

CC360 HealthCenter ClinicianWeb Owners manual

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1. Introduction and intended use

This document helps you getting familiarized with the CommunityCare360 HealthCenter clinician web portal. The document describes the functionality that you have access to, and helping you to actively accessing the citizens' status in the CC360-HC application. This document is for the CC360-HC clinician web portal version 3.5.

CommunityCare360 HealthCenter (CC360-HC) is intended to create awareness of the patients own health status at his home or away from health care facilities.

The intended users for the browser application (CC360-HC Clinical Application) are the health professionals having an interest in the well-being of the patient. Using the browser enables the health professionals to gather sufficient patient data stored on the CC360-HC CoreServer to exercise a professional judgment of the status of his/hers patient.

2. Product Specifications

This document is for the CC360-HC clinician web portal version 3.5.

2.1 Compatibility

The CC360-HC Clinical Web portal is designed for use in the following browser:

Browser name	Version
Firefox	3+
Internet Explorer	9+
Chromium and Google Chrome	All
Safari	3.0+

3. Product description

In the web portal the menu is displayed as tabs in the top ribbon.

The main features of the CC360-HC are:

- Citizen Overview
- Treatment plan
- Calendar
- Data and goals
- Medication
- Questionaire
- Video call
- Mail
- Profile

All these features are described in the following chapters.

CC360-HC clinician portal is intended to be used by the clinician to get an overview of the citizens' status and current health, not as a treatment tool.

Disposis Treatment plans State Centact lafe Diple 2013 Angina pectoris UNIS The art Plans Additionment plans CPR::::::::::::::::::::::::::::::::::::	ofile 🔒 Log os n, 050148-1444 (
Comparison Treatment pans Sale Contract kels Figl 2013 15 (JJ 2013) Heart Plan Image: Add treatment plan CD29 Constantor: Michael Kkaston Image: Add treatment plan CPR: doi140-1444 CD29 Or any 2012 Or PP Plan Image: Add treatment plan CD4 Constantor: Michael Kkaston Image: Add treatment plan Add treatment plan CD4 Constantor: Michael Kkaston Image: Add treatment plan Add treatment plan CD4 Constantor: Michael Kkaston Image: Add treatment plan Add treatment plan CD4 Constantor: Michael Kkaston Image: Add treatment plan Add treatment plan CD59 Constantor: Michael Kkaston Image: Add treatment plan Email: joan Anares (glen CD4 Constantor: Alex, Salemon Add treatment plan Email: joan Anares (glen CD50 Constantor: Alex, Salemon Add treatment plan Existing Mad deprese Constantor: Alex, Salemon Add treatment plan Existing Headth state Matery Matthe state grad Constantor Existing Headth state Matery Matthe state grad Constantor Existing Headth state Matery Matthe state grad Constantor Existing Matthe state grad	
Ang 2012 Of ang 2012	
Di Neb 2013 Di Neb 2013 Di Neb 2013 Di Neb 2013 Di Neb 2013 Di Neb 2013 Di Neb 2013 Coordinator : Avex, Salmon Add Institute state Patching General practitioner Number: Diol 2 General practitioner Number: Diol 2 Number:	
al degreen Realback integreen Realback integree	ambox.com
de degreens Perring	
teath state lastory meth istin grd General practitioner Name: 00194 Name: 0019	
COPD Datelies Heat CoPD Datelies Heat CoPD Datelies Heat CoPD Datelies Heat CoPD CoPD Datelies Heat CoPD	
COPD Datetes Heat	
Phone: 32511433 Phone: 32511433 Recent Filled Out Questionna The officer has no filled out	ide 2300 Kabenhave 5
COPD Diabetes Heart	
COPD Datetes Heart	NICONSCRETE/SSALIN
The officer has no filed out	25
	questionnaires
Spicereity FEVI(From 1) Index value 12 Us Current value 13 Us	1 Uts to 2.6 Uts)
Temperature/Film 36.9 °C 8 2 5 8 5 8 7 8 8 7 5 2 9 8 7 7 9 8 8 7 5 7 7 7 8	to 37.5 °C)
Weight/From 78 kg to 66 kg 11 12	i .

3.1 Login

The login credentials are provided to you by a CC360-HC administrator. Both user name and password are case sensitive. The limit of incorrect login attempts is set to 5 by default. If you fail to login within 5 attempts, the account will be locked. A CC360-HC administrator [*insert name of CC360-HC administrator*] will help you unlock the account.



3.2 Logout

The logout option is available at the top-right corner of the portal.. I If you remain inactive for more than 30 minutes, you will be logged out of the portal automatically.

and Citizen	commun	Health Center	GP		1 Clicks	1
and constant					1. CIICK T	o log out
nd citizen		Other filters				
PR or name		Show diagnoses :	Show diagnoses :			
		Are you sure?		×		
	Search	Saved.	Leave Page Stay on Page			Set filter
a COPD He	art FirstName	Last Name	CAK CAK	ASSYEES	Zip Code	City
	Joan	Hansen	050148-1444	Lautrupvang 10	2750	Ballerup
• •	may1	june1	2. Click here to ex	cit Begehegnet 11	8242	chennai1
	Andrew	Berggren	80 030333-0303	H.C.Andersens Boulevard 150	1550	Københøvn V
• • •	Michael	Zakarias	38 111275-1111	Lautrupvang 10	2750	Ballerup
			48 111265-0AA1	Lautrupyang 10	2750	Ballerup
	Bent	Grubb Laursen				
	Bent Bean	Grubb Laursen Tom	9 050404-7896	nul	null	nut
•••	Bent Bean Jane	Grubb Laursen Tom Smith	9 050404-7896 0 050555-5550	null Jembanegade 2	null 2500	null Valby

3.3 Edit profile

Click Edit profile at the top-right corner to access your profile. You can view your information in the profile. You can update the password to access the CC360-HC. Your credential to access both SugarCRM and CC360-HC is similar, the rest of your profile details can be updated in SugarCRM.

😲 ca	il Community Care 360	Logged in as GP Test Us GP	Jser 🚊 Video Call 🂁 Mail 💄 Edit profile 🔒 Log ou	e
Find Citizen			Click to access profile	
Personal Detai	b			
di citata Branse	Renove			
Last name	First name			
Test User	GP			
Role	Department			
Ze	Community hospital - ED			
2750	Ballerup Copenhagen			
Mobile	Phone			
	+4565478965	Entersimilar		
Password:		passwords to		
Confirm password:		updateit		
		Cancel Save		

3.4 Video call

You can initiate a video call to a citizen, using the central call center [*Insert name of central call center*] or you can connect solely to the call center. Select a citizen and click on the Video call link to place a video call to the specific citizen. If you have not selected a citizen, you will be connected to the call center.

3.5 Mail

You can use the mail function to communicate with citizens or system administrators. An alert icon will appear 2, when a new mail is received. An inbox will list all the mails received by you and the Out box will list all the mails sent by you. The unread mails will be in bold caption in the lists to help you identify the read and unread mails. In the outbox, the mails will be in bold captions, until the recipient has read the mail.

😲 (GI CommunityCare360	Logged in as GP Test User 😫 Video Call 🎱 Mail 👗 Edit profile 🔓	Logout
Find City	click for new	Mail	
- New Mess	message		
Inbox	Inbox & outbo		
15.Jan 20 Hansen, J Re : Statu	14 14:38 loan 🗠 📩	Re: Status request 15.Jan 2014 14.38	
07.Jan 20 Hansen, J test	14 13:22 loan 🖄 🔄	Hansen, Joan	Reply
07.Jan 20 june1, ma Test	14 13:21 y1 🖄	I am updating the temperatures regularly, is there something I need to be aware of. From: Test User,GP	
27.Dec 20 Theire, Th test	113 11:38 Jejas1	Date: 2014-01-15 14:36:47.000000000 To: Hansen,Joan Subject: Status request Mail detail, You	can
20.Dec 20 Theire, Th	113 14:11 Jejas1	click on reply respond to th	to ne
20.Dec 20 Theire, Th	113 12:34 Jejas1 🗠	Mail dy update the temperature results regularly as advised. message	
20.Dec 20 Theire Ti	913 12:33 wiss1 🛛 🗸		

3.6 Citizen Overview

The Patient Overview gives you an overview over the citizens' course of disease. The list of the diagnosis added to the citizen and the corresponding treatment plans are enlisted here. You can add new diagnosis and a treatment plan to the diagnosis or you can add a new treatment plan for an existing diagnosis. This can be beneficial if the citizen recieves a new diagnosis that may influence on an already existing diagnosis. The status of the diagnosis is visible and you can see the variation of the diagnosis' status over time in the bottom half page. When you hover your mouse over the chart, the reason for the diagnosis status will be visible.

The second tab in the chart shows historical variation of the diagnosis status in a table. The right side of the page shows:

- Contact details of the citizen
- Contact details of relatives
- The general practitioner
- Recently answered questionnaires
- The goals assigned to the citizen
- Allergy information

The overview has all the relevant details needed by the clinician.



3.7 Treatment plans

You can udpdate a disease by adding a diagnosis. It could be Diabetes, COPD or a heart related disease. Further treatment can be tracked by assigning treatment plans to the diagnosis. The template plans can be set up in the admin module, sugar CRM, that can be used as a reference, while assigning it to the citizen. The treatment plans will have a set of health efforts, checklist items and questionnaires that can help the citizen and the clinician towards a better health for the citizen. The information is tiered and can be opened in a tree view that folds out the treatment plan to get the overview of the diagnoses and treatment plans with health efforts.

Citizen Overview Treatment Plan	Calendar Data &	Button to a	add new ti	reatment plan		Joan	Hansen, 05014	8-1444 🙁
Add treatment plan	ans and health efforts						Tree view	Calendar view
Name	Туре	Show On Citizen Web	Status	Notifications	Actual Date	Coordinator/Producer	Add Health Effort	View/Edit
 DI209 Angina pectoris UNS 								
Heart Plan						Michael Keaton	0	2
Treatment onset Heart	Appointment		Completed		2013-07-25	Michael Keaton	٢	2
3 months check Heart	Appointment		Completed		2013-08-22	Michael Keaton	٢	2
6 months check Heart	Appointment		Planned	Overdue	2014-01-16	Eric Cameron	• /	2
9 months check Heart	Appointment		Planned	Pending	2014-04-28	Alex Salmon	○//	0
12 months check Heart	Appointment	V	Planned	Pending	2014-07-28	Alax Salman	//	0
Empowerment support Heart	verment				\	Puttons to	þ	2
DJ44 Kronisk obstruktiv lungesygdom			view of th	ne Treatment		add boolth		
COPD Plan		plans	. The first	level in tree is		add fiearth	٢	2
Treatment onset COPD	Appointment	- diagn	iosis, A dia	ignosis can be	012-08-05	enort Or to	٢	2
3 months check COPD	Appointment	added	with a nu	Imber of plans	012-12-20	view/Edit	٢	2
6 months check COPD	Appointment	& each	i plan can	have a number	013-02-01	\square	٢	2
9 months check COPD	Appointment	of h	ealth effo	rts with sub	013-05-01	Michael Keaton	٢	2
1 year check COPD	Appointment		health e	efforts.	013-08-01	Michael Keaton	٢	2
15 months check COPD	Appointment		Completed		2013-09-07	Michael Keaton	٢	2
Video conference	Appointment	V	Completed		2013-11-20	Alex Salmon	٥	2
Mobile Unit - Hospital consultation	Other	V	Completed		2013-11-20	Alex Salmon	٥	2
Mobile Unit	Appointment	V	Completed		2013-11-20	Michael Keaton	٢	2
18 months check COPD	Appointment		Planned	Overdue	2013-12-20	Alex Salmon	0	2

3.8 The Treatment plan

The treatment plan can be added either from the Citizen overview or from the treatment plan function. A plan can be added to an already existing diagnosis. The plan can be further modified after adding it, to match the citizens' medical history better. A treatment plan can be added with an instantiation date and a coordinator.

Citizen Overview	Treatment Plan	Calendar	Data & Goals	Medicine	Questionnaires	
OILIZER OVERVIEW	ricatment i lan	Calcillar	Data G Goald	medicine	Questionnanes	-
Add treatment p	lan to citize	n				
Choose diagnosis:	North Salara (Salara)		614000000000000000000000000000000000000			
Angina pectoris UNS		*				
Add diagnosis						
Choose treatment pla	in					
Name						
Heart Plan						
				- 1		
			the second s			
Edit coordinator						
GP Test User(you) Chano	e coodinator					
Instantiation date:						
and contractorit durcer						
23-01-2014						
23-01-2014						
23-01-2014						

3.9 Health Efforts

A number of health efforts with or without sub-health efforts are part of the treatment plan. A health effort can either have an actual date and time or a window period specifying the intervals of repeating the health effort. This will help the citizen to follow the plan prescribed as part of the treatment and any clinician in the CC360-HCcan follow the progress of the efforts. The picture above shows a health effort in edit mode

Citizen Overview	Treatment Plan	Calendar Data & G	oals Medicine	Questionnaires	Joan Hansen, 050148-1444 🚷
dit health effor	t	San San Sa		Questionnaire	
Name				Preperation for consultation (Heart) Status : Answered 09.12.2013	
12 months check Hear	t				
Туре		Status		1. How much do you exercise? 2 days	
Appointment •		Planned •		2. Are you aware of what healthy Heart food is? No	
Window Start Date	Window End Date	Actual Date	Time	3. Other health related issues?	
2014-07-14	2014-07-28	2014-07-28	09:45 💌	4. Number of alchoholic beverages per week? 12	
Producer:				5. Do you smoke?	
Alex Salmon Change pr	oducer				
Instruction to sitizon				Check list items	
instruction to citizen				Name	
St. George hospital - e	ntry 5A - 2.nd floor Hear	t dep. & bring devices for c	alibration	Screening of complications	
				🗉 🗹 Feet	
				 Foot vibration sensory (biothesiometri) 	
				Foot vibration sensory (tuning fork 128 H	Z)
				Foot sensation (monofilament 10 g)	
				Foot pulses	
				Mobility	
Show in citizen ca	lendar			Callosity on the feet	
Activo				Foot ulcers (Wagner or Texas grade)	
Acuve				Deformities of the feet	
				Charcot	
		Cancel	Apply changes	Oedema of the feet	

3.10 Check List Items

The health effort can be set up with a list of items that citizen and clinician can use in treatment of the disease. This list is called a check list. Every check list item can have a set of check list items. A check liste item may require you to enter a result, which can be done by clicking the blue text.



Citizen Overview	Treatment Plan	Calendar	Data & Goals	Medicine	Questionnaires	Joan Hansen, 050148-1444 🤇			
dit health effo	rt				Questionnaire				
Name					Home monitorting (DM2) 1. Other health related issues?				
Home health status (I	Empowerment DM2)				2. Symptom: Increased dizziness?	Questionnaire			
Туре		Sta	atus		3. Symptom: Poor wound healing?	attached to			
Empowerment *		In	stantiated *			the health			
Window Start Date	Window End Date				Check list items	effort			
2013-02-01	2014-02-14	3							
Producer:									
GP Test User Change	producer								
Repeat Type									
Daily •									
Repeat Interval					Repetition specified	for the health			
06:00 08:0	0 🗆 10:00 🔲 12:00	0 🗍 14:00	16:00		effort, This would res	ult in prompting			
18:00 20:0	0 🗆 22:00 🔲 24:00	0 02:00	04:00		the citizen to a	inswer the			
or					questionnaire once e	every day during			
	☑ One daily occurrences without a specific time				the window period				
One daily occurr	ences without a specific								

3.11 Attached questionnaires

The health effort added to a citizen, can have a set of questionnaires. You can assign a questionnaire to citizens' health effort by changing the status of the health effort to "Planned". You can edit a questionnaire by modifying questions and also add a questionnaire if there is no questionnaire. This is beneficial if the clinician wishes to costumize the questionnaire to a citizen.

3.12 Attached continuity

The continuity of a health effort refers to the repetitive nature of the health effort. With the window period specified and without an actual date and time, you can specify the nature of repetition and the intervals. The clinician and citizen do then have a clear picture of the treatment plan and health effort. All these features of the CC360-HC make the treatment for diseases, chronic and non chronic, well defined.





3.13 Questionnaires

You can see the citizen's questionnaire in the above screen dump. The answered questions are all accessable in the right tab and the unanswered questions are in the left tab. You can see the responses by the citizen in the answered questionnaire. You can costumize the unanswered questionnaire to match the citizens' current situation. You can select the check boxes at the top of the page to view the entire questionnaires or to view inactive questionnaires. You can add a new questionnaire by clicking the Add button.

You can view a citizens' answers to the questions and apply filters according to non-standard answers and specific questions.

You can display messages and content, specific to the citizen, according to the citizen's answers to certain questions. For each type of question, you can modify alert limits by the diagnosis type, so it fits the specific citizen.

3.14 Calendar

The Calendar function is a calendar that arrange the events planned for the citizen regarding the diagnosis. The events for the diagnoses are grouped and the check boxes above the calendar can be used to filter the events per diagnoses or to show all the diagnoses events, depending on the needed overview by the clinician and the citizen. The calendar primarily has day view, week view and month view and opens in month view by default. The Today button in the calendar can be used to return to view the current date. The events in the calendar will help citizens to know the activities for the day, which could be performing a vital measurement or preparing for a consultation.

😝 CGI Community	Care360	Logged in as GP Tes GP	t User 🙎 Video Ca	n 🂁 Mail 💄 Ed	it profile 🔒 Log out
Citizen Overview Treatment Plan	Calendar Data & Goals Med	licine Questionnaires		Joan Hans	en, 050148-1444 🙁
Heart F COPD F Diabetes I	Diagnoses filter	a 1 Day Week Month	39	Navigation buttons)
Mon 1	fue Wed	Thu	Fri	Sat	Sun
1 30 31	try FEV1 (Empt	2	3	4	6
Spirometry FEV1 (Empc		Spirometry FEV1 (Emp.	Spirometry FEV1 (Empr	Spirometry FEV1 (Empr	Bopirometry FEV1 (Empt
2 6 7	try FEV1 (Emp	9	10	11	12
Bispirometry FEV1 (Empt		Spirometry FEV1 (Emps	Spirometry FEV1 (Empr	Spirometry FEV1 (Empr	Bigbrometry FEV1 (Empc
3 13 14	15	Events for a giv	en privity FEV1 (Empi	18	19
Spirometry FEV1 (Empt	Bigpirometry FEV1 (Emp	day,		Spirometry FEV1 (Empt	Bispirometry FEV1 (Empc
4 20 21	ty FEV1 (Emp	23	24	26	26
Spirometry FEV1 (Emp:		Spirometry FEV1 (Empc	Spirometry FEV1 (Empr	Boirometry FEV1 (Empr	Bpirometry FEV1 (Empt
5 27 28	try FEV1 (Empr	SO	31	1	2
Biggirometry FEV1 (Empc		Spirometry FEV1 (Empr	Spirometry FEV1 (Empr	Spirometry FEV1 (Empr	Bpirometry FEV1 (Empc

3.15 Data and Goals

A health effort has measurable results with limits. The result is added when the health efforts are added. Result data for a given type of allowed result can be added. You can also add a new result type. The different tabs can be selected in the Results function to see all the corresponding results and goals. You can add a result by clicking the "Add data manually" button and enter the values in the dialog as well as modifying or deleting an existing result. You can view the attachment of the result if added, or you can add or remove an attachment to the result. You can add goals to the result type, which the citizen would try to achieve over time with the help of CC360.

3.16 Medication

The Medication function helps you keep track of the medication that is prescribed to the citizen. The prescribed medication is categorized as Prescribed medication and self medication is categorized as Drugstore medication. This will help you get an overview of the citizen's medication and current medication intake. The check box "View expired medication", will display all medication that are discontinued and can help the clinician getting an overview of the citizens' medication history. You can add, update or delete a medication; the "add medication" button will add the prescribed medication. The Edit button would help edit a prescribed medicationand delete button would help deleting the medication. The drugstore medications are available to the clinician for viewing only and cannot be modified or deleted, only citizens can perform this action.

Citizen Overview Treat	Click to prescribe new medicine	Medicine Questionnaire	Citizen added drugstore medicne which you can view alone	en, 050148-1444 🙁
Baldrian	40	40	Help sleep	Q
Plumin	10	mg	Dizziness	Q
Prescription medication				
Oxis	4.4 mg per dose	9 mg x 2 per day	COPD, used for asthma attacks and as	Q
Unixan	200 mg	200 mg x 2 per day	COPD	Q
Nitroglycerin	0,25 mg	S0 mg	Acute angina pectoris	Q
Mixtard	100 IE/mi	3 times a day	Diabetes	Q
		Cli m you	nician prescribed nedicine, Which u can view, Edit & delete.	

3.17 Instructions

The Instruction function helps the clinician to give instructions to the citizen. Instruction displays all the diagnosis plans attached to the citizen in the upper part of the screen, and all current and/or created instructions in a table format including 'Media', 'Title', 'Diagnosis', File', 'Edit' and 'Delete'. The instructions are ordered with newest date on top. The instructions can be filtered, based on diagnosis to assist the clinician in finding the desired one.

Uls Uni	versité e Montréal erview Treatment	Plan Calendar Data	Diagnosis Pla Citi	ns Atacheo zen s Instructions	to in as	Lauren Kelly 💆 Video C. CHIROPODIST	New Inst	uctio compre adison,	n Buttor
COPD 🗵	Diabetes 🖉 🖡	Pregnancy 🕑							New Instruction
Media	Tile	Diagnosis	Description			Fie		Edit	Delete
Text	T5	diabetes	Food habits to be followed			Training Calendar- Dec.	2013-BLR - TPLS 2014	2	0
fed	test1212	diabetes	Text document for exercise and diet control			50mb 2014-Oct-20-12-	57-26.pdf	2	0
Veb linK	Web Link	dabetes	Health Link			www.google/health		2	0
/deo	Video1	dabetes	Video 1			video1 2014-Oct-16-18	-21-46 mp4	2	0
5	Media	Туре	De	Care360 - CGI eHB	v3.4-Oct 20-201	4 Click to	Download		

3.17.1 Create Instruction

You can create instructions for the citizen for a specific diagnosis, attaching rich data such as Video(.mp4), Image(.jpeg), Audio(.mp3) and Text(.pdf). You can also create instruction for a specific diagnosis attaching web links.

You can edit and delete the instructions. The instructions are ordered by date in descending order.

Université de Montréal	Logged in as Lauren Kelly 🖉 Video Call 🎱 Mail 🤰 Edit profile 🔒 Log CHIROPODIST	out
Citizen Overview Treatment Plan Ca TG9	Instruction Title For Instruction with File Type	31
OR Web link	For Instruction with Web Link	
Diagnosis COPD Heart Description	Diagnosis to which instruction is created for Description for the Instruction	

3.18 Notes

The Notes function helps you to take notes about the citizen and the citizen can see the notes as well. You cannot modify an existing note; You can only create a new note to modify another note. If a blood suger measure e.g. is higher than the reference value, an alert will be activated. During processing of an alert, you can indicate from a drop-down menu how the alert is managed. This action is registered with the date and the time. You can print the notes if needed.

Université	10 R. I						Logged in a	as Lauren Kelly	🙎 Video Call 🂁 I	Mail 🚺 Edit profile 🔒 Log out
TUIS dr	Diagn	iosis fil	ter				_	CHIROPODIST	Cr	eate New Note
Citizen Overview	-Cân	Calendar	Data & Goals	Medicine	Questionnaires	Instruction	s Notes			
V										
COPD 🖉 Heart 🗹				5	Notes	ordere	d by			New Note Print Notes
Symptom note			Dale	Time I	newest p	Diagnosis	n top me	Description		Clincian
			2014-18-15	02.27 Sj	mptom note	copd	N1.1	False alarm raise	d due to typo while entering the res	uts Nr.,Kely , Laures
Concentration			2014-10-15	02:26 Sj	mptom note	copd	Note 1	False Alarm due	to typo by the cilizen	Wr.Kely , Lau
Treatment note	_		Not	e Type	filters	٦				Print Notes
Alert note			liot	/ P =					Note descript	tion

3.18.1 Note Creation

You can create a note from the 'Notes' tab by providing:

- 'Title'
- 'Note Category',
- Alert Note Category'
- 'Diagnosis Plan'
- 'Description' details.

You can also create a note of type 'Alert Note' from Citizen Overview page for diagnosis with state color 'Red', 'Amber'or 'Green'. An alert note can be helpful to create awareness of changes in the citizens condition.

Université de Montréal				Logged in as Lauren Kelly CHIRO	Video Call 💁 Mail ert Note Categoria	🛓 Edit profile 🔒 Log out 25,
Citizen Overview	Note Title	a & Goals Medic	Note Category	Notes	enabled when checked	loses, 123456-8031 🔕
Tite		Category Symptom note		Alet note False Alarm	Y	
COPD Heart	Dia	gnosis to whi te is created f	ich for		escription for the	
Description				-	Note	
			-			_

4. Troubleshooting

Problem	Possible Cause	Solution
Red-Amber-Green algorithm calculation does not work	A reference value has not been entered	Enter reference value
The CC360 is not available	There may be a technical is- sue	Contact a system administrati- tor
Login not possible	Wrong password og username	Contact a system administra- tor

5. Manufacturer and Classification

Product Identification				
Product name		Model/number		
CGI CommunityCare360-Heal HC)	thCenter (CC360-	Version 3.5		
Manufacturer				
Name of Company	Address		Representative	
©CGI Danmark A/S	Lautruphoej 10 DK-2750 Ballerup Denmark		Michael Zakarias	
Conformity Assessment				
Health Authority Registration	Device classification and reg- istration number		Route to compliance	
Health Canada	Class I Medical Device MDEL # 6334		Annex VII of the Medical De- vices Directive 93/42/EEC.	
FDA	Class I Medical Device Operator Number 10048035		N/A	
Class I Medical device No reg. number is gi Class I devices.		vice is given for	N/A	