

## Quick start guide

### Installing the moveUP app and connecting the step counter

The moveUP service is offered to you in the form of an app you download to your smartphone / tablet.

This App should be installed on a smartphone or tablet of the type Android or iOS. This portable device should in turn be connected to the internet.

As the activity is an important element of your coaching you will also be using a step counter, which in turn is connected via Bluetooth to the aforementioned portable device.

#### Installing the moveUP app

- The hospital will create a moveUP account for you
- You will receive an email with instructions how to download moveUP and receive a code to register in the app the first time
- For more information we refer to our online knowledge base:  
<https://support.orthopedics.moveup.care/knowledge-base/installing-the-moveup-app/>

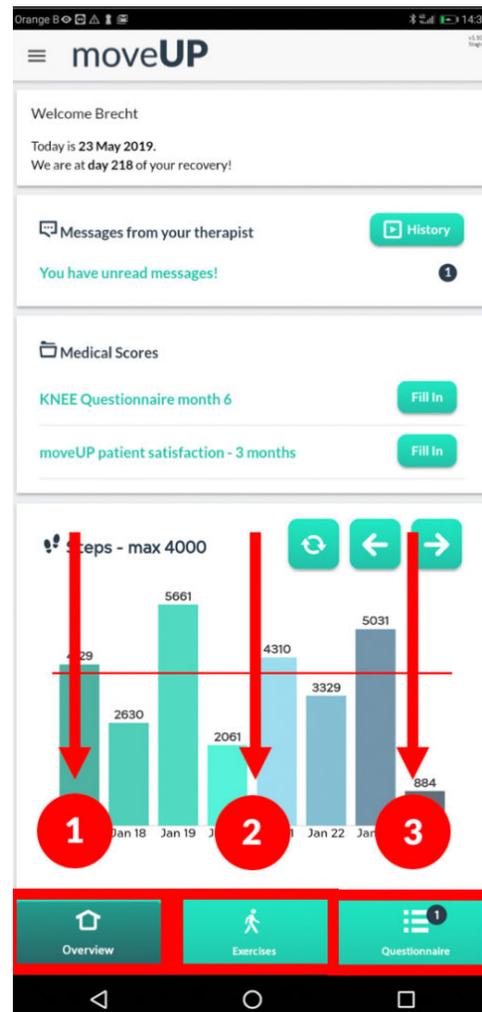
#### Connecting your step counter to the app

- You will also receive an email how to order your step counter (obliged for the Therapy care plan, strongly advised for Coach and Companion care plan)
- You will receive the step counter by post together with instructions how to couple the step counter to the app

### 3 main tabs

There are 3 main tabs in the app. You can switch between them by tapping the respective symbols at the bottom of your screen.

1. Overview
2. Exercises
3. Questionnaire



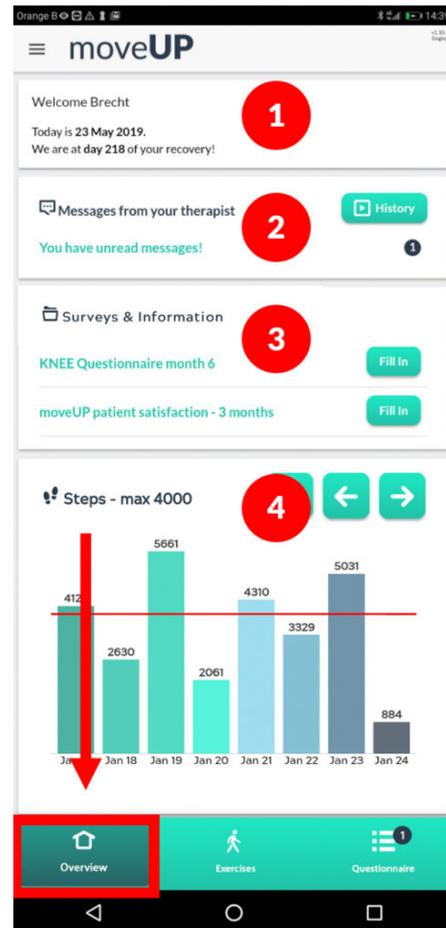
## Tab 1: Overview

When you open the moveUP app you will automatically be taken to the overview tap. This tab has 4 sections:

1. Welcome message with information on your surgery
2. **Messages** – here you can communicate with your health provider through messages and pictures. You will receive an answer from your care provider within 24h.
3. **Survey & Information** – here you can find your questionnaires that still need answering. Also, your video-recording requests will appear here.
4. **Steps** – here you can see the steps you did over the past week, as counted by your step counter.

For more information on any of these topics we refer to our online knowledge base:

<https://support.orthopedics.moveup.care/knowledge-base/quick-start-guide/>



In case of a medical emergency, never use the messaging system of the app. The messages are answered daily within 24h. In case of a medical emergency, contact your physician directly or call 911.

## Tab 2: exercises

The second tab contains your exercise program for the day. Day by day you will only see prescribed exercises specific for that day.

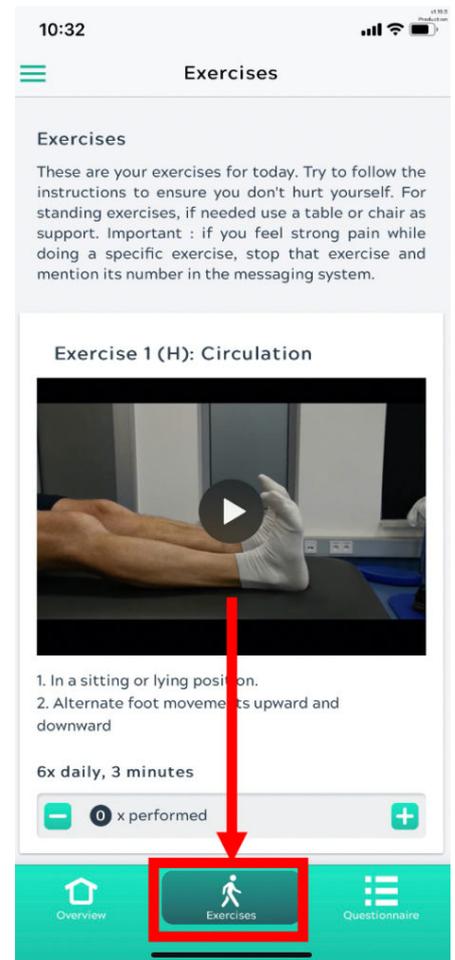
You will find the frequency and intensity per exercise (eg: 3x a day, 10 repetitions).

You report the number of sessions via the + and - symbol. It is important to enter this accurately so that your moveUP physiotherapist is kept informed of your progress.

! If you feel strong pain while doing a specific exercise, stop that exercise and mention its number in the messaging system.

We recommend that you do **not** exceed the number of prescribed sessions and repetitions.

For more information we refer to our knowledge base: <https://support.orthopedics.moveup.care/knowledge-base/exercises/>



### Tab 3: Questionnaire

In the 3rd tab “Questionnaire” there will appear a daily questionnaire after 4pm each day (it is available until midnight). This should be filled out every day, starting 14 days before surgery.

! It is important you start answering the daily questionnaire starting 14 days before your operation. This way we can better help you after the operation.

For more information we refer to our knowledge base : <https://support.orthopedics.moveup.care/knowledge-base/daily-questionnaire/>

17:26

Questionnaire

Your questionnaire for today

How are you feeling today?  
Indicate on the scale.

Good Bad

😊 😊 😐 😞 😡 😡

How was your night?  
Indicate on the scale.

Good Bad

😊 😊 😐 😞 😡 😡

Did you experience any morning stiffness in your affected joint?  
Indicate on the slider.

None Very stiff

Overview Exercises **Questionnaire**