



Living With Covid Recovery

Clinician Guide

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PATIENTS

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CONTACT US

Got any further questions? See page 41 for our contact details.



Living With Covid Recovery allows you to connect with your patients to monitor condition progress remotely. This is through outcomes assessments like the Dyspnoea-12, trackers for medication, measurements and symptoms and a fatigue diary. Patients also get access to a library of clinically validated articles, and there is two-way messaging included so you can communicate effectively. You can sign up your patients and check their progress using the Living With dashboard.

Getting Started

Setting up your clinic



ACCESSING LIVING WITH COVID RECOVERY



Account Login

It's good to have you back!

The email address that you enrolled with.

Log In

[Forgotten Password?](#)

If you need any technical assistance please call [+44 800 909 8959](#)

To access Living With Covid Recovery, open your browser and go to:

provider.livingwith.health

You should have received an email inviting you to register to use Living With, set up your password and verify your identity.

To log in please enter your email address and password.

[? Help](#)

DASHBOARD VIEW

The screenshot shows the 'Living With' dashboard interface. At the top, the 'Living With' logo is on the left, and 'Logged in as Cara' with a 'Logout' link is on the right. A dark purple navigation bar contains a 'Dashboard' link with a home icon. Below this is a sidebar with icons and labels for 'Patients', 'Messages' (with a notification badge), 'Clinicians', 'Invitations', and 'Reporting'. The main content area is divided into two sections: 'Your patients' and 'Your clinic'. The 'Your patients' section has three cards: 'Patients' with a search bar and '3 registered patients', 'Invitations' showing '0 pending and 0 expired' and '1 accepted in the last week', and 'Messages' showing '1 message to deal with'. The 'Your clinic' section has three cards: 'Contact details' for 'Coronavirus Clinic' at '87 Mansfield Road Blidworth Nottinghamshire NG21 0LR GB' with contact info, 'Products' listing 'Living With Covid Recovery', and 'Clinicians' showing '1 registered clinician' and 'no invitations pending and 0 expired'. A 'Support' section on the right provides instructions and links to 'Living With User Guide', 'Leaflets for Patient', and 'Living With Support', accompanied by a 'Support' button with a question mark icon.

Living With

Logged in as Cara
Logout

Dashboard

Patients

Messages 1

Clinicians

Invitations

Reporting

Your patients

Patients

Name, ID or NHS No. 🔍

3 registered patients

View all patients

Invitations

0 pending and 0 expired
1 accepted in the last week

Invite patient

Messages

1 message to deal with

View messages to deal with

Your clinic

Contact details

Coronavirus Clinic
87 Mansfield Road Blidworth
Nottinghamshire
NG21 0LR
GB

lwcoronavirusclinic@example.org
+44 65 8433 2217

Products

Your clinic has the following products:
Living With Covid Recovery

Clinicians

1 registered clinician
no invitations pending and 0 expired

View clinicians Invite clinician

Support

For more detailed instructions on how to use your clinic, you can use the resources below, or contact us on **0800 909 8959**

[Living With User Guide](#)

[Leaflets for Patient](#)

[Living With Support](#)

Support


After logging in to Living With Covid Recovery you will see the dashboard view for the first time.

From the dashboard you can:

- Invite Clinicians
- Invite Patients
- View Patients Lists
- Find a Patient - Search
- Access Reporting
- See information about your clinic
- See your Living With products

The first task to complete is to invite your clinic staff to use Living With: to do this click **Invite Clinician** in the bottom right.

INVITING A CLINICIAN (1/2)

 Living With

Logged in as John
[Logout](#)

Dashboard

Invitations

Invite clinician

Patients

Messages

Clinicians

Invitations

View all invitations

Invite patient

Invite clinician

Reporting

Invite clinician

Title

First name *Last name *

Email *

Mobile number

Clinical registration IDNumber/ID

Please select

Send invitation

Time: 2 minutes

To invite a clinician to use Living With, you only need to complete the mandatory fields in the form indicated by an asterisk*

If you have the information for the non-mandatory fields to hand you can fill these before clicking **Send Invitation**.

Once the invitation has been sent you can view all pending invitations by clicking on **Invitations** or **View Invitations** in the help text dialogue.

For help on this page, use ? in the top right. The help text is highlighted below.

Only use this form to invite clinicians who will be managing the patients in your clinic.

To access patient information through Living With, each clinician needs to create an individual Living With account.

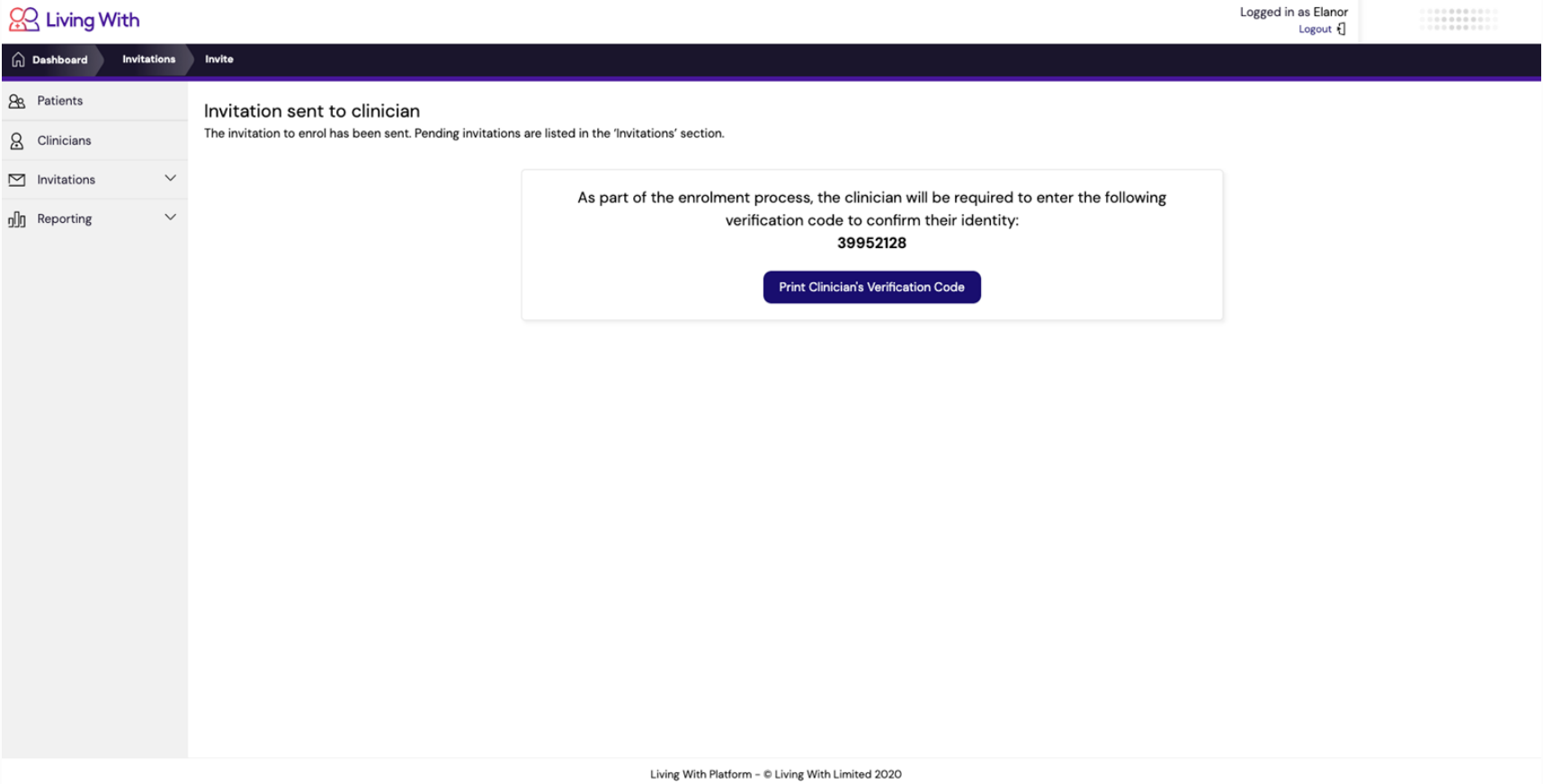
Fields marked with an asterisk * are required.

Pending invitations are listed in the "Invitations" section.

View Invitations



INVITING A CLINICIAN (2/2)



Time: 2 minutes

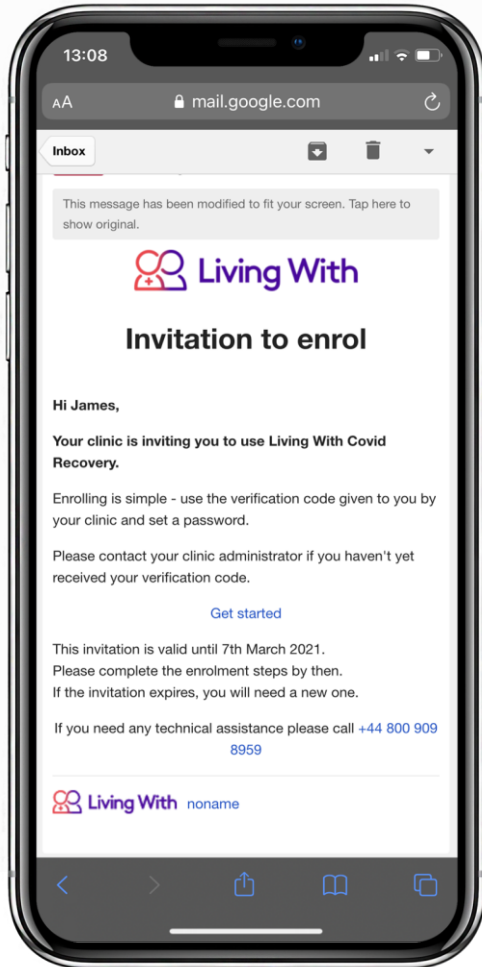
Once the invitation has been sent, this screen will be displayed.

You can print out the **Verification Code** using the **Print Clinician's Verification Code** button – this opens up a printer dialogue and provides the code in a printer friendly format. You can then pass the printout on to the invitee.

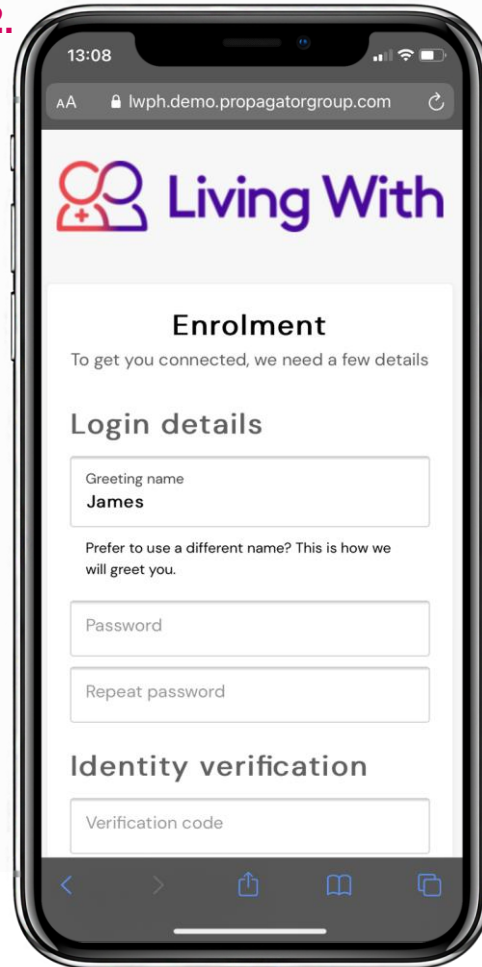
The verification code is part of two factor security, to ensure that the right person has access to the system.

CLINICIAN INVITATION & ENROLMENT SCREENS

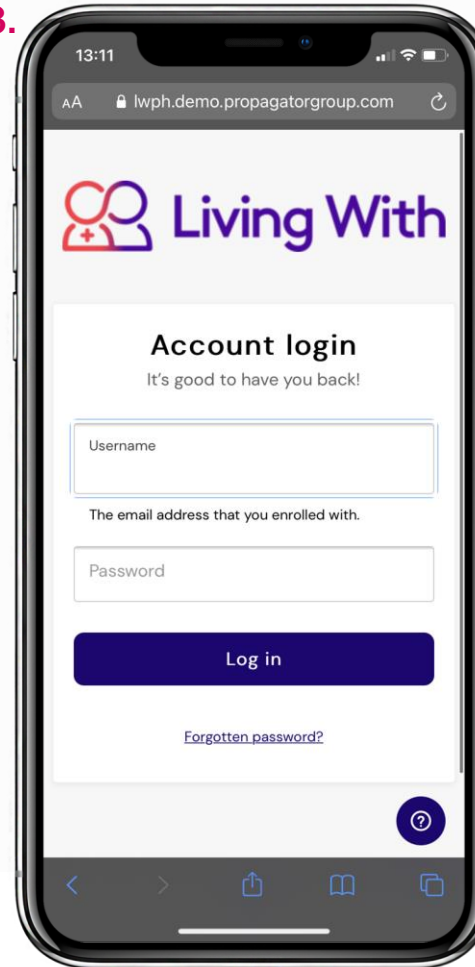
1.



2.



3.



Time: 2 minutes

When you invite a clinician to join Living With Covid Recovery they will receive an email. An example is shown in image 1.

Once they click **Get Started** they will be taken to the **Enrolment** page (image 2).

The clinician will then set up their password and will need the verification code generated from their invitation to use Living With Covid Recovery to validate their identity.

Once the clinician clicks **Enrol** they will be taken to the login screen (image 3) – their username will be the email address the invite was sent to.



Patients

Connecting &
managing

INVITING A PATIENT (1/2)

Living With

Dashboard

Invitations

Invite Patient

Patients

Clinicians

Invitations

Invite Patient

Invite Clinician

Reporting

Invite Patient

Title

First Name *

Last Name *

Date of Birth

Please select

Please select

Please select

Gender

Please select

Email *

Mobile No.

NHS No.

Patient ID *

Assigned clinicians

☒ Dr Elanor Evans

Logged in as Elanor

Logout



Use this form to invite new patients to create a Living With account.

This information will be accessible from the patient's information screen once they have enrolled.

Fields marked with an asterisk * are required.

Patient ID: the "Patient ID" field is typically used for the patient's individual Hospital Number or Clinic Reference; this identifier is displayed next to their name on the Patients list screen. It can contain letters and dashes as well as digits.

More > Additional Information: this optional field is used for storing additional information about the patient. This information is not automatically shared with the patient or included within the patient's invitation.

Pending invitations are listed in the "Invitations" section.

View Invitations

Time: 2 minutes

To invite a patient to download the Living With app, all you need to do is complete the mandatory fields - these are indicated with an asterisk *.

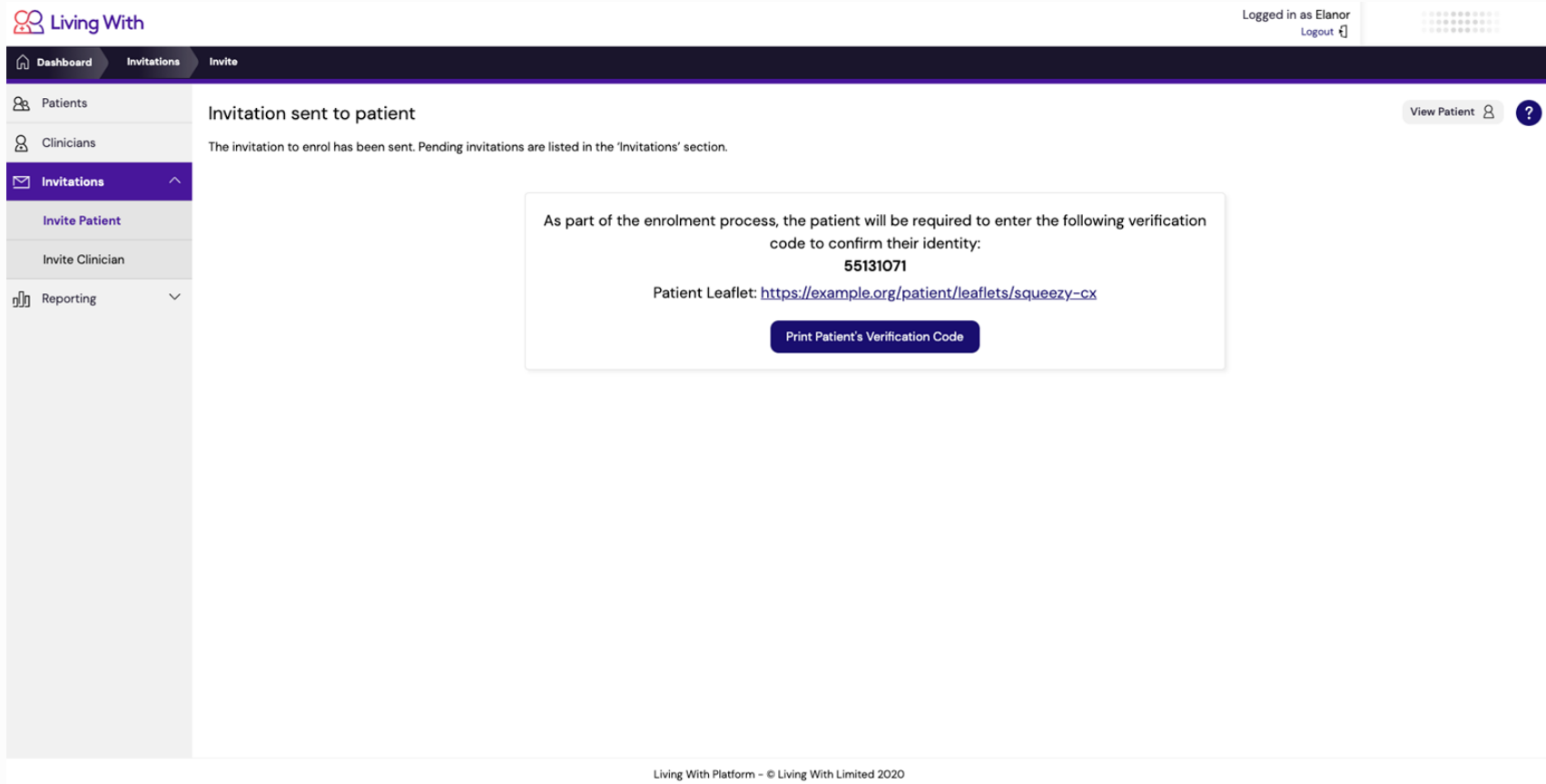
If you have the information for the non-mandatory fields to hand please fill these in. If you need to add any additional information, select **More** at the bottom for the Additional Information field. Next click **Send Invitation**.

You can view all pending invitations by clicking on **Invitations** in the left hand column, or **View Invitations** in the help text dialogue.

For help on this page, use ? in the top right. The help text is highlighted to the left.

Tip: copy the patient's NHS number into the Patient ID field so you can search for them later.

INVITING A PATIENT (2/2)



Time: 2 minutes

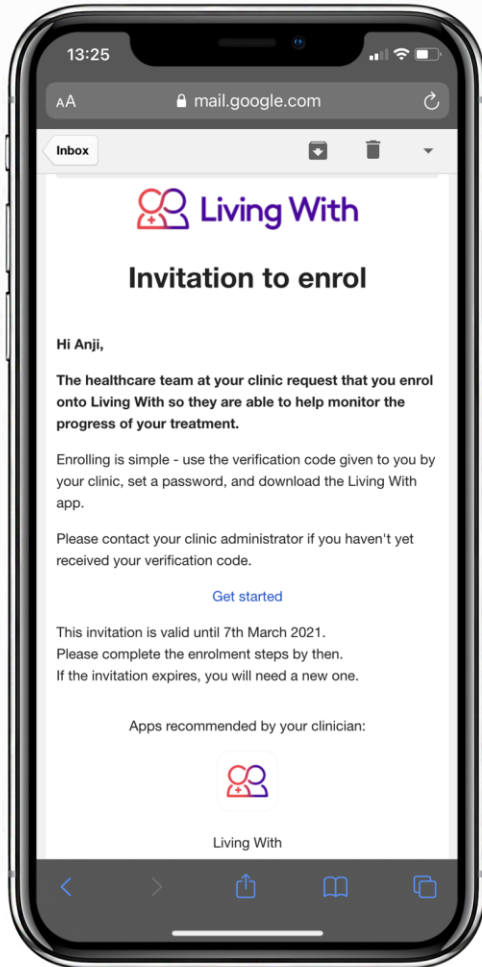
Once an invitation has been sent, you will be given a verification code to pass onto the patient as part of two-factor security.

Click **Print Patient's Verification Code** to open up a printer dialogue and print out a copy of the code to hand out to the patient.

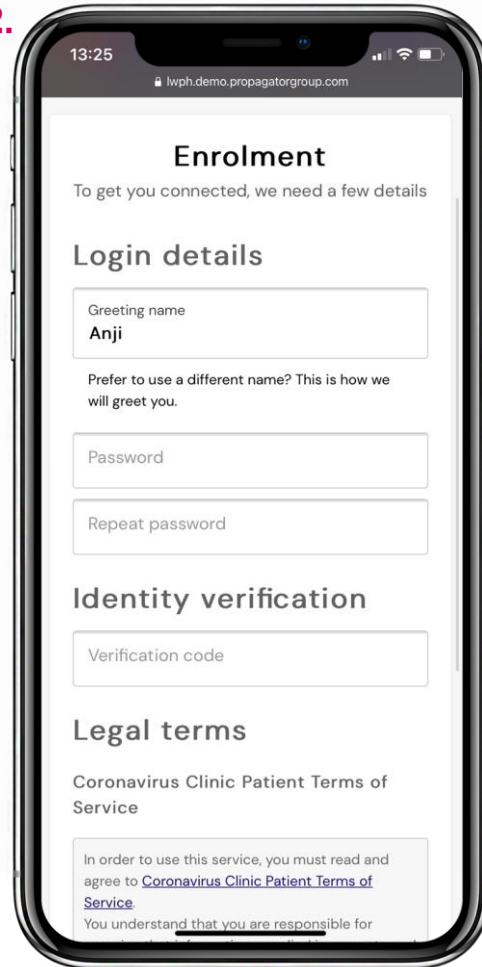
Alternatively, the patient will be required to enter their NHS number to confirm their identity, which you will be able to print out.

PATIENT INVITATION & ENROLMENT SCREENS

1.



2.



3.



Time: 2 minutes

When you invite a Patient to join Living With, they will receive an email - an example is shown in image 1.

Once they click **Get Started** they will be taken to the Enrolment page (image 2).

The patient will then set up their password and then enter the verification code you generated during the invitation process.

The patient will need to agree to the Legal Terms before clicking **Enrol**.

After enrolment, they will be taken to the screen shown in image 3 where they can download the Living With app from the App Store. To login they will use their email address and the password they created during the enrolment process.

MANAGING PATIENTS (1/17)

Living With

Logged in as Cara
Logout

Dashboard

Patients

Patients

Messages

Clinicians

Invitations

Reporting

Patients

Filter by clinician: All patients

Name, ID or NHS No. search

Activity

Outcomes

?

Name	Patient ID	Last intervention or activity	Registration date
PORT, Doreen (Mrs) NHS No. 688-184-7300	0000007	Symptom observed 24 hours ago	24 Jul 2019 2 years ago
PRIOR, Anji (Ms)	20192065	-	05 Feb 2021 6 minutes ago
RECFORD, Colin (Mr) NHS No. 251-176-8674	0000006	FACIT-Fatigue 5 days ago	15 Oct 2019 1 year ago
WELLINGTON, isobel	0294905788	-	03 Feb 2021 2 days ago

25

Results per page

1

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FINDING A PATIENT

Once a patient has accepted their invitation to use Living With, they will appear in this list on the Patients screen and you will be able to find them in a search.

You can also search for a patient by using the **Find Patient** field on the home page. You can search for patients by First Name, Last Name, Patient ID and NHS number.

MANAGING PATIENTS (2/17)

Living With

Logged in as Cara
Logout

Dashboard Patients

Patients

Filter by clinician: All patients Name, ID or NHS No. search Activity Outcomes ?

Name	Patient ID	Last intervention or activity	Registration date
PORT, Doreen (Mrs) NHS No. 688-184-7300	0000007	Symptom observed 24 hours ago	24 Jul 2019 2 years ago
PRIOR, Anji (Ms)	20192065	-	05 Feb 2021 6 minutes ago
RECFORD, Colin (Mr) NHS No. 251-176-8674	0000006	FACIT-Fatigue 5 days ago	15 Oct 2019 1 year ago
WELLINGTON, isobel	0294905788		

25 Results per page

In this section, you can see an overview of patients' activity levels (total number of activities received, latest activity, length of time registered)

Useful terms + tips:

Search by Name, ID or NHS No.: finds patient by Name, Patient ID and NHS number. The search terms are case insensitive and will match partial search terms. For example "jo" might return results for "SMITH, John" and "JOHNSON, Tom". Equally a search for "99" might return results for patients with a Patient ID of "p000099" or an NHS No. of "129-923-1234"

Patient ID: the unique identifier provided when inviting the patient to enrol; typically hospital number or clinic reference.

Last intervention or activity: when the most recent intervention or activity was received. "-" indicates no interventions or activities received; records are sent from the patient's app when they are connected online.

Registration date: the time and date at which the patient completed the enrolment process.

(sort by): you can tap the arrows at the top of any column to re-order the list.

If you don't see a patient in the list, they may not have accepted their [invitation](#), or they may have been [discharged](#).

ACTIVITY LEVEL VIEW

You can choose to view 10, 25, 50 or 75 patients in this list view by selecting the drop down in the bottom left. To move between pages, use the page controls in the bottom right of the screen.

You can Filter by Clinician, top centre, choosing to see all patients, unassigned patients or patients assigned to a clinician.

You can switch between two views on this page – the image here shows the Activity Level view, which details:

- Last intervention or activity
- Registration date

To switch and view patient outcomes, click the **Outcomes** button in the top right - the next page explains the screen that will then be shown to you.

For help on this page, use ? in the top right. The help text is highlighted to the left.

MANAGING PATIENTS (3/17)

Living With

DashboardPatients

Patients

Messages1

Clinicians

Invitations

Reporting

Logged in as CaraLogout

Filter by clinician: All patients

Name, ID or NHS No. search

ActivityOutcomes?

Name	Patient ID	Last outcome	Dyspnoea-12	Covid recovery
PORT, Doreen (Mrs) NHS No. 688-184-7300	0000007	04 Feb 2021	122916	111
PRIOR, Anji (Ms)	20192065	-		
RECFORD, Colin (Mr) NHS No. 251-176-8674	0000006	31 Jan 2021	161720	353
WELLINGTON, isobel	0294905788	-		

25Results per page

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OUTCOMES VIEW

In this section, you can see an overview of patient reported outcome scores from the Dyspnoea-12 and Covid Recovery questionnaires. Where available it will display the three most recent scores, latest last.

To see a more in depth view of a single patient’s records, click on the name of the patient you are interested in. The next page of this guide explains what will then be shown to you.

MANAGING PATIENTS (4/17)

Living With

Logged in as Cara
Logout

Dashboard

Patients

PORT, Doreen (Mrs)

Patients

Patient overview

Diaries

Outcomes

Messages

Medication

Measurements

Symptom tracking

Messages

Clinicians

Invitations

Reporting

PORT, Doreen (Mrs) NHS No. 688-184-7300

Discharge patient

?

Personal information

edit details

Patient ID: 0000007
Gender: Female
Registration date: 24 Jul 2019
Mobile: 06 04 78 17 93
Email address: patient.coronavirus@example.org

Products

Doreen Port has access to all products:
Living With Covid Recovery
[Patient leaflets](#)

Clinicians

edit

Doreen Port is currently assigned to:
Dr Cara Reconhall

Latest interventions and activities

Intervention or activity	Last completed
Symptom observed	24 hours ago
Symptom tracking started	24 hours ago
Medication taken	1 day ago
Fatigue diary	1 day ago

An overview of the patient, including their latest interventions and activities.

Personal information:
This information was provided by the clinic when inviting the patient to enrol. The *Patient ID* is typically the patient's hospital number or clinic reference. *Additional information* can be used for storing extra information about the patient, it is not shared with the patient.

Products:
These are the products the patient has been given access to by the clinic. More products can be added if the patient doesn't already have all of the products available to your clinic.

Clinicians:
The clinicians to which the patient is assigned. This is particularly useful when managing larger clinics because the patient list can be filtered to the patients that are assigned to a clinician.

Latest interventions and activities:
Quickly review what the patient has been doing using the latest interventions and activities. This shows when the patient last completed an intervention or activity and even describes the things the patient has never completed.
If you cannot see something you expect here, it's because the patient doesn't have access to it, or it's not included in the list. For example, messages are not included.

PATIENT VIEW

Overview

This screen shows the overview of a patient's details, specifically the details used to sign the patient up to the Living With service.

You can edit your patient's details from this page from **Edit Details**, top centre. The next page of this guide explains more.

You can also edit which products patients have access to - see page 16 of this guide for more information.

You can also edit which clinician your patient is assigned to from **Edit** in the top right.

To view patient outcomes and other records, use the menu on the left hand side.

To return to the main patient list, select **Patients** (on a purple background) below the Living With logo.

For help on this page use ? in the top right. The help text is highlighted to the left.

MANAGING PATIENTS (5/17)

Living With

Dashboard

Patients

PORT, Doreen (Mrs)

Edit Details

Patients

Patient overview

Diaries

Outcomes

Messages

Medication

Measurements

Symptom tracking

Messages

Clinicians

Invitations

Reporting

PORT, Doreen (Mrs) NHS No. 688-184-7300

Title

Mrs

First name *

Doreen

Last name *

Port

Date of birth

Please select

Please select

Please select

Gender

Female

Patient ID *

0000007

Mobile number

06 04 78 17 93

Logged in as Cara
Logout

PATIENT VIEW

Editing Patient Details

If your patient's details change for any reason, or you need to add some extra information to their record, you can do so here. From the Patient Overview, tap **Edit Details** to get to the screen shown in our example.

To add additional information to the patient file, select **More** at the bottom and a free text field will appear for you to use.

To save any changes click **Update Patient's Details**.

LIVING WITH COVID RECOVERY USER GUIDE

17

MANAGING PATIENTS (6/17)

Living With

Dashboard

Patients

PORT, Doreen (Mrs)

Patients

Patient overview

Diaries

Outcomes

Messages

Medication

Measurements

Symptom tracking

Messages

Clinicians

Invitations

Reporting

Logged in as Cara

Logout

PORT, Doreen (Mrs) NHS No. 688-184-7300

Discharge patient

?

Personal information

edit details

Patient ID: 0000007

Gender: Female

Registration date: 24 Jul 2019

Mobile: 06 04 78 17 93

Email address: patient.coronavirus@example.org

Products

Doreen Port has access to all products:

Living With Covid Recovery

[Patient leaflets](#)

Clinicians

edit

Doreen Port is currently assigned to:

Dr Cara Reconhall

Latest interventions and activities

Intervention or activity	Last completed
Symptom observed	24 hours ago
Symptom tracking started	24 hours ago
Medication taken	1 day ago
Fatigue diary	1 day ago

PATIENT VIEW

Discharging a patient

If you click **Discharge Patient** (highlighted), you will be taken to a portal from which you can do so.

Once a patient is discharged, their data will not be included in counts for Reporting (see page 39 of this guide). They will also be informed that their clinic is no longer actively monitoring their condition, but can continue to use the app to complete activities.

Discharged patients will not appear on the patient list.

MANAGING PATIENTS (7/17)

Living With

DashboardPatientsPORT, Doreen (Mrs)Diaries

Patients

Patient overview

Diaries

Outcomes

Messages

Medication

Measurements

Symptom tracking

Messages

Clinicians

Invitations

Reporting

PORT, Doreen (Mrs) NHS No. 688-184-7300

Diaries

Fatigue

Start date	File
04 Feb 2021	diary-fatigue-hourly-2021-02-04-to-2021-02-04.pdf
03 Feb 2021	diary-fatigue-hourly-2021-02-03-to-2021-02-03.pdf
18 Oct 2020	diary-fatigue-hourly-2020-10-18-to-2020-10-25.pdf
22 Mar 2020	diary-fatigue-hourly-2020-03-22-to-2020-03-29.pdf
24 Jul 2019	diary-fatigue-hourly-2019-07-24-to-2019-07-31.pdf

Fatigue diary

Started: Thursday, February 04 2021

Finished: Thursday, February 04 2021

AM												PM											
12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
S	S	S	S	S	S	M	M	B	B	B	B	C	S	R	R	M	R	S	R	R	C	C	

B

 Busy

M

 Moderately active

R

 Rest

S

 Sleep

C

 Crash

Living With Platform - © Living With Limited 2021

PATIENT VIEW

Diaries

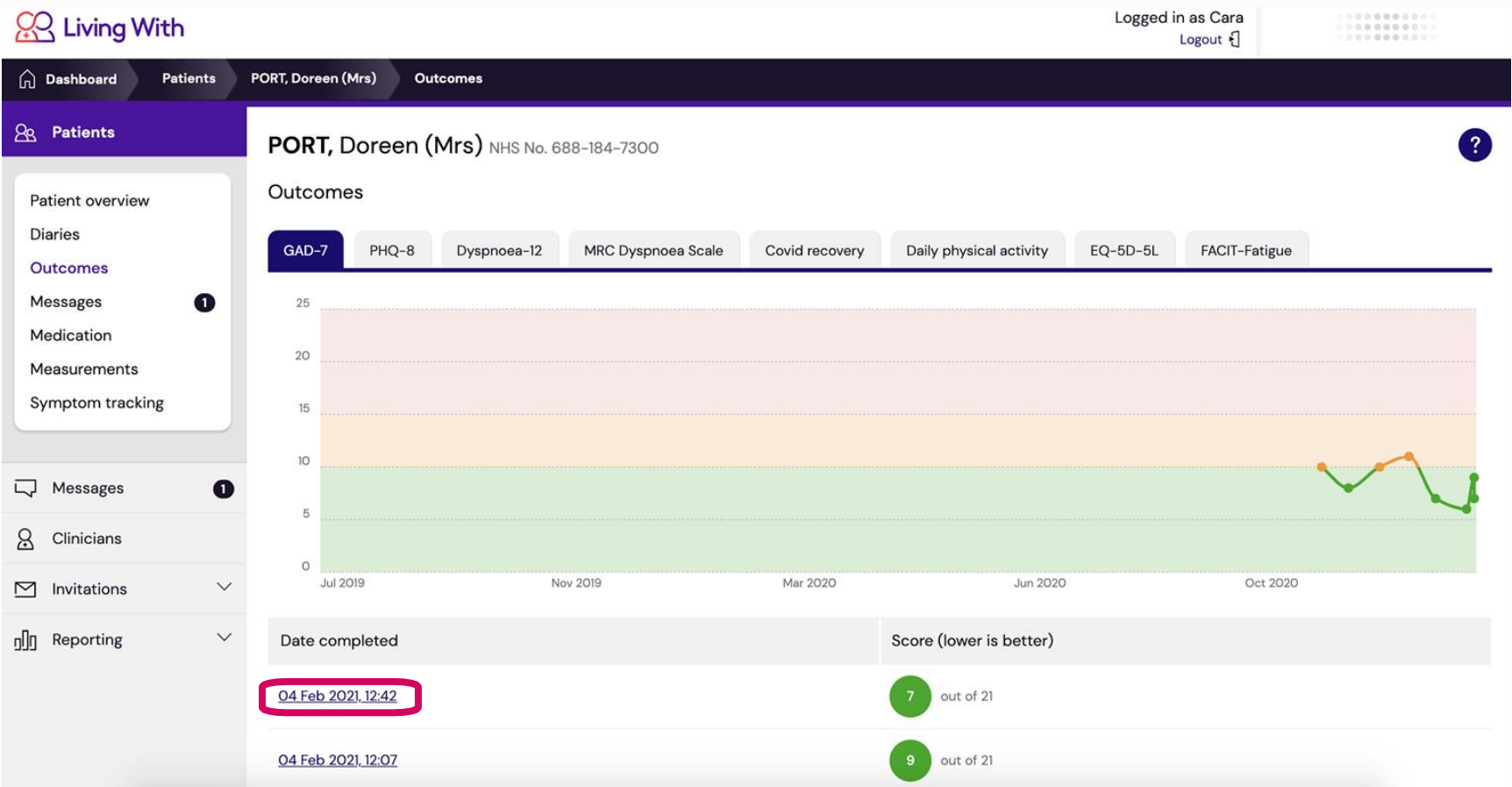
This screen links to fatigue diary files that a patient has completed and shared with you.

To view a diary in detail, click its corresponding link in the file column. This will open a PDF file in your browser.

Right-click or ctrl-click on the link to see your computer's options for downloading files.

A sample fatigue diary document is highlighted to the left.

MANAGING PATIENTS (8/17)



PATIENT VIEW

Outcomes (1/3)

When filled in by your patients, this screen links to the results of GAD-7, PHQ-8, Dyspnoea-12 and 5 other questionnaires. For each date completed, an overall score is listed here.

If you click on a link in the Date Completed column (an example is highlighted in pink), you will be able to see the details of the answers from that date. The next page of this guide shows an example.

If you hover your mouse over plotted points on the graph shown, the patient's score on that date will appear. This is useful to quickly visualise their progress.

Please note you will only see outcome measures relevant to your patients.

MANAGING PATIENTS (9/17)

Living With

Dashboard

Patients

PORT, Doreen (Mrs)

Outcomes

GAD-7 - 04 Feb 2021, 12:42

Patients

Patient overview

Diaries

Outcomes

Messages

Medication

Measurements

Symptom tracking

Messages

Clinicians

Invitations

Reporting

PORT, Doreen (Mrs) NHS No. 688-184-7300

GAD-7 - 04 Feb 2021, 12:42

Over the last 2 weeks, how often have you been bothered by this problem?

1. Feeling nervous, anxious or on edge

Score between 0 (not at all) and 3 (nearly every day)

several days (1)

2. Not being able to stop or control worrying

Score between 0 (not at all) and 3 (nearly every day)

several days (1)

3. Worrying too much about different things

Score between 0 (not at all) and 3 (nearly every day)

several days (1)

4. Trouble relaxing

Score between 0 (not at all) and 3 (nearly every day)

PATIENT VIEW

Outcomes (2/3)

After clicking links in the date column, you can scroll through all the answers provided on the given date.

Use ? in the top right to see a key if needed - an example from the GAD-7 is highlighted below.

This is the completed GAD-7 outcome measure with all responses as completed by the patient.

The GAD-7 is a short, self reported questionnaire primarily used to identify GAD (Generalized Anxiety Disorder) and assess the severity of a patient's anxiety.

The responses to the questions asked by the GAD-7 outcome are as follows:

Not at all (0)

Several days (1)

More than half the days (2)

Nearly every day (3)

The outcome's score is sum of all responses.

Spitzer, Robert L., et al. 'A Brief Measure for Assessing Generalized Anxiety Disorder'. *Archives of Internal Medicine*, vol. 166, no. 10, American Medical Association (AMA), May 2006, p. 1092. Crossref. [doi:10.1001/archinte.166.10.1092](https://doi.org/10.1001/archinte.166.10.1092)

MANAGING PATIENTS (10/17)

Living With

Logged in as Cara
Logout

Dashboard Patients RECORDER, Colin (Mr) Messages

Patients

- Patient overview
- Diaries
- Outcomes
- Messages**
- Medication
- Measurements
- Symptom tracking

Messages

The patient has 3 unopened messages.

patient clinic

Hi Colin
Hi Colin, I have created an appointment on our system and have attached the details to this message...
Cara Reconhall - sent 11 Jan 2020, 21:18
[unopened by patient](#)

Appointment

Coronavirus Clinic Investigation
Thursday, 16 Jan 2020, 13:00

Please help
I have been feeling worse and worse over the past few days, could I book an appointment soon?
Patient - sent 10 Jan 2020, 14:27
dealt with

Thank you
I will continue to use the app, liking it so far

PATIENT VIEW

Messages (1/4)

You can send messages to your patients through the platform, and they can respond from the Living With app once activated.

You can scroll through the conversation with this patient on this page. When new messages have been received, you can find them here.

If you click on a message, you'll be able to read more information about it - like which clinicians have dealt with it.

You can also access messages from the home page.

Click **Send Message** (top right) to compose a new message to a patient. The next page of this guide explains what will be shown to you there.

MANAGING PATIENTS (11/17)

Living With

Dashboard

Messages

RECFORD, Colin (Mr)

Messages

Send message

Patients

Patient overview

Diaries

Outcomes

Messages

Medication

Measurements

Symptom tracking

Messages

Clinicians

Invitations

Reporting

Logged in as Cara

Logout

RECFORD, Colin (Mr) NHS No. 251-176-8674

Send message

Subject *

Message body

Reading list

Attach files beta

PATIENT VIEW

Messages (2/4)

Like emails, messages have a subject and attachments; you can attach articles to read, files and appointment reminders.

First you can write a subject line and the main body of the message.

MANAGING PATIENTS (12/17)

The maximum limit for uploaded files is 25 MB. You cannot upload a single file that is larger than 25 MB, nor can you upload multiple files if the combined size is greater than 25 MB.

[Choose Files](#) | No file chosen

Appointment reminder

This is for reminding patients about things they should do before or after an appointment. Please use your normal appointments system for booking appointments.

Type *

Outpatient appointment

Date

YYYY-MM-DD

Time (hours/minutes) *

Please select Please select

Duration (hours/minutes)

Please select Please select

Location

Luna will be notified of this message the next time they open the app.

[Send message](#) [Reset](#)

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PATIENT VIEW

Messages (3/4)

If you click the arrows to the right you will be able to attach articles to read, files up to 25MB and appointment reminders.

Use the Type dropdown to select an Appointment Reminder. You can choose between Outpatient Appointment, Investigation, Treatment or Other. After selecting a type you will be asked to fill in some more details about the appointment.

Click **Send message** at the bottom when you are ready.

MANAGING PATIENTS (13/17)

Living With

DashboardPatientsREFCORD, Colin (Mr)MessagesDr Cara Reconhall (05 Feb 2021, 14:27)

Patients

Patient overview

Diaries

Outcomes

Messages

Medication

Measurements

Symptom tracking

Messages1

Clinicians

Invitations

Reporting

Message Sent

RECFORM, Colin (Mr) NHS No. 251-176-8674

Appointment

Dr Cara Reconhall - moments agounopened by patient

Appointment

Outpatient appointment

Friday, 12 Feb 2021, 10:00 (1hr)

1 article to read

Anxiety Advice if you are feeling more anxious than usual

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PATIENT VIEW

Messages (4/4)

Once your message is sent, this screen will show you a summary.

To return to the main messages page click **Messages** from the menu on the left hand side.

MANAGING PATIENTS (14/17)

Living With

DashboardPatientsREFCORDER, Colin (Mr)Medication

Patients

Patient overview

Diaries

Outcomes

Messages

Medication

Measurements

Symptom tracking

Messages1

Clinicians

Invitations

Reporting

REFCORDER, Colin (Mr) NHS No. 251-176-8674

Administrations

When taken	Medication	Ad hoc
13 Dec 2020, 15:32	1 × Ibuprofen 200mg tablets	✓
04 Dec 2020, 03:20	1 × Ibuprofen 200mg tablets	✓
24 Nov 2020, 20:10	1 × Ibuprofen 200mg tablets	✓
15 Nov 2020, 04:53	1 × Paracetamol 500mg tablets	✓
16 Oct 2020, 17:32	2 × Ibuprofen 200mg tablets	✓
24 Sep 2020, 04:24	2 × Co-codamol 12.8mg/500mg tablets	✓
10 Sep 2020, 00:27	1 × Ibuprofen 200mg tablets	✓
24 Aug 2020, 06:40	1 × Ibuprofen 200mg tablets	✓
21 Aug 2020, 01:34	1 × Ibuprofen 200mg tablets	✓
17 Jul 2020, 08:25	2 × Paracetamol 500mg tablets	✓

10Results per page

123

PATIENT VIEW

Medication

On the Medication screen you can see when specific medications were taken as recorded by the patient.

Patients record their medication usage either in response to a scheduled reminder or ad hoc.

Missed medication administrations would be yellow (all were taken in our example).

MANAGING PATIENTS (15/17)

Living With

Dashboard

Patients

REC FORD, Colin (Mr)

Measurements

Patients

Patient overview

Diaries

Outcomes

Messages

Medication

Measurements

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REC FORD, Colin (Mr) NHS No. 251-176-8674

Measurements

Weight



When measured	Measurement
19 Jan 2020, 10:15	76.400 kg
10 Jan 2020, 10:55	77.100 kg
06 Jan 2020, 09:00	77.300 kg

PATIENT VIEW

Measurements

This screen shows you a summary of the measurements of weight, for example, taken by a patient on a specific date.

If you hover your mouse over plotted points, the patient’s measurement on that date will appear.

LIVING WITH COVID RECOVERY USER GUIDE

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Living With

Dashboard

Patients

RECFORD, Colin (Mr)

Symptom tracking

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RECORDER, Colin (Mr) NHS No. 251-176-8674

Symptom tracking

Symptom	Latest observation (0-10)	When tracked	Times observed
Anxiety I might forget to take my insulin.	2 2 weeks ago	2 months ago for 2 months	8
Dread When getting ready for work.	-		

25 Results per page

PATIENT VIEW

Symptom tracking (1/2)

This screen shows you a summary of the symptom trackers the patient has created. For each symptom and situation, the intensity of the patient’s latest observation is listed on a scale of 0-10 with 10 being the most intense.

If you hover your mouse over plotted points, the patient’s observation on that date will appear.

If you click links in the Symptom column, you’ll be shown more details about that specific symptom. The next page of this guide explains more.

For help on this page use ? in the top right. The help text is highlighted to the left.

MANAGING PATIENTS (17/17)

Living With

Dashboard

Patients

RECFORD, Colin (Mr)

Symptom tracking

Symptom tracker – 27 Nov 2020

Patients

Patient overview

Diaries

Outcomes

Messages

Medication

Measurements

Symptom tracking

Messages

Clinicians

Invitations

Reporting

Logged in as Cara

Logout

RECFORD, Colin (Mr)

NHS No. 251-176-8674

?

Symptom tracker – 27 Nov 2020

Symptom

Anxiety

Situation

I might forget to take my insulin.

Instructions and notes

Set a reminder on your phone. Create a routine.

When observed	Intensity (0–10)
22 Jan 2021, 11:41	2 2 weeks ago
15 Jan 2021, 11:41	2 3 weeks ago
08 Jan 2021, 11:41	3 1 month ago

PATIENT VIEW

Symptom tracking (2/2)

This screen shows you the details of a specific symptom tracker the patient has created. The intensity of each observation is listed against the date the observation was made.

For example, tracking anxiety, this page shows each time the patient felt anxious about taking their insulin and how intense that experience was.

Administration

Reporting & invitation
management



MESSAGES FROM ALL PATIENTS

Living With

Logged in as John
Logout

Dashboard

Messages

Patients

Messages

Clinicians

Invitations

Reporting

Messages to deal with

Patient	Patient ID	How many	Latest
No messages to deal with			

?

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Click **Messages** on the homescreen or beneath **Patients** in the left-hand menu to see a list of Messages to deal with from all patients.

When relevant, the screen which appears includes how many messages need to be dealt with, and the date the latest message was sent.

Click links in the Patient column to be taken to the page displaying full conversations with respective patients. See page 22 of this guide for more information.

INVITATIONS OVERVIEW

Dashboard

Invitations

Patients

Messages

Clinicians

Invitations

Reporting

Logged in as Michael

Logout

?

Invitations

You can change someone's email address by editing and resending their invitation. Press the 'resend or edit' button in the actions column.

Name	When sent	Status	Type	Actions
PRIOR, Anne (Ms)	13 Jan 2021	Invitation sent	Patient	resend or edit
WHITE, James (Dr)	13 Jan 2021	Invitation Sent	Clinician	resend or edit

In this section, you can view the invitations that have been sent to patients and staff.

Useful terms + tips:

Invitation expired: enrolment needs to be completed within 30 days.

Once enrolled, patients will appear in the "Patients" section.

View Patients

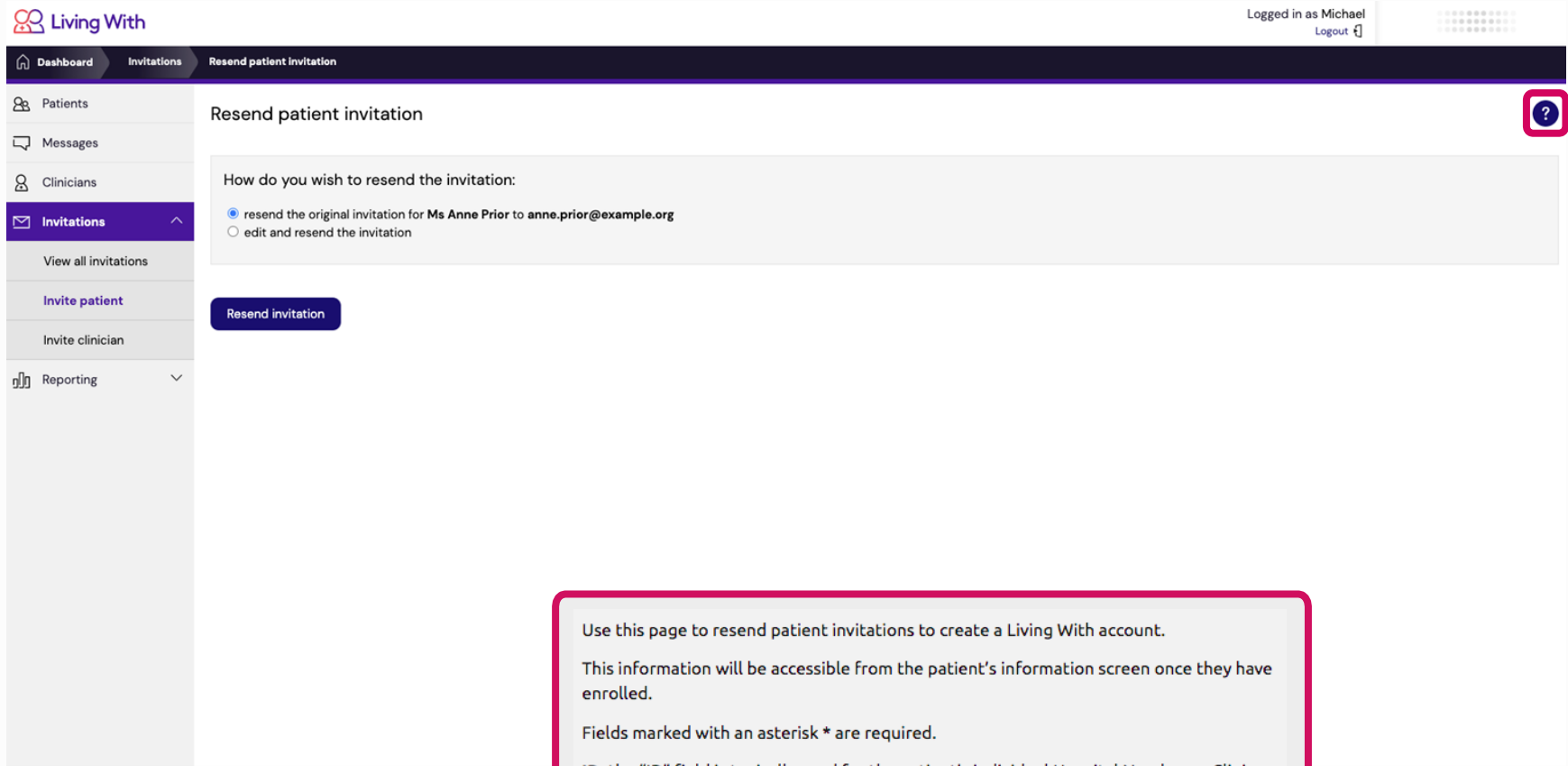
To view any pending invitations, just click **Invitations** on the menu on the left hand side. This will take you to the main Invitations page shown here. From Invitations, you can invite clinicians and patients using the buttons above the invitations list - i.e. click **Invite Patient** (grey).

If you click the links in a patient's name, purple in the Name column, you will be taken to the Patient Overview screen (see page 16 of this guide). You can edit patient details from there, but they won't be notified if they haven't accepted your invitation yet.

You can resend invitations from here if the invitee has not received theirs, or if their original one has expired. Just click the **Resend or Edit** button (grey) on the right hand side of the screen. The next page of this guide explains what will then be shown to you.

For help on this page, use ? in the top right. The help text is highlighted to the left.

RESENDING PATIENT INVITATION (1/3)



RESEND THE ORIGINAL PATIENT INVITATION

Time: 2 minutes

After selecting **Resend** or **Edit**, you will have two options available to you from this screen - to resend the original invitation or edit it first.

Resend the original invitation will send an email to the address given by the patient in the original invitation process. This resets the number of days that the patient has to complete registration for Living With. They get an extra 30 days to sign up.

See the next page of this guide for information about editing the invite first.

For help on this page, use ? in the top right. The help text is highlighted to the left.


Use this page to resend patient invitations to create a Living With account.

This information will be accessible from the patient's information screen once they have enrolled.

Fields marked with an asterisk * are required.

ID: the "ID" field is typically used for the patient's individual Hospital Number or Clinic Reference; this identifier is displayed next to their name on the Patients list screen. It can contain letters and dashes as well as digits.

Pending invitations are listed in the "Invitations" section.

[View Invitations](#) 

RESENDING PATIENT INVITATION (2/3)

The screenshot shows the 'Resend patient invitation' interface. At the top, the user is logged in as Michael. The left sidebar contains navigation links for Patients, Messages, Clinicians, Invitations (selected), View all invitations, Invite patient, Invite clinician, and Reporting. The main content area is titled 'Resend patient invitation' and includes a help icon. It asks 'How do you wish to resend the invitation:' with two radio button options: 'resend the original invitation for Ms Anne Prior to anne.prior@example.org' and 'edit and resend the invitation' (which is selected). Below this are input fields for 'Email *' (containing 'anne.prior@example.org') and 'NHS Number' (containing '450 557 7104'). A 'Resend invitation' button is at the bottom. The footer reads 'Living With Platform - © Living With Limited 2021'.


EDIT AND RESEND THE PATIENT INVITATION

Time: 2 minutes

Edit and resend the invitation allows you to enter an email address for the patient if they have not received the original invitation, for example if a typo was made in the original input process.

The patient's NHS number will be filled in here. If your clinic is a private clinic and does not use NHS numbers this screen will show a Hospital ID.

RESENDING PATIENT INVITATION (3/3)

Living With

Logged in as Michael
Logout

Dashboard

Invitations

Invite patient

Patients

Messages

Clinicians

Invitations

View all invitations

Invite patient

Invite clinician

Reporting

Invitation sent to patient

The invitation to enrol has been sent. Pending invitations are listed in the 'Invitations' section.

As part of the enrolment process, the patient will be required to enter the following verification code to confirm their identity:
50240457

Print patient's verification code

View patient

RESENDING PATIENT INVITATION NHS NUMBER

Time: 2 minutes

Once you have selected either option and pressed **Resend Invitation** this screen will appear again and you have the option to print it out.

RESENDING CLINICIAN INVITATION (1/3)

Living With

Dashboard

Invitations

Resend Clinician Invitation

Patients

Messages

Clinicians

Invitations

View all invitations

Invite patient

Invite clinician

Reporting

Logged in as Michael

Logout

Resend clinician invitation

How do you wish to resend the invitation:

☒ resend the original invitation for Dr James White to james.white@example.org

☐ edit and resend the invitation

Resend invitation

Use this page to resend clinician invitations to create a Living With account.

Fields marked with an asterisk * are required.

Pending invitations are listed in the "Invitations" section.

View Invitations

RESEND THE ORIGINAL CLINICIAN INVITATION

Time: 2 minutes

After selecting **Resend** you will be taken to this screen and have two options available to you.

Resend the original invitation will send an invite to the email address given by the clinician in the original invitation process. This will reset the number of days that the clinician has to complete registration for Living With so they have a further 30 days from the time that the new invitation is sent so is appropriate for use if the original invitation has expired.

RESENDING CLINICIAN INVITATION (2/3)

Living With

Logged in as Michael
Logout

Dashboard Invitations Resend Clinician Invitation

Patients
Messages
Clinicians
Invitations
View all invitations
Invite patient
Invite clinician
Reporting

Resend clinician invitation

How do you wish to resend the invitation:

☐ resend the original invitation for Dr James White to james.white@example.org

☒ edit and resend the invitation

Email *

james.white@example.org

Resend invitation

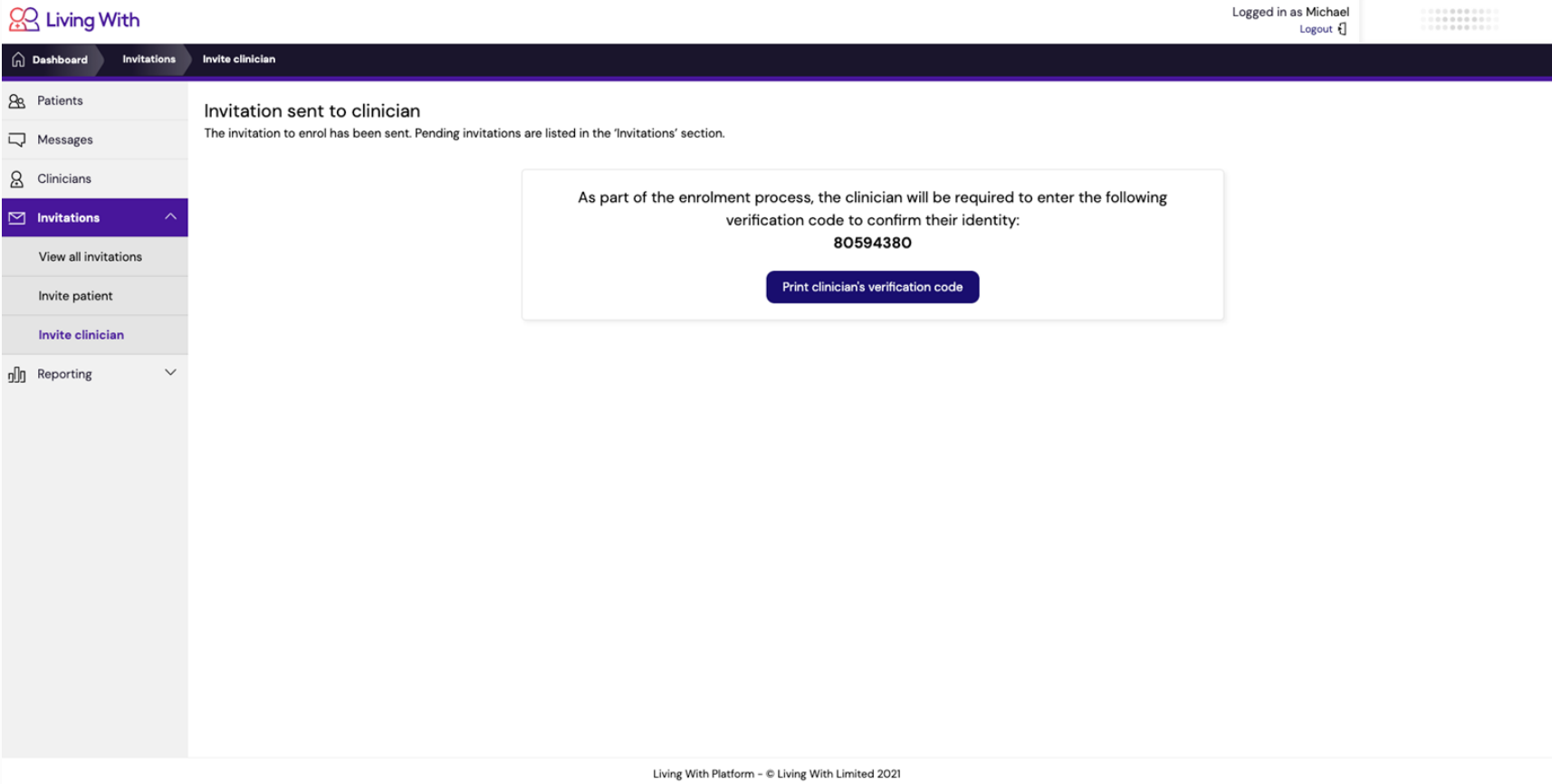
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EDIT AND RESEND THE CLINICIAN INVITATION

Time: 2 minutes

Edit and resend the invitation allows you to enter an email address for the clinician if they have not received the original invitation, for example if you made a typo in the original input process.

RESENDING CLINICIAN INVITATION (3/3)



EDIT AND RESEND THE CLINICIAN INVITATION

Time: 2 minutes

Once you have selected either option this screen will appear again and you have the option to print it out.

REPORTING (1/2)



This page shows both the total of Registered and Active users.

- Active Users indicates the number of patients regularly submitting records.
- Registered Users shows all patients connected to the clinic whether they are submitting records or not.

REPORTING (2/2)

Living With

Dashboard

Reporting

Discharged patients

Patients

Messages

Clinicians

Invitations

Reporting

Discharged patients

Logged in as Michael

Logout

Discharged patients

?

Name	Patient ID	Discharge date	Registration date
No discharged Patients			

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This screen lists discharged patients from the Living With platform (see page 18 of this guide for more information).

If you need to re-register a discharged patient please contact Living With Support. See the next page of this guide for our contact information.



QUESTIONS?

See something that is not addressed here?

Get in touch.

● support@livingwith.health

● 0800 909 8959