MHST-MN-02 mHealth Studio Cloud Training Manual v1.2

Table of Contents:

Revision History

Revision	Date	Software Version	Description
v1.0	-	v1.16.1	First publication of training manual for mHealth Studio Cloud.
v1.1	10 Dec 2020		Added screenshots and updated text for Headphones, Phones, and License tab.
v1.2	10 Feb 2021		Updated screenshots in section 5 for adding new patient, facility and tester accounts. Updated video: How to add a tester account on mHealth Studio Cloud and mHealth Studio App.

Copyright Notice

© 2017-2021 hearX IP (Pty) Ltd. Copyright in this work including its layout and the designs contained herein is reserved and the making of copies is prohibited.

The content of this document is subject to change without notice. hearX Group is not liable or responsible for any errors or inaccuracies that may appear in this document.

Trademarks

© 2017-2021 hearX IP (Pty) Ltd. Copyright in this work including its layout and the designs contained herein is reserved and the making of copies is prohibited.

The content of this document is subject to change without notice. hearX Group is not liable or responsible for any errors or inaccuracies that may appear in this document.

1. Scope of this training guide

This manual provides instructions for use of the mHealth Studio software and its applications. This manual will guide the audiologist or hearing health professional operate the mHealth Studio software and explain all software features included for optimal use within a clinical and/or community setting.

2. Definitions

In this manual the following terms are referred to:

Owner	Refers to the person who owns the smart device.
Administrator	Refers to the person responsible for the set-up of the hardware and software. This can typically also be the owner of the hardware that oversees all tests results across multiple devices where applicable.
Facilitator	Refers to the audiologist or hearing health professional who facilitates the test with the patient / test subject.
Patient / Test subject	Refers to the person who executes the test.

User	Refers to the person who is registered as admin or tester account user on mHealth Studio Cloud.

3. About mHealth Studio

mHealth Studio Cloud is the secure cloud-based web portal used to store and access data received from the mHealth Studio App operating on a smart device. The mHealth Studio App acts as a central launching platform for multiple hearX products.

4. mHealth Studio Cloud

4.1 Different types of users

In mHealth Studio Cloud there are two types of users:

1. **Admin**: The hearX Account allows access to mHealth Studio Cloud as an admin account. This is the account that manages the tester accounts used to access smart devices. The admin account also has visibility of all the data across the testers' accounts and the devices they use.

2. **Tester**: A tester account is used to login on to the smart device for the facilitator conducting the tests in the field. A tester account also allows access to mHealth Studio Cloud to see patient/test subject's test results.

	Admin Role	Tester Role
Testers		
• Add new tester accounts	✔	✘
• View all tester accounts and account details which had been previously added.	✔	✘
• Edit exciting tester account details	✔	✘
• View the status of the tester account	✔	✘
Facilities		
• Add new facilities	✔	✔
• View all facilities which were previously added as well as view the patients and test which were conducted at a specific facility	✔	✔
• Edit existing facilities	✔	✘
Patients		
• Add new patients	✔	✔
• View, edit and delete patients and patient details	✔	✔
• View patient duplicates.	✔	✘
hearScreen		
• View all hearScreen tests that were performed.	✔	✔
• View detailed test information such as test results, patient, and facility details.	✔	✔
• 'Send SMS' function	✔	✔

hearTest		
• View all hearScreen tests that were performed.	✔	✔
• View detailed test information such as test results, patient, and facility details.	✔	✔
Vision		
• View all Vision tests that were performed.	✔	✔
• View detailed test information such as test results, patient, and facility details.	✔	✔
• 'Send SMS' function	✔	✔
Devices		
Headphones		
• View headphones calibration details	✔	✔
• View headphone calibration certificate	✔	✔
Phones		
• View smart devices registered under the account	✔	✔
• Headphones v5: Similar functionality as 'Headphones'.	✔	✔
Licenses		
• View the software licenses subscriptions linked to the account	✔	✔
Settings		
• Create an SMS message to be sent to patients	✔	✘
• Access Self test Kit URL	✔	✘

4.1 Login

4.1.1 Setup the account to use the software via mHealth Studio Cloud.

Upon the successful purchase of the software, the email address selected to link the software subscription will be used to create the hearX admin account. The hearX account is also used as the admin account for mHealth Studio Cloud which is the launching platform used to operate the hearX software.

The administrator will receive an email from hearX Group prompting to set a password for this account. The hearX admin account and password will be used to login to mHealth Studio Cloud™ to view all the hearScreen results.

Once the password has been set, the audiologist or hearing health professional should open https://cloud.mHealthstudio.com/members/sign_in and tap on the **Sign in with hearX** button.

FOR AUSTRALIAN CUSTOMERS: *Please use* **https://auscloud.mHealthstudio.com** *to access the Australian version of mHealth. The mHealth link will not automatically redirect and access to mHealth should be registered on the Australian instance.*
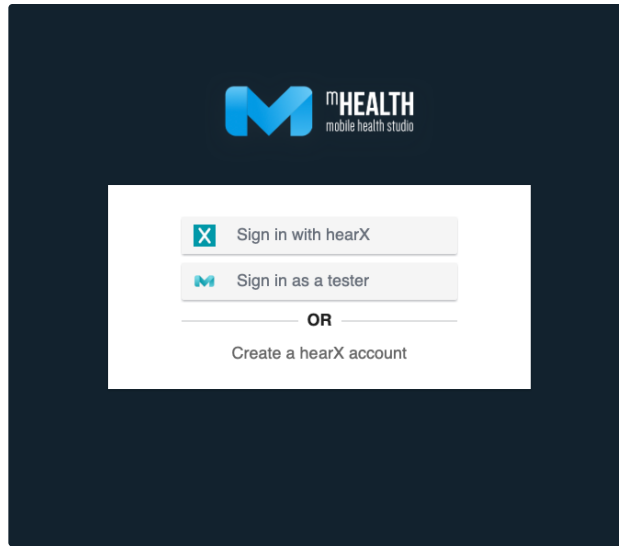
Please note: The hearX account provides the administrator with access to the hearX software and the web portals to view results. Any subscription to the hearX software will be linked to this account. When purchasing any other or new software on the hearX website this account must be used to complete the transaction for subscriptions to be linked to the correct hearX account.

5. mHealth Studio Cloud Menu

mHEALTH
mobile health studio

Admin
salesdemo@hearxgroup.com

Testers

Add   +

List   ☰

Facilities

Patients

hearScreen

hearTest

Vision

Devices

Settings

Sign out

5.1 Testers

5.1.1 Adding a tester account
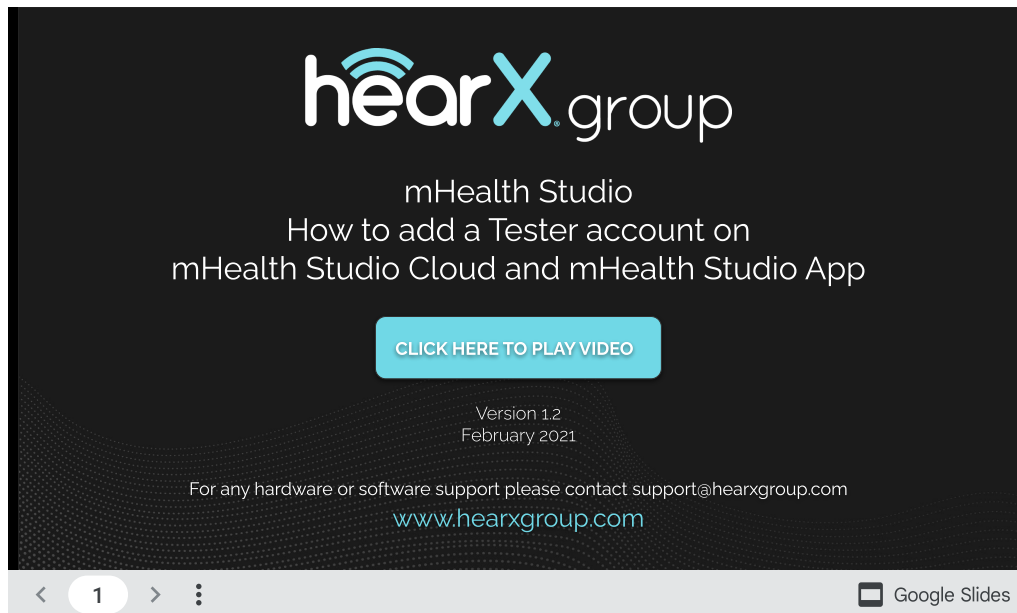
5.1.2 View tester List
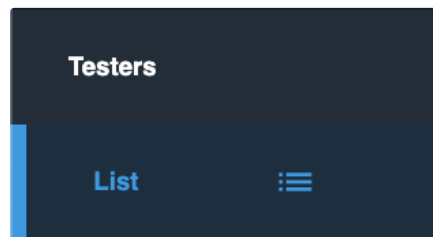
Once signed into mHealth Studio Cloud, go to **Testers > List**. Every tester account created will be displayed here.

Tester accounts can be edited by selecting this gear icon to the left of the tester account entry. You can also view relevant Patients, Facilities, and tests performed by each facilitator.

5.2 . Facilities

mHealth Studio Cloud allows the user to manage the facilities which have been added on either the mHealth Studio Cloud and mHealth Studio App. All facilities will sync with the mHealth Studio Cloud portal after the facilitator has added a new facility via the mHealth Studio App.

5.2.1 Adding a new facility on mHealth Studio Cloud

A new facility can be added by following these steps after logging into the mHealth Studio Cloud:

1. Select the Facility tab.
2. Click in the List tab and select Add Facility.
3. Complete the required fields. The physical location can be automatically detected by selecting the location icon. **Please note:** You will need the location setting on the computer to be enabled.
4. All these fields are required fields.
5. Select CREATE.
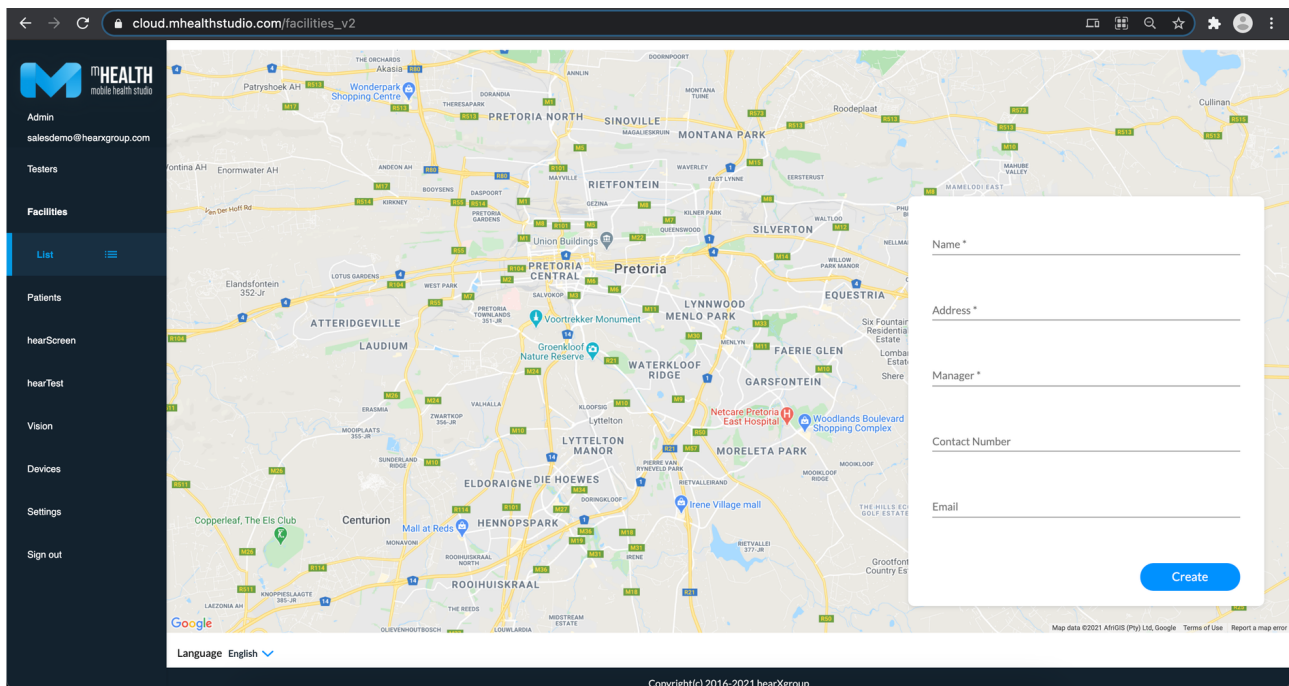
5.2.2 View and manage facilities

Facilities can be viewed by following the following steps:

1. Select the Facility tab.
2. Select the List tab. Every facility created will be displayed here.
3. Facilities can be edited by selecting the gear icon to the left of the facility entry. The user can also view relevant Patients and tests performed at a specific facility.

5.2.3 Search Facility

A facility can be searched for using the search bar in the top right corner of the screen.
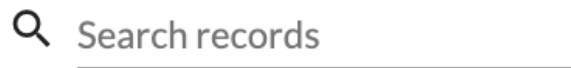
5.2.4 Download a facility report

The facility list can be downloaded by selecting the 'DOWNLOAD' button. The facility list will be exported in an EXCEL document.

5.3 Patients

mHealth Studio Cloud allows the user to manage, edit, and delete patient information that has been added on either the mHealth Studio Cloud and mHealth Studio App. All patients will sync with the mHealth Studio Cloud portal after the facilitator has added a new facility via the mHealth Studio App.

5.3.1 Adding new patients

A new patient can be added by following these steps after logging into the mHealth Studio Cloud:

1. Select the Patient tab.
2. Click on the List tab and select Add Patient.
3. Complete the required fields.
4. Select CREATE.

Multiple patients can be uploaded by doing a bulk upload of patient information by following these steps:

1. Select the Patient tab.
2. Click on the List tab.
3. Select 'BULK IMPORT'.
4. Download the sample XLSX file provided on the mHealth Studio Cloud and fill in the necessary patient details. Once completed, save the file on your computer.
5. To upload the file drag and drop the file to the pop-up bulk upload window in your browser.
6. Click on IMPORT.
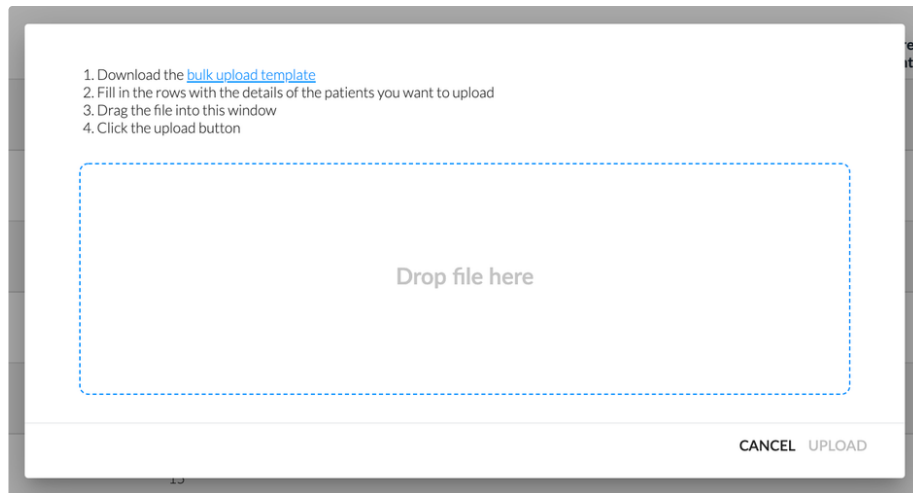
5.3.2 View patient

The user can view the list of patients which has been added to mHealth by following these steps:

1. Select the Patient tab.

2. Click on the List tab.

3. Patients can be filtered by selecting the Add filter button located on the top left corner under the Patients Hearder. The patient list can be filtered according to:
   - Test date
   - Test type
   - Age
   - Gender, and
   - Facility

4. Select the desired filters

5. Click on APPLY to display the filtered patient list.

Additional columns can be selected that will allow the user to view the detailed patient and test information. To do this go to Patients > List > Columns. Select the information to be shown. The list will be automatically updated as the items are selected and deselected.

To get a quick view of tests which has been completed by a patient, click on the 'EYE' icon. Patient information can be edited and deleted by clicking on the 'GEAR' icon.

5.3.3 Download a report of all patients

Follow these steps to download a list of patients:

1. Select the Patient tab.

2. Click on the List tab.

3. Select the information that needs to be displayed on the report by clicking on 'COLUMNS' and selecting the desired information.

4. Click on the download button. The list will be downloaded in an XLSX format.

5.3.4 Edit/Delete patient information

The user can edit and/or delete patient information by following these steps:

How to edit patient information:

1. Select the Patient tab.

2. Click on the List tab.

3. Find the relevant patient

4. Click on the GEAR icon and click on the 'EDIT' button.

5. Edit the patient details as needed.

6. Select 'SAVE'

AND

How to delete patient information:

1. Select the Patient tab.

2. Click on the List tab.

3. Find the relevant patient

4. Click on the GEAR icon and click on the 'DELETE' button.

5. A pop-up window will appear confirming that the patient will be permanently deleted.

6. Select 'DELETE' to continue.

5.3.5 Manage duplicate patients

The duplicate tab will appear under the Patient menu in the event when there is a repeat in one or more of the following fields:

- Name
- Surname
- Date of birth
- ID number
- Medical Record Number (MRN)
- Contact number

Duplicates can be viewed and/or merged by following these steps:

1. Select the Patient tab.
2. Click on the Duplicate tab.
3. A list will be displayed with all the potential duplicates. Click on the 'GEAR' icon located next to the duplicate name.
4. Click 'VIEW DUPLICATE'
5. Click on the 'EYE' icon to view a summary of the test information such as test date, facility, type of test, and result. If the administrator wants to view the detailed patient information. Select the 'GEAR' icon and click on 'VIEW'.
6. To merge the duplicate patients, select the checkboxes, and click on 'MERGE'. A form will then appear prompting the user to enter the correct details of the patient. When complete, select 'MERGE'.
7. Press the skip button if none of the patients are duplicates, all patient records will then be kept intact.

5.4 hearScreen

All hearScreen test results will sync with the mHealth Studio Cloud portal after the facilitator has conducted a hearScreen test via the mHealth Studio App. These test information and test results can easily be accessed through the hearScreen menu once logged in mHealth Studio Cloud.

To view a list of hearScreen tests results these steps can be followed:

1. Select hearScreen tab
2. Click on the Tests tab. All the conducted hearScreen tests will be listed here.

3. The hearScreen tests list can be filtered by selecting the 'Add filter' button located on the top left corner under the hearScreen Hearder. The tests can be filtered according to:
   - Test date
   - Status
   - Result
   - Age
   - Facility, and
   - Member
4. Select the desired filters
5. Click on APPLY to display the filtered patient list.

Columns can be selected that will allow the user to view the additional patient and test information. To do this go to hearScreen > Tests > Columns. Select the information to be shown. The list will be automatically updated as the items are selected and deselected.

Download a report of hearScreen test results

Follow these steps to download a list of hearScreen test results:

1. Select the hearScreen tab.
2. Click on the Tests tab.
3. Select the information that needs to be displayed on the report by clicking on 'COLUMNS' and selecting the desired information.
4. Click on the download button. The list will be downloaded in an XLSX format.

Send SMS messages to hearScreen patients

To send an SMS to the patient with their test results, the user should go to hearScreen > Tests and select the 'Gear' icon and then select 'resend SMS'. To confirm sending the SMS to the patient, the user should select 'Send' or to cancel the SMS request, the user should select 'Cancel'.

5.4.1 Viewing detailed hearScreen results on mHealth Studio Cloud

mHealth Studio Cloud provides a detailed test view for the results of a test session. All test results will sync with the mHealth Studio Cloud portal after the facilitator has selected the 'SAVE' button when the session has been completed.

To view the test results:

- Sign-in on mHealth Studio Cloud
- Select the hearScreen in the menu on the left menu bar to see the latest tests synced to the portal. Once the test grid view opens the:
  - List of hearScreen test results that have been performed. It will display the date the test was performed, the name and surname of the patient/test subject, the name of the facilitator, location, result, as well as status.
  - Columns can be added to the grid view by selecting the COLUMNS button and are also searchable by typing any specific search criteria in the search bar to the right of the screen.

- Click on the EYE icon located on the left of the row as shown in the table to get a detailed view of the test results.

hearScreen detailed test result view explained:

- **Patient tab**: All patient details are displayed in the patient tab. Patient details include the Patient Name, Gender, Email, Contact information, Language, Birthdate, MRN
- **Facility tab:** All facility details are displayed in the facility tab. Facility details include the facility name, Address, Email, Manager, and Contact Number.

- **General tab:** General information such as phone model, phone IMEI, Headset model and serial number, mHealth App and Software Version, and the name of the facilitator will be displayed.
- **Test results tab:** The patient's hearScreen test results will be displayed. The hearScreen test results are presented in the form of a "Pass" or "Refer" outcome. A "Pass" in the default protocol indicates that the patient/test subject heard all the tones. The final result will be presented in the test details tab. The pass requires no further action, whereas a refer outcome requires further assessment and diagnostic testing.
- **Test details tab:** Test details such as test date, patient's age when tested, duration of the test, protocol used, 'Known hearing impairment' question answer, hearing impairment classification and final result are displayed under this tab.
- **Notes tab:** Notes can be viewed, edited, or added to a patient's hearScreen tests here. Select the 'Pen' icon in the 'Notes' tab to add or edit notes. By selecting 'Update' the notes added or edited will be saved and to cancel the editing or adding of notes, select 'Cancel'
- **Signature tab:** The tester and the patient's signature are displayed here.
- **Otoscopy tab:** Otoscopy images are displayed here.

The test result is also downloadable as a pdf report. The download icon in the blue circle above the audiogram will open the pdf report.
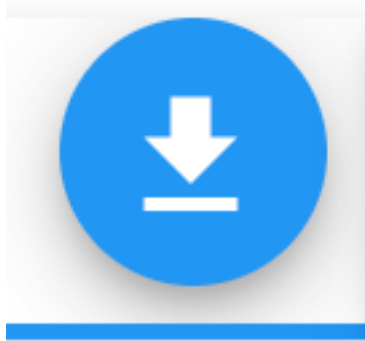
5.5 hearTest

All hearTest test results will sync with the mHealth Studio Cloud portal after the facilitator has conducted a hearTest test via the mHealth Studio App. These test information and test results can easily be accessed through the hearTest menu once logged in mHealth Studio Cloud. You will also be able to view patients Self Test kit Results through the hearTest menu tab.

To view a list of the hearTest tests results, these steps can be followed:

1. Select hearTest tab
2. Click on the Tests tab. All the conducted hearTest tests will be listed here.
3. The hearTest tests list can be filtered by selecting the 'Add filter' button located on the top left corner under the hearTest header. The tests list can be filtered according to:
   - Test date
   - Status
   - Result Left
   - Result Right
   - Result Left Comparision
   - Result Right Comparision
   - Age
   - Facility
   - Tester, and
   - Test Type
4. Click on APPLY to display the filtered patient list.

Columns can be selected that will allow the user to view the additional patient and test information. To do this go to hearTest > Tests > Columns. Select the information to be shown. The list will be automatically updated as the items are selected and deselected.

Download a report of hearTest test results

Follow these steps to download a list of hearTest test results:

1. Select the hearTest tab.
2. Click on the Tests tab.
3. Select the information that needs to be displayed on the report by clicking on 'COLUMNS' and selecting the desired information.
4. Click on the download button. The list will be downloaded in an XLSX format.

5.5.1 Viewing detailed hearTest™ results on mHealth Studio Cloud

mHealth Studio Cloud provides a detailed test view for the results of a test session. All test results will sync with the mHealth Studio Cloud portal after the facilitator has selected the SAVE button when the session has been completed.

To view the detailed hearTest™ results:

- Sign-in on mHealth Studio Cloud
- Select the hearTest tab on the left menu bar to see the latest tests synced to the portal. Once the test grid view opens the:
  - List of hearTest results that have been performed. It will display the date the test was performed, the test type, the name and surname of the patient, the name of the facilitator, location, the result for both left and right ear, and status.
  - Columns can be added to the grid view by selecting the COLUMNS button and are also searchable by typing any specific search criteria in the search bar to the right of the screen.

- Click on the EYE icon located on the left of the row as shown in the table to get a detailed view of the test results.

Facilitated - hearTest™ detailed test result view explained:

- **Patient tab**: All patient details are displayed in the patient tab. The Patient Name, Gender, Email, Contact information, Language, Birthdate, MRN can be viewed.
- **Facility tab:** All facility details are displayed in the facility tab. The facility name, Address, Email, Manager, and Contact Number will be displayed.

- **General tab:** General information such as phone model, phone IMEI, Headset model and serial number, mHealth App and Software Version, and the name of the facilitator will be displayed.
- **Test results tab:** The patient's test results will be displayed.
- **Test details tab:** Test details such as test date, patient's age when tested, duration of the test, protocol used, 'Known hearing impairment' question answer, hearing impairment classification and final result are displayed under this tab.
- **Notes tab:** Notes can be viewed, edited, or added to a patient's results here. Select the 'Pen' icon in the 'Notes' tab to add or edit notes. By selecting 'Update' the notes added or edited will be saved and to cancel the editing or adding of notes, select 'Cancel'
- **Signature tab:** The tester and the patient's signature are displayed here.
- **Otoscopy tab:** Otoscopy images are displayed here.

**Self Test - hearTest™ detailed test result view explained:**

- **Patient tab**: All patient details are displayed in the patient tab. The Patient Name, Gender, Email, Contact information, Language, Birthdate, MRN can be viewed.
- **Facility tab:** All facility details are displayed in the facility tab. The facility name, Address, Email, Manager, and Contact Number will be displayed.
- **General tab:** General information such as phone model, phone IMEI, Headset model and serial number, mHealth App and Software Version, and the name of the facilitator will be displayed.
- **Test results tab:** The patient's test results will be displayed.
- **hearTest RESULT tab:** hearTest details such as test date, test duration, the protocol used, Result for Left and Right ear, Standard Deviation of Response Time, False Response Rate, Subjective Test
- **Notes tab:** Notes can be viewed, edited, or added to a patient's results here. Select the 'Pen' icon in the 'Notes' tab to add or edit notes. By selecting 'Update' the notes added or edited will be saved and to cancel the editing or adding of notes, select 'Cancel'
- **Signature tab:** The tester and the patient's signature are displayed here.
- **hearSpeech RESULT tab:** The patient's hearSpeech results will be displayed.
- **hearRisk RESULT tab:** the patient's hearRisk test results and details such as the risk result, questionnaire response, Asymmetrical Hearing Loss, Risk Questions, Conductive Hearing Loss Risk Outcome, and CEDRA questionnaire will be displayed here.
- **hearScope OTOSCOPY tab:** The patient's Otoscopy images are displayed here.

The test result is also downloadable as a pdf report. The download icon in the blue circle next to the Test Results tab will open the pdf report. The Risk questionnaire responses can also be downloaded individually by clicking on the hearRisk RESULT tab and clicking on the download button.
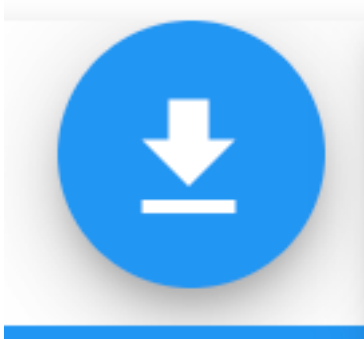
5.6 Vision

All Vula Vision test results will sync with the mHealth Studio Cloud portal after the facilitator has conducted a Vula Vision via the mHealth Studio App. These test information and test results can easily be accessed through the Vision menu once logged in mHealth Studio Cloud.

To view a list of the Vula Vision tests results, these steps can be followed:

1. Select Vision tab
2. Click on the Tests tab. All the conducted Vision tests will be listed here.

3. The Vision test list can be filtered by selecting the 'Add filter' button located on the top left corner under the Vision header. The tests list can be filtered according to:
    - Test date
    - Status
    - Result Left
    - Result Right
    - Result Left Comparision
    - Result Right Comparision
    - Facility, and
    - Tester

4. Click on APPLY to display the filtered patient list.

Columns can be selected that will allow the user to view the additional patient and test information. To do this go to Vision > Tests > Columns. Select the information to be shown. The list will be automatically updated as the items are selected and deselected.

Download a report of Vision test results

Follow these steps to download a list of Vision test results:

1. Select the Vision tab.
2. Click on the Tests tab.
3. Select the information that needs to be displayed on the report by clicking on 'COLUMNS' and selecting the desired information.
4. Click on the download button. The list will be downloaded in an XLSX format.

Send SMS messages to Vision patients

To send an SMS to the patient with their test results, the user should go to Vision > Tests and select the 'Gear' icon and then select 'Send SMS'. To confirm sending the SMS to the patient, the user should select 'Send' or to cancel the SMS request, the user should select 'Cancel'.

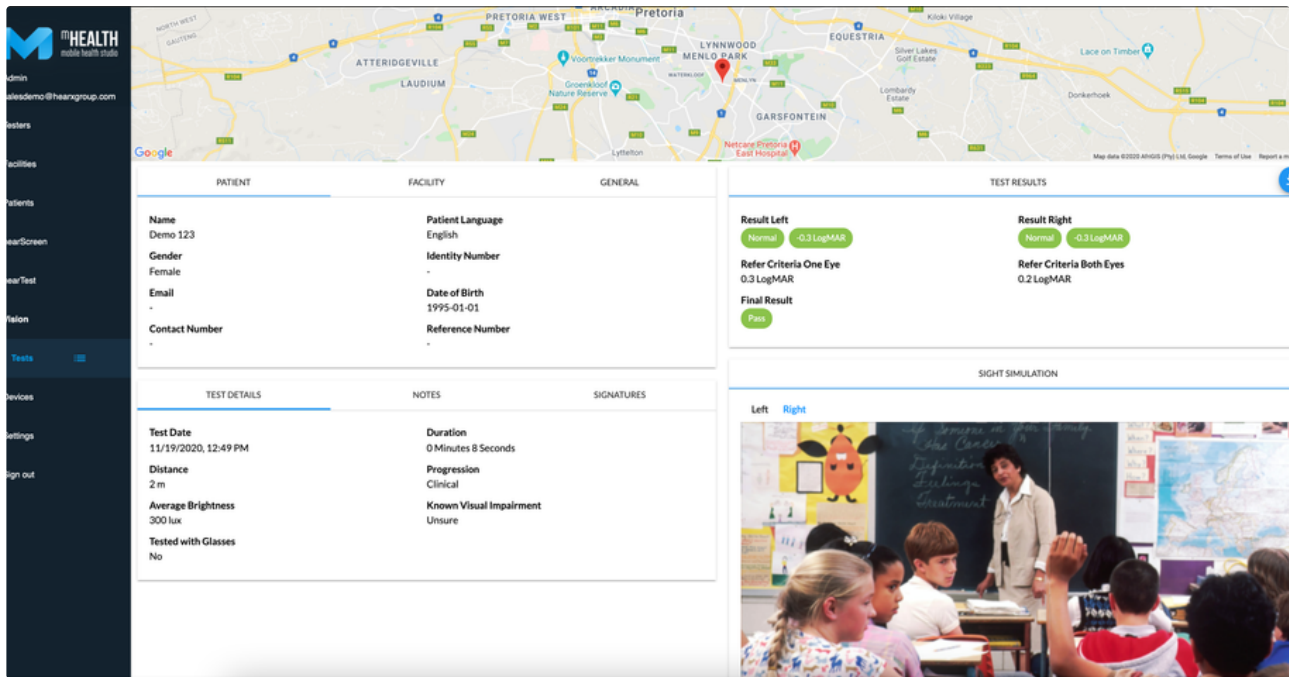### 5.6.1 Viewing detailed Vision results on mHealth Studio Cloud

mHealth Studio Cloud provides a detailed test view for the results of a test session. All test results will sync with the mHealth Studio Cloud portal after the facilitator has selected the SAVE button when the session has been completed.

To view the detailed Vision results:

- Sign-in on mHealth Studio Cloud
- Select the Vision tab on the left menu bar to see the latest tests synced to the portal. Once the test grid view opens the:
  - List of Vision results that have been performed. It will display the product which was used to perform the test, the date the test was performed, the name and surname of the patient, the name of the facilitator, location, reference, result for both left and right eye, status, and Final result.
  - Columns can be added to the grid view by selecting the COLUMNS button and are also searchable by typing any specific search criteria in the search bar to the right of the screen.


- Click on the EYE icon located on the left of the row as shown in the table to get a detailed view of the test results.

Vision detailed test result view explained:

- **Patient tab**: All patient details are displayed in the patient tab. The Patient Name, Gender, Email, Contact information, Language, Birthdate, MRN can be viewed.

- **Facility tab:** All facility details are displayed in the facility tab. The facility name, Address, Email, Manager, and Contact Number will be displayed.

- **General tab:** General information such as phone model, phone IMEI, Headset model and serial number, mHealth App and Software Version, and the name of the facilitator will be displayed.

- **Test results tab:** The patient's test results will be displayed.

- **Sight simulation tab:** The patient's sight simulation will show an illustration of the sight results.

- **Test details tab:** Test details such as test date, test duration, Distance, Progression, Average Brightness, 'Known visual impairment' question answer, Tested with glasses question are displayed under this tab.

- **Notes tab:** Notes can be viewed, edited, or added to a patient's hearScreen tests here. Select the 'Pen' icon in the 'Notes' tab to add or edit notes. By selecting 'Update' the notes added or edited will be saved and to cancel the editing or adding of notes, select 'Cancel'

- **Signature tab:** The tester and the patient's signature are displayed here.

The test result is also downloadable as a pdf report. The download icon in the blue circle next to the Test Results tab will open the pdf report.
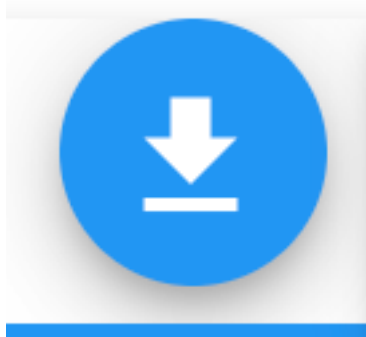
5.7 Devices

5.7.1 Headphones

All headphones can be viewed by selecting Devices > Headphones. To get detailed information regarding the headphones such as Calibration date, Technician name, Calibration facility, and calibration results. Click on the EYE icon next to the headphones.

5.7.1.1 View and download the calibration certificate

These steps can be followed to view and download the calibration certificate:

1. Select Devices > Headphones
2. Click on the EYE icon next to the headphones.
3. Click on the DOWNLOAD button situated underneath the Calibration Certificate heading. When selecting the download icon a new window will open with the calibration certificate. The Device Model Number, Headphone Serial Number, Technician Name, Calibration Facility, hearScreen Version, Calibration Date, Calibration Due In, and Status can be viewed.

Understanding the calibration results:

1. **Valid:** The audiometer is calibrated to meet the minimum requirements for the pure tone audiometry as described in ANSI S3.6 and EN 60645-1. The calibration certificate is valid for one year and becomes invalid if either the audiometer or its headphones are subjected to: any misuse or rough handling, and/or unauthorized repairs or modifications, including of the headphones, and/or operating or storage conditions outside of the temperature, humidity and pressure limits specified by the manufacturer.

2. **Valid with exclusion:** The headphones received for calibration can't be calibrated or certified for audiometric use at all the required frequencies because it can no longer produce the required output at certain frequencies as indicated in the result table. The calibration certificate is provided under concession and with consent from the customer. This will allow audiometric testing to continue using the frequencies that passed calibration. Failed frequencies are marked with an "X" in the results section and won't be available during testing. The calibration certificate is valid for one year and becomes invalid if either the audiometer or its headphones are subjected to:
   - Any misuse or rough handling, and/or
   - Unauthorized repairs or modifications; including of the headphones, and/or
   - Operating or storage conditions outside of the temperature, humidity, and pressure limits specified by the manufacturer.

3. **Invalid:** The headphones received for calibration can't be calibrated or certified for audiometric use because it can no longer produce the required output at some or all of the frequencies. These headphones have a limited usable life which typically ranges between 5-10 years if the devices are subjected to a moderate and incident-free use environment. The lifetime of headphones can be drastically reduced if subjected to:
   - Any misuse or rough handling, and/or
   - Unauthorized repairs or modifications, including of the headphones, and/or
   - Operating or storage conditions outside of the temperature, humidity, and pressure limits specified by the manufacturer.

5.7.2 Phones

All the phones can be viewed by selecting Devices > Phones. To view detailed information regarding a specific device, click on the EYE icon next to the name of the device. The following information will be displayed when viewing the detailed information: Device model, IMEI number, Software that is installed, size of the software package, credits still available, the expiry date of the software, and the status of the smart device.

5.7.3 Licenses

Allows the user to view existing licenses. The user will also be able to see the size of the subscription package (subscription packages sizes are either Small, Medium, Large, or X Large), how many credits are left when the license will expire, and if the license is active or inactive.

5.8 Settings

5.8.1 Messaging
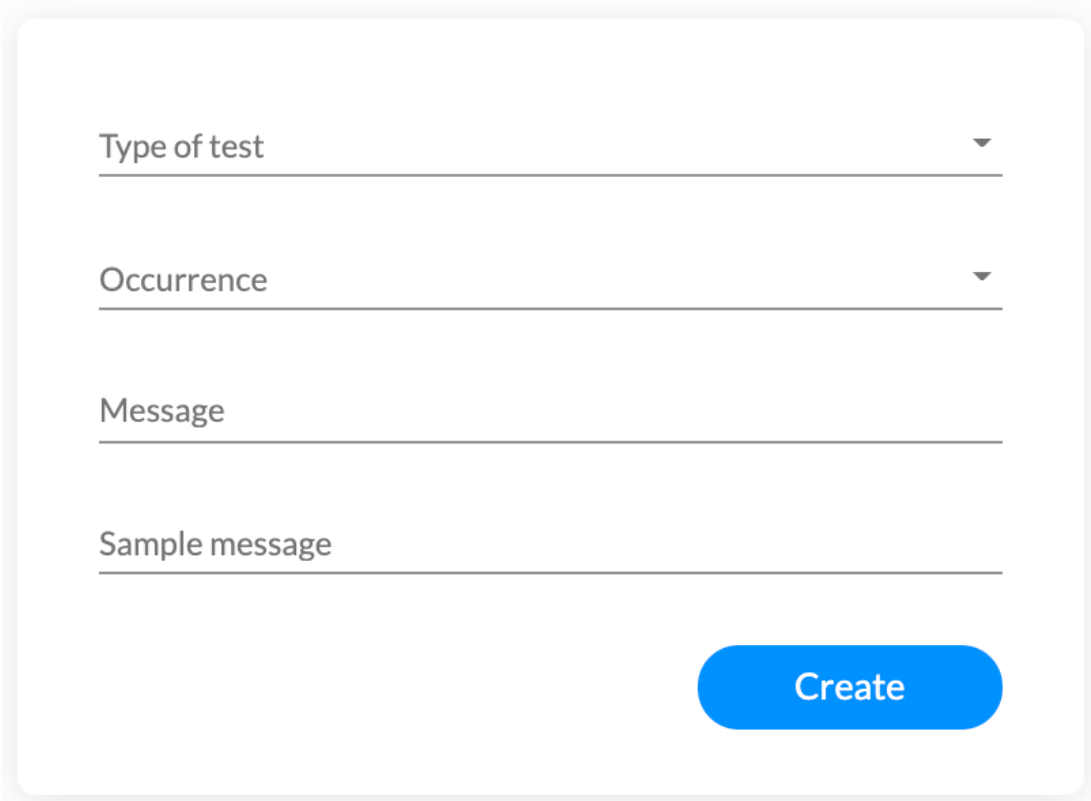
Allows the user to view, edit, and create automated messages that are sent to the patients via SMS.

Note: This messaging service is an optional extra and specific to the hearScreen and Vision products and should be activated for the hearX Account. Please contact support to request the activation of this service. Additional costs apply. The messaging is used for hearScreen and Vision due to the outcomes of the tests indicating a Pass / Refer for the test subjects. This result is used to notify the patient/caregiver of the patient, that the test was performed, and/or the test outcome which is a pass or refer result.

Follow these steps to create a new automated message:

1. Select the Settings tab
2. Click in the messages tab. All the previous messages which have been added will be displayed here.
3. Tap on 'CREATE'
4. Complete the required fields
5. Click 'CREATE'

Delete automated messages

Automated messages can be deleted by:

1. Select the Settings tab
2. Click in the messages tab.
3. Find the relevant message that needs to be deleted. A message can be searched for using the search bar in the top right corner of the screen.
4. Select the 'gear' icon next to the message and select 'Delete', or it can be canceled by selecting 'Cancel'.

5.8.2 Self Test

If the audiologist or hearing health professional requires the patient to accept any additional terms and conditions that are published on a public website and pertains to another third party service which the patient are signing up for, or based on the type of hearing device that can potentially be prescribed, the allows for capturing this consent in the patient journey.

The audiologist or hearing health professional needs to enable this in the mHealth Studio app by ticking the Terms and Conditions tick box in the Settings **as well as set up the correct url that can be shown in the app** in the mHealth Studio Cloud

How to set up Terms and Conditions URL on mHealth Studio Cloud:

1. Select the Settings tab.
2. Click on the Self Test tab.
3. Paste the relevant public terms and conditions URL in the input bar provided.
4. Click on SAVE.

5.9 Sign out

By selecting 'Sign Out', the account will be signed out and it will be required to sign in before using mHealth again.

6. Other

6.1 FAQ's

Table of contents:

Copyright Notice

Trademarks

The content of this document is subject to change without notice. hearX Group is not liable or responsible for any errors or inaccuracies that may appear in this document.

1. General

1.1 What is the difference between mHealth Studio Cloud and the mHealth Studio App?

mHealth Studio, a product of hearX Group, consists of the mHealth Studio App and mHealth Studio Cloud. The mHealth Studio App is a mobile interface for patient and facility data capturing and management. It is designed to facilitate access to all mHealth solutions, as offered by hearX. The mHealth Studio Cloud offers an EHR web portal for online data management, asynchronous telehealth capabilities, referral management, report generation, data download, and bulk patient upload to enable secure real-time data monitoring.

1.2 Can I change my mHealth username and password?

Yes you can change the password from the following link: Ⓜ mHealth Studio Cloud (For US clients: Ⓜ mHealth Studio Cloud and for Australian clients: Ⓜ mHealth Studio Cloud)

You will be redirected to the accounts screen where you can either sign in to your account or select 'Reset password'. Once the reset option has been selected, provide the email address and an automated email will be sent with a link to reset your password.

To change the Username or Email address for your admin account, please contact us on support@hearxgroup.com

1.3 How can I add a tester account?

Tester accounts can be added directly from the mHealth Studio App (from version 6012 onwards). Testers can also be added from the administrator account on mHealth Studio Cloud. Access the training platform for detailed instructions on how to add a tester.

2. mHealth Studio App

2.1 What is mHealth Studio App?

The mHealth Studio App is a mobile interface for patient and facility data capturing and management. It is designed to facilitate access to all mHealth solutions, as offered by hearX.

2.2 Do I need an internet connection to perform hearing tests on the mHealth Studio App?

The mHealth Studio App makes it possible to do hearing testing anytime and anywhere, as it allows testing without being connected to the internet.

2.3 Which devices are compatible with the mHealth Studio App?

The mHealth Studio App is compatible with all devices purchased from hearX. Please contact hearX sales for sales enquiries: sales@hearxgroup.com.

2.4 Do I need a subscription for mHealth Studio App?

No. The mHealth Studio App can be accessed for free when purchasing any hearX software (hearTest, hearTest Occ Health, hearScreen, hearX STK, or Vula Vision).

2.5 Do I need an internet connection to sync my test results from mHealth Studio App to mHealth Studio Cloud?

Yes. Syncing of test results from mHealth Studio App to mHealth Studio Cloud requires a stable internet connection.

2.6 Can I use my hearX products without the mHealth Studio App?

hearScreen, hearTest, hearTest Occ Health, Vula Vision and hearX STK need to be used within the mHealth Studio App, while hearScope can be used within the mHealth Studio App or as a stand-alone application.

2.7 Can I access my test results directly on mHealth Studio App?

Yes, you can access the test results by unlocking the app menu by clicking on the lock icon in the top right corner. After entering your tester account password, the app menu on the left will open. From here, you can simply click on the "Test Results" option to view past results.

You can also print test results directly from this screen.

3. mHealth Studio Cloud

3.1 What is mHealth Studio Cloud?

mHealth Studio Cloud is the secure cloud-based web portal used to store and access data received from the mHealth Studio App operating on a smart device.

3.2 Can data in mHealth Studio Cloud be integrated into any system?

mHealth Studio Cloud has a standard Restful API that is available for integration into any other EHR or health data system. Please contact support@hearxgroup.com should you be interested in obtaining the API documentation.

3.3 How do I access mHealth Studio Cloud?

Open your web browser and search for mHealth Studio Cloud . Please use your hearX account username and password to sign in.

FOR AUSTRALIAN CUSTOMERS: Please use mHealth Studio Cloud to access the Australian version of mHealth. The mHealth link will not automatically redirect and access to mHealth should be registered on the Australian instance.

FOR US CUSTOMERS: Please use https://uscloud.mhealthstudio.com to access the US version of mHealth. The mHealth link will not automatically redirect and access to mHealth should be registered on the US instance.

3.4 What is the difference between a tester account and an admin account in mHealth Studio Cloud?

	Admin Role	Tester Role
Testers		
• Add new tester accounts	✔	✘
• View all tester accounts and account details which had been previously added.	✔	✘
• Edit exciting tester account details	✔	✘
• View the status of the tester account	✔	✘
Facilities		
• Add new facilities	✔	✔
• View all facilities which were previously added as well as view the patients and test which were conducted at a specific facility	✔	✔
• Edit existing facilities	✔	✘
Patients		
• Add new patients	✔	✔
• View, edit and delete patients and patient details	✔	✔
• View patient duplicates.	✔	✘
hearScreen		
• View all hearScreen tests that were performed.	✔	✔
• View detailed test information such as test results, patient, and facility details.	✔	✔
• 'Send SMS' function	✔	✔
hearTest		
• View all hearScreen tests that were performed.	✔	✔
• View detailed test information such as test results, patient, and facility details.	✔	✔
Vision		

• View all Vision tests that were performed.	✔	✔
• View detailed test information such as test results, patient, and facility details.	✔	✔
• 'Send SMS' function	✔	✔
Devices		
Headphones		
• View headphones calibration details	✔	✔
• View headphone calibration certificate	✔	✔
Phones		
• View smart devices registered under the account	✔	✔
• Headphones v5: Similar functionality as 'Headphones'.	✔	✔
Licenses		
• View the software licenses subscriptions linked to the account	✔	✔
Settings		
• Create an SMS message to be sent to patients	✔	✘
• Access Self test Kit URL	✔	✘

3.5. Can I access my test results in mHealth Studio Cloud?

Yes. All the hearX mHealth clinical applications (hearScreen, hearTest, hearSpeech, hearX Self Test Kit and Vula Vision) can be accessed from the mHealth Studio App. If the user has a hearScope product, otoscopy images can be captured and attached to the hearing test results after tests are completed. These test results sync to mHealth Studio Cloud where they can be viewed in detail and it is possible to download a patient report.

Please access the training platform for more information.

3.6 Can I use a tester account to sign in to mHealth Studio Cloud?

Yes. Testers have limited access to mHealth Studio Cloud.

3.7 Can multiple users access mHealth Studio Cloud simultaneously?

Yes. It is possible to have multiple testers and the administrator signed into mHealth Studio Cloud simultaneously.

3.8. Does mHealth Studio Cloud enable automated SMSes?

Yes. Should the administrator want to inform the patient about specific test events, it is possible to set up custom SMSes and emails in mHealth Studio Cloud. This function is limited to specific products and may be subjected to additional costs. Please contact support@hearxgroup.com for more information regarding this function.

6.2 Contact

Unable to render {include}   The included page could not be found.