

Frequently Asked Questions

1. What is the DIGITIVA™ Mobile Application¹ designed to do?

The DIGITIVA Mobile Application is software that is intended to guide heart failure patients in the self-management of heart failure, including heart failure with preserved ejection fraction (HFpEF) and heart failure with reduced ejection fraction (HFrEF), as well as those patients with suspected cardiac diseases or conditions. The mobile application includes functions for the storage and electronic transfer of data collected from connected medical devices. The mobile application provides the patient with an interface to log medication and symptoms as well as provide relevant educational content tailored to a patient's entries.

The DIGITIVA Mobile Application does not diagnose or provide treatment for heart failure. The information presented by the DIGITIVA Mobile Application is only significant when considered in conjunction with health care provider assessment of all other patient data. The DIGITIVA Mobile Application is not a substitute for appropriate medical attention in the event of an emergency and should be used as directed by a physician.

2. I forgot my password and/or username. Please help!

1. Go to DIGITIVA login screen
2. Select either: **Forgot Username** or **Forgot Password?**
3. Enter your email address
4. Choose how you want to get your username and/or temporary password*
 - Email (check your email for more information)
 - Text message (only available if you have entered your mobile number in DIGITIVA)

**Important! Temporary password will expire 2 hours after you receive it*

3. Help! I don't remember my PIN for DIGITIVA.

1. Open DIGITIVA
2. Tap **Forgot your PIN?**
3. Enter your username/email and password to open DIGITIVA
4. Enter your new 4-digit PIN
5. Re-enter your 4-digit PIN

4. How do I create a new PIN for DIGITIVA?

1. Open DIGITIVA
2. From the home screen, tap the **More** menu and then tap **Settings**
3. Select **PIN** and then **Change PIN**

¹ The DIGITIVA Mobile Application may also be referred to as DIGITIVA throughout this FAQ document.

4. Enter your current 4-digit PIN
5. Create a new 4-digit PIN
6. Re-enter your 4-digit PIN

5. How do I delete my DIGITIVA Mobile Application account?

1. From the Home screen, tap the **profile** icon at the top
2. Tap **Delete Account** at the bottom
3. Tap **Delete** button on the pop-up message
4. Tap **Delete** again to confirm deletion

Your data will be completely deleted and no longer visible to your care team within 7 business days.

6. How can I record my daily heart health recording with the Eko CORE 500™ (Digital Stethoscope)?

From the Home screen, find the **Digital Stethoscope** at the top of the screen which shows a circle for each day of this week. Tap on **Digital Stethoscope** to begin your daily recording.

7. How do I track my symptoms?

From the Home screen or Logbook, tap **Track Symptoms** and answer all the questions according to how you feel. Tap **Save** on the top right-hand corner. At any time of the day, you can update your answers if there's a change during the day by tapping on **Edit Symptoms** (Home screen) or the **Symptoms** entry (Logbook).

8. How do I enter my blood pressure, weight, medications, food, sleep, or activity?

- Within DIGITIVA, select the **+ Enter** button at the bottom of the Home screen or Logbook
- Tap on the appropriate icon (blood pressure, weight, medications, food, sleep, or activity) to record
- Check the date, time, and type to make sure it is correct
- Enter your reading/information and additional notes
- Tap **Save** in the top right-hand corner
- Visit the **Logbook** to see your entries

9. One of my entries in my Logbook is incorrect. How do I edit this?

1. Select **Logbook**
2. Find and select the date of the entry you wish to edit*

Note: You may need to scroll through the dates displayed along the top of the screen.

- a. If you want to delete the entire entry:

- i. *iPhone* – slide the logbook entry to the left and tap **Delete**
 - ii. *Android* – press on the logbook entry until you see the message confirming that you want to delete the entry
3. Select the field(s) you wish to edit
4. Edit these fields [by backspace on the keyboard or unselecting the checkboxes]
5. Tap **Save** when complete
6. Visit the **Logbook** to view your updated entry

** Only the last 30 days of data are displayed. If a user would like to review data older than 30 days, please contact the Patient Services at [1-855-348-6069](tel:1-855-348-6069).*

10. What should I do if my data isn't appearing in the Logbook?

If you are not seeing your data, please make sure you have internet connectivity. Still, if you have issues, close and reopen DIGITIVA. If your data still doesn't appear in the Logbook, log out and log in.

11. How can the Remote Monitoring Report help my health care provider?

The Remote Monitoring Report summarizes the data you enter in DIGITIVA such as your heart recordings, 30-day summary of vital signs and symptom tracker, and medication list. This information may be used by your health care provider to discuss adjustments to your treatment plan with you. The Remote Monitoring Report provides the data to your health care provider but does not specifically make any clinical suggestions.

This report will be reviewed by the Clinical Review Team and sent your health care team. If you would like to see a sample of a report, please review the **Instructions for Use** by going to the **More** menu, select **Help** and open the **Instructions for Use** document.

12. How do I connect my digital stethoscope, activity tracker, blood pressure monitor, or weight scale with DIGITIVA?

1. Within DIGITIVA, select the **More** menu on the **Home** screen
2. Select **Connections & Devices**
3. Select what type of device(s) you would like to connect
4. Follow the onscreen prompts to connect your device(s) via Bluetooth

13. DIGITIVA emphasizes the importance of physical fitness and weight management. Where does that information come from?

The coaching regarding healthy living and the education provided in Learn are based on information from the American Heart Association (AHA).

Discuss with your health care provider before starting any exercise programs or new types of physical activity.

For more information, you can visit our website at www.digitiva.com/resources/usefullinks to access other information from the AHA.

14. Who developed the recipes, educational articles, and videos in DIGITIVA?

Recipes and educational content in the form of articles and videos are clearly marked with their sources and are from content contributors such as the American Heart Association.

15. Why can't I hear the audio in videos or audio files within DIGITIVA?

DIGITIVA uses your mobile device's native audio player. Ensure the audio player is working with other audio files on your device. Contact your mobile device manufacturer if you still encounter problems.

16. Can I edit or change my goal?

To edit or change your goal, you can tap on your goal in the My Goals section of your Home screen and then tap **Stop Goal** at the bottom. To set up a new goal, tap **Get Started on My Goals** of the **Home** Screen.

17. Can I set and work on multiple goals at the same time?

Yes, you can set a new goal at the same time, even if you are working on another goal. Swipe right on **My Goals** section of the **Home** screen to **Get Started**.

18. How do I stop my current goal(s)?

You can stop your current goal(s) at any time. To do this, tap on the specific goal in the **My Goals** section of your **Home** screen and then tap **Stop Goal** at the bottom.

19. What is a normal blood pressure?

As medical science evolves, the concept of what is a normal blood pressure has been updated in recent years. The American Heart Association (AHA) states that to be considered normal, the systolic blood pressure (upper number) should be less than 130 mm Hg and that the diastolic blood pressure (lower number) should be less than 80 mm Hg. Note that this range is for the general population. Your health care provider can advise on what factors may alter your expected blood pressure ranges.

For more information, you can visit our website at www.digitiva.com/resources/usefullinks to access resources from the AHA about what is considered normal blood pressure.

20. What should the blood pressure target be and how does DIGITIVA coach me on my blood pressure?

Many people with heart failure or other cardiac conditions also are being treated for their blood pressure. Managing your blood pressure may be recommended by your health care provider. DIGITIVA does not “practice medicine” but coaches you based on the standards set forth by the American Heart Association (AHA).

The messages that you receive when you measure your blood pressure vary based on what we call blood pressure zones within DIGITIVA. These zones are based on standard, clinically established blood pressure ranges for the general population which can be found at our website: www.digitiva.com/resources/usefullinks.

Based on these standards, DIGITIVA separates blood pressure into four distinct zones for when a user's recorded values drop below the normal range or exceed the elevated range: low (systolic < 90 mmHg or diastolic < 60 mmHg), in target (systolic = 90-129 mmHg and diastolic = 60-79 mmHg), high (systolic = 130-180 mmHg or diastolic = 80-120 mmHg), and very high (systolic > 180 mmHg or diastolic > 120 mmHg).

As these DIGITIVA blood pressure zones are based on data for the general population it's important to consult your health care providers for advice on what factors may alter your expected blood pressure ranges.

For more information, you can visit our website at www.digitiva.com/resources/usefullinks to access resources from the AHA about different ranges of blood pressure.

For more information, you can visit our website at www.digitiva.com/resources/usefullinks to access resources from the AHA about low blood pressure.

For more information, you can visit our website at www.digitiva.com/resources/usefullinks to access resources from the AHA about very blood pressure.

21. How does DIGITIVA coach me about heart failure symptoms or other cardiac conditions?

DIGITIVA does not practice medicine and is not a substitute for other clinical care regimens and programs. The coaching about symptoms-related to heart failure or other cardiac conditions that DIGITIVA provides is based on standards of care and content developed by the American Heart Association (AHA). These symptoms may include difficulty breathing, fluid retention, rapid weight gain, swelling, sleeping difficulties, and activity.

For more information, you can visit our website at www.digitiva.com/resources/usefullinks to access resources from the AHA about these symptoms.

The symptoms tracker in DIGITIVA for users with heart failure is also informed by the Self Check Plan for Heart Failure Management developed by the AHA. For more information,

you can visit our website at www.digitiva.com/resources/usefullinks to access resources from the AHA about this.

Please note that ultimately, your personal health care provider knows you best and understands your specific medical situation and treatment plan. You should always follow your health care provider's medical advice about managing your symptoms.

22. DIGITIVA provides information and education on lifestyle changes. Where do these recommendations come from?

Lifestyle changes that may help people with heart failure include quitting smoking, paying attention to weight, tracking fluid and sodium intake, limiting alcohol, eating a heart-healthy diet, getting appropriate vaccinations, monitoring your blood pressure and symptoms, and following up with your health care provider.

The standard recommendations for all people with heart failure can be found on the American Heart Association website. For more information, you can visit our website at www.digitiva.com/resources/usefullinks to access resources from the AHA. DIGITIVA is designed to help you keep track of your lifestyle and self-management activities.

23. What if I feel like hurting myself or others while using DIGITIVA?

DIGITIVA is not a substitute for a health care provider and does not provide diagnosis or treatment. If you have been diagnosed with a medical condition, then consult with your health care provider before using DIGITIVA. If you feel like hurting yourself or others, seek help from a licensed mental health professional.

If you are thinking about or planning to harm yourself or someone else, call [911](tel:911), go to the nearest hospital emergency room, or call the 988 Suicide & Crisis Lifeline at [988](tel:988) or [1-800-273-TALK \(8255\)](tel:18002732855).

Here are some additional resources that you might find helpful:

- If you are hard of hearing, you can chat with a Lifeline counselor 24/7 by:
 - Teletypewriters (TTY): Use your preferred relay service or dial [711](tel:711) then [988](tel:988)
- If you, or someone you're concerned about, are a Veteran or active duty service member with hearing loss, there are several ways to contact the Veterans Crisis Line:
 - Send a text message to [838255](tel:838255)
- Los servicios también se proporcionan en español.