

Medanets solution

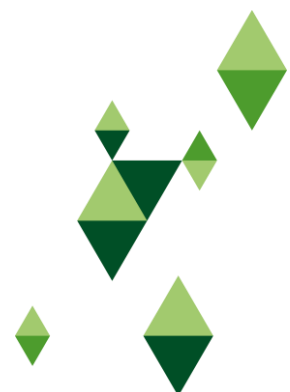
Product and Service description

Document classification: Confidential



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1 Overview

With the **Medanets mobile app**, a healthcare professional can retrieve patient EMR/EHR data, manage bedside documentation and access evidence-based practice via mobile device. The app supports a smooth workflow within the designed scope.

The Medanets mobile solutions have been developed based on customer centricity. Our key focus areas are patient safety, workflow efficiency, cost reduction and user experience. Every feature and characteristic of the app is designed to make healthcare work easier. It reduces the burden of documentation and duplication, delivers efficient decision making, improves access to information and communication between the team members.

The mobile app integrates with the Electronic Health Record systems and complements their features. Medanets user authentication and authorisation leverages the customer's infrastructure and the existing login credentials of the EHR. With Medanets, even network shortages do not compromise care: the app works offline. The content, such as terminology and instructions are also customisable.

The strength of Medanets is that it enables documentation of care and quick assessment of patient's condition on the move, regardless of location. When combined with artificial intelligence, Medanets can further improve care processes by providing intelligent analysis and automated documentation to professionals. AI capabilities are incorporated into Medanets or integrated from other systems, depending on which solution best serves the situation.

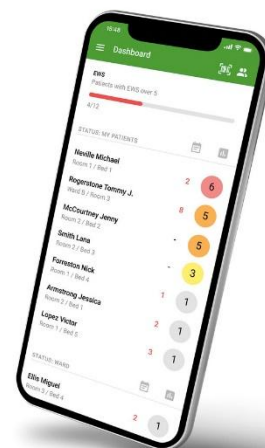
Medanets app is Medical Device Class I product (MDD).



2 Dashboard

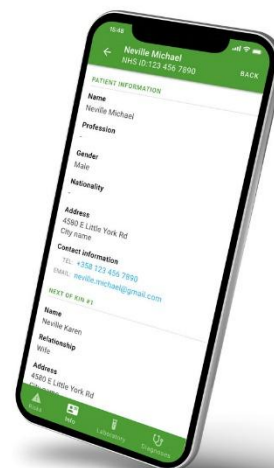
The Dashboard provides a real-time, comprehensive overview of all patients on the ward in a single, customisable view. It consolidates high-impact clinical information—including Sepsis Action status, Early Warning Scores (EWS), vital sign trends, AKI stage, lactate results, and resuscitation status—into an intuitive interface that enhances situational awareness.

Designed to support rapid clinical decision-making in acute and deteriorating patient scenarios, the Dashboard enables clinicians to quickly identify risk, prioritise care, and act without delay. By improving visibility and reducing time to intervention, it helps minimise preventable harm and strengthens patient safety across the ward.



3 Patient card

The Patient card feature provides an overview of key demographics and clinical data to enable more holistic and contextual awareness of the patient. The feature permits the user to view a patient's basic demographic and clinical information, such as diagnosis, allergies, patient alerts/risks, lab results, and resuscitation status. The patient card also contains the contact information of the patient's next of kin, who can be called directly from the app. Data is always fetched from the EHR.



4 Observation values

The Observation values feature eliminates duplicate entries and frees up nursing staff's time for the most important thing, which is caring for patients. Seamless integration with the Electronic Health Record enables the nurse to document the vital signs or measurements directly in the patient's record with minimal effort. The immediate availability of the observations for clinical decision support for patient's key healthcare providers enables better information access and accelerated responses if the patient deteriorates.

Currently, more than 300 different parameters are documented in Europe. Our mobile app can include an unlimited number of parameters from any code set for flexibility. The observation parameters included in the app are customisable according to individual customer needs, such as by ward.

Handover processes can be improved with multidisciplinary notes, with summaries, compilations and dashboards.



5 Monitored patients

The Monitored patients feature saves valuable time for nurses. It automates manually performed activities. The patient monitoring feature enables the transfer of clinical observations directly from the patient monitors to the Electronic Health Record. The transfer can be either fully automatic or performed through the app after the nurse has reviewed and verified the data. The transferred values can also be used as a base for Early Warning Score calculations.

Our solution supports integration with central monitoring systems from Philips, GE Healthcare, Siemens-Dräger and Mindray, as well as Welch Allyn's spot check mobile monitors. The solution allows the customer to define the data transfer frequency according to need.



6 Early Warning Score (EWS)

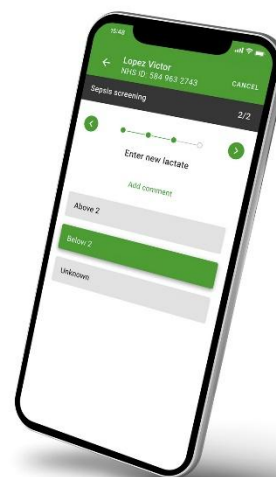
The Early Warning Score (EWS) feature allows the implementation of the latest evidence-based score to help identify a deterioration in the patient's condition more efficiently, permitting quicker interventions and improving patient safety. The feature leverages previously recorded EWS scores and observations to provide summaries and trends. Clinical decision prompts within the workflow can be customised to guide the user in decision making and the next steps.

The Medanets app supports all EWS models, which can be easily customised to comply with the needs of your healthcare region, hospital, and different wards. Our offering has preconfigured EWS models, such as the National EWS (NEWS), National EWS version 2 (NEWS2), Maternal EWS (MEOWS/MEWS) models, as well as Paediatric EWS (PEWS) scales customised for children of different ages.



7 Sepsis screening

As a continuation of the EWS process, the Medanets solution can present key **sepsis screening** questions to the end user (based on QSOFA and red/amber flag). It enables early detection and improved efficiency of sepsis screening by looking for key qualifiers like AKI, lactate, and other measures in the background to help the user to make a better-informed decision at the point of care. The sepsis screening process and escalation algorithm are embedded in the EWS workflow to help improve compliance to screening and reduce triage-to-intervention time. The questions are configurable to accommodate local process.



8 Graphs

Graphs allow for viewing the patient's observation values in a visual format. You can see how the values have developed over a selected period of time. For instance, you get to see changes in the patient's pulse and heart rate over the encounter in an easily understandable format that immediately indicates the trend. The development of the Early Warning Score can also be viewed as a graph. The graphs are integrated into the Observation values feature.

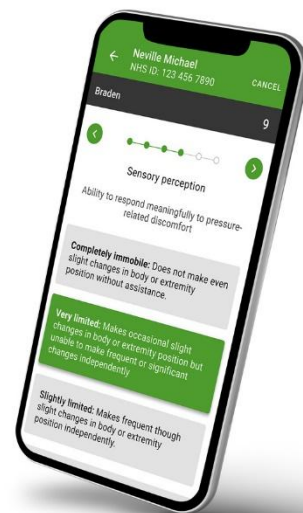


9 Clinical forms

The Clinical forms feature enables evidence-based assessments to be implemented at the bedside. The workflow guides the user step by step and, where appropriate, derives a risk score at the end of the process, prompting instructions for decision support.

Score forms and instructions can be customised according to your needs. Our offering includes standardised evidence-based forms for different care needs and patient cohorts, assessments, such as:

- Adult neurological observations
- Audit-C – Alcohol Use Disorders Identification Test
- BDI 21 – Beck Depression Inventory
- Bedside checklist
- Bristol Stool Chart
- Braden Scale – Predicting Pressure Ulcer Risk
- CAM – The Confusion Assessment Method
- FRAT – Falls Risk Assessment Tool
- Functional ADLs
- GDS30 – Geriatric Depression Scale
- NRS 2002 – Nutritional Risk Screening
- Nurse rounding
- Pain assessment.



10 Decision prompts

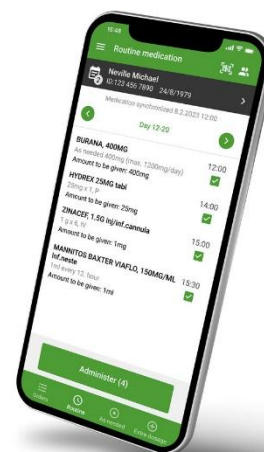
Medanets decision prompts add-on provides timely evidence-based information at the point of care enhancing patient outcomes and reducing variance in care. Through the Medanets decision prompts add-on, documented observation values and assessments are matched to evidence-based clinical guidelines and prompts are automatically presented to the user for a decision/action. Decision prompts at the point of care make clinical guidelines more accessible and understandable. Clinical decision prompts within the workflow are customisable to local guidance and different age groups. The decision prompts add-on can be connected to the following Medanets App features: Observation values, EWS and Clinical forms.



11 Medication

The Medication feature reduces harm and improves efficiency in medication administration. With the feature, the user can view and document the patient's active medication. The Medanets app can also show pharmaceutical information, including images, provided by pharmaceutical databases (for example, Pharmaca Health Intelligence's database).

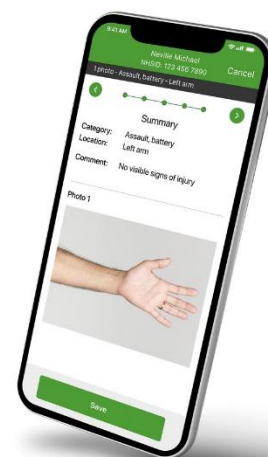
The integrated barcode scanner within the app enables positive patient identification. It permits closed-loop medication administration by checking for the right patient, medicine, dosage and administering method at the right time. All medication-related information is fetched in real time from the Electronic Health Record. Bi-directional integration with the record allows writeback to document the administration in the medication administration record (MAR).



The app allows the administration and documentation of scheduled or 'as needed' (PRN) medication.

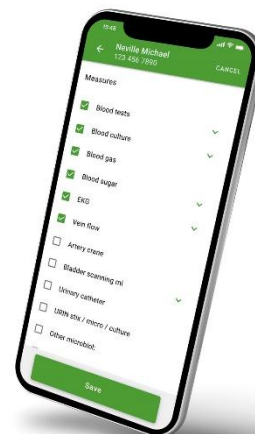
12 Clinical photos

The Clinical photos feature enables easy and secure way to capture, store and share clinical photos taken at the point of care. The feature allows healthcare professionals to capture a clinical photograph using a smartphone and transfer this information over a secure connection directly to the organisation's image repository in the background, while the users can continue with their work right away. The photo is never stored in the smartphone's memory. The photo also becomes immediately available to all other professionals participating in the patient's care.



13 Checklists

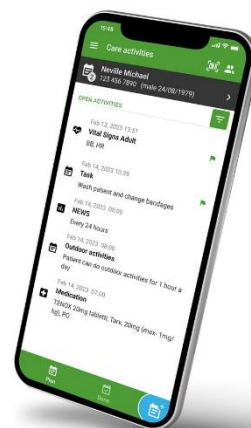
The Checklists feature enhances patient safety and efficiency by providing support for routine tasks. The feature acts as a cognitive aid to guide users through accurate task completion ensuring that everything necessary is considered in the patient care process. Checklists can be configured based on specific customer needs and requirements, for example, surgical safety checklist and admission/discharge checklist. All team members can participate in completing the checklists, according to their defined responsibilities, using their own devices.



14 Tasks

The Tasks feature supports users in their work and acts as a to-do list during a shift. The app displays nursing orders and tasks relating to patients, and allows users to mark tasks as completed. Tasks are updated without delay. In addition, the app can automatically create care tasks based on clinical decision algorithms, e.g., a new EWS measurement task is generated, based on the results from the previous measurement. As the tasks progress, the app reminds the nurse of future or possibly delayed tasks. It allows users to filter their assigned patient activities.

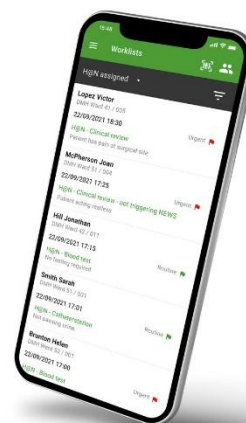
The Tasks feature receives information from several sources, such as the Electronic Health Record, patient monitors, third-party systems and the Medanets app itself.



15 Worklists

The Worklists feature enhances the allocation of tasks within a unit or, if needed, the entire hospital. The worklists contain orders (tasks) that are allocated for a specific role, are of specific type, or a combination of these. For instance, an Acute Intervention Team (AIT) may create an AIT order for itself, and thus see all patients that need to be taken care of by this team. The scope of the worklists can be cross-departmental (include several wards or units), and the worklists can be created to include all patients of a hospital or unit.

The worklists feature can be used, for instance, to allocate all palliative care patients to a worklist via a corresponding order. The worklists can be filtered by role or priority, and the list can be reordered based on priority and time.

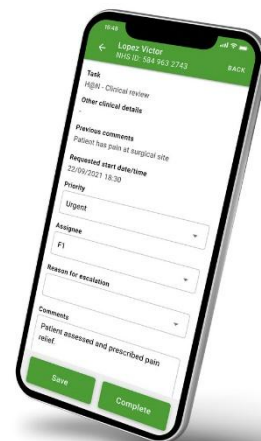


16 Hospital At Night

The Hospital At Night (H@N) worklist supports a multidisciplinary team-based approach to ensure high-quality and safe care at night, with less staff on duty compared to daytime. The H@N consists of customised worklists (*see the Worklists feature*). The H@N worklist is organised by an authorised co-ordinator. This worklist contains a clear overview of pending, unassigned tasks, and the co-ordinator allocates them to different occupational groups according to the available resources and needed care. Tasks can be filtered by the patient's location or by assignee role.

Occupational groups have H@N worklists of their own, containing only role-specific orders, e.g., an order assigned for a "Junior doctor", "F1 Surgery" or "F1 Medicine". Tasks are marked as completed or, for a justified reason, re-assigned back to the co-ordinator.

Any user can create patient-specific orders through the care activities feature. Daytime orders are assigned directly to the patient and are visible to the entire care team, while H@N orders are first displayed to the co-ordinator.



17 Messaging

The clinical messaging feature increases efficiency and mobility by allowing staff to quickly and easily share necessary patient information. The app complies with general data protection regulation (GDPR) and applies all relevant security and authorisation requirements. The chat is closely embedded with other features of the Medanets app, so the user can easily access clinical content that support the communication.



18 Notifications

The Notifications feature works together with EWS, Sepsis screening and Tasks. For example, the user gets a notification of a patient's high Early Warning Score, positive sepsis screening result and overdue tasks. The sound profile selection helps avoid alert fatigue. The feature works independently of EHR systems and can be deployed for all customers.



19 Admin UI

The Admin UI administration and reporting tool works as a configurator for both parameter menus and views, which allows better control of the customer environment and faster service. The tool doesn't replace the functions of the Electronic Health Record but gives the customer autonomy in maintaining the solution.

Our customers, or partners on their behalf, can themselves carry out implementations on wards, as well as manage changes and configure views as required. Our customers can view usage reports on the different features of the Medanets app, the number of devices and distinct users. The Admin UI also allows the user to monitor the progress of the deployment project, directing attention to areas needing additional support.

The feature permits less supplier dependency on configuring the tool and can also be used to produce risk assessment forms and EWS statistics by risk category to support operational planning.



20 Support service

20.1 Introduction

This document describes the support service provided by Medanets Oy for the Medanets solution. The support service is subject to a separate agreement defining the commercial terms in accordance with this service description.

20.2 Medanets Helpdesk

Medanets Oy operates a Helpdesk through which all support-related enquiries must be submitted. Enquiries may be made either by email or by telephone. The Medanets support service includes a Helpdesk telephone service and a Helpdesk email address. Medanets' head office is located in Oulu, Finland.

The support service agreement requires the customer to provide first-line support, through which all contacts to Medanets are channelled, unless otherwise agreed.

Normal business hours support by phone and email during normal business hours 9 to 5 (UK time) Monday to Friday (excluding bank holidays) unless otherwise agreed. 24/7 support with an extra fee.

20.3 Fault reports

Fault reports must be submitted to the Helpdesk in writing by email. A fault report must include the following information:

- the contact details of the person submitting the report: telephone number and email address
- the time and location of the incident
- a description of the fault, how it manifests, its severity, and whether it is recurring
- device, user and patient details affected without any personally identifiable information



- the system version in which the fault occurs.

20.4 Fault handling

The Medanets Helpdesk will acknowledge receipt of the fault report either by email or by telephone. At the same time, initial feedback will be provided, including a possible solution or, where applicable, guidance on how the issue may be avoided.

For all reported faults, the support service staff will create an internal fault report in the customer feedback system.

For Major-class faults, corrective actions will be initiated immediately once the fault report has been logged in the system. A corrective software release will be issued without undue delay once the fault has been identified, corrected and tested. The customer will be informed of the availability of the fix.

Major-class faults include:

- faults that prevent use of the system and cannot be bypassed
- faults that cause significant disruption to operational work.

For Minor-class faults, a repair schedule will be prepared, and the customer will be informed accordingly. Minor-class faults are typically resolved in the next scheduled release in order to avoid unnecessary disruption to operational work.

Minor-class faults include:

- faults that do not cause significant disruption to operational work
- cosmetic issues, for example minor typographical errors in the user interface where the message remains understandable.

20.5 New feature



Feedback may also concern a new feature, meaning that the requested change is not part of the agreed functionality and requires, at a minimum, new software configuration or new software development. The implementation of new features is not included in the support service; instead, a separate fee will be agreed before any work is commenced.

By way of example, this may include a new data item to be documented by the mobile solution. New recordable data items are implemented by configuration wherever possible and independently of bug-fix and software release schedules. Compensation is agreed on a case-by-case basis according to the estimated workload, which typically ranges from 4 to 8 hours and includes:

- identifying the data item codes with the Electronic Health Record provider
- defining optional additional information in line with the customer's requirements
- adding the data item to the device menus
- database updates
- testing
- remote installation.

If the requested change constitutes a new feature that requires software development, a separate quotation will be provided.

20.6 Software support

Support for the Medanets software covers both the server software and the end-user device software. With regard to the Medanets software, the support service includes:

- investigation and correction of software-related faults
- software updates related to fault corrections and their delivery to the customer
- user support, guidance and investigation of problem situations by telephone and email (Helpdesk service)



- remote system maintenance, for example essential software updates to ensure smooth operation.

Fault corrections covered by the support service are primarily applied to the most recent release versions. As a result, delivery of an individual fix may require the customer to upgrade their installed version. To keep up with latest Medanets versions, the Medanets environment needs to be updated annually at minimum.

The support service requires the customer to provide a VPN remote connection (like IPSEC) to the Medanets server.

20.7 Other terms and conditions

The support service does not cover change work that is independent of the supplier, nor the correction of faults caused by use contrary to the instructions provided by Medanets, or by products other than those supplied by Medanets, or by modifications or repairs carried out by a party other than Medanets.

Medanets is entitled to charge for customer-requested changes and work that fall outside the scope of the support service in accordance with the valid price list.

Medanets has the right to charge additional costs arising from incorrect information provided by the customer or from other reasons attributable to the customer.

Travel expenses related to support services performed at the customer's premises are not included in the support service. Travel costs are agreed separately on a case-by-case basis.

