

emocha[®]
MOBILE HEALTH INC.

Video DOT Best Practices

for **TB PROGRAMS**



For Program Managers 3

Getting Started with emocha 3

Tips for a Successful Video DOT Program 4

For Staff 5

Training Patients with emocha 5

Recommendations for Patient Engagement 6

For Patients 7

Your Video DOT Checklist 8

Technical FAQs 9

For Program Managers

These recommendations are collected from emocha's research and TB partners. They can be used as guidelines in setting protocol for your organization.

PRE-LAUNCH

- Complete your emocha configuration form and confirm the launch date of your program. Allot time for customizations, if requested.
- Schedule a check-in with emocha to discuss training, implementation, and launch of your video DOT program.
- Reach out to emocha to schedule a training. All staff should attend, if possible.
- Staff that cannot attend the training should review training materials and videos on the emocha Help Desk.

LAUNCH

- Block time (1 week) for staff to learn how to use the emocha platform. During this time, staff can enroll test patients to experiment with and familiarize themselves with the web platform and mobile application.
- Before you enroll your first patient, delete all test patient data.
- Inform your emocha contact when you are planning to start patient enrollment. We'll make sure to be on call if any issues arise.

POST-LAUNCH

- All staff should be provided with consent forms to give to patients as required by your organization (medical, phone agreement, use of app etc.) For templates of these forms, reach out to emocha.
- Make sure all staff understand the following information:
 - + How and when to contact patients if a video submission is missed or unsuccessful (see our Recommended Engagement Guidelines)
 - + How to enroll patients and manage their information in emocha
 - + How to edit and update medication regimens in emocha
 - + How to download emocha and teach patients how to use the application
 - + What to do when technical issues arise (We recommend consulting the emocha Support Page or reaching out to our Support Team)

Tips for a Successful Video DOT Program

- 1 Make sure that all staff have been trained and understand how to enroll patients with emocha. We're happy to offer supplemental trainings as needed, especially for new team members. To discuss best practices for structuring your program, speak with emocha.
- 2 The initial phase of in-person treatment is crucial for building relationships with the patient and their family. During this time, you can set expectations for video DOT.
- 3 The patient should always be provided with training and instructions for the emocha mobile application. Provide staff with emocha's written materials to give to patients.
- 4 The patient should be provided with information about who to call at your organization with questions or in case of an emergency. The patient should understand how to receive immediate medical attention and how to contact their provider for other matters.
- 5 Frequent communication with patients is recommended, especially at the start of video DOT. Patients are more successful with video DOT when they have a relationship with their provider, nurse, or DOT worker.
- 6 Calling the patient for positive affirmation or if they miss an expected dose is highly recommended. It is encouraging to know that someone is invested in their care!
- 7 Staff should understand emocha's Recommended Engagement Guidelines to ensure patients are successful as they get started with video DOT.
- 8 emocha believes that all types of patients can be successful with video DOT. Consider setting trial guidelines for patients who may need more support and using emocha's engagement guidelines to encourage their success.
- 9 Each in-person encounter should be documented in emocha by logging in-person submissions or adding a record in the contact log.
- 10 Use video DOT for all days of treatment to build positive patient habits.

Reach out to emocha with questions, concerns, or feedback. We're here to help!

For Staff

Before starting a patient on video DOT, emocha recommends:

BEFORE USING EMOCHA

- Every patient should complete at least one day of in-person DOT for practice. If this is not possible in your program, we recommend increasing your level of engagement via phone calls, messages, or in-person appointments during the first two weeks.
- Staff should explain video DOT and its purpose to the patient.
- If the patient is interested in video DOT, provide a consent form for signature if it is required by your organization.
- Explain that all data and videos recorded in emocha are encrypted and secure in accordance with HIPAA standards. Explain to the patient that they should always keep their login information private, and that no data will be accessible if their phone is ever lost or stolen.

DURING THE FIRST TRAINING

- Assist the patient in downloading the emocha application from the Android or iOS app store.
- Explain the steps that are required for a video DOT session (see patient checklist). Provide the patient with a printed video DOT checklist and technical FAQs.
- Explain the expectations for medication adherence and the channels you will use to communicate with the patient.
- Set expectations for the frequency of video check-ins (i.e. 5 days/week).
- If the patient does not have consistent data or Wi-Fi, discuss when they will access connectivity to transmit their videos. Instruct the patient to log in after connecting to data or Wi-Fi.
- Provide the patient with login information to access emocha. Explain that they can reset their password if they ever forget. If you provide them with a temporary password, remind them to reset it after their practice session.
- Have the patient record a few practice videos to confirm understanding. Let them hold the phone and use the application — people learn best by doing!

AFTER THE FIRST TRAINING

- Consult emocha's Recommended Engagement Guidelines to understand when to call, message, or contact the patient, especially as they get started with video DOT.

Recommended Engagement

FIRST 2 WEEKS

High Engagement

- + Review and assess videos within 6 business hours
- + Phone call within 1 day if patient misses any submission
- + Congratulatory call/check-in after first 2-3 doses taken successfully and after the first 2 weeks

ONGOING

High Engagement

- + Review and assess videos within 6 business hours
- + Phone call within 1 day if patient misses any submission
- + Congratulatory call/check-in after first 2-3 doses taken successfully and after the first 2 weeks



TIP

emocha recommends high engagement with patient if adherence is below 80% OR if patient requires more attention (i.e. they reported side effects)

Medium Engagement

- + Review and assess videos within 24 hours
- + Phone call within 1 day if patient misses any submission
- + Congratulatory call/check-in when patient achieves 90% adherence



TIP

emocha recommends medium engagement with patient if adherence is between 80%-90%

Low Engagement

- + Review and assess videos within 48 hours
- + Phone call if patient misses any submission or is critically non-adherent
- + Congratulatory call/check-in when patient achieves 90%+ adherence



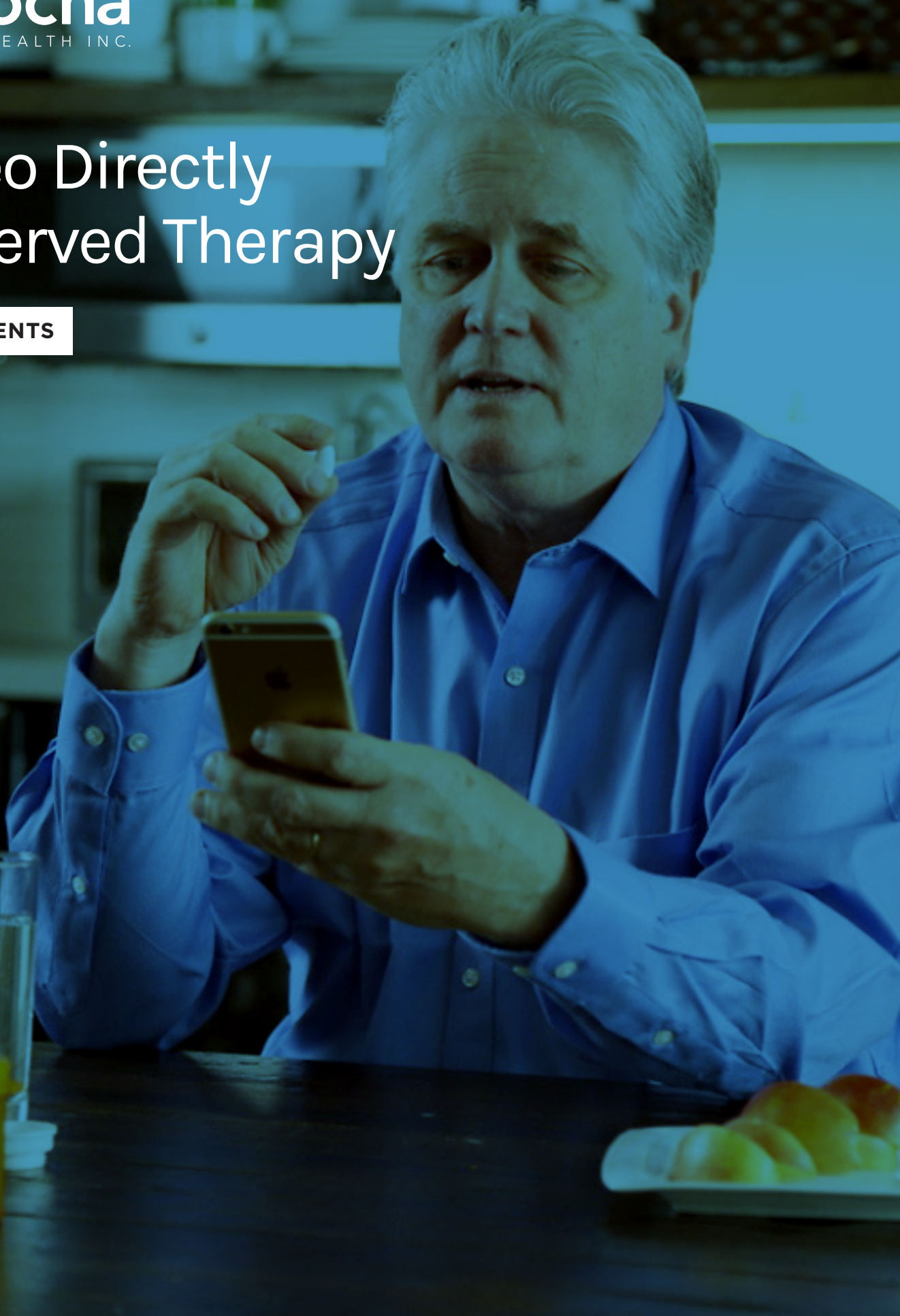
TIP

emocha recommends low engagement if adherence is over 90%

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Video Directly Observed Therapy

for **PATIENTS**



For Patients

YOUR VIDEO DOT CHECKLIST

- Find a private place to take your medication.
- In the emocha app, report any side effects or adverse reactions you are experiencing or state them in your video.
- When you are ready to record, make sure your face is well lit and do not sit in front of a window or backlight.
- Have a glass of water nearby to take your medication.
- State your name, the date, and each medication as you take it (dosage optional)
- Clearly display your medication bottle, blister pack, or pills to be taken, as instructed by your provider.
- Hold medication in front of camera before placing it in your mouth (one at a time).
- Show medication in your mouth before swallowing.
- Drink from a clear glass of water to take medication.
- Show your open mouth after swallowing.
- Repeat the same procedure for each medication to be taken.
- If you do not have data or Wi-Fi connectivity at the time of recording, login again when you are able to connect.

YOUR PROVIDER MIGHT ALSO ASK YOU TO:

- Display pills using pill placement tool to organize your medications.
- Describe the medication by name, shape, size, or other identifying qualities.

Technical FAQs

Can I use this application if I do not have data or Wi-Fi?

If you do not have data or a Wi-Fi connection, you can still login and submit videos using the emocha application. These videos will always reflect the date and time that you took your medication. When you are able to connect to data or Wi-Fi, login to the app again. For most devices, you will see a transmission bar on the login screen to indicate that your video is being uploaded.

How much data will sending videos use?

This depends on the length of your video. Ask your provider about the average size of your videos as they will have access to this data. You can also see this information in your device settings. If you are concerned about data usage, connect your phone to Wi-Fi before transmitting.

I can't login to the mobile application.

If you are unable to login, reset your password using the "Forgot Password" button on the home screen. Remember: this field is case sensitive. You should receive an email and text message allowing you to reset your password. If you do not receive these notifications or are not able to login after these steps, contact your provider for further assistance.

How do I reset my password?

You can reset your password from your profile.

How do I know if my video was sent?

Click on the three bar menu from the welcome screen to access your transmission log.

My provider did not receive my video, but I recorded it

Check to see that your phone is connected to data or Wi-Fi. Check your transmission log (or progress page) to make sure that the icon for your video is yellow or green. If your phone battery dies or you exit the application while recording a video, it will not be sent to your provider.

What should I do if I am experiencing a serious side effect or health complication?

Call 911 in any case of an emergency. For all other health concerns, dial the number listed in your emocha application on the welcome page. If your provider has given you another contact number, use that first.