

## Preparation

Purpose: Instructs the trainer on how to assist a customer with a smart device (Android or iOS) to download the HealthCheck application and submit all their INR results starting at the time of training.

The application used in this process is **HealthCheck Mobile Application**.

To log in and practice using the HealthCheck app please use this demo account information:

Name: Trainer Demo

DOB: 01/11/1971

Email: [ACH.Training@abbott.com](mailto:ACH.Training@abbott.com)

Password: Acelis2022!

*Note: If the customer is being trained on the CoaguChek Vantus meter ask the customer prior to performing the test if they would like to use the Bluetooth connection in the meter.*

Reference: [HealthCheck Mobile App | Trainer CoaguChek Vantus Pairing | ACH | TM | WI](#)

*Note: For virtual training the customer may have a tablet provided by ACH. This tablet will have the HealthCheck app loaded on it. Even if the customer does not have the app downloaded on their personal device, instruct the customer to report their first result through the HealthCheck app on the ACH provided tablet.*

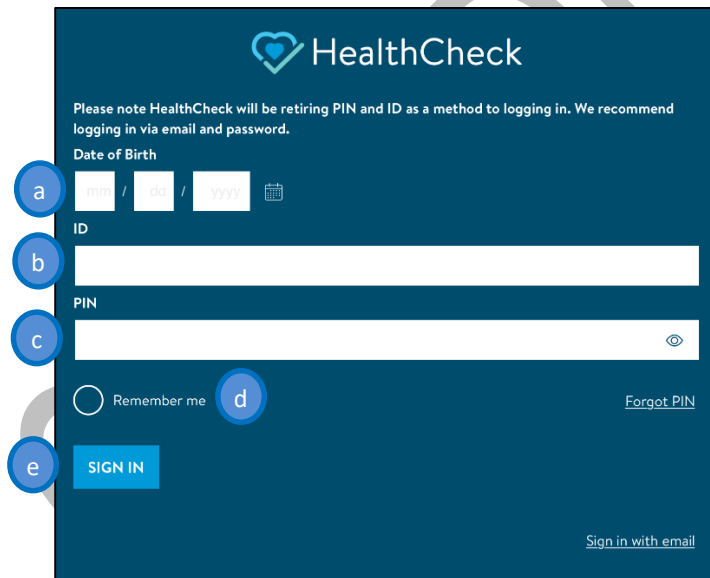
## Procedure

1. Customers with a smart device, Android or iOS, can download the HealthCheck application from their App store.
2. Find and download the **HealthCheck** application for Android or iOS.



3. In the Search bar enter ACH HealthCheck.

4. For Android:
  - a. Select the HealthCheck application.
  - b. Select **Install**.
  - c. Select **Accept** for any special permissions the App may need.
  - d. Once the application installation is complete, select **Open**.
5. For Apple:
  - a. Select **GET**.
  - b. Select **INSTALL** to allow the App Store to download ACH HealthCheck.
  - c. Once the application installation is complete, select **Open**.
6. Customers will need to log in using their PST ID and PIN, refer to the **Customer's Responsibility Agreement** to locate their PST ID and PIN.
  - a. **Date of Birth**: Enter the customer's date of birth.
  - b. **ID**: Enter the PST ID
  - c. **PIN**: Enter the PST PIN
  - d. **Remember Me**: Default to On
  - e. Press **Sign In**.



The screenshot shows the HealthCheck login interface. At the top is the HealthCheck logo. Below it is a note: "Please note HealthCheck will be retiring PIN and ID as a method to logging in. We recommend logging in via email and password." The form contains the following fields and controls:

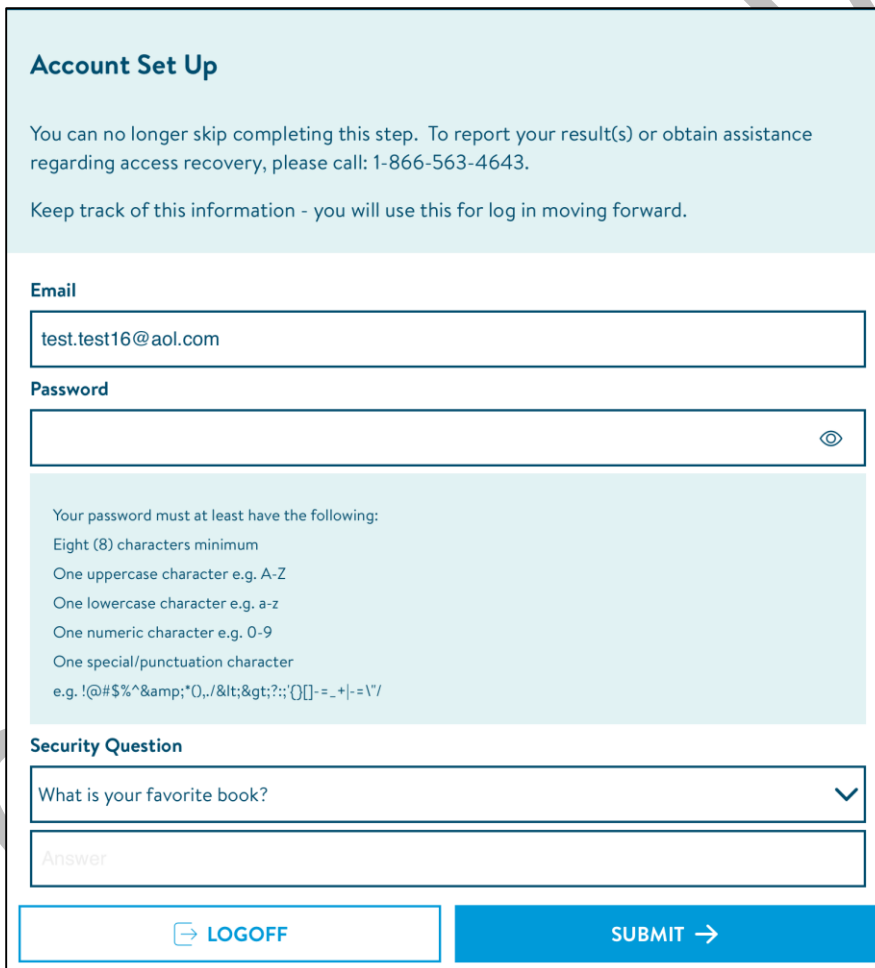
- a**: Date of Birth field with a date picker icon.
- b**: ID field.
- c**: PIN field with a toggle icon for visibility.
- d**: "Remember me" checkbox.
- e**: "SIGN IN" button.
- Links: "Forgot PIN" and "Sign in with email".

*Note: When customers first login to the HealthCheck app they will need to **Agree** to the Terms of Use. If the customer selects "I do NOT agree," they will not be able to login and use the application. Also, the customers will be asked to **Allow** HealthCheck to send them Notifications. Customers should select Allow if they would like to enable Push Notifications on their smart device.*

7. The customer will be presented with the **Account Set Up** page.
  - a. The customer will need to answer a security question, and validate their email address.
  - b. An email will be sent to the email address they entered to validate the account set up.The customer will have 48 hours to verify this email.

*Note: If the customer is using an ACH provided tablet and they will not be using a mobile device in the future to report results they do not have to follow Account Set Up steps.*

Reference: [HealthCheck Mobile App | Trainer Access Recovery](#)



**Account Set Up**

You can no longer skip completing this step. To report your result(s) or obtain assistance regarding access recovery, please call: 1-866-563-4643.

Keep track of this information - you will use this for log in moving forward.

**Email**

test.test16@aol.com

**Password**

Your password must at least have the following:

- Eight (8) characters minimum
- One uppercase character e.g. A-Z
- One lowercase character e.g. a-z
- One numeric character e.g. 0-9
- One special/punctuation character e.g. !@#\$%^&\*O.,/&lt;&gt;?,:;[]-=\_+|=\'/

**Security Question**

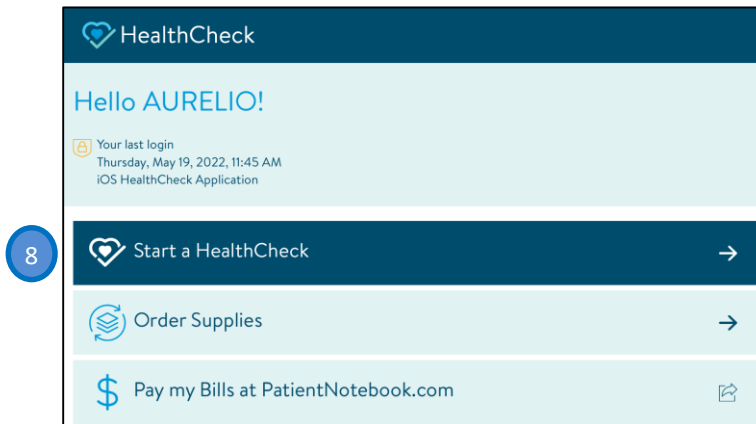
What is your favorite book? ✓

Answer

LOGOFF SUBMIT →

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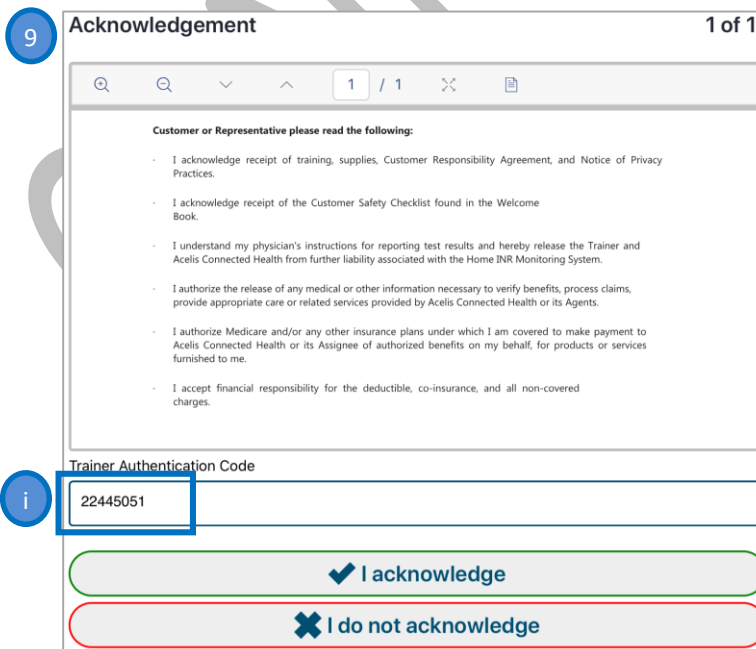
8. The customers will see the **HealthCheck Homepage**. To assist them in submitting their training result press **Start a HealthCheck**.



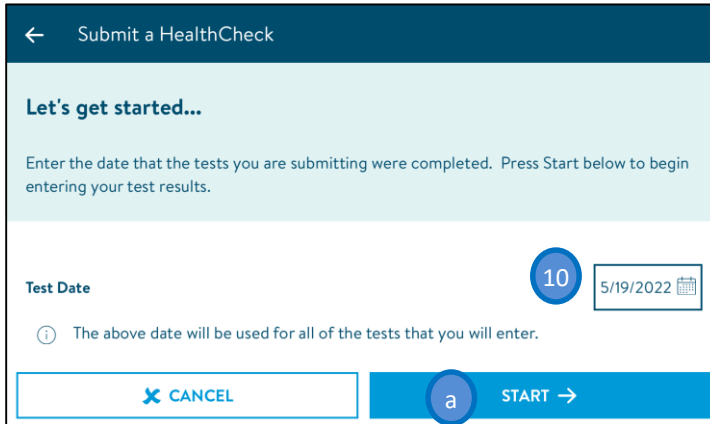
9. They will be presented with the training Acknowledgement page. This is the virtual way the customer can sign off on the training that was provided. It also acts as the customer's consent to bill their insurance.

- a. You will need to provide the customer with a **Trainer Authentication Code**.
  - i. The code uses the customers first 4 of the PST ID and the 4-digit PIN equaling an 8-digit numeric number.

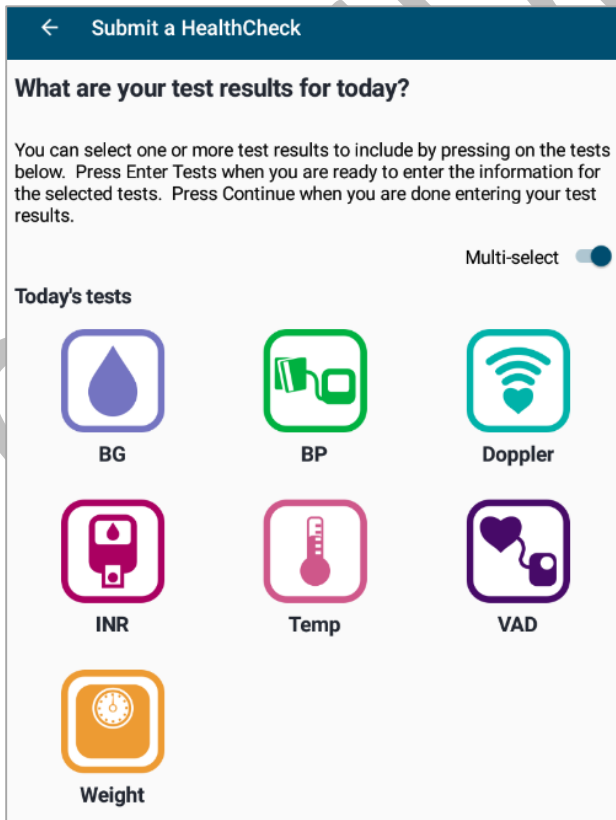
*Note: Customers have to select "I Acknowledge" to be able to proceed with submitting their first result through the HealthCheck App.*





10. Confirm the **Test Date** is the correct date for the test being performed.
  - a. Then press **Start**.

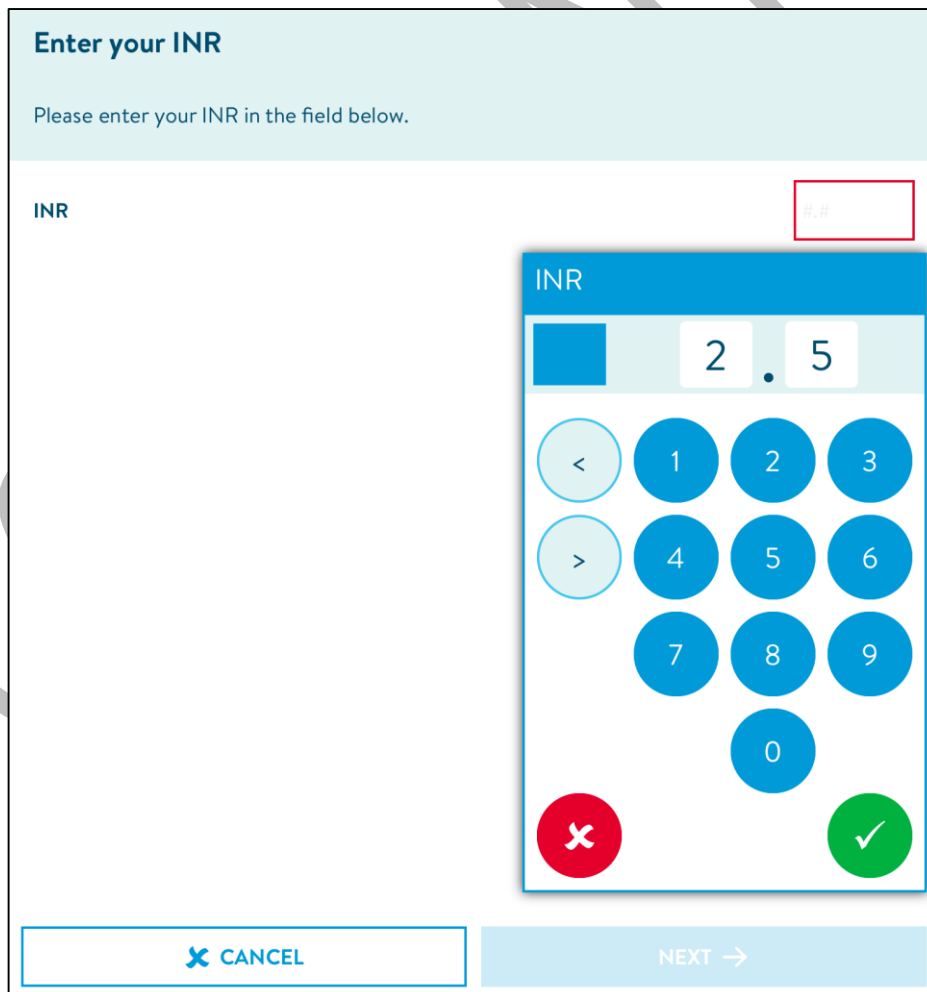


*Note: If the customer is enrolled in another program, such as VADWatch, they will have a tablet and they will see multiple test icons. The Multi-Select button could be turned on to allow the customer to select multiple tests to perform at the same time. The customer would select all the tests they want to perform and press **Enter Tests**.*

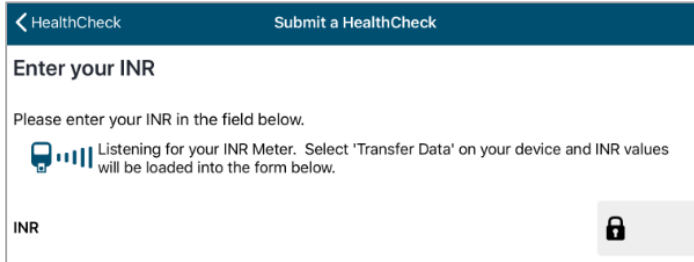


11. The customer will need to enter their INR value.

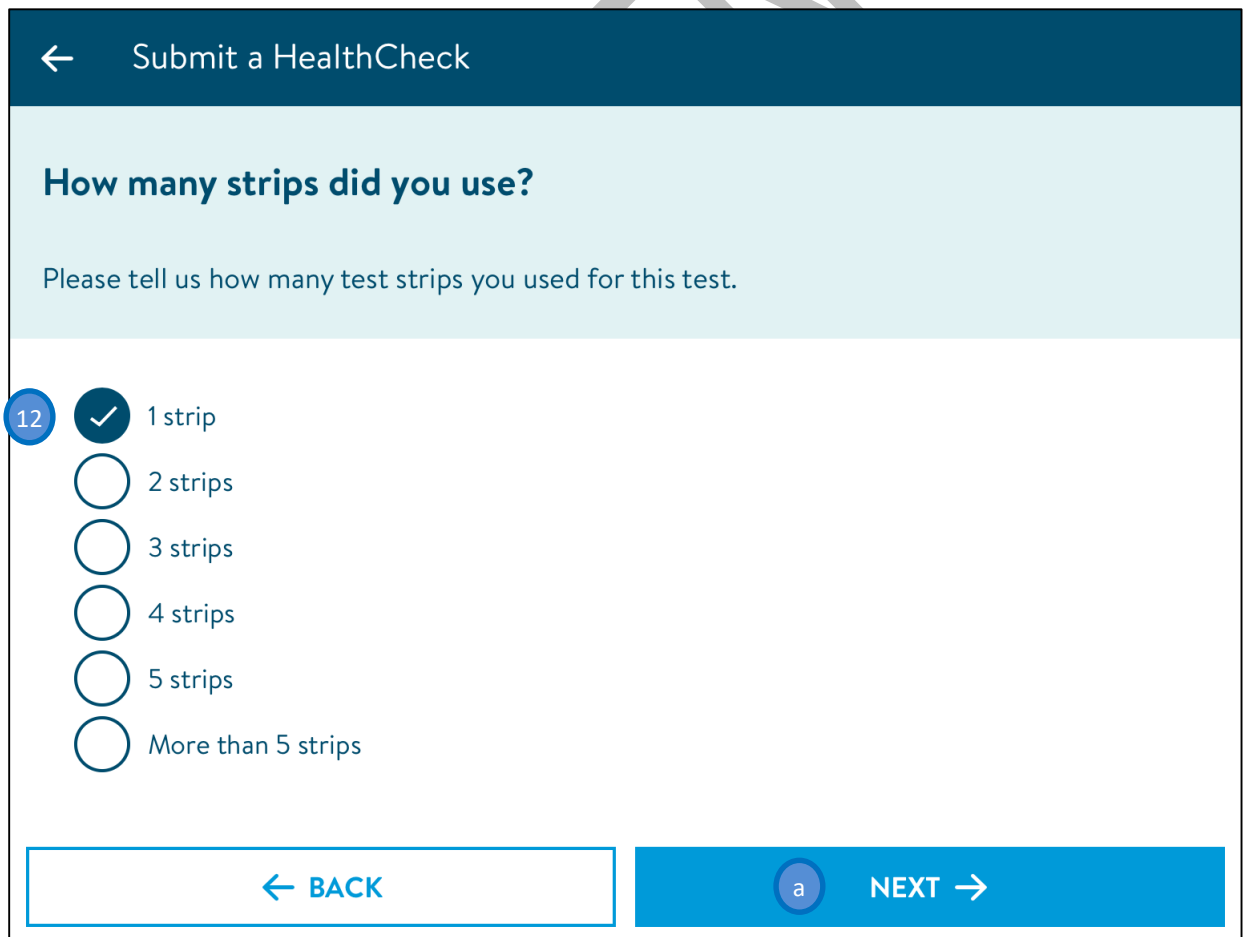
- a. If the customer is not using Bluetooth they will tap in the box to open the key pad to enter their result.
  - i. The customer will press the digits to enter the result. The decimal place is already displayed.
  - ii. If the customer is reporting a result that is outside of the meter range, (XS meter range 0.8 – 8.0 or Vantus meter range 0.8 – 6.0) they will use the < or > sign. For example, the meter will display > 8.0 and the customer will select the > symbol and use the key pad to enter 8.0.
  - iii. The customer will press  if they entered the result correctly.
  - iv. If the customer enters an invalid result they will receive an error message and can press  to cancel the submission and enter again.




- b. If the customer has a Vantus meter paired to the app use Bluetooth, they will either transmit the result, when prompted, right after performing the test or they will go to My Results, then Transfer Data to send the results.



- c. Once the result appears, instruct the customer to press **Next**.
12. During the training session the customer is to select 1 strip used:
- a. Press **Next**.












13. If the customer selected more than one strip they will be asked to select the reason for using multiple strips.

- a. Select the Error message that appeared on the monitor from the list.
- b. Press  .

CoaguChek XS:

**Multiple Strip Use**











Please select a reason for using strip #1

<input checked="" type="checkbox"/>		Blood Sample
<input type="checkbox"/>		Other
<input type="checkbox"/>		Procedure Error
<input type="checkbox"/>		Procedure Error
<input type="checkbox"/>		Procedure Error
<input type="checkbox"/>		Quality Control
<input type="checkbox"/>		Quality Control
<input type="checkbox"/>		Quality Control
<input type="checkbox"/>		Setup

CoaguChek Vantus:

**Multiple Strip Use**

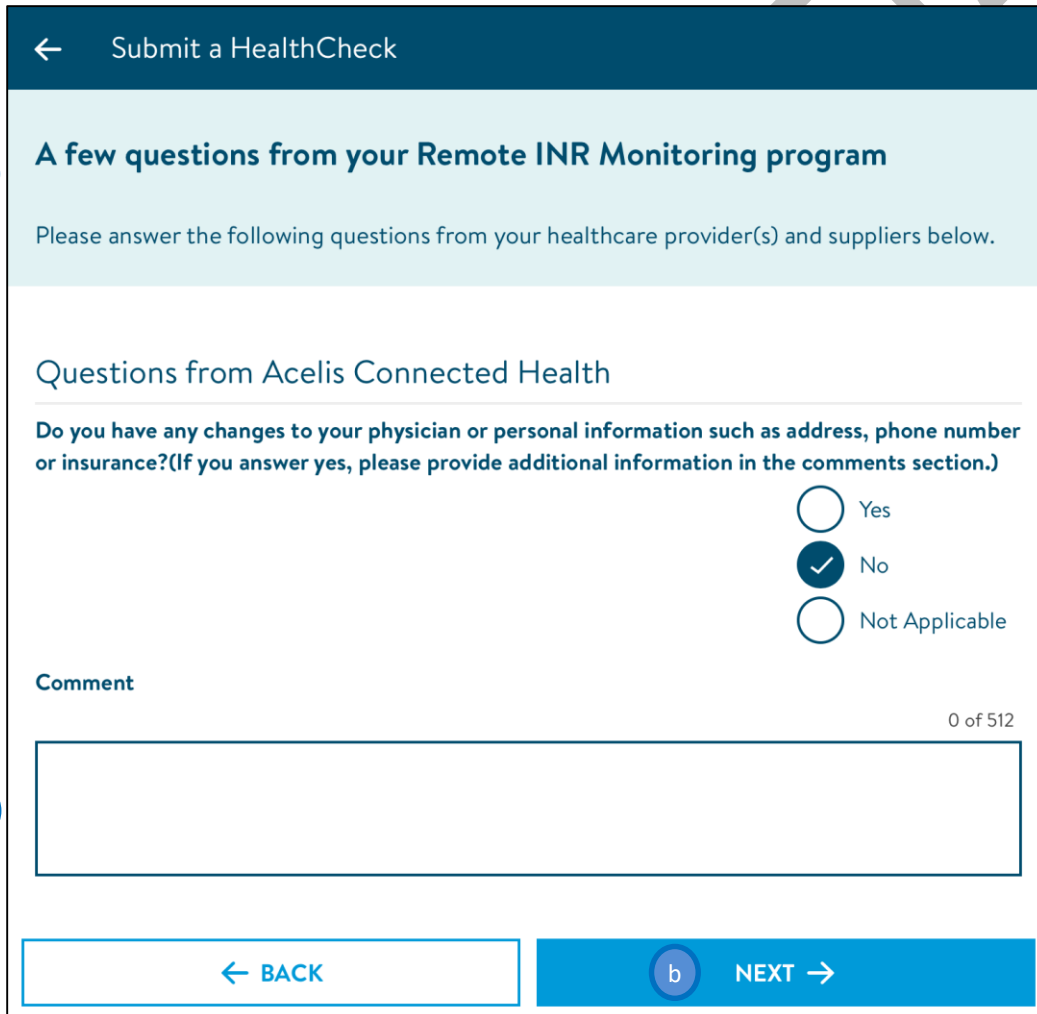
Please select a reason for using strip #1

<input type="checkbox"/>		Meter Lifetime End [E-33]
<input type="checkbox"/>		Meter Error [E-51]
<input type="checkbox"/>		Meter Error [E-62]
<input type="checkbox"/>		Meter Error [E-63]
<input type="checkbox"/>		Meter Error [E-64]
<input type="checkbox"/>		Meter Error [E-66]
<input type="checkbox"/>		Meter Error [E-67]
<input type="checkbox"/>		Power Failure [E-68]
<input type="checkbox"/>		Invalid Date [M-21]
<input checked="" type="checkbox"/>		Test Strip Error [M-44]



14. The customer will need to answer a series of **Clinician and Acelis Connected Health** questions.
- If the customer answers yes to a question they will be required to add a comment in the **Comment** box.
  - Press **Next**.

*Note: Questions can vary between customers. Some clinics have CoagClinic on site and can add their own set of clinic questions. The number of questions a customer will need to answer will depend on the clinic set up. The customer will not be able to select Next until they have answered all questions.*



← Submit a HealthCheck

**A few questions from your Remote INR Monitoring program**

Please answer the following questions from your healthcare provider(s) and suppliers below.

**Questions from Acelis Connected Health**

Do you have any changes to your physician or personal information such as address, phone number or insurance?(If you answer yes, please provide additional information in the comments section.)

☐ Yes

☒ No

☐ Not Applicable

**Comment**

0 of 512

← BACK

NEXT →

15. **Review the HealthCheck test.** The customer will need to confirm that the information entered is correct.
- Press **Submit**.

15

←
Submit a HealthCheck


### Please review your HealthCheck

Please take a moment to review the data that you are about to send to your healthcare provider(s). If any data is incorrect, use the back buttons to go back and edit your information. When you are sure your information is correct, press Submit below.

Test Date

5/19/2022

Test Results


INR

INR

2.5

Strips Used

1 strip

Remote INR Monitoring Questions

Do you have any changes to your physician or personal information such as address, phone number or insurance?(If you answer yes, please provide additional information in the comments section.)

No

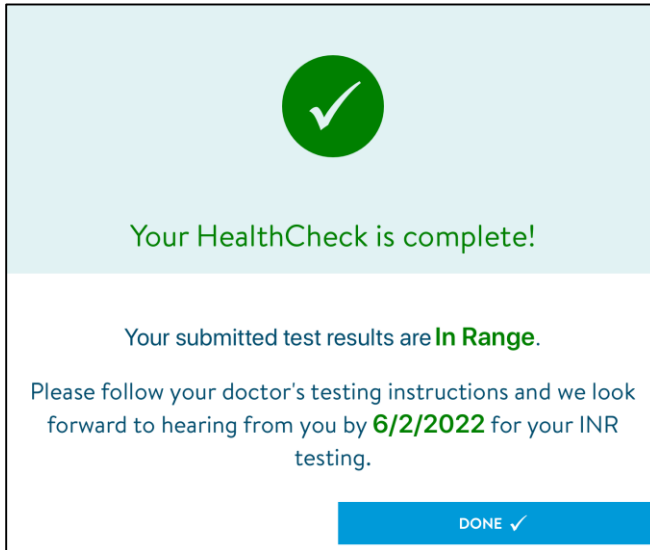
Comment

← BACK

a SUBMIT →

16. The customer test is complete and will display the date for the next HealthCheck.

- a. Press  to return to the home page.



*Note: If the customer INR results are out of range, the notice in HC will say "Your submitted test results are **Out of Range**."*

### Outcome

The Customer's training result has been successfully submitted. Customer is now able to report all future results utilizing the HealthCheck app. For customer inquiries and support: Call HeathCheck Support at 866.563.4643 Monday-Friday 5am-5pm Pacific.