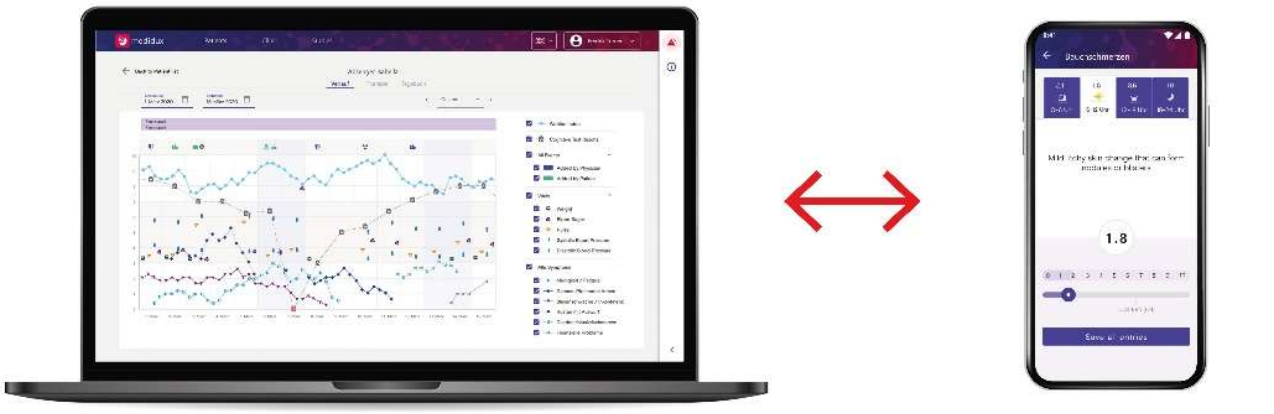
INSTRUCTION MANUAL

- Release 4.0.0 -

INFORMATION FOR PATIENTS



Web aplication for doctor

Mobile phone application for patients

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1 Change Log – medidux™ Instructions for Use (IFU) Patient

This table summarizes the major changes and updates made to this Instructions for Use document.

Version	Release Date (YYYY-MM-DD)	Changes	Type/Reason
v1.0	2024-04-01	Initial version	3.2.9 Release
v2.0	2024-11-29	Texts were edited with wording and order adjustments.	Improvement
v3.0	2025-02-18	Updated manufacturer's address	Regulatory Update
v4.0	2025-03-04	Added Swiss representative details	Regulatory Update
v5.0	2025-03-06	Added symptom assessment description	Feature Update
v6.0	2025-05-13	Added bug report button description Added two-factor authentication description Added guest permission description	Improvement / Security
v7.0	2025-10-28	Composite Alerts	Feature Update
v8.0	2026-07-14	Adjusted for version 3.3	Regulatory Update
v9.0	2026-10-30	Adjusted for version 4.0.0 (new technology stack): version references, system requirements, automatic logout durations, EU Authorised Representative address updated per CC-0035, contact details corrected	Regulatory Update

2 Explanation of Symbols

SYMBOLS	WHAT THESE MEAN FOR YOU
	Medical Device symbol to show the product is a medical device per EU MDR and Swiss MedDO
	Manufacturer Information on the manufacturer of the medical device.
	UDI, Unique device identifier, in the device information screen shown in human readable formate and in machine readable GS1 Data Matrix
	Indicates the authorised representative in the European Union acting on behalf of the manufacturer.
	CE mark with identification number of notified body
	Please read the instruction manual
	WARNING
	Caution!

3 General Device and Manufacturer Information

	**Please read the instruction manual.** Please read the following information with care before you start using medidux™.
	**Expected Lifetime** The expected lifetime of the current version of medidux™ is three (3) years, during which the manufacturer ensures software updates, security updates, and compatibility maintenance.

3.1 Trade Name of the Medical Device



medidux™

Software as Medical Device (SaMD)

3.2 Intended Purpose

medidux™ is a software application that enables patients and healthcare professionals to monitor the progression of symptoms in patients. medidux™ is intended for the structured and standardized recording of well-being, symptoms, medications, vital parameters, and in-vitro diagnostic test results.

3.3 Intended Users

Category	Description
Intended users	The medidux™ mobile application is intended for use by patients aged 16 years and older, including patients with cancer. Patients are intended users of the application.
Required abilities	Patients must be able to reliably operate a smartphone application. For patients older than 65 years, the treating physician should check whether they are familiar with smartphones and applications.
Eligibility and limitations	The contraindications and exclusion criteria in **Section 4.4** “Contraindications” apply to patient use.
Intended activities	Record well-being, symptoms, medication intake, vital parameters, in-vitro diagnostic test results and personal notes.
	Record ECG data using a compatible device and optionally complete the cognitive test.
	Respond to symptom-related prompts, record unplanned consultations using the corresponding icons, consult symptom-management tips and review symptom ratings with the treating physician.
Use environment	At home, at work, outdoors, in transit, in healthcare settings and while abroad. Information about connectivity requirements and offline functionality is provided in this IFU.
Equipment	A compatible Android or iOS smartphone. Supported devices and operating system versions are specified in the system requirements of this IFU. Additional compatible equipment is required when using the associated measurement functions.
Important use limitation	medidux™ is not intended for real-time monitoring and does not provide an alarm system. It is not intended for emergency communication between patients and healthcare facilities.

3.4 Manufacturer

The legal manufacturer of the product/product family is;



mobile Health AG
Mühlebachstrasse 43
8008 Zürich, Switzerland

Phone: +41 43 243 76 22

E-mail: contact@mobilehealth.ch

EUDAMED

CH-MF-000030515

Swissmedic

CHRN-MF-20004004

3.5 Authorized Representative (EU-REP)



NEMIUS Medical Europe GmbH & Co. KG
Hauptstraße 17 + 19, Gebäude 6.2
55120 Mainz, Germany

3.6 Unique Device Identification (UDI)



(01)07649989959034(8012)4.0.0

3.7 European Conformity



Medical Device Class IIa

Certified by TÜV SÜD (Notified Body 0123)

3.8 Version and Availability of These Instructions for Use

IFU version:	v9.0
Publication date:	2026-10
Applicable medidux™ patient app version:	4.0.0
Related instructions for healthcare professionals:	HF-TD-4.0.v09_Instructions-for-Use-Regular-Care / v9.0

3.8.1 How to access these instructions

You can access these instructions:

- In the medidux™ app under **Settings > Instructions for use**.
- Online at www.medidux.ch/ifu.

3.8.2 How to identify the correct version

Check your installed app version under **Settings > Device**. Use the instructions identified as applicable to that app version. The IFU version and applicable app version are stated in this section.

If your app version is not covered by the available instructions, contact mobile Health AG at contact@mobilehealth.ch or +41 43 243 76 22 for the correct version.

3.8.3 How to obtain a printed copy

Lay users get a physical IfU from their Health Care Provider.

Professional users can request a free printed copy at contact@mobilehealth.ch or +41 43 243 76 22, stating your postal address, preferred language and app version. It will be provided within **7 calendar days of your request**.

4 Product Description

mediduxTM is a software product, consisting of a mobile application and a web application, that enables patients, nurses and physicians to monitor the progression of symptoms in patients. mediduxTM delivers the collected information to the clinician in a user-friendly graphic format that allows the clinician to rapidly assess the patient's progress and uncover any medical issues. The tool is designed to assist in monitoring health conditions effectively and facilitating communication between patients and their healthcare providers. It is not, however, intended for real-time monitoring nor does it provide an alarm system.

4.1 App Functions

The mediduxTM mobile application is intended exclusively for patient use. It runs on compatible iPhones and Android smartphones that meet the operating system requirements in **Section 4.6.4**.

Compatible Bluetooth measurement devices and their limitations are listed in **Section 11.2**. The compatible ECG device and instructions for its use are described in **Section 12**.

The app allows patients to record the following health-related information:

- Symptoms and well-being recording: Patients can track their symptoms and overall well-being. Patients can only select symptoms from the predetermined list in the mobile application.
- Vital parameters: This includes tracking body weight, blood pressure, pulse, oxygen saturation and body temperature.
- IVD test results: blood glucose levels and CRP (C-Reactive Protein).
- Electrocardiograms generated by a compatible ECG device (KARDIA Mobile 6-Lead EKG 6L 28E4®))
- Personal notes: free-text entry and optional selection of an event category (e.g. chemotherapy, hospitalisation, radiation therapy)
- Medication tracking: allows patients to track their medication intake. Patients can select and add medication from a pre-approved list or add free-text medication, in case it is not featured in the list. In addition, patients can add to the diary medication which has been prescribed by a physician and added to the mediduxTM web application. For the latter, an adherence report can be generated in the web application.
- Cognitive testing: Patients can also complete an optional cognitive test as part of their ongoing monitoring. The cognitive test reflects the standardized trail making test. The time taken to complete the test is measured and displayed for interpretation to the HCP. The completion time is also displayed to the patient without any interpretation. The app does not offer any interpretation of the data, so the healthcare provider will rely on their professional judgment to assess the results.
- Composite Alerts: Healthcare professionals can set alerts based on a total score of up to 3 symptoms. The rules are set on their professional judgement to assess the potential worsening of a patient's condition. The symptoms scores used are the ones self-reported by the patients via the app.

4.2 Clinical Benefit

mediduxTM is intended to deliver an indirect, patient-relevant clinical benefit by enabling timely recognition and longitudinal follow-up of symptoms, thereby supporting earlier clinical intervention and fostering patient self-management. In accordance with MDR Art. 2(53) and MDCG 2020-6, an indirect benefit is acceptable when the device

demonstrably improves patient management rather than exerting a direct therapeutic effect; such benefits qualify when they can be expressed through meaningful, measurable outcomes that matter to patients or public health.

4.3 Indication

medidux™ is indicated for the monitoring of progression of symptoms in patients.

4.4 Contraindications

The patient should not use medidux™ if:

- the patient is not able to reliably operate an app on smartphone (for elderly patients >65 years the treating physician should check if the patient is familiar with smartphone and apps).
- the patient has a non-corrected visual impairment (age-related or due to illness).
- the patient shows impaired cognition due to severe symptoms or medication.
- the patient is permanently impaired.
- the patient is confused, suffers from active psychosis or severe dementia.
- the patient is untreatably hemodynamically unstable.
- the patient needs an unspecified urgent or life-saving treatment or emergency transfer



Caution!
In case of medical emergency, call emergency services or contact your physician immediately.

4.4.1 Precautions and Warnings

- medidux™ is not intended for real-time monitoring nor does it provide an automated alarm system, it provides informational alerts to support user-driven decision-making.
- medidux™ is not intended for emergency communication between patients and healthcare facilities.
- medidux™ is designed to track and record symptoms and health parameters, but it is not intended for real-time monitoring of symptoms or urgent medical care.
- medidux™ does not provide any clinical feedback on the collected data.

4.5 Software Updates and Security Patches

medidux receives regular software updates to improve functionality, fix issues, and address security vulnerabilities. Keeping the app and web portal up to date is essential for security and performance.

4.5.1 How Updates Are Delivered

- **Mobile apps (iOS/Android):** Updates are distributed via the Apple App Store and Google Play Store, with standard store notifications. Critical security patches are typically released within 30 days of vulnerability disclosure; feature updates are released quarterly.
- **Web application:** Updates are deployed automatically by Mobile Health AG, transparently and typically overnight (less than 5 minutes downtime for critical patches). No user action is required; you always access the latest version at log-in.

4.5.2 How to Install Updates

- **iOS:** Automatic updates are recommended: enable **Settings - App Store - App Updates**. For a manual update, open the **App Store**, tap your profile icon, find medidux under Available Updates and tap **Update**.

- **Android:** Automatic updates are recommended: in the **Google Play Store**, tap your profile icon - **Settings - Network preferences - Auto-update apps**. For a manual update, search for "medidux" in the Play Store and tap **Update**.
- **Web:** No action required. After a major update, refresh your browser (Ctrl+F5 / Cmd+Shift+R) or clear the browser cache if display issues occur.

4.5.3 Your Responsibilities

To maintain the security of your health data, you **must**:

1. **Enable automatic updates** for the medidux app, or install updates within 7 days of notification.
2. **Keep your device operating system updated** (iOS: Settings - General - Software Update; Android: Settings - System - System Update).
3. **Use a supported app version.** medidux supports the current version and one previous major version. Older versions may lose access 90 days after a new release; in-app warnings are shown if your version is outdated.

	**Caution!** In case of medical emergency, call emergency services or contact your physician immediately.
	**WARNING:** Using an outdated version of medidux may expose you to known security vulnerabilities. If you choose not to update, you accept the increased risk of unauthorized access to your health data.

4.5.4 If You Do Not Update

- **Days 0-30:** Reminders appear when you open the app.
- **Days 31-60:** A dismissible warning banner appears at log-in.
- **Days 61-90:** A non-dismissible warning must be acknowledged before use.
- **After 90 days:** Access may be restricted to read-only mode for severely outdated versions with known critical vulnerabilities.

Exception: If a critical vulnerability could compromise patient data, Mobile Health AG reserves the right to disable access for affected versions sooner.

4.6 For Administrators (Healthcare Professionals)

Clinic administrators and IT staff should subscribe to security notifications, review release notes for security patches, test critical workflows after major updates, and report suspected security issues to support immediately. In rare critical situations, Mobile Health AG may deploy an emergency patch with less than 1 hour notice, request expedited app store updates, notify all users via email and in-app notifications, or temporarily restrict affected features.

4.6.1 Update Notifications

You will be informed about security updates through in-app notifications, email, banners on the web portal log-in screen, and app store notifications. Critical updates are marked **"Security Update - Install Immediately."**

4.6.2 Device and Network Security Requirements

This section describes **mandatory** security requirements and recommended additional protections.

4.6.3 Built-in Security (Provided Automatically by medidux)

- **Encrypted communication:** All data in transit is protected with TLS 1.3 (banking-grade).
- **Secure authentication:** Passwords are hashed (bcrypt) and never stored in plain text.
- **Rate limiting** against brute-force password attacks.
- **Encrypted data storage** (AES-256 at rest).
- **Security monitoring** with alerts for unusual login attempts.

4.6.4 Device Operating System Requirements (Mandatory)



Caution!
medidux requires up-to-date device operating systems. Outdated operating systems expose you to known security vulnerabilities.

Platform	Minimum Version	Recommended Version
iOS	iOS 16.4 or later	Latest iOS version
Android	Android 8.0 or later	Latest Android version
Web browser	Last 2 major versions	Latest version

Supported browsers: Chrome 110+, Firefox 110+, Safari 16+, Edge 110+ (Chrome recommended).



WARNING:
If your operating system is older than the minimum supported version, medidux may not function correctly and security cannot be guaranteed. Update your device before using medidux. To check your version: iOS - Settings - General - About; Android - Settings - About Phone.

4.6.5 Required Device Security Settings (Mandatory)

You **must** enable the following on your device:

1. **Screen lock** (PIN, password, fingerprint, or face recognition) - prevents access if the device is lost or stolen. iOS: Settings - Face ID & Passcode; Android: Settings - Security - Screen Lock.
2. **Automatic device lock** after 5 minutes of inactivity or less. iOS: Settings - Display & Brightness - Auto-Lock; Android: Settings - Display - Screen timeout.
3. **Device encryption** - enabled by default on modern devices; verify under Android: Settings - Security - Encryption.
4. **On desktop/laptop (web portal):** a password-protected user account and automatic screen lock (Windows: Settings - Personalization - Lock screen; macOS: System Preferences - Security & Privacy).

4.6.6 Network Security (Mandatory)



Caution!
DO NOT use medidux on public, unsecured Wi-Fi (airports, cafes, hotels) unless you use a VPN.
On public networks, attackers may intercept data despite medidux encryption ("man-in-the-middle" attacks).
Safe connections: your home Wi-Fi (WPA2/WPA3), a workplace network managed by IT, cellular data (4G/5G), or public Wi-Fi **with VPN enabled**. Check Wi-Fi security under your device's Wi-Fi settings; if security shows "None" or "WEP", do not use medidux on that network.

5 Recommended Additional Measures (Optional but Strongly Recommended)

1. **Enable Two-Factor Authentication (2FA)** - the most effective protection against unauthorized access. Activate under medidux Settings – Security in **Section 15**.
2. **Use a VPN on public Wi-Fi** - encrypts all network traffic.
3. **Antivirus/anti-malware software** on desktops and laptops (mobile devices have built-in protection).
4. **Enable "Find My Device"** so you can remotely wipe a lost or stolen device.
5. **Regularly review active sessions** (web portal - Settings - Active Sessions) and revoke unfamiliar sessions.

5.1.1 Third-Party Security Controls (Optional)

medidux does **not require** third-party security software. Optional controls include antivirus software, VPNs, password managers, and Mobile Device Management (MDM). medidux does not endorse any specific product; consult your IT department or a security professional before installing third-party software. In clinical settings, your organization's IT team may enforce additional controls (EDR, MDM, firewalls, network segmentation) - contact your IT department for these requirements.

5.1.2 If Security Requirements Are Not Met

medidux may show warnings about an outdated operating system, an unsecured network, or an outdated browser, each with instructions on how to resolve the issue. For critical security issues, access may be restricted until the issue is resolved; you will always be notified with clear instructions.

6 Security Limitations and Residual Risks

Cybersecurity incidents may affect the confidentiality, accuracy or availability of your health information. Information may become unavailable, incomplete or incorrect, which could affect its use in your care. Follow the protective actions below and report suspected problems using the contact details in **Section 6.1.3**.



Caution!
Do not delay necessary medical care because medidux™ is unavailable or information appears to be missing.

6.1 Summary of Residual Risks

The following cybersecurity risks may still occur despite protective measures. Follow the precautions below to help protect your health information and access to medidux™.

Risk	Protective Measures
Unauthorized account access	Use a strong, unique password and enable two-factor authentication in **Section 15**. Never share your password. medidux™ enforces password requirements and limits repeated login attempts.
Data interception on unsecured networks	Use a trusted network or mobile data. Avoid unsecured public Wi-Fi unless you use a trusted VPN. Never ignore security or certificate warnings.
Lost or stolen device	Enable your device's screen lock and automatic locking. If your device is lost or stolen, use another trusted device to change your password and revoke sessions associated with the missing device under **Settings > Security > Active sessions**. Contact support if you cannot access your account.
Compromised device, such as malware infection	Keep your device's operating system updated and install apps only from official stores. Do not use a jailbroken or rooted device.
Fraudulent messages or requests (phishing)	Never share your password or verification codes. Do not open unexpected links or attachments asking for account information. Open medidux™ directly. If you are unsure whether a message is genuine, contact support using the details in **Section 19**.

Temporary service unavailability	You may temporarily be unable to access or transmit information. Check your internet connection and try again later. If the problem continues, contact support. Do not delay medical care because medidux™ is unavailable.
Previously unknown security vulnerabilities	Keep medidux™ and your device's operating system updated. Follow security notices from mobile Health AG and report suspected security issues using the contact details in **Section 6.1.3**.
Misuse of access by an authorised person	Share access only with healthcare professionals who should receive your information. Review guest access permissions and remove access that is no longer needed. Report suspected misuse using the contact details in **Section 6.1.3**.

Reporting a security issue does not replace medical care. In a medical emergency, call **144 in Switzerland** or **112 in the EU** immediately.



Caution!
Understand these risks before using medidux. If you are not comfortable with them, discuss alternatives with your healthcare provider.

6.1.1 Key Protective Actions for You

- Your password must contain at least 8 characters, including at least one uppercase letter, one lowercase letter, one number and one special character.
- Use a password that you do not use for any other account. Keep it secret and change it immediately if you suspect that someone else knows it.
- **Enable 2FA** - the single most effective protection.
- Never share your password with anyone. **medidux support will NEVER ask for your password** by email, phone, or chat. Report such requests to security@mobilehealth.ch - they are phishing attempts.
- Only use trusted networks (home, workplace, cellular data) or a VPN.
- Verify the web address is "https://portal.medidux.com" before entering your password; never accept certificate warnings.
- If your device is lost or stolen: lock or wipe it remotely with "Find My Device", change your password from another device, and report the incident to security@mobilehealth.ch.



Caution!
medidux is intended for **non-urgent symptom tracking and communication**. In a medical emergency, always call emergency services (**144 in Switzerland and 112 in the EU**) - do not rely on medidux.

6.1.2 What to Do if You Have Concerns

If you have concerns about using medidux™ or protecting your information, contact your healthcare provider or mobile Health AG. They can help you understand the precautions and discuss suitable alternatives. Reporting a technical or security problem does not replace medical care.

6.1.3 Reporting Security Concerns

Report suspected unauthorised access, suspicious messages, security vulnerabilities, or a lost or stolen device that may expose your medidux™ information using:

- **Email:** security@mobilehealth.ch
- **Security page:** https://www.mobilehealth.ch/security

Security reports are assessed to determine the appropriate investigation and corrective actions. Where required by applicable data protection or medical device legislation, affected individuals and the relevant authorities will be notified.

	**Caution!** Reporting a security concern does not replace medical care. Do not wait for a response before seeking necessary medical assistance.

6.2 Data Protection and Data Security

medidux protects your health information in accordance with applicable data protection laws, including the GDPR.

1. **Use a strong, secure password:** Your password must contain at least 8 characters, including at least one uppercase letter, one lowercase letter, one number and one special character. Use a password that you do not use for any other account. Keep it secret and change it immediately if you suspect that someone else knows it.
2. **Enable Two-Factor Authentication** via the Settings section.
3. **Account security:** Protect your smartphone with a screen lock. If you are prompted to sign in again, enter your login details to continue.
4. **Encrypted storage:** all health data is encrypted in transit and at rest and can be restored securely from our servers if your device is lost or changed.
5. **Data access and export:** request a copy of your data via the export function in the app settings; it is sent securely to your registered email address.
6. **Privacy rights:** see the medidux Privacy Policy at https://medidux.com/en/privacy-policy-medidux-app.

	**Caution!** Use a secure password known only to you, and observe these recommendations to protect your personal data.

7 Start and Initial Set-up (Onboarding)

7.1 Logging in to Your Account

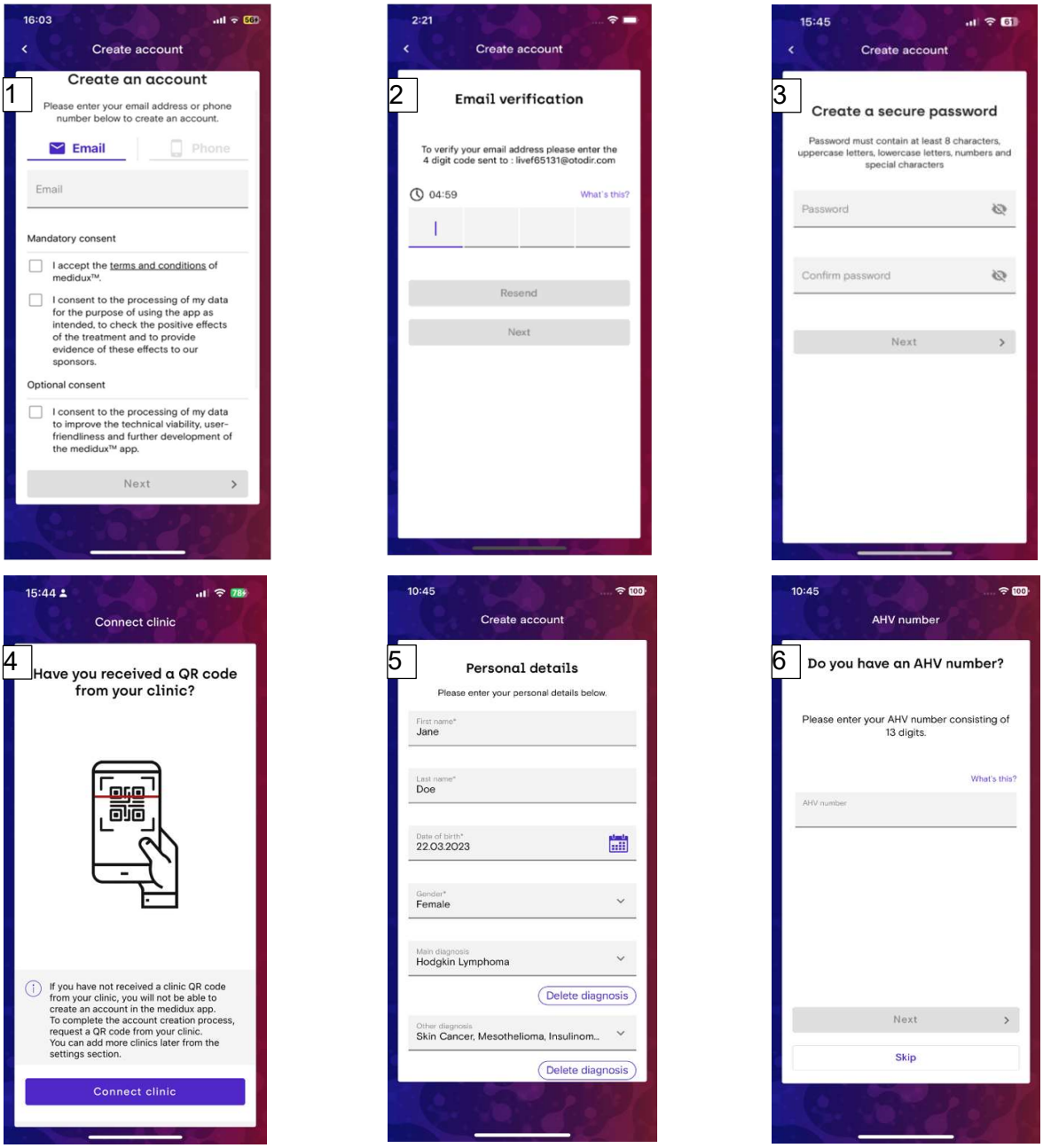
When you open the medidux™ app:

- Tap "**Create account"** to register
- Or tap **"Login"** if you already have an account.



Use your registered email or mobile number with your password to log in.
If needed, select "**Forgot password?"** to reset it.

7.2 Create an Account



Read and accept the Privacy Policy and Terms of Use to proceed.

Scan the QR code provided by your clinic to link your account to your treatment center.

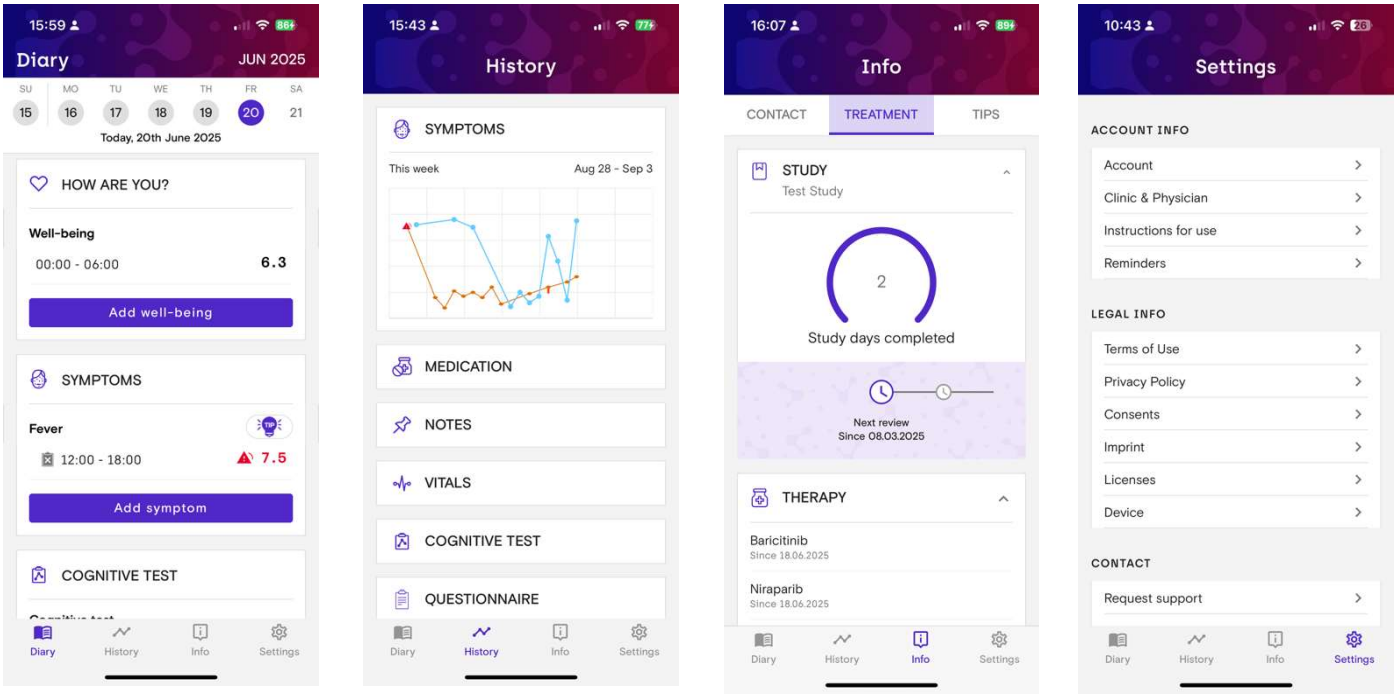
- Enter email or mobile number
- Verify using the code sent to you
- Create a secure password

Enter personal details and AHV number (mandatory or optional depending on clinic settings).

	**Caution!** Please ensure the details you provide are accurate so you can be provided with information and content that correspond to your current situation. Please ensure the details you provide are accurate so you can be provided with information and content that correspond to your current situation.

8 App Structure and Navigation

After completing the initial setup, you will have full access to medidux™. The app consists of four main sections:



Diary

- Record your symptoms, well-being, medications, vital signs, ECG values, personal notes, and cognitive tests.
- Entries are securely saved and can be reviewed at any time.

History

- View all past diary entries in a timeline format.
- Helps track your symptoms and progress over time.

Info

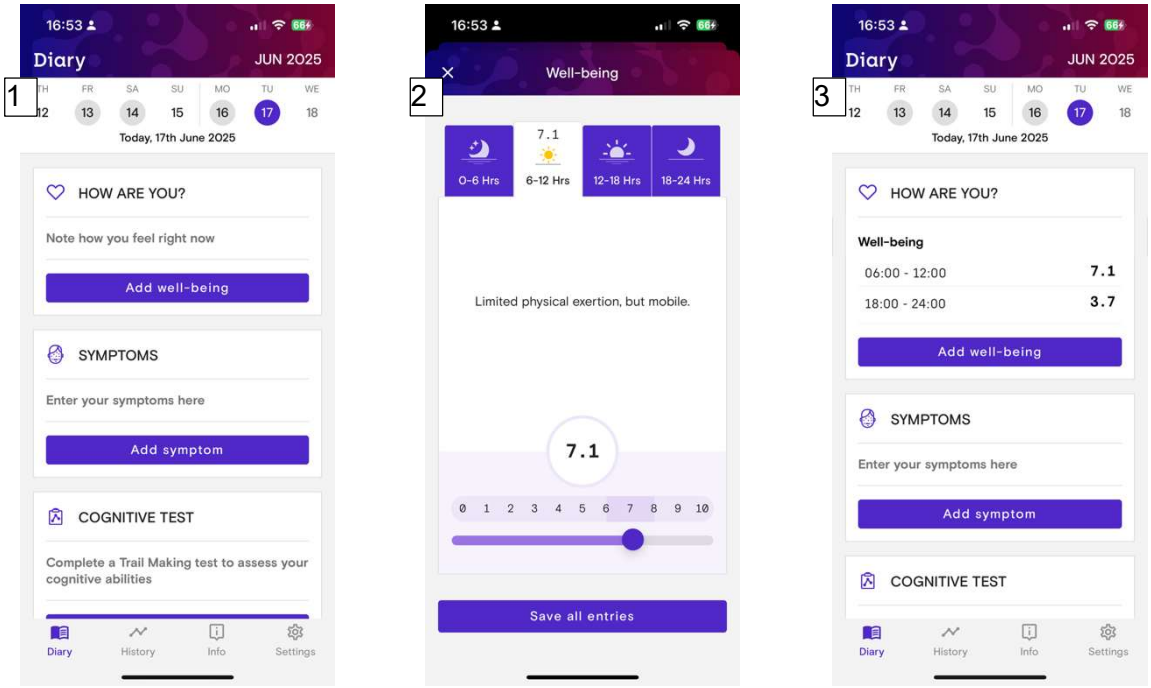
- Displays medical information shared by your clinic: diagnosis, prescribed medications, lab and CRP test results.
- Also includes the Tips section with guideline-based recommendations for managing specific symptoms.

Settings

- Manage personal information and app preferences.
- Enable two-factor authentication (2FA), export your data, view legal documents (Terms of Use, Privacy Policy, Licenses), and create guest accounts for external physicians.

9 Diary

9.1 Well-being Entry

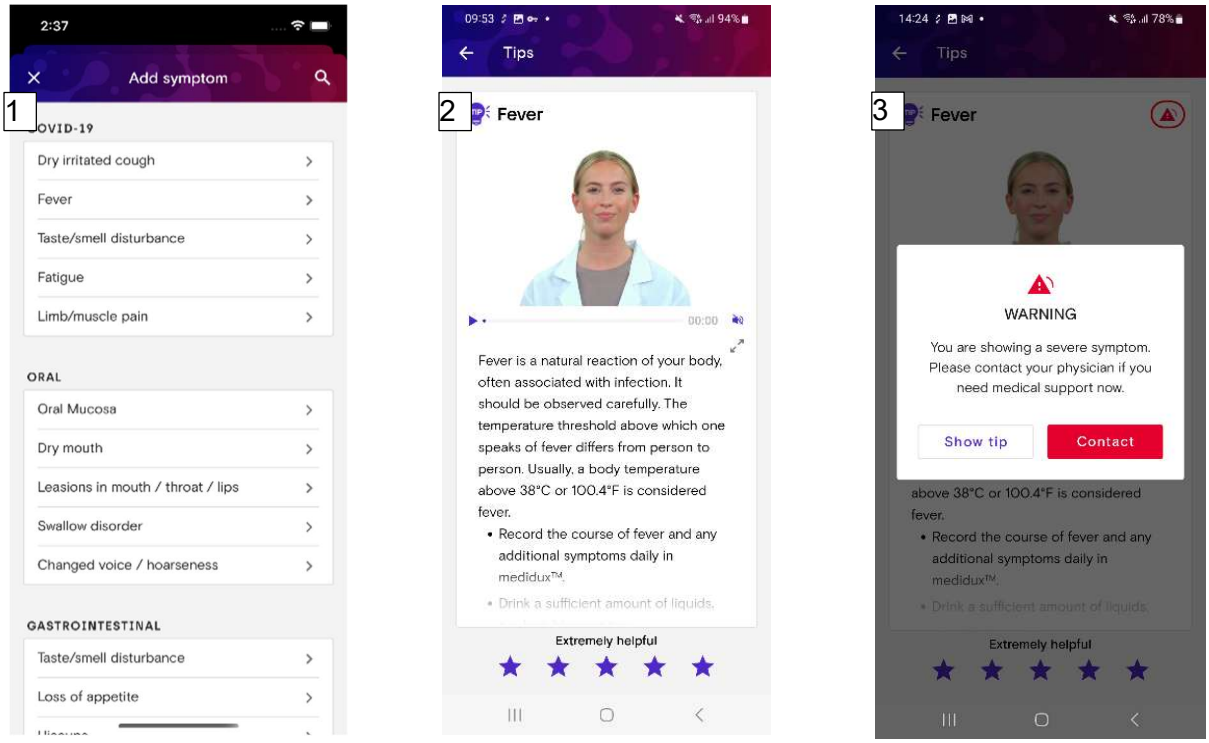


To enter your well-being:

- Tap “Add well-being”.
- Select the **time of day** and adjust the **slider** to reflect how you feel.
- A short description will guide your selection.
- Tap “Save all entries” to confirm.

Your entry will appear in the **Diary**.

9.2 Symptom Entry



The symptom card allows you to track the intensity of your symptoms throughout the day.

- Select a symptom from a predefined list.
- Choose the time of day and rate the severity on a scale from 0 (none) to 10 (very severe) using a slider. Short descriptions help you choose the most accurate value.
- After saving your entry, the app provides personalized **tips** to help you manage your symptoms. These tips may be in text or video format.

If the severity exceeds a certain threshold, an alert screen will appear so you can quickly contact your clinic. Additionally, the app might provide a “composite warning” if the combination of multiple symptoms might require additional attention.
You can choose to call your clinic directly, skip the alert, or go to tips section for self-care strategies.

9.3 Symptom Management & Tips

After entering a symptom, tap the **light bulb icon** to view a related tip (text or video) based on common treatment side effects.

You can also take a **weekly cognitive test** to assess attention and processing speed. The test is based on the **Trail Making Test** and shows your result upon completion.

9.4 Accuracy, Range, and Standardization (CTCAE)

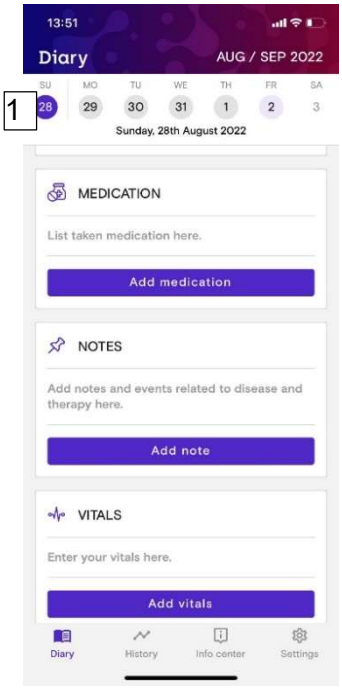
The application uses a 10-point analogue scale based on CTCAE standards to allow precise assessment of your well-being and the severity of any experienced effects. Each slider level includes a short explanation to help you select the value that most accurately represents your condition. Multiple entries are possible throughout the day in defined time periods (0–6AM, 6–12PM, 12–6PM, 6–12AM), and all entries are displayed in an overview for reference.

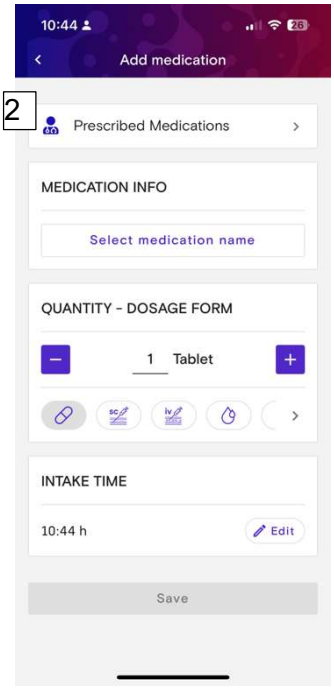
For higher severity effects, the app provides automatic guidance and advises contacting your physician or local emergency services. Symptom entries are shared with your physician. However, no 24-hour monitoring is provided. Always seek urgent medical help directly in case of severe issues.

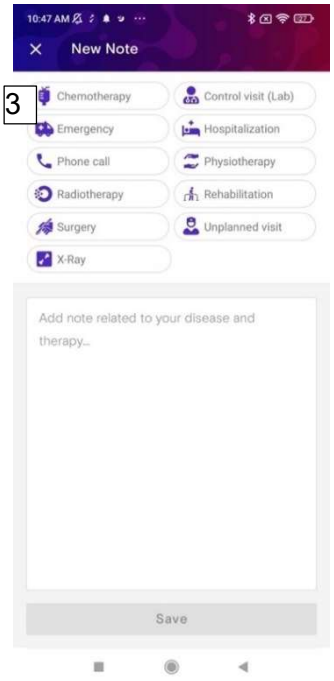
9.5 Entering Medication and Notes

You can use the Diary to document your medication and add personal notes.

- **To enter a medication**: Tap "**Add medication"**, enter the medication name, select the quantity and form, and set the intake time. Previously used medications will be appeared under "Last used" for quick selection. You can access the medications entered by your HCP through the 'Prescribed Medication' button and add them to your own taken medications.
- **To add a personal note:** Tap "**Add note"** and type your text in the free text field. All entries are saved in the Diary and visible to your clinic.







All your entries (well-being, symptoms, medication, cognitive test, notes and vitals) are saved securely in the central database and can be viewed by your physician.

Diary entries with notes are displayed in the calendar as a date with a grey background.

9.6 Correction and Deletion of Diary Entries

You can edit or delete a diary entry where the application permits this. Open the entry and use the available Edit or Delete action.

Entries marked as clinically reviewed cannot be edited or deleted by patients while that status applies. Some entries, such as uploaded cognitive test results, cannot be edited after submission. If an entry is incorrect and you cannot change it, contact your treatment team.

Deleting an entry from your diary does not necessarily erase the underlying record. For information about data retention and erasure, see the Privacy Policy.

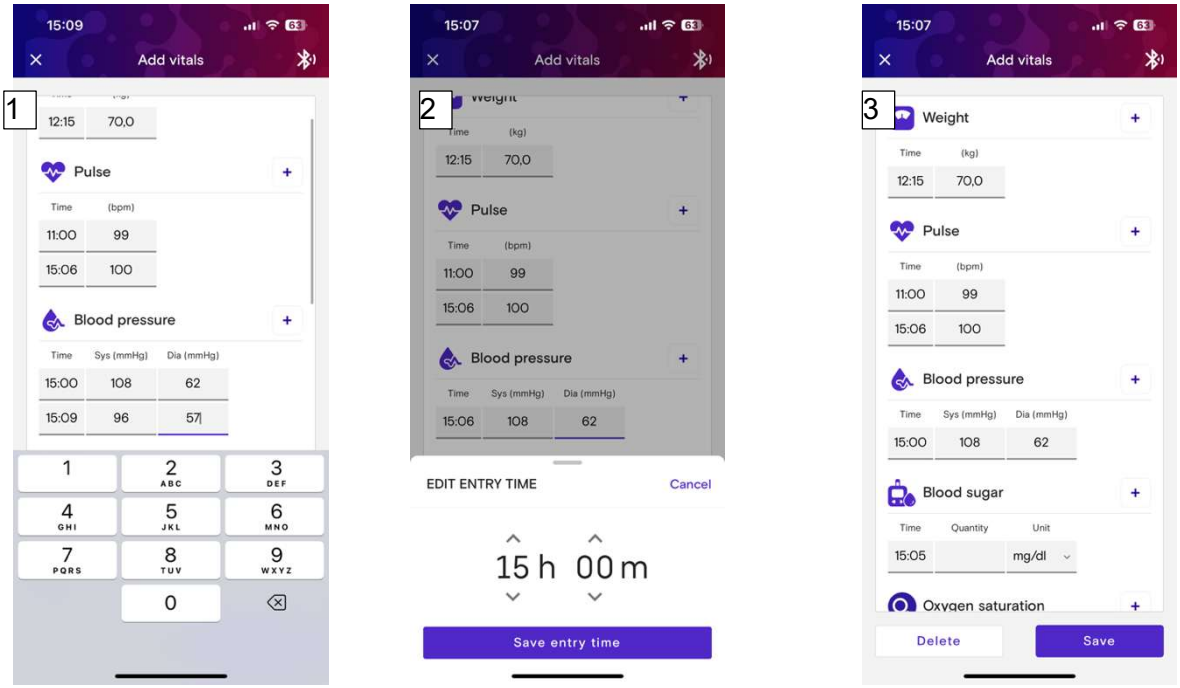
10 Symptom Alerts and Automatic Notifications

medidux™ sends you notifications to help you stay on track. You will receive reminders if you haven't entered data for a while, if a new lab result is available, or if a reported symptom has been reviewed. Tapping a notification takes you directly to the related section in the app.

Note: Make sure notifications are enabled on your device to receive these alerts.

11 Entering Vital Parameters

11.1 Manual Entry



In the **Vitals** section, you can record measurements such as weight, pulse, blood pressure, blood sugar, oxygen saturation, and temperature.

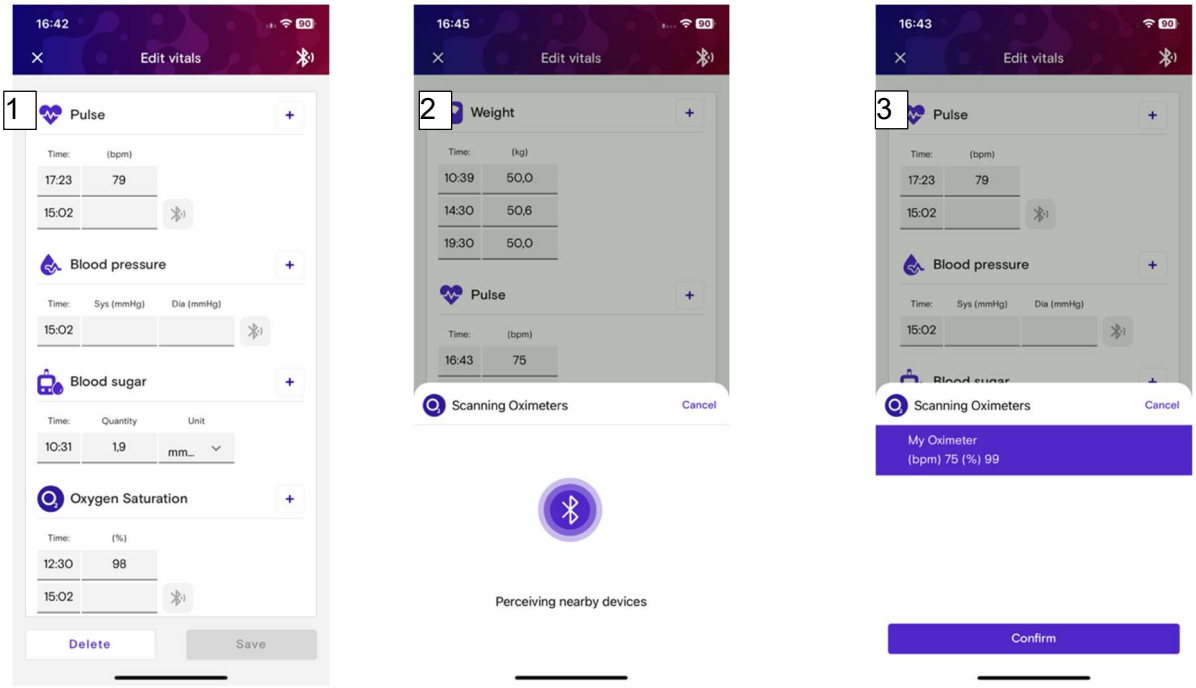
To add a new value:

1. Tap Add vitals.
2. Select the measurement time.
3. Enter one or more values manually.
4. Use the plus (+) icon to add additional measurements if needed.

Saved measurements appear in the Diary. You can edit or delete them where permitted. The restrictions described in **Section 9.6** also apply.

11.2 Automatic Entry via Bluetooth

Instead of entering values manually, you can also connect supported Bluetooth devices to automatically record your vital signs.



How to use:

1. Tap the Bluetooth icon next to the relevant vital sign input.
2. Make sure your Bluetooth device is on

   and your phone's Bluetooth is enabled.
3. The app will search for available devices. When your device appears, select it from the list.
4. Confirm the data transfer. The measured value will be filled in automatically.
5. Tap **Save** to complete the process.

Note: Only data from the current day can be imported via Bluetooth. Previous days' values must be entered manually.

It is possible to transfer measurement data from IoT devices to the application. After measurements are taken with these devices, data can be retrieved via Bluetooth (same applies for wearables).

mediduxTM currently supports the following input devices for the following vital parameters:

- JUMPER FINGERTIP PULSE OXIMETER (JPD-500F (OLED)) → pulse and oxygen saturation
- JUMPER BLOOD PRESSURE MONITOR (JPD-HA120) → pulse and blood pressure
- JUMPER INFRARED THERMOMETER (JPD-FR409-BT) → temperature
- BEURER BLOOD PRESSURE MONITOR (BC 87) → pulse and blood pressure
- BEURER PULSE OXIMETER (PO 60) → pulse and oxygen saturation (SpO_2)
- BEURER NON-CONTACT THERMOMETER (FT 95) → temperature

⚠	**Caution!** You must grant mediduxTM permission to list and retrieve data from the devices. For Android devices, the connection to Bluetooth wearables is not supported for Android 11 and below. If it is unable to connect to the device, vital parameters can be entered manually.

	Compare the data coming from the device with the value you see on the screen of your mobile device and ensure they are the same before saving the entry. For detailed setup steps and safety information, please refer to the official user manual of your device before starting to use them. You will only be able to transmit vital parameters via the wearables for the current day. If you want to add data for previous days, this can only be done manually. You will only be able to transmit vital parameters via the wearables for the current day. If you want to add data for previous days, this can only be done manually.

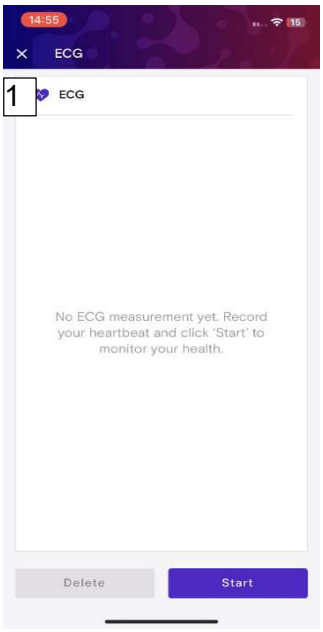
12 Measuring ECG and Transmitting ECG (AliveCor Device)

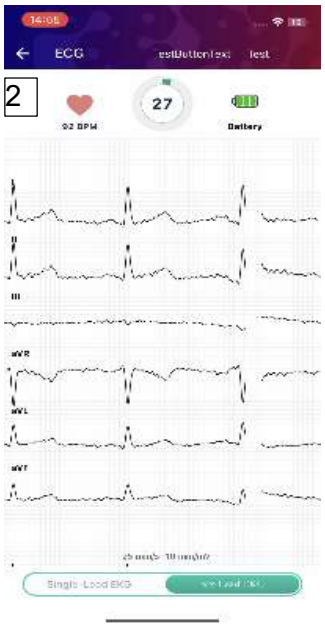
mediduxTM supports ECG recording via the AliveCor ECG (Kardia 6L 28E4®) device.
Note: ECG functionality is only available if enabled by your clinic.

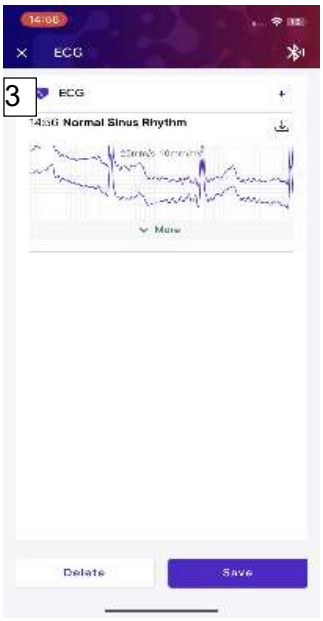
Setup:

- Pair *mediduxTM* with your ECG device.
- Grant Bluetooth and location access when prompted:
  - **iOS**: Tap *Allow* → *Pair*
  - **Android**: Tap Allow access → Pair & Connect

If permissions are denied, you'll be asked again each time you measure.







Tap **"Add ECG"**, then tap **"Start"**.

Grant permissions to connect with the **AliveCor Kardia6L** device.

Place:

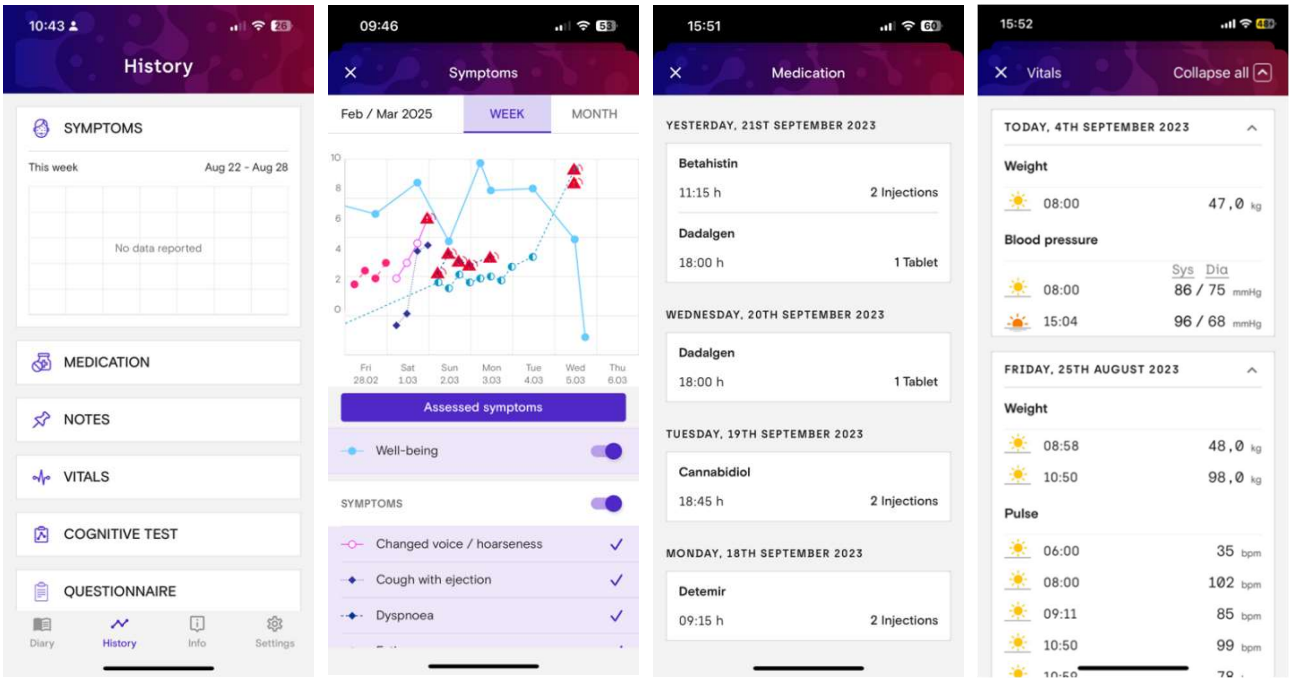
- Right index & middle fingers on the right side of the device
- Left index & middle fingers on the left side
- Bottom of the device on your **left knee or ankle**

After recording:

- Tap **“OK”** to save or **“Discard”** to retake
- Saved ECGs appear in the ECG list, where you can tap **“Save”** to confirm

⚠	**Caution!** If you do not give permission to the ECG device for the measurement during the first measurement, you will be presented with a pop-up every time you are taking a measurement until you provide the necessary permissions. If it is unable to connect to the device, you can measure ECG using AliveCor's own application and send it to your physician. (AliveCor User Manuals)

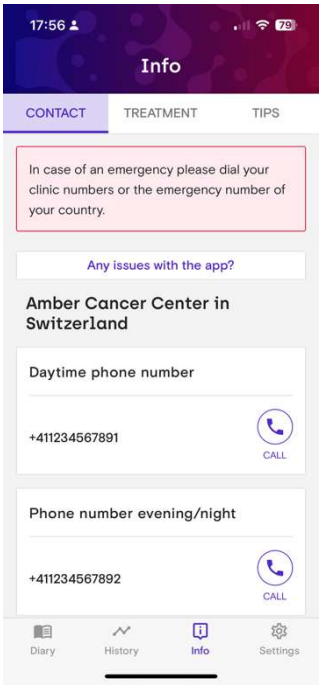
13 History

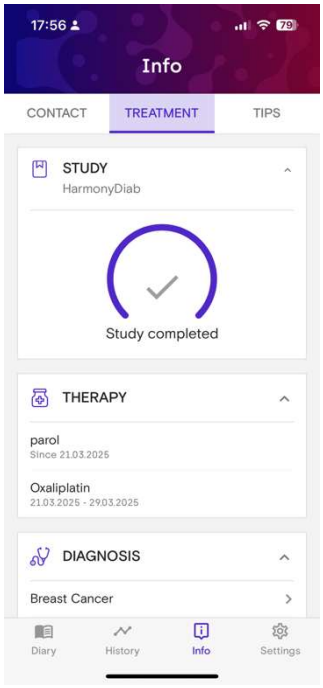


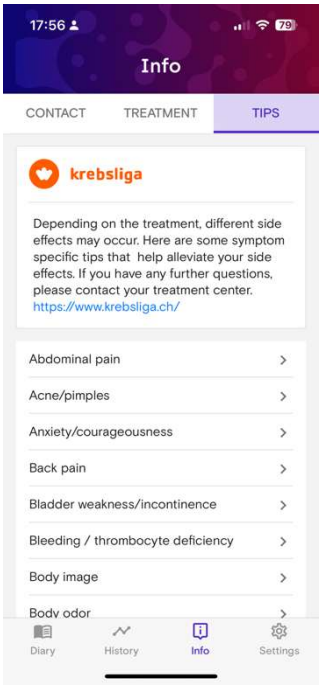
In the **History** section, you can:

- View all your past data (symptoms, well-being, vitals, ECGs, cognitive tests)
- Tap graphs to see details, swipe for older entries, and highlight symptoms
- See alerts and HCP assessments
- Access your medications and notes
- Tap any ECG entry for more information
- Access the questionnaires assigned to you for completion

14 Info





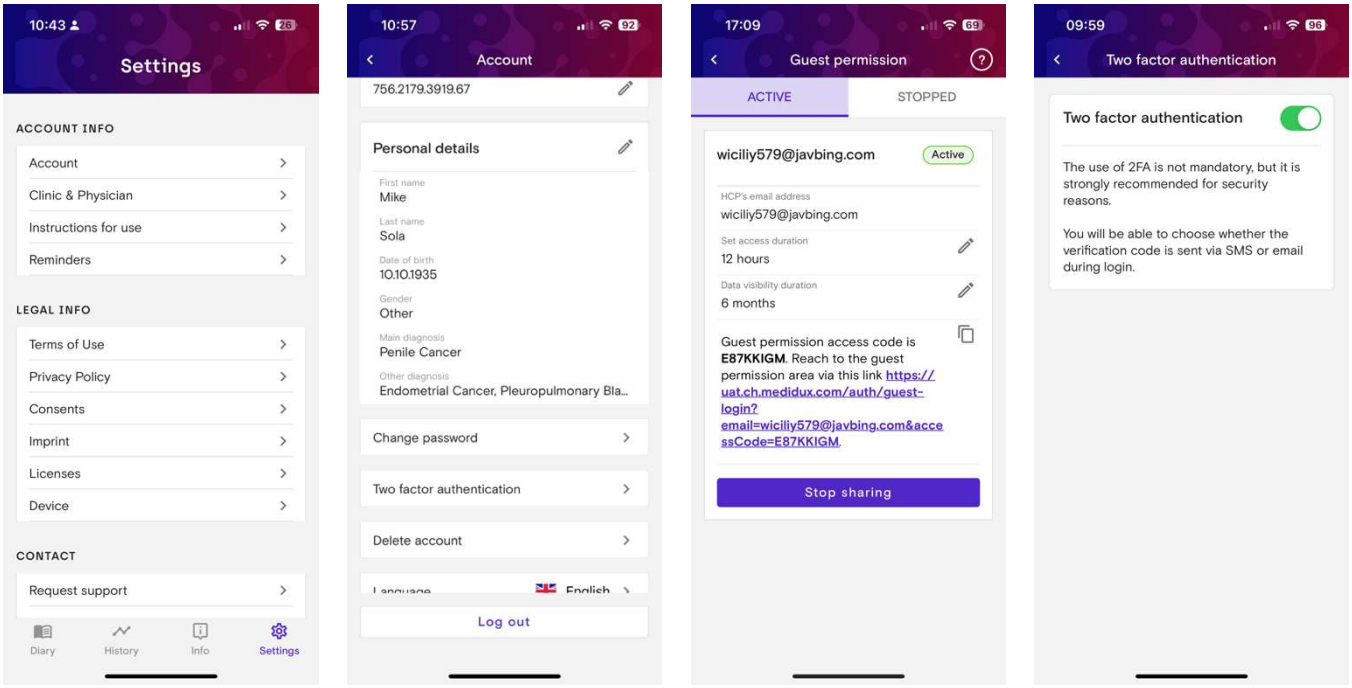


In the **Info** section, you can:

- View contact details of your treatment or study center, including an emergency number, lab and CRP test results
- See details of your therapy, diagnosis, and medications
- Download lab reports as PDFs
- Access self-care tips for symptoms, especially in oncology (source: Swiss Cancer League)
- Submit feedback or report app issues using the “Report an issue with the app?” button
- Track your clinical study participation and status

Note: *medidux™* currently supports only **Prima® CRP test kits**.

15 Settings



In the **Settings** section, you can:

- Manage your account (email/phone, password, 2FA, PIN, language)
- Export your data in various time range and content
- View the information of the clinics you are connected with and connect to additional clinics under **Clinic & Physician**
- Set reminders to make sure you don't miss anything under **Reminders**
- See device/app version under **Device**
- Request help via "Request Support" or the login screen
- Download the report containing the list of medications prescribed for you by your HCP under «**Request medication plan**»

Account Deactivation & Deletion:

Under Settings → Account, you will find the Account Deletion option. From this section, you can either permanently delete your account or temporarily deactivate it. When deleting your account, your personal data will be erased in accordance with our Privacy Policy. If you choose deactivation, your account will be suspended and can be reactivated later.

Data Export:
Export your health data (last 7–365 days) up to 3x/day. Reports are sent as PDF/.xml to your verified email.

Guest Access:
Share data securely with external physicians. Set duration, send access code via email. Only one guest access can be active at a time.

Legal & Consents:
View Terms, Privacy Policy, and Licenses. Review or withdraw your consents anytime.

16 Messages

Message Content	Possible Cause/Occurrence	Possible Solution
"A server-based error occurred. (500) Please contact with technical team."	When the software cannot communicate with the server or the server has an unexpected error.	Try the operation again. If the problem continues, contact the technical support team and provide the error message.
"You're offline. Please check your connection."	Without an internet connection, you cannot export data, view a physician's assessment of your symptom, edit your reminder, or perform other actions that require online access.	An internet connection is required. Please connect to a Wi-Fi network or turn on your phone's mobile internet (mobile data).
"This function is not available now. If you are seeing this message it likely indicates lack of data synchronisation. To avoid this issue please go online. If it does not help, try to re-login to the application."	This message may appear if an unexpected issue occurs in the application flow, for example, if you do not approve an updated Privacy Policy or if a required field is left empty.	If you notice any missing information, please fill it in. You can also try closing and reopening the application or re-logging in. If the issue persists, contact the technical support team and provide the error message.



Caution!
In almost all messages, you will be able to see what the issue is and how to resolve it. However, you can always get help from the technical team by using the Bug Report button or sending an email to the support address.

17 Data protection

Only the data required to operate the app or support your study participation is collected.
All legal requirements, including the **GDPR**, are followed. Your personal and health-related data is processed in compliance with applicable regulations. Data may be collected, stored, and used to provide you with the application's functionalities, improve user experience, and ensure the safety and performance of the software. For full details, see our Privacy Policy:
https://medidux.com/en/privacy-policy-medidux-app/

If the app detects a security issue, access will be temporarily blocked to protect your data. Normal use will resume once security is restored.

18 Medical Incidents

Please report serious incidents related to medidux™ to vigilance@mobilehealth.ch and the competent authority. A serious incident caused, or could have caused, death or a serious deterioration in health.

Switzerland: Patients may report voluntarily to Swissmedic at materiovigilance@swissmedic.ch, without a special form. There is no statutory reporting obligation for patients using the device privately.

European Union: Contact the competent national authority. The app's incident-reporting page provides a link to the relevant contact details.

Reporting does not replace medical care. In a medical emergency, call 144 in Switzerland or 112 in the EU immediately.

19 Contact

mobile Health AG
Mühlebachstrasse 43
CH - 8008 Zürich

Phone: +41 43 243 76 22 (Available on working days from 9:00 to 17:00.)

E-Mail: contact@mobilehealth.ch

App Website: https://medidux.com

Company Website: https://mobilehealth.ch

Thank you for your interest in medidux™ !