

PainChek App User Guide

App User Guide

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Table of Contents

1	General Instructions for Using the App.....	6
1.1	Intended Use	6
1.2	Users	6
1.3	Supported Devices.....	6
1.3.1	iOS Devices	6
1.3.2	iOS/iPadOS versions	7
1.4	Android	7
1.4.1	Android Devices	7
1.4.2	Android Versions	8
1.5	Patches and Updates	8
1.6	License Settings	8
1.7	Operating Environment	8
1.8	Internet Connectivity	8
1.9	Updating the PainChek App	9
1.10	Warnings and Cautions	9
1.10.1	Automated and Manual Facial Assessments	9
2	Introduction to the PainChek App	10
2.1	Document ID.....	10
2.2	Document History	11
2.3	Approval	11
2.3.1	Intended Audience	11
2.4	Referenced Documents	12
2.4.1	Glossary	12
3	Setting up the PainChek App.....	15
3.1	Securing Your Device	15
3.2	Downloading PainChek	15
3.3	Registering a Device.....	15
3.4	Setting up your PainChek account.....	16
4	Signing In to PainChek.....	19

4.1	Regular Sign In	19
4.2	Quick Sign In.....	19
4.2.1	Enabling or Disabling Quick Sign In	20
4.2.2	Using Quick Sign In	21
4.3	Resetting your password	23
5	PainChek Dashboard	25
5.1	Data Synchronisation	25
6	Managing Residents.....	27
6.1	Adding a Resident	27
6.2	Editing a Resident	30
6.3	Finding a Resident.....	32
6.4	Archiving a Resident	34
6.4.1	Viewing Archived Residents.....	34
6.4.2	Archiving a Resident	34
6.4.3	Restoring a Resident	36
6.5	Adding Residents to My Residents	38
6.6	Viewing Recently Assessed Residents.....	41
6.7	Viewing Resident Profiles	42
6.8	How to flag a Resident as a "Training" Record.....	44
6.9	Adding Comments	46
6.9.1	Adding a Comment	46
7	Pain Assessments.....	47
7.1	Conducting a PainChek Video Assessment.....	47
7.1.1	Incomplete Assessments	58
7.2	Conducting a PainChek Manual Assessment.....	59
7.2.1	Clinical Guide for Identifying PainChek Assessment Facial Features.....	62
7.3	Conduct a Numeric Rating Scale (NRS) Self-Reporting Assessment.....	66
7.4	Reviewing a Pain Assessment.....	70
7.5	PainChek Pain Charting.....	75
7.6	Unsaved Assessments.....	80
7.6.1	Limitations	81
7.6.2	Reminders	81

7.6.3	Creating an unsaved assessment.....	81
7.6.3.1	From the Assessment Summary form.....	81
7.6.3.2	From one of the Domain forms	83
7.6.4	Completing a previously unsaved assessment	84
7.6.5	Deleting an unsaved assessment	87
8	Pain Relief and Therapies	89
8.1	Recording Pain Relief.....	89
8.2	Add New Therapies	92
8.3	Adding New Medication.....	93
9	Updating your PainChek Profile.....	96
9.1	Profile settings	96



Welcome to the PainChek App User Guide.

Here you'll find instructions on how to use the PainChek App mobile application.

If you don't find the answer you are looking for, please check out the PainChek support portal support.painchek.com¹

¹ <https://support.painchek.com/hc/en-us/categories/360001926793-Portal-Guide>

1 General Instructions for Using the App

The PainChek® App is a mobile application that is downloaded from the Apple App Store or the Google Play Store and it is generally used in much the same way as any other App.

Devices running the PainChek App should be used, charged, maintained and disposed of according to the standard instructions provided its manufacturer.

1.1 Intended Use

PainChek is a software system which is comprised of the following components:

- a) PainChek App
- b) PainChek Portal

PainChek is intended to be used to assess and monitor pain in people who cannot verbalise such as people with dementia or communication difficulties

The PainChek App is a point-of-care application which uses a smart-device camera to capture a short video of a person's face, this is then analysed in real-time using facial recognition technology to detect nine muscle movements - these are indicative of the presence of pain. This data is then combined with non-facial pain cues including movements, behaviours and vocalisations and inputted into the App to allow the automatic calculation of a pain severity score. The App has a graphing function which allows monitoring the person's pain over time.

The App also includes an (optional) self-reporting Numeric Rating Scale (NRS) feature for documenting the pain reported by people who are able to articulate and self-report the extent of their pain.

1.2 Users

All users must thoroughly read and comprehend this user manual.

If any aspect of this user guide is unclear or you have any questions about the use or suitability of the App, seek assistance from the support team (via support.painchek.com²) before using the application.

1.3 Supported Devices

1.3.1 iOS Devices

PainChek is supported on all devices that *can* run iOS 14 or later. Apple publishes a list of supported devices with each version of iOS/iPadOS - for version 14, the current version at the time of writing, see the list [here](#)³).

The following devices have been verified as compatible with PainChek:

- iPhone models: 6S, 6S+, 7, 7+, 8, 8+, X, XR, XS, XS Max, 11, 11 Pro, 11 Pro Max, 12
- iPad (5th generation), iPad (6th generation)
- iPad Mini (5th generation)
- iPad Air (3rd generation, iPad Air (4th generation)
- iPad Air 2
- iPad Pro: 10.5" and 12.9" (2nd Generation)

² <https://support.painchek.com/>

³ <https://support.apple.com/en-us/HT211348>

1.3.2 iOS/iPadOS versions

Apple devices must be running the latest publicly released version of iOS or iPadOS or one of the two prior versions. At the time of writing, the current iOS/iPadOS version was 14, meaning PainChek is currently supported on iOS versions 12, 13 and 14.

1.4 Android

1.4.1 Android Devices

PainChek is supported on these devices Android devices:

Manufacturer	Description	Model Numbers
Samsung	S6/S6 Edge	SM-G920I, SM-G920F
Samsung	S7/S7 Edge	SM-G930F
Samsung	S8/S8+ devices	SM-G950F, SM-G955F
Samsung	S9/S9+ devices	SM-G960F, SM-G965F
Samsung	Galaxy Tab A 8"	SM-T380, SM-T385, SM-T290
Samsung	Samsung Galaxy Tab A 10" (2017 model)	SM-T580
Samsung	Galaxy S2 Tablet	SM-T713
Ascom	Myco 3	Ascom Myco 3 Cellular Wi-Fi
Nokia	Nokia 6.1	Nokia 6.1

PainChek is designed to run on devices meeting these minimum requirements:

- Quad-core 1.3GHz processor (1.5GHz recommended)
- 2GB RAM (3GB Recommended)
- 5GB of available storage (10GB recommended)
- 2MP selfie/front camera (5MP recommended)
- 8MP main/rear camera
- Minimum screen resolution (width x height) of 768 x 1024 pixels (1080 x 1920 recommended)
- Minimum diagonal screen size of 4.5 inches (5 inches recommended)
- A supported version of Android (see below)

Devices that match these specifications should work fine, but please contact support@painchek.com⁴ if you plan to run PainChek on a device that is not officially supported and we'll confirm the suitability of your chosen device.

PainChek will work on devices from other manufacturers, but we have focused our testing efforts to date on the top 10 phones and tablets in the Australian and Global markets, and they are mostly Samsung devices.

⁴ <mailto:support@painchek.com>

1.4.2 Android Versions

Android devices must be running the latest publicly released version of Android, or one of the three prior versions. At the time of writing, the current Android version was 10, meaning PainChek is currently supported on versions 7, 8, 9 and 10.

1.5 Patches and Updates

PainChek recommends that you keep your device up to date with the latest available firmware and operating system that are provided by your manufacture or google.

1.6 License Settings

It's possible for PainChek clients to change some settings in the PainChek app.

PainChek clients can turn on/off:

- Medications (the ability to record medication and pain relief administered to Residents)
- Quick Sign In (this allows you to sign in to the app using a 4 digit PIN instead of a username/password)
- Site Segregation (restrict which facilities users have access to)
- Resident Sharing (share a resident with a third party)

When features are switched off, the app will grey out or remove the options that are not enabled.

PainChek clients can also change:

- Resident Labels (resident/patient/people/client/consumer)
- Site Labels (facility/site/location/institution)

The wording used changes on the app based on the option selected in the license setting.

Contact PainChek Support by emailing support@painchek.com⁵ to make changes.

1.7 Operating Environment

The App is designed to be used indoors, in areas with good lighting. As the PainChek App relies on using the camera of the device, good lighting (such as you would find in an office) is essential to ensure consistent results.

1.8 Internet Connectivity

The App relies on internet connectivity in order to synchronise the data collected on the App with the data stored in the PainChek cloud database. The App can use WiFi and/or mobile (cellular) data connections. Please follow the standard instructions from the manufacturer or from your organisation in order to set-up internet connectivity on your device.

You do not need to be continuously connected to the internet in order to use the App, but you do when you are:

⁵ <mailto:support@painchek.com>

- Downloading the App from the App Store
- Setting up the App for the first time
- Logging onto a device using a username and password (NB: quick sign-in can be used offline)
- Synchronising data between your device and the PainChek cloud database

1.9 Updating the PainChek App

It is recommended that the PainChek App up is kept up-to-date. If a new version is released onto the Apple App Store or Google Play Store, your device will notify you automatically. You should download the new version as soon as is practical.

1.10 Warnings and Cautions

1.10.1 Automated and Manual Facial Assessments

The App requires that residents be reasonably still and co-operative in order to record a video of sufficient duration to allow for an automated facial assessment.

It might not be possible to perform an automated facial assessment due to:

- The residents face not being clearly visible
- The resident moving too much
- Lighting being of poor quality
- The resident preferring that they are not recorded

In any of these circumstances, a manual assessment should instead be performed.

2 Introduction to the PainChek App

This guide documents the use of the PainChek® App, which is an application running on mobile devices. The PainChek system assists healthcare workers and carers in assessing and monitoring the levels of pain in residents.

There are three types of assessments that can be conducted:

1. PainChek Video - assessments using facial recognition technology to detect facial cues indicative of the presence of pain and then combines these with non-facial pain cues to assess a pain severity score. This type of assessment is for non-verbal residents.
2. PainChek Manual - assessments that should be carried out when it is not practical to perform a video assessment on non-verbal residents. Examples of these conditions include:
 - Inadequate lighting
 - When the person's face is moving 'out-of-the frame' (e.g. excessive movements in highly aggressive, agitated or distressed people)
 - When facial features are not visible due to obstruction (e.g. hands over mouth)
3. Self-Report- A numeric rating scale (NRS) assessment for residents who can communicate their pain.

2.1 Document ID

This document is formally identified as PC015 - PainChek App User Guide.

2.2 Document History

Version	Date	Author	Comment
1	04 Jul 2017	Darwin Digital (Jessica)	Initial Version
2	29 Jan 2018	Scott Robertson	Clarifications, Update company name
3	21 Aug 2019	Matias Berbis	Combined the iOS and Android user guides into a single document
4	02 Sep 2019	Scott Robertson	Updated Authorised Rep and renamed the PainChek App (the name was previously the PainChek Mobile App)
5	25 Feb 2020	Matias Berbis	Updated and created the US version of the User Guide
6	21 Sep 2020	Matias Berbis	Updated the manual to include the new layout for iOS 2.16 and Android 4.18
7	15 Jan 2021	Scott Robertson, Matias Berbis	Updated the manual to include the new layout for iOS 2.8 and Android 4.20

2.3 Approval

Role	Name	Approval Date
Product Owner	Scott Robertson	15 Jan 2021

2.3.1 Intended Audience

This document is intended for use by any person using the PainChek App and applies to iOS version 2.16 and Android version 4.18 or newer.

NB: See the "PainChek Portal User Guide" for the instructions on how to use the corresponding PainChek Portal website.

2.4 Referenced Documents

Document Name	Comment
PC016 - PainChek Portal User Guide	The user guide for the PainChek Portal, which is used by users and administrators to manage the PainChek system.




2.4.1 Glossary

Term	Description
Patient	See Resident
Resident	For the purpose of this user guide and to avoid any ambiguity, the term resident will be applied for anyone on which the PainChek App may be used. Within an installation of the PainChek App, users can select what terminology they would like to use patient, resident, consumer or client
Client	See Resident
Consumer	See Resident
Admin	Admin accounts are only available for PainChek commercial licenses. Admins have access to all of the functionalities on the PainChek App
Facility	Facilities include hospitals, aged care facilities, primary care centres (e.g. GP practices or outpatient clinics)
User	The person utilising the PainChek App to assess patients, residents or clients. User accounts are only available for PainChek commercial licenses. Users have access to all of the functionalities on the PainChek App
Commercial License	An iOS or Android app that runs on a device that enables a user to perform pain assessments and other PainChek Adult functions
Private License	Type of license giving access to all of the functionalities on the PainChek App with restricted uses of the PainChek Portal. It excludes creating additional users.

Term	Description
App	An iOS or Android app that runs on a device that enables a user to perform pain assessments and other PainChek Adult functions
PainChek Portal	A website that allows a user to perform administration functions of the PainChek system
Device	A supported Apple or Android device running the PainChek app
TGA	Therapeutic Goods Administration (https://www.tga.gov.au/tga-basics)
PainChek	Means PainChek Adult
PainChek Adult	A system intended to be used to assess and monitor pain in people who cannot verbalise such as people with dementia or communication difficulties. The major components are the App and the Web Admin Portal
App Store	The Apple app store used to download and install apps on iOS devices
Google Play Store	The Google online store used to download and install apps on Android devices
Manual Assessment	Assessment of a resident where the user evaluates if the 9 items in the “facial domain” are present or absent without the Assessment use of the in-app facial recognition
Video Assessment	Assessment of a resident where the PainChek app evaluates if the 9 items in the “facial domain” are present or absent using Assessment the in-app facial recognition
NRS Self-Report	Numeric Rating Scale Self-Assessments are assessments used to monitor pain in residents who are able to verbalise their pain. The resident is asked to score their pain on a scale of 0 to 10.
Domain	One of 6 areas that the PainChek app assesses for a resident – the 6 domains are being: “The Face”, “The Voice”, “The Movement”, “The Behaviour”, “The Activity”, “The Body”

Compliance Information

PainChek Adult is a certified Class I medical device, with CE Marking and TGA Australian Register of Therapeutic Goods (ARTG) inclusion

Item	Symbol	Details
Manufacturer and Australian Sponsor		PainChek Ltd Suite 401, 35 Lime Street Sydney NSW 2000, AUSTRALIA
Authorised European Representative		Donawa Lifescience Consulting SRL Piazza Albania, 10 00153 Rome Italy
Device Identifier	REF	PainChek Adult
Year of manufacture		2021
CE marking	CE	
Serial Number	SN	Refer to the product version number displayed on the app login page


3 Setting up the PainChek App

3.1 Securing Your Device

PainChek® stores some data on your device (a local cache). This is not the main copy of the data (which is securely stored and backup on our servers) and so it doesn't matter if your device fails or is lost.

However, in order to completely secure that local data, it's necessary to encrypt your device. Fortunately, with modern versions of iOS and Android, that is very easy. Encryption is enabled when you set up a device passcode (that is a passcode that you need to enter to unlock the device).

A strong passcode (6 or more random characters/numbers) is recommended.

 Encrypting your device is considered industry best practices and it is beneficial, not just for PainChek data, but for all data on your iOS or Android device

3.2 Downloading PainChek

Once your device is secured (encrypted), the Mobile App can be downloaded through the App Store or Google Play Store, users need to have their own Store account in order to download the PainChek application. Search for "PainChek" to find the App in the store. You can then download the App onto your device.

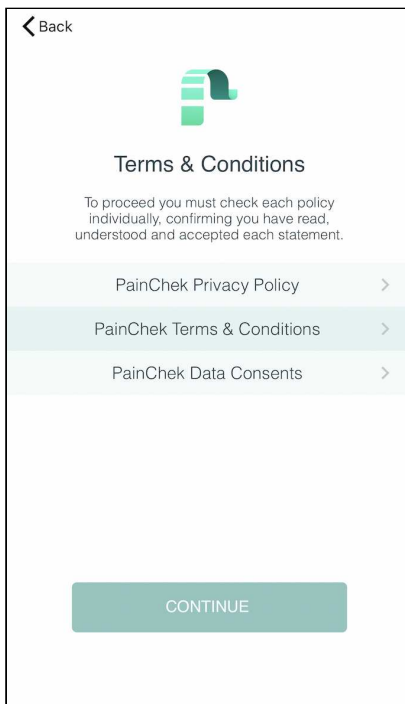
3.3 Registering a Device

 Notes:

- To register the device, your device needs to be connected to the Internet.
- Some users may not be granted permission to register a new device and hence cannot perform this step. If your license is configured this way, a user with the appropriate permissions would need to perform the initial sign in

With the app downloaded, a user can sign in to the device with their PainChek username and password. The first sign in for a device is very important - it will register the device with a specific PainChek license (the license associated with the user that signed in) and determine what data is loaded onto the device. Once a device is registered, only appropriate users from the registered license can sign in to PainChek on the device.

If this is your first time signing in to PainChek (on the App or Portal), you will be prompted to accept the consent forms before you can use PainChek.



Tap into and check the box to accept each of the Terms and Conditions associated with using the PainChek system.

3.4 Setting up your PainChek account

Once you have entered your email and password correctly, you may be asked to set up a Quick Sign In PIN (you are only asked if your PainChek license has the Quick Sign In feature enabled). The Quick Sign In feature allows you to sign in with a 4 digit PIN as well as being able to sign in while offline. If you would prefer to not use Quick Sign In, check the "Do not ask me to set up quick-sign in again" checkbox and click on Skip.

PainChek
Intelligent Pain Assessment

Sign In

🔒 To protect your device security, please connect your device to internet and sign in.

Email address

Password

SIGN IN

[Forgot your Password?](#)

[Help](#)

Setup Quick Sign In

Quick sign in allows you to sign into PainChek using a 4 digit PIN. If you setup a quick sign in, there's no need to enter your email address and password (although you can still sign in that way if you like).

If you want to set up a quick sign in now, enter a PIN below.

You can also setup and manage your PIN later by accessing your user profile.

□ □ □ □

SKIP **SAVE**

☐ Do not ask me to setup a quick sign in again

If this is the first time you are signing in to a PainChek system (Portal or App) you may be asked to accept the consent forms before you can start using PainChek.

If multiple sites have been set up for the license, you may get a prompt asking which sites the device should be set up for. The sites you select here will restrict the device to downloading only those the residents admitted to the selected sites. Please think carefully about which sites the device should be set up for as the restriction will apply to all users who log in to the device.

Select Sites

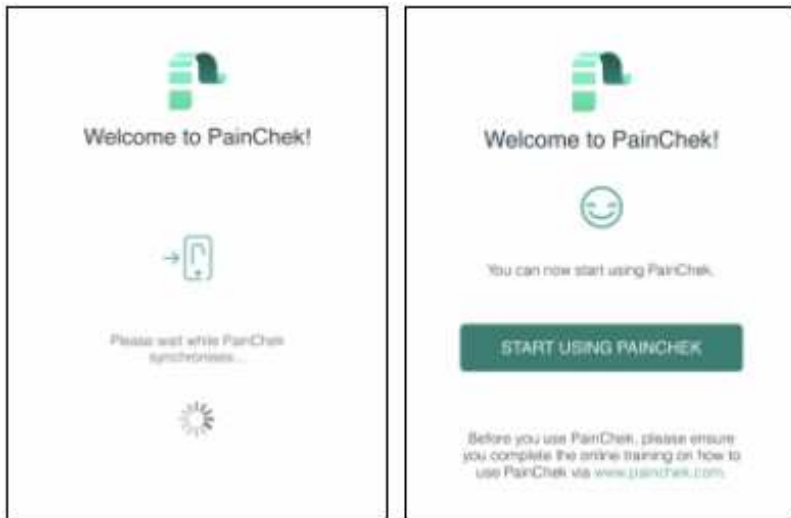
Select one or more sites for this device.

- A Third Aged Care Facility
- Aged Care Home
- Another Aged Care Home

This device will only download and display data for patients linked to the sites selected above. In addition, only users granted access to at least one of those sites will be allowed to sign in to this device.

CONTINUE

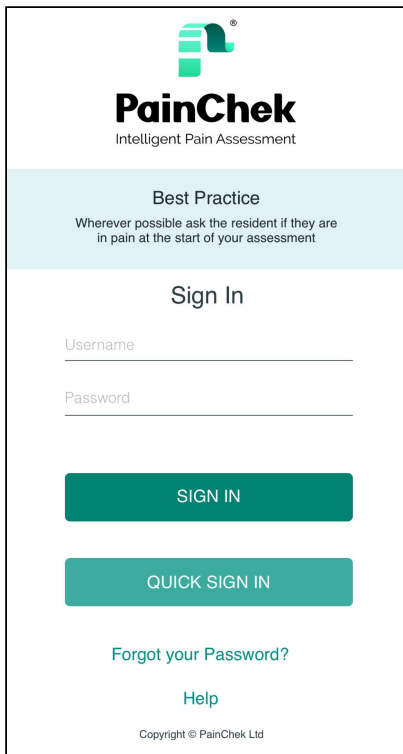
PainChek will then download your personal settings, company information (only applies to professional license holders), your data and those of the license holder onto the app:



4 Signing In to PainChek

4.1 Regular Sign In

A Regular Sign In is one where you enter your username (which is usually your email address) and password into the Sign In form:



PainChek
Intelligent Pain Assessment

Best Practice
Wherever possible ask the resident if they are in pain at the start of your assessment

Sign In

Username

Password

SIGN IN

QUICK SIGN IN

[Forgot your Password?](#)

[Help](#)

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If you make a mistake and enter an incorrect username or password, you will be asked to re-enter this information. For security reasons, your PainChek® account will be blocked after 3 successive incorrect entries of your username and password. If your account has been locked it will unlock itself after 20 minutes. If you need it unlocked earlier than this, please contact your PainChek administrator or the PainChek Support team.

⚠ You must be online (i.e. have internet connectivity) to perform a regular sign in.

4.2 Quick Sign In

⚠ Your PainChek licence may not have the Quick Sign In feature enabled. In that case you will not see the Quick Sign In features described below in PainChek.

Quick Sign In allows you to sign into PainChek using just a 4 digit PIN (rather than using your username and password). It is convenient when you share a device with others and you need to quickly switch between the different users.

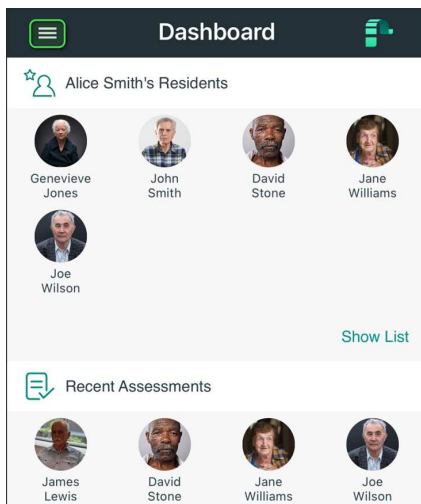
Quick Sign In also allows you to sign into PainChek when you are offline (disconnected from the internet), something you cannot do with a regular sign in.

4.2.1 Enabling or Disabling Quick Sign In

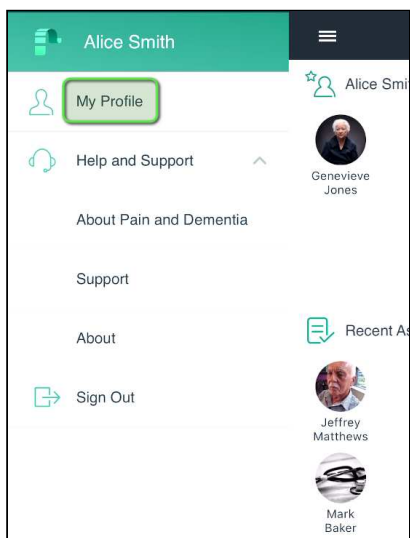
Quick Sign In can be activated the first time you sign in (PainChek will prompt you to set up a PIN) or it can be done later on via your profile page.

To activate quick login from your profile settings:

1. Press on the hamburger menu on the left-hand side:



2. Select My Profile:



3. Toggle Enable Quick Sign-In so it's on, enter a 4 digit pin and press Save:

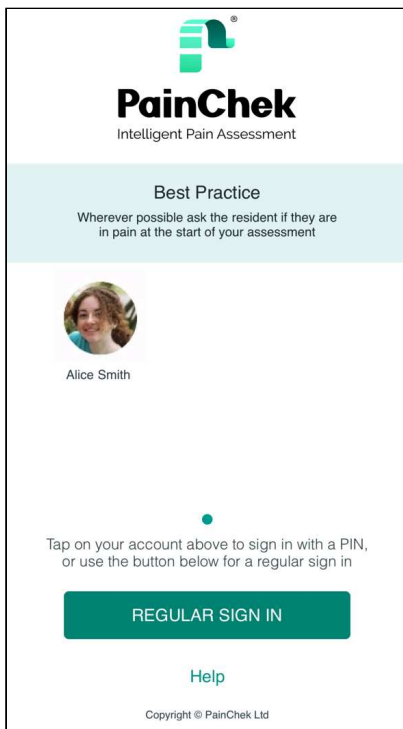
The image displays two screenshots of the PainChek app interface. The left screenshot shows the 'User Profile' screen with fields for First Name (Alice), Last Name (Smith), Phone Number (Optional), and Job Title (Consultant). Below these is a 'Quick Sign In' section with a toggle switch for 'Enable Quick Sign In' (turned on) and an 'Update PIN' button with an eye icon. At the bottom is a numeric keypad. The right screenshot shows the 'Quick Sign In' modal with the 'Enable Quick Sign In' toggle (on), the 'Update PIN' field with masked dots and an eye icon, and 'App Settings' below. At the bottom are 'CANCEL' and 'SAVE' buttons.

You can press the "eye" icon if you need to reveal the PIN you are entering.

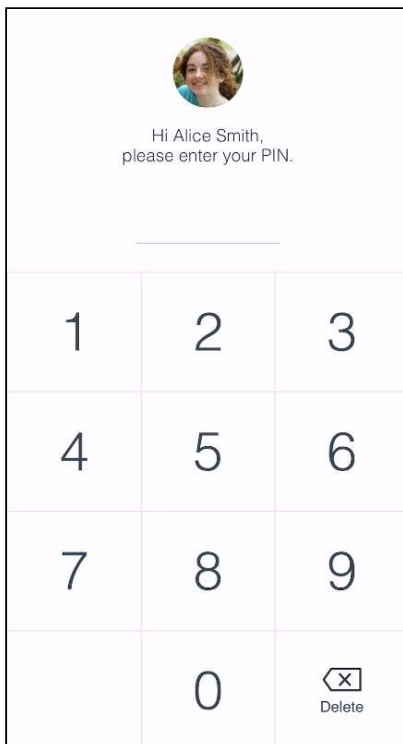
4.2.2 Using Quick Sign In

If you have switched on the Quick Sign In function, you will be able to identify yourself by selecting an icon displaying your profile picture and name. You will be prompted to enter your four-digit PIN to log into the PainChek application. To sign in using Quick Sign In:

1. Tap on your user profile and name:



2. Enter your 4 digit PIN:



4.3 Resetting your password

If you have forgotten your password, you can reset it on the sign in page by tapping **Forgot Password**.

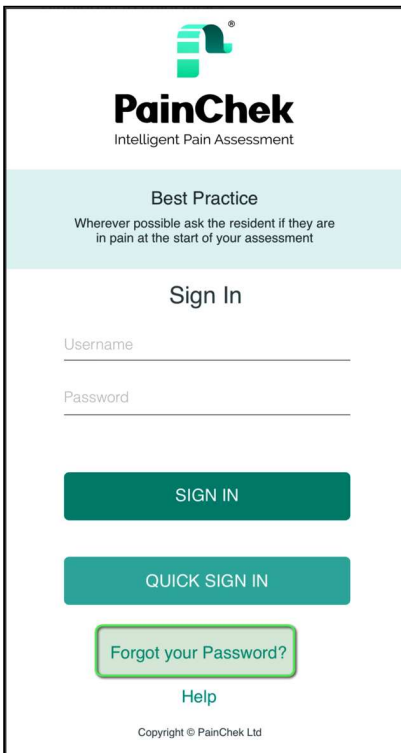
Then enter the email address you use to sign in to the email field. Once you hit 'Confirm' a reset password link will be sent to your inbox. The link will redirect you to a web page where you can reset your password by entering your new password twice.

The password must be at least eight alpha-numeric characters and cannot be the same as your previous password. Once this process has been completed, you will receive a confirmation email in your inbox notifying you that your password has been changed.

The PainChek mobile application must be connected to the Internet for the first login after changing your password.

If you did not request this change and you suspect that your account has been compromised, please contact the PainChek support team.

1. Tap Forgot Password



PainChek
Intelligent Pain Assessment

Best Practice
Wherever possible ask the resident if they are in pain at the start of your assessment

Sign In

Username _____

Password _____

SIGN IN

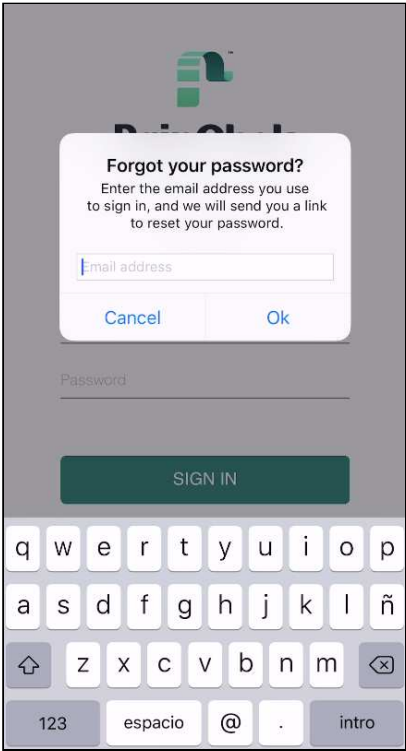
QUICK SIGN IN

Forgot your Password?

[Help](#)

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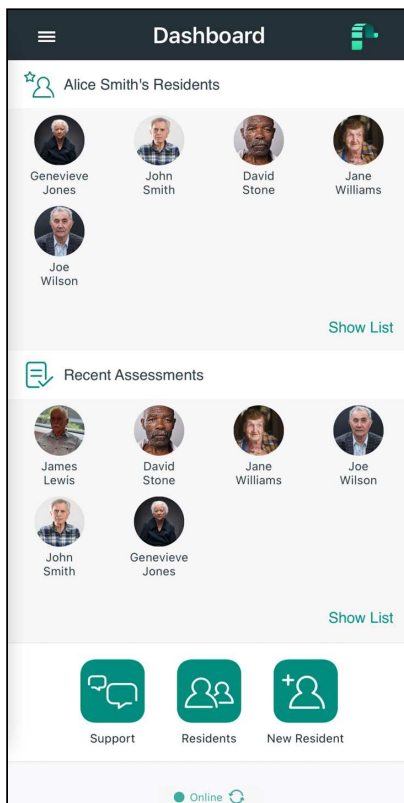
2. Enter an email address and press OK



5 PainChek Dashboard

After you have successfully logged into PainChek®, you will be able to see your dashboard. The dashboard gives you an overview of the people you are currently caring for, recently conducted pain assessments and quick links to various sections of PainChek such as Therapies, Medications, Patients, Add New Patient, My Patients and Recent Patients.

1. The **dashboard**

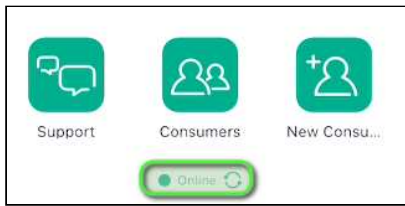


5.1 Data Synchronisation

The PainChek app will synchronise its data with the PainChek servers when:

- You sign in
- When you modify data on the device (e.g. update a resident or create an assessment), and
- Every 15 minutes

Note that PainChek will only synchronise data when it is online (i.e. the device is connected to the internet). You can see the status of the device at the bottom of the main dashboard:



If your device is offline (i.e. has no internet connection), the status will show as "Offline".

If you want to force PainChek to synchronise data, you can do so by tapping on the synchronisation status at the bottom of the PainChek dashboard - the status will briefly swap to "Synchronising..."

6 Managing Residents

The PainChek® mobile application allows you to view and manage patients.

You can:

- Add a Resident
- Edit a Resident's profile
- Search and find a Resident
- Archive a Resident
- Create a personalised list of Resident (My Residents)
- View recent Pain Assessments
- View Resident Profiles and Add Comments
- How to flag a Resident as a "Training" Record

6.1 Adding a Resident

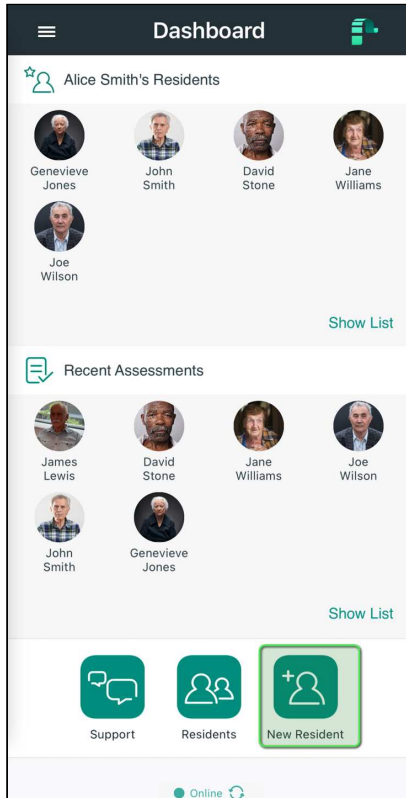
⚠ You may not be granted permission to add resident records. In that case you would not see the "New Resident" icon described below.

Add a new resident by clicking on 'Add New Resident' on the PainChek® dashboard.


You will be asked to set up a new resident profile. You can add a photo to make identification easier as well as personal information such as First Name, Last Name, Nickname and Date of Birth.

Complementary information such as Facility Name, Room and Bed Numbers can also be added and saved.

1. Tap the New Resident button on your Dashboard:

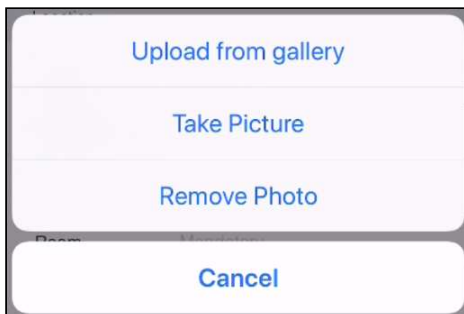


2. To add a photo tap Add photo on the profile circle above the form:



Resident Information	
First name	Mandatory
Last name	Mandatory
Nickname	Optional
Gender	Mandatory
Date of birth	Mandatory
Location	
Location	Facility
Facility name	Mandatory
Ward	Mandatory
Room	Mandatory
Bed number	Mandatory

3. Choose one of the options available: Take Picture with your camera phone or Upload from Gallery. If you choose the second option to browse to the photo you want to use and select it. The photo will appear on the profile




Upload from gallery
Take Picture
Remove Photo
Cancel

4. Fill in all fields in the form (First Name, Last name, Nickname, Gender, Date of birth and Residence

4:28 4G

< Back Edit Resident

 Update

Resident Information

First name Joe

Last name Wilson

Nickname Optional

Gender Male

Date of birth 26 Feb 1936

Location

Location Aged Care Home

Ward Optional

Room Optional


Bed number Optional


Training Settings


5. Press **SAVE**. You can now find the new profile saved in Residents section on your Dashboard


< Back Residents


search name


 James Lewis
3rd June 1923, Male
Aged Care Home, Ward: 3, Room: 2, Bed: 4

 Aida McDermott
16th July 1939, Female
Aged Care Home, Ward: 1, Room: 3, Bed: 2

 John Smith
16th July 1937, Male
Aged Care Home

 David (Dave) Stone
27th March 1955, Male
Aged Care Home, Ward: Acacia, Room: 23, Be...

 Jane Williams
2nd July 1929, Female
Aged Care Home

 Joe Wilson
26th February 1936, Male
Aged Care Home

Residents My Residents Recent Archived Add new

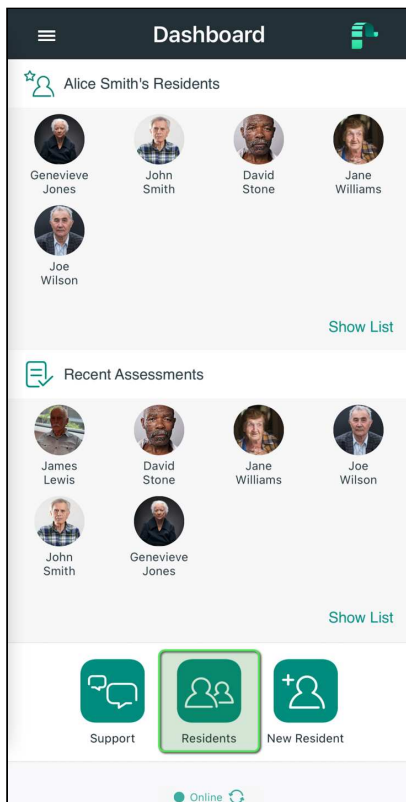
6. If you do not want to create the profile, click on **CANCEL** instead of **SAVE**. You will lose all the information previously entered

6.2 Editing a Resident

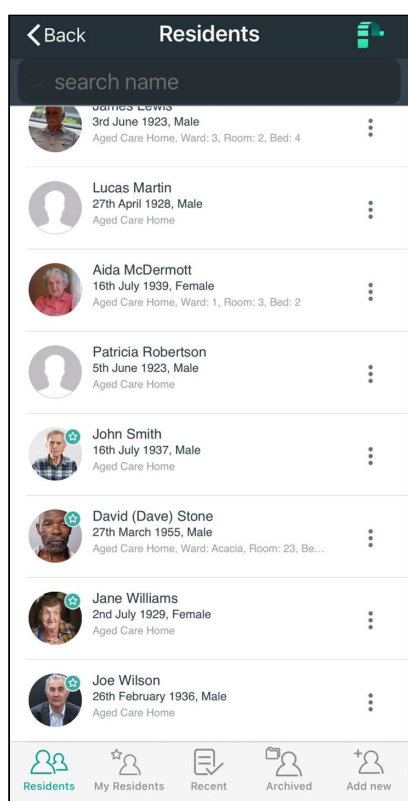
⚠ You may not be granted permission to edit resident records. In that case you would not see the "Edit Resident" option described below.

After creating a new resident, you can edit the person's profile details and photo.

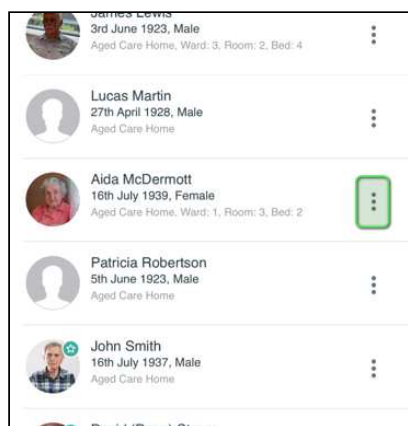
1. Go to Residents from your Dashboard



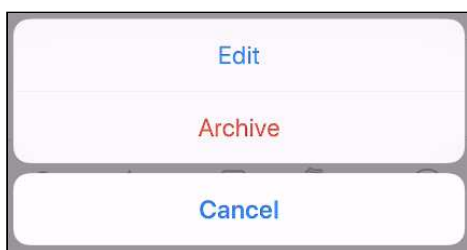
2. Select Residents in the bottom left corner (if it's not already selected)



3. Press the options button next to the person's name you want to edit



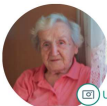
4. Select Edit



5. Modify now the personal details or photo of your resident:

4:42 4G

< Back Edit Resident

 Update

Resident Information

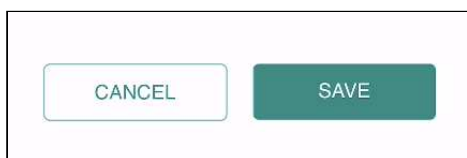
First name	Aida
Last name	McDermott
Nickname	Optional
Gender	Female
Date of birth	16 Jul 1939

Location

Location	Aged Care Home
Ward	East
Room	3
Bed number	Optional

Training Settings

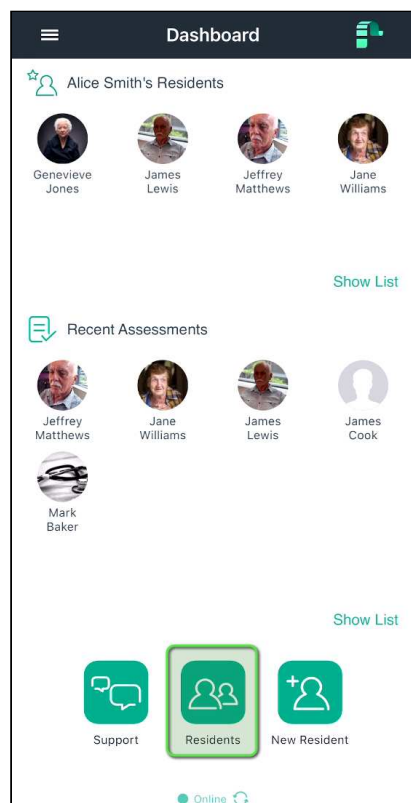
6. Scroll down and press Save:



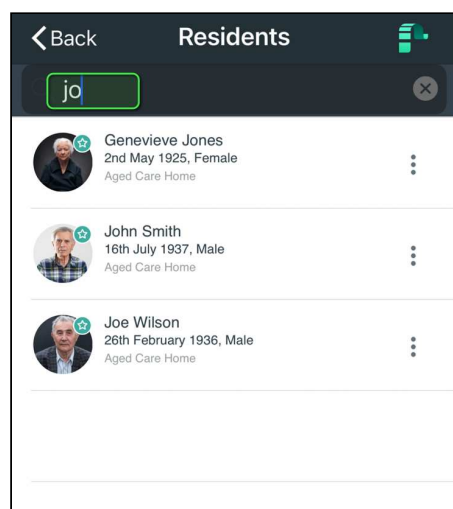
6.3 Finding a Resident

To find easily residents use the search bar available in the app.

1. Go to Residents on your Dashboard



2. Click directly in the **search text box** and type in part of all of the first name and/or last name of the person you want to find



All matching residents will be shown in the list. Press the cross next to the search field to clear the search and to display all residents

6.4 Archiving a Resident

An archived resident is a resident that is no longer active - Most PainChek patient functionality - e.g. conducting an assessment - is not possible when a person is archived.

Archive a patient doesn't delete the patient or any of their data - it simply places them in a different group to make identifying and working with your active residents easier.

6.4.1 Viewing Archived Residents

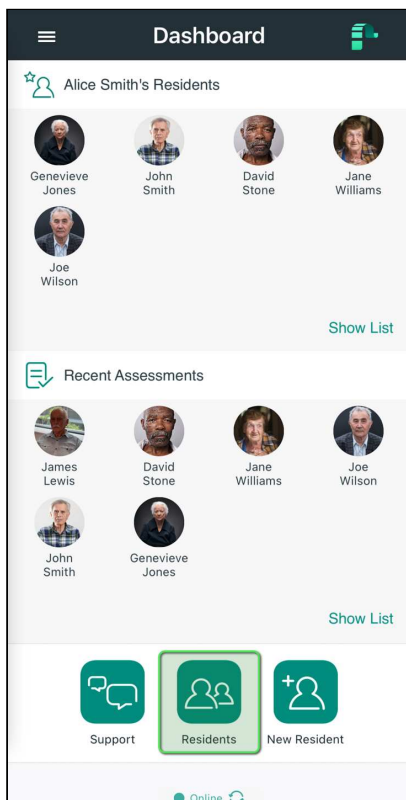
Archived residents can be accessed by clicking on 'Archived Resident' on the PainChek® dashboard.

6.4.2 Archiving a Resident

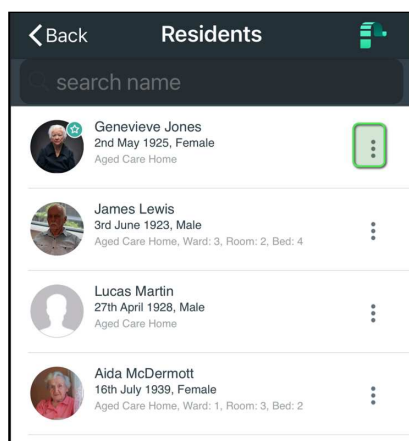
⚠ You may not be granted permission to archive resident records. In that case you would not see the "Archive" option described below.

You can archive a resident by clicking on an active residents profile and selecting the Archive option. You will be asked why you want to archive a person and can choose an archive reason: Discharged, Transferred, Deceased or Other.

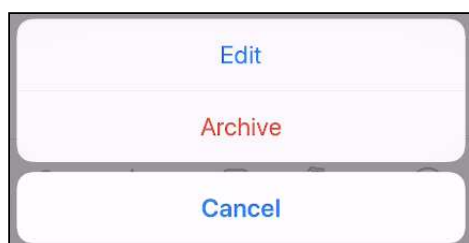
1. Tap Residents button on your Dashboard



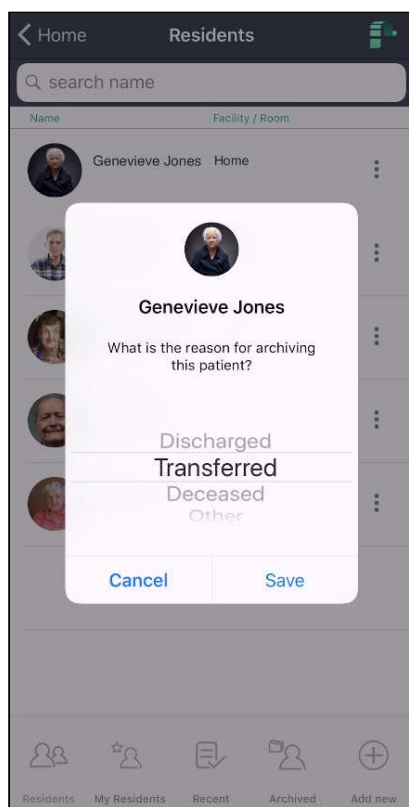
2. Press the options button next to the person's name



3. Select Archive



4. Choose the reason for archiving: discharged, transferred, deceased or other



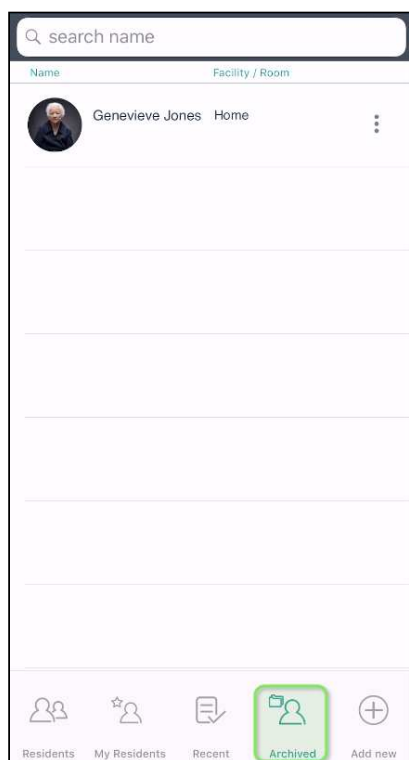
5. Press **SAVE** or **Cancel** if you decide not to archive

6.4.3 Restoring a Resident

! You may not be granted permission to restore resident records. In that case you would not see the "Restore" option described below.

By clicking on an archived resident profile you have the ability to restore the profile and add it back to the active resident list.

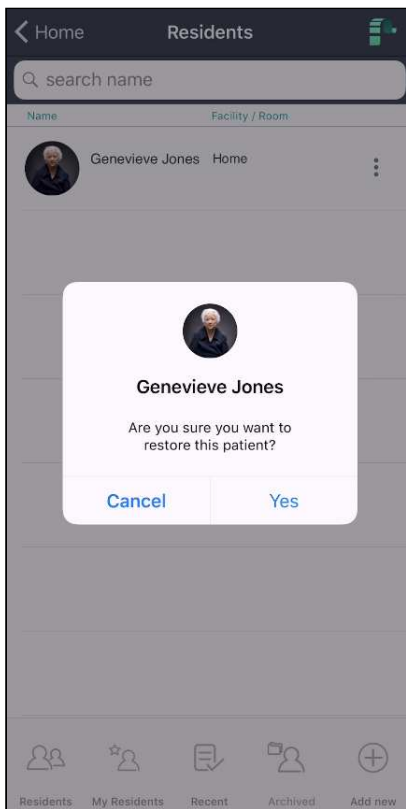
1. Go to **Archived** to browse the Residents that are archived



2. To restore a resident tap again the options button on a resident's profile and select Restore



3. Confirm you want to restore by pressing Yes or Cancel if you decide not to restore

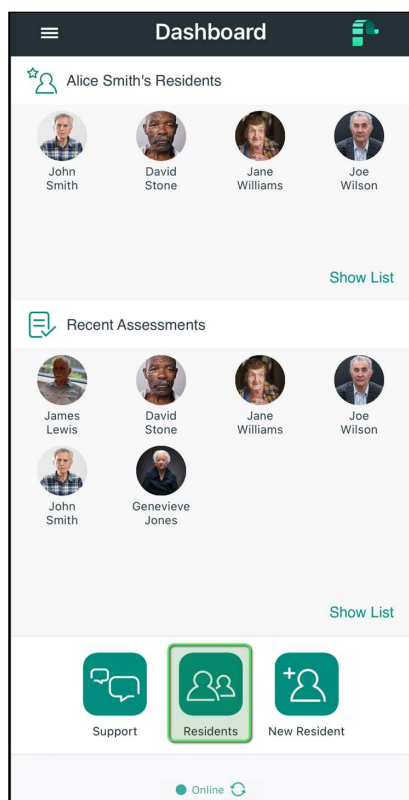


6.5 Adding Residents to My Residents

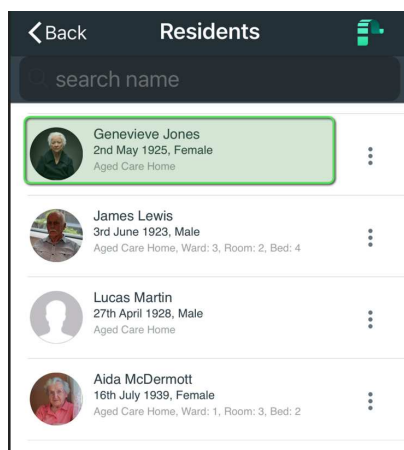
Sometimes there can be a lot of Patients loaded on the PainChek® app and it might be difficult or tedious to find the resident records that you personally access frequently. However, you can create a personal list of residents that appear in the “My Residents” section.

To add a resident to your My Residents list follow the steps below.

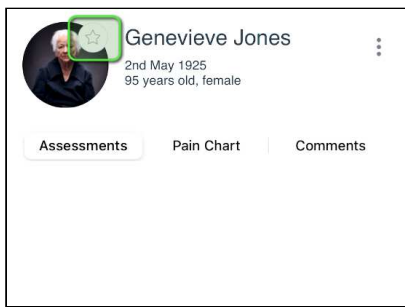
1. Tap Residents button on your Dashboard.



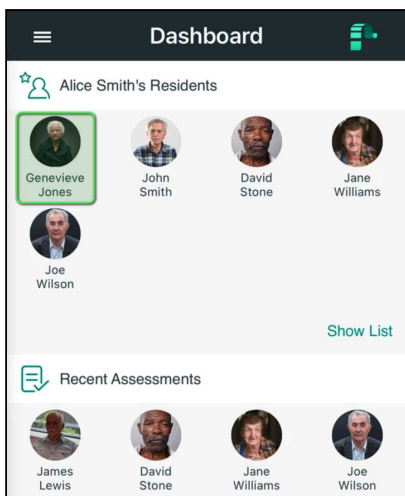
2. Select the profile you want to include in your My Residents list by tapping on the person's details



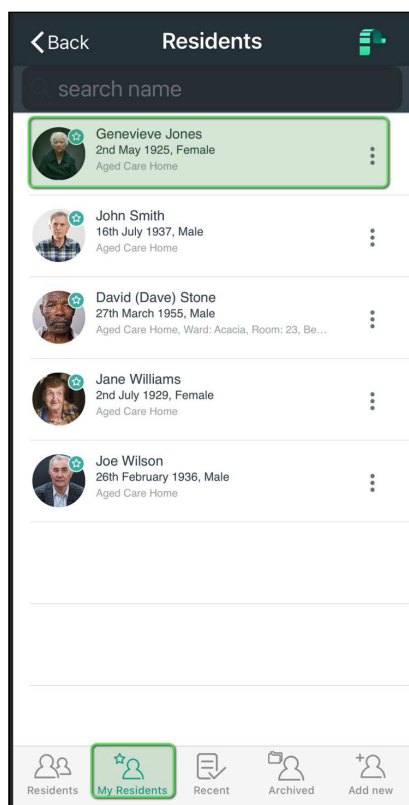
3. Press on the Star next to the person's profile picture:



4. The resident will show in the "My Residents" section of the main dashboard:



5. They will also show up in the "My Residents" list:

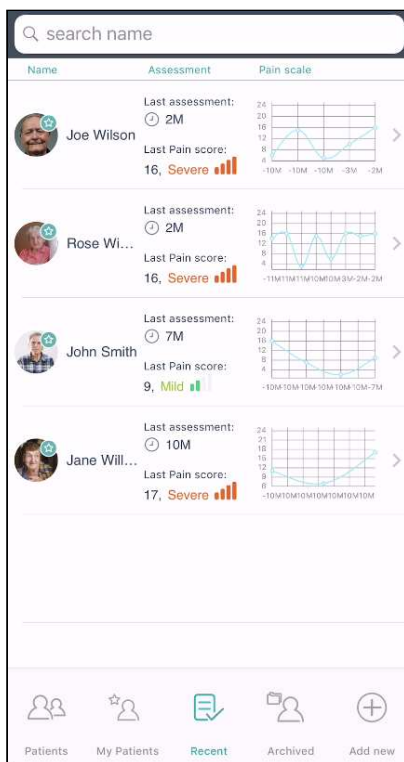


6.6 Viewing Recently Assessed Residents

People who have recently had their pain assessed are displayed.

It displays their name, how much time has passed since the last pain assessment and their last pain level.

1. Recent residents:



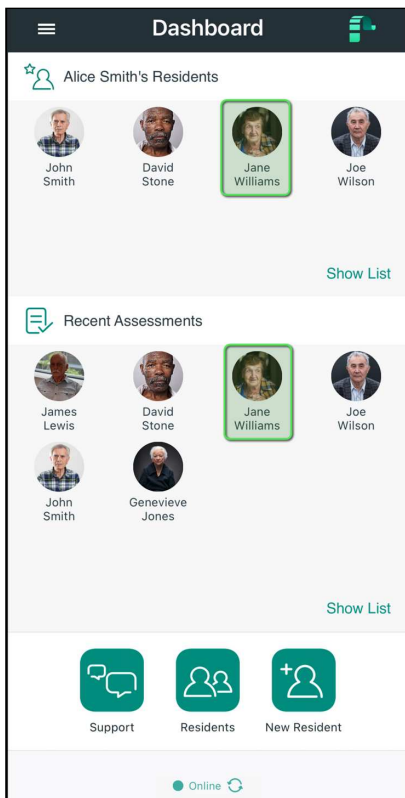
6.7 Viewing Resident Profiles

If you click on a resident profile, you will be able to see an overview of a person's personal information such as Full Name, Nickname, Age and Gender.

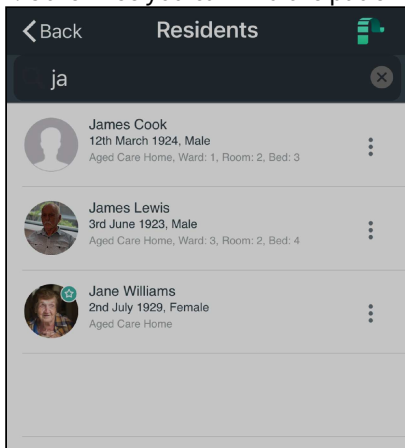
You can access information about past pain assessments, administered pain relief, as well as a pain chart that displays the pain level of the person over time and comments.

You can start a pain assessment from the resident profile screen and log the type of pain relief administered to a person. You can also edit existing profile information or archive a profile.

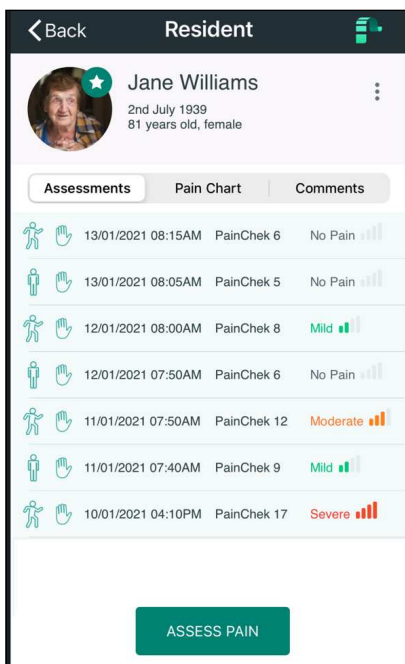
1. If the user is tagged as A "My Favourite" or has had a recent assessment, you can simply press on their icon on the main dashboard:



2. Otherwise you can find the patient (see [Finding a Resident](#)(see [page 32](#))) , and tap on the person's details:

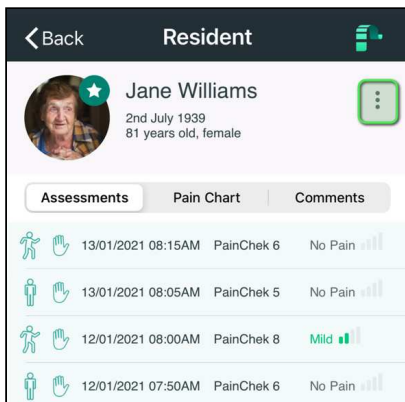


3. This is the residents profile screen:



4. You can add a resident to your My Residents list by following the [Adding Residents to My Residents](#)(see page 38) process

5. You can bring up additional options, such as Editing, Sharing and Archiving using the options menu"



6.8 How to flag a Resident as a "Training" Record

For training or demonstration purposes, you may wish to create a training resident.


You can do this by activating the "Resident is for training purposes" button when creating or editing a resident.

Gender	Female
Date of birth	25 Jun 1968
Location	
Location	Other
Address 1	Optional
Address 2	Optional
Suburb	Optional
State	Optional
Postcode	Optional
Country	Optional
Training Settings	
Resident is for training purposes	<input checked="" type="checkbox"/>
<div>CANCEL</div> <div>SAVE</div>	

Once a resident has been marked as a "training" record, that resident and their assessments will no longer be included in any of the standard PainChek® reports.

The resident record and any associated assessments will be synced to the PainChek database and be visible to other PainChek users.

Training residents can be easily identified by their profile picture, which will look like the one below:

	Training Resident 51 years old, female	⋮
<div>Assessments</div> <div>Pain Chart</div> <div>Pain Relief</div> <div>Comments</div>		
<div></div> <div></div> <div></div>		

- If a resident has been marked as training incorrectly, edit their profile and remove the "Resident is for training purposes" flag. This will allow you to set the profile picture again and all their assessments will be reported on.
- If a training resident was not flagged as a training resident, edit their profile and activate the "resident is for training purposes" and all associated assessments will then be excluded from reporting.

6.9 Adding Comments

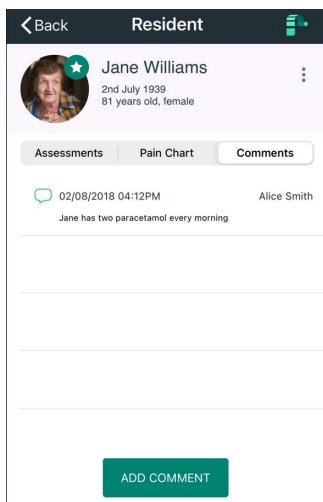
⚠ You may not have permission to view or create comments

Comments can be added to a Patients profile to record user information.

Note that comments can also be added to assessments and, if a comment is directly related to an assessment, it should be recorded with the assessment.

6.9.1 Adding a Comment

Add comments about your resident by tapping on **Add Comment** button



7 Pain Assessments

The PainChek® mobile application allows you to view and manage patient assessments.

You can:

- Conduct a PainChek video assessment
- Conduct a PainChek manual assessment
- Conduct a Numerical Rating Scale (NRS) Self-Report assessment
- Review an assessment
- Manage unsaved assessments
- Viewing the PainChek Charting

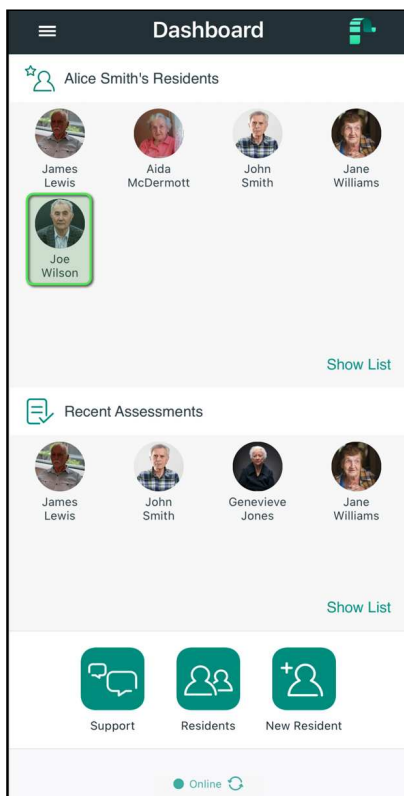
7.1 Conducting a PainChek Video Assessment

It is recommended to use the PainChek® app in a well-lit indoor environment that allows accurate observation of the person whose pain level you want to assess. If possible, complete the assessment in the residents room to minimise distractions (including background noise) from other residents.

You need to complete the steps described below to successfully conduct a pain assessment.

To assess the pain level, the application does not need to be connected to the Internet. However, it is recommended to stay connected whenever possible to ensure all data is quickly synchronised and updates are installed in a timely manner.

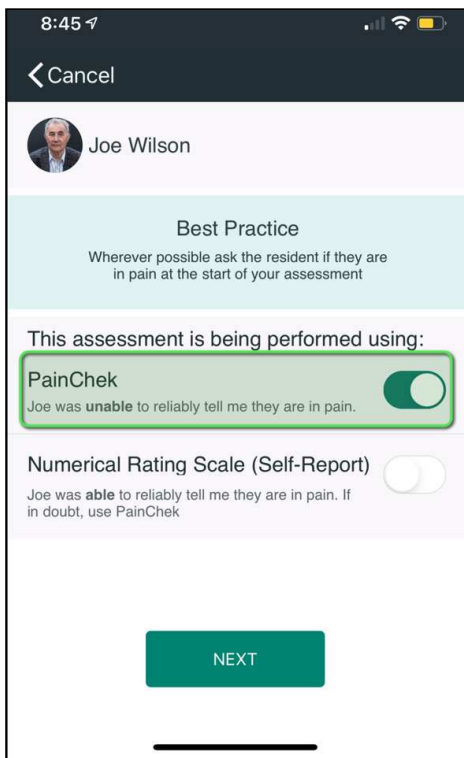
1. Find the resident you would like to conduct an assessment on and tap the **Resident** to go into their profile.



2. Tap the **ASSESS PAIN** button



3. You may at this stage be asked what sort of assessment you want to perform - PainChek or Numerical Rating Scale (Self-Report). Select the PainChek option and press Next



Note that this form will only appear if your PainChek license has been configured to support Numerical Rating Scale (Self-Report) assessments. If that option is not enabled on your license, a PainChek assessment is assumed and this form is skipped.

4. The new assessment screen will be displayed. Tap on the assessment status of the client (At Rest or Post Movement) and then press **NEXT**:

New Assessment

Joe Wilson

This assessment is being performed:

At Rest
e.g. when Joe is sitting or resting in bed

Post Movement
e.g. immediately after activities of daily living, transfers or repositioning

Perform this type of Facial analysis:

Video
Analyse a 3 second video of Joe

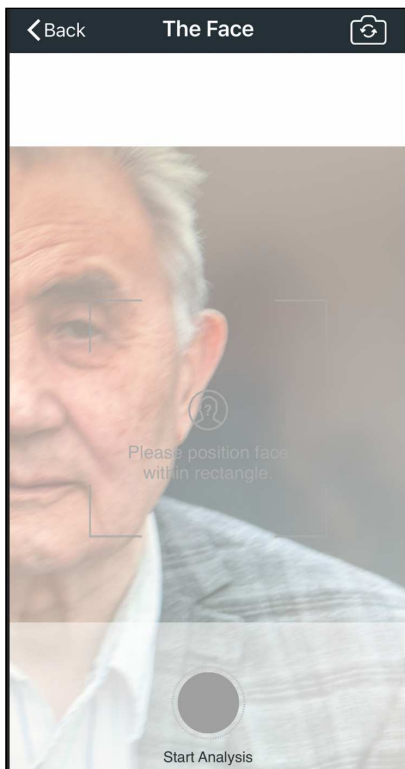
Manual
Manually record the facial features of Joe

NEXT

Notes:

1. The Facial analysis defaults to Video, which is what we require for an automated PainChek video assessment
2. The **NEXT** button is only enabled once you have selected At Rest or Post Movement
3. In the screenshot above, the user has selected the At Rest timing option

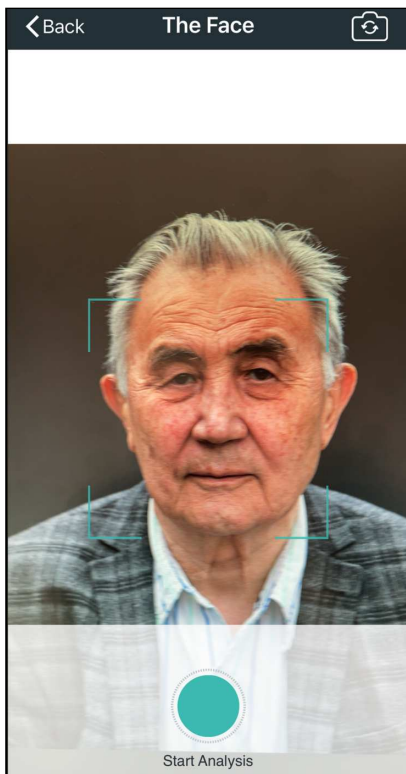
5. **The Face domain:** The camera is turned on and the image being seen by the camera is displayed:



i Notes:

1. You can swap between the external camera and the selfie camera by pressing on the camera icon on the top right of the form
2. If this is the first time you are using PainChek on this device, you will be asked to give the PainChek app access to the camera on your device

6. Focus on the resident's face using the smart-device camera. When the face is detected the screen will become active and the **Start Analysis** button will turn green.



Press on **Start Analysis** to commence a 3-second video facial analysis.

⚠ If the video facial analysis fails, you will see a dialog prompting you with three options:

- Retry - Retry a video facial analysis. It is recommended that you should always retry at least once.
- Manual - Continue on with the assessment, but performing a manual facial assessment
- Cancel - Abandon the assessment

7. Once the analysis is successfully completed (or if the analysis fails and the user chooses the manual option) **The Face** domain form is displayed.

The screenshot shows the 'The Face' assessment screen for a resident named Joe Wilson. The screen has a dark header with a back arrow and the title 'The Face'. Below the header is a row of icons representing different facial features. The main body of the screen is a list of 9 facial features, each with a toggle switch to its right. All 9 toggle switches are currently turned off (white). The features are: Brow lowering, Cheek raising, Tightening of eyelids, Wrinkling of nose, Raising of upper lip, Pulling at corner lip, Horizontal mouth stretch, Parting lips, and Closing eyes. Below this list is a toggle switch for 'Joe does not exhibit any of the above features', which is currently turned on (green). At the bottom of the screen is a text input field labeled 'Additional remarks' and a back arrow icon.

i Notes:

1. If the video facial analysis was successful, the facial expressions detected will be automatically checked and all of the 9 facial features are locked
2. If the video facial analysis was unsuccessful and the Manual option was chosen, whilst observing the resident's face "Check" those facial expressions the resident is exhibiting. Be certain to observe the resident brow, eyes, nose, cheeks and mouth.
Refer to the [Clinical Guide for Identifying PainChek Assessment Facial Features](#)(see page 62) for details on how to assess the facial domain descriptors.
3. You can also type in additional remarks
4. Swipe left to go to the next domain (Voice)
5. In the screenshot above, no face items were detected during the video analysis

8. The Voice domain: Whilst observing the resident "**Check**" those vocalisations in the Voice domain that the resident is exhibiting.

The Voice

Joe Wilson

Noisy pain sounds e.g. 'ouch', 'ah' ☐

Requesting help repeatedly... ☐

Groaning ☐

Moaning ☐

Crying ☐

Screaming ☐

Loud Talk ☐

Howling ☐

Sighing ☐

Joe does not exhibit any of the above features ☒

Additional remarks

Audio recording 00:00

REC PLAY STOP DELETE

Notes:

1. If the resident does not exhibit any of the vocalisations listed, select the "... does not exhibit any of the features above option"
2. You can also type in additional remarks
3. You have the option to add an audio recording of the person's voice as a reference for later assessment if you wish by pressing the **REC** button
4. Swipe left to go to the next domain (Movement)
5. Swipe right to go back to the previous domain (Face)
6. In the screenshot above, the user has noted they did not observe any voice items

9.The Movement domain: Whilst observing the resident "**Check**" those movements in the Movement domain that the resident is exhibiting.

< Cancel The Movement

Joe Wilson

Altered or random leg/arm movement ☐

Restlessness ☐

Freezing ☐

Guarding/touching body part ☒

Moving away ☒

Abnormal sitting/standing/walking ☐

Pacing/wandering ☒

Joe does not exhibit any of the above features ☐

Additional remarks

Hand icon

i Notes:

1. If the resident does not exhibit any of the movements listed, select the "... does not exhibit any of the features above option"
2. You can also type in additional remarks
3. Swipe left to go to the next domain (Behaviour)
4. Swipe right to go back to the previous domain (Voice)
5. In the screenshot above, the user has observed and recorded 3 movement items

10. The Behaviour domain: Whilst observing or through clinical review of the resident "**Check**" those behaviours in the Behaviour domain that the resident is exhibiting.

The Behavior

Joe Wilson

Introvert (unsocial) or altered behaviour ☐

Verbally offensive... ☐

Aggressive ☐

Fear or extreme dislike of touch, people ☐

Inappropriate behaviour... ☒

Confused ☐

Distressed ☐

Joe does not exhibit any of the above features ☐

Additional remarks

Notes:

1. If the resident does not exhibit any of the behaviours listed, select the "... does not exhibit any of the features above option"
2. You can also type in additional remarks
3. Swipe left to go to the next domain (Activity)
4. Swipe right to go back to the previous domain (Movement)
5. In the screenshot above, the user has observed and recorded 1 behaviour item

11. The Activity domain: Whilst observing or through clinical review of the resident "Check" those changes in activity in the Activity domain that the resident is exhibiting

The screenshot shows the 'The Activity' screen for Joe Wilson. At the top, there is a 'Cancel' button and a title 'The Activity'. Below the title is a row of icons representing different activity domains, with the 'Activity' icon highlighted. The main content area contains a list of activity items, each with an information icon and a toggle switch:

- Resisting care (toggle on)
- Prolonged resting (toggle off)
- Altered sleep cycle (toggle off)
- Altered routines (toggle on)
- Joe does not exhibit any of the above features (toggle off)

Below the list is a text area labeled 'Additional remarks'.

i Notes:

1. If the resident does not exhibit any of the activity listed, select the "... does not exhibit any of the features above option"
2. You can also type in additional remarks
3. Swipe left to go to the next domain (Body)
4. Swipe right to go back to the previous domain (Behaviour)
5. In the screenshot above, the user has observed and recorded 2 activity items

12. **The Body** domain: Whilst observing or through clinical review of the resident "Check" those items in Body domain that the resident is exhibiting.

The Body

Joe Wilson

Profuse sweating

Pale/flushed (red-faced)

Feverish/cold

Rapid breathing

Painful injuries...

Painful medical conditions...

Joe does not exhibit any of the above features

Additional remarks

DISPLAY SUMMARY

Notes:

1. If the resident does not exhibit any of the items listed, select the "... does not exhibit any of the features above option"
2. You can also type in additional remarks
3. Swipe right to go back to the previous domain (Activity)
4. In the screenshot above, the user has observed and recorded 1 body item

13. When you finish **The Body** domain press on **DISPLAY SUMMARY**. The pain assessment will output a total score.

Assessment

Joe Wilson
26th February 1936
84 years old, male

At Rest
11 Jan 2021
12:22

The Face 0	The Voice 0
The Movement 3	The Behavior 1
The Activity 2	The Body 1

Pain Score: 7, Mild

A PainChek score between 7 and 11 is classified as Mild Pain

LATER SAVE

Delete Assessment

You will be able to see separate scores for the Face, Voice, Movement, Behaviour, Activity and Body domains as well as the total aggregated pain score and its intensity level (no pain, mild, moderate, severe). This level is assigned according to this scale:

- 0-6 = No pain
- 7-11 = Mild
- 12-15 = Moderate
- ≥ 16 = Severe

Once the pain assessment has been completed tap **SAVE** to save the assessment or suspend the assessment process by pressing on **LATER**.

If you want to verify a specific domain's score, press on the domain.

7.1.1 Incomplete Assessments

By pressing **LATER**, the information will not be lost, but the assessment will be incomplete, and the system will alert you that an incomplete/unfinished assessment exists. This option should be used only if you require further information to complete the assessment, once you have obtained this return to the assessment add the additional data and SAVE the assessment.

You will be prompted 3 times every 30 minutes to complete an incomplete assessment. After the third prompt, you will be forced to complete or delete the incomplete assessment.

If you wish to delete the assessment, the **Delete Assessment** button is under **LATER** and **SAVE** buttons. If you choose this option, you will lose all the information. A saved assessment cannot be deleted

7.2 Conducting a PainChek Manual Assessment

Manual facial assessments should only be carried out when:

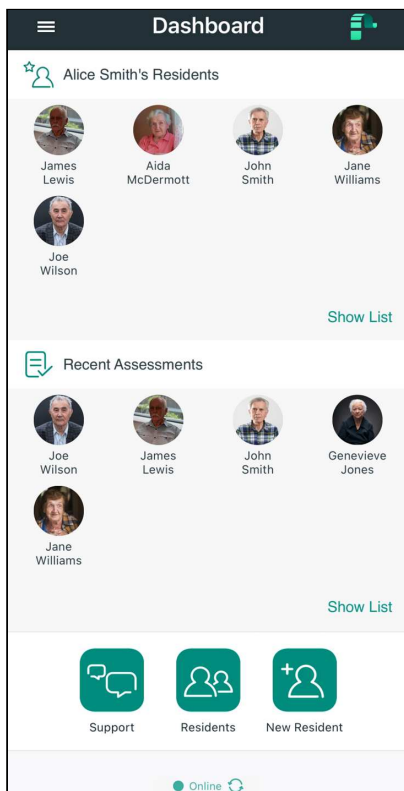
- the automated facial analysis fails, or
- when it is not practical to perform an automated (video-based) facial analysis

Examples of conditions where undertaking a manual assessment may be appropriate:

- inadequate lighting (Note: The App has a built in light meter and will alert the User of poor lighting conditions when a Video analysis is attempted, this provides an opportunity to optimise these).
- where the person's face is continuously moving 'out-of-the frame' (e.g. person will not still still)
- where it is not possible to capture a front on view of the person's face (e.g. due to posturing of the person in bed, obstruction of one side of the face)
- where the person behaviour renders it potentially unsafe to conduct an automated facial analysis (e.g. patient is too aggressive, agitated, abusive or distressed)

In all cases where an Unsuccessful (automated) Analysis occurs, it is recommended that another attempt (Retry) is made before resorting to a Manual Assessment. Where possible, optimise the conditions to allow an automated analysis. If this is not feasible, then perform a manual assessment by selecting the "Manual" option from the New Assessment form.

1. Find the resident you would like to conduct an assessment on and tap the **Resident** to go into their profile.



2. Tap **ASSESS PAIN** button

Jane Williams
2nd July 1929
91 years old, female

Assessments Pain Chart Comments

Icon	Date/Time	Pain score	Level
	27/07/2020 03:08PM	Pain score 7	Mild
	05/03/2020 10:24AM	Pain score 3	No Pain
	06/12/2019 12:14PM	Pain score 2	Mild
	06/12/2019 10:48AM	Pain score 2	Mild
	06/12/2019 10:47AM	Pain score 0	No Pain
	06/12/2019 10:46AM	Pain score 6	Moderate
	09/07/2019 04:27PM	Pain score 2	No Pain
	09/07/2019 04:26PM	Pain score 0	No Pain
	02/08/2018 03:35PM	Pain score 7	Mild
	02/08/2018 03:35PM	Pain score 17	Severe

ASSESS PAIN

3. You may at this stage be asked what sort of assessment you want to perform - PainChek® or Numerical Rating Scale (Self-Report). Select the PainChek option and press Next

< Cancel

Jane Williams

Best Practice
Wherever possible ask the resident if they are in pain at the start of your assessment

This assessment is being performed using:

PainChek
Jane was **unable** to reliably tell me they are in pain. ☒

Numerical Rating Scale (Self-Report)
Jane was **able** to reliably tell me they are in pain. If in doubt, use PainChek. ☐

NEXT

Note that this form will only appear if your PainChek license has been configured to support Numerical Rating Scale (Self-Report) assessments. If that option is not enabled on your license, a PainChek assessment is assumed and this form is skipped.

4. The new assessment screen will be displayed. Tap on the assessment status of the client (At Rest or Post Movement), select the Manual facial analysis option, and then press **NEXT**:

New Assessment

Jane Williams

This assessment is being performed:

At Rest
e.g. when Jane is sitting or resting in bed

Post Movement
e.g. immediately after activities of daily living, transfers or repositioning

Perform this type of Facial analysis:

Video
Analyse a 3 second video of Jane

Manual
Manually record the facial features of Jane

NEXT

Notes:

1. The Facial analysis defaults to Video and so you will need to change it to Manual
2. The **NEXT** button is only enabled once you have selected At Rest or Post Movement (neither of which is selected by default)
3. In the screenshot above, the user has selected the Post Movement timing option

5. **The Face domain:** Whilst observing the resident's face "Check" those facial expressions the resident is exhibiting. Be certain to observe the resident brow, eyes, nose, cheeks and mouth.

The Face

Jane Williams

Brow lowering ☐

Cheek raising ☐

Tightening of eyelids ☐

Wrinkling of nose ☒

Raising of upper lip ☐

Pulling at corner lip ☐

Horizontal mouth stretch ☐

Parting lips ☐

Closing eyes ☒

Jane does not exhibit any of the above features ☐

Additional remarks

Notes:



1. Refer to the [Clinical Guide for Identifying PainChek Assessment Facial Features](#)(see page 62) for details on how to assess the facial domain descriptors
2. You can also type in additional remarks
3. Swipe left to go to the next domain (Voice)
4. In the screenshot above, the user has observed and recorded 2 facial movement items



6. Continue with the other pain domains (as you would for a PainChek Video Facial Analysis).



7.2.1 Clinical Guide for Identifying PainChek Assessment Facial Features



When performing a manual PainChek® assessment of the face, you will need to determine if the 9 facial features that indicate pain are present or not.

The following table describes how those 9 features are identified and displays a sample image of a person displaying the feature.

Feature	Description and example image
Brow lowering	<p>Anatomical changes in upper face (lower central forehead)</p> <ul style="list-style-type: none"> • Lowering down of both eyebrows • Movement of eyebrows towards each other • Appearance of vertical or oblique wrinkles between eyebrows in the lower central part of the forehead 
Cheek raising	<p>Anatomical changes in central face (infraorbital region)</p> <ul style="list-style-type: none"> • Pulling of skin towards the eye • Pulling the cheeks upward by lifting of the infraorbital triangle • Narrowing the eye aperture and wrinkling the skin below the eye. • Appearance of Crow's feet lines or wrinkles • Deepening of the lower eyelid furrow 

Feature	Description and example image
Tightening of eyelids	<p>Anatomical changes in upper face</p> <ul style="list-style-type: none"> • Tightening of the eyelids • Narrowing of the eye aperture • Raising of lower lid 
Wrinkling of nose	<p>Anatomical changes in central face</p> <ul style="list-style-type: none"> • Pulling of skin upward along the side of the nose towards the root of the nose • Appearance of wrinkles along the side and root of nose • Wrinkling of infraorbital furrow • Lowering the medial portion of the eyebrows • Pulling the centre of the upper lip upwards 

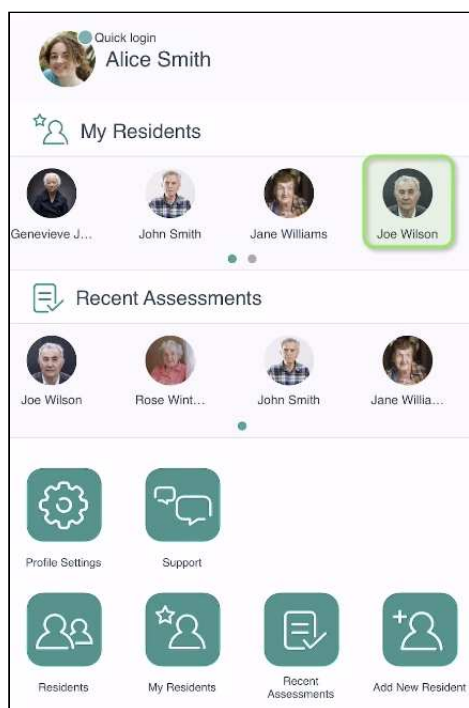
Feature	Description and example image
Raising of upper lip	<p>Anatomical changes in central-lower face</p> <ul style="list-style-type: none">• Prominent deepening or wrinkling of infraorbital furrow• Deepening of nasolabial furrow• Pouching at upper lip and nasal passages• Widening and raising of the nostril wings 
Pulling at corner lip	<p>Anatomical changes in lower face</p> <ul style="list-style-type: none">• Drooping or oblique movement of lateral corners of the lips. 

Feature	Description and example image
Parting lips	Anatomical changes in lower face <ul style="list-style-type: none"> • Relaxed opening of the mouth i.e. jaw drop 
Closing eyes	Shutting both eyes for at least half a second 

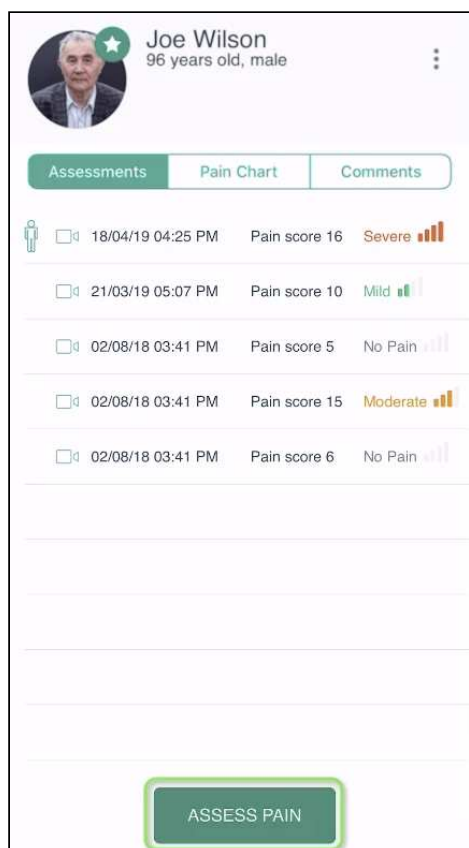
7.3 Conduct a Numeric Rating Scale (NRS) Self-Reporting Assessment

A Numeric Rating Scale (NRS) self-reporting assessment is a type of assessment that can be conducted when the resident is able to reliably communicate their pain level.

1. To begin, select the resident you would like to conduct a pain assessment on:



2. Tap the **ASSESS PAIN** button



3. You should be asked what sort of assessment you want to perform - PainChek® or Numerical Rating Scale (Self-Report). Select the Numerical Rating Scale (Self-Report) option and press **NEXT**.

The screenshot shows a mobile app interface for a resident named Joe Wilson. At the top, there is a 'Cancel' button with a back arrow. Below the resident's name and profile picture, a 'Best Practice' section states: 'Wherever possible ask the resident if they are in pain at the start of your assessment'. The main section is titled 'This assessment is being performed using:'. It contains two options: 'PainChek' with a toggle switch that is currently off, and 'Numerical Rating Scale (Self-Report)' with a toggle switch that is currently on. Below the 'Numerical Rating Scale (Self-Report)' option, there is a note: 'Joe was able to reliably tell me they are in pain. If in doubt, use PainChek'. At the bottom of the screen, there is a green 'NEXT' button.

Note that this form will only appear if your PainChek license has been configured to support Numerical Rating Scale (Self-Report) assessments. If that option is not enabled on your license, you cannot perform an NRS assessment. Contact PainChek support if you would like the Numerical Rating Scale should you want to enable Numerical Rating Scale assessments.

4. Set the activity status of the resident (At Rest or Post Movement):

The screenshot shows the 'New Assessment' screen in the PainChek app. At the top, the status bar shows the time 8:54 and signal icons. Below the status bar is a dark header with a back arrow and the text 'Cancel New Assessment'. The main content area has a light purple background. At the top of this area is a circular profile picture of Joe Wilson and his name. Below this is a green-bordered box titled 'This assessment is being performed:'. Inside this box are two sections: 'At Rest' with a green toggle switch and the text 'e.g. when Joe is sitting or resting in bed', and 'Post Movement' with a grey toggle switch and the text 'e.g. immediately after the activities of daily living, transfers or repositioning'. Below the green box is a question: 'Where would you place your pain on a scale of Zero to 10, where Zero is No pain and 10 the Worst possible pain?'. Below the question is a horizontal slider with a white circle at the 0 position and tick marks from 0 to 10. At the bottom of the screen is a teal 'SAVE' button.

5. Ask the resident "How much pain are you in on a scale of zero to 10 where zero is no pain and 10 is the worst possible pain?". Record the pain level using the slider and then press Save:

8:56

< Cancel New Assessment

Joe Wilson

This assessment is being performed:

At Rest ☒
e.g. when Joe is sitting or resting in bed

Post Movement ☐
e.g. immediately after the activities of daily living, transfers or repositioning

Where would you place your pain on a scale of Zero to 10, where Zero is No pain and 10 the Worst possible pain?

0 1 2 3 4 5 6 7 8 9 10

NRS Pain score: 5, Moderate

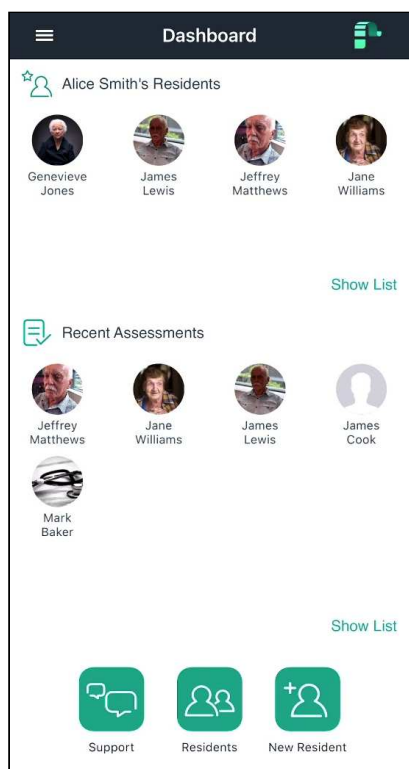
SAVE

7.4 Reviewing a Pain Assessment

In order to review a pain assessment, go to your resident profile.

Please note that pain assessments of a resident can only be edited if they are not completed. Once you save a pain assessment, this will be stored permanently.

1. From your dashboard tap the resident you would like to view the pain assessment for. If the resident is not available from the dashboard, select Residents and search for them.



2. When looking a resident profile, if the resident has had both PainChek® assessments and NRS (Numerical Rating Scale) assessments, tabs will become available so that filtering based on the assessment type can be done:

9:07

< Back Resident

Jane Williams
2nd July 1929
91 years old, female

Assessme... Pain Chart Pain Relief Comments

Both Pain Chek NRS

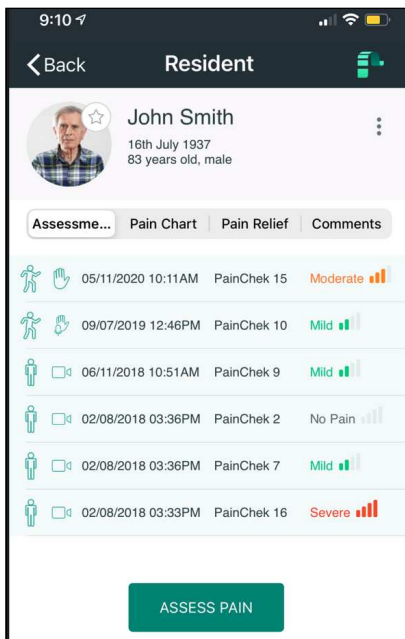
	19/10/2020 02:07PM	PainChek 3	No Pain
	27/07/2020 03:08PM	PainChek 7	Mild
	05/03/2020 09:24AM	PainChek 3	No Pain
	06/12/2019 11:14AM	NRS 2	Mild
	06/12/2019 09:48AM	NRS 2	Mild
	06/12/2019 09:47AM	NRS 0	No Pain
	06/12/2019 09:46AM	NRS 6	Moderate
	09/07/2019 04:27PM	PainChek 2	No Pain
	09/07/2019 04:26PM	PainChek 0	No Pain

ASSESS PAIN

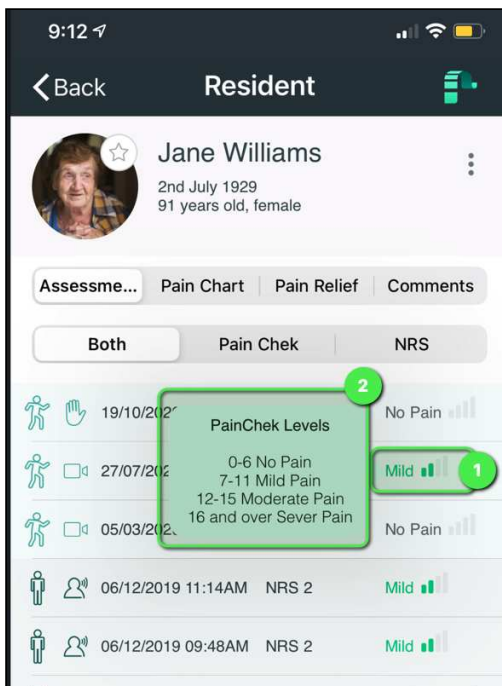
The icons used on the form are:

- At Rest Assessment
- Post movement assessment
- Manual PainChek Assessment
- Video PainChek assessment
- Numerical Rating Scale (Self-Report) assessment

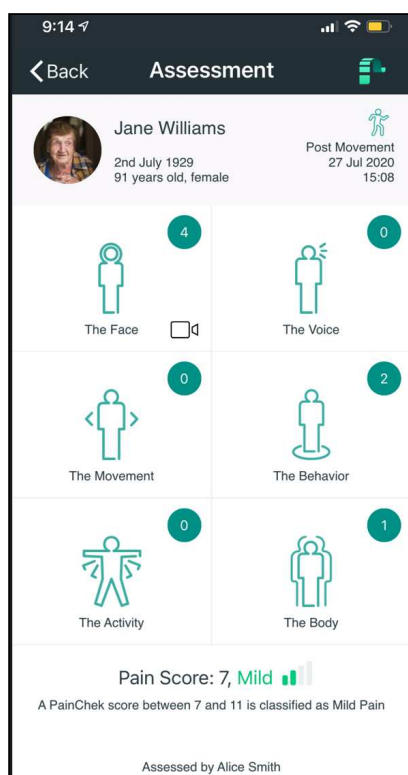
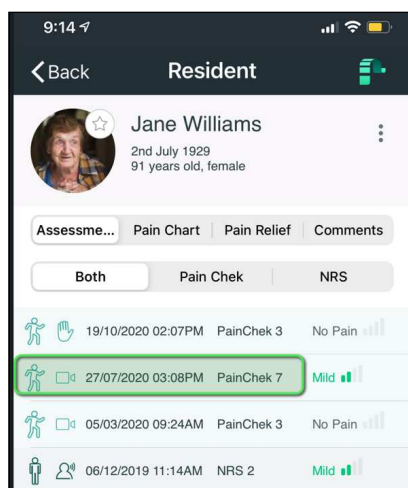
3. If only NRS or only PainChek assessments have been conducted, the filtering tabs will not be displayed. In the example below only PainChek assessments have been conducted:



4. Tapping on a Pain Score (#1) will display the PainChek scale tooltip (#2):



5. Tap the assessment you would like to review and it will take you to the Assessment screen which provides a summary of the assessment result:



6. Tap the pain domain you wish to review. For example The Face

The Face

Jane Williams

Brow lowering ☒

Cheek raising ☒

Tightening of eyelids ☐

Wrinkling of nose ☐

Raising of upper lip ☐

Pulling at corner lip ☒

Horizontal mouth stretch ☐

Parting lips ☒

Closing eyes ☐

Jane does not exhibit any of the above features ☒

Additional remarks

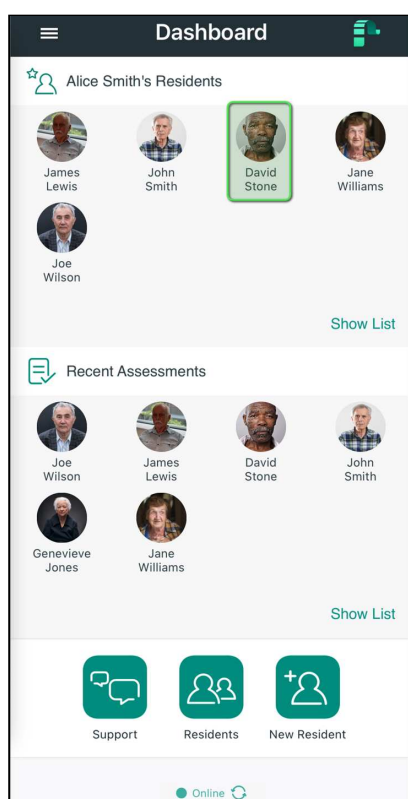
While in a domain, you can swipe left and right to navigate through the domains and tap on the "Back" button to return to the Assessment summary.

7.5 PainChek Pain Charting

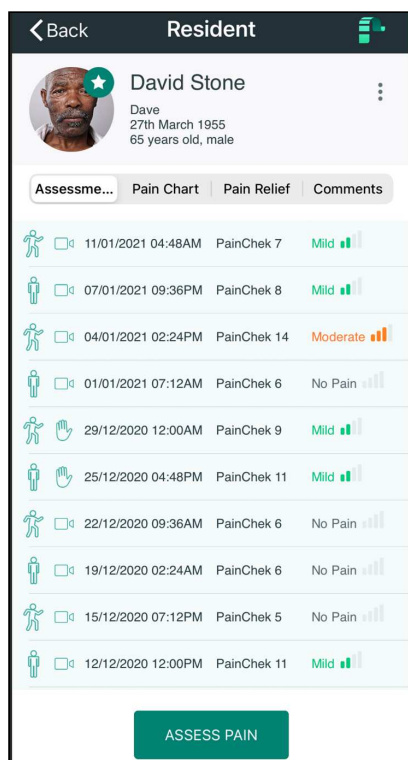
The PainChek® Pain Chart gives you a graphical representation of a residents pain assessment levels over time.

This can be used to identify patterns in pain levels, compare "At Rest" and "Post Movement" assessments, as well as identify periods where no assessments were conducted.

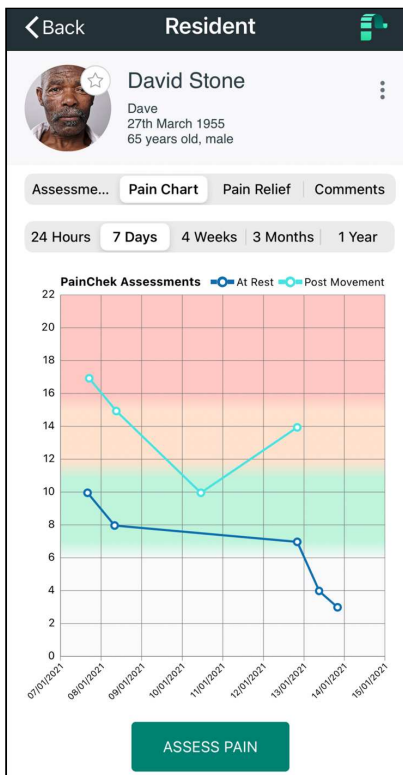
1. To view the Pain Chart, select a resident:



2. Select the Pain Chart tab:



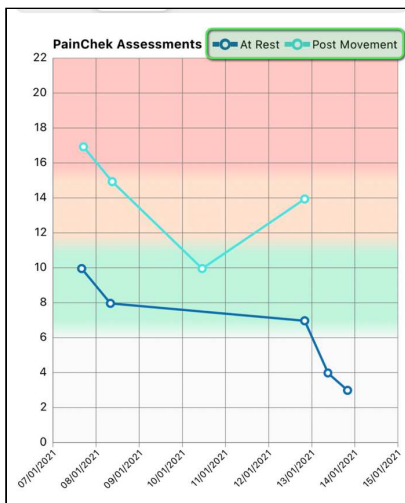
3. Once you are in the Pain Chart tab, you will see the pain chart displayed.



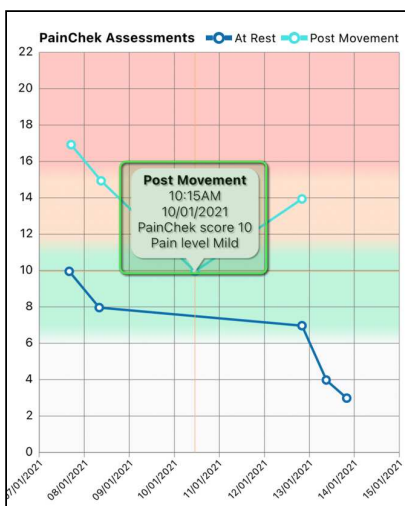
Notes:

1. You will see a time period tabs above the graph. You can tap on them them to change the period of time to display data for (from 1 day through to 1 year).
2. Immediately above the graph, you will see a description of the contents (this particular example shows PainChek assessments). A patient may be assessed using PainChek or (optionally) NRS assessments. In the case both types of assessments apply to a resident, two seprate graphs will be displayed. You may need to scroll to the bottom of the page to see the second graph.

4. There is a legend just above the chart which explains the two different colour variations. On graph represents "At Rest" assessments and the other "Post Movement" assessments.



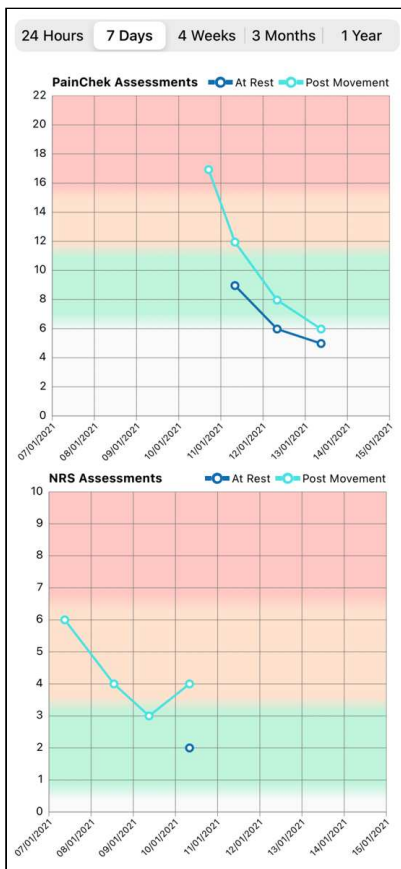
5. If you tap on one of the data points, it will give you more information about the assessments that make up the line graph:



6. If you there are no assessments to be displayed for the period you have selected, the PainChek will notify you:



7. When PainChek has been used to conduct both PainChek and NRS (Numeric Rating Score) assessments for a resident, the screen will display two charts, one for each assessment type:



Notes:

1. The chart type (PainChek or NRS) is displayed top-left of the chart.
2. In this example, the resident has most recently been assessed using PainChek (top graph). Prior to that, they were being assessed using NRS assessments (bottom graph).

7.6 Unsaved Assessments

When conducting a PainChek® assessment, you may find that you need to obtain some additional details before you can complete the assessment (e.g. referring to a residents medical history). PainChek provides a "Save Later" feature that allows you to pause the current assessment so that you can complete it a short time later.

Notes:

- The "Save Later" feature is not enabled on all PainChek licenses. If it is not enabled on your license, you will not see the "Later" option as described below and you will need to complete or delete the current assessment before moving onto a new one.
- We strongly recommend all PainChek assessments are completed in one session and as soon as possible after they are started. This will lead to the most accurate assessments and best resident outcomes.

7.6.1 Limitations

If you have an incomplete assessment for a resident, you are not able to start another assessment for that person. You are able to create new assessments for other residents.

7.6.2 Reminders

If you chose to use the Save Later feature, you will be reminded every 30 minutes you have an assessment to complete.

On the first three reminders, you have three options:

- Complete - You can complete the assessment
- Delete - You can discard the incomplete assessment
- Later - You can defer completing the assessment for another 30 minutes

On the fourth (last) reminder, you have two options:


- Complete - You can complete the assessment
- Delete - You can discard the incomplete assessment


7.6.3 Creating an unsaved assessment


7.6.3.1 From the Assessment Summary form


Swipe until you get to "The Body", leaving the assessment details incomplete for one or more of the domains, and select Display Summary:


[Cancel](#) The Body


 Jane Williams


Profuse sweating  ☐

Pale/flushed (red-faced)  ☐

Feverish/cold  ☐

Rapid breathing  ☐


Painful injuries...  ☐

Painful medical conditions...  ☐

Jane does not exhibit any of the above features ☐

Additional remarks


DISPLAY SUMMARY










Swipe right for previous screen


The summary will display all incomplete domains in red. Select Later:

[Back](#) Assessment


 Jane Williams
90 years old, female

 Post Movement
05 Mar 2020 09:56 AM

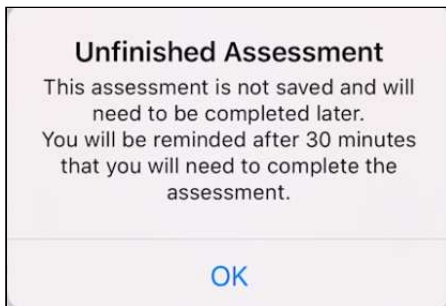
 The Face	 The Voice
 The Movement	 The Behaviour
 The Activity	 The Body

Pain score 1, No Pain 

LATER **SAVE**

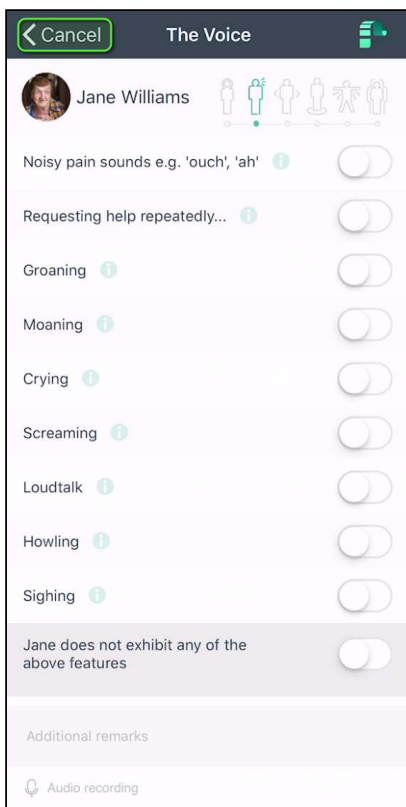
 Delete Assessment

A prompt will appear which explains that the assessment has not been saved and that you will be reminded after 30 minutes:

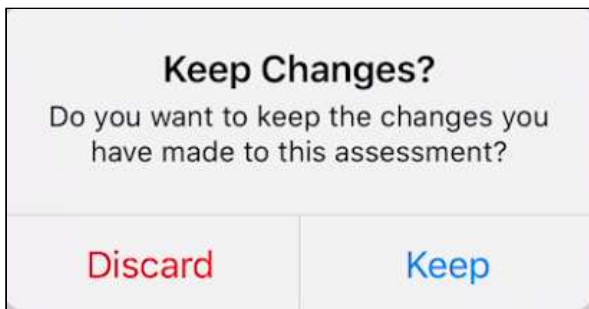


7.6.3.2 From one of the Domain forms

You can select the "Cancel" option from one of the domain forms.



The following prompt will appear:



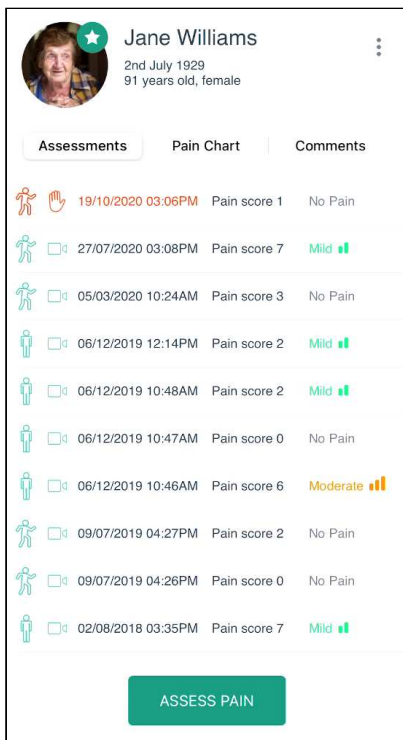
Discard will cancel the assessment and take you back to the resident dashboard.

Keep will take you to the assessment summary where you can select Later to create an unsaved assessment.

7.6.4 Completing a previously unsaved assessment

When a resident has an unsaved assessment, the assessment will be displayed in red.

Select the unsaved assessment from the resident dashboard:



The incompletd domains will be displayed in red. Press the domain you would like to complete:

The screenshot shows the 'Assessment' screen in the PainChek app. At the top, there is a header with a back arrow, the title 'Assessment', and a menu icon. Below the header, the user's profile is displayed: a circular profile picture of Jane Williams, her name 'Jane Williams', age '90 years old, female', and the assessment date and time '05 Mar 2020 09:56 AM'. To the right of the profile, there is a 'Post Movement' icon and text. The main area of the screen is a grid of six assessment domains, each with a stick figure icon and a label: 'The Face', 'The Voice', 'The Movement', 'The Behaviour', 'The Activity', and 'The Body'. The 'The Face' domain is highlighted with a green circle containing the number '1'. Above each domain icon, there is a status message: 'Not completed - click to finish'. At the bottom of the screen, there is a section for the 'Pain score 1, No Pain' with a bar chart showing a single bar. Below this, there are two buttons: 'LATER' and 'SAVE'. At the very bottom, there is a 'Delete Assessment' link.

< Back Assessment

Jane Williams
90 years old, female
05 Mar 2020 09:56 AM

Post Movement

1

The Face

The Voice

The Movement

The Behaviour

The Activity

The Body

Pain score 1, No Pain

LATER SAVE

Delete Assessment

Once you have selected the domain you would like to continue on from, you can swipe left to right to move between the domains.

Once you have completed all the domains, go to The Body and select Display Summary and press Save.

Assessment

Jane Williams
90 years old, female

Post Movement
05 Mar 2020 10:23 AM

1 The Face	1 The Voice
0 The Movement	1 The Behaviour
0 The Activity	0 The Body

Pain score 3, No Pain

LATER **SAVE**

[Delete Assessment](#)

The assessment will be displayed as saved:

Jane Williams
2nd July 1929
91 years old, female

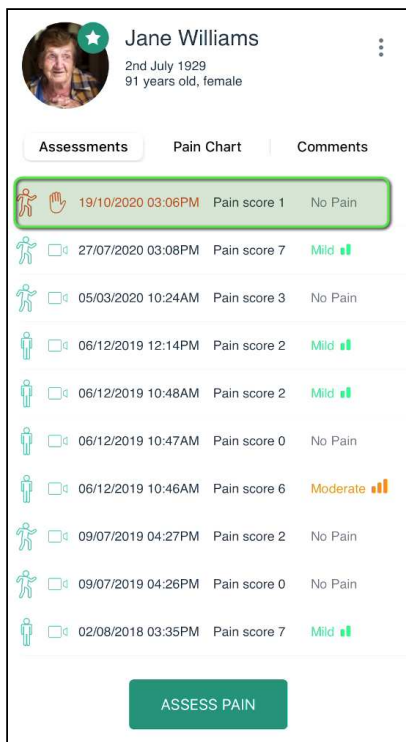
Assessments | Pain Chart | Comments

	19/10/2020 03:07PM	Pain score 3	No Pain
	27/07/2020 03:08PM	Pain score 7	Mild
	05/03/2020 10:24AM	Pain score 3	No Pain
	06/12/2019 12:14PM	Pain score 2	Mild
	06/12/2019 10:48AM	Pain score 2	Mild
	06/12/2019 10:47AM	Pain score 0	No Pain
	06/12/2019 10:46AM	Pain score 6	Moderate
	09/07/2019 04:27PM	Pain score 2	No Pain
	09/07/2019 04:26PM	Pain score 0	No Pain
	02/08/2018 03:35PM	Pain score 7	Mild

ASSESS PAIN

7.6.5 Deleting an unsaved assessment

In the cases where an unsaved assessment needs to be deleted, select the unsaved assessment:



Select "Delete Assessment" at the bottom of the screen:

The screenshot shows the 'Assessment' screen for a user named Jane Williams, a 90-year-old female. The assessment was performed 'Post Movement' on 05 Mar 2020 at 10:25 AM. The screen displays six assessment categories in a 3x2 grid: 'The Face' (score 2, completed), 'The Voice' (not completed), 'The Movement' (not completed), 'The Behaviour' (not completed), 'The Activity' (not completed), and 'The Body' (not completed). Each category has an icon and a status indicator. Below the grid, the 'Pain score' is 2, with a bar chart showing 'No Pain'. At the bottom, there are three buttons: 'LATER' (white), 'SAVE' (green), and 'Delete Assessment' (green with a trash icon).

Assessment

Jane Williams
90 years old, female
05 Mar 2020 10:25 AM

Post Movement

2

The Face

The Voice

The Movement

The Behaviour

The Activity

The Body

Pain score 2, No Pain

LATER

SAVE

Delete Assessment

You will receive a prompt confirming that you would like to delete the assessment. Select Delete:

The screenshot shows a confirmation dialog titled 'Delete Assessment?'. The text asks, 'Do you really want to permanently delete this Assessment?'. At the bottom, there are two buttons: 'Cancel' and 'Delete'.

Delete Assessment?

Do you really want to permanently delete this Assessment ?

Cancel

Delete

8 Pain Relief and Therapies

⚠️ Your PainChek® license may not have the Pain Relieve and Therapies module enabled.

The PainChek mobile application allows you to view and manage the Pain Relief and the Therapies applied to patients.

You can:

- Record Pain Relief
- Record Therapies
- Create new Pain Relief types
- Create new Therapy types

8.1 Recording Pain Relief

⚠️ You may not be granted permission to record the administration of pain relief. In that case, the "Add Therapy" and "Add Medication" buttons would not be visible to you.

Once a pain assessment has been completed you may decide to administer pain relief to a person. Any pain relief you administer should be recorded in the PainChek® application.

To record the administration of pain relief, select the 'Add Pain Relief' button from the corresponding patient profile. You can either select the appropriate pain relief you aim to administer from your medication list within the PainChek app or add the Name, Dose and Date and Time manually.

In addition, you can also choose from your therapies list what type of pain relief therapy you decide to administer.

1. Select the **pain relief** tab from the patient's profile

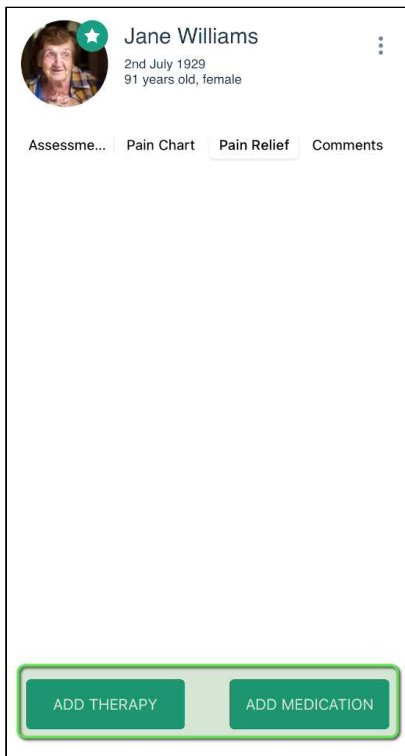
Jane Williams
2nd July 1929
91 years old, female

Assessme... Pain Chart **Pain Relief** Comments

Icon	Date/Time	Pain score	Pain Level
👤	19/10/2020 03:07PM	Pain score 3	No Pain
👤	27/07/2020 03:08PM	Pain score 7	Mild 🟢
👤	05/03/2020 10:24AM	Pain score 3	No Pain
👤	06/12/2019 12:14PM	Pain score 2	Mild 🟢
👤	06/12/2019 10:48AM	Pain score 2	Mild 🟢
👤	06/12/2019 10:47AM	Pain score 0	No Pain
👤	06/12/2019 10:46AM	Pain score 6	Moderate 🟡
👤	09/07/2019 04:27PM	Pain score 2	No Pain
👤	09/07/2019 04:26PM	Pain score 0	No Pain
👤	02/08/2018 03:35PM	Pain score 7	Mild 🟢

ASSESS PAIN

2. Select **Add Therapy** or **Add Medication**

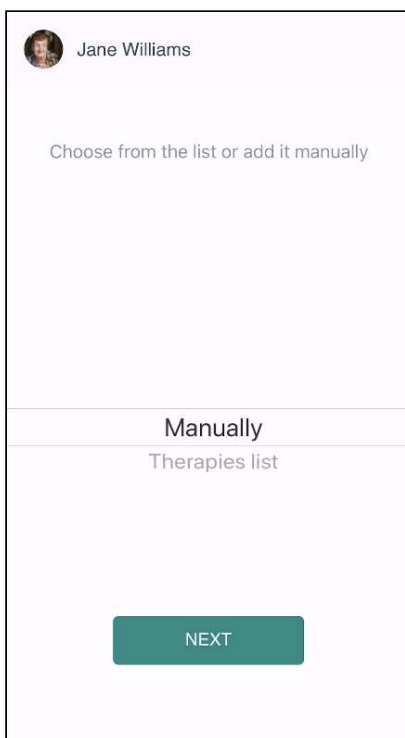


Jane Williams
2nd July 1929
91 years old, female

Assessme... Pain Chart Pain Relief Comments

ADD THERAPY ADD MEDICATION

3. Add it **manually**




Jane Williams

Choose from the list or add it manually

Manually
Therapies list

NEXT

4. Enter **details**

 Jane Williams

Add it manually

Add name

Name


Additional remarks

Optional

CANCEL

SAVE

5. Or add it from an **existing list**

 Jane Williams

Add from the medication list

Paracetamol

✓

Add dose

Dose

Additional remarks

Optional

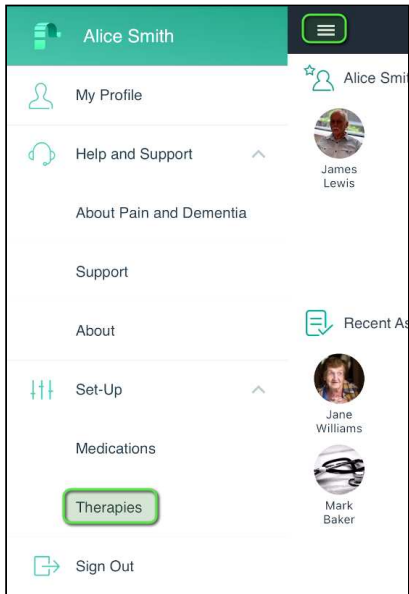
CANCEL

SAVE

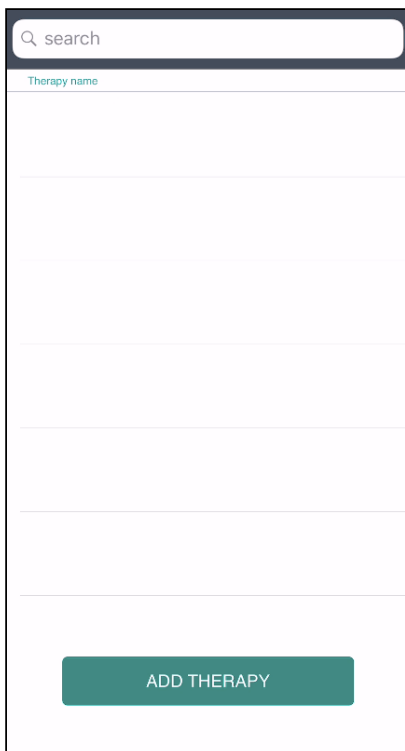
8.2 Add New Therapies

To facilitate the recording of therapies, you can create a list of therapies that you use on a regular basis.

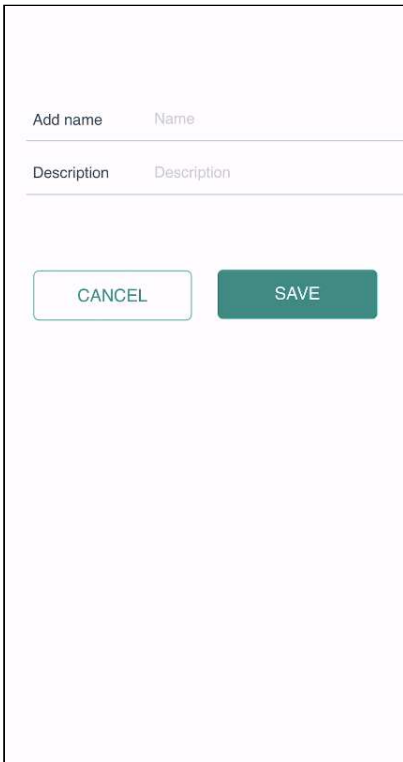
1. To add a new therapy, open the side navigation on the dashboard and under Set-Up, tap on Therapies:



2. Select **Add therapy**



3. Enter **details** and press Save.

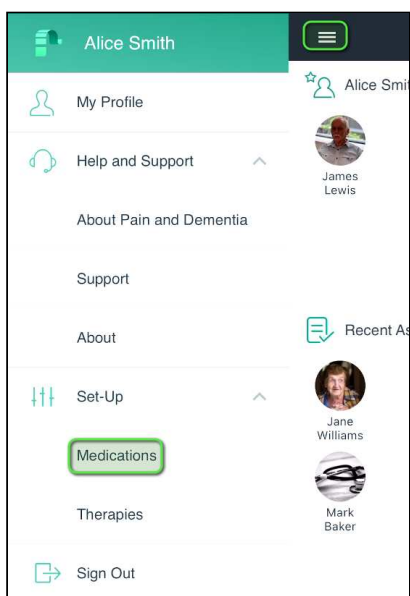
A screenshot of a mobile application form. The form has a light pink background. At the top, there is a section labeled 'Add name' with a text input field containing the placeholder text 'Name'. Below this is another section labeled 'Description' with a text input field containing the placeholder text 'Description'. At the bottom of the form, there are two buttons: a light green button labeled 'CANCEL' and a dark green button labeled 'SAVE'.

The newly created therapy will now be available on the therapies list when adding a new therapy to a resident.

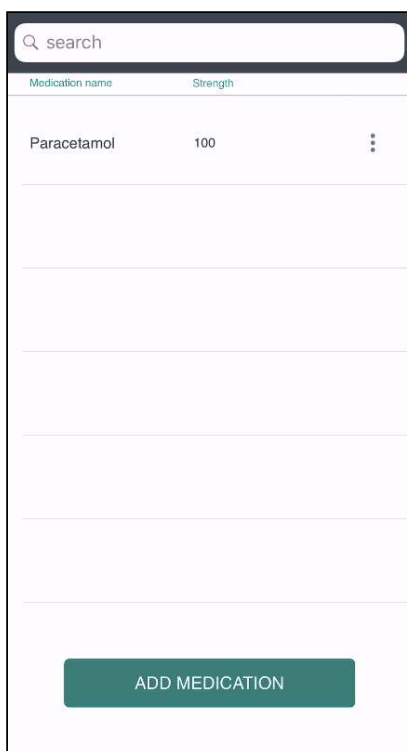
8.3 Adding New Medication

To facilitate the recording of administered pain relief, you can create a list of medications that you administer on a regular basis.

1. To add a new therapy, open the side navigation on the dashboard and under Set-Up, tap on Therapies:



2. Select **Add medication**



3. Enter **details** and press Save.

Add name	Name
Formulation	Formulation
Strength	Strength
Additional remarks	Optional

CANCEL

SAVE

----- or -----

SCAN MEDICATION CODE

The newly created therapy will now be available on the therapies list when adding a new therapy to a resident.

9 Updating your PainChek Profile

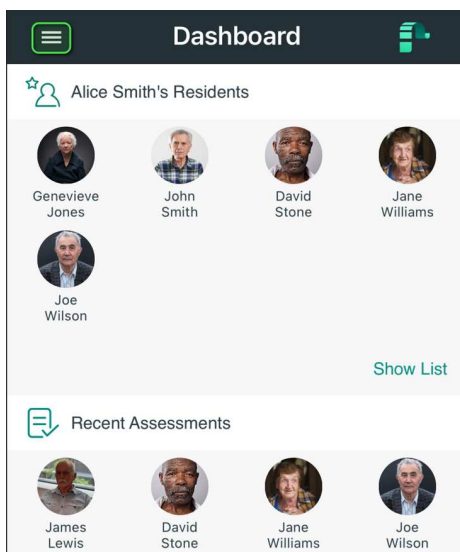
9.1 Profile settings

You can update your personal information in the profile settings. The profile settings can be accessed by tapping on your profile picture at the top of the screen on the PainChek® dashboard or by tapping on Profile Settings.

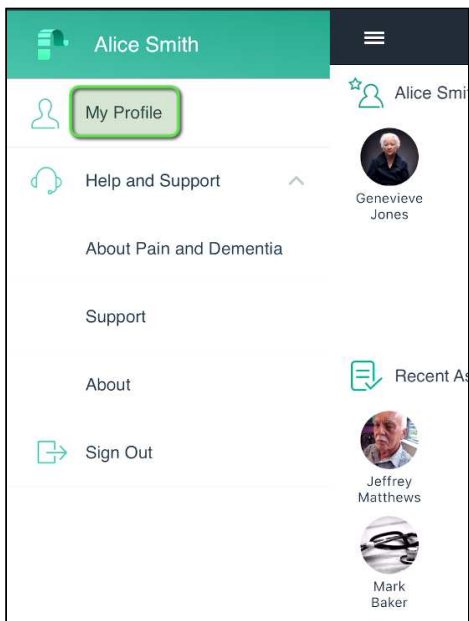
You can update your Name, Phone Number, Facility and Job Title. If you want to add a profile picture to your user account or change the picture you can also do this in the profile settings by tapping on the edit button that appears next to your profile picture when you click on it.

You can also activate the quick login function in your profile settings by entering a four-digit PIN.

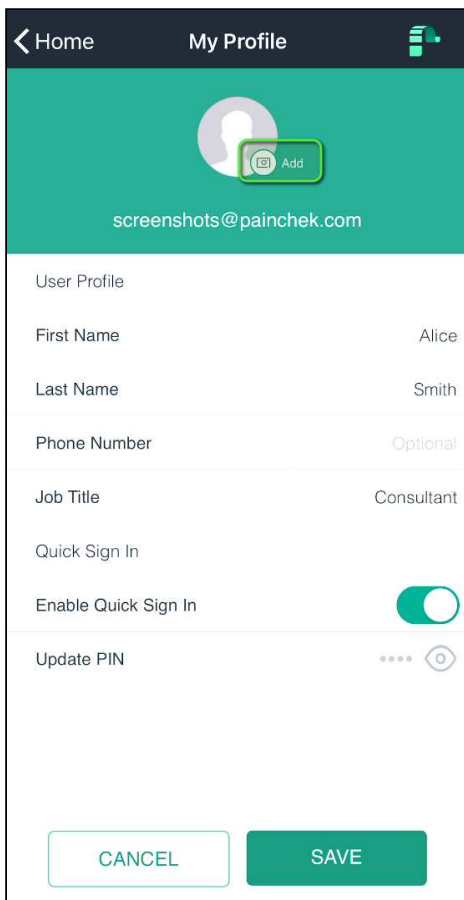
1. Press on the hamburger menu on the left-hand side:



2. Select My Profile:



3. In this section, you can edit your personal details and change your profile picture by tapping **Add**:



4. Take a **new picture** with your camera phone, or browse to the photo you want to use and press save

