Tenzr Clinician Portal User Guide

A Guide to Key Actions on the Tenzr Health System
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Manufacturer: Tenzr Canada Inc.
Manufacturer address: 1379 Hames Crescent, Coquitlam, BC V3E 3H1, Canada
Manufacturer contact information: www.tenzrhealth.com
Rev: 4

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Welcome to the Tenzr Clinician Portal

Welcome to the Tenzr Clinician Portal User Guide, your guide to the key actions clinicians take on the Tenzr Health System.
Beginning with an introduction to the Tenzr Portal Dashboard, you will gain a comprehensive understanding of the central hub for managing your patients using Tenzr.
The following sections offer detailed instructions for each key action, ensuring clarity in executing tasks such as adding a patient, creating a HEP, monitoring patients, and more.
To access the Tenzr Web Portal, visit: **app.tenzrhealth.com**

Stakeholders

Intended Use

Tenzr Portal is intended for use by qualified healthcare professionals to create, assign and manage rehabilitation programs for patients (exercises, Lessons and Communications), and to review what patients report back through the companion patient app. It does not diagnose, interpret patient data, recommend treatment or make clinical decisions.

Intended User

Tenzr Portal is intended for use by qualified healthcare professionals responsible for delivering and managing rehabilitation care. Primary users are expected to have the clinical training and professional qualifications necessary to independently assess patients and make appropriate treatment decisions. Secondary users perform non-clinical tasks only and do not make clinical decisions. Tenzr Portal supports clinical workflows and does not replace the user's professional clinical judgment.

- Primary intended users: clinicians responsible for rehabilitation care.
- Secondary authorized users: clinical or administrative staff who perform permitted non-clinical tasks, such as patient onboarding or account administration.

Intended Patient Population

Tenzr Portal is intended to support patients 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, post-operative recovery, orthopedic and musculoskeletal conditions, and physical, hand or speech-language therapy. Patients need a smartphone with internet access, and must be able to read the app in a supported language (English, Spanish, French or Arabic) or have a caregiver who can help them.

Contraindications and Warnings

Contraindications

- Do not use Tenzr Portal for patients outside the intended patient population.
- Do not use Tenzr Portal for a clinical condition or treatment type outside its intended use.

- Do not use Tenzr Portal to manage patients for whom the prescribed rehabilitation/activity is medically contraindicated.

Warnings

- **Clinical oversight:** Tenzr Portal should only be used under the oversight of an appropriately qualified healthcare professional.
- **Clinical decision-making:** Tenzr Portal should not be used as the sole basis for a diagnosis, treatment decision, or other clinical decision.
- **Exercise prescription:** Over- or under-exercising can lead to physical harm. Clinicians are responsible for prescribing an appropriate type and amount of exercise for each patient, and for adjusting it as the patient progresses.
- **Incomplete information:** Information displayed in Tenzr Portal may be incomplete if a patient has not submitted information, synchronization has failed, an external system is unavailable, or data has not yet been refreshed. Clinicians should consider the completeness and currency of available information before acting on it.
- **Emergency situations:** Tenzr Portal should not be used to provide or obtain emergency medical assistance. Existing emergency-care procedures should be followed where immediate assessment or intervention is required.
- **Incorrect patient:** Clinicians should verify that they are reviewing the correct patient record before making changes, assigning care, or interpreting patient information. Clinicians are responsible for entering accurate, verifiable patient details when adding or editing a patient.
- **Software or connectivity failure:** If Tenzr Portal becomes unavailable or information cannot be reliably accessed, clinicians should follow their organization's established clinical procedures and should not delay necessary patient care while waiting for the software to become available.

Precautions

- **Verify information before acting:** Clinicians should confirm that relevant patient information is current and clinically appropriate before relying on it.
- **Review patient feedback in context:** Patient-entered information should be interpreted alongside other available clinical information and should not automatically be treated as independently verified clinical information.
- **Use appropriate clinical judgement:** Tenzr Portal supports clinical workflows but does not replace professional judgement or applicable standards of care.
- **Protect account access:** Clinicians should not share Tenzr Portal credentials or leave an authenticated session accessible to unauthorized individuals.
- **Shared computers:** Clinicians should sign out of Tenzr Portal when using shared or publicly accessible workstations.
- **Patient assignment:** Verify the patient's identity before assigning or changing patient-specific content or care.

Reporting a Problem or Adverse Event

If you experience a malfunction, unexpected behavior, or believe use of Tenzr Portal contributed

to patient harm, report it to Tenzr Health as soon as possible:
Email: support@tenzrhealth.com
Phone: USA (425) 230-3206, Canada (778) 910-4652
Please include: a description of what happened, the patient's Tenzr reference ID (do not include the patient's name or clinical details), the date and approximate time, and any relevant screenshots with patient details removed or blurred.
Tenzr Health investigates all reported issues and, where required, takes corrective action in accordance with its quality management procedures.

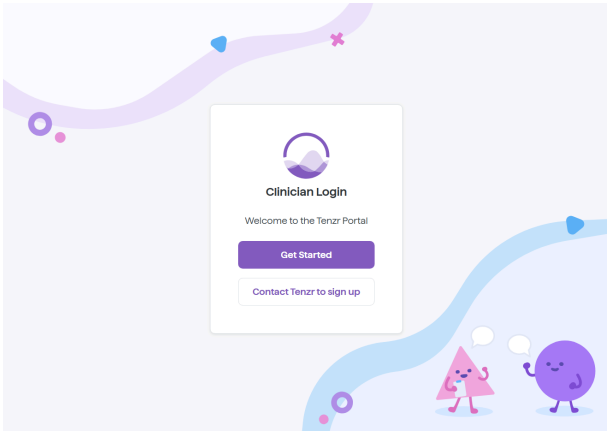
System Requirements

Supported Browsers

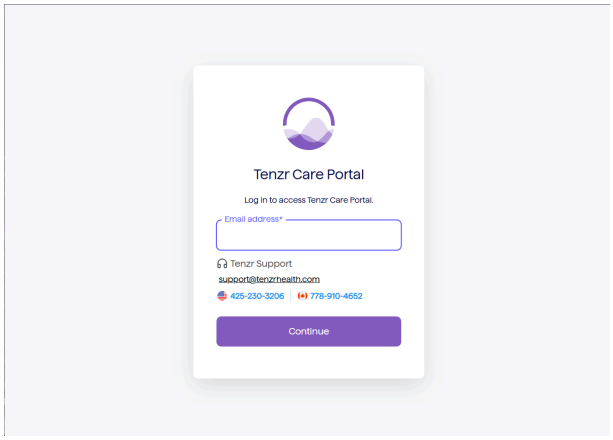
Tenzr Portal is accessed through a modern web browser. For best performance and security, users should use a current browser version that is actively supported by the browser provider.

Accessing Tenzr Portal

1. On your preferred internet browser, navigate to the approved Clinician Portal URL.

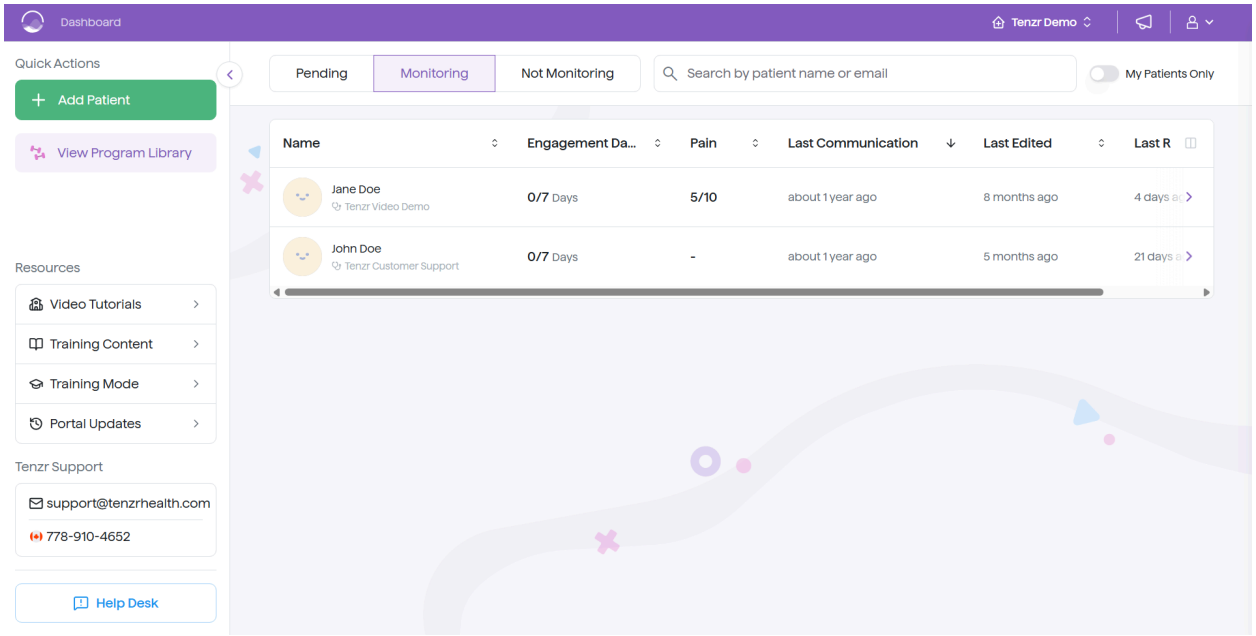


2. Authenticate using the Tenzr Portal authentication process by providing your log in credentials. If you open a direct link to a Tenzr Portal page while signed out, you are taken to that page after logging in instead of the Dashboard.



Dashboard

The Tenzr Portal Dashboard serves as the central hub for clinicians to manage their patients using Tenzr, providing an overview of their information at a glance.

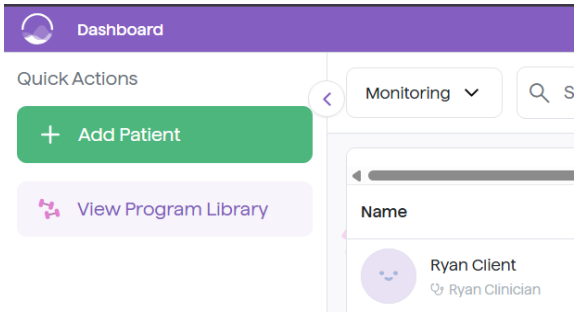


Patient Status

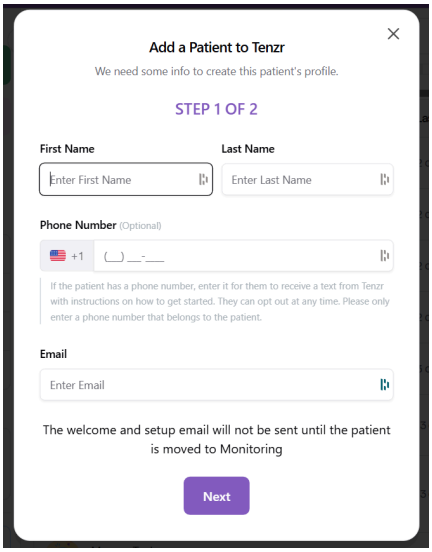
Pending	Patients who are awaiting activation.
Monitoring	Patients who are being actively monitored by clinicians.
Not Monitoring	Patients who do not report data through Tenzr or do not require ongoing review by their care team.

Adding a New Patient

1. On the Tenzr Portal Dashboard, click “Add Patient” button



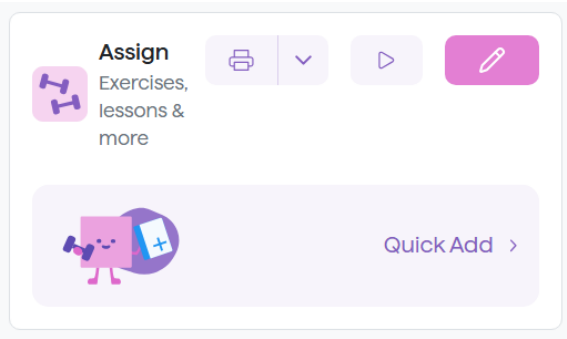
2. Fill in the patient’s information across both steps. The patient’s email serves as their Tenzr app login. Medical Insurance Plan is optional and labelled “(Optional)”, and Diagnosis appears below Insurance.



3. Click the “Finish” button. At this point, you will be automatically directed to the patient’s profile. If Finish fails because of a field on another step, such as an invalid phone number, the form jumps to that step and shows a message.

Creating a HEP

Clinicians can create a Home Exercise Program (HEP) by building one from scratch or using a Template.

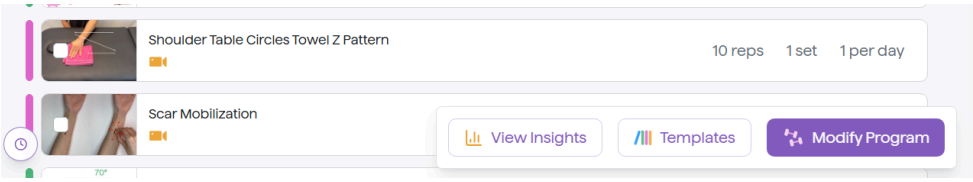


1. Start by clicking on “Create HEP” Button (pink pencil) via the Patient Profile. This will open the Patient Program screen.

Creating a HEP via Templates

On the Patient Program screen:

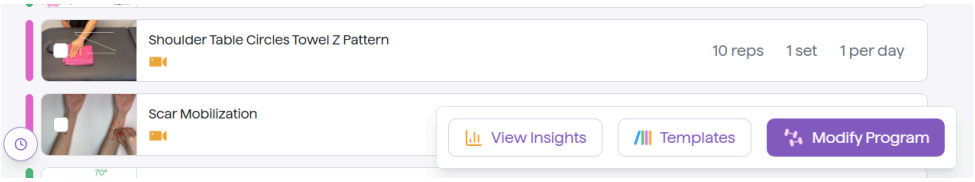
1. Click “Templates” to open the Template page. The tab opens on My Templates, with Clinic Templates one tab over. Each row shows who created the template, and you can start a template and use the Favorites chip to show only starred ones. Template rows show how many exercises and communications each template contains, along with each activity’s reps, sets, hold and frequency, so you can check a template without opening it. Click anywhere on a row to open the template.



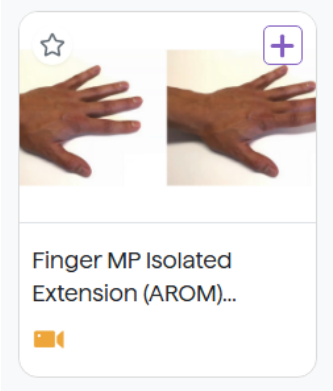
2. Select the Template you wish to add to the patient
3. Click the “Add All” button to add all activities from the Template to the HEP, or click the “+” button to add individual activities from the Template.

Creating a HEP From Scratch

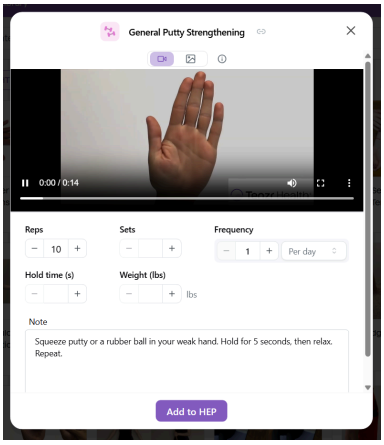
1. Click “Modify Program” to create a HEP from scratch.



2. Click on the “+” icon on the top right corner of the Activity card to Quick Add the activity.



3. Click on an Activity Card to display the activity popup to edit the sets, reps, hold, weights, frequency and/or notes.



- In the Program Library, use the Search Bar for a specific activity or filter/sort buttons to filter the search results. Use the dropdown to switch between different activity types. You can also upload your own exercise videos and images to the Program Library and choose whether your clinic or your whole organization can use them. Before uploading, you confirm that you have the consent and rights to share the content. Do not upload content that shows patients.

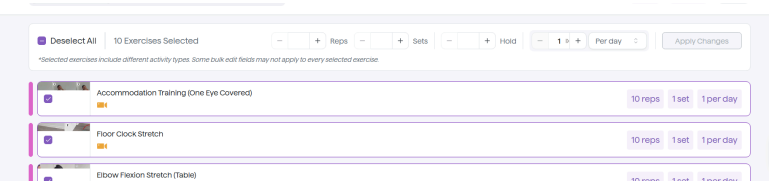
Activity Types

Exercise	Exercise-based activities
Communication	Pain assessment or custom questions
Lessons	Educational content.
Templates	Reusable activities or programs used to build patient programs.

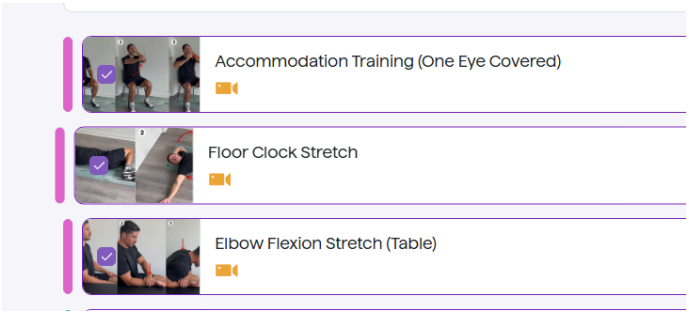
Editing a HEP

After creating a HEP, you can edit activity details in the Patient Program to personalize according to the patient's needs.

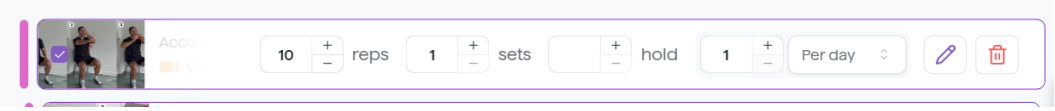
- Bulk edit tab to edit multiple activities



- Toggle between narrow & expanded view
- Click, hold and drag on the white section to re-order activities



- Hover over an activity to reveal the reps, sets, holds, weights and frequency counter. Use the "+/-" buttons to adjust them.
- To edit advanced settings in the activity popup, click on the pen icon.



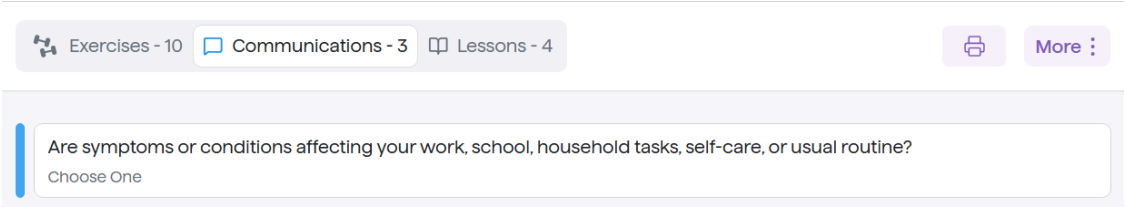
Editing an Activity

Preview the video for a directed activity. Include any additional notes or instructions you want the patient to follow. Some activities will have default notes.

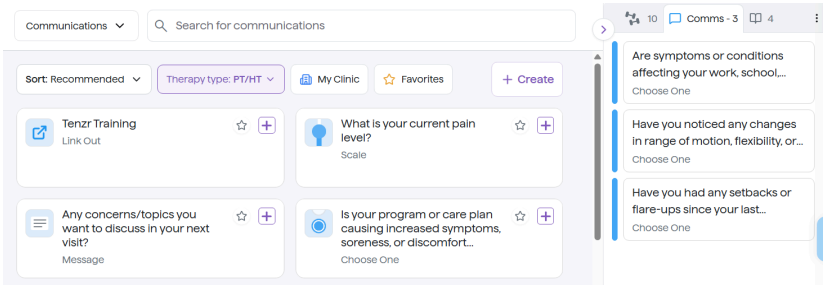
Editing a Communication

Communications are used for adding a question.

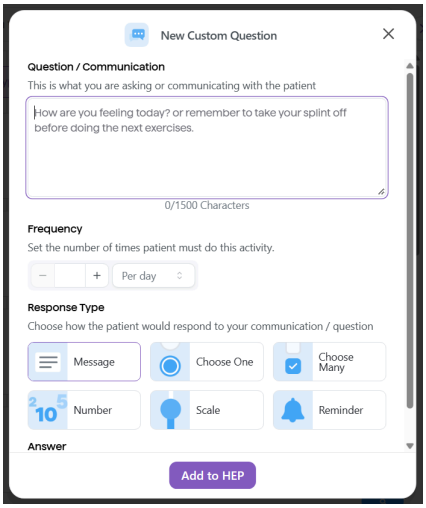
1. On the View Library Page, navigate to the Communications page to add or edit communications for the patient.



You can also do this in the Patient Program screen.

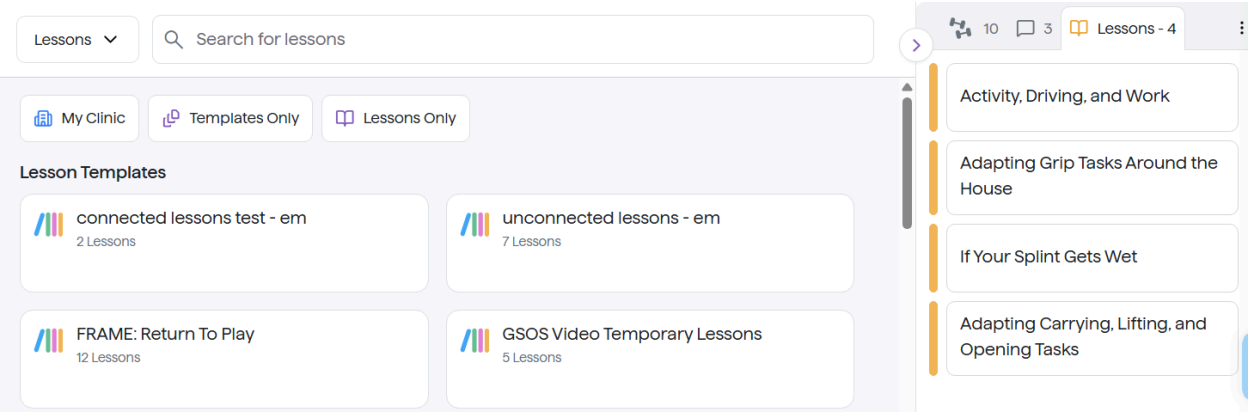


2. Enter your question, then select the Response Type that best fits: Message, Choose One, Choose Many, Number, Scale, or Reminder.



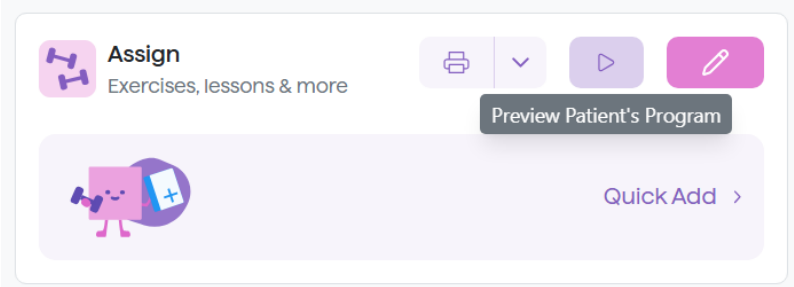
Editing a Lesson

On the lessons tab, select the lesson you'd like to add to the HEP. Lessons are education modules that help communicate essential information to the patients. These modules cannot be edited by clinicians.

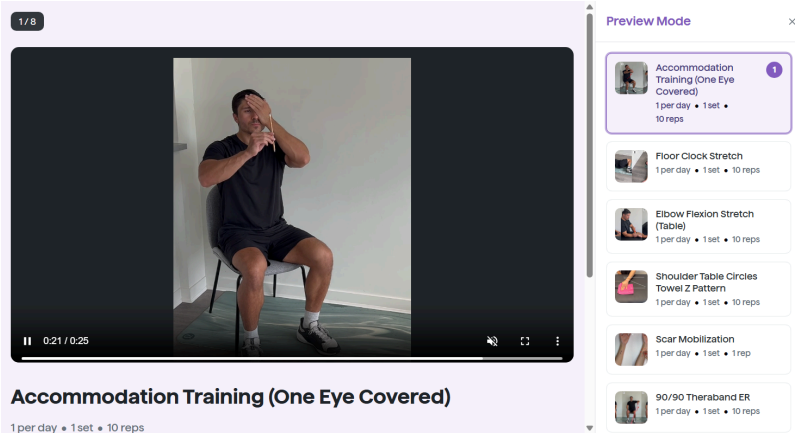


Previewing a HEP

1. Click the "Preview Now" button (the play button) in the patient profile to open the patient's HEP.

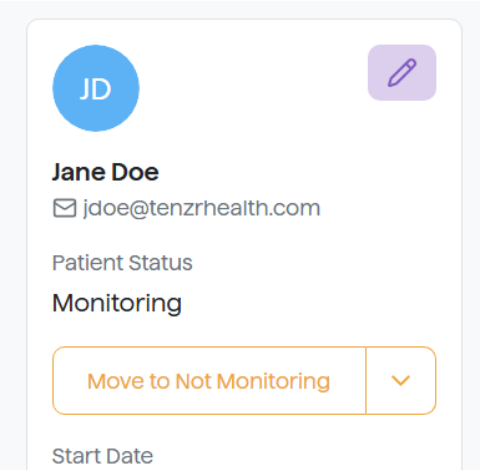


2. Preview how a patient will access the activities using the Next button at the bottom.



Edit a Patient's Profile

1. From the patient's profile, click on the pen icon to edit a patient's information.

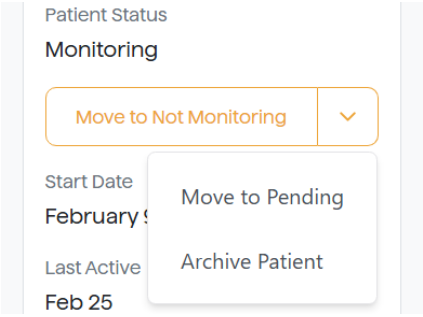


2. Toggle between "Personal Information" and "Medical Details". Under Medical Details, Medical Insurance Plan is optional: you can leave it blank or clear a saved plan, and Diagnosis appears below Insurance. If Save fails because of a field on another tab, the form jumps to that tab and shows a message. If the patient's Tenzr app account has been deactivated, the email field is locked and a Restore App Access option is shown, which reactivates the patient's app login using the saved email.

Monitoring a Patient

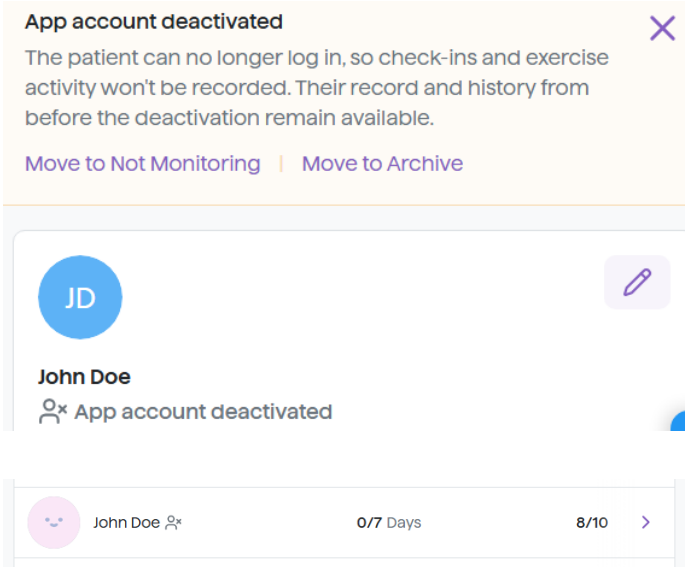
Activate a patient once you have assigned Tenzr as a plan of care for the patient and instructed them on how to get started.

1. From the patient's profile, click "Move to Monitoring".



2. Click "Confirm Move".
3. If a patient asks Tenzr Support to deactivate their Tenzr app account, Tenzr Portal flags it so you know they can no longer submit activity. The patient's row on the Dashboard shows an icon with the date the account was deactivated, their profile shows a tag and

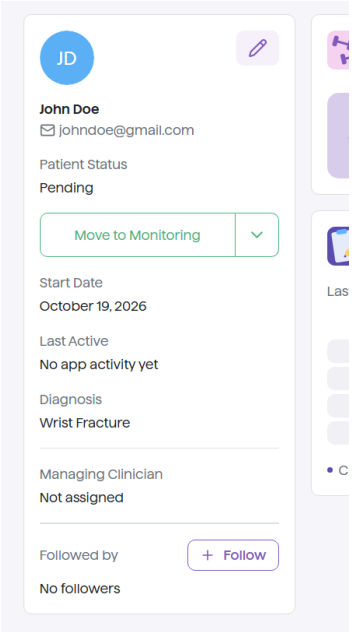
banner, and the Review card notes that there has been no new activity since that date. From the banner, you can choose Move to Not Monitoring or Move to Archive. The



patient's status does not change automatically.

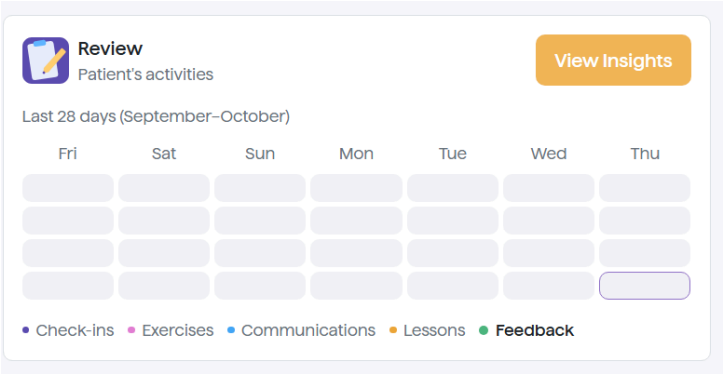
Following a Patient

You can follow a patient that you don't manage to keep track of their progress. From the patient's profile, select Follow; select it again to stop following. The profile shows who is following the patient. When My Patients Only is turned on, the patient list shows both the patients you manage and the patients you follow.



Viewing Insights

1. From the patient's profile, click "View Insights".



2. Review patient's daily progress and communications here. In Program Monitoring, select a date with exercise activity to open the patient's Timeline on that day.

Contact

support@tenzrhealth.com
USA: (425) 230-3206
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