User Guide

Phrazer Spirit

GEACOM, INC.

Phrazer User Guide

Version 5.01

Contents

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Chapter 1: Introduction

Thank you for purchasing Phrazer, the first handheld Communication and Information Theory Empowered (CITE) Technology.

Congratulations on the newest addition to your facility. GeaCom, Inc.'s flagship product, Phrazer, is certain to streamline and bolster your interactions with the patients you serve. We are committed to your success with Phrazer now and into the future. Our expert support staff is available to you 24/7 and ready to assist as needed. For less urgent matters, our website provides you with the opportunity to comment, review new features and to post questions. Your input is crucial in informing us on how we can refine Phrazer to suit your needs and the needs of those you serve.

When used properly, Phrazer provides you with improved accuracy, legal compliance, efficiency and higher patient satisfaction, along with other value-added pieces to improve patient outcomes. This User Guide will provide you with an overview of features, usage guidelines, tips, maintenance requirements and additional items that ensure best results. Carefully read and understand this User Guide prior to using the Phrazer System.

1.1 Product Evolution

In an effort to provide our customers with the highest quality products, GeaCom, Inc. may make slight changes to the current product design, its recommended Instruction For Use (IFU) or add new training videos to its website, www.myphrazer.com.

Our customers may not receive individual notices for these product changes or updates to our IFU if these changes are considered to be minor. These minor improvements are continually implemented to increase the safety and effectiveness of our products, as well as ease of use, based on customer feedback. Customers are encouraged to check our website, as well as on the device, to receive the most updated IFUs and training videos. If you have any questions in this regard or wish to share your own experience using our products, please contact us at one of the numbers listed on the following page of this User Guide.

1.2 Icon Keys

The Icon Key identifies functional text found throughout this User Guide.

 <u>WARNING</u>

This text identifies information that, if not followed explicitly, could result in injury or death. **Warnings are mandatory instructions.**

 Caution

This text identifies information that, if not followed as directed, could result in damage to Phrazer or create liability concerns. **Cautions are mandatory instructions.**

 Note

Note text identifies useful information, such as an explanation or suggestion related to current steps. Notes are instructions that may be optional or required to accomplish the current task.

1.3 General Use Precautions

◆**<u>WARNING</u>**   Only use Phrazer when patients can be monitored or engaged by you or other hospital personnel.

◆**<u>WARNING</u>**   Batteries are lithium-based and must not be exposed to extreme heat due to danger of explosion.

◆**<u>WARNING</u>**   The electrical charge system uses a 110V AC outlet and can result in electrocution if not properly used.

△**Caution**   Do not use with disoriented, visually- or psychologically-impacted patients.

ⓘ**Note**   In highly-illuminated environments, visibility of Phrazer's Light Emitting Diodes (LEDs) and its LED screen may be improved by reducing room lighting.

1.4 General Contact Information

For general inquires, please visit our website (www.myphrazer.com) or contact us at:

GeaCom, Inc.
394 South Lake Avenue
Suite 700
Duluth, MN 55802

Phone: 1 (855) 5GEACOM

Email: info@geacom.net

1.5 Support Contact Information

For Customer Support, please phone or email:
Phone: US: (218) 213-9156
      Canada: (604) 248-4461
Email: support@geacom.net

1.6 Sales Contact Information

For Sales, please phone or e-mail:
Phone: 1 (855) 5GEACOM
Email: sales@geacom.net

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Chapter 2: Getting Started with Phrazer

An Introduction to Phrazer

Phrazer is a handheld engagement system with a touchscreen interface that collects a patient's information, medical history, symptoms and complaints while efficiently communicating relevant patient information to the care team. Phrazer uses a unique combination of state-of-the-art technology and validated Communication and Information Theory-based designs and practices. Phrazer uses CITE (Communication and Information Theory Empowered) Technology to gain accurate and timely patient information while providing comfort and reassurance. If you are already familiar with Phrazer, turn to the end of this manual for the Quick Resource Guide.

2.1 The Phrazer System

- **One Phrazer Unit**

- **Two Handle Batteries**

- **One Crypto-Magnetic Key (CMK)**

- **One Kitsune**

- **Accessories: Power Supplies, Caregiver Headset, Screen Cleaning Cloth**

2.2 Front View
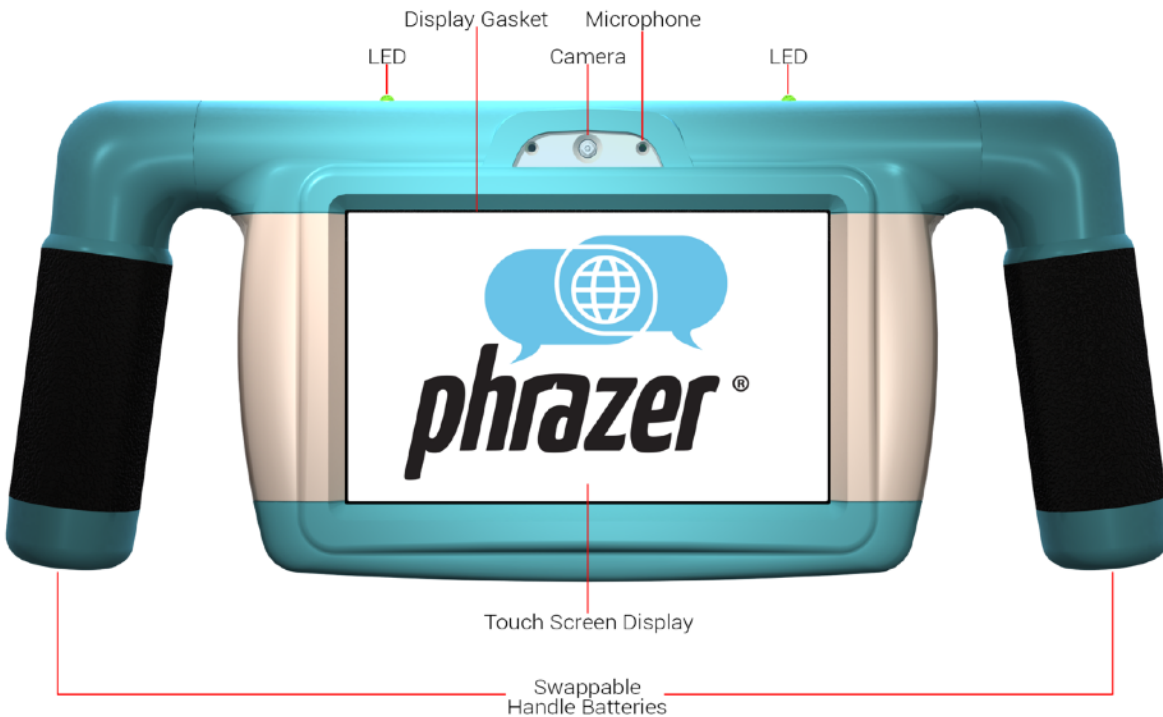
LEDs - On the top of Phrazer's case are two bright Light Emitting Diodes (LEDs) that turn on if triggered during Phrazer operation. These lights can emit green, red, blue and white light. The lights are visible to the patient as well as any one who can see the back of Phrazer. The lights are primarily used to indicate patient status in Phrazer protocols.

Microphone - The microphone can be used to record patient audio, caregiver audio, video conferencing and more. Usage includes capturing the patient's spoken concerns and consent for treatment.

Camera - Next to the microphone is a 13 megapixel camera and video recorder. This camera is used to capture images of the patient, wounds, area(s) of incident and to record consent to treat.

Swappable Handle Batteries - Hot swappable batteries can be removed and replaced while Phrazer is on and working, minimizing downtime.

Touch Screen Display - Phrazer's touch screen recognizes the presence of two or more points of contact with the surface. The screen has an oleophobic coating to simplify the cleaning process and an anti glare coating to increase screen clarity. The touch screen can be used while wearing rubber gloves or if liquids are present on the surface.

2.3 Back View
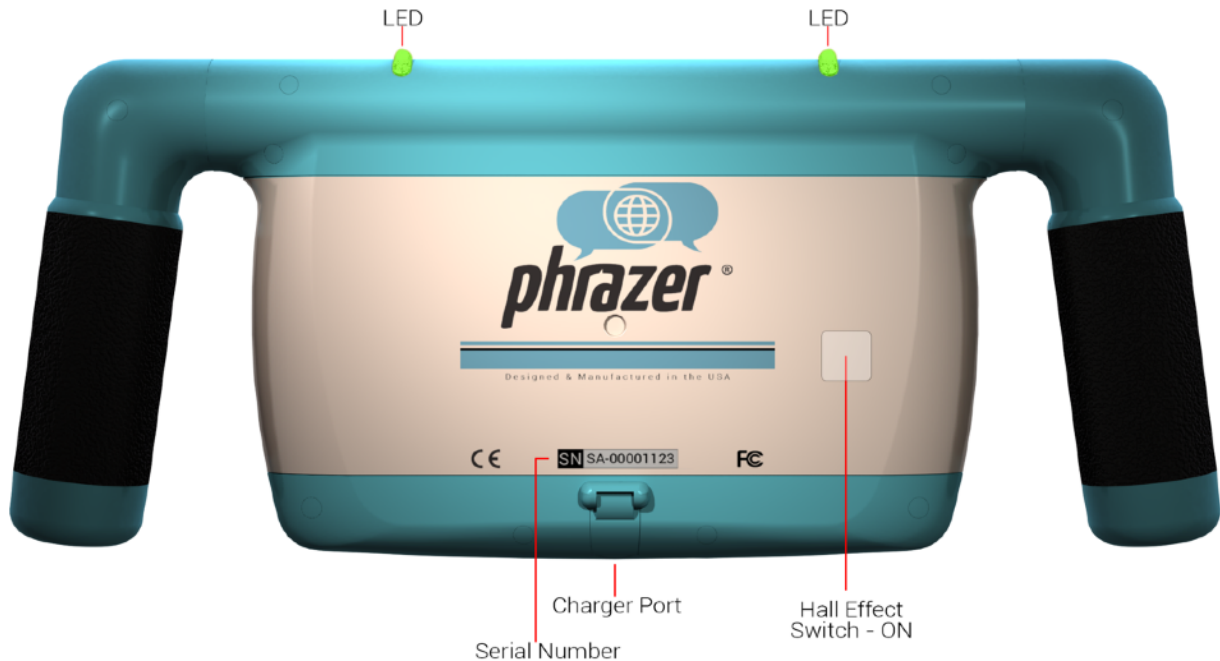
LEDs - On the top of Phrazer's case are two bright Light Emitting Diodes (LEDs) that turn on if triggered during Phrazer operation. These lights can emit green, red, blue and white light. The lights are visible to the patient as well as any one who can see the back of Phrazer. The lights are primarily used to indicate patient status in Phrazer protocols.

Charger Port - On the back side of Phrazer, located at the bottom, is an opening for the charge cord. This opening is protected by a cover that can be pulled back to expose the slot for inserting the charger.

Serial Number - Just above the charger port is a serial number. There is a unique number assigned to each device. This number is used for Customer Support, device management and other manufacturing processes.

On and Off Hall Effect Switch - A Hall effect switch is an electronic switch that is engaged by a magnet. These switches are the only way to power Phrazer on and off. Both are solely activated by the Crypto-Magnetic Key. The Hall effect switches for Phrazer are located inside the case and cannot be directly accessed.

2.4 Handle Bottom View and Battery Pack
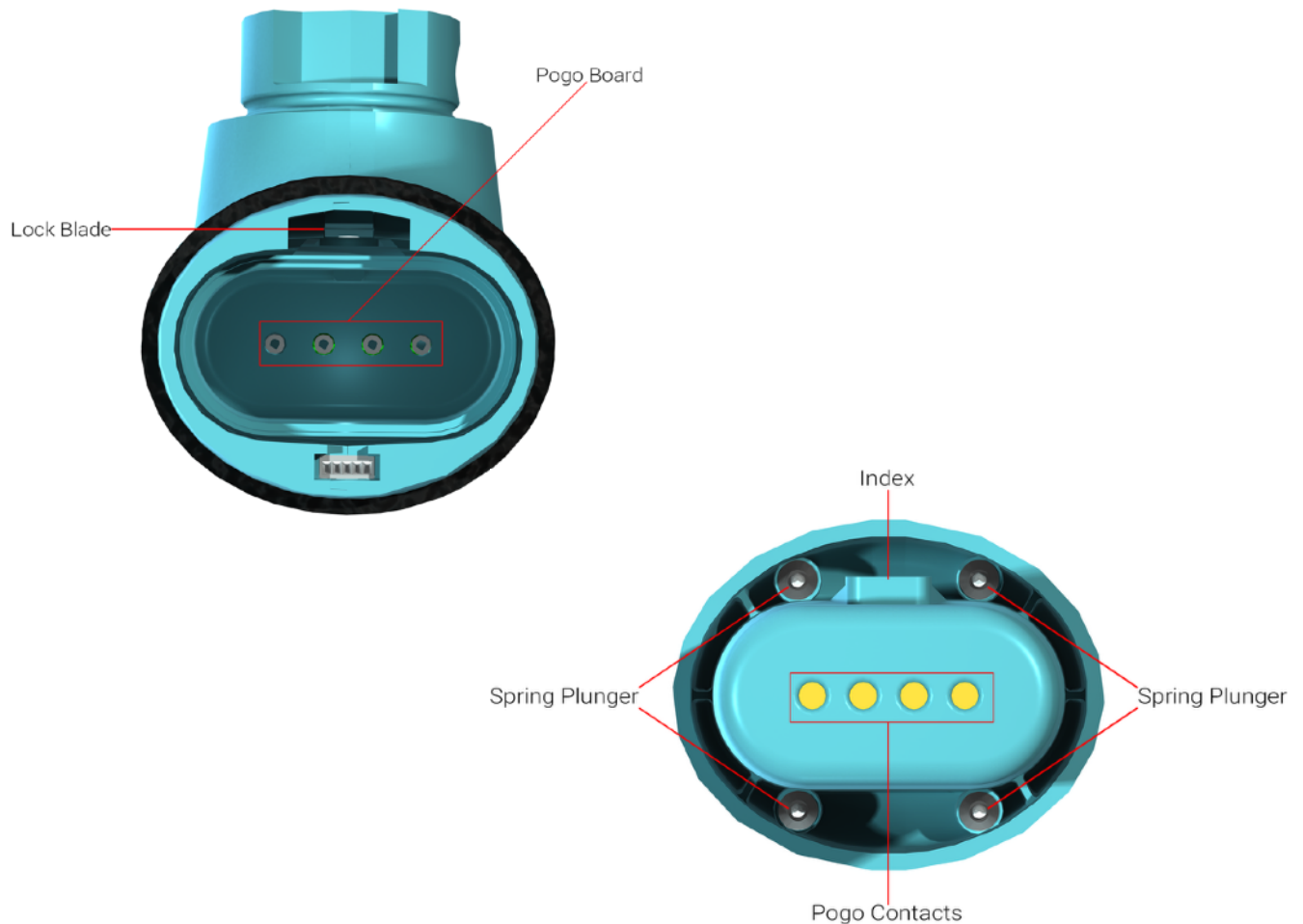
Lock Blade - The lock blade is used to secure each handle battery and is unlocked by the Crypto-Magnetic Key.

Pogo Board - These spring-loaded connectors make contact with the pogo contacts on battery pack to provide power.

Pogo Contacts - These are the connections on the battery that contact the pogo board.

Spring Plungers - These provide pressure on the lock blade, keeping the battery locked into place.

Index - This is used as a guide to insert the battery properly into the handle.

◆**WARNING**   Do not get this interior region wet as it could cause the battery to malfunction or short circuit.

2.5 Accessories

Crypto-Magnetic Key - The triangular key with an inset magnet on one face is required to power Phrazer and Kitsune ON/OFF and to remove the swappable battery packs on Phrazer.

Single Ear Headphone (Caregiver) - This headphone, worn by the caregiver, uses Bluetooth technology to provide real-time patient progress updates.

Kitsune - Kitsune is a wireless audio device that a patient can wear for private medical interactions, or that can be converted to group mode to provide a speaker experience or provide enhanced private ambient input for private authority interactions. For more detailed information on Kitsune refer to the Kitsune User Guide.

Chapter 3: Phrazer Essentials

Options and the Caregiver Interface

Overview

This chapter contains procedures regarding Phrazer setup, including pairing Bluetooth headsets, WiFi and data connection, screen brightness, headset volume, Phrazer updating and EMR connection. Also in this chapter are procedures regarding the Phrazer caregiver interface, e.g., creating or selecting a caregiver.

Procedures

3.1 Turning On and Off

1. Locate the Crypto-Magnetic Key.

ⓘNote   Phrazer cannot be turned on without the Crypto-Magnetic Key.

2. When looking at the back of Phrazer, the Hall Effect Switch is located on the right side roughly in line with the LED on top of Phrazer and the printed blue line.
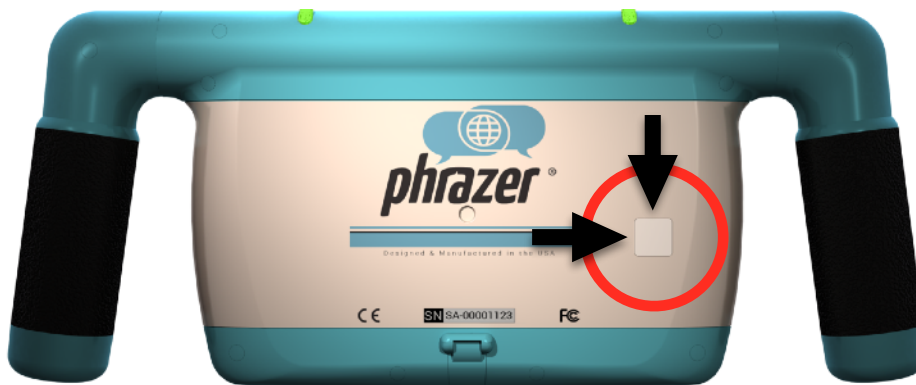
3. To turn on Phrazer:

      a. When looking at the back of Phrazer, place the magnetic end of Crypto-Magnetic Key on the LED and drag the CMK straight down to the bottom of Phrazer

ⓘNote   When the boot sequence is successfully triggered, the green LEDs on Phrazer flicker and the screen will light up.

4. <u>To turn off Phrazer (2 Options):</u>

   I) <u>Option 1</u>

      a. From the caregiver home screen, tap the caregiver image and select "Logout."

      b. Phrazer will prompt whether you want to log out or shut down. Select "Shutdown" and then "Accept".
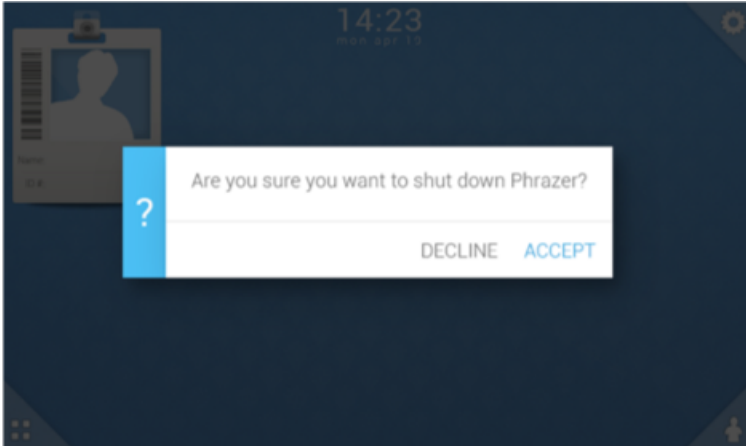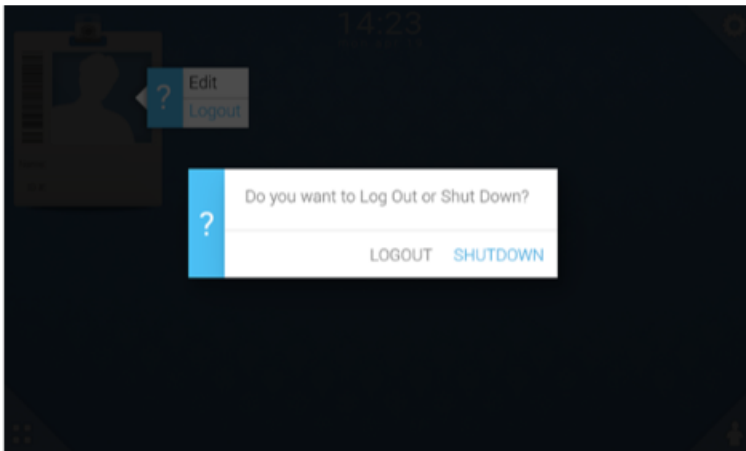
ⓘ**Note**   Phrazer will automatically turn off if left unplugged for a long enough period to fully drain the batteries.

II) Option 2

ⓘ**Note**   This function works like the power button on a mobile device, you can "select" by dragging the CMK across the hall effect switch or perform a "press and hold" by keeping the CMK within the active range of the hall effect switch for three or more seconds.

    a. Hold the Crypto-Magnetic Key over the Hall Effect switch for 3 seconds to activate the display pop-up to power down Phrazer.

    b. Select "Power off"
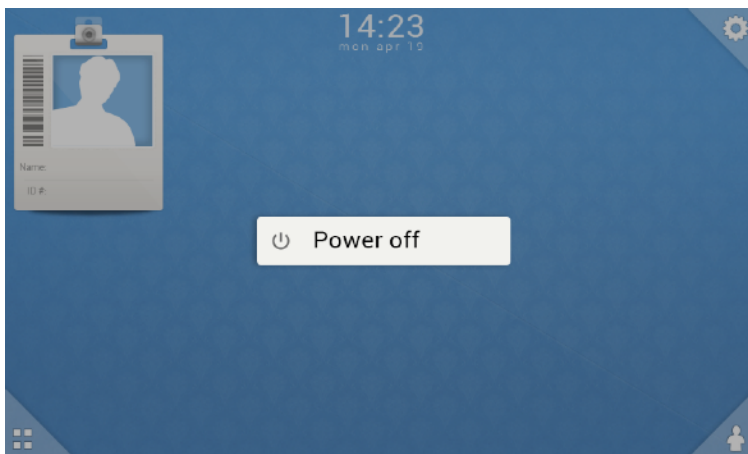
ⓘ**Note**   Powering off with the CMK alone can be performed from any screen.

3.2 Logging In With an Existing Caregiver

1. Enter the facility passcode by selecting the correct sequence of icons on the first login screen. This is the custom login pattern your facility selected.

2. After the facility login has been correctly entered, the second tier of the login is displayed.

3. From the caregiver login screen, select desired profile.
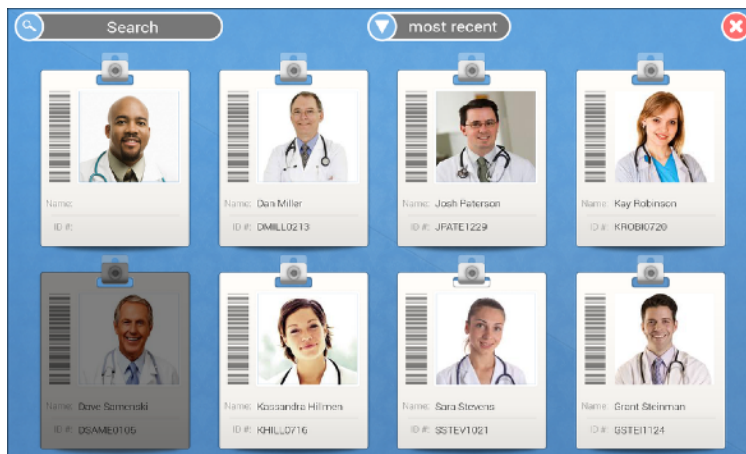
4. Swipe the unique passcode for the selected caregiver profile.
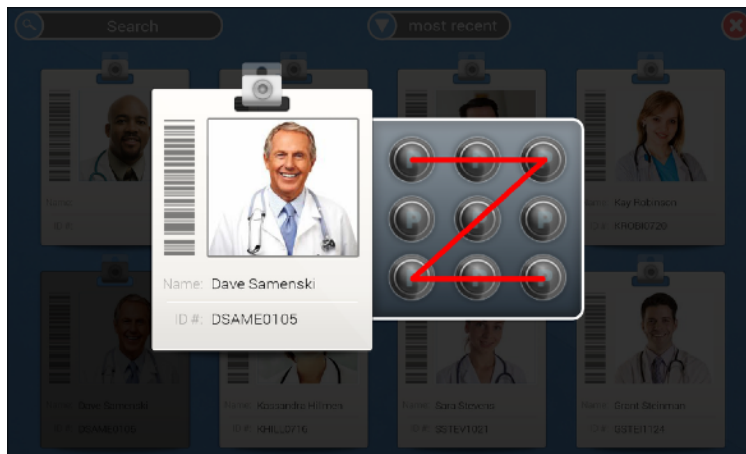
3.3 Creating a New Caregiver Profile

ⓘ**Note**   In order to create a new caregiver, an administrator must log into their profile first.

1. From the caregiver home screen (Section 3.5), select the Tools Menu in the bottom left-hand corner.

2. Select "Create Caregiver"

3. Enter required text fields.

4. Create a unique password or passcode and press "Continue."

ⓘ**Note**   If using the passcode system, passcode must consist of a minimum of **four** of the nine selections. No selection can be used more than once.

ⓘ**Note**   If using the text password system, passwords must be up to system standards of where the devices are being used.

5. Take Photo.

6. Review the information for correctness and if anything needs to be edited, select "Edit" for that section; otherwise, press "Continue" to complete the process.

3.4 Selecting and Editing a Caregiver

To sort or search for caregivers:

1. From the caregiver login screen, press the sorting filter to display caregivers from A-Z, Z-A or tap "Most Recent" to display caregivers in order of who most recently logged into Phrazer. By default, Phrazer will sort caregivers by who most recently logged into Phrazer.

2. Search for specific names by selecting the search bar text box. Search functionality is available by first letter of the name, first or last name only or a full name.

3. When completed, select "Done" to execute the search.

4. If required, create a new caregiver (See section 3.3 under "Creating a New Caregiver Profile").

To edit caregiver information, photo or passcode:

      1. From the caregiver home screen, tap the user ID badge.
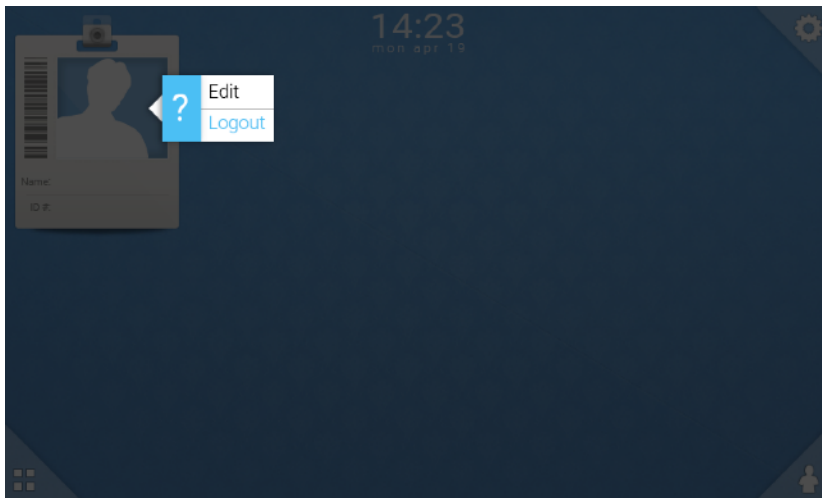
      2. Select "Edit" and then select personal information.

      3. Select the information you want to edit.

      4. Enter desired information.

      5. Press "Save & Exit."

3.5 Caregiver Home Screen
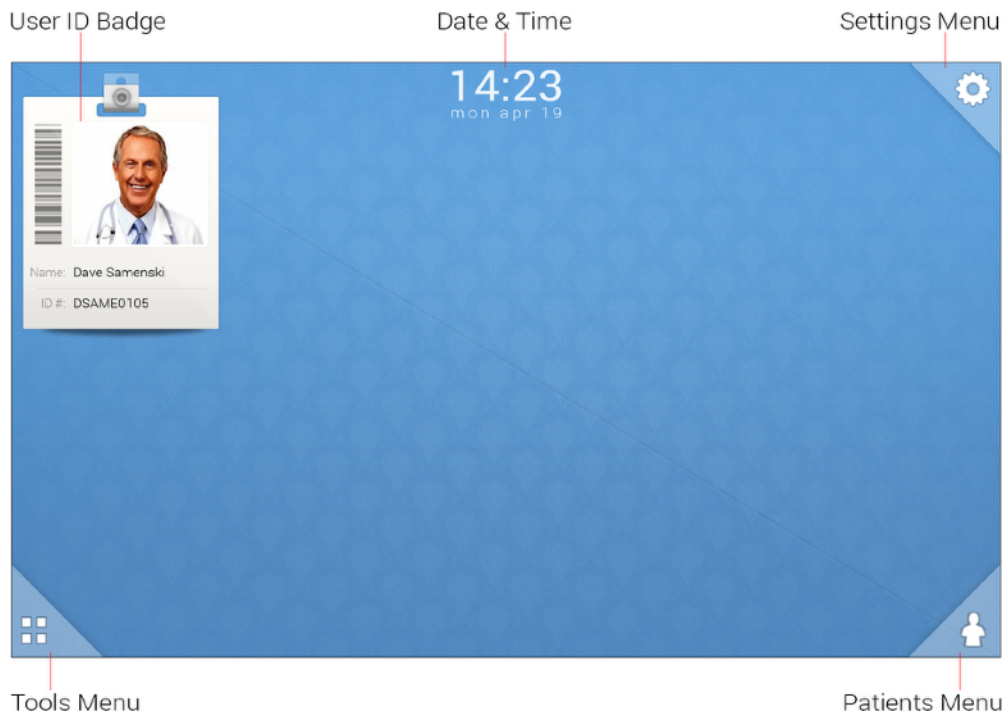
User ID Badge - This displays the current caregiver's information, including name, photo and the identification number assigned by Phrazer.

Settings Menu - This pop-out menu provides access to general settings features like screen brightness, battery life and network connections available on Phrazer.

Tools Menu - This pop-out menu includes the Interactive Language Map, Phrazer Training materials and additional caregiver special features.

Date and Time - This displays a visual representation of the current date and time.

Patients Menu - This pop-out menu provides access to patient profiles currently on Phrazer and allows for new patient creation.

3.6 Settings Menu
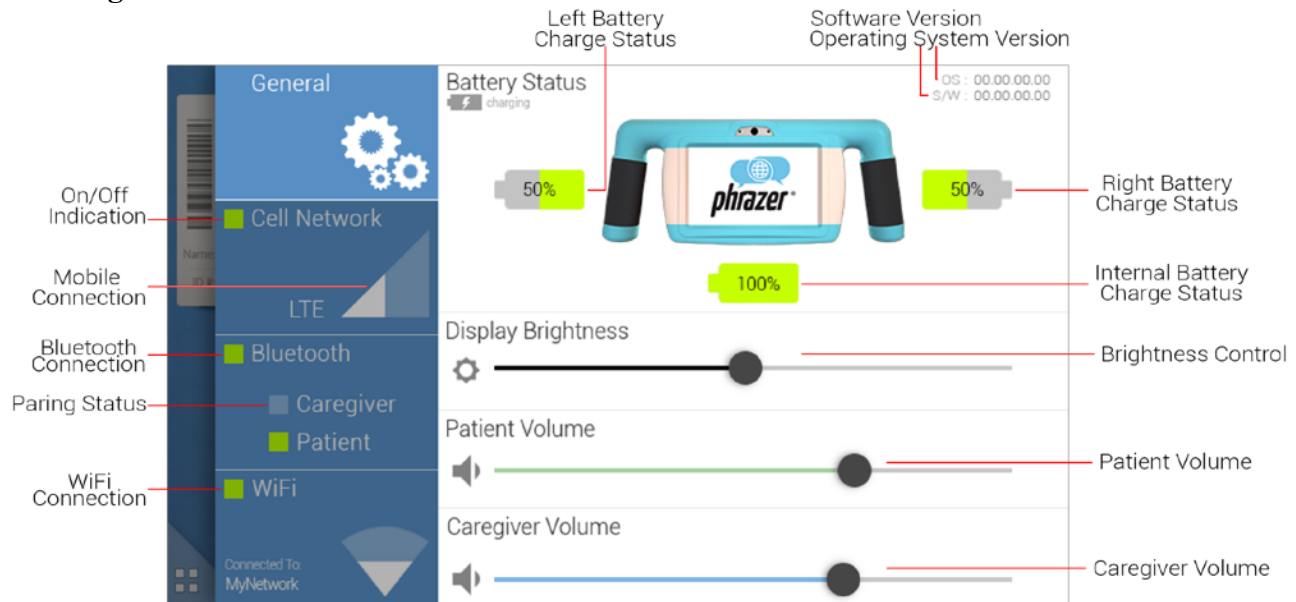
Mobile Connection - The bars are a visual indicator of the cellular network signal strength. Phrazer will be pre-programmed to connect to an available network in your area (e.g., AT&T, T-Mobile).

Bluetooth Connection - Bluetooth is a wireless connection. This allows the user to pair Bluetooth-enabled devices, such as headsets, with Phrazer. You can view the connections at a glance, a green icon indicates what streams are currently connected. To adjust Bluetooth settings, select this icon.

WiFi Connection - These bars are a visual indicator of Phrazer's WiFi signal strength. When this icon is selected, the user can connect with new WiFi networks or modify existing networks.

Right, Left and Internal Battery Charge Status - These indicators display the level of remaining power in the two handle batteries and the internal backup battery.

Brightness Control - This slider bar allows the user to drag right or left to increase or decrease the intensity of the display's backlight. Decrease screen brightness to increase battery life.

Patient Volume - This slider controls the volume of the patient's headset.

Caregiver Volume - This slider controls the volume of the caregiver's headset.

Operating System Version - This number represents the current operating system on Phrazer.

Software Version - This number represents the current software version on Phrazer.

3.7 Patients Menu
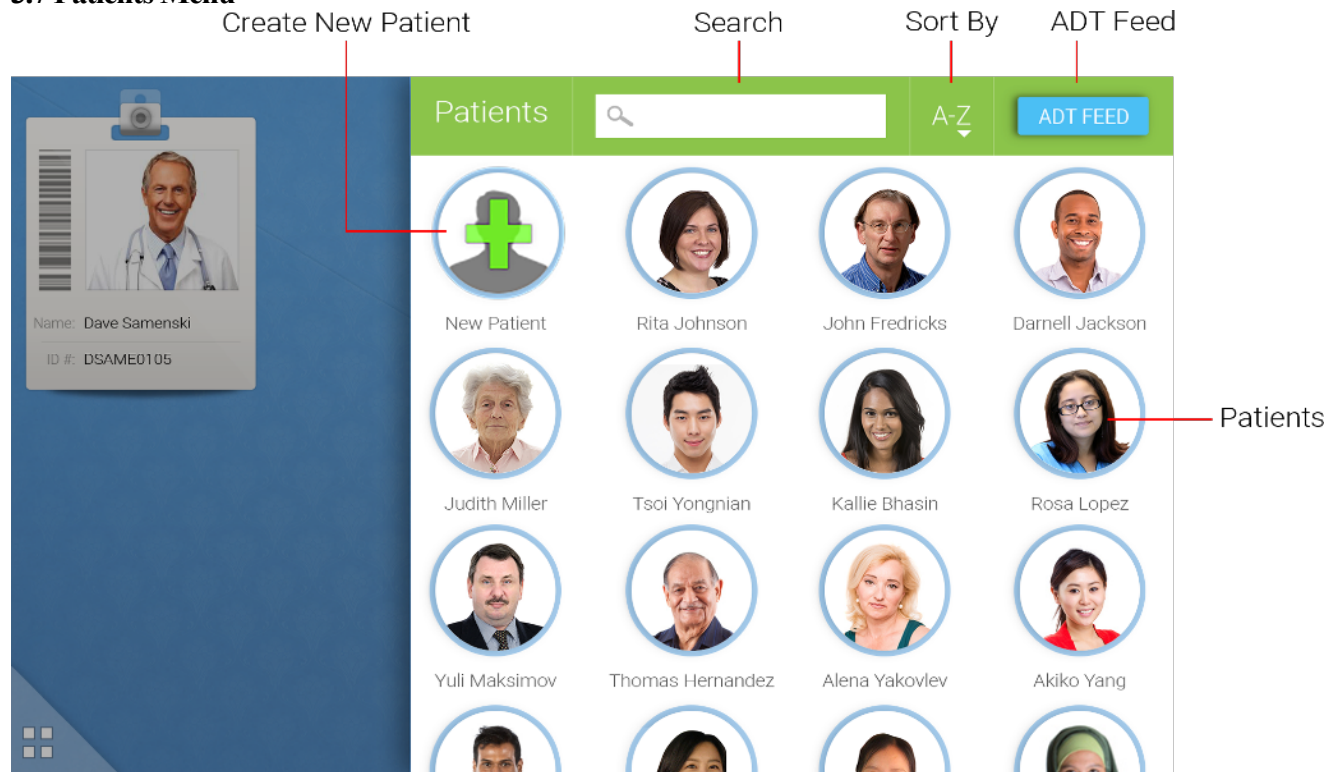
Create New Patient - This icon allows caregivers to add a new patient to the patients menu via the On-Boarding protocol, the Language Map or a step process.

Search - This allows caregivers to search for the first letters of a name using the patient's first or last name or a full name.

Sort By - This sorting filter can display patients from A-Z, Z-A or tap "Most Recent" to display the patients who were most recently viewed on the device. By default, Phrazer will order patients who were most recently viewed first.

Patients - These are individuals who have profiles currently loaded on Phrazer. Caregivers can select from this list to view profiles and begin protocols, if necessary.

ADT Feed (if configured see Section 4.2) - This allows staff to pull patient information directly from the EMR.

3.8 Tools Menu
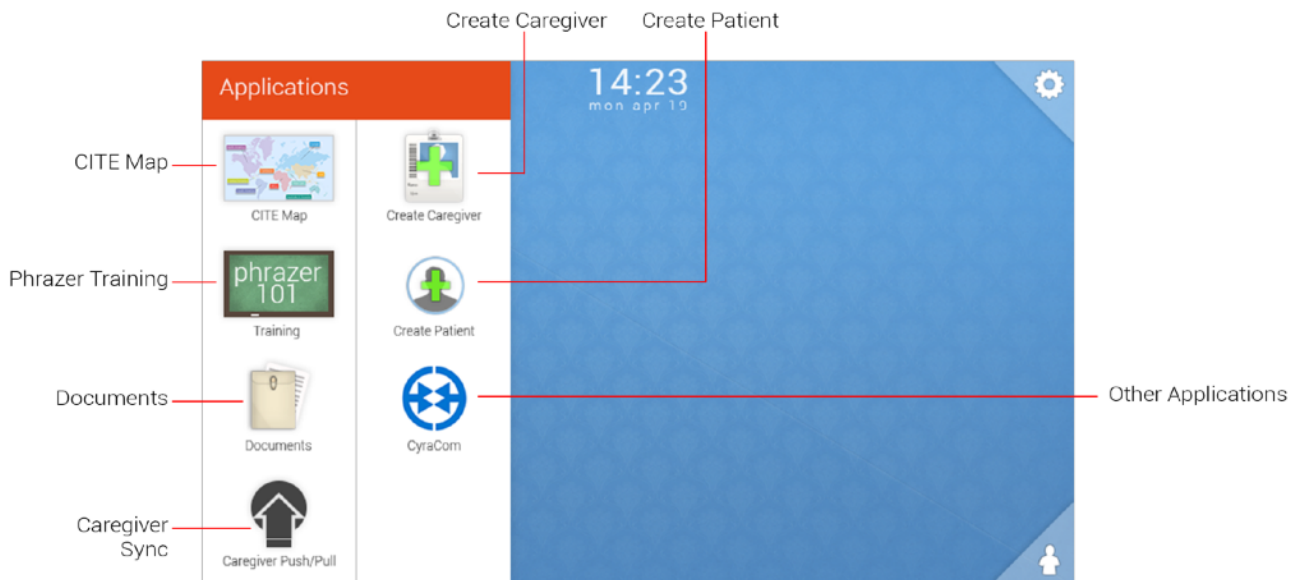
CITE Map - This is a map of the earth that allows patients to select their region, language and dialect through simple finger taps on the map graphic. It is a graphical, interactive way for determining or selecting a patient's native language.

Phrazer Training - This is an interactive video guide to assist caregivers in understanding Phrazer interfaces, best practices and uses. You must have a connected Bluetooth caregiver headphone to use.

Documents - Caregivers can access electronic documents or images that the caregiver chooses to store (e.g., the Phrazer User Guide) by touching this icon.

Caregiver Sync - Allows caregivers to interact with the Electronic Medical Record (EMR) system to push and pull patient information.

Create Caregiver - This icon allows for the creation of a new caregiver.

Create Patient - This icon allows for the creation of a new patient.

Other Applications - This menu can expand based on your deployment to include many things like an EMR connection, translation tools, media, or other tools that may be useful for the deployment.

△**Caution**　Do not push or pull patient information unless connected to a secured wireless network.

ⓘ**Note**　　If you are disconnected from your facility's secured wireless network, you may also securely transfer information over Phrazer's secure mobile network if this is activated.

3.9 Bluetooth Menu
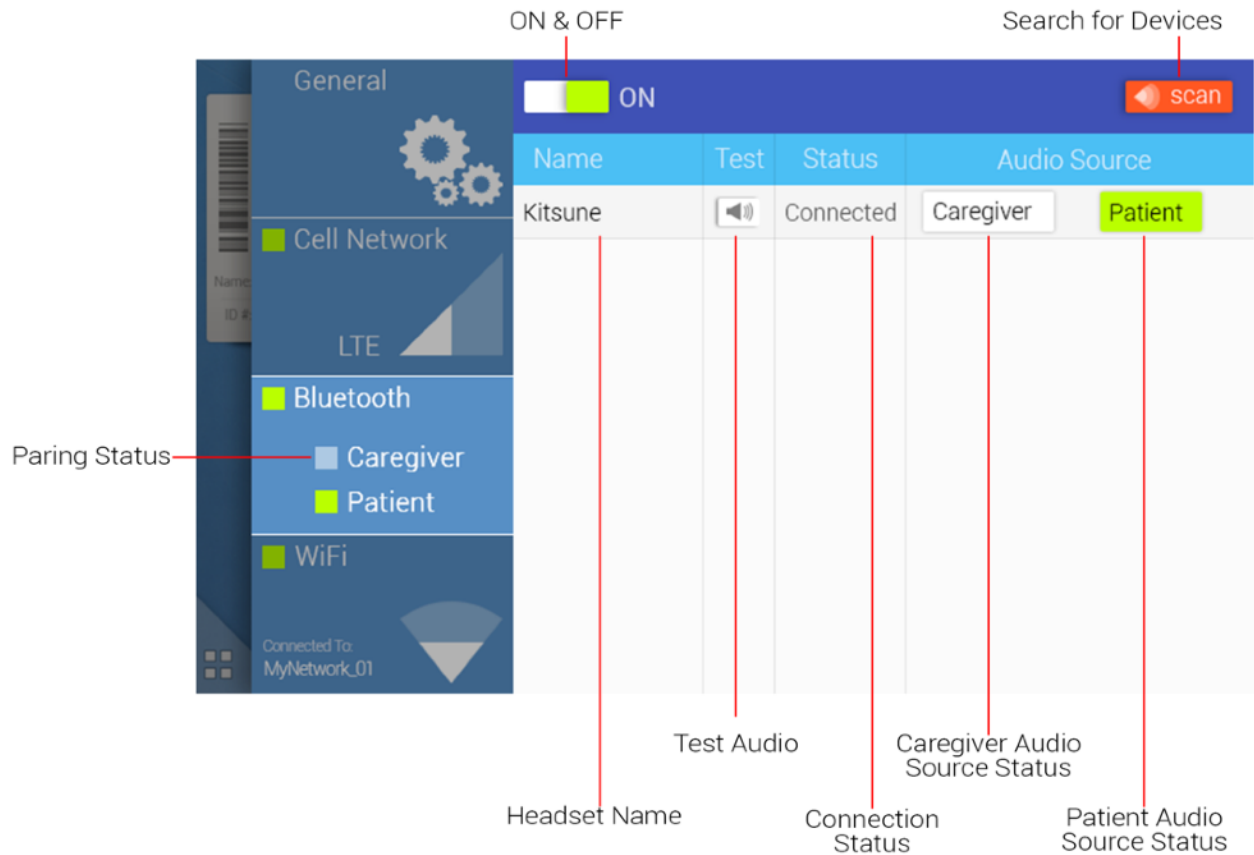
ON & OFF - This icon controls the Bluetooth status. It needs to be ON to connect an audio source.

Search for Devices - Pressing this icon will refresh the list of Bluetooth devices that are currently connected or are ready to pair and connect to a specific audio source.

Pairing Status - These icons, if green, allow you to see at a quick glance whether a headset is connected to either audio stream (patient or caregiver).

Headset Name - Identifies the headset (e.g., KITSUNE, BTH220, PLT_165).

Test Audio - Once selected, you will hear audio playing though the headset to verify it is connected to the correct audio source. To stop the test audio prematurely, back out of the Bluetooth settings.

Connection Status - This area shows the current state of the headsets that are in range of Phrazer (i.e., connected, disconnected or not paired). Only one patient and one caregiver headset can be connected.

Caregiver and Patient Source Status - These icons allow you to connect to the desired audio source.

3.10 Pairing and Connecting Bluetooth Headsets

ⓘ**Note**   Connecting Bluetooth headsets is a two-step process. The headset first needs to pair with the device then connect to an audio stream. Phrazer performs both processes when an audio source is selected and the headset is in pairing mode.

ⓘ**Note**   If using a pair of headsets already connected with Phrazer, i.e., they were never unpaired, Phrazer will automatically remember those headsets when powered on. Verify the connection by listening to test audio. In some cases, disconnecting and reconnecting headsets is required.

ⓘ**Note**   Pop-ups are used in Bluetooth settings to indicate when a headset had been connected or disconnected from an audio source.

To pair and connect new headsets:

ⓘ**Note**   When pairing and connecting a new set of headsets, it is recommended to first unpair all existing headsets before proceeding.

1. Select the blue "Settings Menu" tab in the top right corner of the caregiver home screen.

2. In the Settings Menu, select the "Bluetooth Connection" tab.

3. Ensure Phrazer's Bluetooth connection is "ON."

4. Get Kitsune into pairing mode.

    a. On Kitsune, slowly swipe the CMK once across the LED on the right ear cup to turn ON, you should see a blue light followed by a solid purple light.

    b. When you see the solid purple light, hold the button on the left ear cup while you slowly swipe the CMK across the LED again. LED should transition between red and blue when done correctly.

5. Get caregiver headset into pairing mode.

    a. For caregiver (earbud) headset: Toggle the on switch and hold the circular icon for five seconds until it flashes red and white.

6. On Phrazer, press "Scan" and wait for both devices to be found.

7. Press "Patient" to pair Kitsune headset (i.e. KITSUNE) with the patient stream.

8. Press "Caregiver" to pair the caregiver headset (i.e. PLT_M165) with the caregiver stream.

9. Select the Test icon to verify both headsets are properly connected.

To connect Kitsune that has been previously connected:

1. On Kitsune, slowly swipe the CMK once across the LED on the right ear cup to turn ON, you should see a blue light followed by a solid purple light.

2. When you see the solid purple light, slowly swipe the CMK across the LED again. LED should turn blue when connected to the patient audio stream.

To disconnect a headset from an audio source:

1. Tap the audio source name that is currently green or swipe the CMK over the LED on Kitsune to disconnect from an audio stream. LED will turn solid purple when disconnected.

2. To reconnect to the same audio source, tap the desired audio source name on Phrazer or swipe the CMK to re-connect to the stream Kitsune was previously connected to.

To switch audio streams

1. One Headset Connected:

    a. Tap the audio source name that is green to disconnect.

    b. Tap the desired audio source name to connect.

2. Multiple Headsets Connected:

ⓘ**Note**   There is no way to connect a headset to an occupied audio stream. If the desired stream is occupied by another headset, disconnect and un-pair other headset that is connected to the desired audio stream.

    a. Press and hold the occupying headset name in "Bluetooth Settings."

    b. On the pop-up screen, tap "OK" to disconnect and un-pair.

    c. Pair new headset using the steps outlined in the previous section above.

3.11 WiFi Menu
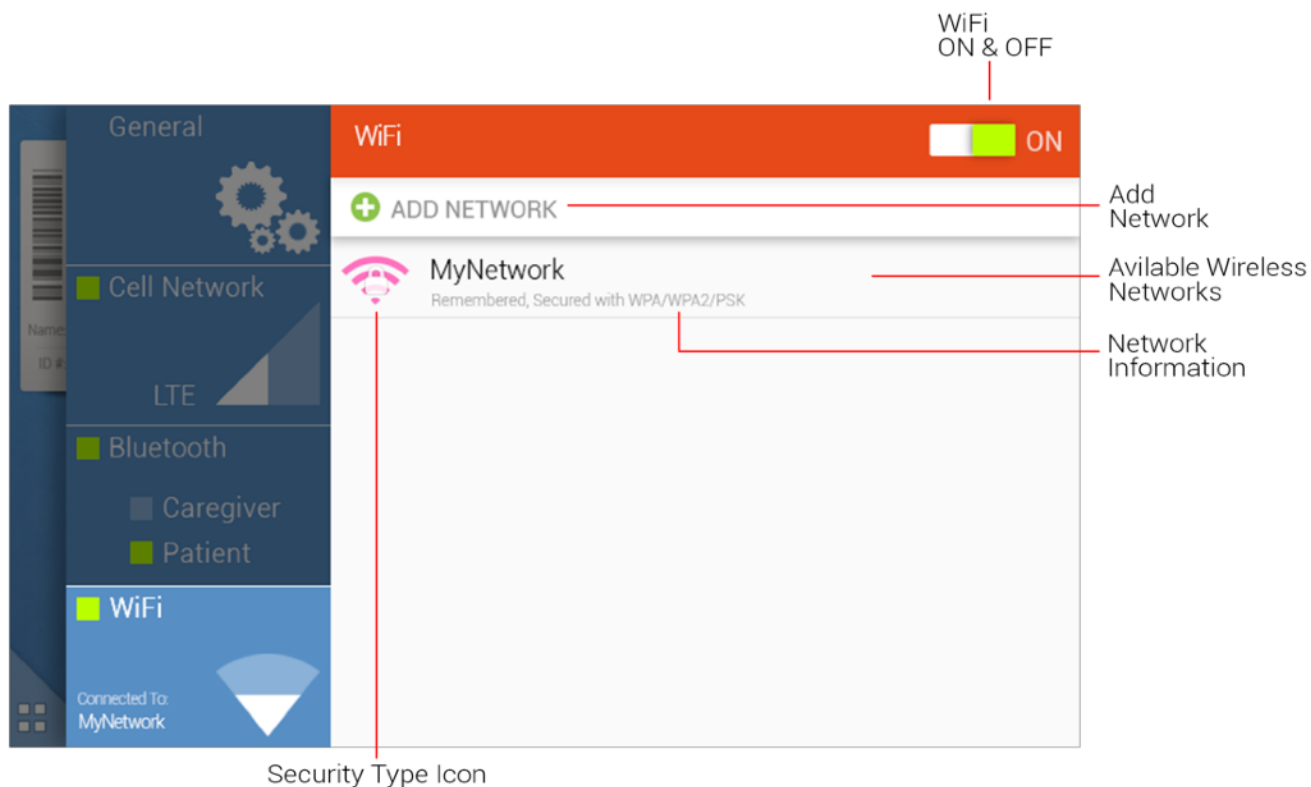
WiFi ON & OFF - This icon controls Phrazer's ability to connect to WiFi. WiFi needs to be ON in order to be able to connect to a secure network.

Network Information - Provides name, status, security, strength and speed of selected network.

Add Network - Allows you to add a network if it is not visible in the Available Wireless Networks.

Available Wireless Networks - This area shows all the available networks within range of Phrazer.

Security Type Icon - This icon shows if the wireless network has any security features or not.

3.12 Connecting to a WiFi Network

1. Press the WiFi Connection icon in the Settings Menu.

2. Ensure WiFi is "ON." If "ON" is not green, press the "ON" icon located on top of the WiFi Menu.

3. Select the desired network and enter password to connect.

ⓘ**Note**   If WiFi status is disconnected but Phrazer is in range of a network it has been previously connected to it may be necessary to refresh the WiFi by turning it off and on again.

3.13 Connectivity: Mobile Connection (3G, 4G LTE)

ⓘ**Note**   Connection should occur automatically if available.

3.14 Screen Brightness

In the Settings Menu, press and drag the top bar (screen brightness) left or right to achieve desired brightness level.

3.15 Patient and Caregiver Volume

In the Settings Menu, press and drag the patient or caregiver audio selectors left or right to achieve desired volume level.

3.16 Caregiver Timeout

If at any time in the caregiver user interfaces there is no activity for five minutes, the caregiver will be logged out in accordance with HIPAA regulations to ensure patient information is kept secure.

Chapter 4: Phrazer Operation

Steps Required Before Patient Interactions

Overview

This chapter contains procedures regarding the primary caregiver interface. This includes creating a patient, running protocols and QuickTaps for new and existing patients and reviewing past protocols. Phrazer uses protocols to gather accurate information in the most efficient way possible. Protocols are medical algorithms used for the purpose of discovering, diagnosing and treating medical concerns. On Phrazer, medical protocols are run primarily for the purpose of gathering a patient's personal information, medical history, symptoms, consent to treat or other critical information.

4.1 Creating a Patient

1. From the caregiver home screen, select the "Patients Menu" icon on the lower right side of the screen.
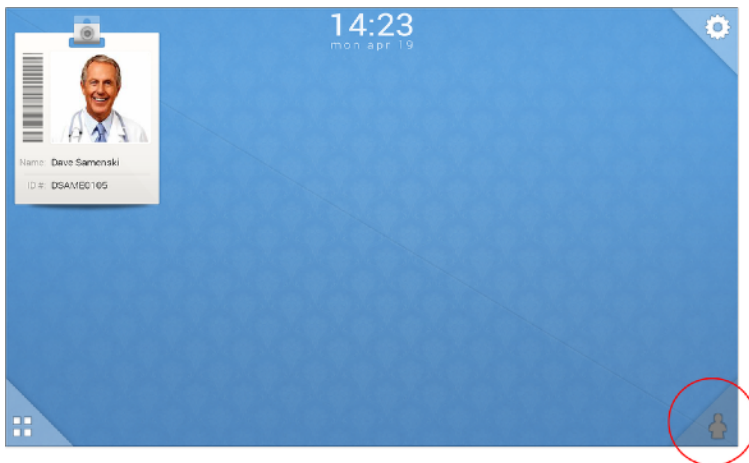
2. Select "Create New Patient."
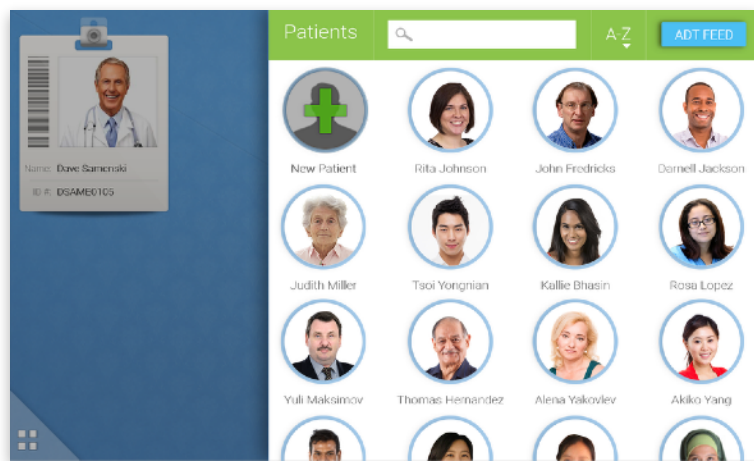
3. Select gender and language, then select one of the processes listed below:
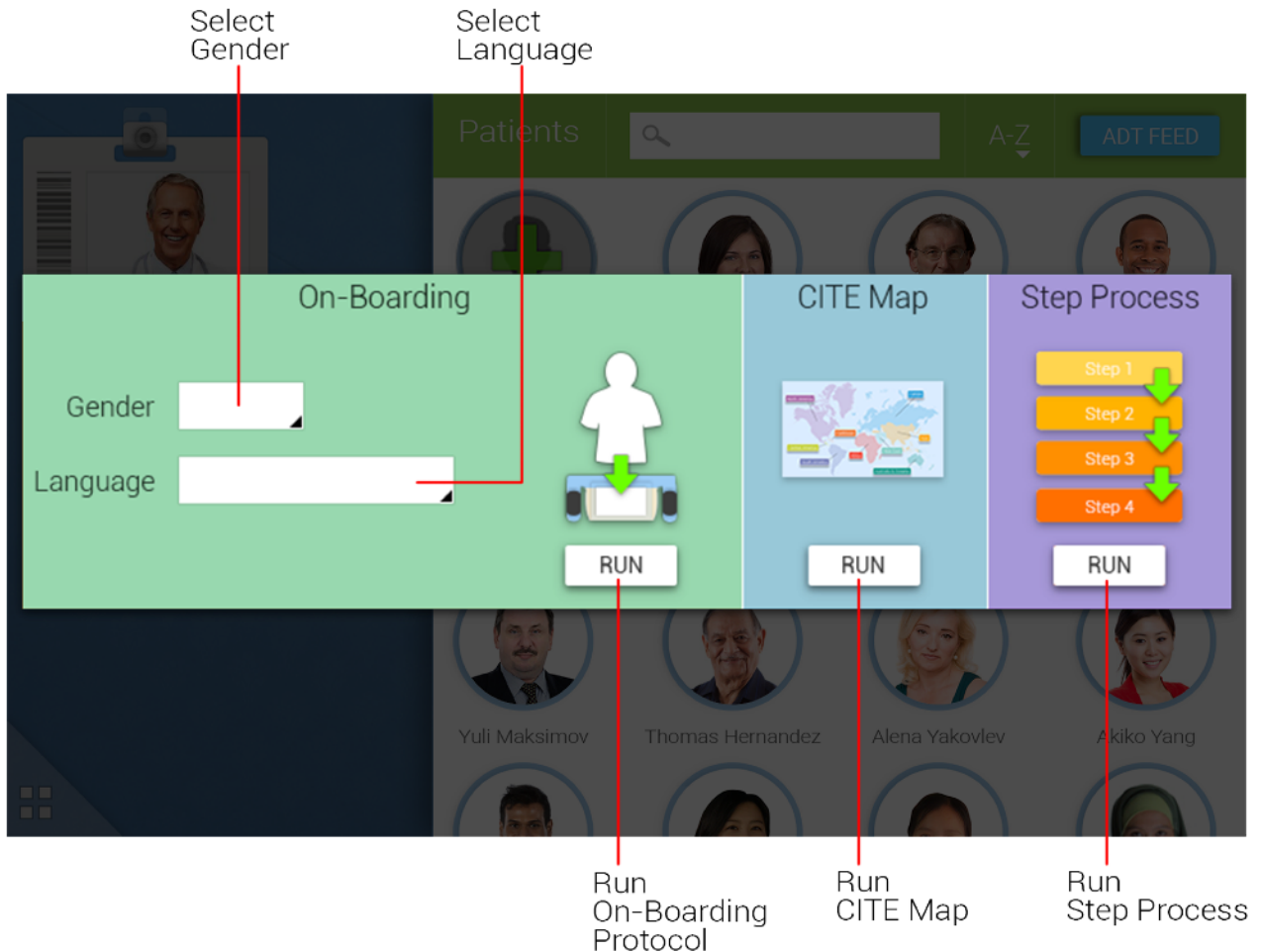

a. If "Run On-Boarding Protocol" is selected, allow the patient to complete the on-boarding protocol. After the patient is finished and the caregiver logs back in, the newly generated patient will be shown in the Patients Menu. Selecting that patient will allow the caregiver to access the patient's information or run additional protocols.

b. If "CITE Map" is selected, the patient will work through the language map to identify their native language. When the caregiver logs back in, a pop-up notifies the caregiver of the selected language and country and provides the opportunity to begin on-boarding the patient in their native language using the on-boarding protocol.

c. If "Step Process" is selected, allow the patient to input their information. When completed, press "Save Profile" if the patient has not already done so. The caregiver will be directed to the patient home screen to access information or to run additional protocols.

△**Caution**   Option "b" must be done with a caregiver present to ensure HIPAA compliance.

4.2 Pulling a Patient from the Electronic Medical Record (EMR)

1. Open the Patient Menu then view the available patients by selecting "ADT Feed".
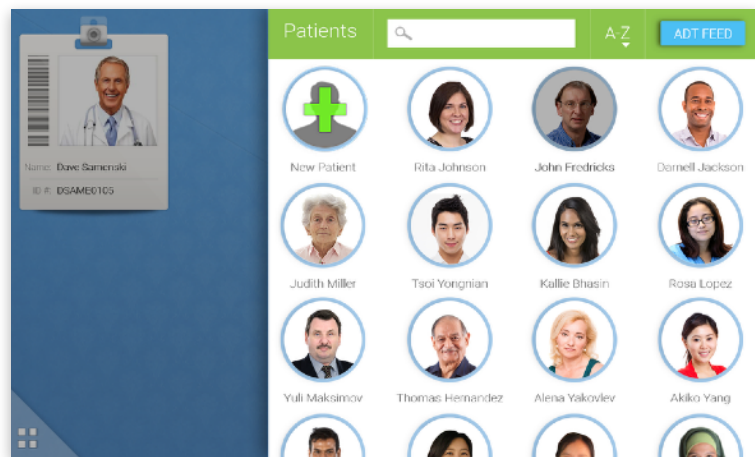
2. Find patient that needs to be pulled to Phrazer and select the box left of the name and then press "Pull".
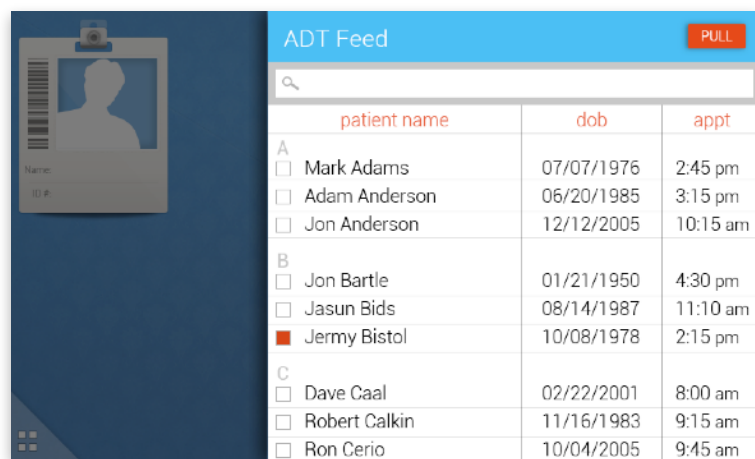
ⓘNote   It may be necessary to use the search function to locate a particular patient. You can search using the first letters of the name, first or last name or full name.

4.3 Selecting an Existing Patient

1. From the caregiver home screen, select the "Patients Menu" icon on the lower right side of the screen.
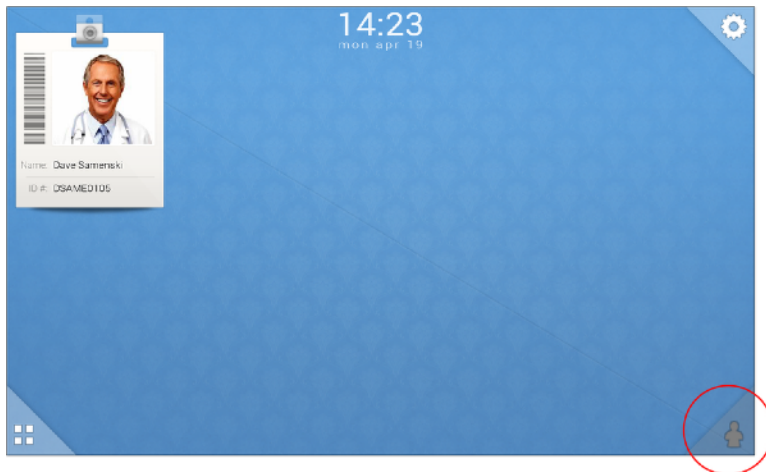
2. Select desired patient from the list.
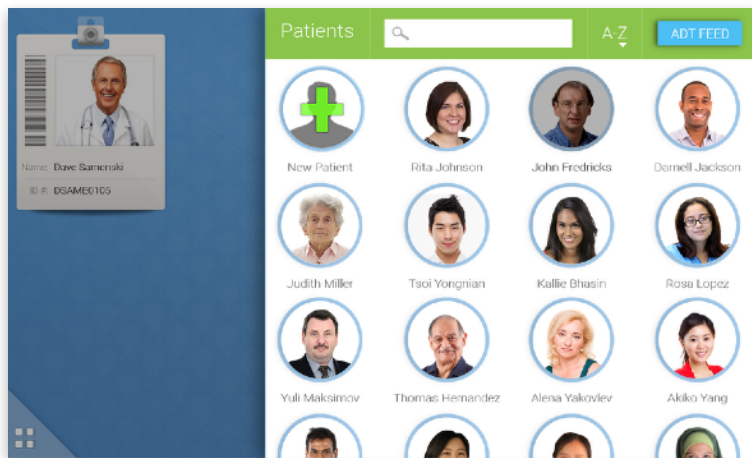
ⓘ**Note**   It may be necessary to use the search function to locate a particular patient. You can search using the first letters of the name, first or last name or full name.

4.4 Patient Home

Recent Protocols
(displays the 2 most recent protocols)

Patient Image   Information Bar

Run Protocol/QuickTap   Exit

Patient Settings

Most Recent Protocols

Patient Name   John Edward Doe
Patient DOB   7 July 1976

Patient Language   US English

Last visit   Last visit : 13:56 | 25 Jun 2014

0   0   DNR
alerts   allergy   code

Alerts   Code Status

Allergies

Select New Patient

Patient Information

Medications

Previous Protocols

Notes

Emergency Contact

Insurance information

Diagnoses

Number Of Protocols In Sequence

Protocol Title   Interactive body   3
Protocol Version   v 1.04

Protocol Date   12/12/2014

Protocol Information

Patient Settings - This allows the user to edit a patient's language, personal or insurance information.

Patient Image - This photo allows for patient identity verification; the image can be pressed and held to delete a patient.

Recent Protocols - The two most recent protocols are always displayed on the patient home screen.

Run Protocol or QuickTaps - This icon allows the user to select and play protocols or QuickTaps.

Select New Patient - Select this icon to view another patient's profile or to create a new patient.

Code Status - This displays relevant codes for the selected patient; tap icon to see the full list.

Allergies - This displays total number of patient allergies; tap icon to see the full list.

Alerts - This displays the number of alerts for the selected patient; tap icon to see the full list.

Last Visit - This displays the date and time of the most recent visit for the selected patient.

Information Bar - These seven icons provide quick access to important patient information.

> **Patient Information** - Tap this icon to display patient's information (e.g. name, gender, DOB).

> **Medications** - Tap this icon to display the current list of medications.

> **Previous Protocols** - Tap this icon to display all protocols that have been completed by the patient.

> **Notes** - Tap this icon to display notes on the selected patient.

> **Emergency Contact** - Tap this icon to display the current patient's emergency contact.

> **Insurance Information** - Tap this icon to view the patient's insurance information.

> **Diagnoses** - Tap this icon to display the patient's current and past diagnoses.

Number of Protocols in Sequence - The number of protocols completed for a single interaction is displayed in the top right corner of the protocol tile.

Protocol Title - The title is displayed in the Playlist Screen to show caregivers which protocols have been completed by the patient.

Protocol Version - This is the version number for the protocol that was completed.

Protocol Date - This displays the date the protocol was completed by the patient.

Protocol Information - This displays the protocols that were run together in a specific sequence.

4.5 Protocol Screen
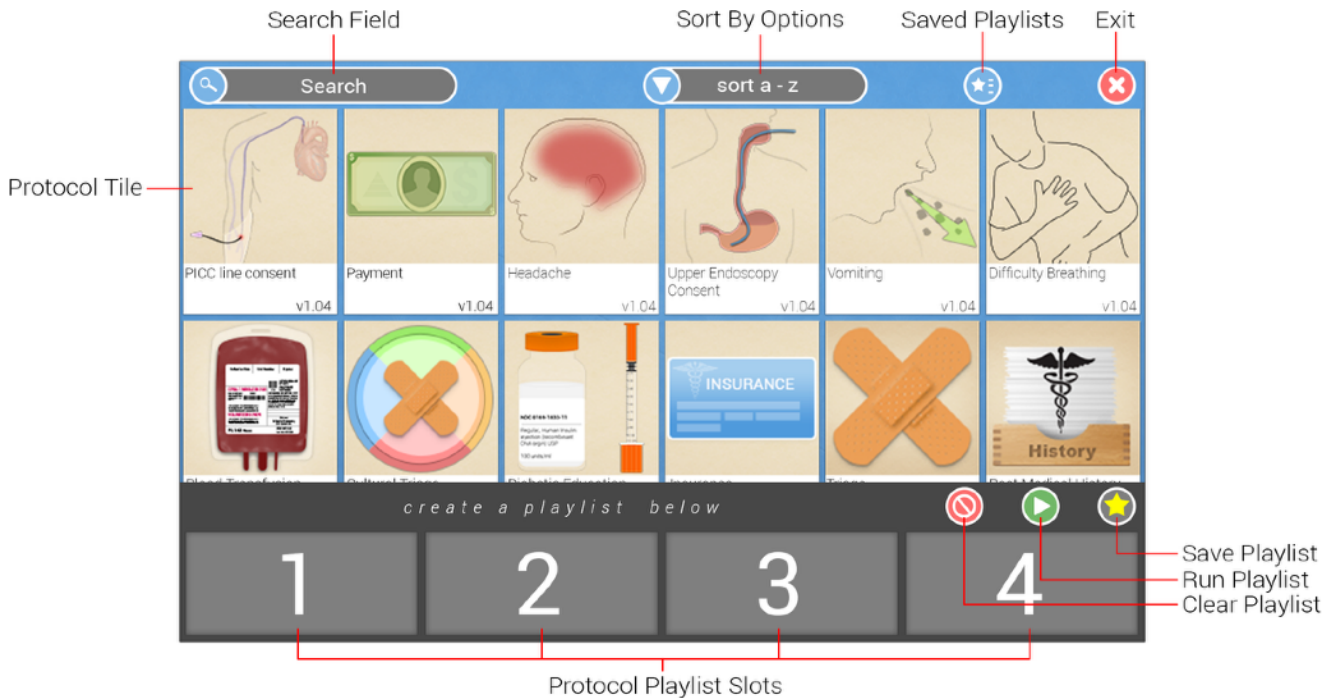
Protocol Tile - This representative icon displays the name of protocol, image and version number.

Search Field - This allows the user to search for letters or keywords to find available protocols.

Sort By Options - This allows the user to sort by protocol name from A-Z or Z-A.

Saved Playlist - When a series of protocols are saved as a playlist, it is displayed in this area.

Exit - The user can press this to leave the active patient profile and return to the caregiver home screen.

Save Playlist - Caregivers can save a series of protocols as a custom playlist. Enter the desired protocols in the Protocol Playlist Slots and press this icon to save as a custom protocol.

Run Playlist - This icon plays protocols in the Playlist Slots in the order displayed.

Clear Playlist - This icon clears all protocols from playlist.

Protocol Playlist Slots - This shows the order of the selected protocols that will play for the patient. Use this to create a multiple protocol interaction for the selected patient.

4.6 Running Protocols for a Patient

1. From the patient home screen, select the green "play" icon located in the upper right-hand corner of the screen. Choose the "Protocols" icon on the left of the drop down menu.

2. If you want to run a single protocol, press and hold the protocol icon until the green "play" icon pops up and select the "play" icon.

3. If you want to run multiple protocols, simply press and hold each desired protocol, one at a time, and select the number from the pop-up box to determine the playlist order. Four is the maximum number of protocols allowed in a playlist. When finished, press the green "play" icon in the bottom right-hand corner.

4. You can press the red "Clear" icon in the bottom right-hand corner of the screen to delete all protocols from the list.

4.7 Running QuickTaps for a Patient

1. From the patient home screen, select the green play icon located in the upper right-hand corner of the screen. Choose the "QuickTaps" icon on the right of the drop down menu.

2. If you want to run a single QuickTaps, press and hold the QuickTaps icon until the green "play" icon pops up and select the "play" icon.

3. If you want to run multiple QuickTaps, simply press and hold each desired QuickTaps one at a time and select the number from the pop-up box to determine the playlist order. Four is the maximum number of QuickTaps allowed in a playlist. When finished, press the green "play" icon in the bottom right-hand corner.

4. You can press the red "clear" icon in the bottom right-hand corner of the screen to delete all QuickTaps from the list.

4.8 Searching for Protocols by Typing and Sorting

Beginning from the protocol screen, use the search bar to locate specific protocols. You can also easily find protocols by using the sort function in the center top of the screen.

4.9 Saving Protocol Lists as Custom Protocols

If you find yourself using a specific set of protocols consistently, you can save that set as a custom protocol. To save it as a list, simply press, hold and select a number for each protocol until the desired protocol playlist is achieved and tap the yellow "save" star in the bottom right-hand corner. Name the list when prompted and select the yellow "Save" star again. You will now find the saved playlist in the saved playlists bank, denoted by the blue star icon in the upper right-hand corner of the protocol screen.

4.10 Reviewing Past Protocols

After the patient completes a protocol or set of protocols, they will be logged out of the system for HIPAA compliancy. After the caregiver logs back in, the text summary for the previous protocol(s) will automatically populate on the right side of the screen.

ⓘ**Note**   A single protocol is denoted by a "1" on the protocol tile's blue tag, whereas multiple protocols have "2," "3" or "4" on the blue tag.

If protocols have been previously run, a populated list appears on the patient home screen titled, "Most Recent Protocols."

Tap the protocol image to view the summary text for a single protocol or select the image of the multiple protocol set to view the various protocols within.

4.11 Patient Summary

Patient Information - This area displays the name, DOB, language, patient photo and other information for the patient.

Protocol History - This shows which protocol is selected if multiple protocols were performed.

Protocol Summary Text - This shows a list of the questions provided to the patient and responses.

Edit - This allows you to modify answers once the protocol is completed. You do need signatures from the patient and provider to modify.

Print - This allows you to print patient summaries.

Upload - This allows you to transfer a patient's information in multiple ways. Depending on how your deployment is set up it can be to tied to the EMR or other desired method.

Resume - This allows you to resume the protocol where the patient left off if the device timed out or if interrupted for any reason.

Add Protocol - This allows you to insert a new protocol into the existing patient interactions or start an additional protocol for the selected patient.
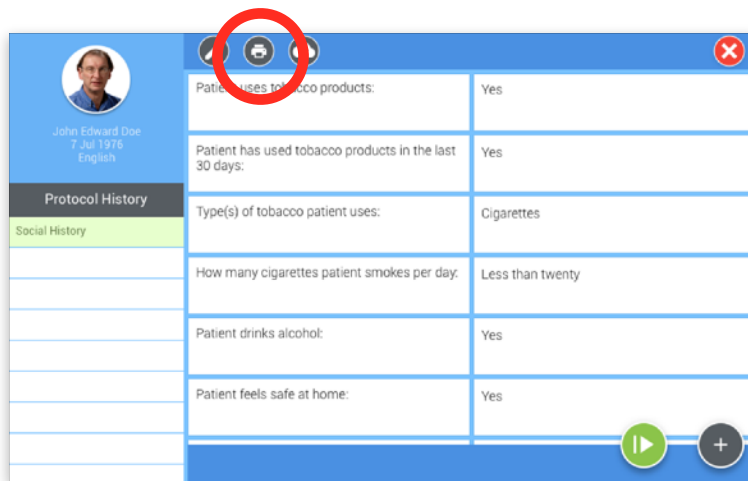
ⓘ**Note**   There is no summary text for QuickTaps.

4.12 Notes

From patient home screen, select the "Notes" icon located on the Information Bar. When selected, all notes within this patient profile are displayed.

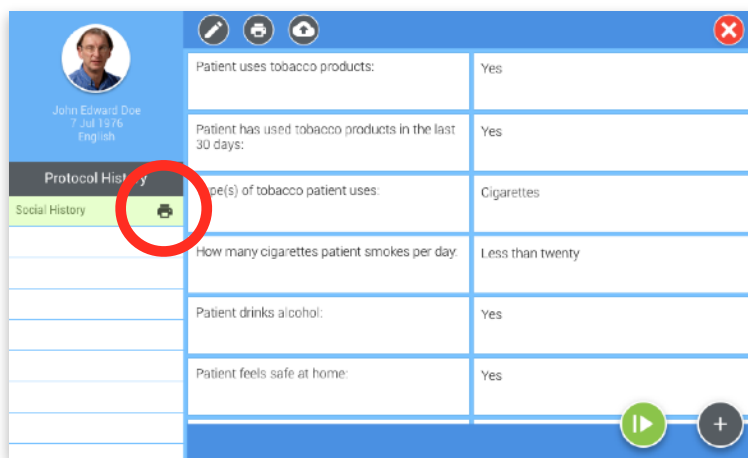**4.13 Printing Patient Summaries**

From the patient home screen select the protocol you want to print, review the summary to ensure it's the correct protocol then select the upload icon. Phrazer will then either automatically print to the designated printer or you will be prompted with a print review pop-up.

When successfully printed you will see a small printer icon next to the protocol summary that was sent to the printer.
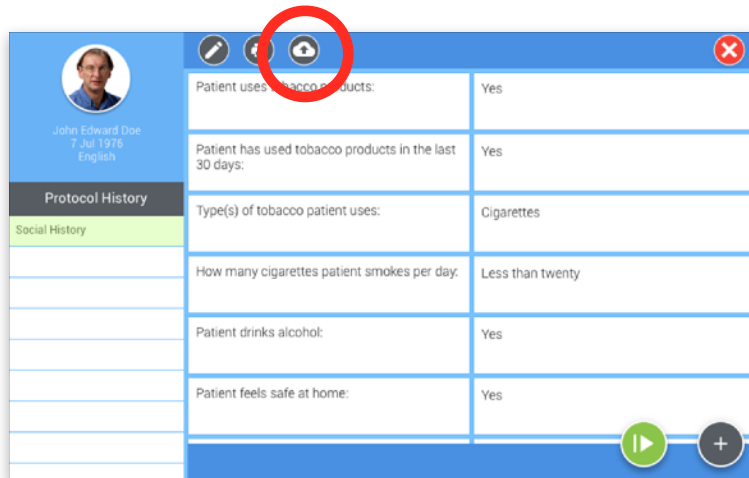
ⓘ**Note**   Phrazer will only print to printers that have been set up by the Implementation Team.

ⓘ**Note**   Phrazer only prints one protocol summary at a time.

4.13 Pushing Patient Information to the EMR

From the patient home screen select the protocol you want to push to the EMR, review the summary to ensure it's the correct protocol then select the upload icon. Phrazer will then begin transmission and you will see an icon next to the protocol summary that the information was successfully pushed.

Chapter 5: Working with a Patient

Transitioning Phrazer

Overview

This chapter serves as a guide to the caregiver, including Phrazer introduction to a patient, LED feedback, caregiver audio, timeout function and the return of Phrazer to the caregiver.

Procedures

5.1 Patients Eligible for Phrazer

The caregiver is responsible for assessing the appropriateness of using Phrazer with a patient. Phrazer should not be used with patients who are disoriented, have significantly limited vision or hearing (except for those who communicate using Sign Language), who do not accept Phrazer, who are experiencing mental challenges or physical limitations, or those needing immediate assistance. Phrazer is not recommended for use with children under the age of 12 without full consent from their parent or legal guardian.

5.2 Introducing Phrazer to a Patient

Phrazer is a new and powerful way to gather valid, accurate and efficient information from patients. The first and most critical step in this process is proper introduction of Phrazer to a patient. Phrazer's physical shape is designed to elicit trust and connection with the caregiver by handing the device to the patient one side at a time.

Prior to transitioning Phrazer to Patient:

1. Ensure that it is properly cleaned in accordance with facility and Phrazer standards (See section 6.1).

2. Confirm that the patient is a proper candidate for Phrazer (See section 5.1 above).

3. Verify the language of the patient or select the appropriate language by using the Interactive Language Map.

4. Give patient headphones and make sure they are being worn correctly.

To properly transition Phrazer to Patient:

1. Place the handles into hand-hold mode (parallel to the main body of the device).

2. Facing the touch display, grasp one handle and present Phrazer for the patient to grasp the other handle.

3. Once the patient has grasped the other handle, initiate the engagement protocol and gently push the other handle toward the patient for them to grasp.

4. Ensure patient is engaged, comfortable, underway and in private before stepping away.

If the patient's language is not known, please refer to the section 5.4 "Discovering Patient Language via Interactive Language Map" below.

5.3 Caregiver Audio

During an interaction, the patient answers questions and enters symptoms, pains, complaints or other reasons for their visit. The caregiver audio gives medically-relevant, summarized patient answers (i.e. patient has indicated pain or concern on or near left anterior upper chest) heard in real-time through the caregiver headphone when paired and connected to caregiver audio. To see how to pair caregiver headphone, see section 3.10.

5.4 Discovering Patient Language via Interactive Language Map

If unable to assess the patient's native language or if assistance selecting their specific region for cultural cues is required, use the Interactive Language Map feature to discover their home region, language and dialect. The Interactive Language Map is accessible in the Tools Menu of the caregiver home screen and when creating a new patient in the on-boarding process.

1. Press the "Interactive Language Map" icon. A world map dissected into twelve regions is displayed.

2. Select the region of the world that the patient originated from by pressing on the title of the region.

3. For this example, select Africa from the first level of regions displayed by pressing the "Africa" icon.

4. Select the subregion.
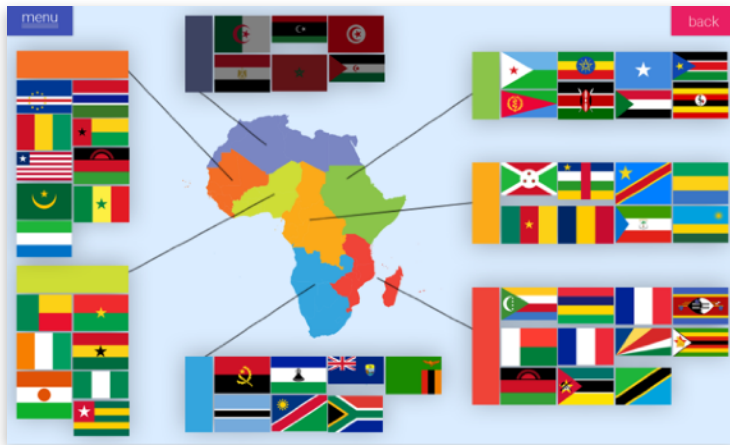
Following region selection, some areas will lead to a subregion selection, and in this example, tapping "Northern Africa" will bring up the following map. The countries that make up the region are indicated by the country's flag and an icon that represents a specific part of the country's culture or regional characteristics.

ⓘ**Note**   For this example, the patient is Egyptian.

5. In the preceding example for the Egyptian patient, tap Egypt's icon and flag.

   The next interface is displayed consisting of Egypt's top ten indigenous languages written in English and in the native languages.

ⓘ**Note**   For this example, the cultural icon for Egypt is the Great Pyramid of Giza due to its iconic representation within Egypt's ancient history.

The country's flag and geographic shape are represented next to the cultural icon providing three identifiable images related to the selected country.

6. Select ⬛ to display (in English) the top ten indigenous spoken languages in Egypt.

7. Select ⬛ to display (in the native language) the top ten indigenous spoken languages in Egypt.

   This will assist the patient with their native language selection.

8. Select ![E+N icon] to display (in both English and the native language) the top ten indigenous spoken languages in Egypt.

This will assist the patient with their native language selection and provide selection translation for the caregiver so that both may agree upon the selected language of communication.

Following language selection and verification the caregiver will log in and be presented with a summary of the language and country selected in a pop-up. Caregivers can review and then begin on-boarding the patient, where an on-screen caregiver will speak in the patient's native language.
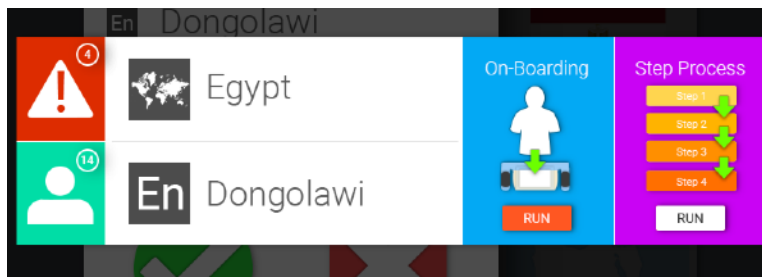
5.5 Timeout Function

If, at any time during a patient interaction there is no activity for five minutes, a video informs the patient that if they do not interact with Phrazer they will be locked out of this interaction and a caregiver will have to initiate the interaction again. If the patient continues not to interact, the patient is locked out after 60 seconds of no activity.

5.6 Returning to the Caregiver User Interface

If a patient with an incorrect protocol was initiated, press Phrazer "Caregiver" icon in the bottom right corner twice. This will return Phrazer to the first facility login in the caregiver user interface.

Chapter 6: Maintaining Phrazer

Upkeep and Care

Overview

Phrazer's durable construction will provide you with many years of service. However, to ensure Phrazer performs as stated, precautions must be taken for maintenance and care. This chapter contains instructions and information regarding Phrazer's maintenance. This includes cleaning, charging, swapping batteries and application management.

Procedures

6.1 Cleaning

Before giving Phrazer to a patient, throughly wipe the exterior with an alcohol moistened, non-abrasive cloth. It is recommended that caregivers and patients with an illness that can be easily spread through body fluids use surgical gloves while interacting with Phrazer to reduce the chance of disease transmission. After each use, Phrazer should be wiped down throughly with an approved cleaning product and allowed to dry before the next use.

◆**WARNING**   Use with patients only while someone at the facility can be engaged with them.

△**Caution**   General use of diluted bleach, isopropyl, ethanol and soap and water are approved cleaning solvents. Stronger solvents, such as acetone should not be used to clean Phrazer. If you have questions regarding approved cleaning products, contact Customer Support.

△**Caution**   Do not submerge or pour liquids onto Phrazer.

ⓘ**Note**   Ensure Phrazer handles and touch display surfaces are clean before any patient or caregiver interactions.

6.2 Charging

1. Locate properly grounded AC power supply outlet.

2. Connect one end of AC power cord to AC adapter, and other end to power outlet.

3. Connect DC power cable from AC adapter to charge port on bottom of Phrazer.

6.3 Swapping Batteries

ⓘ**Note**   It is easiest to replace handle batteries when Phrazer is placed display down and handles up in the air.

1. Place magnet on inside of handle until you hear a "click."

2. Remove battery pack by first pushing up to release the lock blade then pulling on the lower blue portion of handle.

3. To insert battery, slide fully charged battery upward into handle housing until lock engages.

ⓘ**Note**   Ensure index on battery is pointed towards the body of Phrazer. If index is pointed away from the body of Phrazer the battery will not engage.

4. Verify it has engaged by lightly pulling on blue portion of handle.

6.4 Updating an Existing Application

ⓘ**Note**   Updating Phrazer is an automatic process.

ⓘ**Note**   Phrazer checks for new updates at the facility established update time. If an update is available, a reminder will pop up on the caregiver screen 10 minutes before an update happens.

1. Plug Phrazer into a reliable power source.

2. Connect to a secure WiFi network.

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Chapter 7: Safety, Regulatory and Legal

Approvals and Coverage

Overview

Phrazer is a tool used by caregivers to better understand their patients. As with any tool, those active participants are subject to exposure, regulations and legality. Phrazer is designed with that in mind, providing safe operation, adhering to U.S. Food and Drug Administration (FDA) guidelines and featuring characteristics that reduce the likelihood of litigation, the spread of disease, and improve patient satisfaction. This chapter defines safety, regulatory and legal matters that have been taken into consideration with the design of Phrazer. This includes information about alerts and warnings, customer support, replacing parts or devices, patent notices, copyright and trademark notices, servicing, third party devices and certifications (domestic and international).

7.1 Alerts and Warnings

See Section 1.1 for pertinent alerts and warnings.

7.2 Customer Support

Details of Phrazer support are outlined in the Master Services Agreement that is part of Phrazer purchase agreement.

<u>On Phrazer</u>

When logged into Phrazer, several built-in help features are available to the caregiver to help them through the processes.

For on-device training, press the "Phrazer 101 - Training" icon located in the Tools Menu in the lower left-hand corner on the caregiver home screen.

For access to a searchable and up-to-date version of this User Guide, press the "Documents" icon.

<u>Phone</u>

GeaCom, Inc. provides Phrazer Customer Support 24/7 at 1 (855) 5GEACOM.

<u>Online</u>

Online Phrazer Customer Support is available through the website at <u>www.myphazer.com/support</u> and includes extensive FAQs, the trouble ticket system and updates to this User Guide.

<u>E-Mail</u>

E-mail support is available at <u>support@geacom.net</u>.

7.3 Warranty

GeaCom, Inc. warrants Phrazer against faulty materials or manufacturing defects for the term of three years, provided that Phrazer is used in accordance with the procedures set forth in the Instructions for Use, in a Class A COMMERCIAL environment. If a Phrazer is determined to be defective, GeaCom, Inc. will replace the Device, at its option, at no charge. GeaCom, Inc.'s TOTAL liability shall be limited to the: (1) replacement of Device or (2) credit for the original order cost of Device found to be defective.

This standard warranty does not cover damage due to acts of nature, accident, misuse, abuse, negligence, use outside operational specifications, modification of or to any part of the Device. This warranty does not cover damage due to improper operation or maintenance or attempted repair.

Repair or replacement as provided under this warranty is the exclusive remedy of the customer. GeaCom, Inc. shall not be liable for any incidental or consequential damages for breach of any express or implied warranty on the Device. Except to the extent prohibited by applicable law, any implied warranty use or fitness for a particular purpose on this Device is limited in time to the duration of this warranty.

This warranty is applicable only if Phrazer is purchased directly or from an authorized distributor.

This warranty is invalid if the factory-applied serial number has been altered or removed from the Device.

7.4 Third Party Devices

Phrazer is capable of connecting with and gathering data from a variety of third party devices that support Bluetooth, WiFi, GSM and other wireless communication standards as well as a USB physical plug interaction. Devices such as remote blood pressure cuffs, Pulse Oximeters, digital Bluetooth-enabled scales, remote ultrasound, remote thermometers, remote pill counters and others can be connected with Phrazer and utilized with patient interactions.

For a list of supported wireless enabled third party sensors and devices, please refer to the website or contact your representative. GeaCom, Inc. is interested in your requests for specific products that are not currently listed. GeaCom, Inc. will strive to enable the product on Phrazer provided it meets our criteria for a quality, medically robust system.

For plug and play physical connections, Phrazer has a 5V-enabled molex USB plug located in the bottom left handle battery cavity. As with wireless interfaces, GeaCom, Inc. has a list of enabled products available on the website. To request additional products, contact GeaCom, Inc. or your representative.

7.5 U.S. Federal Communication Commission (FCC) Compliance

This Device complies with part 15 of FCC rules. Operation is subject to the following two conditions: (1) This Device may not cause harmful interference, and (2) this Device must accept any interference received, including interference that causes undesired operation.

NOTE: This Device has been tested and found to comply with the limits for a Class A digital Device, pursuant to part 15 of FCC rules. This Device generates, uses and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

Phrazer Superior

Model No. SUP-U4ARF1

FCC-ID: 2AB95-SUP-U4ARF1

Responsible party contact:

Grant Sims

GeaCom, Inc.

Suite 700

394 South Lake Avenue

Duluth, MN 55802

(218) 740-4700

Registered radio modules in this device may include one of the following:

Telit Model DE910-DUAL
FCC-ID: RI7DE910-DUAL

Qualcomm Gobi 2417C-MC8355
FCC-ID: N7NMC8355

TURN ON PHRAZER

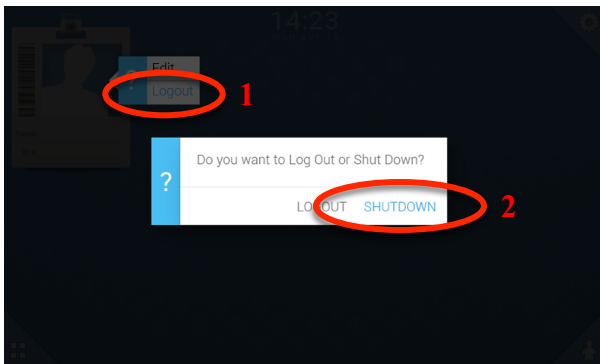**Step 1: Position the Crypto-Magnetic Key to the back (left side) of Phrazer**
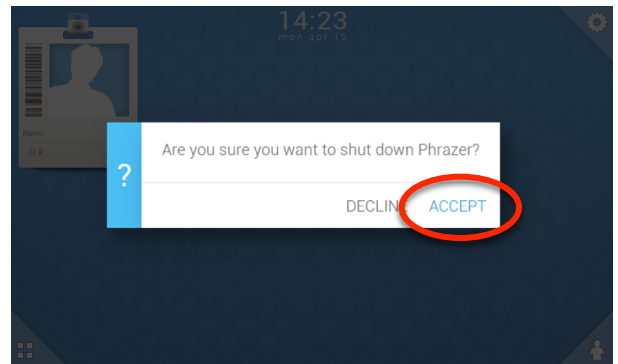
Step 2: Swipe the Crypto-Magnetic Key

TURN OFF PHRAZER

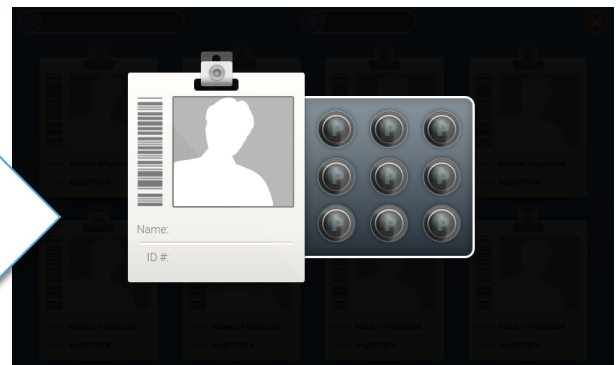**Step 1: Tap the caregiver image, select "Logout", and select "Shutdown"**

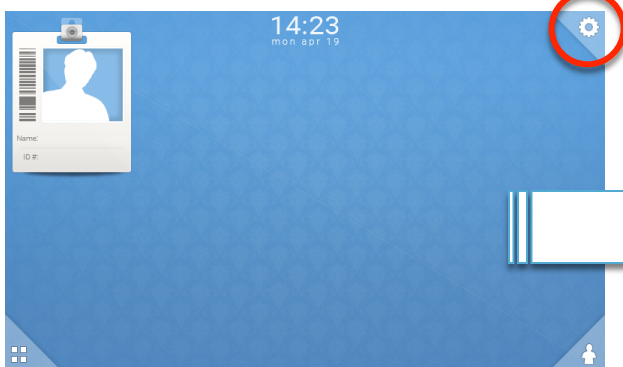**Step 2: Tap "Accept" then "OK" and wait for Phrazer to shutdown**

HOW TO PAIR/CONNECT KITSUNE

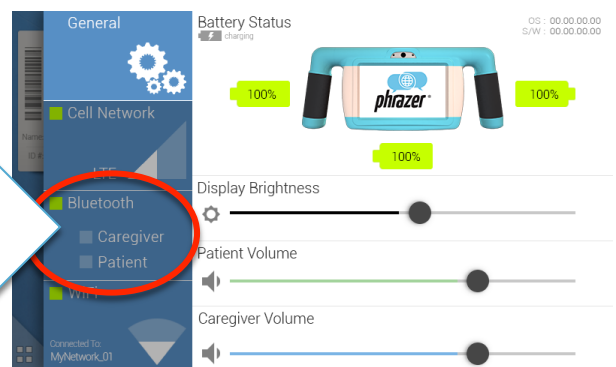**Step 1: Facility Login**

Step 2: Staff Login

Step 3: Select Settings Tab

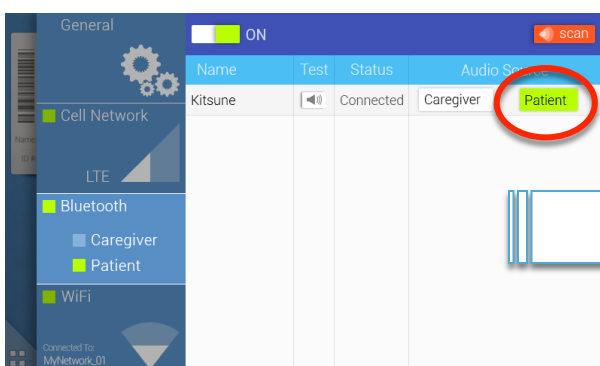**Step 4: Select Bluetooth**

Step 5: Turn on Kitsune (swipe CMK across the right LED, wait for the purple LED)
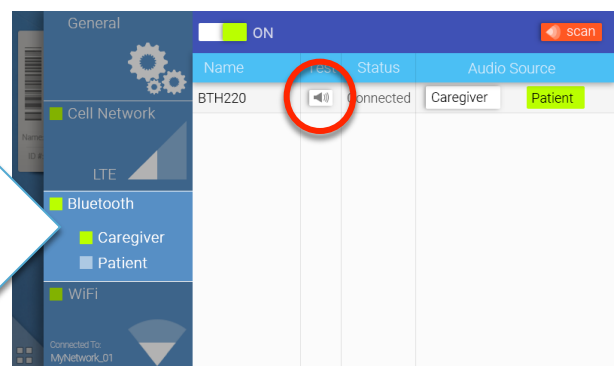

Step 6: Connect Kitsune (swipe CMK across the right LED, wait for the blue LED)
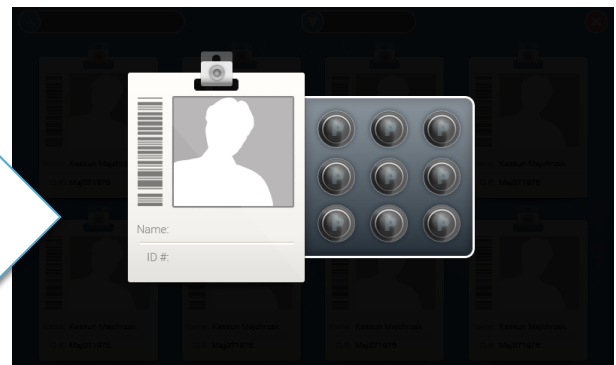

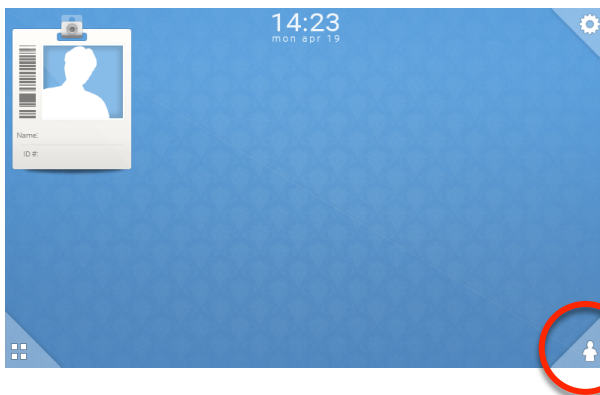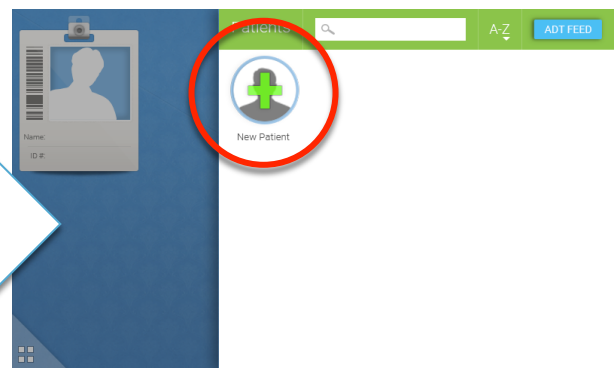**Step 7: Verify "Patient" is green**

Step 8: Test the connection

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HOW TO ON-BOARD A PATIENT

Step 1: Facility Login

Step 2: Caregiver Login

Name:

ID #:

Step 3: Select Patient Tab

14:23
mon apr 19

Name:

ID #:

Step 4: Create New Patient

Patients

A-Z

ADT FEED

New Patient

Name:

ID #:

Step 5: Select Step Process

14:23
mon apr 19

On-Boarding

CITE Map

Step Process

Gender

Language

Step 1
Step 2
Step 3
Step 4

RUN

RUN

RUN
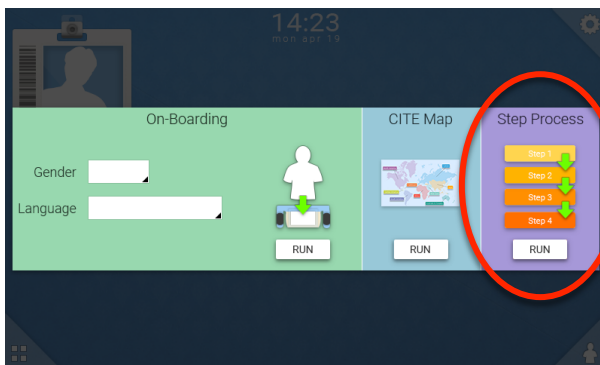
Step 6: Enter Information

First Name

Last Name

Date of Birth

Gender

Patient Medical Record #

Preferred Language

STEP 1   Information

Step 7: Confirm Entered Information

Personal Information

FIRST NAME:

LAST NAME:

DATE OF BIRTH:

GENDER:

MEDICAL RECORD NUMBER:

PREFERRED LANGUAGE:

STEP 1 Personal Information

STEP 2 Information Review

Step 8: On-boarding Complete

Patients

A-Z

ADT FEED

New Patient

John Doe

Name:

ID #:
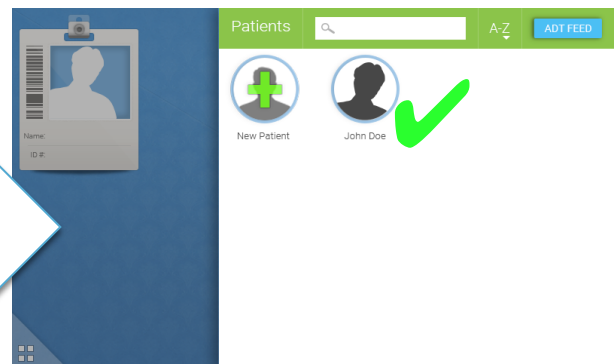
SELECTING A SCHEDULED PATIENT

Step 1: Facility Login
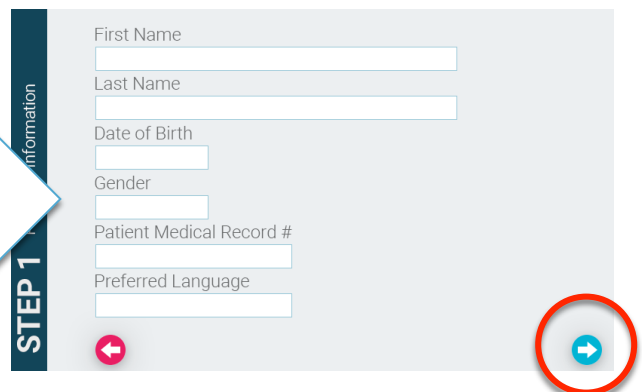
Step 2: Caregiver Login
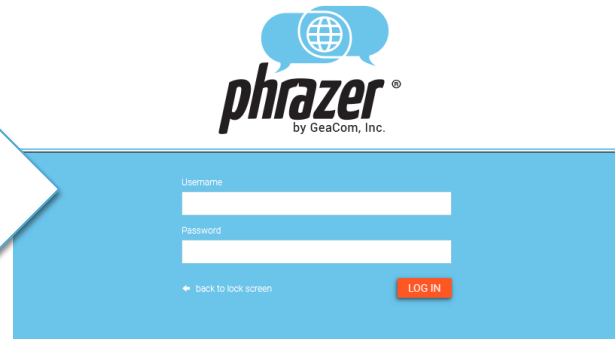
Step 3: Select Patient Tab
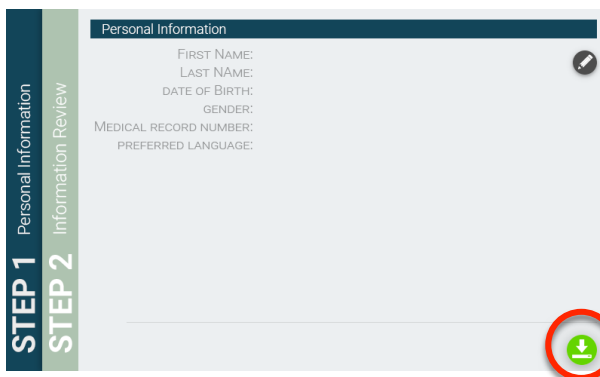
Step 4: Pull New Patient with ADT
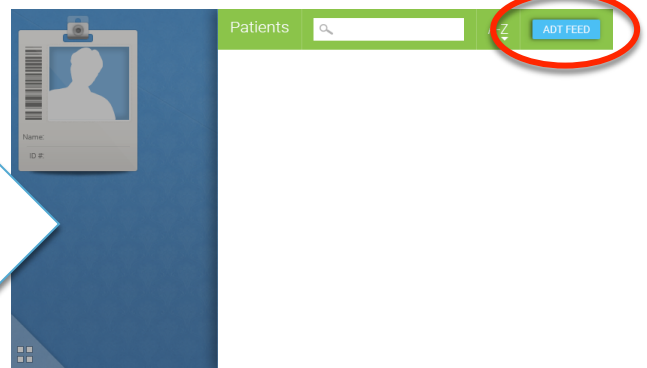
Step 5: Select Patient to Pull
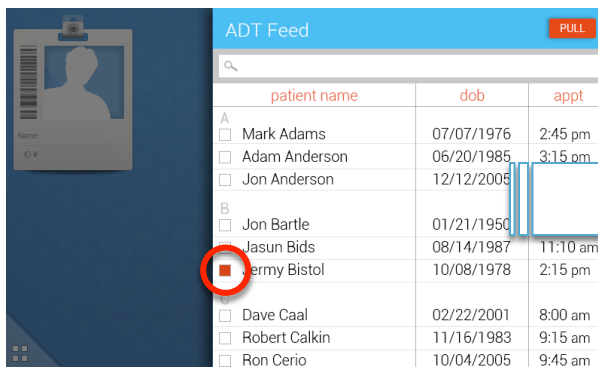
Step 6: Pull Patient

Step 7: Verify Patient Populated
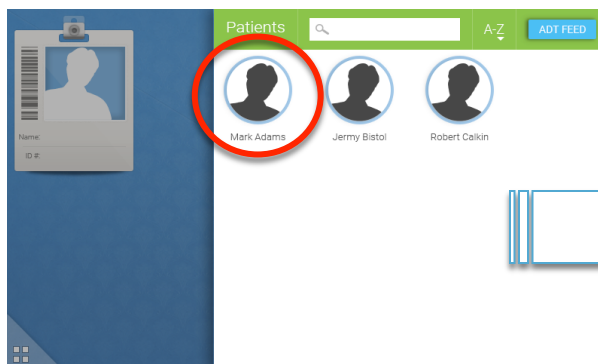
Step 8: Select Patient to Begin
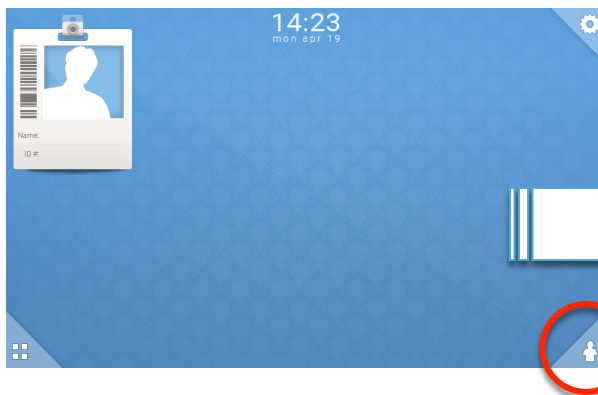
HOW TO RUN A PROTOCOL
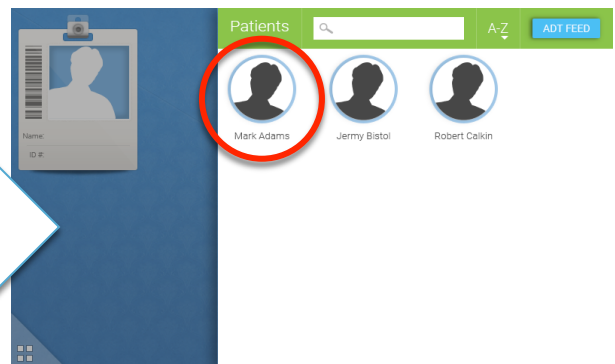
Step 1: Facility Login

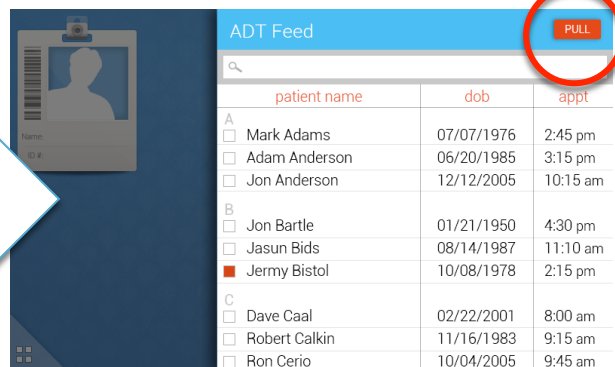## Step 2: Caregiver Login

Step 3: Select Patient Tab
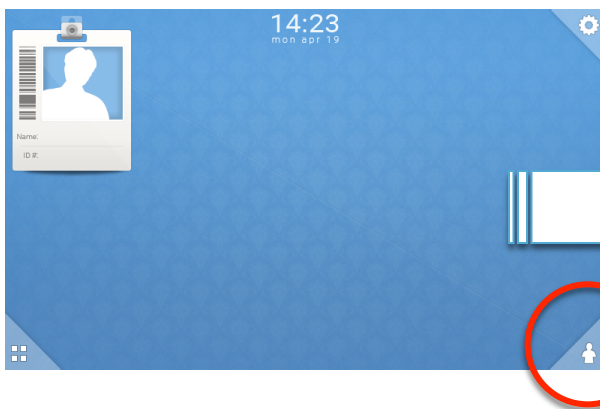
Step 4: Select a Patient
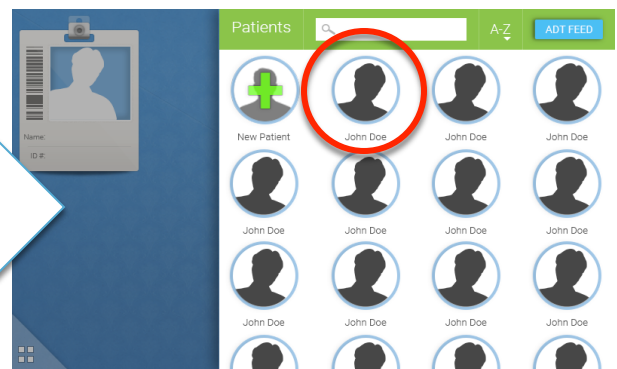
Step 5: Tap the Play Button

Step 6: Select Protocols

Step 7: Tap/HOLD to Run Protocol

Step 8: Tap Play and Hand to Patient

HOW TO DELETE ALL PATIENTS

Step 1: Facility Login

Step 2: Caregiver Login

Username

Password

← back to lock screen   LOG IN

Step 3: Select Tools Menu

14:23
mon apr 19

Name:
ID #:

Step 4: Delete All Patients

Applications

14:23
mon apr 19

CITE Map   Create Caregiver

phrazer
101
Training

Documents

Delete All Patients?

?   DECLINE   ACCEPT

Delete All Patients

2

Caregiver Push/Pull

1

HOW TO RE-PRINT A SUMMARY

Step 1: Facility Login

Step 2: Caregiver Login

Username

Password

← back to lock screen   LOG IN

Step 3: Select Patient

Patients   A-Z   ADT FEED

Name:
ID #:

Mark Adams   Jermy Bistol   Robert Calkin

Step 4: Open Protocol Summary

Most Recent Protocols

John Edward Doe
7 July 1976

Last visit : 13:56 | 25 Jun 2014

0   0   DNR
alerts allergy code

Step 3: Select/View Summary

John Edward Doe
7 Jul 1976
English

Protocol History

Burnaby Part I - Patient Experience

Type of procedure patient had today:	Gastroscopy
When this procedure was scheduled, patient had an appointment with:	Doctor who will perform procedure
Procedure was scheduled soon after patient was seen in the clinic:	Yes
Patient was given a choice of dates, during which the procedure would be done:	Yes
Patient received a handout, or booklet, explaining the procedure:	Yes
Handout/booklet explained the procedure clearly:	Yes
Nurse or doctor discussed what the procedure would involve:	Yes

Step 4: Print Summary

John Edward Doe
7 Jul 1976
English

Protocol History

Burnaby Part I - Patient Experience

Type of procedure patient had today:	Gastroscopy
When this procedure was scheduled, patient had an appointment with:	Doctor who will perform procedure
Procedure was scheduled soon after patient was seen in the clinic:	Yes
Patient was given a choice of dates, during which the procedure would be done:	Yes
Patient received a handout, or booklet, explaining the procedure:	Yes
Handout/booklet explained the procedure clearly:	Yes
Nurse or doctor discussed what the procedure would involve:	Yes

Step 5: Wait for Print to Complete

by GeaCom, Inc.
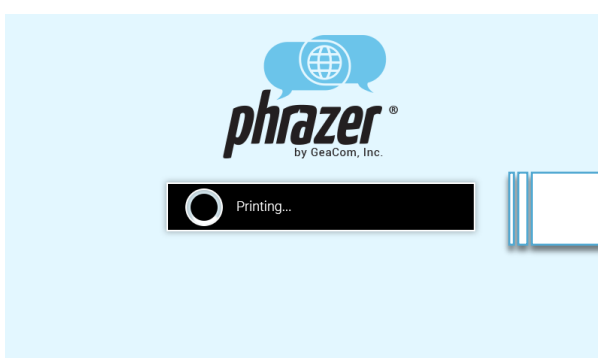
◯ Printing...

Step 6: Printed Pages Confirmation

John Edward Doe
7 Jul 1976
English

Protocol History

Burnaby Part I - Patient Experience

Type of procedure patient had today:	Gastroscopy
When this procedure was scheduled, patient had an appointment with:	Doctor who will perform procedure
Procedure was scheduled soon after patient was seen in the clinic:	Yes
Patient was given a choice of dates, during which the procedure would be done:	Yes
Patient received a handout, or booklet, explaining the procedure:	Yes
Handout/booklet explained the procedure clearly:	Yes
Nurse or doctor discussed what the procedure would involve:	Yes

page 1

HOW TO START NEW PROTOCOLS

Step 1: Exit Patient Interaction

X2

Step 2: Facility Login

Step 3: Caregiver Login

Step 4: Select "Exit" Icon

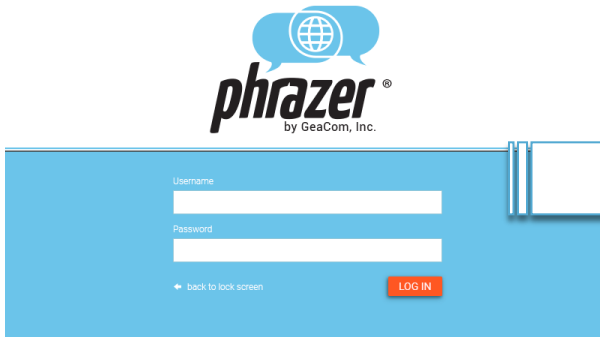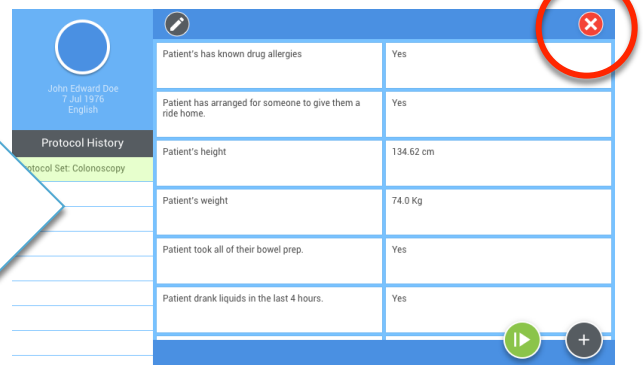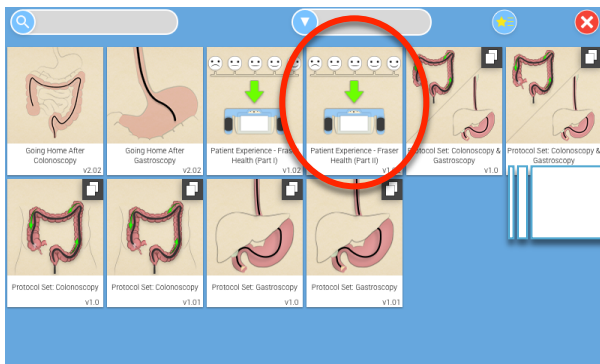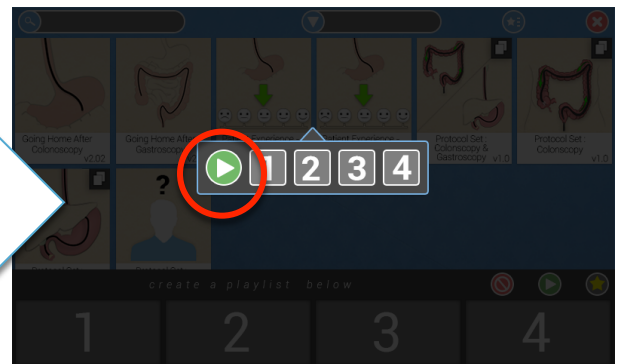## Step 5: Select Protocol(s)

Step 6: Tap Play

Step 7: Hand to Patient

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Basic Troubleshooting

Phrazer Medical Disclaimer

(1) No advice

Phrazer gathers general information about medical conditions from patients for caregivers to use in conjunction with other sources for treatment information. The information is not advice and should not be treated as such.

(2) No warranties

Bluetooth Audio Not Working

> _Step 1:_ Make sure Kitsune is on and the number on Kitsune matches Phrazer (if Kitsune was previously connected, but is currently off, turning on should automatically pair/connect) If unsuccessful, proceed to Step 2
> _Step 2:_ Disconnect/Un-pair Kitsune in settings menu (under Name tap and hold "Kitsune")
> _Step 3:_ Turn Kitsune off (hold CMK over right LED until the LED turns red)
> _Step 4:_ Power cycle Phrazer (Turn off Phrazer with the shutdown procedure, wait 5 seconds, looking at the back of Phrazer, swipe from the top right corner to the bottom right corner)
> _Step 5:_ Re-pair Kitsune by getting into "pairing mode" and connecting to audio stream
> _Step 6:_ Test audio to confirm connection
> _Step 7:_ If not resolved, email/call Customer Support

The medical information from Phrazer is provided without any representations or warranties, express or implied. We make no representations or warranties in relation to the medical information.

(3) Professional assistance

You must not rely exclusively on the information from Phrazer as an alternative to medical examinations and expertise from a doctor or other professional healthcare provider.

If you think your patient may be suffering from any urgent medical condition, you should forego use of Phrazer and provide immediate medical attention.

(4) Limiting GeaCom, Inc.'s liability

Nothing in this medical disclaimer will:

(a) limit or exclude our liability for death or personal injury resulting from negligence;

GeaCom, Inc. Customer Support Center:

📞 **Phone: 218-213-9156**

✉️ **Email: support@geacom.net**

(b)   limit or exclude our liability for fraud or fraudulent misrepresentation;

(c)   limit any of our liabilities in any way that is not permitted under applicable law; or

(d)   exclude any of our liabilities that may not be excluded under applicable law.

Phrazer Not Turning On

Step 1: Ensure power is flowing to the surge protector and wall outlet
Step 2: Un-plug and re-plug the following connections:
- Connection to Phrazer
- Connection on charging cable - black box
- Connecting to wall or surge protector
Step 3: After reconnecting everything and letting sit for 5 min, try turning on with the Crypto-Magnetic Key
(Looking at the back of Phrazer: swipe from the top right corner to the bottom right corner)
Step 4: If not resolved, email/call Customer Support

Phrazer Unresponsive

Step 1: Turn Phrazer off (hold CMK over ON switch on the back of Phrazer for 3 seconds)
Step 2: Wait 5 seconds
Step 3: Turn Phrazer on (Looking at the back of Phrazer: swipe from the top right corner to the bottom right)
Step 4: If not resolved, email/call Customer Support

Phrazer Will Not Print

Step 1: Verify printer is on and has paper
Step 2: Power cycle Phrazer (Turn off Phrazer with the shutdown procedure, wait 5 seconds, looking at
the back of Phrazer, swipe from the top right corner to the bottom right corner)
Step 3: Login and verify WiFi is connected in the settings menu
Step 4: Try printing patient summary again
Step 5: If not resolved, email/call Customer Support

If you are experiencing other issues not listed in this guide, please call or email GeaCom, Inc. Customer Support using the information below.