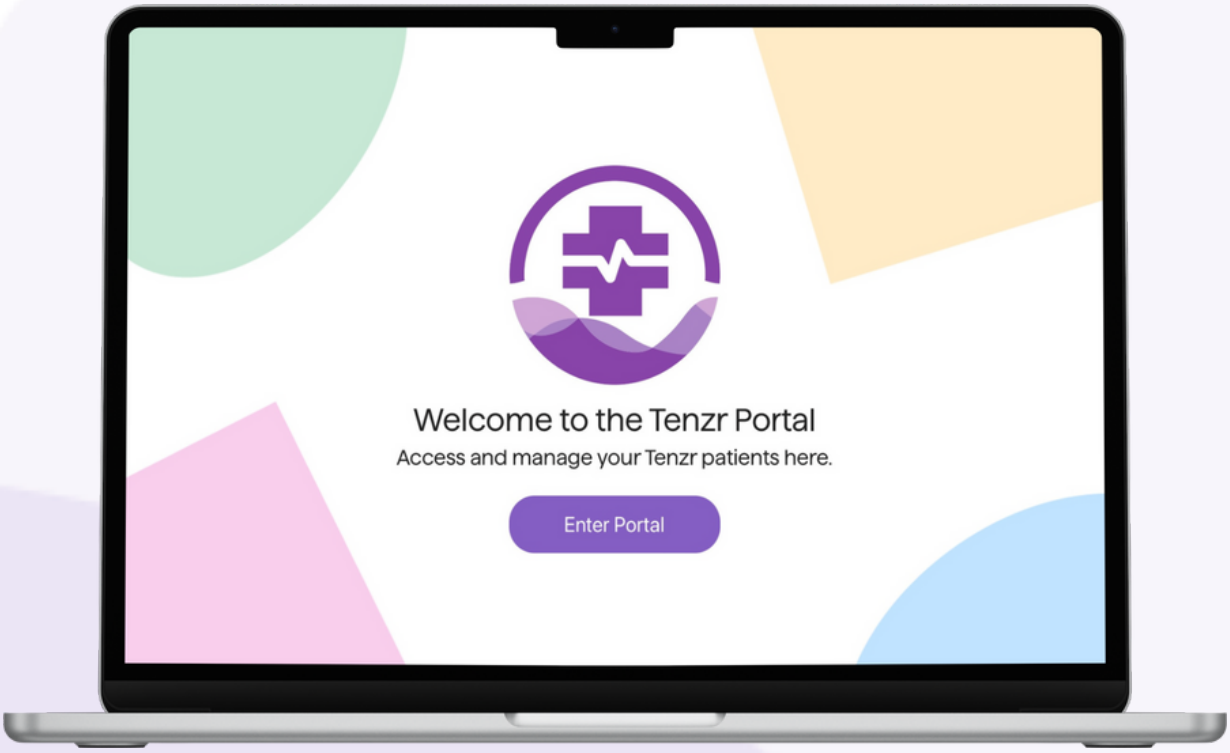
Tenzr Health®

Tenzr Clinician Handbook

A Guide to Key Actions on the Tenzr Health System

Prepared for Portal Version 1.1.197



Introduction

Welcome to the Tenzr Clinician Handbook, your guide to the key actions that clinicians take on the Tenzr Health System.

Beginning with an introduction to the Tenzr Portal Dashboard, you will gain a comprehensive understanding of the central hub for managing your patients using Tenzr.

The following sections offer detailed instructions for each key action, ensuring clarity in executing tasks such as adding a patient, creating a HEP, monitoring patients, and more.

Don't hesitate to reach out to your Tenzr Liasion if you have any questions.

We're here to support you every step of the way!

Frequently Asked Questions

What's in a Tenzr Kit?

Carrying Case

iPad

Sensors

Wristband

Reset Key

Charging Cables

Adhesives

How Can I Request More Kits & Supplies for My Clinic?

To request more kits and/or supplies, please reach out to your Tenzr Liasion with the following information:

- Number of kits needed
- Number of supplies needed (wristband, adhesives, charging cables)
- Clinic address

Troubleshooting

Problem	Solution
Tenzr Portal application is frozen/not responding	• Confirm that your device is connected to Wi-Fi • Close/Restart the application • Log out and back into the application • Restart your device • Reach out to your Tenzr Liasion
Sensors are not connecting to the iPad	• "Shake to Wake" — sensors may be in sleep mode • Charge sensors for 15 minutes — sensors may be hibernating • Connect the reset key to the sensor for 10 seconds (be sure to charge the sensor before attempting to reset) • Reach out to your Tenzr Liasion

Frequently Asked Questions

Troubleshooting

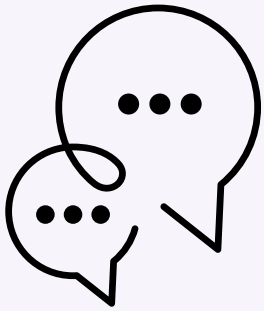
Problem	Solution
Forgot my password to the Tenzr Portal	• Click “Forgot password?” on the Tenzr Portal login page — enter the email address associated with your Tenzr Portal account • You will receive an email with a link to reset your password
Patient did not receive a welcome/account set-up email	• Confirm the patient has a kit assigned • Ask the patient to check their junk/spam folder • Reach out to Tenzr Patient Support
Tenzr Home application is frozen/not responding	• Confirm that your device is connected to Wi-Fi • Close/Restart the application • Log out and back into the application • Restart your device • Reach out to Tenzr Patient Support

Clinician Support

Email: jmann@tenzrhealth.com
Phone: (778) 846-6266

Patient Support

Email: cchow@tenzrhealth.com
Phone: (833) 720-2049



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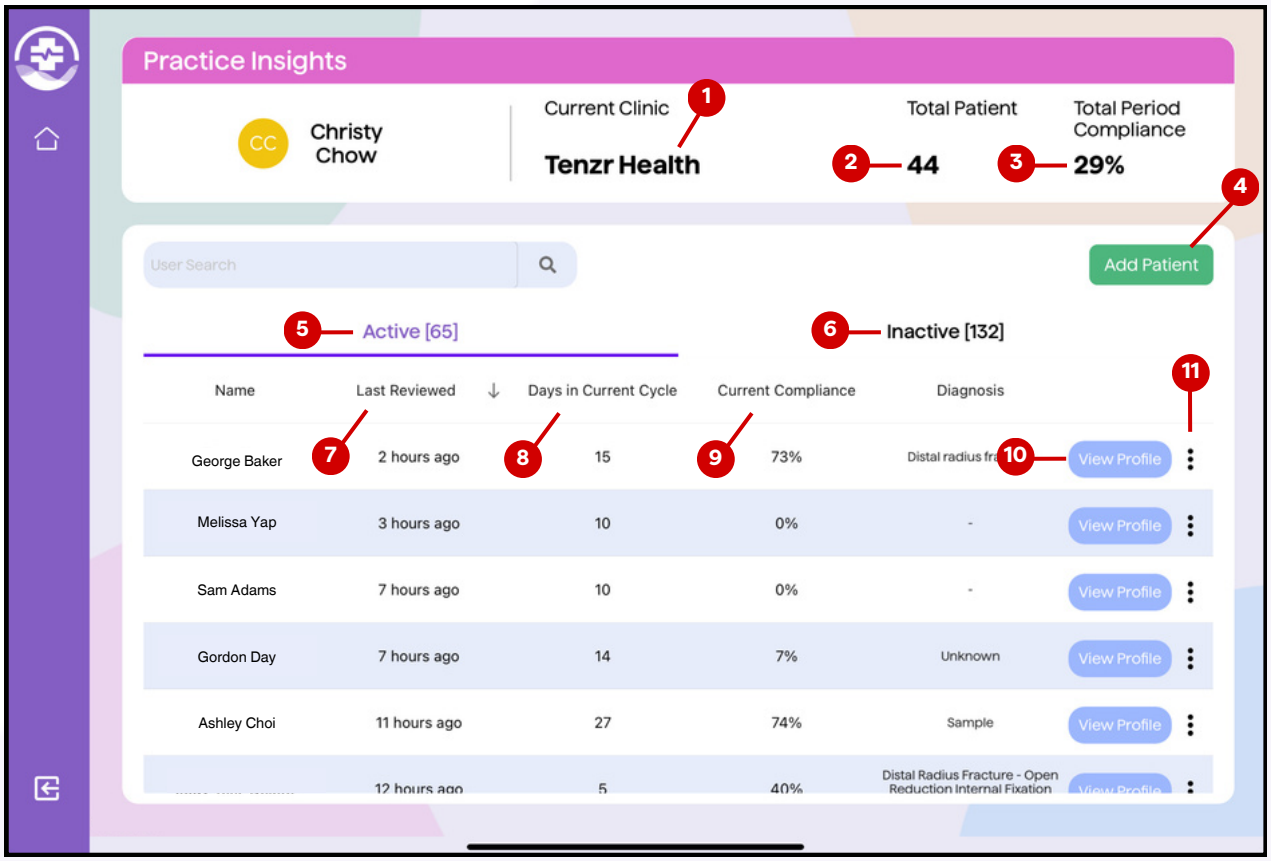
Overview of the Tenzr Portal Dashboard

The Tenzr Portal Dashboard serves as your central hub for managing your patients using Tenzr, providing an overview of their information at a glance.

The Tenzr Portal can be accessed on both Windows computers and Apple iPads.



Dashboard Features

1	Current Clinic	Switch between multiple clinics
2	Total Patients	Total number of active patients in the current clinic
3	Total Period Compliance	Total compliance of all active patients in the current clinic
4	Add Patient	Add a new patient to the current clinic
5	Active	Patients who have a kit assigned to them
6	Inactive	Patients who do not have a kit assigned to them — includes patients waiting for kit assignment or patients who have already returned their kit

Overview of the Tenzr Portal Dashboard

Dashboard Features

7	Last Reviewed	Last time the patient's profile was viewed by a clinician in your clinic
8	Days in Current Cycle	The number of days your patient has completed in their current 30-day RTM cycle
9	Current Compliance	Patient's compliance in their current 30-day RTM cycle
10	View Profile	Access a patient's profile to create/edit a HEP, view statistics, manage kit assignment, and more
11	Edit Patient Status	Update the patient's status (active, inactive)

Overview of the Tenzr Workflow

01 Assign Tenzr Kit and Home Exercise Program (HEP)

Page 4: Add a New Patient

Page 5: Create a HEP

Page 13: Demo HEP (Optional)

Page 16: Assign a Kit

Patient Exercises at Home Until Next In-Clinic Session

02 Monitor Patient Between In-Clinic Sessions

Page 8: Edit a HEP

Page 20: Add Communications

Page 21: View Statistics

Billing for RTM

Page 25: Generate Billing Reports

03 Patient Returns Tenzr Kit

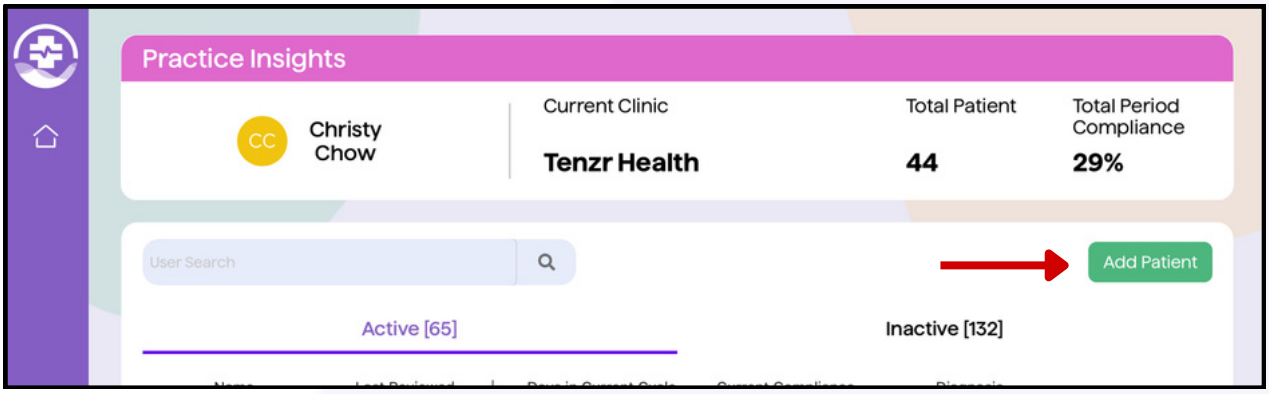
Page 27: Return a Patient Kit

04 Clean & Re-Stock Tenzr Kit

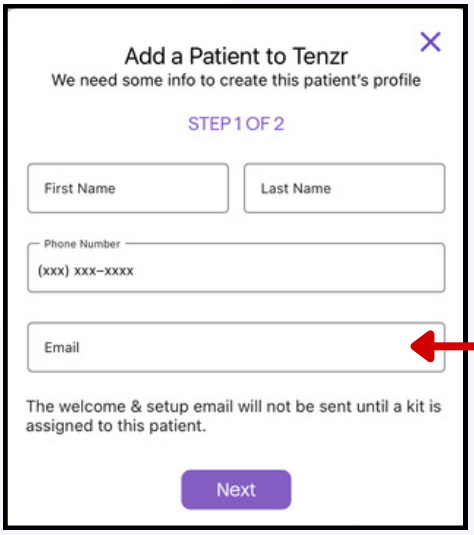
Page 29: Clean & Re-Stock a Kit

How to Add a New Patient

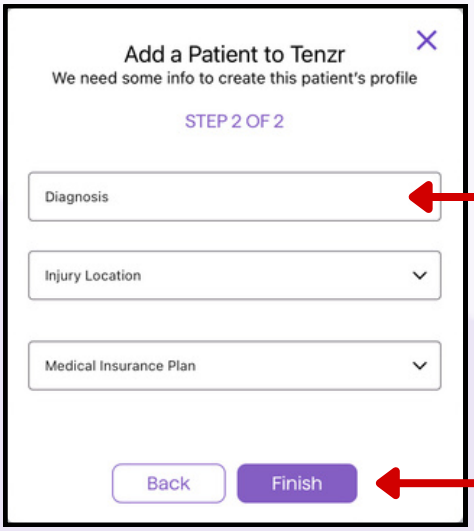
1. On the Tenzr Portal Dashboard, click the “Add Patient” button in the top right corner.



2. Fill in the patient’s information. **Please note the welcome/account set-up email will not be sent until a kit is assigned to this patient.**



This email will act as the patient’s login for their Tenzr Home account.



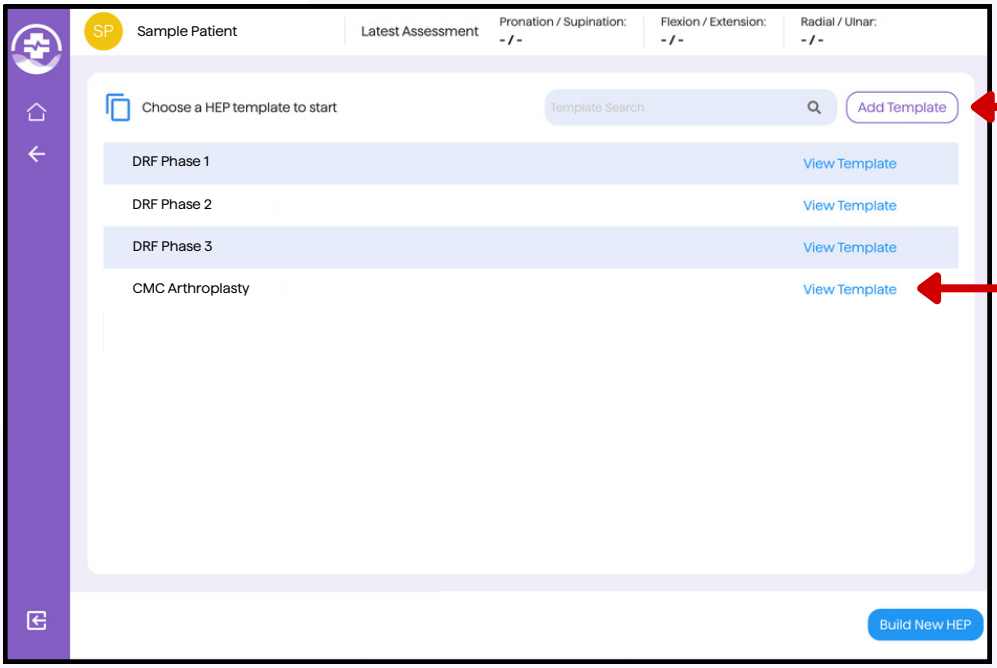
Enter the patient’s diagnosis. As you begin typing, you can choose from a pre-populated list of provided diagnoses. If the diagnosis is not listed, you can manually enter it in.

3. Click the “Finish” button. At this point, you will be automatically directed to the patient’s profile.

How to Create a HEP using a Template

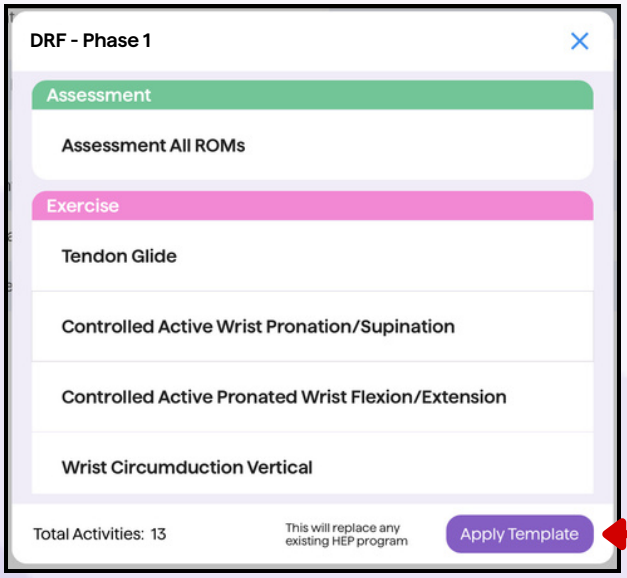
1. From the patient profile, click the “Create Program” button.

2. To create a HEP using a template, choose from one of the pre-existing templates from your clinic.



Click “Add Template” to request a new template for your clinic.

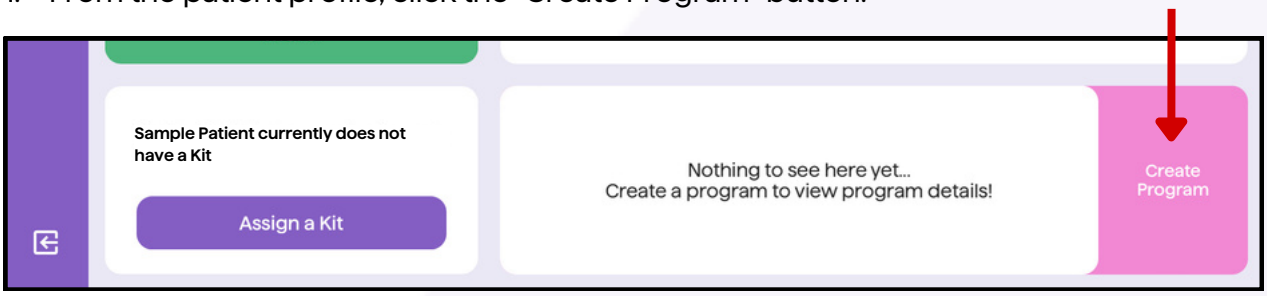
Click “View Template” for a preview of the template’s activities.



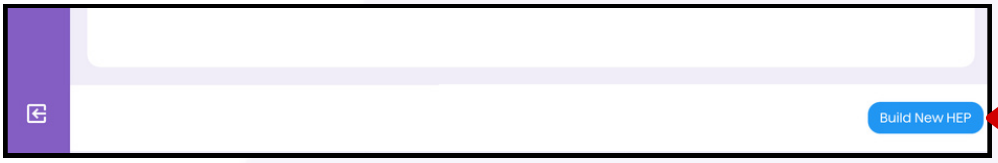
Click “Apply Template” to apply the chosen template to your patient’s HEP. Skip ahead to learn how to edit an HEP.

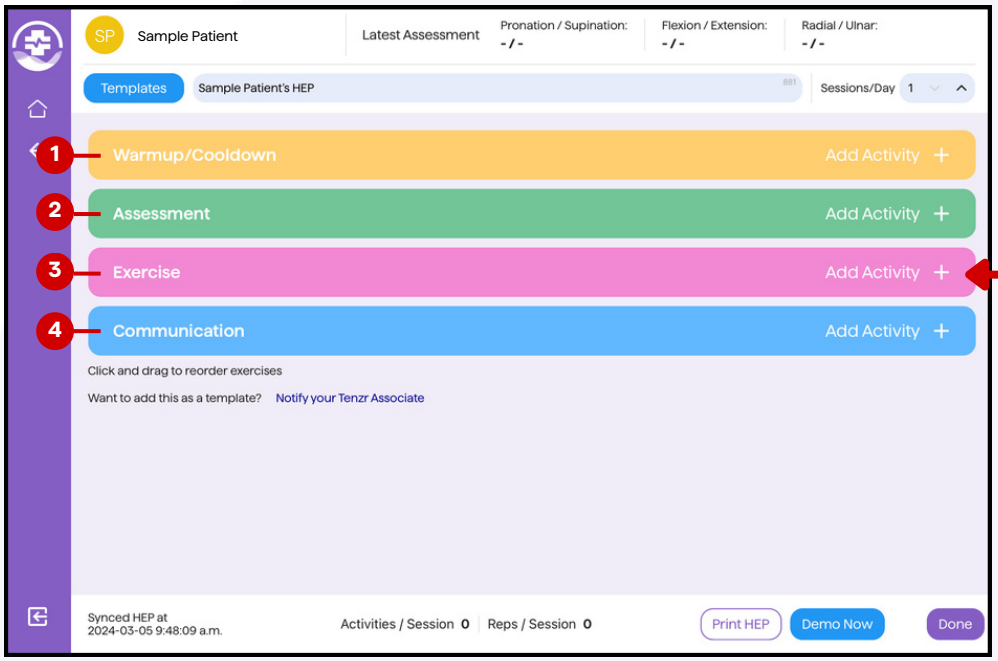
How to Create a HEP from Scratch

1. From the patient profile, click the “Create Program” button.



2. To create a HEP from scratch, click “Build New HEP” on the bottom right of the screen.



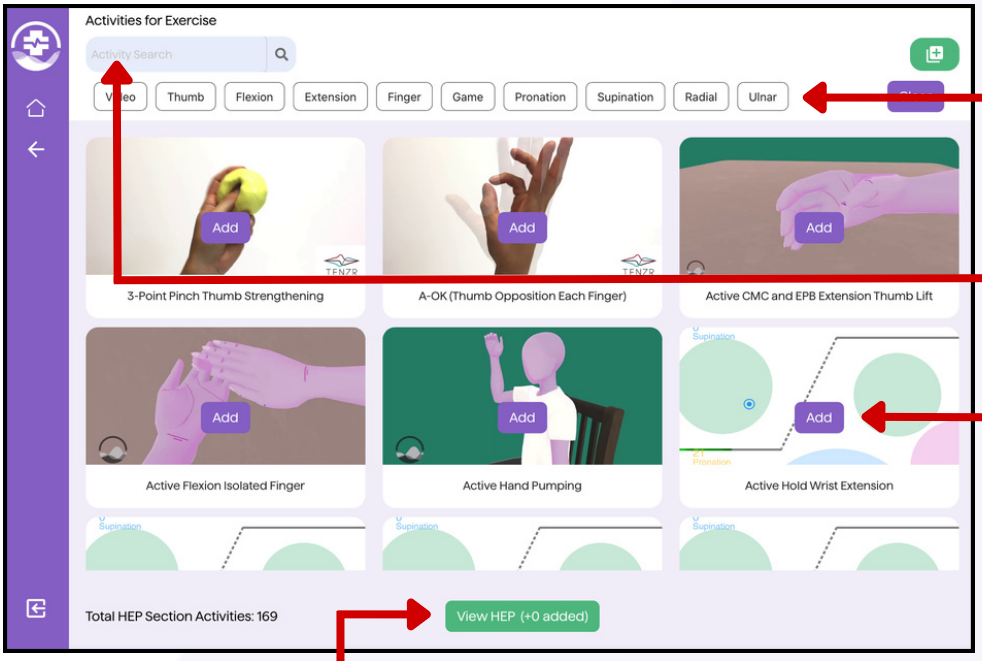


Click the plus button or “Add Activity” to view and add activities.

Type of Activities

1	Warmup/ Cooldown	Activities to complete before or after exercise
2	Assessment	Measure patient’s range of motion and set parameters for games **Please note that it is crucial to include an assessment before any sensor-based activities (games)**
3	Exercise	Includes both directed (video) and sensor-based (games) activities
4	Communication	Pain assessment or a question of your choice

How to Create a HEP from Scratch



Select a tag to view related activities.

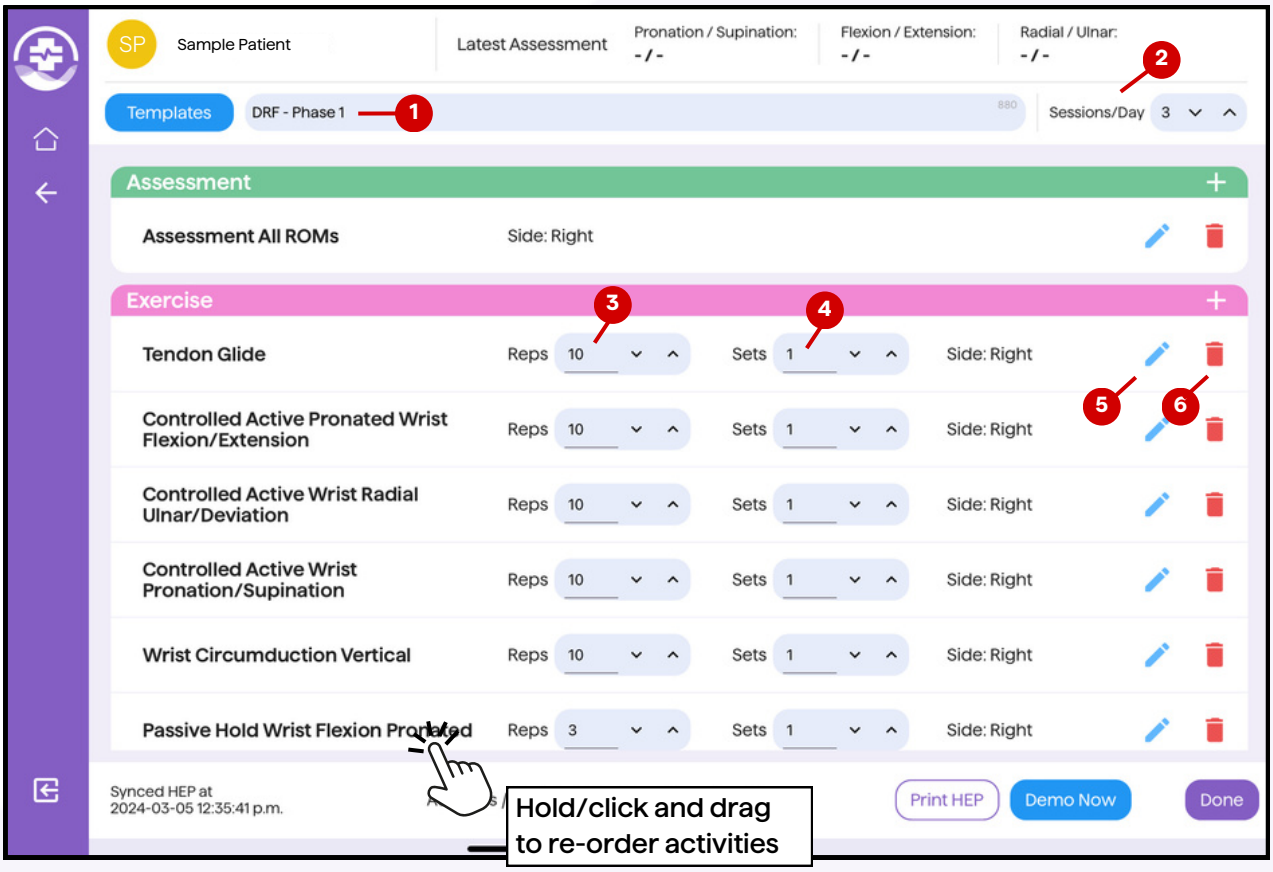
Search for a specific activity.

Click “Add” to add an activity to the patient’s HEP.

Once you’ve finished adding activities, click “View HEP” to return to the patient’s HEP.

How to Edit a Patient's HEP

After adding activities to the HEP, whether by using a template or by creating a HEP from scratch, you can edit activity details to personalize according to the patient's needs.



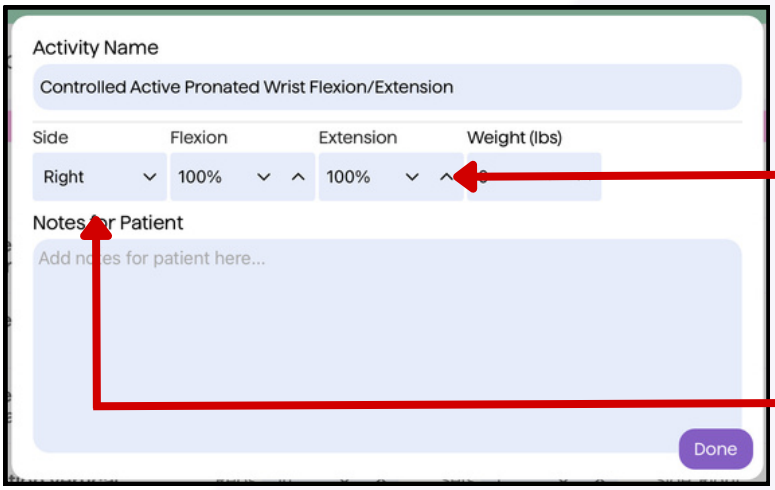
HEP Features

1	HEP Name	You can edit the name of the patient's HEP — this name is displayed in the patient's Tenzr Home app
2	Sessions/Day	Number of times you want the patient to complete their HEP each day
3	Reps	Completion of a prescribed movement in an activity, encompassing a full range of motion in each instance
4	Sets	Number of consecutive times you want the patient to complete an activity
5	Edit	Edit advanced settings for the activity, including handedness, target range of motion, weight and notes/messages to the patient
6	Delete	Delete an activity from the patient's HEP

How to Edit a Patient's HEP

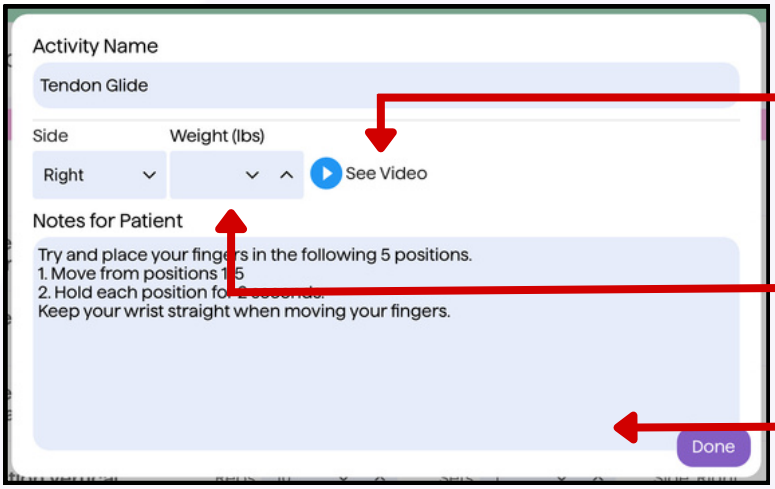
Edit Activity Details

From the patient's HEP, click on the pen icon to edit an activity's details.



Adjust the percentage of the patient's assessed range of motion you want the patient to achieve for a sensor-based activity.

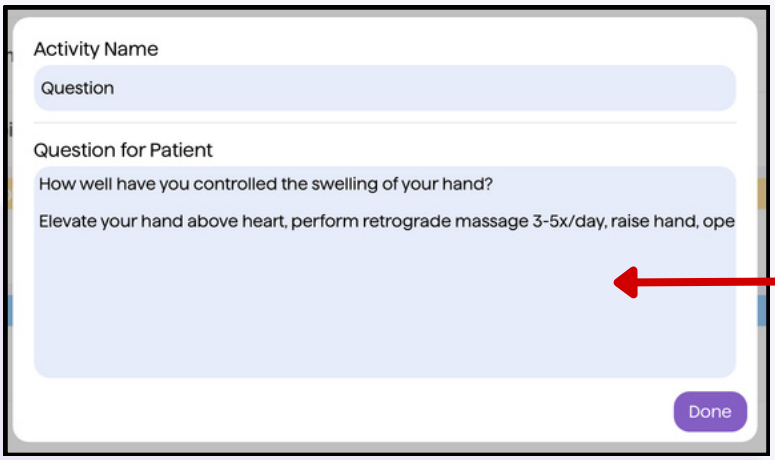
Adjust the handedness of an activity.



Preview the video for a directed activity.

Specify if you want the patient to incorporate a weight into this activity.

Include any additional notes or instructions you want the patient to follow. Some activities will have default notes.



For Questions, add a question of your choice for the patient to respond to.

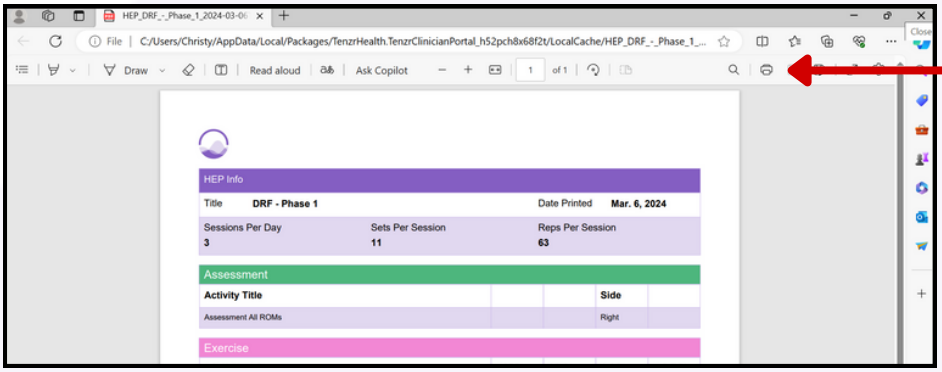
How to Print a Patient's HEP

After you've completed creating and editing the patient's HEP you can choose to print the HEP for record-keeping purposes.

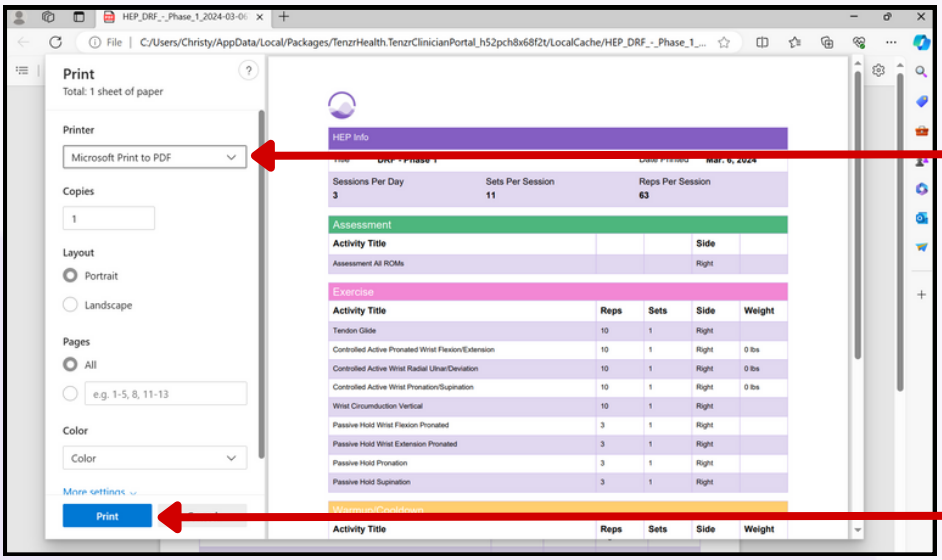
1. Click the "Print HEP" button at the bottom of the patient's HEP.

Windows Computer

2a. On a Windows computer, the file will automatically open up in your default PDF viewer.



To print, find and click the print icon. The location may vary depending on your PDF viewer.



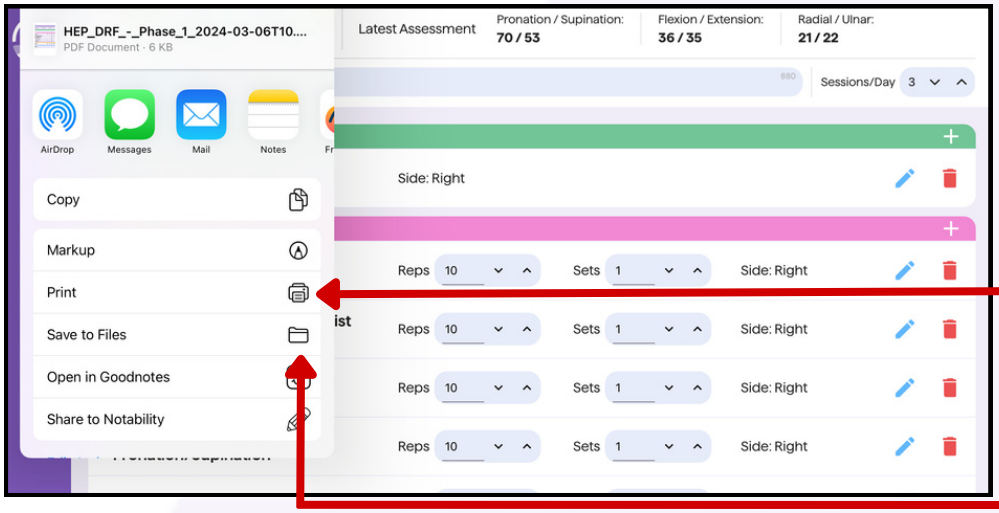
Choose your preferred printer.

Click "Print".

How to Print a Patient's HEP

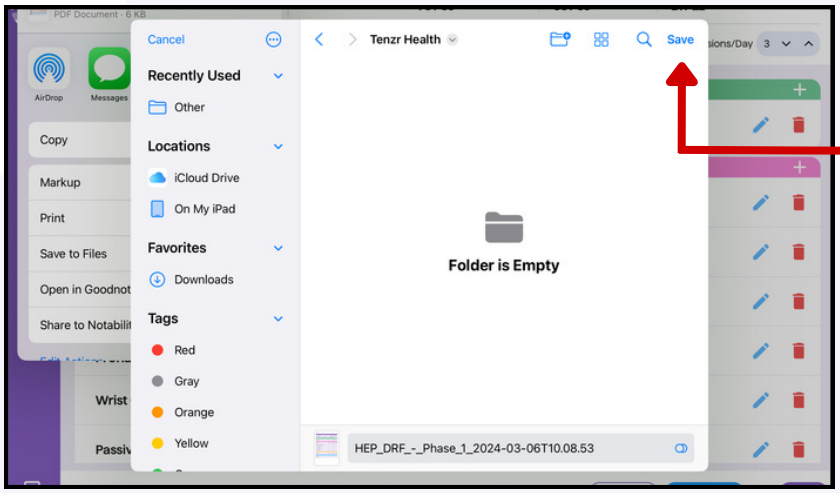
Apple iPad

2b. On an Apple iPad, you will be prompted with a variety of ways to save and print the file.

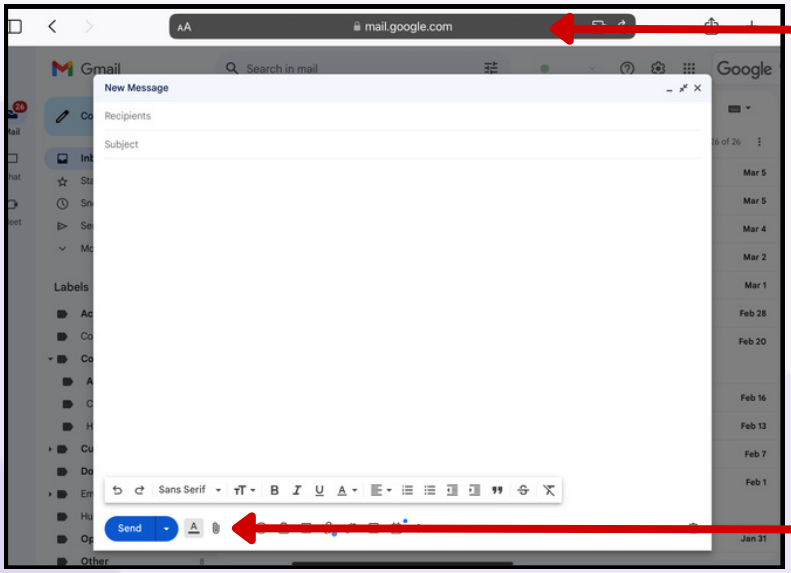


To print directly from the iPad, find and click the print icon.

To email the file to yourself, first click "Save to Files".



Choose a folder to save the file to, then click "Save".



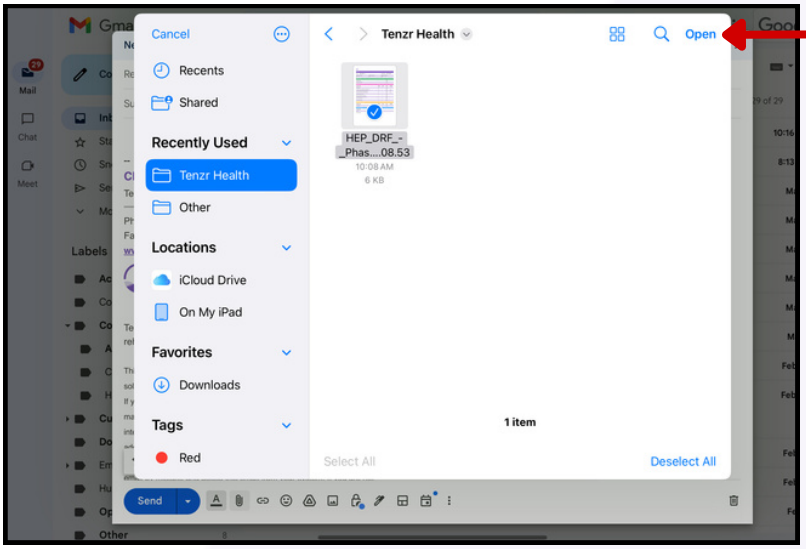
Exit to the iPad home screen, and click on the Safari app. Log in to your email via the web browser.

Draft a new email.

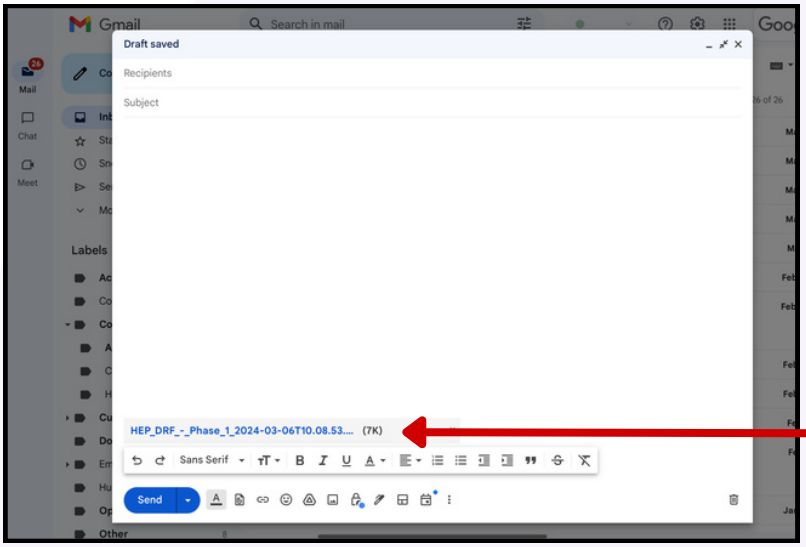
Click on the files icon to attach the file.

How to Print a Patient's HEP

Apple iPad



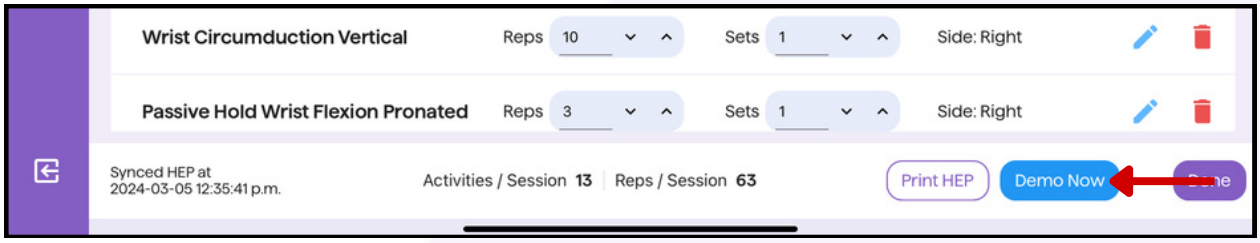
Select the file, then click "Open" to attach to the email.

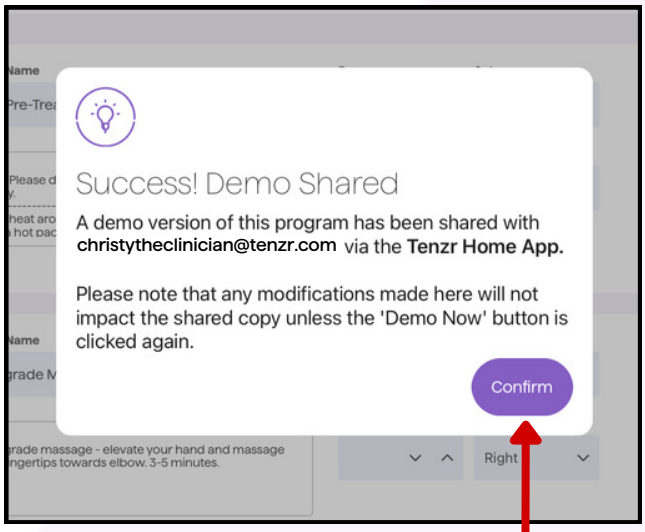


The file is now successfully attached to your email. Email to yourself to print via your preferred device.

How to Demo a Patient's HEP

1. Click the "Demo Now" button to copy the patient's HEP to your Tenzr Home account.





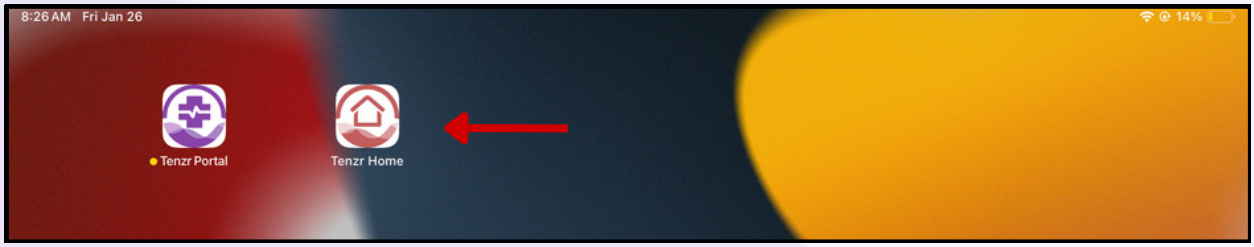
Click "Confirm" to continue.

Please note that any modifications made to the patient's HEP will not impact the shared copy unless the "Demo Now" button is clicked again.

Log in to the Tenzr Home app

3. To demo the HEP you just shared, log in to the Tenzr Home app with the same login details as your Tenzr Portal account.

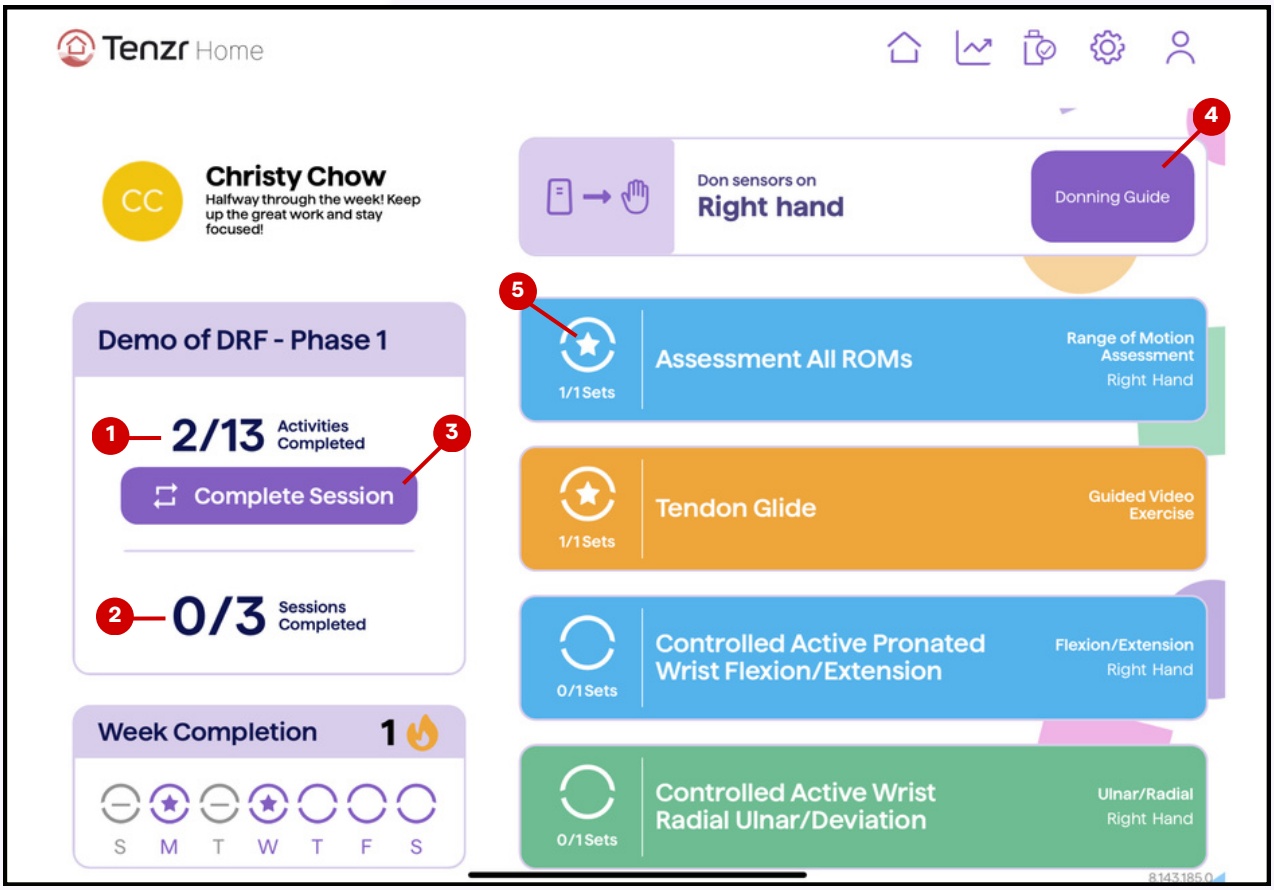
The Tenzr Home app can only be accessed on Apple iPads.



How to Demo a Patient's HEP

4. Choose which activities to demo to your patient, or have your patient go through the entire HEP. We recommend:

    - Showing the patient how to put on their sensors and exercise with proper posture ("Donning Guide")
    - Showing the patient how to complete an assessment
    - Showing the patient how to complete a sensor-based activity (game)
    - Showing the patient how to complete a directed activity (video)



Tenzr Home Features

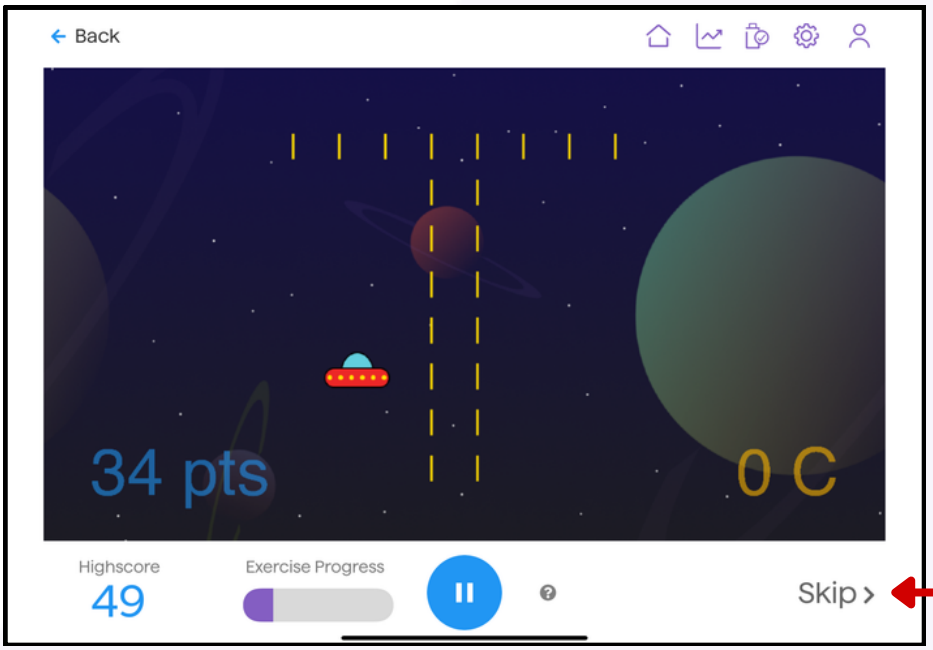
1	Activities Completed	Number of activities completed/Total number of activities
2	Sessions Completed	Number of sessions completed/Total number of sessions
3	Complete Session	Mark a completed session
4	Donning Guide	Guide for how to put on the sensors correctly and exercise with proper posture
5	Star	The circles fill with a star once all sets of an activity are completed

How to Demo a Patient's HEP

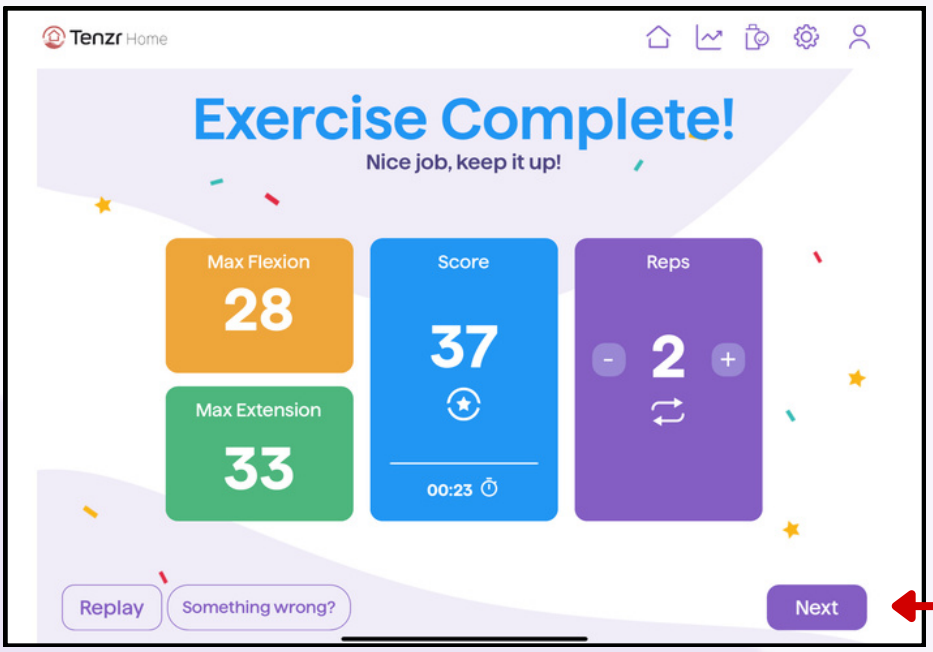
Skipping an Activity

5. Due to time constraints, you may want to skip an activity once the patient has completed 2-3 repetitions. To skip an activity without completing all the assigned repetitions, click the "Skip" button in the bottom left corner.

   On the next screen, click "Next" to return to the Tenzr Home home screen.



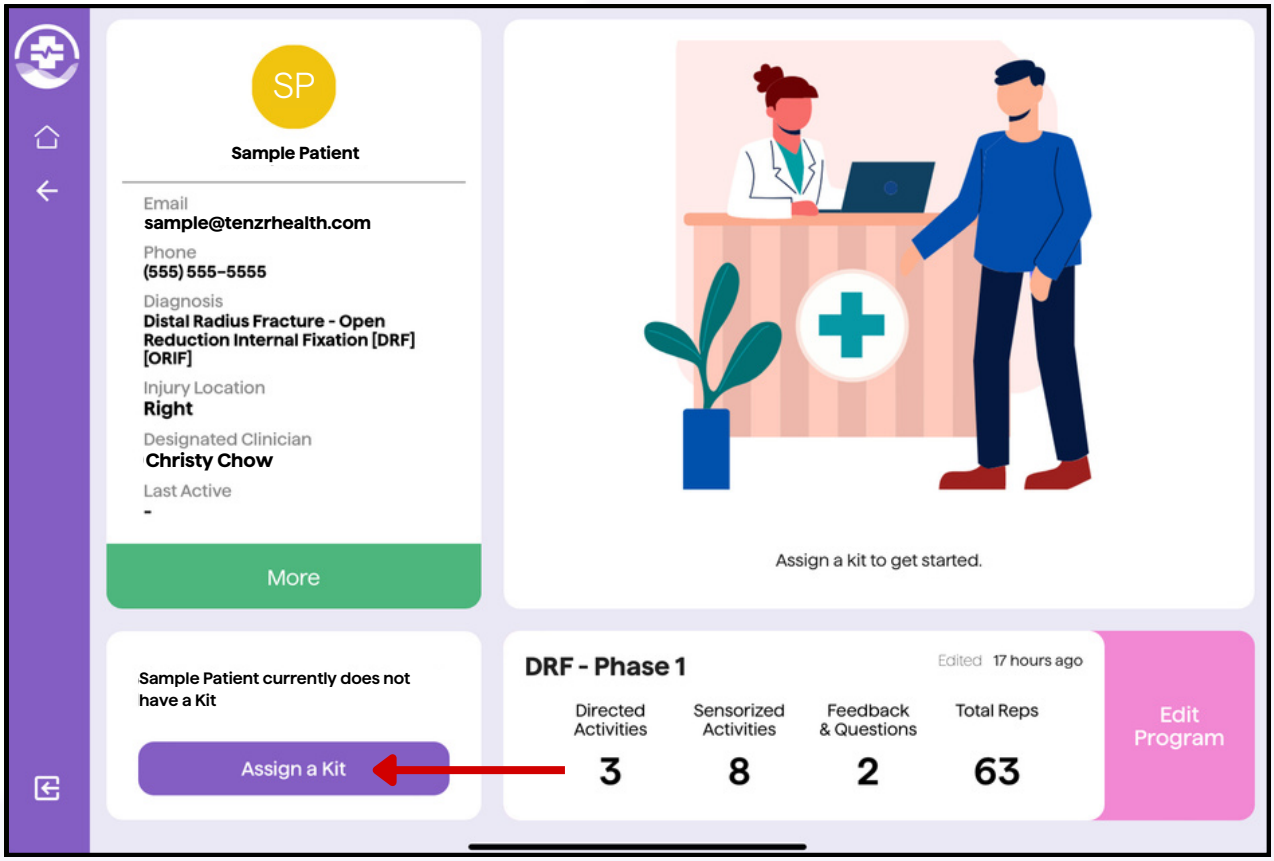
Click "Skip" to skip the activity.



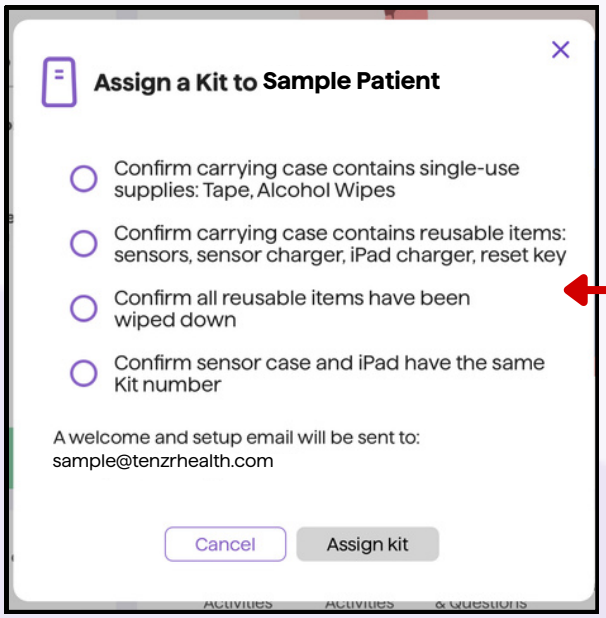
Click "Next" to return to the home screen.

How to Assign a Kit

1. To assign a kit to a patient, click the “Assign a Kit” button in the patient profile. Assign a kit once you’re ready to send a kit home with a patient.

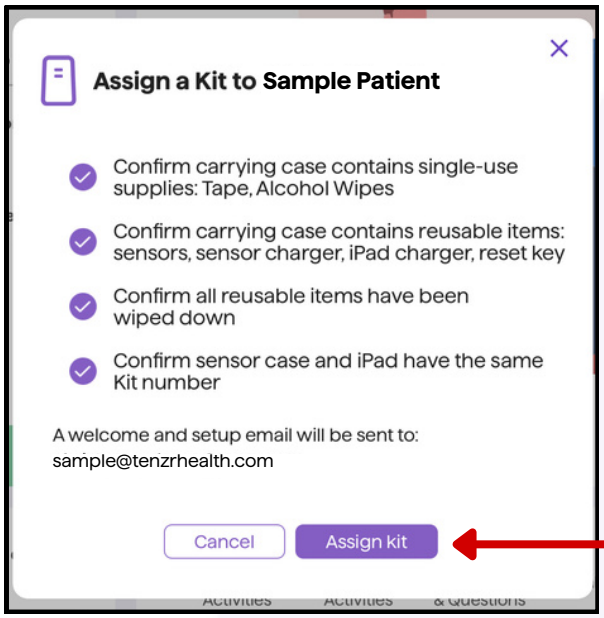


2. Confirm all steps were taken in the kit assignment process.



Tap the circles to confirm you have completed each step in the kit assignment process.

How to Assign a Kit

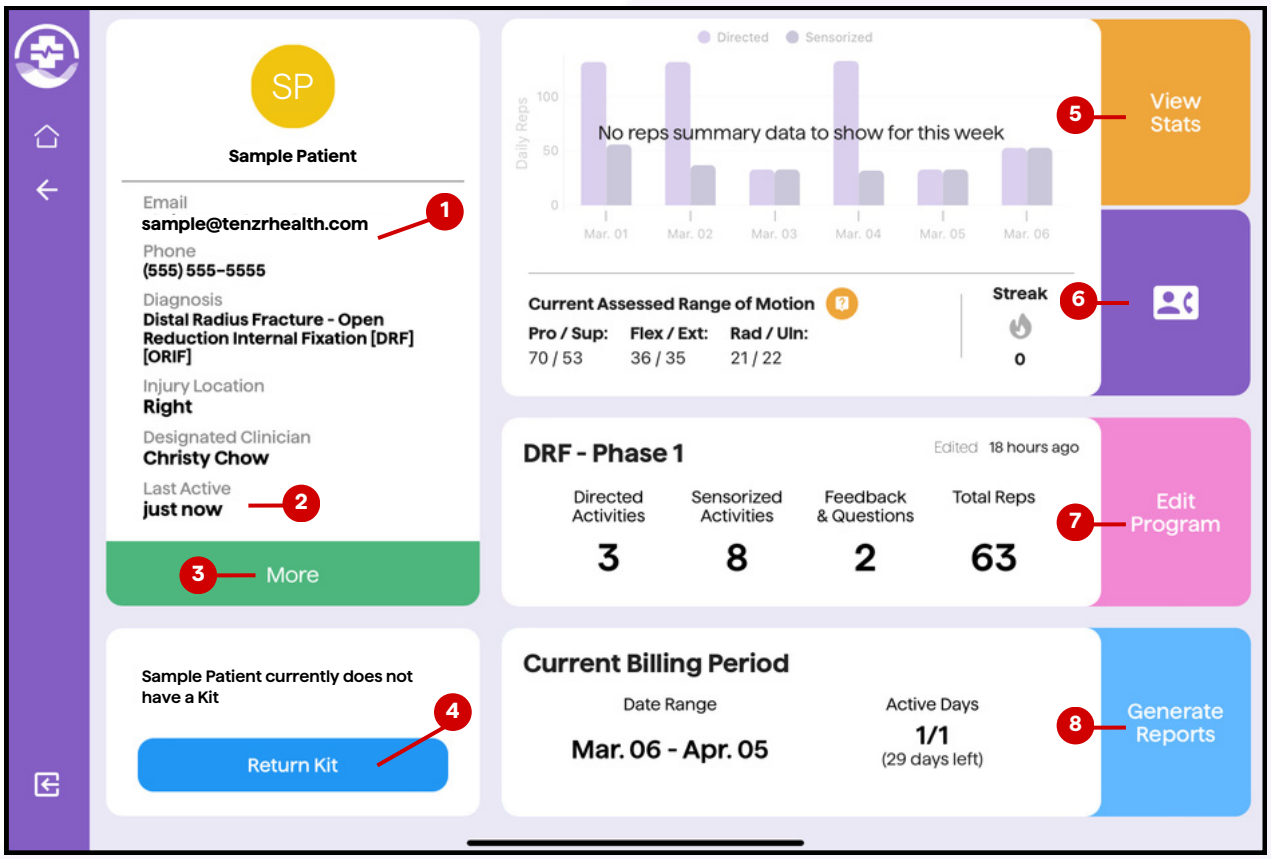


Once all the checkmarks are checked, you can click “Assign Kit” to confirm.

Please note that once a kit is assigned, the patient will receive a welcome/account set-up email from Tenzr Health.

Overview of a Patient's Profile

The patient profile provides a comprehensive overview of a specific patient.

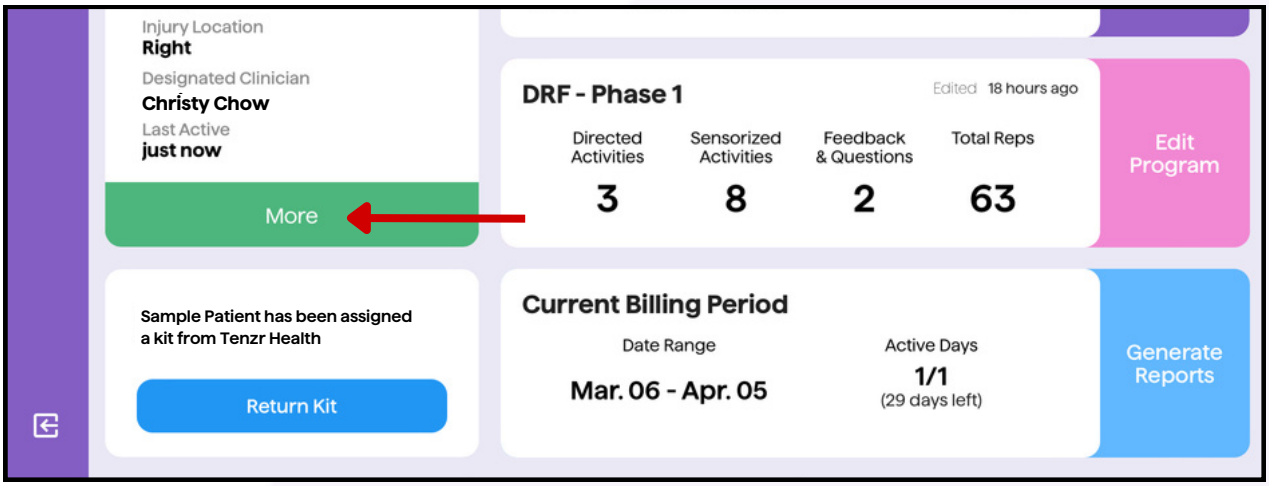


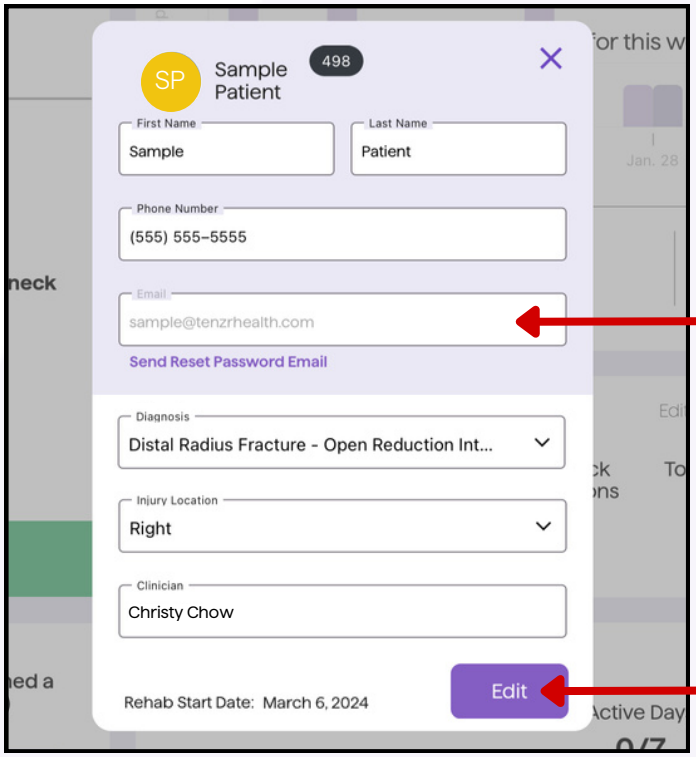
Patient Profile Features

1	Patient Information	View the patient's email, phone number, diagnosis, injury location, and designated clinician
2	Last Active	The last time the patient opened their Tenzr Home app
3	More	View and edit the patient's information
4	Return Kit	Assign or return a kit for the patient
5	View Stats	View the patient's statistics, including completed repetitions and range of motion measurements
6	Add a Phone Call	Log a phone call with the patient to have it automatically populated in the patient's billing information
7	Edit Program	Edit the patient's HEP
8	Generate Reports	Generate a SOAP note and view billing information for the patient

How to Edit a Patient's Profile

From the patient profile, click the "More" button to edit patient information.





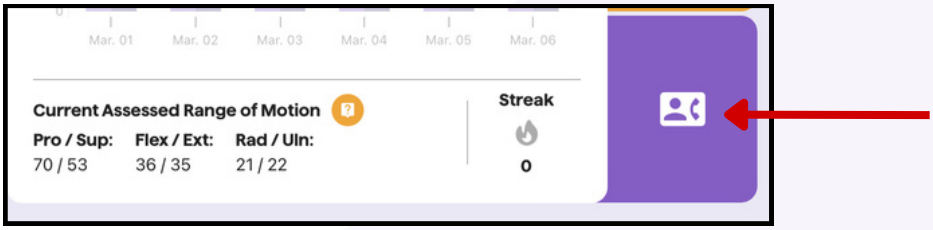
Contact Tenzr if it is necessary to edit the patient's email address.

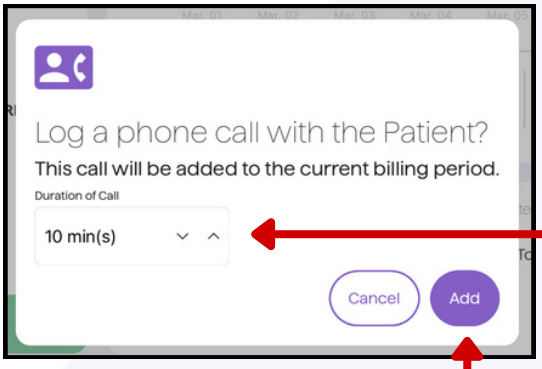
Edit the patient's rehab start date. This date sets the beginning of the patient's billing period.

How to Add Patient Communications & Monitoring Time

Via the Patient's Profile

From the patient's profile, click the phone icon.





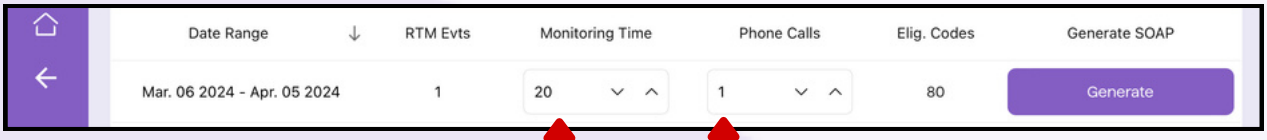
Input the duration of phone call with patient by typing or adjusting with the arrows.

Click "Add" to confirm.

The phone call and monitoring time will be automatically populated into the Billing Summary.

Via the Billing Summary

From the patient's profile, click the "Generate Reports" button.



Input the number of phone calls with the patient for the current billing cycle by typing or adjusting with arrows.

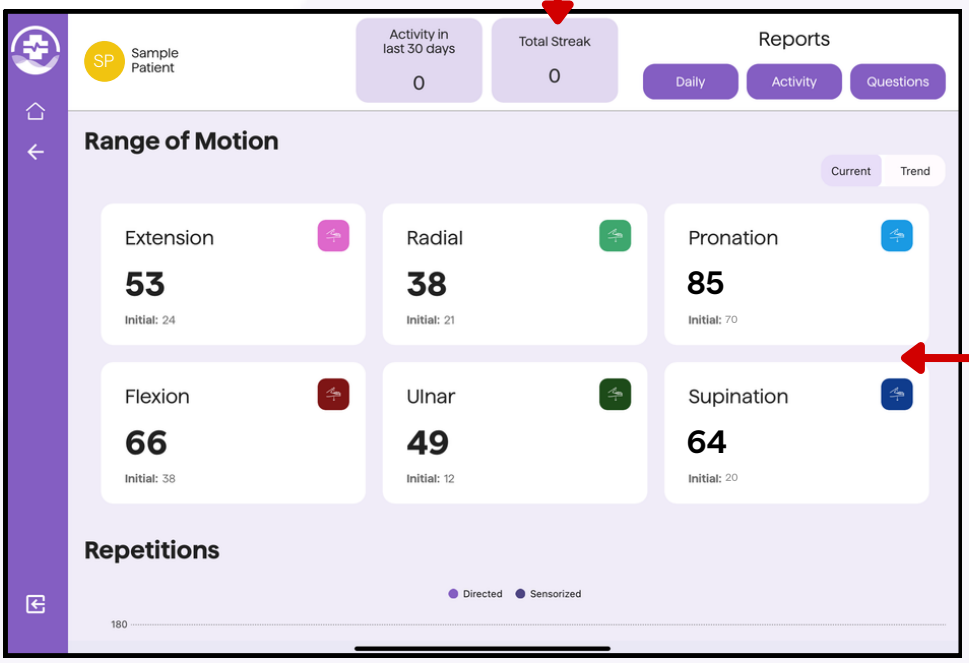
Input the time spent monitoring the patient for the current billing cycle by typing or adjusting with arrows.

How to View a Patient's Statistics

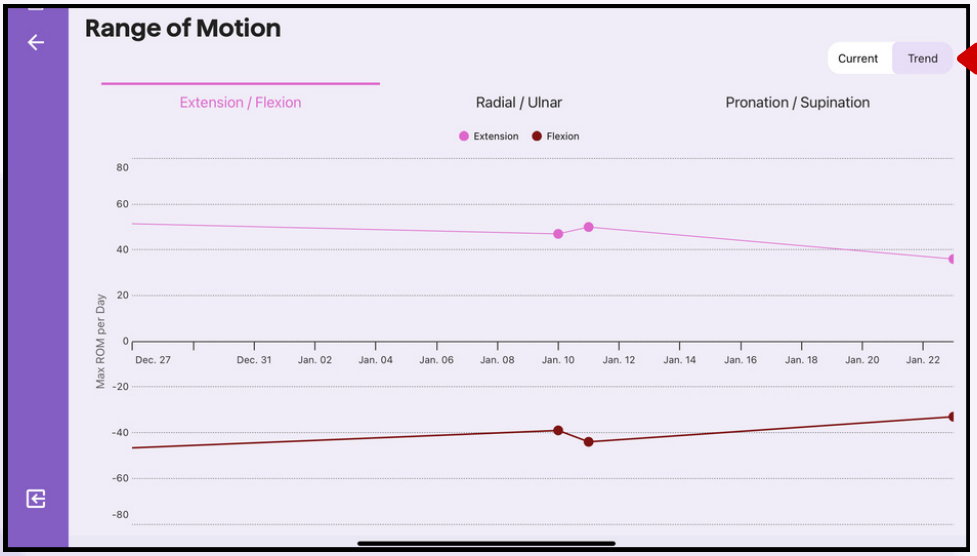
1. From the patient's profile, click the "View Stats" button

2. View a snapshot of the patient's Range of Motion measurements and their completed repetitions.

Number of days the patient has exercised consecutively.

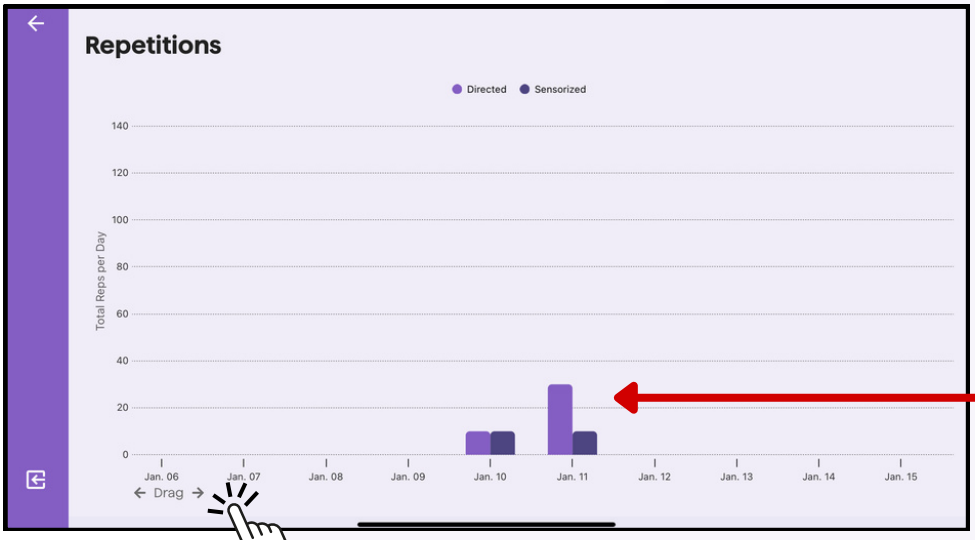


Compare the patient's most recent range of motion with their initial range of motion.



Click "Trend" to view the patient's range of motion over time.

How to View a Patient's Statistics



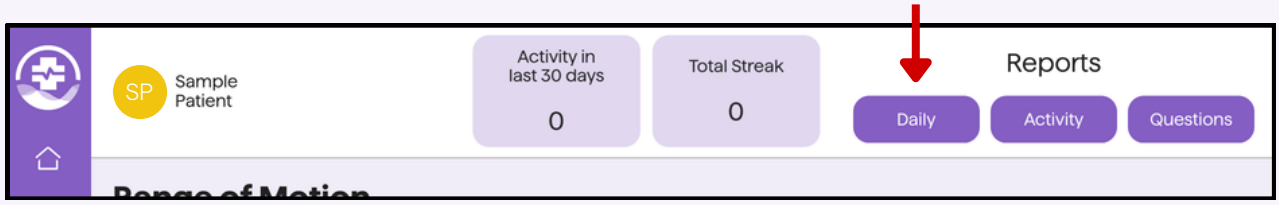
View the patient's repetitions completed over time.

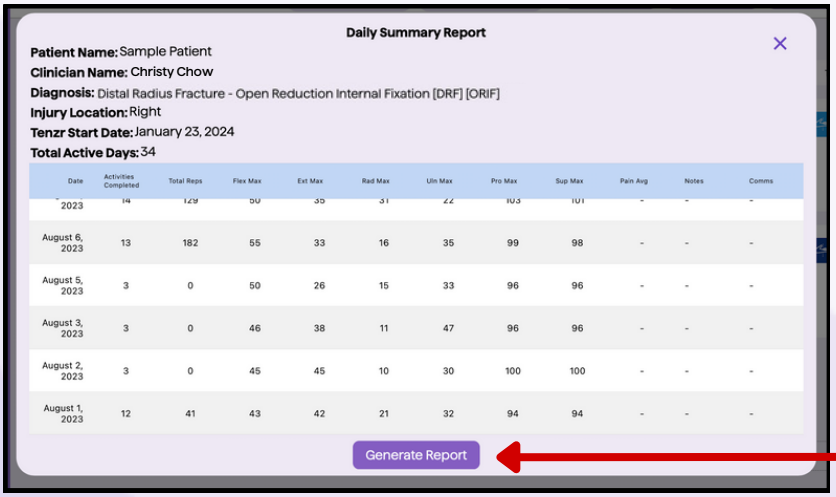
Hold/click and drag to toggle the date range displayed

Daily Report

3. To view a summary of the patient's daily activities, generate a Daily Report. This report includes:

- Activities Completed
- Total Reps
- Max Range of Motion
- Average Pain
- RTM Communications





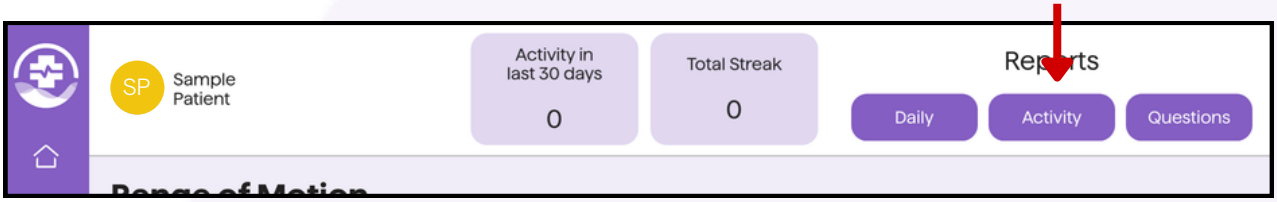
Click "Generate Report" to save a file to your device.

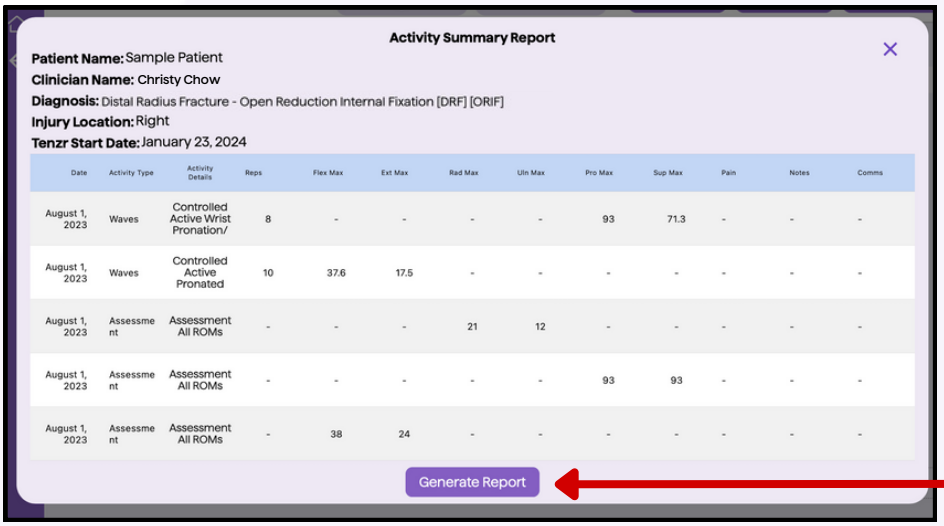
How to View a Patient's Statistics

Activity Report

4. To view details on every activity the patient has ever completed, generate an Activity Report. This report includes:

    - Activity Type
    - Activity Details
    - Total Reps
    - Max Range of Motion
    - Pain
    - RTM Communications



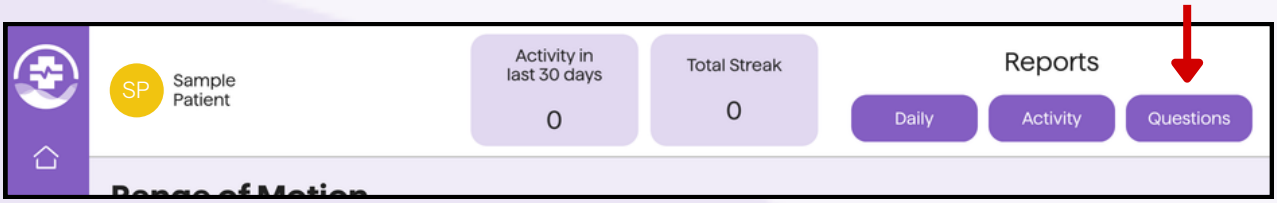


Date	Activity Type	Activity Details	Reps	Flex Max	Ext Max	Rad Max	Uln Max	Pro Max	Sup Max	Pain	Notes	Comms
August 1, 2023	Waves	Controlled Active Wrist Pronation/	8	-	-	-	-	93	71.3	-	-	-
August 1, 2023	Waves	Controlled Active Pronated	10	37.6	17.5	-	-	-	-	-	-	-
August 1, 2023	Assessment	Assessment All ROMs	-	-	-	21	12	-	-	-	-	-
August 1, 2023	Assessment	Assessment All ROMs	-	-	-	-	-	93	93	-	-	-
August 1, 2023	Assessment	Assessment All ROMs	-	38	24	-	-	-	-	-	-	-

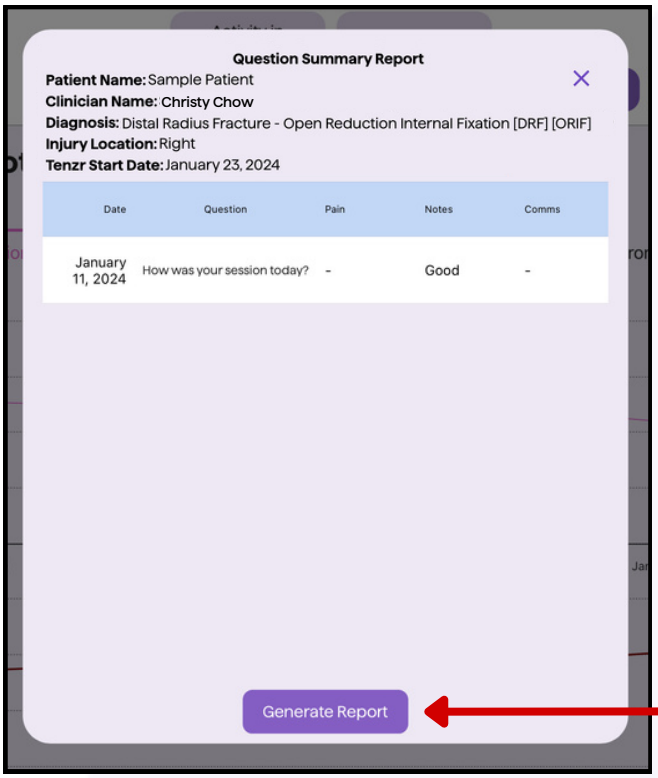
Click "Generate Report" to save a file to your device.

Questions Report

5. To view Pain Assessment comments and responses to the Questions asked in the patient's HEP, click "Questions".



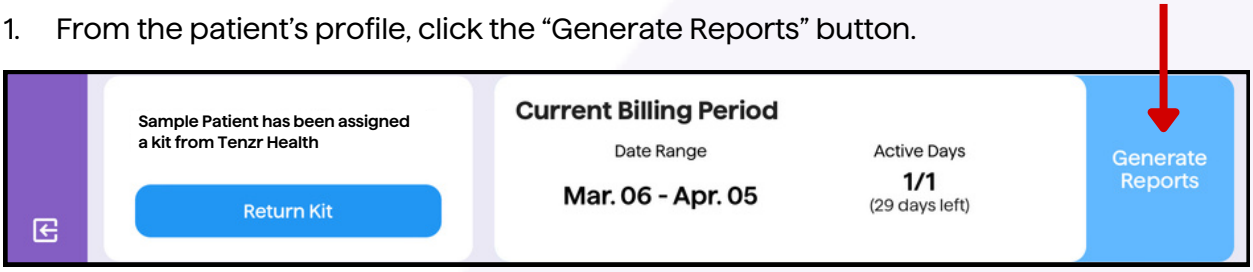
How to View a Patient's Statistics



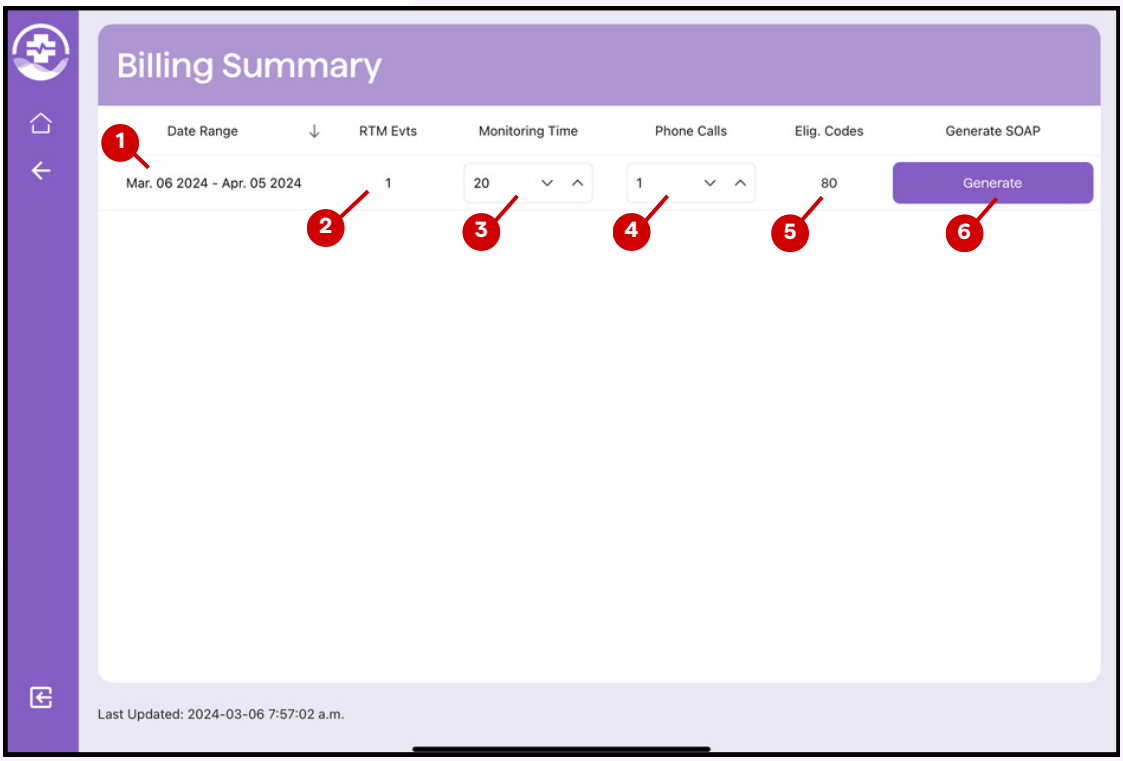
Click "Generate Report" to save a file to your device.

How to Generate a Billing Report

1. From the patient's profile, click the "Generate Reports" button.



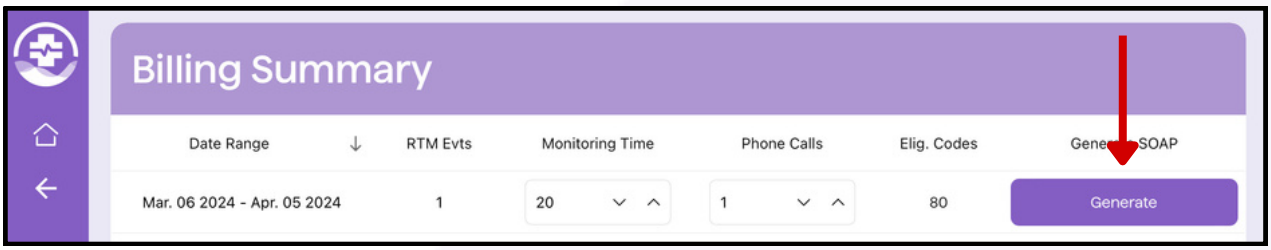
2. In the Billing Summary, you can view:



1	Date Range	Date range of the patient's 30-day RTM cycle
2	RTM Events	Number of days the patient has exercised in the current billing period + any RTM communications
3	Monitoring Time	Track the minutes spent monitoring the patient
4	Phone Call	Track the number of phone calls to the patient
5	Eligible Codes	View the eligible RTM codes for the patient's billing period - these codes will change based on the # of RTM events and information provided for monitoring time and phone call
6	Generate	Generate a SOAP note for the patient's 30-day RTM billing cycle

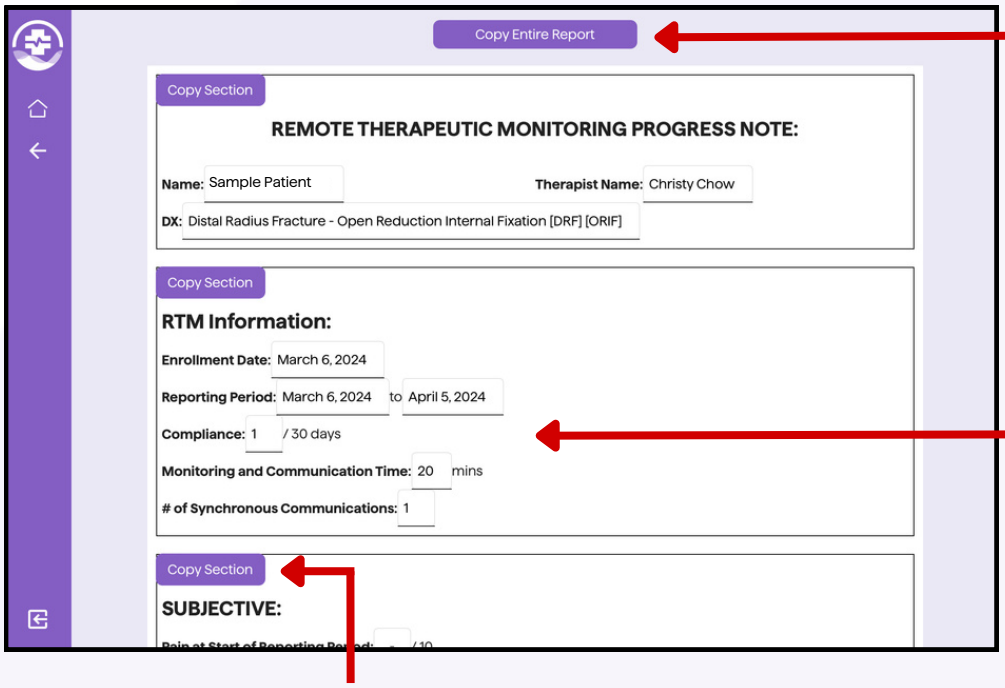
How to Generate a Billing Report

3. To generate a SOAP note for the patient, click the “Generate” button.



4. Edit the SOAP note to update or change any necessary information.

   Copy the entire report or a section. Once you’ve copied, you can paste the information using Ctrl + V or right-click to paste. This feature is helpful if you’d like to easily transfer the information to another document or your EMR.



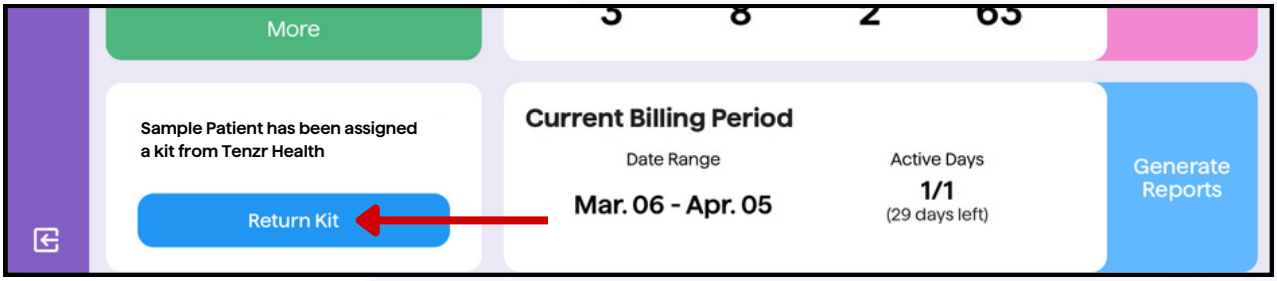
Copy the entire SOAP note.

Edit any necessary information.

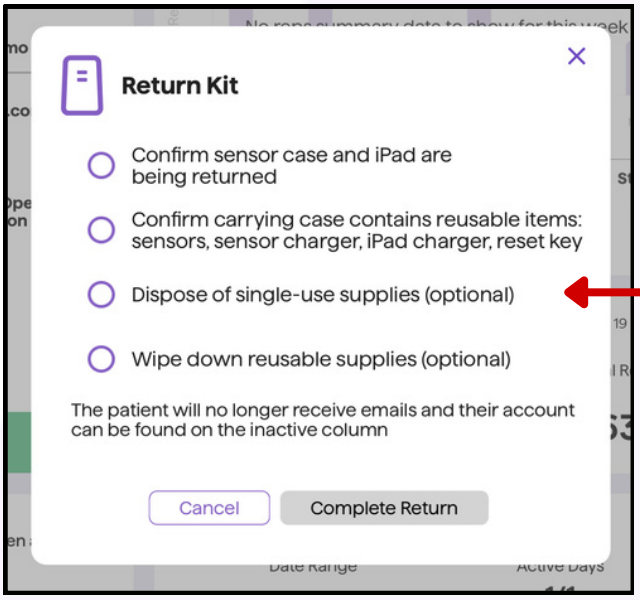
Copy a section of the SOAP note.

How to Return a Patient Kit

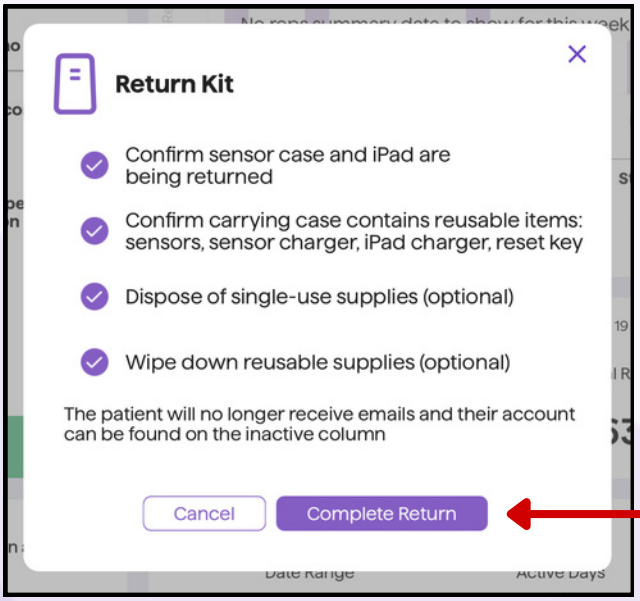
1. To return a patient kit, click the “Return Kit” button in the patient profile. This step is crucial as it lets Tenzr know to stop sending communications to the patient.



2. Confirm all steps were taken in the return process.



Tap the circles to confirm you have completed each step in the return process.

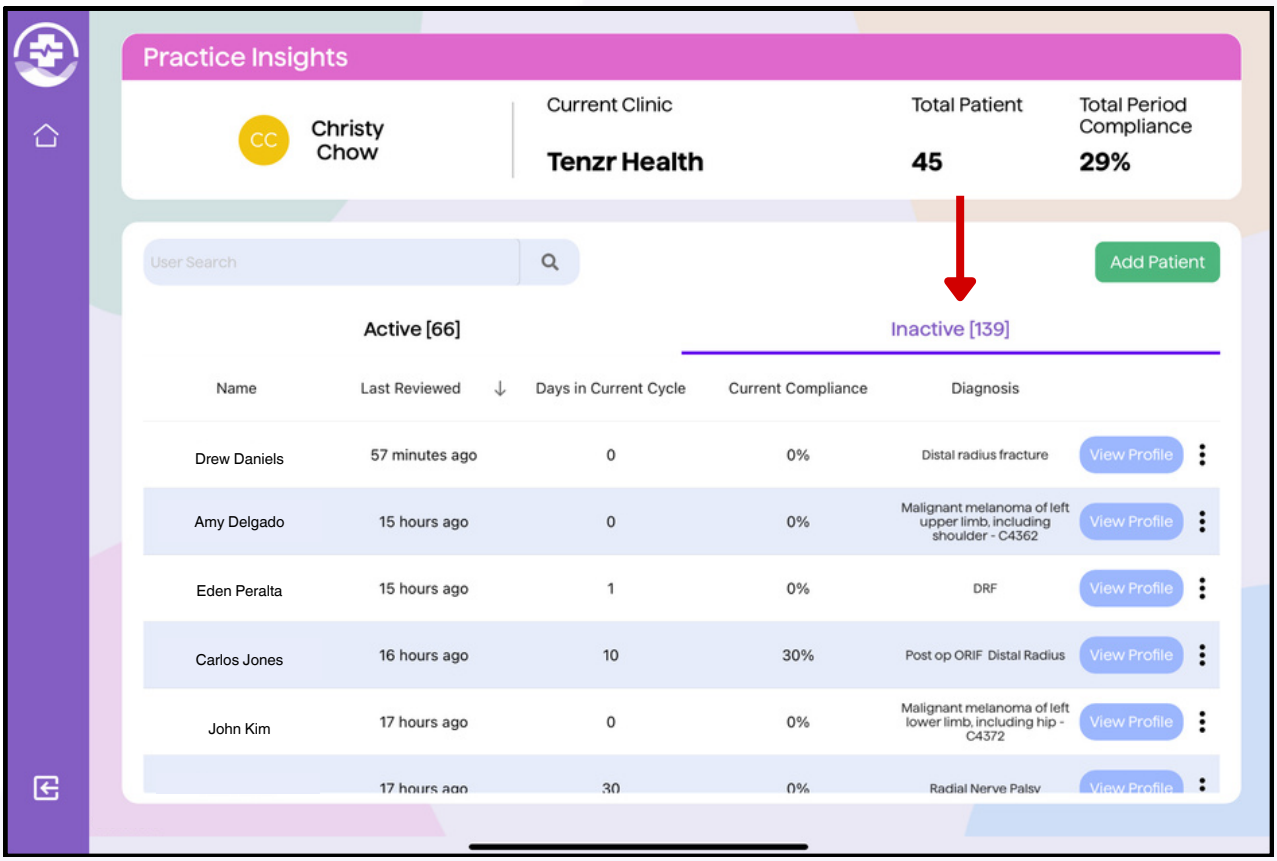


Once all the checkmarks are checked, you can click the “Complete Return” button to confirm the return.

Please note that the patient will no longer receive emails and their account will now be moved to the inactive column on the dashboard.

How to Return a Patient Kit

3. Once a kit is unassigned, you can still access the patient's profile and details. You can find the patient under the "Inactive" tab via the dashboard.



How to Clean & Re-stock a Kit

01 Remove all items (including the inner foam) from the carrying case.

Carrying case

Sensors

Wristband

iPad

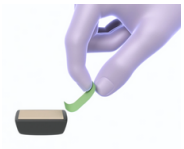
Reset key

Charging cables

02 Turn on the iPad and connect to Wi-Fi. Open the Tenzr Home app to put the sensors into hibernation mode:

- Click on the Settings icon (located in the top right corner)
- Connect both sensors
- Hit the 'Hibernate' button beneath both sensors on the screen
- Turn off the iPad

03 Remove and dispose of the sensor adhesives from the back of the sensors. You can do so by pulling up on the small tab on the end of the adhesives.



04 Thoroughly wipe down all items with the provided Isopropyl Alcohol Wipes or a clean, soft, and lint-free cloth using only the following agents:

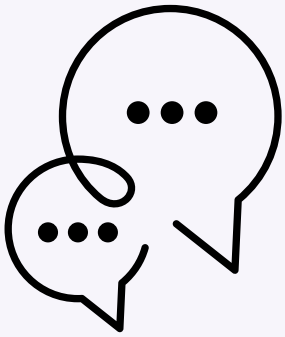
- Alcohol
- Cavi Wipes

Let all items sit until dry. If the wristband is visibly soiled, replace with a new wristband.

05 Once dry, use clean hands to place all items back into the carrying case. Re-stock with 5 new adhesives and 5 new alcohol wipes.

Do not disinfect, sterilize, or reuse single-patient use or disposable components.

Get in Touch



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