

# Bohemian Smartlytics Comprehensive HIV AIDS Review and Treatment – SPEEDY App User Manual

Updated 10th March 2024

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## 1. Intended Use

SPEEDY App is intended for use by people living with HIV (PLHIV). The app puts HIV patients' interests at the center of disease management, which will help them take charge of their disease, achieve better health outcomes, and improve their quality of life. A first-of-a-kind app that supports the optimization of HIV therapy in manyways:

1. **Monitor:** by monitoring your parameters in day-to-day life, you are assisted in making better-informed therapy decisions.
2. **Connect with Your Healthcare Professional:** by connecting with your healthcare professional, you can be involved in your disease management by sharing your data reports for therapy discussion.
3. **Connect with your Buddy:** by connecting with a Buddy, you can have open, honest conversations about your HIV disease management.
4. **Therapy Compliance:** by receiving motivational triggers (e.g., medication and appointment reminders), feedback on your current therapy status, and rewards, you increase therapy compliance.
5. **Knowledge Hub:** by accessing your desired information, wellness messages and frequently asked questions (FAQs) from legitimate sources on HIV-related issues and general health, you will get the intended benefit with up-to-date information and ensure your care is genuinely around your needs.
6. **Support Engagement:** by improving engagement in care, ART adherence, and social support with other people living with HIV through daily discussions, and peer sharing, you will empower your mental and emotional well-being, leading to better health outcomes.
7. **Brain Teasers:** by enhancing your knowledge and skills in HIV disease through interactive quizzes and exercises, you will better understand its symptoms, how it may progress, what treatment options are available, and understand what your doctor is doing and be part of the treatment journey.
8. **Status Disclosure:** by disclosing your HIV status using the SPEEDY app, you can combat stigma without facing anyone and feel comfortable.
9. **Access to Medicine:** You can access innovative therapy by participating in clinical trials.
10. **Uptake of HIV testing:** enabling persons at risk of HIV infection to get tested and report their results confidentially by connecting them to the nearest facilities where HIV testing is conducted, or HIV home testing kits can be obtained.
11. **Lab Reporting:** by receiving laboratory test results via the app (e.g., viral load tests), you can access your results and reduce the need to attend the clinic (save time and money).

12. **Live Chat:** By engaging in real-time communication with your clinician or healthcare provider through the chat feature, you can swiftly access services during emergencies and promptly receive answers to your inquiries.
13. **Pharmacy Pickup:** By receiving pharmacy refill SMS alerts on your device, you ensure to never run out of your medication.
14. **Clinician Alerts:** By alerting your clinician with a simple click of a button in case of an emergency, you will promptly receive the care you need at the point of necessity.
15. **AI Assistance:** By accessing the AI Assistant, you can interact with an intelligent chatbot that answers your HIV-related questions in real time. The feature helps you learn about HIV prevention, treatment, and wellness using accurate, easy-to-understand information.

## 2. Key Features

Some of the key features include:

- Connect with your clinician and buddy in real-time, notify them of changes, and share your HIV health and well-being status.
- Monitor your HIV health and well-being over time via easy-to-understand visualization.
- Express your views freely, speak out loud, and let your voice be heard.
- Disclose your HIV status without the fear of facing anyone.
- Track your adherence, nutrition, social, cognitive, emotional, and quality of life over time.
- Become a mentor, to patients like yourself, by solving challenges with the opportunity of winning a gift.
- Take charge of your HIV by getting individualized, evidence-based information.
- Get SMS alerts for your appointments and set medication reminders.
- Monitor your metabolic and cardiovascular risk scores.
- Receive daily motivational quotes, an inspiration to start each day energized.
- Alert your clinician in case of an emergency.
- Manage your HIV & non-HIV medication, examine drug interactions, and track your medications and refills.
- Set goals and build knowledge and skills.
- Interact with AI assistant which encourages self-learning, and reduces misinformation
- Gain knowledge and skills about HIV disease via quizzes and interactive exercises
- Access up-to-date information depending on your needs.
- Support engagement through daily discussions and connect with others

around the globe.

- Check your lab report to know your health progress.
- Know when you are due for a medication refill and connect to a Pharmacy refill.
- The At-Risk feature is for people who want to get tested because they might be at risk of HIV.
- Live chatting with a clinician to update them on your health status.
- Get access to wellness tips and get any answers on our FQA dashboard.

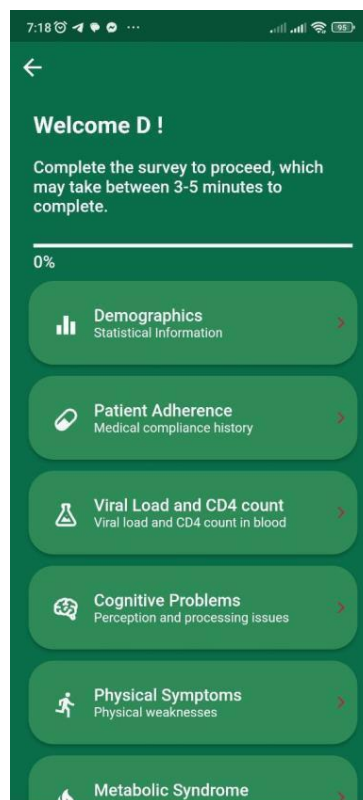
### 3. Getting Started

To use the SPEEDY app, you need to create an account by providing your mobile phone number and your patient hospital ID.

**Very Important Note:** You **MUST** register on the **SPEEDY** app with the same mobile phone number from which you received your invitation.

#### 3.1. My Survey

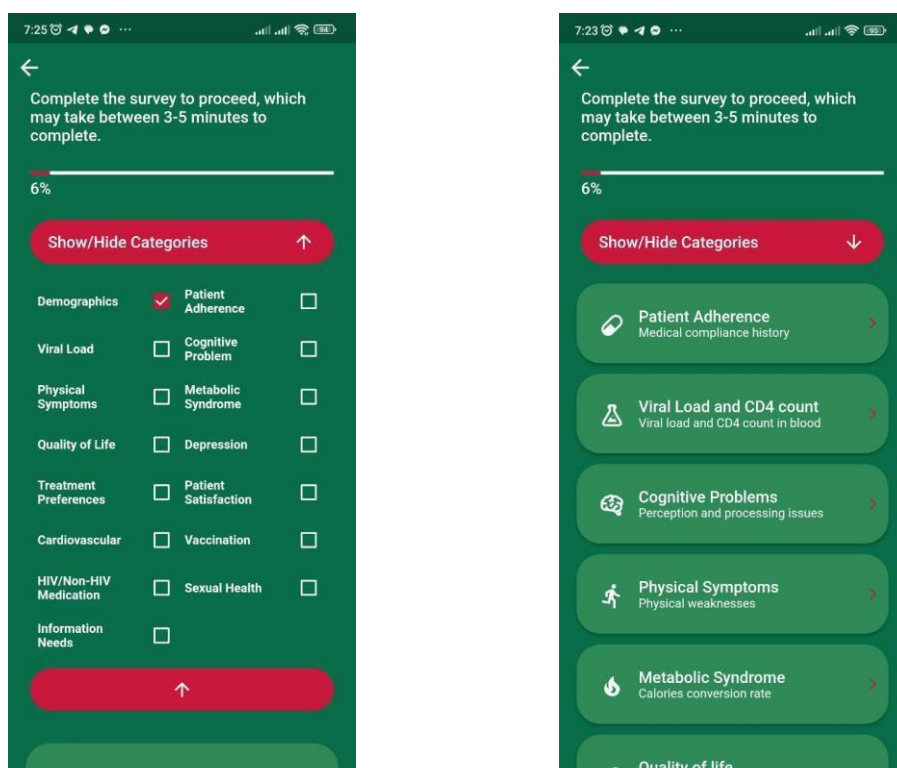
To unleash the full capabilities of SPEEDY, you start by completing My Survey. SPEEDY app needs to know some details about your HIV disease management to function correctly. For example, your medication adherence, emotional, cognitive, and physical symptoms, quality of life and treatment preferences, and viral load and CD4 count measurements. If you do not know the answer, ask your healthcare professional for help. The survey may take up to 10 minutes – please be as accurate (and patient) as possible, and if you cannot answer a question, you can always return to it.



Note that: it is **mandatory** to complete all questions in *My Survey* for the first time. We understand it's a little daunting and time-consuming, but it's worth the effort.

You are strongly advised to repeat the survey regularly to keep track of your HIV health status, e.g., monthly, quarterly, or even before your next doctor's appointment (or a routine check-up). The frequency of survey completion can also be agreed upon with your healthcare professional. You will receive a notification reminder to complete *My Survey* every 90 days by default.

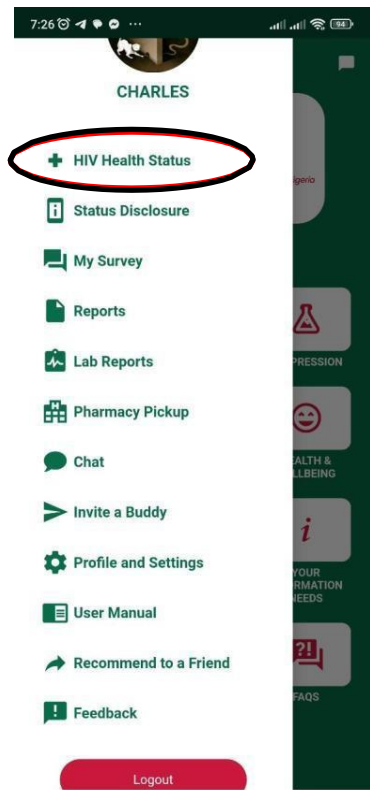
You can select the categories you want to complete more regularly within *My Survey*.



**Tap on *Show/Hide Categories*.** If you want the same responses to be submitted in *My Survey*, you could skip completing some of those categories by checking the checkbox, e.g., to skip demographics, which does not change very often, click the checkbox.

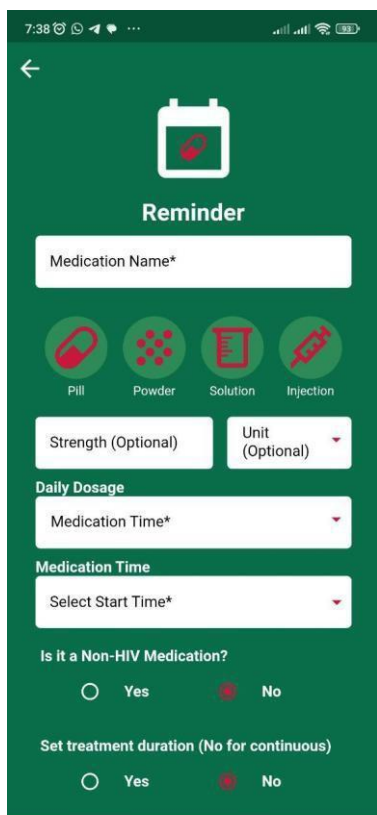
#### 4. HIV Health Status

*HIV Health Status* is the main dashboard, which can be accessed by tapping on the side menu bar to see high-level health and well-being statuses, such as your medication adherence, expected suppression, and risk scores. This is also where you manage your medications, see your appointments to get a reminder before time, access your information needs, and alert your clinician for any issues of critical importance.

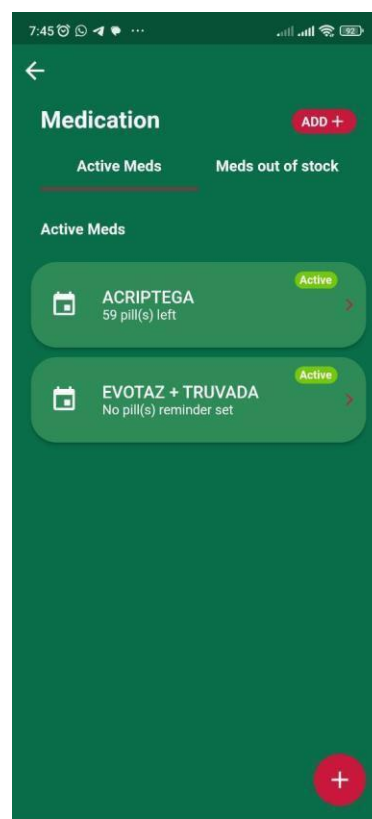


## 4.1 Medication Management

Depending on the number of times you take your HIV medicine and the time of day, you must set your medication management plan to receive notifications and refill reminders. To do this, tap *MEDICATION* in the *HIV Health Status* dashboard, then *ADD+* icon, and set your medication.



The screenshot shows the 'Reminder' form in the HIV Health Status app. The form is set against a dark green background. At the top, there is a calendar icon and the title 'Reminder'. Below the title is a text input field for 'Medication Name\*'. There are four circular icons representing different medication forms: Pill, Powder, Solution, and Injection. Below these icons are two input fields: 'Strength (Optional)' and 'Unit (Optional)'. The 'Daily Dosage' section includes a 'Medication Time\*' dropdown menu. The 'Medication Time' section includes a 'Select Start Time\*' dropdown menu. At the bottom, there are two radio button options: 'Is it a Non-HIV Medication?' with 'Yes' and 'No' options, and 'Set treatment duration (No for continuous)' with 'Yes' and 'No' options.

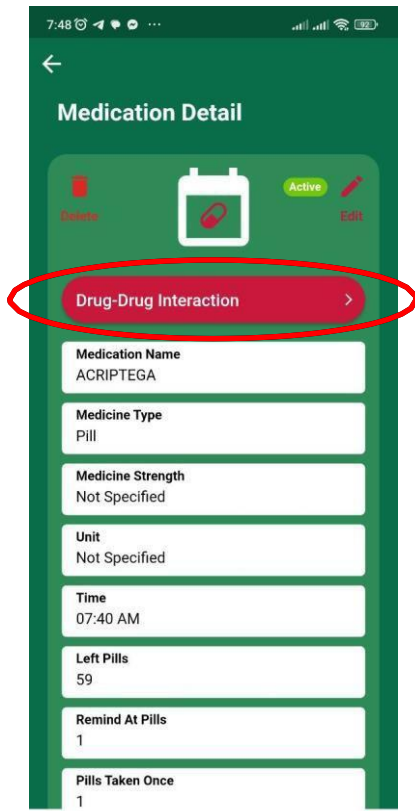


The screenshot shows the 'Medication' list in the HIV Health Status app. The list is set against a dark green background. At the top, there is a back arrow, the title 'Medication', and an 'ADD +' button. Below the title are two tabs: 'Active Meds' and 'Meds out of stock'. The 'Active Meds' tab is selected. Below the tabs, there are two medication entries. The first entry is 'ACRIPTEGA' with '59 pill(s) left' and an 'Active' status. The second entry is 'EVOTAZ + TRUVADA' with 'No pill(s) reminder set' and an 'Active' status. At the bottom right, there is a red circular button with a white plus sign.

Once the medication details are provided and added to the list, you could always go back and make changes or remove them from the list. To do this, select the medication in *Active Meds*, then tap *Edit* in the top right and change accordingly.

## 4.1.1 Drug-drug Interaction

Patients get to check if the prescribed non-HIV medication interacts with their HIV medication. You need to make sure you have selected your HIV medication and non-HIV medications in *My Survey* (under *HIV/Non-HIV Medications*). Go to the main dashboard, tap on *MEDICATION*, then *Drug- Drug Interaction*.



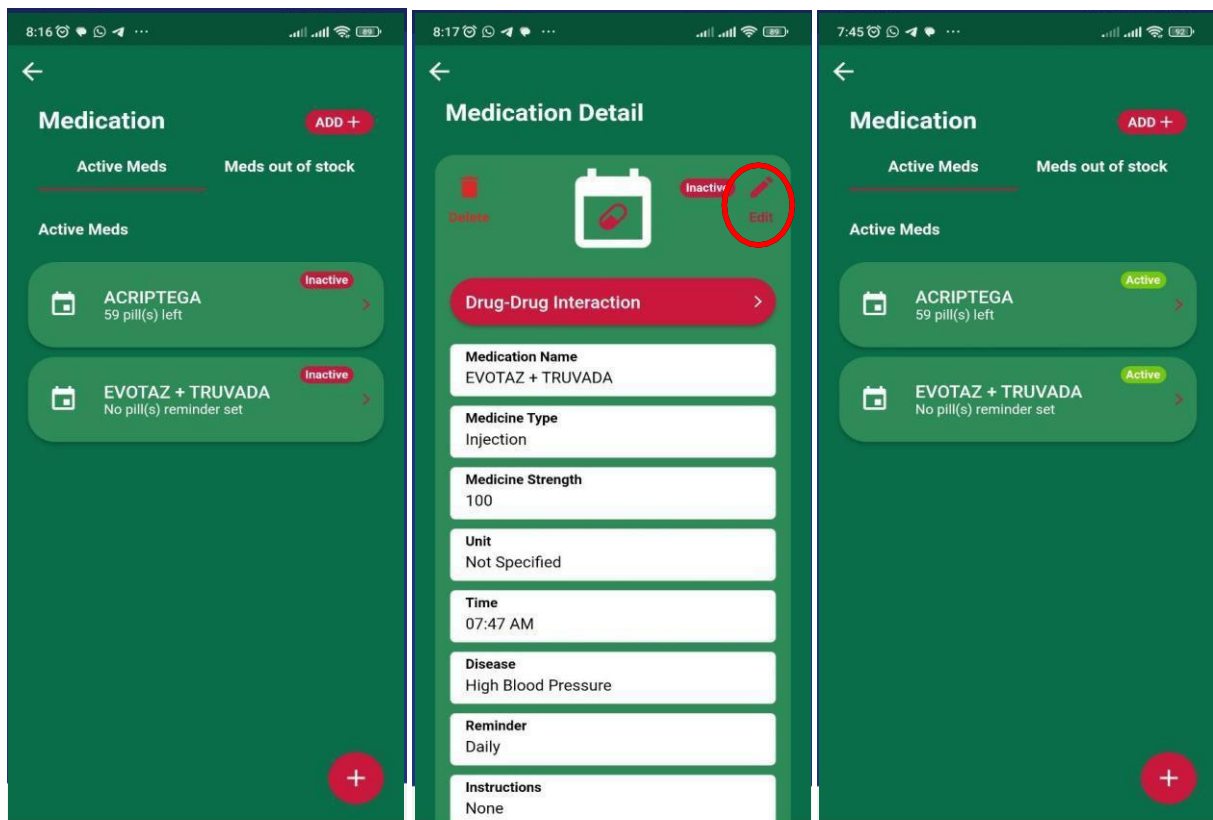
## 4.1.2 Re-activating Inactive Medication Reminders

**VERY IMPORTANT INFORMATION:** If you log out of the app and log back in, medication reminders are inactivated. To reactivate, tap on the medication in the *Active Meds* list, tap on *Edit* (top right), check all the entries, finally tap on *UPDATE REMINDER*. Repeat this process for all medications. *Inactive* (circular pink) should turn *Active* (circular green) – see further details below with an example.

1. Tap on the medication to be activated in *Active Meds*.

2. Tap on *Edit* and update the information.

3. Finally tap on *UPDATE REMINDER*.

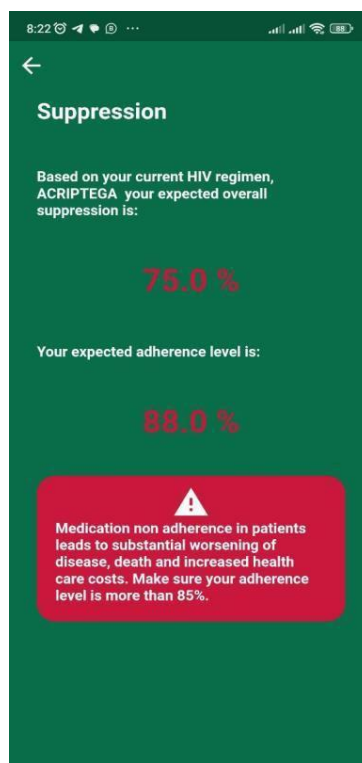


**Inactive (circular pink) medication reminders should turn Active (Circular green).**

## 4.2 Suppression

Your HIV medicine reduces the amount of HIV in the body (known as viral load) to a very low level, which keeps the immune system working and prevents illness. This is called viral suppression. Taking HIV medicines every day and exactly as your doctor prescribes is medication adherence.

SPEEDY provides your expected overall suppression from taking your medication and the expected adherence necessary for your HIV regimen on a scale of 0% to 100% (the higher, the better) to guarantee suppression. This is presented in the *SUPPRESSION* section of the *HIV Health Status* dashboard. Ensure you have chosen the correct HIV medication in *My Survey* category for *HIV and Non-HIV Medications*.



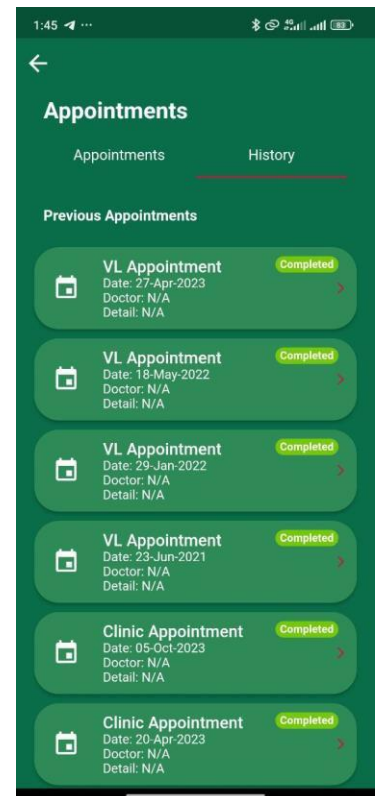
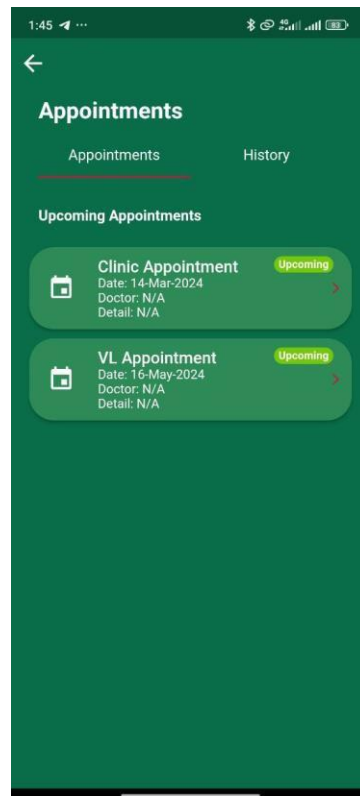
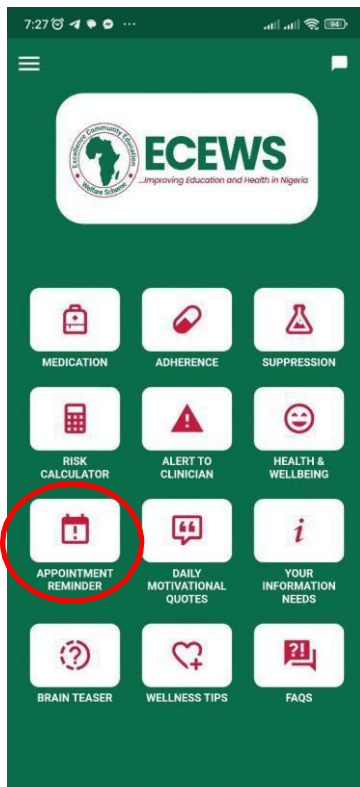
### 4.3 Appointment Reminder

We've all forgotten an appointment before and felt the sting of guilt. SPEEDY has this covered too. In the *HIV Health Status* dashboard, tap on *APPOINTMENT REMINDER* to view the automatic clinician appointment scheduled for you from your facility. Additionally, SPEEDY app offers automatic SMS notifications sent to the phone number associated with your account. These reminders are sent out at intervals of 7 days and 3 days before your scheduled appointment, as well as on the day of the appointment itself. These timely reminders are designed to help you remember your appointment and ensure that you don't miss it.

1. Tap on *Appointment Reminder* to *Check Scheduled Appointment*.

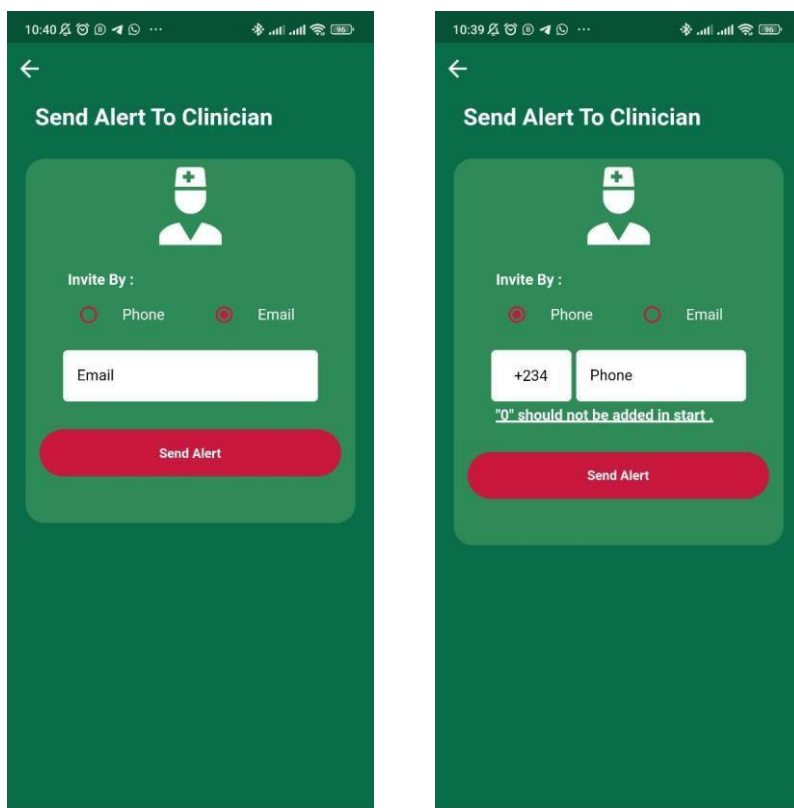
2. You should see your booked/active list of appointments.

3. You should see your old appointments.



#### 4.4 Alert to Clinician

You could alert your clinician in-case of an emergency to access a high-level set of reports generated by SPEEDY. To do this, you need to alert your clinician by providing their contact details (i.e., email address or phone number) in the *Alert to Clinician* section of the *HIV Health Status* dashboard.



A personalized link will be generated and shared with your clinician for them to access our secure web-based portal with your data report, known as **SPEEDY Solution** (a small extract of the report is presented below). The link expires within 48 hours.

Note that a more comprehensive set of easy-to-understand data reports in real-time can be viewed by your clinician only when they download the app, create an account, and establish a connection with you (see section 7 for further details).

## Patient Information

<b>First Name</b> DOTUN	<b>Last Name</b> GRACE	<b>Age</b> 23	<b>Sex</b> Female
<b>Ethnic Origin</b> Black or African American	<b>Country of Birth</b> Nigeria	<b>Country of Living</b> Nigeria	<b>City of Patient Receiving Care</b> Burutu
<b>Where Do Patient Live</b> Live with family	<b>Highest Qualification</b> Bachelor (University)	<b>Disease Diagnosed Last Year</b> No	<b>Disease Diagnosed Date</b> Sep- 2019
<b>Identify As Minority</b> Prefer Not to Say	<b>Mode of Transmission</b> Heterosexual	<b>HIV Regimen</b> ACRIPTEGA	<b>NON HIV Regimen</b> Acarbose

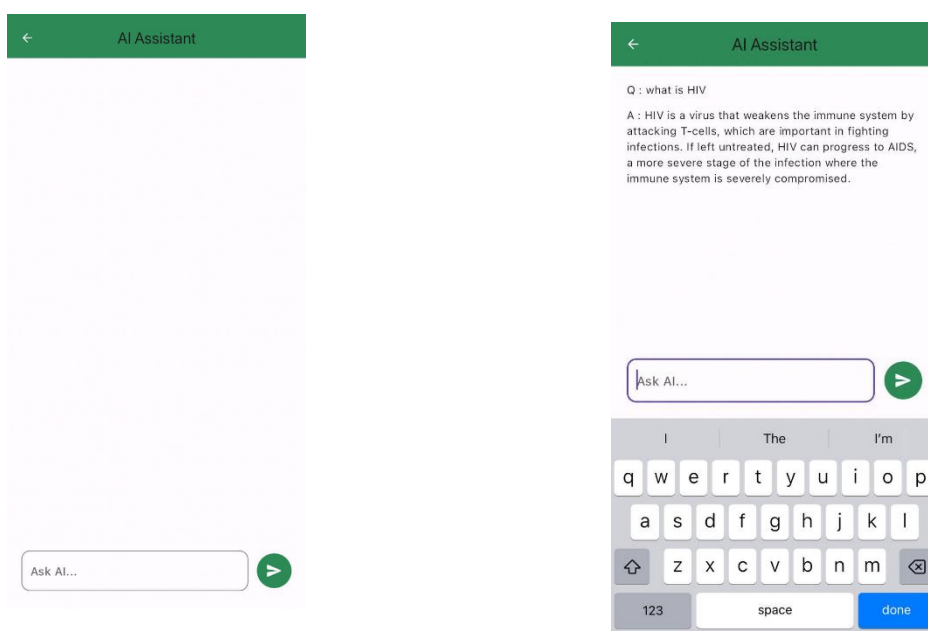
## 4.5 AI Assistant

The AI Assistant is an interactive chatbot integrated into the SPEEDY App to provide users with instant answers to HIV and general health-related questions. It is designed to enhance user learning, promote engagement

### Purpose:

The AI Assistant helps users:

- Understand HIV care, prevention, and treatment in simple terms.
- Access credible and up-to-date health information instantly.
- Build self-confidence and knowledge in managing HIV and overall wellness.
- Reduce misinformation and increase digital literacy through verified responses.



### Note

The AI Assistant is intended for educational and informational use only. It does not replace clinical care or professional medical advice. For medical decisions, prescriptions, or emergencies, always contact your clinician.

## 4.6 Your Information Needs

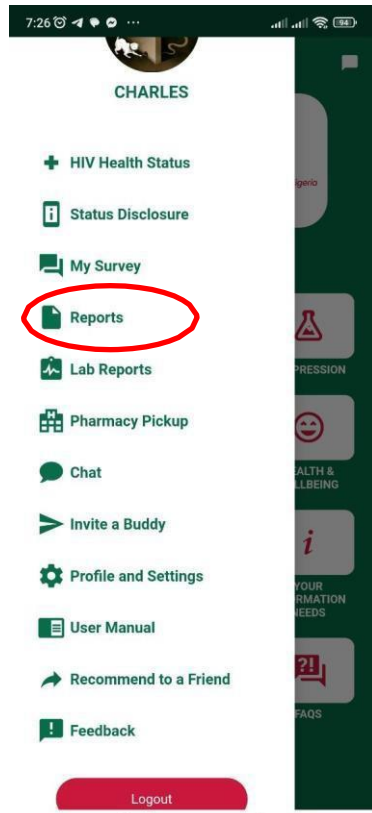
SPEEDY provides your information needs on HIV-related issues and general health by gathering a bank of credible online resources, including up-to-date publications, reports, and the latest developments.

To activate this feature, select *Your Information Needs* from a list of 15 categories in *My Survey*. All your selected information needs are updated with new sources provided regularly. Watch this space!

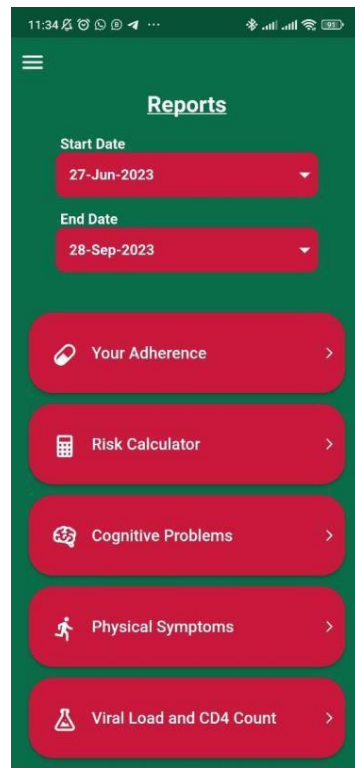


## 5. Reports

*Reports* from the menu bar allow you to see an exhaustive set of easy-to-understand vital metrics necessary to support the management of your HIV over time.



At the top of the *Reports*, there is an option for you to specify the period you would like to generate your report (*Start Date to End Date*), e.g., six months, one year or two years. By default, it's set to 3 months.



## 51 Your Adherence

Tap on *Your Adherence* to check your level of adherence to medication (ranging from 0%-100%) and if it is below the threshold of 80%, tap on *What's Holding Me Back* to find out how you could improve your adherence. Remember, 100% means you are committed and adhering to your treatment plan, whereas 0% means NO adherence.



## 52 Viral Load and CD4 Count

Tap on *Viral Load and CD4 Count* to check your viral load and CD4 count measurements over the specified period.

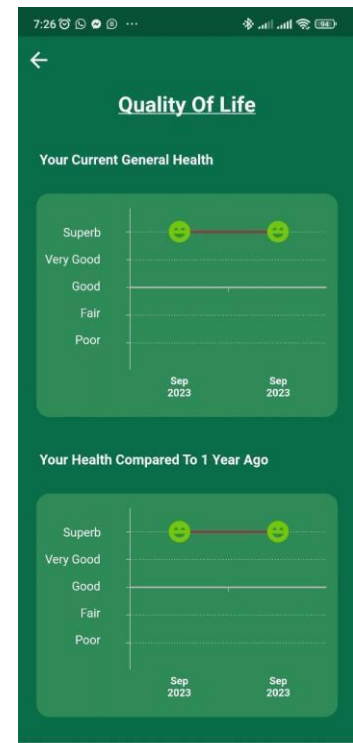
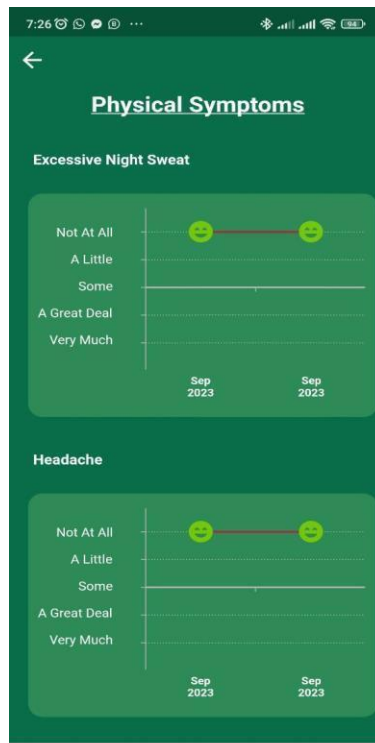
A similar interpretation is valid for CD4 count measurements.



### 53 Cognitive Problems, Physical Symptoms and Quality of Life

A happy emoji face would indicate never or not at all, whereas a sad emoji face means often or a great deal and needs improvement.

Our easy-to-understand graphs will allow you to keep track of your general health and well-being. Tap on Cognitive Problems, Physical Symptoms, and Quality of Life.

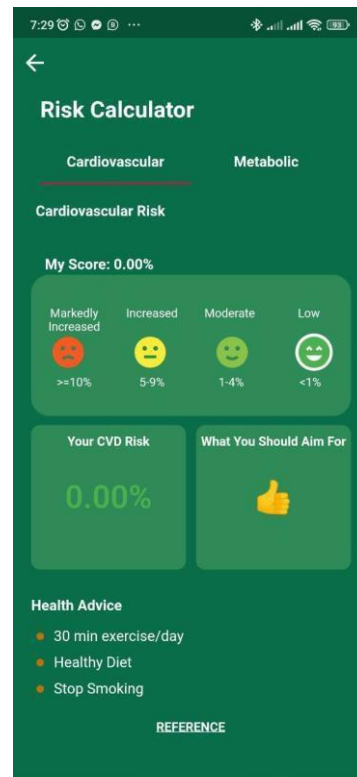


## 54 Risk Calculator

SPEEDY predicts your risk of metabolic syndrome (MS) and cardiovascular disease (CVD). Your CVD risk score is calculated as a percentage (the lower the better) and grouped as "Low", "Moderate", "Increased" and "Markedly Increased", whereas the risk of MS is presented as "Yes" or "No".

Metabolic syndrome is the medical term for a combination of blood sugar, high blood pressure (hypertension) and obesity, whereas CVD is a group of disorders of the heart and blood vessels, such as coronary heart disease (heart attack).

**VERY IMPORTANT INFORMATION:** To see your risk scores, you must complete all the questions in *My Survey for Metabolic Syndrome and Cardiovascular*. Any unknown information will result in no risk score calculation. CVD and MS risk scores cannot be calculated for non-binary.



## 6. Profile and Settings

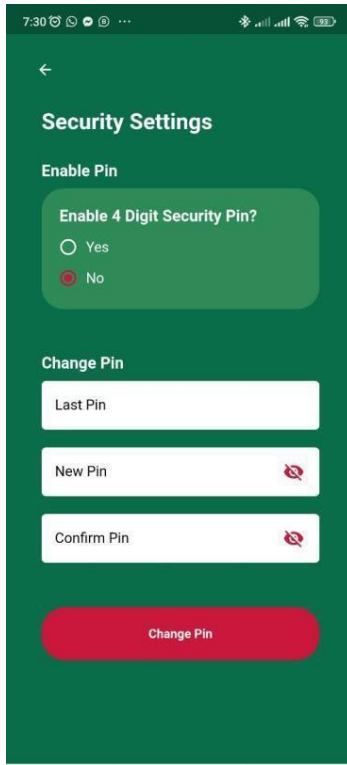
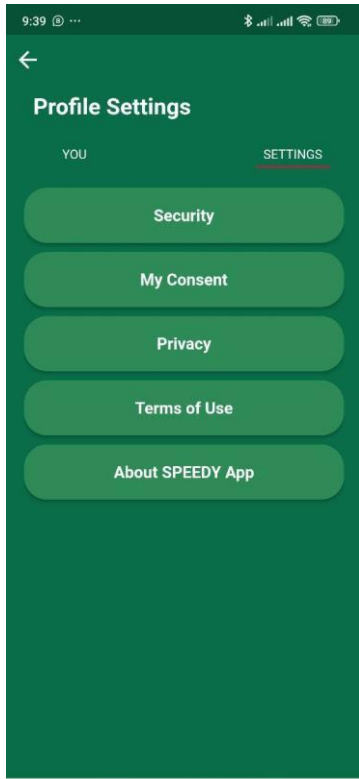
Use the side menu to access *Profile & Settings*.

If you need to change your password, photo, name, and surname, it all happens here. Tap on *YOU*, then *Edit* to make these changes.

You can set your 4-digit PIN and make relevant changes (e.g., disable PIN and change your PIN number) in *Security* under *SETTINGS*.

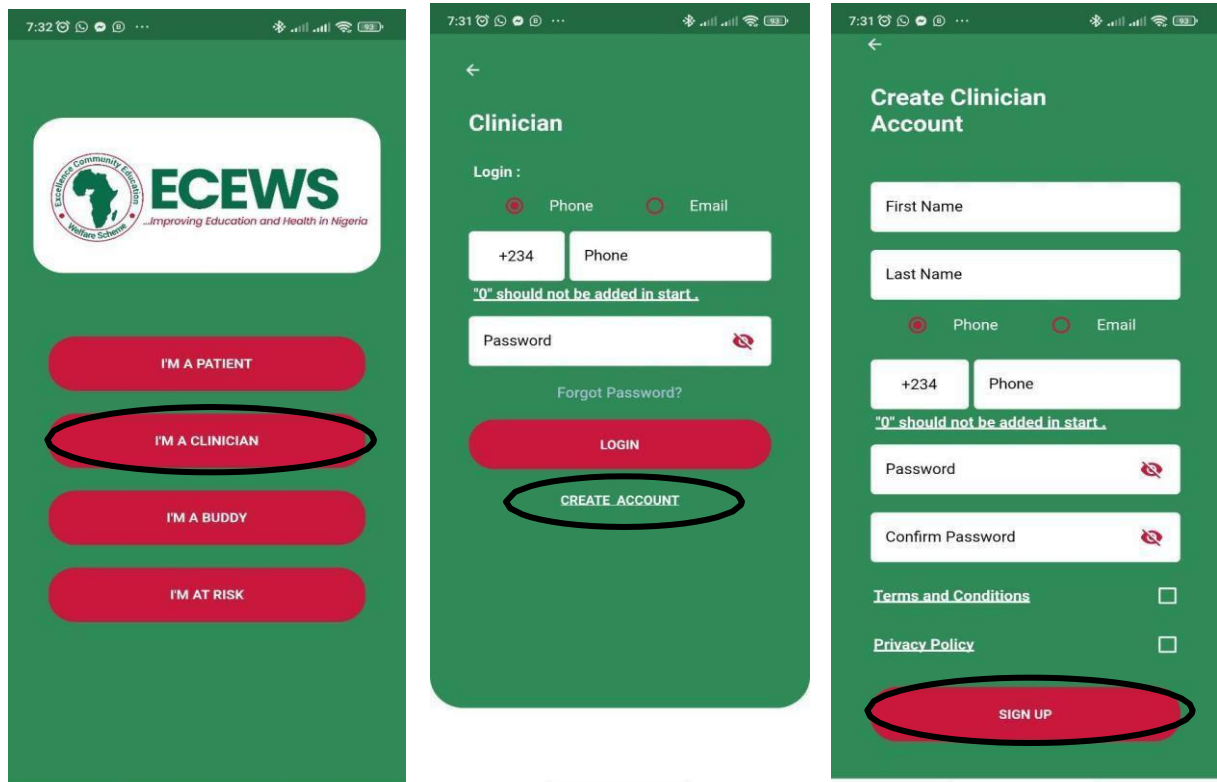
If you want to consent for your clinician to access your data and reports, ECEWS to process your medical data for research purposes, and willingness to participate in a clinical trial, tap on *SETTINGS*, then *My Consent*.

**Very Important Information:** If you have enabled your 4-digit PIN, it is in-activated when logged out of the app. You must re-enable your PIN after logging back into the app (in *Security* under *SETTINGS*).



## 7. I'M A CLINICIAN

If an account isn't created, Allow the ECEWS from the SPEEDY web to invite a clinician, then register to SPEEDY by tapping on *I'M A CLINICIAN* and *CREATE ACCOUNT*. This is dedicated to Clinicians only. **Please ensure that when creating your account, you use the mobile phone number or email address through which you received the invitations.**



After creating your account, log in to access your clinician dashboard.

## 7.1 As a Clinician, How Do I Connect with My Patient?

There are **three ways** to connect with your patient:

- 1) The first option is to invite patients via the SPEEDY web. This can be done by any clinician or organization manager connected to the SPEEDY web. Patients will receive a text message (SMS) requesting they sign up or sign into the SPEEDY app through the I'M A PATIENT dashboard. Log in to the BSmartlytics platform using your credentials and download the user manual for further instructions.

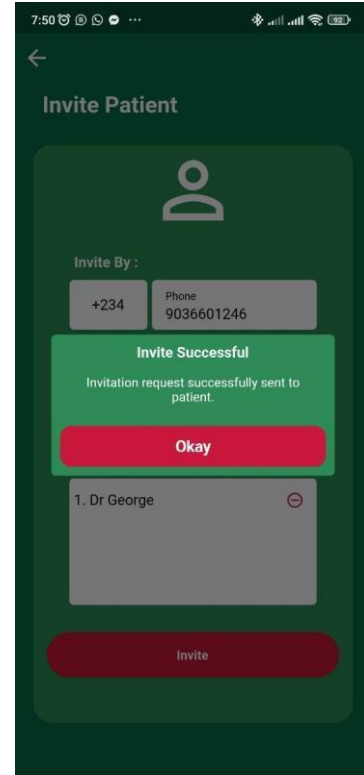
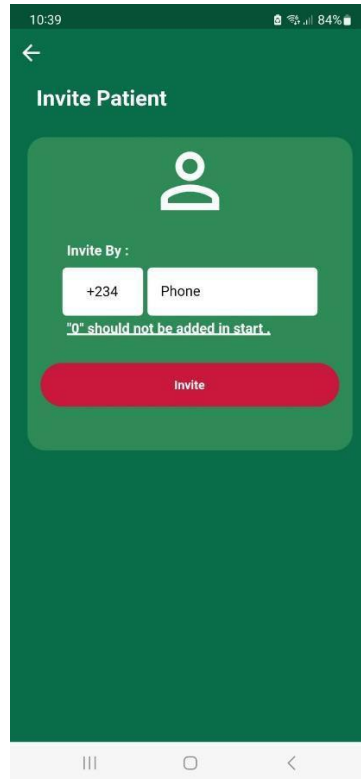
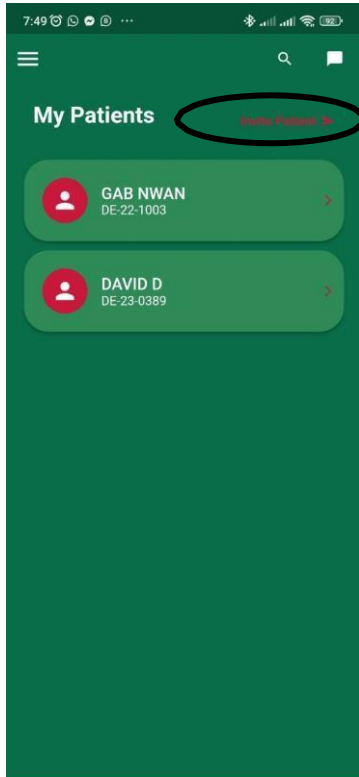
**See below for instructions (with an example).**

- 2) The second option is to invite your patient using the SPEEDY app by tapping on *Invite Patient* and entering their phone number. A text message will be sent to them to download the app, register, and connect as described above.
- 3) The third option, patients are invited to download/install either in large numbers using an Excel template or individually, e.g., registered users will automatically be connected to their corresponding healthcare professional (HCP) and facility. These features are available on the Web and HCP does not need to do anything.

1. Click on the invite patient on the dashboard.

2. Enter patient phone number.

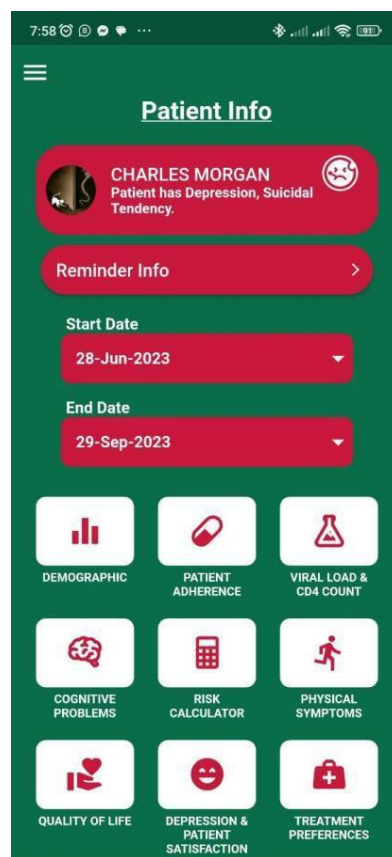
3. Click invite to confirm



## 7.2 Your Patient's Report

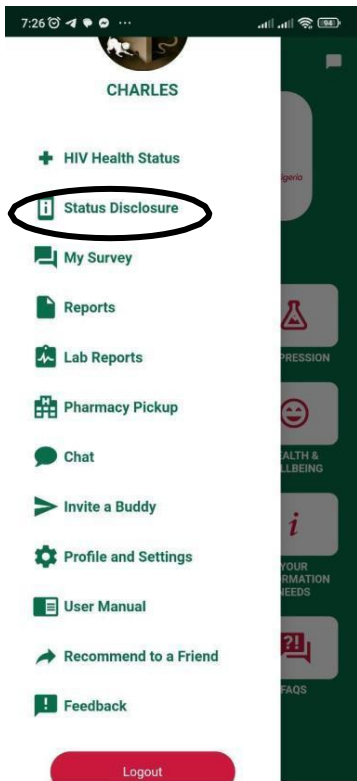
Once a connection is established with your patient, you can access a comprehensive set of reports described in Section 5. Tap on *My Patients* and select your patient, or search using the search facility at the top (by name and last name). Additional outputs are provided, such as quality of life, patient satisfaction and depression, and treatment preferences.

Attention-requiring issues are alerted at the top of *Patient Info*, just below their name and last name, e.g., if your patient adherence is below a threshold of 80%, if they have suicidal thoughts, etc.



## 8. Disclosing Your HIV Status

1. Tap on *Status Disclosure*



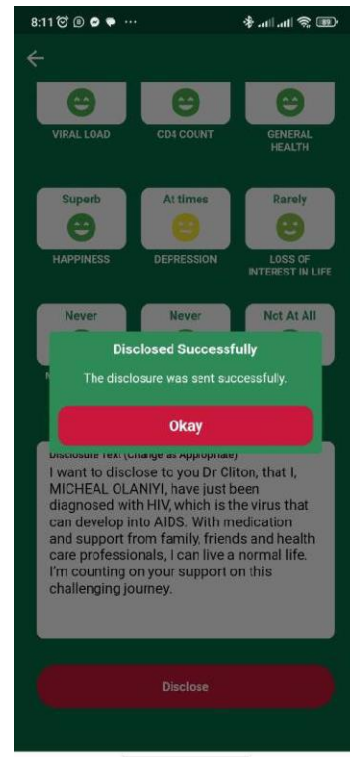
2. Enter details of the person



3. Tap on *Proceed*









4. Check Patient Details, Disclosure Text and tap on Disclose



The person your disclosing will receive an email (or a text message if phone number is entered) with a link to access your report within our secured platform as shown in *Disclosure Details* section of the app (see below for an example of the dashboard report).

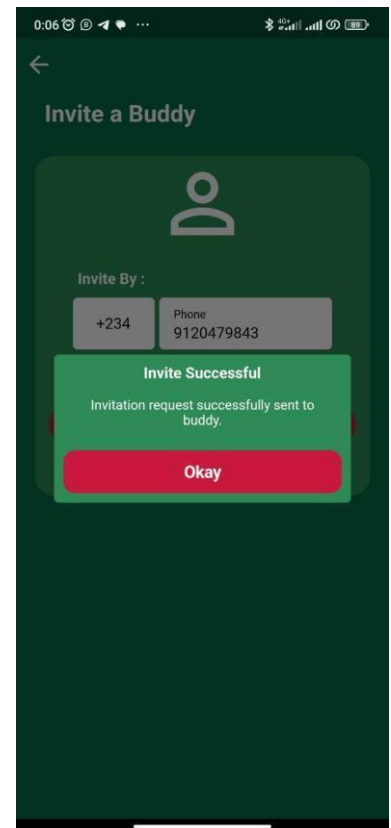
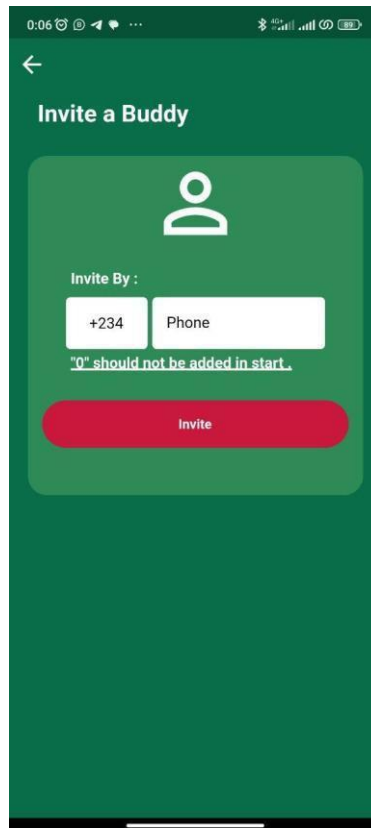
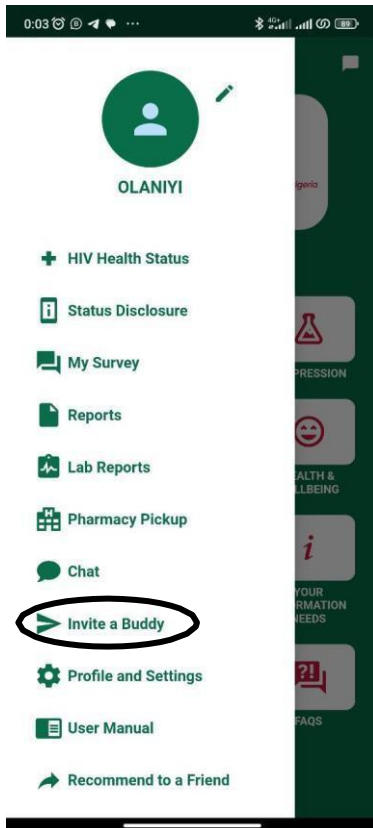
Patient Information			
<b>First Name</b> SUE	<b>Last Name</b> ANDRE	<b>Age</b> 23	<b>Sex</b> Male -> Female
<b>Country of Living</b> Kenya	<b>City of Patient Receiving Care</b> Nairobi	<b>Highest Qualification</b> Basic (Primary) School	<b>Disease Diagnosed Date</b> Aug- 2019
<b>HIV Regimen</b> TRIUMEQ	<b>NON HIV Regimen</b> Paroxetine, Metformin, Garlic, Ibuprofen	<b>When Started HIV Regimen</b> 23 - Aug- 2020	<b>Concurrent Medical Condition</b> Diabetes, Psychological disorders, Chronic Headaches, Heart Disease

Patient Report		
<b>Viral Load</b>  < 50 copies/mL (Suppressed)	<b>CD4 Count</b>  >= 400 cells/mL	<b>General Health</b>  Very good
<b>Happiness</b>  Very good	<b>Depression</b>  Rarely	<b>Loss of Interest In Life</b>  Never

## 9. Invite a Buddy

1. Invite by tapping on *Invite a Buddy* and enter their phone number.

2. A text message sent to Buddy.



Buddy downloads the app and registers as *I'M A BUDDY*. Links to download the app will be provided in the text message (see next page for instructions).

### Buddy's Account

**Very Important Information.** If the phone number registered by Buddy during the activation process matches the one you provided in the invitation, a connection will be established automatically. If they don't match, you'll need to send another invitation. Once the connection is established, you will receive a confirmation text message. Buddy can connect with multiple individuals living with HIV.

Buddy can use the side menu to access *Profile & Settings*. If they want to change their account password, photo, name, and surname, it all happens here.

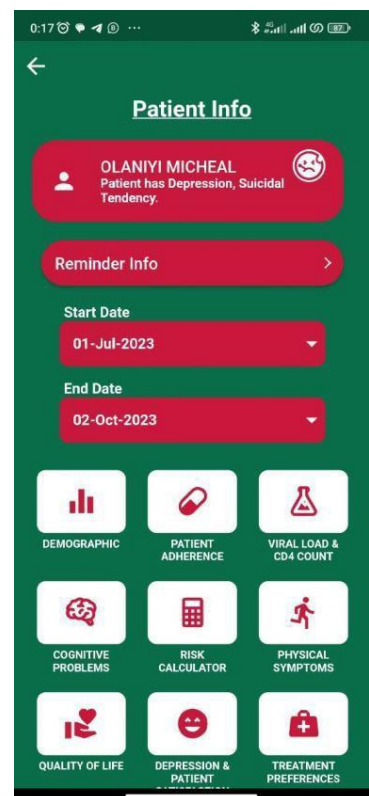
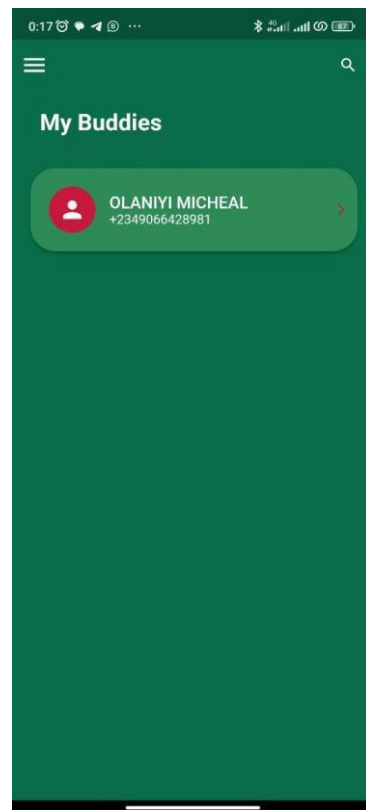
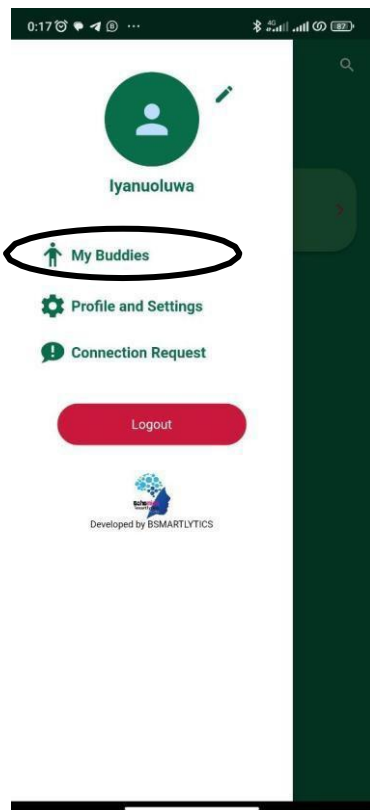
Buddy can also set a 4-digit PIN and make relevant changes (e.g., disable PIN and change PIN number) by tapping on *Security Settings*.

**Very Important Information:** If Buddy enables a 4-digit PIN, it is in- activated when logged out of the app. He/she must re-enable PIN after logging back into the app (in *Security Settings*).

1. Tap on *My Buddies*.

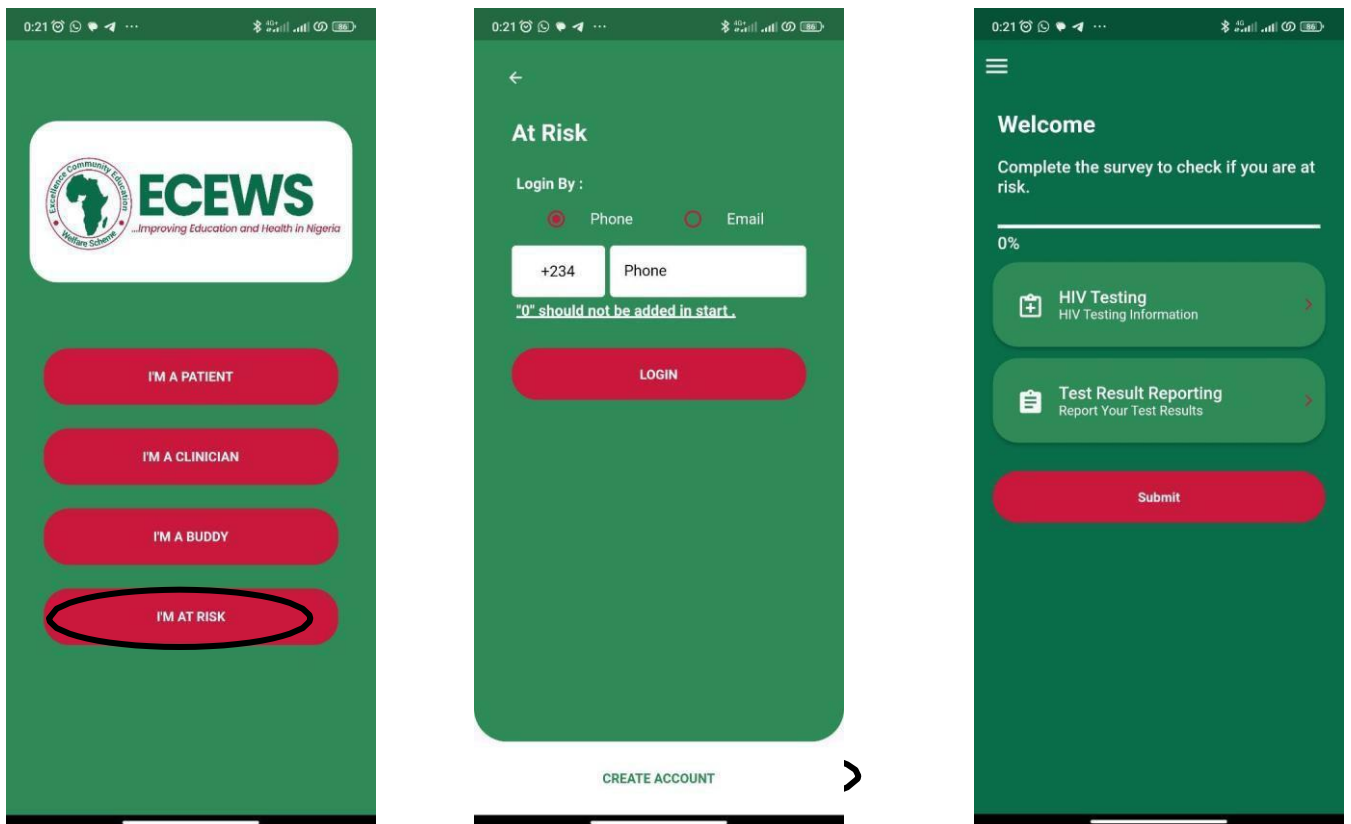
2. List of people Buddy is connected to.

3. Patient Report Dashboard panel.



## 10. I'M AT Risk, How Do I Connect toTest?

If an account isn't created, register to SPEEDY by tapping on **I'M AT RISK** and **CREATE ACCOUNT**. This is dedicated to people who want to get tested because they might be at risk of HIV.

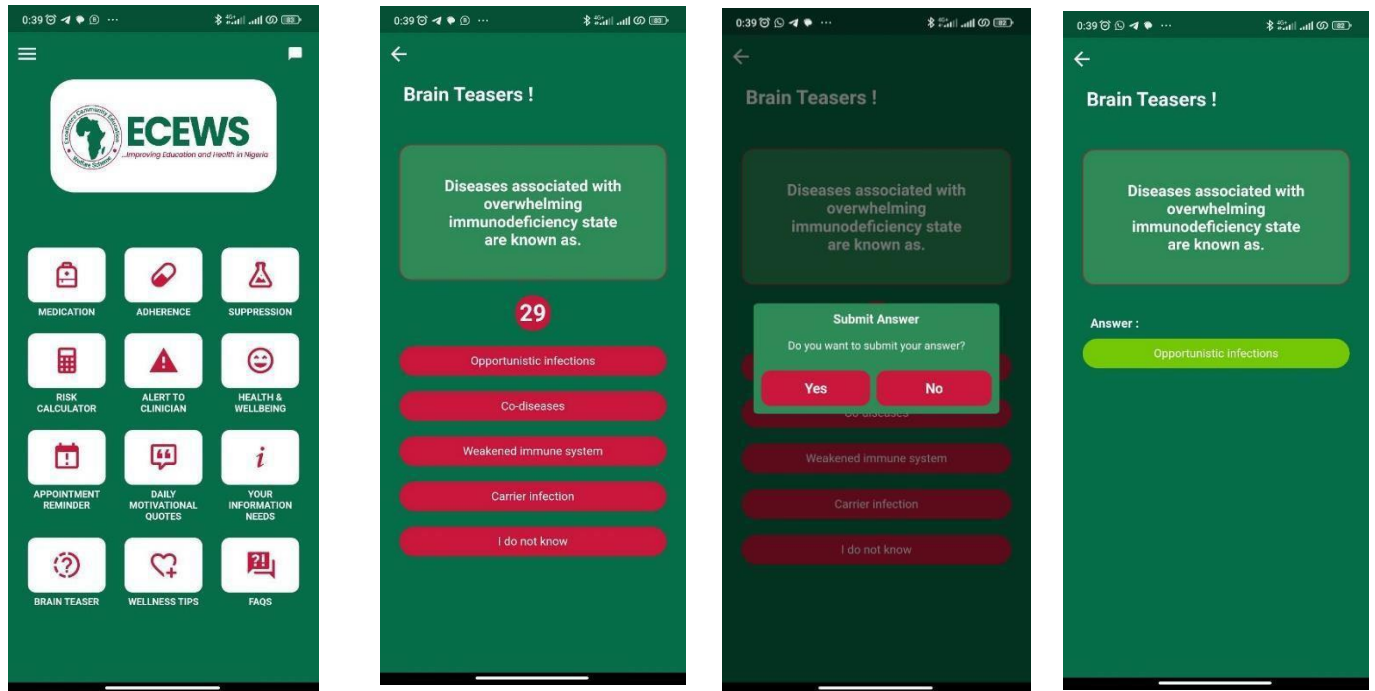


Upon creation of an account, you will be required to enter your email or phone number, afterward, an OTP will be sent to you for verification. Once this is done you will be allowed to access, "I'M AT RISK" feature.

**VERY IMPORTANT INFORMATION:** Upon completion of creating an account, you are expected to complete the survey so to check if you are at risk. The process is to ensure you fill in the right HIV testing information. After completing the HIV testing information, you are expected to conduct an HIV test before completing the Test Result Reporting section of I'M AT RISK. This feature helps provide you with further information and links you to the best facility for HIV treatment or prevention.

## 11. Brain Teasers

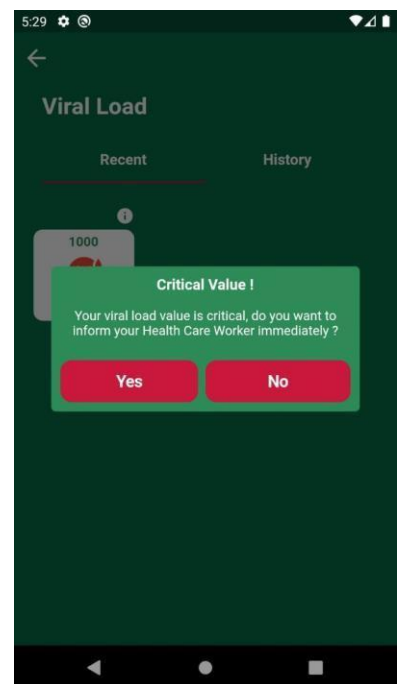
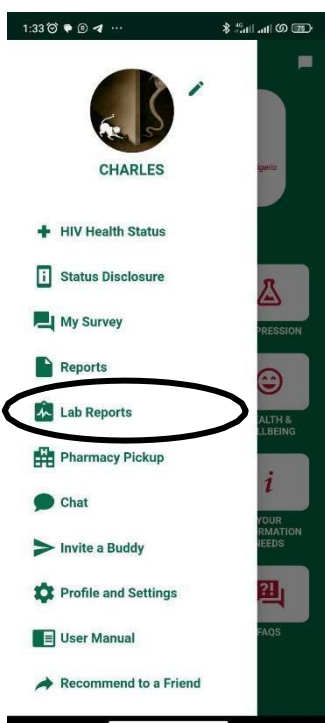
This feature will enable users to enhance their knowledge of HIV, treatment, and prevention. Every Monday and Friday at 9am local time users will be notified with a question to be answered (multiple choice) in the form of a quiz. Users can also access the Brain Teaser through the dashboard to see the Brain Teasers icon.



## 12. Lab Report

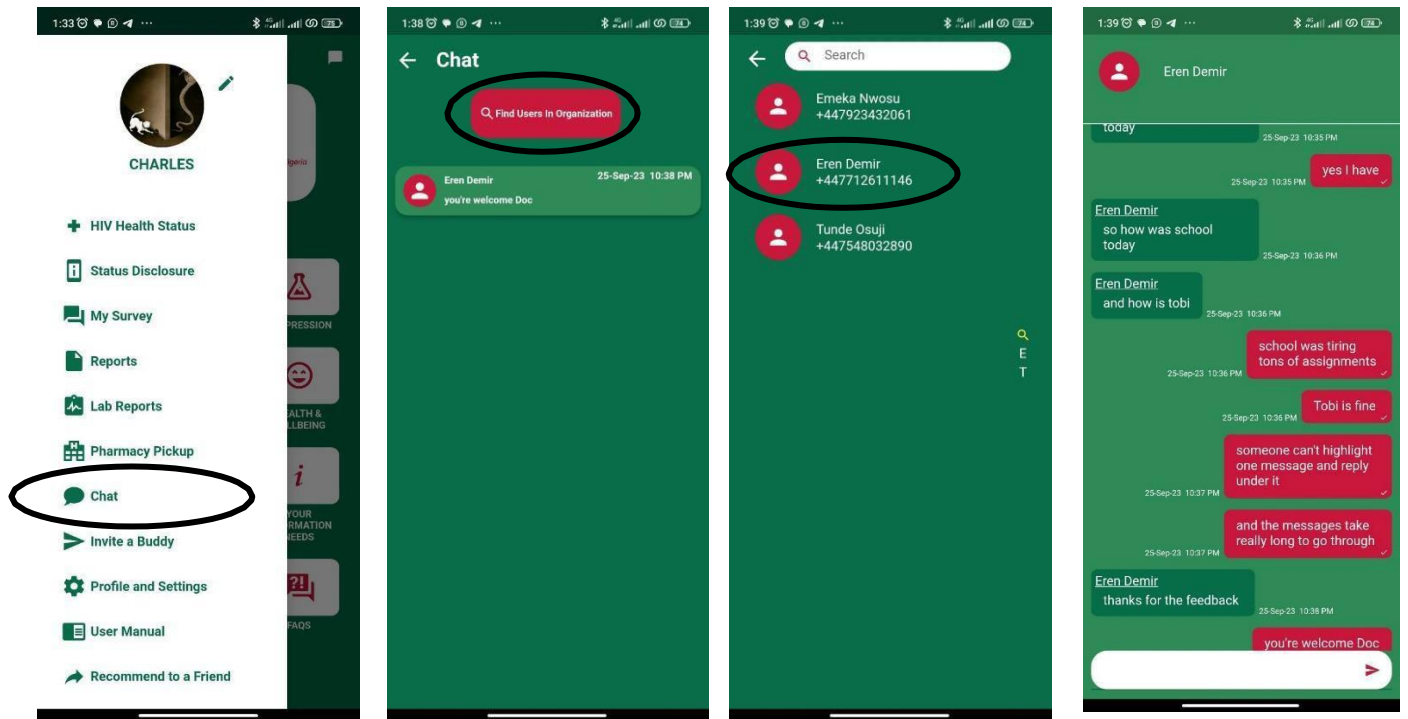
This feature helps patients to have access to their lab results via the app after visiting the facility for various tests. This will help patients monitor their health by going through the Lab Report to check their lab parameters.

A patient can access the Lab report through the dashboard by tapping on the side menu bar to see the Lab Report icon. Note that this feature is only available for HIV facilities where their medical laboratory supplier is integrated into the SPEEDY app.



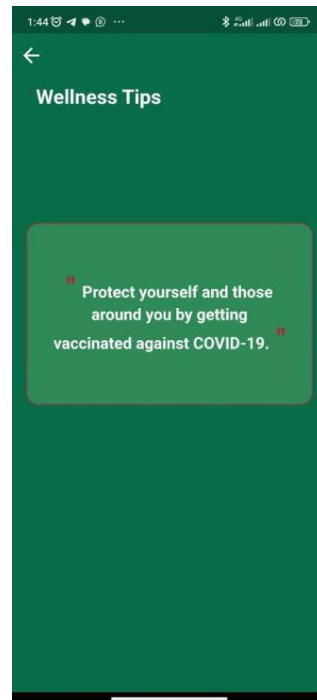
### 13. Chat

This feature enables real-time communication between a patient and a clinician, making it easier for the patient to reach out to the clinician and vice versa. The patient can navigate through the chat interface and start a new conversation by selecting the clinician they wish to communicate with, send in their concerns, describe their symptoms, and ask questions related to their health.



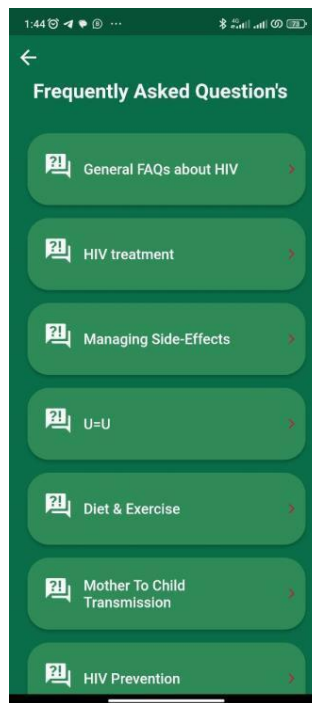
## 14. Wellness Tips

This feature provides the patients and general users with daily bits of advice, insights, facts, and suggestions to help the patients improve their health and overall lifestyle. These tips complement the healthcare services provided to the patients by empowering them with positive and knowledgeable guidance leading to better health.



## 15. FAQs

The FAQs (Frequently Asked Questions) feature provides patients access to commonly asked questions and answers related to HIV, general health, services, and other relevant topics. This section is regularly updated with current and accurate information, ensuring patients get relevant, clear, and concise answers to their questions.



## 16. Pharmacy Pickup

This feature helps patients to have access their medication refill from the app and know when they are due, request and pick up medication via the app. This will help patients adhere and stay on treatment for healthy living.

