Instructions for Use

Medicilio RPM

Remote Patient Monitoring software — Clinician Manual

Symbol	Particular	Value
Manufacturer	Manufacturer	Medicilio S.r.l., Corso di Porta Romana 6, 20122 Milano (IT), VAT/P.IVA IT11328810962
Caution	Consult the Instructions for Use	This document
UDI	UDI-DI	[UDI-DI placeholder to be assigned before placing on market]
MD	Device category	Medical Device: Class IIa software (MDSW)
REF	Trade name	Medicilio RPM
Version	Software version	1.7.0
CE	CE mark	[CE-NUMBER placeholder] · Notified Body: [NB-NUMBER placeholder]
Date	Date of issue	2026-10-28
eIFU	Electronic IFU	Available at https://ifu.medicilio.it per Regulation (EU) 2021/2226

EU MDR 2017/745 · Class IIa Medical Device Software (MDSW)
IFU version 1.1.0 · Date of issue 2026-10-28
Medicilio S.r.l. · Corso di Porta Romana 6, 20122 Milano (IT)

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1. Introduction

1.1 About the product

Medicilio RPM is a software medical device intended for the remote monitoring of patients enrolled in a clinician-prescribed care pathway. It collects measurements from compatible connected medical devices and from manual patient input, evaluates each measurement against clinician-set thresholds, raises alerts when thresholds are breached, and supports clinicians in producing AI-assisted telemonitoring reports that they must review and sign before any report is released to the patient.

Medicilio RPM is qualified as Medical Device Software (MDSW) per MDCG 2019-11 and is classified as Class IIa under EU Regulation 2017/745 (MDR).

1.2 About this manual

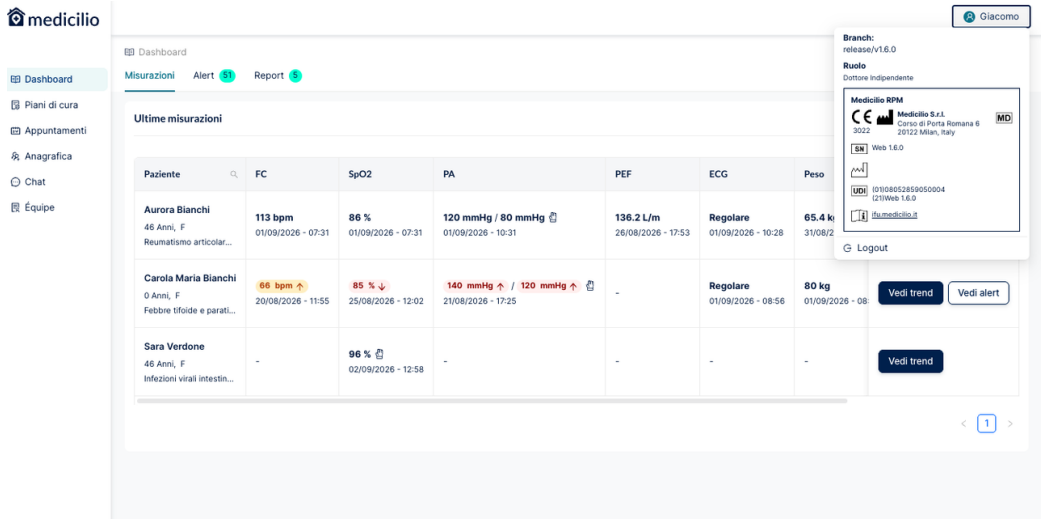
This document is the Instructions for Use (IFU) for Medicilio RPM. It combines the regulatory IFU content required by Annex I §23 of the MDR with the operational depth required by the intended users to operate the device safely.

1.3 Hardware, software and network specifications

Medicilio RPM is delivered as two end-user applications that connect to the manufacturer's cloud back end:

Component	Required platform	Notes
Clinician / operator web application	Modern evergreen web browser supporting current Chrome, Firefox, Edge or Safari (latest two major versions)	React 18 single-page application; minimum screen resolution 1280×800.
Patient application	Delivered preinstalled on a Medicilio-provided Lenovo Tab M11 tablet (or similar), locked by a Mobile Device Management (MDM) tool to run only the Medicilio application. See §6.2.	
Network : clinician web	Stable broadband (≥10 Mbps download / ≥2 Mbps upload), HTTPS to manufacturer cloud and to video provider	Required for video consultations
Network and patient mobile	Mobile data or Wi-Fi (≥5 Mbps recommended), HTTPS	Required to upload measurements and to receive notifications
Account	Personal account, provisioned by an authorised role	See §7
Time	Device time set automatically via OS network time	Manual time skew may cause incorrect activity scheduling

The "label" of a software medical device is the in-app device-identification screen, which carries the device identification per §23.2 and §23.4(a). In the clinician web application it is the account dropdown in the top bar, which states that Medicilio RPM is a medical device and shows the software version and the device UDI. The same dropdown carries a User Manual entry that opens the current electronic Instructions for Use.



> NOTE
>
> The Medicilio cloud back end is hosted on Google Cloud in the EU region (Belgium, Frankfurt and Milan). All clinical data remains in the EU. See §14.2 for GDPR compliance and data controller/processor roles.

2. Contact details

2.1 Manufacturer

Medicilio S.r.l. Corso di Porta Romana 6 20122 Milano (MI), Italy VAT / P.IVA IT11328810962

2.2 Technical and clinical support

Channel	Contact
Support email	info@medicilio.it
Support telephone	+39 0238592673
Support hours	Lun–Ven 8:00–20:00, Sab 9:00–13:00 Europe/Rome
In-app chat (Medicilio Customer Support)	"Supporto di Medicilio" channel inside the patient app and clinician web app.

2.3 Feedback

Feedback on these Instructions for Use, or on the device, may be sent to info@medicilio.it. Feedback is not a substitute for the serious-incident reporting procedure described in §18.

2.4 Request a paper copy

These Instructions for Use are delivered electronically as permitted by Regulation (EU) 2021/2226. A printed copy is available, at no charge, within 7 calendar days of a written request sent to the support email above.

The current electronic Instructions for Use can also be opened from inside the applications (see §1.3). Each link resolves to the edition matching the user type, in the language of the application.

3. Definition of symbols and precautions

The following symbols are used on the cover page and throughout this document, in accordance with ISO 15223-1:2021. Where a harmonised symbol does not apply, a description is provided in this section.

Symbol	ISO 15223-1 reference	Meaning
Manufacturer	§5.1.1	Identifies the manufacturer of the medical device
Date	§5.1.3	2025
SN	§5.4.1	Medicilio RPM v1.6
Caution	§5.4.4	Consult the Instructions for Use
eIFU	§5.4.3	Electronic Instructions for Use indicator
MD	§5.7.10	Identifies a medical device
UDI	§5.7.7	Unique Device Identifier
Translated eIFU	§5.7.8	Electronic Instructions for Use indicator in Italian
CE	(EU MDR)	The device complies with applicable EU regulations

The IFU also uses four in-text callouts to draw attention to information of different criticality:

> WARNING
>
> Information about a hazard that, if ignored, may lead to patient harm, clinically incorrect decisions, or device misuse.

> IMPORTANT
>
> Information whose disregard may degrade device performance or cause an avoidable workflow failure, without immediate patient harm.

> NOTE
>
> Operational context that helps the user act correctly.

> TIP
>
> Optional guidance to use the device more effectively.

4. Warnings

The following warnings apply to all users of the device.

WARNING

Not for emergency use.

Medicilio RPM is intended for the asynchronous remote monitoring of patients in stable clinical conditions. It is not intended for use in medical emergencies. Alerts and clinical alarms generated by the device are reviewed by clinical staff within the Medicilio RPM web application, not in real time. Medicilio puts at the service of Organisations a Service Center (non-clinical staff, see §5.3.3 and 5.3.4) that support in verifying measurements, training, adherence checks and device technical support. This triage is not real-time, and Service Center operators do not provide or suggest clinical advice to the patient. Confirmed true-positive breaches are escalated to the patient's responsible clinician. In case of a suspected medical emergency, the patient or the user must call the national emergency number (in Italy and EU: 112) and not rely on the device.

WARNING

Device is not autonomous diagnostic.

Medicilio RPM displays measurements, computes threshold breaches and drafts telemonitoring reports as decision support for qualified healthcare professionals. It does not replace clinical judgement. All clinical decisions, including modifications to therapy or escalation, must be made by a qualified clinician.

WARNING

Foreseeable misuse.

Using the device outside its intended use, environment, or user profile described in this section may invalidate the intended performance and may put the patient at risk.

5. Intended use

5.1 Product name

Medicilio RPM : Remote Patient Monitoring software, software version 1.7.0.

5.2 Intended use / Intended purpose / Indications for use

Medicilio RPM is a medical device software platform intended for remote monitoring of adult patients by receiving, transmitting, storing, and presenting physiological parameter measurements from compatible connected devices and patient-reported data entered by the patient, to support healthcare professionals in clinical follow-up and chronic disease management.

Medicilio RPM includes an AI-assisted report generation function that produces draft summaries of patient data for review by a healthcare professional.

Medicilio RPM does not itself perform physiological measurements; physiological measurements are provided by the connected devices.

5.3 Intended user profile

Medicilio RPM addresses two target client populations: (1) healthcare provider organisations (hospitals, clinics, independent practices) that prescribe and operate the pathway, and (2) patients assigned to a pathway.

Per the Intended Use and Use Specification, users fall into three categories: Clinical Users (§5.3.1, §5.3.2), and Lay Users (patients).

Within each client, the device has the following intended users.

> NOTE
>
> "Who can perform this action:" lines later in this document name the roles allowed to perform each specific action, in accordance with the Medicilio permissions list.

5.3.1 Head of Department, Department Doctor, Independent Practice Doctor (Clinical User)

Field	Value
Type	Licensed qualified physician practising under Italian SSN / private practice rules
Age	Adult (≥18)
Training Required	Familiar with electronic clinical records; trained on Medicilio RPM before first use Independent Practice Doctor: additionally trained on practice-level configuration Head of Department: additionally trained on departmental oversight, template management and threshold-template definition

Field	Value
Interface	Clinician / operator web application

5.3.2 Healthcare Professional (Clinical User)

Field	Value
Type	Licensed healthcare professional (nurse, healthcare assistant) supporting one or more clinicians
Age	Adult (≥18)
Training Required	Trained on Medicilio RPM clinical workflows; works under the supervision of a clinician
Interface	Clinician / operator web application

> NOTE
>
> **What "alert triage at first level" means.**
>
> This is an operational task, not a clinical one. Medicilio Customer Support verifies that a measurement was received and matches the reading the patient sees on their own device, with no clinical framing or interpretation of the data. Where escalation is needed, the operator routes the case to the clinical team; the clinical evaluation and any resulting decision are made solely by the treating clinician

5.4 Intended operational environment

Medicilio RPM is operated in two environments:

- The clinician environment: a clinical office or remote workstation with a managed computer, controlled physical access, and a stable network connection.
- The patient environment: the patient's home or any location in which the patient can use their provided tablet with mobile data or Wi-Fi connectivity.

The device is not intended to be used in operating theatres, intensive care units, or in any environment where life-supporting decisions must be made in real time.

5.5 Intended patient population

Adult patients (18 years of age and older) requiring remote monitoring as part of clinical follow-up or chronic disease management. Patients must be able to use the mobile application, or have a designated caregiver acting on their behalf, and must have been prescribed a remote-monitoring pathway by an authorised clinician.

5.6 Intended clinical benefits

Candidate clinical benefits:

- Earlier detection of out-of-range vital parameters in the home setting, supporting timely clinical intervention.
- Improved adherence to the prescribed care pathway through structured reminders and activity scheduling.
- Increased continuity of care between in-clinic visits via documented telemonitoring and AI-assisted reports reviewed by a clinician.

5.7 Performance characteristics

Medicilio RPM is not a measuring device in itself: it records, evaluates and presents measurements taken by compatible connected medical devices listed in §6, each carrying its own CE marking and its own accuracy specification. The performance characteristics of Medicilio RPM are:

- Threshold evaluation: each measurement is compared against the per-pathway thresholds; if a high, low, weight-variation or boolean threshold is breached, an alert with the corresponding level is recorded.
- Alert routing: red-level alerts create a schedule notification for Medicilio Customer Support and caregivers notifications via job queues.
- Report generation: telemonitoring reports are drafted by an AI component and require clinician review, editing and electronic signature before being released to the patient.

5.8 Contraindications

- Use in any clinical situation requiring real-time monitoring (e.g. ICU, perioperative care).
- Use as the sole monitoring modality for a patient whose clinical condition requires continuous in-person observation.
- Use in patients with a cardiac pacemaker or other active implantable cardiac device, when the prescribed pathway includes a bioimpedance-based body composition scale.

> WARNING
>
> **Patients with a cardiac pacemaker or implanted cardiac device.**
>
> Bioimpedance-based body composition scales pass a low-intensity electrical current through the body to estimate body composition. This current may interfere with a cardiac pacemaker or other active implantable cardiac device. Patients with such a device must not be monitored using a bioimpedance scale under Telemonitoring Level 1. These patients require Telemonitoring Level 2, where body weight is measured with a non-bioimpedance scale. Confirm the patient's device history before assigning the pathway's weight-monitoring device.

WARNING

Not for emergency use.

Medicilio RPM is intended for the asynchronous remote monitoring of patients in stable clinical conditions. It must not be used for medical emergencies, real-time monitoring, ICU or perioperative monitoring, continuous in-person observation, or any clinical situation requiring an immediate response. In a suspected emergency, the patient or user must call the applicable emergency number (in Italy: 112) and must not rely on Medicilio, its alerts, chat, notifications, or messages.

WARNING

Intended patient population.

Medicilio RPM is intended for adult patients. Do not use the device for patients outside the intended population, or for patients unable to understand or operate the patient-facing application, unless a designated caregiver is available and use has been assessed and authorized by the responsible healthcare organization.

6. Compatible medical devices and accessories

Who can perform this action (associating devices to a pathway): Department Doctor, Independent Practice Doctor, Department Doctor Head, Medicilio Customer Support, Ops.

6.1 Compatible measurement devices

Medicilio RPM is used with a configured patient home kit. The devices included depend on the monitoring pathway prescribed to the patient.

Each device has its own Instructions for Use. The user must follow the device manufacturer's IFU for setup, positioning, cleaning, calibration, battery handling, warnings, contraindications, and maintenance.

Category	Regulatory framework	Treatment in Medicilio RPM
EU MDR medical devices, predominantly Class IIa, with one Class I device (Omron VIVA) (§6.1.1)	Regulation (EU) 2017/745 (some devices under MDR Article 120 transition from MDD 93/42/EEC)	Measurements are ingested as clinical data and evaluated against per-pathway thresholds.
EU IVDD / IVDR in-vitro diagnostic device (§6.1.2)	Directive 98/79/EC (IVDD) / Regulation (EU) 2017/746 (IVDR)	Measurements are ingested by Medicilio RPM as clinical data and evaluated against per-pathway thresholds.
Non-medical wellness devices (§6.1.3)	Not regulated as medical devices	Some parameters (body weight, step count, heart rate) may be ingested by Medicilio RPM but are not equivalent to clinical-device measurements. See the warning in §6.1.3.

IMPORTANT

Each accessory has its own Instructions for Use.

For correct positioning, cleaning, calibration, battery handling, warnings and contraindications of each device, consult the IFU supplied by the device manufacturer. The Medicilio RPM Instructions for Use do not replace those documents.

6.1.1 Medical devices

Medicilio RPM connects to CE-marked medical devices, across the following categories:

- Pulse oximeters
- Blood-pressure monitors (with or without integrated ECG)
- ECG recorders
- Infrared thermometers

- Spirometers
- Body-composition / weight scales

Each device retains its own CE marking, accuracy specification, and manufacturer's Instructions for Use, which must be followed for setup, positioning, cleaning, calibration, battery handling, warnings, contraindications, and maintenance (see the IMPORTANT note below).

The current list of compatible devices is kept updated and is available to users upon request by contacting Medicilio support (see §2.2).

> IMPORTANT
>
> Each accessory has its own Instructions for Use.

6.1.2 Non-medical wellness devices

Medicilio RPM may also ingest data from non-medical wellness devices in the following categories: smartwatches (step count, heart rate) and body-composition scales. These devices are not regulated as medical devices; their manufacturers explicitly declare this, and their accuracy claims (where present) are wellness-grade, not clinical-grade. The specific models currently in use are available upon request by contacting Medicilio support (see §2.2).

> WARNING
>
> **Wellness-device readings are NOT clinical measurements.**
>
> Medicilio RPM ingests body weight, step count and heart rate from non-medical wellness devices such as smartwatches and body-composition scales. The manufacturers of these devices have explicitly declared that they are not medical devices. Their accuracy claims, when present, are wellness-grade and do not satisfy the performance requirements of EU MDR Class IIa measurement. Clinicians must treat these readings as informative wellness data only. They must not be used as the sole basis for any clinical decision and must not be treated as equivalent to a measurement obtained with one of the Class IIa devices listed in §6.1.1.

6.2 Patient tablet (MDM-locked): Lenovo Tab M11

The patient receives, as part of the home kit, a tablet on which the Medicilio patient application is preinstalled. The tablet is locked by a Mobile Device Management (MDM) tool so that only the Medicilio application can run on it; navigation outside the app, installation of other applications, and access to the operating system are not permitted.

Field	Value
Brand and model	Lenovo Tab M11.
Processor	MediaTek Helio G88 Octa-core (2× Arm Cortex-A75 @ 2.0 GHz + 6× A55 @ 1.8 GHz); Arm Mali-G52 MC2 GPU

Field	Value
Memory	4 GB or 8 GB LPDDR4x (soldered, not upgradable)
Storage	64 GB or 128 GB eMMC 5.1; microSD card slot up to 1 TB (exFAT)
Operating system	Android 13 at delivery, with manufacturer-supported OS upgrades to Android 15 and security patches at least until January 2028 (per Lenovo PSREF)
Connectivity	Wi-Fi (WLAN model) or Wi-Fi + cellular nano-SIM (WWAN model); Bluetooth; USB-C 2.0
SIM	SIM card with dedicated data plan, supplied in the home kit on WWAN variants.
Provided to	The patient, for the duration of the pathway only
Permitted use	Solely for the prescribed monitoring activities
End of pathway	The tablet must be returned to Medicilio together with the rest of the home kit. See §19.1.

NOTE

Screen lock and power.

The tablet's management policy allows the screen to be locked at any time, so that it does not disturb the patient at night. The tablet cannot be switched off: it must stay powered so that scheduled activities, notifications and measurement upload continue to work.

WARNING

Do not tamper with the tablet configuration.

The tablet is locked so that only the Medicilio application can run on it. Attempts to bypass this lock, install third-party applications, change network settings, or use the tablet for any purpose other than the prescribed monitoring may invalidate the intended performance and interrupt monitoring. Report any tablet fault to the Medicilio Customer Support (see §2.2) rather than attempting to repair it.

6.3 Measurement types

Medicilio RPM supports the following measurement types:

- Blood pressure (systolic / diastolic)
- ECG (electrocardiogram trace + interpretation flags)
- Heart rate
- Oxygen saturation (SpO_2)
- Body temperature
- Body weight

- Step count
- Peak expiratory flow (PEF, in litres per minute; the other spirometry parameters a spirometer can produce are not ingested)

> NOTE
>
> **Temperature measurement modes.**
>
> Ear-mode and forehead-mode readings are ingested and displayed identically. Readings taken in ambient mode measure the environment rather than the patient and are excluded.

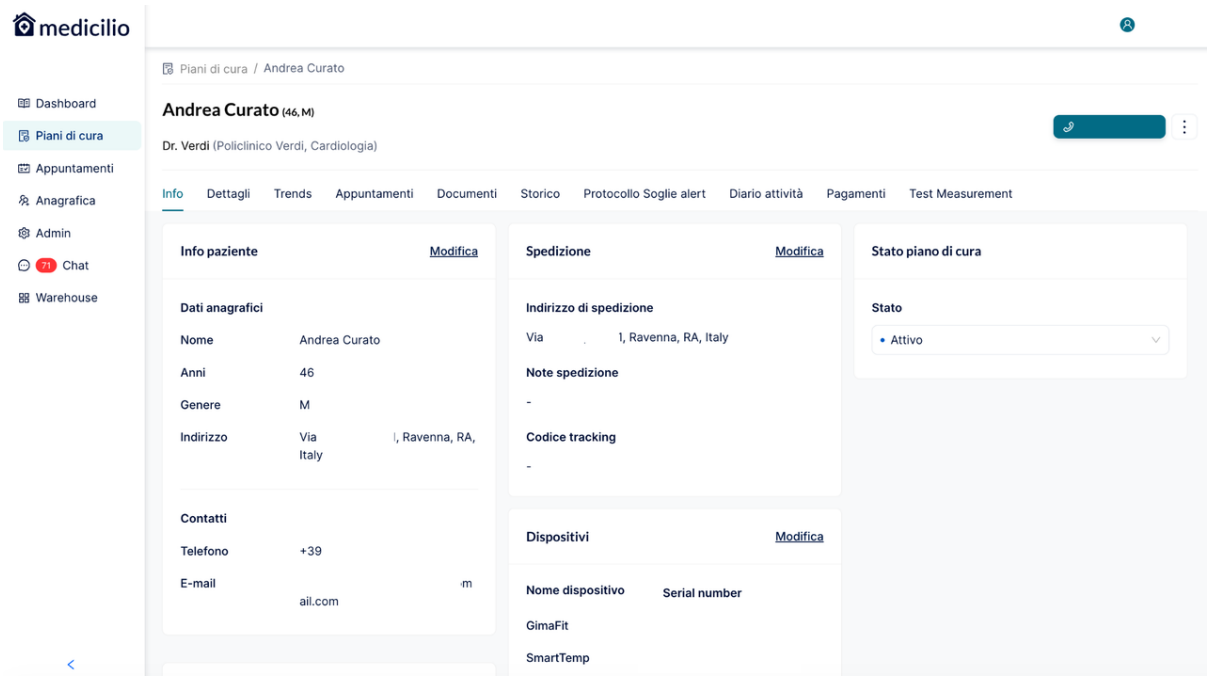
6.4 Associating devices and configuring the kit

> IMPORTANT
>
> **Kit configuration is performed by the Medicilio Customer Support only.**
>
> Before the home kit is shipped, Medicilio Customer Support and Ops use an internal tool to bind the measurement devices to the pathway, connect the home gateway to the connectivity source configured for the kit, and arrange shipping. Clinicians have read-only access to this information from the pathway's Info tab; they do not configure the kit themselves.

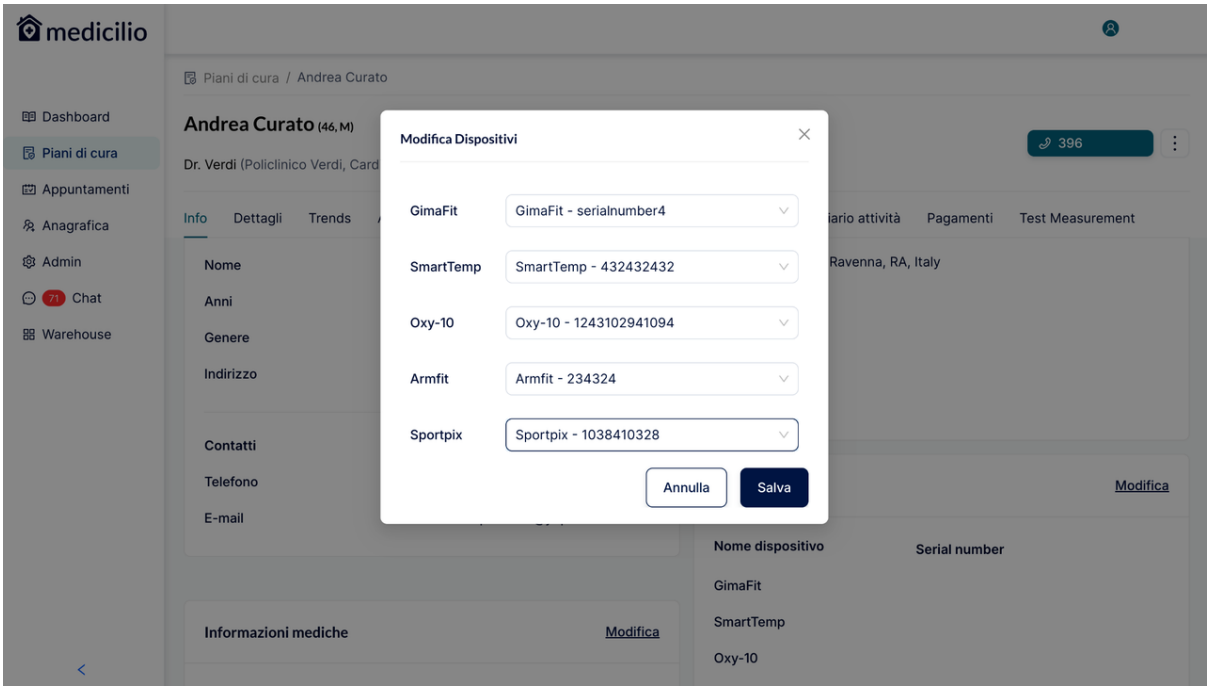
Who can perform this action: Medicilio Customer Support, Ops.

Procedure — Configure the kit before shipment (Medicilio Customer Support)

1. In the clinician web app, open the pathway and select the Info tab. The tab presents the device list, the network configuration, the shipping information and the patient information as separate cards.



2. Click edit on the device card, pick the measurement and the device serial number from stock, and confirm. Each selected serial number is bound to the pathway as a measurement source.

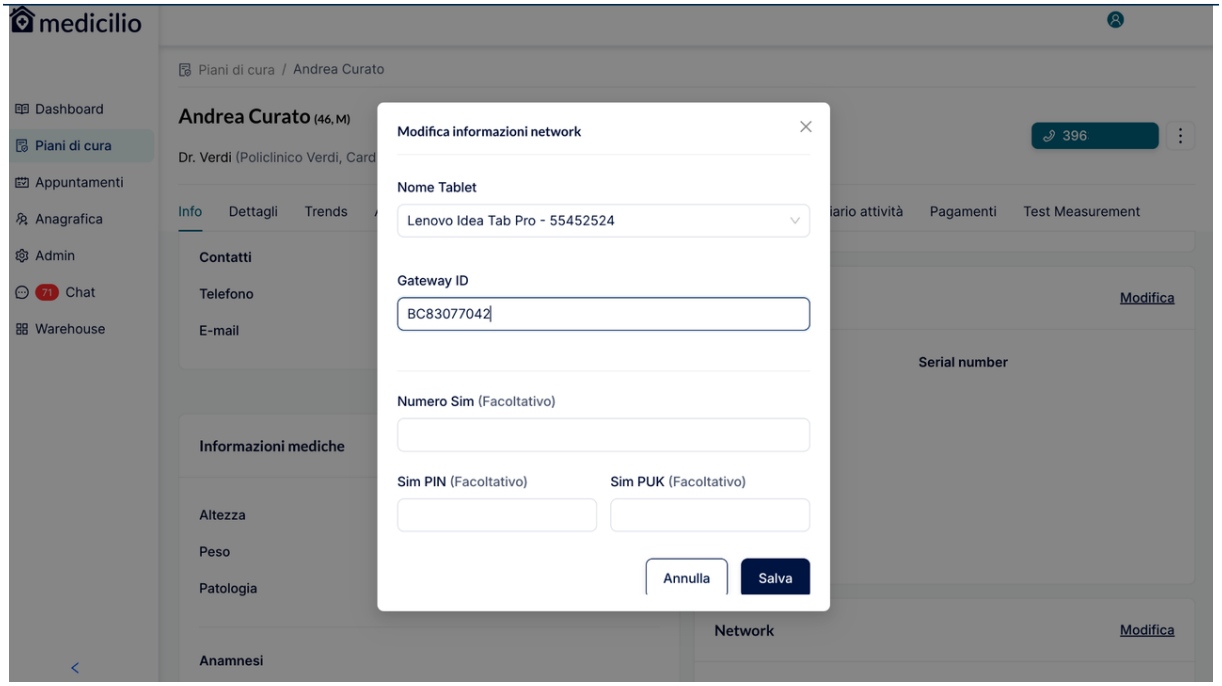


3. Click edit on the network card, select the connectivity configuration type, enter the home gateway identifier, the tablet brand (Lenovo) and serial number, and the SIM details (number, PIN, PUK) than save.

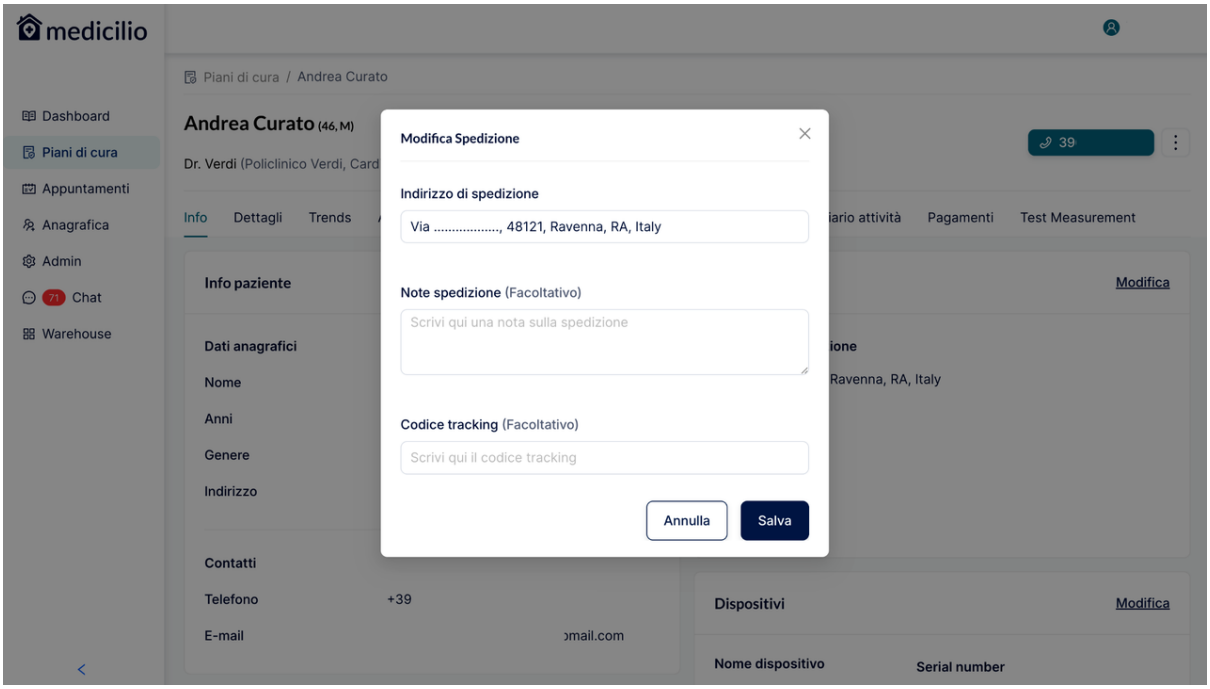
The network card records which of two connectivity configurations the kit uses. In the Router configuration the SIM is in a Wi-Fi router, so measurements reach the platform while the tablet is switched off. In the Hotspot configuration the SIM is in the tablet, which serves the gateway, so connectivity depends on the tablet being on. The configuration type is visible to clinicians on the pathway's Info tab.

One gateway can serve more than one patient, provided every patient sharing it is registered at the same address. Attaching a gateway to a second pathway at a different address is rejected. Each patient sharing a gateway must have their own devices bound to their own pathway: a measurement is attributed by the device that produced it, not by the gateway that relayed it.

> WARNING
>
> **A reading that cannot be attributed to a device is withheld.**
>
> Where a gateway serves several patients at one address, a measurement that arrives without an identifiable source device is not assigned to one of them. It is withheld and flagged for operator review. Check the Devices card for each co-resident patient before activation.



4. Click Edit in the shipping card, set the courier and the tracking number, then save.



5. Once devices, network and shipping are all set, transition the pathway to the status "kit to be shipped" . The patient receives the kit at the registered address and activates the pathway.

WARNING

Do not edit kit configuration after activation.

Once the pathway is active, changing the gateway identifier, the tablet binding or the device serial-number assignments without following the documented replacement procedure will interrupt measurement ingestion and may trigger spurious alerts. If a device fails after activation, follow the device-replacement procedure below.

Procedure — Replace a faulty device (Medicilio Customer Support)

1. From the pathway's Info tab, open the Devices card.
2. Select the faulty device's row and click Replace
3. Pick the replacement serial number from stock and confirm.

6.5 Manual patient entry

When a connected device is unavailable or has failed, the patient may enter a measurement manually in the app. See §9.7 for how manual entries appear to the clinician, and the warning "Verify device suitability" in §4.

7. Logging in and logging out

Who can perform this action: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Ops.

7.1 Authentication method

Medicilio RPM uses passwordless authentication via one-time password (OTP) sent by email. There is no permanent password to remember.

> WARNING
>
> **Single user per account.**
>
> Each Medicilio account is personal. Users must not share login credentials or one-time passwords. A pathway must not be activated for a patient other than the one identified in the patient record.

7.2 Logging in

1. Open the Medicilio RPM web application at the URL provided in your onboarding email.
2. Enter your email address and submit. A 6-digit one-time password is sent to the same email.
3. Enter the OTP within its validity window.
4. The web app loads with the role that has been assigned to your account.



7.2.1 First-time login

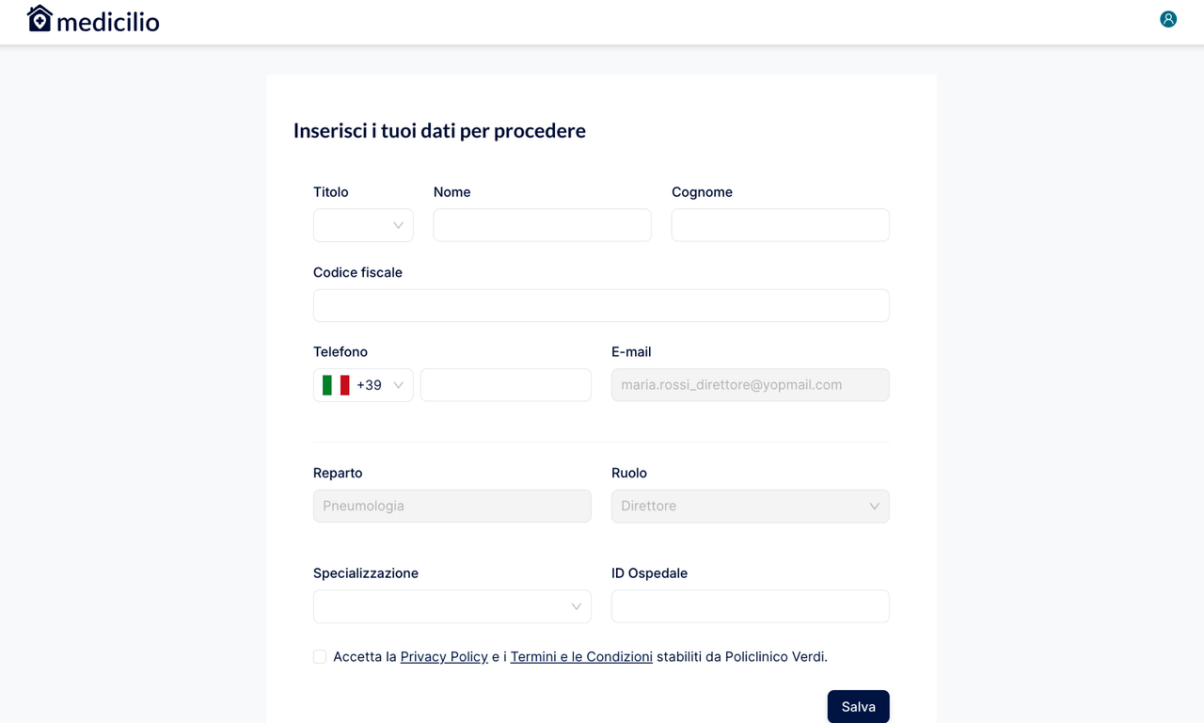
On first login, clinicians and medical staff are required to complete a one-time registration process before accessing the application.

1. Review the Terms of Use and Privacy Policy (both available to consult in full). Accept the policies to proceed.



2. The registration form opens. The following fields must be completed:
    - Title, first name, last name
    - Tax identification number (Codice Fiscale)
    - Phone number
    - Specialisation

- Hospital ID
- Email, department, and role are pre-filled and cannot be edited.



3. Read and accept the Privacy Policy and the Terms and Conditions set by your organisation.
4. Save the form to complete registration. The application loads with your assigned role.

On first login a guided tour introduces the main screens. Pathway creation and alert resolution also offer guided help within those screens. The tour cannot be replayed from the web application.

> IMPORTANT
>
> If you do not receive the OTP within a few minutes, check the spam folder of your email account. Do not request multiple OTPs in rapid succession; only the latest one is valid.

7.3 Logging out

Open the user menu and select Log out. The session is closed; subsequent navigation requires a new OTP.

7.4 Session management

Sessions expire automatically after a period of inactivity:

- 7 days for clinical and operational users on the web application.

Closing the browser tab or the mobile app does not, by itself, terminate the session, explicit logout is required to terminate the session on demand.

8. Patient onboarding and pathway activation

8.1 Roles in the onboarding flow

Step	Performed by
Create patient anagraphics, including caregivers	Department Doctor, Independent Practice Doctor, Department Doctor Head, Healthcare Professional
Create care pathway (custom or from template), set thresholds	Department Doctor, Independent Practice Doctor, Department Doctor Head, Medicilio Customer Support, Ops
Configure pathway network (home gateway, tablet, SIM)	Ops
Identity verification of the patient by telephone	Medicilio Customer Support, Ops
Patient receives kit and activates pathway in the app	Patient (may be assisted by Medicilio Customer Support, Department Doctor, Department Doctor Head, Ops, Organization Admin)

8.2 Pathway lifecycle

A pathway is created as a draft, prepared by the Medicilio Customer Support (payment, kit, network), shipped to the patient, then activated by the patient upon receipt. Once the kit has been delivered, the status may show Kit delivered (Kit consegnato) until the patient activates the pathway. From there it remains active until it is paused (temporarily suspended) or moved to completed at the planned end, or canceled if interrupted early. The system shows the current status as a coloured badge on the pathway header and enforces invalid transitions on the server.

8.3 Creating and managing the patient record

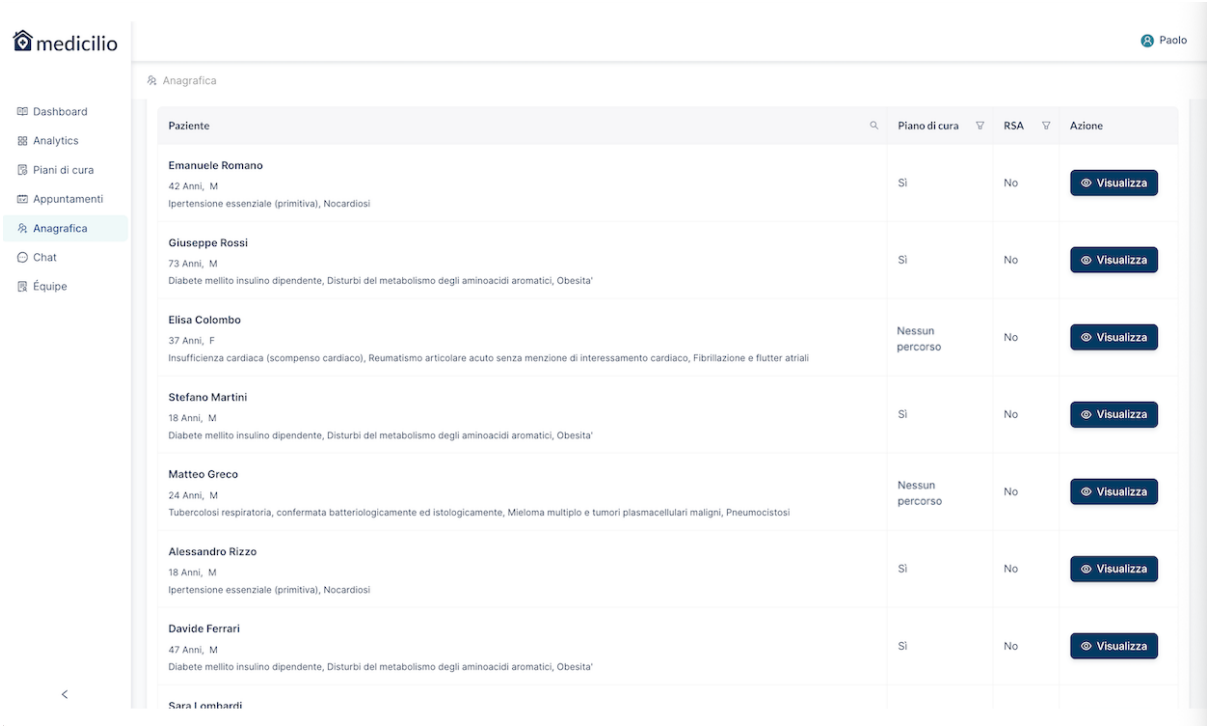
Procedure — View the patient list

Who can perform this action: Department Doctor, Independent Practice Doctor, Department Doctor Head, Healthcare Professional, Medicilio Customer Support, Ops.

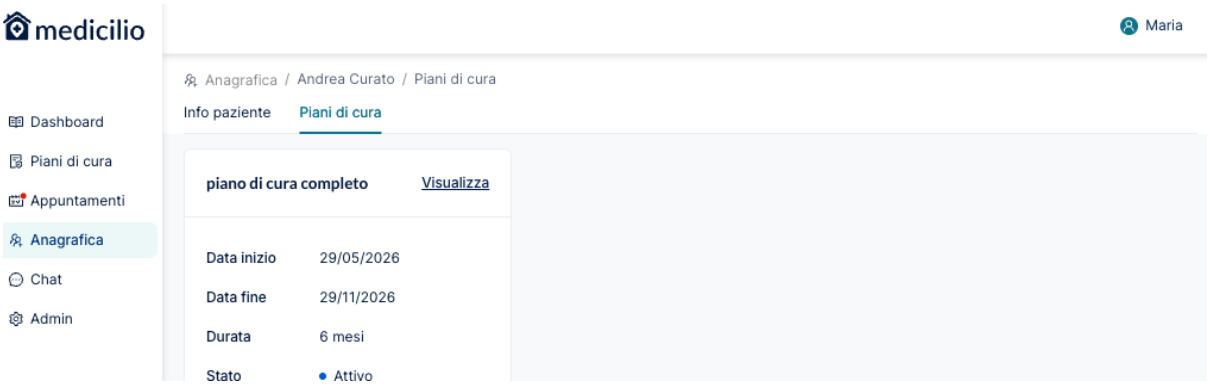
1. Open the Patients view from the main sidebar.
2. The patient list is displayed as a table showing each patient, a Piano di cura column ("Sì", or "Nessun percorso" when the patient has no pathway), the RSA flag and the actions. Depending on the role, an Organizzazione column is also shown. The Piano di cura column can be filtered by Sì or No.
3. Use the search field to filter the list; the table updates to show only patients matching the search criteria.
4. Click Visualizza on a patient row to open that patient's detail page.

Procedure — View a patient's care pathways

1. Open the Patient list and select a patient.



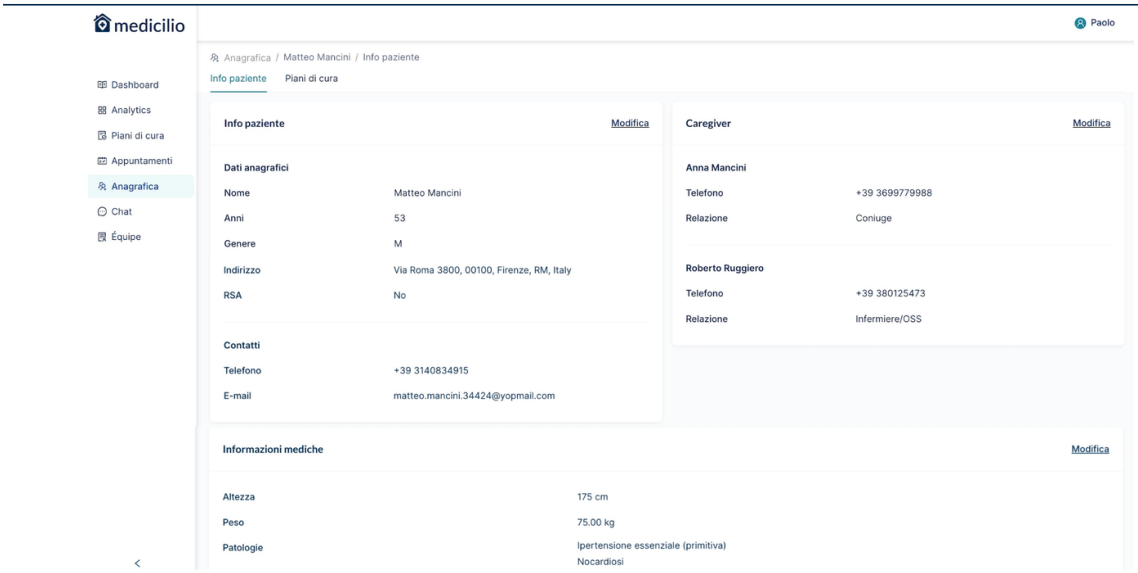
2. Select the Pathway tab. The list shows all pathways associated with this patient, each with start date, end date, duration, and status.



3. Click View on the pathway card to open its detail page (see §9).

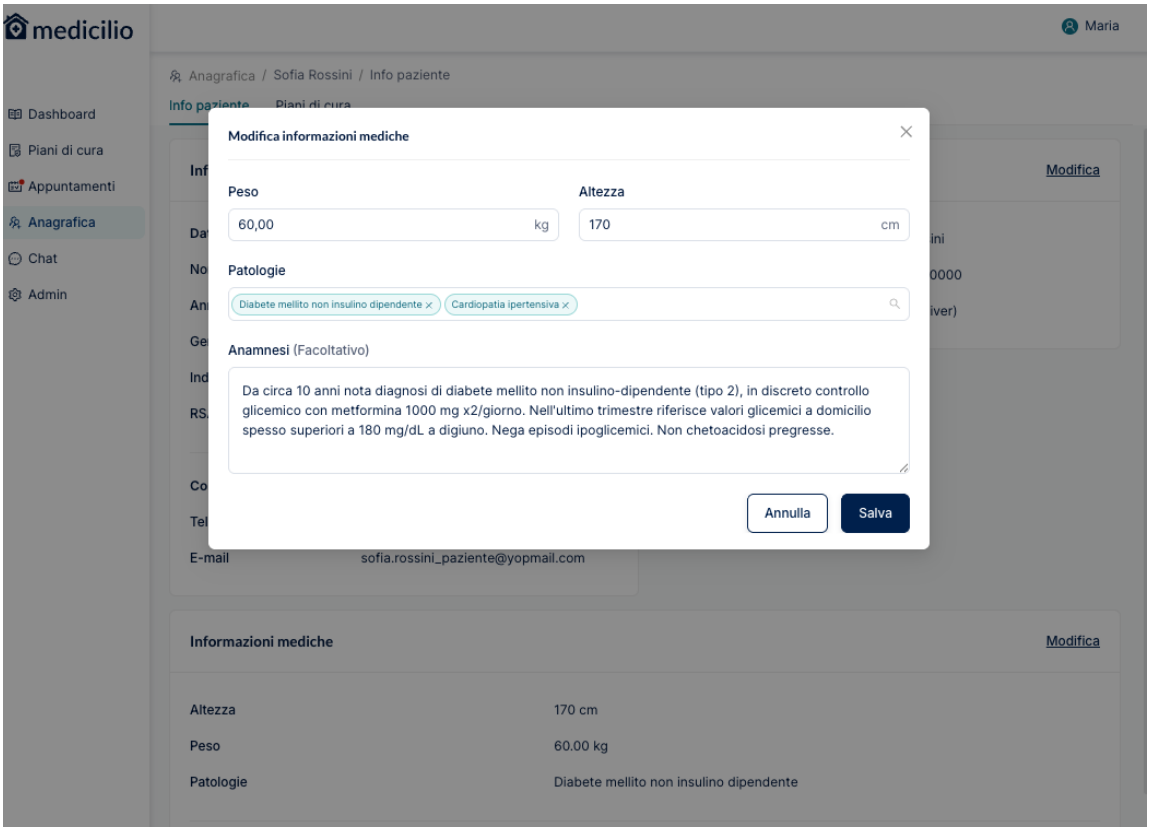
Procedure — View a patient's details

1. Open Patient list and select a patient from the list.
2. The patient record opens on the Info patient tab, organised into three cards:
   - Patient Information: name, age, gender, address, RSA, phone, email.
   - Caregiver: every caregiver linked to the patient, with phone number and relationship to the patient.
   - Health Information: height, weight, pathologies, anamnesis.



Procedure — Update patient health information

1. Inside the Info Patient tab every card has an "Update" button, select the one in the patient health information card.
2. Update the relevant fields (height, weight at enrolment, pathologies and anamnesis).

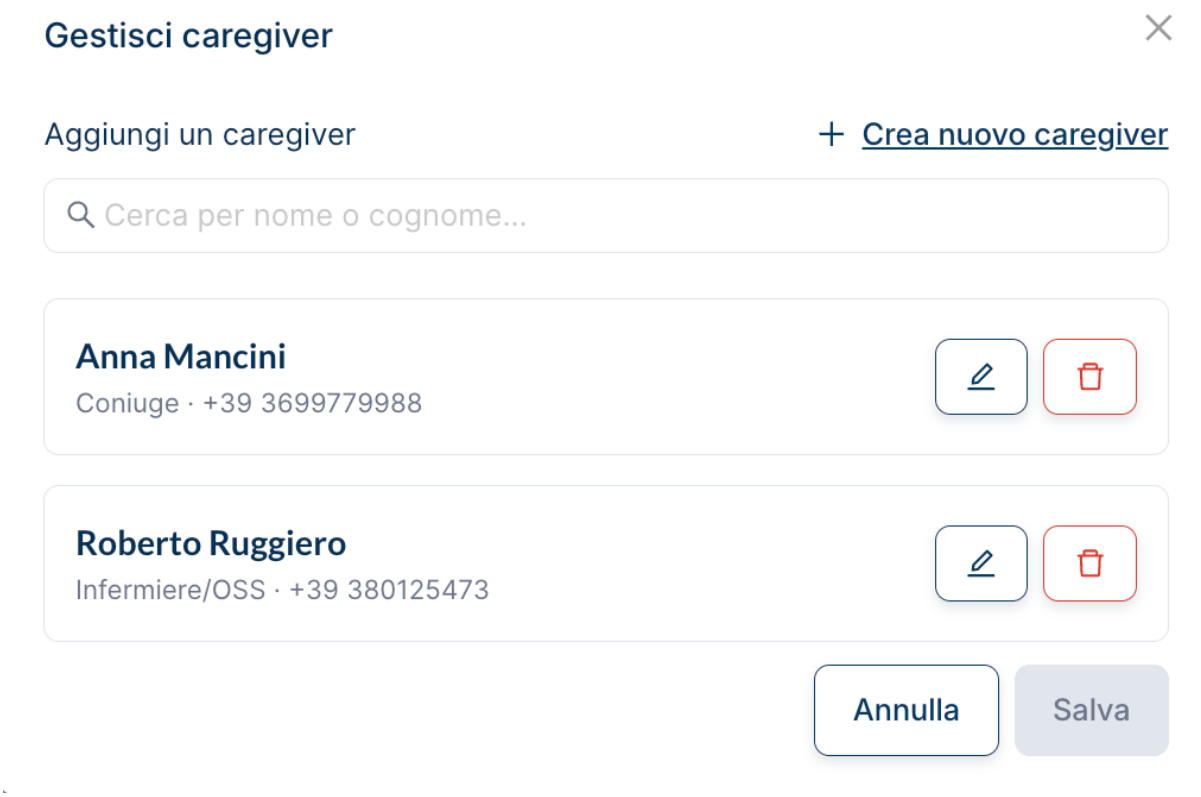


3. Click Save.

Procedure — Manage a patient's caregivers

1. Open the patient record. The Caregiver card lists every caregiver linked to the patient, or shows "Nessun caregiver collegato" when there is none.
2. Click Aggiungi to link a caregiver, or Modifica to open Gestisci caregiver.

3. To link an existing caregiver, search by first name or last name (at least two letters). Each result shows the name and phone number; a caregiver already linked is marked "già aggiunto". Select the caregiver and choose the relationship with this patient.
4. If the caregiver does not exist yet, click Crea nuovo caregiver and enter first name, last name, phone number and relationship.
5. To change a caregiver, click the pencil icon on their row; to remove one, click the red bin icon. Removing a caregiver unlinks them from this patient only.
6. Click Salva, which becomes active once something has changed. Annulla closes the dialog without applying the changes. Subsequent out-of-threshold measurements are notified to every caregiver linked to the patient.



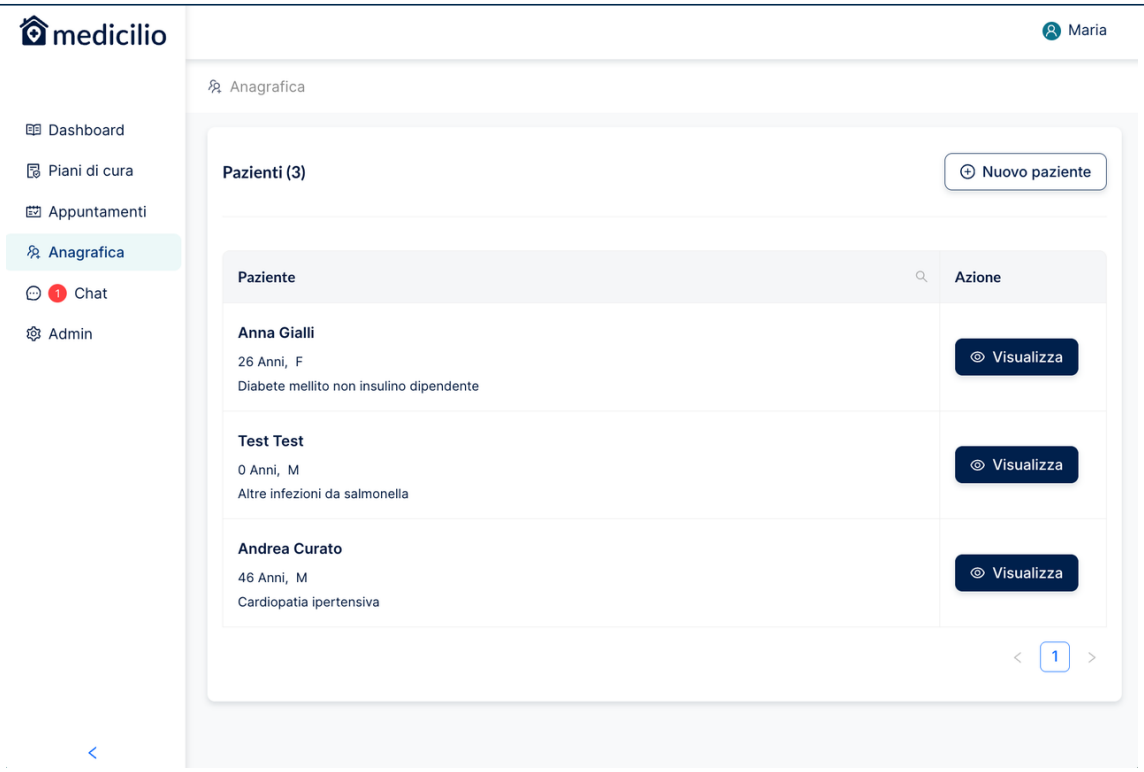
A caregiver belongs to the organisation and can be linked to several of its patients. Search covers only the patient's organisation. First name, last name and phone number are shared by every patient the caregiver is linked to. The relationship is set for each patient, from a fixed list: Coniuge, Figlio/Figlia, Genitore, Fratello/Sorella, Parente, Badante, Infermiere/OSS. A phone number can belong to only one caregiver within the organisation.

> WARNING
>
> **Editing a shared caregiver changes it for every linked patient.**
>
> Changing the first name, last name or phone number of a caregiver linked to more than one patient updates it for all of them, and the red-level alerts of all those patients go to the new number. A notice is shown before saving. Check the number before confirming.

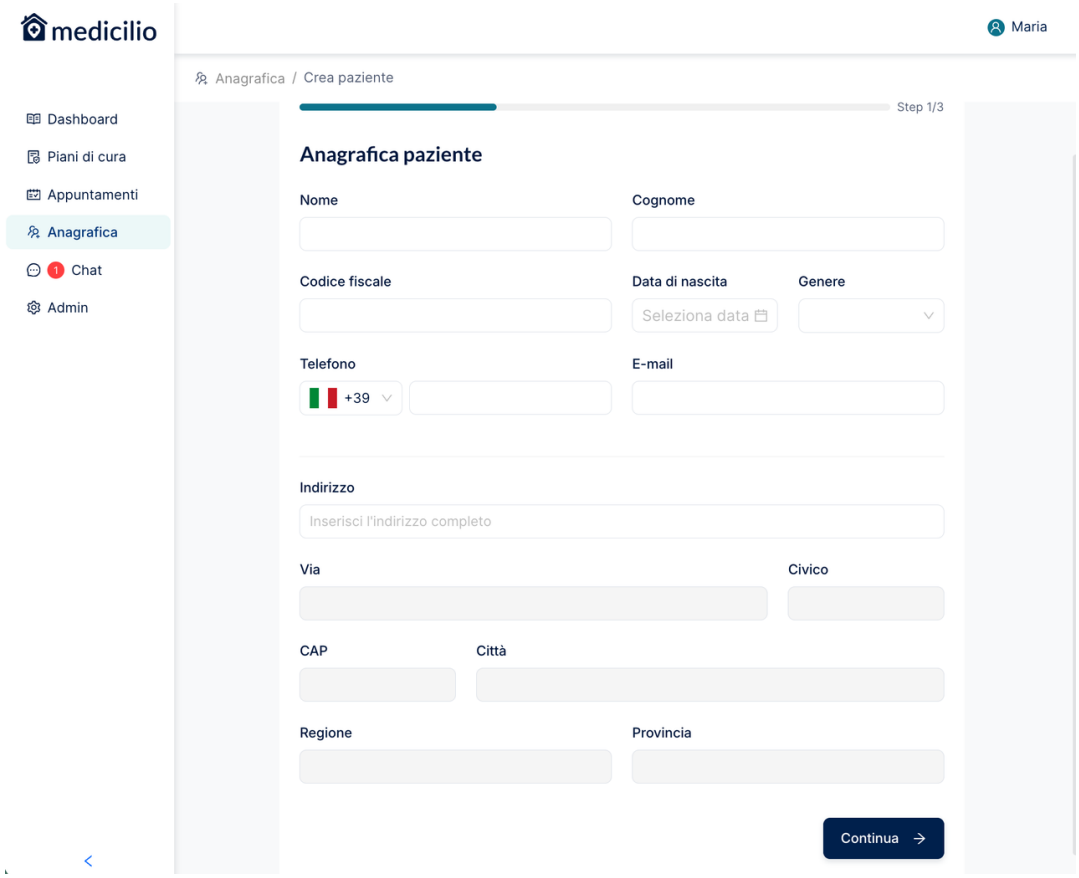
Procedure — Create a patient record

Who can perform this action: Department Doctor, Independent Practice Doctor, Department Doctor Head, Healthcare Professional, Medicilio Customer Support, Ops.

1. Open the Patients view from the main sidebar.
2. Click New patient.



3. Enter the identification fields: first name, last name, tax code (Italian codice fiscale), date of birth, gender. A patient younger than 18 cannot be created: the calendar does not allow selecting a date that would make the patient younger than 18, and a date of birth typed in by hand that gives an age under 18 is not accepted or saved.

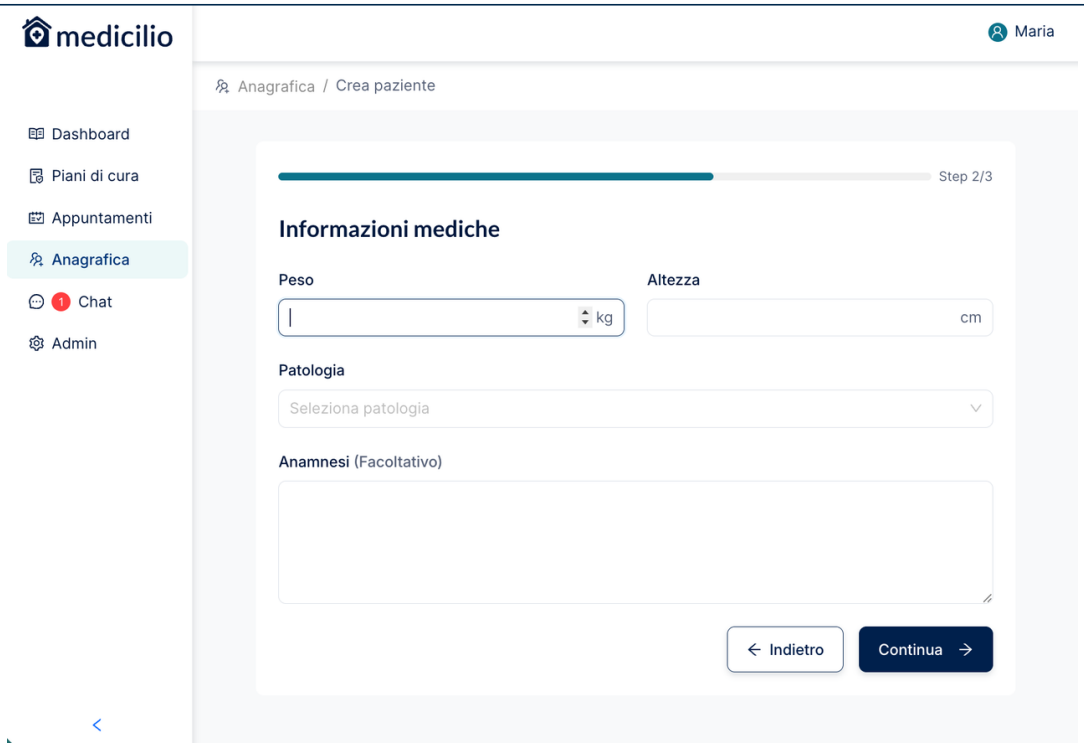


WARNING

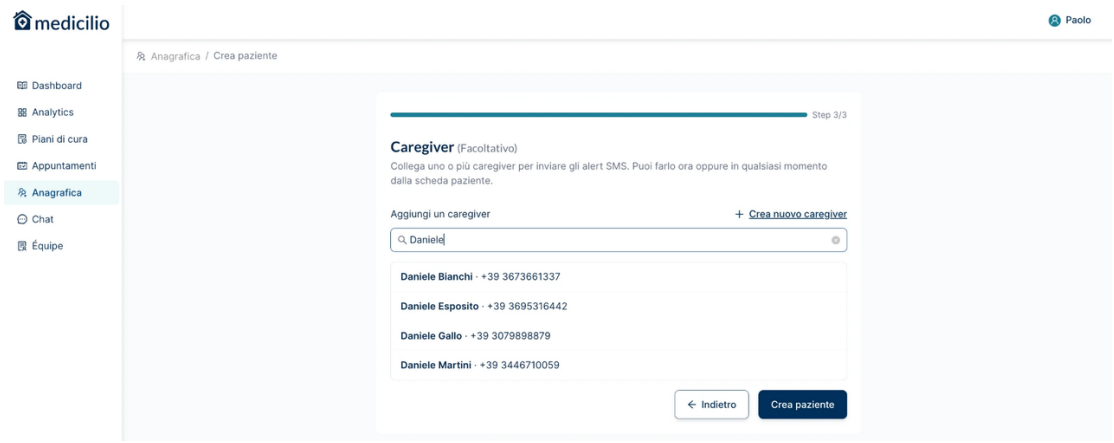
Patient onboarding requires identity verification.

Patients are onboarded by the Medicilio Customer Support over the telephone and activate the device upon receipt of the home kit. The clinician or operator who creates the patient record is responsible for verifying the patient's identity (e.g. tax code, date of birth) before the pathway is activated.

4. Enter the contact details: phone number, email, address.
5. Enter the medical information: weight, height, pathologies and anamnesis. More than one pathology can be selected. The anamnesis is optional.



6. Optionally link one or more caregivers in the Caregiver step, as in the procedure "Manage a patient's caregivers" above. Caregivers can also be linked later from the patient record. Linked caregivers receive the SMS alerts of the alert service (see §10).

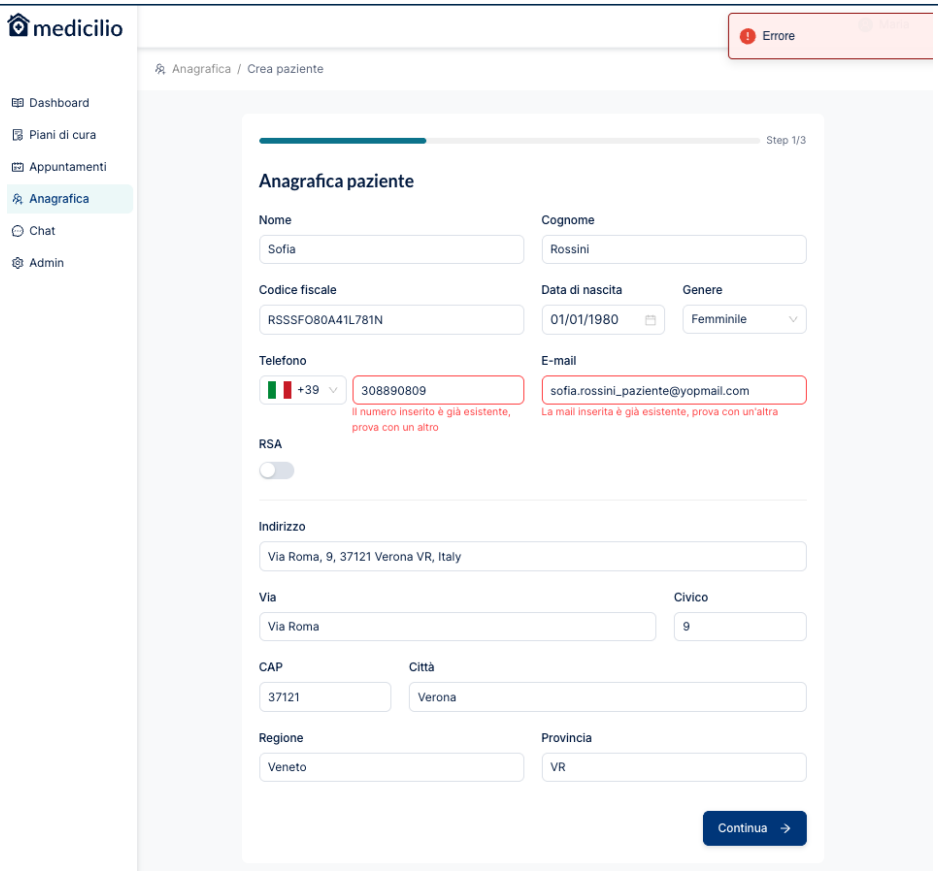


7. Click Crea paziente. The patient record is created and is now available for pathway assignment.

WARNING

Uniqueness of email and phone number.

The Email and the phone number must each be unique within the organisation. If you enter a value already registered, the form displays an inline error below the relevant field and blocks submission until it is resolved.



8.4 Équipe (care team)

Who can create and edit named équipes: Department Doctor Head, Department Doctor, Independent Practice Doctor, Organization Admin, Medicilio Customer Support, Ops.

Who can add or remove members on a specific pathway: the Responsible Doctor, any member of that patient's équipe, the Department Doctor Head for any pathway in their department, Organization Admin, Medicilio Customer Support, Ops.

An équipe is a named, reusable group of healthcare professionals. A patient's care team is built from one or more équipes, from individually added professionals, or from any combination of the two. The patient is visible to every professional on that team.

Which patients a professional sees depends on their role.

- Department Doctor, Independent Practice Doctor and Healthcare Professional see a patient through an équipe, or through an individual assignment on that pathway.
- Department Doctor Head and Healthcare Professional see every patient in their department. Belonging to an équipe adds patients outside it.

> WARNING
>
> **A Healthcare Professional sees only the patients of their équipes.**
>
> A Healthcare Professional who is on neither a patient's équipe nor an individual assignment for that pathway sees nothing of that patient, alerts included. Confirm that every Healthcare Professional who needs a patient is on that patient's équipe.

An équipe determines which patients a professional sees. What a professional may do is governed by their platform role, as set out in the "Who can perform this action:" lines throughout this document.

For a Department Doctor Head the two rules differ. Every patient in the department is visible, and every pathway in the department opens in full. Clinical action on a pathway is reserved to the professionals who follow that patient.

A Department Doctor Head follows a patient as Responsible Doctor, through one of the patient's équipes, or through an individual assignment on that pathway. On those pathways they work without restriction.

Every other pathway in the department opens read-only. The Info, Details, Trends, History, Alert Threshold Protocol, Documents and Activity diary tabs are readable in full, and the controls that would change the pathway are not offered.

Read-only covers the whole care plan : alert resolution, threshold updates, patient and health information, network information, devices and shipping, pathway status, pause and cancellation, notes, document upload and report settings.

Two things fall outside that rule, in opposite directions.

- Composing the care team is available on every pathway in the department. The Équipe card, adding and removing professionals, and assigning an équipe are all available. This is the mechanism by which a Department Doctor Head covers a colleague.
- Telemonitoring reports are visible only for the patients the Department Doctor Head follows. The Reports section of any other pathway in the department is empty.

> WARNING
>
> **The alerts list of a Department Doctor Head covers the patients they follow, not the department.**
>
> The Alert tab of the Dashboard shows the alerts of the patients the Department Doctor Head follows as Responsible Doctor, through an équipe, or through an individual assignment. Alerts on the other patients of the department are shown to the professionals who follow those patients. A Department Doctor Head must not treat an empty alerts list as evidence that no patient in the department has an open alert. To take on the alerts of a colleague's patient, join that patient's équipe.

The Patient list shows a Department Doctor Head every patient in the department, and the Alert Threshold Protocol tab of every one of those pathways is readable. Departmental oversight of the thresholds in force is therefore available without joining an équipe.

Two things are reserved to the Responsible Doctor. Only they can sign that patient's telemonitoring report, and they cannot be removed from the pathway. Transferring clinical responsibility requires cancelling and recreating the pathway.

A professional added to an équipe gains access to the patient's complete clinical history, not only to data recorded after they joined.

Organization Admin, Medicilio Customer Support and Ops manage équipe membership without gaining clinical access to the patients concerned.

Once a professional is named on an appointment, they keep it even after being removed from the patient's équipe : the appointment stays assigned and fully manageable, video session included.

For a teleassistenza appointment, the Healthcare Professional offered is the pathway's équipe : its members and any professional added ad hoc to that pathway. Televisit, in-studio and at-home appointments are booked with the pathway's doctor only.

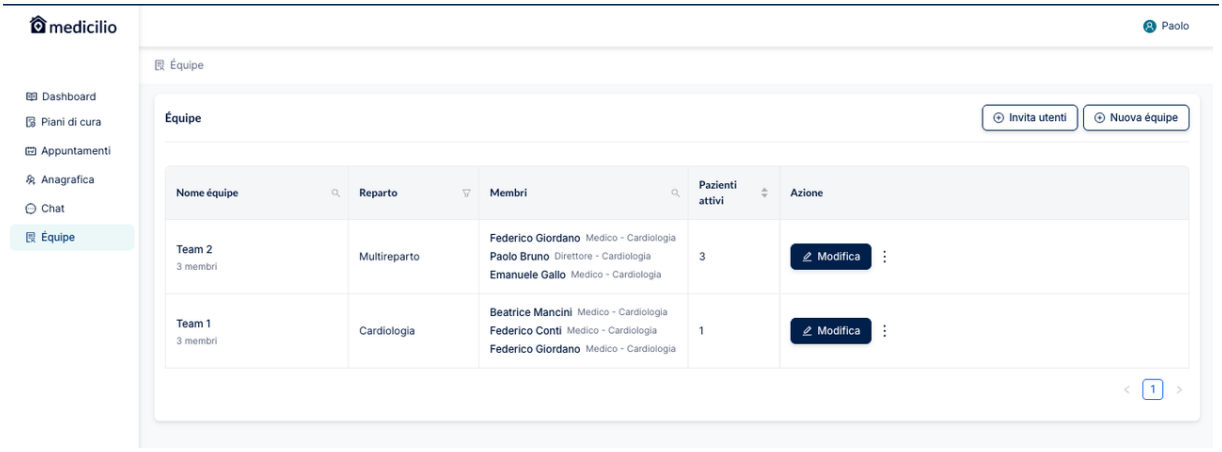
A Department Doctor sees the appointments assigned to them and the appointments of the patients they follow through an équipe. A Department Doctor Head sees, in addition, the appointments of their équipe patients outside the departments they head. A Healthcare Professional sees the appointments of the patients they follow through an équipe or an individual assignment.

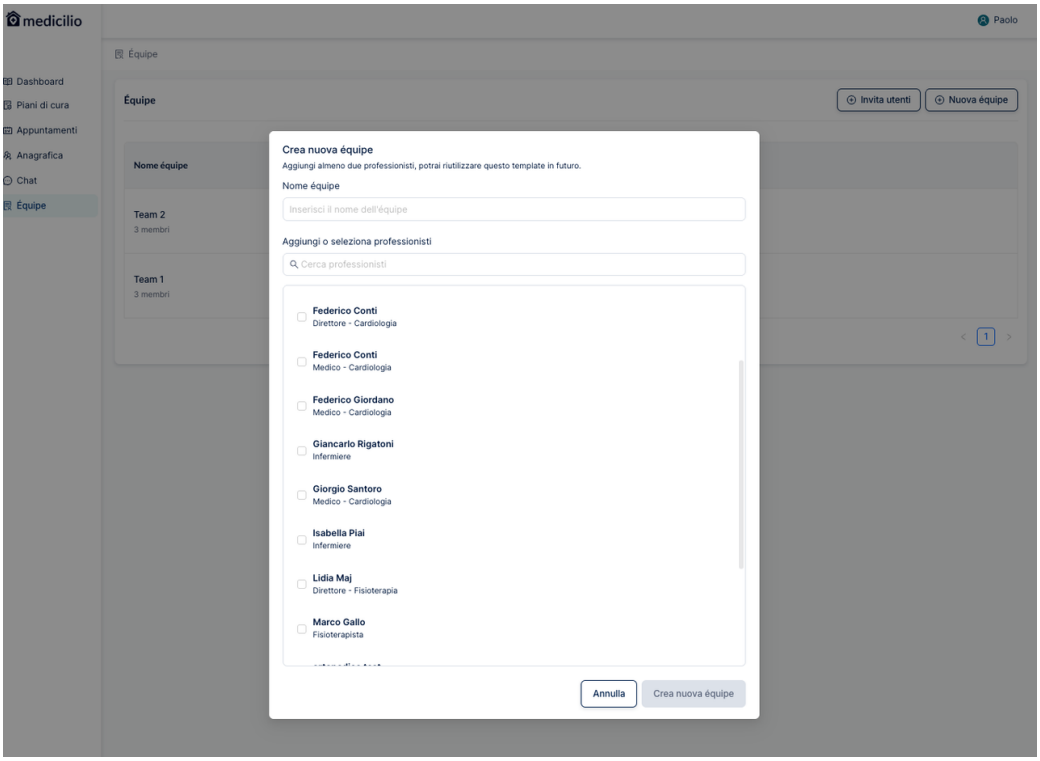
An équipe may span departments. The platform derives and displays whether an équipe is single-department or multi-department from its members.

Procedure — Manage named équipes

1. If you are a Department Doctor, open Equipe directly from the main sidebar. Every other role with this permission (Department Doctor Head, Independent Practice Doctor, Organization Admin, Medicilio Customer Support, Ops) opens Admin from the main sidebar and selects the Équipe tab instead. Both open the same équipe list, showing each équipe's name, its members, the department or departments it spans, and the number of patients with an active pathway assigned to it. Closed pathways are excluded from that count.
2. Click New équipe, give it a name, and add at least two professionals.
3. To change an existing équipe, open it, add or remove members, and save.
4. The three-dot menu on each row offers Aggiungi pazienti, Rimuovi pazienti and Riassegna pazienti. Only patients whose pathway is neither completed nor cancelled can be added. Removing patients from an équipe does not change their appointments.
5. An équipe can be deleted only when no patient with an active pathway is assigned to it. Reassign its patients first. A closed pathway keeps the name of a deleted équipe in its history.

> NOTE
>
> **Ad-hoc additions do not appear here.**
>
> The Admin page lists the members of named équipes only. A professional added directly to a single pathway is not discoverable from this view. To review everyone with access to a patient, open that patient's pathway.





WARNING

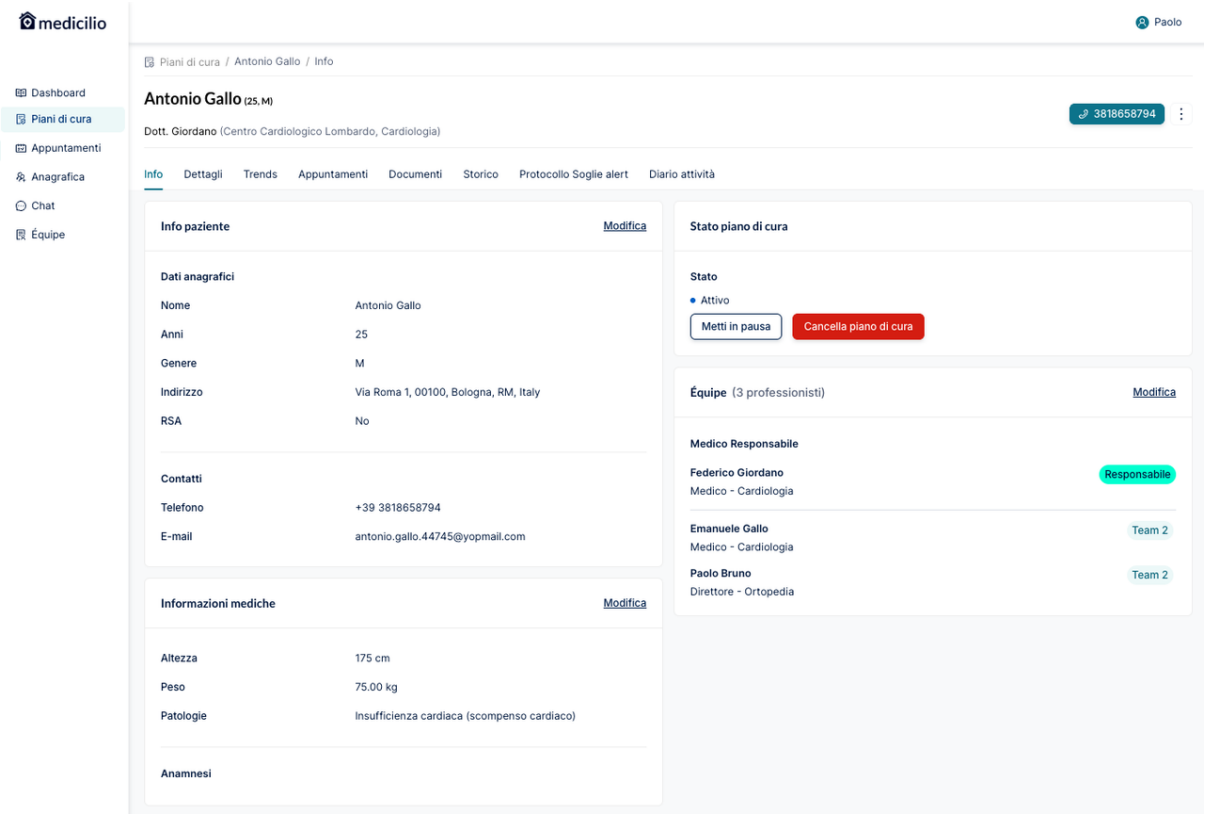
Editing a named équipe changes visibility for every patient linked to it.

A named équipe can be assigned to many patients. Adding or removing a member from the Admin page propagates immediately to every pathway that équipe is linked to, granting or revoking visibility of all of those patients at once. Where a change is intended for one patient only, add or remove the professional from that patient's pathway instead of editing the équipe.

Procedure — Compose a patient's care team from the pathway

1. Open the patient's pathway and locate the Équipe card on the Info tab.
2. Add an existing équipe as a whole, add individual professionals ad hoc, or create a new named équipe on the spot. An équipe created here is saved and becomes reusable from the Admin page.
3. Individual members of a named équipe can be picked for this patient without altering the équipe itself. The internal composition of a named équipe can only be changed from the Admin page.

4. A patient may be assigned more than one équipe at the same time. There is no limit on members per équipe, or on équipes per patient.
5. To remove a professional, use the remove action on their row. Removal revokes visibility of the patient only. It is never blocked by existing appointments, and it leaves those appointments assigned to the removed professional.



NOTE

Visibility held through more than one équipe.

If a professional reaches the same patient through two équipes, removing them from one of the two does not withdraw the patient from their view: they retain it through the other. When visibility must be withdrawn completely, check every équipe linked to the patient.

Procedure — Invite a professional who has no account yet

1. From the Admin page équipe editor, or from the pathway's Équipe card, enter the professional's email address.
2. The professional is added immediately and shown as pending, in both the Admin équipe view and the pathway. A pending member has no access to any patient data and receives no alerts: confirm that a member is active before treating them as part of the care team.
3. When that person completes registration, the association activates automatically and their access begins. No notification is sent to the person who invited them.

9. Managing care pathways

9.1 Creating a pathway

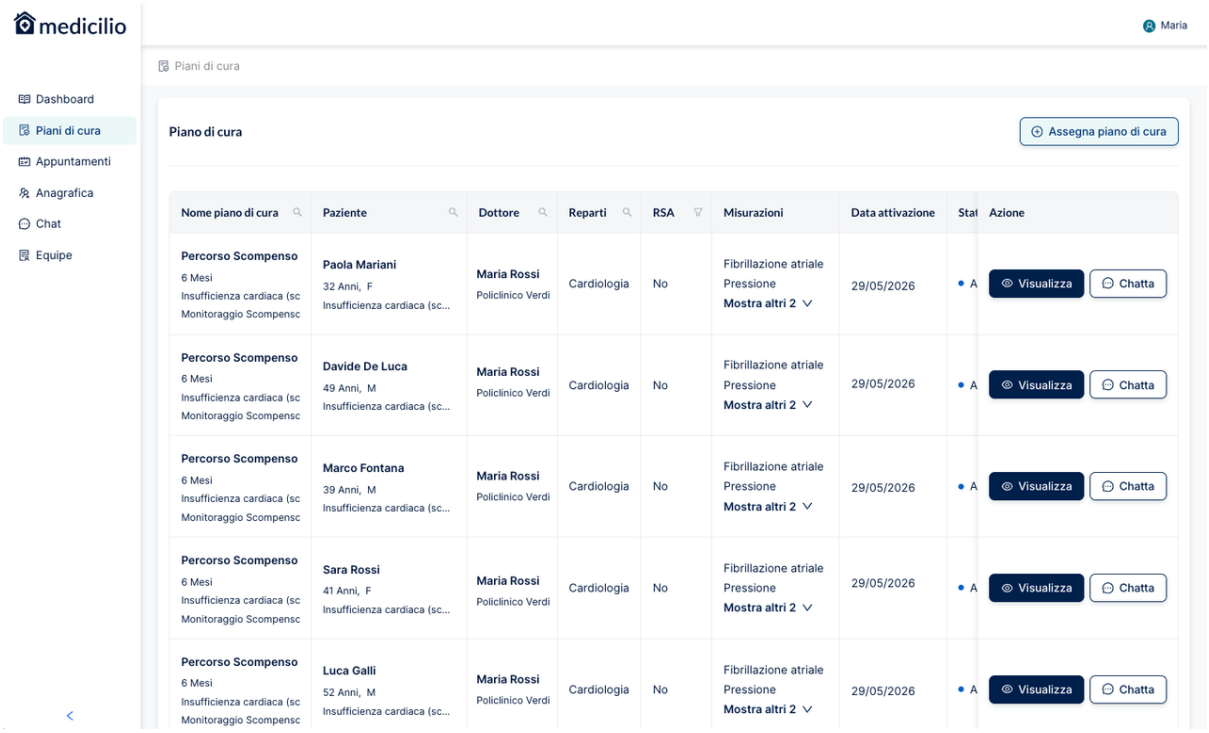
Who can perform this action: Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Ops.

Pathways may be created from a pathway template and thresholds template or fully customised. The pathway carries: pathology, duration in months, responsible doctor, list of vital parameters with measurement frequency, a network configuration for the home kit (all mandatory),and a list of associated devices, plus, where applicable, a list of drug intakes, a list of questionnaires, a list of exams (with modality).

Procedure — Create a pathway

The pathway-creation is a four-step process.

1. From the main sidebar, click Pathways. On the resulting page, click Assign pathway.

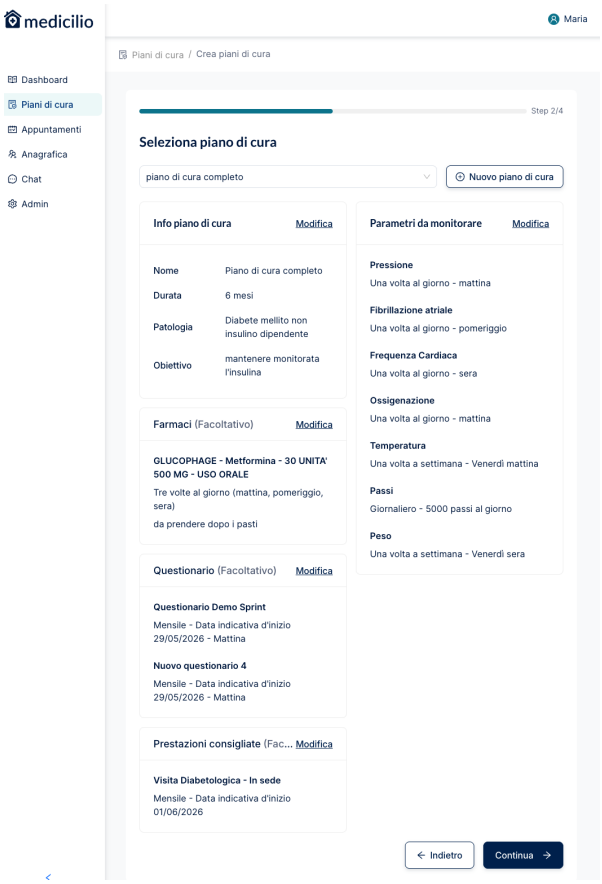


2. Search for and select the patient. Assign the responsible doctor for the pathway, and compose the patient's équipe: add an existing équipe, add individual professionals, or create a new équipe on the spot (see §8.4). The équipe can also be changed later, from the pathway's Info tab.
3. Select pathway template. Pick a pathway template from the list or create a new one, templates carry the pathology, duration, vital parameters (with frequencies), drug intakes, questionnaires, exams and the default device list.

IMPORTANT

The list of vital parameters cannot be changed after creation.

Once a pathway is created, the vital parameters being monitored cannot be added to or removed from the pathway, only their measurement frequency can be adjusted afterwards. Review the parameter list carefully at creation time, since correcting an incomplete or incorrect list requires cancelling and recreating the pathway.



For each prescribed vital parameter, set the measurement frequency, the recommended time slot, and whether the timing is fixed or flexible:

Timing	Behaviour
Fixed	The measurement can only be recorded while its prescribed slot is open. Once the slot closes the activity expires, no manual entry is possible, and it is recorded as not performed. Choose this where the time of day is clinically binding, for example a morning blood-pressure reading that must stay comparable across days.
Flexible	The measurement counts whenever the patient records it during the day, up to 23:59:59, by device or manually. There is no out-of-window state. The patient sees the recommended time as advice, not as a deadline. Choose this where the time of day carries no clinical meaning.

Time slots are Morning 05:00–12:00, Afternoon 12:00–18:00 and Evening 18:00–24:00, and are shown with their time range everywhere they appear, on both the clinician web application and the patient application. The fixed or flexible choice can also be changed later, when editing the pathway.

When a flexible measurement is prescribed twice a day, the patient can record the second reading only after the first: from 12:00 if the first was taken in the morning, from 18:00 if it was taken in the afternoon. A first reading taken in the evening leaves the second unrecorded for that day.

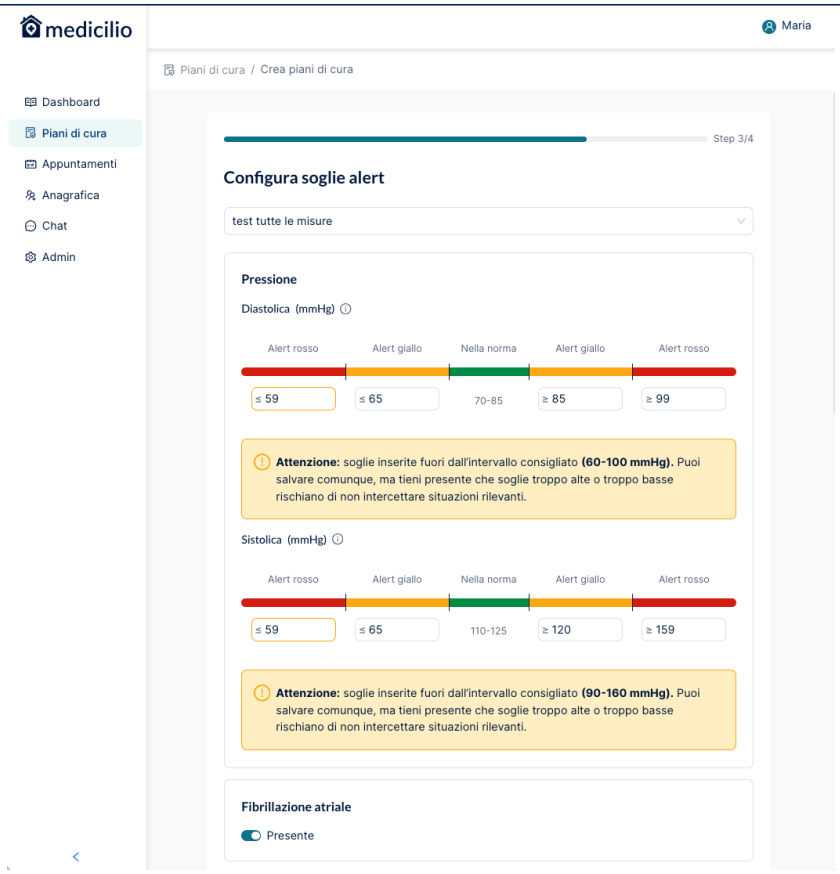
Peak expiratory flow, where prescribed, is measured once or twice daily; for a twice-daily frequency, set the morning and the evening measurement time. It cannot be entered manually by the patient, so a missed reading cannot be recovered after the fact. Monitoring of peak expiratory flow can be paused and reactivated later from the pathway's Details tab: while it is paused the activity disappears from the patient app, the patient is notified, and no alert is generated for that parameter. Readings already recorded remain in the history.

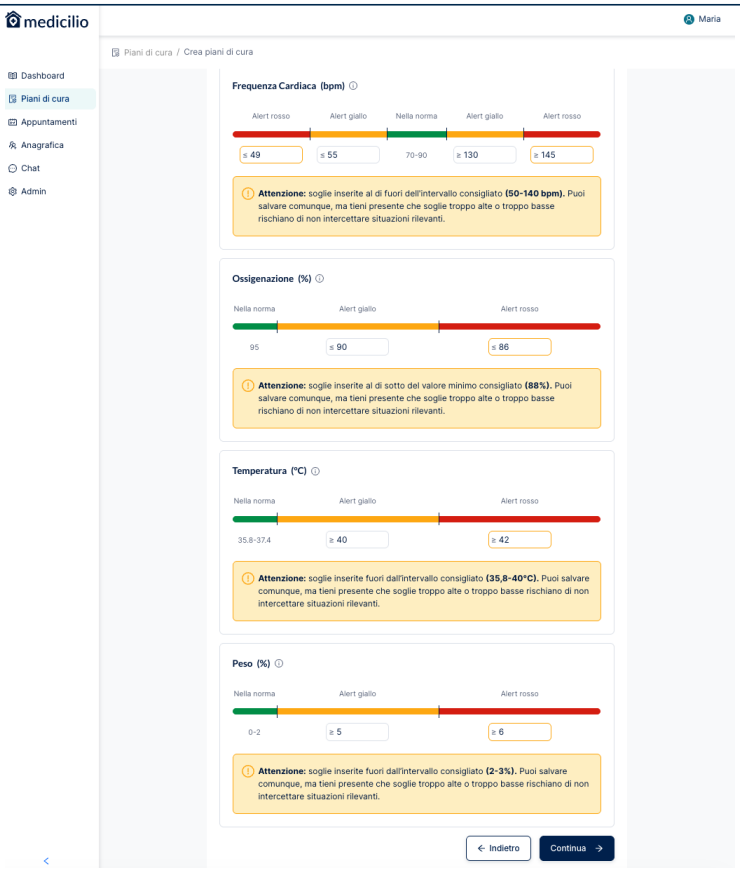
> WARNING
>
> **Marking a time-critical measurement as flexible removes a clinical guardrail.**
>
> Where the comparability of readings depends on the time at which they are taken, keep the measurement fixed. Review this setting for every parameter rather than accepting the template default.

> NOTE
>
> **Questionnaires are not bound to a time slot.**
>
> Questionnaires carry no slot assignment: the patient can complete them at any point in the day, up to 23:59:59, and the completion time is recorded.

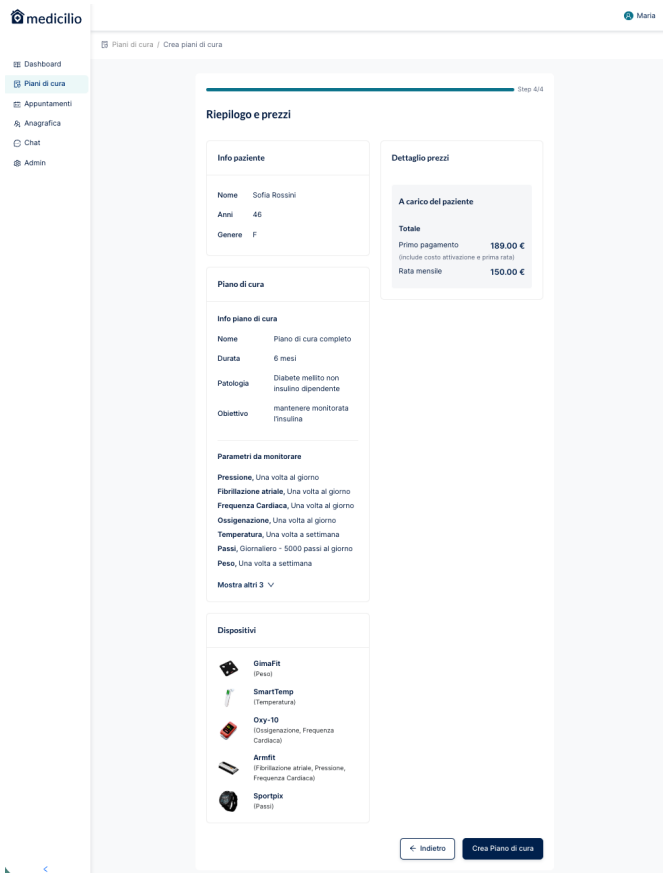
4. Configure alerts (thresholds). For each vital parameter of the chosen template, configure the yellow- and red-level thresholds. A threshold template can be applied to pre-fill the values, then edited.

> NOTE
>
> **Setting thresholds is optional**
>
> It is not mandatory to configure thresholds for every vital parameter. You can proceed with the pathway creation leaving some or all parameters without thresholds set. Parameters without a configured threshold will not generate alerts when breached : measurements are still collected and visible, but no yellow- or red-level alert is raised for that parameter until a threshold is set.


medicilio
Maria
Piani di cura / Crea piani di cura
Dashboard
Piani di cura
Appuntamenti
Anagrafica
Chat
Admin
Step 3/4
Configura soglie alert
test tutte le misure
Pressione
Diastolica (mmHg)
Alert rosso
Alert giallo
Nella norma
Alert giallo
Alert rosso
≤ 59
≤ 65
70-85
≥ 85
≥ 99
Attenzione: soglie inserite fuori dall'intervallo consigliato (60-100 mmHg). Puoi salvare comunque, ma tieni presente che soglie troppo alte o troppo basse rischiano di non intercettare situazioni rilevanti.
Sistolica (mmHg)
Alert rosso
Alert giallo
Nella norma
Alert giallo
Alert rosso
≤ 59
≤ 65
110-125
≥ 120
≥ 159
Attenzione: soglie inserite fuori dall'intervallo consigliato (90-160 mmHg). Puoi salvare comunque, ma tieni presente che soglie troppo alte o troppo basse rischiano di non intercettare situazioni rilevanti.
Fibrillazione atriale
Presente



5. Summary and submit. Review the full pathway summary (patient, doctor, template, thresholds, vital parameters). Click Submit to create the pathway or go back to make changes (if needed). The responsible doctor (and the patient) receive a confirmation email when a pathway is assigned to them.



IMPORTANT

Patient identity verification.

Before submitting the pathway, verify the patient's identity (tax code, date of birth, contact details) and the emergency-contact details (configured on the patient record, see §8.3). Errors in these fields propagate to alert routing.

After the pathway is submitted, the Medicilio Customer Support takes over the kit-preparation step (devices, network configuration, shipping) from the Info tab of the pathway (see §6.4). The pathway becomes visible to the patient on the tablet only after the kit is shipped and the patient activates the pathway (see §9.10).

9.2 Info tab

Who can perform this action: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor.

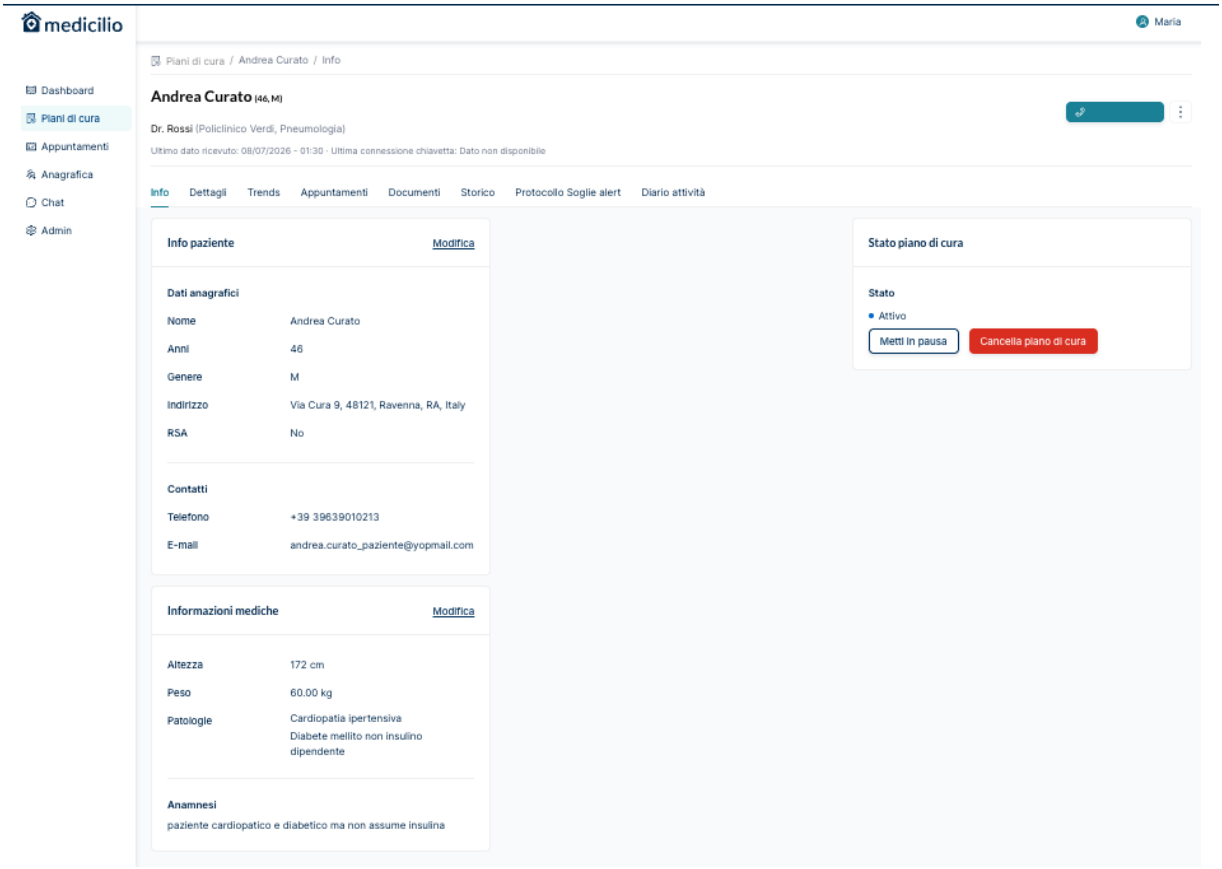
The Info tab is the default view when opening a pathway. The header shows the patient's name, age and gender, the assigned doctor (with organization and specialisation), a phone-call shortcut, the date/time of the last measurement received, and the date/time of the last gateway connection (shown as "Data not available" if the gateway has never connected).

The tab is organised into the following cards:

- Patient Info: first name, last name, date of birth, tax code, personal address, RSA status (whether the patient is registered under a residential care facility), phone, email.
- Medical Info: height, weight, pathologies, anamnesis.
- Pathway Status: the current status
- Équipe: the Responsible Doctor and every professional who can see this patient, with pending members marked as such. See §8.4.

Procedure — Edit patient info or medical information

1. Open the pathway and select the Info tab.
2. Click Edit on the Patient Info or Medical Info card.
3. Update the fields and save. A confirmation message is shown once saved.



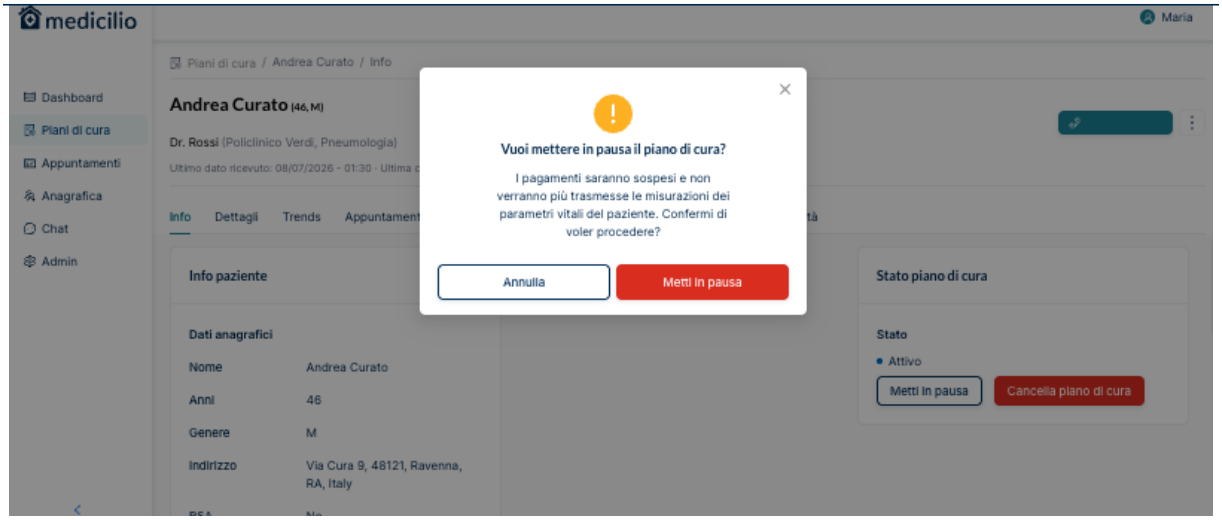
IMPORTANT

Pausing or cancelling from this tab.

Department Doctor Head, Department Doctor, and Independent Practice Doctor can pause or cancel the pathway directly from the Pathway Status card. A confirmation modal always appears before pausing or cancelling, to prevent accidental actions.

Procedure — Pause a pathway

1. On the Pathway Status card, click Pause.
2. Confirm in the modal dialog.



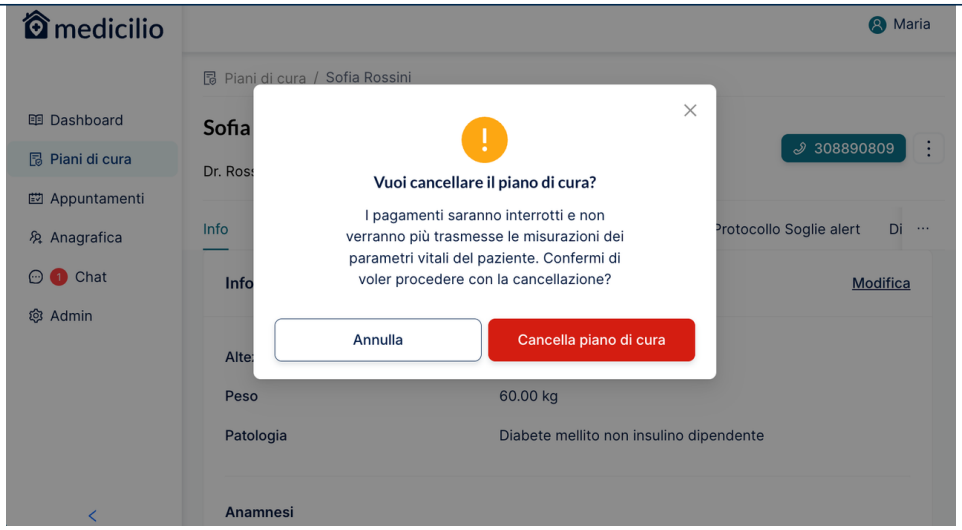
3. The pathway moves to paused; all future scheduled activities are removed from the patient's calendar and the subscription is suspended.

> NOTE
>
> **Pause notifications.**
>
> The doctor and the patient receive an email when the pathway is paused (including when this happens automatically after repeated payment failures).

> IMPORTANT
>
> **Clinicians cannot reactivate a pathway themselves.**
>
> Reactivation is an operational action performed only by Medicilio Customer Support or Ops. If a paused patient needs to resume monitoring, contact the Medicilio Customer Support (see §2.2). If the pathway was paused manually, the subscription start date realigns to the reactivation date; if it was paused automatically due to repeated payment failures, the original renewal dates remain unchanged.

Procedure — Cancel a pathway

1. On the Pathway Status card, click Cancel.
2. Confirm the cancellation in the modal dialog.



3. The pathway's status changes to canceled; future activities and future appointments are removed; the gateway identifier is released; device instances are de-assigned; alert recipients and emergency contacts are removed.

Medicilio Customer Support and Ops can cancel a pathway from any status : To be paid, Kit to be shipped, Kit shipped, Kit delivered or Active. The pathway moves straight to Cancelled, and none of the intermediate status emails is sent to the patient.

> NOTE
>
> **Cancellation notification.**
>
> The doctor and the patient receive an email when the pathway is cancelled. The wording depends on where the pathway was cancelled from: a pathway cancelled from Active gets the end-of-monitoring email, written for a patient who has actually used the service; a pathway cancelled from any earlier status gets a shorter, generic cancellation notice instead.

Side-effects summary:

- Paused: future activities are removed from the patient's schedule; the subscription is paused.
- Canceled: future activities and future appointments are removed; the gateway identifier is released; device instances are de-assigned; alert recipients and emergency contacts are removed.
- Completed: same de-assignment of device instances; subscription is cancelled; an end-of-pathway email is sent to the patient.

> IMPORTANT
>
> Cancelling a pathway is irreversible. Use pause if the interruption is temporary.

NOTE

Pathway completion notification.

The doctor and the patient receive an email when the pathway reaches its planned end.

9.3 Details tab

Who can view this tab: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor.

The Details tab shows the configuration of the care pathway, organised into cards:

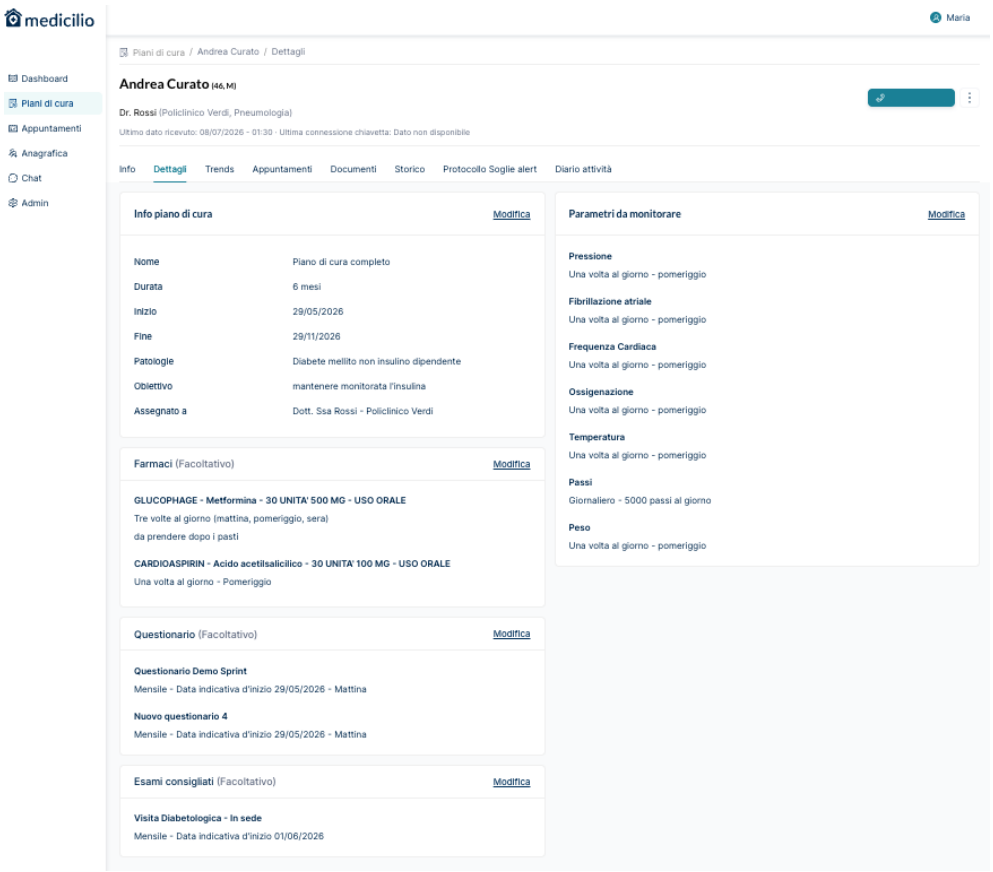
Pathway Info: pathway name, duration, start/end date, pathology, goal (free text), assigned doctor and organization.

Parameters to Monitor *(mandatory)*: the vital parameters prescribed in the pathway, each with its monitoring frequency. The list of parameters itself is fixed at pathway creation and cannot be edited afterwards, only the frequency of each already-listed parameter can be changed.

Medications *(optional)*: prescribed drug intakes, each with name, dosage, frequency, and instructions.

Questionnaires *(optional)*: prescribed questionnaires, each with frequency and indicative start date where relevant.

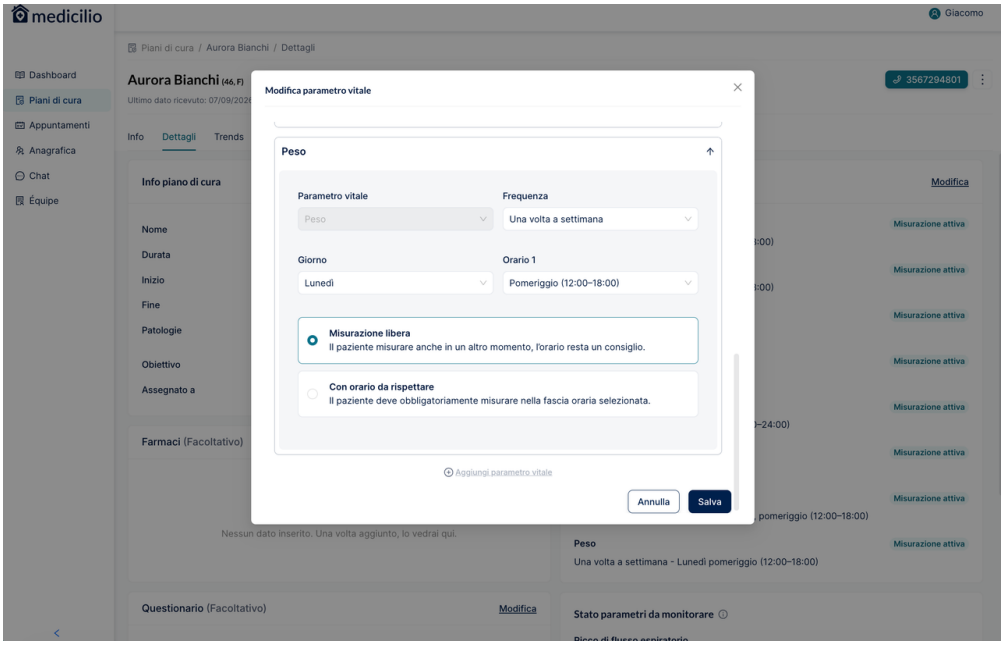
Recommended Exams *(optional)*: recommended exams, each with frequency/modality.



Procedure — Edit pathway details

Who can perform this action: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor.

1. Open the pathway and select the Dettagli tab.
2. Click Edit on the relevant card.
3. Update the fields and save.



Procedure — Pause or reactivate a monitored parameter

Who can perform this action: Department Doctor, Independent Practice Doctor, Department Doctor Head, Healthcare Professional, Medicilio Customer Support, Ops.

1. Open the pathway and select the Dettagli tab. Where peak expiratory flow is prescribed, the Stato parametri da monitorare card shows its status.
2. Select In pausa to pause the measurement, or Attivo to reactivate it.
3. Confirm in the dialog. The card shows Misurazione in pausa or Misurazione attiva.

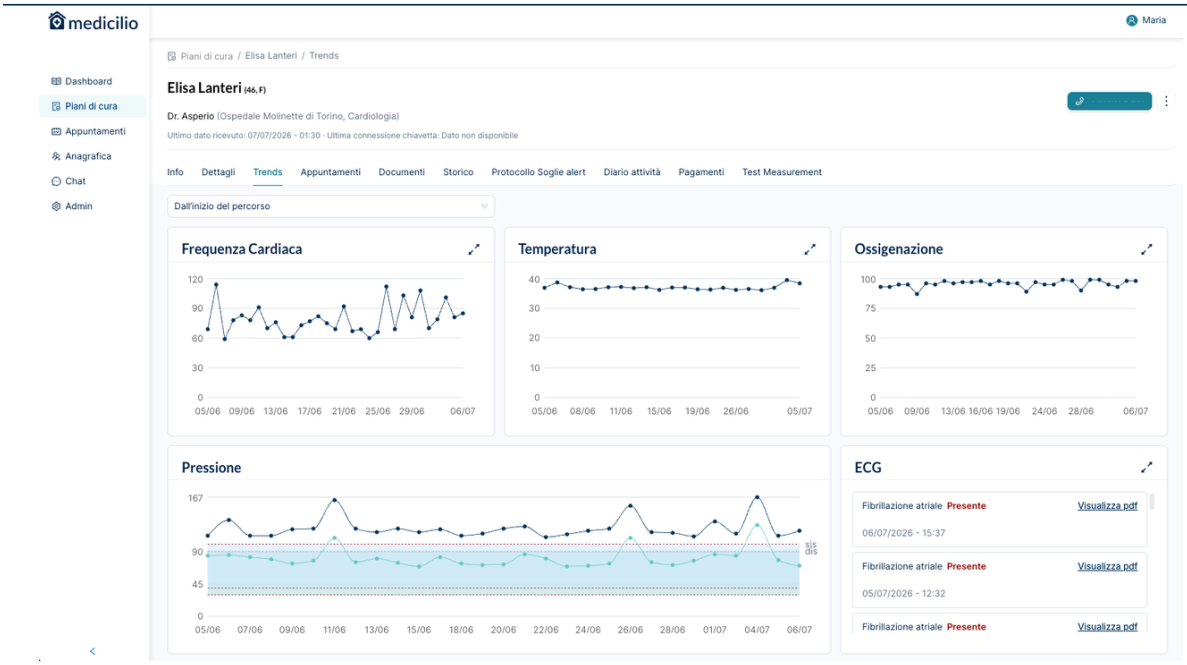
The effect on the patient's activities and alerts is described in §9.1.

9.4 Trends tab

Who can view this tab: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor.

Procedure — View pathway trends

1. Open the pathway and select the Trends tab.
2. Vital-parameter trends are shown as line charts, one per parameter; switch between parameters with the chart toolbar.



3. Select a date range using the selector at the top of the tab (this range applies to all charts on the page, including the compliance chart below). Ranges longer than three months are aggregated weekly rather than daily so that long pathways stay legible; the aggregation is applied automatically and is reflected on the chart axis.

Patient compliance chart

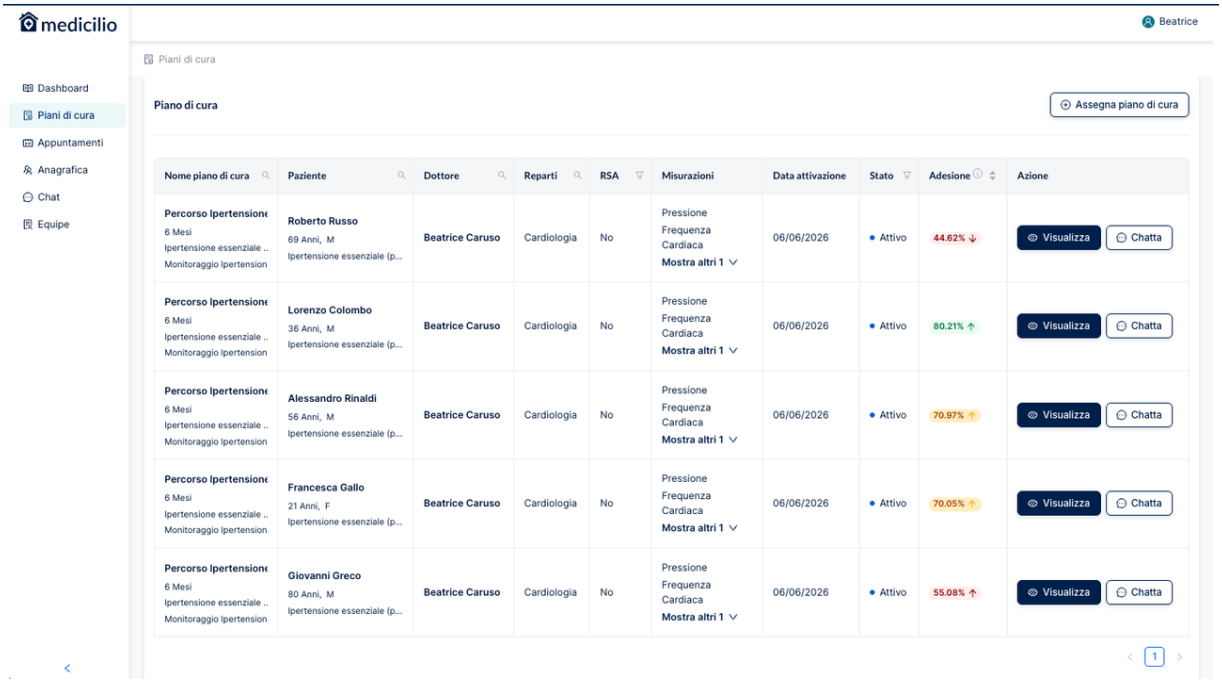
Medicilio RPM calculates a compliance score for each pathway, measuring how consistently the patient completes prescribed activities (measurements, drug intakes, questionnaires).

In the Pathways list:

A column labelled "Adesione" shows the overall compliance percentage for each pathway, as a coloured pill:

- 🟢 Green ≥80% (good adherence)
- 🟡 Yellow 60–79% (moderate adherence : monitor closely)
- 🔴 Red <60% (low adherence : intervention likely needed)

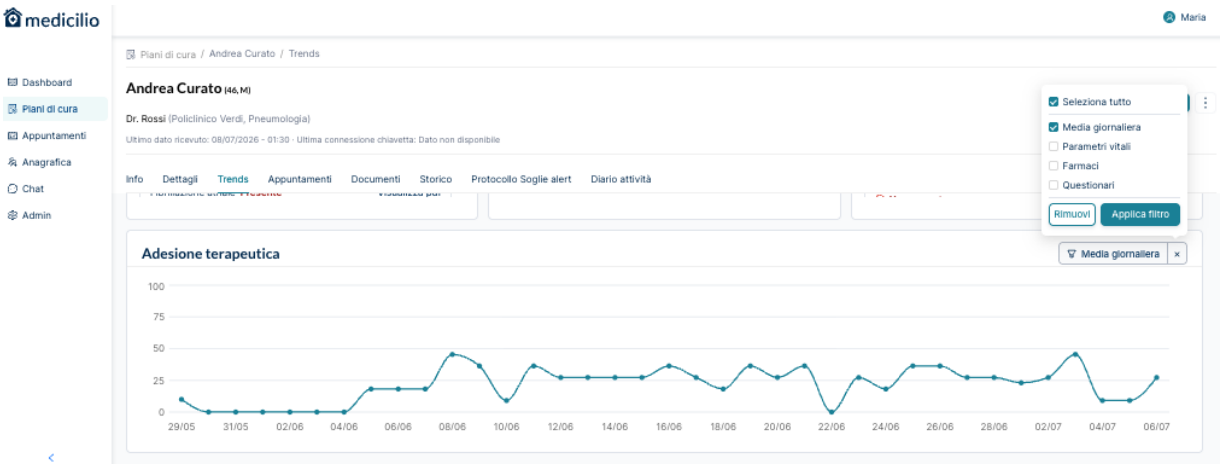
An arrow next to the pill shows the 7-day trend (improving / stable / declining). The arrow appears once 14 days of scores are available. Click the column header to sort by compliance, highest or lowest first.



At the bottom of the Trends tab, a compliance chart shows how consistently the patient is following the prescribed care plan, with four independently toggleable lines:

- Overall: all prescribed activities combined
- Vitals/Device: device measurements only
- Medications: drug intake
- Questionnaires: questionnaire completion

The Y-axis is fixed between 0% and 100%. Hover over any date to see a tooltip with the values of the currently visible lines. If the patient has not yet completed any activities, a placeholder message is shown instead of an empty chart.





NOTE

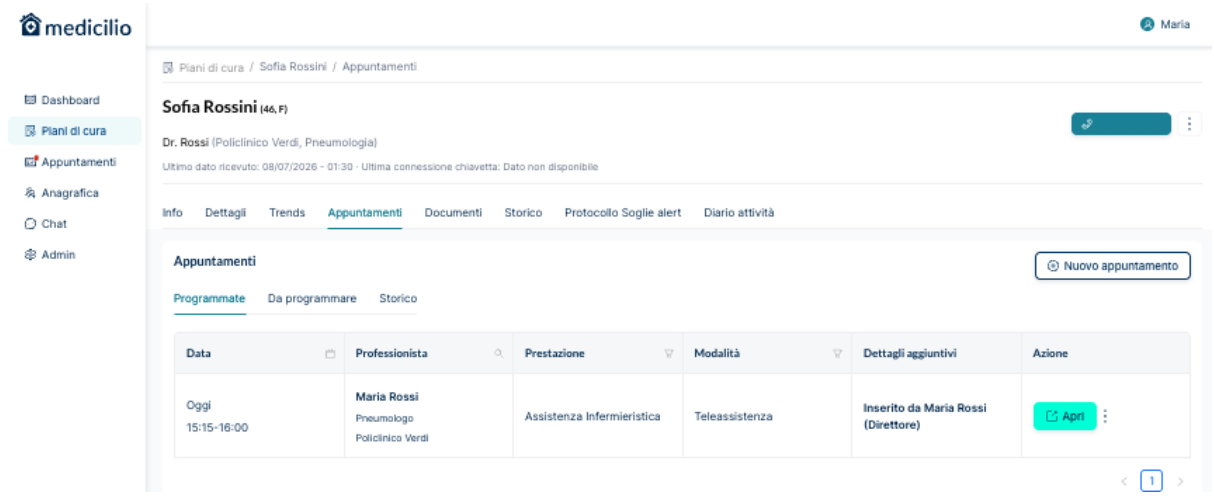
How compliance is calculated.

Compliance = completed activities ÷ prescribed activities, calculated from the patient's first confirmed activity. Days when the pathway was paused, or days with no prescribed activities, are excluded from the calculation. Scores are calculated once a day, overnight, for the previous day: an activity completed today is reflected the following day. Compliance charts are also included in the AI-generated telemonitoring report, under the "Terapia e Aderenza" section (see §12). Compliance scores are visible to all clinical and operational roles.

9.5 Appointments tab

Who can perform this action: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor.

The Appuntamenti tab, inside a patient's pathway, shows that patient's appointments only (televisit, teleassistenza, in-studio, and at-home visits). From here you can also schedule a new appointment for this patient directly, without going through the global Appointments page, the patient is pre-selected, so the booking flow starts from selecting the service.



For the full appointment scheduling, joining, updating, and cancellation procedures, see §11. The same procedures apply whether you start from this tab or from the global Appuntamenti page.

9.6 Documents tab

Who can perform this action: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor.

Unlike Appuntamenti, there is no separate global Documents page, the Documents tab inside a patient's pathway is the only place to access this patient's documents. It contains four sub-tabs: Report (telemonitoring reports), Referti (signed teleassistenza reports), Questionari (questionnaire responses) and Documenti caricati (shared documents).

For telemonitoring reports see §12. For signed teleassistenza reports see §11.5, "Write and sign a teleassistenza report".

Questionari

The Questionari sub-tab lists completed questionnaires, with columns: Name, Description, Type, Questions, Date, and Action. Only answered questionnaires appear, past unanswered and future scheduled questionnaires are not shown. Use the search (by name) or filters (type, date) to narrow the list. Click View to open a questionnaire's responses as a PDF. If no questionnaires have been answered yet, an empty-state message is shown.

Documenti caricati

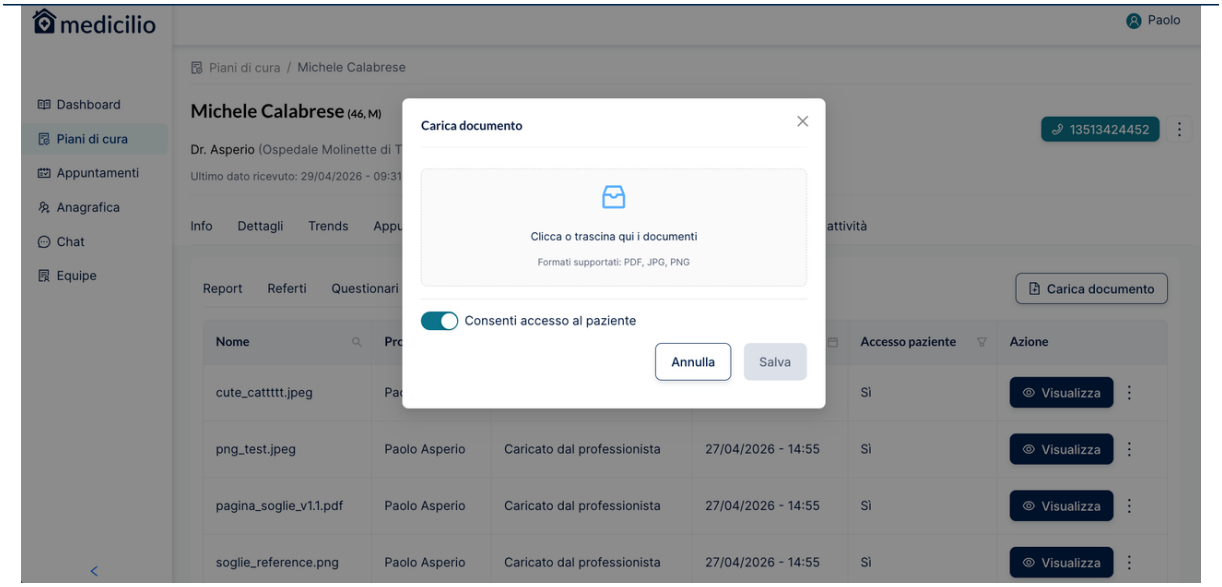
The Documenti caricati sub-tab lists all the files shared for this pathway: uploaded by clinical staff, by the patient or shared via chat. Each row shows: Name, Owner, Origin (Shared by Patient / Shared by Physician / Chat), Upload Date, and Patient Access status. Documents can be searched by name or owner, and filtered by origin, date, and patient-access status.

Document constraints

Constraint	Value
Maximum file size	20 MB
Maximum batch size	5 files
Allowed MIME types	PDF, JPEG, PNG
Download URL validity	1 hour
QR-upload session validity	30 minutes

Procedure — Upload a document

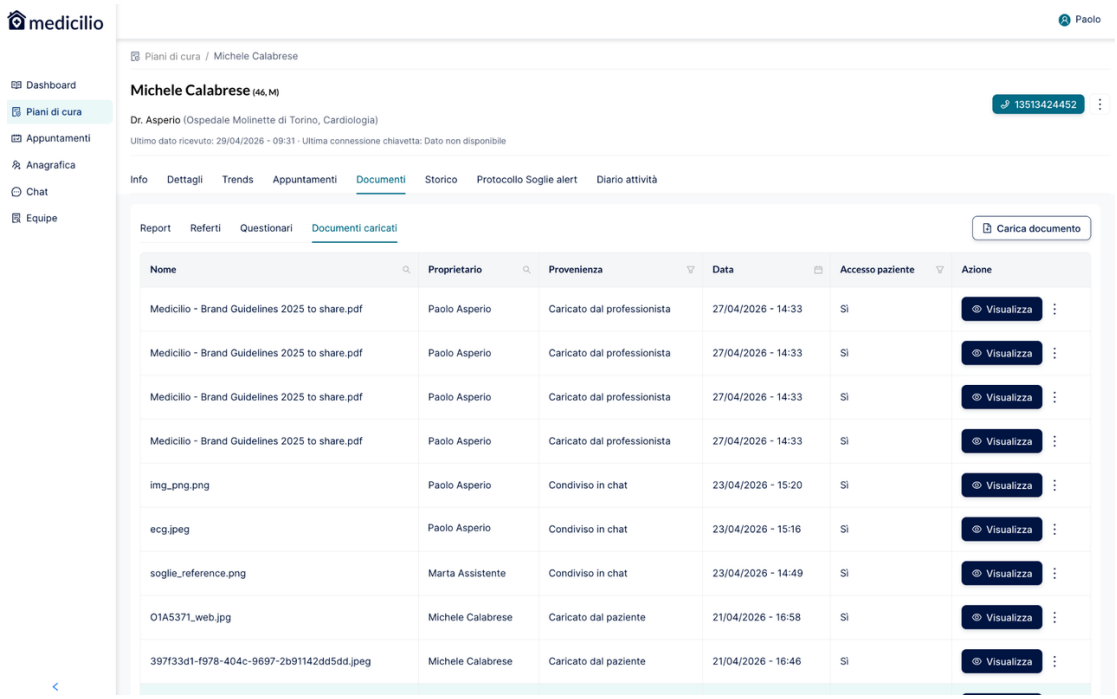
1. Open the patient pathway and select the Documents tab, then Documenti caricati.
2. Click Upload document. Select up to 5 files by drag-and-drop or file picker (PDF, JPEG, PNG only, max 20 MB each; over the limit or unsupported format triggers an immediate error).



3. Before saving, the file name can be edited. It's possible to enable the option "Allow patient access" to make the document visible to the patient in their app. If the option is not enabled, the document remains accessible only to authorised clinicians and staff with permission to view that patient's records. The patient receives a push notification when access is granted.
4. Click Save. Documents appear immediately in the table; if one file in a batch fails, the others still upload, with an error shown only for the failed one.

Procedure — View a document

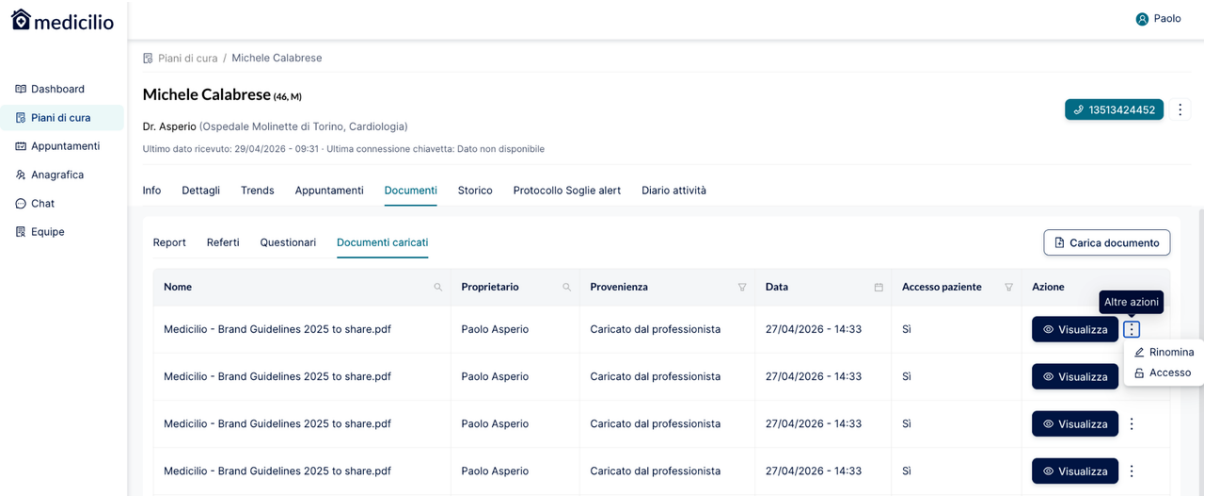
1. In Documenti caricati, click a document row to preview it in the embedded viewer



Procedure — Edit document

Who can perform this action: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Ops.

1. Open the patient pathway and select the Documents tab → Documenti caricati.
2. Edit the editable fields: name and patient access flag (whether the patient can see the document on the tablet).



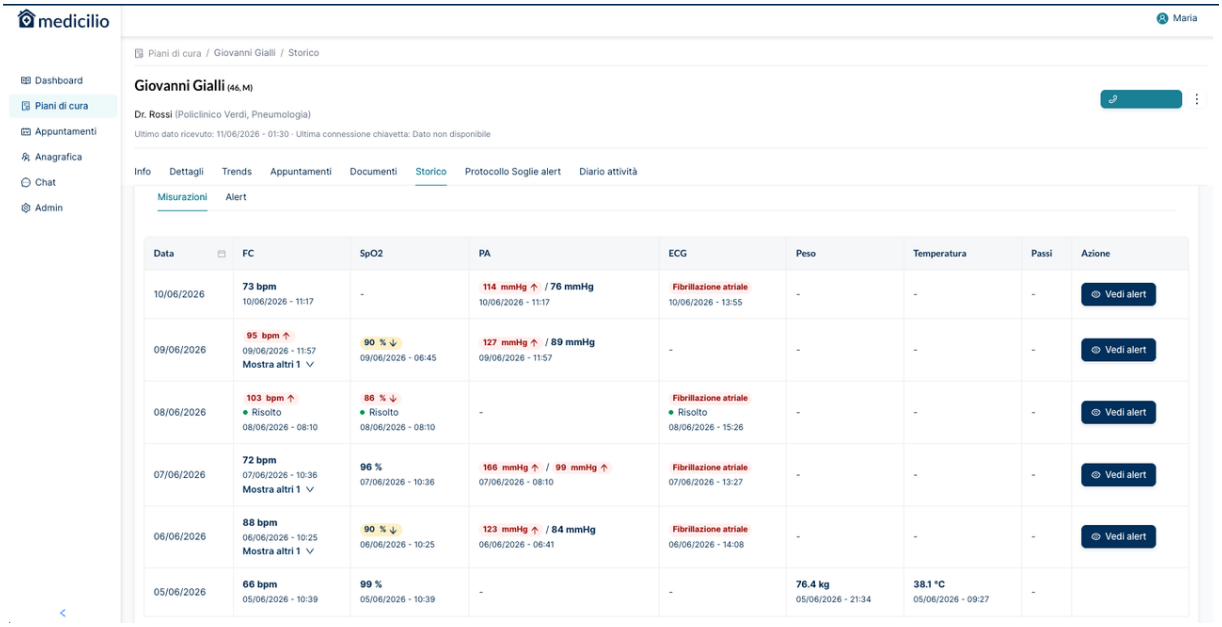
3. Click Save. The content of the file itself cannot be modified; replace the file by uploading a new version if needed.

9.7 History Tab

Procedure — View pathway measurements

Who can perform this action: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Ops.

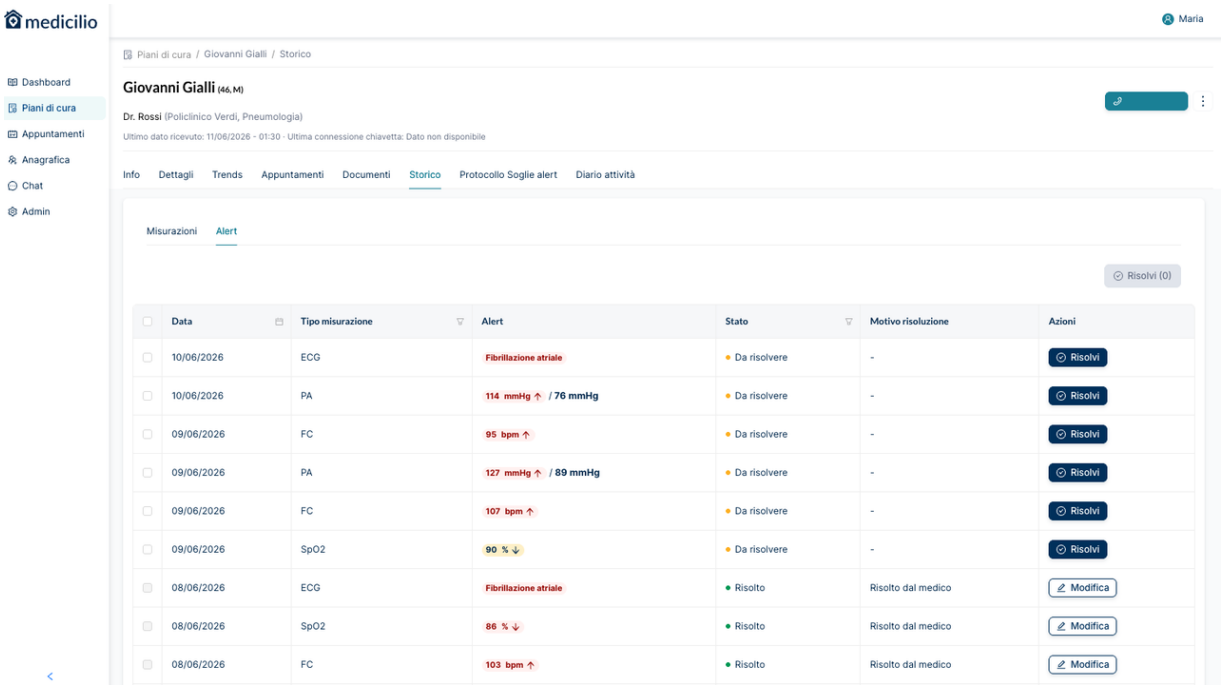
1. Open the pathway and select the History tab.
2. Within the History tab, select the Measurements sub-tab. The table lists one row per date, most recent first, with one column per vital parameter prescribed in the pathway (heart rate, SpO_2, blood pressure, ECG, weight, temperature, step count, peak expiratory flow). If more than one measurement was taken for a parameter on that date, only the latest is shown, with a "Show the other X" link to expand the rest.



3. If a measurement on a given date triggered an alert, the Action column shows a Show Alert button.
4. Click Show alert to open the Alert sub-tab, automatically filtered to that date.

Procedure — View and resolve alerts

1. From the Alert sub-tab (reached via Show alert, or selected directly), the table shows: Date, measurement type, alert value, status (To be solved / Solved), resolution reason, and an action column.
2. For an unresolved alert, click Solve to resolve it (see §10.4 for the full resolution procedure).
3. For an already-resolved alert, click Modify to change the resolution (see §10.5).
4. Multiple alerts can be selected via checkbox and resolved together using Solve(N) at the top right.
5. Remove the date filter (Remove filter) to see all alerts for the pathway, not just the selected date.



NOTE

Manually entered measurements.

When a connected device is unavailable or has failed, the patient may enter a measurement manually in the app. Manual entries are stored with an explicit "manual" data-source tag and are distinguishable from device-sourced measurements in this view. See the warning "Verify device suitability" in §4 : manual entries are not equivalent to a verified measurement from a compatible medical device.

NOTE

How each measurement is marked in this view.

A device reading is shown plainly regardless of whether it falls inside or outside the prescribed window; a manual entry carries a hand icon. The out-of-window indicator marks a device reading stored in a slot other than the one prescribed, and the prescribed activity itself stays not performed. The not-prescribed indicator marks a device reading taken on a day with no activity scheduled for that parameter. Hovering either indicator shows the expected timing against the actual recording time. Both indicators describe the timing of a reading, never its clinical value.

The plausibility limits below are the outer boundary of what is physiologically possible, not a statement of clinical normality. They are applied platform-wide, independently of the per-pathway alert thresholds in §9.8.

Parameter	Accepted range
Blood pressure : systolic	40–250 mmHg
Blood pressure : diastolic	20–180 mmHg
Oxygen saturation (SpO_2)	≥ 70%
Heart rate	20–280 bpm
Body temperature	34–43 °C
Body weight	20–180 kg
Peak expiratory flow	30–900 L/min

WARNING

Measurements flagged as erroneous are not displayed.

A reading is stored but flagged as erroneous, and hidden from both the clinician and the patient, when the measuring device signals an internal error or an unusable signal, when the value falls outside physiologically plausible limits, or when it carries a timestamp earlier than the activation of the pathway. A flagged reading does not appear in this table, in trends, or in reports, and raises no alert; the patient is notified and prompted to repeat the measurement. A parameter can therefore show a gap on a day when the patient did attempt a measurement. Where a gap matters clinically, confirm with the patient.

IMPORTANT

Measurements the patient attributes to someone else are withheld.

When a patient answers that a measurement was taken by another person, the reading is excluded from this history table, from trends, and from telemonitoring reports, for readings taken with a device and for values entered manually alike. This is separate from the "Not the patient" alert-resolution reason described in §10.4, which is a clinician action on an alert.

Where drug intakes are prescribed, the Measurements table also carries a medication-adherence column. Each prescribed intake resolves to one of four states, shown identically in the dashboard, in the patient history and in the care-plan history:

State	Meaning
Taken on time	The patient declared the dose taken while its prescribed slot was open.
Taken outside the window	The patient declared the dose taken after its slot had closed, and attributed it to the window in which it was actually taken. Both the prescribed and the actual window are shown.
Not taken	The patient declared the dose not taken, and gave one or more reasons.
Not recorded	No declaration was made before the day closed at 23:59:59.

On the current day, a dose whose slot is still open is shown as To be taken (Da assumere). It is not counted as non-adherence.

IMPORTANT

"Taken outside the window" is a patient declaration, not a device reading.

An out-of-window intake is recorded from the patient's own statement of when the dose was taken, and it cannot be amended once confirmed. Where the exact time of an intake is clinically material, confirm it with the patient.

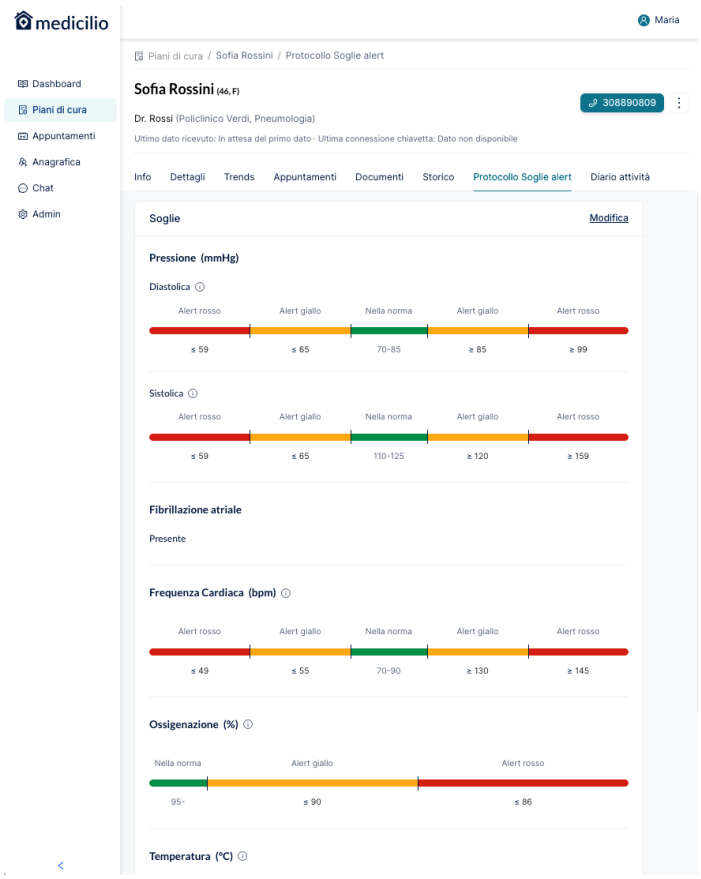
9.8 Alert Threshold Protocol tab

Who can update per-pathway thresholds: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor.

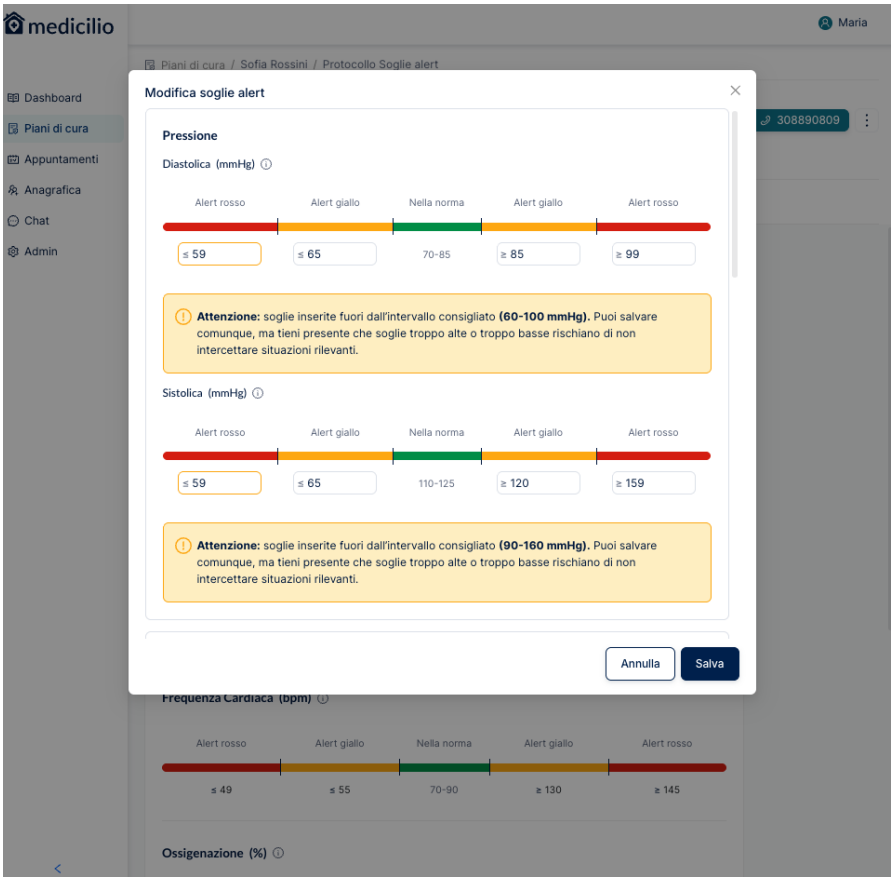
Thresholds are stored per pathway in the alert service, not per template. Each parameter can carry up to two threshold levels, yellow and red, each with one of four threshold types: high, low, weight variation percentage (computed over 1-day, 3-day and 7-day windows), and boolean (presence/absence, e.g. AFib flag on ECG).

Procedure — Edit thresholds on an active pathway

1. Open the pathway and select the Alert threshold protocol tab.



2. Click on Modify to open the edit pop-up. The pop-up shows the thresholds for the vital parameters already configured during pathway creation.



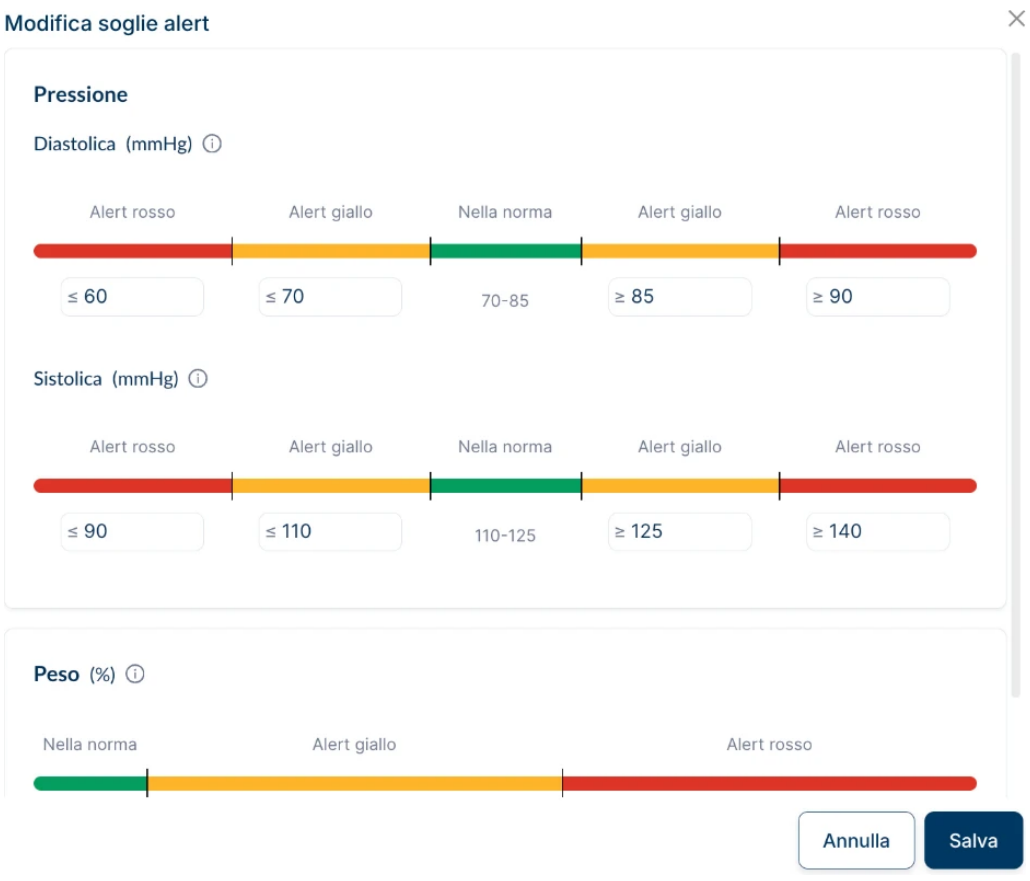
3. For each level (yellow, red), enter the threshold value or values for the appropriate threshold type. The four threshold types are: high (alert if the new value is ≥ the threshold), low (alert if the new value is ≤ the threshold), weight variation percentage (alert if the maximum percentage variation across the 1-day, 3-day and 7-day windows exceeds the threshold), and boolean (alert if the parameter flag is true : e.g. AFib on ECG).
4. Click Save. The new thresholds are applied to the next incoming measurement.

Each parameter is presented as a card carrying the parameter name, an information icon giving the recommended clinical range and an explanation of how that parameter's thresholds work, a colour-coded scale bar, and the editable threshold fields. Each field shows its comparator (≤ or ≥) on the left and its unit on the right, and the normal range (Nella norma) appears between the fields as non-editable reference text.

The normal range starts from the reference range of the parameter and is narrowed wherever a yellow or red threshold falls inside it. It therefore always agrees with the thresholds entered, and updates as they change. If the thresholds leave no normal interval, no range is shown.

The scale bar follows the direction in which the parameter can breach: blood pressure and heart rate are bidirectional, oxygen saturation and peak expiratory flow breach on the low side, body temperature and weight variation on the high side. The bar is informational: it does not affect how alerts are evaluated.

The ECG card is titled Atrial fibrillation. It carries a single red-level toggle, labelled "Present" when enabled, with no threshold fields and no yellow level.



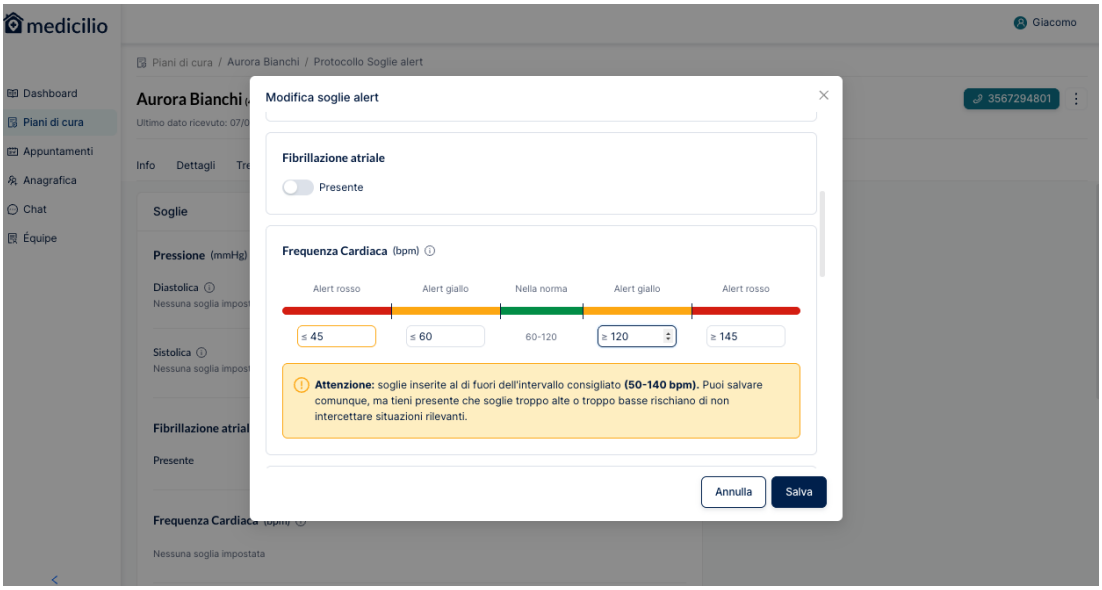
Entering a value outside the recommended clinical range for a parameter highlights the field and shows a warning naming the range that was exceeded. The warning does not block saving.

Parameter	Recommended range	Warning shown when
Blood pressure : systolic	90–160 mmHg	The value falls outside this range
Blood pressure : diastolic	60–100 mmHg	The value falls outside this range
Heart rate	50–140 bpm	The value falls outside this range
Oxygen saturation (SpO_2)	≥ 88%	The value is set below 88%
Body temperature	35.8–40 °C	The value falls outside this range
Weight variation	2–3%	The value falls outside this range
Peak expiratory flow : drop	≤ 25%	The yellow or red drop is set above 25%

WARNING

An out-of-range threshold is accepted, and remains your clinical responsibility.

The ranges above are advisory: Medicilio RPM warns but saves the configuration you enter. A threshold set far outside the recommended range can prevent a genuine deterioration from ever raising an alert. Confirm that any deviation is clinically intended before saving, and record the reason in the patient's clinical record.



Saving is blocked in one case only: when the yellow and red levels of a parameter are ordered inconsistently, for example a red maximum lower than the yellow maximum, because the resulting alert logic would be incoherent. An inline validation message is shown on the field until the ordering is corrected.

Peak expiratory flow is not evaluated against a fixed value but against the patient's own recent readings. An alert is raised on a progressive drop across two or more consecutive measurements within the last seven days, or on a reading markedly below the seven-day rolling median. The yellow and red levels are set as a percentage drop. A

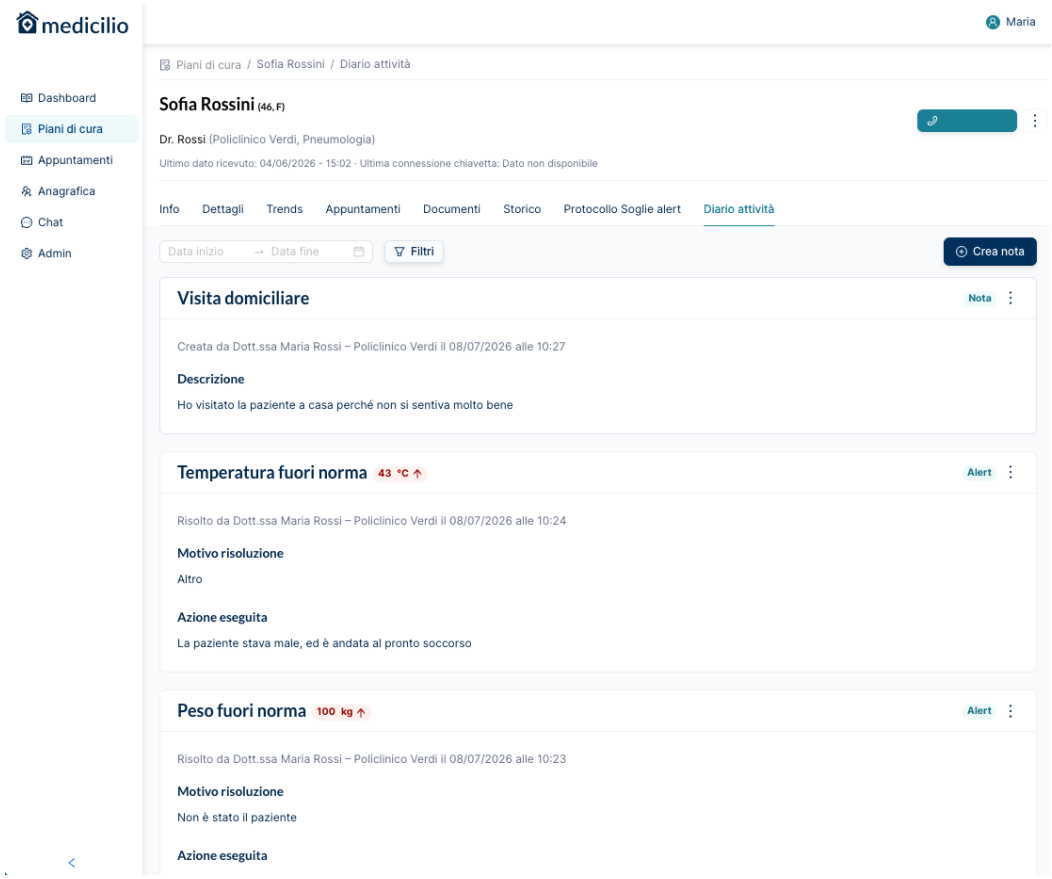
manoeuvre with a forced expiratory time (FET) below the minimum set for the pathway, 3 seconds by default, is technically invalid: no value is produced and the patient is asked to repeat the measurement.

> WARNING
>
> **Threshold changes apply immediately.**
>
> A change to a per-pathway threshold takes effect on the next incoming measurement. The previous threshold is not preserved as a historical clinical decision in the user interface. If retention of the previous threshold is clinically required, document the change in the patient's clinical record outside the device.

9.9 Activity diary tab

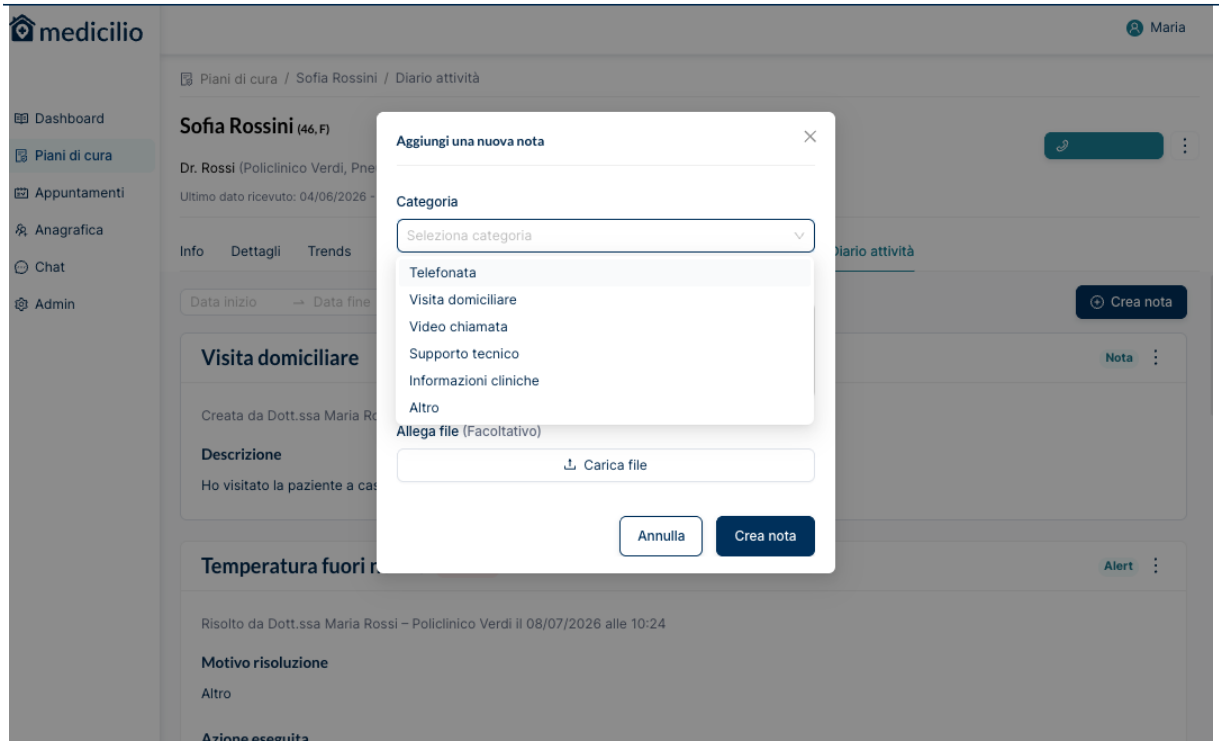
Who can manage pathway notes: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Ops.

The Activity Diary tab shows both manually added notes and the history of resolved alerts (with resolution reason and status) in a single chronological view, see §10.5 for the alert-resolution history detail.

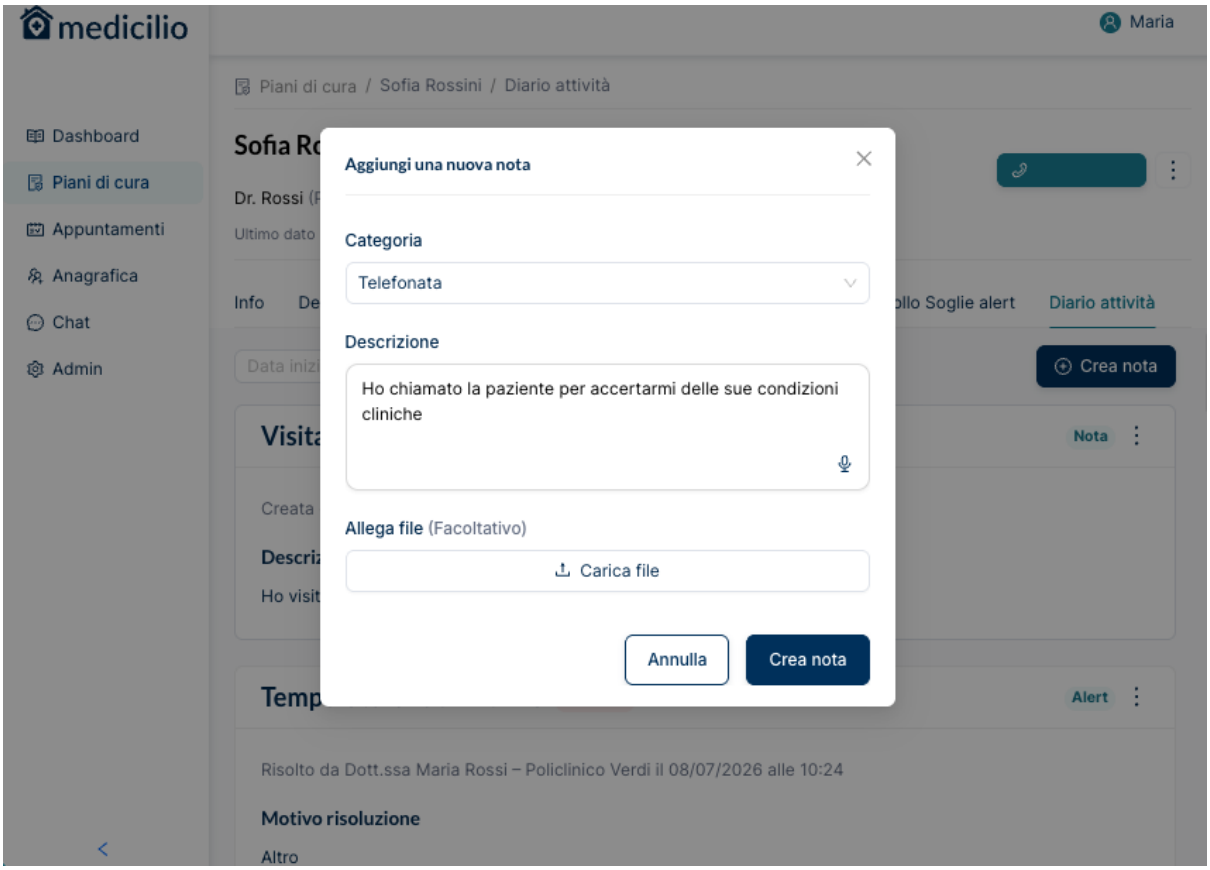


Procedure — Add a note to a pathway

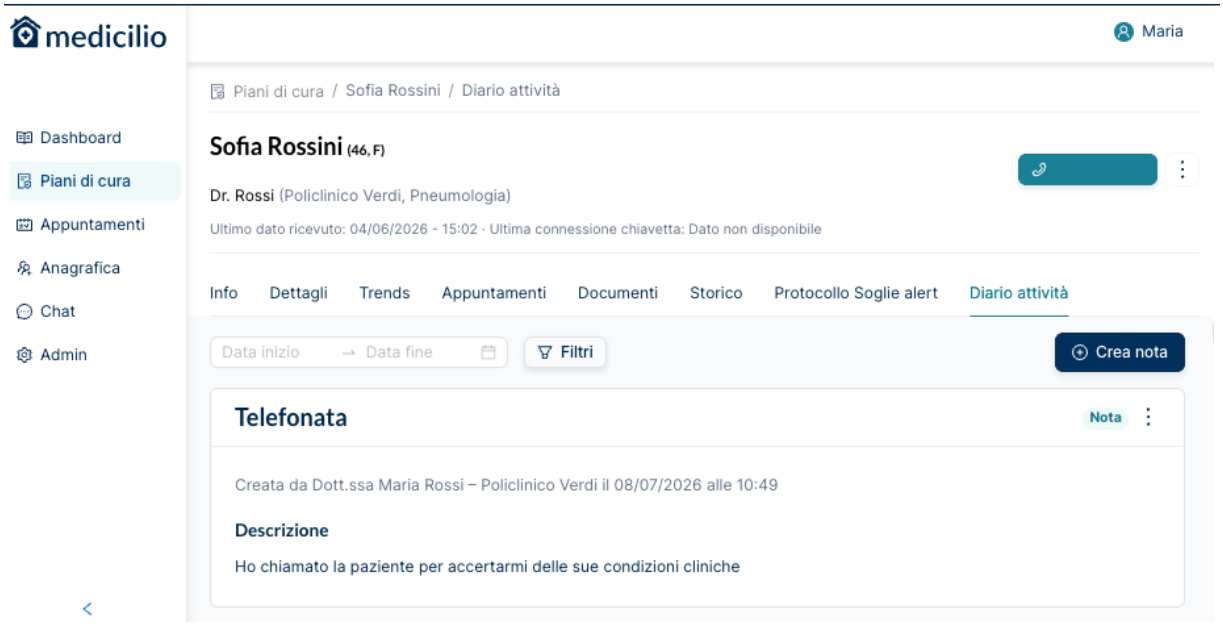
1. Open the pathway and select the Activity diary tab.
2. Click Create note.
3. Select a category from the available options. The list includes an Alert category, for notes recording the clinical reasoning behind an alert and its handling. Notes in this category are visually identifiable in the diary and can be filtered like any other category.



4. Write or dictate the description. Optionally, attach a file. Click Create note.

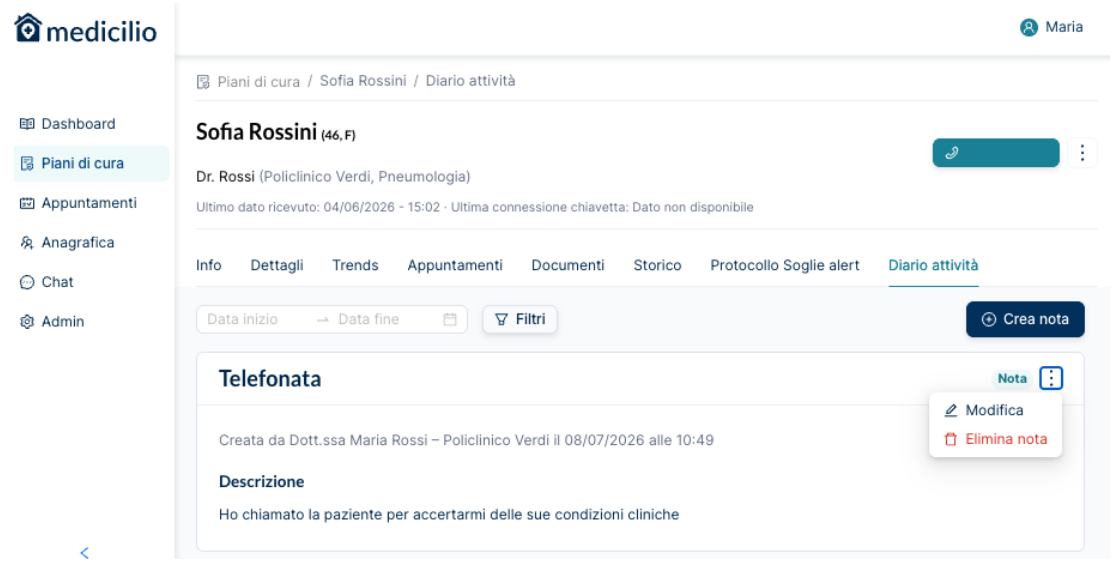


The note is timestamped with the author and is visible to all clinical-workflow roles assigned to the pathway.



Procedure — Edit or delete a note

From the Activity diary tab, click the three dots next to the note. Choose Edit note to amend the content, or Delete to remove the note.



9.10 Kit shipping and pathway activation

After a pathway is submitted, the Medicilio Customer Support and Ops team handle kit preparation on the pathway's Info tab: binding the measurement devices, configuring the home gateway and tablet, and arranging shipping. Clinicians have read-only visibility into this information (see §6.4) but do not perform these steps themselves.

The pathway status progresses automatically through this process: once payment is confirmed, it moves to Kit to be shipped; once the kit is physically shipped and configured, Medicilio Customer Support/Ops advance it to Kit shipped. When delivery is confirmed by the courier or by Medicilio Customer Support, it can move to Kit delivered.

Procedure — Activate the pathway

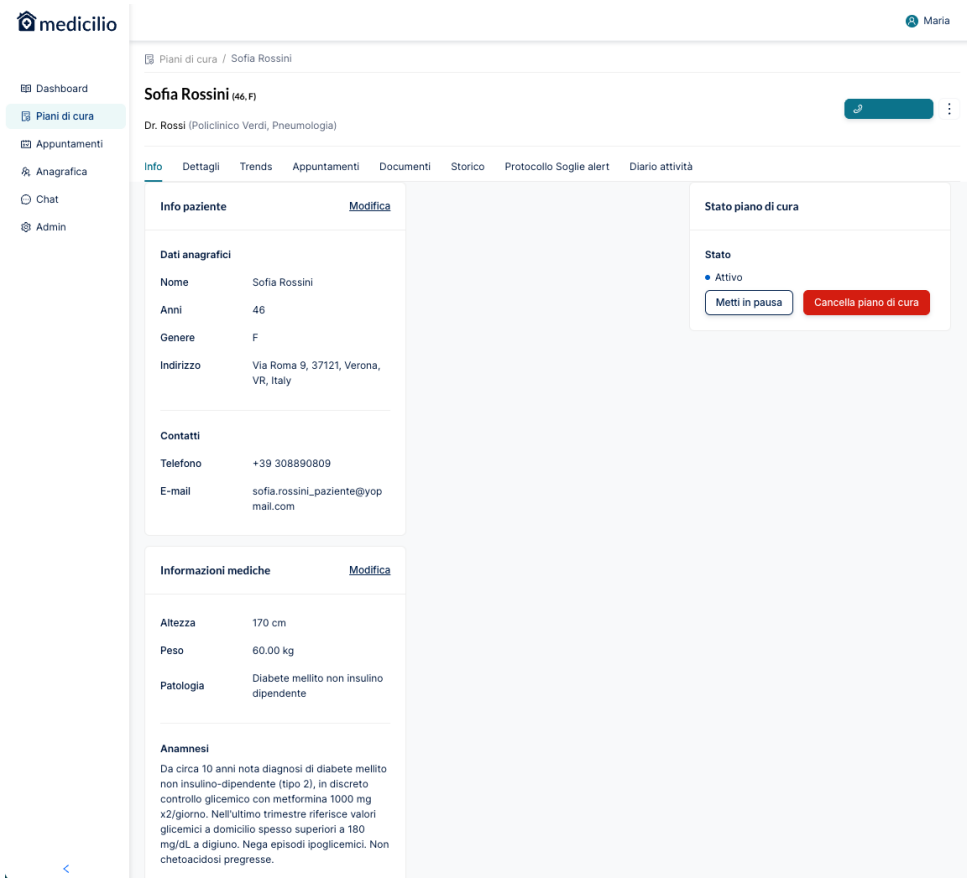
The pathway can be activated in two ways:

- Manually: open the pathway, change the status from Kit shipped or Kit delivered to Active, and click Save.
- Automatically: when the patient logs into the patient app for the first time using the assigned tablet, the pathway status is set to Active automatically : no manual intervention is required.

In both cases, once the status is Active the care plan monitoring begins and the patient's data starts being collected.

Who can perform this action: Patient (the patient activates upon kit receipt). The action may also be performed on behalf of the patient by Department Doctor, Department Doctor Head, Independent Practice Doctor, Medicilio Customer Support, Ops, Organization Admin.

1. The patient receives the home kit at the address on the patient anagraphics.
2. The patient opens the Medicilio app and the pathway is automatically moved to Active state.



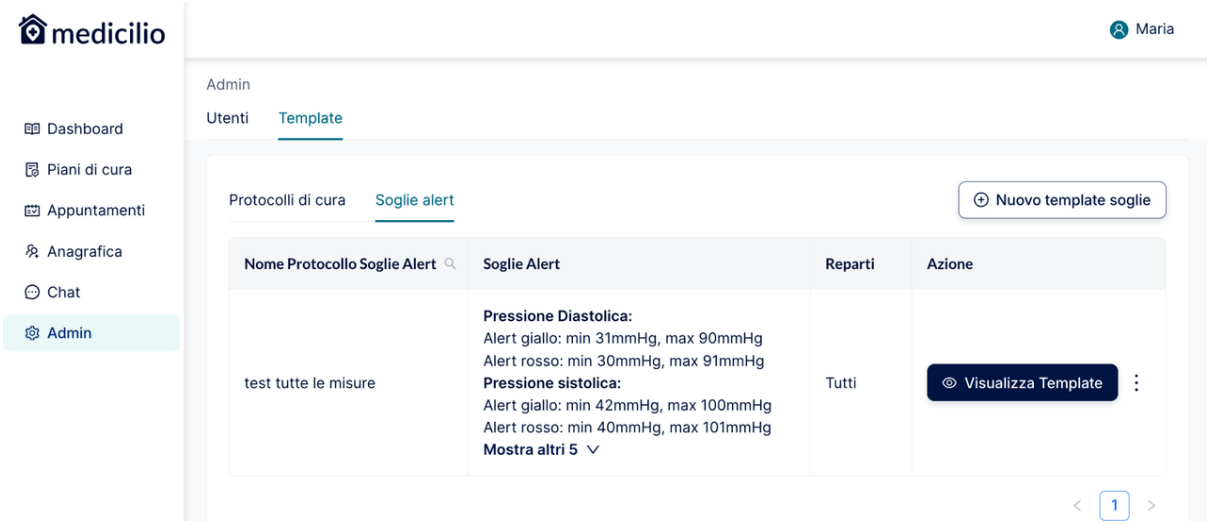
> IMPORTANT
>
> The Medicilio Customer Support calls the patient at kit delivery to walk through the first measurement. The responsible doctor receives an email when the patient completes their first measurement, indicating when the next telemonitoring report is expected. If a patient reports difficulties beyond the in-app tutorial, escalate to the prescribing clinician.

9.11 Pathway, threshold and questionnaire templates

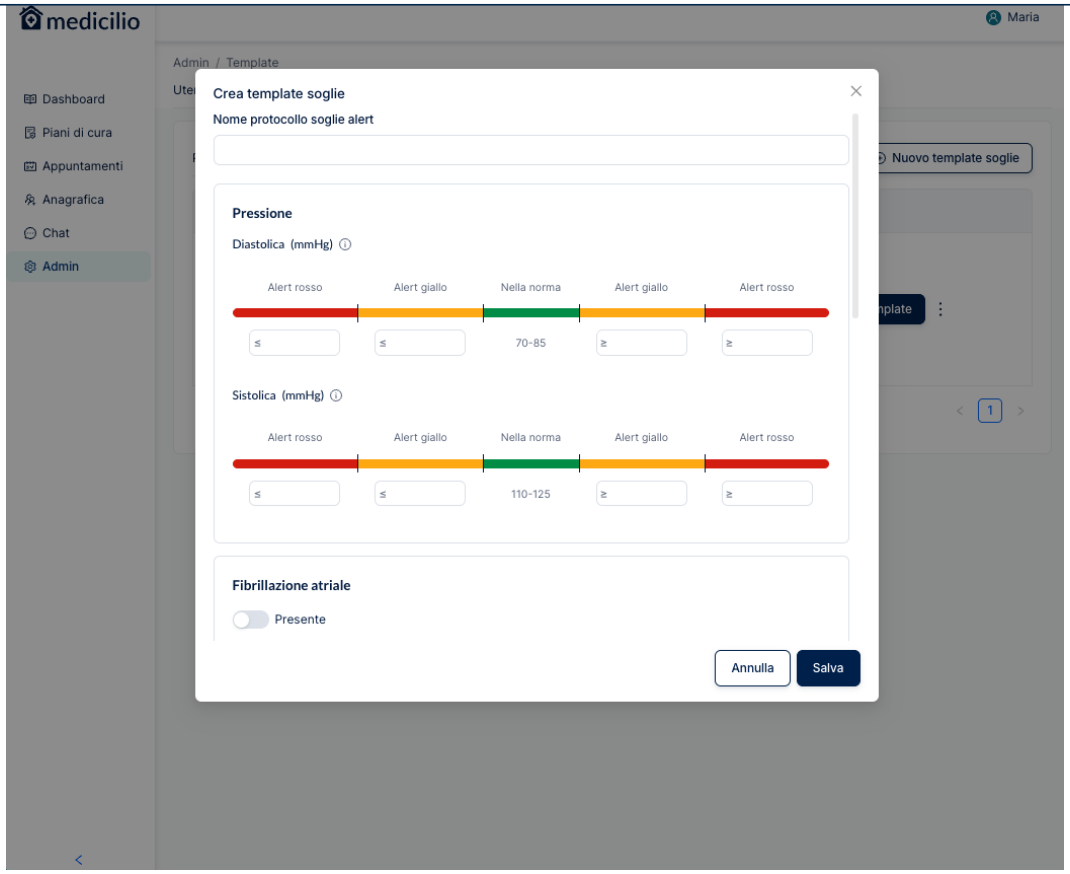
Who can manage pathway templates and threshold templates: Department Doctor Head, Independent Practice Doctor (for own practice), Medicilio Customer Support, Ops.

Procedure — Create a threshold template

1. From the main sidebar, Admin, then open the tab Templates and go to Thresholds subtab.



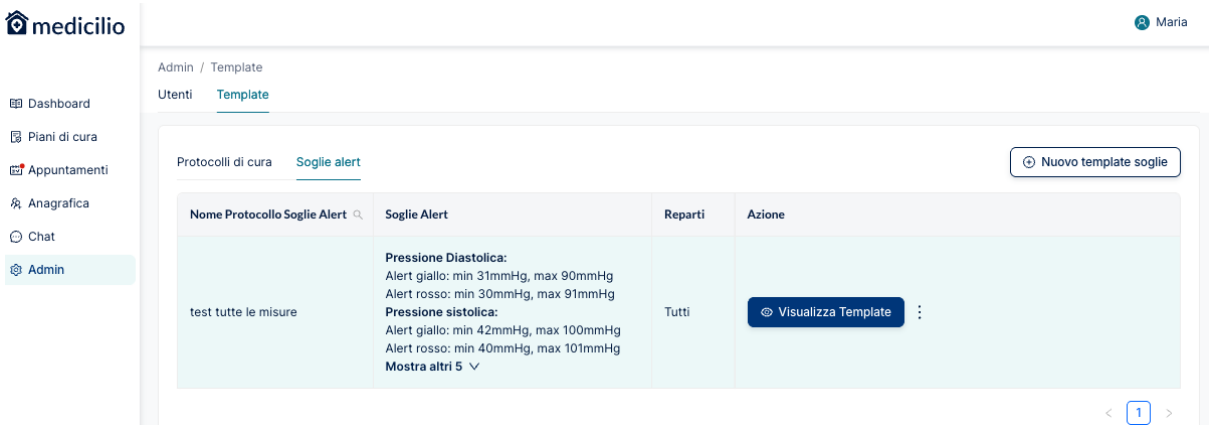
2. Click New thresholds' template, give it a name, and select the vital parameters covered.
3. For each parameter set the yellow and red threshold values per threshold type (see §9.8).



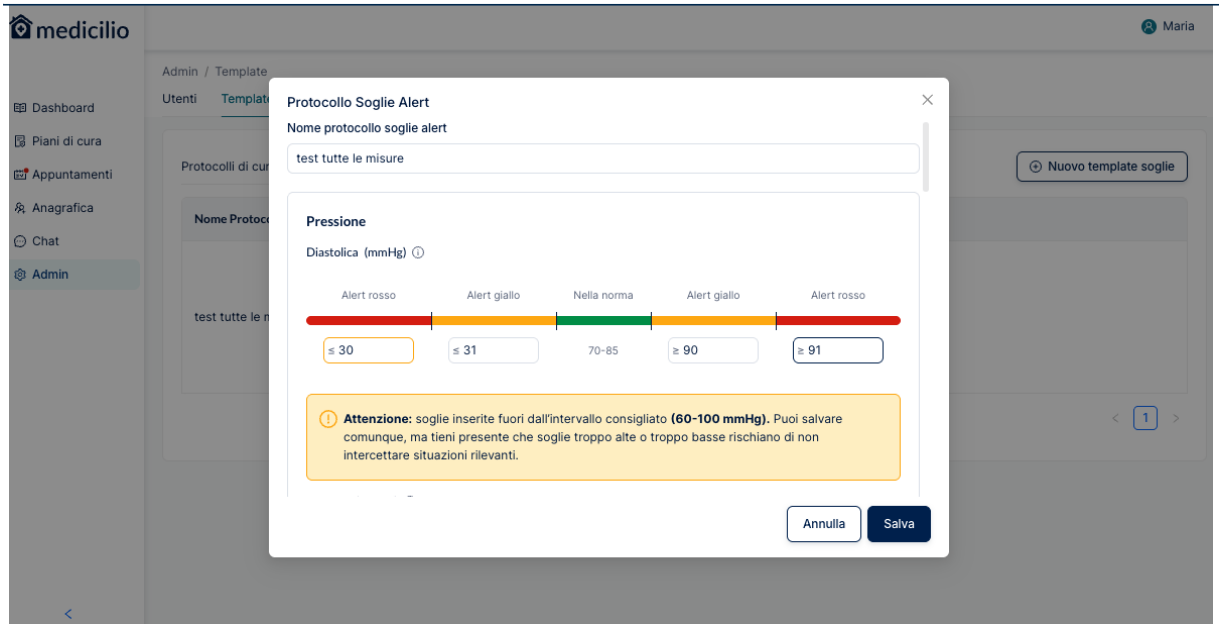
4. Click Save.

Procedure — Modify a threshold template

1. From the main sidebar, Admin, then open the tab Templates and go to Thresholds subtab, click View template on the template to edit.



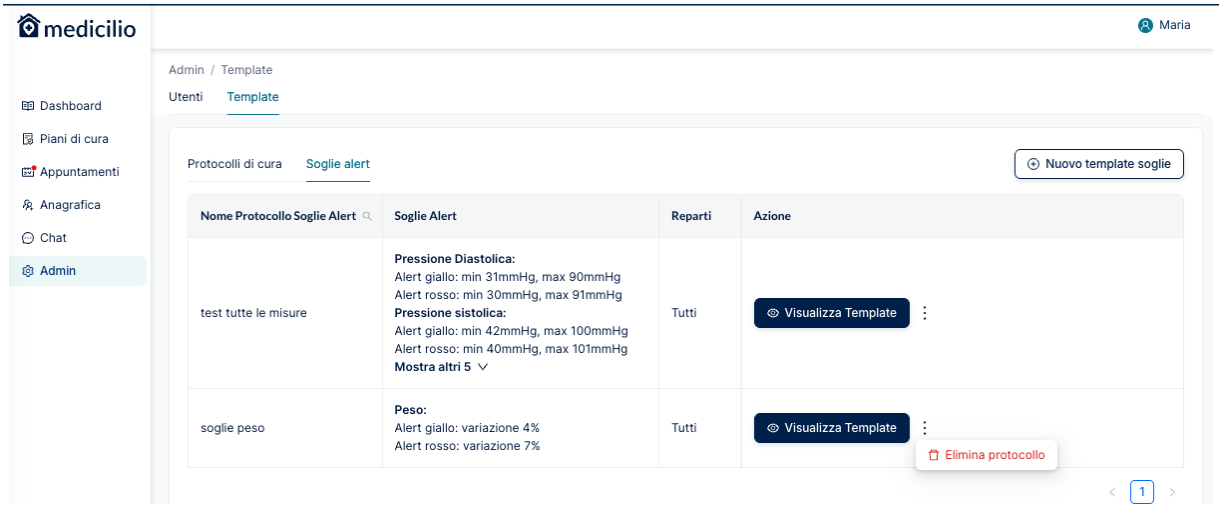
2. Update the yellow and/or red threshold values as needed.



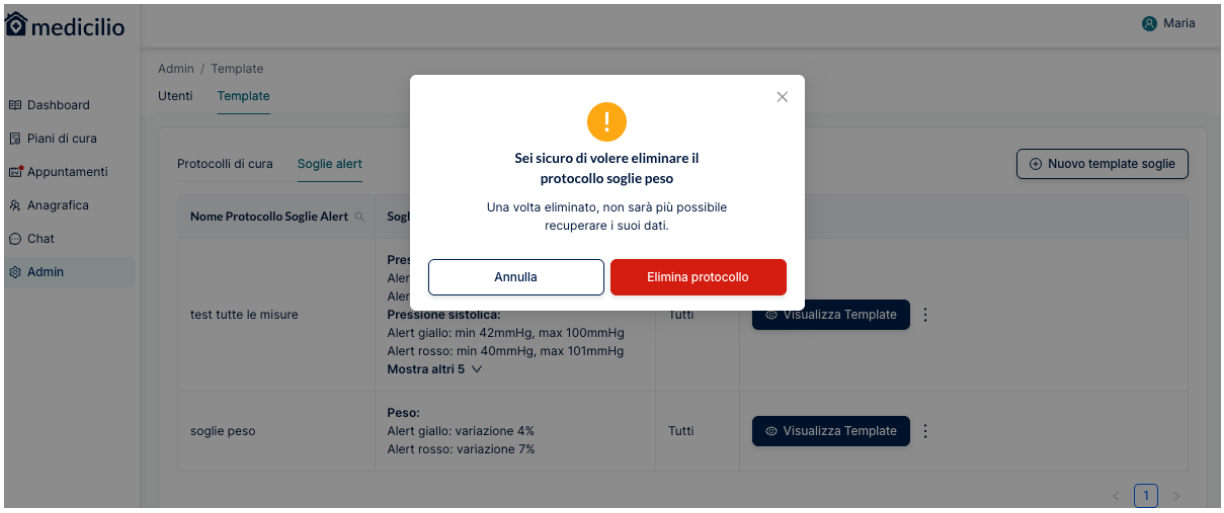
3. Click Save.

Procedure — Delete a threshold template

1. From the main sidebar, Admin, then open the tab Templates and go to Thresholds subtab
2. Click on the three dots near the View template and click on Delete template.

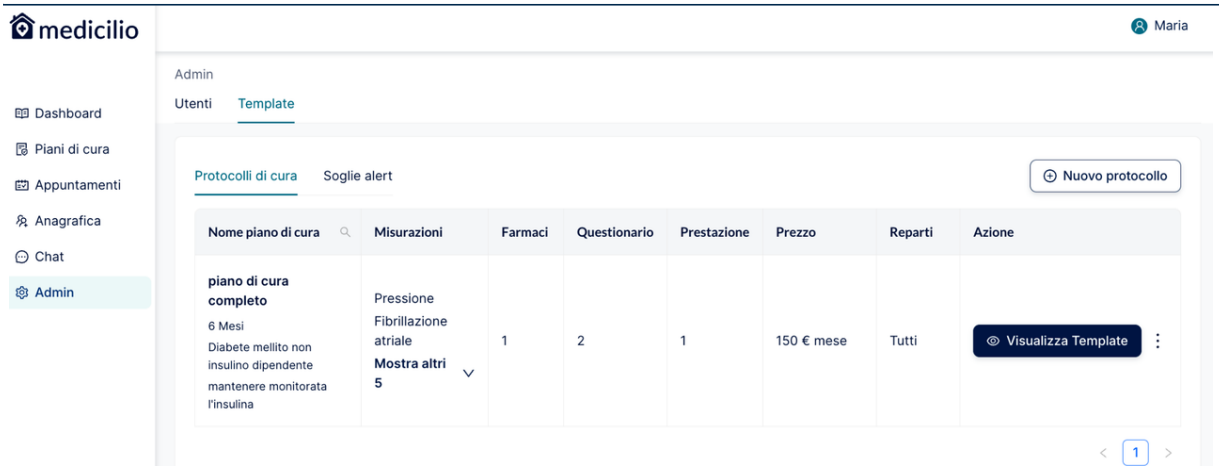


3. Confirm in the modal.

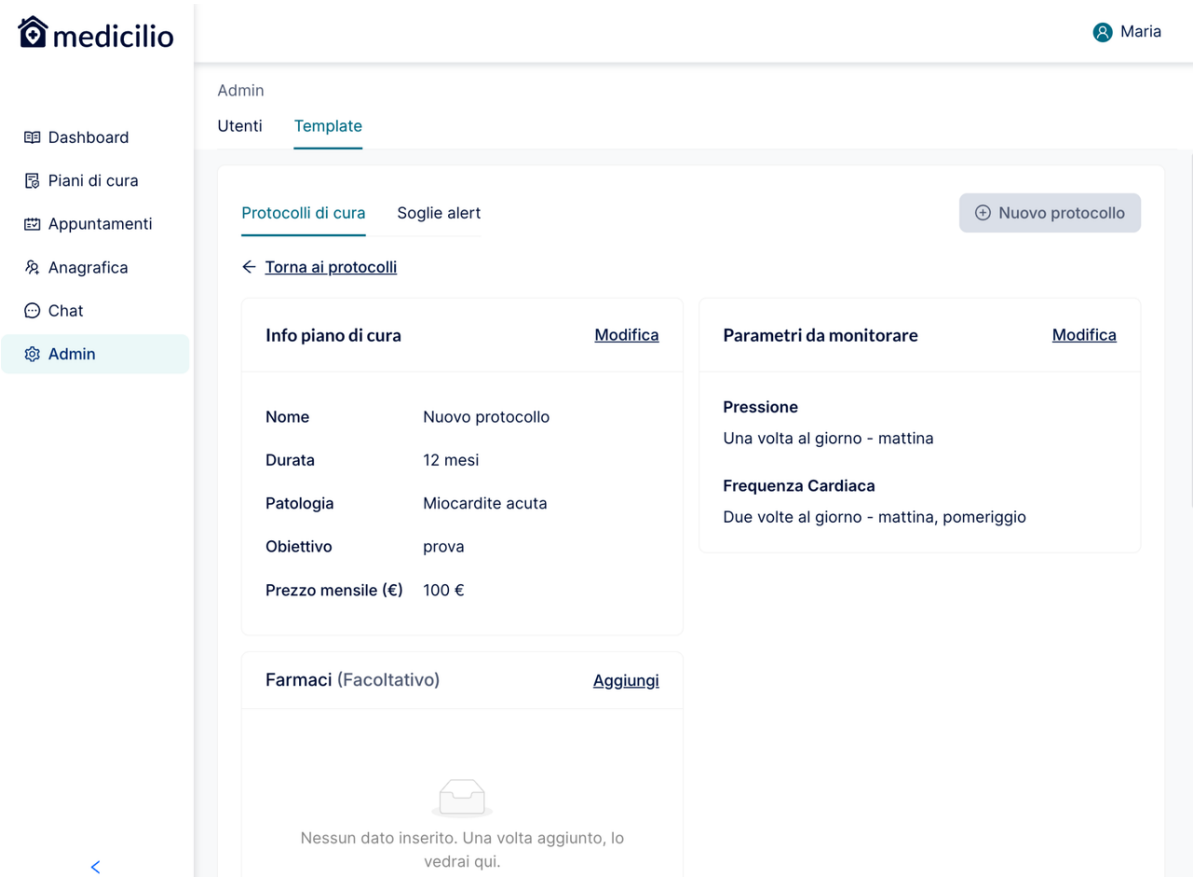


Procedure — Create or update a pathway template

1. From the sidebar, Admin then open the tab Templates → Care protocol.
2. Click New protocol.



3. Configure the pathology, default duration, vital parameters, drug intakes, questionnaires, exams and device list (see §9.1 and §9.3).



4. Click Save.

> IMPORTANT
>
> **Template changes do not propagate.**
>
> Edits to a template do not retro-apply to pathways that were already created from that template. To update an active pathway, edit the pathway directly (see §9.1 and §9.8).

10. Alerts and clinical alarms

This section explains alert meaning, alert lifecycle, and the user responses required by role.

10.1 Alert levels

Two alert levels are defined.

Level	Meaning	Automatic escalation
yellow	Threshold breached; under clinical review threshold not in critical band	No automatic escalation. Recorded and shown to clinicians for review at the next interaction.
red	Threshold breached in a critical band as defined per pathway	Automatic notification to patient, Medicilio Customer Support and caregivers, with timed escalation.

WARNING

Yellow-level alerts do not escalate or generate notifications.

Only red-level breaches trigger automatic notification to the patient, the Medicilio Customer Support and caregivers in a pre-defined escalation path in order to verify the measurement. Yellow-level breaches are recorded and shown in the clinician interface for review but do not trigger automatic measurement confirmation flows or any alert notification to the patient or the Medicilio Customer Support. Clinicians and Healthcare Professionals must actively review the alerts list to inspect yellow-level breaches. If clinical review of yellow-level breaches is critical to the patient, the prescribing clinician must define the appropriate red thresholds at pathway level.

10.2 Alert lifecycle (red-level)

In the clinician interface every red-level alert is shown as either pending (open, awaiting clinical action) or resolved (closed). Internal escalation states (re-measurement requested, escalation to emergency contacts) happen automatically in the background per §10.7 and are not surfaced as separate user states.

WARNING

Network loss may delay alerts.

Measurements are uploaded over the patient's mobile data or Wi-Fi connection. If the network is unavailable, the measurement remains on the local device until connectivity is restored, and threshold evaluation and any consequent alerts are delayed accordingly. Users must not assume the absence of an alert means the patient is well, particularly if the patient reports feeling unwell or other clinical concerns are present.

10.3 Who can act on alerts

Action	Roles allowed
View the alerts list (pending, resolved)	Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Ops
Resolve an alert	Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support

NOTE

The role grants the action; the care team determines the patients it applies to.

The roles above act on the alerts of the patients they see under §8.4. For a Department Doctor Head those are the patients followed as Responsible Doctor, through an équipe, or through an individual assignment, and not the whole department.

10.4 Required user response

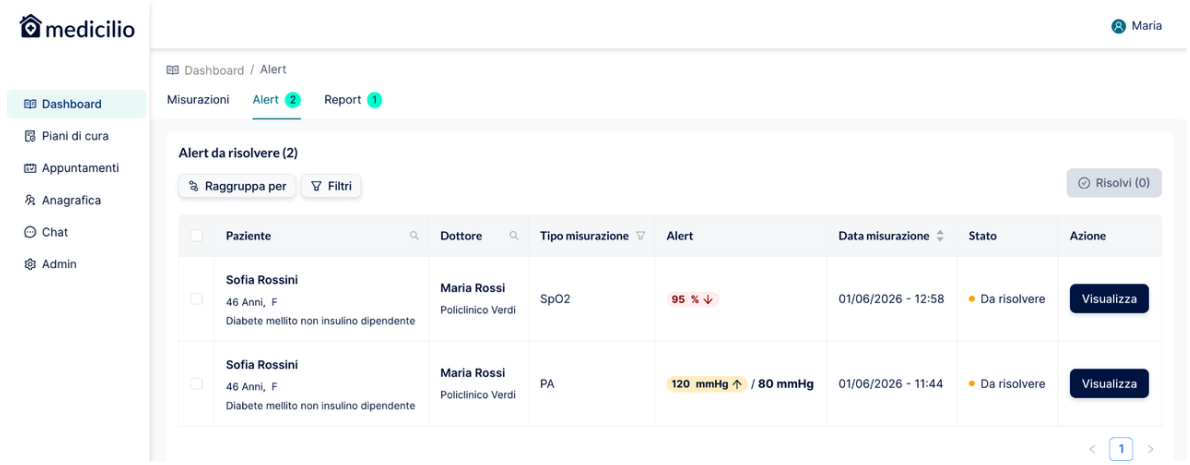
WARNING

Acting on alerts is a time-bounded clinical task.

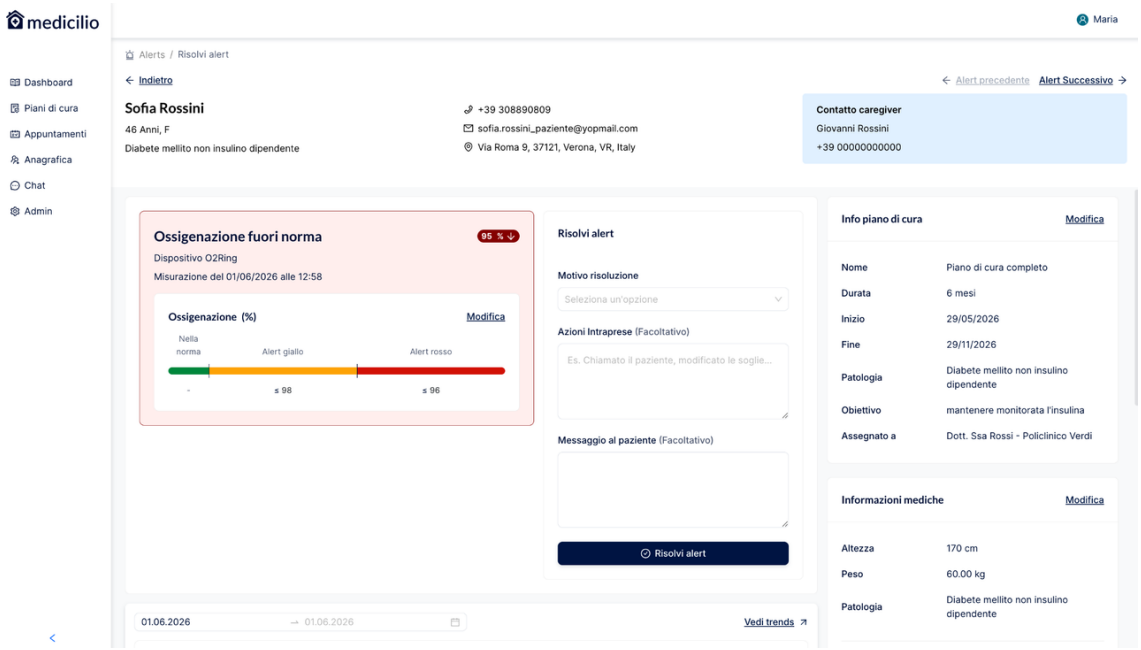
Do not rely on automatic notifications alone. Once a red-level alert becomes visible in your Alerts view, review it and act promptly : the platform does not track or enforce a response deadline on your side.

Procedure — Resolve a pending alert

1. From the Dashboard, click the Alert tab. The default filter shows pending alerts across the alert-recipient's pathways. Multiple alerts can be selected via checkbox and resolved together in a single action, without opening each one individually : see the tip at the end of this procedure.



2. Click an alert row to open the alert detail panel. The detail shows the measurement that triggered the alert, the breached threshold(s), the pathway, the patient identification, and the recent history of the affected vital parameter.



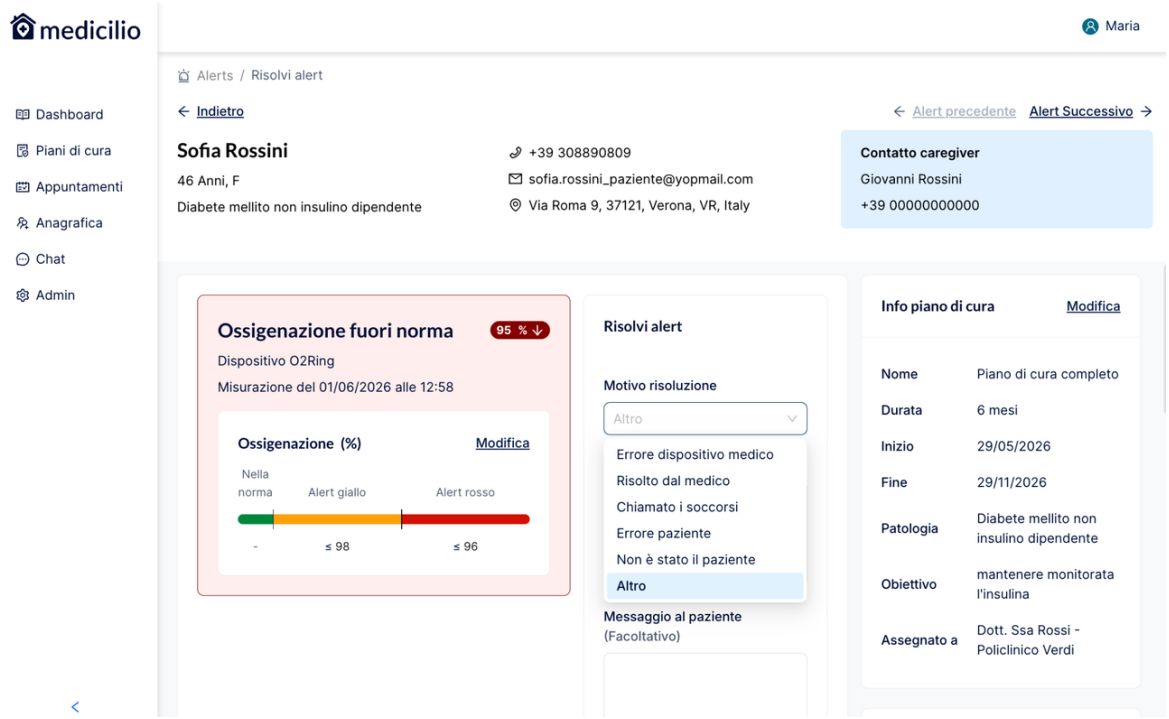
Alert precedente and Alert Successivo move to the neighbouring alert. When the alert was opened from a patient's care plan, they move only through that patient's alerts, and Torna al piano di cura returns to the care plan. At that patient's first alert Alert precedente is disabled, and at the last alert Alert Successivo is disabled. This applies to every alert in the patient's list, including older ones, and also when a resolved alert is edited from the care plan: Torna al piano di cura is shown there too. When it was opened from the Dashboard, they move through the whole alert list, across patients, whatever grouping is applied.

IMPORTANT

From the Dashboard, the next alert may belong to another patient.

After each move, check the patient name in the header before resolving the alert.

3. Review the context. If a contact with the patient is needed, use the registered phone number or the in-app chat.
4. Click Resolve to open the resolution form. Select a Resolution reason from the dropdown : one of "Device error", "Resolved by doctor", "Called urgent care"(the patient or caregiver contacted emergency services : not the clinician), "Patient error", "Not the patient", or "Other".



5. Optionally add a free-text note explaining the clinical decision. To record fuller clinical reasoning, use the secondary "Add note to diary" action on this page: it opens the patient's Activity diary without resolving the alert and without discarding what you have already entered in the resolution form (see §9.9).
6. Optionally send a chat message to the patient as part of the resolution (the Send a message to the patient option appears when chat is enabled for the patient's pathway and the user is authorised to message in that channel).
7. Click Confirm. The alert status moves to resolved; any pending Medicilio Customer Support or emergency-contact notifications are cancelled; the resolution reason and the note are recorded against the alert.

TIP

Bulk resolution.

Select multiple alerts using the checkboxes in the alerts list, then use the **Resolve selected** action to resolve them together (e.g. several pending alerts for the same patient after one clinical action). The resolution reason and the optional chat message are applied to all selected alerts.

IMPORTANT

Resolving alerts.

When an alert is resolved manually, document the clinical reasoning in the patient's pathway notes, using the Alert note category in the Activity diary (see §9.9). The alert audit trail records the status change but not the rationale.

WARNING

Three resolution reasons remove the measurement from every clinical view.

Resolving an alert with the reason "Device error", "Patient error" or "Not the patient" marks the underlying measurement as not attributable to the patient. From that point the measurement is excluded from the measurements dashboard, from trends, from the history table, from telemonitoring reports, and from the baseline used to evaluate subsequent alerts for that parameter. A weight baseline, for example, is recomputed from the remaining valid readings. The alert itself remains visible in the Activity diary with its resolution reason. Every other resolution reason leaves the measurement in place. Choose the reason deliberately: it changes the clinical record, not only the alert status.

NOTE

Daily digest email.

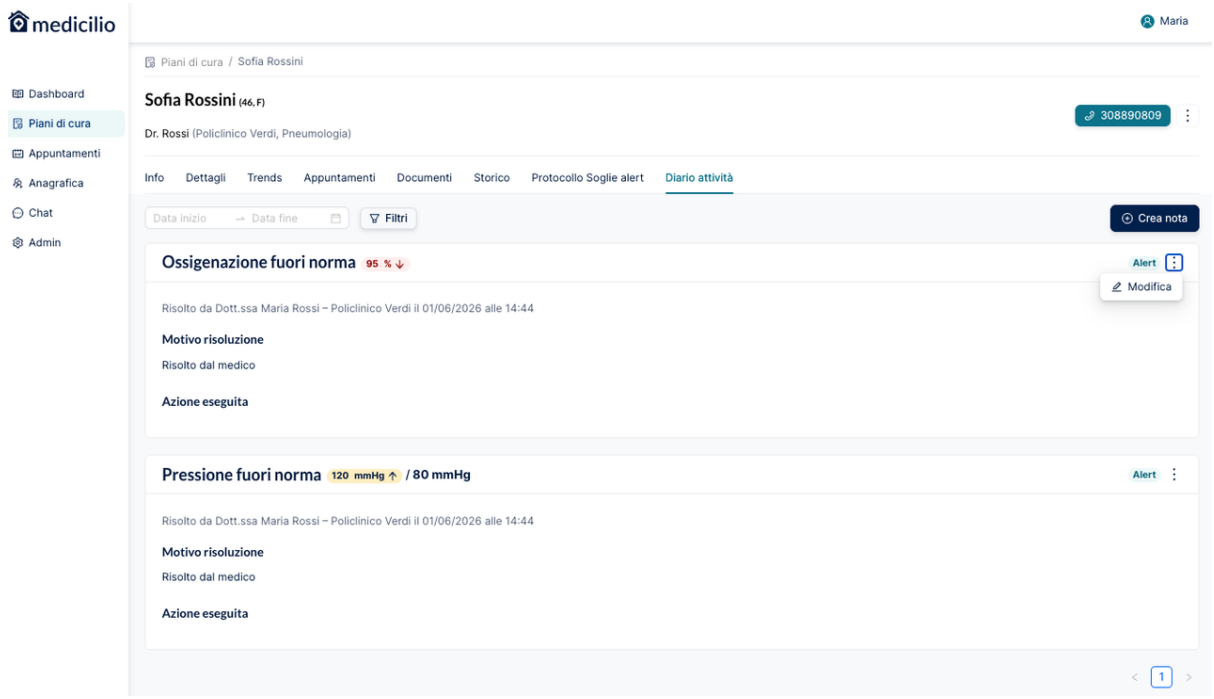
Doctors receive a daily email summarising unresolved alerts, reports pending signature, and the day's scheduled appointments. This digest is a convenience aid : it does not replace actively checking the Alerts view (see the warning above).

Procedure — View past alerts

1. Open the patient's care plan and navigate to the Activity Diary.
2. Apply the Resolved alerts filter to display only closed alerts.
3. The list shows, for each resolved alert:
    - Name of the clinician who resolved it
    - Date and time of resolution

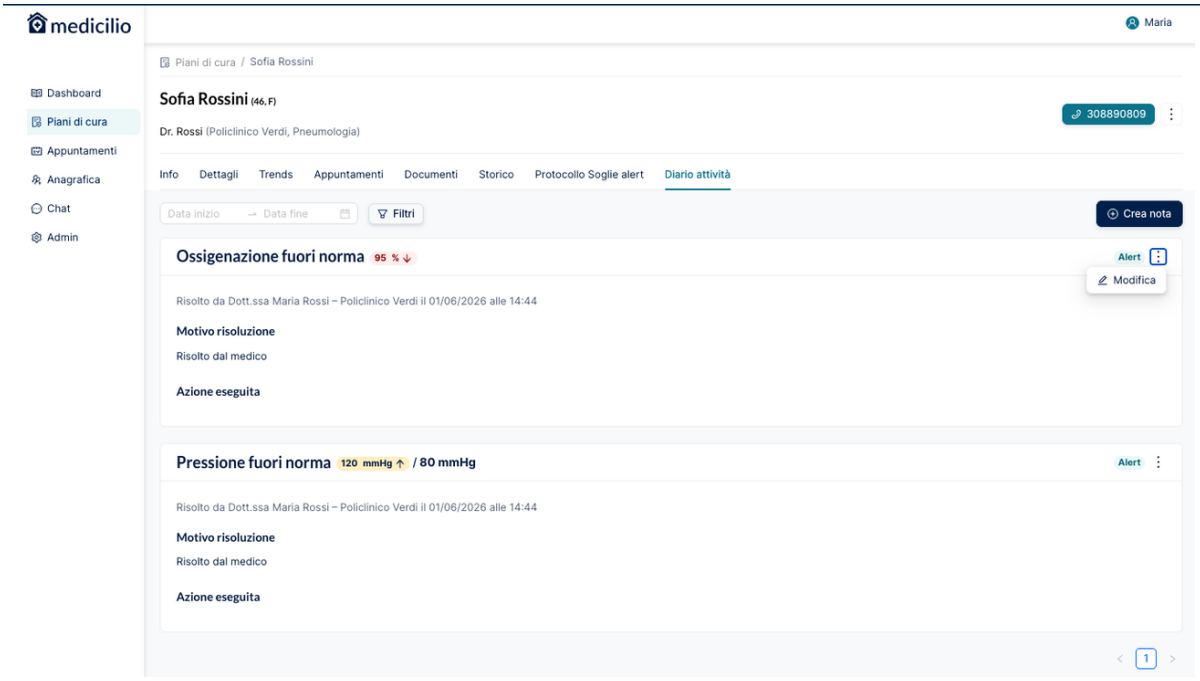
- Resolution reason selected
- Follow-up action taken (if any)

4. To edit a resolved alert, click the ⋮ (three-dot) menu on the corresponding row. This reopens the resolution form pre-filled with the previously saved resolution reason and actions taken : the only two fields that can be modified. Update the values and click Save, or Cancel to discard the changes and keep the previous version.



Procedure — View past alerts

5. Open the patient's care plan and navigate to the Activity Diary.
6. Apply the Resolved alerts filter to display only closed alerts.
7. The list shows, for each resolved alert:
   - Name of the clinician who resolved it
   - Date and time of resolution
   - Resolution reason selected
   - Follow-up action taken (if any)
8. To edit a resolved alert, click the ⋮ (three-dot) menu on the corresponding row. This reopens the resolution form pre-filled with the previously saved resolution reason and actions taken : the only two fields that can be modified. Update the values and click Save, or Cancel to discard the changes and keep the previous version.



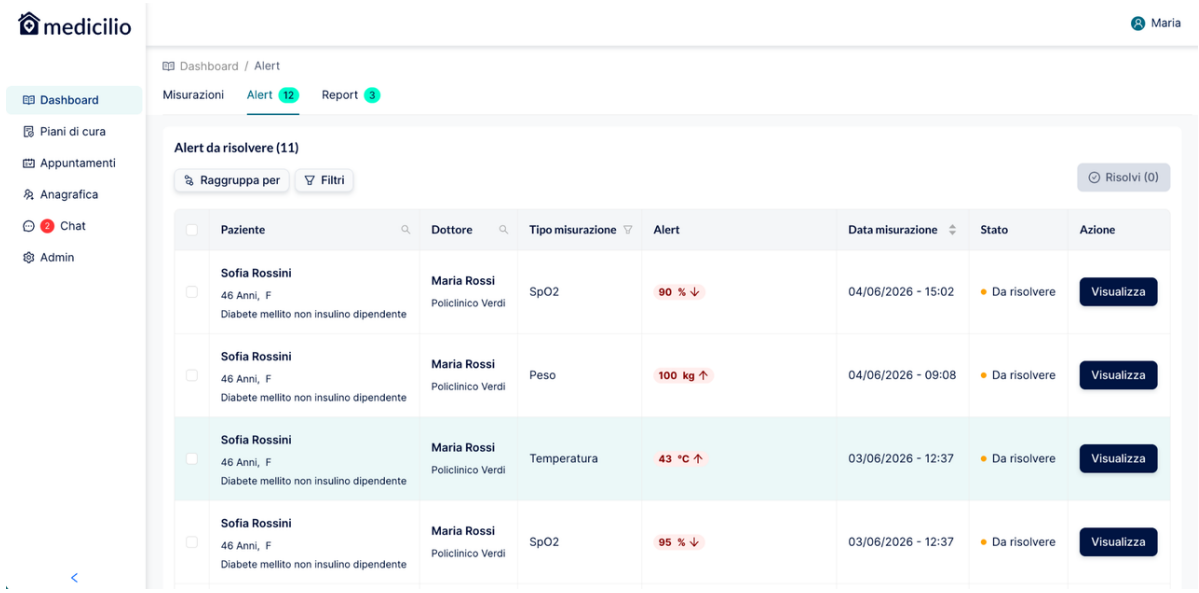
Procedure — Manage Caregivers contacts for a pathway

The caregivers notified by the alert service are those linked to the patient record, and every linked caregiver is notified. They are managed from the patient record (see §8.3, "Manage a patient's caregivers"). The alert recipient binding is created automatically when a pathway transitions to active, and removed when the pathway is cancelled or completed.

The header of the alert detail shows a linked caregiver with their phone number, or "Nessun caregiver collegato" when none is linked.

10.6 Notification delays

When a red-level alert is triggered, the Medicilio Customer Support and the patient's caregivers are notified automatically. Notification delays are platform-wide constants and apply uniformly to every red-level alert across all organisations and pathways.



11. Appointments and video consultations

Who can create, update or cancel appointments: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Ops, Tech (per permissions list). Who can perform at-home appointment dispatch: Medicilio Customer Support, Ops.

11.1 Appointment statuses

Status	Meaning
Not scheduled	Activity exists in the pathway but no concrete slot yet
To be scheduled	A slot must be assigned
Scheduled	Slot assigned and confirmed
Completed	Appointment has taken place
Cancelled	Appointment cancelled by an authorised user

11.2 Appointment durations and types

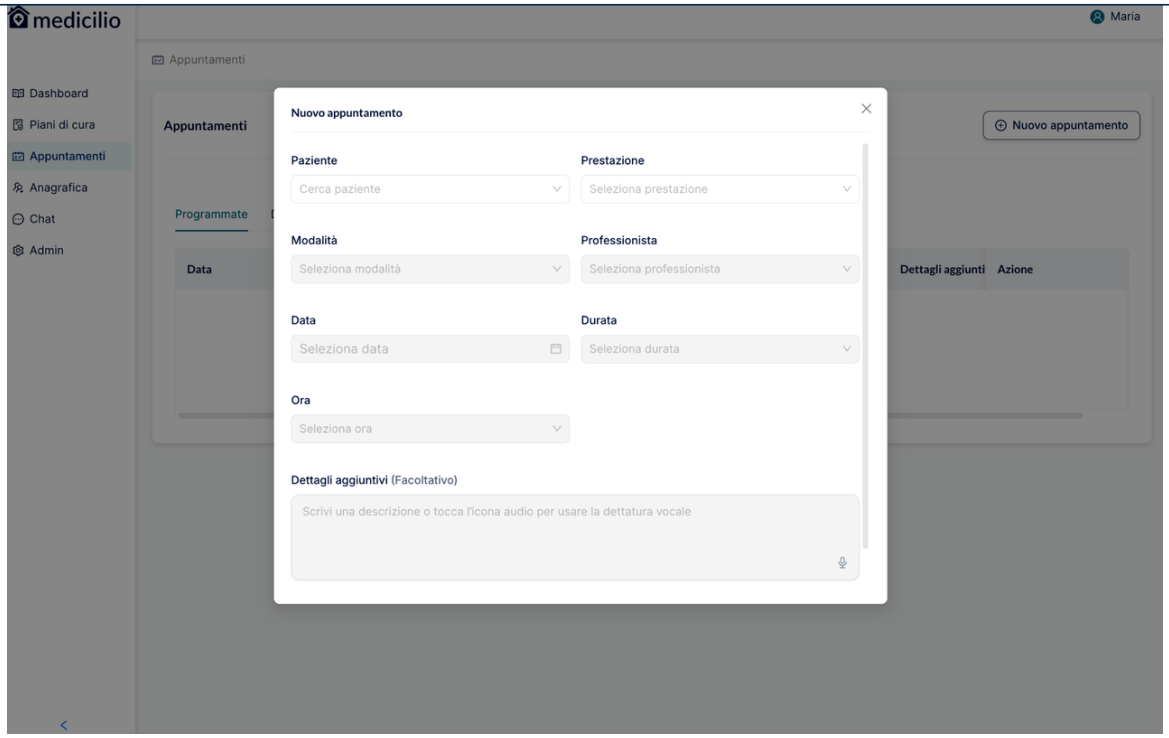
Durations: 30, 45 or 60 minutes.

Two appointment types require a video session:

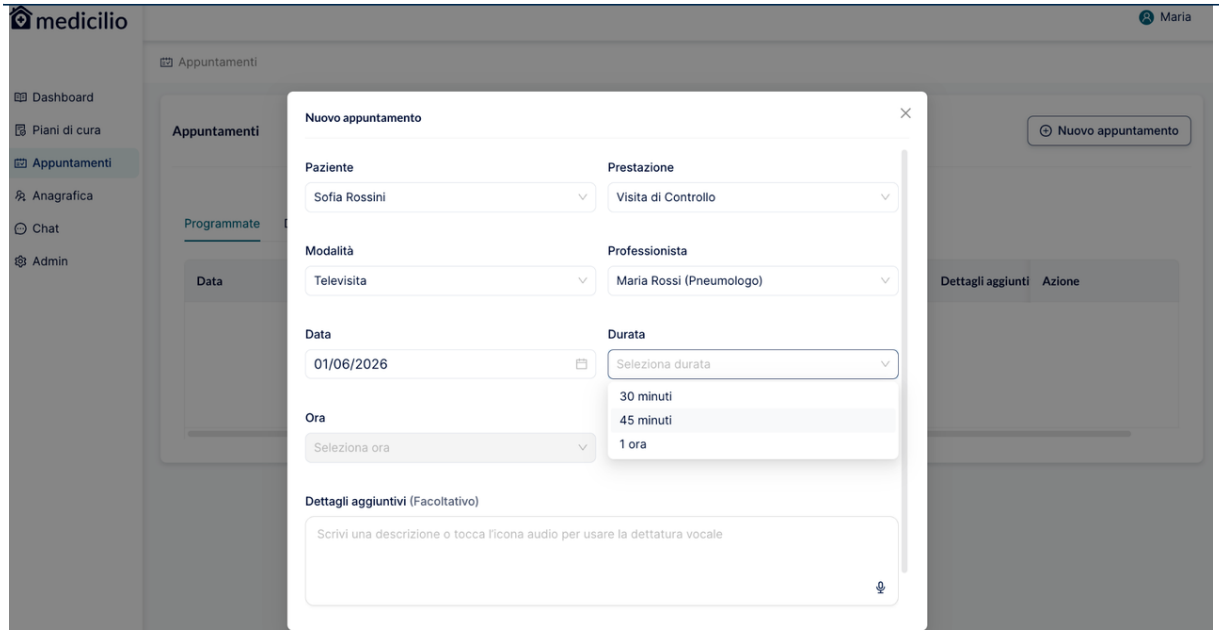
- televisit : a remote consultation between the clinician and the patient.
- teleassistance : a remote support session, typically operated by a Healthcare Professional.

11.3 Scheduling an appointment

1. Open Appuntamenti from the main sidebar. The page shows three tabs: Scheduled, To be scheduled, and History.
2. Click New appointment. A form opens with the following fields.



3. Select the patient and the service.
4. Select the delivery method : the available options depend on the service selected in the previous step: televisit, teleassistance, in-studio visit, or at-home visit.
5. For televisit, teleassistance, and in-studio visits: select the healthcare professional who will conduct the appointment : the list of assignable professionals updates based on the service and delivery method selected, showing name and specialisation. For teleassistenza, this list is the patient's équipe (§8.4). Then pick the duration (30 / 45 / 60 minutes) and a time slot; the slot picker filters by the selected professional's availability and the chosen duration. For at-home visits: the professional, duration, and time slot are not selected at booking.



6. Add any optional notes for the patient or the clinician (text or voice dictation).
7. Click Save. The appointment is created in scheduled status and appears in the Scheduled tab. Both the patient (and caregiver, where applicable) and the assigned healthcare professional receive a confirmation notification.

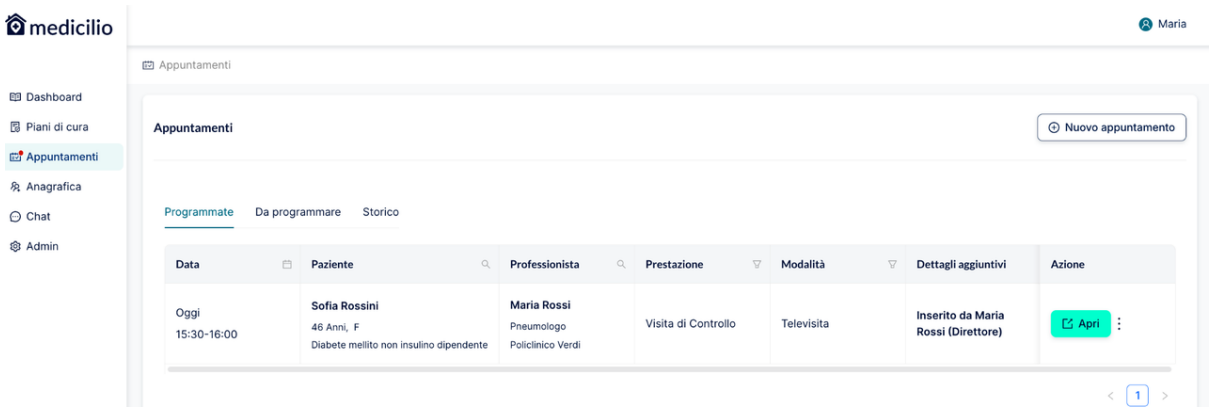
A patient's appointments (televisit, teleassistance, at-home, and in-studio) are also listed, in the Appointments tab of their pathway : useful when reviewing a specific patient's schedule without going through the global Appuntamenti page.

11.4 Joining a video session

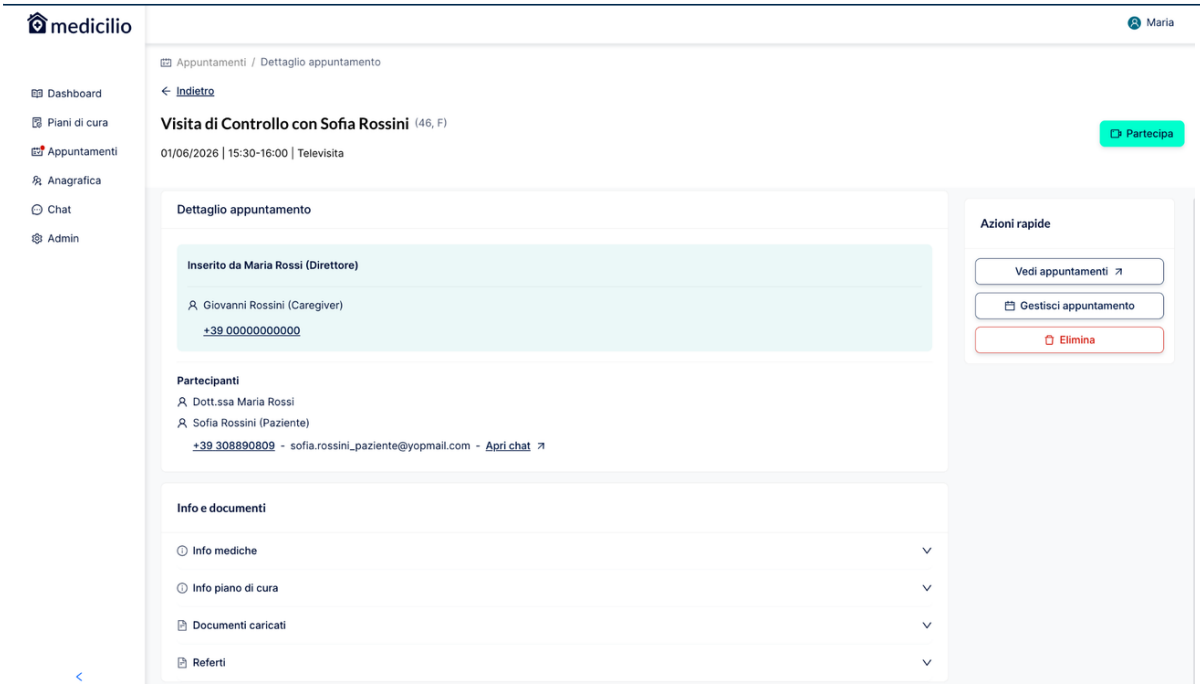
Video sessions are conducted through the integrated telemedicine module. No clinical data is transmitted to the video provider. Televisit and teleassistance sessions follow the same underlying video technology, but differ in who can join: only the assigned Department Doctor can join a televisit, while either the assigned Department Doctor or Healthcare Professional can join a teleassistance.

Procedure — Clinician joins a televisit or teleassistenza

1. Open Appointments from the sidebar (or the Appointments tab in the patient's pathway). The Open button for an appointment is disabled until the day of the appointment; it is never active before the scheduled day.



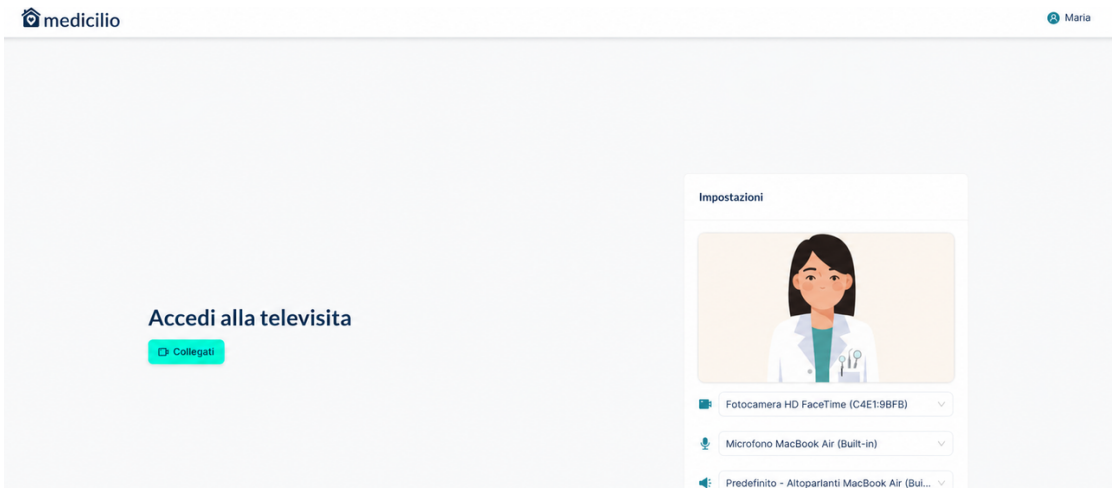
2. On the day of the appointment, click Open. The appointment screen displays:
   - Date, time, and visit type,
   - Patient and caregiver details (phone number, email, and chat access),
   - Info & Documents panel: medical information, care plan details, uploaded documents, and reports,
   - Quick actions: view the patient's related appointments, manage or delete the appointment. Click Partecipate (top right) to proceed to the pre-session screen. This option is enabled only for the healthcare professional assigned to the session, starting 15 minutes before the scheduled time.



3. Grant the browser permission to use the camera and microphone (this is requested only on the first session per browser). On the pre-session screen, configure your devices:

- Camera input
- Microphone input
- Default audio output

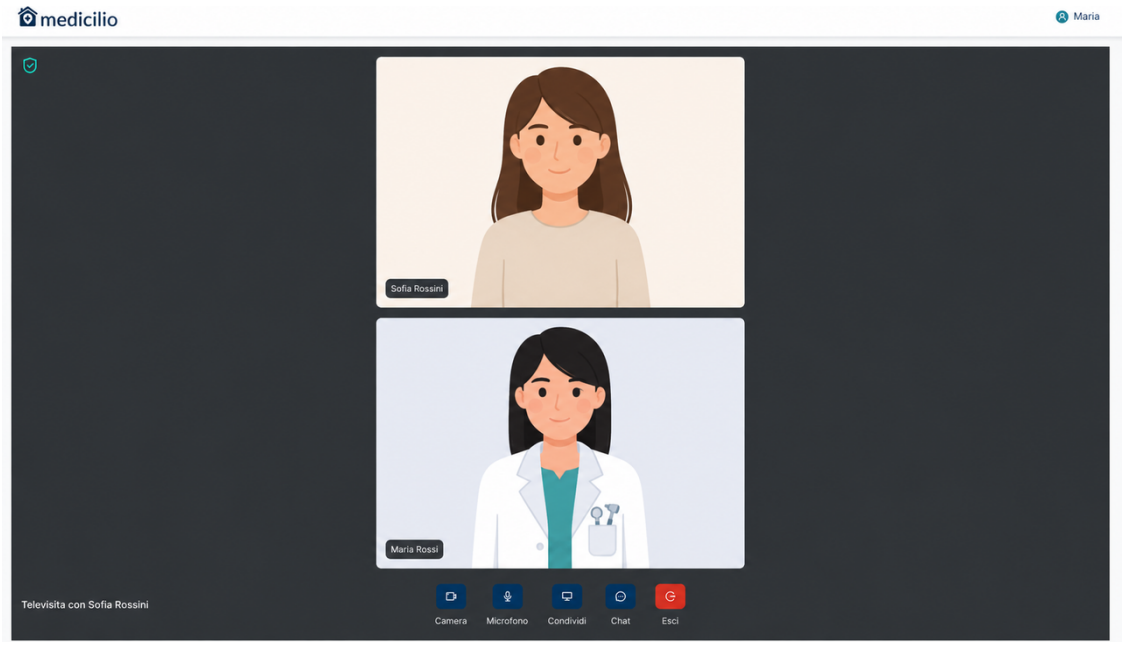
A live camera preview is shown. Click Connect to enter the session.



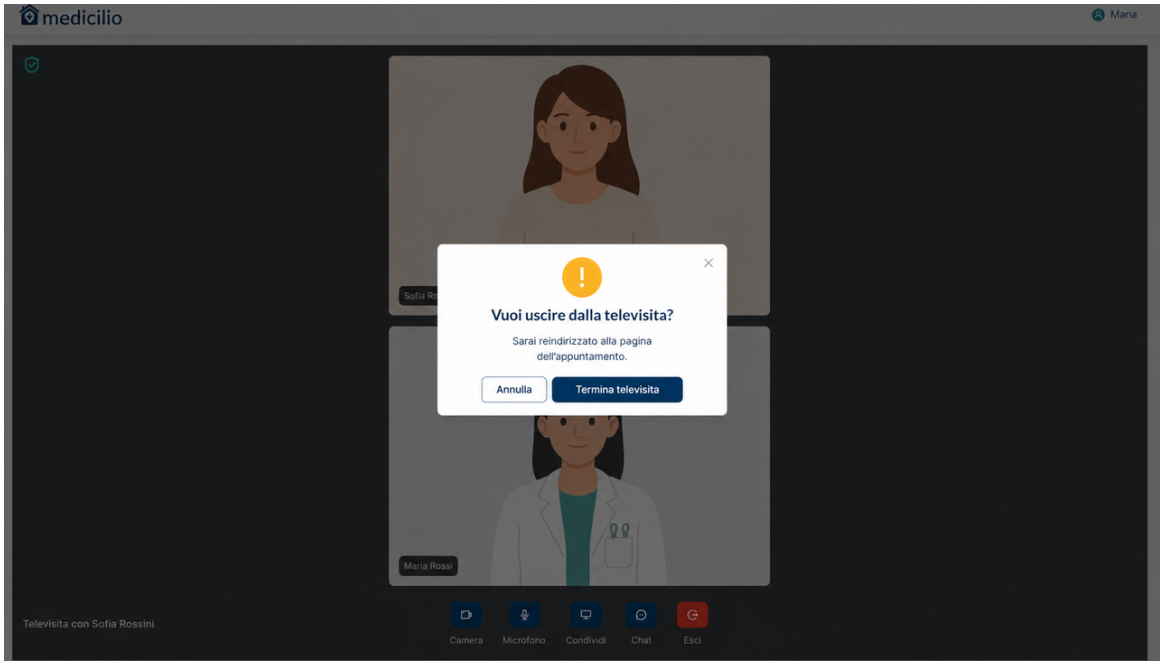
4. Wait for the patient to join. The patient sees a corresponding Join button on the tablet at the scheduled time. The video session opens. The screen shows the patient's camera feed with your own feed below. Available controls during the session:

- Enable / disable your camera
- Enable / disable your microphone
- Share your screen
- Open the in-session chat (for messages and documents)

- Exit (red button) to end the call
- Share – share documents with the clinician during the session.



5. Clicking Exit opens a confirmation prompt. Select End televisit to end the session and return to the Appointments list, or dismiss to remain in the call.



If you close the session after the patient has joined, the appointment is marked completed. If the patient never joined, it is marked not conducted, and the appointment must be rescheduled. If either participant loses connection, they can rejoin within the same waiting-room flow as long as the appointment is still within its scheduled window; if the professional does not return within 10 minutes, or both participants remain disconnected for more than 10 minutes, the session ends automatically.

IMPORTANT

Appointment reports.

After a teleassistenza session is completed (with both participants having joined), the assigned professional can optionally write a clinical report from the appointment or from Appointments→ Past. Televisits do not have a report-writing flow.

WARNING

Video session quality.

If the video or audio quality is insufficient to perform the clinical consultation, reschedule the appointment. Do not make a clinical decision based on degraded audiovisual material.

11.5 Updating, cancelling and signing an appointment

NOTE

Two places to find appointments

The global Appointments page (sidebar) lists and manages all appointments across patients, with three tabs: Scheduled, To be scheduled, and Past. The Appointments tab inside a patient's pathway shows that patient's appointments only.

NOTE

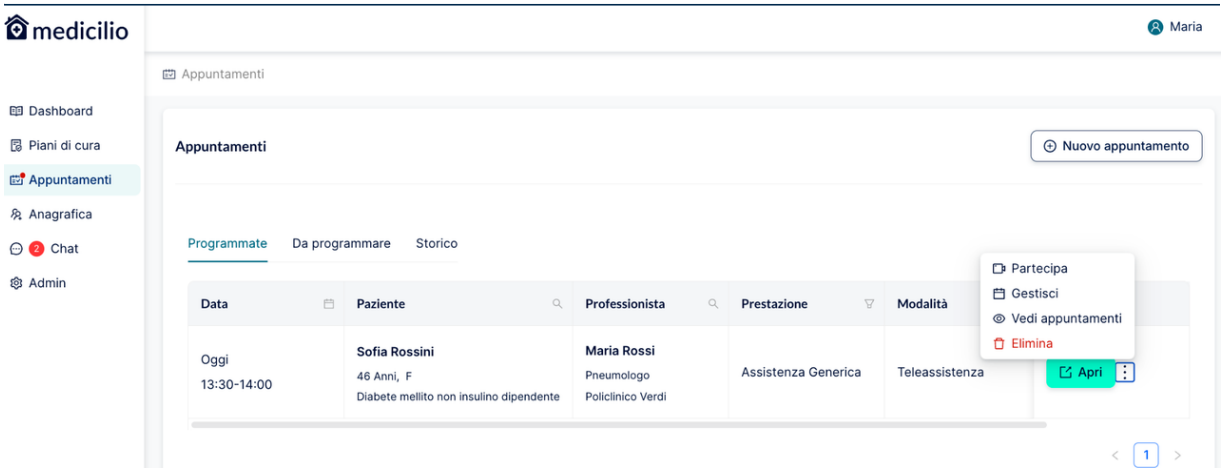
Appointments created during pathway setup.

Appointments added while creating or editing a care pathway do not have a confirmed date/time yet : they appear in the To be scheduled tab with an indicative date. Use the Manage action there to assign a real date, time, and (if requested) professional. If left unscheduled for more than 7 days past the indicative date, the status changes to Not Scheduled, but the appointment is not deleted.

Procedure — Update an appointment

Who can perform this action: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Ops.

1. Open the appointment from the appointment list or the patient record and click the three-dot menu (⋮) on the right side of the appointment row.
2. Click Manage. The appointment details screen opens with all fields pre-filled and editable.

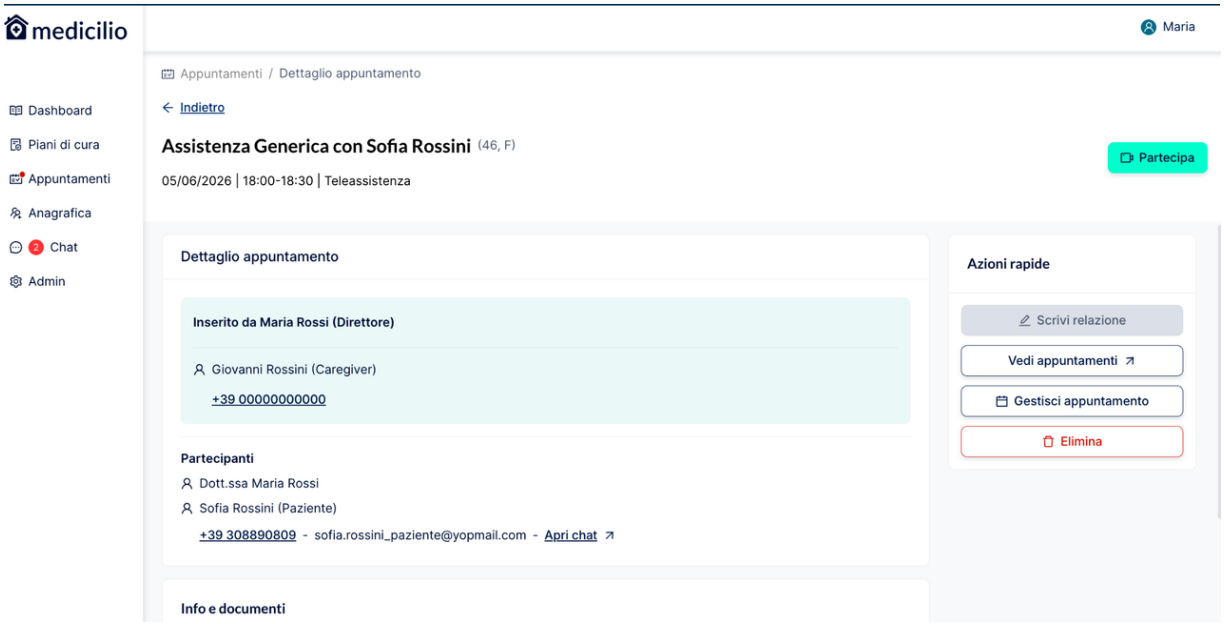


3. Change the date/time, the duration, the assigned clinician, or the notes. The appointment cannot be moved to a slot already taken.
4. Click Save. Both the patient and the assigned professional receive an email notification.

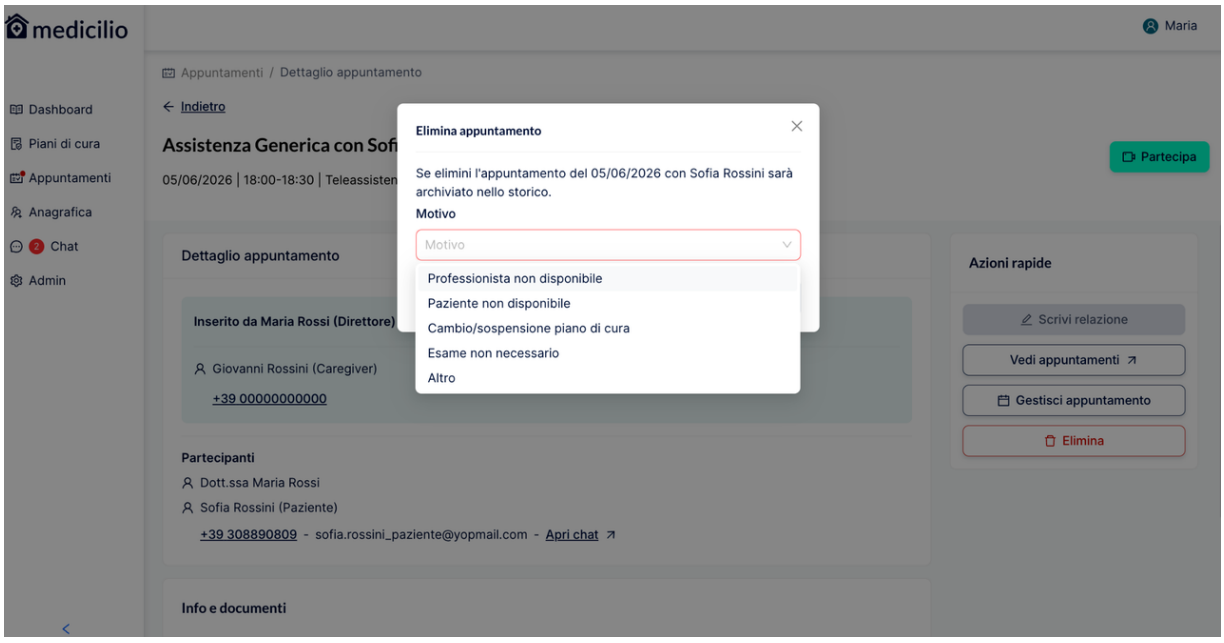
Procedure — Cancel an appointment

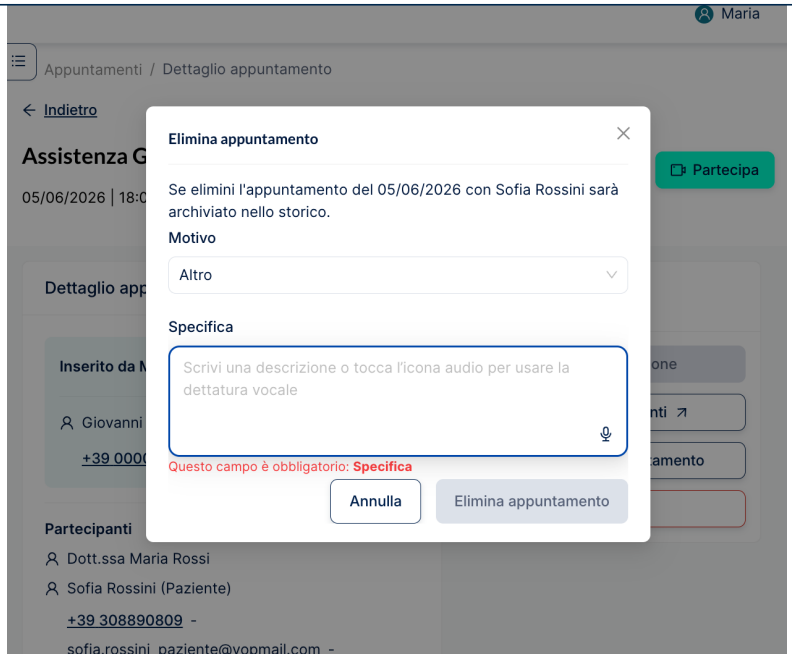
1. Delete the appointment either:

- directly from the Appointments list, by opening the three-dot menu next to the appointment row and clicking Elimina; or
- clicking Open to enter in the appointment detail page, then selecting Delete from the Quick actions section.



2. A confirmation modal appears. Select a cancellation reason from the dropdown (e.g. Professional Not Available, Patient Not Available, Care Plan Change/ Suspension, Exam Not Necessary), or choose Other to enter a free-text reason manually or by dictation.





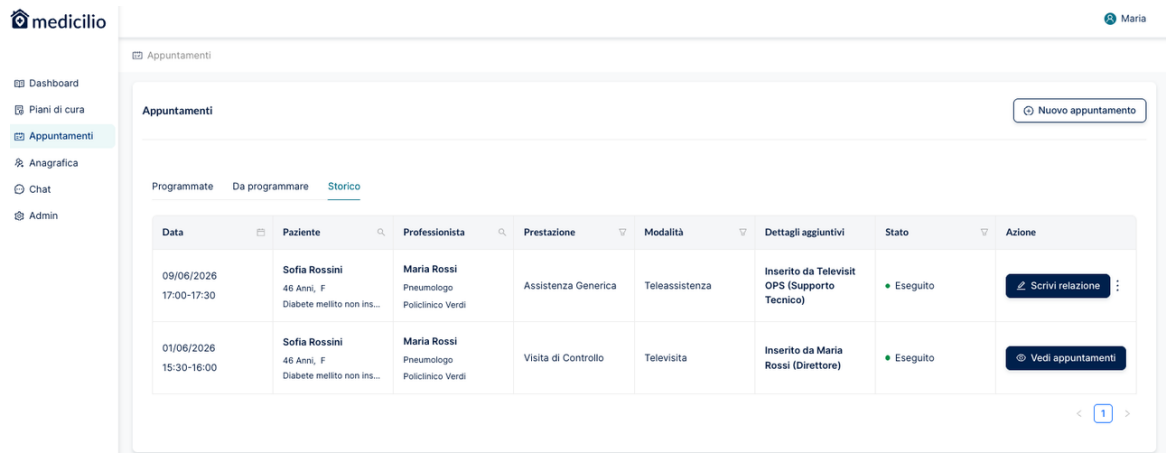
3. Click "Delete Appointment". The appointment is cancelled and moves to the Past appointments section, where it remains visible with the status Cancelled and the reason provided.
4. The patient receives an email notification of the cancellation.

> IMPORTANT
>
> Only teleassistance requests submitted by the patient can be deleted, and only while they have not yet been accepted by the Medicilio Customer Support. Once the request has been taken in charge, it can no longer be deleted or modified. Appointments scheduled by a clinician cannot be cancelled from the patient app.

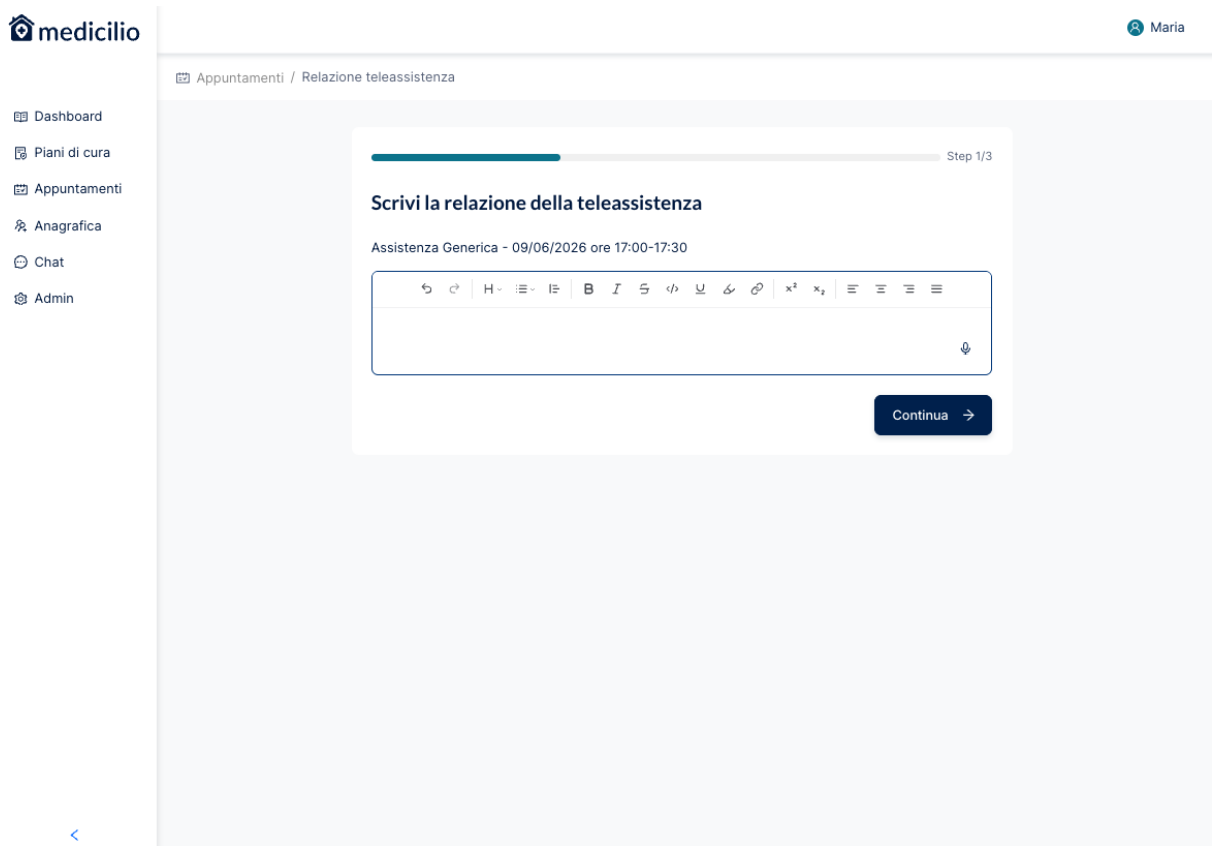
Procedure — Write and sign a teleassistenza report

Who can perform this action: the Department Doctor or Healthcare Professional assigned to the completed teleassistenza (report writing is available only for teleassistenza, not for televisit : see §11.4)

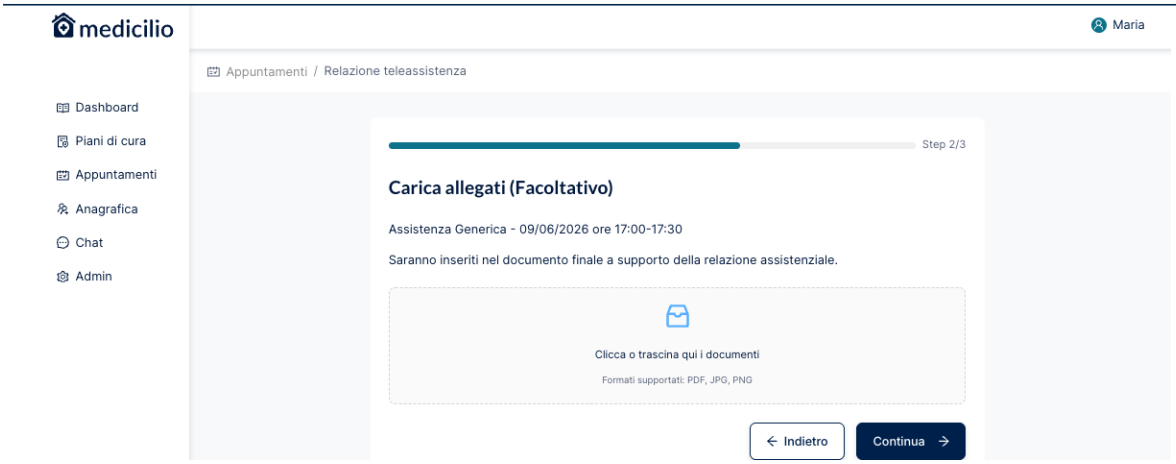
1. Open the completed teleassistenza appointment, or go to Appointments→ History and find the appointment. Click "Scrivi relazione" (Write report). This action is available only once the appointment status is Completed and both the patient and the professional were present during the session.



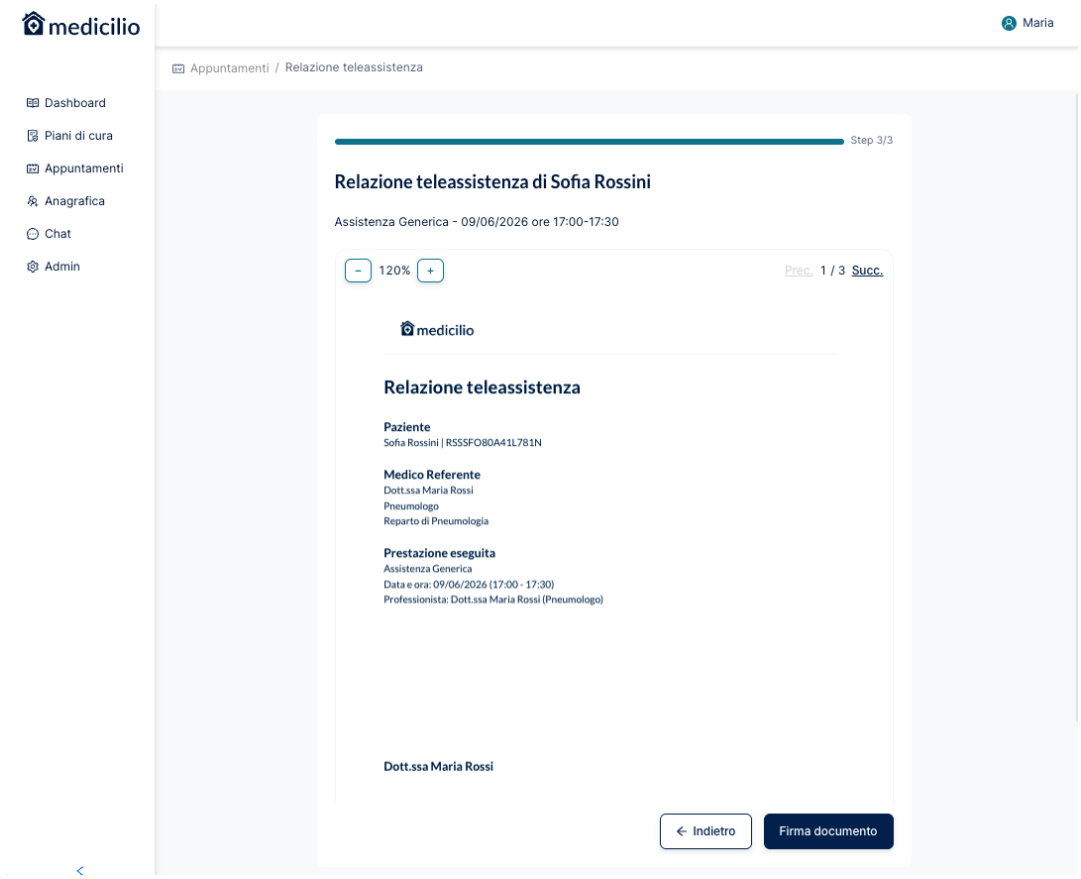
2. Step 1 : Write: enter the report content manually in the text editor, or use voice dictation as an alternative. If you try to leave the page with unsaved content, a confirmation modal warns that changes will be lost.

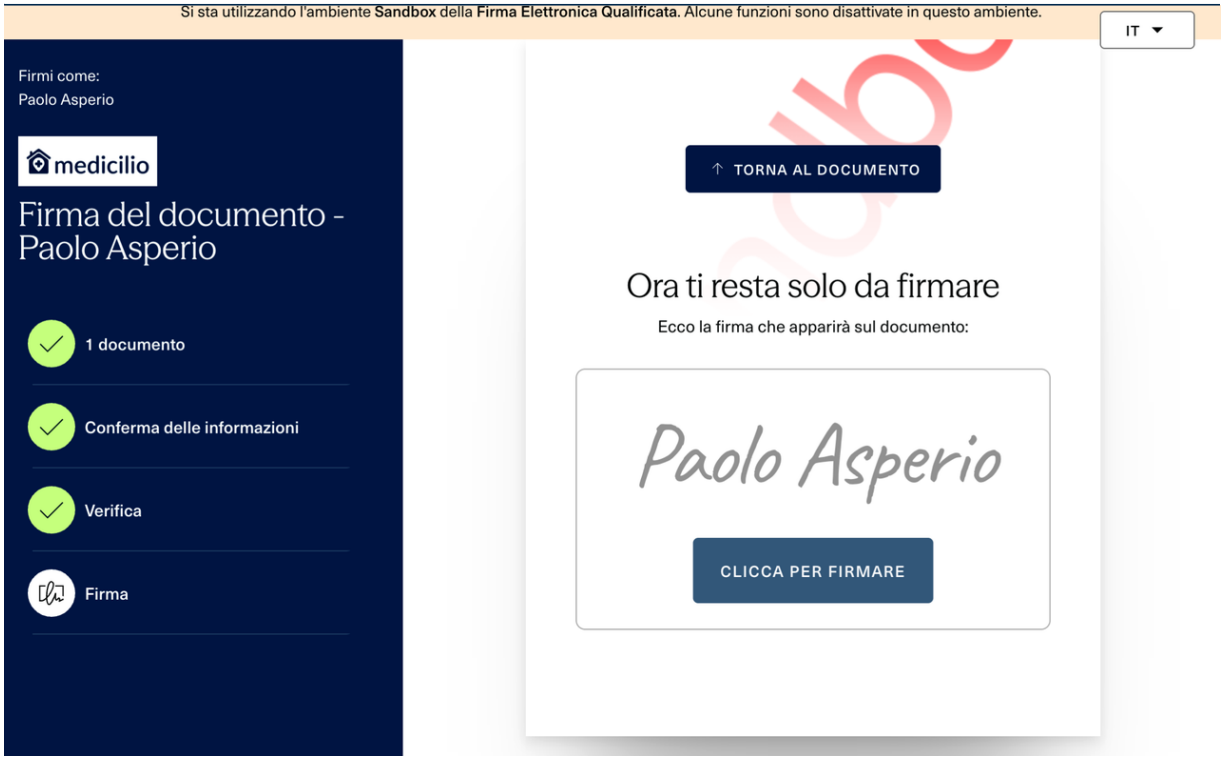


3. Step 2 : Attach documents (optional): upload supporting files (PDF or image). These are linked only to the report, not stored in the patient's general document archive. You can go back to Step 1 without losing what you wrote.



4. Step 3 : Preview & sign: review the final report preview. Click Sign to start the electronic signature flow.



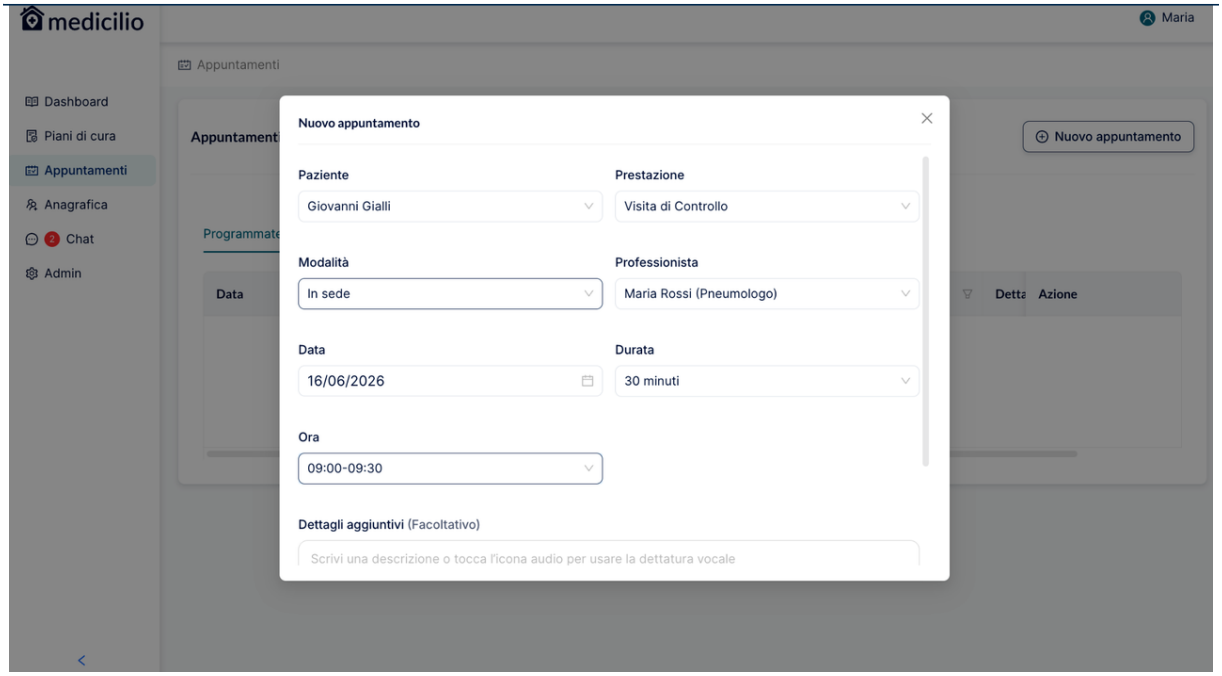


5. Once signed, the report becomes read-only. It is available in two places: the patient's pathway under Referti, and in Appointments → History, where the action changes from "Scrivi relazione" to "Vedi relazione" (opens the signed PDF in a new tab). The signed report is also visible to the patient under the Documents section in the patient menu on the tablet. The patient receives a push notification when the report is signed.

11.6 In-studio and at-home visits

Procedure — Schedule an in-studio visit

1. In Appointments, click New appointment. Select the patient and the service.
2. Select in-studio visit as the delivery method.
3. Select the assigned healthcare professional, pick a duration and time slot, and confirm.
4. The Update status action (available once the visit's day arrives) is used to mark the visit as completed or not.



Procedure — Schedule an at-home appointment

1. In Appointments, click New appointment. Select the patient, the service, and At-home appointment as the delivery method.
2. No specific professional, duration, or time slot is selected at booking.
3. The patient and the dispatched clinician receive notifications; the address shown in the patient record is used.

> NOTE
>
> **At-home dispatch happens outside RPM**
>
> The system does not automatically verify geographic coverage for at-home appointments, and no specific clinician is assigned in-app.

Procedure — Cancel an in-studio visit/at-home appointment

1. Open the appointment.
2. Click Cancel. Provide a reason.
3. The appointment is closed; the patient and the clinician (for the in-studio visit) are notified.

12. Telemonitoring reports

12.1 Report frequencies

Telemonitoring reports can be configured at frequencies: weekly, biweekly, monthly, quarterly, final, or custom.

12.2 Three-state report lifecycle

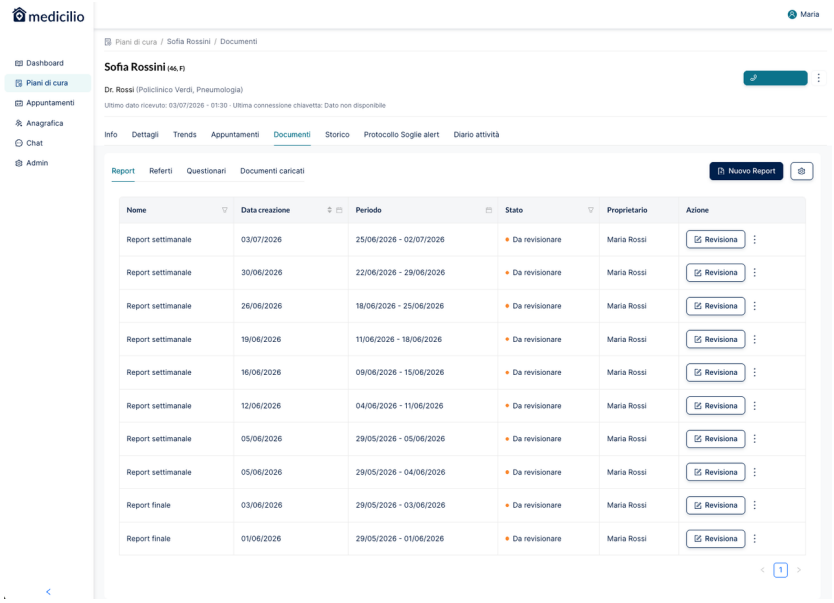
Each report goes through three stages:

Status	Meaning
Generating	The AI component is drafting the report. Not visible to the patient.
To review	The AI draft is ready. A clinician must review, edit if necessary, and electronically sign the report. Not visible to the patient.
Sent	The clinician has signed the report. The patient can now view it.

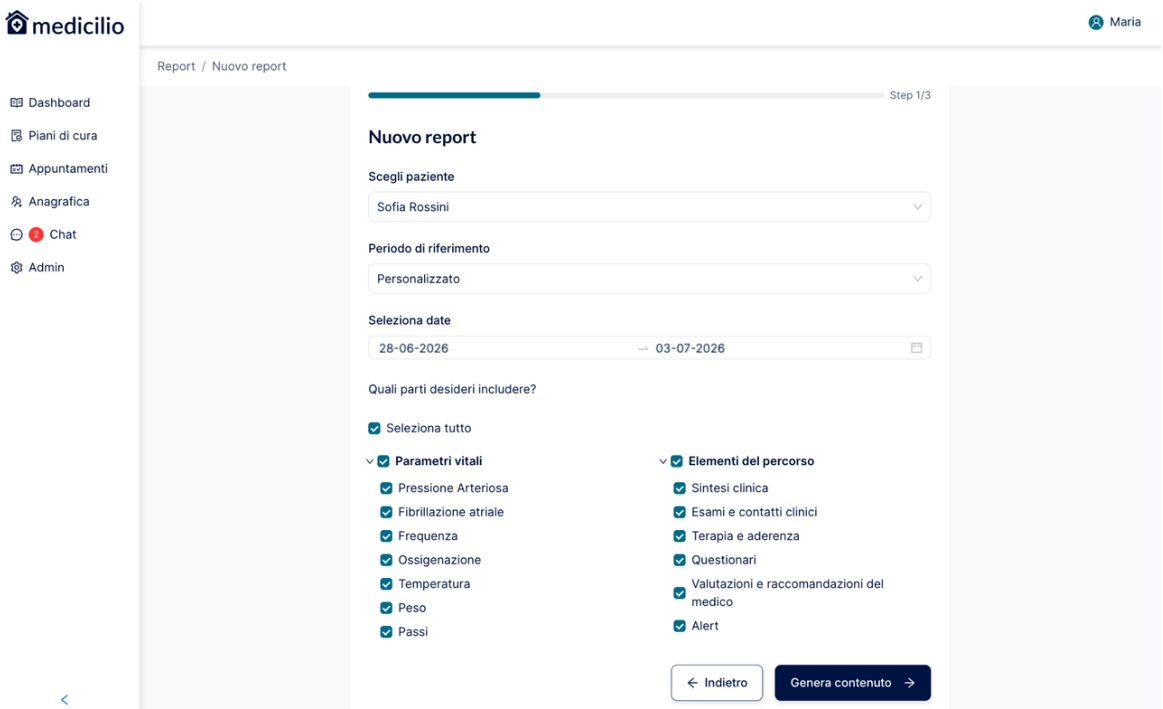
Once signed, the report records the signature timestamp and tracks whether the patient has opened it. The report is created through a three-step process: configure settings → review and edit the AI draft → review the final PDF and sign.

Step 1: configure settings and generate

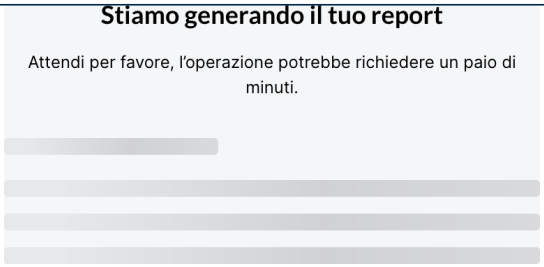
1. Open the patient record and select the Reports tab. Click New report.



2. Choose the patient and the frequency (weekly, biweekly, monthly, quarterly, final, custom) and if you set the custom one confirm the period (start and end dates). This screen also lets you preview / adjust the list of sections that will be drafted and the vital parameters included. (see §12.4, 'Configure telemonitoring report settings', for how to change the default frequency at organization or pathway level).

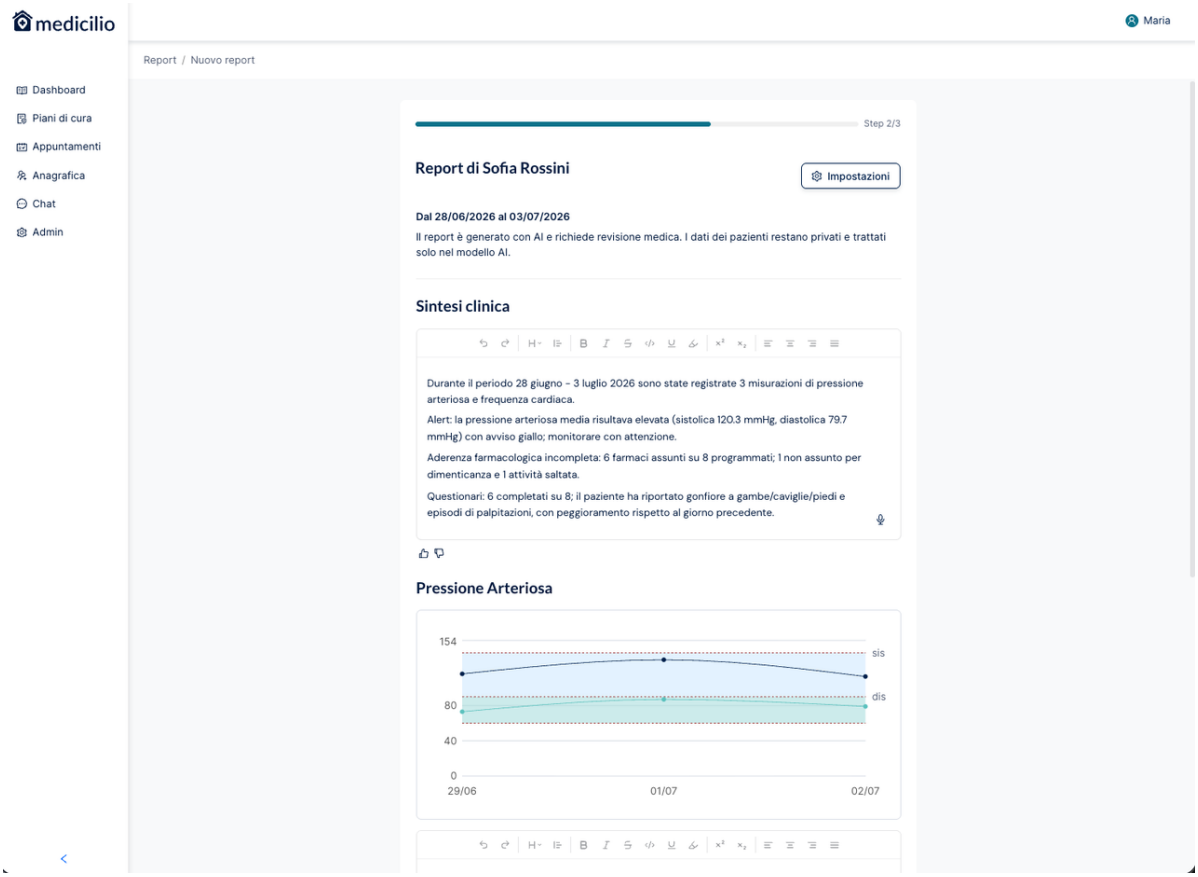


3. Click Generate content. The report enters generating status; the AI component drafts each section in turn. The system advances automatically to step 2 when generation is complete.

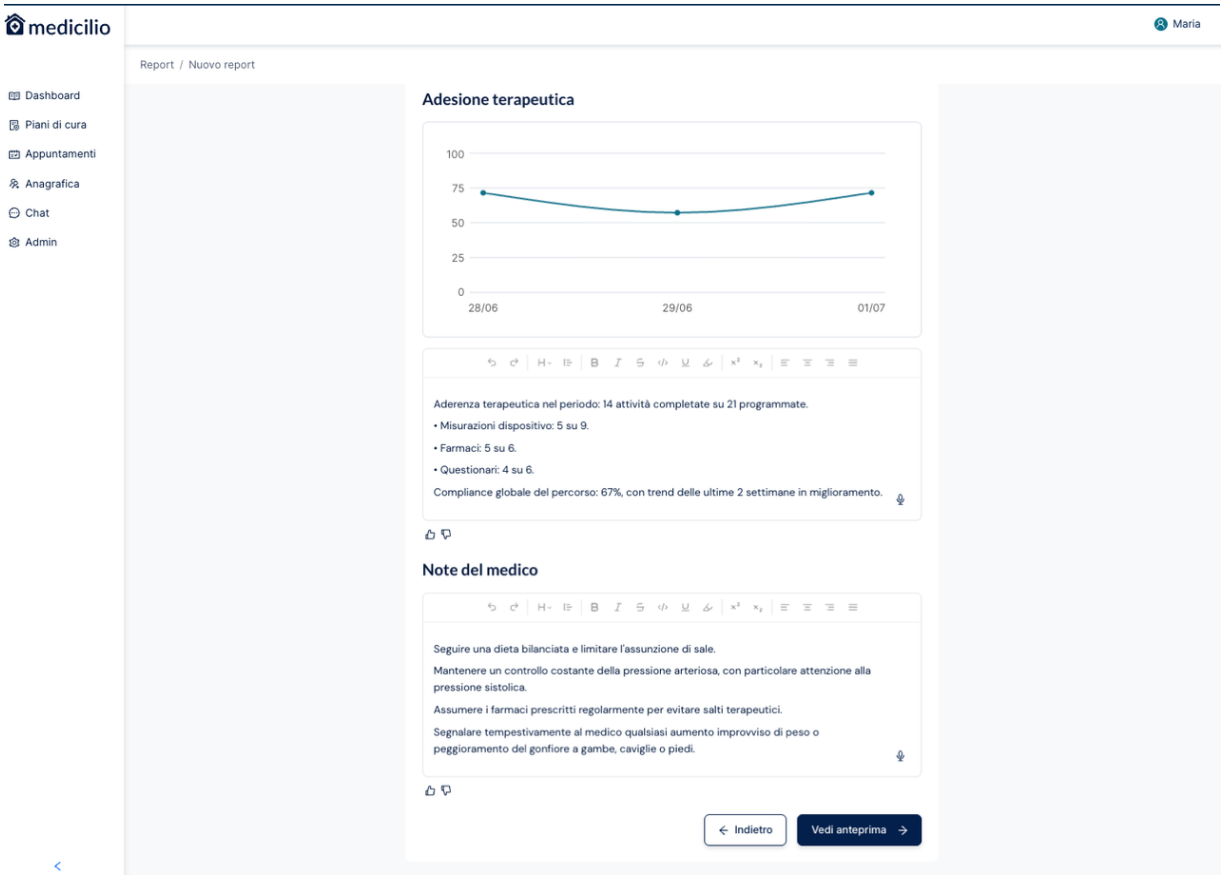


Step 2: review and edit the AI-drafted content

The report creation screen shows the report as a list of editable sections (one card per section). Only sections relevant to the patient's pathway are included : for example, if the patient has no prescribed medications, the Medication section does not appear. Categories that are not part of the care plan are omitted rather than described as missing data. Where drug intakes or questionnaires are prescribed, the "Terapia e Aderenza" section carries the patient's compliance chart for the report period (see §9.4). Where peak expiratory flow is prescribed, a dedicated section carries its trend chart.



1. For each section, review the AI text and edit as needed. A disclaimer under the report period states that the content is AI-generated from the patient's clinical data and that the clinician is responsible for verifying its correctness before validation.
2. Only the Doctor (Department Doctor Head, Department Doctor, Independent Practice Doctor) can edit the section content and proceed to sign the report. A user without signing permission cannot enter the signing flow or edit the report text: the action is hidden or disabled from the outset. Other roles authorised to generate a report can view the draft.

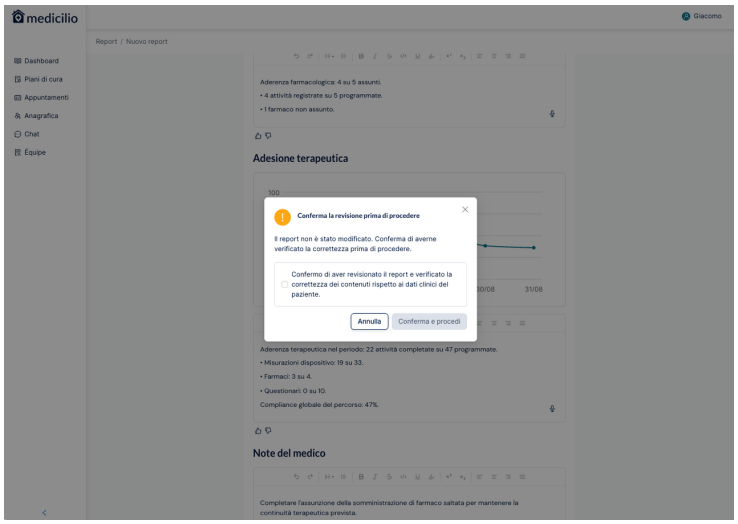


3. Click See preview to proceed to the PDF preview step.

WARNING

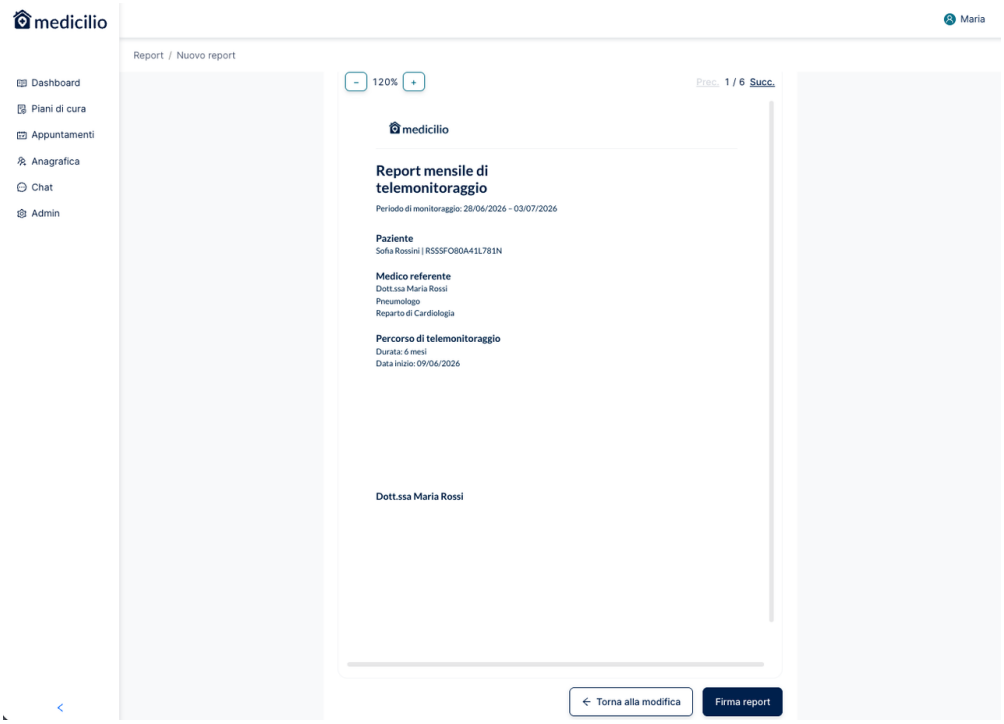
Confirming review of an unedited report.

If you proceed from step 2 without having modified any section, Medicilio RPM asks you to confirm that you have reviewed the report and verified its content against the patient's clinical data. The confirmation checkbox is not pre-selected and the flow does not advance until it is ticked. Ticking the box is a clinical declaration: do not confirm a report you have not read in full against the source data.



Step 3: review the final PDF and sign

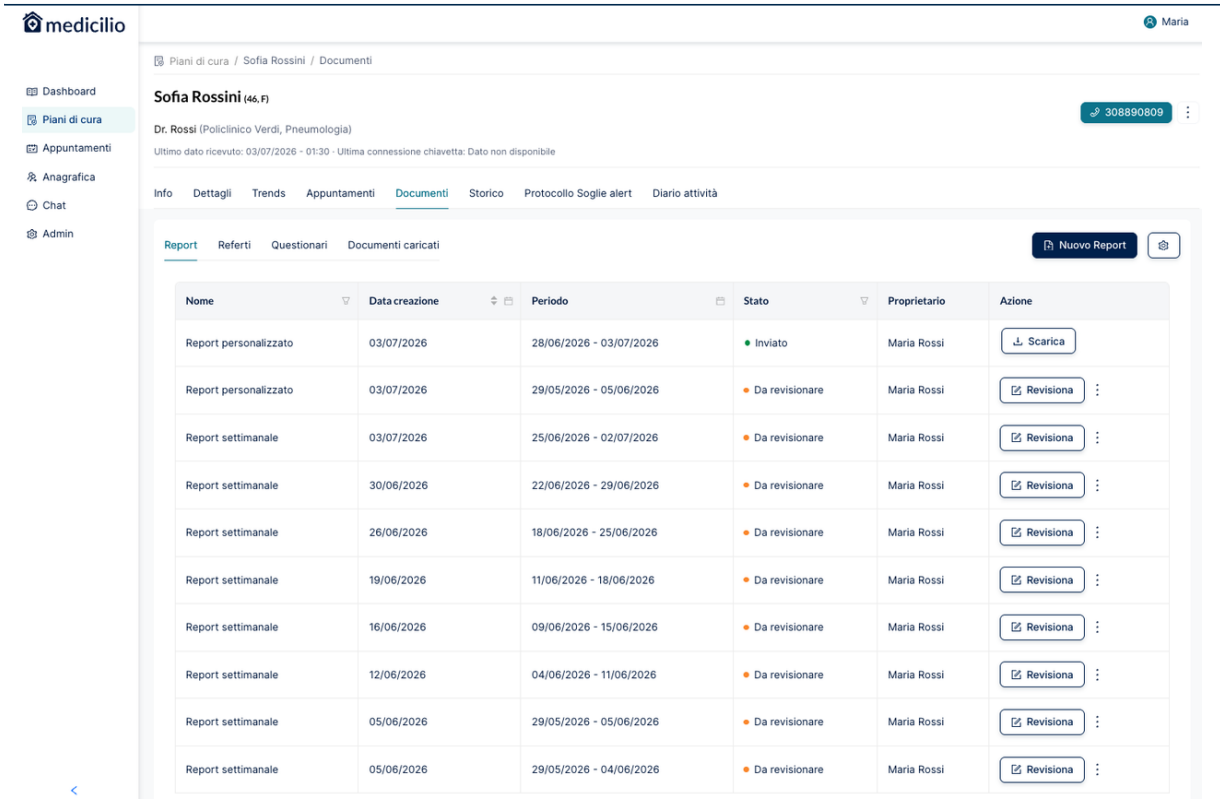
1. The report creation screen shows the final PDF preview rendered from the edited section contents.
2. Review the document end-to-end. If a change is needed, go back to step 2.



3. Click Sign to apply the electronic signature. The report status moves to sent; the patient sees the report on the tablet from this point on.



All reports for a patient, signed and unsigned, are listed together in the pathway's Reports tab (see §12.4, "Download a report"). The list shows each report's name, creation date, period, status, and owner (the clinician who created/signed it). Reports in Sent status can be downloaded; reports in To review status can be opened for review and signature with the Review action, which opens the section editor directly at step 2 rather than restarting the generation flow.



WARNING

AI-drafted reports require human review before signing.

Telemonitoring reports include AI-drafted content and may contain errors or inaccuracies. The report is generated automatically and is not visible to the patient until a qualified clinician has reviewed the content, edited it as necessary, verified all clinical information, and applied an electronic signature. The signature certifies the report as a clinical document under the clinician's responsibility, content in Generating or To review status must never be shown, communicated, or sent to the patient in any form.

12.3 Who can perform each action

Who can generate a telemonitoring report: Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Ops.

Who can review and edit the AI draft of the Pathway Report: Department Doctor Head, Department Doctor, Independent Practice Doctor.

Who can sign a telemonitoring report: Department Doctor Head, Department Doctor, Independent Practice Doctor.

Who can submit feedback on a generated report: Department Doctor Head, Department Doctor, Independent Practice Doctor.

Who can view and download a pathway's telemonitoring reports: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor.

For a Department Doctor Head every report action applies to the patients they follow, per §8.4. The Reports section of any other pathway in the department is empty.

WARNING

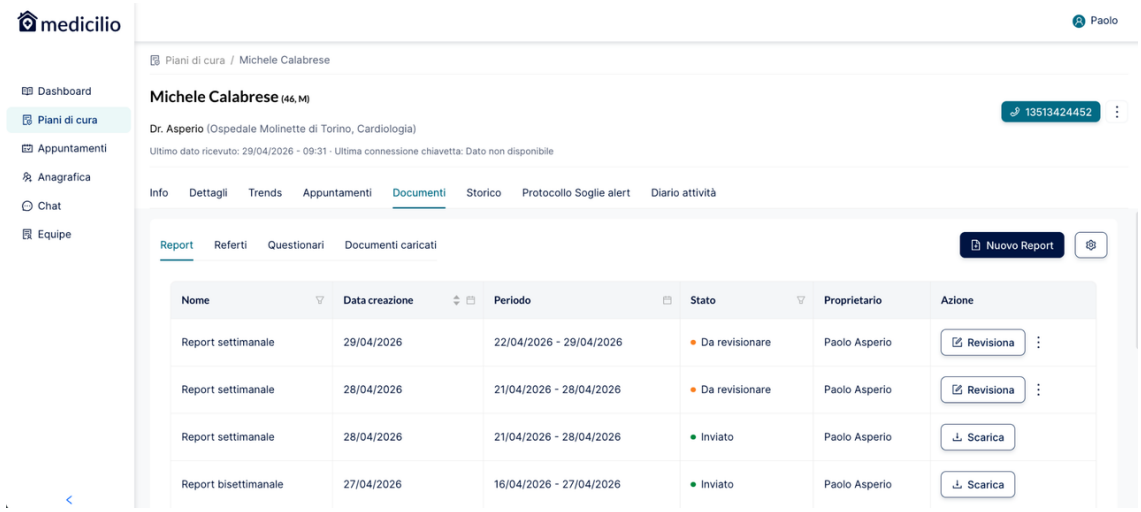
Do not share unsigned reports.

A report is a clinical document only after the clinician has signed it. Content in Generating or To review status must never be shown, communicated, or sent to the patient in any form.

12.4 Managing the report list (download, history, feedback, delete)

Procedure — Download a report

1. Open the patient pathway and select the Reports inside the Documents tab.
2. The list shows all reports with status badges (to review / sent).

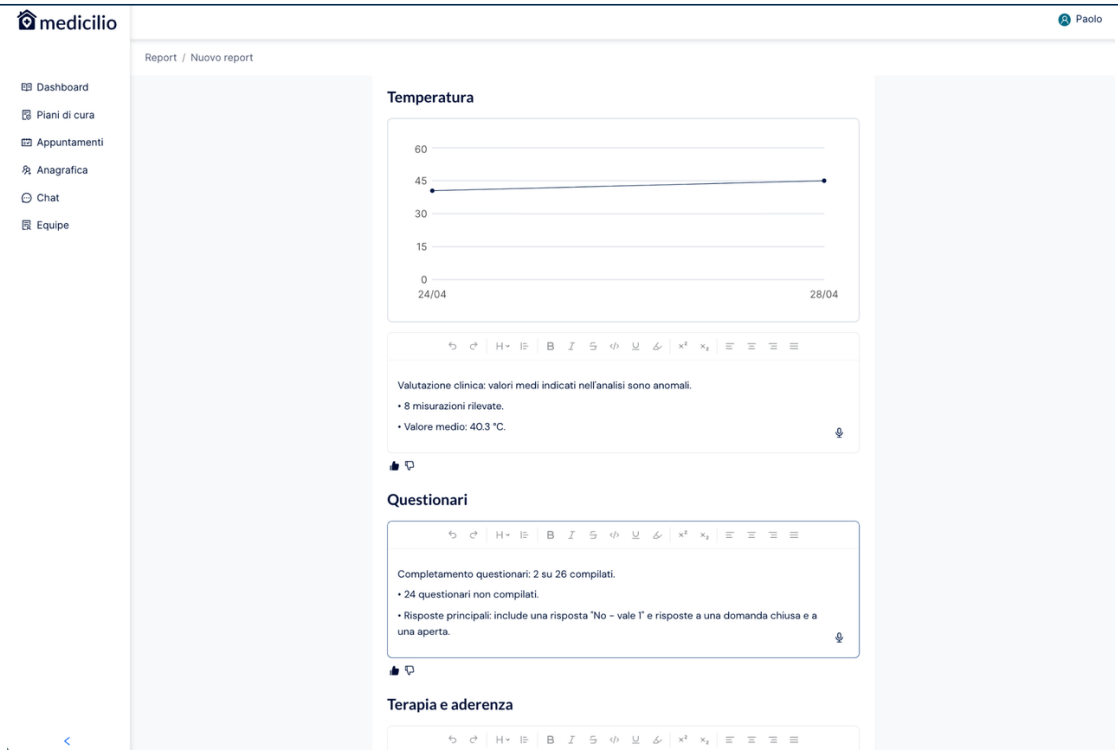


3. Click the download icon on a sent report to obtain the signed PDF.

Procedure — Provide feedback on a generated report section

While reviewing a report (see §12.2), the clinician can mark individual sections of the AI draft as good or in need of improvement.

1. Open the report in "to review" status.
2. For each section, click the thumbs-up or thumbs-down icon next to the section heading.

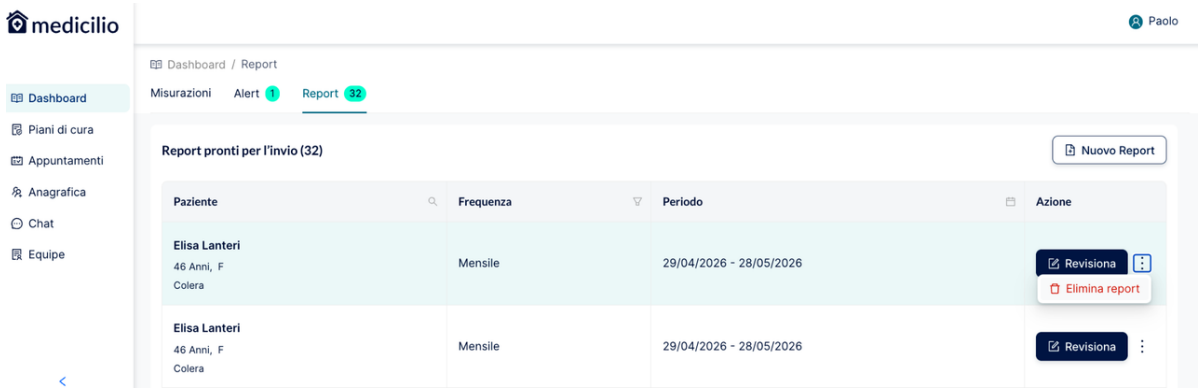


The feedback is stored against the report version and is used by Medicilio to monitor and improve AI quality.

Procedure — Delete a report

Who can perform this action: Healthcare Professional, Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Ops.

1. Open the Reports list.
2. Only reports in "To review" status (reports not yet signed) can be deleted. Click the action menu next to the report and choose Delete. Confirm in the modal.



3. The deleted report is no longer visible in the list.

> IMPORTANT
>
> **Patient-visible reports.**
>
> A report can only be deleted while it is in To review status, before it has been signed and sent. Once a report has been signed and sent, it can no longer be deleted and remains permanently available to the patient in their app.

NOTE

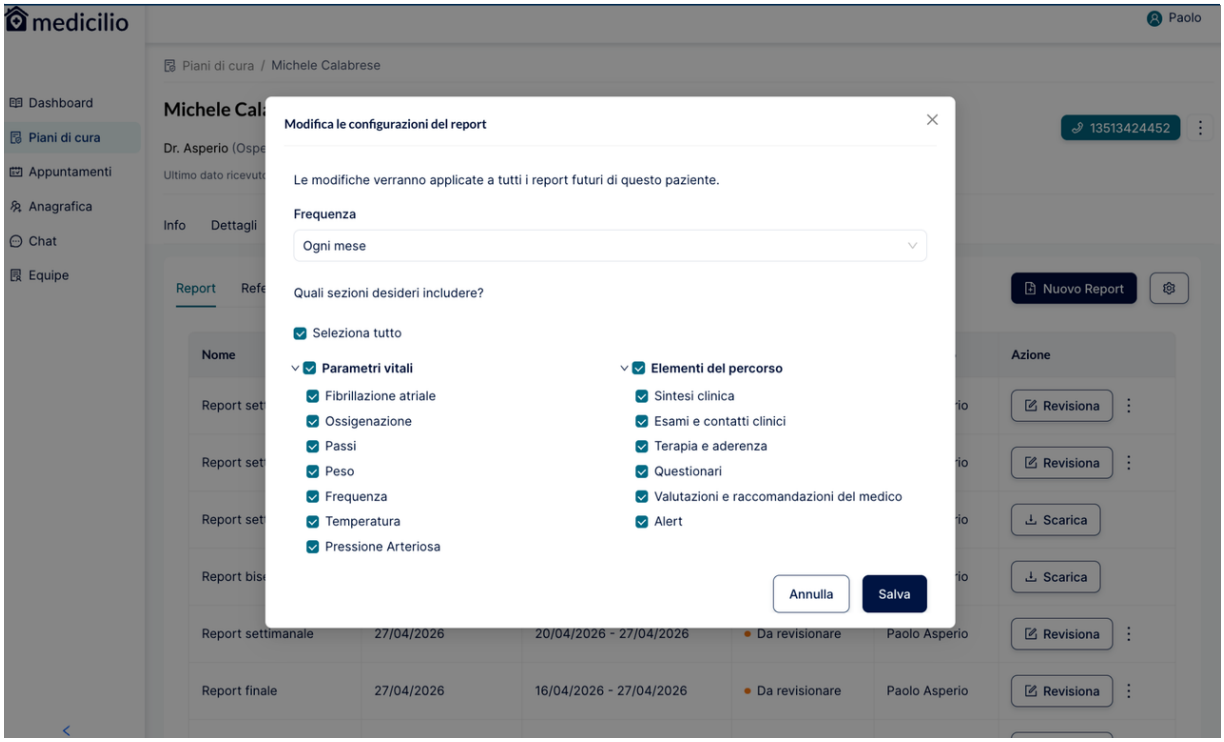
Organization-level defaults

Your organization may have default report settings (frequency, sections, preferences) configured centrally. Settings changed here apply only to this patient's pathway and override the organization default; they do not affect other patients.

Procedure — Configure telemonitoring report settings

Who can update the telemonitoring report settings: Department Doctor Head, Department Doctor, Independent Practice Doctor, Medicilio Customer Support, Medicilio Sales Team, Ops.

1. From the patient pathway in Reports tab inside the Documents, open Settings.
2. Configure the report frequency (weekly, biweekly, monthly, every 3 months, or final).
3. Select which report sections to include or exclude (e.g. vital parameters, questionnaires, therapy and adherence, clinical contacts, summary, alert information). Excluded sections are listed in the settings summary after saving.
4. Configure any applicable preferences.



5. Click Save. The settings apply to subsequent generated reports for this specific patient; previously generated reports are not modified. When a clinician generates a new telemonitoring report for a patient, the AI component drafts the report content based on the settings currently saved for that patient's pathway.

12.5 Appointment reports

Reports produced after a teleassistance appointment are stored separately as Appointment Report, signed electronically, and are visible to the patient only after signature.

12.6 Analytics

Who can perform this action: Organization Admin, Department Doctor Head, Department Doctor, Independent Practice Doctor, Healthcare Professional.

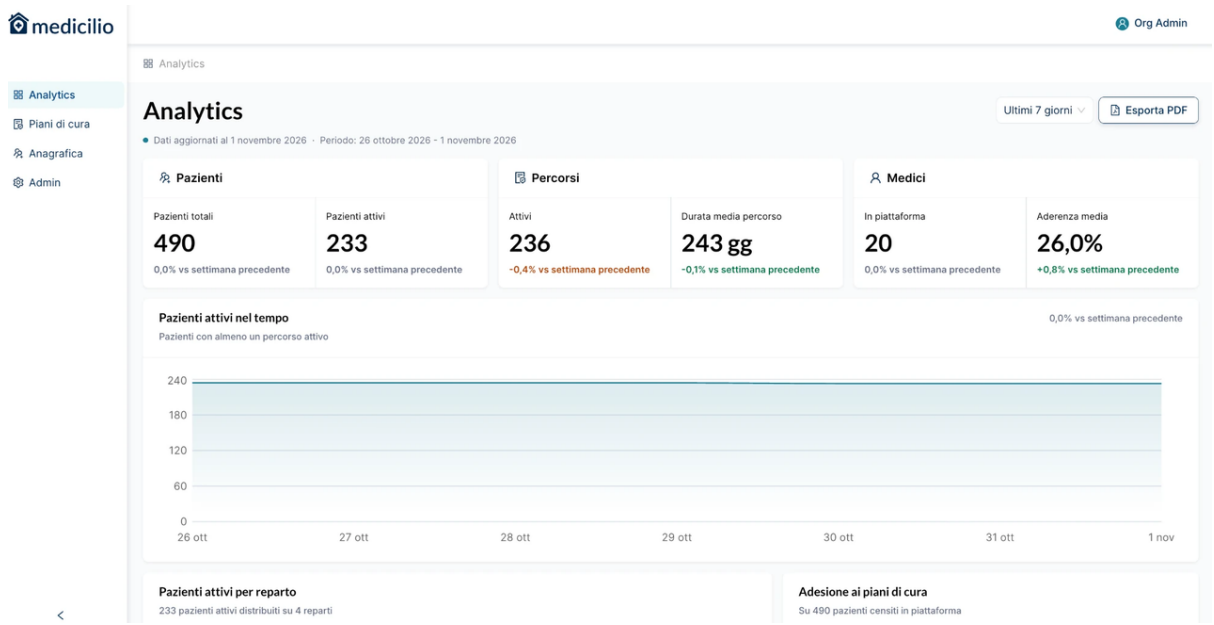
Analytics reports activity in aggregate over a selected period. What it covers depends on the role.

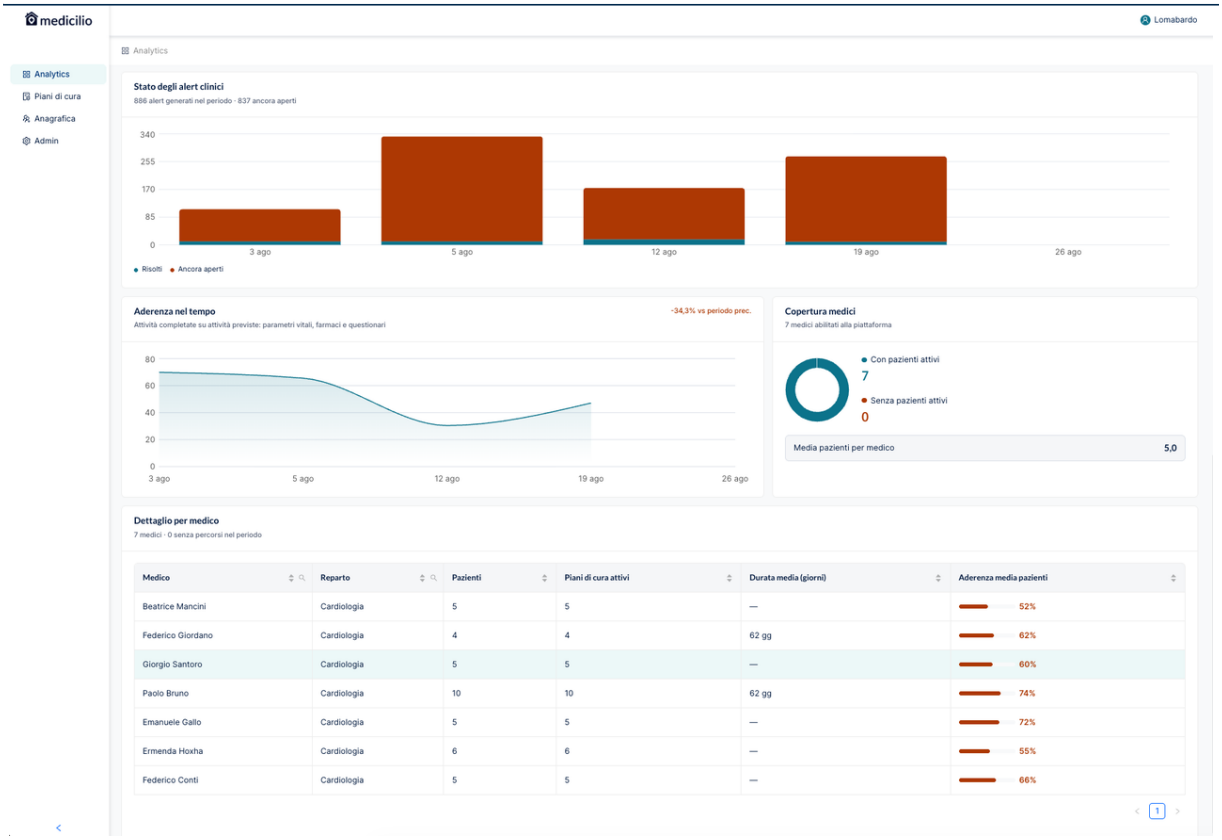
Role	Where	Scope
Organization Admin	Analytics in the main navigation, shown on login	The whole organisation, across every department and doctor
Department Doctor, Independent Practice Doctor, Healthcare Professional	Analytics in the main navigation, titled I miei Analytics	The patients they follow; for a Healthcare Professional, the patients of their équipes
Department Doctor Head	Analytics in the main navigation, with a scope selector	I miei pazienti, or Reparto di (department) for each department they head

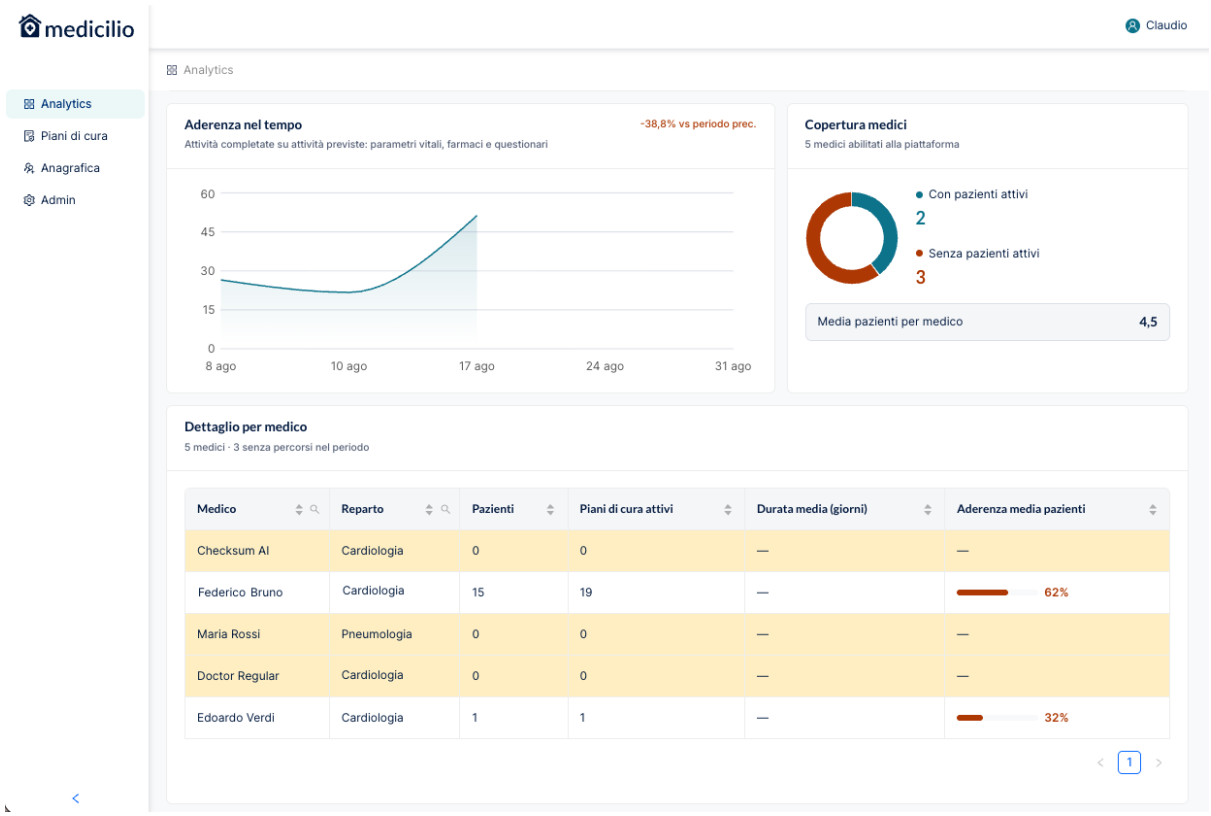
The page opens on the last 30 days. Other presets and a custom date range are available, and the selected period drives every widget on the page at once. The organisation view contains no individual patient data. It reports:

- headline figures for total patients, active patients, active pathways, average pathway duration, doctors enabled on the platform, and average adherence;
- active patients over time, and active patients by department;
- registered patients against patients actually taken into care;
- pathways by status, and the duration distribution of completed pathways;
- clinical alerts generated, resolved and still open, each attributed to the period in which the alert was generated rather than resolved;
- adherence over time across the organisation's patients;
- doctor coverage, and a per-doctor table of patients, active pathways, average duration and average patient adherence, with search, department filter and column sorting.

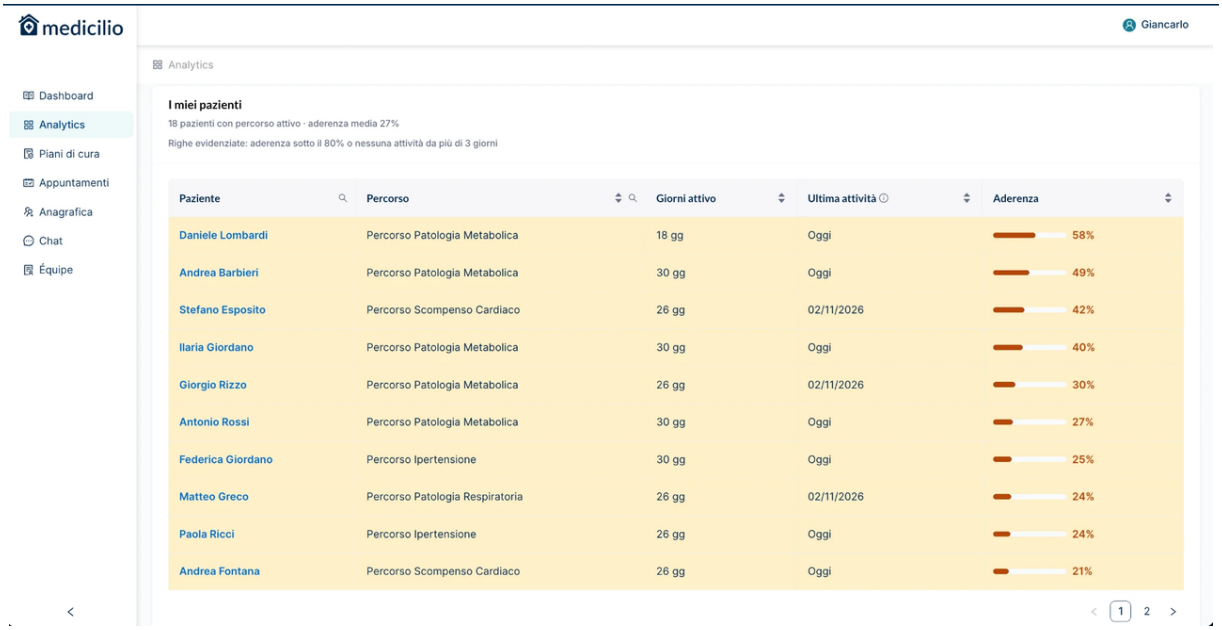
Each figure is shown against the equivalent immediately preceding period. Where the organisation has no history covering that baseline, the comparison is suppressed rather than presented as growth.







I miei Analytics reports the same kind of figures for the patients in scope, and lists them in the I miei pazienti table with pathway, days active, last activity and adherence. Rows are highlighted when adherence is below 80% or there has been no activity for more than 3 days. For a Department Doctor Head, the table also shows the department of each patient. In the department view, a Department Doctor Head also sees doctor coverage and a Dettaglio per medico table.



Esporta PDF exports the page as displayed, in Italian, with the period and the date the data runs to. A table is exported as the page of it shown on screen.

> WARNING
>
> **Analytics is a management view, not a clinical one.**
>
> The page is recalculated once a day and covers data through the end of the previous day, so it lags the patient and pathway lists and the two will not always agree. Never use Analytics to assess an individual patient's clinical situation, and never treat an aggregate figure as evidence about a specific patient. Use the Alerts, Pathways and patient views for every clinical decision.

13 In-app chat

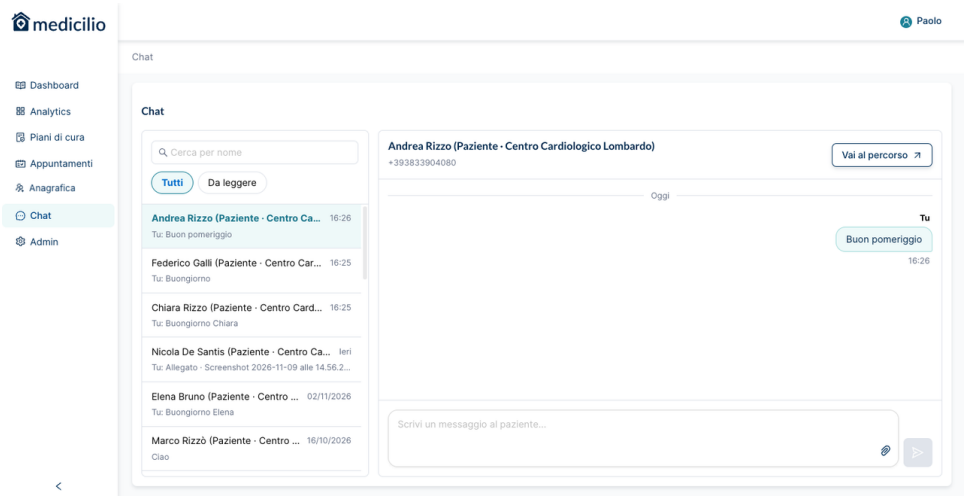
Two chat channels exist in the patient app.

Channel	Purpose	Allowed participants
Supporto di Medicilio	Non-clinical operational support (Medicilio Customer Support)	Patient, Medicilio Customer Support, Ops
Supporto Medico Dottore	Clinical communication channel with the assigned clinical team	Patient, Department Doctor, Independent Practice Doctor, Department Doctor Head, Healthcare Professional

The header of a conversation shows the other participant as Nome Cognome (role · organisation). Messages show the name of the sender.

Procedure — Read and reply to a chat message

1. Open Chat from the main sidebar. From a patient's page, Chatta or Messaggia opens that patient's conversation directly.
2. The list shows one row per conversation, as Nome Cognome (role · organisation), the most recent first. Use the Tutti and Da leggere filters, or search by the patient's first name or last name. The unread counter counts conversations, not messages.
3. Open the conversation and read the latest messages. In a patient conversation, Vai al percorso opens the patient's pathway.



4. Type the reply and click Send. A file attached in a patient conversation is saved to the pathway's documents. The patient receives an in-app notification on the tablet.

To delete one of your own messages, open its menu and choose delete. The message is removed for both participants, and nothing marks where it was. Summarise any clinically relevant content in the pathway notes before deleting it.

WARNING

Distinguish clinical from administrative communications.

Patients and healthcare professionals must distinguish clinical communications from administrative messages, automated notifications, and non-clinical support communications. Administrative, automated, or support-channel communications must not be interpreted as individualized clinical advice unless clearly identified as such by the responsible healthcare professional. Clinically relevant exchanges in chat must be summarized in the patient's clinical record according to the healthcare organization's procedure.

IMPORTANT

Clinical information in chat.

Where clinical information is exchanged in the Supporto Medico Dottore channel, the clinician must summarise any clinically relevant exchange in the patient's pathway notes; chat messages are a communication channel, not a clinical record.

14. IT security and data protection

14.1 Hosting and data residency

Medicilio RPM is hosted on Google Cloud Platform in the EU region (Belgium, Frankfurt and Milan). All clinical data and personal data are stored in the EU. Databases and their backups are held in the regions named above. Object storage, which holds archived application logs, uses Google Cloud EU multi-region storage and may therefore hold data in any European Union member state.

14.2 Personal data and GDPR

Personal data is processed in accordance with Regulation (EU) 2016/679 (GDPR) and Italian Legislative Decree 196/2003 as amended. The Data Controller is the healthcare provider organisation that prescribes the pathway; Medicilio S.r.l. acts as Data Processor.

14.3 Transport and at-rest protections

- All client-server traffic uses HTTPS / TLS.
- Database storage uses Google Cloud-managed encryption at rest.
- Documents are stored in Google Cloud Storage; download URLs are signed and valid for one hour.

Medicilio's information-security controls follow the principles of confidentiality, integrity and availability appropriate to a Class IIa MDSW under MDR §23.4(ab) and MDCG 2019-16. This Instructions for Use does not cite specific information-security management standards; the underlying organisational controls are documented in Medicilio's internal Quality Management System.

15. Cybersecurity for users

15.1 Account

- Each user has a personal account tied to a single email address.
- Authentication is passwordless : a one-time password is sent to the registered email at every login.
- One-time passwords are single-use and expire shortly after they are generated. Sharing an OTP with another person grants that person access to the account.
- Sessions expire after a period of inactivity (see §7.4).

15.2 What to do if your account is compromised

If you suspect that an unauthorised person has access to your Medicilio account or to the email inbox associated with it:

1. Stop using the device for any clinical action.
2. Notify Medicilio support at the email and phone numbers in §2.2, providing the email address associated with the account and a brief description of the suspected compromise.
3. Medicilio support revokes the affected email from the Kinde identity provider back office, which terminates the user's ability to authenticate. Any active session is invalidated at the next token refresh, and no further one-time password can be issued for that email until the account is re-provisioned.
4. The user must be re-provisioned by an authorised role before regaining access (see §7 : provisioning).
5. The data controller documents the suspected compromise in line with its incident-response procedure (GDPR Article 33 / 34 where applicable).

16. Maintenance and software updates

16.1 Software updates

Medicilio RPM is delivered as cloud software (back end) and as two client applications (web and mobile). The release cadence is approximately one release every three months; security and hotfix releases may be issued more often. User-notification mechanism for updates is TBD

16.2 Data backup

Patient and pathway data are backed up by the manufacturer as part of the cloud back-end operation. Users do not need to perform local backups.

16.3 Account recovery

See §15.2.

17. Troubleshooting

The table below covers the most common user-facing failure modes.

Symptom	Likely cause	Action
OTP email never arrives	Email filtered as spam, or wrong email	Check spam folder; ensure the address matches the one on file; contact support
Measurement does not appear in the app	Connectivity loss; gateway off; device battery low	Restore network; charge the device
Video session does not start	Browser permissions for camera/microphone denied; firewall blocks Whereby	Grant browser permissions; check the network; restart the browser
Patient cannot delete a document	Healthcare professional has already reviewed it	This is intended behaviour. Patient must contact the clinical team.
A parameter shows a gap on a day the patient says they measured	The reading was flagged as erroneous by the device or by the plausibility check and is therefore hidden (see §9.7)	Ask the patient to repeat the measurement; if gaps recur on the same device, report it to support
Patient reports the app is showing a technical-issue card	Gateway disconnected, router without signal, or tablet battery below 10%	The patient can follow the guided steps in the app; if verification fails, the service centre is alerted and contacts the patient

18. Reporting of serious incidents

Any serious incident that occurs in relation to Medicilio RPM must be reported to:

- The manufacturer: Medicilio S.r.l., at the vigilance email info@medicilio.it
- The Italian competent authority: Ministero della Salute, Direzione Generale dei dispositivi medici e del servizio farmaceutico, Ufficio 5 Dispositivovigilanza. Reports may be submitted through the Banca dati dei dispositivi medici (vigilance section) operated by the Ministero della Salute.

A "serious incident" is defined in Article 2(65) of MDR 2017/745 as an incident that, directly or indirectly, led, might have led or might lead to: the death of a patient, user or other person; the serious deterioration of a person's state of health; or a serious public-health threat.

> IMPORTANT
>
> Reporting a serious incident is mandatory under the MDR. The reporter (clinician, Medicilio Customer Support operator, or patient) should preserve any screenshots, message threads, or device logs that may help reconstruct the incident.

19. End-of-use, account deletion and data retention

19.1 Ending pathway use

When a pathway reaches its planned end, it is marked as Completed. If it needs to be ended early, it is marked as Cancelled. In both cases, any future scheduled activities are removed and the associated devices are released from the patient's record.

IMPORTANT

Return of the home kit.

At the end of the pathway, the patient must return the entire home kit, including the MDM-locked tablet (see §6.2), the home gateway, the SIM card, and all measurement devices, to Medicilio using the return instructions provided by the Medicilio Customer Support. The tablet remains locked to the Medicilio application and must not be retained for personal use.

19.2 Patient and account deletion

Who can delete a patient record: Department Doctor Head, Independent Practice Doctor, Medicilio Customer Support, Ops.

When a patient record is deleted, the following sequence is applied:

1. Personally identifying information (PII) : name, surname, tax code, date of birth, address, contact details, emergency contacts, is exported to a sealed audit-only store maintained by Medicilio under documented data-protection controls.
2. The operational patient record is then removed from the application; PII is no longer accessible through the Medicilio RPM user interface to any role.
3. Clinical and billing data that must be retained for the periods set out in §19.3 are kept in their respective retention stores in scrubbed form, i.e. without PII linkage. so that data retention obligations can be met without continued processing of the patient's identity.

WARNING

Patient deletion is irreversible at the application layer

Once a patient is deleted, the personal data are not visible or recoverable through the Medicilio RPM user interface. Restoration from the sealed audit store is performed only by Medicilio data-protection staff and only in response to a documented data-subject or regulatory request. Confirm the patient's identity and the deletion intent before proceeding.

19.3 Data retention

Clinical data linked to a pathway are retained for 10 years from the end of the pathway, in accordance with the applicable Italian SSN rules on healthcare records and with the GDPR principle of storage limitation. At the expiry of the retention period, retained clinical data are deleted or further anonymised so that they can no longer be attributed to an identified or identifiable patient.

> NOTE
>
> The 10-year retention period applies to clinical data associated with the pathway. Operational records, billing records, and vigilance-related records may be subject to different statutory retention obligations under Italian law.

20. Glossary

Term	Definition
Pathway	A clinician-prescribed care plan combining vital-parameter measurements, drug intakes, questionnaires and appointments over a defined duration.
Activity	A discrete scheduled action within a pathway (measurement, drug intake, questionnaire).
Medicilio Customer Support	The internal Medicilio support team, operationally distinct from any external Medicilio Customer Support project. Includes the roles Medicilio Customer Support and Ops.
Threshold	The numeric or boolean limit configured per pathway against which incoming measurements are evaluated.
Alert	A record created when a threshold is breached; carries a level (yellow or red) and a status.
AlertNotification	The record that drives Medicilio Customer Support and emergency-contact notifications for red-level breaches.
Telemonitoring report	A clinical document drafted by the AI component and reviewed, edited and signed by the clinician before release to the patient.
AppointmentReport	The signed report produced after a teleassistance.
Home kit	The set of devices delivered to the patient (gateway, tablet, one or more measurement devices, SIM).
MDR	Regulation (EU) 2017/745 on medical devices.
MDSW	Medical Device Software (MDCG 2019-11 qualification).
SSN	Servizio Sanitario Nazionale : the Italian national health service.
UDI-DI	Unique Device Identifier : Device Identifier.
eIFU	Electronic Instructions for Use (Regulation (EU) 2021/2226).
Medicilio Customer Support (chat channel)	The non-clinical "Supporto di Medicilio" channel.
Whereby	The third-party video provider used for televisits and teleassistance.
Équipe	A named, reusable group of healthcare professionals. The équipes and individual professionals assigned to a patient determine which professionals can see that patient. See §8.4.
Responsible Doctor	The clinician who owns a pathway. The only user who can sign that patient's telemonitoring report, and the only member of the care team who cannot be removed from it.

Term	Definition
Compliance score	The percentage of prescribed activities the patient has completed, computed from the first confirmed activity and excluding paused days and days with no prescribed activity. See §9.4.
Fixed / flexible measurement	A per-measurement property set by the clinician. A fixed measurement can only be recorded inside its prescribed time slot; a flexible one counts at any point in the day. See §9.1.
Time slot	Morning 05:00–12:00, Afternoon 12:00–18:00, or Evening 18:00–24:00. Activity logging for a day closes at 23:59:59.
PEF	Peak expiratory flow, in litres per minute. See §6.3.

21. Manual versions

Version	Date	Author	Summary of changes
1.0.0	2026-09-07	Cantieri Digitali Medtech S.r.l.	Initial issue.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§7.2.1: guided tour on first login.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§8.3: patient list columns updated; patients under 18 cannot be created.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§8.4: adding, removing and reassigning patients from the équipe list; when an équipe can be deleted.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§9.1: second daily reading of a flexible measurement opens after the first.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§9.3: new procedure to pause or reactivate a monitored parameter.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§9.4: column label "Adesione"; trend arrow after 14 days; scores calculated overnight.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§9.6: the patient receives a push notification when access to a document is granted.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§9.6: Documents sub-tabs named as on screen (Report, Referti, Questionari, Documenti caricati).
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§9.7: peak expiratory flow column; "Da assumere" state for a dose whose slot is still open.

Version	Date	Author	Summary of changes
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§9.8: "Nella norma" follows the thresholds entered; peak expiratory flow warning above 25%; FET minimum set per pathway.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§10.4: alert detail opened from a patient's care plan stays within that patient's alerts, with the previous and next buttons disabled at the first and last alert; "Torna al piano di cura" returns to the care plan.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§11.5: the patient receives a push notification when a teleassistenza report is signed.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	§13: the title of a conversation is the name of the channel and each message shows the name of the sender.
1.1.0	2026-10-28	Cantieri Digitali Medtech S.r.l.	Terminology (Italian edition): telemonitoring reports are named "report" and teleassistenza reports "relazione", as on screen.
1.1.0	2026-10-28	Medicilio S.r.l.	§8.3, §10: caregivers replace emergency contacts; new procedure to manage a patient's caregivers.
1.1.0	2026-10-28	Medicilio S.r.l.	§8.2, §9.2, §9.10: "Kit delivered" pathway status.
1.1.0	2026-10-28	Medicilio S.r.l.	§9.3, §9.8, §12.3: Healthcare Professional may edit pathway details and thresholds, and view reports.
1.1.0	2026-10-28	Medicilio S.r.l.	§10.4: alert navigation from the care plan, including older alerts and the editing of a resolved alert, and from the Dashboard.
1.1.0	2026-10-28	Medicilio S.r.l.	§12.6: Analytics available by role, with PDF export.
1.1.0	2026-10-28	Medicilio S.r.l.	§13: chat procedure updated for the redesigned chat; deleting one's own message.
1.1.0	2026-10-28	Medicilio S.r.l.	§2.1, §14.2, §18, cover: the manufacturer is Medicilio S.r.l.
1.1.0	2026-10-28	Medicilio S.r.l.	§5.1, cover: software version 1.7.0, the version of the clinician web app.