Tenzr Health Patient Application — Instructions for Use (IFU)

Product Name – Tenzr Health Patient Application
Date: October 16, 2026
Patient App Software Version – 1.9.0
Supported Platforms – iOS and Android
Manufacturer – Tenzr Canada Inc.

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.

Device Requirements

To use the application, you will need:

- A compatible iOS or Android mobile device
- 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.

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.

Section	Description
Dashboard	Displays your daily progress, check-ins, and quick access to activities.
Exercises	Contains your assigned Home Exercise Program.
Communication	Displays questionnaires, reminders, and symptom-related activities.
Education	Provides educational rehabilitation content.
Insights	Displays recovery history and progress trends.

Dashboard

The Dashboard provides a summary of your rehabilitation activities and recovery progress. Features include:

- Weekly activity tracking
- Home Exercise Program access
- Daily check-ins
- Recent symptom summaries
- Quick access to assigned activities

Home Exercise Program

The Exercises section contains your Home Exercise Program assigned to you by your therapist or clinician.

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 Dashboard or the Library, a short intro screen appears first. If there is more to read, scroll down to read more, (“Don’t show again” option sits above the Start button). 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. “Set X of Y” is shown above the rep counter, and a “Set X of Y complete!” message appears between sets so you can rest before continuing. Each repetition finishes back at the start position, so these messages never appear in the middle of a hold.

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 (shown in bold on the exercise screen)

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.
4. Optionally provide feedback for individual exercises.
5. Tap Submit Log to save your activity.

While logging, the top bar shows the date you are logging for (for example, “Logging for Sep 23”). 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.)

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

Completing a Communication Activity

1. Open the assigned communication activity.
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 when finished reading.

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 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
- View application instructions
- View App Update History to see past release notes
- Log out of the application
- Request account deletion

Selecting Delete Account will direct you to the Contact Us page to submit your request.

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.

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.

Support Information

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

Safety Information

Important Safety Information

- 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.
- Deleting or reinstalling the application may affect locally stored information or settings. Contact support if you require assistance before removing the application.

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.

Contact

support@tenzrhealth.com
(833) 720-2049