role-based access, and network security per site policy.
- The software does not generate life-critical alarms and must not be relied upon in situations requiring immediate clinical intervention.
- Clinical decisions should not be based solely on software display; confirm with clinical assessment and source data when needed.

## **2.5.2 Disclaimers**

- The software does not perform diagnosis or therapy and is not an alarm or life-support system.
- Not intended for contexts requiring immediate intervention or continuous life-critical alarm monitoring (e.g., ICU).

- Clinical decisions must not rely solely on the software display; confirm with clinical assessment and source data where appropriate.
- Use only with supported CE-marked sensors and supported software versions in accordance with the sensors' IFU and site policies.
- Performance may be affected by connectivity, configuration, or user/environmental factors; ensure the operational requirements are met.

## 2.6 Clinical claims

### ***Limitations (apply to all claims):***

*The software does not perform automated clinical interpretation, diagnosis, or therapy recommendations and does not provide life-critical alarms or monitoring that requires immediate intervention. Clinical decisions remain the responsibility of the healthcare professional.*

### **Direct clinical performance**

None

### **Indirect clinical performance**

#### Remote monitoring/observation

The software enables remote observation of physiological parameters by receiving, storing, and displaying data from CE-marked sensors (for further specifications refer to chapter **Fehler! Verweisquelle konnte nicht gefunden werden.**) for review by professional healthcare providers within a virtual-ward (hospital-at-home) service.

#### Notifications / escalation (clarification)

If configured by the healthcare provider/service protocol, the software may present review prompts based on predefined thresholds/ranges or missing data states (e.g., out-of-range values or absence of expected measurements) and may support routing/escalation of the review task within the care team workflow (e.g., assignment to a responsible clinician or escalation pathway). These notifications are not life-critical alarms, are not intended to trigger immediate intervention, and do not replace clinical judgement or the sensor manufacturer's alarm functions.

#### Trend and context visualization

The software presents current and historical values and trends for monitored parameters to support recognition of changes over time and coordination of care. Trend views are derived from the time series of received measurements and are displayed for review within defined time windows (as implemented in the software).

#### Care-team workflow support

The software supports clinical workflows (e.g., onboarding of a patient to the service, monitoring lists, review notes/case documentation, routing/escalation for review, and discharge documentation) to assist with clinical review and follow-up.

#### Non-critical review notifications (if configured)

The software may provide configurable notifications/prompts to review data; these are not life-critical alarms and are not intended to trigger immediate clinical intervention.

#### Customizable pathways

The software may allow configuration of workflow elements to support different virtual-ward service pathways (e.g., step-down care after surgery or proactive disease management), such as configuring patient monitoring schedules, review prompts, and documentation templates, as defined by the

healthcare organization. Configuration affects workflow presentation and does not change the underlying measurement provided by connected sensors.

### Therapeutic/diagnostic claims

The software does not provide diagnosis, therapy recommendations, or automated clinical decision-making and is not intended as a life-critical alarm system requiring immediate intervention.

### Patient benefit

No claims are made that use of the software reduces length of hospital stay, reduces admissions/readmissions, or improves patient wellbeing; such outcomes depend on the clinical service model, pathways, patient selection, and local implementation.

## 2.6.1 Non-clinical Claims

### Interoperability (declared devices)

Works with specified CE-marked sensors and the companion patient app to ingest, validate, and relay data to the clinical dashboard in the declared configurations.

### Data integrity & time alignment

Implements timestamping, unit handling, and basic plausibility checks to display sensor values accurately; indicates data currency/connection status.

### Usability for intended users

The UI is designed and validated for professional users operating a virtual-ward dashboard; patients/caregivers are not expected to interpret clinical data.

### Security controls (per guidance)

Supports user authentication, role-based access control, encrypted transmission/storage as designed, audit logging, and update/patch processes.

### Connectivity & deployment options

Supports **smartphone-to-cloud data relay** and **browser-based clinician access** under site IT policies; deployment options may include cloud or on-prem as specified.

### Data retention & export

Provides record retention per configuration and export/view functions for clinical documentation (e.g., CSV/PDF/API as declared).

### Reminders/questionnaires/video session access (supportive features)

Includes non-diagnostic supportive functions (e.g., reminders, patient questionnaires, video-consult links) to facilitate adherence and communication.

### Internationalization/accessibility

Supports multiple languages and accessibility options appropriate for professional users (e.g., keyboard navigation, readable contrast), as declared.

## 2.7 Functional Description

The software comprises the following functional units/modules:

1. **Patient mobile application (BlueEye Care smartphone app):** the patient app comprises the following functional modules: sensor connection and data relay (pairing/connection with supported sensors and transmission of measurements to the service), view measurements (patient-facing display of their recorded measurements where enabled), questionnaires (completion of assigned questionnaires), reminders (display and acknowledgement of reminders),

and video-consult access (access to video consultation links/sessions when configured by the service)

2. **Ingestion & data services:** secure reception, validation (format/unit/time), storage, and availability to clinician clients. *(Back-end service; no diagnostic algorithms claimed.)*
3. **Clinician web application (BlueEye Hotdesk):** BlueEye Hotdesk comprises the following functional modules: authentication and user access (login and access to the dashboard), patient onboarding and management (enrolment/onboarding and patient list management), remote patient monitoring dashboard (review of measurements, trends, and questionnaire responses), presentation of prompts (e.g., missing values, out-of-range values, connectivity/data status prompts), notifications (non-life-critical notifications as configured), clinical documentation (notes and care coordination records where enabled), workflow support (including escalation routing and discharge documentation where configured), and video-consult access (clinician access to video consultations when configured).
4. **Support & operations features:** audit logging, update/patch processes, optional remote support to the patient smartphone per site policy.

### 2.7.1 Labelling

| Symbol                                                                              | Significance                                                                                                                     |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
|   | Identifies the brand and trademark owner of BlueEye Care                                                                         |
|  | Identifies the product name                                                                                                      |
|  | CE label<br>(for Class II/III products, the quarter-digit identification number of the Notified Body involved must be indicated) |
|  | Medical Device Symbol<br>Indicates that the product in question is a medical device                                              |
|  | UDI-Symbol<br>displays a carrier containing information about a unique product identification                                    |

| Symbol                                                                              | Significance                                                                      |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
|    | The inspection of the accompanying documents is a binding act                     |
|    | Warning symbol                                                                    |
|    | Manufacturer symbol: name and address are in the immediate vicinity of the symbol |
|   | Date of manufacture<br>(Date comes in immediate vicinity of the symbol)           |
|  | Do not dispose in trash (the sensors)                                             |

Table 2.1: Labelling

### 3 Safety Instructions

Read these instructions for use carefully. They are part of the device and have to be available at all times. Do only use the device for the intended purpose described in this document (see chapter **Fehler! Verweisquelle konnte nicht gefunden werden.**).

For your own safety as well as for the safety of your patients and according to the requirements of the Medical Device Regulation, please observe the following:

**CAUTION:** Important safety or performance information or immediate response from operator required.

**INFORMATION:** Other important information with or without the need of operator response.

#### 3.1 General remarks

|                                                                                     |                                                                                                                                             |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
|  | Monitoring does not replace clinical judgement and patients must seek help if symptoms worsen. In emergencies patients should contact their |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|

|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                    | healthcare professional and report events to the manufacturer details mentioned in this document.                                                                                                                                                                                                                                                                                                                   |
|   | The device is not intended to be used as the sole basis for diagnosis or therapy decisions.                                                                                                                                                                                                                                                                                                                         |
|   | If the patient does not have access to the internet or there is missing data for prolonged periods, they should be excluded from the virtual ward and alternative monitoring methods should be used.                                                                                                                                                                                                                |
|   | BlueEye Care is only compatible with the following already-provided CE marked sensors:<br>1. Pulse Oximeter (Viatom Checkme O <sub>2</sub> (records SpO <sub>2</sub> , heart rate; BLE 4.0)<br>2. Multi-vital Patch (VivaLNK VV330 ECG patch platform (model: VV330 / vv330)<br>3. BP Monitor (iHealth Neo wireless Blood Pressure Monitor- Model BP5S)<br>4. Infrared Thermometer (iHealth Thermopro- Model NT13B) |
|  | Only use the medical device with compatible systems. Refer to Section 5.1 System Compatibility                                                                                                                                                                                                                                                                                                                      |

Table 3.1: General remarks

### 3.2 Operation of the Device

|                                                                                     |                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Use only authorized user credentials. Users must not share login credentials or access the system using another user's account.                                                                                                                                                  |
|  | Before patient monitoring is started or continued, all functional checks shall be completed and the system shall be confirmed to be operating normally, including sensor connection, data transmission, connectivity, battery/charging status, and availability of current data. |
|  | Prompts are not life-critical alarms and not intended for immediate intervention contexts.                                                                                                                                                                                       |
|  | Stop using the system if error messages or abnormal behavior occur.                                                                                                                                                                                                              |
|  | Threshold limits for monitored parameters shall be reviewed and adjusted at regular intervals or as required to ensure they remain appropriate for the patient's current condition.                                                                                              |
|  | Alerts, prompts, and error messages must not be ignored. Unresolved alerts or technical issues must be reviewed and acted on according to the clinical workflow and troubleshooting instructions before monitoring continues.                                                    |

Table 3.2: Operation of the Device

### 3.3 Side Effects and Contraindications

|                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>BlueEye Care is non-invasive (software only) and no side effects are known.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|  | <p>BlueEye Care is contraindicated for:</p> <ul style="list-style-type: none"> <li>• Not intended for situations requiring continuous, life-critical alarm monitoring or where immediate intervention is expected (e.g., ICU-level monitoring).</li> <li>• Not intended to be used as the sole basis for diagnosis or therapy decisions.</li> <li>• Any sensor-specific contraindications (e.g., MRI, pregnancy limits, skin integrity) are governed by the respective sensor IFU and clinical judgement.</li> </ul> |

Table 3.3: Side Effects and Contraindications

## 4 Initial Operation

### 4.1 Unpacking of the Device

There is no physical unpacking required for the BlueEye Care Hotdesk, as it is a web application.

### 4.2 Installation

No installation is required as it is a web application.

## 5 Configuration

### 5.1 System Compatibility

The BlueEye Care application is compatible with the following operating systems and browsers.

Operating Systems:

- Android devices running Android 14 or higher
- Windows 10 or higher
- MacOS devices running MacOS 13 or higher

Supported Browsers:

- Google Chrome version 141 or higher
- Microsoft Edge version 141 or higher
- Safari version 18 or higher

Additional Requirements:

- Stable internet connectivity is required for data synchronization and real time monitoring.
- Cookies must be enabled in the browser for optimal performance.
- Functioning web camera for video calls
- Functioning microphone and speakers for video calls

Version Information:

- The application version is displayed within the BlueEye Hotdesk interface.

- Users should ensure they are using the latest released version for optimal performance and security as the BlueEye team notifies the users about the software update schedules along with the latest version to be released.

Note:

- The application performance may vary on the unsupported OS versions and older browser versions.
- It is recommended to use the latest available updates for all supported platforms.

## 5.2 Setting Google Chrome as Default Web Browser

BlueEye Hotdesk supports Google Chrome, Microsoft Edge and Safari web browsers. But Google Chrome is the recommended web browser for the best experience. We suggest you make Google Chrome as default web browser, which you can do via following steps:

1. On your computer, open Google Chrome.
2. In the top right, click More.
3. Click Settings.
4. In the "Default browser" section, click 'Make default' (See Figure 1 below If you don't see the button, Google Chrome is already your default browser)

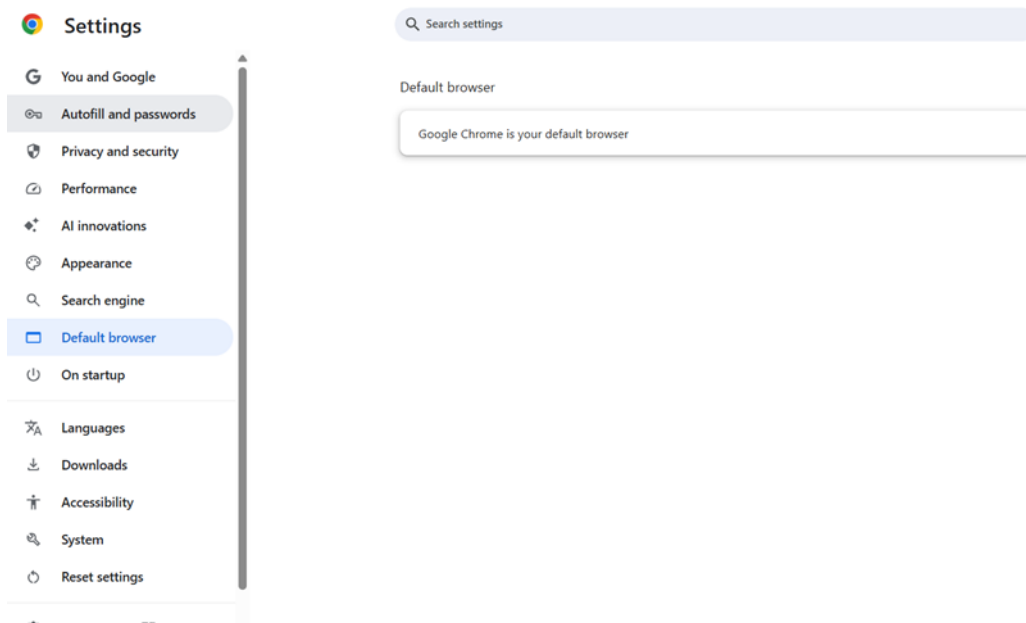


Figure 1 Default web browser settings in Google Chrome

5. In the corresponding default apps screen, click in the 'Web browser' section, and select 'Google Chrome'. See Figure 2 below.



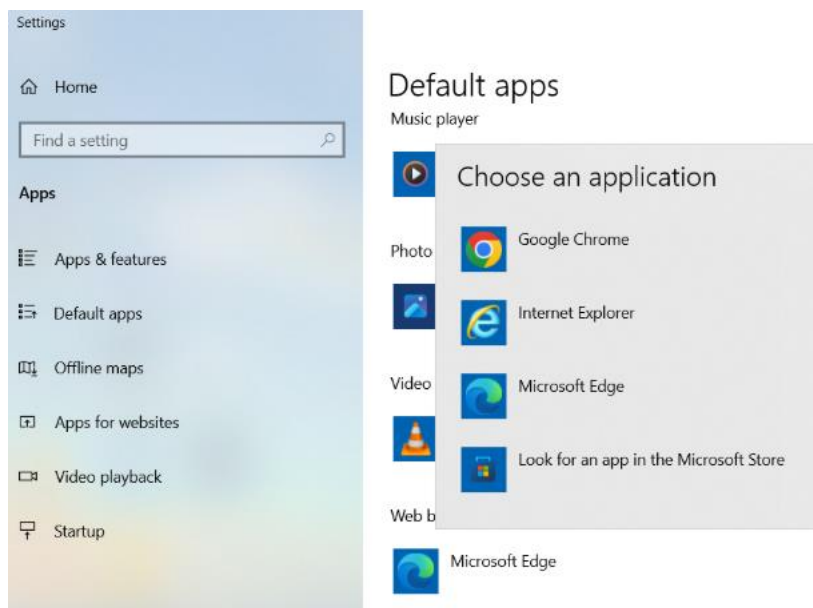


Figure 2 Change default web browser settings in Windows

### 5.3 Creating Desktop Shortcut for BlueEye Hotdesk Login Page in Google Chrome

With this option, you can save a shortcut to BlueEye Hotdesk login page on your desktop. You can open the BlueEye Hotdesk login page directly by double-clicking on the shortcut.

Please note that such shortcuts are browser specific i.e. if you create a browser from a particular browser (for example, Google Chrome) the website will open in the same browser (Google Chrome in our example).

To create the shortcut, follow the steps below:

1. Open Google Chrome web browser and go to blueeye.video/login
2. At the top right, click More
3. From the multiple options, move your cursor to 'Save and Share' and click 'Create Shortcut'. See Figure 3 below.

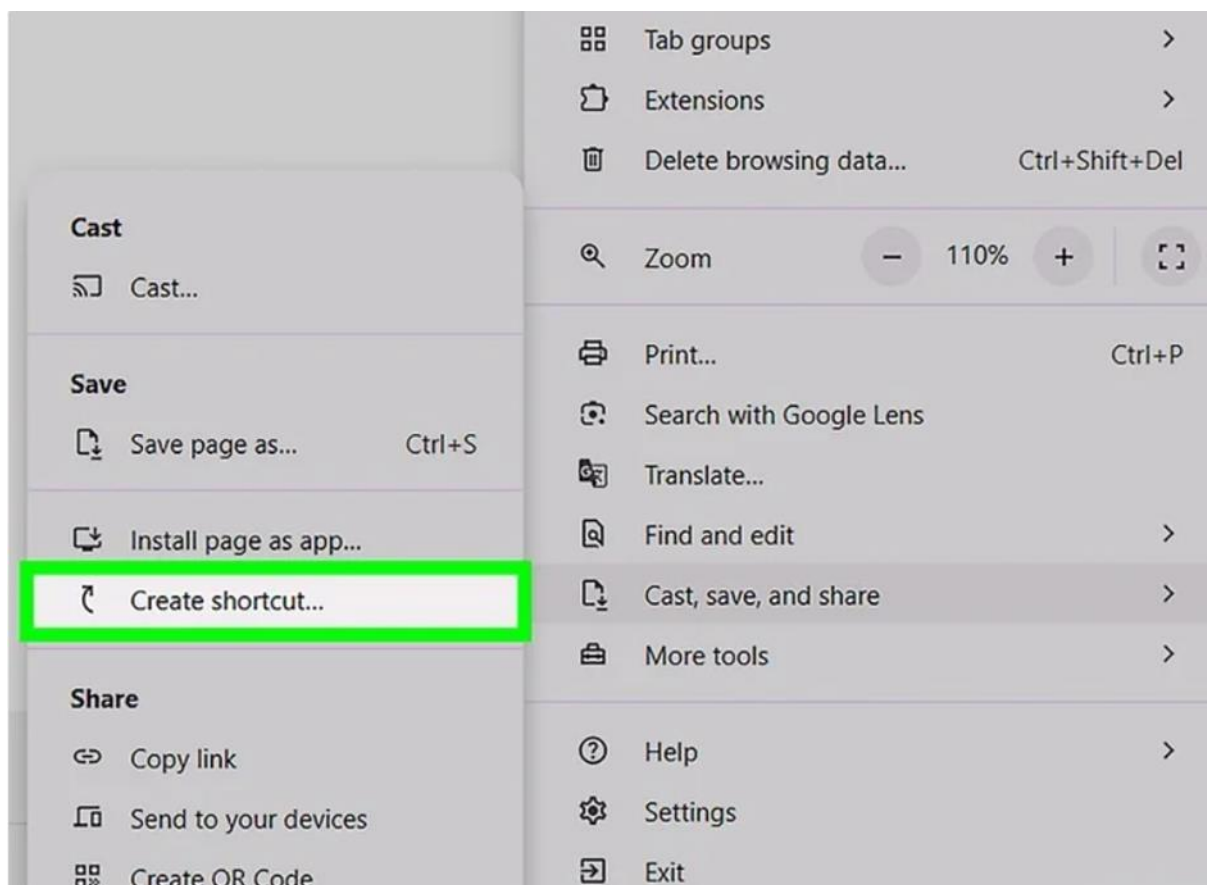


Figure 3 Create website shortcut option in Google Chrome

4. Enter a desired name for the shortcut.
5. Click Create.

### 5.4 Bookmarking BlueEye Hotdesk and Setting as Homepage in Google Chrome

To set BlueEye as homepage in Google Chrome, follow the steps below:

1. On your computer, open Chrome.
2. At the top right, select More Settings.

3. Under "Appearance," turn on Show Home button.
4. Under "Show Home button," enter 'https://blueeye.video/login' in the 'Enter Custom Web Address' column. See Figure 4 below.

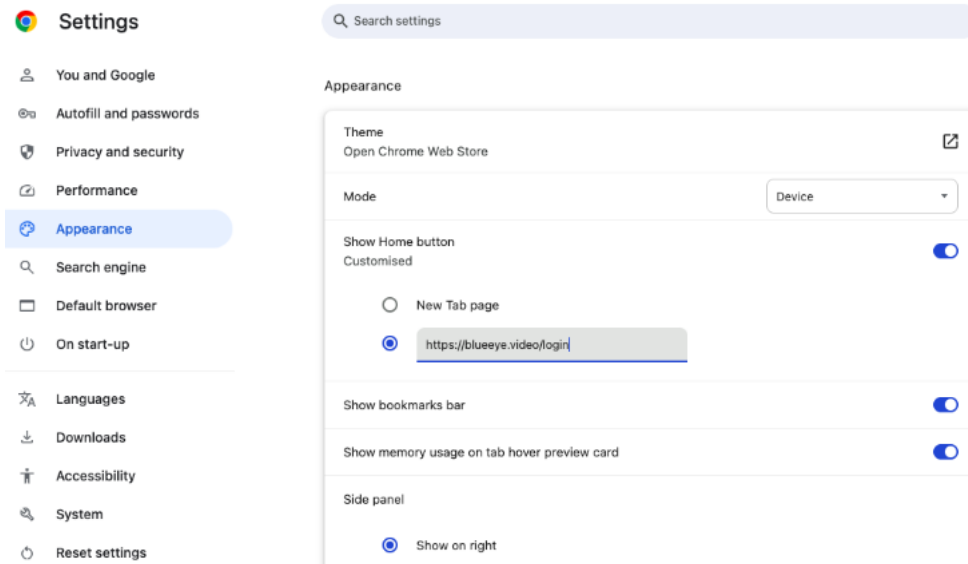


Figure 4 Setting BlueEye Hotdesk login page as homepage in Google Chrome

This will set BlueEye Hotdesk login page as your Google Chrome homepage, which means you will be moved to BlueEye Hotdesk login page each time you open a new tab in Google Chrome.

To bookmark BlueEye Hotdesk login page in Google Chrome, follow the following steps

1. On your computer, open Chrome.
2. Open BlueEye Hotdesk login page.
3. At the top right, select More Bookmarks and lists.
4. Click Bookmark this tab. See Figure 5 below.
5. Click 'Done'

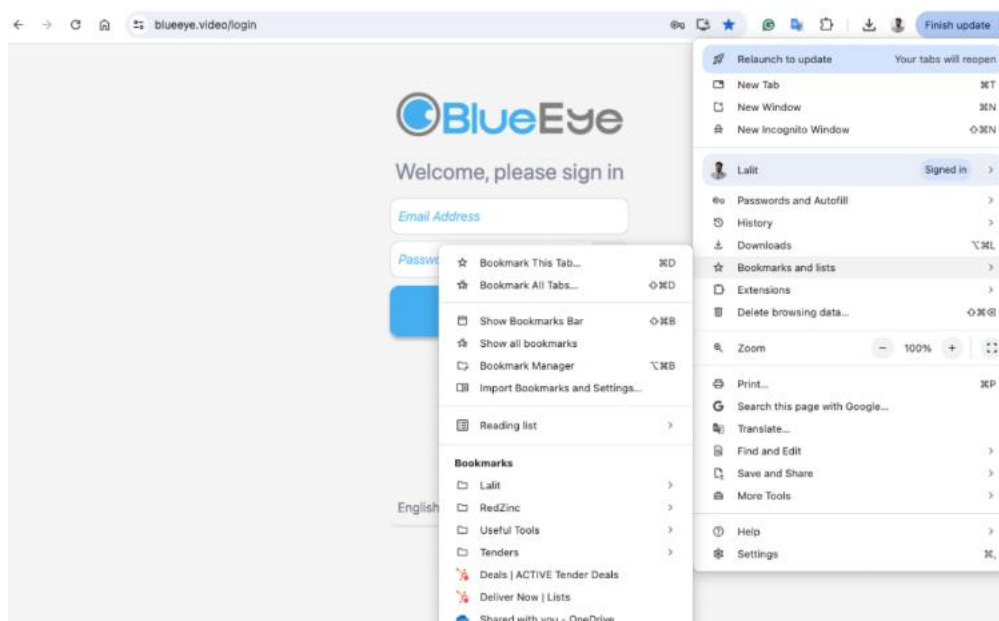


Figure 5 Bookmark BlueEye Hotdesk login page in Google Chrome

This way you can see BlueEye Hotdesk login page in 'Bookmarks bar'. If bookmarks bar is not visible, you can do so via 'Show Bookmarks Bar' option highlighted in Figure 5 above.

## 5.5 Setting Microsoft Edge as Default Web Browser

To make Microsoft Edge as your default web browser, follow the steps below:

1. On your computer, open Microsoft Edge.
2. In the top right, click More.
3. Click Settings.
4. In the "Default browser" section, click 'Make default'. See Figure 6 below (If you don't see the button, Microsoft Edge is already your default browser).
5. In the corresponding default apps screen, click in the 'Web browser' section, and select 'Microsoft Edge'.

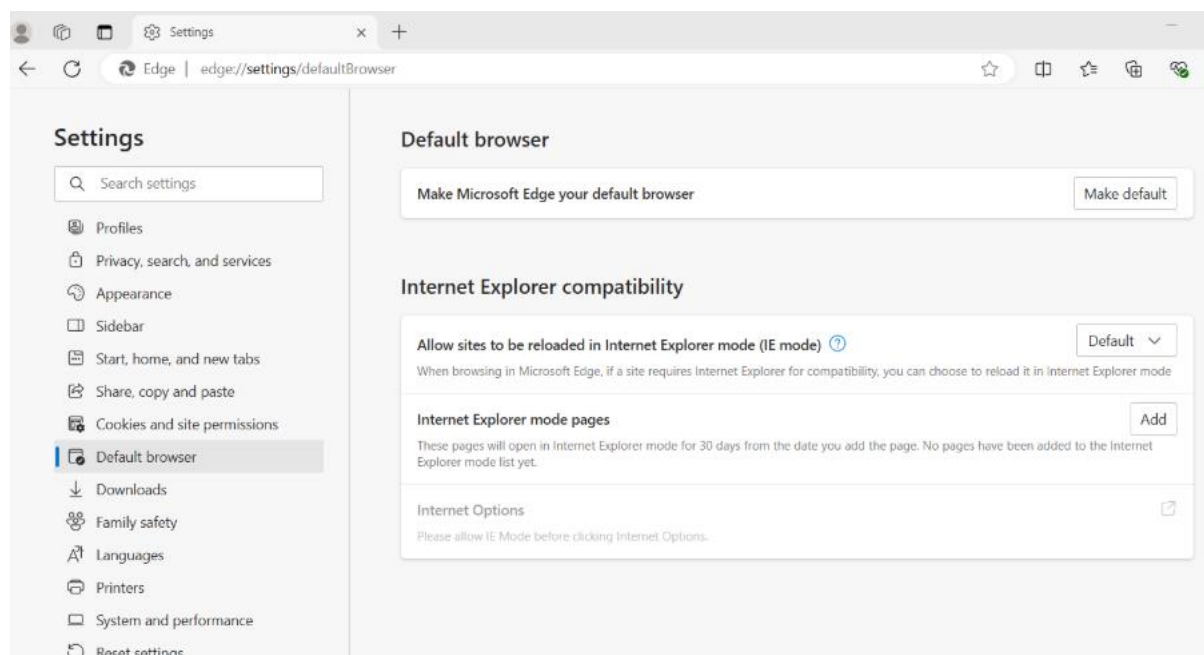


Figure 6 Default web browser settings in Microsoft Edge

## 5.6 Creating Desktop Shortcut for BlueEye Hotdesk Login Page in Microsoft Edge

This will allow you to open BlueEye Hotdesk login page directly in Microsoft Edge by double clicking on the desktop shortcut. To create a desktop shortcut, follow the steps below:

1. Open blueeye.video/login in your Edge browser.
2. In the top right, click More \*\*\*
3. Move your cursor to 'Apps' and click 'Install BlueEye Hotdesk'.
4. Click 'Install' and then select 'Create Desktop shortcut' in the following window. See Figure 7 below.

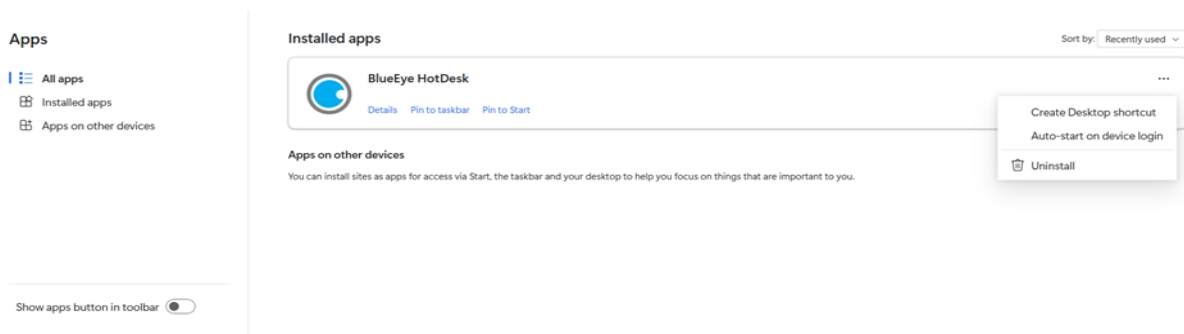


Figure 7 Desktop shortcut setting in Microsoft Edge

## 5.7 Account Set-up

When your BlueEye Hotdesk account is created by the hospital administrator (or BlueEye team), you will receive an email from the BlueEye team with the subject “Welcome to BlueEye Care”. This email contains your username and password set-up instructions.

## 5.8 Login

After setting up your BlueEye Hotdesk account, visit <https://blueeye.video/login> and login via your username and password. Login page is shown in Figure 8.

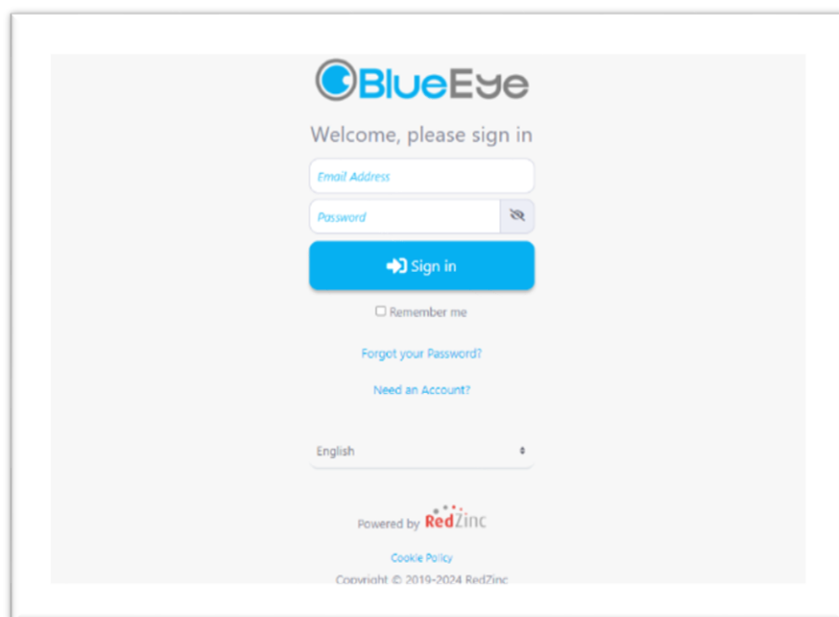


Figure 8 BlueEye Hotdesk login page

**Note** – If you forget your password, click on ‘Forgot your Password?’ link shown in Figure 8 and follow the instructions to reset your password. After a successful login, you will see BlueEye Hotdesk home page.

## 5.9 Verification Before Usage

The clinical team requires a computer with reliable internet connection to access BlueEye Hotdesk. Make sure to follow all the steps from this Configuration section.

1. Confirm the patient is on-boarded and the correct profile is displayed.
2. Perform a quick functional test to ensure the dashboard displays accurate readings and system alerts. Refer to **Section 8. Functional Check** for all the details.
3. Ensure a quiet and private environment during video consultations to maintain confidentiality.

## 6 Operation

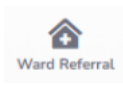
### 6.1 Making the Product Ready for Operation

4. Ensure the laptop/desktop/tablet meets system requirements and has a stable internet connection.
5. Login to authorized source with correct user credentials and grant necessary permissions.
6. Verify that the dashboard shows correct connectivity and patient information before monitoring.

#### Patient Onboarding

Patient onboarding is the process of referring, accepting, and admitting patients to the virtual ward. It involves three stages as below:

##### 6.1.1 Patient Referral

1. Click 'Ward Referral'  in the navigation panel.
2. On the following, fill in patient details such as Name, Date of birth, Gender, Phone number, Address, Medical ID number, Relative's contacts, Frailty, Weight, Height, Medical conditions, Allergies, Referring GP, Referral notes and select the appropriate ward where patient needs to be admitted.
3. Please note, you also need to collect the consent letter from the patient for admission into the virtual ward. Accordingly, check the patient consent box in the referral page.
4. Click 'Refer to BlueEye Care Ward'  button to refer the patient to the virtual ward.

Post submitting the referral, you will see a confirmation message on screen as shown in Figure 9 below.

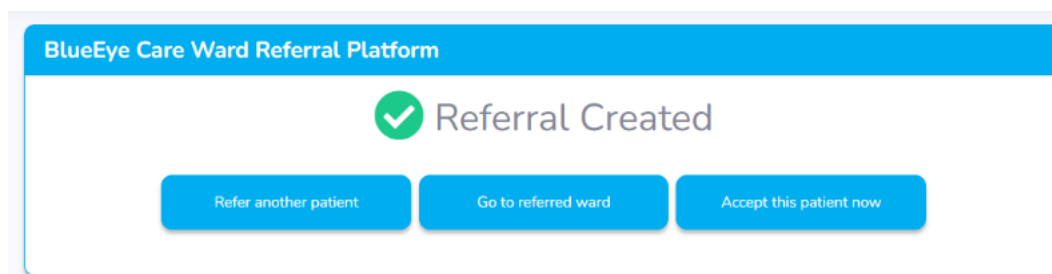


Figure 9 Patient referral confirmation message in BlueEye Hotdesk

##### 6.1.2 Patient Acceptance

After referral, a patient needs to be accepted into the virtual ward.

To admit a patient, you can either click on 'Accept this patient now' button (Refer to the above Figure 9) or follow the following steps:



1. Click 'Care Wards' **Care Wards** in navigation panel.
2. The following page contains the names of all the virtual wards that you have access to. Click 'View Ward' **View Ward** button for the relevant ward name your patient has been referred to.
3. The following page provides options for different functions related to the concerned ward. Click



'Patient Acceptance' **Patient Acceptance** button to open a list of patients waiting to be accepted to this virtual ward.

4. Identify your patient with the name and Date of Birth (DOB) and click on their name.
5. On the following page, check patient details, check suitable sensors and delivery method in Green box section at the bottom of the page, select 'Accept Referral', add relevant acceptance notes and click 'Accept Patient for Referral' **Accept Patient for Admission** button. Please note that the sensors selected in this step should be same as the sensors provided to the patient in Green Box.
6. To reject a patient from this stage, select 'Reject Referral', add rejection notes and click 'Reject Referral' button. After accepting referral, you will see a confirmation message on screen.

Post accepting referral, you will see a confirmation message on screen. Refer to Figure 10 below.

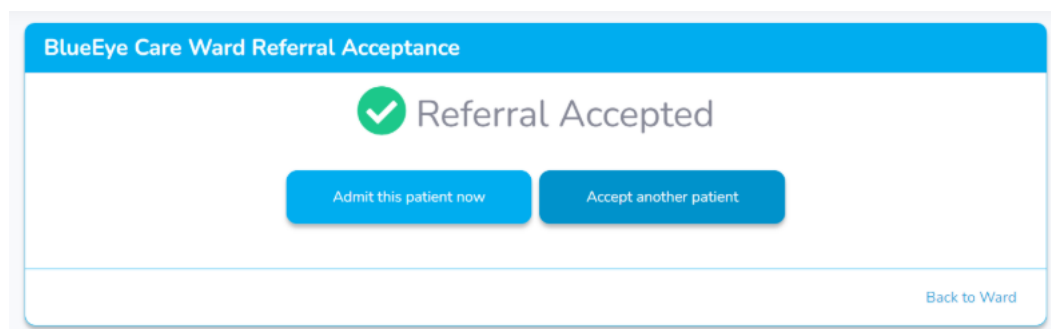


Figure 10 Referral acceptance confirmation message in BlueEye Hotdesk

### 6.1.3 Patient Admission

After acceptance, a patient needs to be admitted to the virtual ward. To admit a patient, click 'Admit this patient now' (Refer to the above Figure 10) button or follow the following steps



1. Click 'Care Wards' **Care Wards** in navigation panel.
2. The following page contains the names of all the virtual wards that you have access to. Click 'View Ward' **View Ward** button for the relevant ward name your patient has been referred to.
3. The following page provides options for different functions related to the concerned ward. Click



'Patient Admission' **Patient Admission** button to see the list of patients waiting to be admitted to this ward.

4. From the drop-down menu, identify your patient with their name and Date of Birth, click on their name and click 'Select Patient' button.

- The following page shows patient details, a list of all the notes added for this patient at 'Referral'



and 'Acceptance' stages along with 'Start Patient Admission' [Start Patient Admission](#) button.

- Click on 'Start Patient Admission' button to generate a 7-digit unique code on screen. Give this unique code to the patient for entering in their BlueEye Care app. The patient can find BlueEye Care app in the smartphone supplied with Green Box. When the patient enters 7-digit code in BlueEye Care app, they are provided with a 3-digit unique code.
- Enter the 3-digit unique code, provided by the patient, in the empty box beneath the 7-digit code, and click 'Admit Patient' [Admit Patient](#) button to admit the patient to the virtual ward.

Post patient admission, you will see a confirmation screen as shown in below Figure 11.

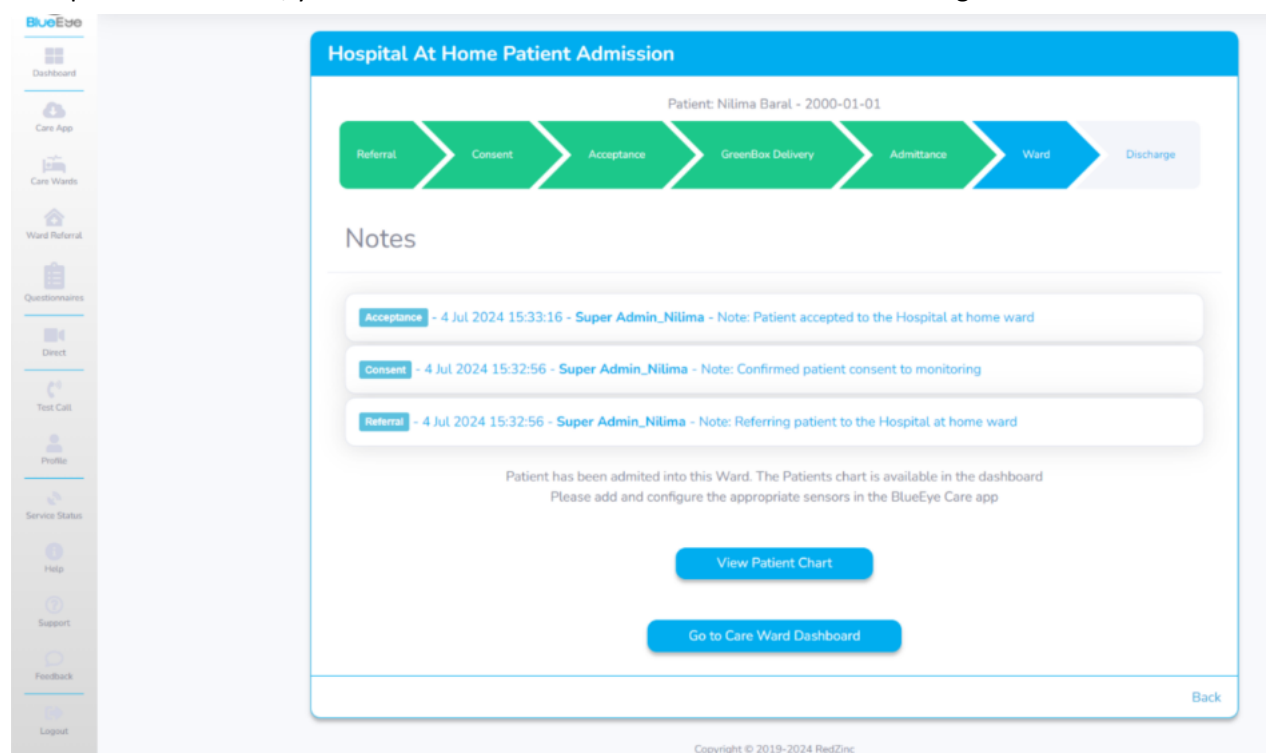


Figure 11 Patient admission confirmation screen in BlueEye Hotdesk

● CAUTION: Use only authorized user credentials

## 6.2 Application to the Patient

- Ensure the correct onboarded patient profile is showing correctly on the Hotdesk.
- Ensure the patient is admitted to the respective ward.
- Confirm that all connected sensor data are transmitted from BlueEye Care app to the Hotdesk.
- Start monitoring only after verifying that the Hotdesk displays real-time data.

### 6.2.1 Patient Initial Sensor Set-up

Post admission to the virtual ward, a patient needs to be set up with sensors to start their remote vital signs monitoring. Setting up sensors include wearing sensors and connecting them with BlueEye Care app. Please refer to the Green Box Quick Guide and the BlueEye Care Instructions for Use for instructions on patient sensor set up.



## 6.2.2 Patient Monitoring

Post sensor set up, the patient vitals can be monitored in the patient chart. To access a patient chart, click on 'View Patient Chart' [View Patient Chart](#) button (Refer to Figure 11) on 'Patient admission confirmation' screen or by following the following steps:



1. Click 'Care Wards' [Care Wards](#) in navigation panel.
2. The following page contains the names of all the virtual wards that you have access to. Click 'View Ward' [View Ward](#) button for the relevant ward name your patient has been referred to.
3. As shown in Figure 12 below, the following page shows a list of patients who have ongoing baseline deviations and a list of patients whose vitals have deviated from the set baseline range in last 24 hours, for immediate attention. This page also includes other functions such as a list of patients admitted to the respective ward, Patient acceptance and Patient admission which have been described in previous sections. Other functions are parameter settings to set the baseline range for that respective ward and Archives section which includes Rejected patients list and Discharged patients list.

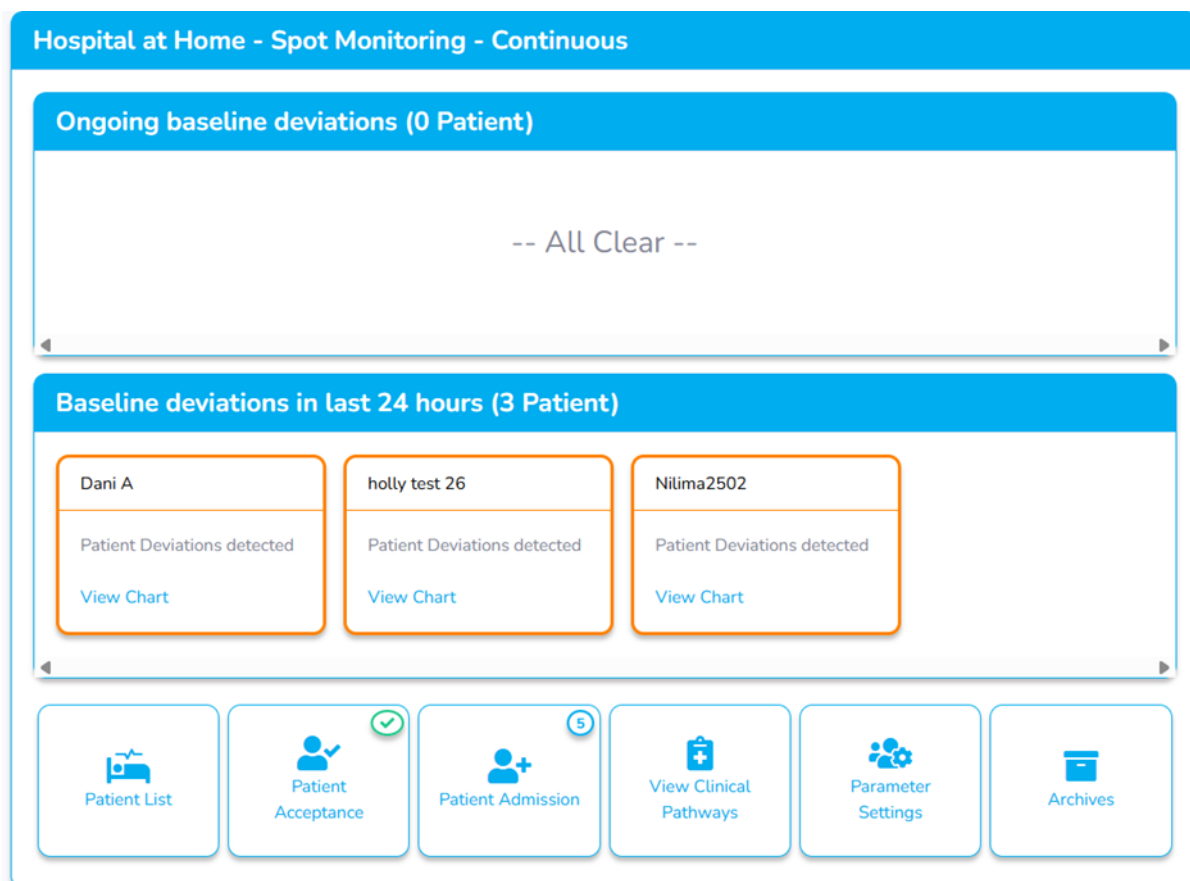


Figure 12 Overview screen for a virtual ward in BlueEye Hotdesk



4. Click on 'Patient List' [Patient List](#) button to open the list of patients admitted to the care ward.
5. From the list on the following page, identify the patient that you want to monitor, via their name and date of birth and click on their name.
6. The following page shows a patient chart including information on

- Patient details.
  - Patient vitals (SpO2, ECG, Heart rate, Respiration rate, Skin Temperature, Infrared Temperature, Blood Pressure) depending on the types of sensors used by the patient). Please note, the patient vital signs are refreshed every few seconds.
  - Medical conditions provided during referral stage.
  - Allergies provided during referral stage.
  - Medications provided during referral stage.
  - Patient's relatives' contact details provided during referral stage.
7. The patient chart also provides information on vital signs trends for the last 12 hours, 24 hours and 48 hours. Click 'View Details' against the corresponding vital sign to see the vital sign trend in a graphical form. The vital sign trends provide an overview of vital sign trends for a period up to 48 hours and use color schemes to show any deviations from baseline range as below
- Green color represents vital trend within baseline range (no deviation) within the specific period i.e. patient vital signs have been within the baseline range during the period.
  - Yellow color represents at least once baseline deviation within the specific period i.e. patient vital signs have gone outside baseline range for at least once during the period.
  - Red color represents continuous baseline deviation within the specific period at least once i.e. patient vital signs have been outside baseline range for the whole duration of the period.

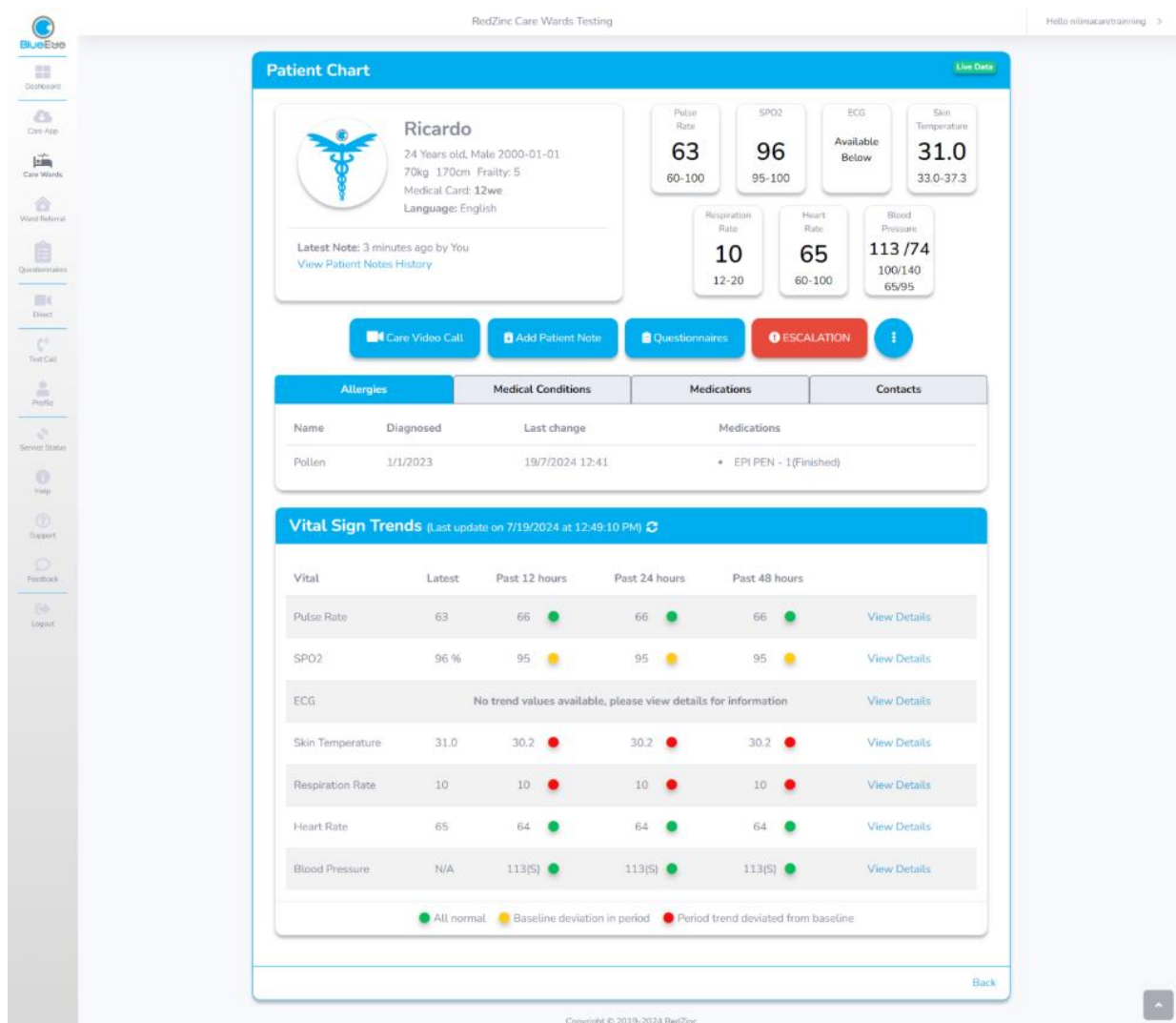


Figure 13 Patient chart in BlueEye Hotdesk

In addition to the above-mentioned functions, the patient chart also provides the below functionalities for patient management and engagement.

### 6.2.3 Care Video Call

1. Click 'Care Video Call'  button in a patient chart.
2. BlueEye Video calls require access to your camera and microphone for audio and video transmission. If asked, please allow access to your camera and microphone.
3. With this, you enter the video call with your video tile on screen and a video call is initiated to patient's BlueEye Care app with options to accept or reject the call (Refer to Figure 14 below)



Figure 14 Incoming video call screen for patient in BlueEye Care app

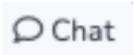
4. When the patient accepts your call (by pressing the green 'Accept' button), they enter the video call (See Figure 15 below)



Figure 15 Live video call between clinician on Hotdesk (L) and patient in BlueEye Care app (R)

During the video call you have following options:

- **Mute/unmute self-audio** Mute/unmute yourself by clicking the  button given beneath your video.

- **Pause/resume** self-video transmission Pause and resume video transmission from your end by clicking the  button given beneath your video.
- **View patient chart** Click 'Patient Chart'  button beneath your video tile to open the patient chart on top of the videos. Click 'Patient Chart' button again or  button at the top right of the patient chart to close it.
- **Settings** You can change your audio/video output and input settings and change background (blur/virtual) via the  button.
- **Refresh** Video Click  button if you encounter any audio/video issues during video call.
- **Chat** Text chat with one or all the consultation participants via the  button.
- **Share Screen** Share your entire screen or a specific tab or window with the patient via the  button.
- **Manage participants** You can mute/unmute a specific or all participants, add participants to the ongoing consultation via the  button given beneath the videos.
- **Whiteboard:** Start a whiteboard between yourself and patient to draw free handily by clicking on  button and then  button.
- **File transfer:** Send a file to the patient by clicking on  button and then 'File Transfer'  button. BlueEye supports multiple file types such as word document, pdf file, PowerPoint, video file, audio file etc.
- **Mute/unmute patient** by clicking the  button given on top of their video.
- **Swap participant** smartphone camera with a patient's permission, you can swap their camera from front to rear and vice versa by clicking the  button given on top of their video.
- **Pass screenshare control:** Pass screenshare control to the patient by clicking the  button given on top of their video. This means the patient can share their screen with you on the call. You can 'reclaim screenshare' from the patient by clicking the  button given beneath the video.
- **End Call** End video call via the  button given beneath the videos.

#### 6.2.4 Add Patient Notes

Based on your observation of patient vital signs, you can add patient notes which are accessible in 'Patient Notes History':

Click 'Add Patient Note'  button in a patient chart.

On the following page, check patient details and add relevant patient notes. Click 'Add Note'  button at the bottom of the page to save your note.

## 6.2.5 View Patient Notes History

Click 'View Patient Notes History' [View Patient Notes History](#) in patient chart just beneath the patient profile. This will open a list of all the notes that have been added for the patient in question, at different stages including referral, acceptance, admission, monitoring, escalation, and discharge stages.

The notes history also includes events such as video calls with date and time details.

## 6.2.6 Assign Questionnaire

Questionnaires in BlueEye Hotdesk allow you to create and assign tailored questionnaires to patients, enabling routine check-ups and continuous health assessments. These questionnaires help in gathering patient inputs, tracking patient progress, and making informed decisions about their care. Follow the steps below to assign a questionnaire to a patient

1. Click 'Questionnaires' [Questionnaires](#) button in patient chart to open a list of questionnaires assigned to the patient. If a questionnaire is already assigned to a patient, click on the questionnaire name to see patient's responses.
2. Click 'Assign Questionnaire' [+ Assign Questionnaire](#) button to assign a new questionnaire to the patient.
3. On the following page, select questionnaire from the dropdown, select/deselect 'Reminder Enabled' option to enable or disable reminder for questionnaire. If you select 'Reminder Enabled' option, further select reminder option from the dropdown menu and the reminder time. This way the patient will get reminder in BlueEye Care app at selected time to fill in their responses to the questionnaire.
4. Click 'Assign Questionnaire' [Assign Questionnaire](#) button at the bottom of the page to assign the questionnaire to the patient.

## 6.2.7 Patient Escalation

The escalation procedure is captured in BlueEye Hotdesk. The Hotdesk allows to add view escalation procedure, add escalation notes, and select the concerned staff to whom the patient has been escalated.

1. Click 'Escalation' [ESCALATION](#) button in patient chart.
2. The following page provides patient details, and information on escalation procedure
3. In the subsequent sections enter escalation notes, select the clinical staff to whom the patient has been escalated, and click 'Add Escalation Note' [Add Escalation Note](#) button at the bottom of the page to add escalation note for the patient.

You can view the added escalation note in the patient via 'View Patient Notes History'.

## 6.2.8 Parameter Settings

BlueEye Hotdesk allows you to set baseline parameters for patients. If a patient's parameters are recorded outside this baseline by the sensors, they are marked as deviations and captured in 'Vital Sign Trends' section in patient chart page. This allows for keeping track of patients' vital signs and record any deviations.

1. Click the three dots [⋮](#) button next to 'escalation' in patient chart to open more actions including 'Parameter Settings', 'Discharge', 'Re-pair Patient Device' buttons.
2. Click 'Parameter Settings' [Parameter Settings](#) button to open a page with parameter settings for different patient vital signs.

3. Adjust relevant parameters by clicking the 'update' button next to the parameter values, entering the minimum and maximum values and clicking on 'Update' button.

### 6.2.9 Patient Discharge

When deemed suitable, discharge a patient from the virtual ward via following steps:

1. Click on three dots  button next to 'escalation' in patient chart.
2. Click on 'Discharge'  button.
3. On the following page, check patient details, follow discharge procedure mentioned, and add relevant discharge notes.
4. Click 'Discharge Patient'  button and then confirm by clicking on 'Discharge Patient' button again in the confirmation message, to discharge patient from the respective ward.
5. You will see a discharge confirmation message on screen, as shown in Figure 16, with options to download discharge report and access archives.
6. Click on 'Download Discharge Report' button to download a pdf discharge report in your system, which includes patient details, physical conditions, referring condition, patient allergies, Green Box details, discharge note, last trend reports and a list of patient notes.
7. Access to archives is covered in the following section.

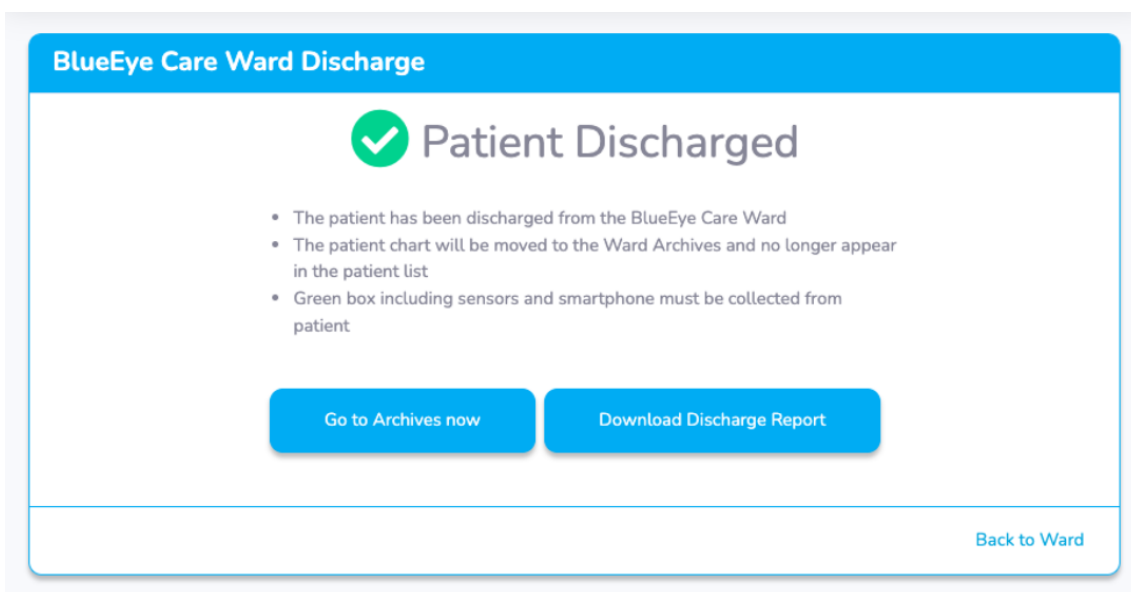


Figure 16 Patient discharge confirmation message in BlueEye Hotdesk

When a patient is discharged from Hospital at Home remote monitoring service, their data is deleted from BlueEye Care app. It may take few minutes (5-10 minutes) to clear the old data from the BlueEye Care app.

### 6.2.10 Patient Archives

Archives provide information on patients accepted and discharged, and patients not accepted to a virtual ward. Access patient archives by clicking on 'Go to Archives now'  button in patient discharge confirmation page or by following the steps below



1. Click 'Care Wards'  in navigation panel.

2. In the following page, click 'View Ward'  button for the relevant ward name.
3. In the following virtual ward page, click 'Archives'  button at the bottom right of the page.
4. The subsequent page provides options to access archives for patients not accepted to the ward and patients discharged from the ward.
5. If you wish to access archive for a rejected patient, click on 'Patients not accepted' button and then the relevant patient's name. This will open patient archive with patient details, contacts, information on patient physical conditions, referring conditions, allergies, referring GP name, referral notes, referral date and time, rejection note, rejection date and time, and rejected by information.
6. If you wish to access archive for a discharged patient, click on 'Discharged Patients'  button in 'Ward Patient Archives' page, and then the relevant patient's name. This will open patient archive with patient details, contacts, information on patient physical conditions, referring conditions, allergies, sensors provisioned with delivery method, discharge note, discharge date and time, and discharged by information. This page also allows you to download a discharge report described in the previous section.

## 6.3 Displays and Signals

1. Dashboard Display: The BlueEye Care Hotdesk shows real-time patient data, including vital signs and trend graphs.
2. Connectivity Indicators: Data transmission indicates with highlighting flash blue light.
3. Alerts and Notifications: The dashboard provides visual alerts for deviations from baseline with different color-coding options, deviation in trend graphs and incomplete answers for the questionnaires from patients.

### 6.3.1 Navigation Panel

Use the navigation panel on the left, Refer in Figure 17, to access different functions in BlueEye Hotdesk.



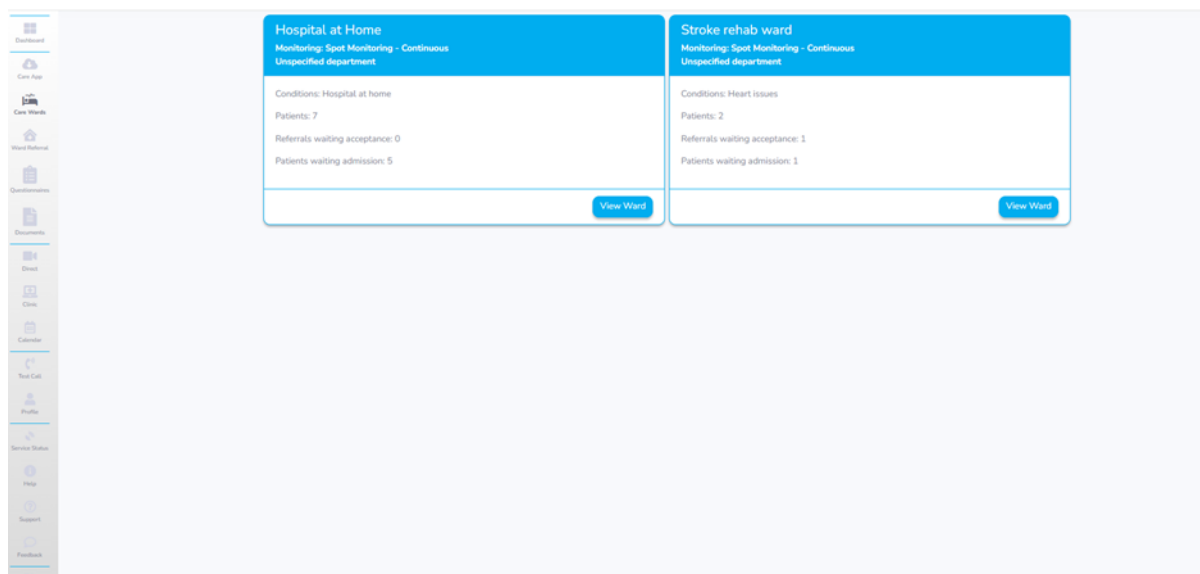


Figure 17 BlueEye Hotdesk home page

The navigation panel has following buttons

1. **Care App** – The care app will be downloaded in the smartphone before handing over.
2. **Care Wards** – Use to access different care wards such as ‘cardiology ward’, ‘respiratory ward’, ‘frail elderly ward’ etc. These wards are created by ward manager or super admin.
3. **Ward Referral** – Use to refer patients to a care ward.
4. **Questionnaires** – Use to add new and manage existing questionnaires.
5. **Documents** – Use to view any uploaded documents by the clinic side or BlueEye.
6. **Direct** – Use to engage in instantaneous video consultation with a patient or a colleague by sending invitation in an email or message.
7. **Test Call** – Use to test your system is compatible for video calls. The test call shows two videos of yourself on screen, one of which is replaced with invitee video in the actual video call.
8. **Profile** – Used to manage your BlueEye Virtual Ward profile i.e. change name, department, specialty, change password, activate/deactivate 2-Factor Authentication (2FA), and select suitable language and region preferences.
9. **Service Status** – Use to run tests to check if overall status of Hotdesk is working fine.
10. **Help** – Use to access quick guides and BlueEye Hotdesk IFU by clicking on the link provided (User can view/download pdf). Also user can access to Quick Troubleshooting checklist which will help you with the video calls. User can view Frequently Asked Questions (FAQ).
- About** – Use to view the device label and eIFU button which will show you eIFU as pdf to view.
11. **Support** – Use to support requests for an issue.
12. **Feedback** – Use to share feedback with the BlueEye team.
13. **Logout** – Use to logout from BlueEye Hotdesk.

#### Additional BlueEye Hotdesk Functions:

### 6.3.2 Download BlueEye Care App

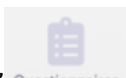


You can download the latest version of BlueEye Care App by clicking on ‘Care App’ button in navigation panel on the left and then clicking on ‘Download’ button. This downloads the BlueEye Care

App to your system in apk file format. This file can be used to install BlueEye Care app in patient smartphones.

**Note:** You can follow these steps if in case patient has uninstalled or deleted the app or reach out to us on support@blueeye.video

### 6.3.3 Create Questionnaires



1. Click 'Questionnaires' in navigation panel.
2. Click 'Add New Questionnaire' **+ Add New Questionnaire** button. The page also includes the list of existing questionnaires with their title and underlying disease.
3. On the following page, add title for the questionnaire and medical condition to which the questionnaire is related. The title of questionnaire is visible to you when you assign a questionnaire to a patient.
4. In the subsequent sections, add question and select 'type of question' suitable to the question. The patient gets an option to respond to the question in the way chosen by you. Refer to Figure 18 below.
5. Click 'Create Questionnaire' **Create Questionnaire** button to create the questionnaire. You can see the questionnaire created in the list of questionnaires on the previous page.

Figure 18 'Create Questionnaire' screen in BlueEye Hotdesk

### 6.3.4 Manage Ward Parameter Settings

BlueEye Hotdesk allows you to set baseline parameter settings for a specific patient or a whole ward. We have covered baseline parameter settings for a patient in section 6.2.8 Parameter Setting

Follow the below steps to set baseline parameters for a ward:

1. Click 'Care Wards'  in navigation panel.
2. Click 'View Ward'  button for the relevant ward name.
3. Click 'Parameter Settings'  button to open a page with parameter settings for different patient vital signs.
4. Adjust relevant parameters by clicking the 'Update' button next to the parameter values, entering the minimum and maximum values and clicking on 'Update' button.

### 6.3.5 Instantaneous Video Calls (Direct)

BlueEye Hotdesk allows you to engage in an instantaneous video consultation with a patient, colleague or a group of 30 participants. You can invite a participant via email or mobile number. The invitee does not need to download an app or a software, they just need a smartphone/computer system with reliable internet connection. Follow the following steps to create a 'Direct' video call

1. Click 'Direct'  button in navigation panel.
2. In the following page, enter invitee name, mobile number and/or email address to send call invitation. Click 'Add participants'  button and enter details if you want to invite multiple participants for the call. You can invite up to 30 participants for a video call. Click 'Show Advanced Call Options' button to enable and disable Text Chat, File Transfer, Force Mute on Call Entry options during the call.
3. After entering the details, click 'Call' button. The invitee receives a text message and/or email, as shown Figure 19, with a secure link for the video call.

**BlueEye Direct video service**

Connecting you to your clinician by secure video

Your clinician, John Doe (GP), is waiting for you now. Please click the below button to start a video call. Make sure to note down PIN: **52905** as you may be asked to enter the PIN in case you re-join the call.

**Secure Video Call**

You've been invited to a currently running video call with John Doe (GP), please use this link <https://blueeye.video/directm/call/tfhxVW2h32593> to join. If asked, please enter pin: 32593.

If the button above is not visible, please use the following link: <https://hse.blueeye.video/clinic/appointment/dngB719F52905>

Thank you,  
The BlueEye Team



Figure 19 Video call invitation text message (L) and email (R) in BlueEye 'Direct'

4. Video call establishes when the invitee clicks on the secure link and allows camera and microphone access to enter call.

### 6.3.6 BlueEye Hotdesk Support

#### Request Support

If you come across any issue with BlueEye Hotdesk and require support from the BlueEye team, you can send us a support request via the 'Support' button in navigation panel. Click on the 'Support' button, select relevant issue type on the following page, add message and click 'Send Support Request' button at the bottom right to send us the support request.

You can also submit a support request via [support@blueeye.video](mailto:support@blueeye.video).

**Contact Us**

Please contact us via [support@blueeye.video](mailto:support@blueeye.video) if you need any further assistance

**Send Feedback**

To send feedback to the BlueEye team, click 'Feedback' button in navigation panel, select feedback type, add message, and click 'Send Feedback' button at the bottom right of the page.

**Frequently Asked Questions (FAQs)**

The FAQ section includes answers to the most asked questions. To access a list of FAQ, click 'Help' button in navigation panel. You can also search for your queries via the search box provided on the FAQ page.

● CAUTION: Do not rely solely on system data for clinical decisions. Always verify and use clinical judgement.

● CAUTION: Do not ignore alerts or error messages; unresolved issues may lead to inaccurate monitoring.

**6.3.7 Security Control**

- Each user shall be assigned a unique account with role-based access permissions.
- The system shall enforce session time out upon inactivity if set up by the user.
- The system shall enforce termination upon account deletion.
- Patient data shall be retained securely and shall not be deleted as part of account discharge.
- The system shall maintain the audit logs for all user actions like adding note, taking observation, admission of the patient, discharge of the patient etc for traceability.
- Access to data shall be restricted to authorized personnel only.
- The administrator shall ensure appropriate reassignment of patients and tasks prior to account deletion.

## **7 Cleaning and Disinfection**

### **7.1 Cleaning and Disinfection of the Device Surface**

BlueEye Care is a software application and does not require cleaning or disinfection.

As the application is used with external hardware (e.g. sensors), users should follow the manufacturer's instructions for cleaning those devices.

### **7.2 Cleaning and Disinfection of the Cables**

BlueEye Care is a software application and does not require cleaning or disinfection.

As the application is used with external hardware (e.g. charging cables), users should follow the manufacturer's instructions for cleaning those devices.

### **7.3 Single Use Components**

BlueEye Care is a software-based system and does not contain any components intended for single use.

As it is used with external CE marked medical sensors (e.g. ECG patch, SpO2), if these are single used components and must be disposed of after one patient use, do it according to hospital or local biomedical waste guidelines as described in their respective documentation.

## 8 Functional Check

Before each use, perform a basic functional check to ensure BlueEye Care Hotdesk is operating correctly.

1. Verify configuration: Confirm that the BlueEye Care Hotdesk is properly configured and opens without error. Refer to Section 5. Configuration.
2. Login: Ensure to login to Hotdesk using correct user credentials.
3. Check Connectivity: Ensure the Hotdesk shows the correct ward and correct patient details. Match the patient name from BlueEye Care app to the Hotdesk before handing over the smartphone to patient.
4. Confirm Data Transmission: Verify that vital data (e.g., heart rate, SpO<sub>2</sub>, or temperature) is displayed and transmitted correctly on the Hotdesk from the BlueEye Care app. Match the data from the BlueEye Care app dashboard before handing over the smartphone to patient.
5. Review Alerts and Notifications: Check that system alerts, notifications, and status indicators function as expected.

 **CAUTION:** Do not use the system for patient monitoring until all functional checks are completed and the system operates normally.

## 9 Malfunctions and Their Removal

| Malfunction                   | Cause of the malfunction                         | Removal of the malfunction                                      |
|-------------------------------|--------------------------------------------------|-----------------------------------------------------------------|
| Dashboard not loading         | Weak or no internet connection                   | Verify internet connection and restart the app.                 |
| Data not syncing to dashboard | Internet disruption or app running in background | Check internet connection, ensure app is active, and retry sync |

In case of failures which cannot be eliminated directly, have the device repaired by the manufacturer or your specialist distributor. Do not continue to operate the device in order to avoid major damage.

Please contact BlueEye

1. Login to your BlueEye Hotdesk account. Go to 'Support' menu from the left-hand side panel and submit a support request.
2. Reach out to us via [support@blueeye.video](mailto:support@blueeye.video)

## 10 Maintenance/Disposal/Replacement Parts

### 10.1 Maintenance

**Software Updates:** Keep the system browser updated.

**Device Integrity:** Ensure you login to your user credentials.

**Functional Checks:** Verify operation before use.

### 10.2 Putting Out of Operation

#### Hotdesk Account Deletion and Access Management

Account deletion may occur by an authorized administrator due to administrative action, role change or user deactivation.

**Action:**

- Contact the system admin from BlueEye team for account related requests
- Administrator shall review and reassign responsibilities prior to deletion
- Request to create a new account if access is required

### 10.3 Disposal

**BlueEye Care is software-only and does not require physical disposal.**

As it is used with external CE marked medical sensors, if these or their components must be disposed of after one patient use, do it according to hospital or local biomedical waste guidelines as described in their respective documentation.