

Kaiku
HEALTH

Kaiku Health service

USER INSTRUCTIONS



Welcome to Kaiku Health!

Telling us about how you feel is a vital part of your treatment and follow-up. Being able to follow your well-being allows us to react early and provide you with the best care possible.

ENGLISH

E-mail ?

Password Show password

[Did you forget your password?](#)

LOG IN

You can **LOG IN** to the service after you have received an invitation to your email.

Kaiku Health

The service is made by Finland-based [Kaiku Health](#). With Kaiku Health, clinics can connect with their patients online, capture real-world data and improve clinical efficiency.

Technical Support

The Kaiku Health technical support will help you with all technical problems you might have with the service:
support+demo-kaiku@kaikuhealth.com

Privacy Policy

The site collects anonymized, statistical user data according to [our privacy policy](#).

INVITING PATIENTS

Kaiku HEALTH Home Patients Conversations 0 General Modify Nick Nurse Sign out

Search your patients [Invite a new patient](#)

New messages

All done here!

There are no new messages from your patients.

New notifications

All done here!

There are no new notifications regarding your patients.

All done here!

Messages and notifications assigned to you will be displayed here.

After you have logged in, you will be redirected to the staff home page.

You can invite new patients by clicking **INVITE A NEW PATIENT** from the upper right corner.

Technical support

Invite new patient

[View sent invitations](#)

You can invite a patient by email. The patient receives an email with a link, where the patient can fill in their personal information. After the patient has filled in their personal information, you can see the patient in your patients.

E-mail**Language**

When inviting a new patient, you will need to fill out the email and the language of the patient.

When you have sent the invitation, the patient will get an invite to register to the given email.



Hello,

I have added you to the Kaiku Health web service. You will receive questionnaires about your symptoms and well-being through the platform. Answering them regularly is a vital part of your treatment and follow up. All your answers go directly to your care team allowing us to quickly react to any changes.

Kaiku Health is also an easy and safe way to keep in touch with your care team in non-urgent matters. You can send us messages and photos at any time through Kaiku Health.

You can sign up through the button below – it only takes a couple of minutes:

Sign up to Kaiku Health

Best regards,
Nick Nurse
Kaiku Health Demo

P.S. If you have any problems signing up, you can reach our friendly customer support at support+demo-kaiku@kaikuhealth.com or by replying to this email.

Patient will receive an invite to their email.
The invite will include a link for signing up to the service.

After the first registration, the patient can continue to use the service with their username (email) and password.

FOLLOW-UP PROGRAMS AND CARE TEAMS

Home
Patients
Conversations 0

General
Nick Nurse ▾
Sign out

✔ The invitation was sent successfully.
✕

Follow-up programs for reetta.arokoski+100test@kaikuhealth.com

Save changes

Programs

No selected programs

▼ ● Systemic therapy (2)

▼ ● Archive (28)

▲ ● Immunotherapy (2)

+ ICI NSCLC (Monotherapy)

+ CIT Tecentriq + chemotherapy / TNBC

▼ ● Survivorship program (2)

▼ ● Gynecological cancers (1)

Program contents

Please select follow-up programs for patient

+ Add task...

Staff

Nick Nurse

Nurse

General

✕

Add personal staff
▼

↖

When the invite has been sent, you need to set up the correct follow-up program for the patient. This follow-up program will determine which symptom and quality of life questionnaires will be asked from the patient.

You can also set a starting date for the follow-up program. The starting date will determine when the first questionnaire is sent to the patient.

Home
Patients
Conversations 0

General
Nick Nurse ▾
Sign out

✓ The invitation was sent successfully.
✕

Follow-up programs for reetta.arokoski+100test@kaikuhealth.com

Save changes

Programs

ICI
NSCLC (Monotherapy)
✕

starting

📅

▾
●
Systemic therapy (2)

▾
●
Archive (28)

▴
●
Immunotherapy (1)

+
CIT
Tecentriq + chemotherapy / TNBC

▾
●
Survivorship program (2)

▾
●
Gynecological cancers (1)

Program contents

+ Add task...

▾
ICI

Symptom questionnaire for immunotherapy

🕒 Patient fills repeatedly once in 7 days starting 2020-02-12

General

▾
ICI

Symptom questionnaire for immunotherapy

Patient can fill anytime (no reminders)

▾
ICI

▾
ICI

Staff

Nick Nurse

Nurse

General

✕

Add personal staff
▾

After the follow-up program has been set, you need to set up the care team of the patient. Please remember to include all relevant personnel in the patient's care team - all new notifications from filled symptom reports will be sent to the nurses added to the patient's care team.

Every patient must have at least one person in their care team.

↷

Kaiku HEALTH Home Patients Conversations 0 General Nick Nurse Sign out

✓ The invitation was sent successfully.

Follow-up programs for reetta.arokoski+100test@kaikuhealth.com

[Save changes](#)

Programs

- ICI NSCLC (Monotherapy) starting 12.2.2020
- Systemic therapy (2)
- Archive (28)
- Immunotherapy (1)
- + CIT Tecentriq + chemotherapy / TNBC
- Survivorship program (2)
- Gynecological cancers (1)

Program contents

- ICI Symptom questionnaire for immunotherapy
Patient fills repeatedly once
General
- ICI Symptom questionnaire for immunotherapy
Patient can fill anytime (no reminders)
General
- ICI Symptom questionnaire for immunotherapy
Patient fills once after 2019-07-11
General
- ICI Symptom questionnaire for immunotherapy
Patient fills once after 2019-07-11
General

Remember to always **SAVE THE CHANGES** when you have modified the follow-up programs and care team information.

After saving the changes, you may continue inviting patients or go back to the home page.

STAFF HOME PAGE

- [Home](#)
- [Patients](#)
- [Conversations](#) 0

General
Modify ▾
Nick Nurse ▾
Sign out

Invite a new patient

New messages

All done here!

There are no new messages from your patients.

New notifications 2

Reetta Arokoski ICI

080882-03A2
Patient

2/12/2020 6:13 PM
Reetta Arokoski filled the symptom form **Symptom questionnaire for immunotherapy**.

Fatigue, tiredness, lack of energy: 2
Cough: 2

1 less severe symptom. [Show all](#).

Automatic feedback was shown to patient.
[Show feedback](#)

[Show form answer](#) [Show symptom comparison](#)

Not assigned to anyone

Assign to... ▾
Assign to me

Mark done

Reetta Arokoski ICI

080882-03A2
Patient

Assigned tasks

Mine
Others
Done

All done here!

Messages and notifications assigned to you will be displayed here.

When the patient has filled out a symptom questionnaire, a notification is raised to the patient's care team.

You can view the symptom report by clicking SHOW SYMPTOM COMPARISON.

You can ASSIGN the new symptom report notification to yourself or forward it to another staff user in the service.

When you have checked the patient's symptoms, you can MARK THE TASK DONE.

Kaiku HEALTH Home Patients Conversations 0 General Nick Nurse Sign out

Reetta Arokoski (080882-03A2) ICI [Go to the conversation](#)

Symptom comparison

November 2019 December

Week 44 Week 45 Week 46 Week 47 Week 48 Week 49 Week 50 Week 51

Symptom	Week 45	Week 46	Week 47	Week 48	Week 49	Week 50	Week 51	Week 52	Week 53	Week 54	Week 55	Week 56	Week 57	Week 58	Week 59	Week 60
Constipation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cough	2	1	2	2	2	2	1	0	0	0	0	0	0	0	0	0
Decreased appetite	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0
Diarrhea	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0
Fatigue, tiredness, lack of	2	0	1	1	1	2	1	1	2	1	1	1	1	1	1	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0

If you would like to ask additional information of the patient's symptoms, you can send a message to the patient in the service.

From the symptom comparison view, you can see the development of the patient's symptoms during treatment.


You can see the patient's exact replies the the symptom questions by clicking the symptom grade (0-3).

CONVERSATIONS

Kaiku HEALTH Home Patients Conversations **1** General Modify Nick Nurse Sign out

Search your patients [Invite a new patient](#)

New messages **1**



Reetta Arokoski ICI
080882-03A2
Patient

2/12/2020 6:18 PM
Hi! I have a question about one symptom..


[Show conversation](#)

Not assigned to anyone

[Assign to...](#) [Assign to me](#)

[Mark done](#)

New notifications




All done here!

There are no new notifications regarding your patients.

Assigned tasks

Mine **1** Others Done




Reetta Arokoski
080882-03A2
Patient

2/12/2020 6:17 PM
Reetta Arokoski filled the symptom form **Symptom questionnaire for immunotherapy**.

Fatigue, tiredness, lack of energy: 2 **Cough: 2**

1 less severe symptom. [Show all](#).

 Automatic feedback was shown to patient.
[Show feedback](#)

[Show form answer](#) [Show symptom comparison](#)

● Assigned to Nick Nurse 9 seconds ago

[Assign to...](#) [Mark done](#)

New messages sent by your patients are shown on the staff home page. You can read the whole conversation by clicking [SHOW CONVERSATION](#).

You can also assign the task to your todo list in the service or mark it as done.

The screenshot displays the Kaiku Health user interface. At the top, there is a navigation bar with 'Home', 'Patients', and 'Conversations' (with a notification badge). The user is logged in as 'Nick Nurse'. The main area shows a conversation with 'REETTA AROKOSKI' (080882-03A2). The conversation title is 'My care team (General)'. The chat content includes a header 'The conversation starts here' with a greeting, a date separator for 'Wednesday, February 12, 2020', and two messages from Reetta Arokoski. The first message is 'Hi! I would like to ask about..' and is marked as 'done' with 'Assign to...' and 'Assign to me' buttons. The second message is 'Hi! I have a question about one symptom..' and is currently 'Not assigned to anyone' with 'Assign to...' and 'Assign to me' buttons. A 'Mark done' button is also visible. At the bottom, there is a text input field with a placeholder 'message here', an 'Add attachments' button, and a 'Send' button.

The conversation page shows all messages sent between the care team and the patient. The messages may contain also attachments and photos.

Everytime the patient sends a new message, the nurses in the patient's care team will receive a new notification to their home page.

PATIENT JOURNEY PAGE

The screenshot displays the Kaiku Health interface for patient Reetta Arokoski (080882-03A2). The top navigation bar includes 'Home', 'Patients', 'Conversations', 'General', 'Nick Nurse', and 'Sign out'. The patient's name and a 'Go to the conversation' button are visible. The left sidebar contains navigation options: 'Patient journey', 'Edit information', 'Follow-up and staff', 'Calendar', 'Graphs', 'Values', and 'Symptoms'. The main content area is divided into three sections: 'Symptoms' (with a self-care instruction banner and a chart for 'Constipation' from Week 46 to Week 51), 'Patient journey' (showing recent events like 'filled 5 symptom forms' and 'sent 2 messages'), and a detailed symptom form for 'Symptom questionnaire for immunotherapy' with values for Cough (2), Decreased appetite (1), Fatigue (1), and Shortness of breath (1).

By clicking the patient's name in any view you will be redirected to the patient journey page. From the patient journey, you can see the patient's symptom development and the notifications history in the service.

You can also edit the patient's follow-up programs and care teams by clicking **FOLLOW-UP PROGRAMS AND STAFF** from the left navigation bar. Patient information, such as phone number, can be edited by clicking **EDIT INFORMATION**.


You can also start a conversation with the patient by clicking **GO TO THE CONVERSATION** from the upper right corner.

CREATION OF NEW USERS

- ✓ Creation of user identifiers for care staff
- ✓ Creation of user identifiers for a patient if creation cannot be done by email

The screenshot shows the Kaiku Health dashboard interface. At the top, there is a navigation bar with the Kaiku Health logo, a home icon, and menu items for Home, Clients, and Conversations (with a notification badge). On the right side of the navigation bar, there are links for General, Modify (with a dropdown arrow), Taylor Nightingale (with a dropdown arrow), and Sign out. Below the navigation bar is a search bar labeled "Search your clients" and a button labeled "Invite a new client". The main content area is divided into three vertical panels: "New messages", "New notifications", and "Tasks". Each panel contains a checkmark icon, the text "All done here!", and a brief explanation of why there are no items. The "Tasks" panel has sub-tabs for "Mine", "Others", and "Done". A dropdown menu is open over the "Modify" button, listing "Create new user", "Edit follow-up programs", and "Forms". A vertical "Technical support" button is located on the left side of the dashboard.

Click **MODIFY** on the front page to create A new user for care staff. You can also create NEW patients if creation cannot be done by email.



[Home](#)
[Clients](#)
[Conversations](#)

General
Taylor Nightingale
Sign out

Add a new user

Domain General

Type Client

First name

Last name

Finnish PIC

Enter here the client's Finnish personal identity code (e.g. 010273-456X). If the client does not have one, enter any textual username.

Birthdate . .

Give the birthdate in the form dd.mm.yyyy, for instance, 12.01.1950

Gender Male Female

Status Active

Language Finnish

Mobile phone

Give your phone number in the international phone number format. You can convert your domestic phone number to international format by first selecting the country code from the list, and then by inserting your domestic number without leading zero. For instance, with the currently selected country, domestic number 020 123 456 should be written +358 20 123 456.

E-mail

Password Automatically generated Set manually

An automatically generated temporary password is sent to the user via the above email address.

[Create user](#)

DATE OF BIRTH OR PHONE NUMBER ARE NOT REQUIRED AT THIS STAGE. NEW USERS CAN ENTER THE REMAINING INFORMATION LATER, IF THEY SO WISH.

Select the new user's role, name, language and email address. Save these details by clicking on **CREATE NEW USER**. Then Kaiku will inform you that **A NEW USER WAS CREATED SUCCESSFULLY**.