IFU Resilience PRO US : User guide Healthcare Professional

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User guide practitioners

v.24 - 2026/01

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Preamble

All components of our platform have been designed in close compliance with applicable international standards relating to quality management, information systems security, and the development of medical device software.

The Resilience PRO remote monitoring device, developed and produced by Resilience MD, is distributed by Resilience as part of the solution called Resilience. Throughout this document, any reference to the Resilience product refers to the Resilience PRO device.

These instructions for use provide explanatory guidance on accessing, operating, and using the Resilience platform. It may be provided to you in paper format within 15 days upon request.

For any issue, or to obtain the instructions for use in paper format, please contact us at: support@resilience.care. You may also print this document.

Format notes:

- Blue boxes highlight informational messages.
- Red boxes indicate points requiring attention.

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Legal Information

- Medical device manufacturer: Resilience MD — 6 rue d'Armaillé, 75017 Paris, France · Contact: support@resilience.care · Country of manufacture: France · Website: https://resilience.care
- Manufacturer's catalogue reference (for formal identification of the medical device): 03760356940005
- Instructions for use: indicates to the user that it is necessary to consult the instructions for use.
- Medical device: indicates that the item is a medical device.
- CE marking: N/A
- Unique device identifier (system containing the information relating to a unique device identifier): (01)03760356940005(10)
- Manufacturer's batch code (for formal identification of the batch): —
- Applicable version: these instructions for use are applicable from product version 3.18.4, 26/01/2026.

Indication

The Resilience PRO device is a monitoring and clinical decision support software in the field of oncology. It is intended for the remote monitoring of cancer patients by healthcare professionals (HCPs), outside of emergency situations.

Clinical Benefit

Resilience PRO enables the monitoring of adverse events in order to determine whether it is necessary to adapt the patient's management.

Product Performance

Resilience PRO is a digital Medical Device under enforcement discretion according to the Section 201(h)(1) of the FD&C Act. This device is intended for the remote monitoring of cancer patients by healthcare professionals and for supporting patients in the self-management of their symptoms through personalized guidance and symptom tracking.

Contraindications / Warnings

Contraindications

There are no known contraindications. There is no risk of injury.

As Resilience PRO is a software product, developed and produced by Resilience MD and distributed by Resilience, it contains no medicinal substance or substance of human or animal origin, and does not come into contact with the human body.

It has no adverse effects.

Precautions for use

- The device is not a real-time monitoring tool for healthcare professionals. It is intended solely for non-urgent communication.
- The device is indicated for monitoring adult cancer patients (over 18 years of age) and does not cover the monitoring of children.
- The device requires an internet connection to function.
- The device is not intended for use on mobile devices.
- Weight alerts do not account for weight stabilisation over time if the patient's weight decreases and then stabilises.
- The device is intended for use by healthcare professionals in oncology.

Limitations of intended purpose and intended use

- Clinical decision support, without substitution for clinical judgement. Resilience PRO is a clinical decision support and non-urgent monitoring tool. It does not replace the clinical judgement of the healthcare professional, clinical examination, or routine medical follow-ups. All clinical decisions remain the sole responsibility of the healthcare professional.
- Not for use in emergency or real-time situations. The device must not be used to make or guide clinical decisions in emergency or real-time situations. In the event of an emergency, use the standard care pathways.

Off-label use

The device is validated solely for the remote monitoring of adult patients (over 18 years of age) with cancer, in oncology, using validated questionnaires. The following constitute off-label use and must be avoided:

- use outside this patient population (e.g. paediatric patients);
- use for clinical decision-making in emergency or real-time situations;
- use for clinical situations, conditions, or drugs not covered by the configured questionnaires.

Limitations of alerts: do not rely solely on alerts

- Alerts are an aid and not a guarantee. They cannot, by themselves, cover every situation.
- The absence of an alert does not mean the absence of a clinical problem.
- The healthcare professional remains responsible for analysing the questionnaire responses and monitoring the patient, regardless of whether alerts are present or not. Do not base your course of action solely on the triggering (or absence of triggering) of an automated alert.

Reporting of serious incidents

Any serious incident occurring in connection with the device should be reported to the manufacturer and to the competent authority of the Member State in which the user and/or patient is established.

A "serious incident" is an incident which, directly or indirectly, led, might have led, or might lead to:

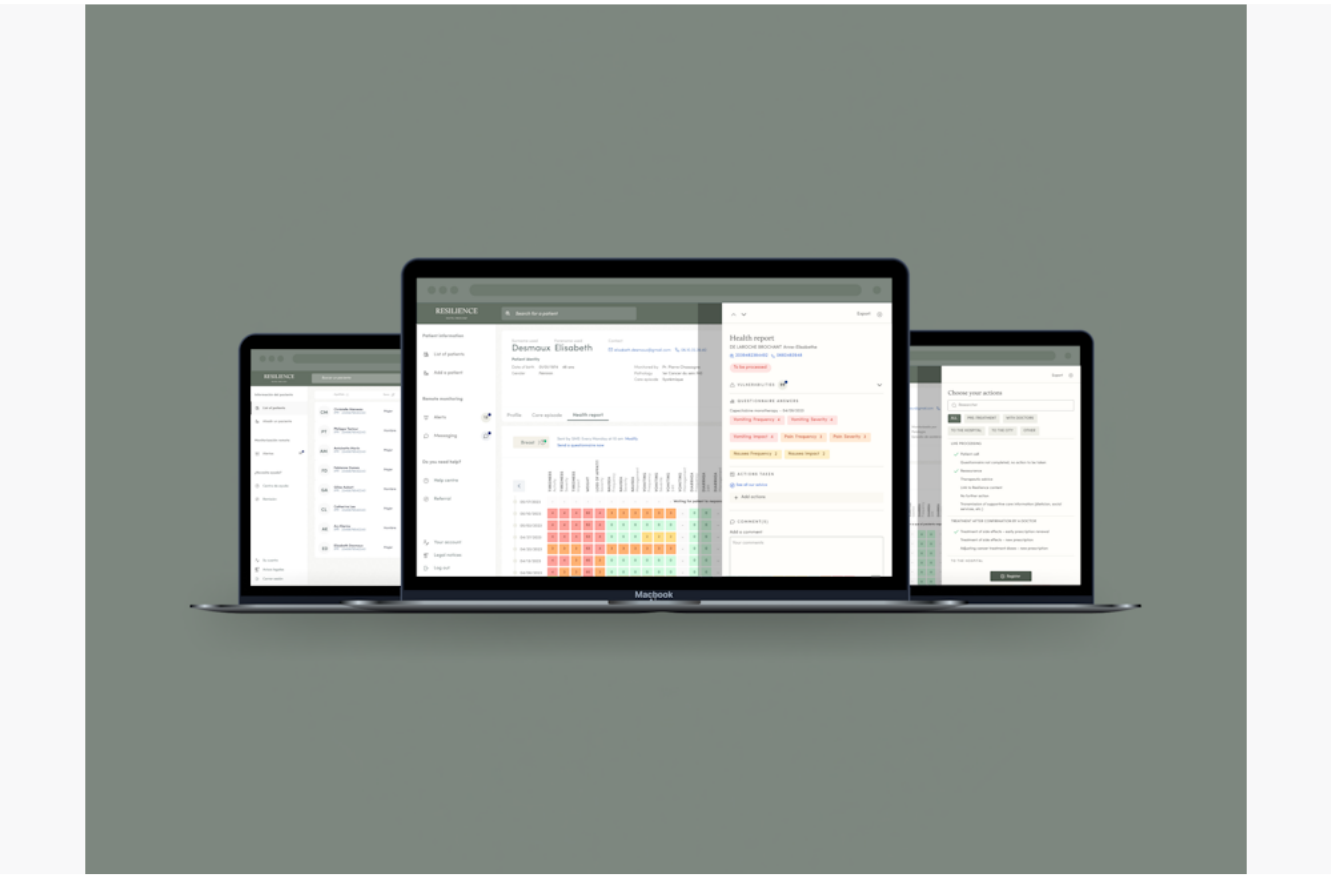
- the death of a patient, user, or any other person;
- the serious, temporary or permanent, deterioration of the state of health of a patient, user, or any other person.

Supported Browsers

We guarantee proper operation of the entire service from the browser versions listed below:

- Google Chrome: 109
- Mozilla Firefox: 115
- Microsoft Edge: 127

Quick Reference



Registration: An e-mail will be sent to you to register on the service. Using this invitation e-mail, choose a password and a secret answer.

Login: Once registered on the service, the platform URL is as follows: https://dashboard.resilience.care. You will simply need to enter your e-mail address and password to log in.

Patient creation: Enter the information required to create a patient account (Surname, First name, Date of birth, Telephone number, Biological sex, as well as the patient's identifier within your institution).

Patient profile: View the patient's information after adding them to the service.

Care pathway configuration: Choose and configure the e-PRO (electronic patient reported outcomes) questionnaire that will be sent to your patient.

Health reports: Consult your patient's health report, analyse the progression of symptoms, handle the alerts generated, export health reports, and add comments to the responses received.

Alert list: View all alerts to be handled and all alerts generated by all the patients you are monitoring.

Patient list: View the patients created and their key information.

Your account: Update your details (e-mail address and password).

Registration

Based on the information you have provided to us, your account has been created and you will receive an invitation e-mail.

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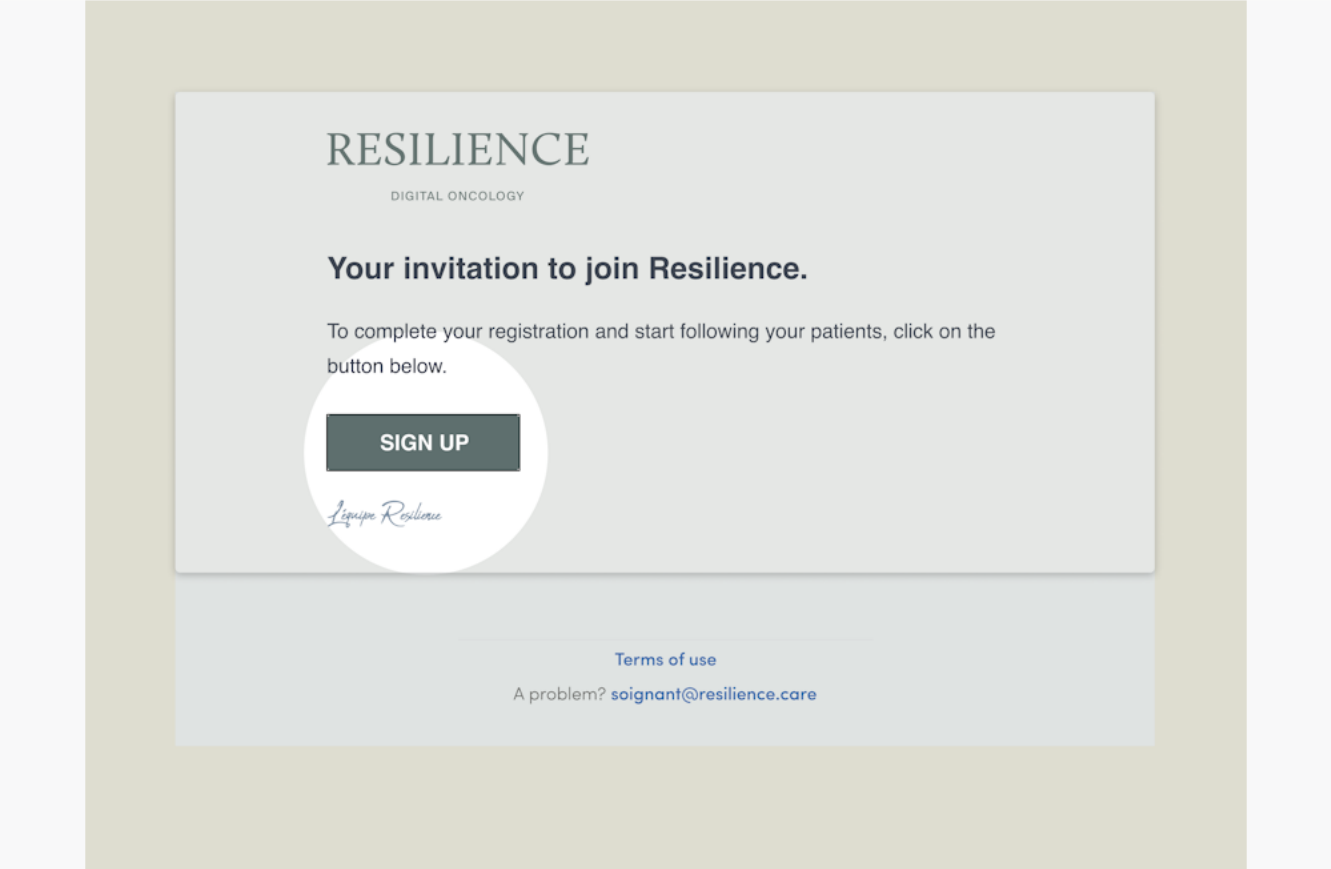
Access e-mail to Resilience



Following the creation of your account in our administration tool, you will receive an invitation by e-mail to complete the creation of your account. This e-mail is sent by "Resilience" from the address soignant@resilience.care.

The subject of this e-mail is "[Resilience] Votre invitation à votre espace Soignant".

To proceed with creating your account, click the "Register" button ("Register" in the English interface, to confirm with the localised UI).

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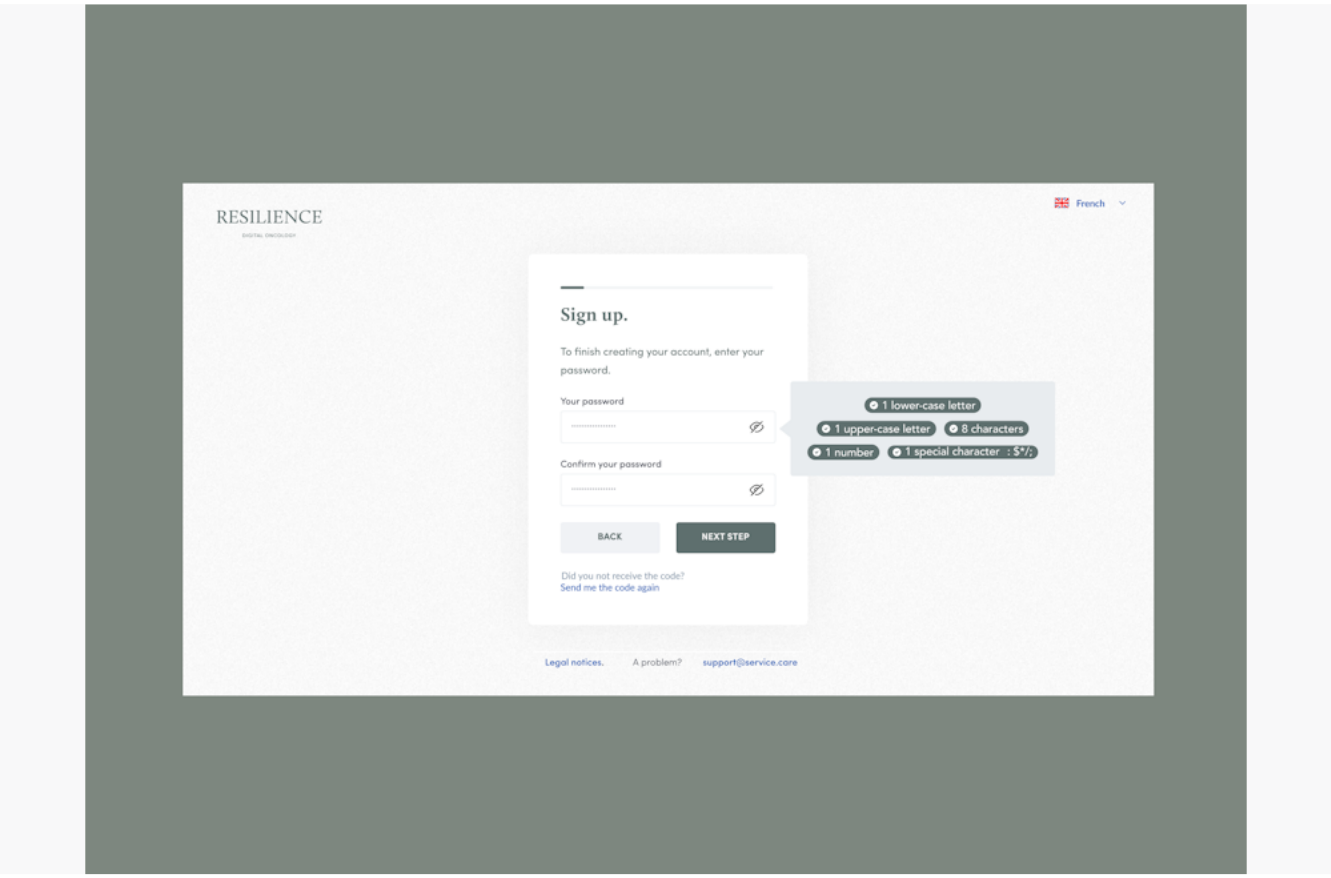
Email and Password Entry



The first step is to enter a strong password to secure your account.

This password must contain at least:

- 8 characters
- 1 lowercase letter
- 1 uppercase letter
- 1 digit
- 1 special character (!, _, *, ...)

Then confirm the password by entering it again. You can make the password visible by clicking the "Eye" icon.

Once everything is correct, click the "Next step" button to proceed with creating your account.

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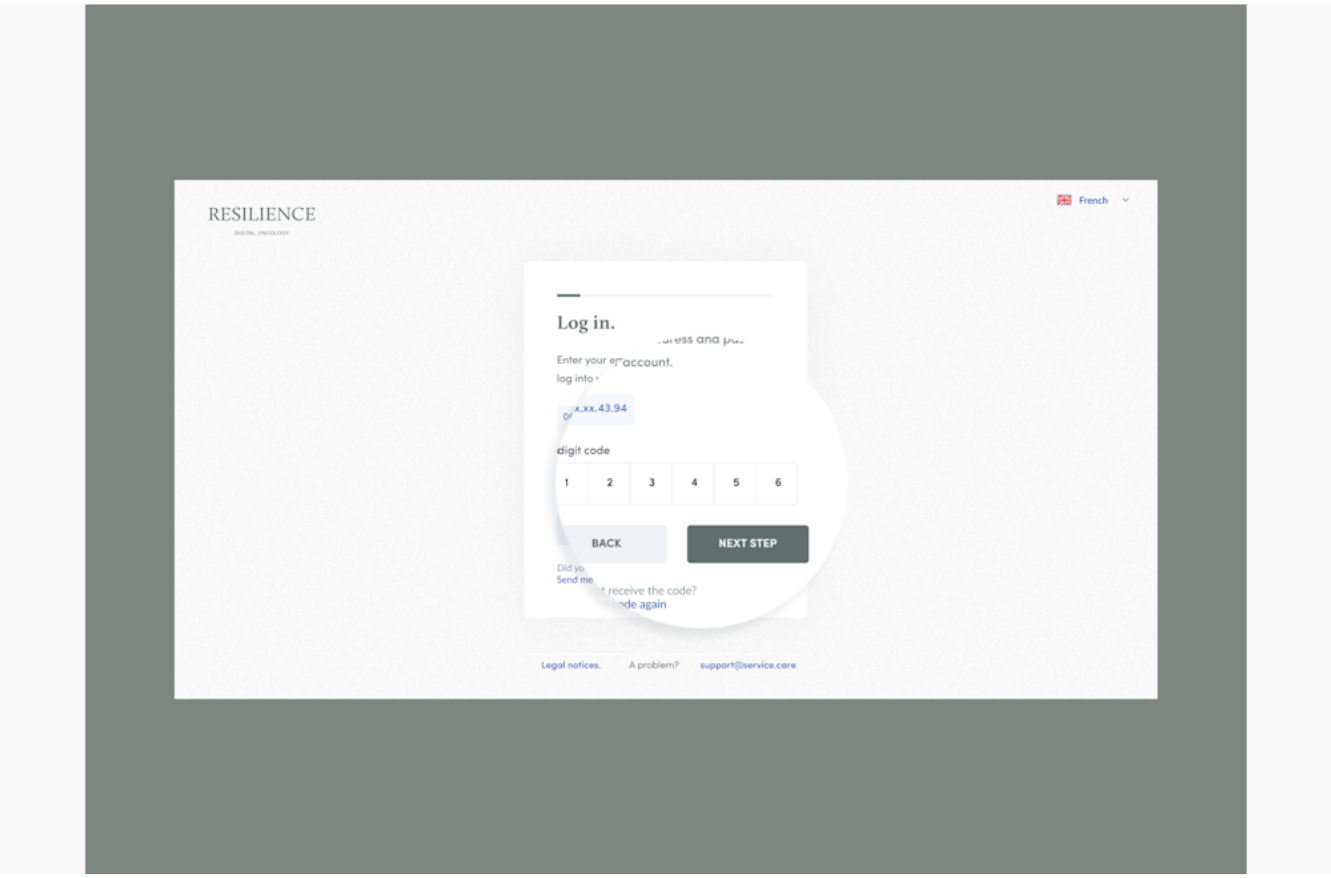
Entering the SMS Code



A 6-digit code is sent to you by SMS to the number you provided when creating your account.

In the corresponding field, enter the 6-digit code contained in this SMS. It enables us to confirm your identity.

Note: This code expires after 10 minutes.

If you do not receive the code, click the "Resend the code" button. A new code will then be sent to you by SMS and the previous code will become invalid.

If you experience any difficulties, please do not hesitate to contact support: soignant@re-silience.care.

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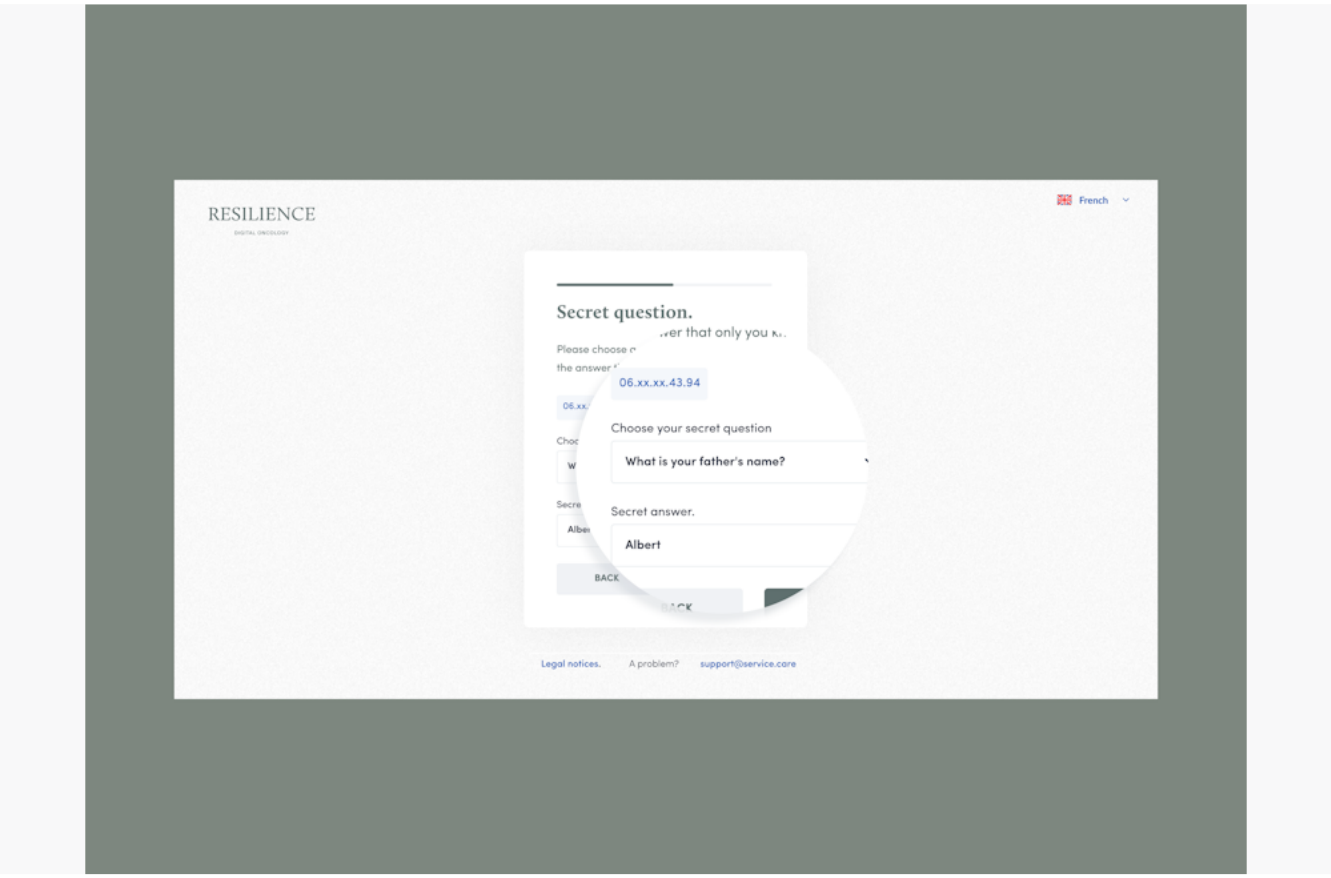
Secret Question Answer



To finalise the creation of your account, choose a secret question and define the associated secret answer.

The answer must contain a minimum of 5 characters.

Be sure not to forget your secret answer.

You will need it to reset your password if you forget it, or simply to change your login e-mail address.

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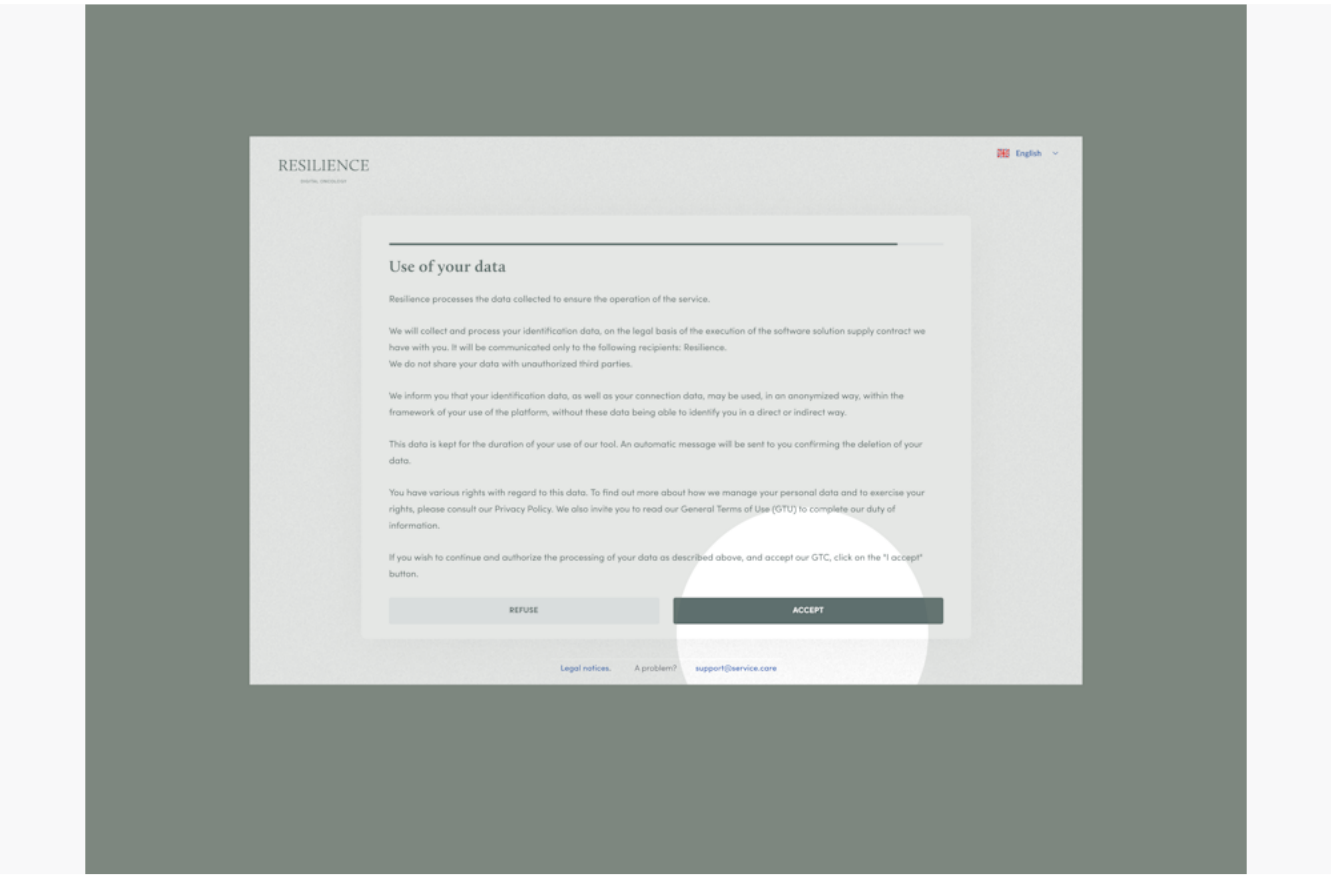
Consent Collection



To finalise your registration, we need to collect your consent. To do so, please read the "Use of your data" information presented to you.

By scrolling through this text, you will be able to click on the two links present, which will redirect you to the following regulatory documents:

- Privacy Policy
- Terms and Conditions of Use

Click "I accept" to confirm your registration for the service.

If you click "I refuse", your registration for the service will not be processed.

Upon clicking the "I accept" button, your account is created and you gain access to the Resilience service.

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Login

Once your registration is complete, for all subsequent logins, go directly to the following URL to connect to the service: https://dashboard.resilience.care

We strongly recommend adding this URL to your bookmarks.

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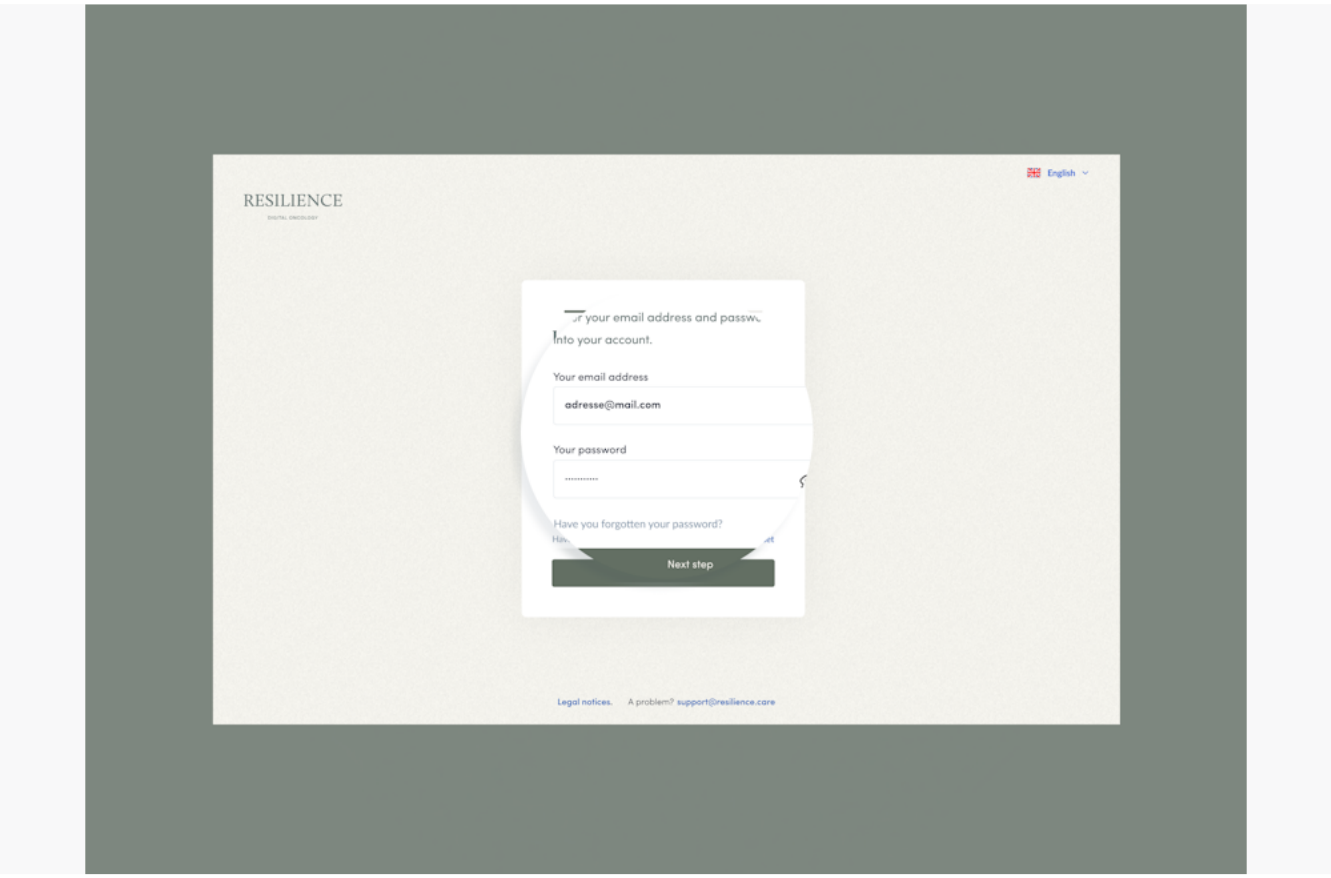
Email and Password Entry Step



To authenticate yourself on the service, you must enter the e-mail address associated with your Resilience account and the password you chose when creating your account.

You can make the password visible by clicking the "Eye" icon.

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First Login of the Day? Code Sent by SMS

If this is your first login of the day, to ensure that it is indeed you, an SMS containing a 6-digit code is automatically sent to you.

This step must be repeated every 24 hours.

Please note that the code is only valid for 10 minutes. Beyond this time limit, the code will have expired. A new code can be sent to you by clicking the "Resend the code" button.

Enter the 6-digit code from the SMS in the corresponding field.

If you do not receive the code, click the "Resend the code" button. A new code will then be sent to you by SMS and the previous code will become invalid.

If you experience any difficulties, please do not hesitate to contact support: soignant@resilience.care.

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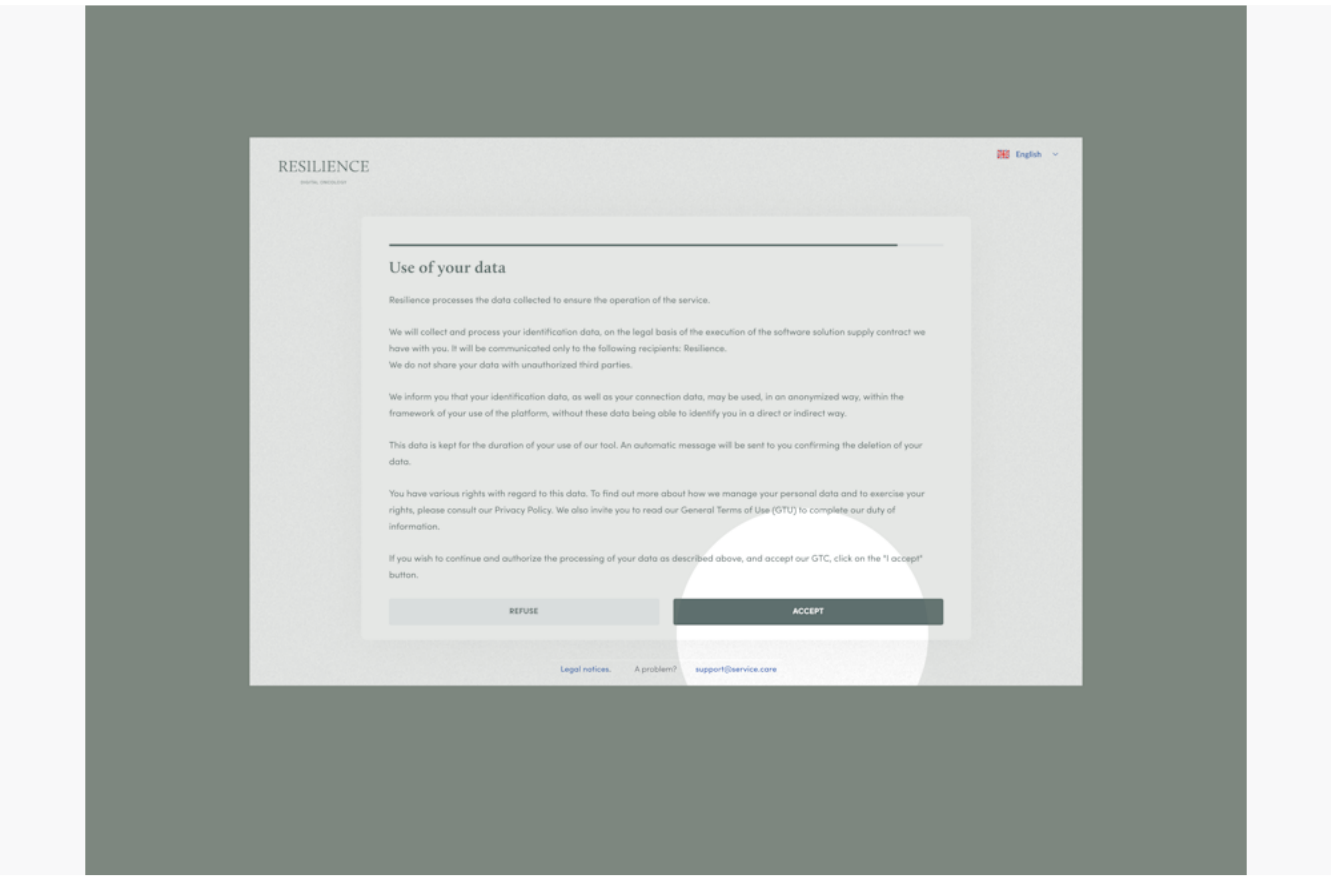
Regulatory Framework Update



In the event of an update to regulatory documents (Privacy Policy or Terms and Conditions of Use), we are obliged to keep you informed.

Upon logging in, you will be taken to a page detailing the notable changes.

By scrolling through this text, you will be able to click on the two links present, which will redirect you to the updated regulatory documents:

- Privacy Policy
- Terms and Conditions of Use

Click "I accept" to log in to the Resilience service.

If you click "I refuse", you will not be able to log in to the service.

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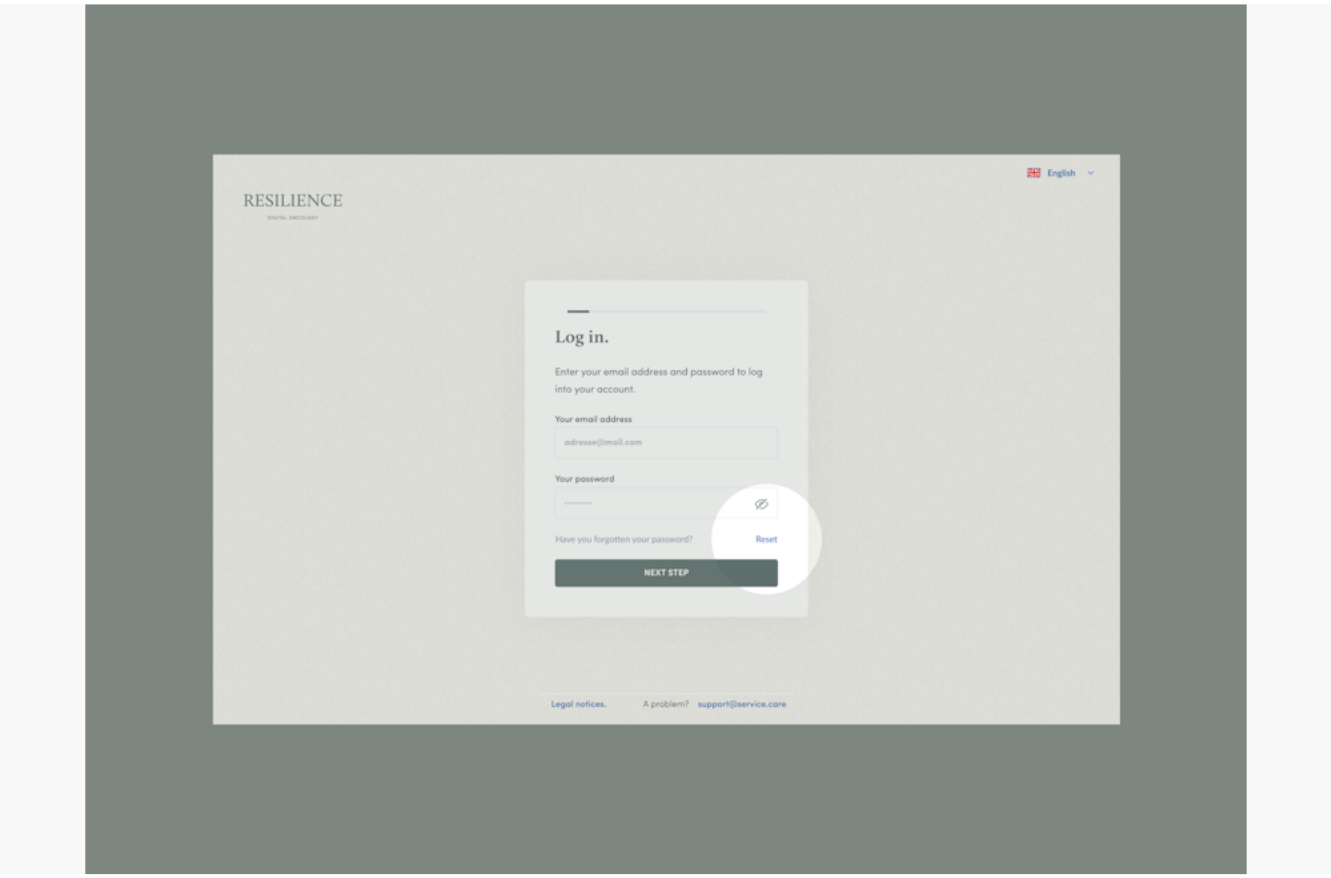
Forgotten Password?



If you have forgotten your password, you can reset it by clicking "Forgot your password? Reset" on the login page.

This procedure is carried out in 4 steps.

Step 1: Enter e-mail address — First, enter the e-mail address associated with your account.

Step 2: Enter the code received by SMS — A 6-digit code is then sent to you by SMS. Enter it to confirm your identity. Please note that this code expires after 10 minutes. If you do not receive the code, click the "Resend the code" button. A new code will then be sent to you by SMS and the previous code will become invalid. If you experience any difficulties, please do not hesitate to contact support: soignant@resilience.care.

Step 3: Secret answer — Enter your secret answer. This is used to confirm your identity.

Step 4: Your new password — Once your identity has been confirmed, you may proceed to set your new password. This new password must contain at least: 8 characters, 1 lowercase letter, 1 uppercase letter, 1 digit, 1 special character (!, _, *, …). Then confirm the password by entering it again. You can make the password visible by clicking the "Eye" icon.

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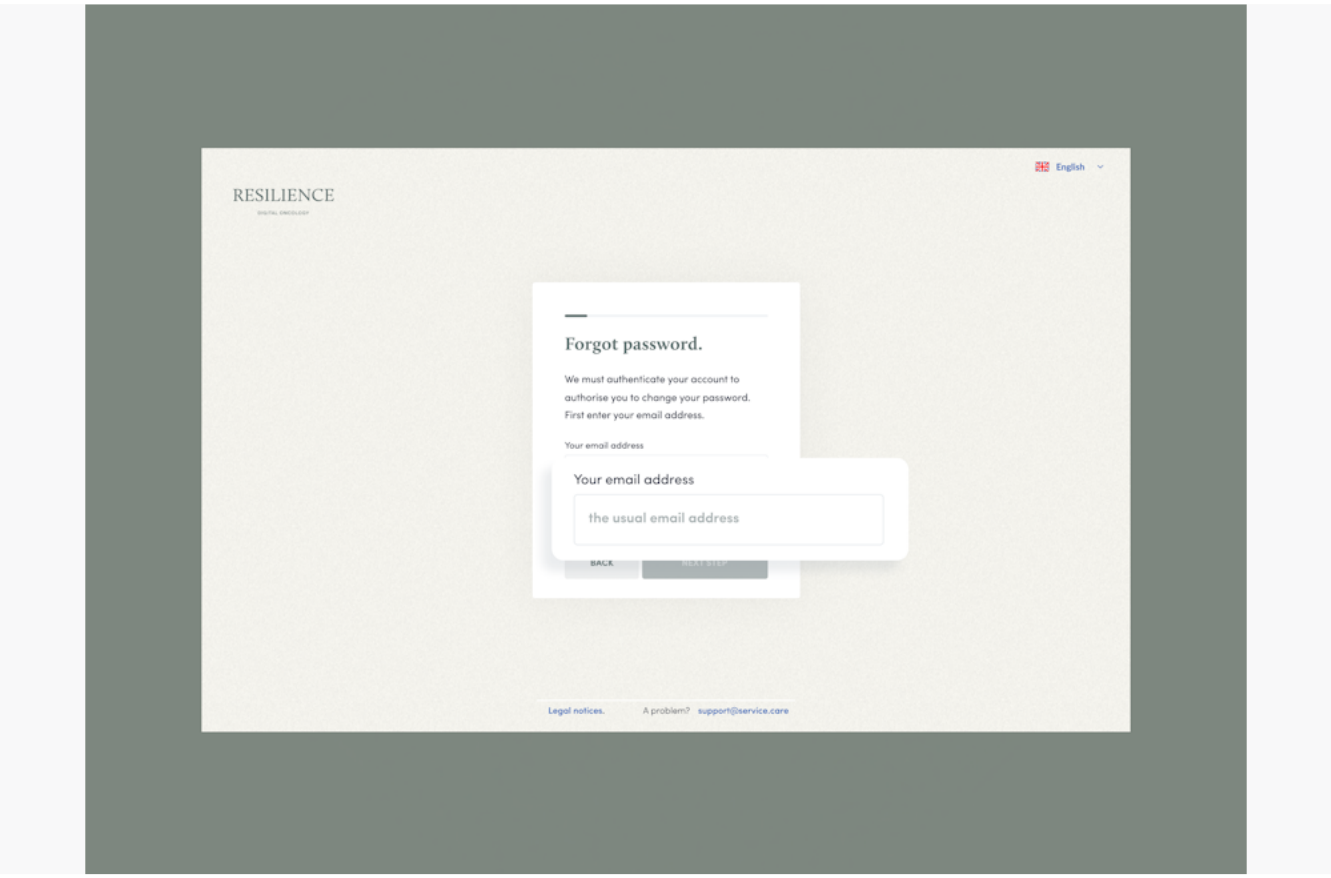
Step 1: Enter e-mail address



First, enter the e-mail address associated with your account.

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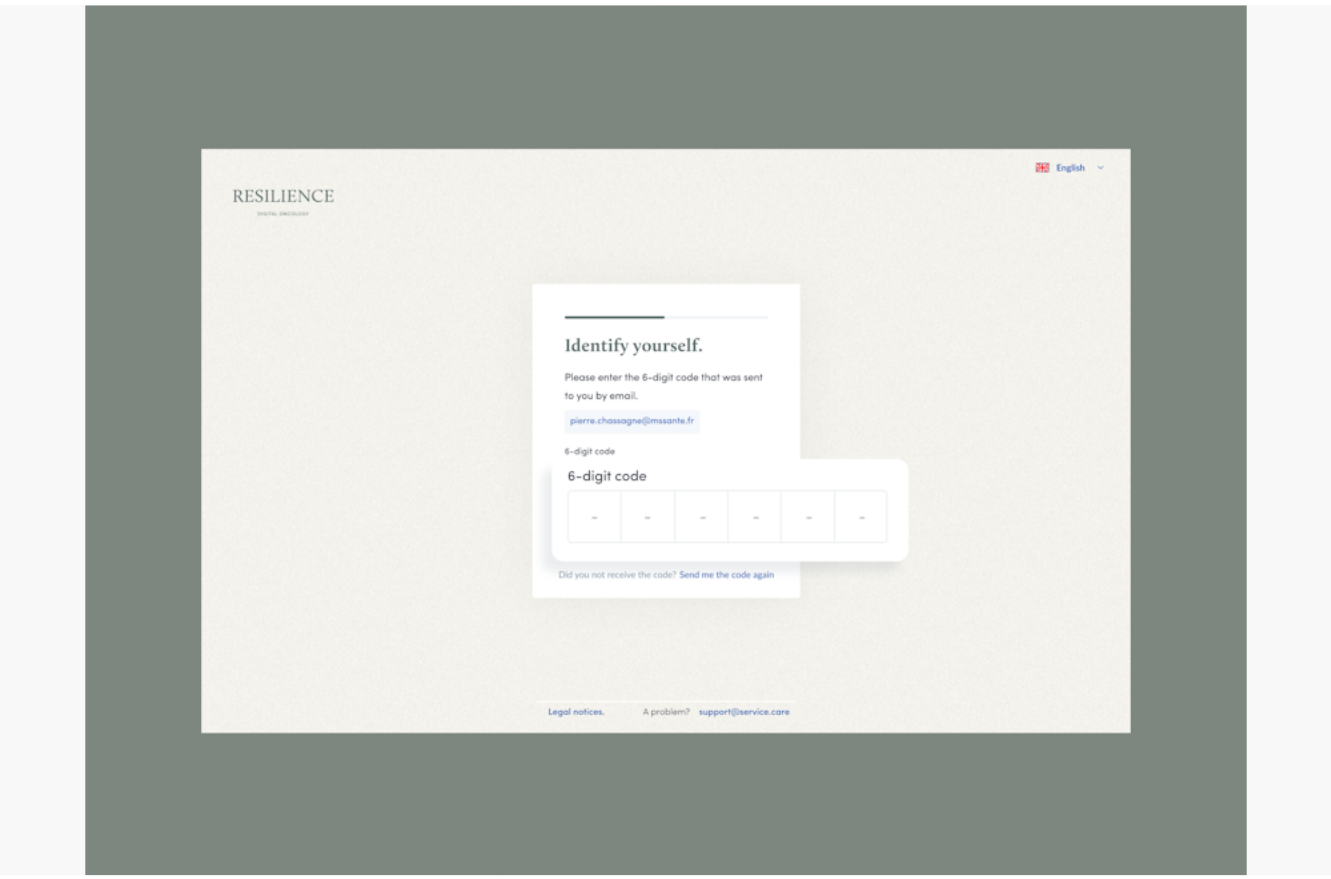
Step 2: Enter the code received by SMS



A 6-digit code is then sent to you by SMS. Enter this code to confirm your identity.

Please note that this code will expire after 10 minutes.

If you don't receive the code, click the "Resend code" button. A new code is then sent to you by SMS and the previous code becomes invalid.

If you have any problems, please do not hesitate to contact customer support : soignant@re-silience.care

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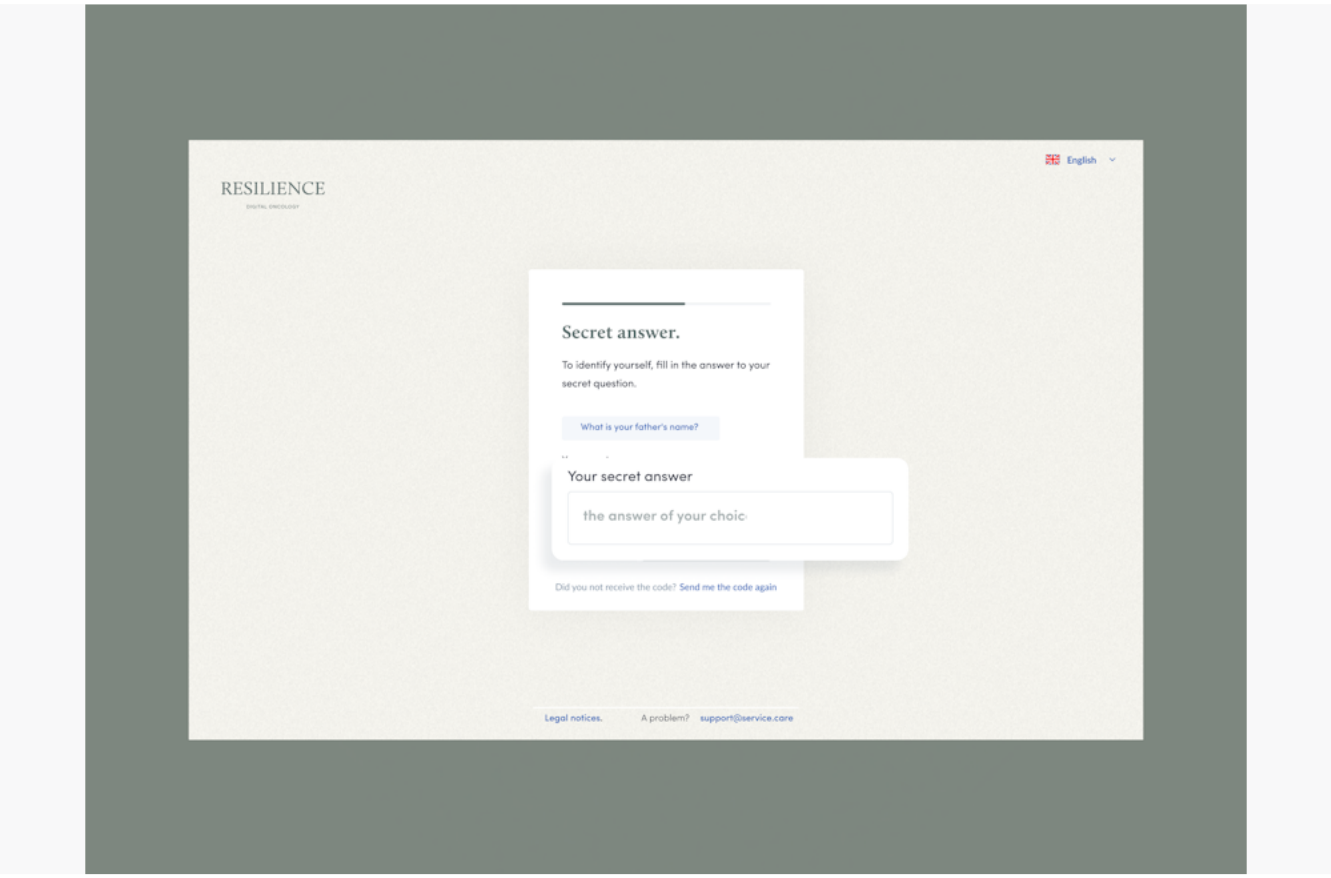
Step 3: Secret answer



Then enter your secret answer. This allows us to confirm your identity.

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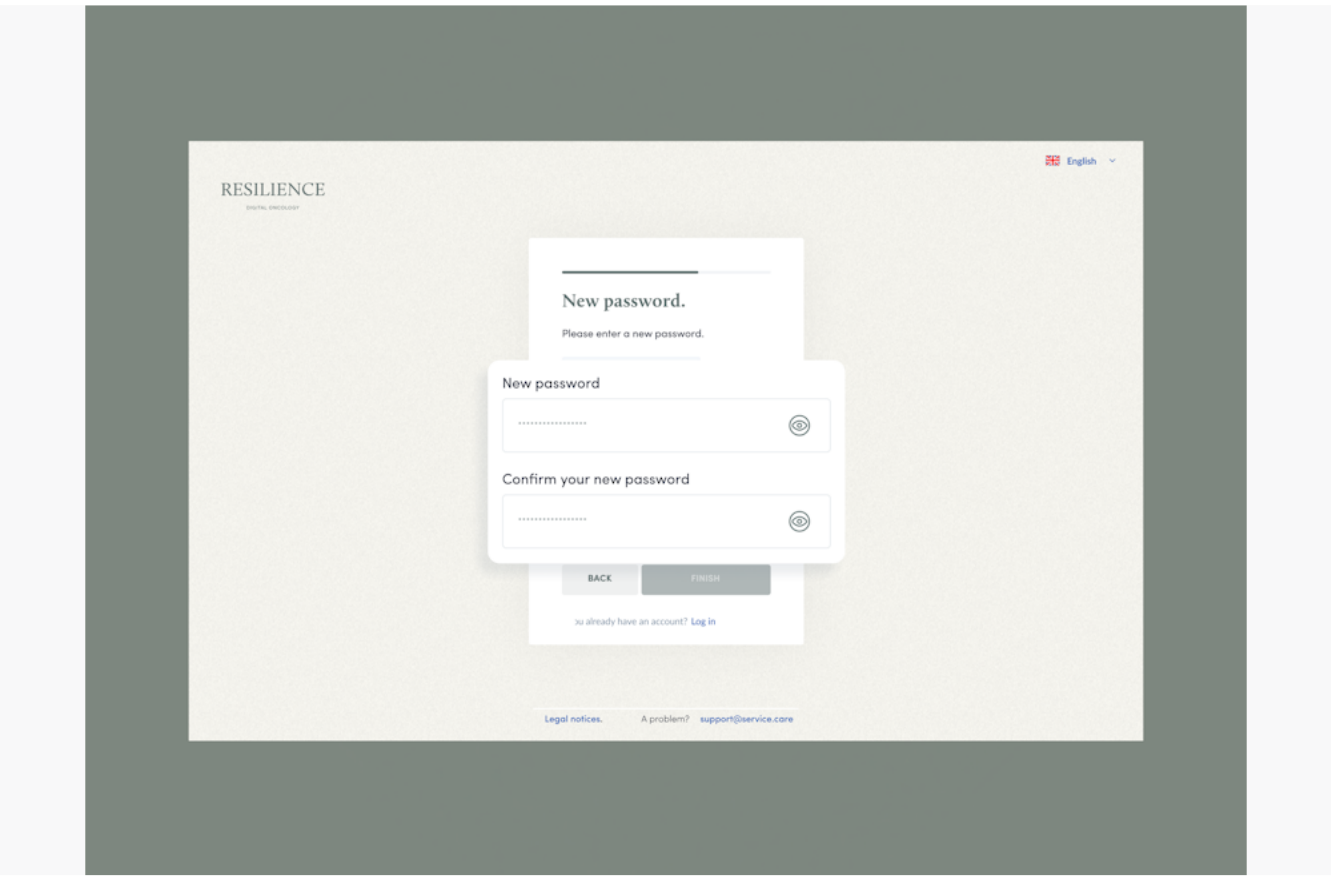
Step 4: Enter your new password



Once your identity has been confirmed, you can then choose your new password.

This new password must consist of at least 8 characters, including at least 1 lower-case letter, 1 upper-case letter, 1 number and 1 special character (!, _, *,...)

Then confirm your password by entering it again.

You can reveal the password by clicking on the “Eye” icon.

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Account Locked?

As a security measure, if you enter an incorrect password five times in a row, we will lock your account.

To unlock it, please contact us at the following address: soignant@resilience.care

We will take the necessary steps.

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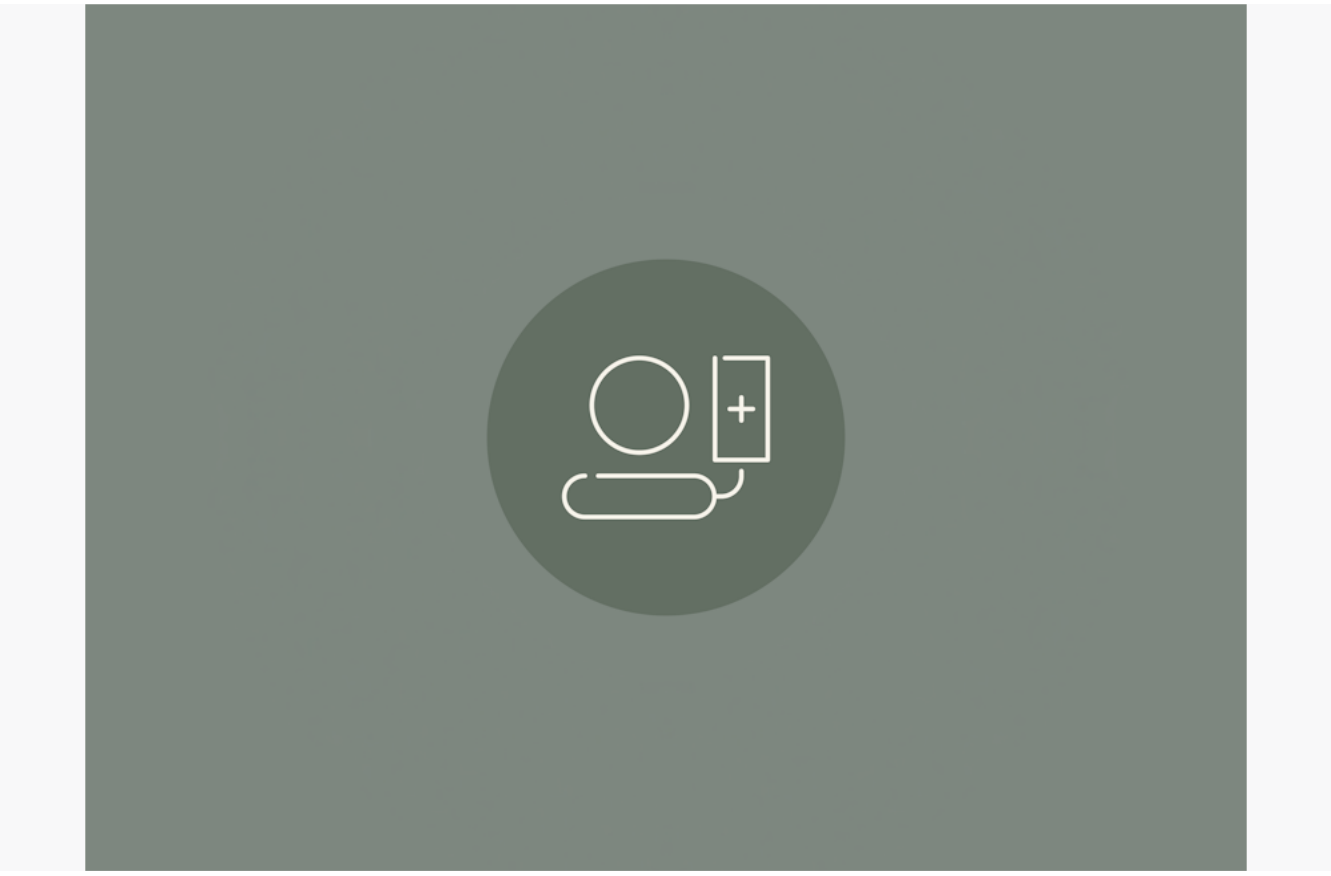
Patient Creation



To create a patient on the Resilience platform, click the "Add a patient" button in the left-hand side panel.

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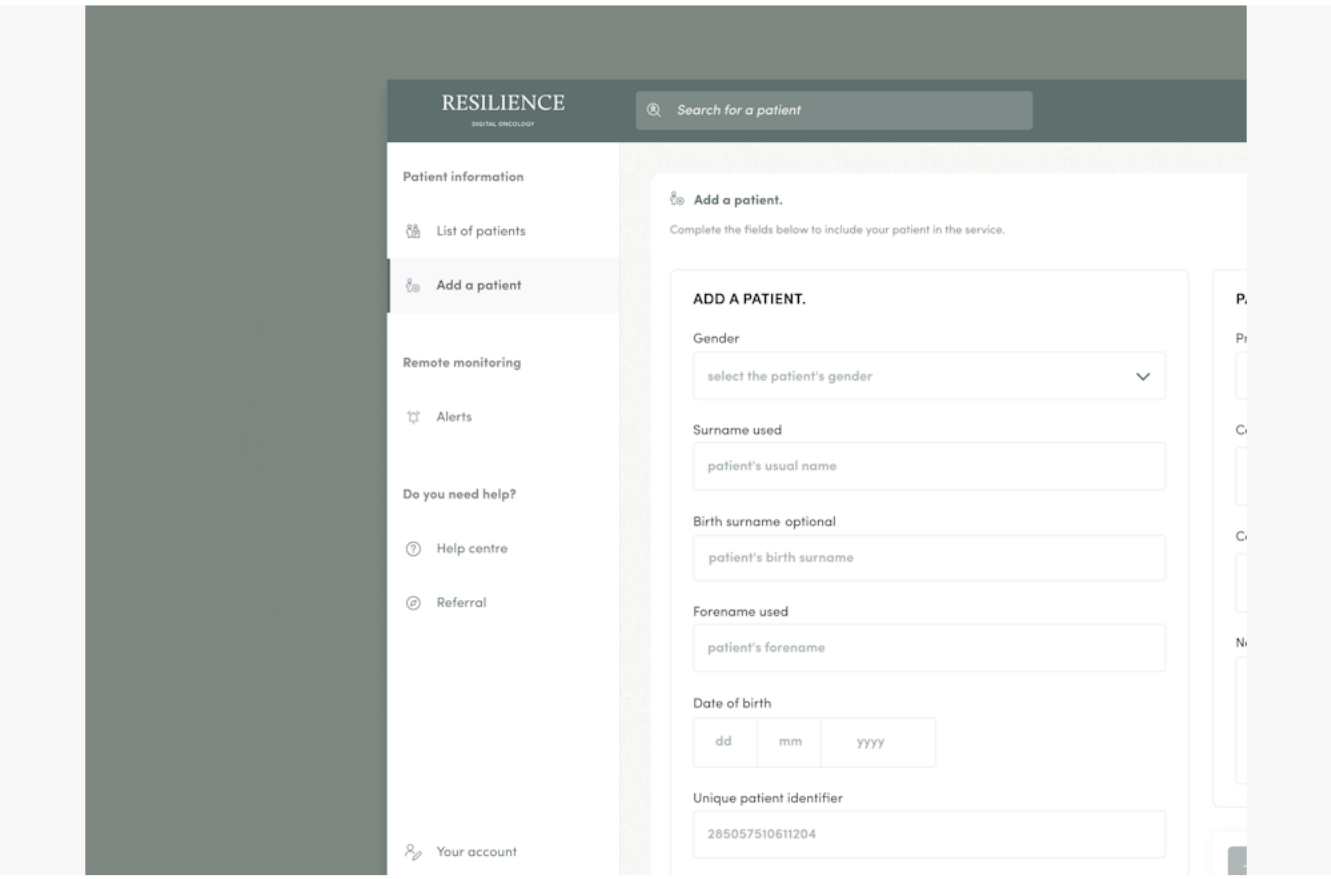
Patient Identity



The identity section comprises the following fields:

- Surname used
- Birth surname (optional)
- First name used
- Date of birth
- Unique patient identifier
- Social security number (numéro de sécurité sociale)
- Sex

Focus — Unique patient identifier: The unique patient identifier corresponds to the patient's identifier within your institution. It is mandatory. It enables you to easily link Resilience with your usual patient management software.

Focus — Social security number: The social security number (numéro de sécurité sociale) is mandatory. You may, however, indicate that the monitored patient does not have one.

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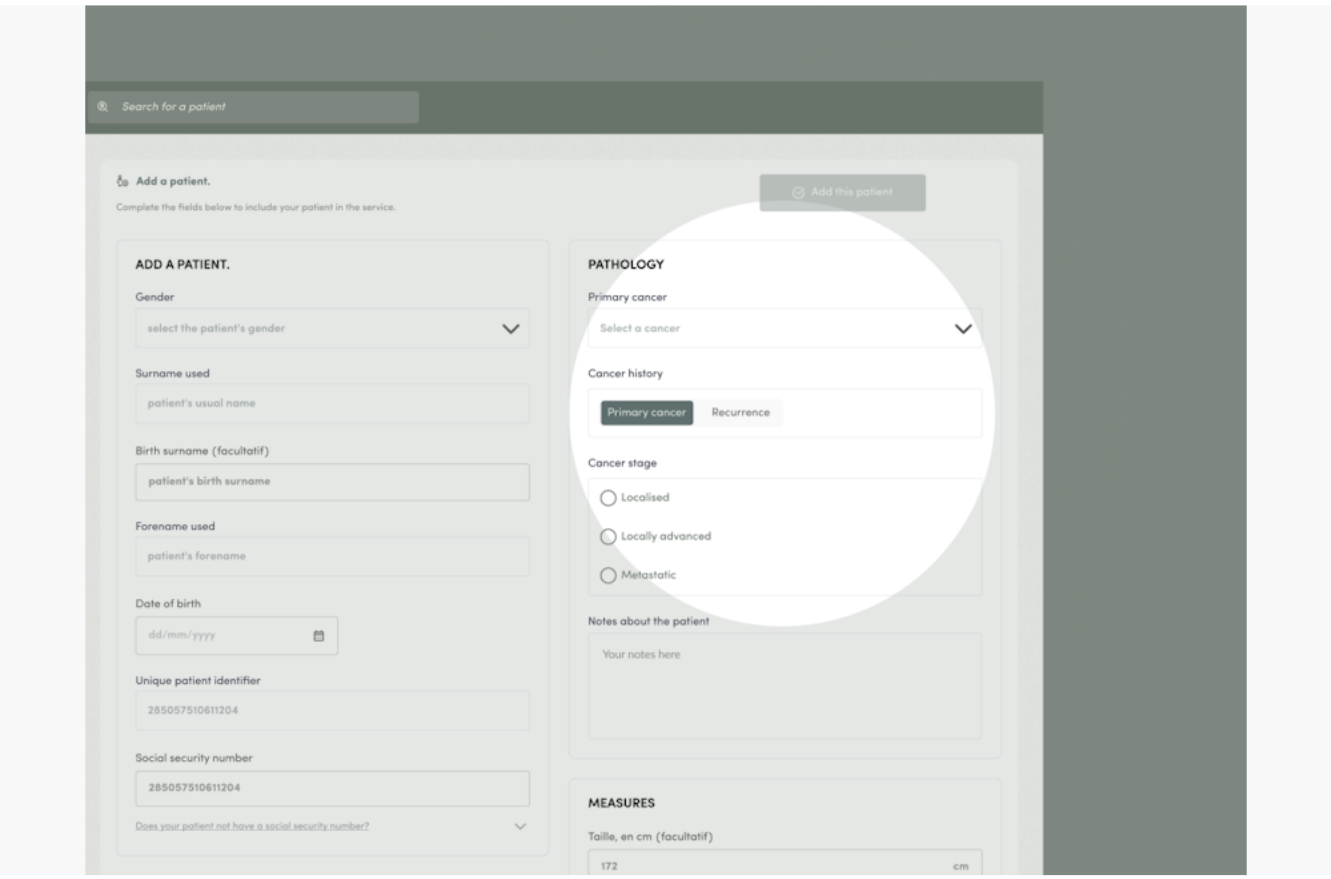
Patient Pathology



Entering the patient's primary cancer is mandatory when creating a patient.

To enter your patient's primary cancer, select it from the drop-down list. You may add the most common primary cancers within your institution to your favourites so that they appear at the top of the list in future.

You must indicate whether this is a first cancer or a recurrence.

For non-haematological cancers, you will be asked to specify the cancer stage: localised, locally advanced, or metastatic. After 6 months without any change to the cancer stage, a notification will be sent to you in the health report, prompting you to update this information.

If you wish, you may add information about the patient in the "Notes" field. This field is then displayed on the patient's health report and is therefore easily visible.

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Patient Measurements

On the patient addition page, you may enter the patient's weight from 3 months ago and their height. These 2 items are optional so as not to prevent you from adding the patient if you do not have this information.

However, this data is necessary for calculating your patient's malnutrition risk. Once entered, this data will be mandatory and is editable.

Special note regarding weight: By means of our questionnaires which ask about the patient's weight, after 3 months of monitoring we will be able to automatically calculate the weight from 3 months ago. It will then no longer be editable on your side.

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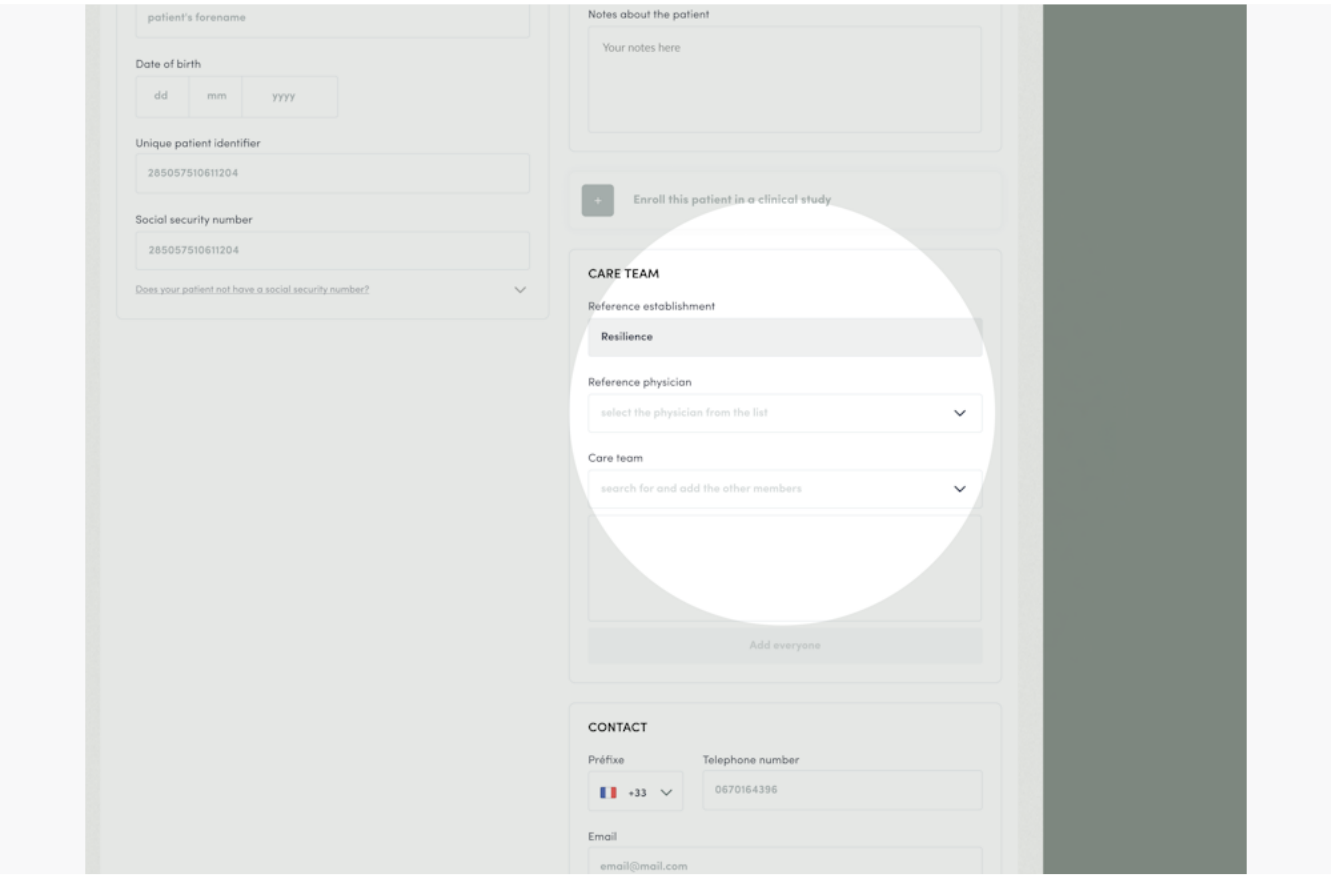
Care Team Configuration



In the "Referring physician" and "Medical team" fields, enter all the healthcare professionals (HCPs) who are to have access to the patient's record.

The "Referring physician" field is mandatory. Only one person may be entered in this field.

Other members of your team who require access to this patient's record must be entered in the "Medical team" section. This section may contain as many people as you wish.

Only people who have access to Resilience may be added to the "Referring physician" and "Medical team" fields.

Click "Add everyone" in the drop-down list of the "Medical team" field to automatically add all HCPs from your centre to the patient's medical team.

Note: Only the people entered here will have access to this patient's record.

If you need to access the patient's record, remember to add yourself to one of the two fields. If you forget, a pop-up window will check whether the absence of your name in either of the two fields is intentional.

Ensure that you have received your patient's consent for the personnel entered here to have access to their record.

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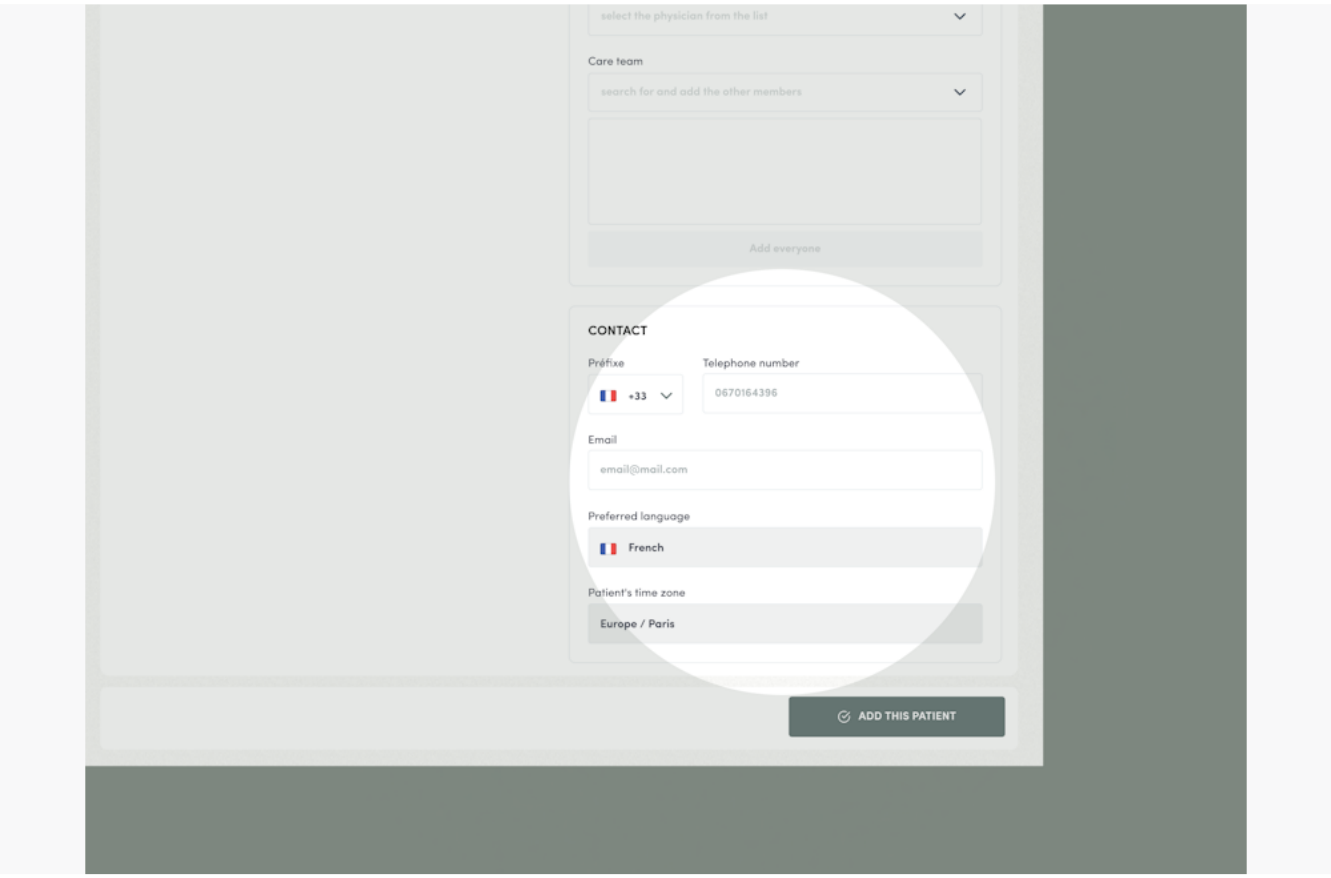
Patient Contact



The Contact section allows you to enter the patient's telephone number and e-mail address.

These two means of contact can be useful for sending the questionnaire to your patient via their preferred communication method (by SMS / by e-mail).

Ensure that your patient has given their consent for team members to have access to their record.

You may also update the patient's preferred language and time zone.

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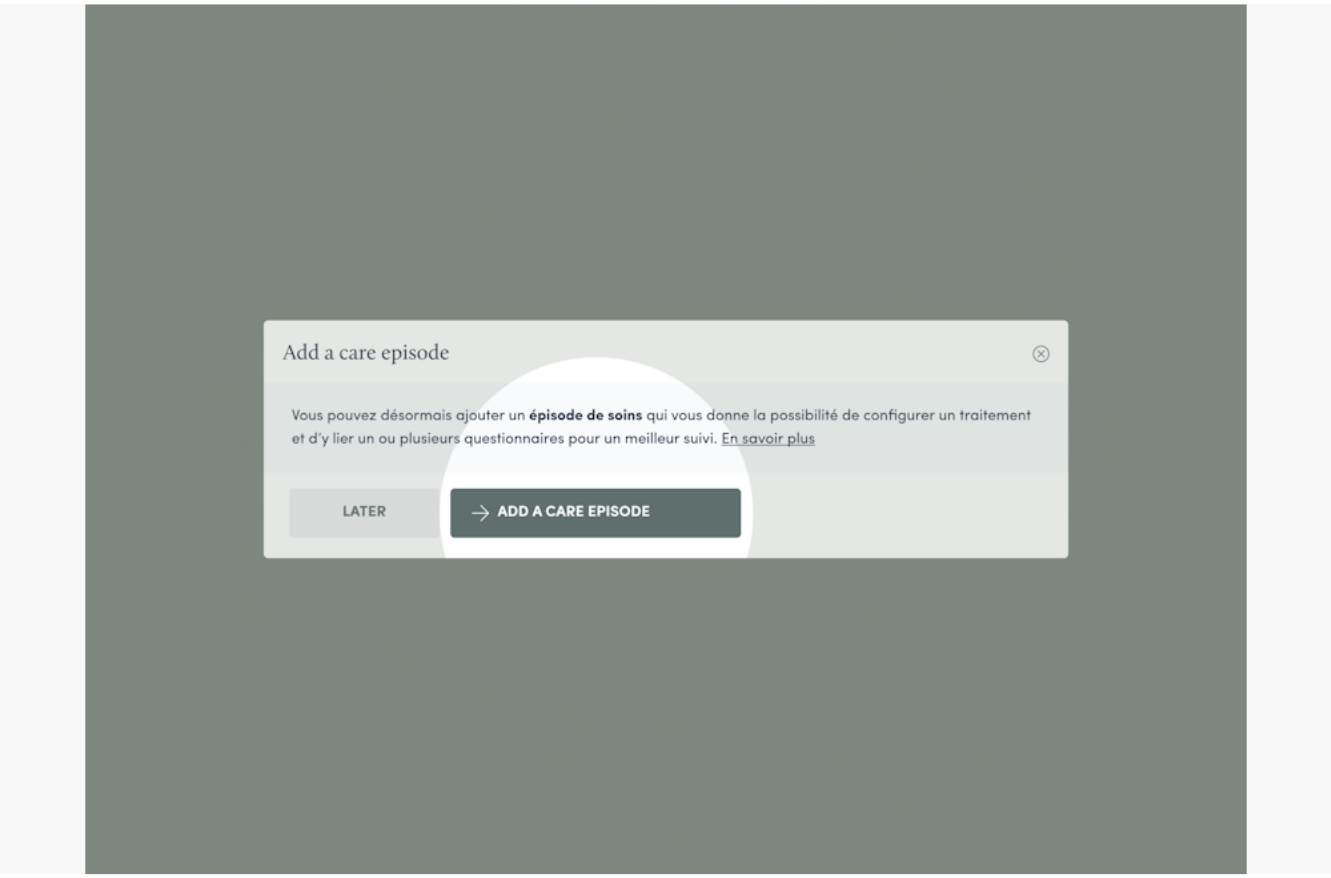
Redirect to Care Episode Configuration



After clicking "Save" when creating your first patient, a window will prompt you to configure their care episode.

By clicking "Later", you will be redirected to the patient's Profile.

If you click "Add a care episode", you will be redirected to the tab from which you can configure treatments and questionnaires for your patient.

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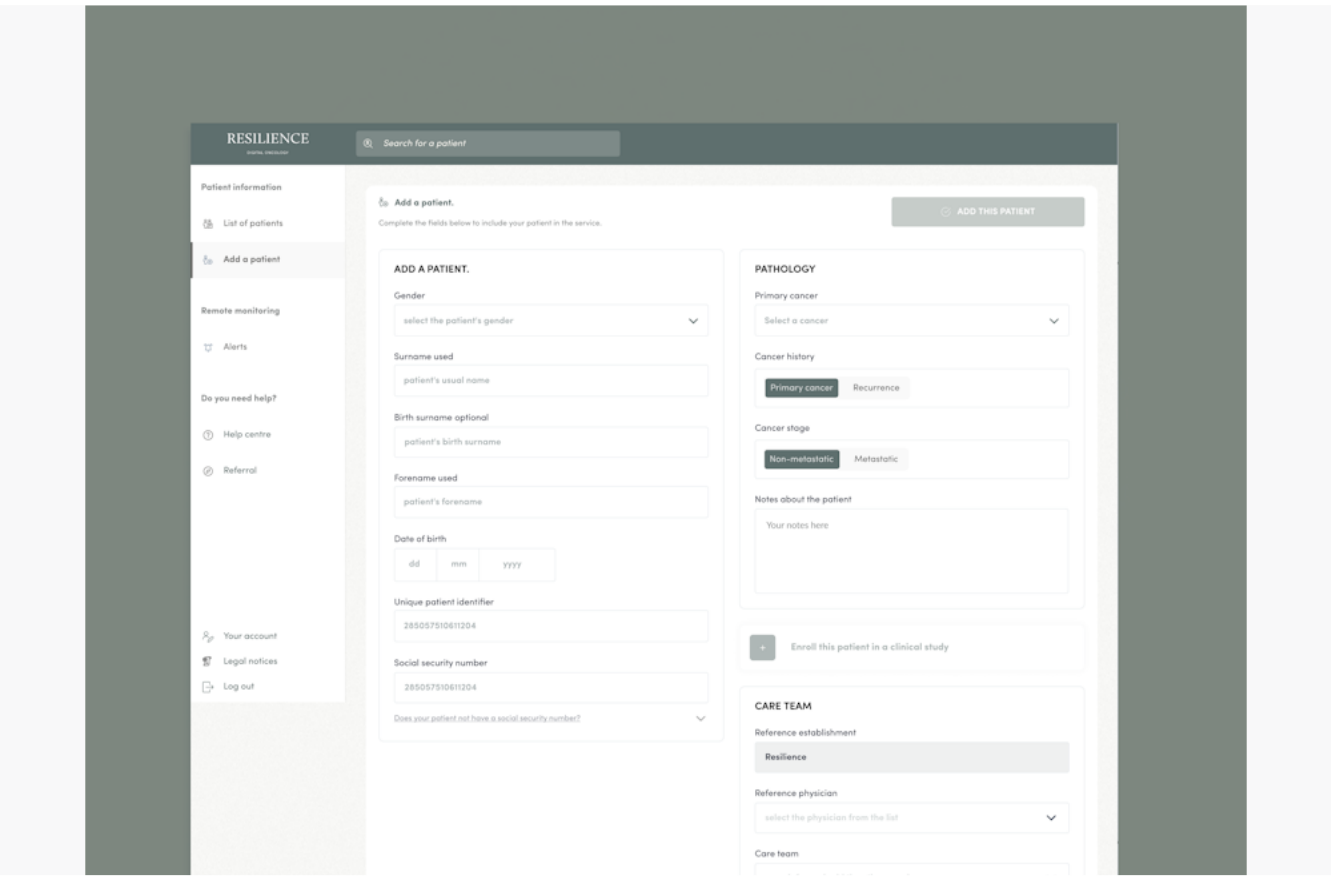
Patient Profile



Once your patient has been created, you will be able to access all of their information from the "Profile" tab.

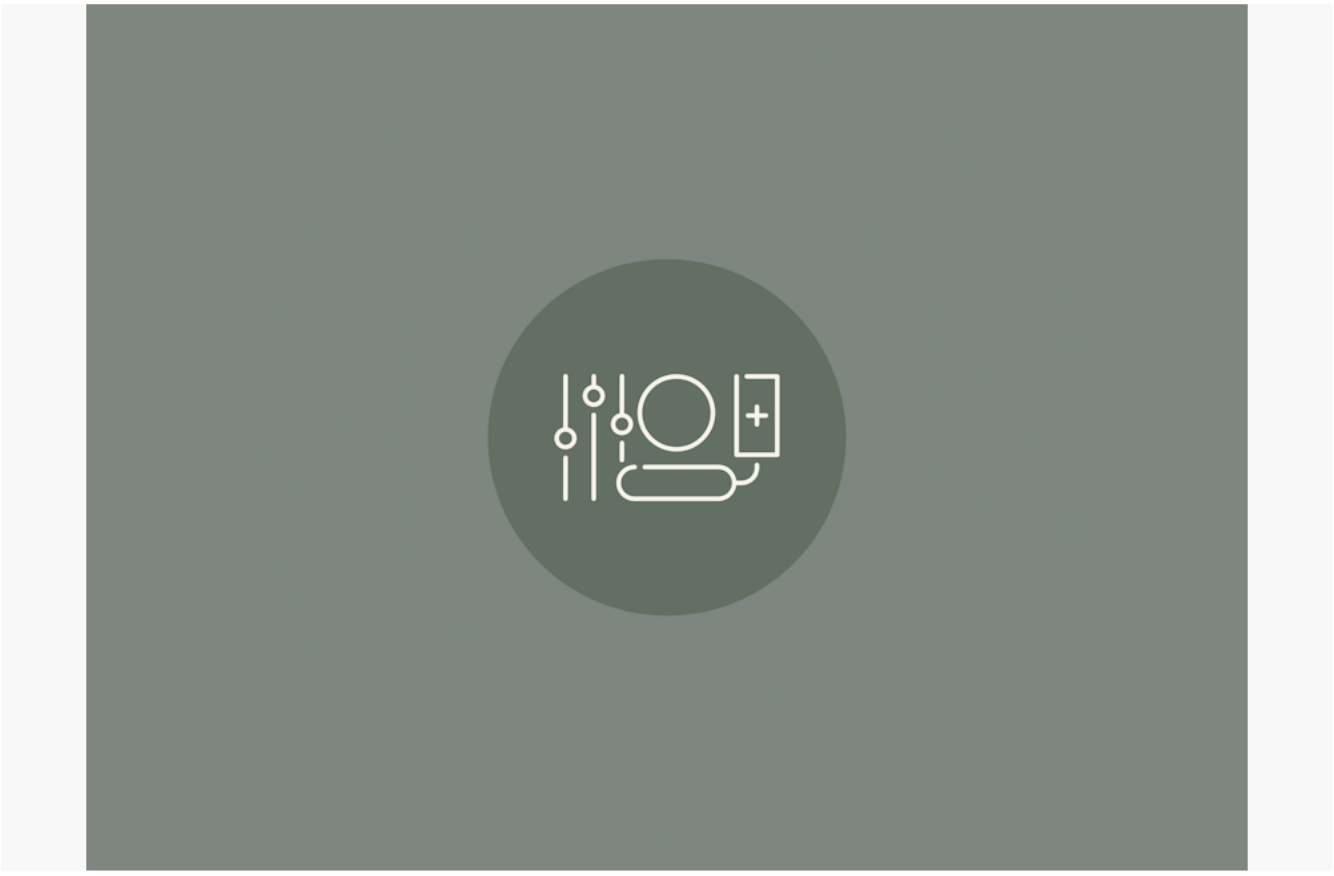
In the header:

- First name used and surname used
- Birth surname and birth given name, if known (data from the patient's INS [Identité Nationale de Santé — French National Health Identity])
- Date of birth and age of the patient
- Patient's sex
- INS registration number and OID (Organisation Identifier), if known
- Other birth given names, if known (data from the patient's INS)
- INSEE code (French national statistical code) and place of birth, if known (data from the patient's INS)
- E-mail address and mobile phone number
- "Notes" field providing additional information about the patient's profile
- Patient's condition and their referring physician
- Current care episode
- Previous treatment and next treatment

Below the header, within the "Profile" tab, you will find all the administrative information for your patient. From this tab, you may edit your patient's information and the medical team configuration.

Click the "Save" button for your changes to be applied.

Care Episode Configuration



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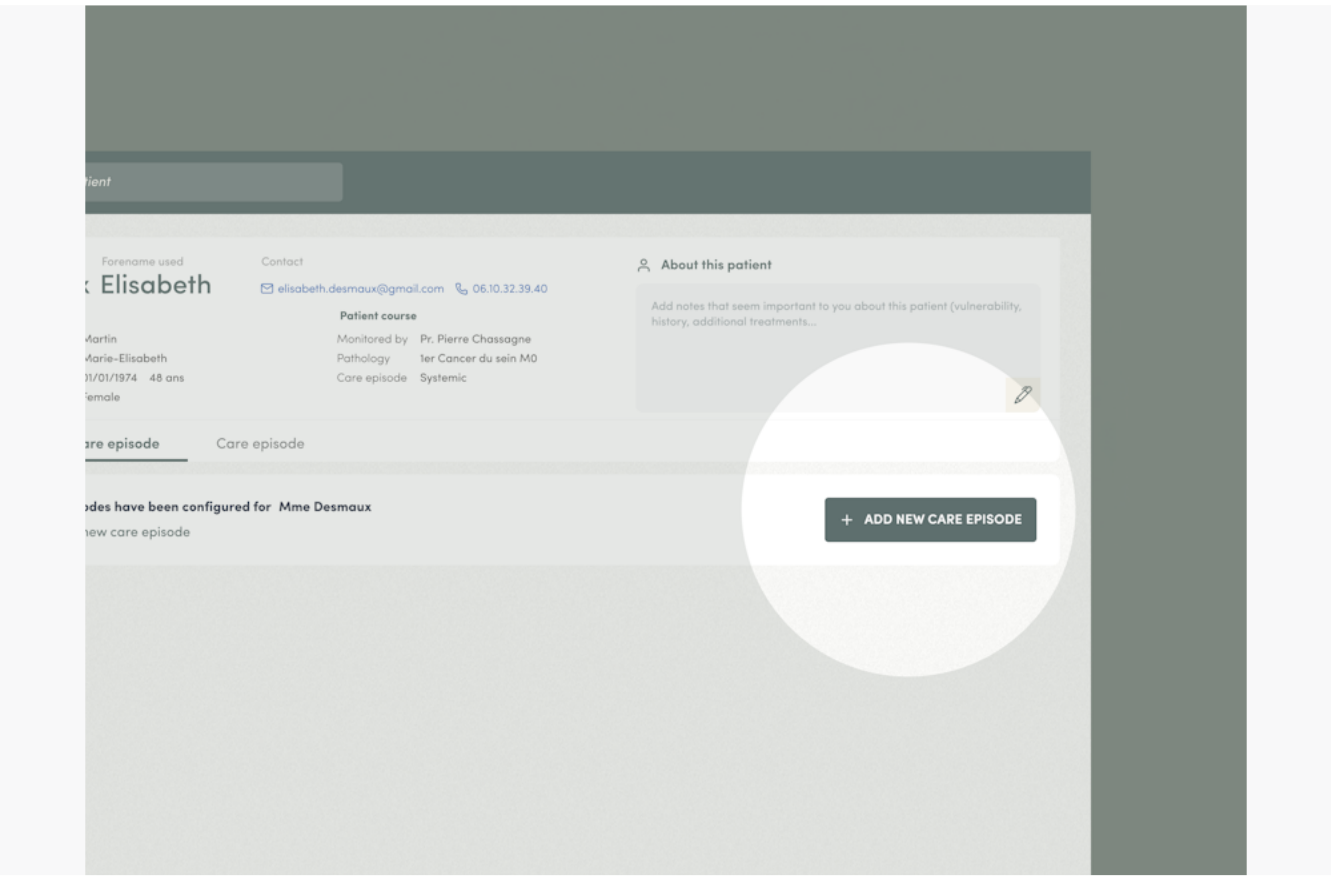
Adding a Care Episode



When you navigate to the "Care episode" page, you are invited to add a care episode for your patient.

For the addition to be possible, there must be no care episode currently active for this patient.

If a care episode is in progress, you must end it beforehand in order to add a new one.

Click "Add an episode" to begin configuring this care episode.

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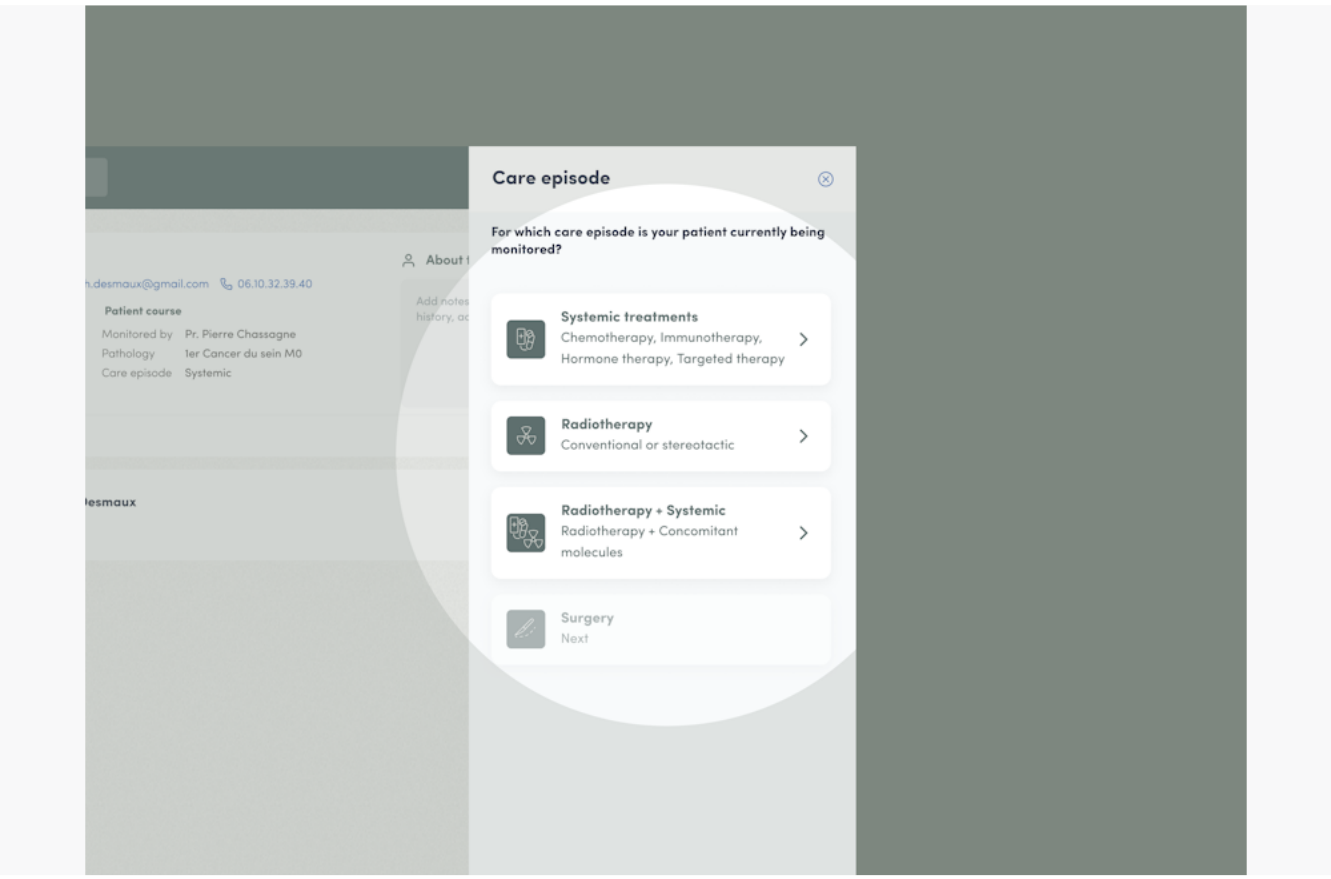
Selecting the Treatment Type



When accessing the care episode configuration, you will be able to choose from several main episode types:

- Systemic treatment
- Radiotherapy
- Radiotherapy + systemic treatment
- Car-T cell

Depending on the episode type selected, details about the patient's treatment will be requested.

Configuring a systemic treatment — When you have selected "Systemic", you will be asked to enter the anticancer drugs taken by the patient. You must enter at least one drug or regimen/protocol. The drug treatment search is activated from the first three characters entered. You may save a drug or regimen/protocol as a favourite, which will allow you to find it at the top of the list on subsequent occasions. If the desired drug is not available, you may add the drug "Other" in order to still configure a care episode. Then enter the treatment start date. If you wish, you may indicate the expected end date for this treatment. Click "Save" to confirm this configuration.

Configuring a radiotherapy treatment — When you have selected "Radiotherapy", you will be asked to enter the target organ for the radiotherapy and the type of radiotherapy. You may save a target organ as a favourite, which will allow you to find it at the top of the list on subsequent

occasions. Then enter the treatment start date. If you wish, you may indicate the expected end date for this treatment. At the bottom of the page, a summary reminds you of what you have just configured. Click "Save" to confirm this configuration.

Configuring a radiotherapy + systemic treatment — When you have selected "Radiotherapy + systemic treatment", you will be asked to enter the target organ for the radiotherapy, the type of radiotherapy, and the anticancer drugs and/or regimens/protocols taken by the patient. Then enter the treatment start date. If you wish, you may indicate the expected end date for this treatment. At the bottom of the page, a summary reminds you of what you have just configured. Click "Save" to confirm this configuration.

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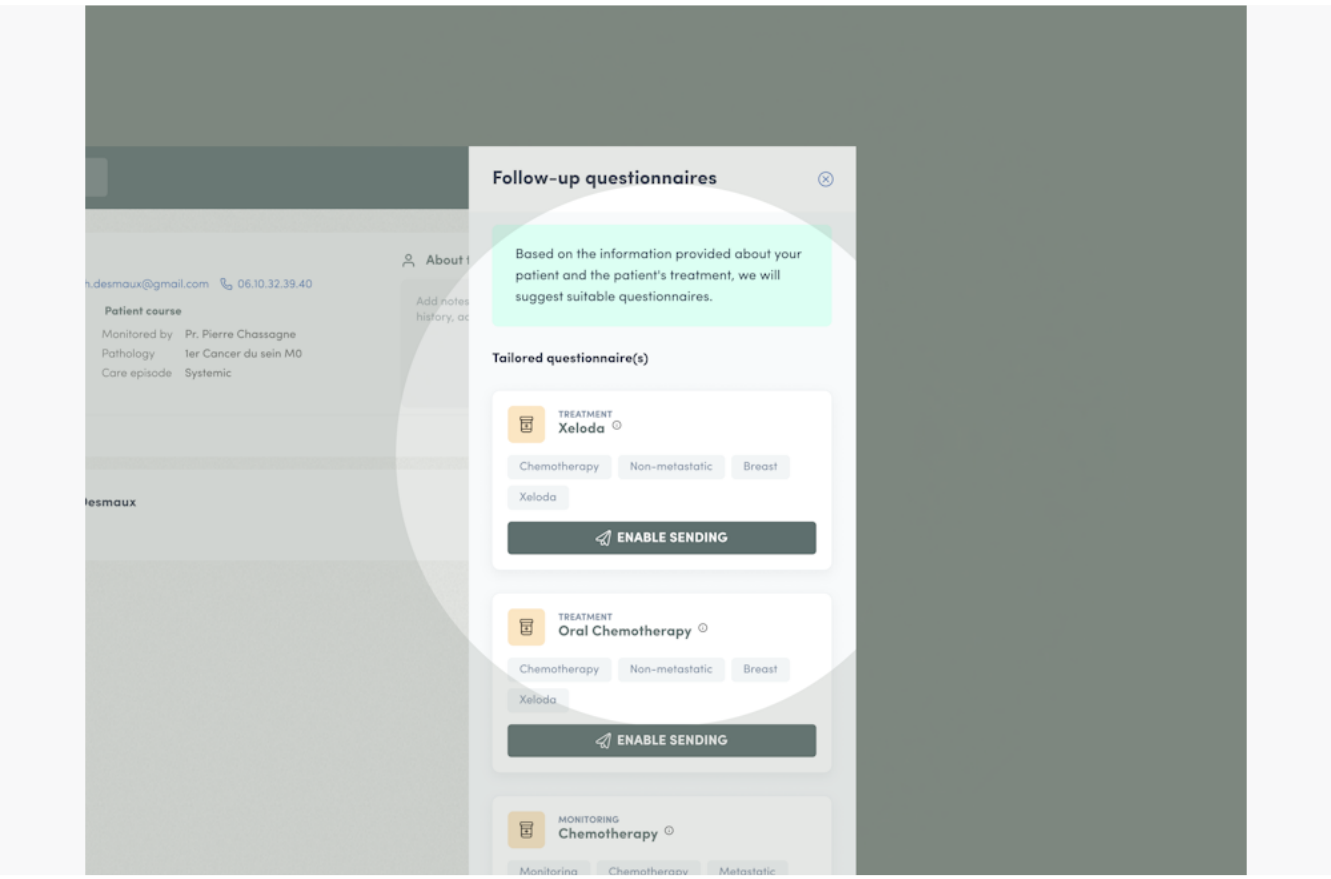
Questionnaire Selection



When you have completed the treatment configuration, a window will invite you to configure the patient's questionnaire.

Case 1: Only the "Personalised remote monitoring questionnaire" is eligible — The "Personalised remote monitoring questionnaire" has been implemented to directly propose the best questionnaire for your patient's situation, so that you no longer need to choose from a list of questionnaires. Upon clicking "Configure the questionnaire", Resilience will offer to directly configure the sending of this questionnaire.

Case 2: Several questionnaires are eligible for the patient's situation — In cases where several questionnaires may still be eligible given your patient's situation, upon clicking "Configure the questionnaire", Resilience will offer you the choice of questionnaire. You may review the content of the questionnaire by clicking the "i" icon accompanying the questionnaire name. Choose the questionnaire that best suits your patient and click "Activate sending".

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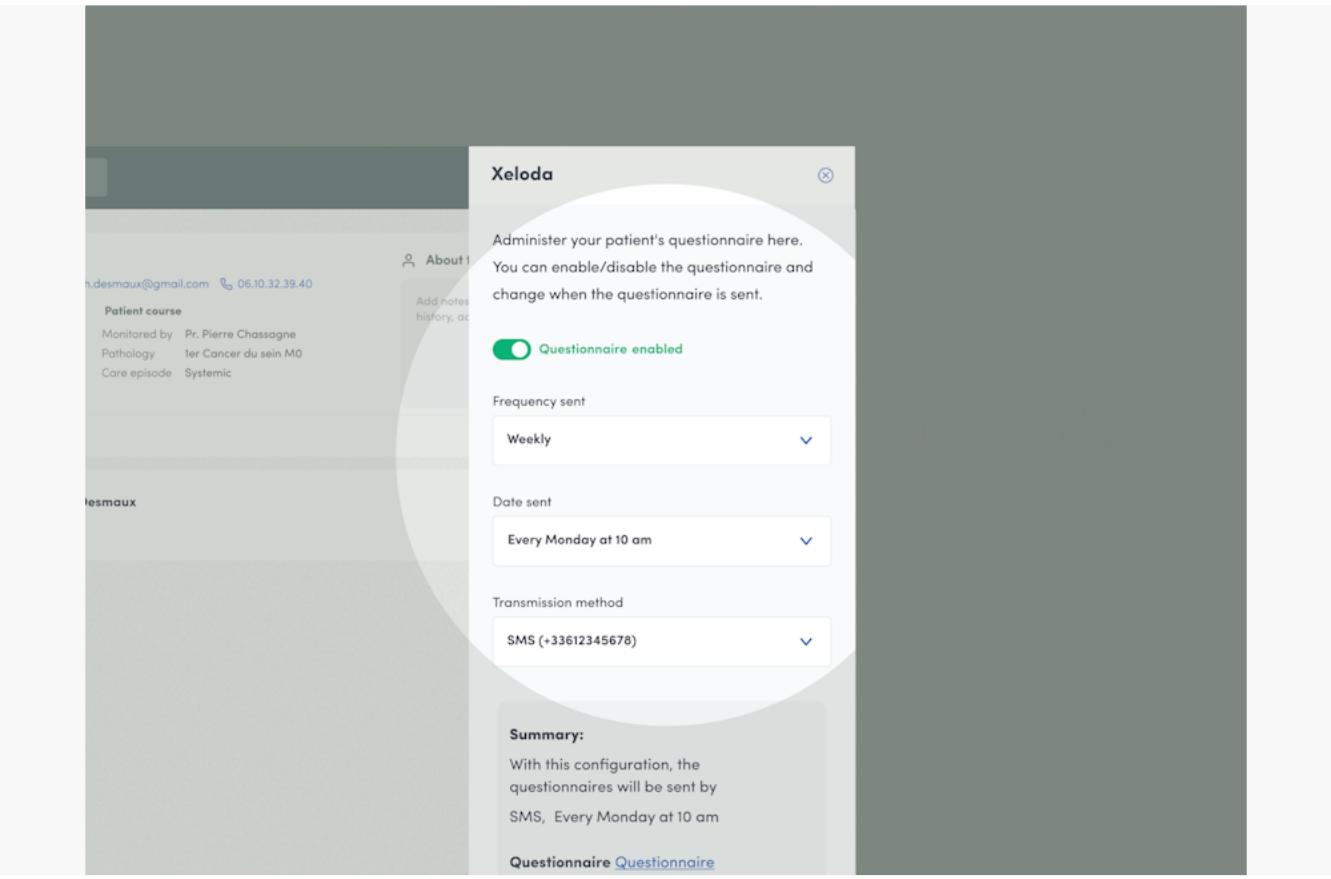
Configuring the Questionnaire



From the side panel that opens, you must define:

- Schedule sending
- Sending frequency
- Sending date
- Sending mode

Sending mode — You have two options:

- Fixed date (default value): The questionnaire will be sent on a specific date defined during configuration.
- Calendar: The questionnaire will be sent automatically at specific times derived from the patient's treatment cycle calendar (for example, before a scheduled consultation or treatment).

Sending frequency — The sending frequency can be customised for each mode:

- Fixed date: The questionnaire is sent according to the frequency you select.
- Calendar: The questionnaire is sent based on the events present in the patient's treatment calendar (for example, X days before a chemotherapy session, or after a consultation). (Note: If the patient's treatment cycle calendar contains no relevant events (appointments, treatments, etc.), the questionnaire scheduled in Calendar mode will not be sent. Ensure that the patient's treatment calendar is

properly completed with the appropriate events in order to activate questionnaire sending according to the configured rules.)

- Applicable offset types — You may apply different types of offsets, such as:
- Before the event: The questionnaire is sent at 10:00, a certain number of days before the calendar event.
- After the event: The questionnaire is sent at 10:00, a certain number of days after the calendar event.
- On the day of the event: The questionnaire is sent at 10:00 on the day of the event itself.

Sending frequency — For each questionnaire, a sending frequency is recommended. For certain questionnaires, you may choose a different frequency by clicking on the drop-down list and selecting the frequency you wish to apply.

Sending day — Then choose the sending day, according to the frequency selected, from the options in the drop-down list.

Sending mode — According to your patient's equipment, discuss with them how they prefer to receive their questionnaires: by SMS or by e-mail.

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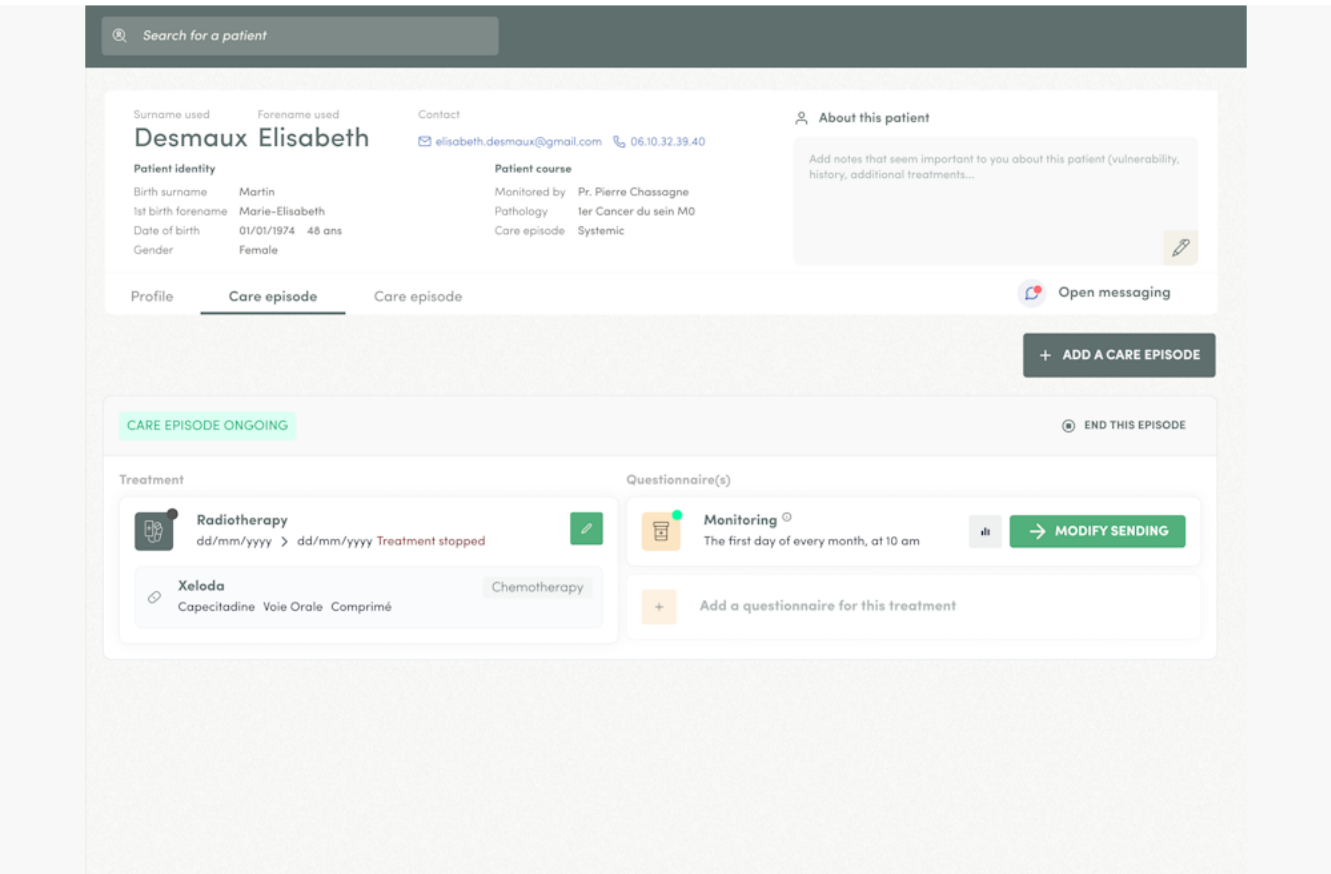
Modifying a Care Episode



Modifying / Stopping treatment — As long as the care episode has not been ended, you may update the treatment. To do so, click "Modify"; the side panel opens and you may edit the current configuration. You may also stop a treatment by clicking the "active" toggle. The end date then becomes mandatory and you must enter it in order to save. Click "Save" to confirm your changes. After any modification to your patient's treatment, we invite you to reconfigure your patient's questionnaire.

Modifying / Stopping the questionnaire — As long as the care episode has not been ended, you may update the questionnaire sending settings. To do so, click "Modify sending"; the side panel opens and you may edit the current configuration. You may also stop the sending of a questionnaire by clicking the "active" toggle. After saving, questionnaires will no longer be sent to your patient. Click "Save" to confirm your changes.

Activating another questionnaire — Within your patient's care episode, you may activate several questionnaires at the same time. To do so, click the "Add a questionnaire" button. The side panel opens and you may then choose the appropriate questionnaire and configure its sending settings.

| →

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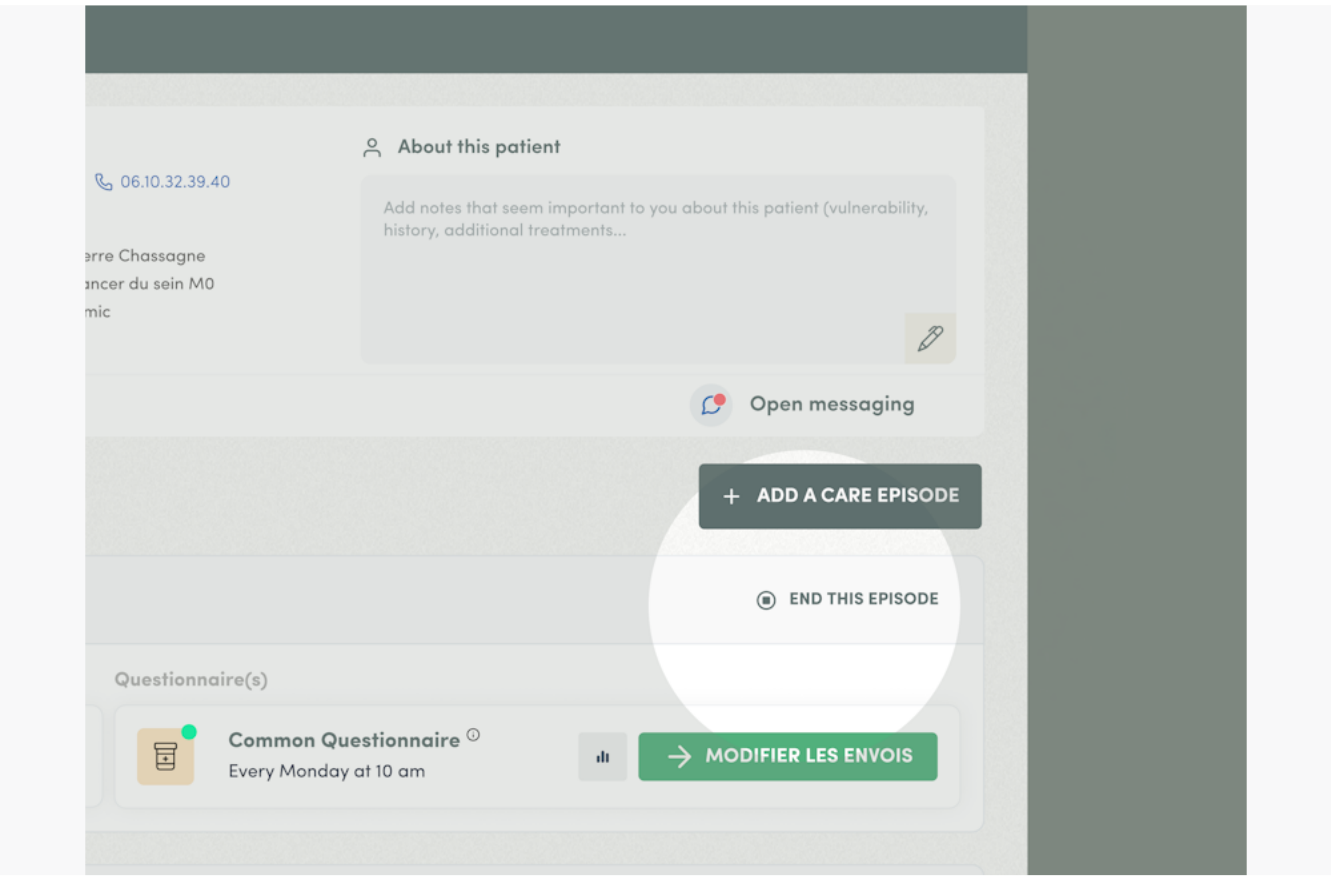
Ending a Care Episode



To end a care episode, click "End this episode", provided that all health reports have been processed.

You will then be asked for the reason for ending the episode and the patient's treatment end date.

Ending the care episode terminates the patient's treatment and stops the sending of the patient's questionnaires.

The episode status then becomes "Episode ended" and you can no longer act on this care episode.

To continue monitoring your patient, you may configure a new care episode for your patient.

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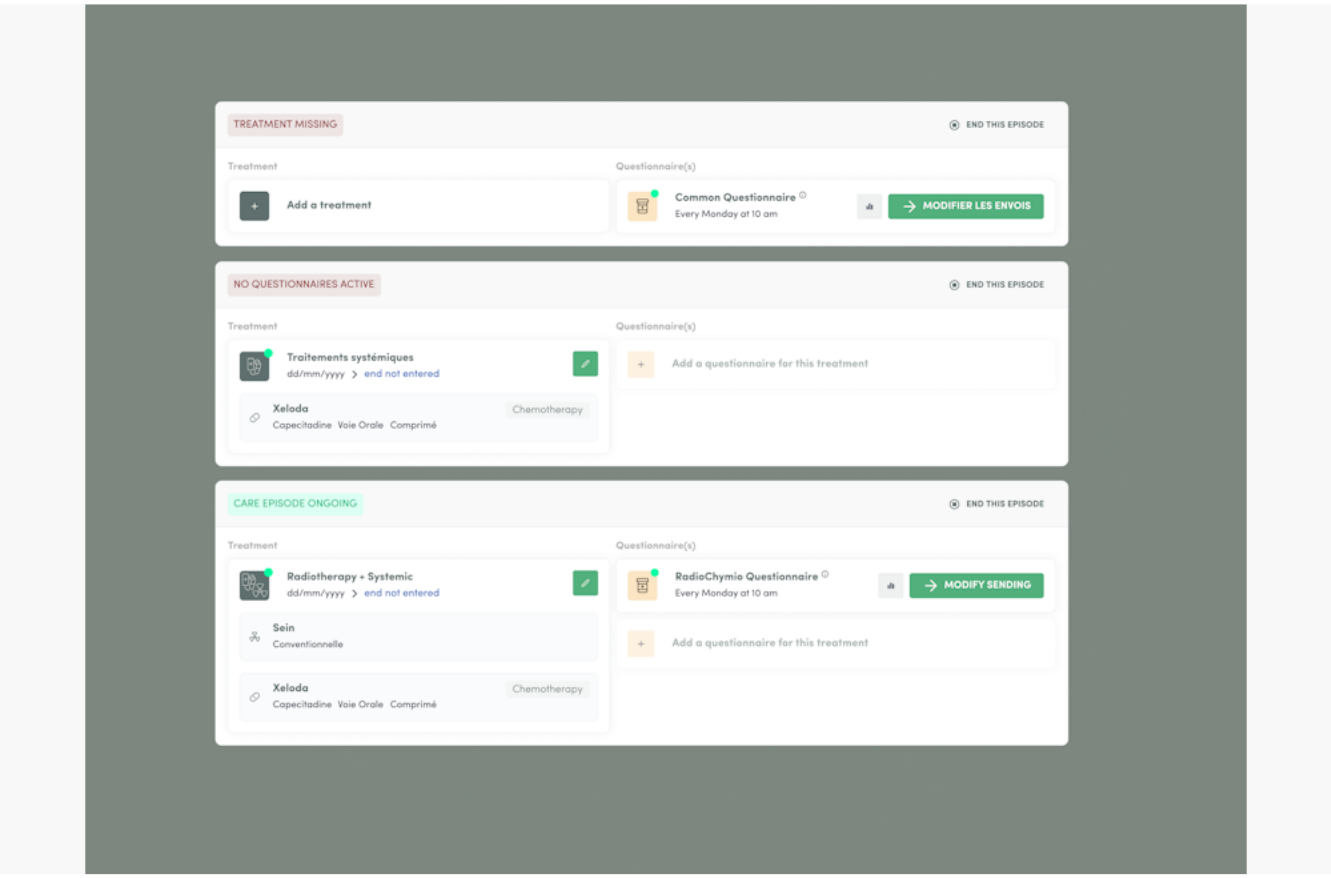
Viewing the List of Care Episodes



On the "Care episode" page, you will find all the care episodes you have configured for your patient.

The care episode status is directly linked to the configuration of the patient's treatment and questionnaire.

From the moment a treatment is entered for this care episode, the care episode status will depend on the questionnaire.

If at least one questionnaire is active, the status is "Care episode in progress". If no questionnaire is active, the status will be "No active questionnaire".

The "Episode ended" status applies to care episodes that you have ended.

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Health Report

The health report represents the bio-medical dynamics of symptoms.

In this report, the y-axis shows the dates on which the questionnaires were completed, and the x-axis shows the various symptoms that have been assessed by the patient.

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Sending a Questionnaire →
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Completing a Questionnaire →
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Viewing Detailed Question Responses →
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Handling Alerts →

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Muting Symptoms →

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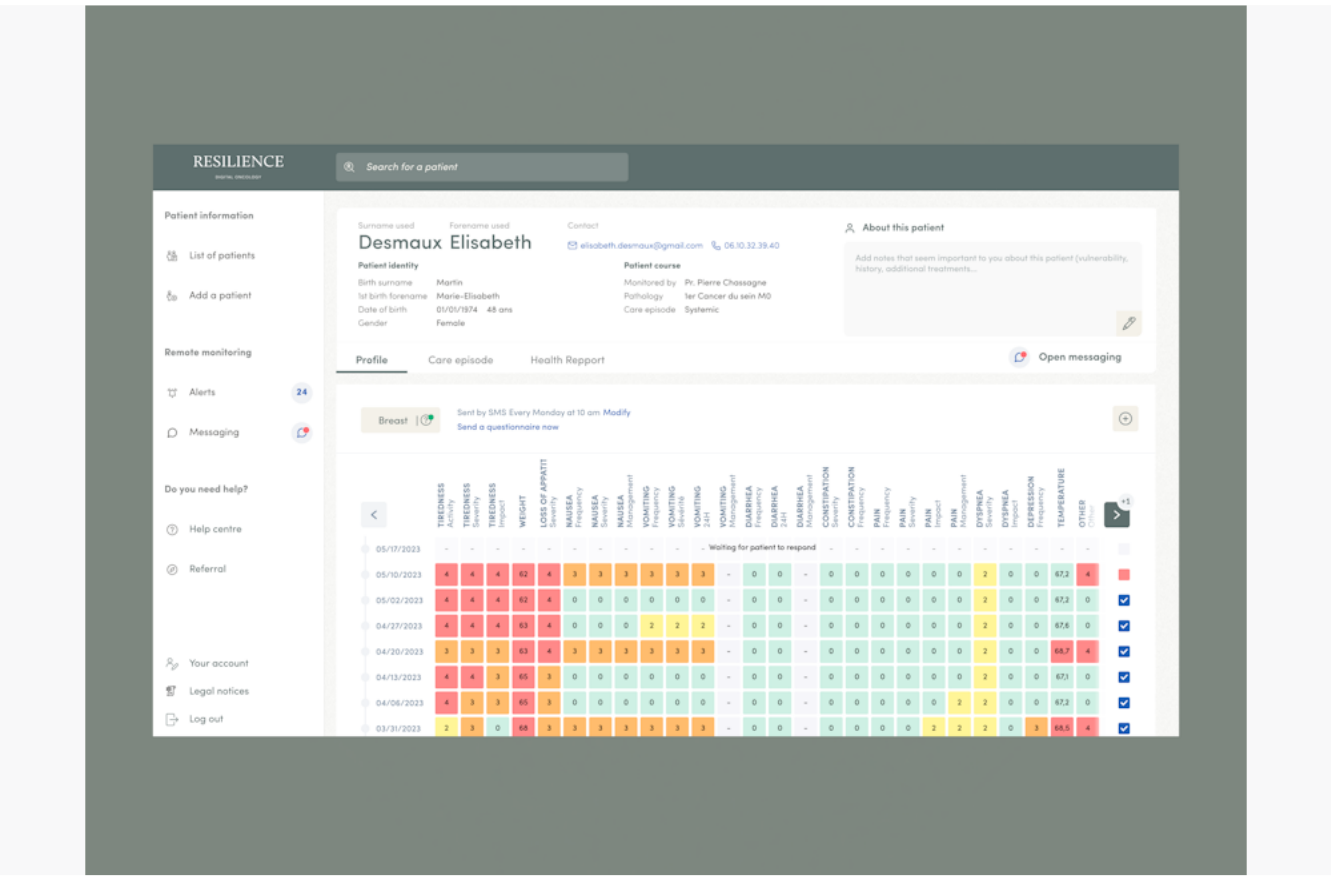
Displayed Care Pathway



By default, the last configured care pathway is displayed.

If your patient has responded to at least one questionnaire for this care pathway, the "Health report" table is displayed.

The box in the upper left presents the health report being displayed. In the example, the "Colon/Rectum – CITC" care pathway is shown. You may click the "Colon/Rectum – R" buttons to the right of the health report to display this care pathway and therefore the questionnaire responses. In the example, the "Colon/Rectum – CITC" care pathway is activated, visible via the green dot next to the question mark, whilst the "Colon/Rectum – R" care pathway is deactivated, visible via the grey dot.

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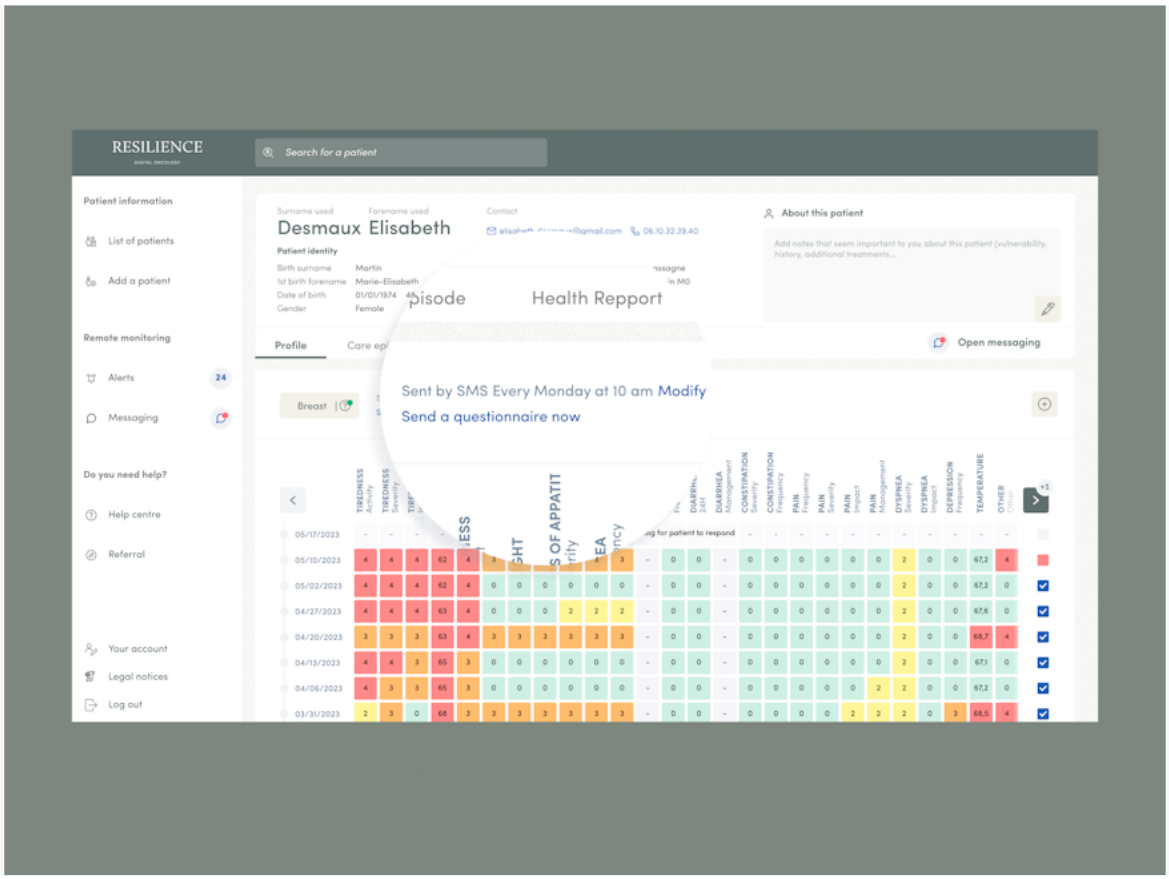
Sending a Questionnaire



From the health report, you have the option to send a questionnaire directly to your patient.

This feature can be used in particular to guide your patient through completing their first questionnaire.

They will be able to respond to subsequent questionnaires independently and will receive them according to the configured days.

To do so, click "Send a questionnaire now" below the current questionnaire configuration.

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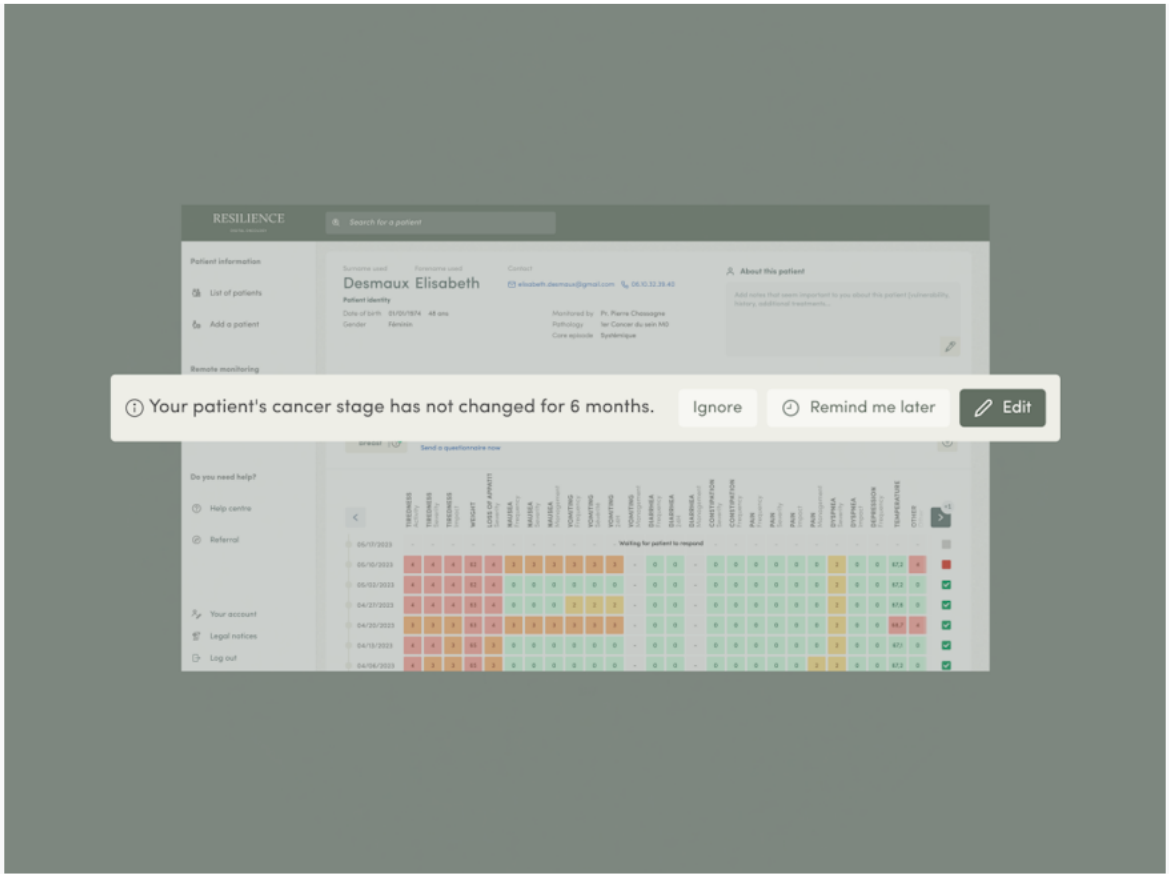
Reading the Health Report

Monday at 10 am Modify

e now

LOSS OF APPATIT Severity	NAUSEA Frequency	NAUSEA Severity	NAUSEA Management	VOMITING Frequency	VOMITING Sévérité	VOMITING 24H	VOMITING Management	DIARRHEA Frequency	DIARRHEA 24H	DIARRHEA Management	CONSTIPATION Severity	CONSTIPATION Frequency	PAIN Frequency	PAIN Severity	PAIN Impact	PAIN Management	DYSPNEA Severity	DYSPNEA Impact	DEPRESSION
4	3	3	3	3	3	3	-	0	0	-	0	0	0	0	0	0	2	0	0
4	0	0	0	0	0	0	-	0	0	-	0	0	0	0	0	0	2	0	0
4	0	0	0	2	2	2	-	0	0	-	0	0	0	0	0	0	2	0	0
4	3	3	3	3	3	3	-	0	0	-	0	0	0	0	0	0	2	0	0
3	0	0	0	0	0	0	-	0	0	-	0	0	0	0	0	0	2	0	0
3	0	0	0	0	0	0	-	0	0	-	0	0	0	0	0	2	2	0	0
3	3	3	3	3	3	3	-	0	0	-	0	0	0	0	2	2	2	0	3
3	0	0	0	0	0	0	-	0	0	-	0	0	0	0	2	2	2	0	0



The upper row in bold indicates that the last questionnaire to have generated alerts has not yet been processed by the medical team.

A banner may also be displayed at the top of the health report if the patient profile has not been updated for 6 months, in order to help you keep the patient's medical information up to date and also to adjust the remote monitoring reimbursement amount from the Assurance Maladie (French National Health Insurance).

Note: Reading the health report for the "Personalised remote monitoring questionnaire" works in exactly the same way. All symptoms that have been assessed at least once with regard to the patient's situation will be viewable in this report.

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Viewing Detailed Question Responses

By moving your cursor over the various cells in the table, you can, by clicking on the box of your choice, display the question and your patient's response for the selected symptom.

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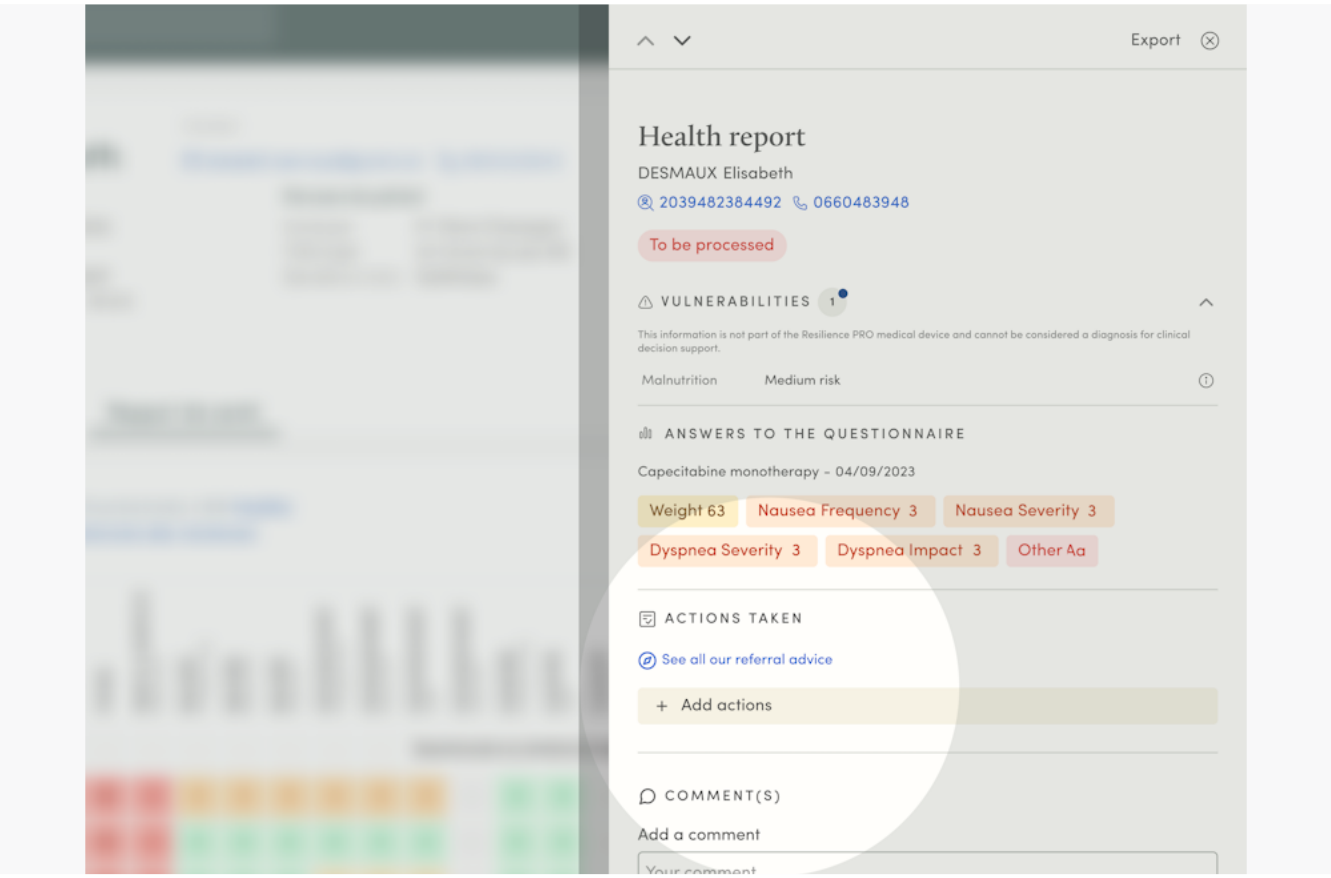
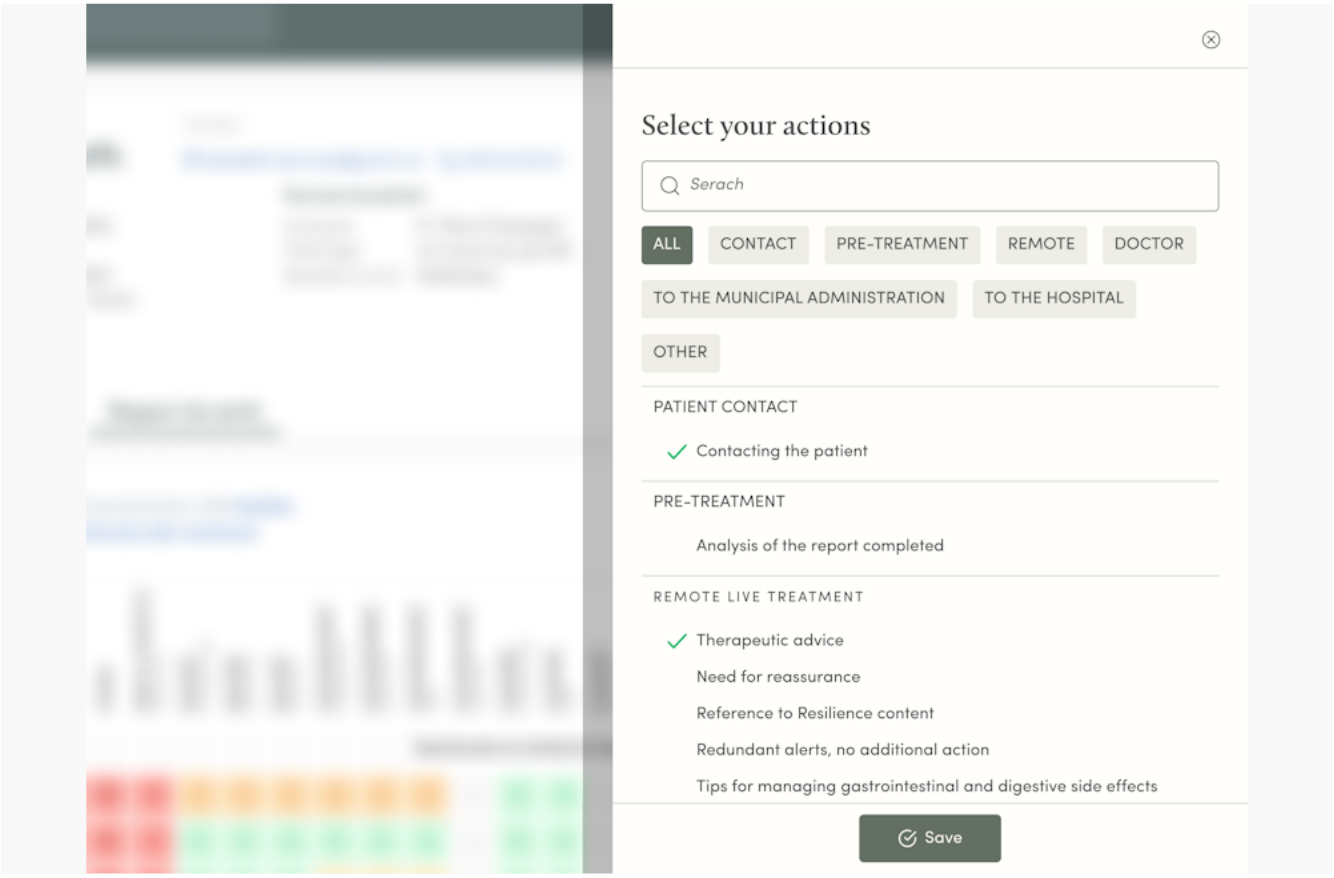
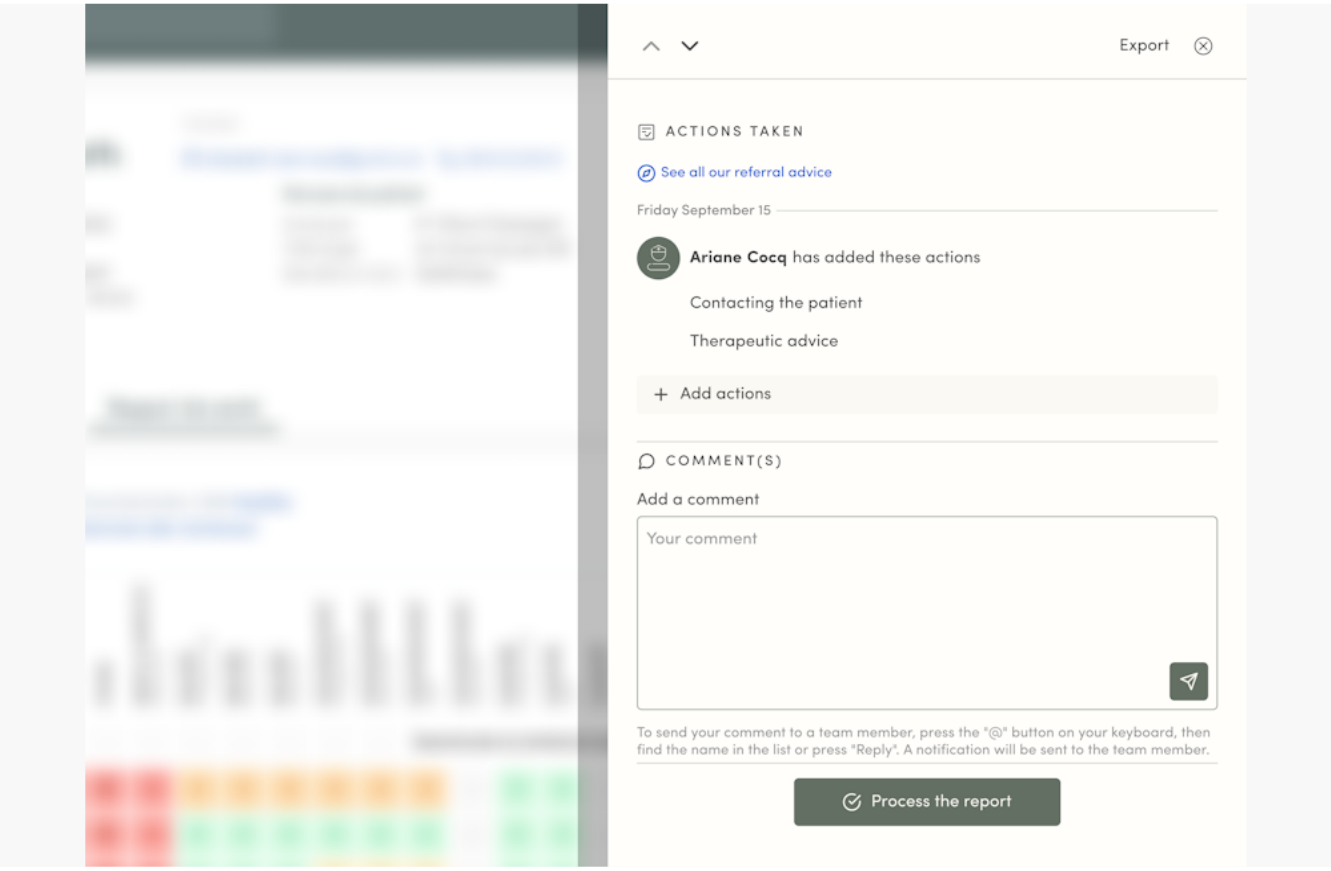
Handling Alerts




Select your actions
Serach
ALL
CONTACT
PRE-TREATMENT
REMOTE
DOCTOR
TO THE MUNICIPAL ADMINISTRATION
TO THE HOSPITAL
OTHER
PATIENT CONTACT
Contacting the patient
PRE-TREATMENT
Analysis of the report completed
REMOTE LIVE TREATMENT
Therapeutic advice
Need for reassurance
Reference to Resilience content
Redundant alerts, no additional action
Tips for managing gastrointestinal and digestive side effects
Save



To indicate that the handling of a questionnaire alert is complete, click on the red box at the far right of the report row to be handled.

Upon clicking, a side panel opens.

The symptoms and grades are displayed. The identity of the person who completed the questionnaire is shown (the patient / the HCP) to contextualise the response.

In the "Actions taken" section, click "Add actions" and select one or more actions from the list of proposed actions. You can also view actions added by other HCPs. You may return to the side panel as long as the report has not been handled and add further actions if necessary.

Once the alert has been handled, you may click "Process the report" to close it. Traceability is maintained: you can see when the alert was handled and by whom.

When the alert has been handled, the red box in the health report is replaced by a validated symbol in a green box at the far right of the row.

See also the warnings on the limitations of alerts (§ 1.5): the absence of an alert does not mean the absence of a clinical problem.

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Muting Symptoms

When a patient repeatedly reports the same symptom and it has been agreed upon with the care team that they will not contact the patient regarding that symptom if it persists, the care team is able to temporarily mute alerts for that symptom.

This setting is accessible from the health reports and has safety mechanisms in place.

It is important to note that:

- Muting an alert means there will no longer be any alert for that symptom.
- For patient safety reasons, certain alerts cannot be muted.
- For safety reasons, any change to the questionnaire or treatment will cancel all muting.

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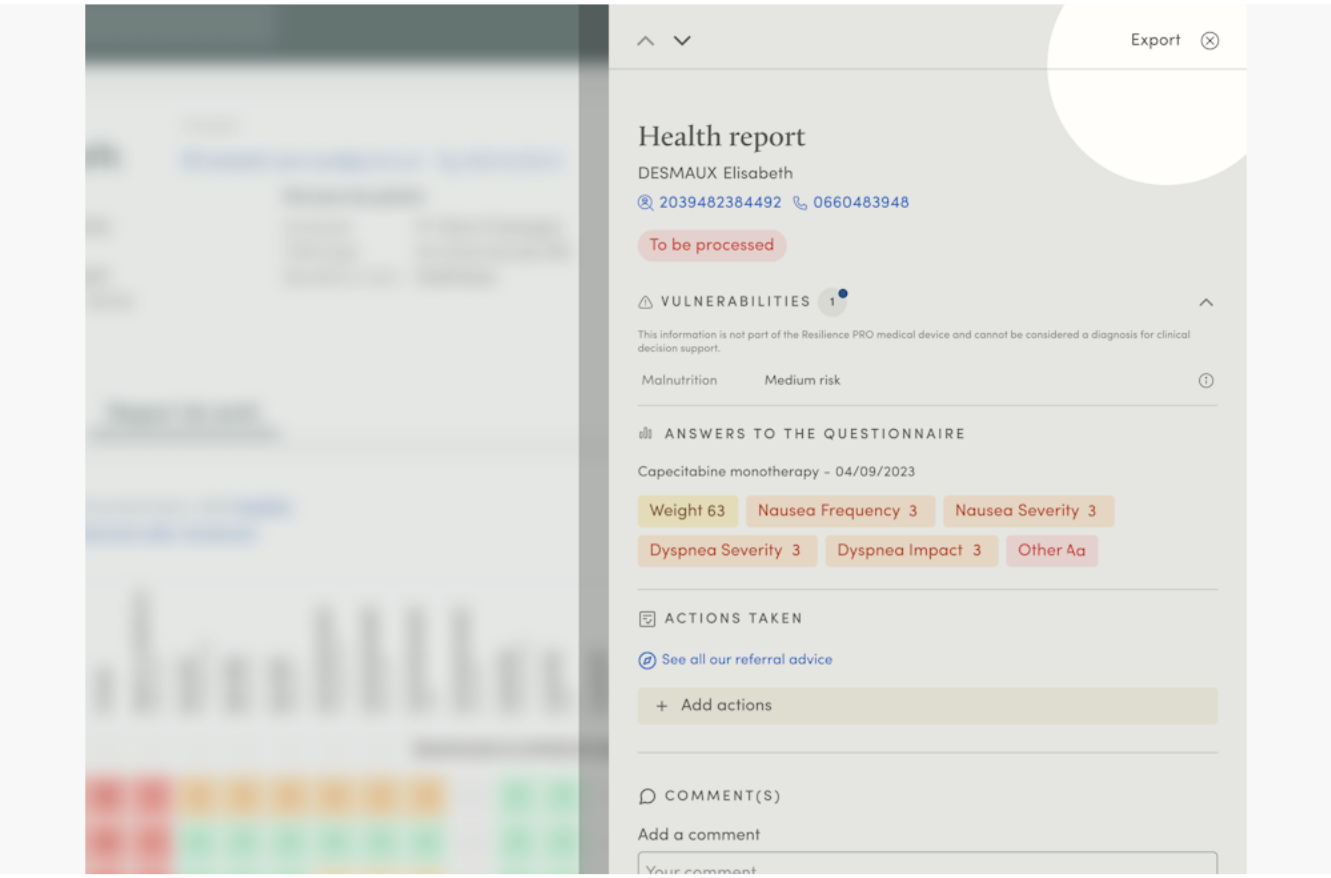
Exporting Responses



By clicking on the last cell in a row (pink or blue), you open a window.

From this window, whether or not the report is to be processed, you may export the health report to date, as well as the detail of the responses to the selected questionnaire, in PDF format.

To do so, click "Export (PDF)".

A PDF file containing the health report to date, as well as the questions and responses given by the patient for this questionnaire, is automatically downloaded to your computer.

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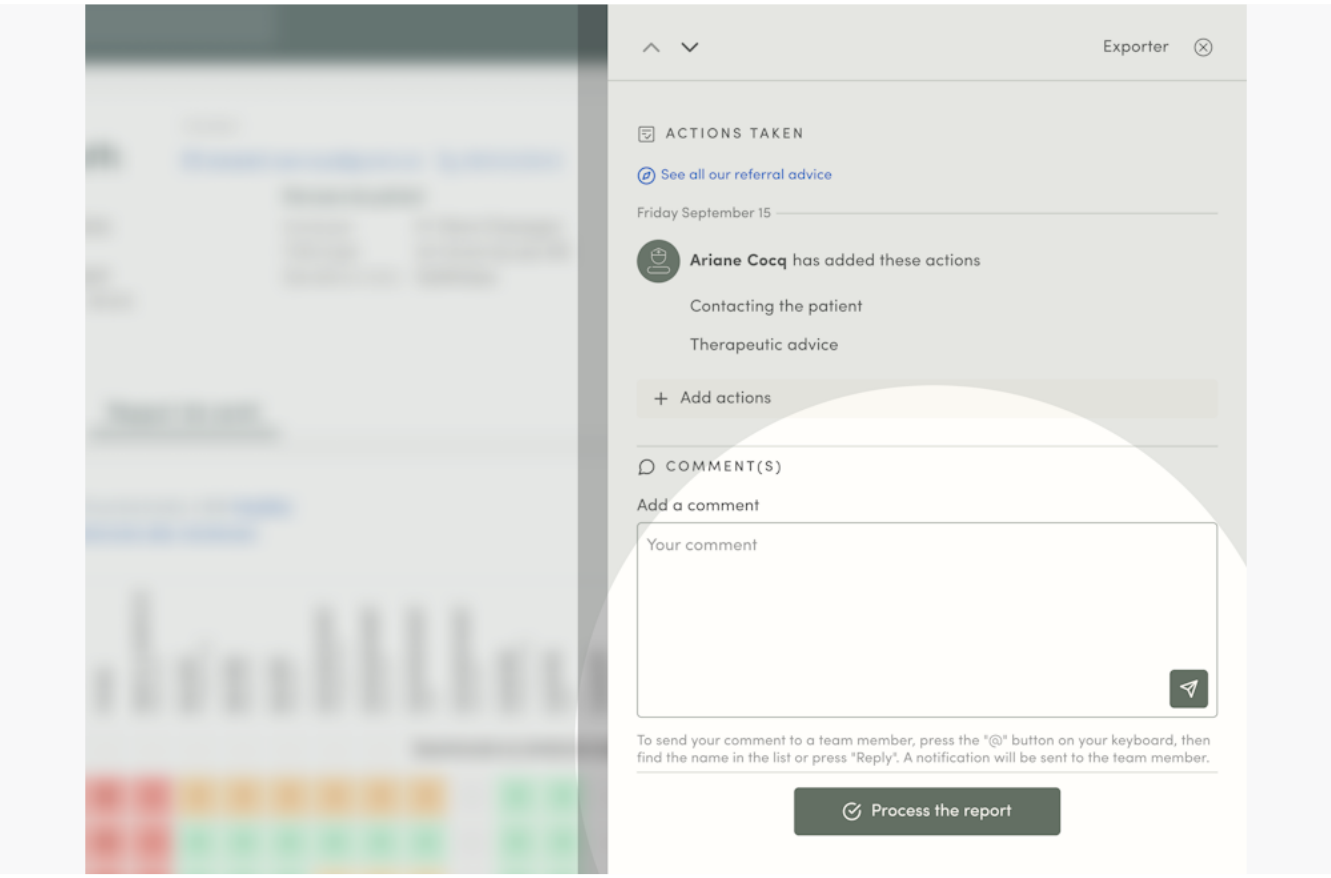
Commenting on a Questionnaire



Again, from this window, you may add a comment to a questionnaire.

To do so, enter your comment in the "Your comment here" field.

If you wish to communicate with a particular member of the care team, you may mention them.

To mention someone, type the "@" symbol on your keyboard. The list of the medical team assigned to the patient opens. Select the person you wish to write.

To save your comment, click "Post your comment". If you have mentioned a team member, they will be notified regarding your comment by e-mail.

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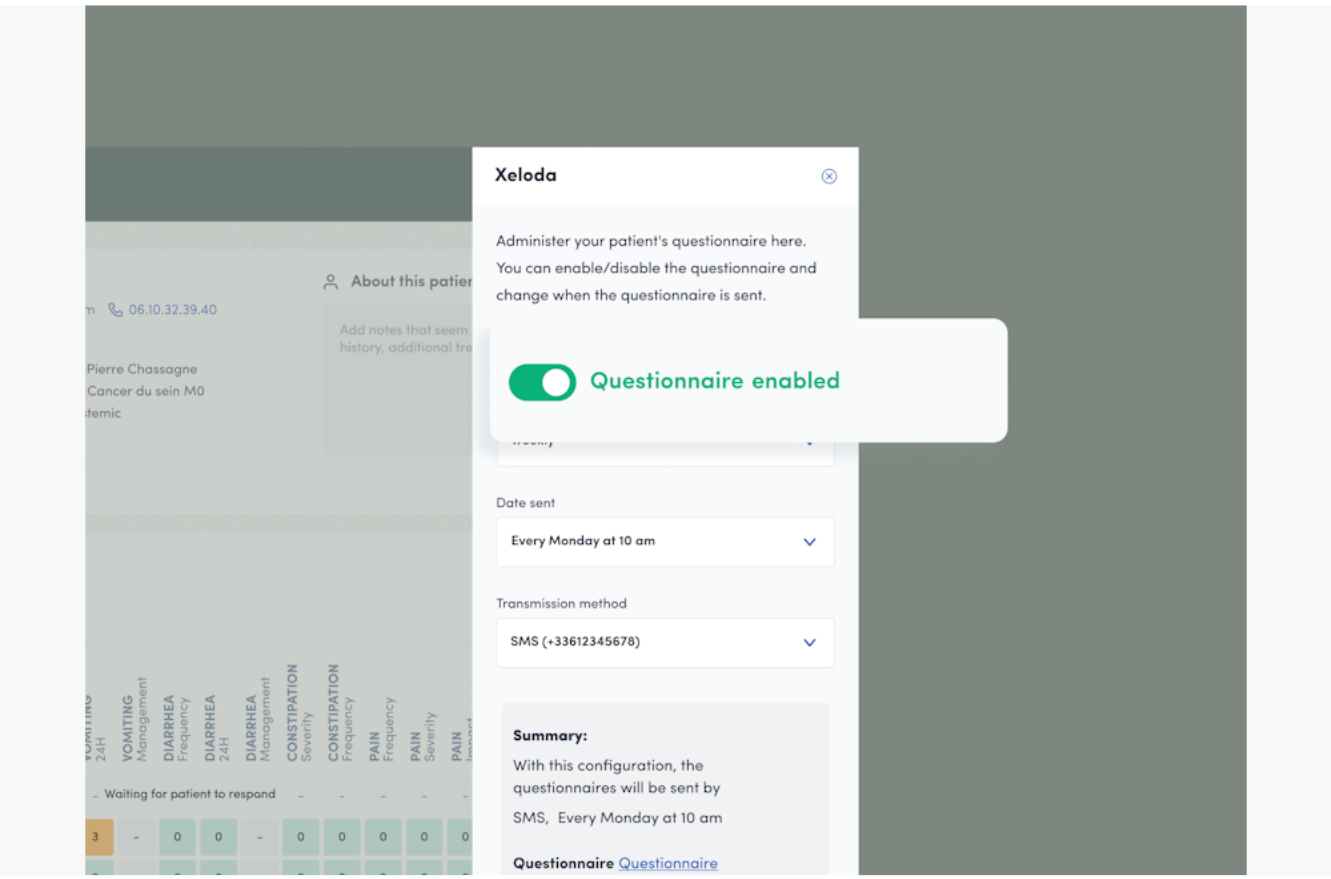
Modifying / Stopping a Questionnaire



You may modify or stop the sending of an ongoing questionnaire at any time from the health report.

To do so, click the]button then "Modify" next to the questionnaire configuration reminder, still from the "Health report" tab of your patient.

Upon clicking "Modify", the side panel with the current configuration opens.

Make the modifications you wish to apply and click "Modify".

To stop the sending of a questionnaire, click the "active" toggle.

Then click "Save" to deactivate the sending of questionnaires.

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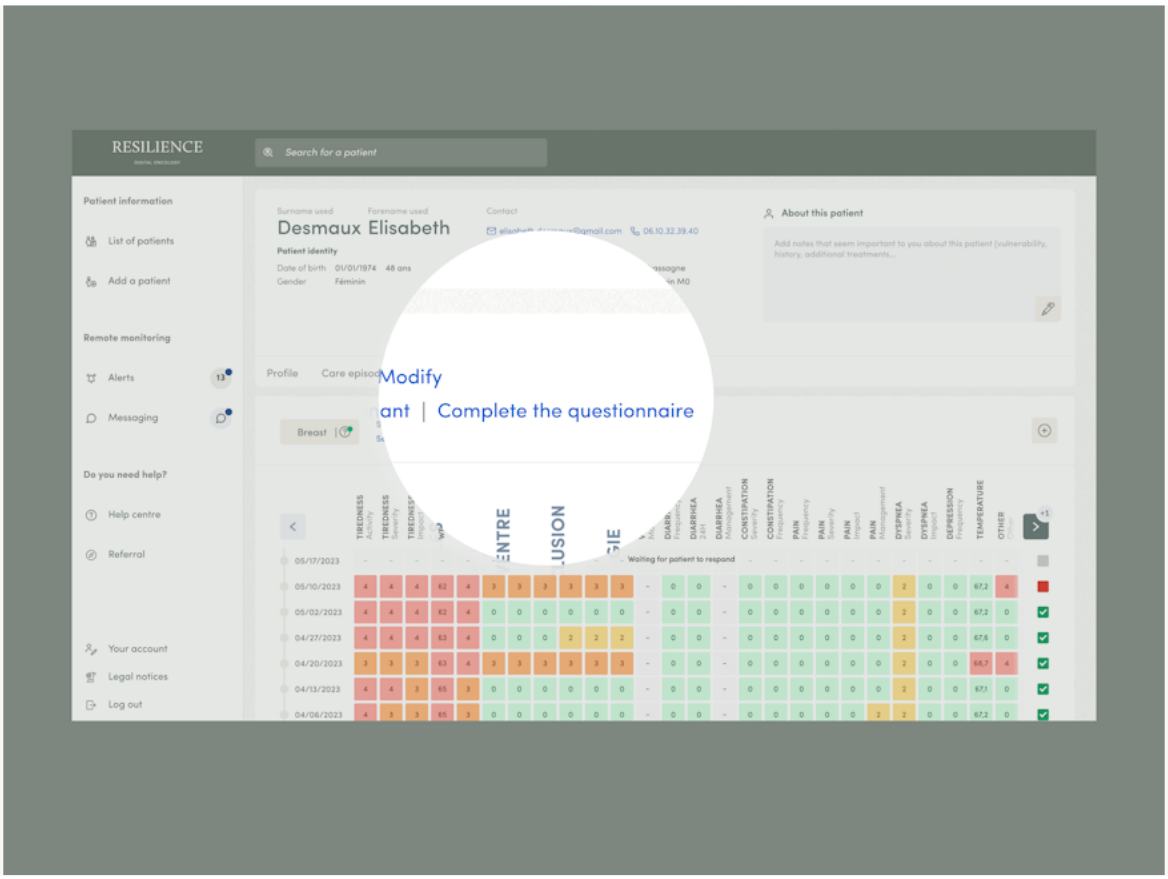
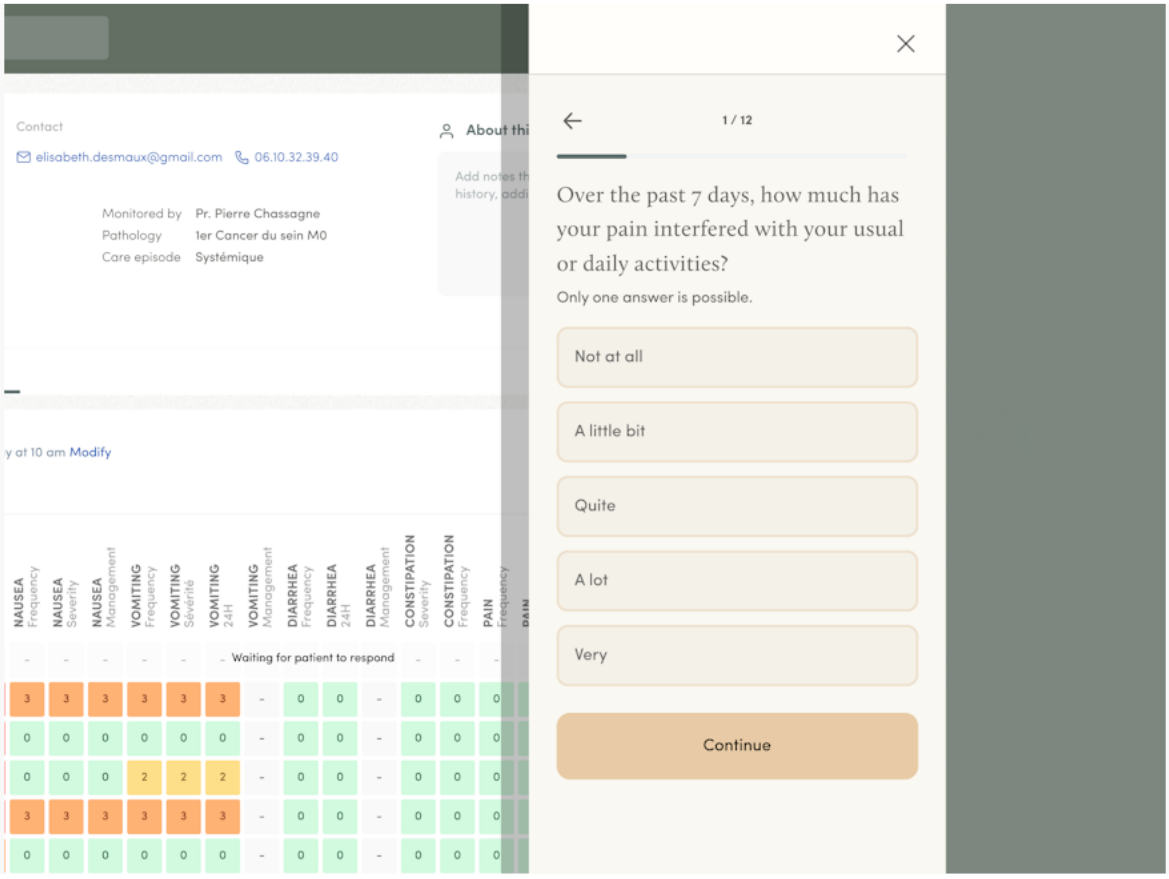
Completing a Questionnaire





From the health report, you have the option to complete a questionnaire together with your patient over the telephone.

This feature can be used in particular to assist your patients who forget or have difficulty responding to their questionnaire.

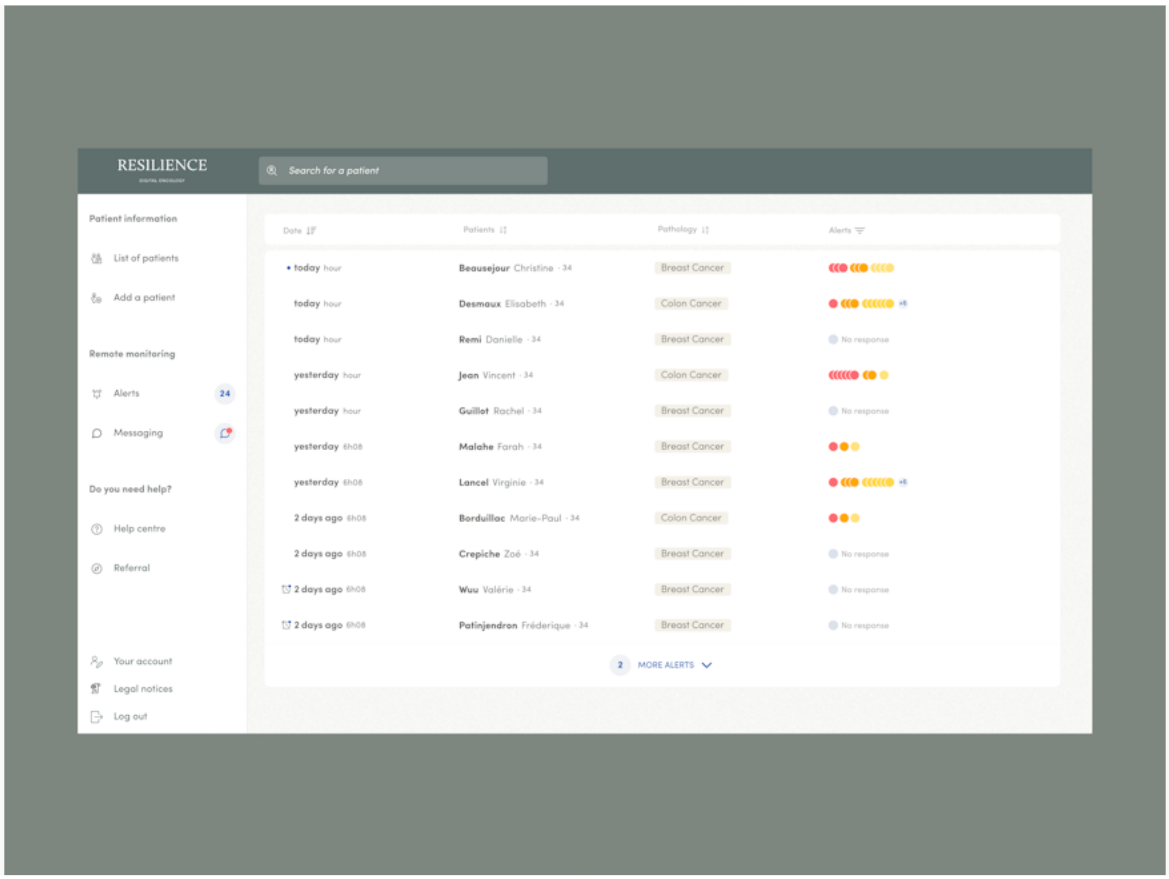
To do so, when a questionnaire is eligible for your patient and has not been completed today, click "Complete a questionnaire" below the current questionnaire configuration.

The side panel opens with the questionnaire. Complete it question by question with your patient over the telephone.

You may navigate within the health report while completing the questionnaire and open the detail of previous completed reports by clicking on the box at the end of the row.

Note: You may only respond to the questionnaire once per day: if the questionnaire has already been completed today (by you or by the patient), the button will not be accessible. Your patient can still continue to respond on their side, but this option is an addition on the HCP side only.

List of alerts



This page groups together all alerts issued by the patient's answers to symptom self-evaluation questionnaires.

When a patient questionnaire issues one or more alerts, you receive them by e-mail.

At this point, click on "View alert" to be redirected to the health report for the patient concerned by the alert.

The figure above shows the "*List of alerts*" tab which includes all the alerts issued per patient and per questionnaire. These alerts are displayed in chronological order. The first line is the oldest alert which has not yet been processed.

For each alert, the following is shown:

- The surname and forename of the patient concerned;
- The patient's pathology if reported;
- The date and time when the alert was issued;
- The summary of the alerts generated on the questionnaire in the form of bullet points.

For symptom alerts, you can see as many coloured bullet points as there were alerts of this colour generated for the questionnaire answered.

If the patient has not answered the questionnaire, the alert is represented with the entry “*not answered*”.

To consult the details of an alert, click the entire line concerned.

This action displays the details of the report, allowing you to find out more about the alerts reported and act on them directly.

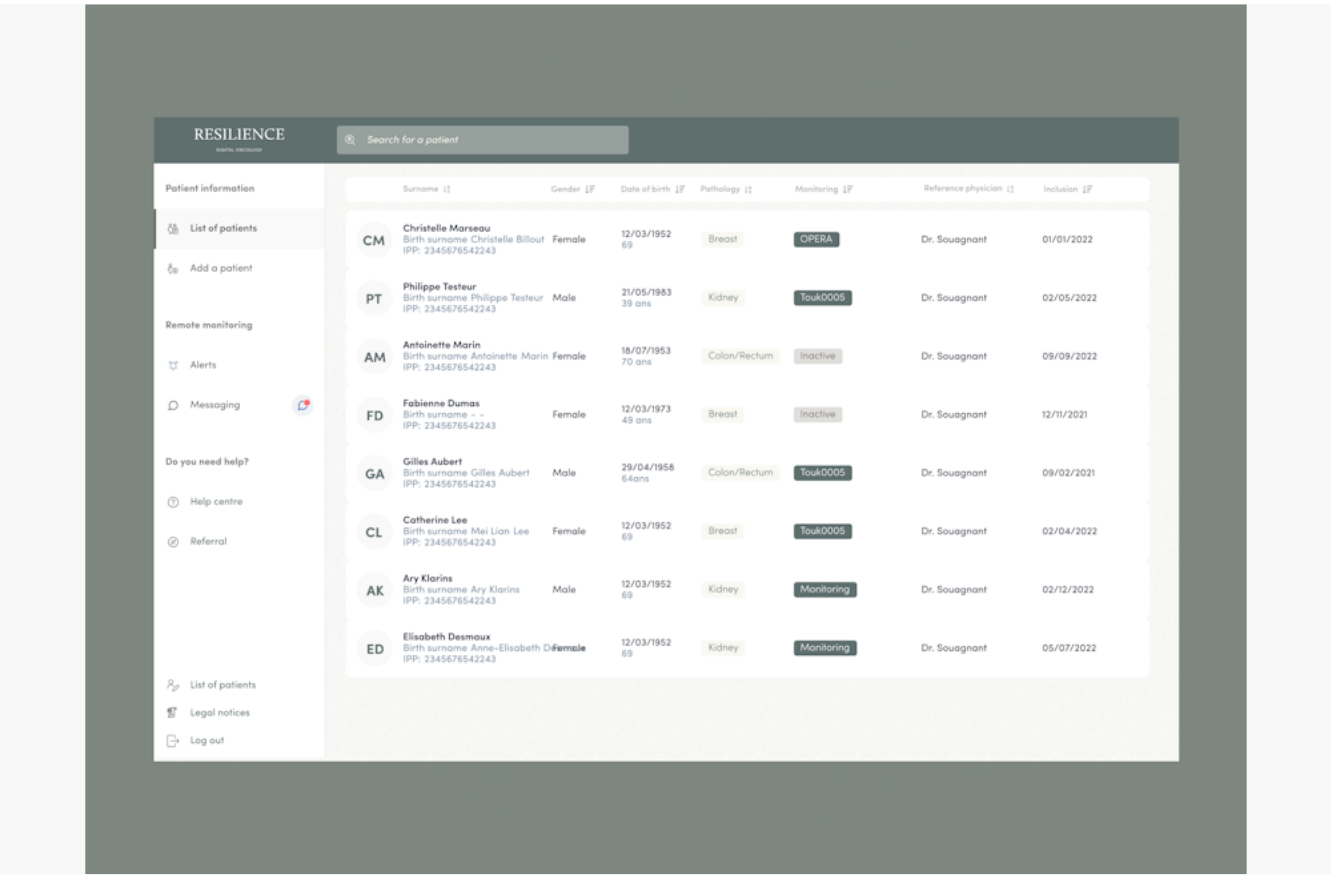
You can process the alert from this page. There is no need to go to the health report to take action.

To do this, please refer to the section “Process alerts”.

You can access all previously answered reports by clicking on “*View report history*”.

Responses to the "Other symptoms" question are represented by the color blue, making them easy to distinguish from clinical alerts. This change allows for better identification of non-critical supplementary information provided by patients.

Patient List



To access the list of patients registered for the service, click the "Patient list" button in the left-hand side panel.

This is where you will find all the patients for whose medical team you are a member (information entered at the time of patient creation/editing).

To access a patient's detailed record, click on the table row dedicated to your patient.

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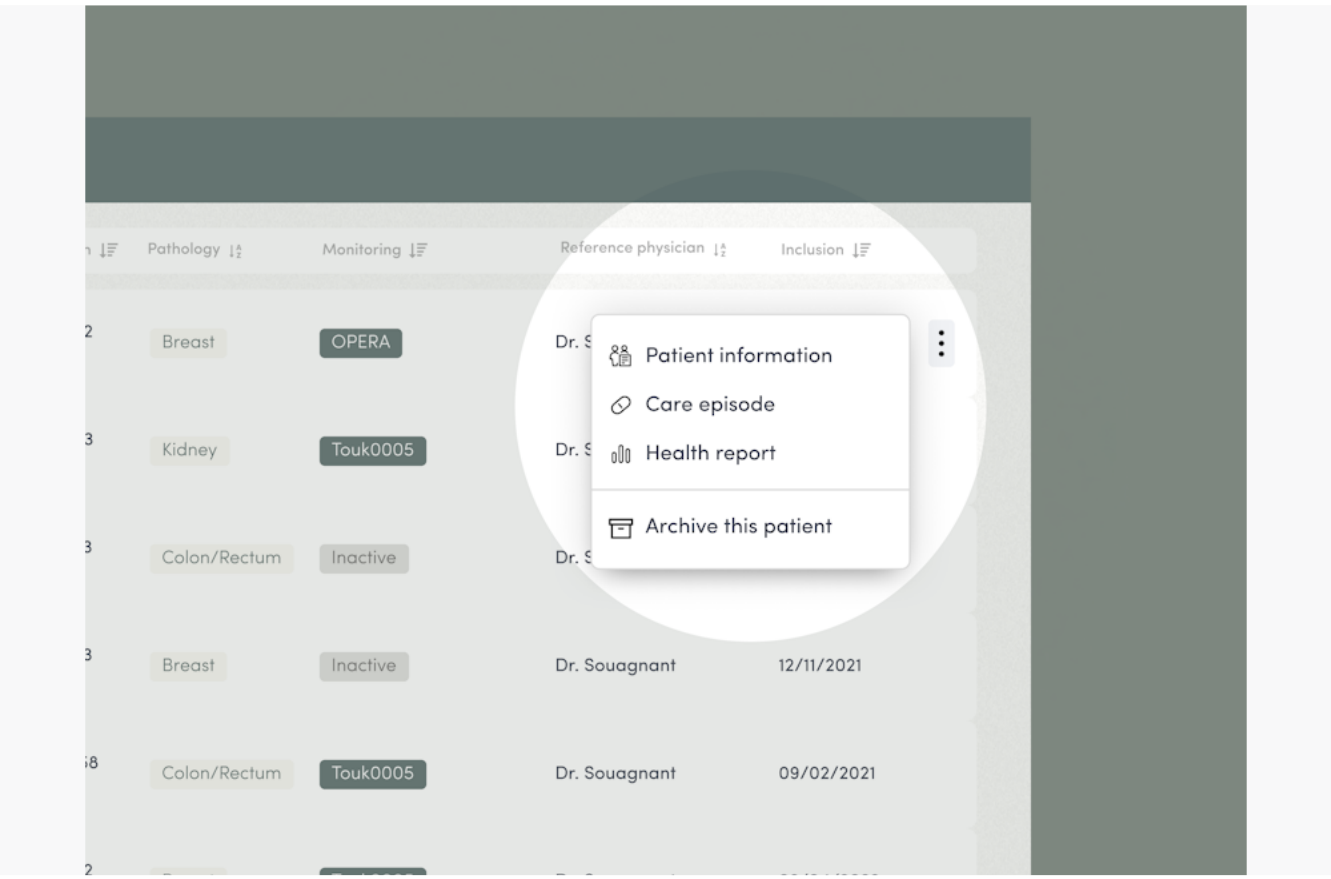
Archiving a Patient



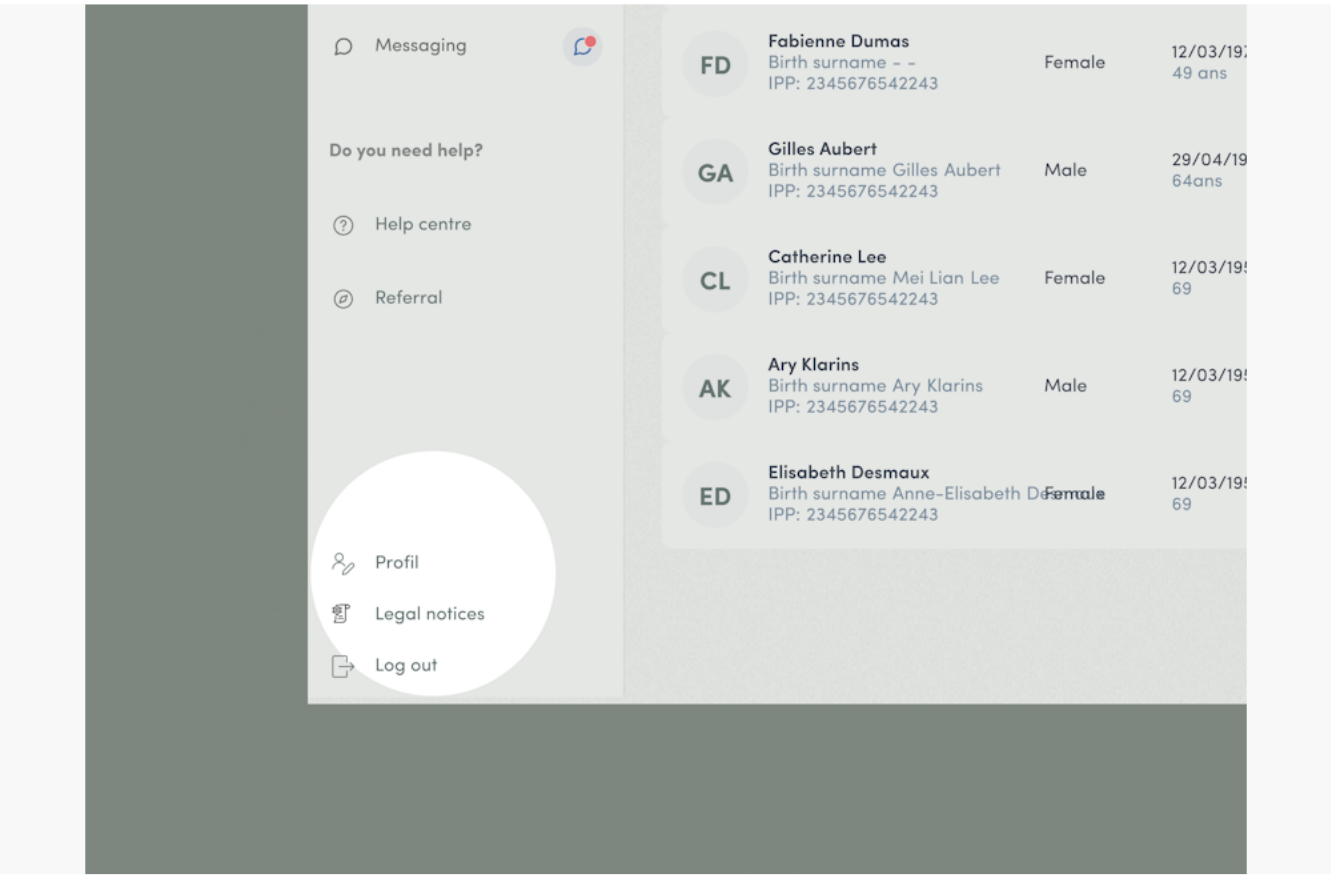
To archive a patient, click on the three dots on that patient's row. You will then be able to directly access the patient's profile page, the care episode, their health report, and also the patient archiving option.

By clicking on the latter, if there are no alerts remaining to be handled, a pop-up will appear recalling the patient's identifying details and will ask you to enter:

- The reason for archiving
- The treatment end date if a care episode is in progress (otherwise this field will not appear)

Once the patient is archived, they will no longer appear in your patient list or in the list of the medical team to which they are attached. It will be possible to "unarchive" a patient by contacting support.

Your Account



The "Your account" tab allows you to modify your e-mail address, your password, and your telephone number.

This page also brings together all your other personal information, which is not editable.

It is accessible by clicking the "Your account" button in the left-hand side panel, at the bottom of the page.

Changing your e-mail address — To change your e-mail address, click the "Pen" icon to the right of your e-mail address. Enter your new e-mail address and the answer to your secret question, then click "Save". Once the procedure is complete, you will receive a confirmation e-mail for the change of e-mail address.

Changing your password — To change your password, click the "Pen" icon to the right of your password. Enter your new password and the answer to your secret question, then click "Save". You can make the password visible by clicking the "Eye" icon. Once the procedure is complete, you will receive a confirmation e-mail for the change of password.

Changing your telephone number — To change your telephone number, click the "Pen" icon to the right of your telephone number. This modification takes place in 2 steps. First, enter your new telephone number. When you click "Send the code", you will receive a 6-digit code by SMS. Enter

this code in the dedicated field to confirm your identity. (Please note that this code expires after 10 minutes. If you do not receive the code, click the "Resend the code" button. A new code will then be sent to you by SMS and the previous code will become invalid. Enter the code received by SMS.) If your code is correct, enter the answer to your secret question, then click "Save". Once the procedure is complete, your new telephone number is saved.

Change your e-mail →
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Change your password →
Go to **Page 78**

Change your phone number →
Go to **Page 79**

Change your language →
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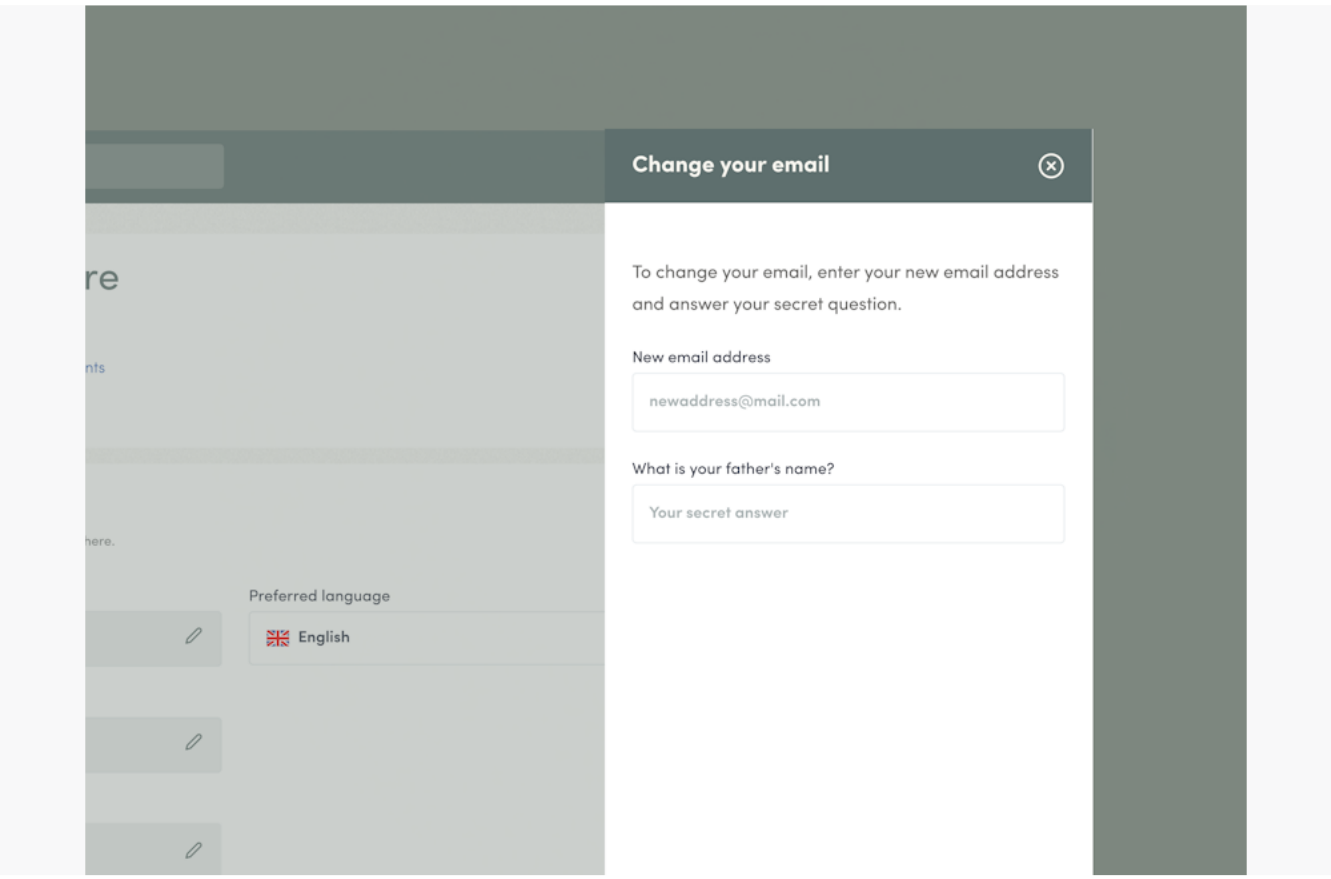
Change your e-mail



To change your e-mail address, click the "*Pen*" icon to the right of your e-mail address.

Enter your new e-mail address and the answer to your secret question, then click "*Save*".

Once the procedure is complete, you will receive an e-mail confirming the change to your e-mail address.

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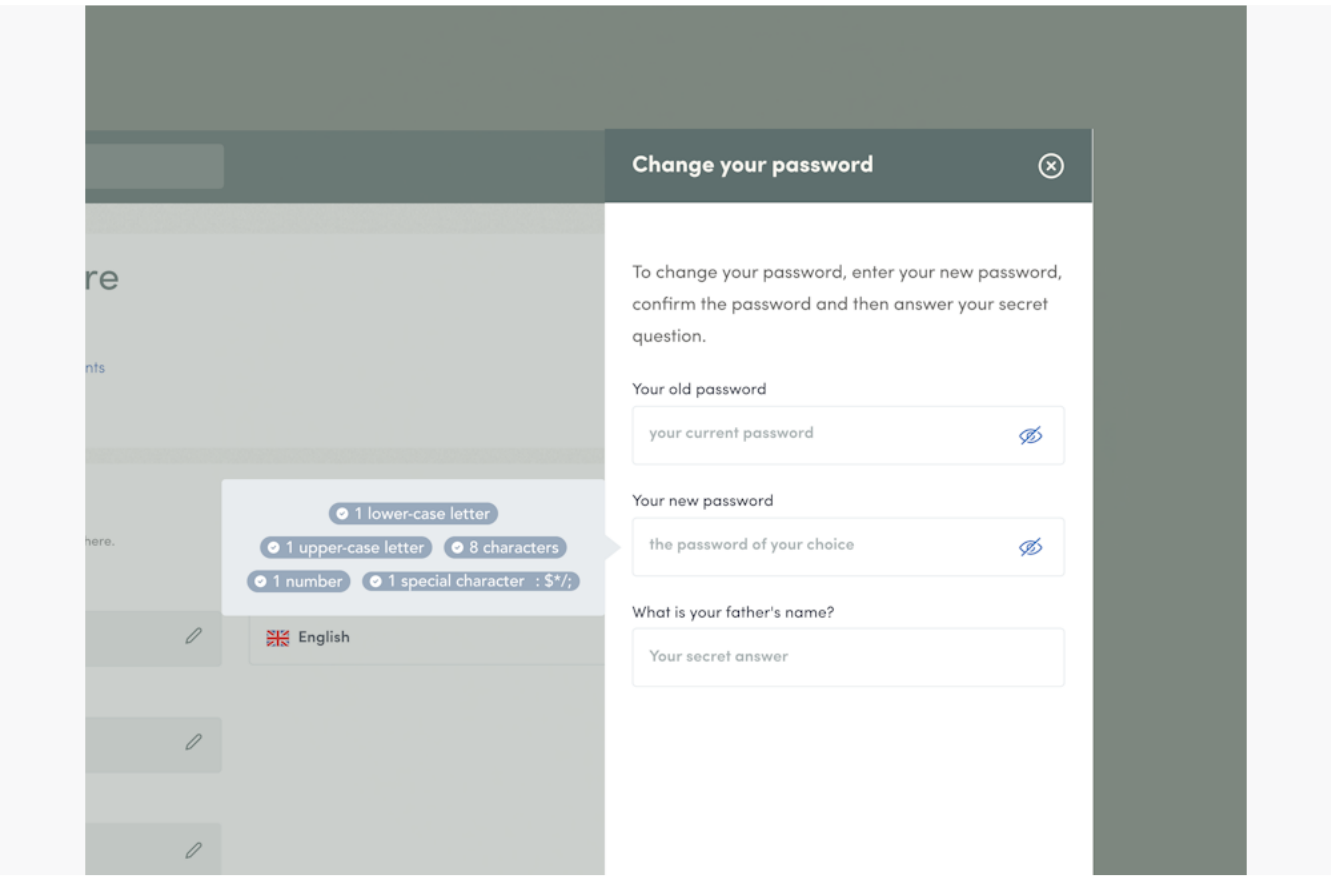
Change your password



To change your password, click the "*Pen*" icon to the right of your password. Enter your new password and the answer to your secret question, then click "*Save*".

You can reveal the password by clicking on the "*Eye*" icon.

Once the procedure is complete, you will receive an e-mail confirming the change to your password.

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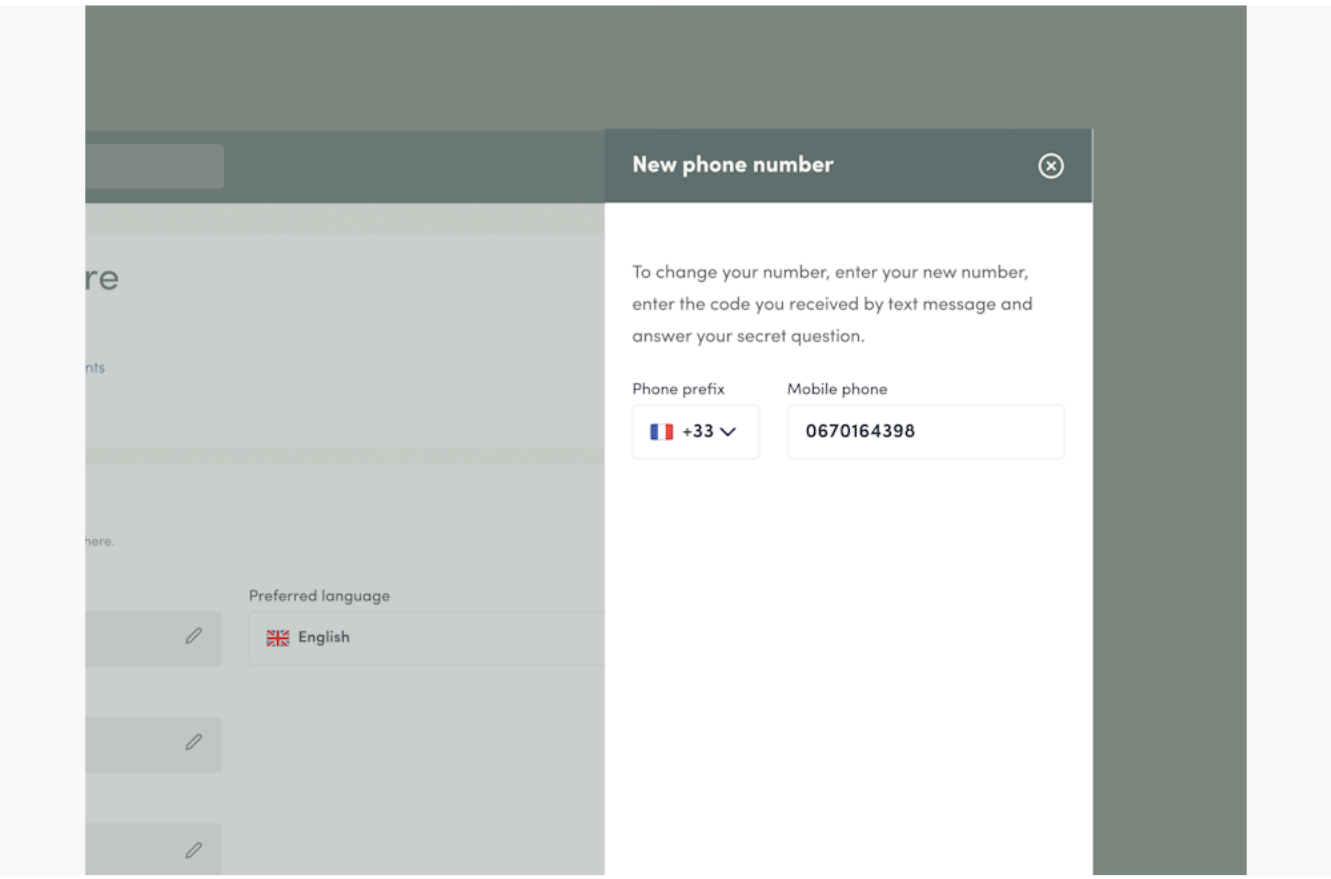
Change your phone number



To change your phone number, click the "*Pen*" icon to the right of

your phone number. This change is performed in 2 steps.

First enter your new phone number.

After clicking "*Send code*", you receive a 6-digit code by SMS. Enter this code in the dedicated field to confirm your identity.

Note: Please note that this code will expire after 10 minutes.

If you don't receive the code, click the "*Resend code*" button. A new code is then sent to you by SMS and the previous code becomes invalid.

If your code is correct, enter the answer to your secret question, then click "*Save*".

Once the procedure is complete, your new phone number is saved.

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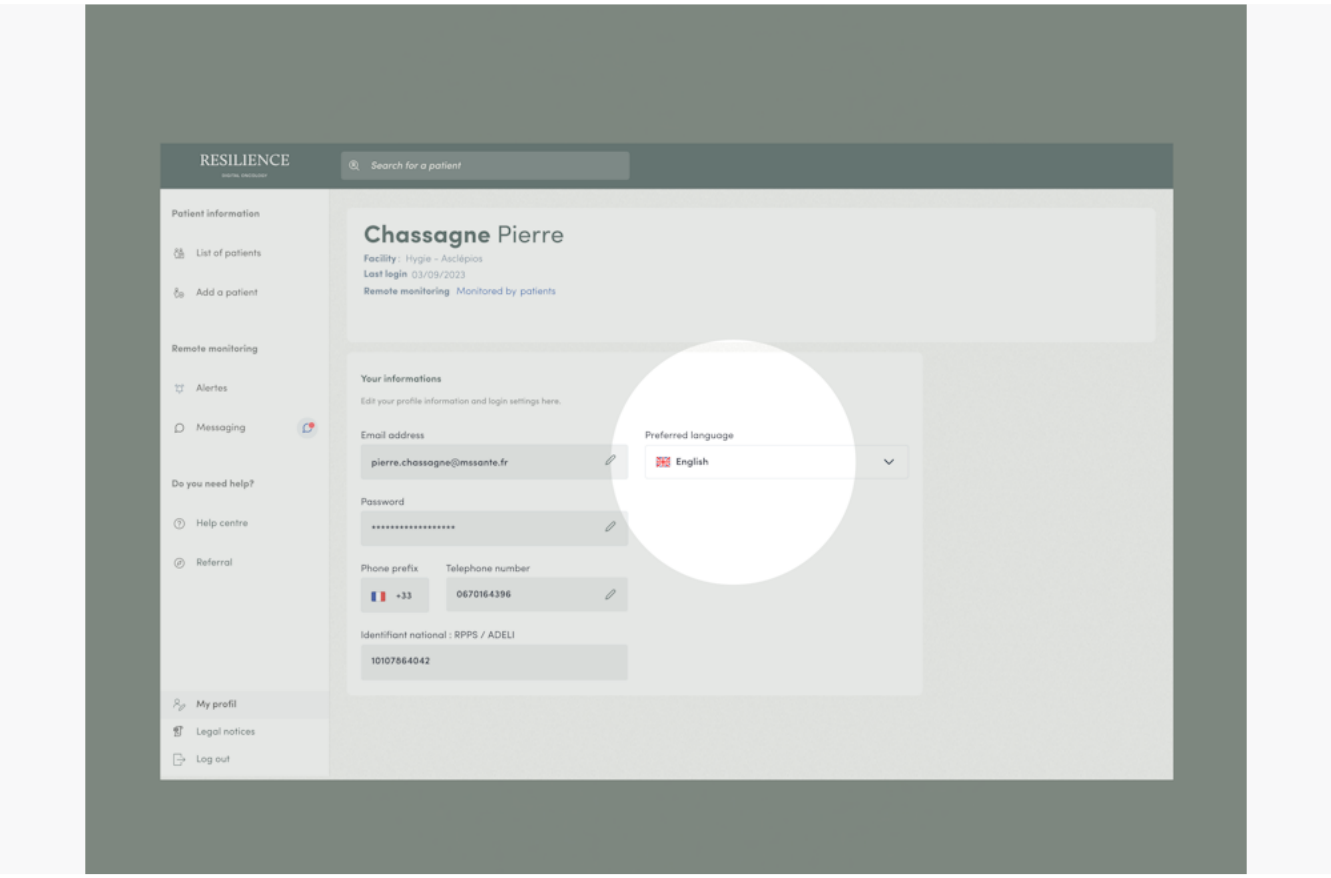
Change your language



To change the language in which the service is displayed, click the “*Language*” field.

The list of available languages is displayed and you can select your desired language.

When you click the new language, the service is updated.

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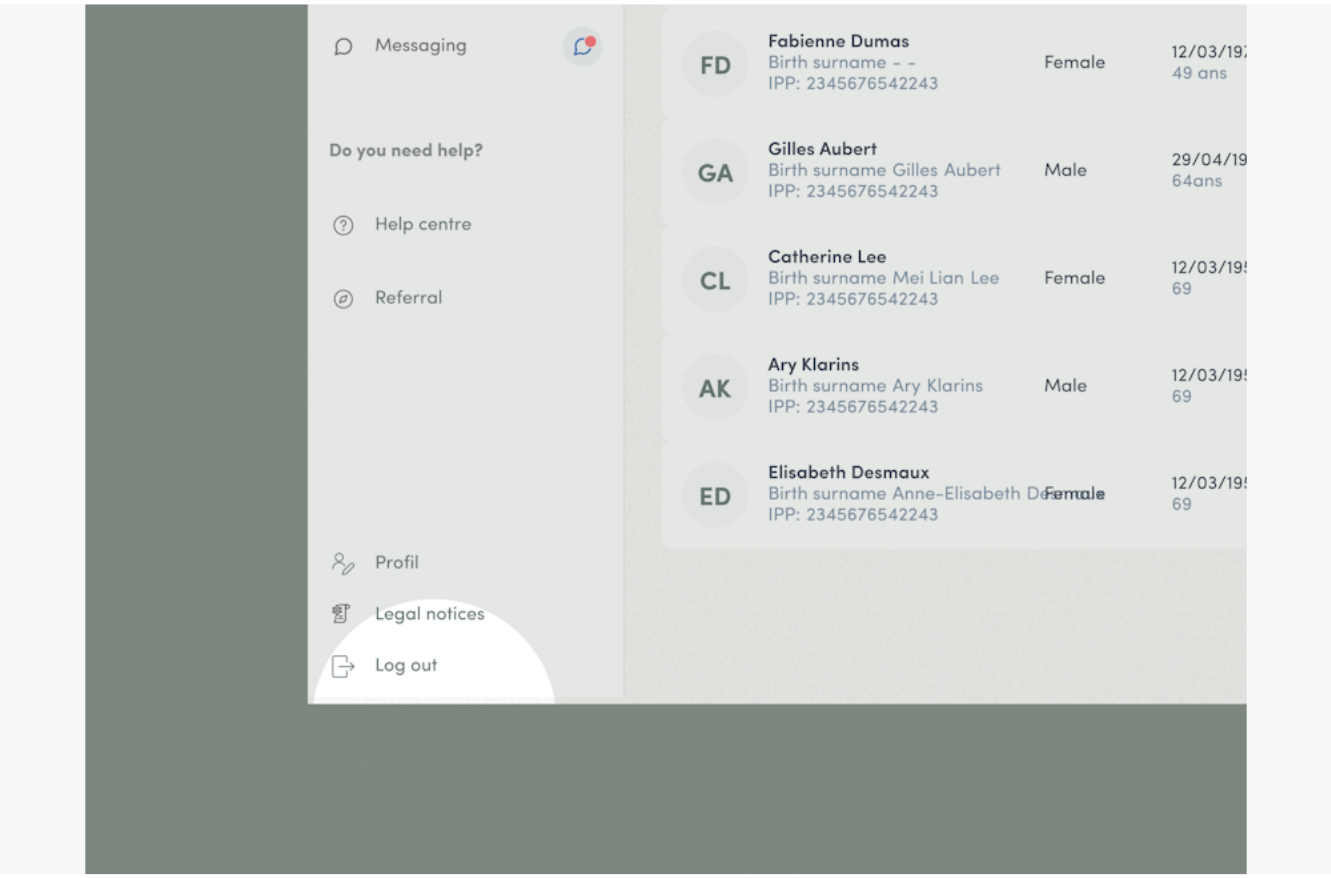
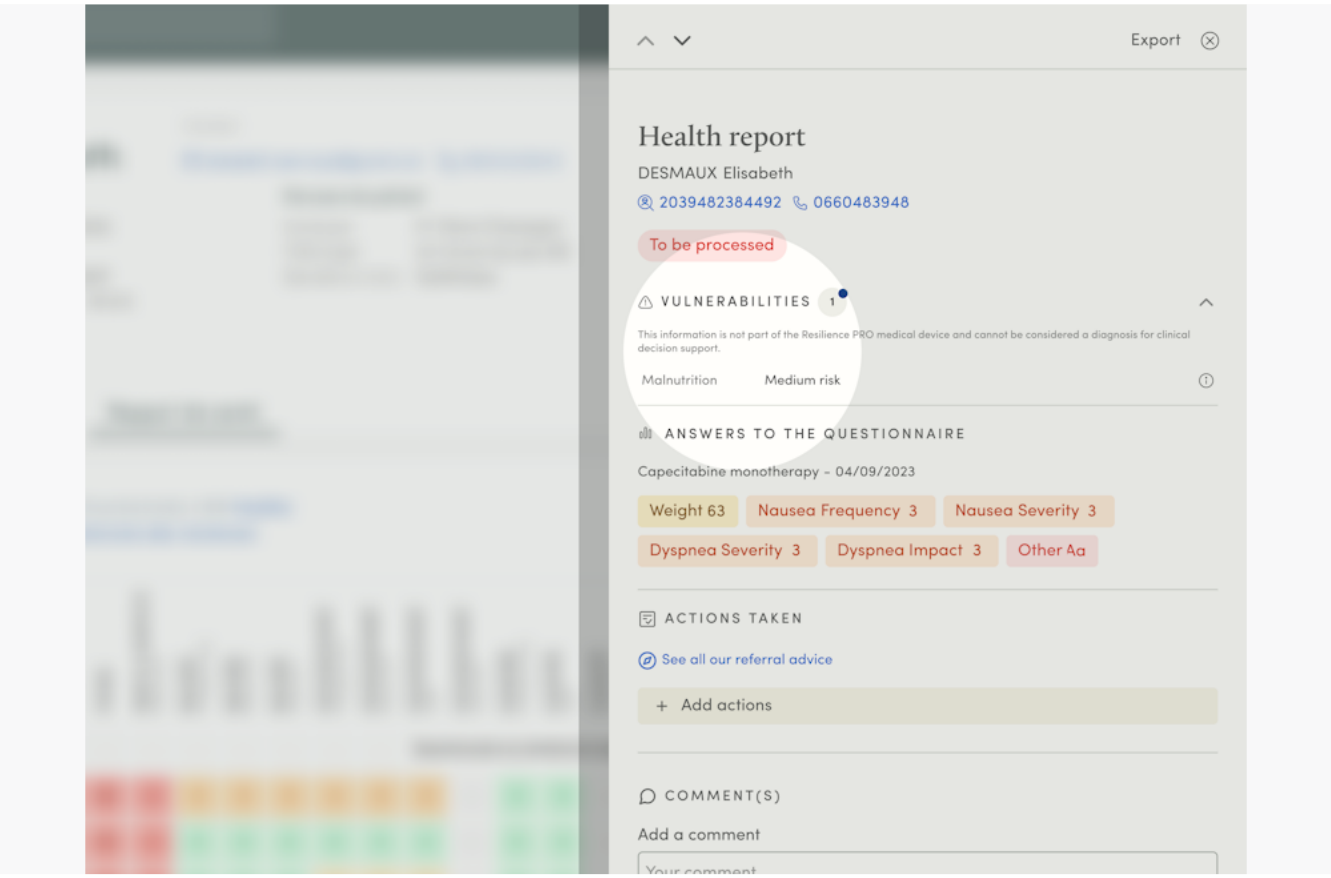
Logout



In the context of health data protection, we carry out an automatic logout from your account according to settings that ensure data security.

You may also log out manually by clicking the "Logout" button in the left-hand side panel.

Patient Vulnerabilities



Note: This information does not form part of the Resilience PRO medical device and cannot be considered as a diagnosis for clinical decision support.

In the alert handling panel for your patient, a box allows you to view your patient's vulnerabilities.

The number of vulnerabilities detected will indicate whether your patient presents any. Click on it to view them.

List of available vulnerabilities:

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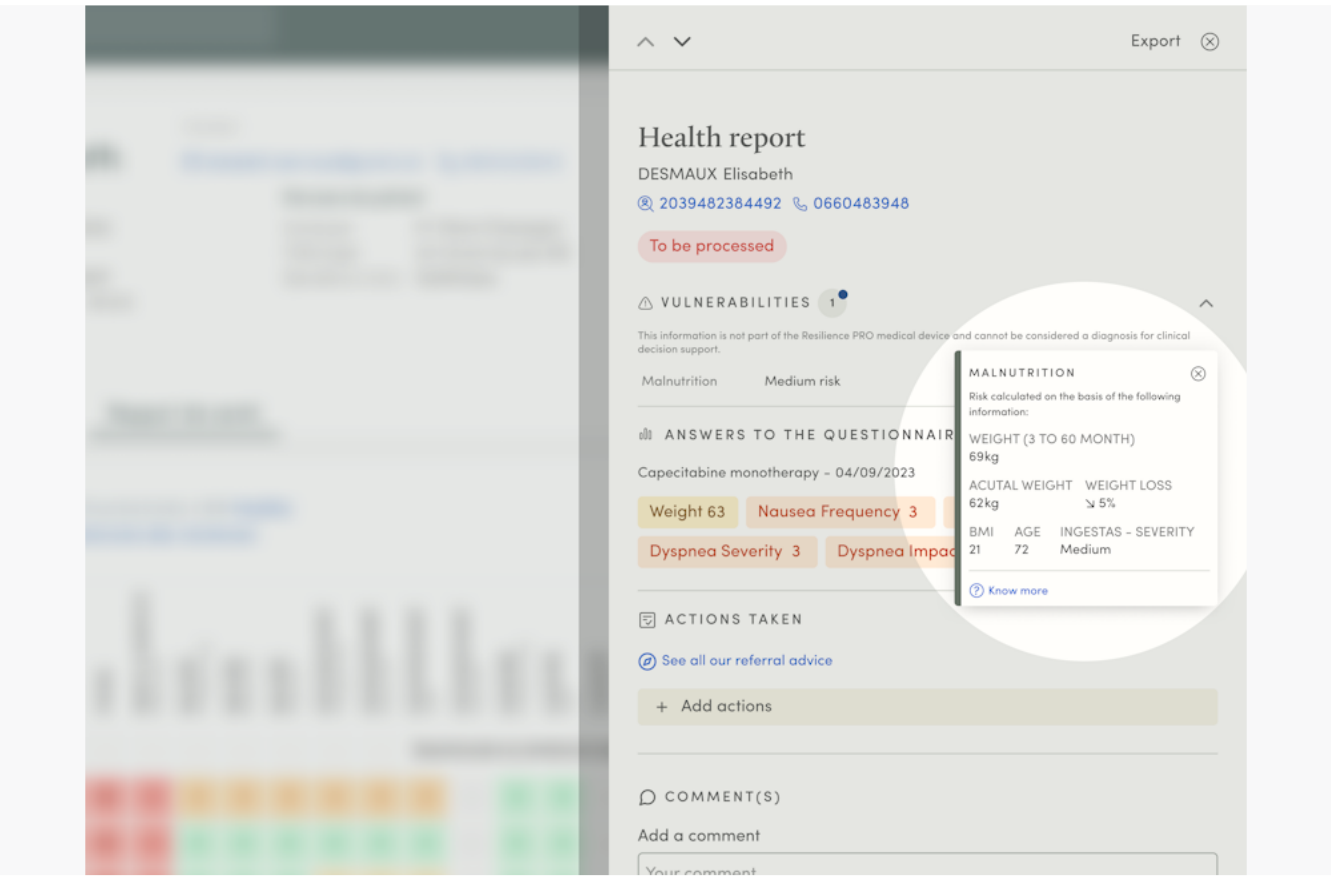
Malnutrition Risk



Note: This information does not form part of the Resilience PRO medical device and cannot be considered as a diagnosis for clinical decision support.

The malnutrition risk enables the identification of the patient's risk of being in a state of malnutrition.

Note: This item does not state that the patient is malnourished, but it indicates a potential malnutrition risk.

For it to be calculated, the following information must be known:

- Patient's weight from 3 to 6 months ago (source: patient inclusion / patient questionnaire response after 3 months of remote monitoring)
- Patient's recent weight (source: patient questionnaire response)
- Patient's height (source: patient record)
- Patient's primary cancer (source: patient record)
- Patient's age (source: patient record)

These elements allow us to establish the risk score based on the MUST score, the primary cancer, and the patient's age.

This malnutrition risk may be unknown, low, medium, or high.

The risk will be unknown if we are missing one of the pieces of information required to perform the calculation. You will see "missing information".

Medium- and high-risk cases will be displayed according to the results obtained.

The low risk level will not appear. Indeed, in this specific case, the patient presents no vulnerability linked to a malnutrition risk.

Note: You may consult the criteria justifying the risk score by clicking the "i".

Patient Treatment Calendar

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Deleting a Treatment Event →
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Viewing a Patient's Treatment Schedule

This page brings together all the treatment events added for your patient.

To access a patient's treatment calendar, click the "Calendar" button within their patient record. A side panel opens showing the treatment events scheduled for your patient.

By default, the current month is displayed. You may navigate to previous or upcoming months using the navigation arrows on either side of the current month name.

Note: No impact on your treatment calendar outside of Resilience.

Adding a Treatment Event

You may add treatment events by clicking on the date on which you wish to schedule the event.

Enter:

- Title (mandatory)
- Date (pre-filled with the date you clicked on; it may be changed)
- Description (optional)

Upon clicking "Save", the event will be added to the schedule.

Note: No impact on your treatment calendar outside of Resilience.

Editing a Treatment Event

If you have added treatment events manually or via SmartPlanner, you may edit them by clicking on a treatment event.

You may update:

- For events created in the manual calendar: title, date, and description.
- For events created using the treatment calendar: date.

Upon clicking "Save", the event will be edited.

You may also change the date of an event by clicking on it and then performing a drag and drop to the new date of your choice. For events attached to a care regimen/protocol, you will then have two options:

- Move this event only (only the selected event will be moved)
- Move this event and all subsequent events for the same drug (For example, if you move an "abemaciclib" event, all other abemaciclib events will be moved by the same number of days.)

Note: No impact on your treatment calendar outside of Resilience.

Deleting a Treatment Event

If you have configured treatment events, you may delete them by clicking on a treatment event.

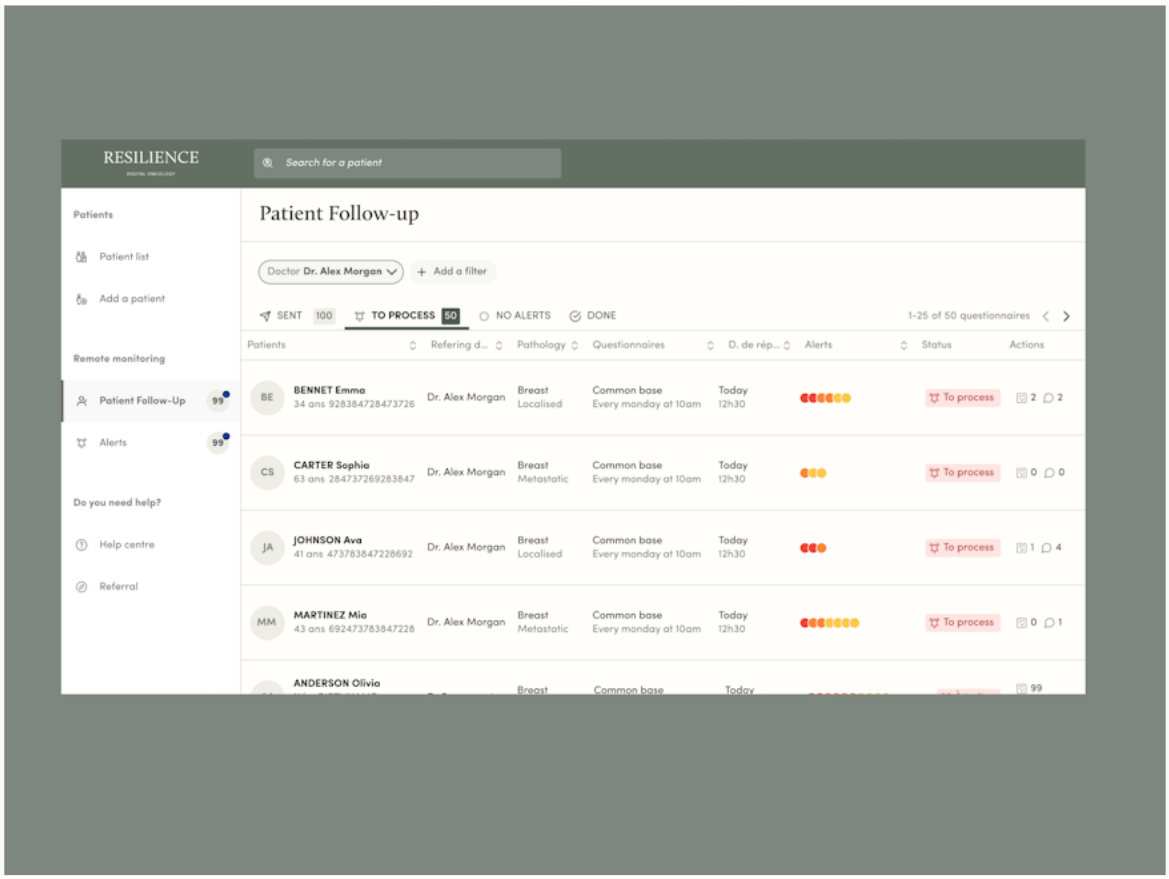
On the editing page, click the bin icon to delete it.

A modal window will ask you to confirm the deletion. Click "Delete" to confirm, or click "Cancel".

The event will then be deleted and will no longer appear in the treatment event schedule.

Note: No impact on your treatment calendar outside of Resilience.

Patient Monitoring



Receiving alerts by e-mail

When a patient questionnaire generates one or more alerts, you receive them by e-mail.

At that point, click the button to be redirected to the health report of the patient concerned by the alert.

Patient Monitoring page

The Patient Monitoring page is the main page for prioritising and managing the handling of my patients' alerts.

From this page I can:

- View at a glance the patients requiring prompt action.
- View patients according to their progress status (new alert, no alert, already handled).
- Filter patients according to several criteria: Referring physician, Condition, Treatment date, Clinical trial…
- Quickly access the detail of each patient to analyse the alert and decide on the course of action.

To handle the alert and add actions and comments, it is necessary to consult the health report. To do so, refer to the "Handling an alert" section.

Using the tabs — At the top of the page, several tabs allow the patient list to be organised according to their questionnaire status.

- Sent: It groups together questionnaires that have been sent and are awaiting a response.
- To process: It groups together questionnaires that are: Unanswered after a new instance of the questionnaire has been sent; With at least one alert (yellow, orange, or red); With a blue supplementary information indicator (patient having answered "yes" to the question "Do you have any other symptoms to report?").
- No alert: Questionnaire completed but having generated neither an alert nor a blue supplementary information indicator.
- Processed: Questionnaires that have generated an alert and have been handled by a member of your patient's medical team.

Information visible at a glance — For each questionnaire, the following information is visible on the Patient Monitoring page, providing context on the patient even before visiting their profile:

- Patient: Surname, first name, and age of the patient
- Physician: The person identified as the patient's referring physician
- Condition: The patient's diagnosis and their localised or metastatic status
- Questionnaire: The type of questionnaire and its sending frequency
- Sent/received date: Depending on the tab, the date the questionnaire was sent or the date the responses were received
- Alerts: Colour-coded dots indicate the nature and number of alerts on this questionnaire. More information on how to handle an alert: Managing the patient according to colour-coded alerts.
- Status: Current monitoring status (Sent, Toprocess, Processed)
- Actions: Number of actions and comments that have been added to the health report

I may also sort this table by certain columns:

- Patient by alphabetical order
- Referring physician by alphabetical order according to surname
- Date from oldest to most recent and vice versa

Filters — I may apply one or more filters across all tabs simultaneously, by:

- Referring physician
- Condition
- Care pathway (Injection, OT...)
- Treatment response: response ("yes" or "no") to the question regarding the scheduling of a treatment within the next 7 days
- Questionnaire
- Type and date of event present in the treatment cycle calendar
- Alerts
- Actions
- Inclusion in a clinical trial

Patient Documents

The patient is able, via their Resilience application, to share documents with their care team.

Documents sent by the patient are available within the patient profile, in a dedicated section. The presence of unread documents is visible from the patient profile as well as on the health report handling page.

The shared documents may be, for example, test results, photographs, or clinical reports.

The sending of documents by the patient is entirely separate from the questionnaire and alert system, and constitutes a tool to enable the patient to share supplementary medical information (of which the patient is informed via a disclaimer in their application). No alert is triggered by the patient sending a document.

Treatment Calendar by Regimen

Filling in the Treatment Calendar →
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Modifying the Treatment Calendar →
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Filling in the Treatment Calendar

After entering the patient's care episode, click "Complete the treatment calendar" to quickly add all events linked to your patient's treatment to their calendar. A window will appear where you may enter:

- Treatment start date (C1D1) (mandatory; will be pre-filled if you have entered a start date for the care episode)
- Cycle duration (mandatory)
- Administration days for each drug (at least one administration day must be entered, mandatory)
- Number of cycles (mandatory)

As you enter the information, you will be able to view the patient's schedule on the monthly calendar in the right-hand panel.

When you are satisfied with the cycle settings, click "Confirm the calendar". The events will then be added to the patient's calendar.

Note: No impact on your treatment calendar outside of Resilience.

Modifying the Treatment Calendar

Once the treatment calendar has been completed, you may modify the events one by one (see the "Patient treatment calendar" section) or change the treatment calendar settings.

On the patient's profile, click the "Care episode" tab. Under "Treatment" next to "Systemic treatments", click "modify", and the "Care episode" side panel opens. Below the name of the care regimen/protocol, click "Modify the treatment calendar".

Note: No impact on your treatment calendar outside of Resilience.

Messaging

Note: The messaging system has been designed to provide an additional means of communication between the patient and their care team. This feature is not intended to be an emergency channel or to be used for handling alerts.

Note: Accessible from the patient profile (unread message notification dot) and the notification system in the main menu (centralises patients with unread messages; click 'patient profile with messaging open). Read status is shared across the team (read as soon as one team member opens the message). An HCP can delete their own messages and see whether the patient has read a message.

Note: In the event of unavailability of the messaging system, the care team may contact the patient via other usual channels (telephone, e-mail).

The patient's care team has access to a messaging feature, enabling them to ask supplementary questions in the context of handling alerts or for organisational information.

The messaging system is accessible:

- from the patient profile, with the display of a notification dot indicating the presence of an unread message
- via a notification system, accessible in the main Resilience menu.

The notification system centralises all patients for whom there are unread messages from the patient. Upon clicking the notification, the HCP is redirected to the relevant patient's profile with the messaging function open.

The read status is shared across the entire care team: a message is considered read by all HCPs from the moment one care team member opens the message.

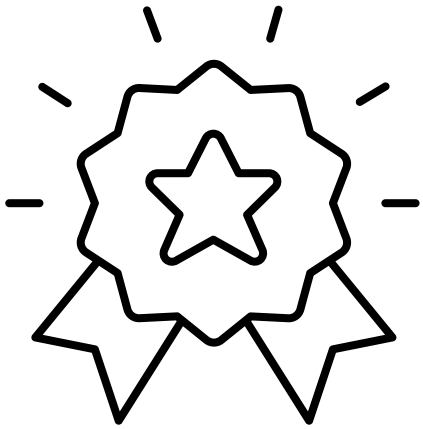
HCPs are able to delete sent messages (a user may only delete their own messages).

HCPs may also see whether or not the patient has read a message sent to them.

Finally, informational texts are displayed to HCPs as well as to patients:

- HCP side: A text displayed in the messaging area highlights the importance of confirming with the patient their ability to use the mobile application and thus to access the messaging system. (Resilience does not in fact block the messaging system if the patient has not installed the mobile application.)
- Patient side: A text displayed in the mobile application highlights the care team's hours of availability (Monday to Friday, 09:00–17:00), as well as the fact that Resilience messaging is not an emergency channel.

One-way/two-way messaging — This feature allows you to configure the message exchange rules with your patients. By default, upon patient creation, the messaging is one-way (only the HCP can initiate a message). You have the option to make communication two-way, thereby enabling the patient to also initiate conversations.



You have reached the end of this guide