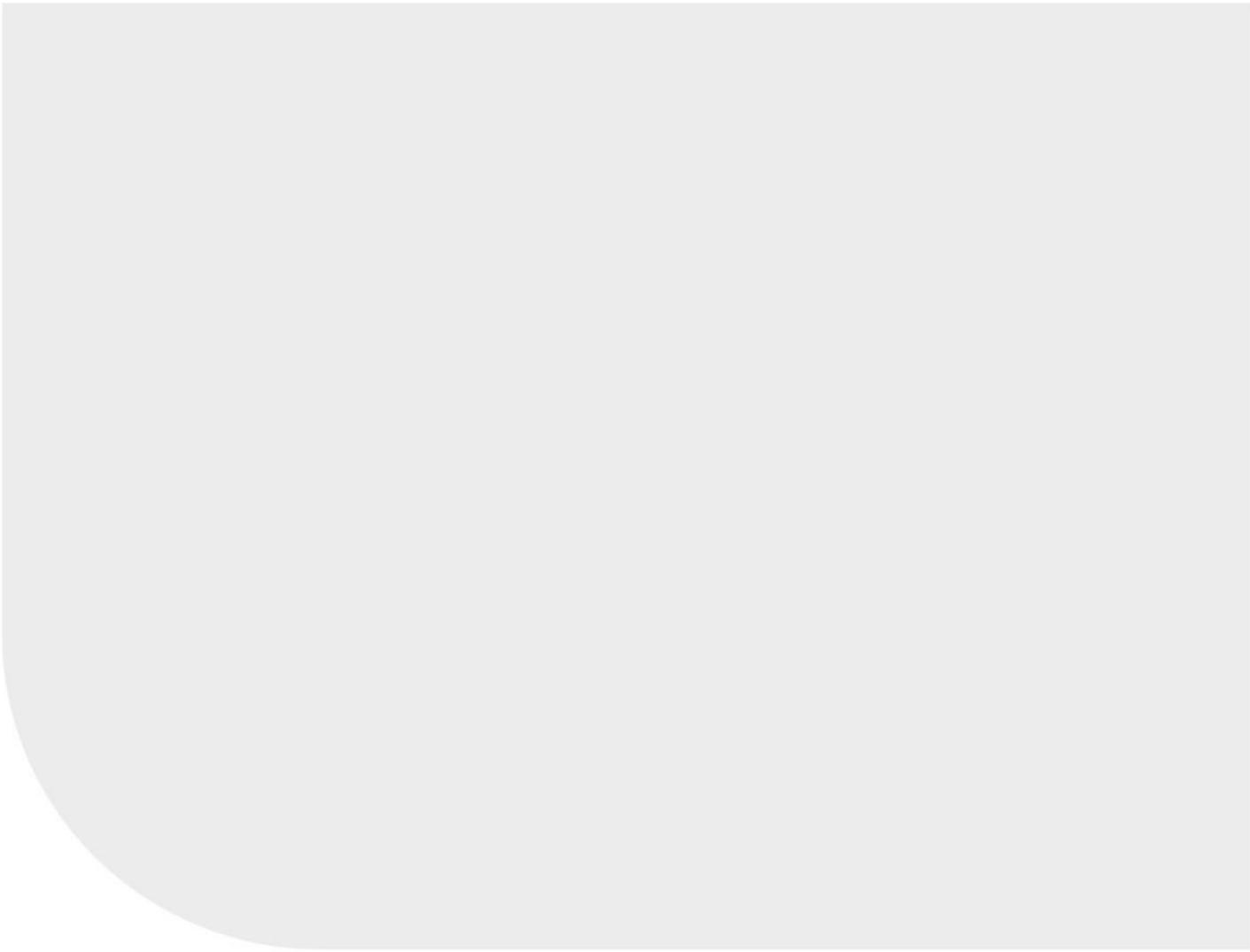


SleepWell Reader

Simplify CPAP patient care management and self-monitoring

User Manual

Version 1.1.1



Be well, Live well
Wellell

Revision History

Revision	Issue Date	Revised by	Description
1.0.0	2022/05/30	Cindy Li	New issue
1.0.1	2022/07/28	Cindy Li	Revise 1.4 & 1.5
1.1.0	2022/12/15	Cindy Li	Revise according to software upgrade v5.1.0 Release note: <ol style="list-style-type: none">1. Report layout upgrade and add period selection by report type2. Optimize user interface in USAGE Pages and Add unit with value3. Bug fixed
1.1.1	2023/02/07	Cindy Li	Revise according to software upgrade v5.1.3 Release note: <ol style="list-style-type: none">1. Improve alert message2. Add delete patient function

CONTENT

1. Introduction	4
1.1. About	4
1.2. System requirements	4
1.3. Support products.....	4
1.4. Notice	4
2. Installation	5
3. Start.....	5
3.1. Log in	6
3.2. Change the password	6
4. Navigator	7
5. READER	8
6. PATIENTS.....	9
6.1. Add a patient	9
6.2. Upload the data.....	11
7. View the patient's treatment data	14
7.1. Therapy summary.....	14
7.2. Compliance time.....	16
7.3. Daily details	17
7.4. Long Term Trend	19
8. Create Report.....	20
9. Prescription.....	22
9.1. View the latest prescription setting	22
9.2. Export prescription setting.....	23
10. Patient profile	24
10.1. Edit.....	24
10.2. Delete a patient.....	24
10.3. Export patient profile	25
10.4. Import patient profile.....	25
11. Settings	26
11.1. Percentile Pressure.....	26
11.2. Backup database	27
11.3. Restore database.....	28
11.4. Set Device ID & Time	29

1. Introduction

1.1. About

The SleepWell Reader Software is compatible with Wellell's CPAP System which is intended for the treatment of patients with Obstructive Sleep Apnea (OSA).

The Software is used with Windows based PCs and allows you to download usage data collected by the Wellell's CPAP device after treatment.

To ensure proper use of the software, please read all instructions prior to downloading data from Wellell's CPAP.

1.2. System requirements

Your computer must meet the following requirements:

- Windows 10(64 bit)
- Minimum 4GB RAM
- Minimum 500MB hard disk space for software and data.
- Available Windows supported USB port (USB 2.0)
- 1366*768 or higher resolution

1.3. Support products

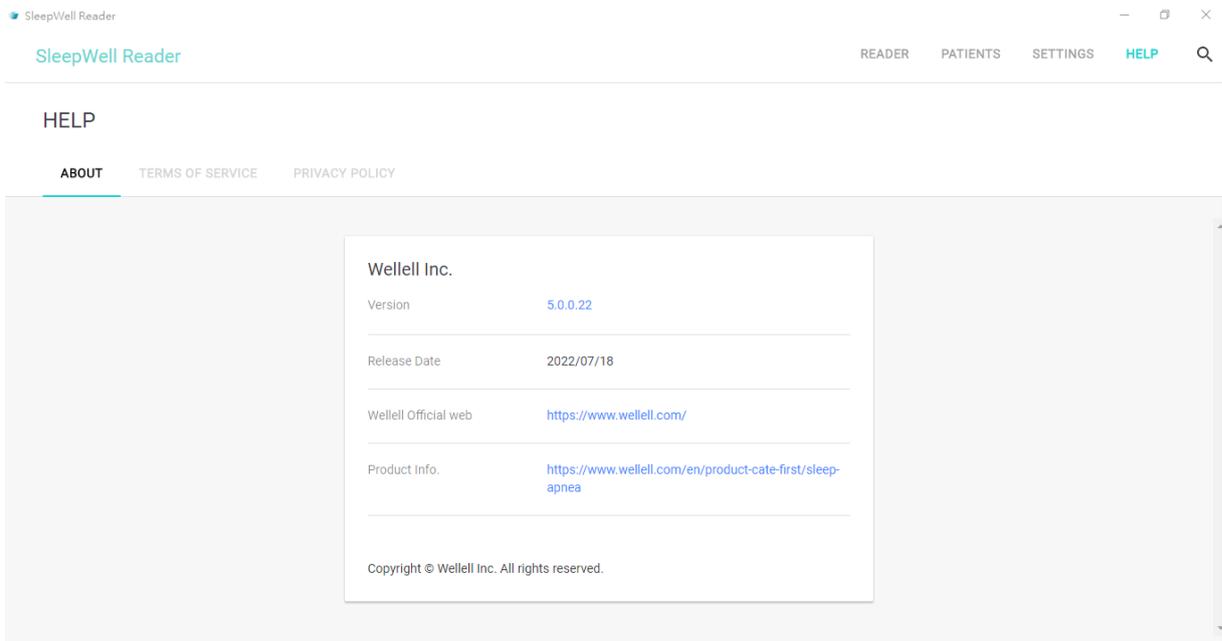
The following products are compatible to SleepWell Reader :

- iX Auto
- iX Sense
- XT Auto (firmware version 5.0 or higher)

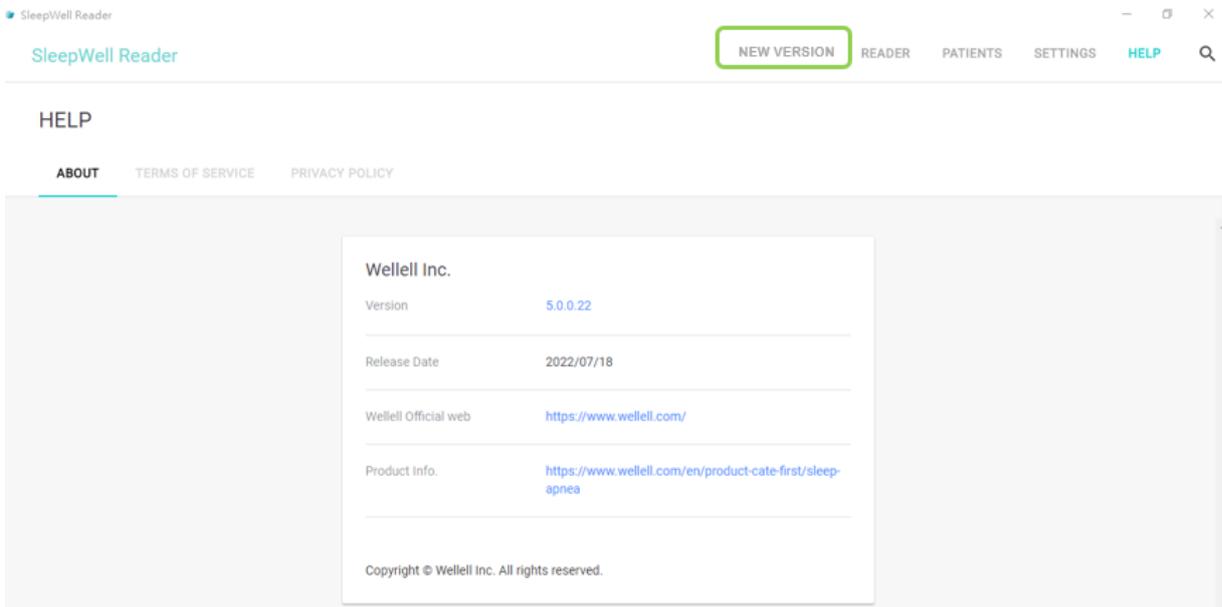
1.4. Notice

Please make sure you have updated SleepWell Reader to the latest version before you start to use.

- (1). Click HELP tab and check the version.



- (2). The new version released from Wellell will be shown on the main tab (shown as below) when your computer is connected to the Internet. Click to download and install the latest version.



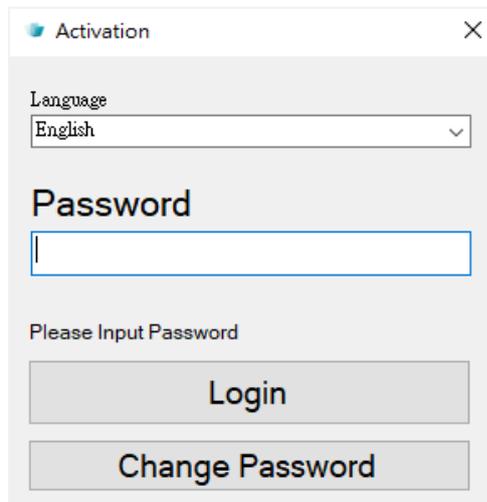
2. Installation

- (1). Before you start to install, please close all the applications.
- (2). Click the executable file.
- (3). Please follow the instructions of set up wizard to complete the installation.

3. Start

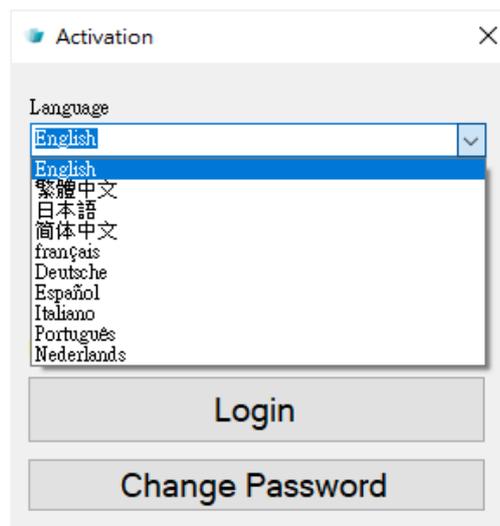
3.1. Login

Enter the password to log in. The default password is 0000, you can change the password (See 3.2)



The screenshot shows a dialog box titled "Activation" with a close button (X) in the top right corner. Inside the dialog, there is a "Language" section with a drop-down menu currently set to "English". Below this is a "Password" section with a text input field. Underneath the input field, the text "Please Input Password" is displayed. At the bottom of the dialog, there are two buttons: "Login" and "Change Password".

You can change the language with the drop-down menu.



This screenshot shows the same "Activation" dialog box, but the "Language" drop-down menu is open, displaying a list of available languages. The list includes "English", "繁體中文", "日本語", "简体中文", "français", "Deutsche", "Español", "Italiano", "Português", and "Nederlands". The "Login" and "Change Password" buttons are still visible at the bottom of the dialog.

3.2. Change the password

Click "Change Password".

Activation

Language
English

Password

Please Input Password

Login

Change Password

Then you can change the password.

Change Password

Enter Password

Enter New Password

Confirm Password

Change Password Message

OK

CANCEL

4. Navigator

SleepWell Reader

1 2 3 4 5
READER PATIENTS SETTINGS HELP

Patients

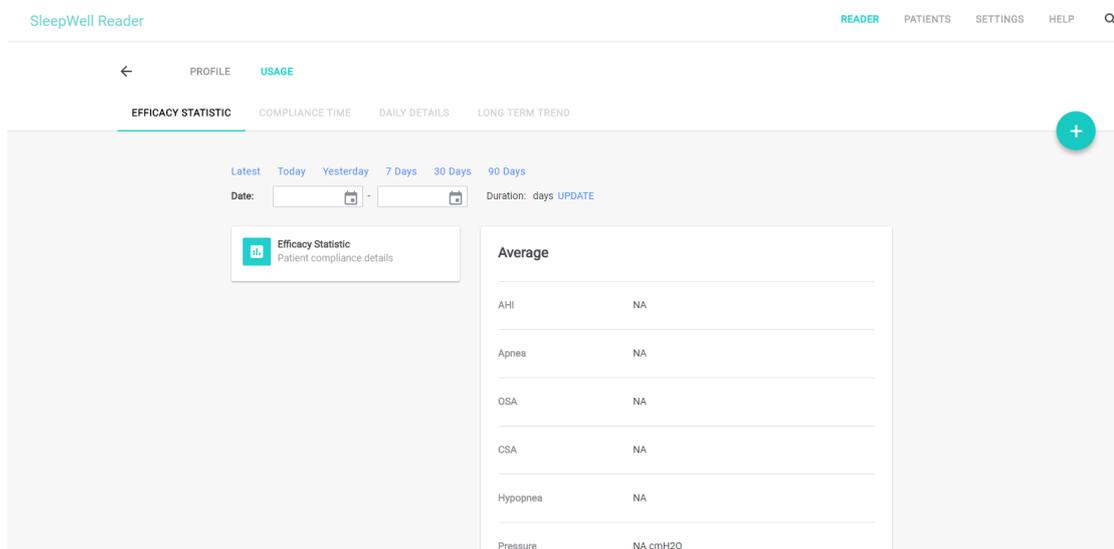
Name	Medical Record No	Date of birth	Gender	Setup Date	Note Modified
09 VIP		1980/03/01	Male	2022/03/22	
TP03 Testpool		1988/03/01	Male	2022/03/16	
Test P		1971/02/01	Female	2022/02/17	
Wen Wang		1994/08/29	Female	2022/01/20	

(1). READER – readout treatment data without creating a patient profile.

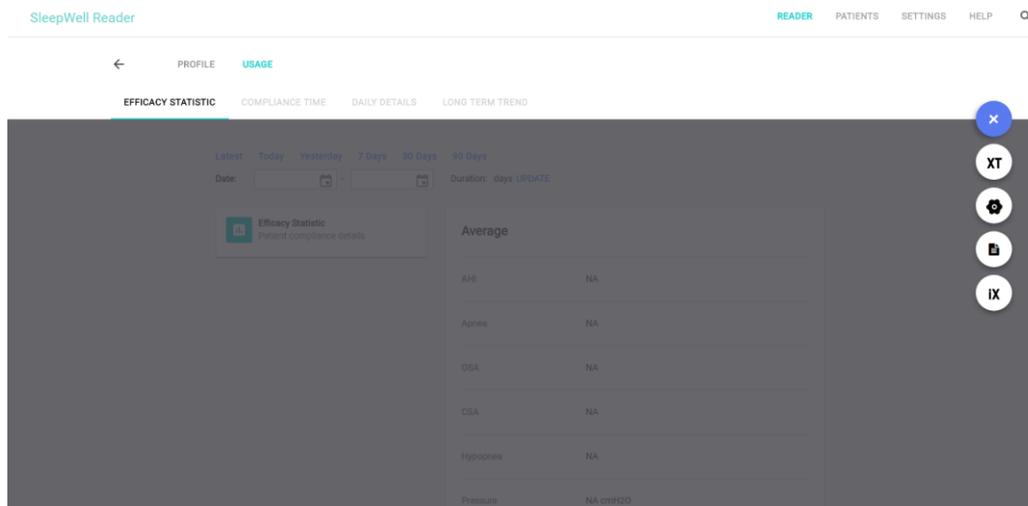
- (2). **PATIENTS** – displays the list of all patients that the user created. User can access the patient’s profile and usage of CPAP under this tab.
- (3). **SETTINGS** – contains language, units, date format and percentile pressure settings.
- (4). **HELP** – provides information of SleepWell Reader and Wellevell Inc., privacy policy and terms of use.
- (5). **Quick Search**  – provides quick search function to retrieve specific patient’s profile.

5. READER

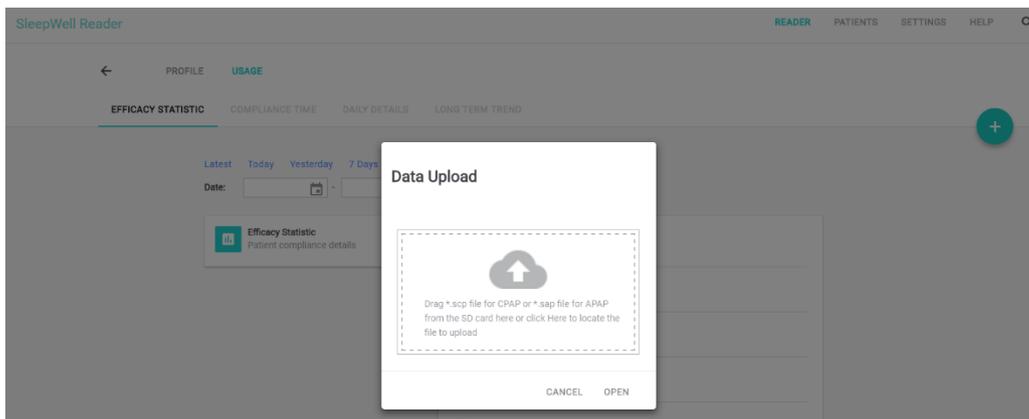
- (1). Start to view the treatment data by clicking the plus  button at “READER”.



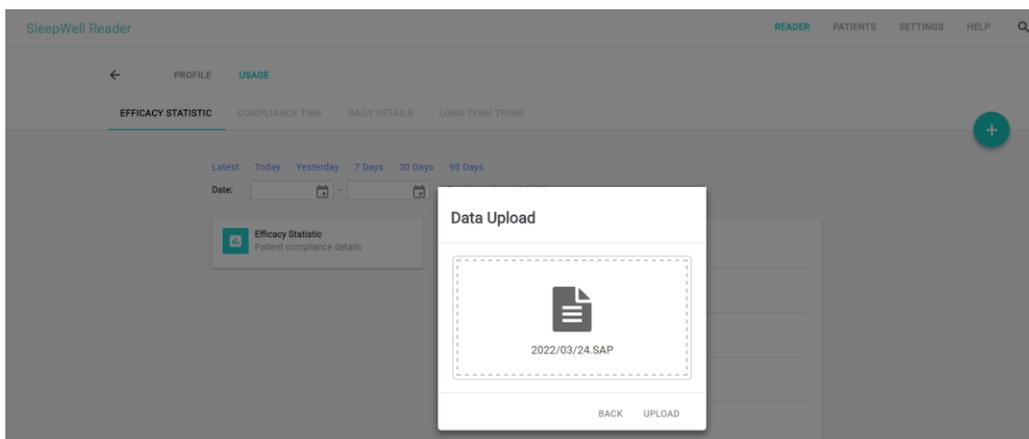
- (2). Click “XT” if the XT model; Click “iX” if the iX model data is intended to view.



- (3). Click “OPEN” then choose the file to import.



(4). Click “UPLOAD” to import the data.



(5). Start to view the data. To learn more detail, please check chapter 7.

6. PATIENTS

6.1. Add a patient

(1). Start to create a patient file by clicking the plus  button at “PATIENTS”.

Name	Medical Record No	Date of birth	Gender	Setup Date	Note Modified
雅高橋		1965/09/07	Female	2023/09/12	
0519 test		2011/05/10	Female	2023/05/19	
Juan Carlos		1968/02/20	Male	2023/02/13	
Bernardita Romo		1974/02/03	Male	2023/02/13	
Test Test		2014/09/09	Male	2022/09/01	
Test Cindy		1996/09/18	Female	2022/09/01	

- (2). Fill in the new patient's profile information. The field with red asterisk is required. Then click "CONTINUE" to the next page.

1 Patient Profile

Patient Setup Date
2020/04/23

First Name * Lee Last Name * Black

Date of Birth * 2020/04/03  Age 0years old

Gender * Male Female Other

Patient ID TEST0004 ID No.

 User defined number

CONTINUE CANCEL

- (3). It is optional to fill in the clinical information. Click "CONTINUE" to the next page.

2 Clinical Details (Optional)

Measurement

Weight kg Height cm Body Mass Index (BMI)

Neck Circumference cm

Blood Prssure

Systolic mmHg Diastolic mmHg

Current Setting

Current Pressure Setting cmH2O Current Ramp Time min

Mask Humidifier System

Clinical Organization

Physician Sleep Lab Equipment Provider

Insurance Company

BACK **CONTINUE** CANCEL

- (4). It is optional to fill in the contact details. Click "SAVE" to the next page.

3 Contact Details (Optional)

Address (Number and Street Name, Apt., etc.)

ZIP Code

City

Phone NO.(Office) Phone NO.(Home)

Mobile

Best hour to call?
 8:00-16:00 16:00-24:00 24:00-8:00 Any Time

BACK **COMPLETE** CANCEL

6.2. Upload the data

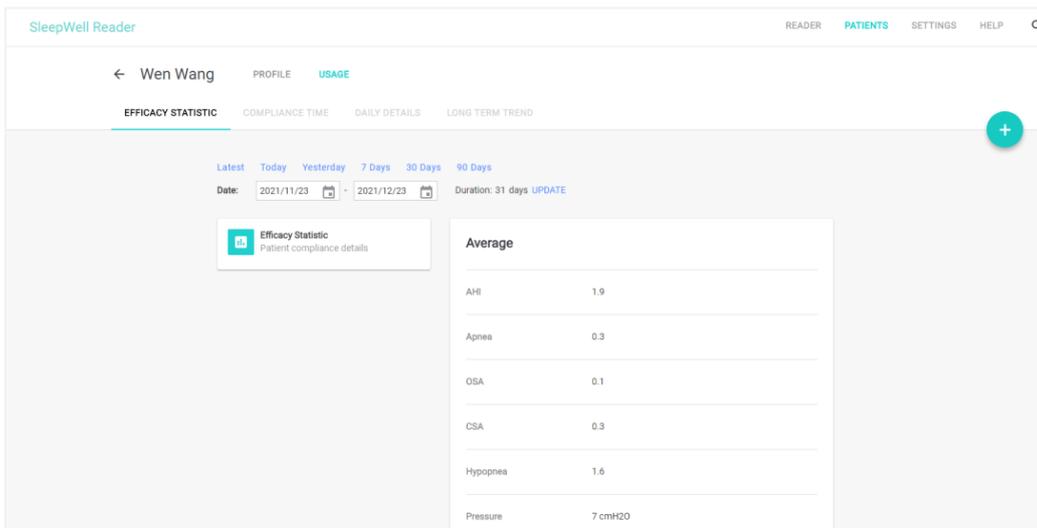
(1). Click the patient's name.

SleepWell Reader READER PATIENTS SETTINGS HELP

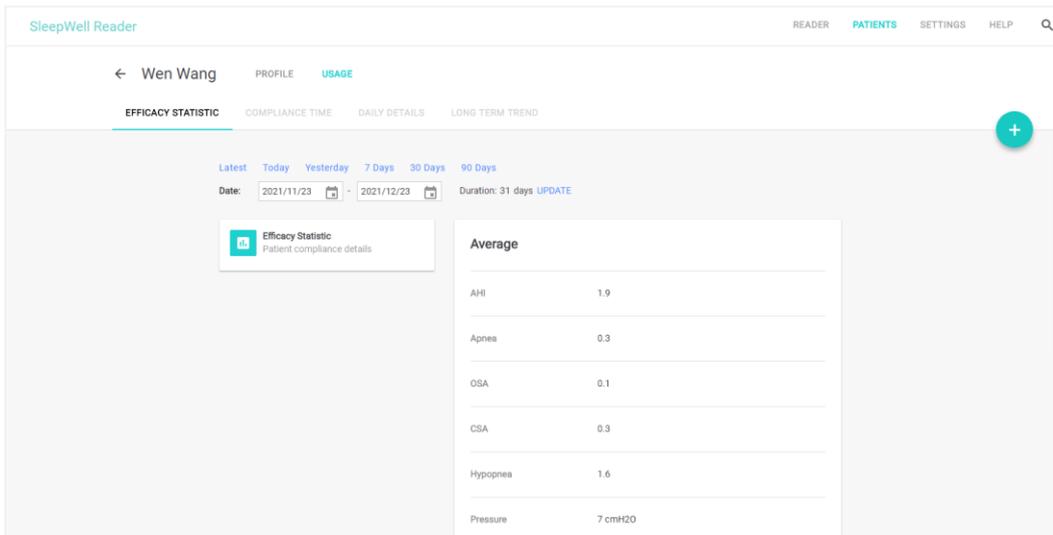
Patients +

Name	Medical Record No	Date of birth	Gender	↓ Setup Date	Note Modified
00 VIP		1980/03/01	Male	2022/03/22	
TP03 Testpool		1988/03/01	Male	2022/03/16	
Test P		1971/02/01	Female	2022/02/17	
Wen Wang		1994/08/29	Female	2022/01/20	

(2). Go to "USAGE".

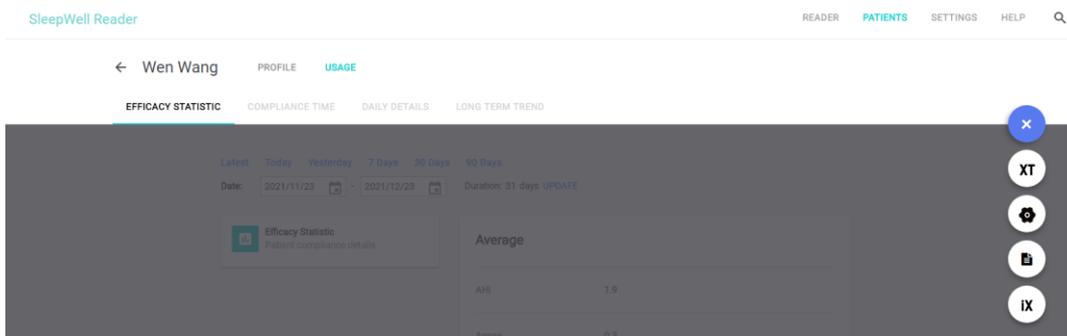


(3). Click the plus  button.

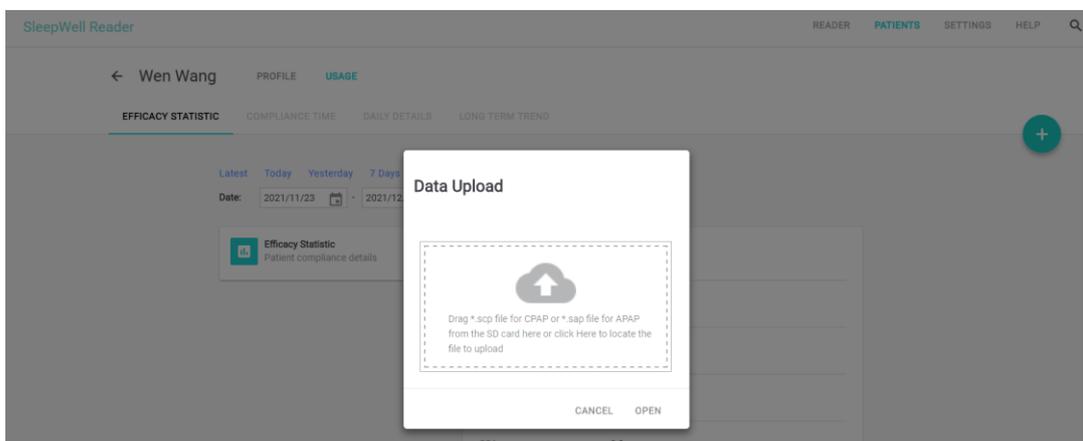


(4). There are 2 ways to retrieve treatment data.

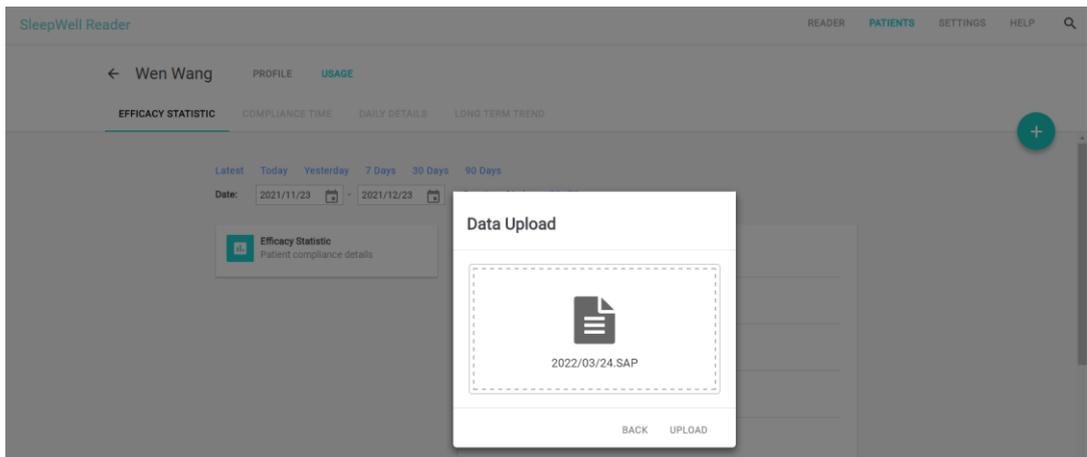
(4-1) Upload with SD cards: Click “XT” if the XT model; Click “iX” if the iX model data is intended to view.



a. Click “OPEN” then choose the file to import.

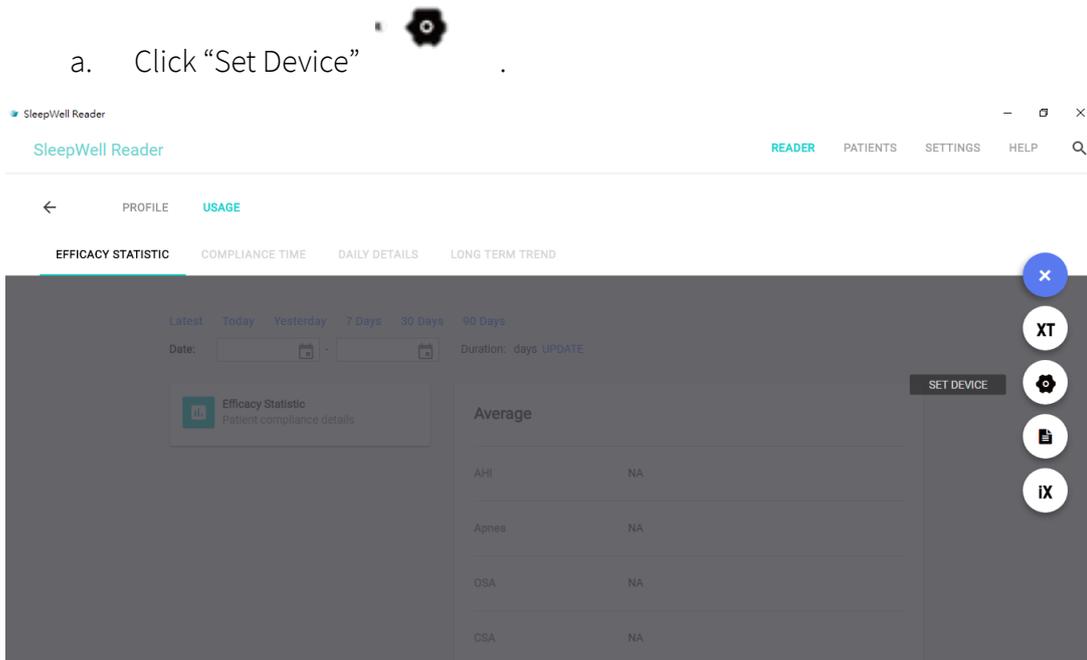


b. Click “UPLOAD” to import the data.

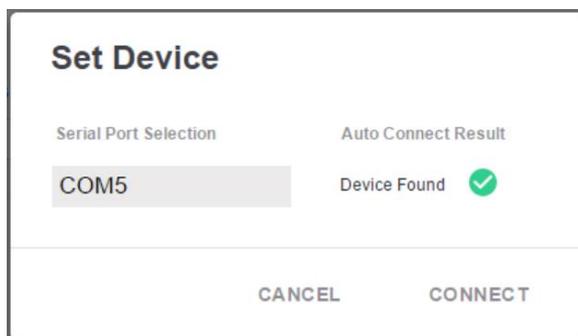


(4-2) Upload with USB cable (XT Auto only):

a. Click "Set Device"



b. Click Connect.



c. Click "Read Data".

Set Device

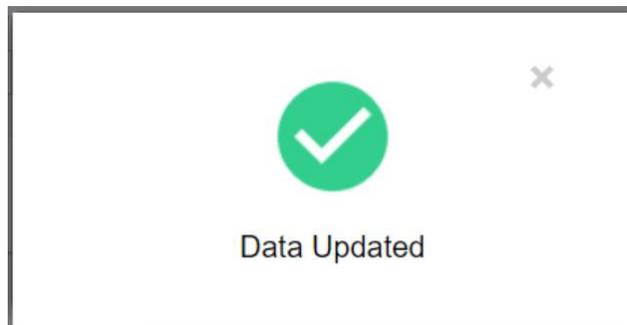
Device ID

2022/12/20 7 H 00M PM

READ DATA

CANCEL SET TO DEVICE

d. Upload data until it shows data updated.



(5). Start to view the data. To learn more detail, please check chapter 7.

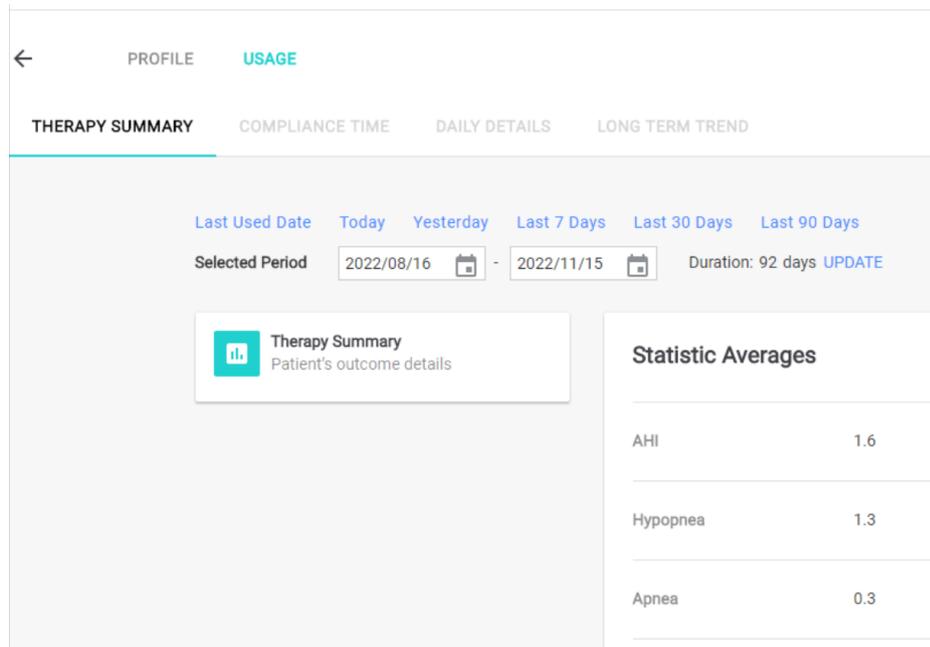
(6). The device details of the uploaded treatment data is updated to “PRESCRIPTION” tab, please check chapter 9 for more details.

7. View the patient’s treatment data

Open PATIENTS tab, entering the patient’s profile by clicking the name of the patient which you’d like to view.

7.1. Therapy summary

(1). Select the time span to retrieve the data in the period.



(2). Average and Compliance

- ✓ **AHI (Apnea/Hypopnea Index):** The number of apneas or hypopneas occurring in an hour.¹
- ✓ **Hypopnea:** Decreased airflow for more than 10 seconds and accompanied by SpO2 dropping 3%.²
- ✓ **Apnea:** In the sleep, the breathing is fully stopped or airflow decreases $\geq 90\%$ for more than 10 seconds.³
- ✓ **OSA (Obstructive Sleep Apnea):**
Obstructive sleep apnea occurs as repetitive episodes of complete or partial upper airway blockage during sleep.
- ✓ **CSA (Central Sleep Apnea):** Similar to OSA, but the cause is that the brain fails to send out enough signal to initiate breathing due to instability in the respiratory control center.

Average	
AHI	5.3
Apnea	2.4
OSA	2.2
CSA	0.2
Hypopnea	2.9
Pressure	8.9 cmH2O
90th Percentile Pressure	11.7 cmH2O

¹ Ruehland WR1, Rochford PD, O'Donoghue FJ, Pierce RJ, Singh P, Thornton AT. The new AASM criteria for scoring hypopneas: impact on the apnea hypopnea index. *Sleep*. 2009 Feb;32(2):150-7.

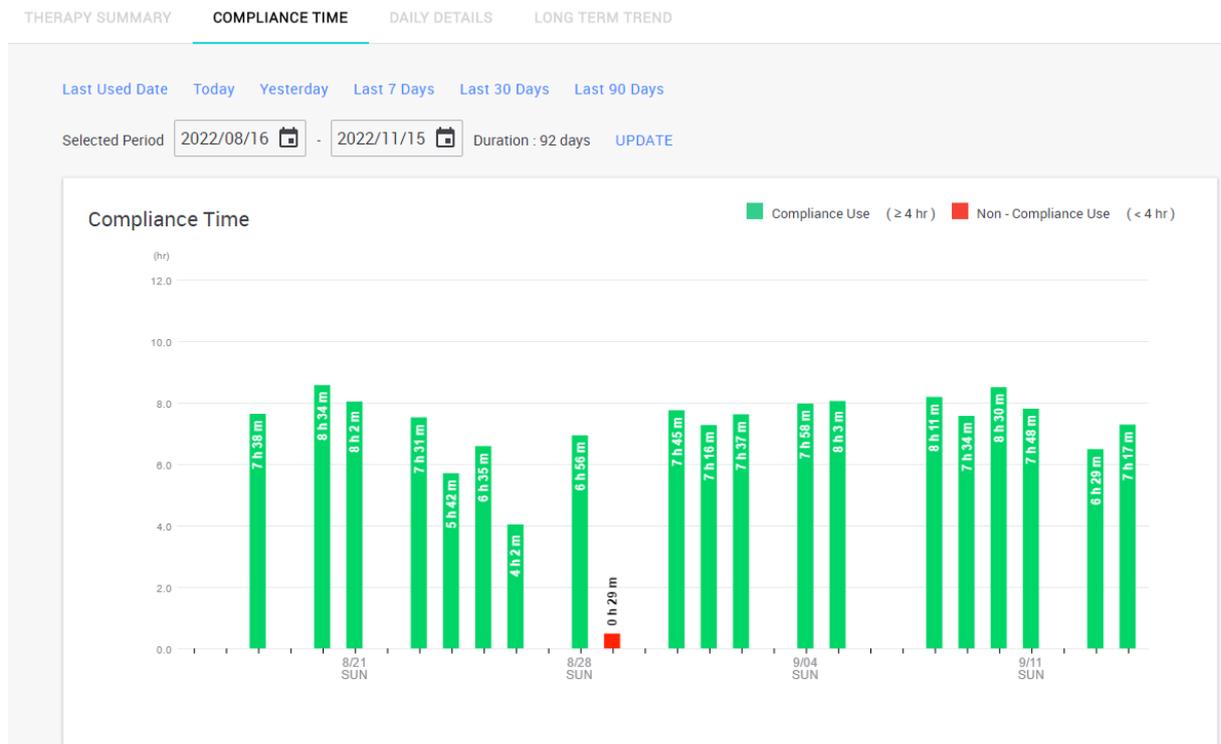
² Vishesh K. Kapur, MD, MPH,1 Dennis H. Auckley, MD,2 Susmita Chowdhuri, MD,3 David C. Kuhlmann, MD,4 Reena Mehra, MD, MS,5 Kannan Ramar, MBBS, MD,6 and Christopher G. Harrod, MS Clinical Practice Guideline for Diagnostic Testing for Adult Obstructive Sleep Apnea: An American Academy of Sleep Medicine Clinical Practice Guideline. *J Clin Sleep Med*. 2017 Mar 15; 13(3): 479–504.

³ Berry RB, Budhiraja R, Gottlieb DJ et al: Rules for scoring respiratory events in sleep: update of the 2007 AASM Manual for the Scoring of Sleep and Associated Events. Deliberations of the Sleep Apnea Definitions Task Force of the American Academy of Sleep Medicine. *J Clin Sleep Med* 2012; 8: 597-619.

- ✓ **Pressure:** Average air pressure (cmH20)
- ✓ **90th Percentile Pressure:** To sequence the applied air pressure from low to high, the one at the 90th.
- ✓ **Leaks (lpm)**
- ✓ **Large Leak Time (min)**
- ✓ **Compliance rate** (Note: The default setting is 4 hours/day.)

7.2. Compliance time

- (1). Select the time span to retrieve the data in the period.
- (2). There are two sessions:
 - a. Compliance time: the cumulated operating time for the device deducted large leak time.
 - b. Usage time: shows the times during the day that the device was operating.
- (3). The compliance status-quo is shown in a bar chart and the details are displayed in the tables below. The compliance use hour range is shown in green. The non-compliance use hour range is shown in red.
- (4). Move the cursor onto the bar and view the detailed time of the usage hours.





Usage Days			Usage Hours		Compliance		
Selected Days	92 days		Average Usage (Days Used)	6.5 hr	Usage Hours	Percentage	Number of Days
	Used	Not Used	Average Usage (Total Days)	3.9 hr	≥ 4 Hours	53.3%	49 days
Number of Days	56 days	36 days	Longest Period	8.9 hr	< 4 Hours	46.7%	43 days
Weekly Average	4.3 days	2.7 days	Shortest Period	0.5 hr			
Usage Percentage	60.9 %	39.1 %	Total Hours	363.3 hr			

7.3. Daily details

- (1). Select the time span to retrieve the data in the period.
- (2). The “Pressure”, “Event” and “Leaks” data are shown in graph charts respectively.
(Note: Event named “Snoring” for XT products; “Flow limitation” for iX products.)



(3). Move the mouse horizontally to view more details.



(4). “Events Under Each Pressure Setting” and “Events” are listed in tables.

Events by Pressure

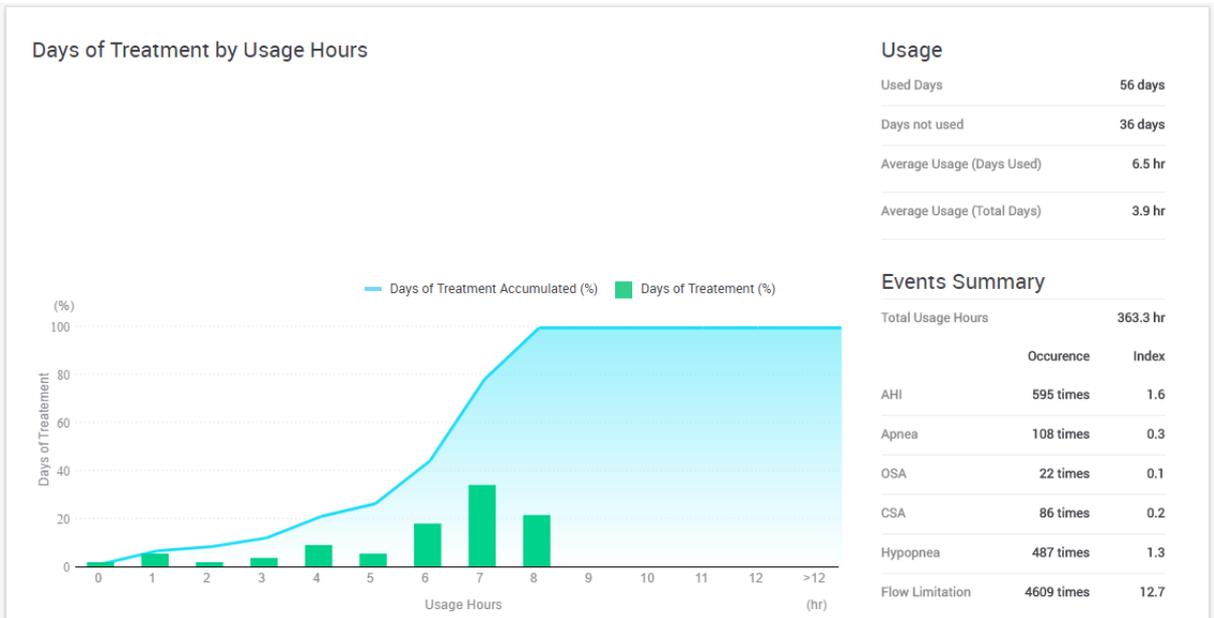
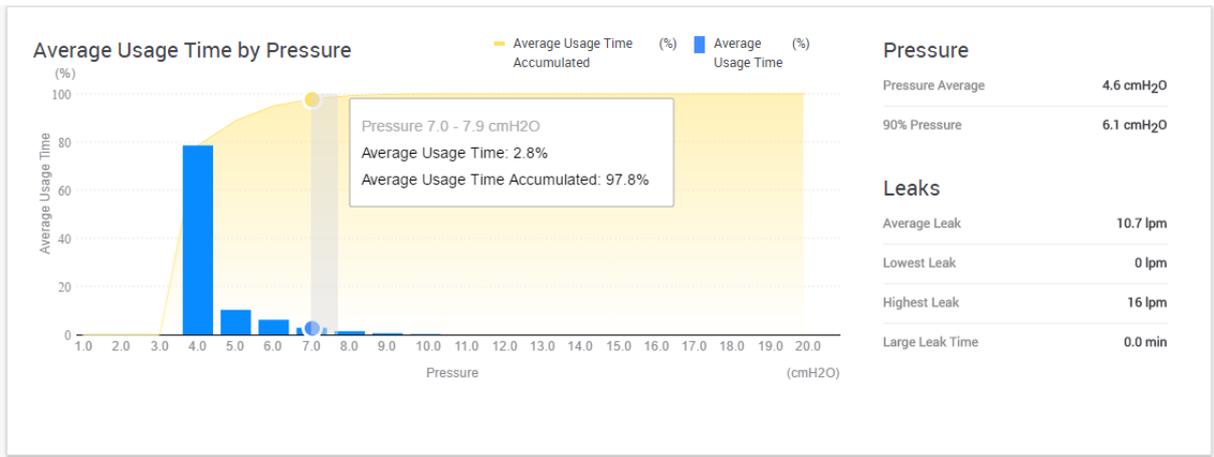
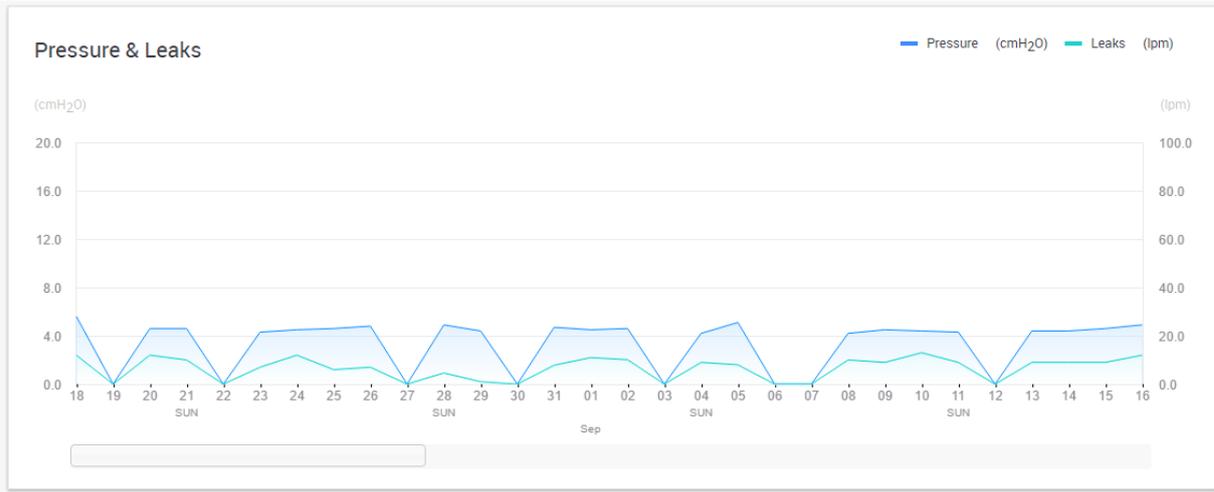
Pressure	Usage Hours	Apnea	Hypopnea	Flow Limitation
4.0~4.9 cmH2O	285.5 hr	0.3	0.9	7.9
5.0~5.9 cmH2O	37.3 hr	0.4	3.2	29.9
6.0~6.9 cmH2O	22.3 hr	0.4	2.2	31.4
7.0~7.9 cmH2O	10.3 hr	0.6	2.7	28.9
8.0~8.9 cmH2O	5.1 hr	1.0	2.5	28.4
9.0~9.9 cmH2O	2.0 hr	0.0	3.0	29.5
10.0~10.9 cmH2O	0.7 hr	0.0	7.1	42.9
11.0~11.9 cmH2O	-	-	-	-
12.0~12.9 cmH2O	-	-	-	-
13.0~13.9 cmH2O	-	-	-	-
14.0~14.9 cmH2O	-	-	-	-
15.0~15.9 cmH2O	-	-	-	-
16.0~16.9 cmH2O	-	-	-	-

Events Summary

Therapy Sessions	65 times	
Total Usage Hours	363.3 hr	
AHI	595 times	1.6
Apnea	108 times	0.3
OSA	22 times	0.1
CSA	86 times	0.2
Hypopnea	487 times	1.3
Flow Limitation	4609 times	12.7

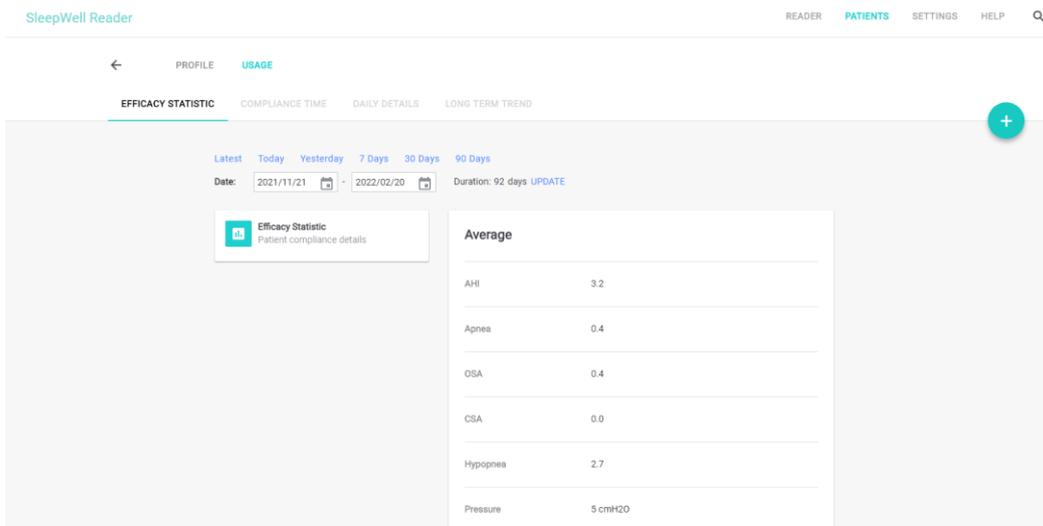
7.4. Long Term Trend

- (1). Select the time span to retrieve the data in the period.
- (2). The Long Term Trend includes 3 charts:
 - a. “Pressure & Leak”
 - b. “Average Usage Time by Pressure”
 - c. “Days of Treatment by Usage Hours”

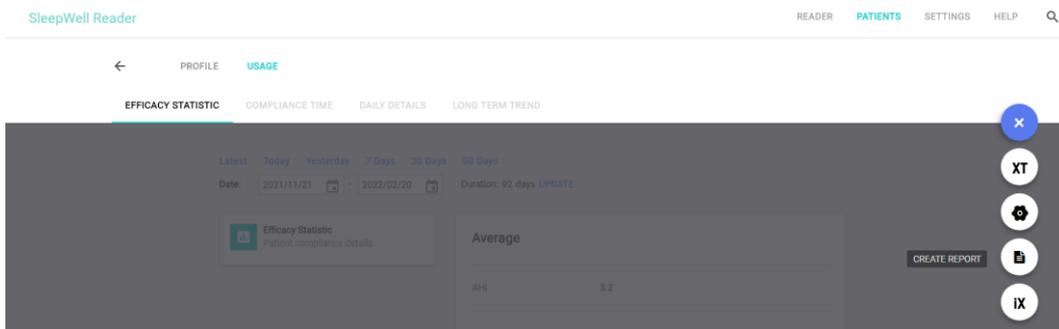


8. Create Report

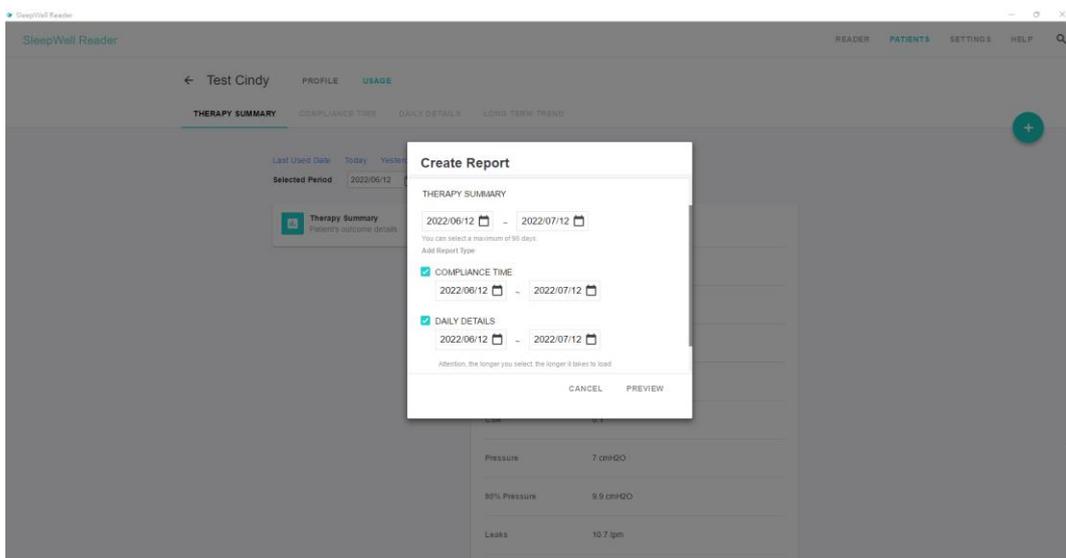
(1). Click the plus  button on “USAGE” page.



(2). Click “CREATE REPORT”



(3). Configure preferred report type and duration respectively and then hit “PREVIEW”.



(4). Print or save report after preview.

Test Cindy



2022/06/12 ~ 2022/07/12

Patient ID	--	Phone
DOB	1996/09/18 (26)	Email
Gender	Female	Physician

THERAPY SUMMARY 2022/06/12 ~ 2022/07/12

Average AHI 0.6	Average Pressure 7.0 cmH₂O	Average Leak 10.7 lpm
Compliance (≥ 4 hours) 6.5%	Average Usage (Days Used) 5.9 hr	

Statistic Averages

AHI	0.6	Pressure	7.0 cmH ₂ O
Hypopnea	0.4	90% Pressure	9.9 cmH ₂ O
Apnea	0.2	Leaks	10.7 lpm
OSA	0.1	Large Leak Time	2.0 min
CSA	0.1		

Compliance

Usage Hours	Percentage	Number of Days
≥4 hours	6.5%	2 days
<4 hours	93.5%	29 days

Device Info

Type	iX Auto
Device ID	000000320200300026
Setup Date	2022/09/01

Device Settings

Last Update	2022/07/12	PVA Level	Off
Mode	APAP		
Maximum Pressure	11 cmH ₂ O		
Minimum Pressure	4 cmH ₂ O		

Usage Time

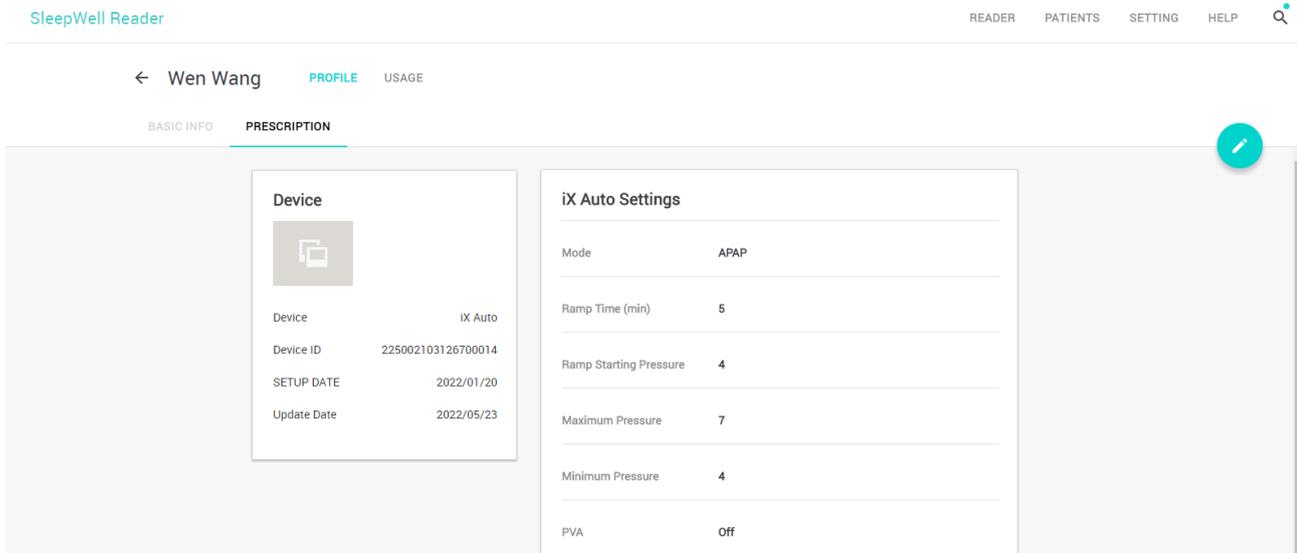
Usage Days			Usage Hours	
Selected Days	31 days		Average Usage (Days Used)	5.9 hr
	Used	Not Used	Average Usage (Total Days)	0.4 hr
Number of Days	2 days	29 days	Longest Period	6.7 hr
Weekly Average	0.5 days	6.5 days	Shortest Period	5.1 hr
Usage Percentage	6.5%	93.5%	Total Hours	11.8 hr

(5).

9. Prescription

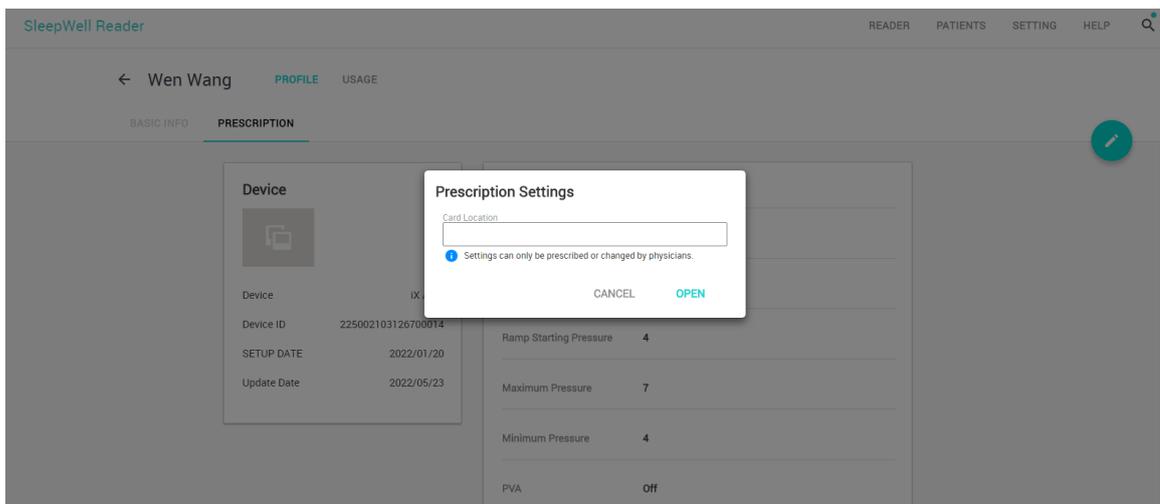
9.1. View the latest prescription setting

(6). Open "PROFILE" and go to "PRESCRIPTION" after the treatment data is imported.



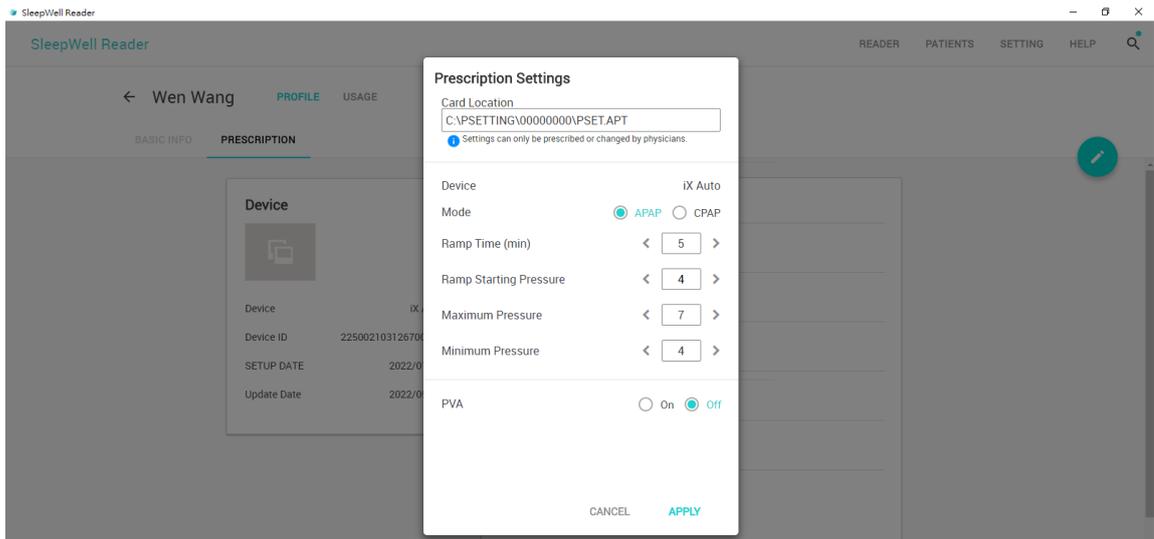
9.2. Export prescription setting

(1). Click edit .



- (2). Open the file location.
- (3). Set the prescription then click "APPLY".

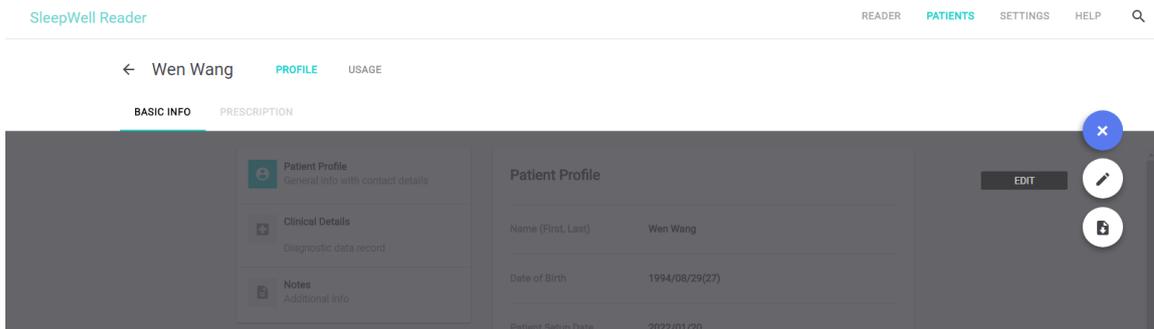
⚠ Warning: Only physicians or doctors is authorized to change the prescription setting, unauthorized prescription might cause the hazard to patients.



10. Patient profile

10.1. Edit

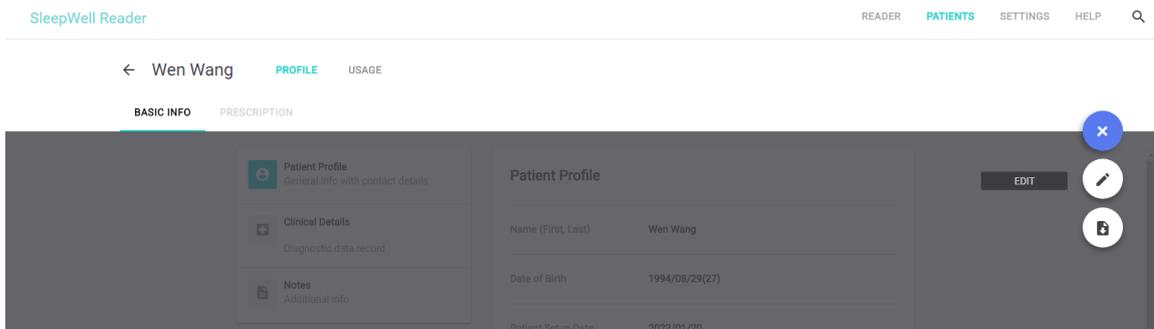
- (1). Click the plus  button at "BASIC INFO". Then choose "EDIT".



- (2). Save after edit.

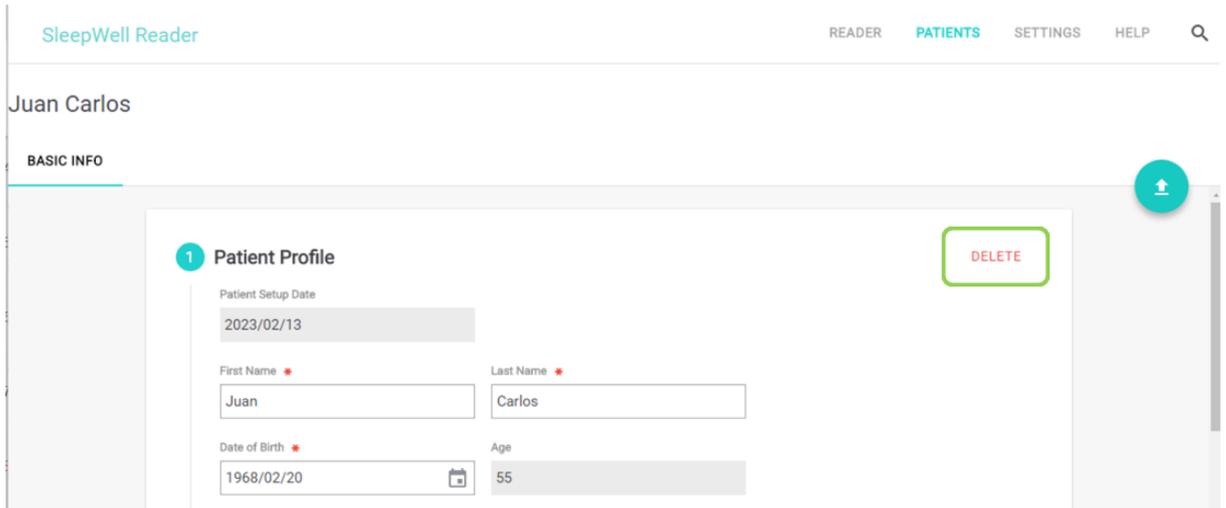
10.2. Delete a patient

- (1). Click the plus  button at "BASIC INFO". Then choose "EDIT".



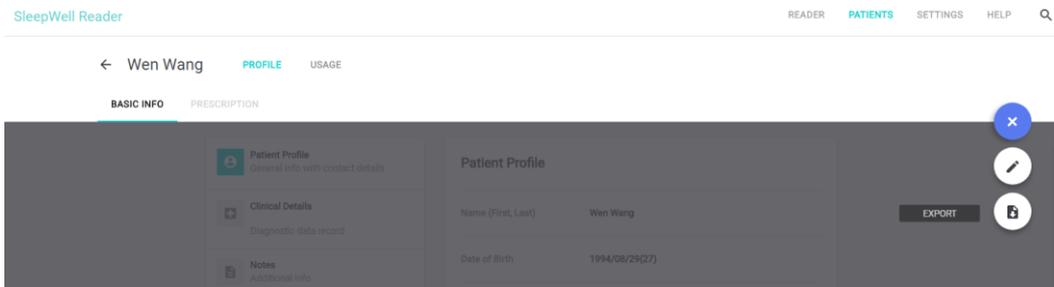
(2). Click “DELETE”.

⚠ Warning: Deleting the patient profile will remove all of the information. This cannot be recovered.

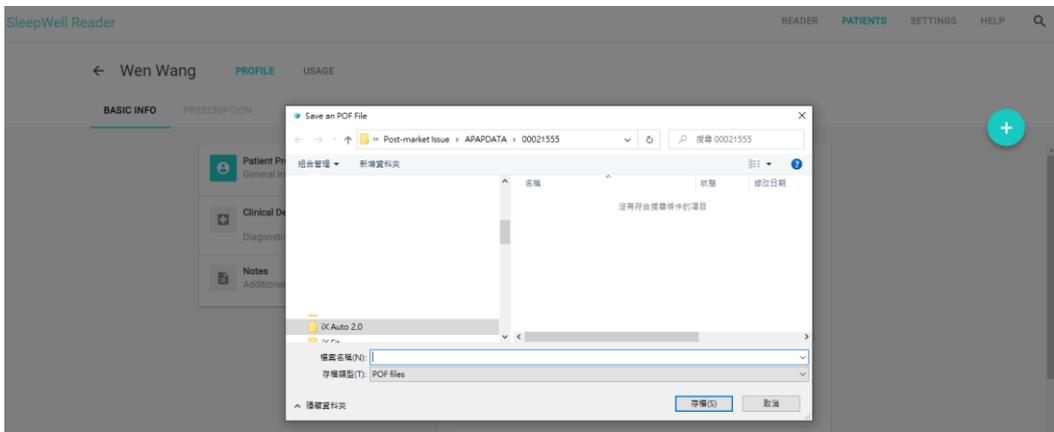


10.3. Export patient profile

(1). Click the plus  button at “BASIC INFO”. Then choose EXPORT.



(2). Choose the location to save POF file.



10.4. Import patient profile

- (1). When you create a patient's profile, you can click upload  button to import the POF file you saved.

SleepWell Reader READER PATIENTS SETTINGS HELP

New Patient

BASIC INFO

1 Patient Profile

Patient Setup Date
2022/05/23

First Name Last Name

Date of Birth Age

Gender Male Female Other

Medical Record No ID No.

User defined number



11. Settings

11.1. Percentile Pressure

- (1). Type in the preferred percentile pressure, then hit UPDATE.

Setting

UPDATE

Unit
 Metric Imperial

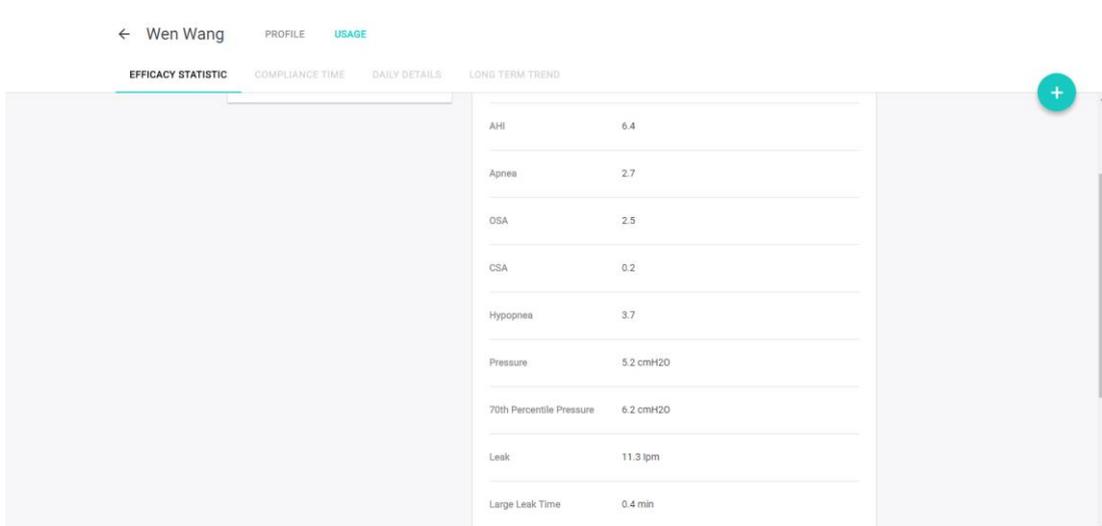
Date:
 yyyy/mm/dd dd/mm/yyyy
 mm/dd/yyyy

Percentile Pressure
Percentile
UPDATE

Backup / Restore
BACKUP RESTORE

JP 日本語	CN 简体中文
FR français	DE Deutsche
ES Español	IT Italiano
PT Português	NL Nederlands

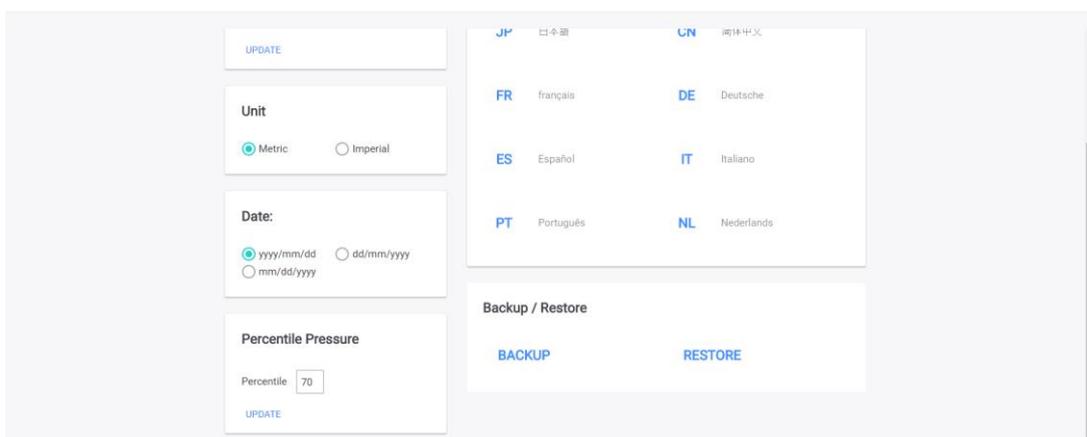
- (2). You can view the preferred percentile pressure in patient's usage.



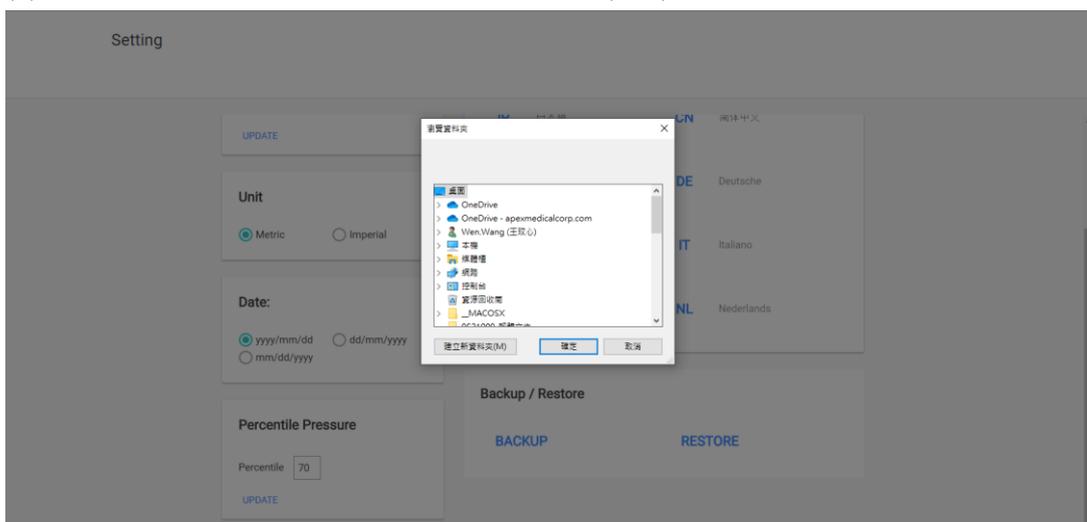
11.2. Backup database

- (1). Backup the database of SleepWell Reader by clicking BACKUP

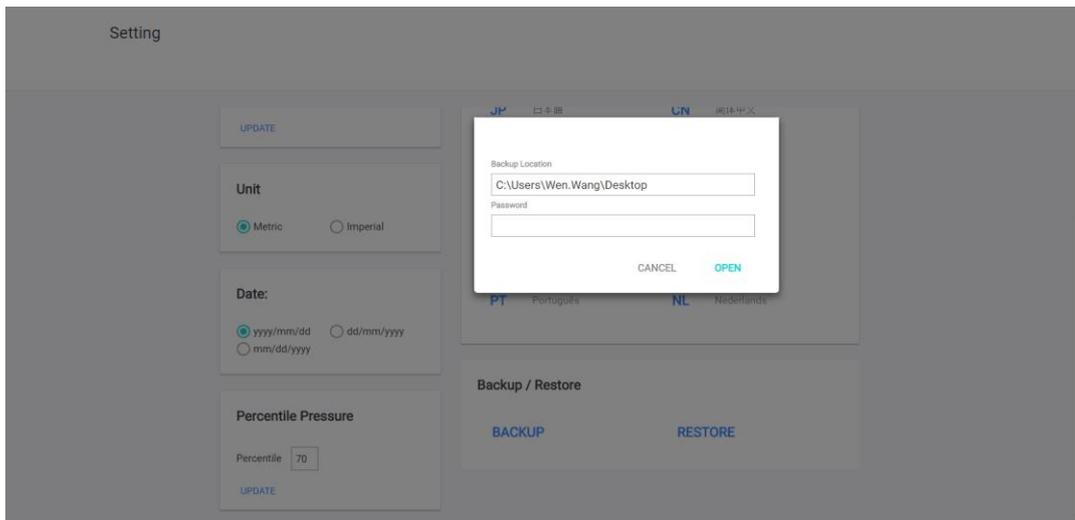
Setting



- (2). Choose the location to save database file (.sdf)

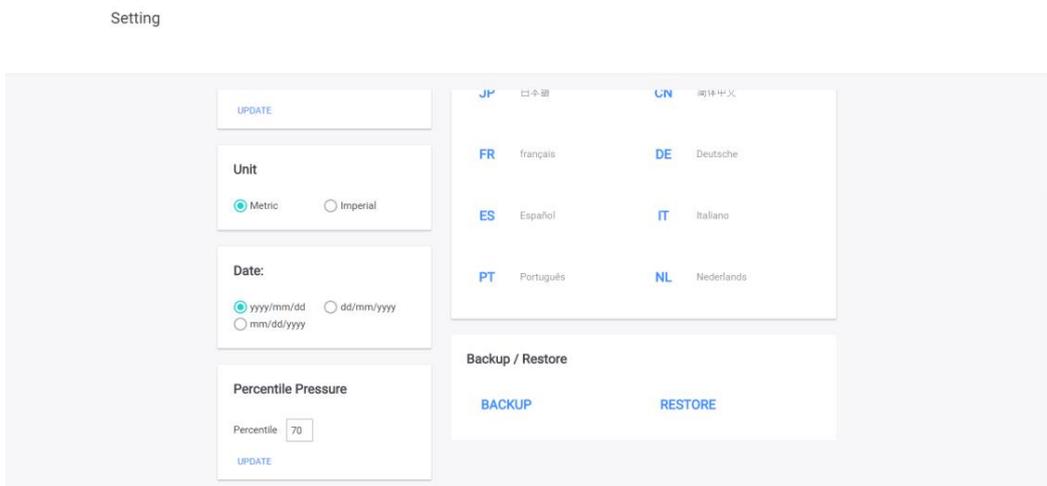


- (3). Set the password to protect the file, then hit OPEN.

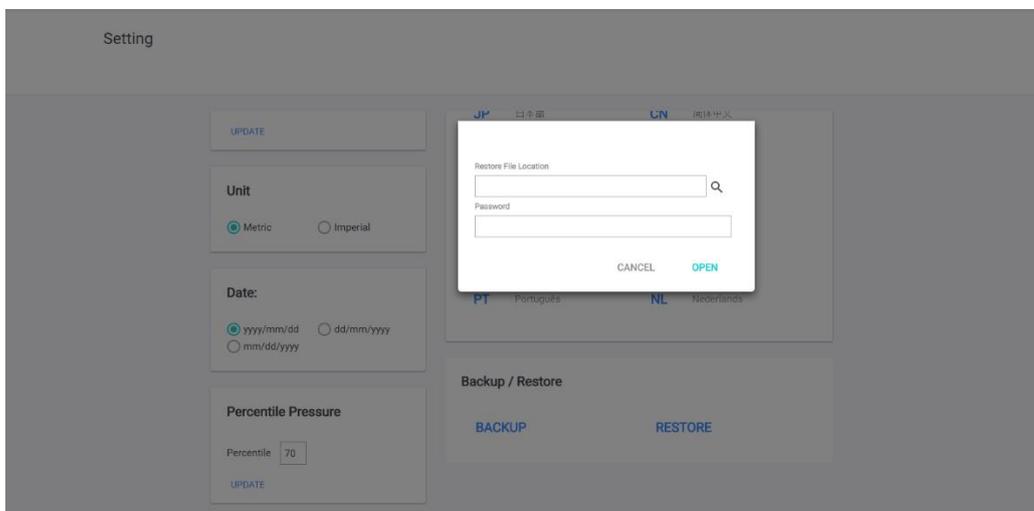


11.3. Restore database

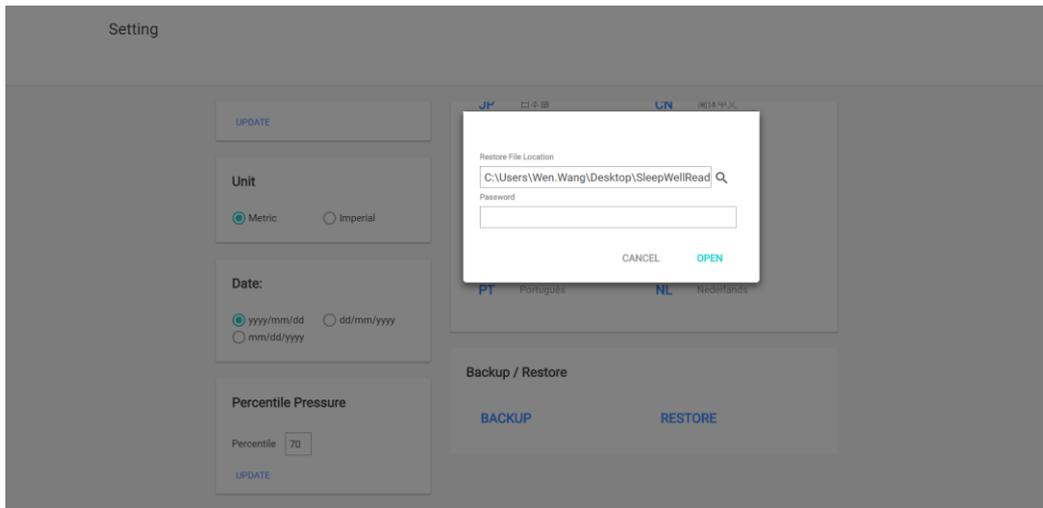
- (1). Restore the database by clicking RESTORE.



- (2). Choose the location where saved the database file by clicking .

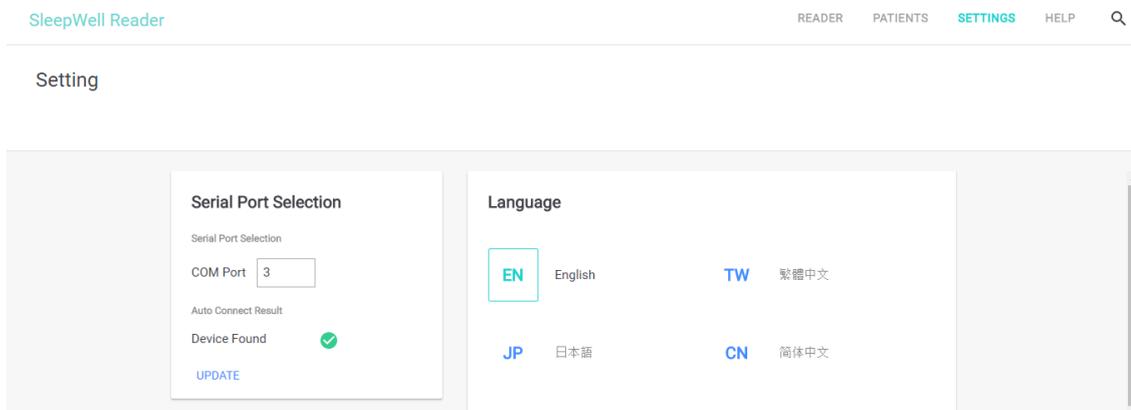


- (3). Type in the password then hit OPEN

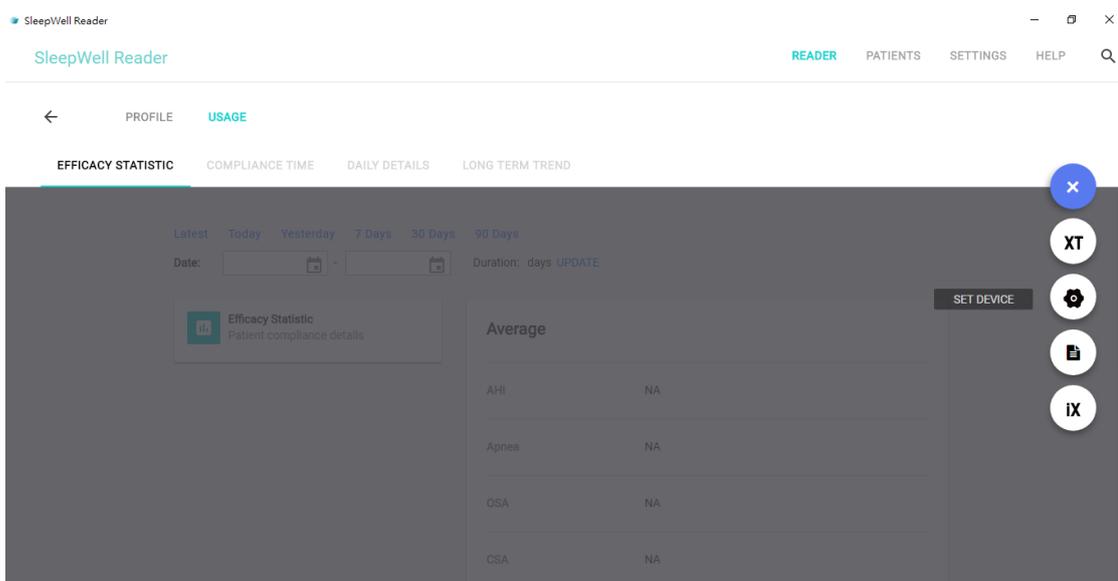


11.4. Set Device ID & Time

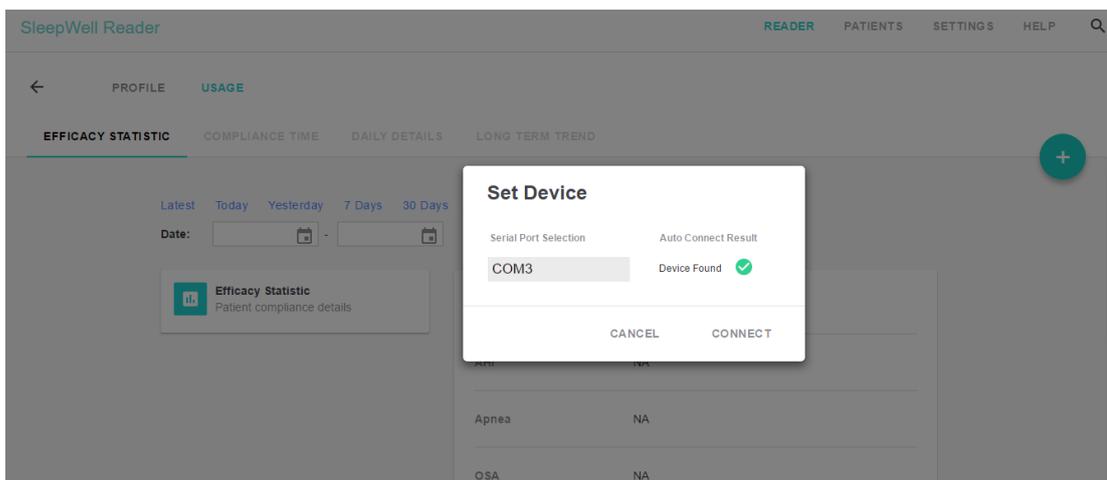
- (1). Connect the device with USB cable.
- (2). In the Setting tab, the auto connect result shows Device Found.



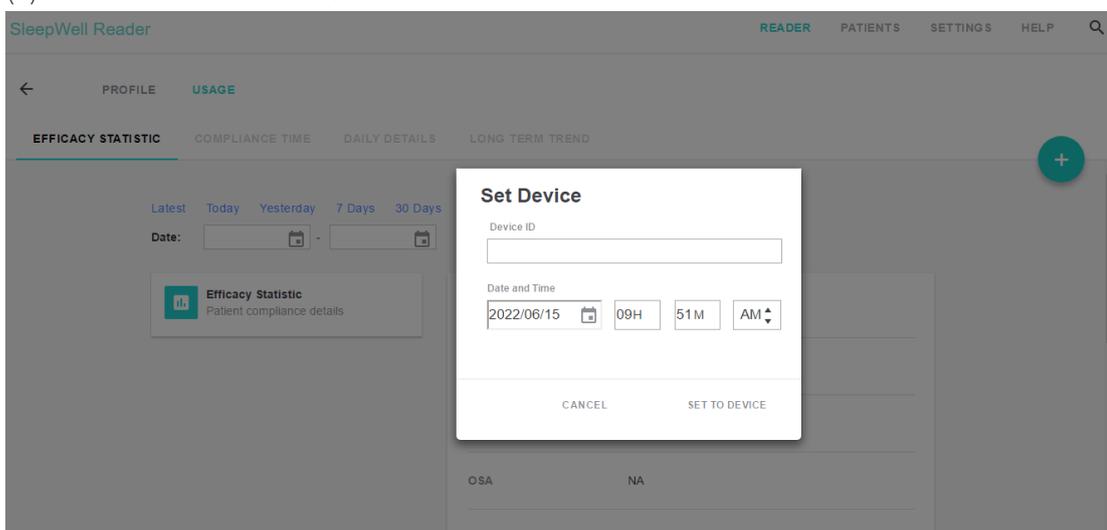
- (3). Start to set device time by clicking the plus  button at “SET DEVICE”.



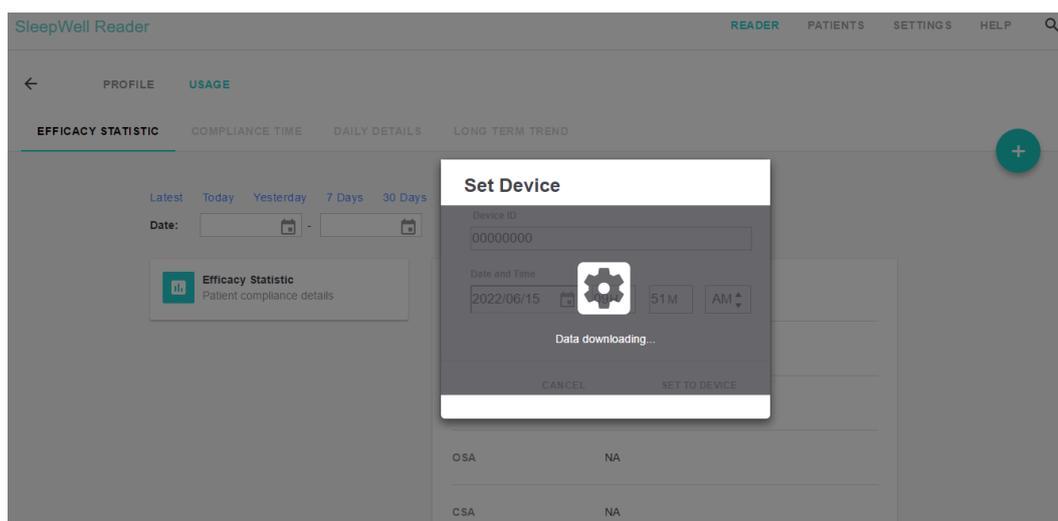
- (4). Click CONNECT.



(5). Fill the Device or select date and time.



(6). Click SET TO DEVICE.



(7). Device ID & time are updated to the machine.

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SleepWell Track

Simplify CPAP patient care management and self-monitoring

User Manual

Version 2.0

Software version: V2.1.2

Version History:

Ver.	Revision Date	Revised Content	Note
1.0	2023/3/21		
2.0	2023/8/24	Added editing binding date function instruction	

CONTENT

1.	Introduction.....	4
1.1.	Supported Browsers.....	4
1.2.	Support Products	4
2.	Role and Permission	4
2.1.	Role	4
2.2.	Function of each role	5
2.3.	Authorization of patient management	7
3.	User Interface (Distributor, dealer, & hospital roles only).....	7
4.	User Interface (Clinical users only).....	8
5.	Patient’s Account Management.....	9
5.1.	Create new patient	9
5.2.	Add prescription.....	13
5.3.	Edit patient’s profile.....	18
5.4.	Edit prescription.....	21
5.5.	Supply: Manage replacement schedule.....	22
5.6.	Review account profile edition history.....	23
6.	Patients Monitoring.....	23
6.1.	Newsfeed- THERAPY (Clinical users role only).....	23
6.2.	Newsfeed – DEVICE&KITS (Dealer clinical user role only)	27
6.3.	View the patient’s treatment data	28
6.4.	Create patient’s report	35
6.5.	Upload data from SD card.....	36
6.6.	Customer Request Management (Dealer clinical user role only)	37
7.	System Management.....	39
7.1.	Dealer product maintenance (Distributor role only)	39
7.2.	Dealer product maintenanc (Dealer role only)	43
7.3.	User Management	43
7.4.	Permit Patients.....	48

1. Introduction

This user manual is related to the SleepWell Track web service. SleepWell Track is intended to use with Wellell Medical CPAP devices that includes data transfer technology. It can collect real-time data including patient's usage and therapy related information from the CPAP devices.

SleepWell Track allows care providers to manage their patients in a single platform and customize overviews to assess patients' compliance, identify issues, and deliver data-driven interventions efficiently.

⚠ Note: Mainly follow the instructions instead of only looking at the webpage screenshots in this document since they are taken using a distributor's account and may be different from what are displayed under other roles' account.

1.1. Recommended Browsers

- Google Chrome (latest version)

1.2. Support Products

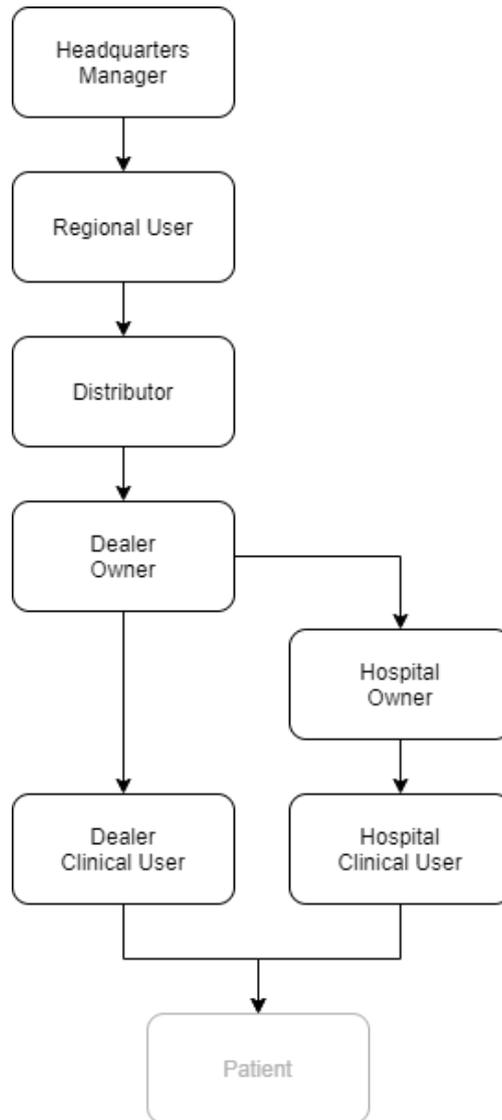
The following products are compatible to SleepWell Track:

- iX Auto
- iX Sense
- XT Auto (firmware version 6.0 or higher)

2. Role and Permission

SleepWell Track offers suitable information and function for different roles in the hierarchy. Here is the hierarchy of SleepWell Track account role. Every role can create the account for users within its lower tiers. For example, Distributors can create dealer's accounts, hospital's accounts, and clinical users' accounts.

2.1. Role



2.2. Function of each role

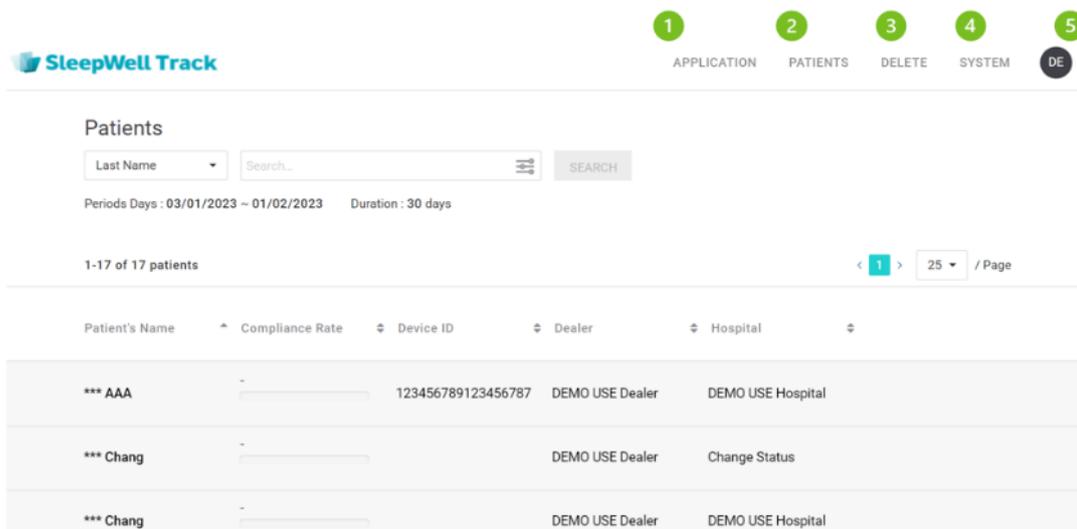
See below for role functions:

Main Page	Function	Sub-function	Distributor	Dealer	Clinical User (Dealer)	Hospital	Clinical User (Hospital)		
Welcome Page			Patients	Patients	Newsfeed	Patients	Newsfeed		
Newsfeed	Therapy		X	X	V	X	V		
	Device&Kit		X	X	V	X	X		
Customer Request			X	X	V	X	V		
Application			V	V	V	V	V		
Patients	Search Patients		V	V	V	V	V		
	Add New Patients		V	V	V	V	V		
	Delete Patient		V	V	V	V	V		
System	DME-Management	Dealer Product Maintenance	V	V(View only)	X	X	X		
	User Management	Dealer Management		V	X	X	X	X	
		Hospital Management		V	V	X	X	X	
		Clinical User Management		V	V	X	V	X	
		Permit Patients	Regional user		V	V	X	V	X
			Distributor		N/A	V	X	V	X
			Dealer		N/A	N/A	X	V	X
Patient Detail	Usage	Efficacy Statistics		V	V	V	V		
		Compliance Time		V	V	V	V		
		Daily Details		V	V	V	V		
		Long Term Trend		V	V	V	V		
	Profile	Basic Info		V	V	V	V		
		Prescription		V	V	V	V		
		Supply		V	V	V	V		
		History		V	V	V	V		

2.3. Authorization of patient management

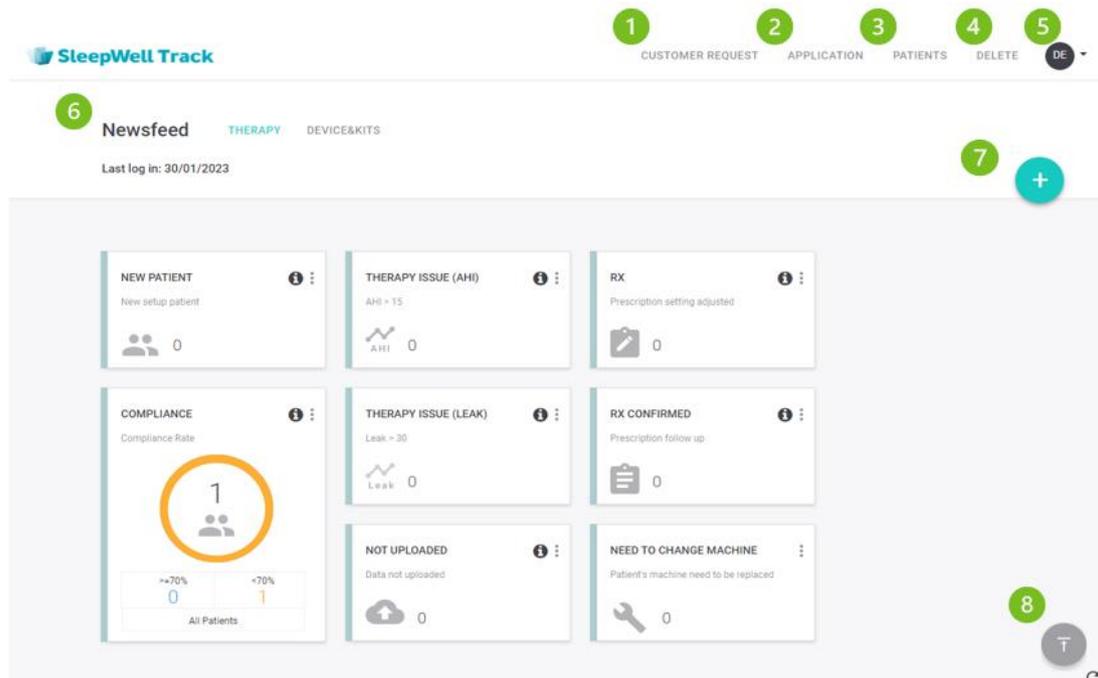
Function		Distributor	Dealer	Clinical User (Dealer)	Hospital	Clinical User (Hospital)
Edit Patient	Direct service patient	V	V	V	V	V
	Patient permitted by dealer	X	N/A	N/A	N/A	N/A
	Patient permitted by hospital	X	X	N/A	N/A	N/A
Delete patient	Direct service patient	V	V	Need approval	V	Need approval
	Patient permitted by dealer	X	N/A	N/A	N/A	N/A
	Patient permitted by hospital	X	X	N/A	N/A	N/A
View Patient	Direct service patient	Full info.	Full info.	Full info.	Full info.	Full info.
	Patient permitted by dealer	De-identification	N/A	N/A	N/A	N/A
	Patient permitted by hospital	De-identification	De-identification	N/A	N/A	N/A

3. User Interface (Distributor, dealer, & hospital roles only)



1. **APPLICATION**– displays the list of new patient applications which were established through *online* Privacy Policy & Terms of Service consent process. User can accept or deny the applications under this tab.
2. **PATIENTS** – displays the list of all patients that the user created or is authorized to view by belonging dealers or hospitals. User can access the patient’s profile and usage of CPAP under this tab.
3. **DELETE** – displays the list of deletion request and deletion history.
4. **SYSTEM** – contains DME system management, user management, and review management.
5. **LOG-IN USER MENU** – provides access to My Profile, Notification and Language Settings, Privacy Policy, Terms of Service, and Service code. User can sign out here.

4. User Interface (Clinical users only)



1. **CUSTOMER REQUEST** – displays the list of your patient request which were sent from SleepWell APP.
2. **APPLICATION** – displays the list of new patient applications which were established through **online** Privacy Policy & Terms of Service consent process. User can accept or deny the applications under this tab.
3. **DELETE** – displays the list of deletion request and deletion history.
4. **PATIENTS** – displays the list of all patients that the user created or is authorized to view by belonging dealers or hospitals. User can access the patient’s profile and usage of CPAP under this tab.
5. **LOG-IN USER MENU** – provides access to My Profile, Notification and Language Settings, Privacy Policy, Terms of Service, and Service code. User can sign out here.
6. **Newsfeed** -
 - ✓ **THERAPY** – provides the filter cards to highlight the patients who potentially have compliance or treatment issue.
 - ✓ **DEVICE&KITS** – provides the filter cards to highlight the patients who need device or kits replacement. (Dealer’s clinical user role only)
7.  - creates the new filter cards.
8.  - a walkthrough of the newsfeed page. Click “Get Started” to start using.

5. Patient's Account Management

5.1. Create new patient

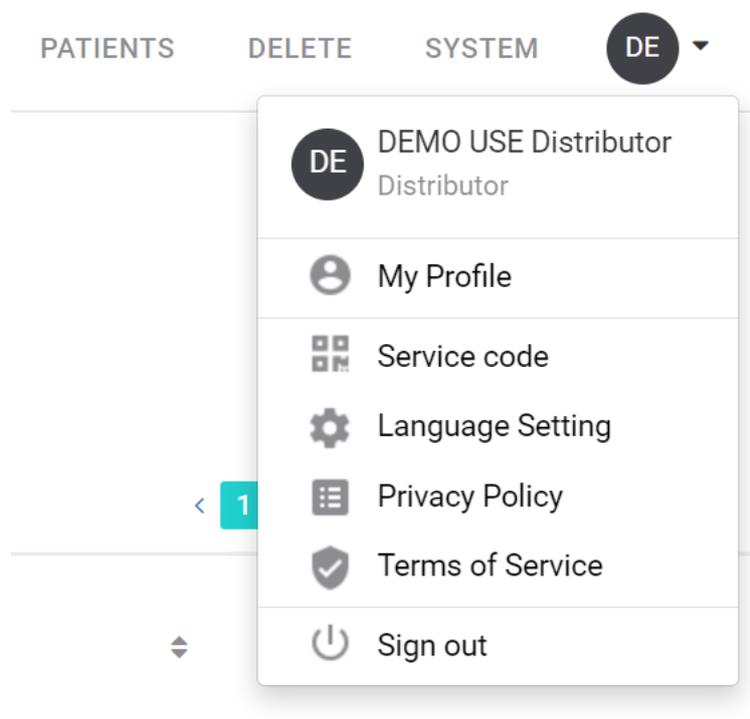
SleepWell Track follows GDPR and the related law regulating personal information collection and use. The system requires the user to follow below steps to assist the patient to understand what information is collected and the purpose of use from SleepWell Track. The user should confirm the patient's need to recommend suitable products.

Step 1. Confirm the patient's need of using IoT service.

- (1). Confirm the recipient of doctor's prescription from the patient.
- (2). Ask the patient if IoT service is needed and inform the patient this service will collect personal information. If the patient confirms the need of IoT service, the user should ask again if the patient agrees to provide personal information:
 - Agree: Recommend IoT products and continue with the following steps.
 - Disagree: Recommend non-IoT products and stop here.

Step 2. Get consent of Privacy Policy & Terms of Service.

- (1). Click Log-in User Menu > Service code



- (2). Let the patient access the Privacy Policy & Term of Service page
 - With mobile device: Scan QR code to access.

- Without mobile device: Click “Without Personal Device” and show the page on the user’s device



- (3). The patient read and consent the Privacy Policy & Terms of Service.

STEP1
Privacy Policy & Terms of Service

Privacy Policy	<h3>SleepWell Digital Service - Privacy Policy</h3> <p>Last Updated: January 11, 2022</p> <h4>1. Introduction</h4> <p>A. Wellell Group, referring to Wellell Inc. and the affiliates and subsidiaries within this group (collectively, “Wellell” or “we”), respects your privacy and is committed in protecting your personal and medical information. Wellell may collect, process, make use and maintain the information you provide to us through your use of Wellell’s services: SleepWell Track (web service), SleepWell (app), SleepWell Reader (pc software) and internet-connected products (collectively, “Service”). This SleepWell Digital Service - Privacy Policy (“Privacy Policy”) tells you the basic information about personal information you provide to us.</p> <p>B. If you do not want Wellell to process any of your personal or medical information through the Service, please do not install or use the Service.</p> <h4>2. Information Collection</h4>
Terms of Service	

I consent Wellell (defined in the Privacy Policy) use my personal information to analyze and/or compile statistics to study and/or develop new Service; and/or

I consent Wellell (defined in the Privacy Policy) use my personal information to contact me for marketing purpose, such as delivering advertisements, promotional messages, notices and other information related to the Service and my interests.

I consent to all the SleepWell Digital Service [Privacy Policy](#) and [Terms of Service](#).

REJECT **CONSENT**

- (4). If the patient rejects, the IoT service will not be provided to the patient.

Step 3. Fill in patient’s profile.

- (1). Fill in the patient's information. A valid e-mail address is required as user the account name and for account verification use.

SleepWell Track

Complete the following as instructed to activate IoT service

STEP 2
profile

Organization Name
DEMO USE Distributor

Patient Profile

*First Name *Last Name

*User Account(Email)

Progress indicator:
1 Privacy Policy & Terms of Service
2 profile
3 Verify Email Address

*Birthday

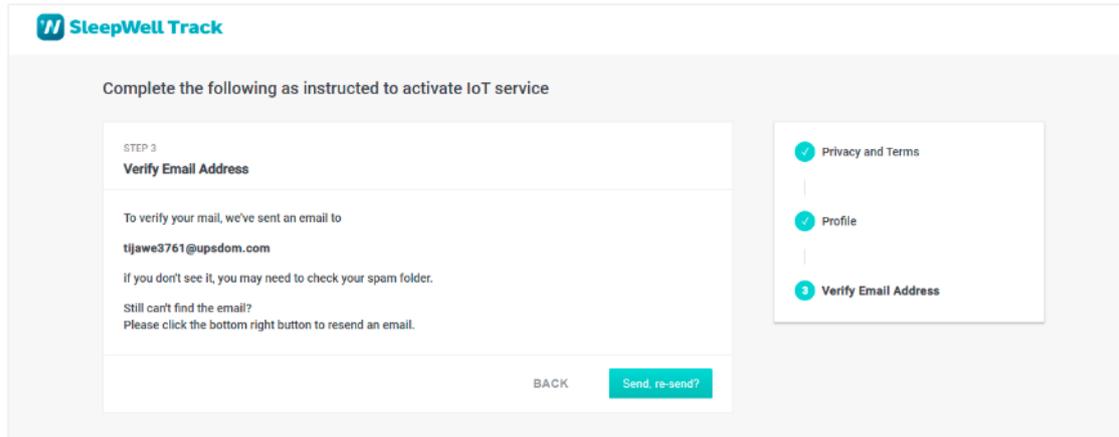
*Phone

Gender
 Male Female

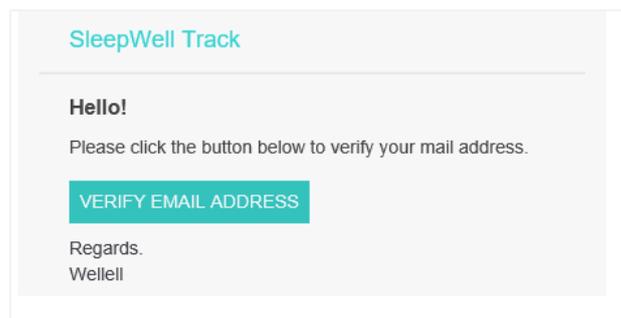
Height cm

Weight kg

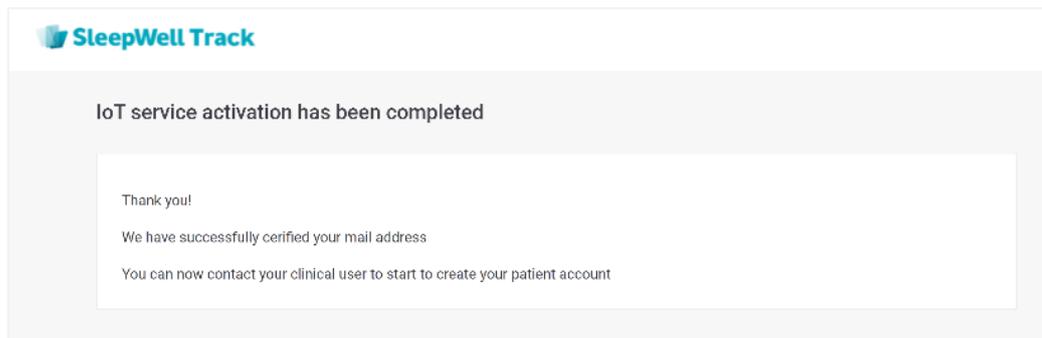
- (2). Click “Send” when the form is completed. The system will then send a verification mail to the email filled in user account.



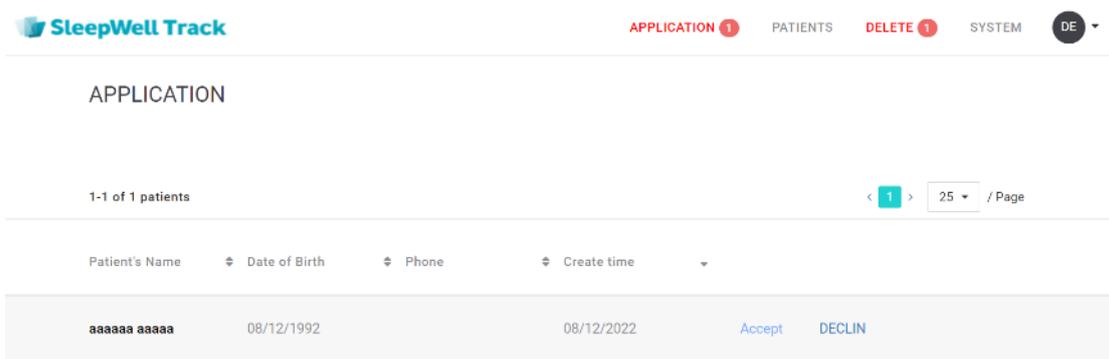
(3). Check the patient's e-mail box for the verification mail.



(4). Click "VERIFY EMAIL ADDRESS" to complete the profile establishment.

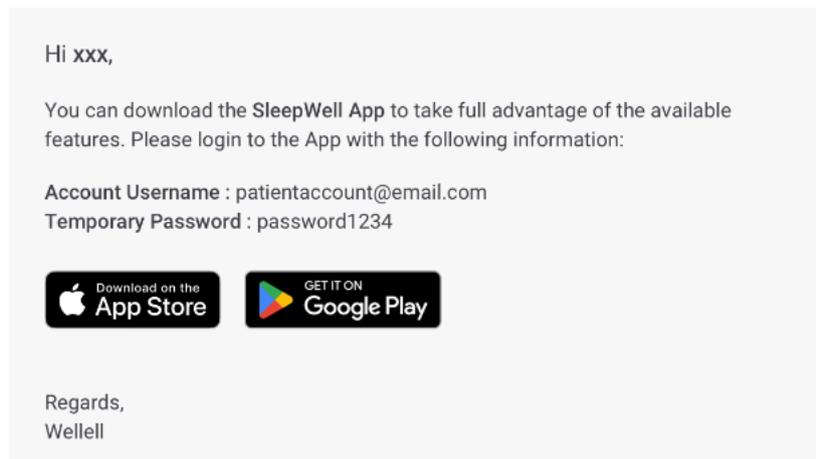


(5). After the new patient is created, the APPLICATION icon will turn red and show how many applications to be reviewed. Open APPLICATION tab to see all applications.



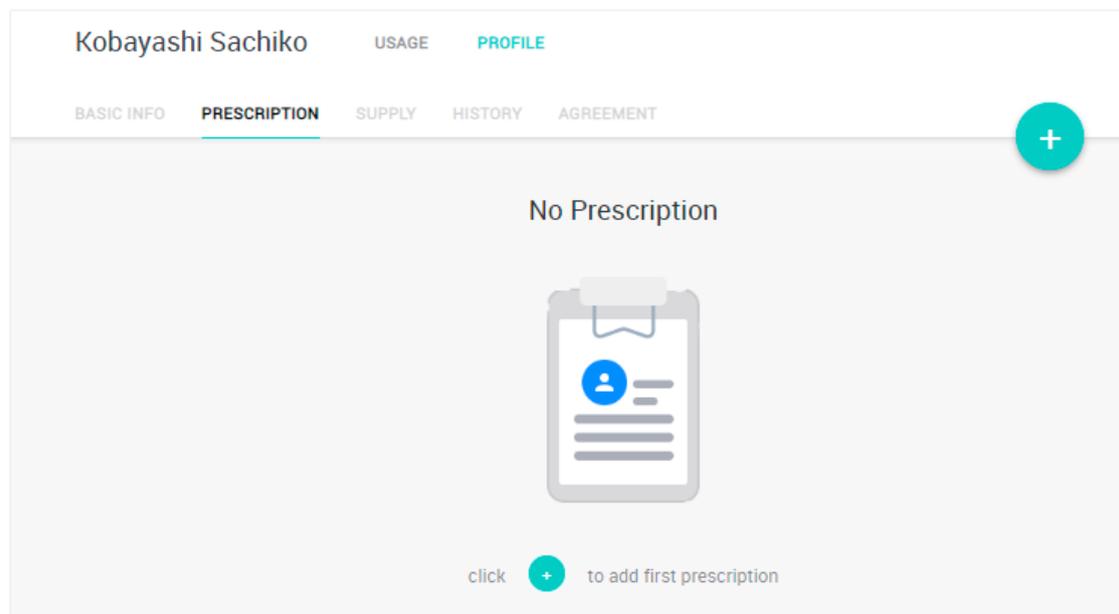
- (6). Check the patient's profile and click ACCEPT or DENY. If ACCEPT, the patient's information will be shown under "PATIENTS" tab. If DENY, the application will be removed.
- (7). After the user accepting the application. The system will send e-mail with the APP link and log-in credentials.

△ Note: It's recommended to encourage patients to download SleepWell app from iOS or Android app store to get full advantage of SleepWell service.



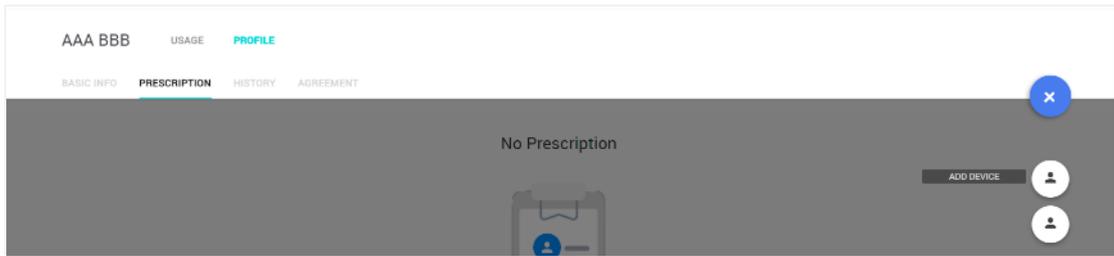
5.2. Add prescription

Open PROFILE > PRESCRIPTION. Click  button.

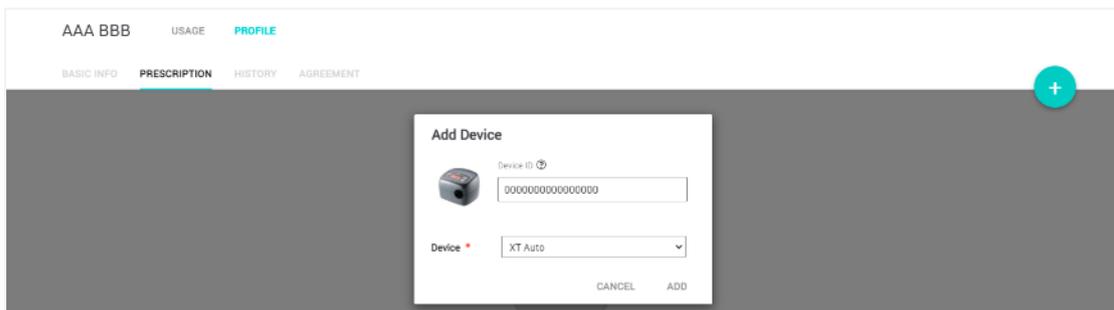
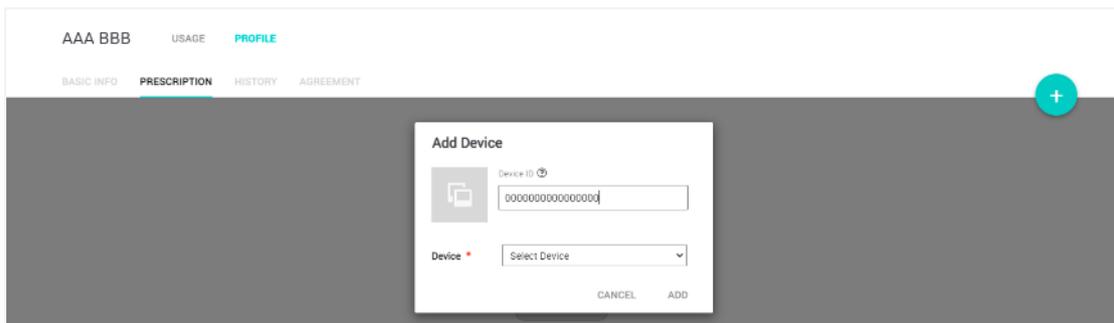


Add Device

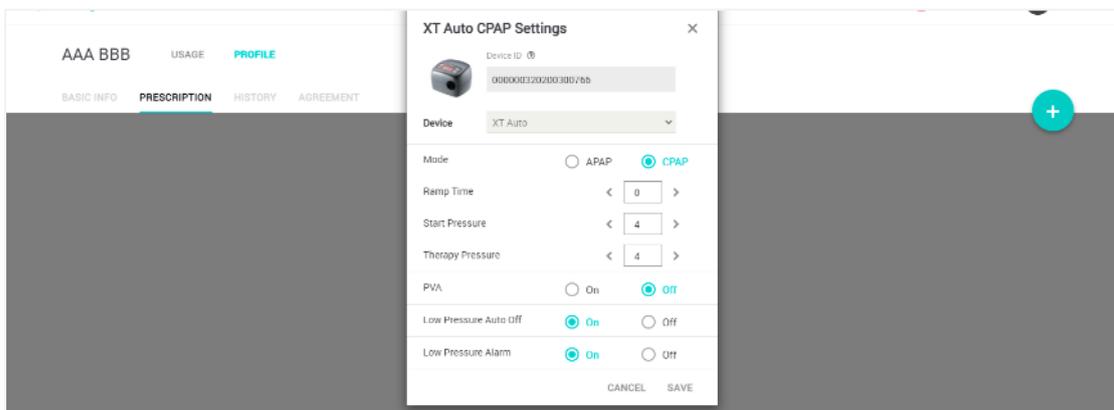
- (1). Click "ADD DEVICE" icon. It's necessary to add device to get the machine connected with SleepWell Track.



(2). Key in Device ID (Please locate the 18-digit number under the QR code at the bottom of the machine) and select the device model. Click ADD.



(3). Set up the device.

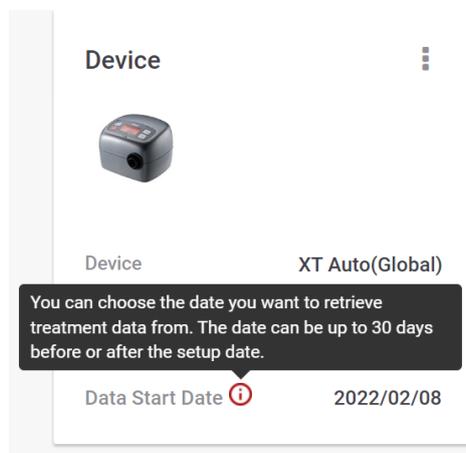


(4). When it's all set. The prescription will show as below:

Device		XT Auto(Global) Settings	
		Mode	APAP
Device	XT Auto(Global)	Ramp Time	0
Device ID	313156789012345679	Start Pressure	0
Setup Date	2022/02/08	Maximum Pressure	0
Data Start Date ⓘ	2022/02/08	Minimum Pressure	0
		PVA	Off
		Low Pressure Alarm	Off

Edit Device Binding Date

SleepWell will collect the treatment data since the “Data Start Date”. By default, the data start date is the same as “Setup Date”. The data start date can be up to 30 days before or after the setup date.



The screenshot shows the 'Device' settings page for 'XT Auto(Global)'. A callout box points to the 'Data Start Date' field, which is currently set to '2022/02/08'. The callout text reads: 'You can choose the date you want to retrieve treatment data from. The date can be up to 30 days before or after the setup date.'

⚠ Note:

- iX Auto: This function only applied with iX Auto firmware version: v1.1.6.0 or above.
- XT Auto: the SD card can save up to 13-day treatment data.

(1). Click  and select Edit.

Device



- Replace
- Edit
- Remove

Device XT Auto(Global)

Device ID 313156789012345679

Setup Date 2022/02/08

Data Start Date ⓘ 2022/02/08

(2). Edit the data start date, hit SAVE.

Device



Device XT Auto(Global)

Device ID 313156789012345679

Setup Date 2022/02/08

Data Start Date

SAVE Cancel

(3). The data start date has been set to 2022/02/02. SleepWell Track will collect the treatment data from 2022/02/02.

Device



Device XT Auto(Global)

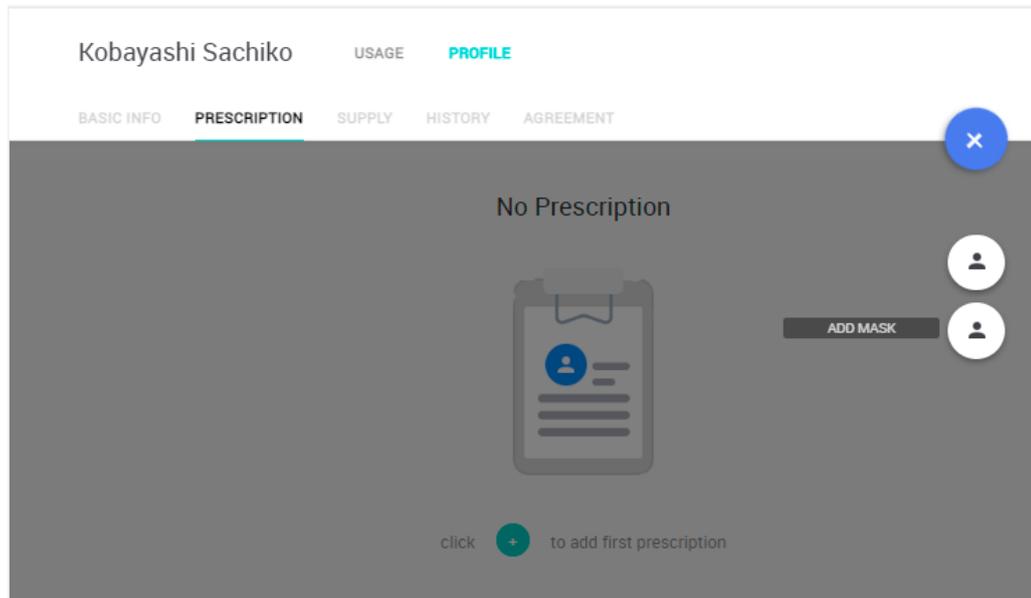
Device ID 313156789012345679

Setup Date 2022/02/08

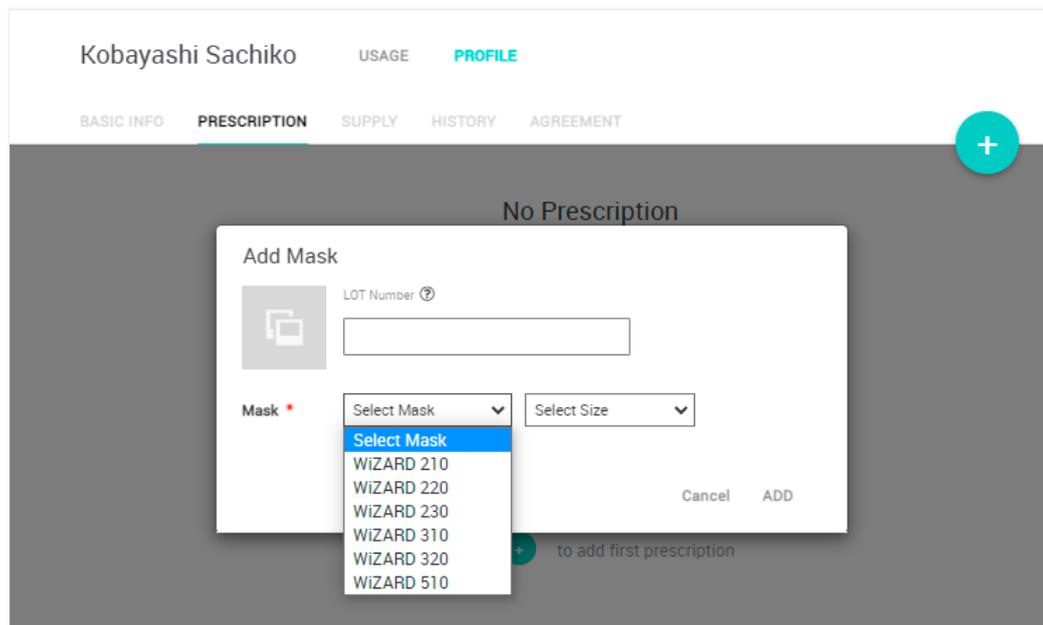
Data Start Date ⓘ 2022/02/02

Add Mask

- (1). Click  button and click “ADD MASK” button. It’s optional to set up mask used.



- (2). Key in the LOT Number of the mask and select the model’s name and size. Click ADD.



- (3). View the completed prescription.

Cindy Lee USAGE **PROFILE**

BASIC INFO **PRESCRIPTION** SUPPLY HISTORY

Device	
Device	iX Auto
Device ID	00000320200300026
Setup Date	06/04/2022

iX Auto Settings	
Mode	CPAP
Ramp Time	0
Start Pressure	4
Therapy Pressure	4
PVA	Off
Auto On/Off	On

Mask	
Mask	WIZARD 210
LOT Number	FN22009
Size	S
Patient Setup Date	12/04/2022

5.3. Edit patient's profile

Under the patient's profile, user can edit the patient's basic information, prescription, and supply. All the changes are recorded under HISTORY tab.

5.3.1. Edit patient's general information and clinical information.

- (1). Open BASIC INFO tab.
- (2). Click  to access edit page.

Cindy Lee USAGE **PROFILE**

BASIC INFO PRESCRIPTION SUPPLY HISTORY

 **Patient Profile**
General info with contact details

 **Clinical Details**
Dealer and Clinic organization details

 **Note**
Additional info

Patient Profile	
Name(First,Last)	Cindy Lee
Date of Birth	21/02/1992 (30)
APP Account	PMtest026@a.com Resend invitation letter

- (3). Edit patient's general information and clinical details. Once finished, click SAVE.

The screenshot shows the 'Edit Patient' interface with the 'BASIC INFORMATION' tab selected. The 'Patient Profile' section is highlighted with a red circle and contains the following fields:

- Patient Setup date: 21/02/2022
- First Name: Cindy
- Last Name: Lee
- User Account(Email): PMtest026@a.com
- Date of Birth: 21/02/1992

5.3.2. Reset the patient's password.

Open BASIC INFO tab > Patient Profile. Click CHANGE to reset the patient's password.

The screenshot shows the 'Patient Profile' page with the 'BASIC INFO' tab selected. The 'Patient Profile' section is expanded, showing the following details:

- Name(First,Last): Cindy Lee
- Date of Birth: 21/02/1992 (30)
- APP Account: PMtest026@a.com Resend invitation letter(107)
- APP Password: ***

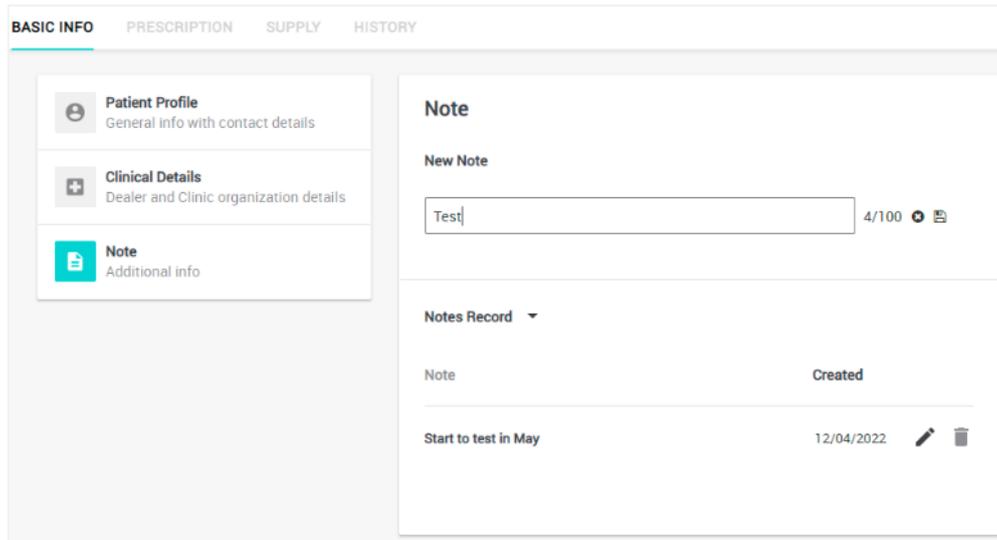
A blue 'CHANGE' button is visible next to the APP Password field.

5.3.3. Create note to record additional information.

(1). Open BASIC INFO tab > Note. Type the note in the blank bar under New Note.

After finished, click .

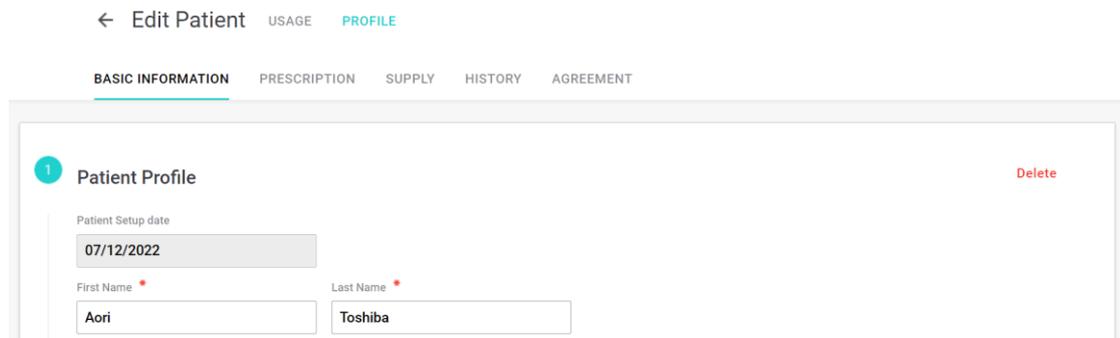
(2). The created note is shown below Notes Record with created date. Edit and delete note by clicking the button.



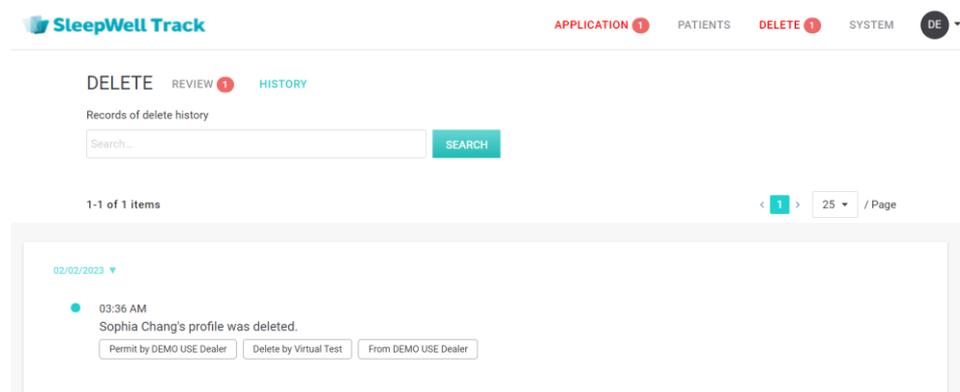
5.3.4. Delete patient.

- (1). Open BASIC INFO tab.
- (2). Click  to access edit page.
- (3). Click Delete. Clinical users need approval from the organization to delete patients.

⚠ Note: Deleting the patient profile will remove all of the information. This cannot be recovered. The device will also be unbound. The patient's SleepWell APP account will be unavailable.



- (4). Open DELETE tab to review deletion history.



- Open DELETE tab to review pending delete request. Click the row of the patient and permit or decline the delete request. (*Only dealer and hospital users have this function.*)

SleepWell Track APPLICATION 1 PATIENTS DELETE 2 SYSTEM DE

DELETE REVIEW 2 HISTORY
 To be reviewed and confirmed.

1-2 of 2 patients < 1 > 25 / Page

Patient's Name	Date of Birth	E-Mail	Dealer Clinical User	Date of Apply Delete
Sophia Chang	14/12/1992	chkh1214@gmail.com	Virtual Test	02/02/2023
Sophia Chang	14/12/1992	Sophia.Chang@wellell.c	Virtual Test	02/02/2023

← Sophia Chang USAGE PROFILE

BASIC INFORMATION PRESCRIPTION SUPPLY HISTORY

Patient Profile
General info with contact details

Clinical Details
Dealer and Clinic organization details

Note
Additional info

Permit Delete Profile Request

Clinical User Test Virtual requested to remove the profile on 02/02/2023. Permit the deletion?

PERMIT
DECLINE

5.4. Edit prescription.

- Open PRESCRIPTION tab.
- On card Device and Mask, click to replace or remove device and mask

Cindy Lee USAGE PROFILE

BASIC INFO PRESCRIPTION SUPPLY HISTORY

Device

Replace

Remove

Device: iX Auto

Device ID: 00000320200300026

Setup Date: 06/04/2022

iX Auto Settings

Mode: CPAP

Ramp Time: 0

Start Pressure: 4

Therapy Pressure: 4

PVA: Off

Auto On/Off: On

Mask

Mask: WIZARD 210

LOT Number: FN22009

Size: S

Patient Setup Date: 12/04/2022

- (3). On card settings, click to edit the parameter. Once finished, click SAVE.

The dialog box titled "iX Auto Settings" contains the following controls:

- Mode: Radio buttons for APAP and CPAP (selected).
- Ramp Time: Input field with value 0 and left/right arrows.
- Start Pressure: Input field with value 4 and left/right arrows.
- Therapy Pressure: Input field with value 4 and left/right arrows.
- PVA: Radio buttons for On and Off (selected).
- Auto On/Off: Radio buttons for On (selected) and Off.
- Buttons: Cancel and SAVE.

5.5. Supply: Manage replacement schedule

Note: Hospital clinical user role does not have this function.

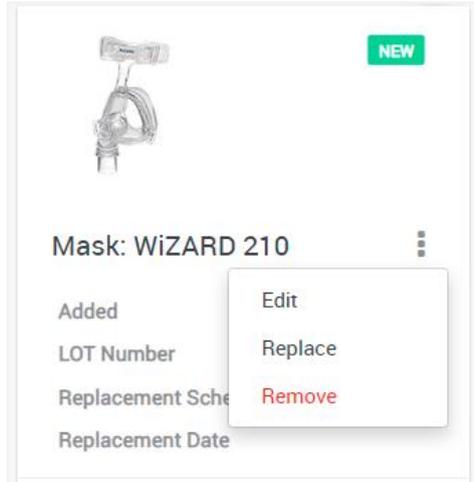
- (1). Open SUPPLY tab and click to add accessories.

The interface shows the SUPPLY tab with a + icon in the top right. It displays two items:

- Device: iX Auto** (NEW)
 - Setup Date: 06/04/2022
 - Device ID: 00000320200300026
 - Replacement Schedule: 5 years
 - Status: New Setup
- Mask: WIZARD 210** (NEW)
 - Added: 12/04/2022
 - LOT Number: FN22009
 - Replacement Schedule: Unfollow
 - Replacement Date:

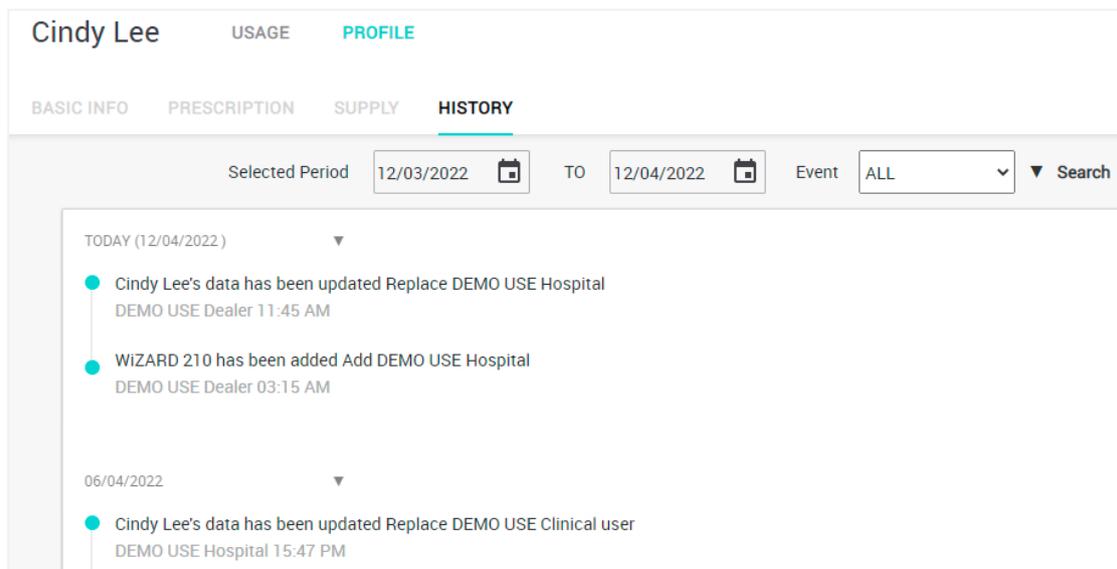
- (2). Click to edit replacement schedule, replace, and remove the accessories.

Device can't be replaced or removed under SUPPLY tab. It requires doctor's prescription to change and can be replaced or removed under PRESCRIPTION tab.



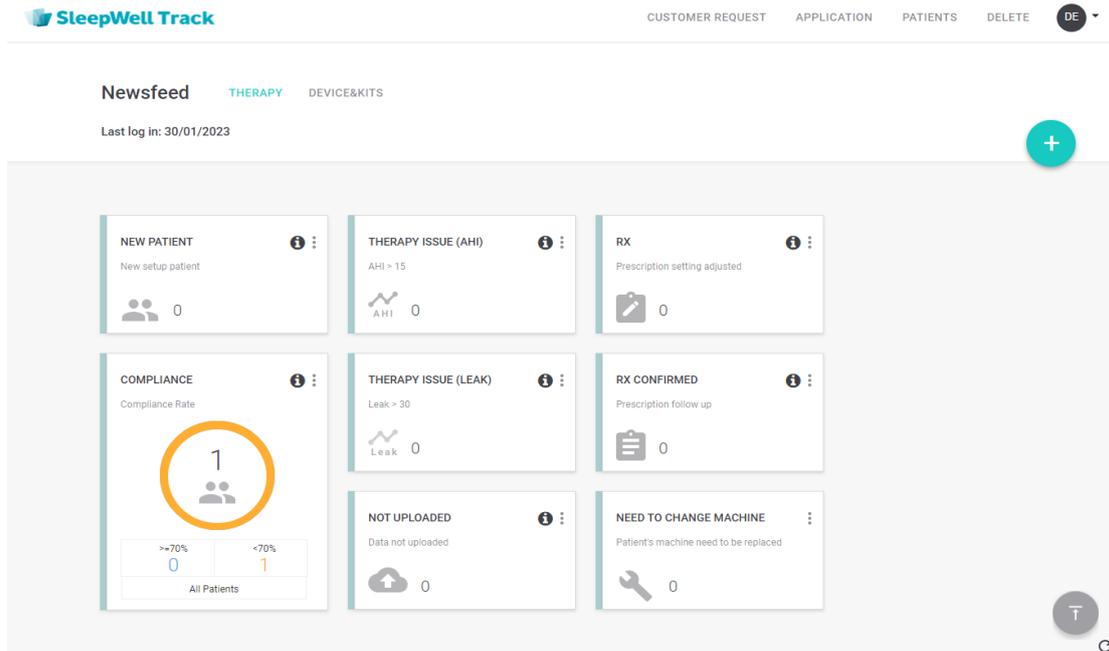
5.6. Review account profile edition history

Open HISTORY tab to review the profile edition history. It provides search function by time and by events.



6. Patients Monitoring

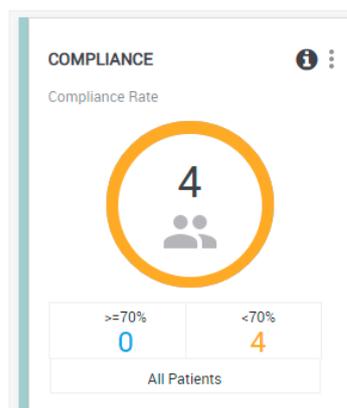
6.1. Newsfeed- THERAPY (Clinical users role only)



Under the clinical user role, SleepWell Track provides a dashboard to highlight the patients who potentially have compliance or treatment issues. The dashboard shows the information with filter cards contain 4 filter criteria:

- New patient
- Therapy info
- Prescription update
- Device status

6.1.1. Card introduction



- (1).  - shows the period of the data shown.
- (2).  - click to re-define or delete the cards based on the clinical user's preference.

- (3). Click the card to enter the filtered patient page.

6.1.2. Create a new filter card

- (1). Click the  button.
- (2). Select the criteria for the new filter card

The screenshot shows the 'New Filter Card' form at step 1, 'Select criteria'. The form has a header with two steps: '1 Select criteria' and '2 Personal Settings'. Below the header, there are two links: 'ALL EXPAND' and 'ALL CLOSE'. A list of criteria is shown with expandable arrows: 'New Patient', 'Therapy info', 'Prescription Update', and 'Device Status'. On the right side, there is a summary box titled 'Set filter card name' showing a person icon and the number '0'. At the bottom, there are 'Cancel' and 'NEXT' buttons.

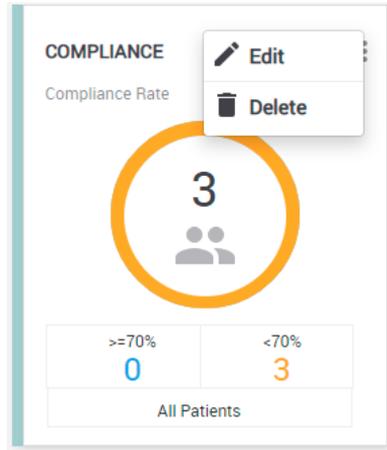
- (3). Select the personal settings of the new filter card.

The screenshot shows the 'New Filter Card' form at step 2, 'Personal Settings'. The form has a header with two steps: '1 Select criteria' and '2 Personal Settings'. Below the header, there are three sections: 'Set filter card name*' with a text input field containing 'Type info'; 'Set time period*' with a dropdown menu set to '1' and the text 'days'; and 'Select filter card color' with a row of seven colored circles (green, red, grey, teal, dark blue, yellow, purple), where the green circle is selected with a checkmark. On the right side, there is a summary box titled 'Set filter card name' with an information icon, the text 'Prescription setting adjusted', a pencil icon, and the number '0'. At the bottom, there are 'BACK' and 'SAVE' buttons.

- (4). Hit SAVE after finishing the new card creation.

6.1.3. Edit the filter card

- (1). Select the card that you want to edit > click  > select Edit.



(2). Edit the filter cards.

Edit Filter Card

1 Select criteria 2 Personal Settings

ALL EXPAND ALL CLOSE

New Patient

Therapy info

Compliance Rate

Data not upload

AHI > 0

Leak > 0 L/min

Prescription Update

Device Status

Cancel NEXT

Edit Filter Card

1 Select criteria 2 Personal Settings

Set filter card name*

COMPLIANCE

Set Compliance Rate*

Compliance Rate 70 %

Set time period*

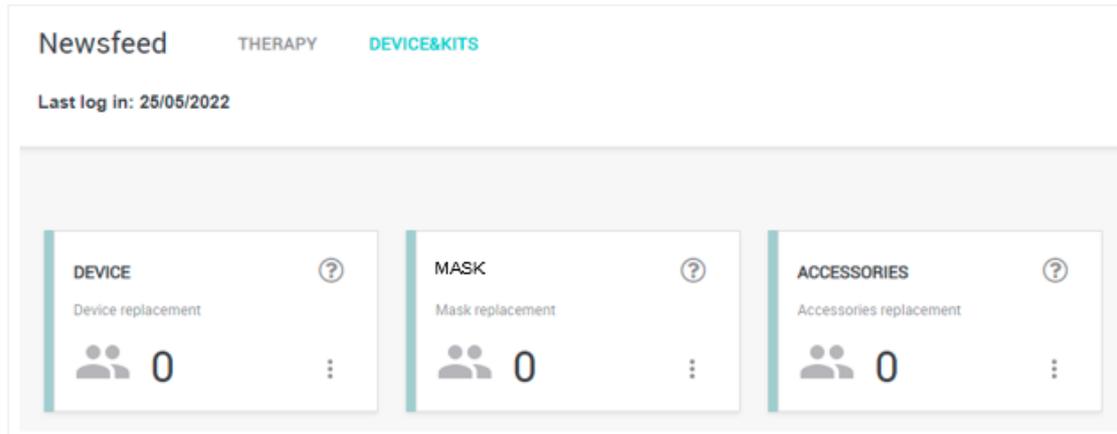
Last 90 days

Select filter card color

BACK SAVE

- (3). Hit SAVE after finishing editing.

6.2. Newsfeed – DEVICE&KITS (Dealer clinical user role only)



Under the dealer clinical user role, SleepWell Track provides the filter cards to highlight the patients who need device or kits replacement. The dashboard shows 3 cards:

- DEVICE
- MASK
- ACCESSORIES

6.2.1. Card introduction

- (1).  - shows the period of the data shown.
- (2).  - click to re-define or delete the cards based on the clinical user's preference.
- (3). Click the card to enter the filtered patient page.

6.2.2. Edit the filter card

- (1). Select the card that you want to edit > click  > select Edit.
- (2). Edit the cards.

Edit Filter Card

1 Select criteria 2 Personal Settings

Product Type*

Product model*

Device
Device replacement

0

[Cancel](#) [NEXT](#)

Edit Filter Card

1 Select criteria 2 Personal Settings

Set filter card name*

Set time period*
 Last days
 Next days

Select filter card color

Device ?
Device replacement

0

[BACK](#) [SAVE](#)

(3). Hit SAVE after finishing editing.

6.3. View the patient's treatment data

- (1). Open PATIENTS page.
- (2). Search for the patient.

Patients THERAPY DEVICE&KITS

Last Name [SEARCH](#)

Periods Days : 03/01/2023 ~ 01/02/2023 Duration : 30 days

1-1 of 1 patients < 1 > 25 / Page

Patient's Name	Patient ID	Compliance Rate	AHI	Average Leak	Device ID	Last Upload
Cindy Lee	-	0.0	0.0 lpm			11/07/2022

a. Filter: Add search condition and hit QUERY to quickly locate the

wanted patients.

- b. Sort: The list can be sorted by ascending and descending order in each column respectively to locate the wanted patients efficiently.
- (3). After locating the wanted patient, click on the patient's name to access the patient's USAGE panel to view the treatment data.

6.3.1. View the patient's therapy summary

- (1). Open THERAY SUMMARY tab.
- (2). Select the time span to retrieve the data in the period.

The screenshot shows the 'THERAPY SUMMARY' tab selected in a navigation bar. Below the navigation bar, there are tabs for 'Last Used Date', 'Today', 'Yesterday', 'Last 7 Days', 'Last 30 Days', and 'Last 90 Days'. The 'Selected Period' is set to '02/20/2023' to '03/21/2023' with a duration of '30 days'. An 'UPDATE' button is visible. The main content area is divided into two columns. The left column contains two cards: 'Therapy Summary' (Patient's outcome details) and 'Device Info' (Device setting details). The right column is titled 'Statistic Averages' and shows 'AHI' and 'Hypopnea'.

- (3). Average and Compliance

- ✓ **AHI (Apnea/Hypopnea Index):** The number of apneas or hypopneas occurring in an hour.¹

¹ Ruehland WR1, Rochford PD, O'Donoghue FJ, Pierce RJ, Singh P, Thornton AT. The new AASM criteria for scoring hypopneas: impact on the apnea hypopnea index. Sleep. 2009 Feb;32(2):150-7.

- ✓ **Apnea:** In the sleep, the breathing is fully stopped or airflow decreases $\geq 90\%$ for more than 10 seconds.²
- ✓ **OSA (Obstructive Sleep Apnea):** Obstructive sleep apnea occurs as repetitive episodes of complete or partial upper airway blockage during sleep.
- ✓ **CSA(Central Sleep Apnea):** Similar to OSA, but the cause is that the brain fails to send out enough signal to initiate breathing due to instability in the respiratory control center.
- ✓ **Hypopnea:** Decreased airflow for more than 10 seconds and accompanied by SpO₂ dropping 3%.³
- ✓ **Pressure:** Average air pressure (cmH₂O)
- ✓ **90% Pressure:** means 90th percentile pressure, to sequence the applied air pressure from low to high, the one at the 90th.
- ✓ **Leak (lpm)**
- ✓ **Large Leak Time (min)**

Statistic Averages	
AHI	0.5
Hypopnea	0.4
Apnea	0.1
OSA	0.1
CSA	0.0
Pressure	6.5 cmH ₂ O
90% Pressure	9 cmH ₂ O
Leaks	8.2 lpm
Large Leak Time	0.1 min

² Berry RB, Budhiraja R, Gottlieb DJ et al: Rules for scoring respiratory events in sleep: update of the 2007 AASM Manual for the Scoring of Sleep and Associated Events. Deliberations of the Sleep Apnea Definitions Task Force of the American Academy of Sleep Medicine. J Clin Sleep Med 2012; 8: 597-619.

³ Vishesh K. Kapur, MD, MPH,1 Dennis H. Auckley, MD,2 Susmita Chowdhuri, MD,3 David C. Kuhlmann, MD,4 Reena Mehra, MD, MS,5 Kannan Ramar, MBBS, MD,6 and Christopher G. Harrod, MS Clinical Practice Guideline for Diagnostic Testing for Adult Obstructive Sleep Apnea: An American Academy of Sleep Medicine Clinical Practice Guideline. J Clin Sleep Med. 2017 Mar 15; 13(3): 479–504.

- ✓ **Compliance rate** (Note: The default setting is 4 hours/day.)

Compliance		
Usage Hours	Percentage	Number of Days
≥ 4 Hours	100.0 %	30 days
< 4 Hours	0.0 %	0 days

- (4). View device setting details

6.3.2. View compliance time.

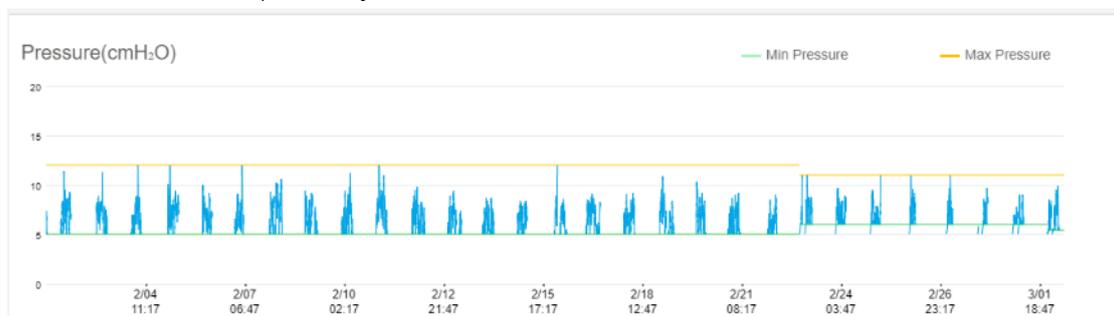
- (1). Open PATIENTS tab, entering the patient's profile by clicking the name of the patient which you'd like to view. Click USAGE > COMPLIANCE TIME.
- (2). Select the time span to retrieve the data in the period.
- (3). The compliance status-quo is shown in a bar chart and the details are displayed in the tables below. The compliance use hour range is shown in green. The non-compliance use hour range is shown in red.
- (4). Move the cursor onto the bar and view the detailed time of the usage hours.



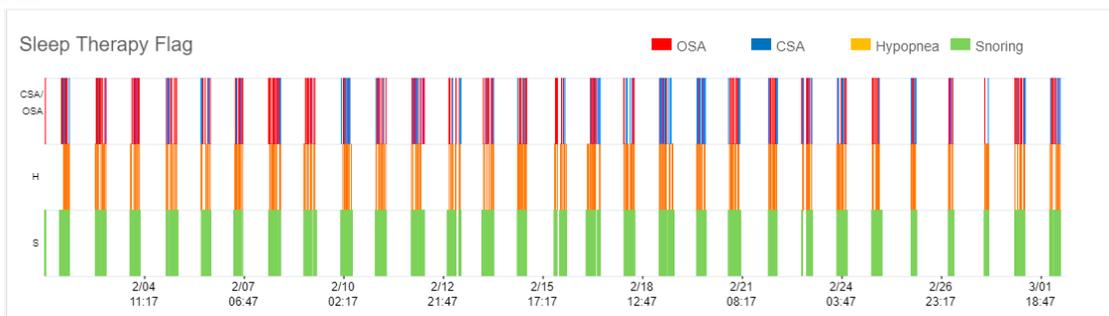
Usage Days			Usage Hours		Analysis		
Total Days	29		Average Usage (Days Used)	4.4	Daily Usage	Percentage	Day(s)
	Used	Not Used	Average Usage (Total Days)	4.2	≥ 4 Hours	62.1%	18
Number of Days	28	1	Maximum	6.3	< 4 Hours	37.9%	11
Average Day/Week	6.8	0.2	Minimum	0.0			
% Average/Period	96.5	3.5	Total Usage Hours	122.5			

6.3.3. View the patient’s daily details

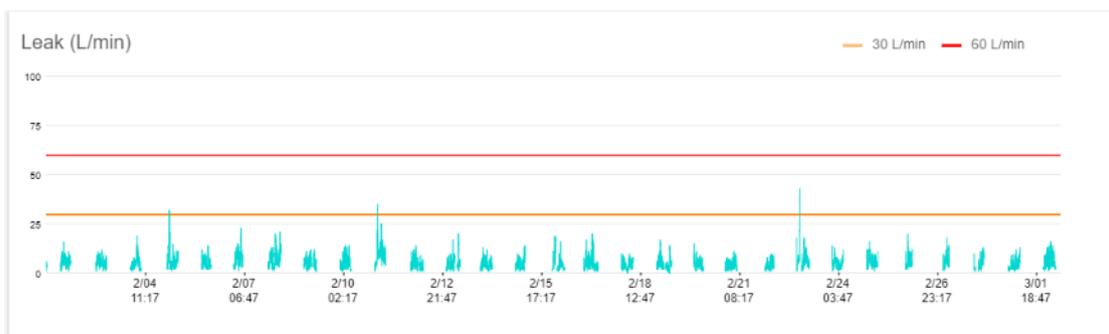
- (1). Open DAILY DETAILS tab.
- (2). Select the time span to retrieve the data in the period.
- (3). The “Pressure”, “Sleep Therapy Flag” and “Leak” data are shown in graph charts respectively.



Sleep Therapy Flag chart for XT Auto product.



Sleep Therapy Flag chart for iX series product.



- (4). Select the period by dragging the period you want, let go of the mouse button and the chart will be narrowed down to the selected period.



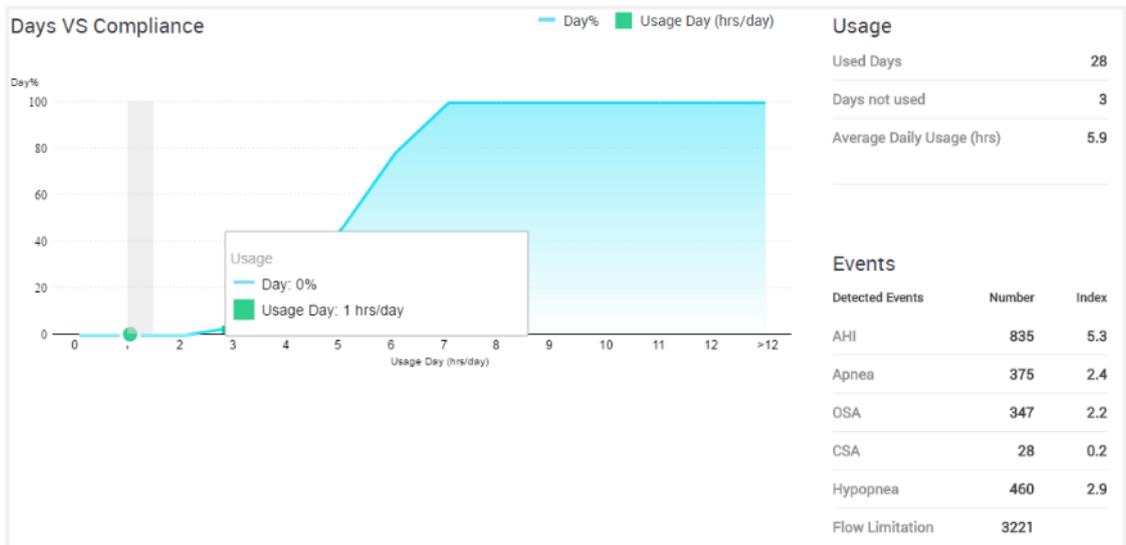
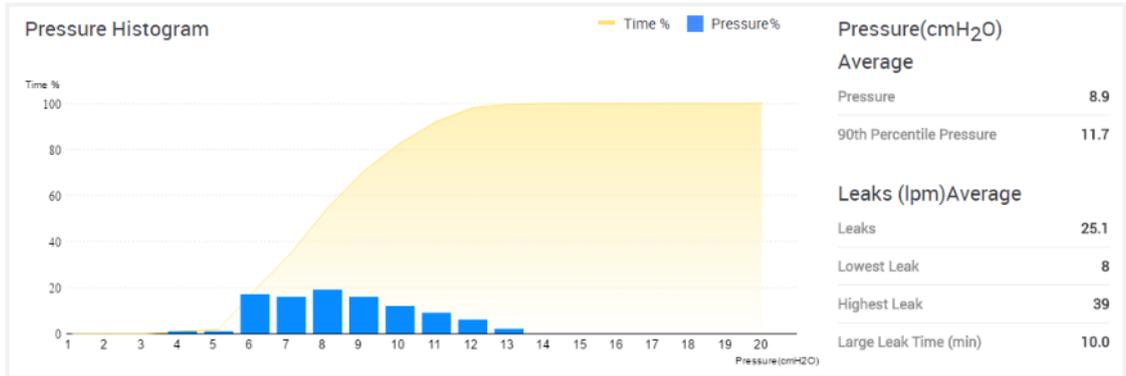
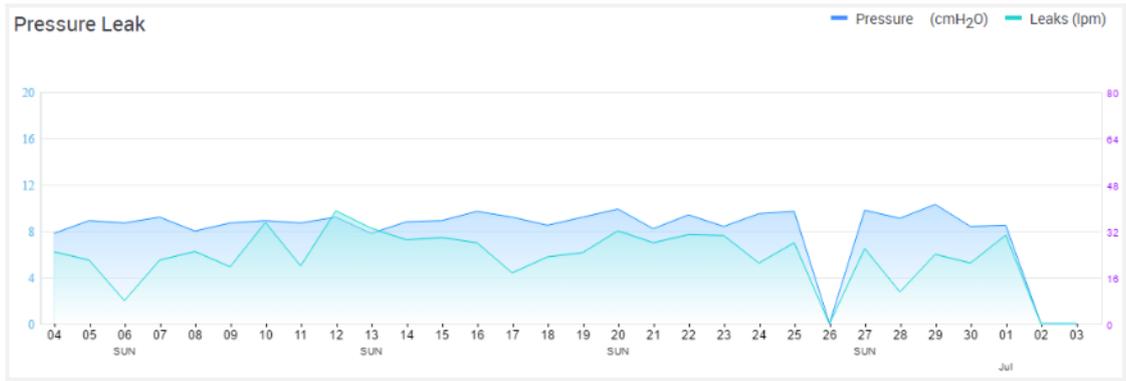


(5). “Events Under Each Pressure Setting” and “Events” are listed in tables.

Events Under Each Pressure Setting					Events		
Pressure	Time(min)	Apnea	Hypopnea	Flow Limitation		Number	Index
4	91	0.7	0.0	7.9	Number of Sessions		1
5	58	5.2	1.0	16.6	AHI	16	4.7
6	38	6.3	3.2	14.2	Hypopnea	4	1.2
7	16	7.5	3.8	67.5	Apnea	12	3.5
					OSA	12	3.5
					CSA	0	0.0
					Flow Limitation	55	

6.3.4. View the patient’s long term trend of treatment

- (1). Open LONG TERM TREND tab.
- (2). Select the time span to retrieve the data in the period.
- (3). The Long Term Trend shows the average value of each factor. The “Pressure Leak”, “Pressure Histogram” and “Days% VS Compliance” are shown in graph charts and tables.



6.4. Create patient's report

(1). At the USAGE tab, click  button.

← Cindy Lee USAGE PROFILE

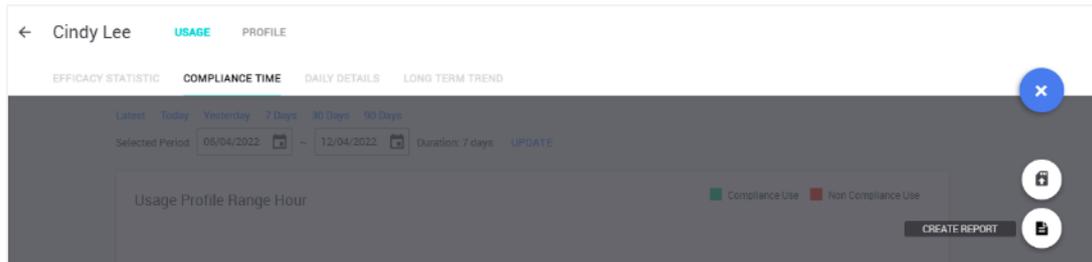
EFFICACY STATISTIC COMPLIANCE TIME DAILY DETAILS LONG TERM TREND

Latest Today Yesterday 7 Days 30 Days 90 Days

Selected Period: 06/04/2022 ~ 12/04/2022 Duration: 7 days UPDATE

Usage Profile Range Hour  Compliance Use  Non Compliance Use

(2). Select CREATE REPORT.



(3). Configure preferred report type and duration and then hit PREVIEW.

Create Report

Patient Name *** Demo	Device iX Auto
--------------------------	-------------------

EFFICACY STATISTIC

23/02/2022 to 23/03/2022
You can select a maximum of 90 days.

Add Report Type

Compliance Time
 23/02/2022 to 23/03/2022

DAILY DETAILS

Cancel [PREVIEW](#)

(4). While in preview, hit the printer button to print out the report; or hit to exit.

Patient01 Demo
 10/10/2022 ~ 11/08/2022

Patient ID	-	Phone	-
DOB	1947/07/01 (75)	Email	-
Gender	Male	Physican	-

Page 1 of 2

THERAPY SUMMARY 10/10/2022 ~ 11/08/2022

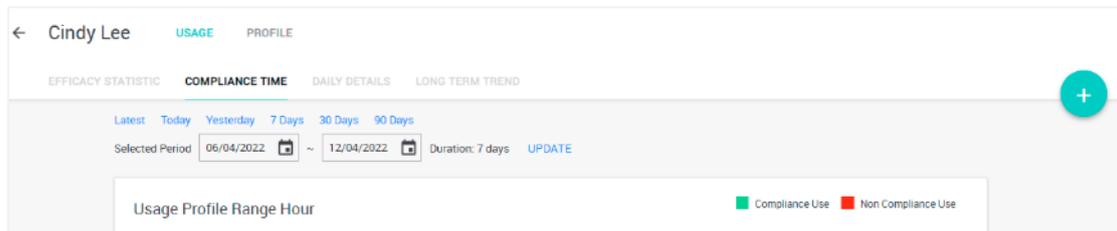
Average AHI 0.6	Average Pressure 6.4 cmH2O	Average Leak 8.5 lpm
Compliance (≥ 4 hours) 96.7%	Average Usage (Days Used) 6.7 hr	

Statistic Averages

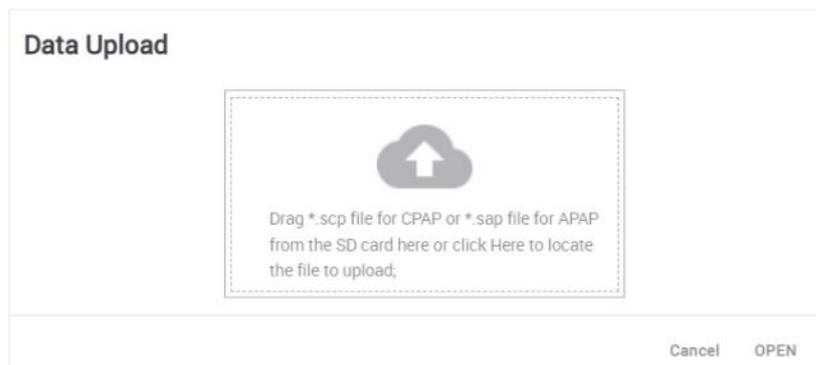
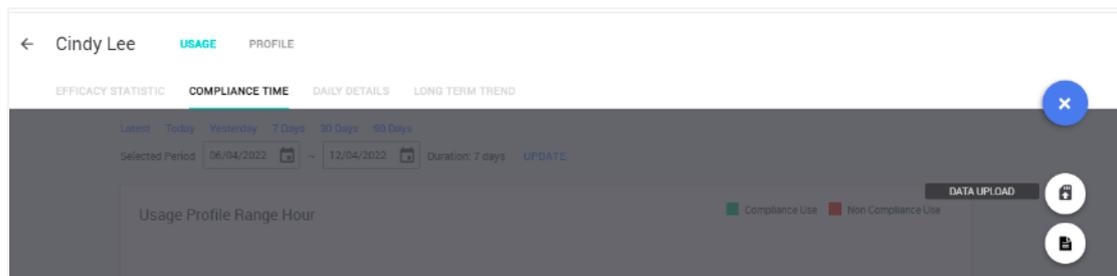
AHI	0.6	Pressure	6.4 cmH2O
Hypopnea	0.5	90% Pressure	8.9 cmH2O
Apnea	0.1	Leaks	8.5 lpm
OSA	0.1	Large Leak Time	0.1 min
CSA	0.0		

6.5. Upload data from SD card

(1). At the USAGE tab, click  button.

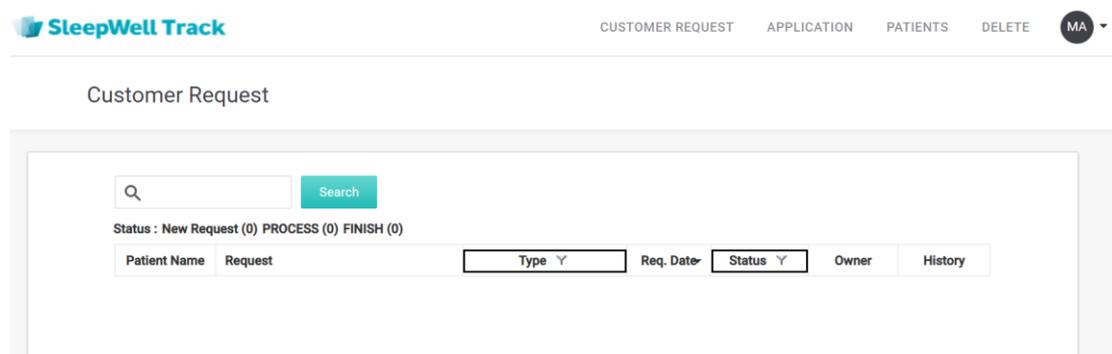


(2). Select DATA UPLOAD to upload treatment data from the SD card or upload files from the PC.



6.6. Customer Request Management (Dealer clinical user role only)

SleepWell track collects the customer requests sent from patients' SleepWell App accounts.



(1). Click CUSTOMER REQUEST to access the page.

(2). Input the keyword to search or filter request type or status with filters.

Customer Request

Search [] Search

Status : New Request (0) PROCESS (0) FINISH (0)

Patient Name	Request	Type Y	Req. Date	Status Y	Owner	History
		<input checked="" type="checkbox"/> Maintenance and Repair <input checked="" type="checkbox"/> Request Supplies <input checked="" type="checkbox"/> Request Report <input checked="" type="checkbox"/> Change My Physician		<input checked="" type="checkbox"/> New Request (0) <input checked="" type="checkbox"/> PROCESS (0) <input type="checkbox"/> FINISH (0)		

OK

(3). Click “New” to view the request message.

Customer Request

Search [] Search

Status : New Request (1) PROCESS (0) FINISH (0)

Patient Name	Request	Type Y	Req. Date	Status Y	Owner	History
Cindy Lee	Hello, it's a test message.	Request Supplies	25/05/2022 19:16:48	New		

Page 1 of 1, 1 pieces of data

(4). Key in handling notes and select the status, then hit the “SUBMIT” button.

Update Request

Patient Name :
Cindy Lee

Request :
Hello, it's a test message.

Note :

[]

Status : PROCESS DONE

SUBMIT

(5). Click History icon to view the handling history.

History

PROCESS

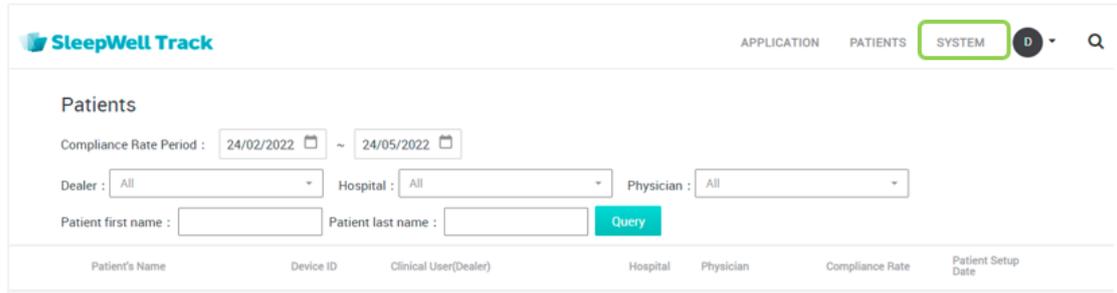
Clinical User: DEMO USE Clinical user 2022/05/25 19:25
 Thank you for contacting us. We will get back to you asap.

New Request

Patient: Cindy Lee 2022/05/25 19:24
 Hello, it's a test message.

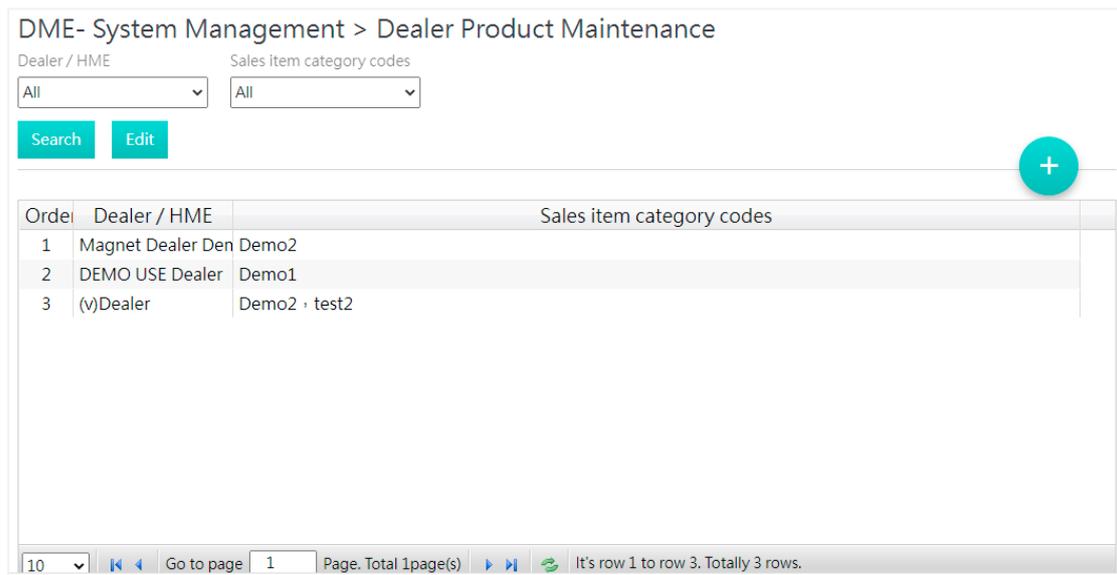
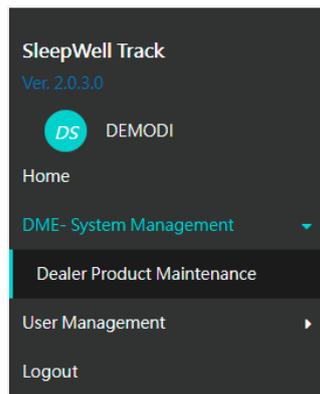
7. System Management

Click SYSTEM to access the system management page.



7.1. Dealer product maintenance (Distributor role only)

Distributors can manage the product portfolio assign to their dealers. Only the assigned products will show under the dealers' accounts. Access the Dealer Product Maintenance page as below:



7.1.1. Create the dealer's product

- (1). Click  button.
- (2). Fill in Dealer / HME and Product settings.

- (3). Select Sales item category codes and corresponding item settings. If NEED, and/or remove a sales item category:

- a. Add a new category: Click  Add Record button.
- b. Remove the category: Click the  button.

- (4). Click "Save" to complete the process of creating a new product for the dealer.

7.1.2. Search the dealer's product

- (1). Use filters to search for product. Filters include:
 - a. Name of Dealer / HME
 - b. Type of sales item category codes

DME- System Management > Dealer Product Maintenance

Dealer / HME: All
Sales item category codes: All

Search Edit

- (2). Click the “Search” button to search the product.

7.1.3. Edit the dealer's product

- (1). Select one of the products on the list and click the “Edit” button.

DME- System Management > Dealer Product Maintenance

Dealer / HME: All
Sales item category codes: All

Search Edit

Order	Dealer / HME	Sales item category codes
1	(v)Dealer	01529 · test2
2	DEMO USE Dealer	01529 · test2

10 | Go to page 1 | Page. Total 1page(s) | It's row 1 to row 2. Totally 2 rows.

- (2). Edit the product and click “Save”. If NEED, and/or remove a sales item category:

- a. Add a new category: Click  Add Record button.
- b. Remove the category: Click  button.

Dealer Product Maintenance > Edit distributor  product

DEMO USE Distributor : Direct Service

Dealer / HME * (Help): The drop-down menu only shows distributors with no products assigned

Product settings

Sales item category codes*	Corresponding item settings *
test2	<input checked="" type="checkbox"/> WIZARD 210 <input checked="" type="checkbox"/> WIZARD 220 <input checked="" type="checkbox"/> WIZARD 230 <input checked="" type="checkbox"/> WIZARD 310 <input checked="" type="checkbox"/> WIZARD 320 <input checked="" type="checkbox"/> WIZARD 510
01529	<input checked="" type="checkbox"/> IX Auto <input checked="" type="checkbox"/> IX Fit <input type="checkbox"/> XT Auto

 Add Record

7.1.4. View the dealer's product

(1). Select one of the products on the list and click the “Edit” button.

DME- System Management > Dealer Product Maintenance

Dealer / HME: Sales item category codes:

Order	Dealer / HME	Sales item category codes
1	(v)Dealer	01529 · test2
2	DEMO USE Dealer	01529 · test2

10 |  Go to page 1 | Page. Total 1page(s) |  It's row 1 to row 2. Totally 2 rows.

(2). View the product and click  button.

Dealer Product Maintenance > Edit distributor ✕
product

DEMO USE Distributor : Direct Service
 Dealer / HME * (Help): The drop-down menu only shows distributors with no products assigned

Product settings

Sales item category codes*	Corresponding item settings *
test12	<input checked="" type="checkbox"/> WIZARD 210 <input checked="" type="checkbox"/> WIZARD 220 <input checked="" type="checkbox"/> WIZARD 230 <input checked="" type="checkbox"/> WIZARD 310 <input checked="" type="checkbox"/> WIZARD 320 <input checked="" type="checkbox"/> WIZARD 510
01529	<input checked="" type="checkbox"/> IX Auto <input checked="" type="checkbox"/> IX Fit <input type="checkbox"/> XT Auto

+ Add Record

SAVE Cancel

7.2. Dealer product maintenanc (Dealer role only)

Dealers can view the product portfolio assigned by the distributor.

Access the Dealer Product Maintenance page as below:

SleepWell Track
 Ver. 2.0.3.0
 DE DEMODE
 Home
 DME- System Management
Dealer Product Maintenance
 User Management
 Logout

DME- System Management > Dealer Product Maintenance

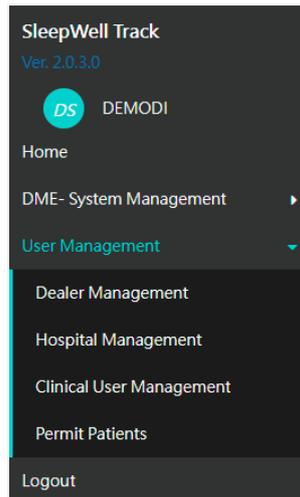
Product settings

Sales item category codes	Corresponding item settings
demo1	iX Sense
demo2	iX Auto

7.3. User Management

Every role can create the account for users within its lower tiers. For example, Distributors can create dealer’s accounts, hospital’s accounts, and clinical users’ accounts.

Access the User Management page as below:



User Management > Dealer Management

Dealer's account: Dealer's country: Status:

Order	Dealer	City of Dealer	Account (Email A	Auth. Role	Country	Status	
1	DEMO USE Dealer	NEW TAIPEI	DEMODE	Dealer	Spain	Enabled	
2	Wellell North		KH123	Dealer	Australia	Enabled	
3	Magnet Dealer Den Taipei		matthewin01	Dealer	Japan	Enabled	

10 Page. Total 1page(s) It's row 1 to row 3. Totally 3 rows.

7.3.1. Create a new user account for dealer/hospital/clinical user

- (1). Click  button.
- (2). Fill in the information of the user.
 - a. Set up an account and password for the user. The user can change the password after logging in.

Dealer Management > New Dealer ✕

Auth. Role
Dealer

Dealer *

Country *
Please select

Language *
Please select

Account (Email Address) *
DEMODI

Password *
.....

Password again *

Contact Person *

Email *

Phone Number
+886 2 2268 5600

Ext.

Address Line1

Address Line2

City

State

Zipcode

(3). Click the “Save” button when the form is completed.

7.3.2. Search the user account

- (1). Use filters to search the user account.
 - a. Search for a dealer’s account.

User Management > Dealer Management

Dealer's account

Dealer's country

Status

- b. Search for a hospital's account.

User Management > Hospital Management

Dealer

Hospital account Status

- c. Search for a clinical user's account.

User Management > Clinical User Management

Type
 All Dealer Hospital

Dealer Hospital

Clinical User Account Clinical User First Name Clinical User Last Name Status

- (2). Click the "Search" button to search the user.

7.3.3. Edit the user account

- (1). Select the wanted user on the list and click the "Edit" button.

User Management > Dealer Management

Dealer's account Dealer's country Status

Order	Dealer	City of Dealer	Account (Email A Auth. Role)	Country	Status
1	DEMO USE Dealer	NEW TAIPEI	DEMODE Dealer	Japan	Enabled

10 | Go to page 1 | Page. Total 1page(s) | It's row 1 to row 1. Totally 1 rows.

- (2). Edit the user's information and click the "Save" button.

Dealer Management > Edit distributor ✕

Auth. Role
Dealer

Dealer *
DEMO USE Dealer ?

Country *
Japan(日本) ▾

Language *
English ▾

Account (Email Address) *
DEMODE

Password
..... 👁 ?

Password again
..... 👁

Contact Person *
DEMO USE Dealer

Email *
demode@gmail.com

Phone Number
+886 2 2268 5600

Ext.
.....

Address Line1
.....

Address Line2
.....

City *
NEW TAIPEI

State *
TAIWAN

Zipcode *
200

Status *
 Enabled Disabled

Last Editor
DEMO Regional User

Last Edited Time
11/04/2022 17:43:34

SAVE Cancel

7.3.4. Enable/disable the user account

User accounts can be disabled if they're no longer used. To enable/disable a dealer's account, use the "Edit" function. To enable/disable a hospital or clinical user's account, follow below steps:

- (1). Select the wanted user on the list and click the "Change Status" button.

User Management > Hospital Management

Dealer: All

Hospital account: Hospital account Status: All

Buttons: Search, Edit, Change Status

Order	Status	Hospital	City of hospital	Account (Email A)	Auth. Role
1	Not logged	Wellell N Hospital		KH022	Hospital
2	Not logged	123 Hospital		123H	Hospital
3	Not logged	Cindy Test		Cindytest	Hospital
4	Enabled	Change Status	Taipei	Changestatus	Hospital
5	Enabled	DEMO USE Hospita	NEW TAIPEI	DEMOHO	Hospital

- (2). Select "Enabled" or "Disabled" then hit the "Save" button.

Hospital Management > Change Status

Change Account Status

Enabled Disabled

Buttons: SAVE, Cancel

7.4. Permit Patients

To protect the patients' personal information, the user can manage the permission for the upper tiers organizations to view the patients under the user's direct service. The organizations who get permission can view all the information of the patients except for the personal information in patient profile's basic information.

- (1). Access the Permit Patients page.
- (2). Select the tiers to permit viewing patients then hit the "Save" button.

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Ver. 2.0.3.0
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Home

DME- System Management

User Management

Dealer Management

Hospital Management

Clinical User Management

Permit Patients

Logout

System Management > Permit Patients

Regional User

SAVE