

# Remote Patient Monitoring & Engagement System

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## System Administration User's Guide



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## Overview

### About this manual

This system administration manual provides guidelines for installing and configuring Knowfalls' proprietary software, the Remote Patient Monitoring & Engagement (RPME) System platform. The system requirements are outlined and configuration for a successful implementation are documented.

This document is mainly for integrators who are configuring the rapid deployment and tele-health versions of the RPME system but can be used for system administrators and Information Technology departments responsible for installing the RPME software and configuring the monitoring cameras in the Milestone Smart Client software.

## Requirements and considerations

### System requirements

NVIDIA GPU Laptop running Windows 10 Pro operating system

### Other installations and considerations

The following software **must** to be installed on the laptop server **PRIOR** to installing the RPME software. This ensures that the RPME configuration files are written into the appropriate directories. Otherwise the RPME software will not work properly.

**Milestone XProtect® Smart Client 2020 R1  
XAMPP for Windows**

### Anti-Virus considerations

To ensure uninterrupted installation of all software components, stop the scanning of the anti-virus for about 30 minutes.

### Installation Process

The Remote Patient Monitoring & Engagement Platform consists of two (2) systems. The Monitoring & Engagement System software is a plugin that runs in the Milestone Smart Client software. The Reporting Dashboard System is a MySQL/Php application that stores the RPME events selected on the Monitoring & Engagement System. Both systems are installed using one (1) install file.

The remainder of this manual is a step-by-step guide for the installation process. Each section describes the steps/process to follow for successful installation and configuration of Knowfalls' Remote Patient Monitoring & Engagement Platform in its entirety.

**Remote Patient Monitoring & Engagement Platform Architecture Diagram**

**Milestone XProtect® Smart Client Installation**

**XAMPP Installation**

**Remote Patient Monitoring & Engagement Platform installation**

**XAMPP Configuration**

**Milestone XProtect® Management Client Configuration**

**Milestone XProtect® Smart Client Configuration**

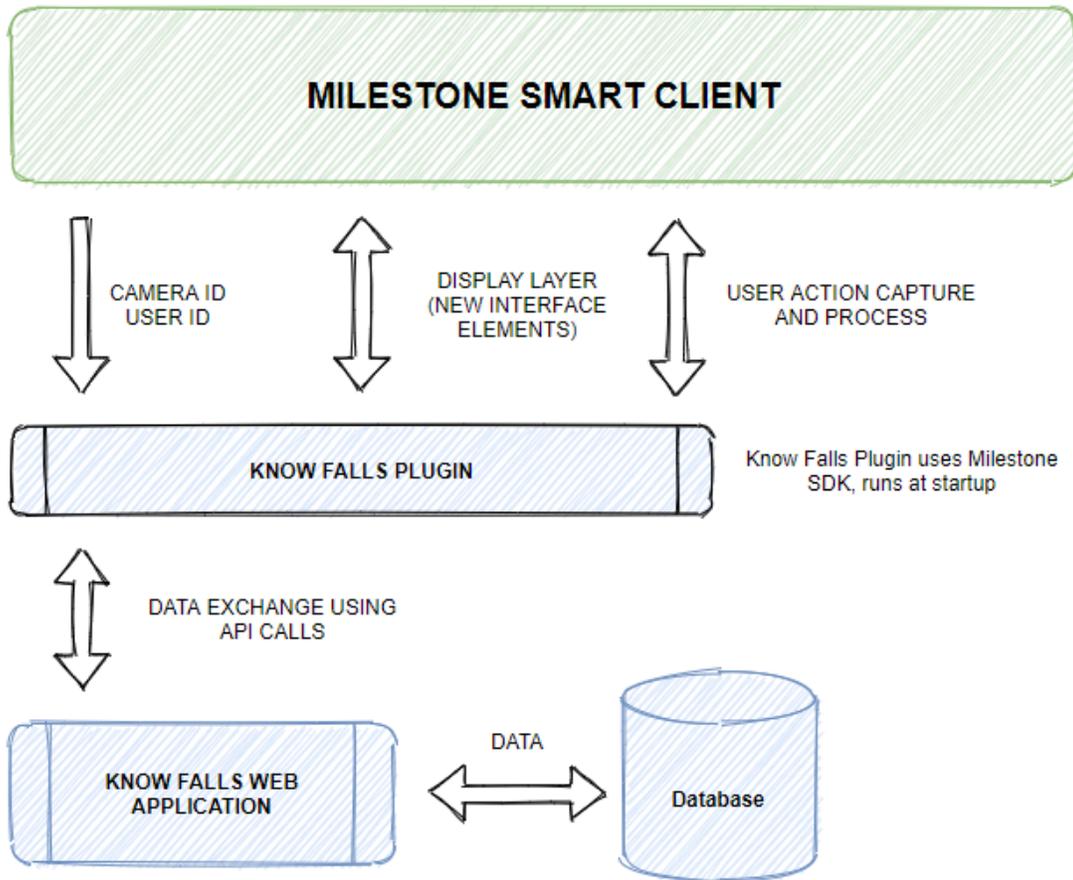
**Milestone XProtect® Smart Client Customization**

**Desktop Icons**

**Appendix I – Reporting Dashboard Schema**

**Appendix II – Quick Start User Guide**

## Remote Patient Monitoring & Engagement System Architecture Diagram



## Milestone XProtect® Smart Client Installation

Milestone XProtect® Smart Client 2020 R1 must be installed on the server. The Milestone Express+ 2020 R1 VMS is used for the Milestone XProtect® Management Client. Refer to the installation guide for the Milestone Express+ 2020 R1 documentation on installing and configuring the Milestone user interface. Once the XProtect® Smart Client is installed, stop running all the services associated with Milestone.

## XAMPP Installation

In your browser, go to <https://www.apachefriends.org/download.html>

Download XAMPP for Windows using the most recent version, which is labeled with the highest version number. Our examples use v3.2.4.

Install XAMPP using the Administrator privileges by right-clicking on the install file and select RUN AS ADMINISTRATOR.

An **xampp** directory is installed under the c:/ drive of the laptop. Go to this directory and select the file

**xampp-controller.exe**

Right-click on the file name and choose **Run as Administrator**. You will be asked if you want the program to make changes to the system, select **Yes**. A control panel is displayed in a new window (**Figure 1**).

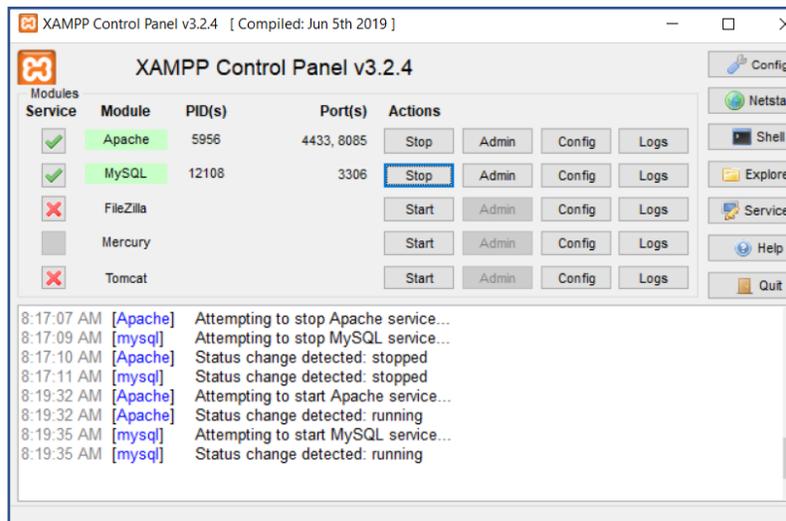


Figure 1: XAMPP Control Panel

The RPME software uses only Apache and MySQL services in XAMPP. In order to run the RPME installation file, all XAMPP services must be stopped. In the controller file, select the **Stop** action located to the right of the Apache module, then do the same for the MySQL module.

The buttons change to **Start**, and no ports are displayed next to the service modules.

XAMPP is successfully installed and in a ready state for the RPME installation.

## Remote Patient Monitoring & Engagement Platform Installation

Access the file **KF\_RPMEP\_vx.x.x.exe**, where x.x.x are the version numbers.

\*\*\*\*\* PRIOR TO RUNNING THE INSTALLATION FILE \*\*\*\*\*  
\*\*\*\*\* ALL XAMPP AND MILESTONE SERVICES MUST \*\*\*\*\*  
\*\*\*\*\* BE STOPPED. REFER TO THE PREVIOUS \*\*\*\*\*  
\*\*\*\*\* SECTIONS XAMPP & MILESTONE INSTALLATIONS \*\*\*\*\*  
\*\*\*\*\* AND THE ANTI-VIRUS SCANNING MUST BE \*\*\*\*\*  
\*\*\*\*\* STOPPED. \*\*\*\*\*

Right-click on the installation file and choose **Run As Administrator**.

You will be asked if you want the file to make changes on your system. Press **Yes**. An installer file window will be displayed (**Figure 2a**).

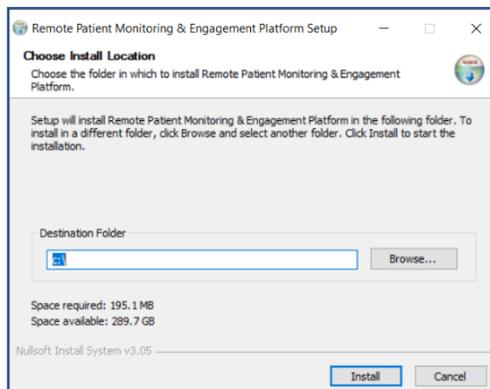


Figure 2a: RPME Installation window

Leave the Destination folder as C:\. Select **Install**. The system installer runs and once finished, will display the an installation complete window (**Figure 2b**).

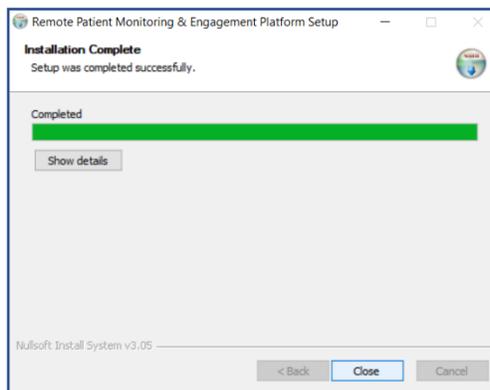


Figure 2b: RPME Installation Complete window

Select **Close** to close the window. The Remote Patient Monitoring & Engagement Platform is now installed on the laptop.

## XAMPP Configuration

Once the Remote Patient Monitoring & Engagement Platform is installed, XAMPP must be configured to the correct ports. The installation took care of the individual configuration files for Apache. If the XAMPP controller is not open on the desktop, reopen the control file as an administrator.

The XAMPP Apache ports must be changed to 8085 & 4433. The actions are circled in purple in **Figure 3**.

1. Select the **CONFIG** button at the top right of the control window.
2. Select **SERVICE AND PORT SETTINGS** at the bottom right of the CONFIGURATION OF CONTROL PANEL window
3. In the **APACHE** tab of the SERVICE AND PORT SETTINGS window:
  - Change the **MAIN PORT** from “80” to “8085”
  - Change the **SLL PORT** from “443” to “4433”
  - Select **SAVE**, then **SAVE** again

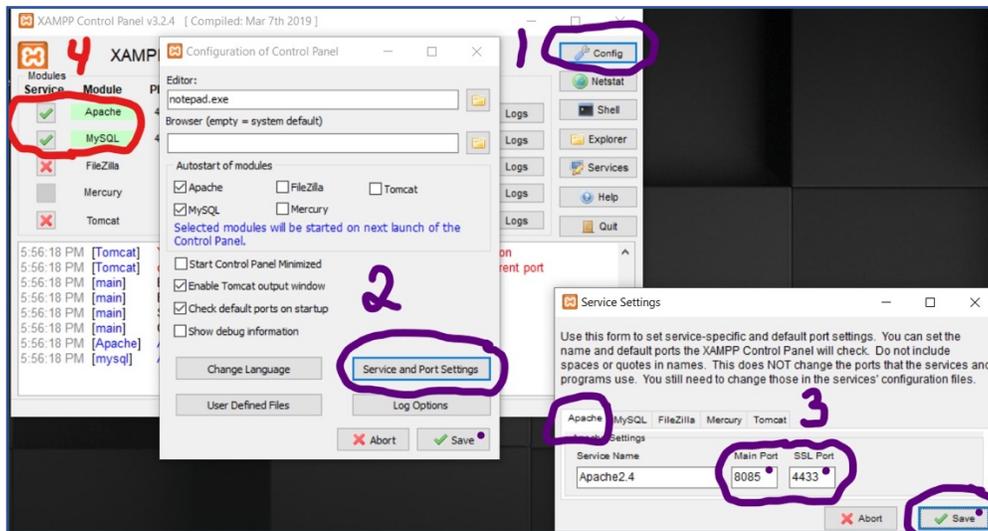


Figure 3: XAMPP Control Panel – Service and Port Settings

The last item, #4 in red on **Figure 3**, changes the XAMPP modules to start automatically upon system startup or restart. Check the **Module Service** boxes on the left side of the **APACHE** module and **MySQL** module. Close the controller window.

XAMPP is now configured. The Reporting Dashboard System files are found under the c:\xampp directory.

## Milestone XProtect® Management Client Configuration

Two (2) configuration changes need to be made in the camera configurations in the XProtect Management Client. Camera recording settings must be turned off to maintain HIPAA compliancy, and the video stream properties are changed in order to reduce bandwidth and view cameras at a higher resolution. Open the **XProtect Management Client**. Under the **Devices** menu, select **Cameras**. In the **Camera submenu** (displayed in the Devices in the middle pane), select the **Camera** group. In the example in **Figure 4a**, the camera group is **Valrico wireless cameras**.

### Camera Recording Settings

Knowfalls, Inc does not endorse recording patient videos. In order to prevent patient recording from occurring, the recording settings must be turned off for each camera that is configured for the Remote Patient Monitoring & Engagement Platform. In the third pane of the displayed window selection, select the **Record** tab at the bottom of the top window. **Uncheck** the **Recording** box (**Figure 4a**). Select the **disk icon** under the **File** menu at the top right to **Save** the recording option. If more than one camera group is configured for the RPME at the site, repeat the process until all the camera groups have the recording settings turned off.

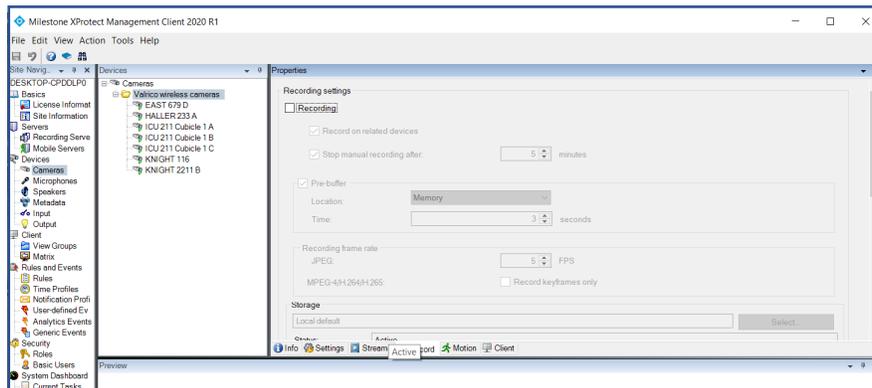


Figure 4a: Turn off camera recording settings

### Camera Stream Video Configuration

There are four (4) settings that are changed in the camera group properties:

- Frames per second
- Max frames between keyframes
- Streaming mode
- Zipstream compression

In the third pane of the displayed window selection, select the **Settings** tab at the bottom of the top window. In the **Video Stream 1** area in the middle of the selection window, change the following settings (**Figure 4b**):

<b>Frames per second</b>	<b>1</b>
<b>Max frames between keyframes</b>	<b>2</b>
<b>Resolution</b>	<b>1280x720 (from the drop-down menu)</b>
<b>Zipstream compression</b>	<b>High</b>

Select the **disk icon** under the **File** menu at the top right to **Save** the setting. If more than one camera group is configured for the RPME at the site, repeat the process until all the camera group settings are changed.

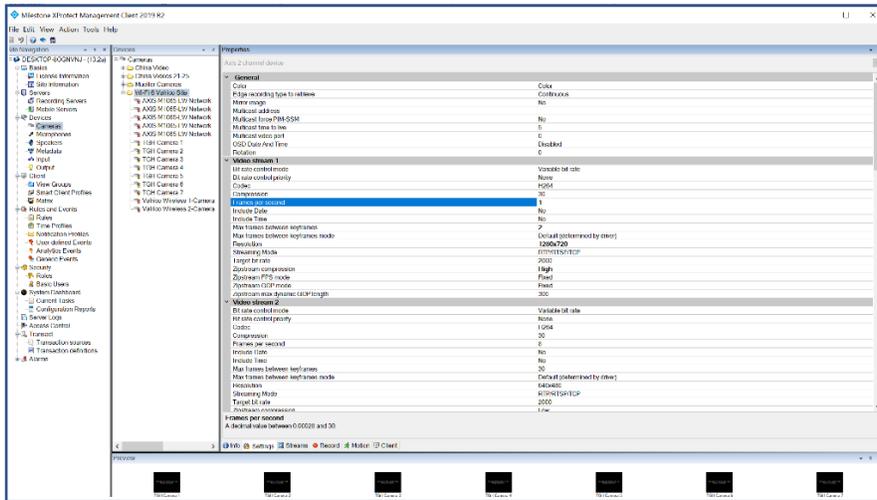


Figure 4b: Camera stream video configuration

## Milestone XProtect® Smart Client Configuration

The RPME installer creates a new folder under the Milestone plugins directory. The Knowfalls plugin is located at **c:\Program Files\Milestone\MIPPlugins\Knowfalls Interface (Figure 4c)**

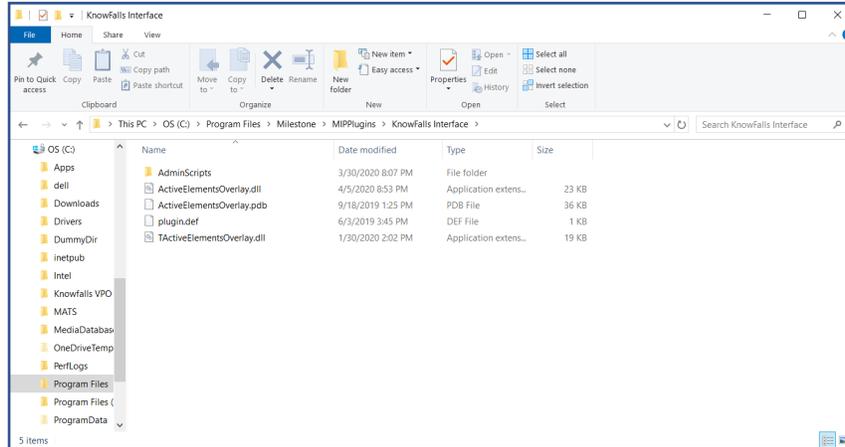


Figure 4c: Knowfalls RPME Plugin files location

If the MIP SDK tray services is running on the server, all plugin services must be unchecked and only the **KNOWFALLS INTERFACE** is checked.

Restart all the Milestone services.

The Knowfalls' Remote Patient Monitoring & Engagement Platform is now installed on the server.

### Override High DPI Scaling

In Windows 10 Pro, sometimes the font is truncated in the Milestone XProtect menus. To resolve this issue, right-click on the XProtect Management Client icon. Select the **Compatibility** tab, then select the **Change high DPI settings** button near the bottom of the screen. **Check** the box next to **Override high DPI scaling behavior**. **Scaling performed by Application** (dropdown). Click **OK**, then **OK** to close the windows (Figure 4d).

Repeat the process for the **XProtect Smart Client** icon.

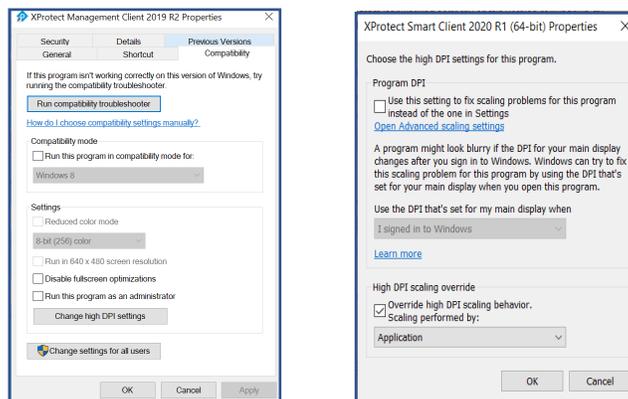


Figure 4d: Override high DPI scaling

## Milestone XProtect® Smart Client Customization

There are three (3) customizations to be performed on each of the Milestone XProtect® Smart Client camera views for the Rapid Deployment option of the RPME platform. Two (2) involve adding custom buttons to the user interface. The third item involves maintaining the aspect ratio on the camera views.

Open the Milestone XProtect® Smart Client in SETUP mode. Make sure the left-hand navigation pane is expanded and viewable. Four (4) menus are displayed in the navigation pane on the left of the screen (**Figure 5a**).



Figure 5a: Milestone XProtect® Smart Client Setup menu panes

There are a minimum of three (3) customizations to be made to the smart client views:

- Image Aspect Ratio
- Talk to Patient Button
- Speed Up Frame Rate

### Image Aspect Ratio

The RPME expects all video to stretch across the entire camera window. This function is controlled through the “Maintain image aspect ratio” control. The image aspect ratio control is found under the **Properties** pane. Make sure that one camera view is selected.

Select the down caret on the **Properties** pane to expand the menu.

*UNCHECK* the **Maintain image aspect ratio** box to turn off and eliminate any unwanted black bars on the camera views (**Figure 5b**).

Go to the bottom of the menu and *CHECK* the **Apply to all camera views** option. This will turn off the aspect ratio on all camera views.

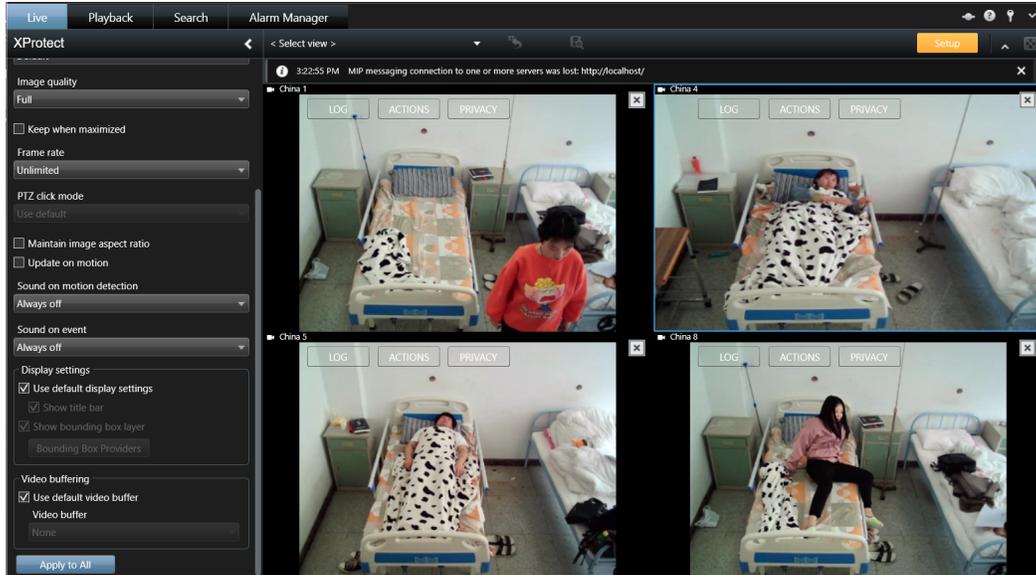


Figure 5b: Turn off Maintain image aspect ratio

## Talk to Patient

A custom button must be added to each camera view so that an observer can talk to a patient in the RPME platform via two-way communication through the cameras. This is accomplished by adding the overlay function “Talk to speaker” to each camera view, customizing the text, and placing the location of the button in the correct location.

Expand the **Overlay buttons** menu (see **Figure 5a**).

Expand the **Application** submenu. **Talk to speaker(s)** is the only option under the submenu (**Figure 5c**). To add this button to a camera view, select the item and while holding down the left mouse button, slide the text over to one of the camera windows and release the mouse button. The text **Talk to speaker(s)** is now in the camera view, bounded by a rectangle, and is highlighted with size edits along the edge of the rectangle.

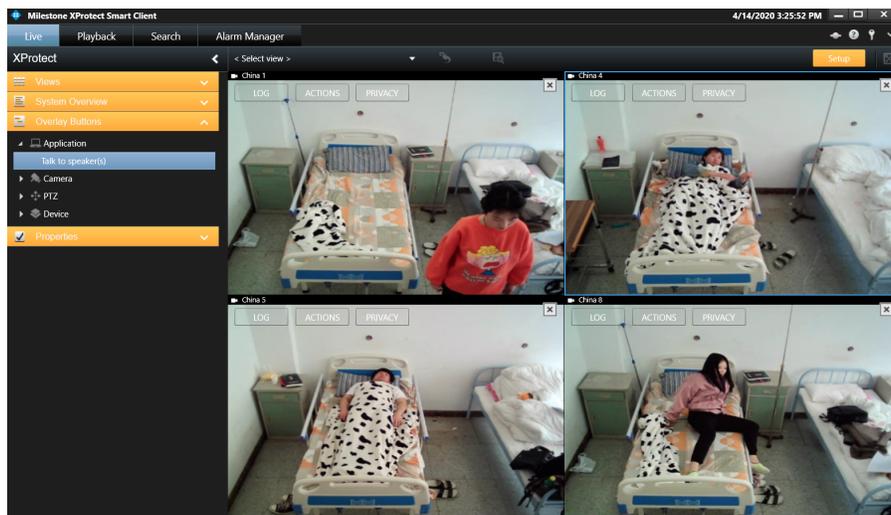


Figure 5c: Overlay Buttons Menu pane

Click and highlight the text within the rectangle. Change **Talk to speakers(s)** to **Talk to Patient**. Expand the rectangle size to the minimum size needed to display the entire text inside the rectangle (**Figure 5d**).

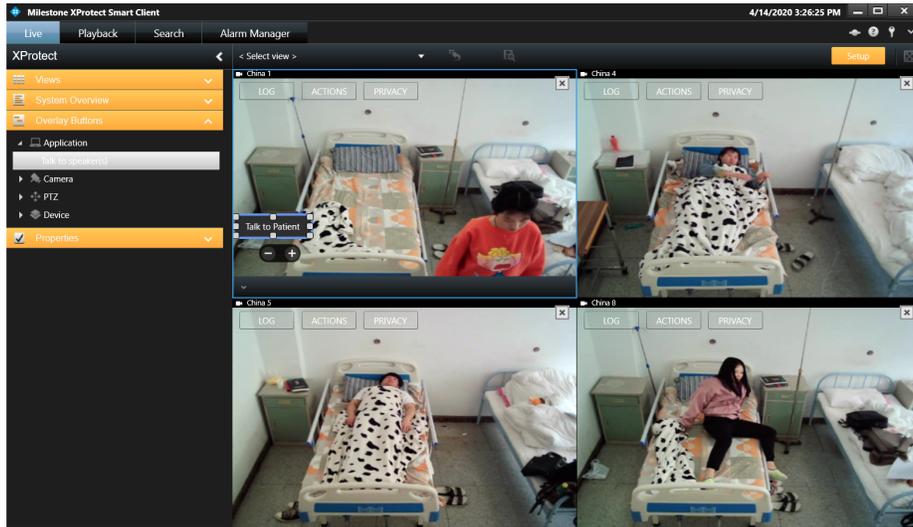


Figure 5d: Add Talk to Patient button to camera view

The last step is to place the button in the correct position within the camera view. Look at the camera view in **Figure 5d**. Notice that the zoom control buttons, - + are located directly underneath the Talk to Patient button. The zoom control displays while the mouse hovers in the camera view. Move the new button directly above the zoom controls and as far to the left of the camera view as possible. Sometimes it helps to deselect the **Setup** mode to see exactly how the button will look in production mode.

Repeat the process until **Talk to Patient** buttons are added to every camera view in the smart client (**Figure 5e**).

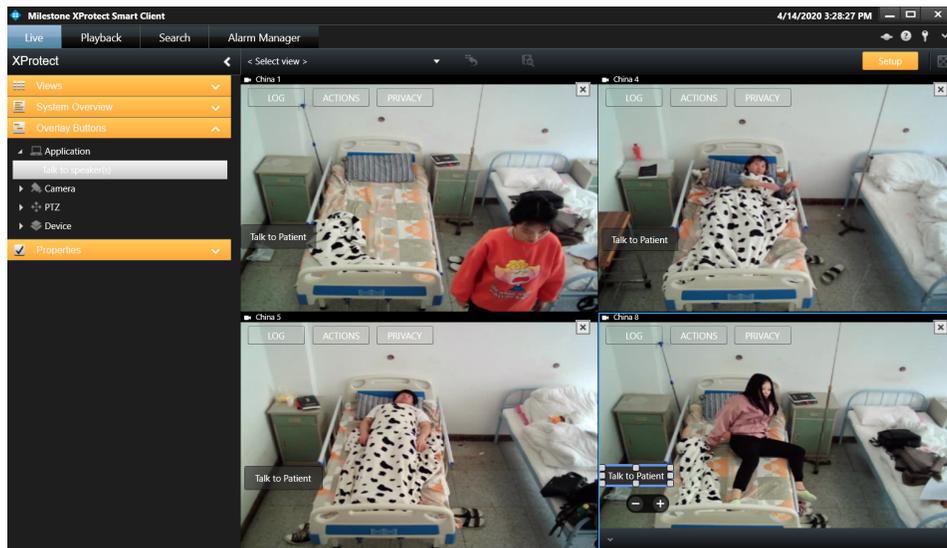


Figure 5e: Talk to Patient button on all camera views

## Speed up Frame Rate

The Remote Patient Monitoring System enables 24/7 monitoring. To reduce bandwidth on the network, the frame rates on the video feed are slowed down until the observer needs to perform a virtual round or respond to a patient. The frame rate speed up is controlled through an additional button added to each camera window.

The **Speed Up Frame Rate** event must first be defined in the **Milestone XProtect® Management Client**. Then an event button can be added to the camera views in the Milestone XProtect® Smart Client.

In the Milestone XProtect® Management Client, user-defined event names are created and then the events are used in rule definition.

On the left pane, go to the **Rules and Events** menu. Right-click on **User-defined Events**. Select **Add User-defined Event...** from the drop-down menu. An Add User-defined Event window opens. In the blank field, type in **SpeedUpCamxx**, where xx corresponds to the number used on the camera id (**Figure 5f**). Press **OK**. Create one event name per configured camera id.

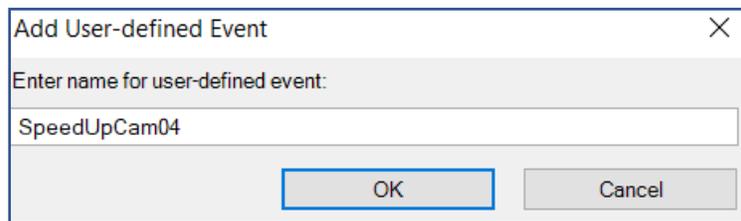


Figure 5f: Create speed up camera events

Once all the event names are created, the rules must be defined for each event. In the **Rules and Events** menu, right-click on **Rules** and select **Add Rule...** from the drop-down menu. The **Manage Rule** window is opened. Enter **SpeedUpCam01**. The example in **Figure 5g** uses SpeedUpCam03. Enter the following information:

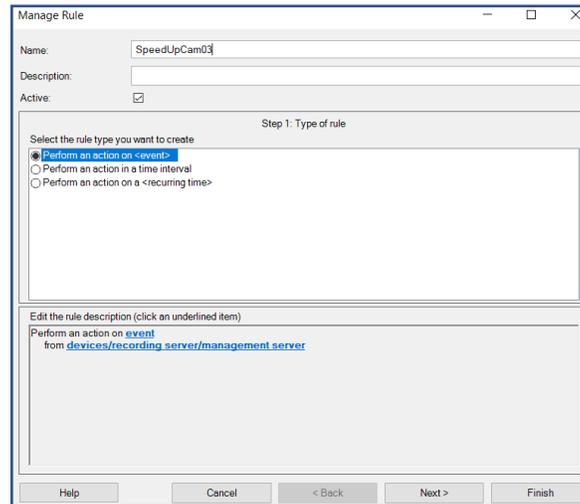


Figure 5g: Manage Rule Step 1: Type of rule

Step1: Type of rule

Select **Perform an action on <event>**

In the Edit the rule description (click an underlined item): section

Click on **event**: In the new window, expand the External Events tab, then expand the User-defined Events. Select the corresponding event name. In our example, we would select SpeedUpCam03. Press **OK**.

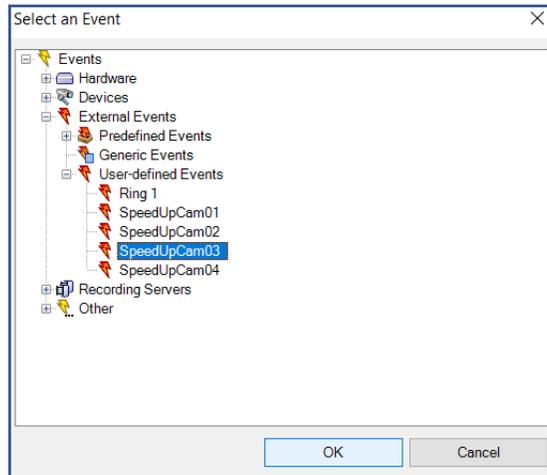


Figure 5h: Select an Event

Click on **Next>** button at bottom of window.

Click on **Next>** button at bottom of window to bypass Step 2 and go to Step 3.

Step 3: Actions

Select **Set live frame rate on <devices>**

In the Edit the rule description (click an underlined item): section

Click on **devices**: In the Select triggering devices window click on **Select devices** and press **OK**.

A new window will open to select devices and groups. Expand the tab (if any) for the camera group to use. Select the camera that corresponds to the event number and press **Add >**, then press **OK**. In our example (**Figure 5i**), **TGH 3** is added to the second column.

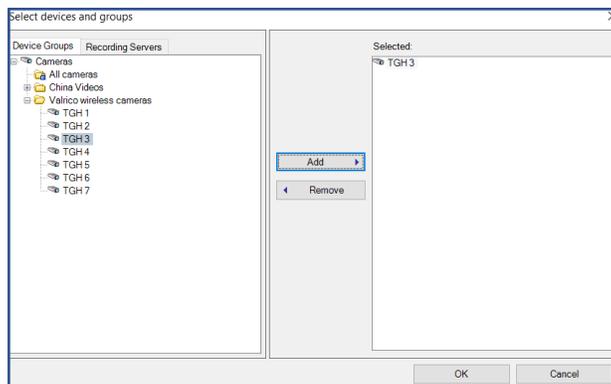


Figure 5i: Select devices and groups

Click on **frames per second**: Set the frame to **10.00**, then press **OK**.

Click on **Next>** button at bottom of window. (**Figure 5j**)

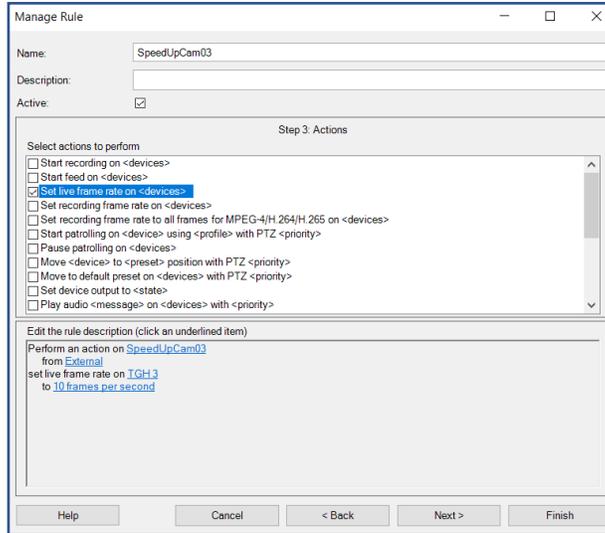


Figure 5j: Manage Rule Step 3: Actions

Step 4: Stop Criteria

Select **Perform stop action after <time>**

In the Edit the rule description (click an underlined item): section

Click on **time**:

Enter **15 Seconds**, then press **OK**.

Click on **Next>** button at bottom of window. (Figure 5k)

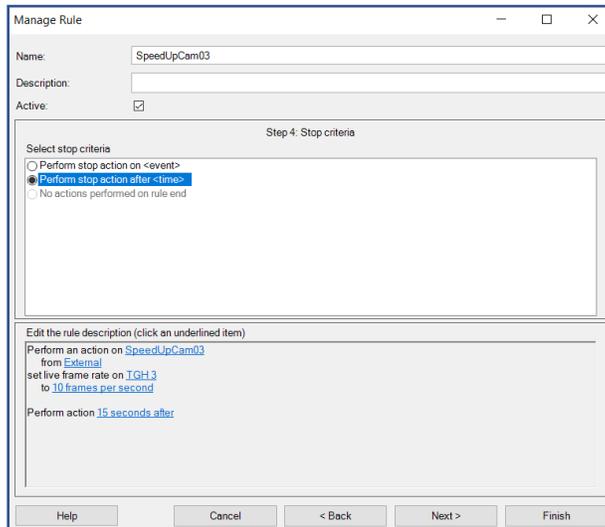


Figure 5k: Manage Rule Step 4: Stop criteria

Step 5: Stop actions

The default **Restore default live frame rate** should be checked

Click **Finish** button at bottom of window. (Figure 5l)

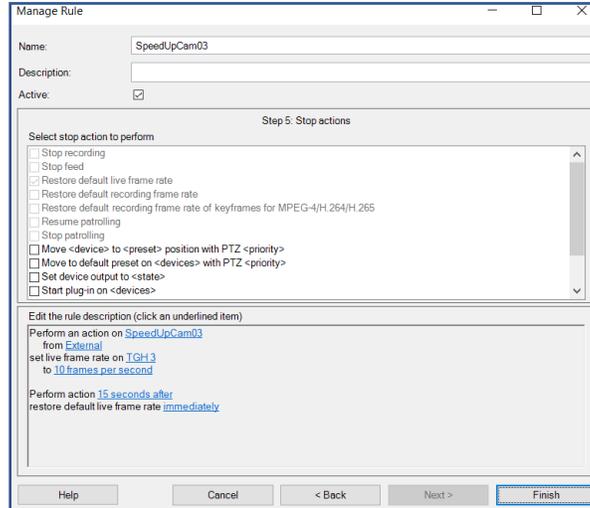


Figure 5l: Manage Rule Step 5: Stop Actions

A **SpeedUpCamxx** rule has to be created for every event name created in the first step. The event's final rule should look like the example in **Figure 5m**.

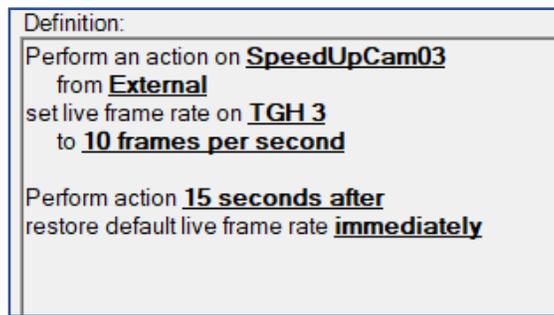


Figure 5m: Speed up frame rate final event rule definition

Once all the events and their corresponding rules have been created in the Management Client, the events are available in the Smart Client and can be added to the camera windows in the form of buttons.

Open the Milestone XProtect® Smart Client in **SETUP** mode located at the top right corner of the screen. Make sure the left-hand navigation pane is expanded and viewable. Four (4) menus are displayed in the navigation pane on the left of the screen (see **Figure 5a** in Talk to Patient section).

Expand the **Overlay** menu. Under the **Device** submenu, expand the desktop, then expand **Event**, and then **All event types**. All the Speed Up Cam events created in the management client are displayed under this menu.

Working methodically, grab the **SpeedUpCam01** event and drag it to the camera window id that ends in **1** or **01**. Rename the button **Speed Up Camera** and expand the rectangle to the minimum size for the text. Drag the button and place it just under the **LOG** button on the camera view (**Figure 5n**).

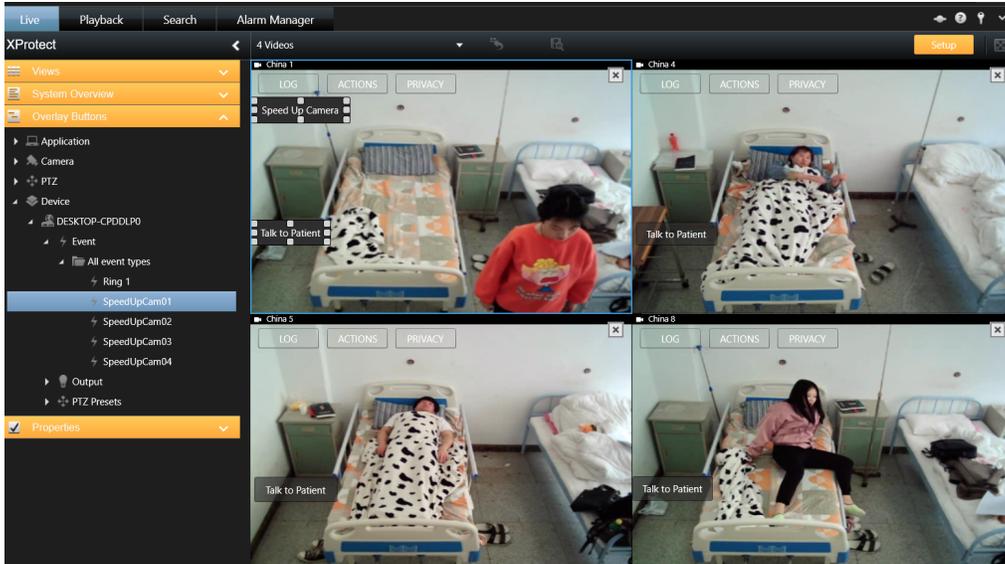


Figure 5n: Add event button to camera window

Repeat the process until each camera view has their respective event button added to their window. Turn off **Setup** mode and collapse the left window pane. When the mouse or cursor is hovered over a camera window, the Speed Up Camera button is viewable, as is the Talk to Patient (**Figure 5m**).

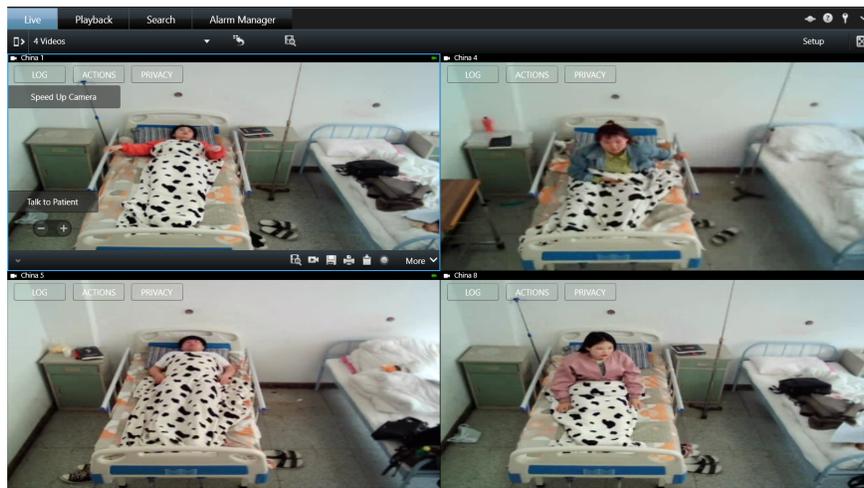


Figure 5m: Speed Up Camera and Talk to Patient buttons

## Desktop Icons

### Reporting Dashboard System Icon

The Reporting Dashboard System icon can be found under the c:\USERS directory on the server.

**c:\Users\RPMEP\Desktop\Reporting Dashboard System**

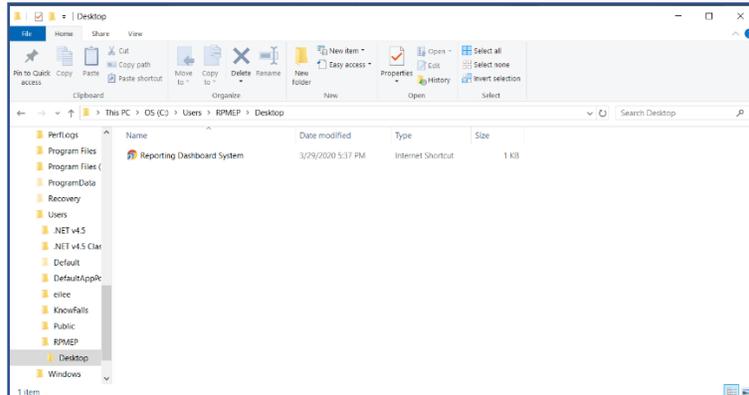


Figure 6: Reporting Dashboard System desktop icon

Drag the file **Reporting Dashboard System** to the desktop.

### Monitoring & Engagement System Icon

Right-click on the Milestone XProtect Smart Client icon on the desktop. Select **Rename** from the drop-down menu. Change the icon name to **“Monitoring & Engagement System”**.

## Appendix I – Knowfalls Database Schema

When the Remote Patient Monitoring & Engagement Dashboard is installed, the database **kf** is created, along with the corresponding tables. There are seven (7) main tables that are used in the dashboard application. At initial startup of the system, all the tables are empty, except for the **alerts** table.

### Alerts Table

The **kf\_alerts** table contains the 14 different alerts that can be selected by the real-time VMS. It is preloaded upon installation and can be customized in the dashboard under the “Actions” menu item.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>alert_id</b>	int(11)			No	None		AUTO_INCREMENT
2	<b>status</b>	int(11)			No	None		
3	<b>date</b>	text	latin1_swedish_ci		No	None		
4	<b>title</b>	text	latin1_swedish_ci		No	None		
5	<b>content</b>	text	latin1_swedish_ci		No	None		

#### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	alert_id	7	A	No	

### AP Table

The **kf\_ap** table represents “Assign Patient”. This table correlates a patient and camera id to the location id where a patient is admitted.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>ap_id</b>	int(11)			No	None		AUTO_INCREMENT
2	<b>status</b>	int(11)			No	None		
3	<b>date</b>	text	latin1_swedish_ci		No	None		
4	<b>title</b>	text	latin1_swedish_ci		No	None		
5	<b>content</b>	text	latin1_swedish_ci		No	None		
6	<b>patient_id</b>	int(11)			No	None		
7	<b>camera_id</b>	int(11)			No	None		
8	<b>nurse_id</b>	int(11)			No	None		
9	<b>location_id</b>	int(11)			No	None		

#### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	ap_id	0	A	No	

### Events Table

The **kf\_events** table contains the “log” of the events/alerts that are selected on the real-time VMS. The table is critical for reporting purposes. The table is populated with the parameters received through a web service call from the real-time VMS.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	event_id	int(11)			No	None		AUTO_INCREMENT
2	user	text	latin1_swedish_ci		No	None		
3	patient	text	latin1_swedish_ci		No	None		
4	room	text	latin1_swedish_ci		No	None		
5	camera	text	latin1_swedish_ci		No	None		
6	location	text	latin1_swedish_ci		No	None		
7	event	text	latin1_swedish_ci		No	None		
8	date	text	latin1_swedish_ci		No	None		
9	status	text	latin1_swedish_ci		No	None		

Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	event_id	14	A	No	

## Locations Table

The *kf\_locations* table correlates a physical site location to the camera id at the location.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	location_id	int(11)			No	None		AUTO_INCREMENT
2	status	int(11)			No	None		
3	date	text	latin1_swedish_ci		No	None		
4	title	text	latin1_swedish_ci		No	None		
5	content	text	latin1_swedish_ci		No	None		

Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	location_id	0	A	No	

## Patients Table

The *kf\_patients* table contains information pertinent to a specific patient. The table can be updated through the dashboard menu by a dashboard user or a tele-health doctor.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	user_id	int(11)			No	None		AUTO_INCREMENT
2	session	text	utf8_general_ci		No	None		
3	registered	text	utf8_general_ci		No	None		
4	status	text	utf8_general_ci		No	None		
5	firstname	text	utf8_general_ci		No	None		
6	lastname	text	utf8_general_ci		No	None		
7	email	text	utf8_general_ci		No	None		
8	phone	text	utf8_general_ci		No	None		
9	ba	text	utf8_general_ci		No	None		
10	password	text	utf8_general_ci		No	None		
11	ssn	text	utf8_general_ci		No	None		

Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	user_id	0	A	No	

## Settings Table

The **kf\_settings** table contains the nomenclature for the site locations. There are four (4) descriptors that can be utilized by a site, but only the first field is required. The settings are customized in the dashboard through the “Settings” menu option.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>setting_id</b>	int(11)			No	None		AUTO_INCREMENT
2	<b>status</b>	int(11)			No	None		
3	<b>date</b>	text	latin1_swedish_ci		No	None		
4	<b>parameter</b>	text	latin1_swedish_ci		No	None		
5	<b>value</b>	text	latin1_swedish_ci		No	None		

### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
<b>PRIMARY</b>	BTREE	Yes	No	setting_id	7	A	No	

## Users Table

The **kf\_users** table contains the login information for a system user. Two roles are allowed, administrator or observer. The role determines which menu options and capabilities are displayed on the dashboard.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>user_id</b>	int(11)			No	None		AUTO_INCREMENT
2	<b>registered</b>	text	utf8_general_ci		No	None		
3	<b>status</b>	text	utf8_general_ci		No	None		
4	<b>firstname</b>	text	utf8_general_ci		No	None		
5	<b>lastname</b>	text	utf8_general_ci		No	None		
6	<b>plan</b>	text	utf8_general_ci		No	None		
7	<b>email</b>	text	utf8_general_ci		No	None		
8	<b>phone</b>	text	utf8_general_ci		No	None		
9	<b>password</b>	text	utf8_general_ci		No	None		
10	<b>ssn</b>	text	utf8_general_ci		No	None		
11	<b>s1</b>	text	utf8_general_ci		No	None		

### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
<b>PRIMARY</b>	BTREE	Yes	No	user_id	2	A	No	

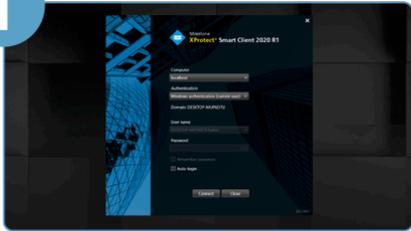
## Appendix II – Quick Start Guides

### Monitoring & Engagement System Quick Start Guide

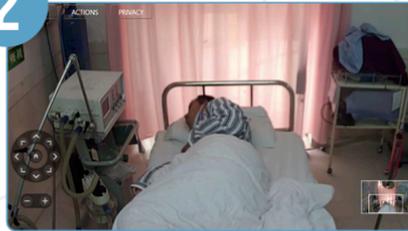
# QUICK START GUIDE

## MONITORING & ENGAGEMENT SYSTEM

### 1 ENTER YOUR USERNAME AND PASSWORD



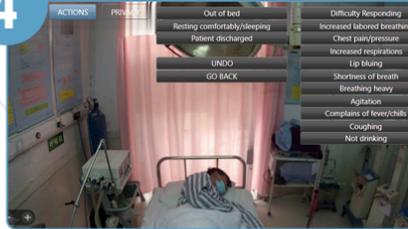
### 2 ADJUST ZOOM SETTINGS IF NEEDED



### 3 MONITOR PATIENTS ACTIVITY



### 4 USE ACTION BUTTONS TO SAVE ACTIVITIES



KNOWfalls

## Reporting Dashboard System Quick Start Guide

# QUICK START GUIDE

## REPORTING DASHBOARD SYSTEM

### 1 CREATE ADMIN ACCOUNT

**CORONAVIRUS**  
Remote Patient Monitoring & Engagement

**User Registration**  
Please complete the following

Administrator First Name:

Administrator Surname:

Email Address:

Password:

Password Confirmation:

### 2 ACCEPT THE LICENSE AGREEMENT

**CORONAVIRUS**  
Remote Patient Monitoring & Engagement

**License Agreement**  
Please read the following important information before continuing.

**End-User Software License Agreement**

The End-User License Agreement ("EULA") is a legally binding agreement between you (as an individual or single legal entity) and Knowfalls, Inc. ("Knowfalls") for the Knowfalls products, which have attached hereto.

By clicking, registering, an agreement using the Product, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, do not install or use the Product, and you may return the Product to the other person or the Provider, who has an obligation to return you your product for full refund. Do not attempt to copy, modify, or otherwise use the Product. This entire policy does not apply if you are not an organization, including you, Knowfalls, or any third party software or hardware component which is connected to or reports data from the Provider.

I accept the agreement

I do not accept the agreement

### 3 ENTER YOUR USER NAME AND PASSWORD

**CORONAVIRUS**  
Remote Patient Monitoring & Engagement

**Please Sign In**

login:

Password:

### 4 START USING THE SYSTEM

	Difficulty responding	Increased labored breathing	Chest pain/pressure	Increased respirations	Lip bluing	Shortness of breath	Confusion
China 7				1	1		
Main ICU 3001 B Scott Mueller							
Main ICU 3001 A Norman Mueller		1	1	1	1	1	
Main ICU 3000 B Jeff Reynolds	1		1		1		

