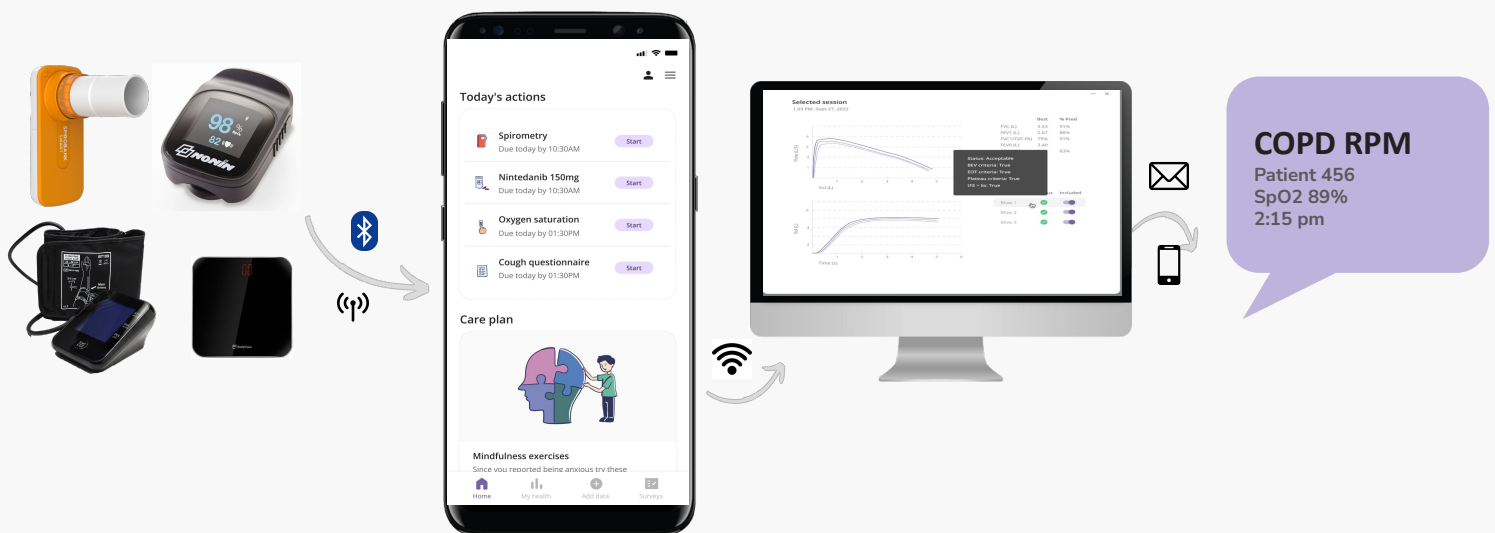




patientMpower

Empowering Patient-Centred Care Through Digital Innovation

Our configurable, multi-pathway comprehensive digital health solution supports patient-centric clinical care and empowers self-management



patientMpower

10 years of
innovation

Established in 2015, patientMpower is a digital health company specialising in remote patient management. We support healthcare organisations in achieving their digital strategy, facilitating pathway transformation and ensuring interoperability with the wider healthcare ecosystem. Our customers include many NHS organisations, and leading centres across the EU and North America. Our solutions have been extensively validated, in randomised controlled clinical trials, prospective studies, and in audits of real world use:

70%
reduction in clinic
visits¹

80%
reduction in
hospitalisation
demonstrated in RCT²

60%
patients with
meaningful symptom
improvement³

1. National Kidney Transplant Service of Ireland Annual Report 2022. http://www.beaumont.ie/media/NKTSV1.26_Annual_Report_20221.pdf
2. Glynn L, et al. A Smartphone App Self-Management Program for Chronic Obstructive Pulmonary Disease: Randomized Controlled Trial of Clinical Outcomes. JMIR Mhealth Uhealth. 2025;13:e56318.
3. Cushen, B, et al. Irish Journal of Medical Science (2022) 191:615–621.

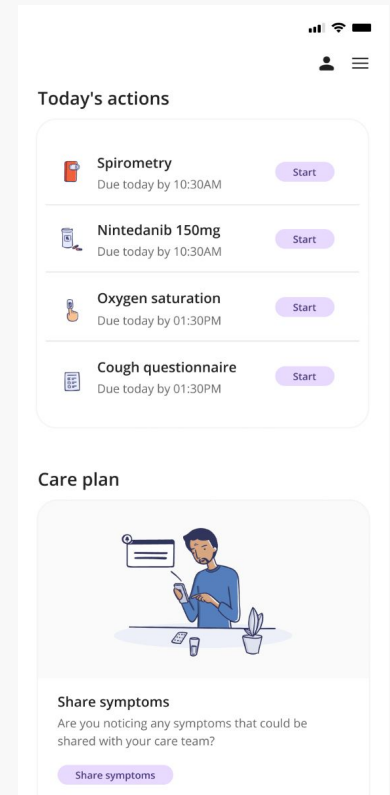
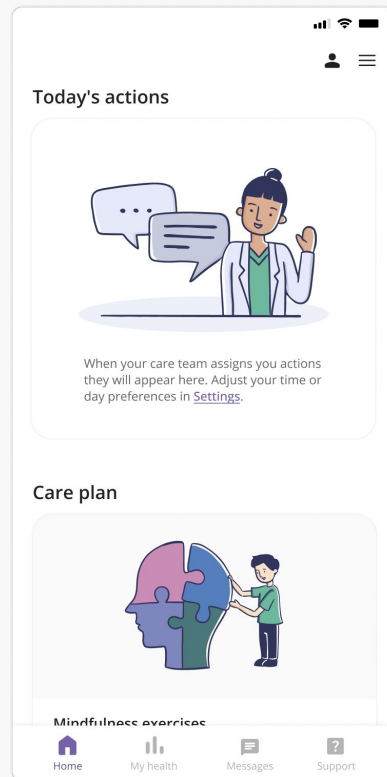


Patient application

The patientMpower patient application integrates with medical grade devices, enabling patients to record and monitor their own health. Requested actions, care plan and educational content are fully customisable. We combine this with in-built messaging, virtual consultations, medication reminders, air quality alerts and more to enable a holistic digital care solution.

Subjective & Objective Assessments

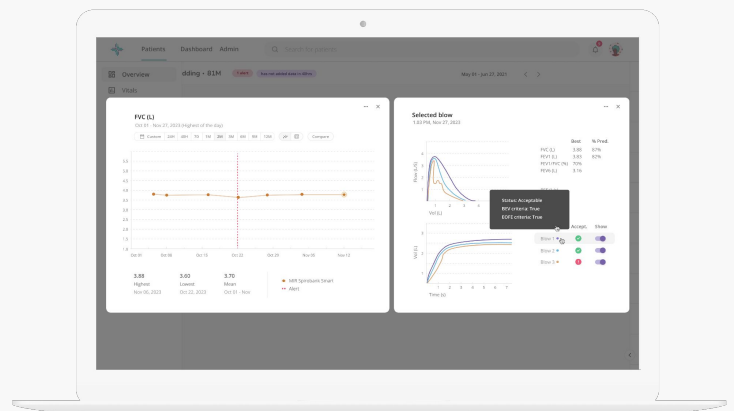
- Lung function
- Oxygen saturation
- Blood pressure
- Heart rate
- Heart rhythm
- Blood glucose
- Respiratory rate
- Temperature
- Weight
- PROMS
- Symptoms
- Medication use
- Step count



Insights Portal

For real-time view of patient-recorded data, with actionable insights and full configurability.

- Configurable protocols for a variety of clinical conditions and use cases
- Real time patient data
- Streamlined clinical processes
- Patient tailored alerting
- Workflow automation
- EMR integration
- Spirometry visualisation and inbuilt spirometry quality validation



Multi Pathway & Evidence Based

Respiratory

Cardiology

Neurology

Virtual Wards

Nephrology

Oncology

66% Reduction in clinic visits¹

65% Reduction in length of stay²

91% Adherence to home monitoring³

High correlation with clinic
spirometry ($r=0.89$)⁴



NHS Audits and Clinical Studies

NHS

England

LUNG TRANSPLANT

Removed need for clinic
assessment in 60% cases

*"Accurate, used on a
regular basis and well
liked"*

NHS

**Cambridge
University Hospitals**
NHS Foundation Trust

CYSTIC FIBROSIS

50% reduction in
out-patient appointments

*"Has given clinicians the
confidence to integrate
virtual clinics into normal
care protocols"*

NHS

Imperial College Healthcare
NHS Trust

ILD

100% found remote
monitoring easy

*"Feasibility of remote
monitoring within an ILD
clinical service was
demonstrated"*

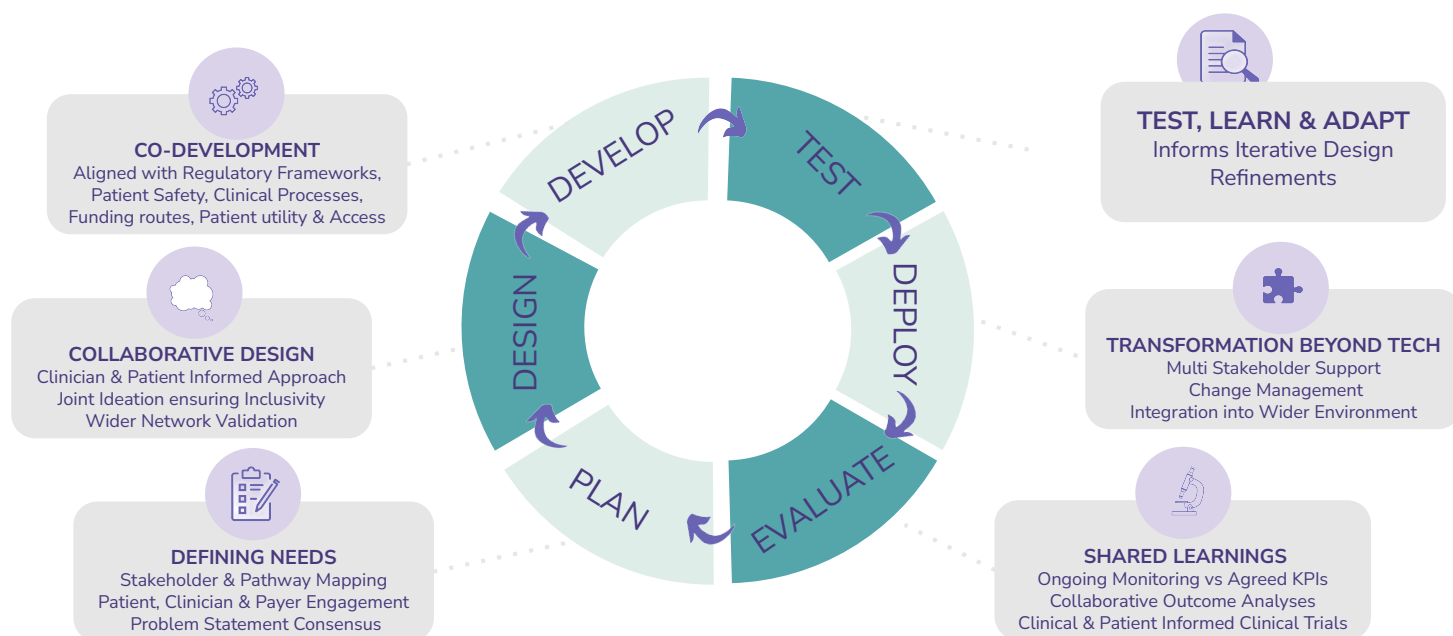
For specific clinical trials and case studies please see:

<https://patientmpower.com/clinical-evidence/>



Our Approach to Pathway Transformation

Clinician & Patient Collaboration at Every Stage



NHS Digital Health Partnership Award Winner

- Patient & clinician inclusive needs analysis
- Collaborative Pathway Redesign & Implementation
- Joint clinical trial design, execution and dissemination

Action for Pulmonary Fibrosis

NHS
Guy's and St Thomas'
NHS Foundation Trust

NHS
Royal Devon and Exeter
NHS Foundation Trust

Clinical Safety, Data Protection & Cyber Security Accreditation

patientMpower has extensive regulatory, data governance and Clinical Safety processes and registrations.

- Registered as a UKCA/CE Marked Software Medical Device.
- NHS DTAC Certified
- ISO13485 Certification, for Quality Management Systems for Medical Devices.
- ISO27001 Certification, for Cyber Security Standards and Information Security Management System.
- Compliant with clinical safety standard DCB0129.



Registered
Software Medical
Device (SaMD)

Associated Services and Support

1. Implementation Support



patientMpower provides a dedicated Customer Success service to ensure smooth implementation and provide ongoing training and support. Each deployment is different, so the implementation plan is designed bespoke for each customer, depending on their needs, preferences, resources and timeline. We have extensive experience of implementations across a wide variety of organisations, and for multiple use cases. Projects have previously been implemented within as little as two weeks from approval.

Typical Implementation Plans Include:

- Identification of project teams and creation of project initiation plan
- Definition of virtual care pathways, SOPs and clinical safety arrangements
- Clinical user training
- Device logistical plan
- Patient onboarding plan (may be provider-supported if required)
- Go readiness trial ahead of full patient deployment

2. Training



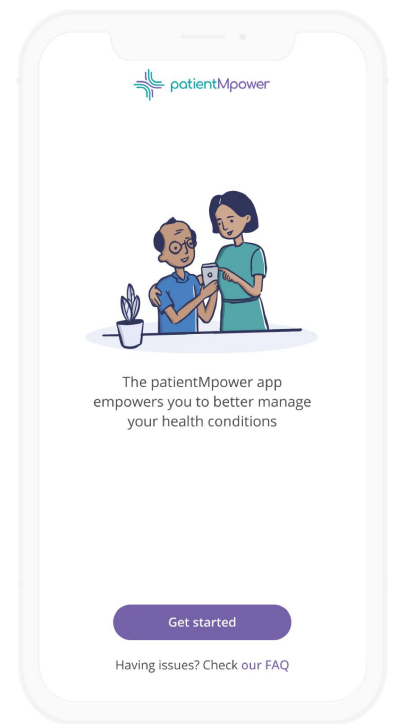
We provide comprehensive user training in all aspects of the solution as an integral part of our service.

For healthcare professionals we provide training delivered either online or in person by experts from our Customer Success team. Training is delivered as part of our implementation process, with ongoing training provided thereafter for new staff and on the introduction of new platform functionality. Training materials are provided in a variety of formats, including online user manuals, FAQs, videos and printed leaflets.

For patients we provide support materials to support decision making regarding use of the virtual care service, along with information on how to use the application and connected devices.

3. Managed Patient Onboarding

Most users prefer patient onboarding to be performed by a clinician (usually a nurse), either within the clinical setting or as a part of a virtual appointment. We can however provide a fully managed patient onboarding service if required. This involves a virtual consultation with one of our Customer Success experts with home delivery of all devices. Patients are set up on the platform and provided full training on use of the app and connected devices.



4. Technical Help Desk Support

patientMpower provides a technical support service for all users. The service is provided by our in-house expert Customer Success team. The service is available by phone, email & in-platform messaging. Please see appendix for a sample service level agreement.

5. Logistics Service

patientMpower can provide a fully managed service for the delivery, retrieval and sanitation of devices if required. Logistical arrangements can be tailored for the needs of each service, and each individual pathway.

6. Reporting and Audit

We can provide service managers weekly or monthly reports on user statistics. We can provide data-extraction for audits or reviews of the service.

Contact Details

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CEO & Co-founder

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E | eamonn@patientmpower.com



Appendix: Sample Service Level Agreement

Purpose

The purpose of this Service Level Agreement (SLA) is to formalise an arrangement between patientMpower and 'The Client' to deliver support for the patientMpower patient monitoring platform which includes the patient app, web based monitoring portal and APIs for integration to third party systems such as Electronic Medical Record (EMR) systems.

Scope of Agreement

1. **Root-cause analysis** - Technical issues will be reviewed to determine their root cause and measures will be taken to correct the source of the issue.
2. **Bug fixes** - Any errors which prevent the platform from operating as intended will be addressed by pMp in a timely manner.
3. **Identifying enhancements** - Where an enhancement to the pMp platform is requested by the client, and is outside the scope of the services provided, the pMp team shall inform the client of the cost of implementing changes in a timely manner.
4. **Knowledge management** - Recording, storing, and retrieval of information to assist in the resolution of issues will be established and maintained by pMp.
5. **Email/Phone/Live Online Chat Support** - Technical support is available Monday-Friday 9am-5pm (GMT, excluding Public Holidays).

Roles and Responsibilities

The Client has the following general responsibilities under this agreement:

- The Client will forward all queries/issues they receive to the pMp Support Team by phone/email/live online chat in a timely manner.
- Once a support issue has been submitted, the Customer will make themselves available to work with pMp to resolve the issue.

patientMpower has the following general responsibilities under this agreement:

- pMp will conduct business in a courteous and professional manner with the Client, clinicians and patients.
- pMp will document all information provided by the Client, clinicians and patients.
- pMp team members will escalate support issues to the next level of internal management where necessary.
- pMp will provide timely quotes for platform changes/enhancements which are out of scope of the contract.
- pMp will consult their Clinical Safety Officer, conduct a SWIFT Analysis and keep a Hazard Log for any new features or changes to the platform, in compliance with DCB 0129 and DCB 0160.
- pMp will only release changes or updates to the platform between Monday and Thursday, to ensure that any issues or bugs can be flagged and addressed during normal business hours.

Levels of Service

patientMpower’s target availability is 99.9%, excluding any pre-notified scheduled downtime. The service levels offered by patientMpower to the Client are described below.

Severity of support request	Description of severity	Days / Hours of Coverage (EST)	Response Time	Resolution / workaround target
Critical	● Patient or clinical interfaces are down for all users ●Confidentiality or privacy is Breached ● Customer data loss	7 x 365 x 24	30min	4h
Major	● patient or clinical interfaces are unavailable for some but not all users ● Core functionality is significantly impacted	7 x 365 x 24	1h	12h
Minor	● A minor inconvenience to users, workaround available ● Usable performance degradation	Monday-Friday 9am - 5pm	2h	2 working days
Query	● Information request ● Feature request	Monday-Friday 9am - 5pm	1 working day	n/a