Tenzr Health Patient Application — Instructions for Use (IFU)

Product Name: Tenzr Health Patient Application
Version: 1.12.0
Supported Platforms: iOS and Android
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Intended Use

The Tenzr Health Patient Application is intended for patients participating in a rehabilitation or recovery program prescribed or monitored by a healthcare professional.
The application supports:

- Home exercise program participation
- Recovery and symptom tracking
- Educational learning activities

- Rehabilitation questionnaires and reminders
- Progress monitoring

Submitted activities and responses may be reviewed by your therapist or clinician.

Intended Users

The app is for people aged 13 and older, and children under 13 with consent from a parent or guardian, who are receiving treatment from a healthcare provider. This includes, but is not limited to, recovery after surgery, orthopedic or musculoskeletal conditions, and physical, hand or speech-language therapy. You will need a smartphone or tablet with internet access, and be able to read the app in a supported language (English, Spanish, French or Arabic), or have a caregiver who can help you.

Contraindications and Warnings

- Do not use the app if your clinician has not set up a program for you.
- Do not do any exercise your clinician has told you to avoid, or that your condition makes unsafe.
- Do not use the app for emergencies. If you need urgent help, call emergency services.

Precautions

- The Tenzr Health Patient Application is intended to support rehabilitation activities prescribed or recommended by a qualified healthcare professional.
- Always follow the instructions provided by your therapist or clinician when performing exercises or rehabilitation activities.
- Performing too much or too little exercise may affect your recovery. Follow the exercise quantity and activity recommendations provided by your therapist or clinician.
- Stop any exercise or activity that causes severe pain, dizziness, shortness of breath, or worsening symptoms.
- If you are unsure how to safely perform an exercise or activity, contact your therapist or clinician before continuing.
- Submitted exercises, check-ins, questionnaires, and activity responses may be reviewed by your therapist or clinician as part of your rehabilitation program.
- Do not use the application while driving, operating machinery, or performing activities requiring full attention.
- The application does not provide emergency medical services, emergency monitoring, or guaranteed real-time responses from healthcare providers.
- Some application features may require an internet connection and may not function correctly while offline.
- If you completed exercises or check-ins while offline, connect to the internet and open the app so they can sync before you delete or reinstall it. Activities that haven’t synced may be lost and shown as missed to your care team.

Keeping Your Account Secure

- Do not share your password or Security Codes with anyone.
- Tenzr Support will never ask for your password or a Security Code.
- Keep your phone locked when you're not using it.
- Log out of the app if you use a shared device.

Emergency Situations

If you believe you are experiencing a medical emergency, call emergency services or seek immediate medical attention.

Disclaimer

The Tenzr Health Patient Application is intended to support rehabilitation and recovery activities.
It is not intended to replace professional medical advice, diagnosis, or treatment.
Always follow instructions provided by your healthcare professional.

Reporting a Problem

If something in the app isn't working as expected:

- Tell your clinician.
- Contact Tenzr Support
- Include what happened, the date and approximate time, and any screenshots, with personal details removed.
- You can also send feedback through the Tenzr app.

System Requirements

To use the application, you will need:

- An iPhone running iOS 15.1 or later, or an Android phone running Android 10 or later
- Internet access for synchronization and updates
- An active patient account provided by your clinic or healthcare provider

Logging In

When opening the application for the first time, you will be prompted to select a sign-in method.

Security Code Login

1. Select Security Code.
2. Enter the email address associated with your account.
3. Tap Send Security Code.
4. Enter the code sent to your email.
5. Tap Log In.

Password Login

1. Select Password.
2. Enter your email address and password.
3. Tap Log In.

Phone Login

Select Phone, then enter the mobile number your care team has on file. A Security Code is sent to you by text message; enter it and tap Log In. Phone login only works if your care team has linked your phone number to your Tenzr account.
If you require assistance accessing your account, contact Tenzr Support.

Navigation Overview

The application contains five primary sections accessible from the navigation bar at the bottom of the screen. Some screens include a help option that explains what the screen is for and how to use it.

Section	Description
Dashboard	Shows the activities due today, what you have completed, and your progress for the day.
Exercises	Contains your assigned Home Exercise Program.
Communication	Displays activities from your care team, such as pain assessments, follow-up questions and reminders.
Education	Provides educational rehabilitation content.
Insights	Displays recovery history and progress trends.

Dashboard

The Dashboard shows the activities due today and tracks your progress for the day. Completed activities are listed separately from the ones still to do, so you can see what's left for today.
To begin your exercise program, tap Start on the Program card. A short intro screen appears first, which you can choose not to show again. The program skips any exercises you have already completed today and finishes on a summary screen, with the option to start another session.
To quickly record completed exercises without stepping through each activity individually, tap Log.

Home Exercise Program

The Exercises section contains your Home Exercise Program assigned to you by your therapist or clinician. Exercises you need to do today to stay on track are marked “needed today”.

Completing an Exercise

1. Open the Exercises section.
2. Select an exercise from the list.
3. Review the instructions carefully before starting.
4. Perform the exercise as instructed.
5. Tap Continue when finished.

When you start exercises from Home or the Library, a short intro screen appears first. You can choose not to show it again. The program skips anything already done for today, and the session ends on a summary screen with the option to do another session.
For Rhythm exercises, the app guides you through every set your therapist prescribed, with a short break between sets.
You may be asked to indicate whether:

- the exercise was completed,
- the exercise was skipped, or
- you experienced pain or difficulty during the activity.

Additional feedback may be submitted for your therapist or clinician.
Your Home Exercise Program will be tailored to your specific needs by your clinician.

Exercise Information

Exercise activities may include:

- Written instructions of the exercise
- Image or video of the exercise
- Number of sets and repetitions to complete, and how long to hold each position

Log Exercises

The Log feature allows you to quickly record exercises that you completed outside of the guided exercise flow.
This feature may be useful if:

- you completed exercises without using the application,
- you completed exercises independently,
- you only want to record completed activities,
- or you would prefer not to open each exercise individually.

Using the Log Feature

1. From the Dashboard, tap Log.
2. Select the date for the exercises you completed.
3. Select the exercises you performed. Any exercises you do not select are recorded as skipped for that day.
4. Optionally provide feedback for individual exercises.
5. Tap Submit Log to save your activity.

While logging, the app shows the date you are logging for. Confirm this date is correct before you submit.
Submitted exercise logs may be reviewed by your therapist or clinician.

Check-Ins

The application allows you to complete recovery check-ins and symptom tracking activities. Check-ins may include questions related to:

- Pain level
- Mood or wellbeing
- Exercise Program completion
- Notes for your therapist or clinician (symptoms, limitations, etc.)

Do not use check-ins or notes to report urgent or worsening symptoms. Contact your clinician directly, or call emergency services in an emergency.

Completing a Check-In

1. Open the Check-in activity.
2. Answer each question.
3. Tap Next to continue through the check-in.
4. Tap Submit to complete the activity.

You may exit a check-in at any time using the X button at the top of the screen. Submitted responses may be reviewed by your therapist or clinician.

Communication Activities

The Communication section contains activities assigned by your therapist or clinician. These activities may include:

- Pain assessments

- Symptom questionnaires
- Rehabilitation reminders
- Follow-up questions
- Acknowledgement prompts

Communication activities may use:
- Numeric scales / slider
- Number entry
- Single-select questions
- Multi-select questions
- Free-text responses

Do not use free-text answers to report urgent or worsening symptoms. Contact your clinician directly, or call emergency services in an emergency.

Completing a Communication Activity

1. Open the assigned communication activity. You can also tap Start in the Communication section to go through the activities due today one after another.
2. Read each question or instruction carefully.
3. Enter or select your response.
4. Tap Submit to complete the activity.

Educational Content

The Education section provides informational rehabilitation and recovery materials. Topics may include:
- Symptom management
- Mobility guidance
- Daily activity recommendations
- Recovery best practices
- Post-operative education

Your Education will be tailored to your specific needs by your clinician.

Viewing Educational Lessons

1. Open the Education section.
2. Select a lesson from the list.
3. Read the lesson content carefully.
4. Tap Complete or Continue when finished.

Educational materials are informational only and do not replace guidance provided by your healthcare professional.

Insights & Progress Tracking

The Insights section allows you to review your recovery progress over time.

Overview Tab

The Overview tab displays summarized trends, including:

- Pain levels
- Mood tracking
- Recovery progress
- Check-in completion

Timeline Tab

The Timeline tab displays a history of completed activities, including:

- Exercises
- Check-ins
- Communication responses
- Educational activities

Notifications

1. Open the Profile or Settings page.
2. Enable or disable Daily Reminder notifications.
3. Select a preferred reminder time if enabled.

Notification permissions must be enabled on your mobile device for reminders to appear.

Profile & Settings

The Profile section provides access to account and support information. Available information may include:

- Therapist or clinician information.
- Clinic information
- Notification settings
- Account information

Users may also:

- Contact support
- Send feedback or a feature request
- View application instructions
- View App Update History to see past release notes
- Log out of the application
- Request account deactivation

To deactivate your account, contact Tenzr Support. Once your account is deactivated, your care team will no longer receive your activity. Your records are kept by your clinic and Tenzr Health in line with our privacy policy.

What’s New

After you update the application, a What’s New message may appear the first time you open it, summarising what has changed. You may also occasionally see announcements from Tenzr

Health. Each message is shown once, and if both a release note and an announcement are waiting, the release note appears first. You can review all past release notes at any time under Settings → App Update History.

Error Messages & Offline Use

If the application cannot load content or loses internet connectivity, an error message may appear.

No Internet Connection

If your device is offline, an offline screen appears. Tap Refresh to retry, or simply return to the app once you have a connection — the offline screen now clears on its own when connectivity is restored.

1. Connect to a Wi-Fi or mobile network.
2. Tap Refresh, or reopen the application. The offline screen will clear automatically once a connection is available.

Loading Errors

1. Tap Retry.
2. Confirm your internet connection is active.
3. Restart the application if the issue continues.

Contact

For assistance with your account or application issues, contact:
Tenzr Canada Inc.
Email: hello@tenzrhealth.com
Patient Support: +1 (833) 720-2049
General Line: +1 (833) 888-3697
Website: tenzrhealth.com
Support availability may vary by clinic or healthcare provider.