

emoyo^{4.0}

breathing technology into life

User Manual



eMoyo

Doc. Number: EM-KW-SW-IFU | Revision: 01

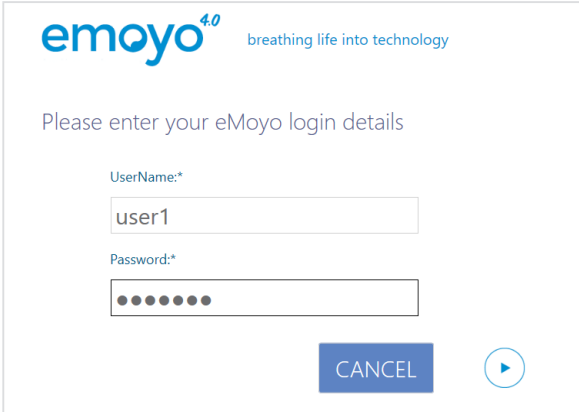
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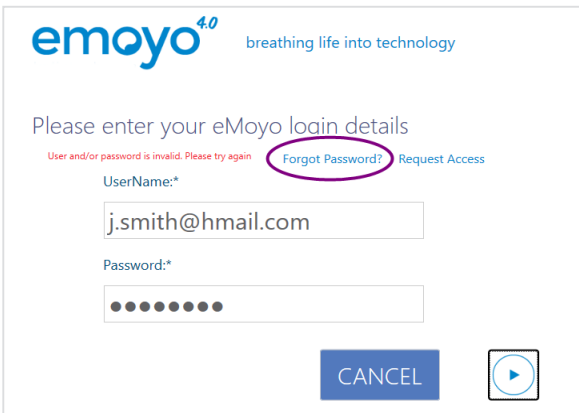
1. Getting Started

- 1.1. Run the **emoyo^{4.0}** application and log in with your username, which will normally be your email address or cellphone number, and your password.



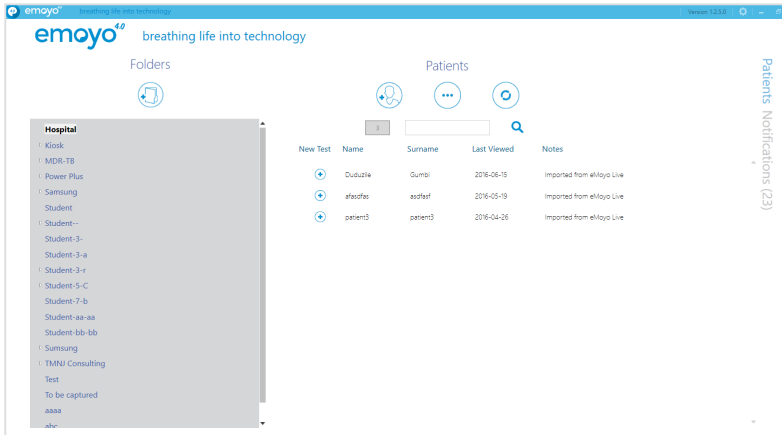
The screenshot shows the emoyo 4.0 login interface. At the top left is the logo "emoyo^{4.0}" with the tagline "breathing life into technology". Below the logo, the text "Please enter your eMoyo login details" is displayed. There are two input fields: "UserName:*" containing the text "user1" and "Password:*" which is masked with seven dots. At the bottom right, there is a blue "CANCEL" button and a circular play button icon.

Troubleshooting If you don't know your password, or have forgotten it, a link named "Forgot Password?" will pop up. Follow it to open up a new eMoyo support ticket. Please complete as much information as possible, including the name of your institution, your name, and your username, if known.



The screenshot shows the emoyo 4.0 login interface after a failed attempt. At the top left is the logo "emoyo^{4.0}" with the tagline "breathing life into technology". Below the logo, the text "Please enter your eMoyo login details" is displayed. A red error message reads "User and/or password is invalid. Please try again". To the right of this message is a link "Forgot Password?" which is circled in purple, and another link "Request Access". There are two input fields: "UserName:*" containing the text "j.smith@hmail.com" and "Password:*" which is masked with seven dots. At the bottom right, there is a blue "CANCEL" button and a circular play button icon.

1.2. After a successful login attempt, you will be able to select a VTC (Virtual Telemedicine Centre) and VC (Virtual Clinic), as well as a profile. Please note that if none of these options are available on your specific profile, these steps will be bypassed. If you have an option of choosing a profile, please select the Patient Management profile. Once selected, the patient management home screen will appear.



1.3. If you are running the application for the first time, it is necessary create a new folder before you can add new patients.

2. Working with Folders

Folders can be used to organise patients. Think of these as folders on your desktop, although they are not physically stored on your computer.

- 2.1. Create a new folder by clicking the Add Folder button. You will be given the option of entering a name for the new folder, as well as the location. If you want to create a new subfolder, select the folder, select Add Folder, and ensure the option, “Create new folder under xxx” is selected. You can also open this window by right clicking a folder and selecting “Add Folder”. Select “Save” to save the new folder.



Add Folder

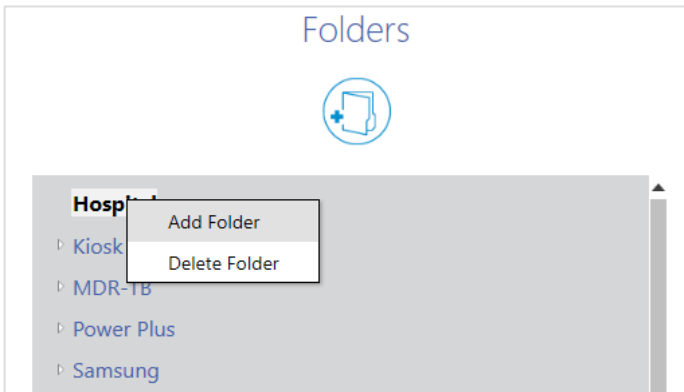
Folder Name

NewFolder

Create new folder under Hospital

Create new folder in root

Cancel Save



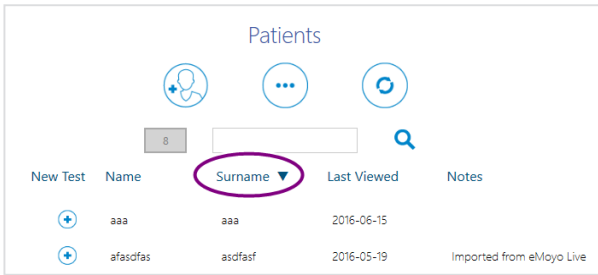
- 2.2. Selecting a folder will only display the patient’s details located inside it.



3. Working with Patients

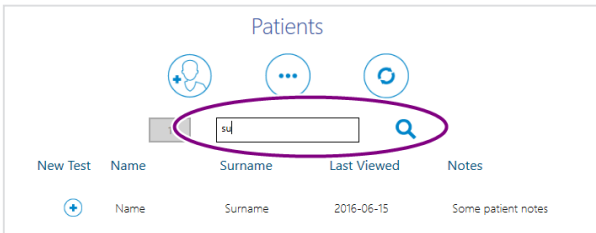
Sorting and Filtering

- 3.1. Sort the patient list by selecting the headers in the patient list. Patients can be sorted by the following fields:
- Name
 - Surname
 - Last Viewed Date



- 3.2. Filter the patient list by typing their information in the search box. Patients will be filtered in the following fields:
- Name
 - Surname
 - Email address
 - Phone number

Please note that filtering will only be performed on the patient list currently displayed on the screen. If a folder was selected, only those patients will be filtered.



- 3.3. In order to do a search through all patients on the system, first select the “Show All Patients” button located above the patient list. Please note that, depending on the amount of patients on the system, this might take some time to retrieve all patient detail. As soon as all patients have been retrieved, it is possible to filter this list by typing a search string in the search box.



4. Working with Patients

Adding a New Patient

4.1. In order to create a new patient, first select the folder under which the patient should be created.



4.2. Select the “Add new patient” button which is located above the patient list. This will open the Add Patient screen. Please complete the details on this form. The only compulsory fields on this form are Name and Surname.

A photograph of the patient can be captured by selecting the “Start Capture” button.



When the details have been entered correctly, select the next button to navigate to the next screen.

emoyo™ breathing life into technology

◀ Add Patient

Please supply new patient detail

Folder: **Hospital/Ward-A/DR**

First Name*
Name

Last Name*
Surname

ID/SS Passport
12345

Cellular number:
000

Gender:
 Undisclosed Female Male

Date of birth:
0001/01/01

Switch Webcam Take Picture Start Capture

4.3. On the next screen, the patient classification can be entered. You can choose between the following groups of classifications:

1. Hospital

- Hospital
- Ward
- Bed No.
- File No.

2. Company

- Company
- Department
- Job Title
- Employee No.

3. Clinic

- Clinic
- OPD
- OPD Room No.
- File No.

4. School

- School
- Grade
- Class No.
- Scholar No.

Patient notes can also be entered on this screen. When all the necessary information has been completed, select Next to save the new patient. The Patient Detail screen will then open again.

emayo™ accelerating life and technology Screen 12.11

Add Patient

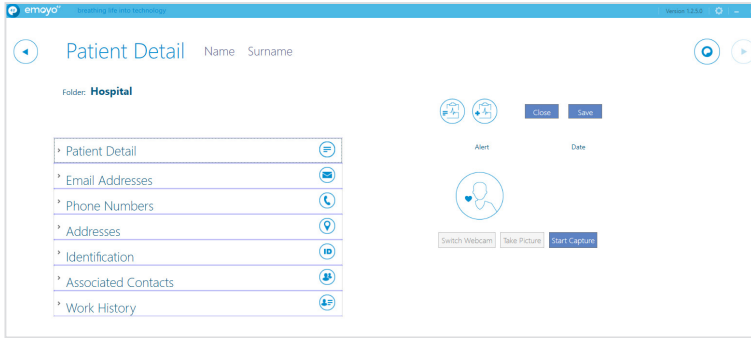
Please supply new patient detail

Hospital	People Choice Hospital
Ward	Ward A
Bed no.	112
File no.	2013/512/111

Notes:
Some patient notes

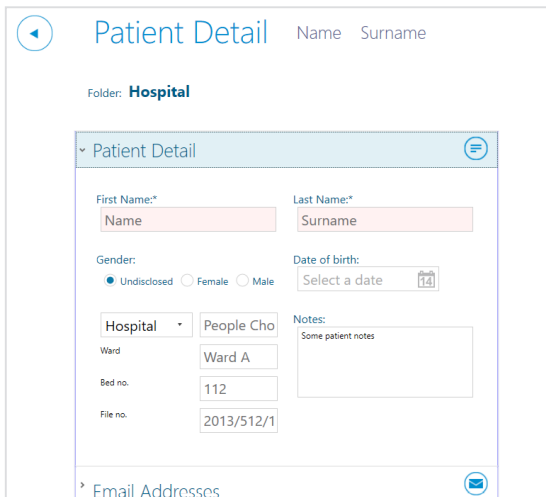
5. Working with Patients

Patient Detail

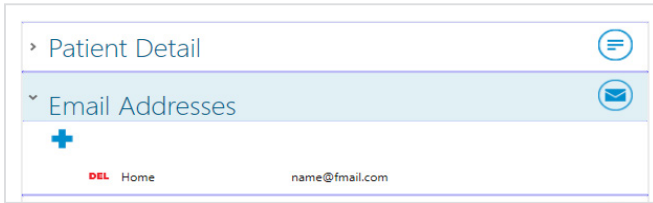



Patient detail can be viewed or updated on this screen. The following details can be added: Name, surname, date of birth, gender, contact details and test notes.


5.1. Patient Detail





5.2. Email Addresses

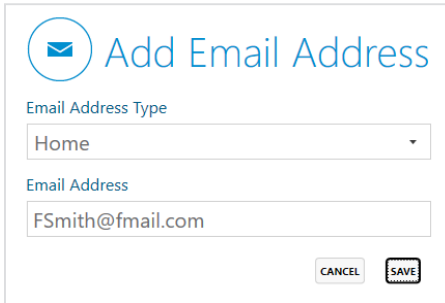



› Patient Detail 

▼ Email Addresses 



 Home name@fmail.com



 Add Email Address

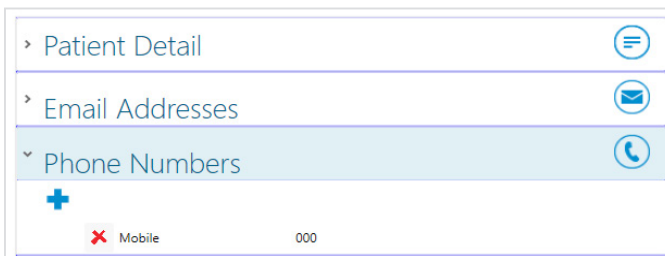
Email Address Type


Home ▼


Email Address


FSmith@fmail.com


5.3. Phone Numbers




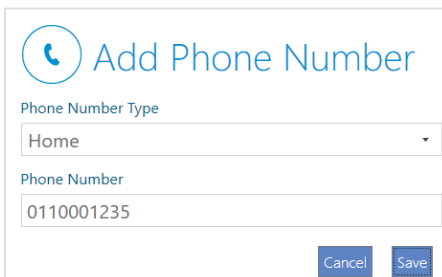
› Patient Detail 


› Email Addresses 

▼ Phone Numbers 



 Mobile 000



 Add Phone Number

Phone Number Type

Home ▼

Phone Number

0110001235

5.4. Addresses

A sidebar menu for patient details. The items are: Patient Detail, Email Addresses, Phone Numbers, and Addresses. The 'Addresses' item is selected and highlighted in light blue. Below the menu, a red cross icon is followed by the text 'Home Physical 123 Home Road Johannesburg ZA'.

Add Address

Address Type: Home Postal

Address Lines: PO Box 123

City: Johannesburg

Province:

Zip:

Country: SOUTH AFRICA

Buttons: Cancel, Save

5.5. Identification numbers

A sidebar menu for patient details. The items are: Patient Detail, Email Addresses, Phone Numbers, Addresses, and Identification. The 'Identification' item is selected and highlighted in light blue. Below the menu, a red cross icon is followed by the text 'ID / SS number 12345'.

Add Identification

Identification Type: Medical Scheme Number

Identification: 12345

Country: SOUTH AFRICA

Buttons: Cancel, Save

5.6. Associated Contacts

› Patient Detail	
› Email Addresses	
› Phone Numbers	
› Addresses	
› Identification	
▼ Associated Contacts	
Next of Kin	M Smith 012345

Add Associated Co

Associated Contact Type
Next of Kin

Name
M Smith

Phone 1
012345

Phone 2

Email

Notes

5.7. Work History

› Patient Detail	
› Email Addresses	
› Phone Numbers	
› Addresses	
› Identification	
› Associated Contacts	
▼ Work History	
2010-10-01-01 2013-11-30-01 Total SA	IT 12345

Add Work History

Date Started
2010-10-01

Date Ended
2013-11-30

Company
Total SA

Department
IT

Job Title

Employee Number
12345



6. Working with Clinical Tests

Creating a New Test

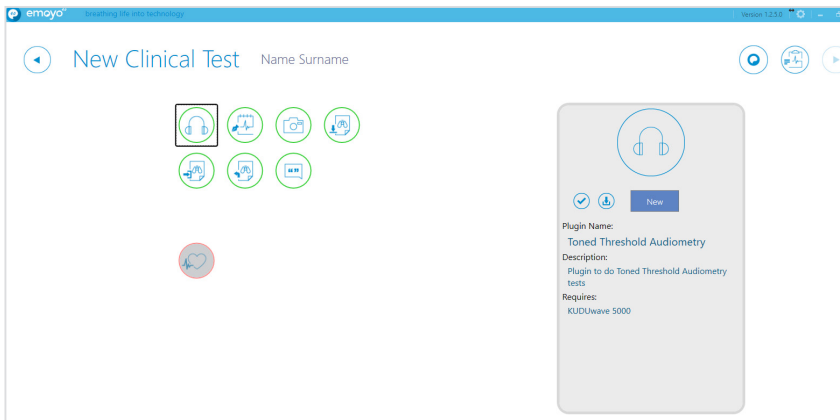
6.1. Open the patient file for the patient that's about to be tested, or create a new patient if you don't have a file. On the Patient Detail screen, select "New clinical test".



Alternatively, on the home screen, select the small plus sign next to the patient's name.

New Test	Name	Surname
	Duduzile	Gumbi
	afasdfas	asdfasf

The New Clinical Test screen will open.



The following tests are available on the The New Clinical Test screen (please note that access is not available to all installations. Please log a support ticket on the emoyo website if you require access to a plugin):



1. Tone Threshold Audiometry test (TTA) - Perform a manual audiometry test on a patient. This test requires the KUDUwave™ medical device.



2. Clinical Notes - Enter a text note for a patient.



3. Speech Discrimination test - This test requires the KUDUwave™ medical device.



4. ECG - This test requires the emoyo ECG device.



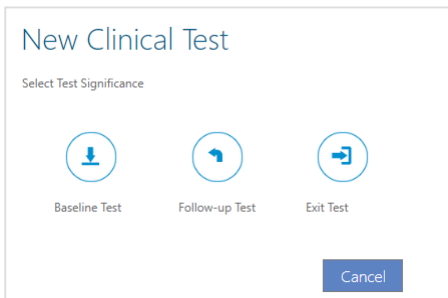
5. Photo - Take photographs using a camera or scope device, e.g. otoscope.



6. Questionnaires - Different questionnaires are available.

6.2. Some of the tests require that the user specifies the significance of the test about to be performed. The following options are available:

- Baseline Test
- Follow-up Test
- Exit Test



7. Working with Clinical Tests

Creating a New TTA Test

7.1. Create a new clinical test for a patient, and select the TTA test.

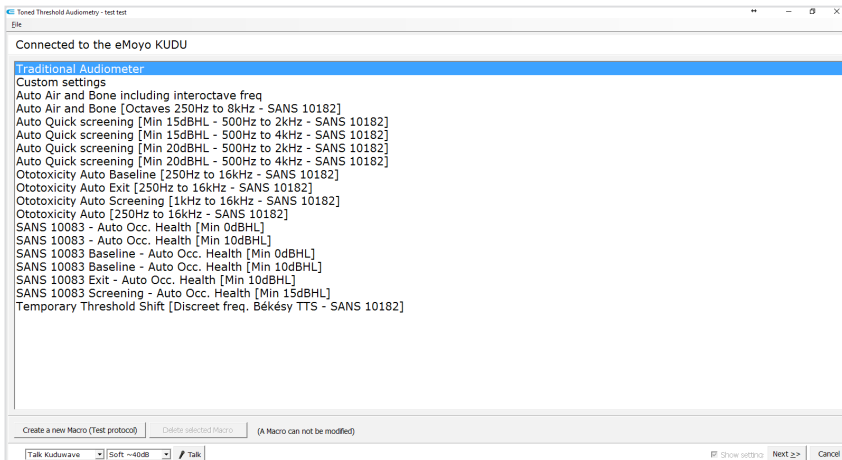
7.2. Ensure that the KUDUwave™ is connected to your computer.



7.3. Either double-click the TTA icon, or select it and then select “New”.

7.4. Select the test significance from the list. The TTA Plugin screen will open.

The New Clinical Test screen will open:

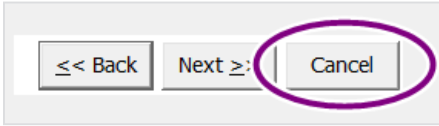


Troubleshooting: If the computer is not able to connect to the KUDUwave™, a ‘Could not connect to the Audiometer’ message will display. This means that the KUDUwave™ audiometer was not plugged in correctly. Please follow these steps to correct the problem:

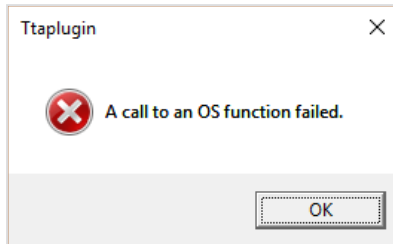
Could not connect to the Audiometer
Make sure the Audiometer is plugged in

- Try to connect to the Audiometer again and press "Next"
- Continue in Demo Mode without the Audiometer plugged in

- 7.4.1. Cancel the current TTA test by selecting "Cancel" in the bottom left corner.
- 7.4.2. Unplug the KUDUwave™ from your computer, wait a few seconds, and plug it back in. Also ensure that the response button is plugged in.
- 7.4.3. Restart the TTA test.

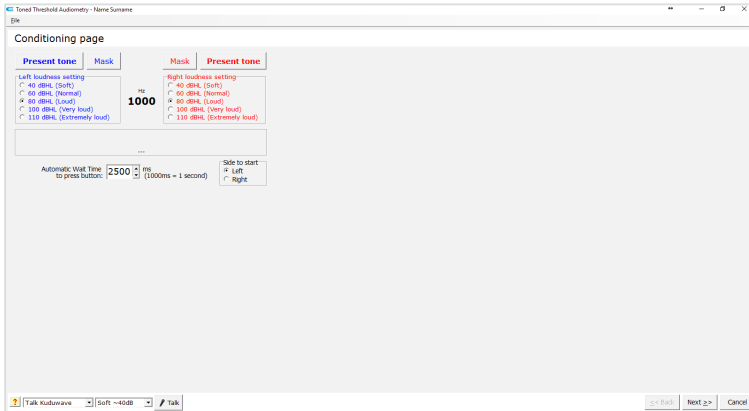


Troubleshooting: If you receive an error, 'A call to an OS function failed', something has gone wrong with the KUDUwave™ connection. Please perform the following steps to correct the problem:

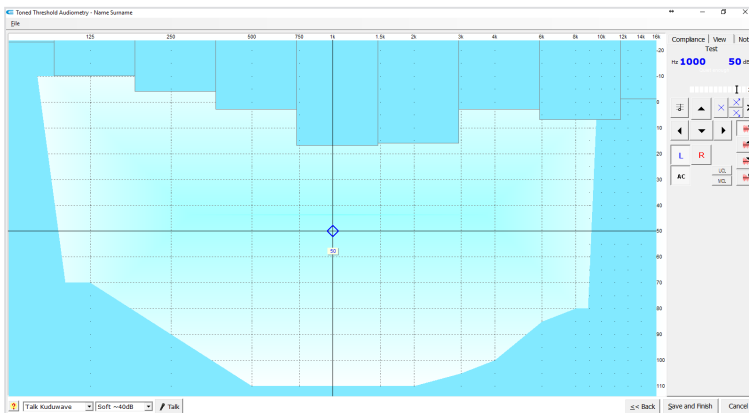


- 7.4.4. Cancel the current TTA test.
 - 7.4.5. Unplug the KUDUwave™.
 - 7.4.6. Restart the computer.
 - 7.4.7. Plug the KUDUwave™ back in. Please ensure that it is plugged in properly.
 - 7.4.8. Run **emoyo**^{4.0} and restart the TTA test.
- 7.5. If you know the name of the test to use, select it from the list and select "Next". This will run an automatic test with pre-loaded settings. Alternatively, select "Custom Settings" in order to select your own settings and run a manual test.

7.6. Make sure that the foam eartips have been inserted into the patient's ears before you begin testing. On the conditioning page, it is possible to play a sound to the patient and test their timely response. If the patient does not respond in time, please explain to them that When they hear the sound, they must quickly press the button and release it. Select "Next" when the conditioning is done.



7.7. If an automatic macro has been chosen on the first screen, the automated test will start running now. Wait for the test to complete and select "Save". Alternatively, a manual test can be performed on this screen.



8 . Working with Clinical Tests

Creating a New Clinical Note

8.1. Create a new clinical test for a patient, and select the Clinical Note test.



8.2. Either double-click the Clinical Note icon, or select it and then select “New”. This will open the clinical notes plugin.

8.3. Enter a note and select “Save and finish”.



9. Working with Clinical Tests

Viewing Tests

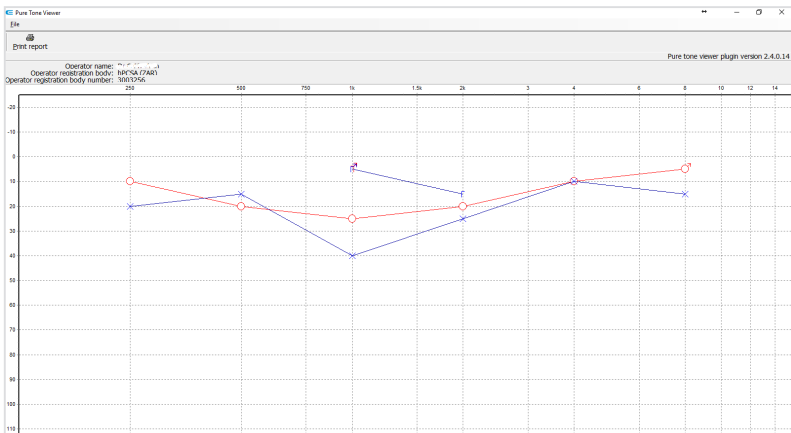
9.1. On the Patient Management start screen, select the patient's clinical test you want to view.



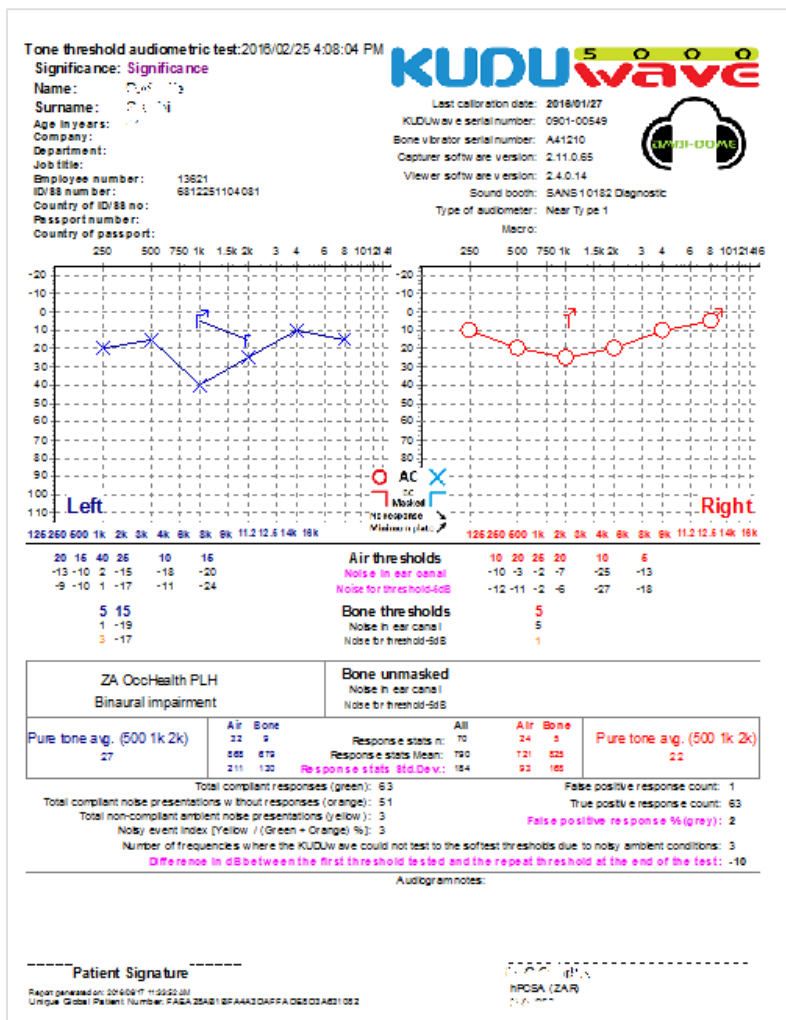
9.2. On the Patient Detail screen, select the "View clinical tests for patient" button. This will open a list of clinical tests which have been performed for the patient.

Plugin/Test	Date	Significance	Interpreted
Toned Threshold Audiometry	2016-06-17	Baseline Test	
Clinical Note	2016-06-15	Baseline Test	

9.3. Select the applicable test and select "View Test Results", or double-click the test in the list. The viewer for the specific test type will open with the test results.

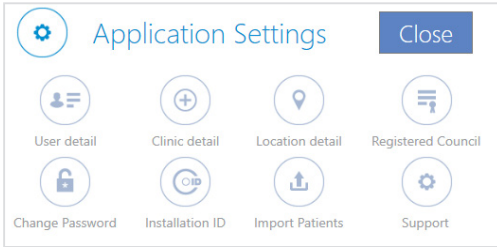


9.4. In the case of a TTA test, a report can be displayed and printed by selecting the “Print report” button.

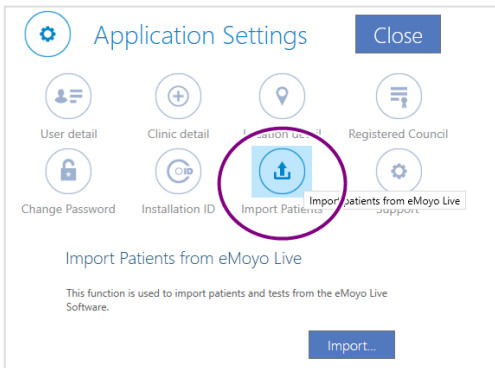


10. Importing data from eMoyo Live

10.1. Log into **emoyo**^{4.0} and select the Settings icon in the top right corner. This will open the Application Settings window.



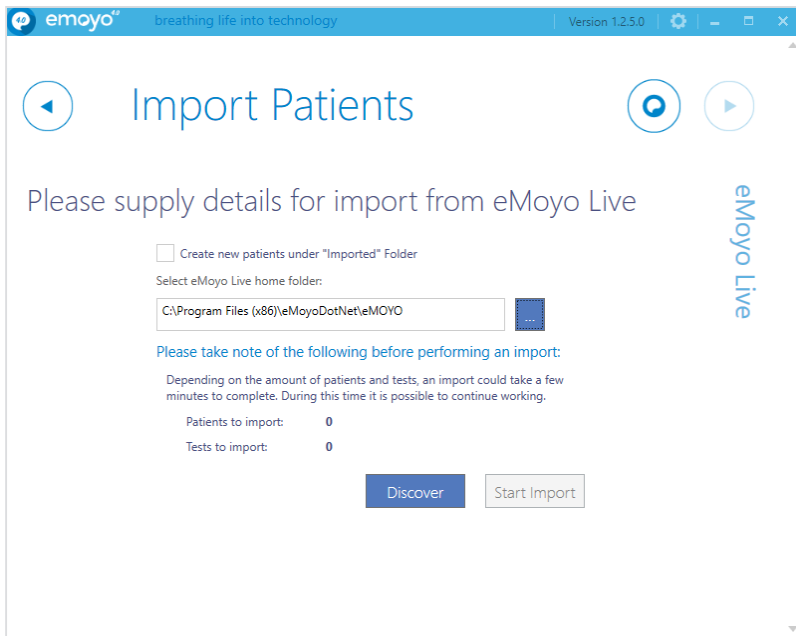
10.2. Select "Import Patients".



10.3. The Import patients page will be opened.

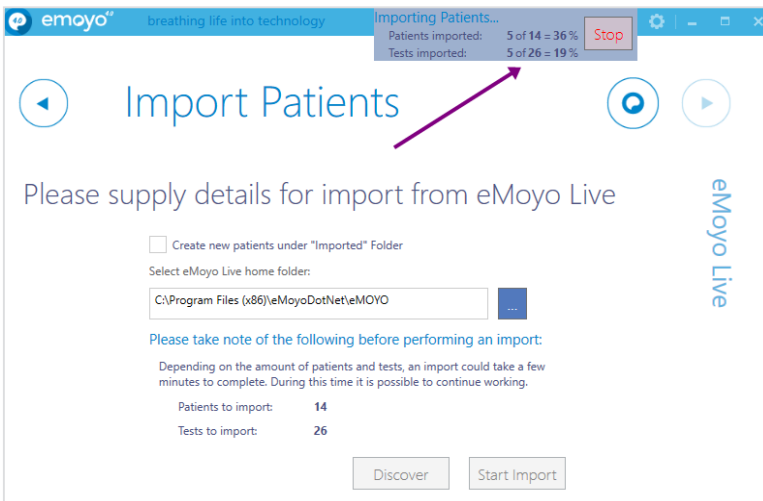
- If you want the imported patients to be created under a new folder called "Imported", select the first checkbox. The original file structure will still be preserved under this folder. If the checkbox is left unchecked, the eMoyo live folder structure will be created in the root.
- Ensure that the eMoyo Live home folder is correct. The application will try to determine the correct folder, but in some cases this might have to be changed. Some notes on this:
 - Very old installations on 32-bit Windows installations will have the eMoyo Live folder at the following location: c:\Program Files\GeoAxon\eMOYO.

- Newer installations on 32-bit Windows installations will have the eMoyo Live folder at the following location: C:\Program Files\ eMoyoDotNet\ eMOYO.
- Newer installations on 64-bit Windows installations will have the eMoyo Live folder at the following location: C:\Program Files(x86)\ eMoyoDotNet\ eMOYO.
- If you changed the database location in eMoyo Live, please select the correct location by selecting the browse (“...”) button.
- If you are not certain of the correct eMoyo Live location, please log a support ticket on the eMoyo website, and one of our technicians can assist you with the importing process.

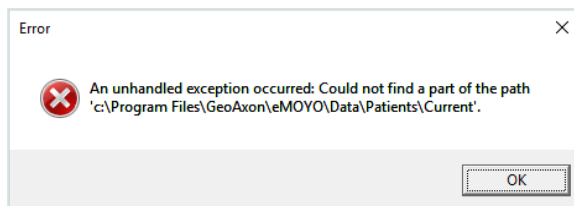


10.4. Select the “Discover” button. The application will estimate the amount of patients and tests to import. Remember that this is only an estimation, and the actual imported amount could vary. If patients and tests are discovered, the “Start Import” button will be enabled. If the amounts stay at 0 and the “Start Import” button is not enabled, it can mean that the eMoyo Live home folder selected is incorrect. Try browsing to one of the options mentioned in the previous point, or contact us for support.

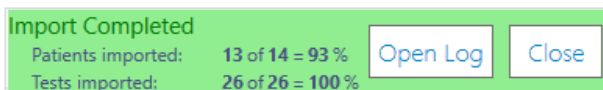
10.5. Select “Start Import”. A popup message will display the progress of the import. Please note that you will be able to work during the import. However, it is advised that you wait until the import is finished. Please also note that after the import is finished, it will take a few minutes to synchronise the imported data to any other machines you may have connected to your clinic.



Troubleshooting: If the following message is displayed, it means that the incorrect eMoyo Live folder was selected. Please contact us for support.



10.6. When the import is complete, the popup will turn green. It is possible that not all of the discovered patients or tests could be imported. This could be because a patient existed without a name or surname, or that there were no tests for a patient. You will be able to view the Log file by selecting the "Open Log" button. If you are concerned about the contents of this file, you can log a support ticket on the eMoyo website. Please copy and paste the contents of the file in the ticket.



10.7. After the import is completed, you should be able to view the imported patients on the Patient Management home screen.

11 . Application Settings

- 11.1. Open the application settings by selecting the settings icon in the top right corner. This will open the Application Settings popup.
- 11.2. User detail - update the name, surname and email address of the current user.

The screenshot shows the 'Application Settings' popup with a 'Close' button in the top right. A grid of icons is displayed below the title, with 'User detail' highlighted in blue. Below the icons is the 'Update Personal Detail' form with the following fields:

- First Name*:
- Last Name*:
- Email*:

A 'Save' button is located at the bottom right of the form.

- 11.3. Clinic detail - update clinic name, email address and phone number. Please note that changes here will not change the destination of SMS and email reports. If you need to change these, please log a support ticket on the eMoyo website.

The screenshot shows the 'Application Settings' popup with a 'Close' button in the top right. A grid of icons is displayed below the title, with 'Clinic detail' highlighted in blue. Below the icons is the 'Update Clinic Detail' form with the following fields:

- Clinic / Practice Name*:
- Clinic / Practice Email*:
- Clinic / Practice Phone*:

A 'Save' button is located at the bottom right of the form.

11.4. Location detail - update the clinic location.

The screenshot shows the 'Application Settings' window with a 'Close' button in the top right. A grid of icons includes 'User detail', 'Clinic detail', 'Location detail' (highlighted), and 'Registered Council'. Below the grid are icons for 'Change Password', 'Installation ID', 'Import Patients', and 'Support'. The 'Update Location Detail' section contains the following form fields:

- Room:
- Building:
- Street Address Line 1:
- Street Address Line 2:

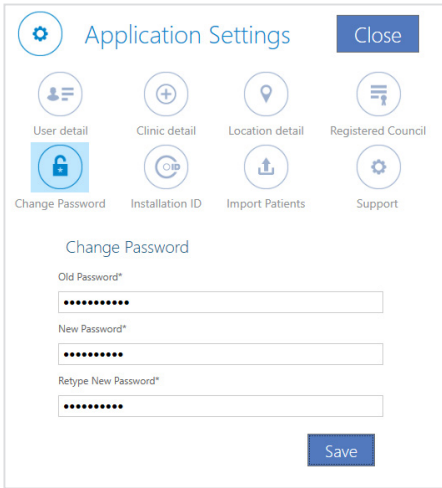
11.5. Registered Council - update the current user's registration details. Please note that these details can only be updated 5 times.

The screenshot shows the 'Application Settings' window with the 'Registered Council' icon highlighted in the top grid. The 'Update Registered Council' section has a red indicator '2 changes left'. The form fields are:

- Registered Council*:
- Registered Name*:
- Registration Number*:

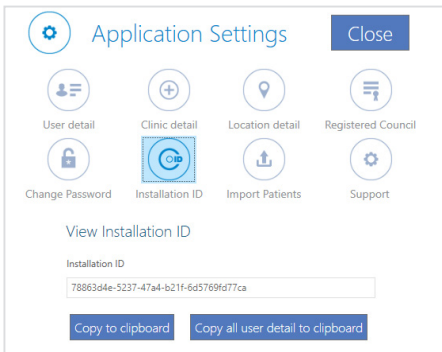
A 'Save' button is located at the bottom right of the form.

11.6. Change Password - use this page to update the current user's **emoyo**^{4.0} password. Please note that this will not affect the password on the server used to view reports. Please also note that this reset will only affect the current installation's password. Passwords are specified per machine where the user has login rights.



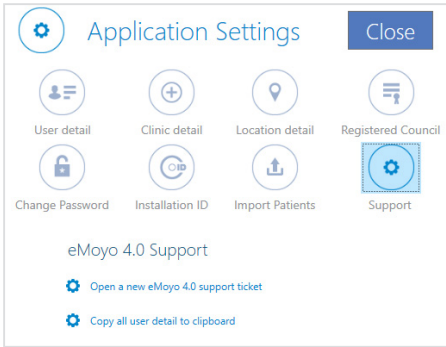
The screenshot shows the 'Application Settings' window with a grid of icons. The 'Change Password' icon is highlighted with a blue border. Below the grid, the 'Change Password' form is displayed. It contains three input fields: 'Old Password*', 'New Password*', and 'Retype New Password*'. Each field is filled with black dots. A blue 'Save' button is located at the bottom right of the form.

11.7. Installation ID - on this tab the user can copy the current Installation ID to the clipboard. This is sometimes needed when a support ticket was logged for access to a new plugin or profile, or when plugin access has expired. Use the button, "Copy all user detail to clipboard" to copy everything that our support technicians might need. Whenever a support ticket is logged, please use this option and paste the contents into the new ticket.



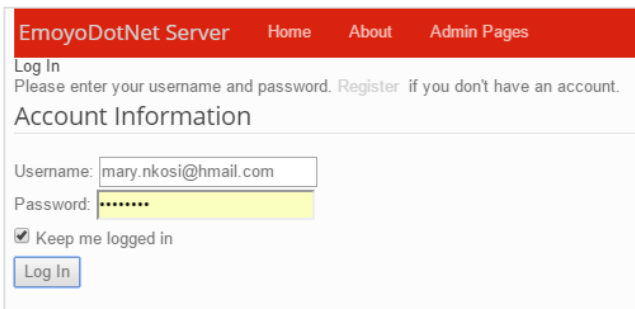
The screenshot shows the 'Application Settings' window with a grid of icons. The 'Installation ID' icon is highlighted with a blue border. Below the grid, the 'View Installation ID' form is displayed. It contains one input field labeled 'Installation ID' with the value '78863d4e-5237-47a4-b21f-6d5769fd77ca'. Below the input field are two blue buttons: 'Copy to clipboard' and 'Copy all user detail to clipboard'.

11.8. Support - use this tab to open a new support ticket on the emoyo website.



12 . Opening a Clinical Report from Email

- 12.1. After a TTA test was performed and the data synchronised to the server, the clinic will receive an email with the test results, as well as a link to the online Audiogram and Audiology report.
- 12.2. In order to view the online results, please click on one of the links on the report. This will open a web browser, asking for a user and password.
- 12.3. Type the user and password which was given to you with the initial installation. You can also select “Remember me” which will remember your login details for a few days. If you did not receive a user and password, please log a support ticket and we will send you the necessary detail.



The screenshot shows a web browser window with a red header bar containing the text "EmoyoDotNet Server" and navigation links for "Home", "About", and "Admin Pages". Below the header, the page is titled "Log In" and includes the instruction "Please enter your username and password. Register if you don't have an account." The main section is titled "Account Information" and contains a login form with the following elements: a "Username:" label followed by a text input field containing "mary.nkosi@hmail.com"; a "Password:" label followed by a password input field with masked characters "*****"; a checked checkbox labeled "Keep me logged in"; and a blue "Log In" button.