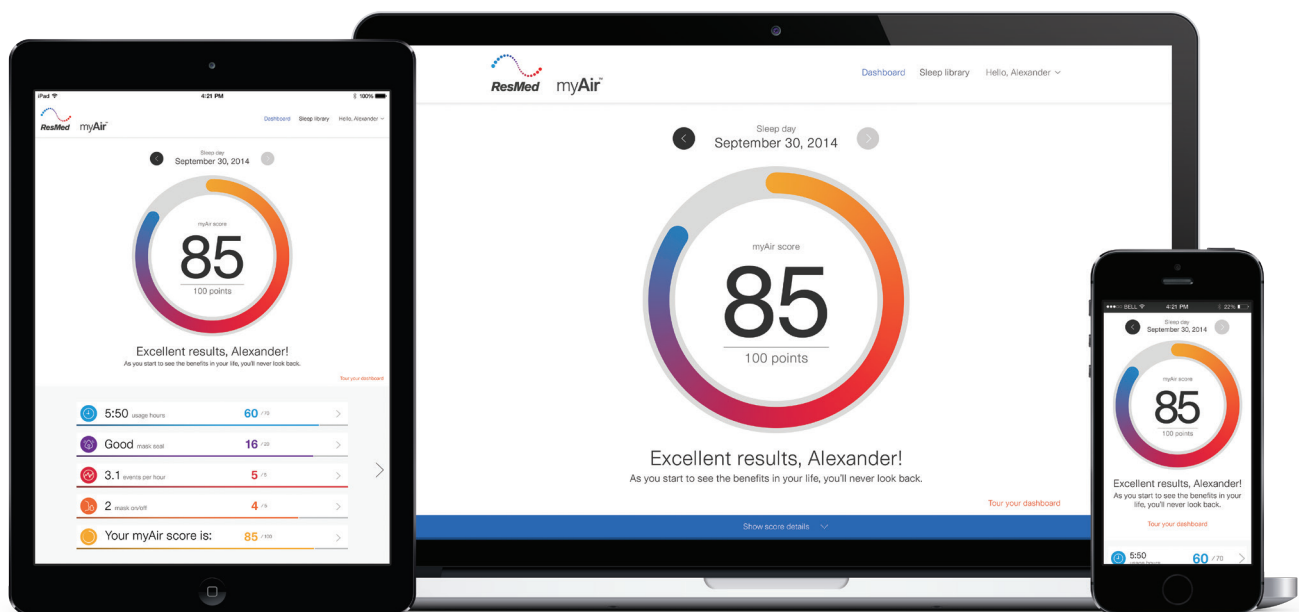




myAir™
Patient engagement program

A guide to myAir™ notifications

This is a guide to understanding the myAir notifications sent to patients to help them with their therapy experience. Notifications can be messages or alerts sent via email and/or text. They often include video links for more detailed tips on common challenges.





Timed vs. event-based notifications

myAir sends two types of notifications, those triggered by time, and those triggered by events.

Timed messages

All patients receive a series of 11 messages over the first 60 days of therapy. These messages were created by experienced clinicians and based on patient feedback to ensure that the notifications are meaningful and appropriately timed. As patients adjust to therapy over time and need less support, message frequency decreases.

Event-based messages

myAir also sends messages based on each patient's unique therapy and usage data uploaded from an AirSense™ 10 or AirCurve™ 10 therapy device with built-in wireless connectivity. (Product codes: 37395, 37393, 37352, 37353, 37354 and 37321)



Praise messages

For positive reinforcement, patients will receive praise messages at six set levels as they progress through their therapy. Patients receive one praise message per level, no more than once every five days, until all levels are completed. With each level, the number of hours of daily usage required to advance increases. This gradual progression encourages patients to increase their therapy usage as they adjust to treatment, with an ultimate goal of 6+ hours of usage a day.

"myAir can see you are starting to use your therapy. Well done! A great, but achievable, first goal is to aim for 4 hours of therapy each night."



Leak alerts

Leak alerts are sent when leak thresholds are exceeded, and to provide tips for correcting leak and mask fit issues. Patients will be notified through four levels of alerts if leak progressively worsens. They will only receive one leak alert message per level.

"Good mask seal comes from the right fit and cushion size."



AHI alerts

Patients will receive an alert when their apnoea-hypopnoea index (AHI) exceeds 10 events per hour. There are two levels of alerts for AHI, and patients will receive one message per level. These messages encourage patients to contact their provider or clinician for additional support.

"Your number of events seems to be high right now. Your therapy may need adjusting to best suit your needs."



Alert messages

Alert messages work with praise messages across the six therapy levels. When patients fail to meet the minimum usage requirements for their current level, an alert message is sent to encourage them to increase their therapy hours. Patients will only advance to the next level when their current usage goals are met, and will continue to receive alerts if their usage remains low.

"It looks like your CPAP usage has been low in the last week."



'No data' alert

If myAir does not receive data from the therapy machine for five out of seven days, patients will be sent 'no data' alerts. These alerts are sent to check that myAir is working, and provide tips to correct any issues if needed.

"myAir hasn't been receiving data from your machine. Perhaps you're no longer using your CPAP machine or you're still using it but your data is not being sent."



Badges

First Night, Silver, and Gold badges are awarded to patients when they meet therapy usage milestones. Badges are sent to reward good usage, and help motivate patients to continue with their therapy.

"Congratulations on earning the AirPro Silver badge! You have used your machine for 4 hours a night for 5 days in a week."



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