



# User Manual v1.8

16 Sept 2020



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Over the course of a lifetime we visit countless different medical providers and specialists, but for nearly all of us our childhood GP is no longer the doctor we see. Traditionally these providers have also worked in clinical silos, where our medical notes are only shared with those linked with our immediate treatment.

As a patient, we are left with a fragmented health record across any number of GPs, hospitals and health providers; there is no single source record of the information about when we received our tetanus shot, had our last blood test done, or about the medications we are allergic to.



This leads to inefficiencies or complications in our overall health treatment..... until now.

Welcome to Snug, your personal electronic health record that will help you manage your health and enable you to share information with your health providers. All your health in one place.

Individuals can now collect and monitor their own data in order to make informed choices about their health and well-being.

Snug has three core functionalities that contribute to your personal health record;

**1. Integration of health devices.** Data from your electronic devices including iPhones, fitness watches, scales, and blood glucose monitors can now be linked to one place and provide you with more insight to your health.

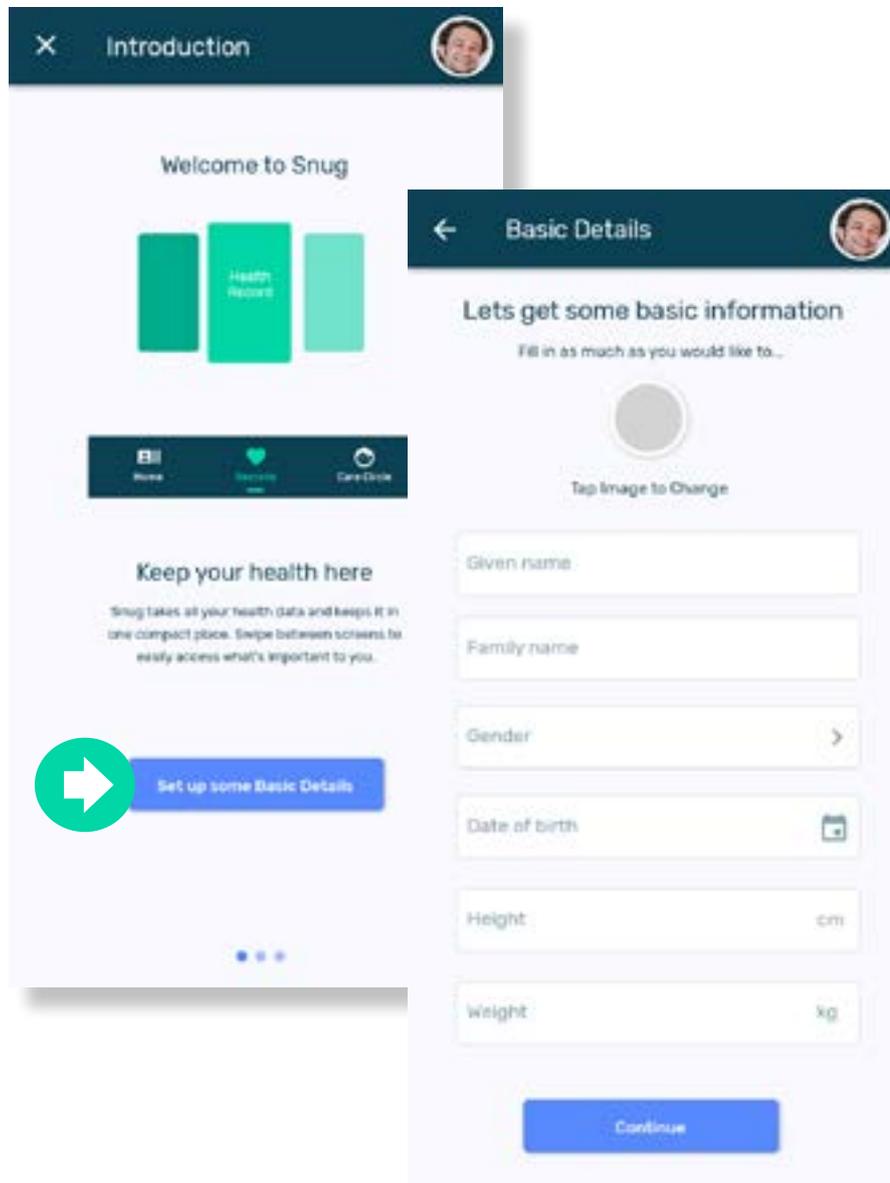
**2. Capacity to share your health information with others.** As a parent you can manage your children's health or help an elderly parent or relative better manage their health.

**3. Sharing your information with health professionals.** To assist your interactions with GPs, hospitals and others, Snug information can be shared with health providers to inform their decisions to better health outcomes.

Snug helps you track sleeping patterns, set goals around fitness, record your own health notes and be proactive in your health.

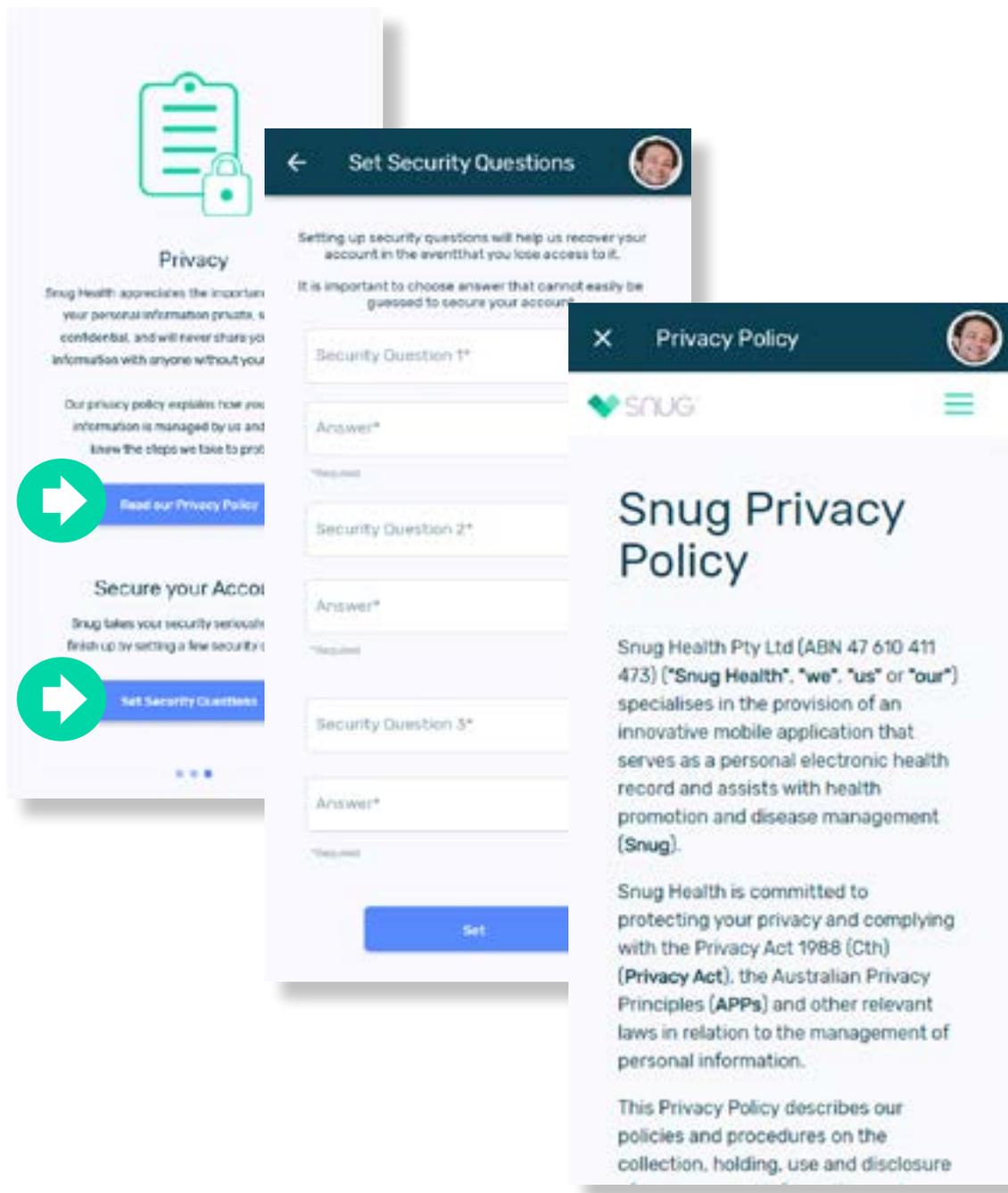
Your health is complex. The landscape of health care is changing. Are you ready to be part of this revolution?

## 1. Set up your User Details



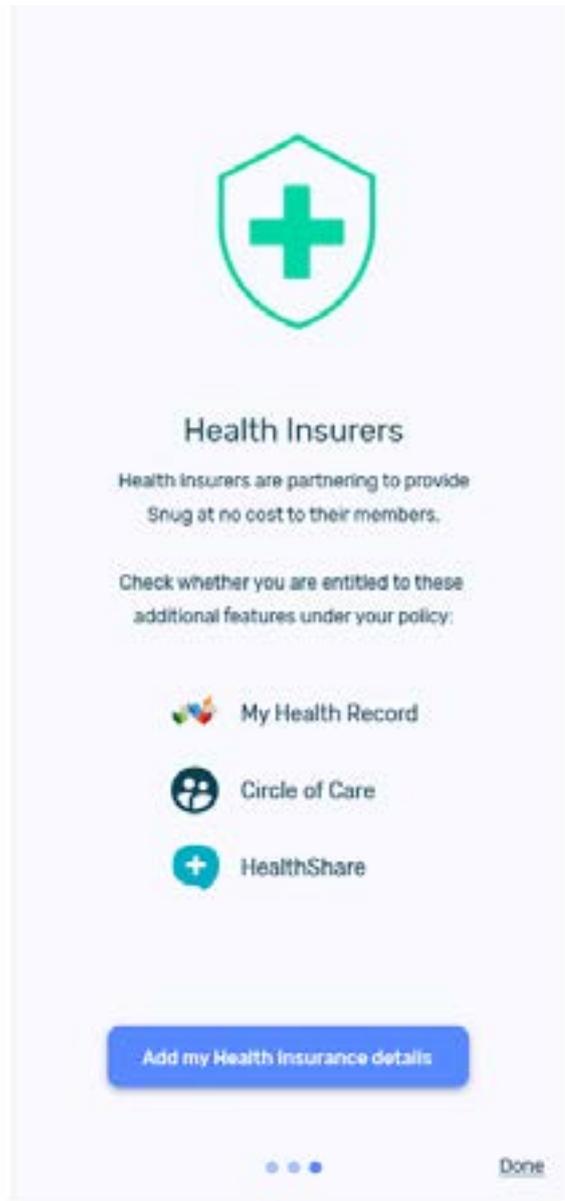
- ➔ Once registered you can login and add personal details.
- ➔ Should you skip this they can be added later (see section 4)
- ➔ Select continue then swipe right to carry on to the next step.

## 2. Security Questions & Privacy Policy



- ➔ Read our Privacy Policy
- ➔ Set some security questions to help recover your account in the event that you lose access.
- ➔ Save and your done!

### 3. Health Insurers

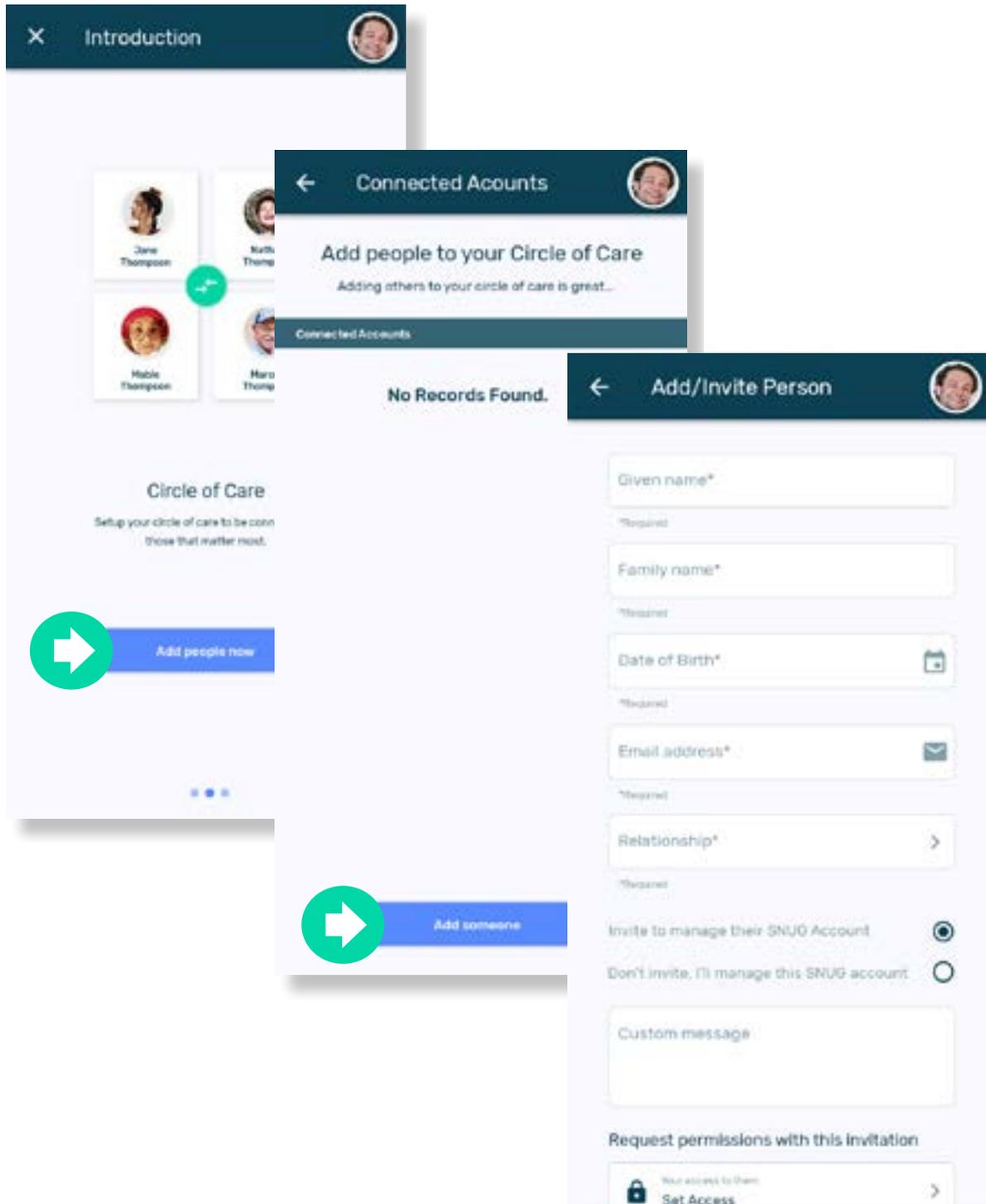


➔ Check whether you are entitled:

- MyHR
- Circle of Care
- Healthshare

More Health Insurers are participating with SNUG to provide this application under their policies.

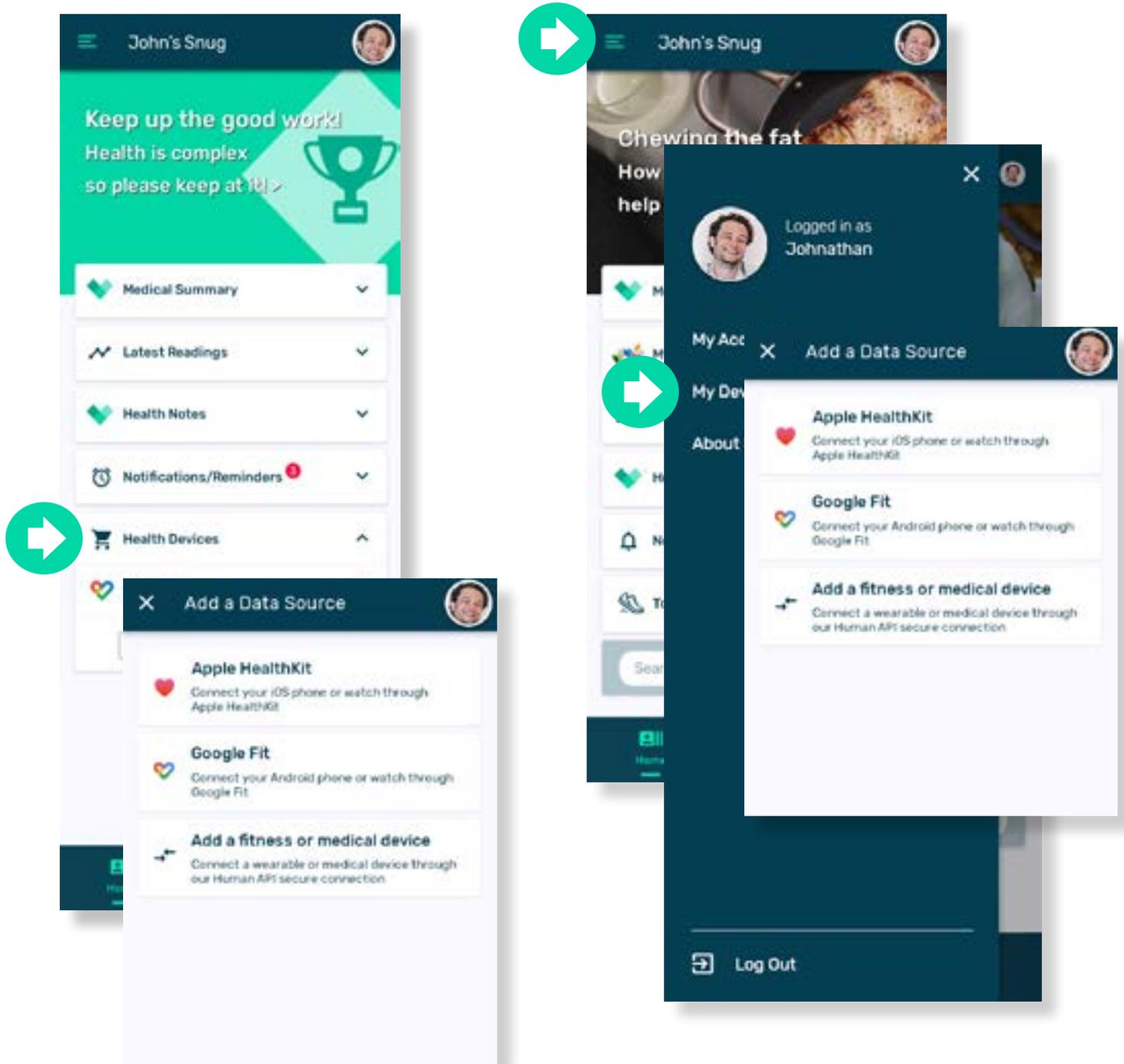
## 4. Add Other People



- ➔ Adding people to My Family allows you to share information with trusted connections.
- ➔ Fill in their details and send them a request to manage their record.
- ➔ Save and you are done!

# 3

## Setting up your Devices



Access your device settings through the Health Devices ribbon or the app menu in the top left-hand corner.

Your mobile phone may already be collecting fitness and activity information. Snug can upload this information including steps, minutes of exercise, and calories burned from the following native apps:

- ➔ Apple Health
- ➔ Google Fit

Snug also connects to a vast range of wearable fitness devices, Bluetooth scales, blood pressure monitors, pulse oximeters, and glucometers through a real-time network called Human API that specialises in secure health-data exchange.

For more information about Human API view <https://www.humanapi.co/users>.

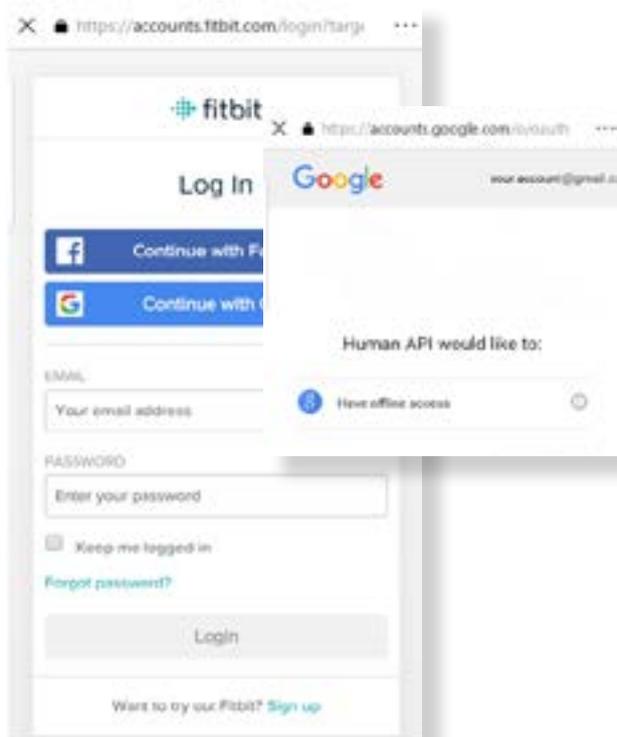
Select your data source, the Human API box will appear, then press OK,



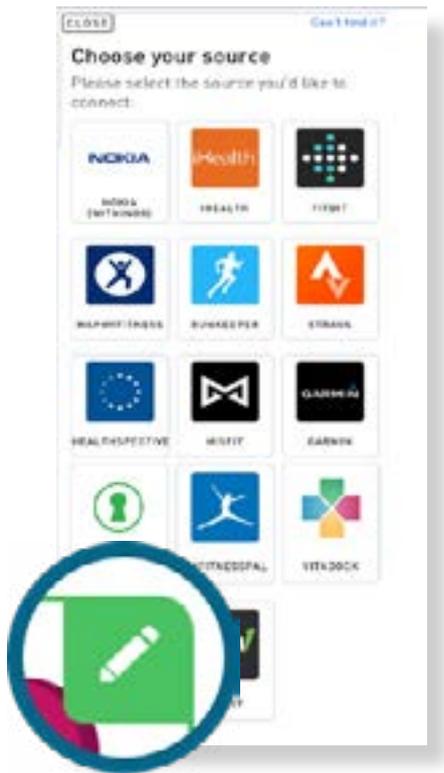
Choose your source



Allow, Log In, use Facebook, or which ever authentication type is normally required by your device account.



The linked source will appear with a green pencil symbol:



When connected, Google Fit will show in Snug under Data Sources:



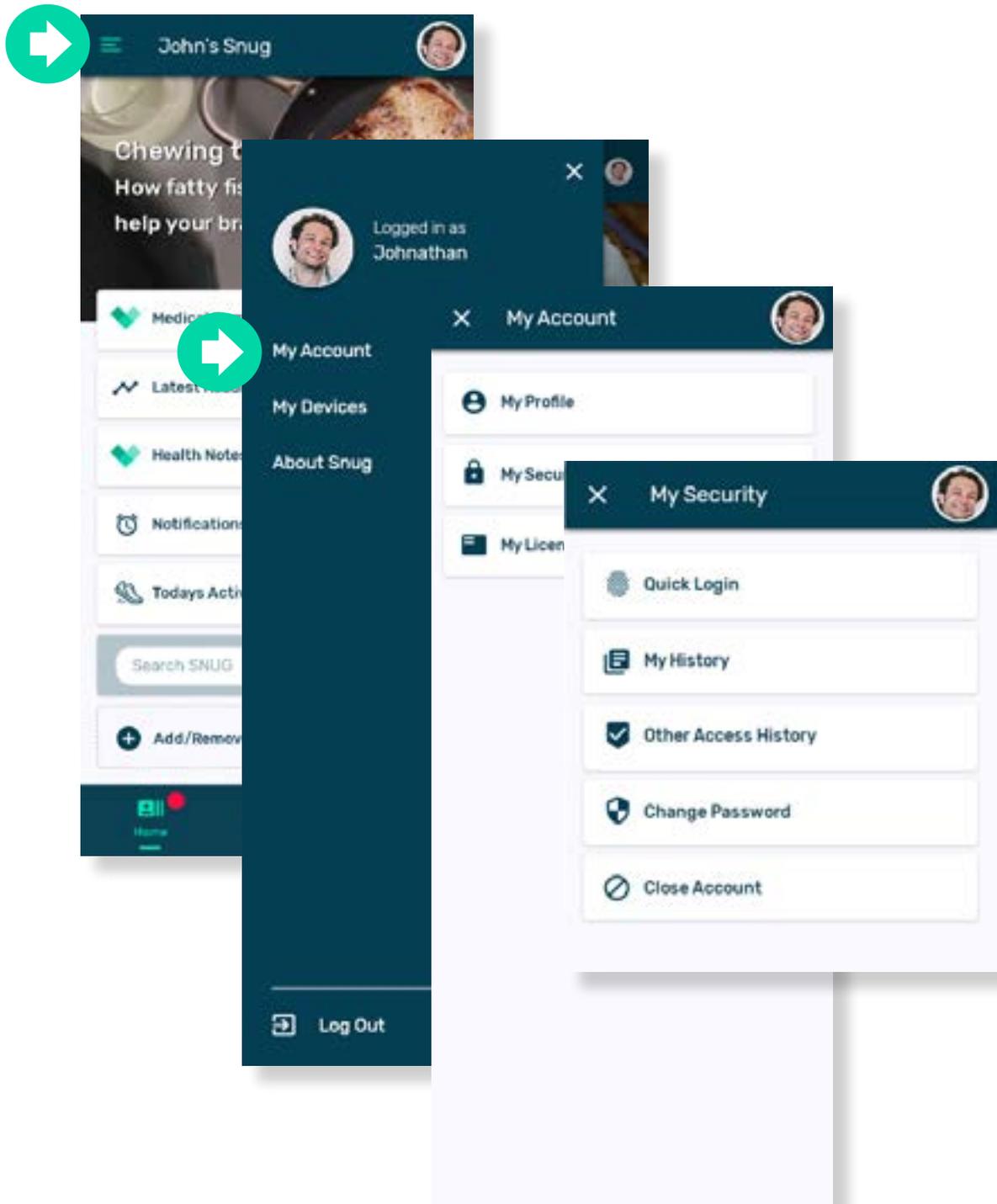
To remove the source, press the red recycle bin symbol and you will see a red recycle bin:



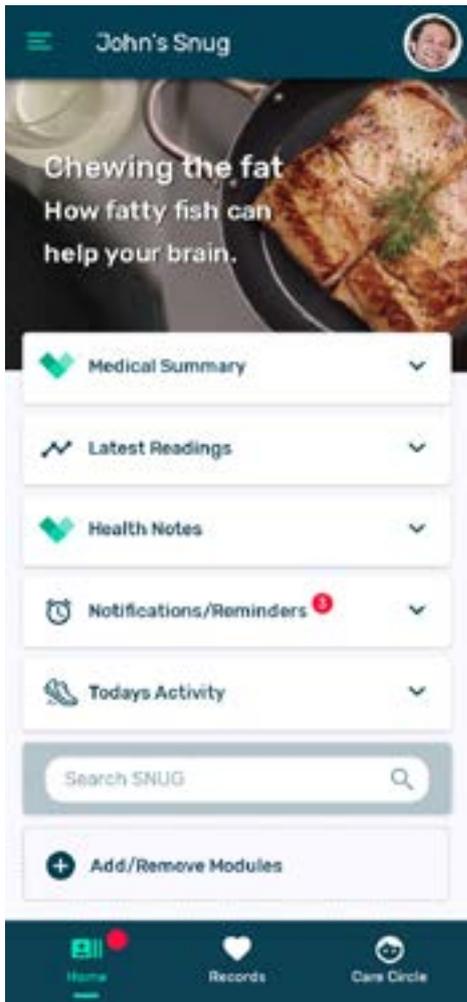
Press the red recycle bin and the tile will then ask you to disconnect:



If you have multiple devices connected, Snug will automatically choose the best available data from all activities recorded during the day.



- ➔ After downloading Snug and registering, you may want to add more personal details.
- ➔ Access to your account settings is through the app menu in the top left-hand corner.
- ➔ You can also access all your security information.



Snug has three main screens, **Home, Records and Care Circle**. This is identified on the base of the app, and the user can swipe from left to right to move between the screens.

The Home screen allows you to see summary lists of all the information and readings you have added to Snug, as well as email any selected items to your practitioner as a PDF.

Notifications also appear on this screen as reminders you have added to take a medicine or make a reading, as well as when new information has appeared from other sources.

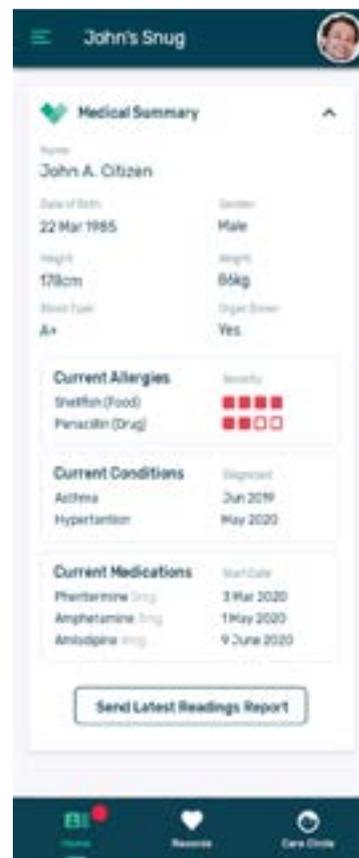
The 'Search Snug' function enables you to quickly locate your medical information.

## What is the Medical Summary?

The Snug Medical Summary is a list of all the Conditions, Procedures, Medications, and Allergies that you have entered in those tiles on the Records screen.

This provides a quick view of your core medical record for reference either by yourself or a healthcare provider.

To share with a GP or Healthcare Provider, select 'Send Medical Summary'

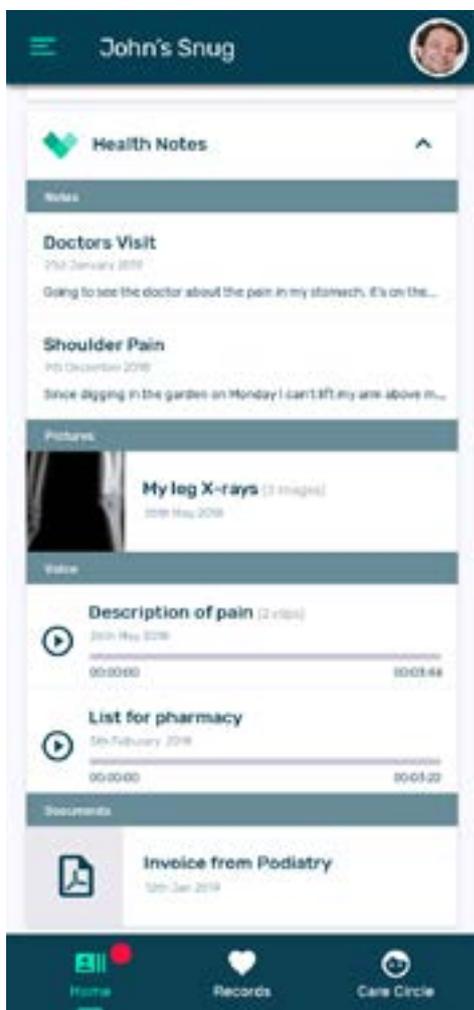
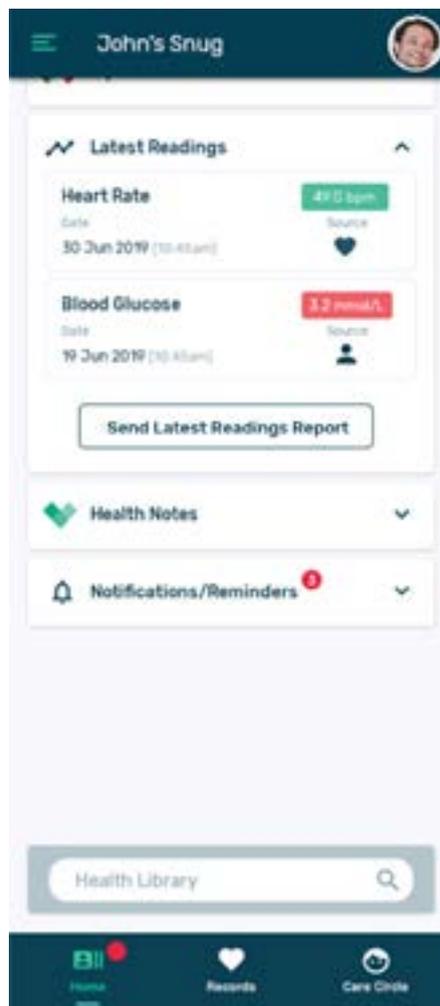


## What are Latest Readings?

This is a list of the most recent Observations that have been entered either manually or automatically from a device, such as Blood Glucose, Blood Pressure, or Weight.

Use this link as a quick reference to check the most recently recorded.

To share with a GP or Healthcare Provider, select 'Send Latest Readings Report'



## What are Health Notes?

Snug Health Notes is the summary of all the Notes, Images, Audio, and Documents that you have created regarding your day to day health.

It is shown in a list format for easy reference to discuss with your practitioner.

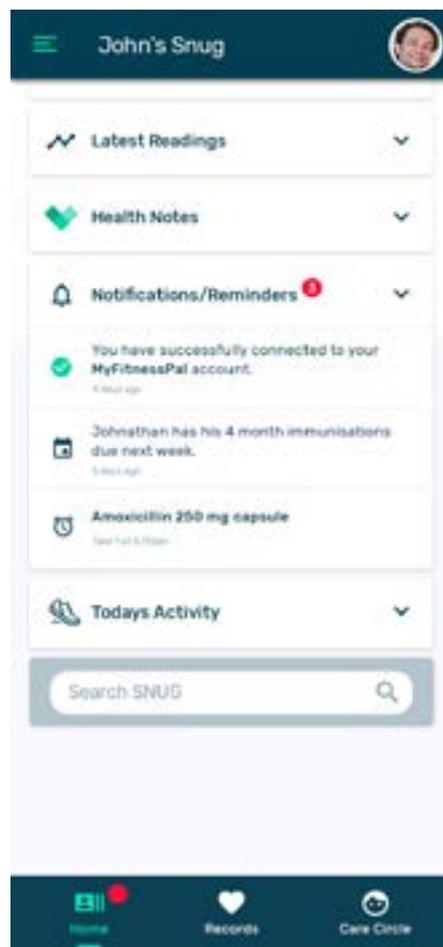
## Notifications / Reminders

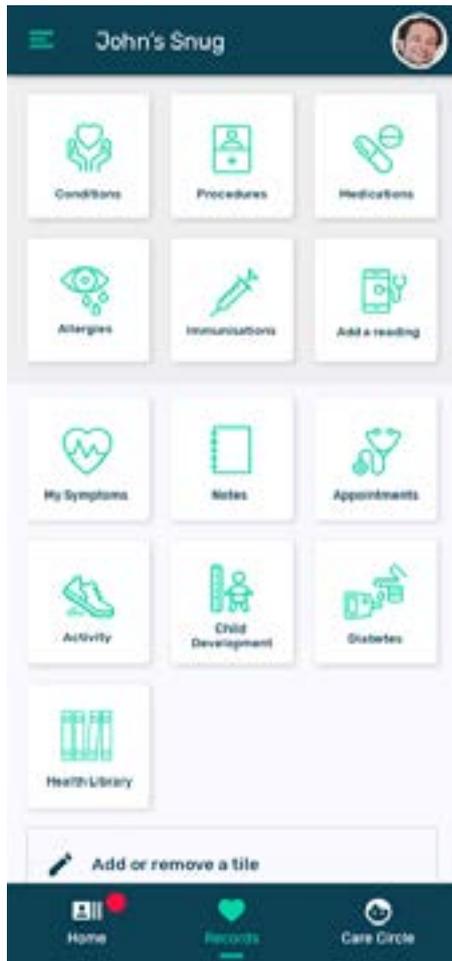
Snug has sophisticated notifications and reminders built into it to ensure all actions occur when they should for better health outcomes.

You will be notified of any Medications due to be taken, the Immunisations due, or an upcoming appointment added to Snug.

Notifications can occur in two ways;

- Graphically as shown to the right where an action of moderate importance is required,
- SMS alerts to Emergency Contacts where an action of greater importance is immediately required such as Blood Glucose < 3mmol/L or Body Temperature > 37.5° c





The central Records screen consists of a set of tiles as shown to the left. Each of these tiles represent a different area of your health. Accessing a tile will provide full information and allow you to add, edit and generally maintain an accurate record.

Each of these tiles follows a general format where you can view the list by opening the tile and you can update the information within that list from that point.

On adding or updating information, remember that the fields with asterisks mean that they are mandatory. Many of the fields will draw information from different areas of the app. For example, entering a new condition will allow you to draw information from your medications, GP details and more.

Snug aspires to manage all aspects of your wellness, diseases and episodic care

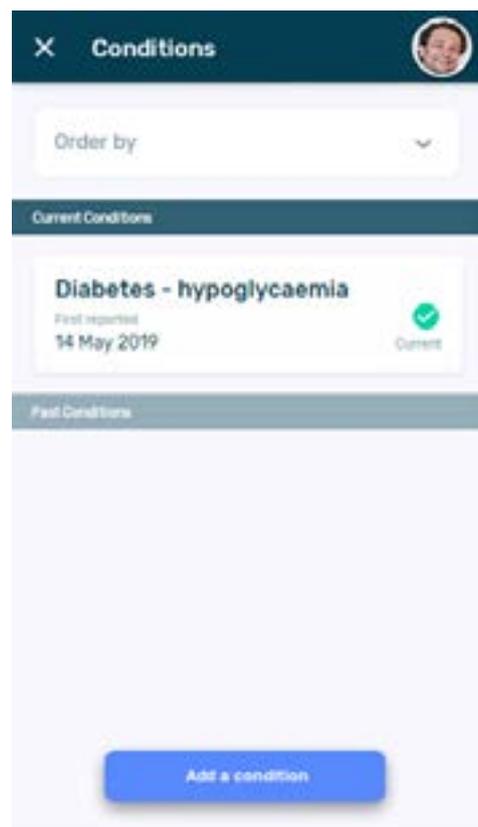
## How do I add a Condition?

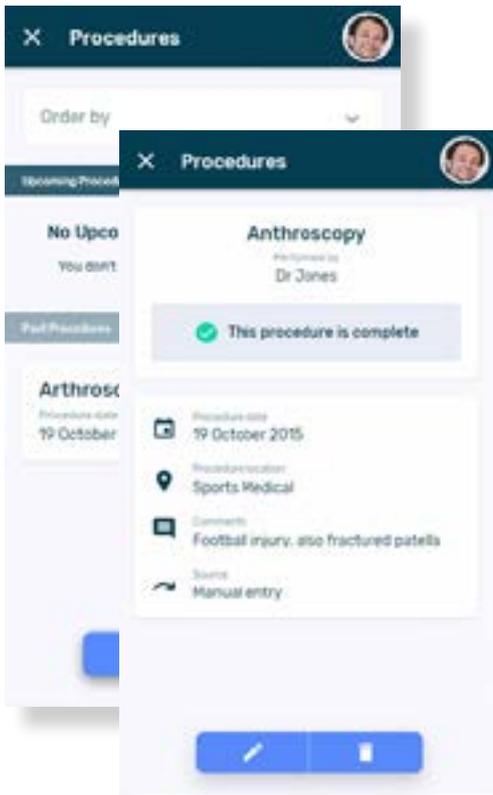


Swipe to the Records screen, open the 'Conditions' tile at which time you can see the current list of conditions.

Click 'Add a condition' and fill in the fields, remembering that an asterisk means the field must be filled in. Add your condition and remember to note whether this condition is current or diagnosed before saving. Snug will also list this under your Medical Summary.

If the condition is resolved, then you can set a resolution date so that it appears in your Past Conditions list.





## How do I add a Procedure?



Procedures are somewhat different from conditions in that they are events and therefore all historic or planned future appointments.

Go to the Records screen, click on 'Procedures' then 'Add a Procedure' and complete the fields.

Snug will also list this under your Snug Medical Summary.

## How do I add a Medication?



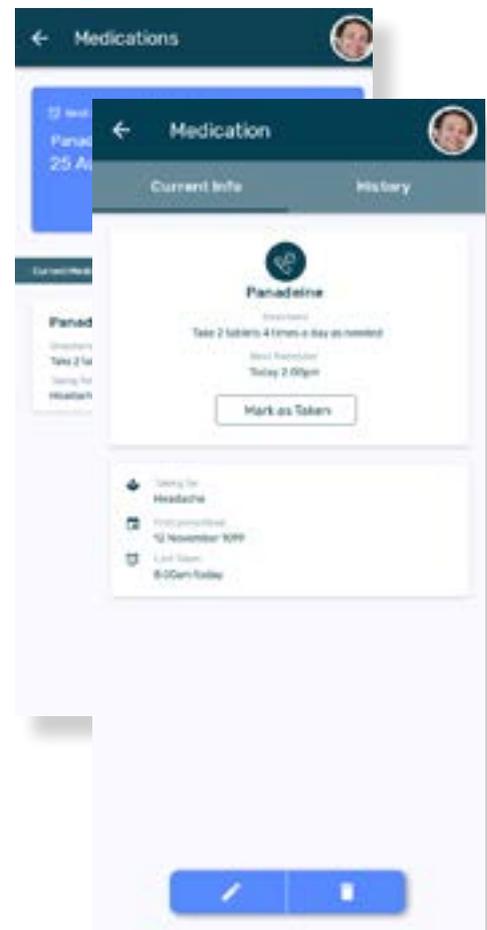
Information medications is complex. Diligence is required to ensure that the information is entered correctly.

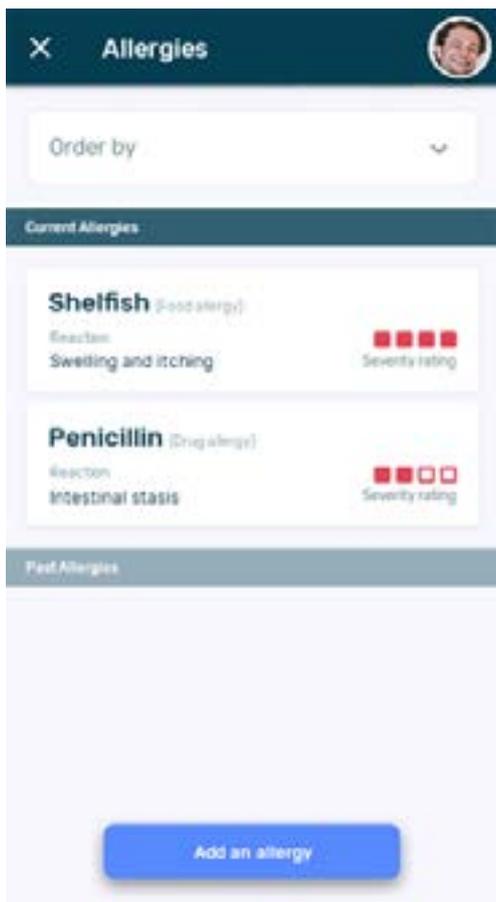
Swipe to the Records screen, open the 'Medications' tile and click 'Add a Medication'.

Add your information AND remember to set a reminder to take this medication, or a reminder to refill the prescription before saving.

You can select the 'Mark as Taken Button' to record taking the medication and this will also cancel the reminder. The history Tab will keep a record of medication usage over time.

Medication information also links to Conditions as documented elsewhere in Snug. Snug will also list this under your Medical Summary.





## How do I add Allergies?



Swipe to the Records screen, open the 'Allergies' tile and click 'Add an allergy'. Add your allergy and save.

As with all areas of the software, you may be required to enter a specific date for reference. If you only know the year or month, simply add a date which is closest to your recollection. For example, you may have to enter 1 March 2010 where your recollection is simply March 2010.

Snug will also list this under your Medical Summary.

## How do I add an Immunisation?

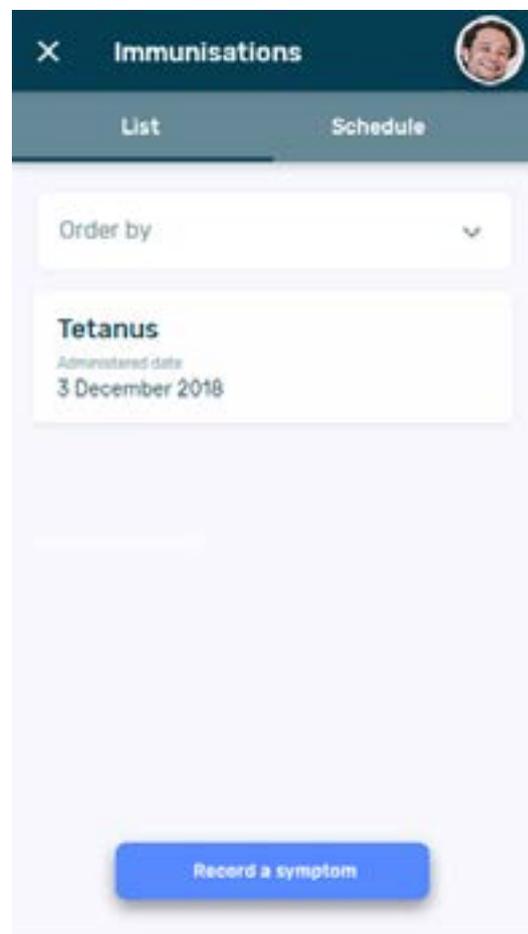


Your Immunisations will be downloaded automatically from the National Immunisations Register.

They will appear under "List" and "Schedule" once you've connected to your MyHealthRecord.

There may be occasions when your record is not complete, so to manually add an immunisation, swipe to the Records screen, open the 'Immunisations' tile and click 'Record an immunisation'.

Add the information and save. Snug will also list this under your Medical Summary.





## How do I Add a Reading?



Swipe to the Records screen, open the 'Add a Reading' tile and then open the reading type you require.

Click on the Add button at the base of the screen to add a manual entry.

If you have connected a device, such as a Bluetooth Blood Pressure monitor, scales or fitness device this observation may be automatically uploaded.

Snug will list these under your Latest Readings.

## How do I add My Symptoms?



A Symptom is a physical or mental feature which is regarded as indicating a condition or disease, particularly such a feature that is apparent to you.

This could include headache, reflux, anxiety, dizziness or any other sign you want to keep track of. The monitoring of these symptoms will profile the nature of the disease and assist in its analysis by you or your practitioner.

Swipe to the Records screen, open the 'Symptom' tile and click 'Record a symptom'. Each time that you add a symptom, the recurrences will also be noted.

Snug will also list these under your Health Notes.





## How do I add a Note?

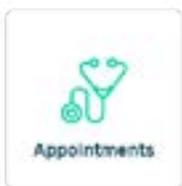


Use Notes to document your health issues as they arise for future reference.

This way you can:

- Show your health provider a photo such as unusual mole, rash, or bruise
- Refer to a note to help recount your issue to them
- Record any advice so you won't forget once you've left the clinic
- Keep copies of any documents you wish to share

## How do I add My Appointments?

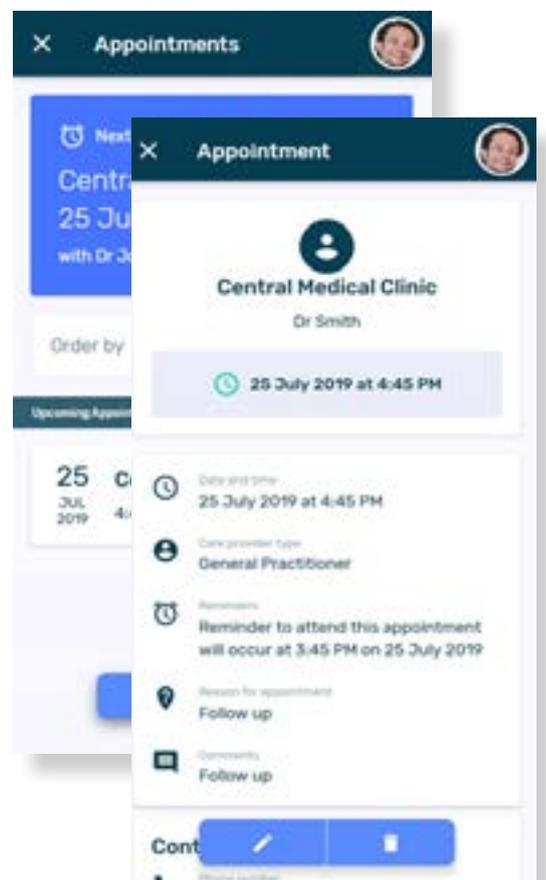


Snug allows you to record details on your health appointments.

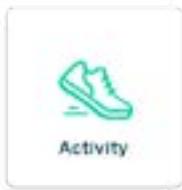
You can set a future appointment with a health provider and the app will alert you.

To add an appointment simply click the button at the base of the screen and add the details.

After attending the appointment, you can add details on outcomes as you see fit and the event will go into your past appointments list.



## How do I see my Activity?

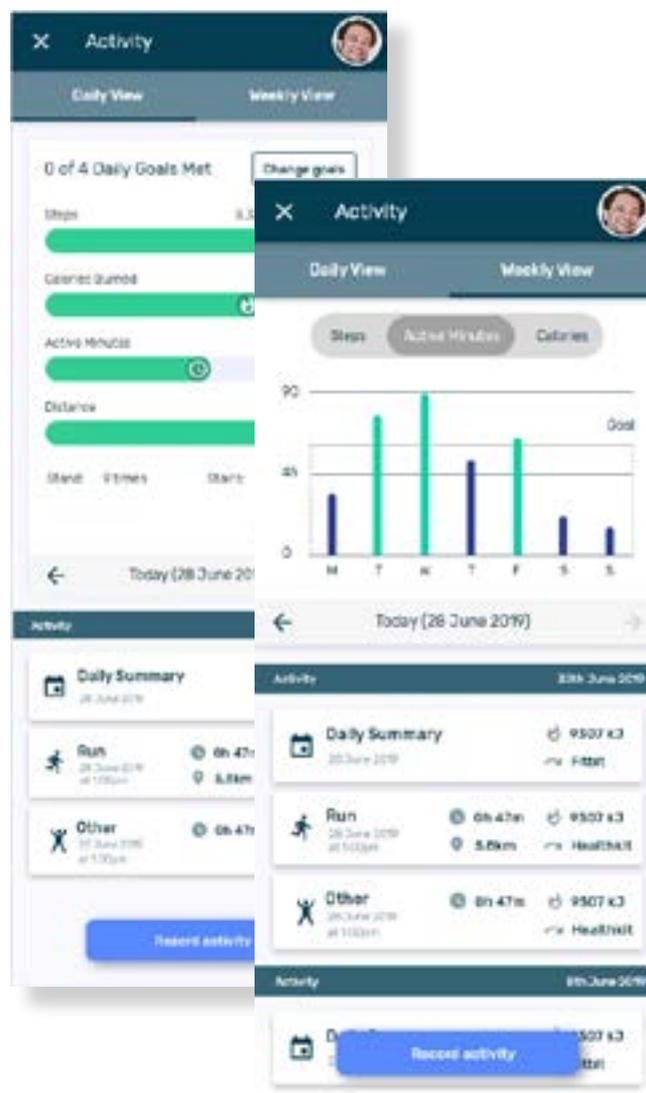
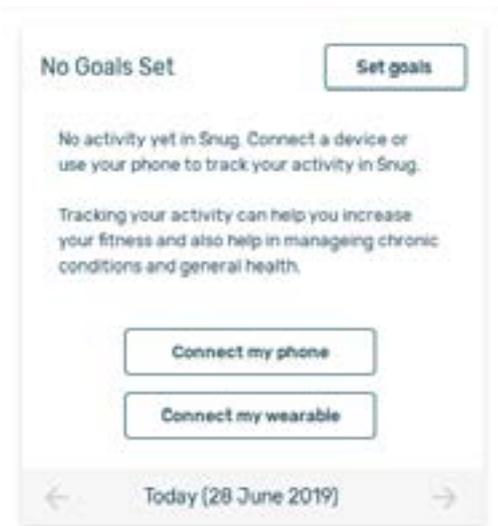


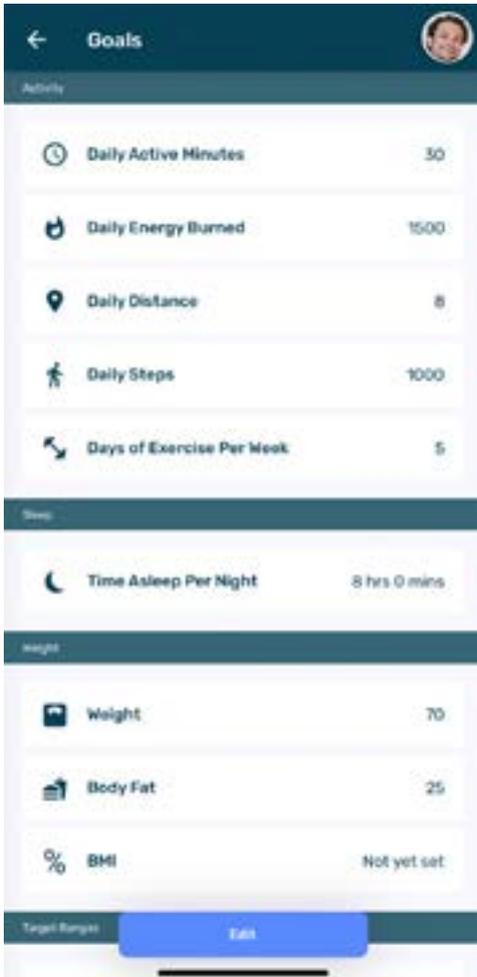
Snug will ask you to connect a device and set your fitness goals during the registration process, however if you chose "skip" they can still be added at a later date.

To set up your device, go to 'My Devices' in the app menu.

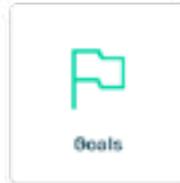
To set or change goals, select 'Change Goals' in the Activity Daily View.

The best thing is that all your exercise history is stored in the Snug app, so changing device type doesn't mean losing your information.





## How do I add fitness Goals?



In order to get the most from Snug, you should set health goals. While the system defaults to standard goals, you can use this tile to customise these to your requirements.

To add or change your Health and Fitness targets, go to the 'Goals' tile under the 'Records' screen.

Simply click 'Edit' and save your targets.

## What is in Child Development?



Child Development is your electronic Blue Book that allows you to keep a record of your child's health progress.

Record your child's growth and check measurements against the percentile charts in Progress Charts.

Have your child's vaccination schedule at hand for whenever needed at childcare or school.

Save the details and photos on those important development milestones from Snug's list or add your own custom ones.

You can also get useful advice from our daily Child Insights updates.



## What is the Diabetes tile for?



Snug has several specialised areas of interest to support you in managing significant diseases. One of these is diabetes.

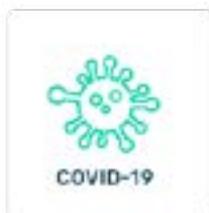
The diabetes tile allows you to record your blood sugar levels, HbA1C, keep a journal on managing your condition and more.

Where you have a Bluetooth glucometer, the information can be automatically added to the module.

You can use this to keep track personally of your progress or alternatively as a record to share with your health professional to better manage your diabetes.



## What is the Covid-19 tile for?

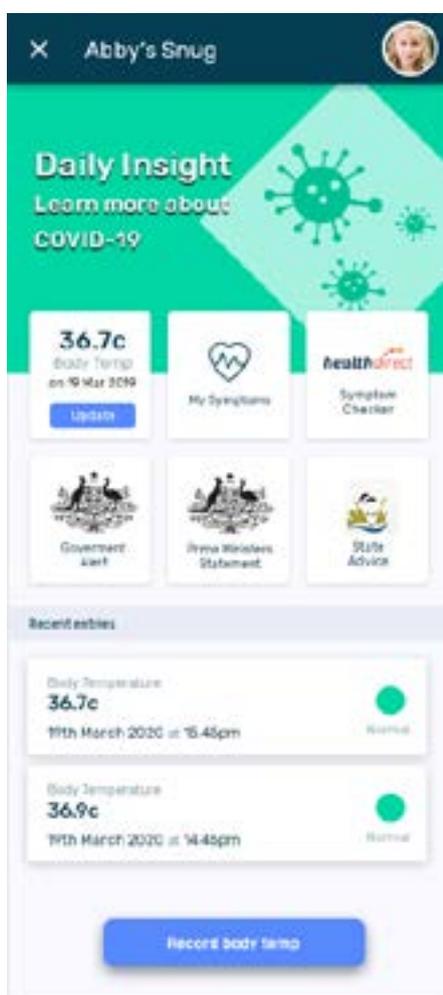


The COVID-19 feature helps you manage both your own, and your family and loved one's health with 14-day isolation diary based on the US Centre for Disease Control and Prevention's model.

Also monitor temperatures, record any flu like symptoms, and get reputable updates including global information from John Hopkins.

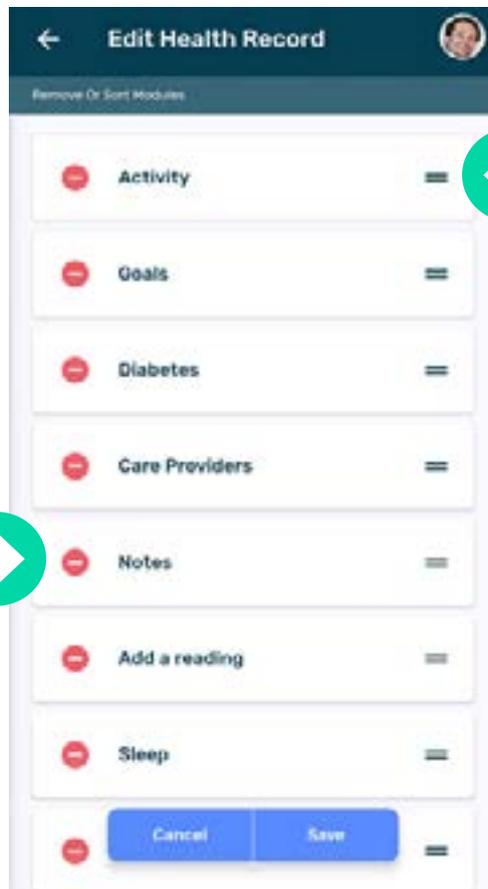
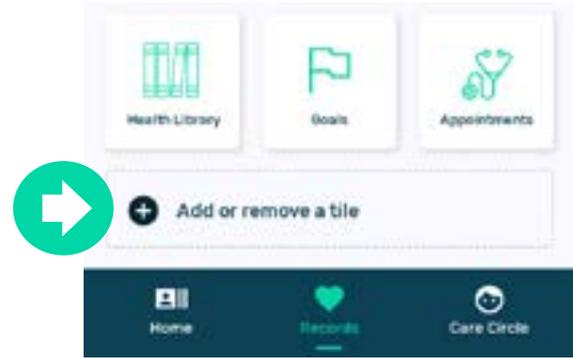
If you need to visit a GP, clinic or Hospital share your medical history directly from the app prior to arriving for your appointment, which helps limit any potential Covid-19 exposure.

You can also buy health devices such as pulse oximeters and blood pressure monitors from the SNUG Store.



## Can I move or change the order of my Snug tiles?

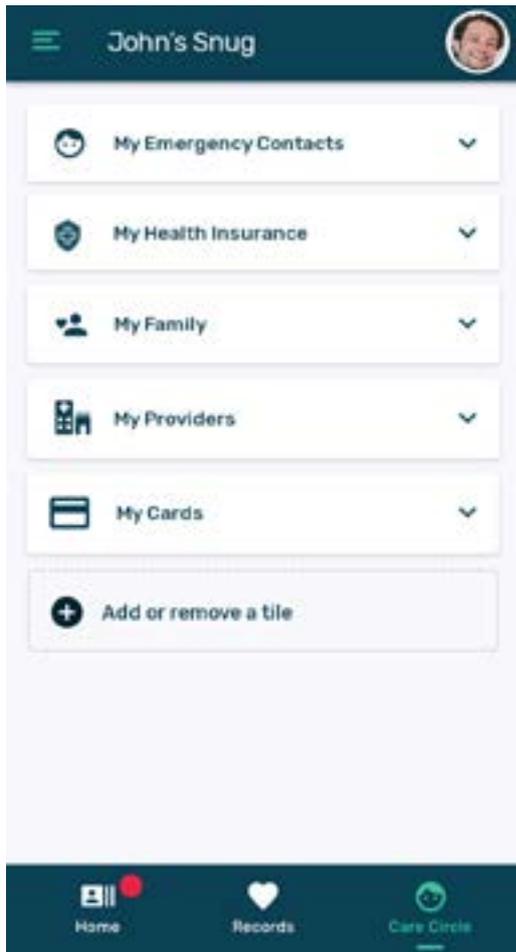
Yes - to choose which tiles you want on the Records screen, or in what order you would like them, select 'Add/Remove Modules'.



To add or remove the module select



To change the order select and hold



Add your Emergency Contacts, your Health Insurance Details, Providers, Family and more here, then give them permission to access your health information in order to help you achieve the best outcomes.

These may include your partner, your children, extended family, close friends, or your home managed nurse.

Alternatively, it allows you to be a person that helps manage someone else's health. You can even encourage each other to meet health and activity goals.

## My Emergency Contacts

Include contact details for your emergency contacts.



## My Health Insurance

You can enter your health Insurance details here so you have access to your membership number at all times.



## My Family

Many people rely on those around them to assist in managing their health.

My family allows you to give people in your family permission to access your health information in order to help you to achieve the best outcomes; these may include your partner, your children or extended family.

Make sure things like immunisations, medications or health device readings are up to date so that this information is on hand for medical appointments or school events.

## Add or Invite a Person

You can either add a person to your own device and manage them yourself or you can invite them to manage their own account on their device.



## About Permissions

There are various levels of permissions that can be set between Snug records. You can set the level others have to your account and you can request the level you have to their account.

### Admin access

This gives full view and edit access to the entire record. It will also include the ability to give other users access and permissions.

### Read-Write access

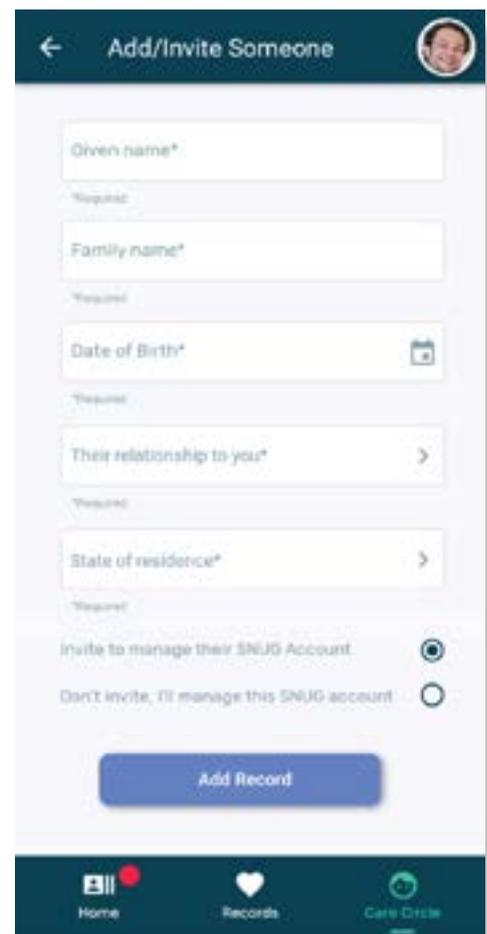
This grants the ability to view and edit all or selected parts of the record.

### Read-only access

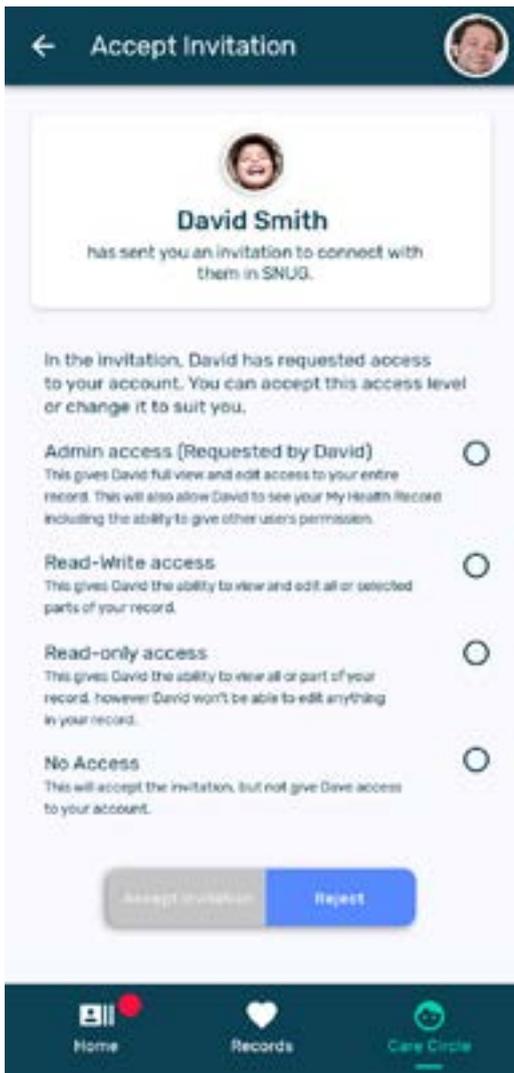
This grants the ability to view all or part of the record.

### No Access

No access will be provided to the account.



If you want to change levels in the future you can send a Permission Change Request, or set access to your own record via their record in the Care Circle.

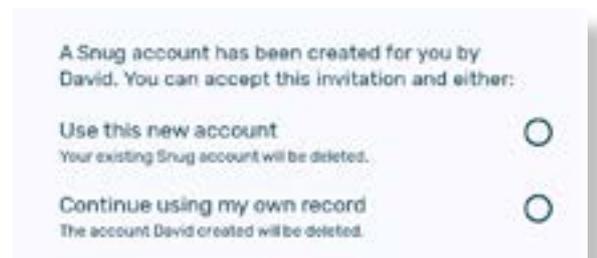


## Accept an Invitation

If someone has invited you to Snug you can accept the invitation and set the permissions they will have to your account.

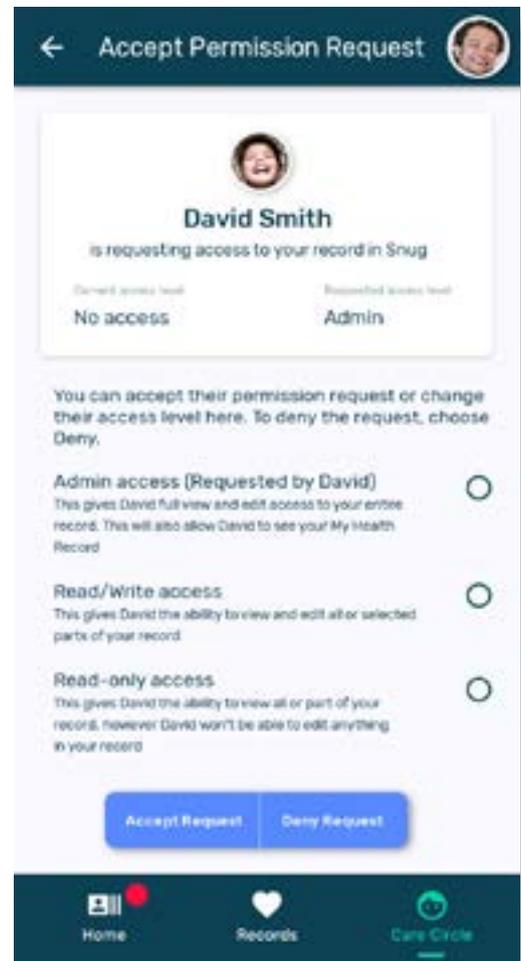
## Selecting Accounts

A new Snug account is created when an invitation is sent, if you have already created an account yourself, you will be given the option to use the new account (this will delete your current record) or continue using your own (this will delete the newly created account).



## Accept a Permission Request

If someone in your My Family has requested to change permissions you will receive a notification, you can then accept, change or decline the request.

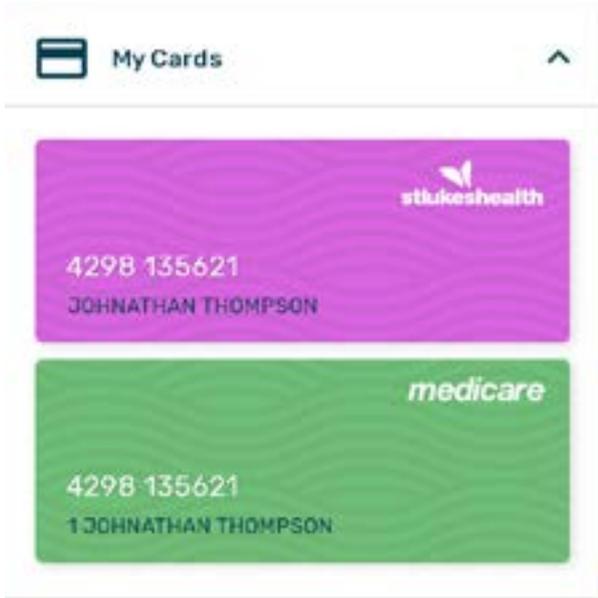


## My Providers

Keep all of your Doctor, Dentist, Physio or Chiropractor's details handy in Snug.

Entering details into this tile allows information to be available in other areas for more complete health information. For example, entering a GP in this area allows the medicines, conditions, procedures and appointments areas to be fully populated.





## My Cards

Keep your Medicare or Private Health Insurance card details handy on your phone.

# Get in touch

email: [support@snughealth.com.au](mailto:support@snughealth.com.au)

