

# PainChek App User Guide

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# Overview

## Introduction

### Introduction

PainChek<sup>®</sup> Adult is intended to be used by medical doctors, registered nurses, licensed practical and vocational nurses, certified nursing assistants and physiotherapist and occupational therapists to assess pain in people (also known as residents) with moderate to severe dementia in nursing homes.

PainChek<sup>®</sup> Infant is intended to be used to assess and monitor pain in infants (i.e., 1 to 12 months old) by both trained health professionals and laypersons.

### PainChek<sup>®</sup> System Components

PainChek<sup>®</sup> is a pain assessment software system which is comprised of the following components:

- PainChek<sup>®</sup> App
- PainChek<sup>®</sup> Portal
- PainChek<sup>®</sup> Application Programming Interface (API)
- PainChek<sup>®</sup> Database

The **PainChek<sup>®</sup> App** is a mobile application that uses facial recognition and analysis technology to detect facial features indicative of the presence of pain and then combines these data with non-facial pain features to confirm the presence and intensity of pain. The PainChek<sup>®</sup> App 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.

The **PainChek<sup>®</sup> Portal** is a secure website that allows you to manage your data, PainChek<sup>®</sup> License, Facilities, Users, installations and edit your PainChek<sup>®</sup> profile settings. See the "PainChek<sup>®</sup> Portal User Guide" for the instructions on how to use the PainChek<sup>®</sup> Portal.

The **PainChek<sup>®</sup> API** provides the means for the PainChek<sup>®</sup> App and PainChek<sup>®</sup> Portal to access the PainChek<sup>®</sup> database in a secure, authenticated and controlled manner. It is also possible to grant third parties access to the API to enable PainChek<sup>®</sup> to be integrated with other systems (e.g. a client's electronic care management system).

The **PainChek<sup>®</sup> Database** stores all of the PainChek<sup>®</sup> data (e.g. users, and assessment details).

### PainChek<sup>®</sup> App Intended Purpose

PainChek<sup>®</sup> is an observational pain assessment tool used to assist in the assessment of pain in people who cannot verbalize their pain.

### PainChek<sup>®</sup> App Intended Users

PainChek<sup>®</sup> is intended for use by medical doctors, registered nurses, licensed practical and vocational nurses, certified nursing assistants and physiotherapist and occupational therapists.

### PainChek<sup>®</sup> App Intended Patient Population

PainChek<sup>®</sup> Adult is indicated for use to assess pain in Residents with moderate-to-severe dementia in nursing homes.

PainChek<sup>®</sup> Infant is intended to be used to assess and monitor procedural pain in infants (i.e., 1 to 12 months old) by trained health care professionals (HCPs).

### User Guide Purpose and Intended Audience

This guide documents the use of the PainChek<sup>®</sup> App.

It is intended for use by all PainChek® App users and applies to iOS version 2.23 (or later) and Android version 4.24 (or later).

## About Pain and Dementia Topics

The “About Pain and Dementia” section in the PainChek® App covers three topics:

- What is Pain?
- Why is accurate Pain Assessment so important?
- What is PainChek®?

See the following sections for the contents of each topic.

### What is Pain?

In July 2020, the International Association for the Study of Pain (IASP) updated its definition of Pain to: “An unpleasant sensory and emotional experience associated with, or resembling that associated with, actual or potential tissue damage.” As such Pain is a personal (subjective) experience influenced by physical, psychological and environmental factors. Only the person in Pain can truly understand the intensity of the Pain they are experiencing, and Pain from the same cause can feel very different to different people. Tolerance to Pain can also vary significantly among people, and so caution should be taken to objectively assess a person’s Pain experience. That is without your opinion, feelings or judgement influencing your Assessment.

Pain can be:

1. **Acute Pain** (i.e. Pain that resolves with tissue healing, which lasts less than 3 (or 6) months) most commonly occurs when our physical-self has been hurt, or is in danger of being hurt. Acute Pain usually occurs in response to injury or illness (for example, an acute back ‘strain’, a sprained ankle, a strained muscle or other conditions like appendicitis). Acute Pain initially protects us. The experience of acute Pain is designed to help stop us injuring ourselves in the same way again: we remember what happened and try and limit the risk of that happening again. Acute Pain is also designed to allow the body time to repair and recover.
2. **Recurring Pain** is the kind that happens again and again. It may go completely away and then come back. Think migraines, backache or stomach ache in the same place as you always get them. While the Pain may be similar in duration, location and intensity, it always goes away eventually.
3. **Chronic Pain** may start with an injury, illness, accident or surgery, but instead of healing in the normal way, lasts for more than three months. It may not maintain the same intensity all the time, and it may be persistent or recurrent. The most common sources of chronic Pain include low back Pain, headache and arthritic Pain. It is unremitting, unrelenting and if not treated, can be debilitating. Chronic Pain can cause significant psychological and emotional trauma and often limits an individual’s ability to fully function.

### Why is accurate Pain Assessment so important?

Pain commonly occurs in people with dementia, with somewhere between 50% to 80% experiencing chronic Pain. However, detecting it can be challenging, as people with advanced dementia may have difficulty verbalising when they are in Pain. As a result Pain often goes undetected and untreated in this vulnerable population. PainChek®, which is a behavioural (observational) Pain Assessment tool like the Abbey Pain Scale (APS) and the Pain Assessment in Advanced Dementia (PAINAD) is designed to assist the user to identify changes in behaviour that might mean a Resident is in Pain. As Resident’s dementia progresses their ability to self-reported Pain diminishes, as such it is important Pain Assessments are conducted regularly.

Pain Assessment should be conducted when a Resident is resting and after movement. Please note that movement might intensify a person’s Pain experience. PainChek® can be used to assist in understanding whether Pain is or is not one of the potential causes of a person’s change in behaviour.

Behavioural Pain Assessment tools, like PainChek®, should be used when:

- a Resident is unable or less likely to say they are in Pain,
- in cases where there is a change in usual behaviour (out of character) for that Resident,
- if you suspect that Pain may be present and again after an intervention has been implemented to manage Pain.

You should always be mindful of potentially Painful medical conditions or interventions which may affect a Resident's Pain levels.

These recommendations are in line with the American Society of Pain Management Nurses in the 2019 Position Statement: "Pain Assessment in the Patient Unable to Self-Report", which suggest that following approach to the Assessment of Pain in people with advanced dementia:

1. Use the Hierarchy of Pain Assessment Techniques
  - a. Be aware of potential causes of Pain including known Painful interventions.
  - b. Attempt self-report.
  - c. Observe patient behaviours.
  - d. Solicit reporting of Pain and behaviour/activity changes.
  - e. Attempt analgesic trial.
2. Utilize behavioural Pain Assessment tools, as appropriate.
3. Minimize emphasis on vital signs.
4. Assess regularly, reassess post-intervention, and document.

Further, in line with the Australian Pain Society 2018 guidelines on "how and when Pain Assessments should be conducted when using a Pain measurement tool", the following recommendations are made to ensure best practice when using behavioural Pain Assessment tools, like PainChek®:

- Should be used for movement-based Pain Assessment. Therefore, you need to observe the Resident while they are moving or being moved. The Assessment should be done immediately following this movement and the results recorded (in the case of PainChek® in the app).
- A second Pain Assessment should be done 1 hour after any intervention taken to manage the Resident's Pain. Examples of interventions include medication, heat packs or massage. If, at this Assessment, the score on the Pain scale is the same, or worse, the Resident's doctor should be consulted for advice.
- Complete follow-up Assessments hourly until the Resident's Pain scores are in the mild Pain range, and then 4 hourly for 24 hours, treating Pain as directed by the Resident's doctor if it reoccurs.
- If the pain/distress continues, and there is no improvement in that time, then it is essential that you notify the Resident's doctor of the ongoing Pain scores and what has been done to manage the Resident's Pain experience to date.

## **What is PainChek®?**

PainChek® is an app based behavioural Pain Assessment tool designed to assist you to identify if the Resident you are caring for is in Pain.

PainChek® is a secure smartphone or tablet based medical device that uses artificial intelligence identify nine facial expressions indicative of the presence of Pain and user observations captured through a series of digital checklists to document the presence or absence of a further 33 Pain-related features (behaviours). Each feature documented is assigned a score of 1. The app automatically calculates a Resident's Pain score based on the sum of the Pain features present. Based on the Pain score the app then automatically assigns a Pain intensity (i.e. No Pain, Mild Pain, Moderate Pain or Severe Pain). The PainChek® Pain score and Pain intensity will assist you in deciding whether treatment is required. This information is securely stored in the cloud and may be shared in real-time with all members of the healthcare team involved in the care of your Resident.

**It is important to note that PainChek® does not give advice on what to do if Pain is detected. In these instances you should always seek or follow the advice of the Resident's doctor.**

It is also important to assess and reassess the Resident's Pain after every intervention, to ensure the Pain intervention is working. In any circumstance when you are unsure or have concerns about the well-being of the Resident you are caring for, you should contact the Resident's doctor.

Automated reporting features enable you to follow the Resident's Pain experience over time.

## Warnings and Cautions

### Operating Environment

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

### Video and Manual Facial Analysis

The PainChek® App requires that be reasonably still in order to analyse a video of sufficient duration to allow for a Video Facial Analysis.

It might not be possible to perform a Video Facial Analysis due to:

- The 's face not being clearly visible.
- The is moving too much.
- Lighting being of poor quality.
- Agitation or distress in the Resident being assessed, caused by the presence of the smart device.

In any of these circumstances, a Manual Facial Analysis should instead be performed.

In these instances attempt to remediate lighting conditions (increase lighting if dull, remove excessive glaze, use a dark background for contrast for Infants with pale skin, minimise or remove environmental stimulation or console the infant to minimise head movement).

### Device Management

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

### Updating the PainChek® App

It is recommended that the PainChek® App 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.

### Internet Connectivity

The PainChek® App relies on internet connectivity in order to synchronise the data collected on the App with the data stored in the PainChek® database. The PainChek® 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:

- Downloading the PainChek® App from the Apple App Store or Google Play Store.
- Setting up the PainChek® App for the first time.
- Logging onto a device using a username and password (NB: Only Quick Sign-in can be used offline).
- Synchronizing data between your device and the PainChek® database.

### User Competence

All users must thoroughly read and comprehend this User Guide.

PainChek® Assessments should only be conducted by a person that is trained on how to use the PainChek® App.







### WARNING

If any aspect of this user guide is unclear or you have any questions about the use or suitability of the PainChek® App, seek assistance from the PainChek Support team before using the application by emailing [support@painchek.com](mailto:support@painchek.com) or by accessing the support portal at [support.painchek.com](https://support.painchek.com).



## Legal and Regulatory 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                  |    | <b>PainChek Ltd</b><br>Suite 401, 35 Lime Street<br>Sydney NSW 2000<br>AUSTRALIA        |
| Australian Sponsor            |  | <b>PainChek Ltd</b><br>Suit 401, 35 Lime Street<br>Sydney NSW 2000<br>AUSTRALIA         |
| European Union Representative |  | <b>Donawa Lifescience Ltd</b><br>Piazza Albania, 10<br>00153 Rome<br>ITALY              |
| Device Identifier             | REF   | PainChek®   |
| Year of manufacture           |  | 2023  |
| Serial Number                 | SN  | Refer to the product version number displayed in PainChek® App or the Pain-Chek® Portal |

PainChek® Adult is a regulated medical device requiring pre-market clearance under the Federal Food, Drug & Cosmetic Act. The device is currently under clinical investigation and has not been cleared or approved by the FDA for safety and effectiveness.

## Glossary

| Term  | Description   |
|---|---|
|  Note    | Informational note. The information marked with this icon is complementary to the information displayed on the page.  |
|  Warning | Warning note. The information marked with this icon is crucial to understanding the content on this page.   |
| Account   | An account provides access to the PainChek® App.  |
| Account Settings  | Account Settings change the available functionalities of the PainChek® App. An Account Setting can be applied on a User level (eg. Create a Resident, View Comments) or an Account level (eg. Site Segregation, Quick Sign In, Labeling). |



## PainChek App User Guide

| Term                                | Description   |
|-------------------------------------|---|
| Activity Domain                     | The Activity Domain has 4 features. Resisting Care, Prolonged Resting, Altered Sleep Cycle and Altered Routines.  |
| Administrator                       | A person who has access to all of the functionality available in the PainChek® App and PainChek® Portal, including full user and resident management.   |
| Apple App Store                     | Used to download and install apps on iOS devices.   |
| Assessment                          | The process used to identify Pain. Can be conducted through either a PainChek® Pain Assessment (utilising video or manual analysis for the Face domain) or an NRS (Numeric Rating Scale) Self-Report Assessment.  |
| Behaviour Domain                    | The Behaviour Domain has 7 features. They are: Introvert, Verbally Offensive, Aggressive, Fear or Extreme Dislike of Touch/People, Inappropriate Behaviour, Confused and Distressed.  |
| Body Domain                         | The Body Domain has 6 features. They are: Profuse Sweating, Pale/Flushed (Red Faced), Feverish/Cold, Rapid Breathing, Painful Injuries and Painful Medical Conditions.  |
| Device                              | A supported Apple or Android phone, tablet or similar device running the PainChek® App.   |
| Domain                              | One of 6 subsets of the 42 pain related features which are assessed using the PainChek® App. The 6 domains are: "The Face", "The Voice", "The Movement", "The Behaviour", "The Activity", "The Body". The domains are evaluated in the order they are listed here.  |
| External Integrated Clinical System | A third-party system that exchanges data with the PainChek® System. This typically involves Resident data being sent to the PainChek® System and Assessment data being sent from the PainChek® System.  |
| Face Domain                         | The Face Domain has 9 features. They are: Brow Lowering (AU4), Cheek Raising (AU6), Tightening of Eyelids (AU7), Wrinkling of Nose (AU9), Raising of Upper Lip (AU10), Pulling at Corner Lip (AU12), Horizontal Mouth Stretch (AU20), Parting Lip (AU25) and Closing Eyes (AU43).   |
| Facility                            | Nursing home.   |
| Feature                             | A term given to a visible or audible pain related behaviour, symptom or condition which is included in PainChek® pain assessment tool.  |
| Google Play Store                   | Used to download and install apps on Android devices.   |
| Manual Facial Analysis              | Assessment of a resident where the trained PainChek® user observes which of the 9 features in "The Face" domain are present or absent and manually documents them using an in-app digital checklist.  |
| Movement Domain                     | The Movement Domain has 7 features. They are: Altered or Random Leg/Arm Movement, Restlessness, Freezing, Guarding/Touching Body Part, Moving Away, Abnormal Sitting/Standing/Walking and Pacing/Wandering.   |
| 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.  |
| Pain Level                          | The 4 possible pain level ratings output by the Assessment. These are 'No Pain', 'Mild Pain', 'Moderate Pain', and 'Severe Pain'. These are mapped to the Pain Scale.   |
| Pain Score                          | Numerical score between 0 and 42, which represents the number of pain features displayed by person being assessed. Pain scores are mapped to Pain Levels.   |
| PainChek® Adult                     | A system intended to assess pain in residents with moderate to severe dementia living in nursing homes. The major components of the system are the PainChek® App, the PainChek® Portal, the PainChek® API and the PainChek® Database.   |
| PainChek® API                       | The PainChek® API (Application Programming Interface) provides the means for the PainChek® App and PainChek® Portal to access the PainChek® Database in a secure, authenticated and controlled manner. It is also possible to grant third parties access to the API to enable PainChek® to be integrated with an External Integrated Clinical System. |
| PainChek® App                       | An iOS or Android App that runs on a device that enables a user to perform pain assessments and other PainChek® Adult functions. The app is also referred to as the PainChek® Adult App and was formally known as the PainChek® Mobile App.   |
| PainChek® Database                  | The technical infrastructure which stores and manages the PainChek® System data.  |
| PainChek® Portal                    | A website that allows a user to perform administration functions of the PainChek® System. The PainChek® Portal can be accessed using any modern web browser. The PainChek® Portal was formerly known as Web Admin Portal or WAP.  |
| PainChek® System                    | See PainChek® Adult.  |
| TGA                                 | Therapeutic Goods Administration ( <a href="https://www.tga.gov.au/tga-basics">https://www.tga.gov.au/tga-basics</a> ).   |
| Quick Sign In                       | Quick Sign In allows you to sign into the PainChek® App using just a 4 digit PIN. It also allows you to sign in to the PainChek® App while offline.   |
| Regular Sign In                     | Signing in with your username and password. You will need to be online to do a Regular Sign In.   |
| Resident                            | A resident of a nursing home, on whom the PainChek® App may be used on to conduct a pain assessment.  |

## PainChek App User Guide

| <b>Term</b>           | <b>Description</b>   |
|-----------------------|--|
| User                  | A person using the PainChek® App and PainChek® Portal to conduct pain assessments and manage residents. Users have limited access to the functionality available in the PainChek® App and PainChek® Portal.  |
| Video Facial Analysis | Assessment of a Resident where the PainChek® App automatically evaluates which of the 9 features in "The Face" domain" are present or absent using the in-app facial recognition and analysis functionality. |
| Voice Domain          | The Voice Domain has 9 features. They are: Noisy Pain Sounds, Requesting Help Frequently, Groaning, Moaning, Crying, Screaming, Loud Talk, Howling and Sighing.  |

# PainChek® App Installation and Setup

## Supported Devices

The PainChek® App is designed to work effectively and safely on supported iOS and Android devices.

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

## Supported Apple Devices

The PainChek® App is designed to run on Apple devices meeting these minimum requirements:

- Apple A9 SoC (Apple A11 SoC recommended)
- 2GB RAM (3GB Recommended)
- 5GB of available storage (10GB recommended)
- 1.2MP selfie/front camera (5MP recommended)
- 5MP main/rear camera (8MP recommended)
- Minimum screen resolution (width x height) of 750 x 1134 pixels (1080 x 1920 recommended)
- Minimum diagonal screen size of 4.7 inches (5.4 inches recommended)
- A supported version of iOS/iPadOS (see below)

The PainChek® App has been verified and supported on the following devices:

- iPhone 8 and later (including Mini, Plus, Pro and Pro Max variants)
- iPhone SE (2nd generation and later)
- iPad (5th generation and later)
- iPad mini (5th generation and later)
- iPad Air (3rd generation and later)
- iPad Pro (all models)

You can determine the type of your device by accessing *General* → *About* → *Model Name* from within the device's Settings app.

PainChek® should work on devices that are not listed above, provided that they meet the minimum requirements for Apple devices. Please contact the PainChek Support Team if you plan to run the PainChek® App on a device that is not listed above and we can validate the device to determine its suitability.

## 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 is 15, meaning the PainChek® App is currently supported on iOS versions 13, 14 and 15.

You can determine the iOS/iPadOS version of your device by accessing *General* → *About* → *Software Version* from within the Settings app.

## Supported Android Devices

The PainChek® App 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)

You can determine the model number of your Android device by accessing *About phone (or About tablet)* → *Model number* from within the Settings app. Note the exact commands may vary depending on the version of Android on your device. Consult the user manual supplied by the manufacturer for specific instructions.

You can use the devices model number and/or user manual to obtain the specifications for your device to see if they are compatible with the above specifications.

The PainChek® App has been verified on these 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      | Galaxy Tab A7 Lite                    | SM-T220                     |
| 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                   |

Please contact the PainChek Support Team if you would like to run the PainChek® App on a device that is not listed above but matches the minimum requirements. We will validate the device to determine its suitability.

## 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 12, meaning the PainChek® App is currently supported on versions 9, 10, 11 and 12.

You can determine the Android version of your device by accessing *About phone (or About tablet)* → *Software Information* → *Android Version* from within the Settings app. Note the exact commands may vary depending on the version of Android on your device. Consult the user manual supplied by the manufacturer for specific instructions.

## Patches and Updates

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

## PainChek® Account Settings

It is possible for a PainChek Administrator to change Account Settings that impact the labelling and available functionalities of the PainChek® App.

These PainChek® settings can be turned on or off:

- **Quick Sign In** - this allows you to sign in to the App using a 4 digit PIN instead of a username/password. Quick Sign In also allows you to sign in while offline
- **Site Segregation** - restrict which Facilities Users have access to
- **Resident Sharing** - share a Resident with a third party
- **Medications** - the ability to record medication and pain relief administered to Residents

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

Contact the PainChek Support Team to customise your PainChek Account.

## Downloading the PainChek® App

### 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 backed up on PainChek 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.



#### NOTE

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

## Downloading the PainChek® App

Once your device is secured (encrypted), the PainChek® App can be downloaded through the Apple App Store or Google Play Store. Users need to have their own Store account in order to download the PainChek® App.

Search for "PainChek" to find the PainChek® App in the store. You can then download the PainChek® App onto your device.



#### NOTE

To download the PainChek® App, the device needs to be connected to the Internet.

## Setting Up the PainChek® App

### Searching for a Resident

The first sign in for a device is very important - it will register the PainChek® App on the device with a specific PainChek® Account (the Account 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 the PainChek® App on the device.



**NOTE**

Notes:

- To register the device, the 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 organisation's license is configured in this way, a user with the appropriate permissions will need to perform the initial sign in.

To register the device, complete the following steps.

1. Find and launch the PainChek® App (as you would any other app on your device)
2. The PainChek splash screen will be displayed. Tap on the **CONTINUE** button at the bottom:



3. Enter your username in the Username field. The **NEXT** button will then be enabled and you can tap it to continue:

< Back



**PainChek**

Intelligent Pain Assessment

To set up your device ensure it is connected to the internet and then enter your username below

Username

NEXT

Current region: Asia Pacific

[Change region](#)

[Help](#)

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4. In the next screen enter your password in the password field and tap **SIGN IN**:

< Back



**PainChek**

Intelligent Pain Assessment

Device setup

To set up your device ensure it is connected to the internet and then enter your username below



Not you? Press back

Password

SIGN IN

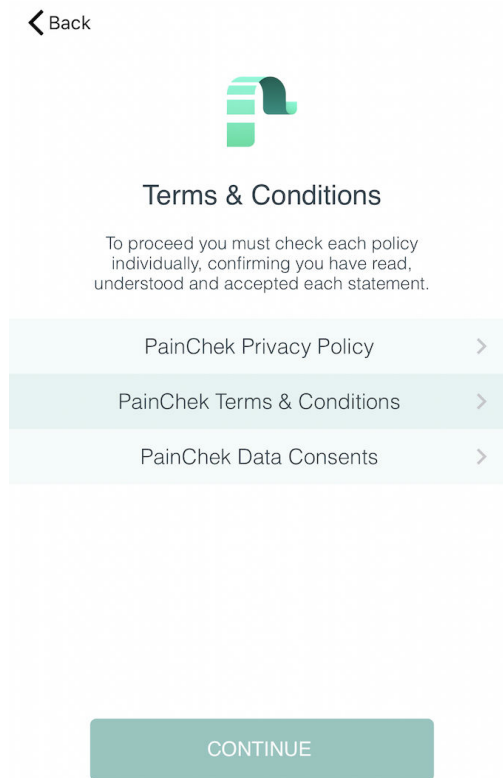
[Forgot your Password?](#)

[Help](#)

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 locked 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.

## Consent

If this is your first time signing in to PainChek®, you will be prompted to consent to various PainChek Terms and Conditions before you can use the PainChek® App.



There are three items to consent to in the screenshot above, but you may see a different number of items.

Tap on each item in the list to show its details and then select the check box at the bottom of the screen to accept the item. Once you accept the item, you will return to the list and a tick will appear next to the item (in the screenshot above, none of the 3 items have been agreed to).

Once all items have been consented to, the **CONTINUE** button will be enabled and you can tap it to continue the device registration process.

## Quick Sign In

Next, you may be asked to set up a Quick Sign In PIN (if the Quick Sign In feature is enabled on your license). The Quick Sign In feature allows you to sign in with a 4 digit PIN and sign in while offline.

Enter a 4 digit PIN and then tap **Save**:





## 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.

Four grey square input fields for a 4-digit PIN, followed by an eye icon for visibility toggle.

Two buttons: "Skip" (white with green border) and "Save" (solid green).

Do not ask me to setup a quick sign in again

If you would prefer to not use Quick Sign In, check the **Do not ask me to set up a quick sign in again** checkbox and tap on **Skip**.

## Site Selection

If multiple Facilities have been set up for the license, you may get a prompt asking which Facilities the device should be set up for.

The Facilities you select here will restrict the device to downloading only the Residents admitted to the selected Facilities. Please think carefully about which Facilities the device should be set up for as the restriction will apply to all Users who log in to the device.



### NOTE

If you only have access to a single Facility, the device is automatically set up for that Facility and this step of the process is skipped.

1. Tap on a Facility to select it (or deselect it if it's been selected incorrectly):

< Back



### Select Sites

Select one or more sites for this device.

East Site

North Site

West Site

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

2. Once at least one Facility is selected, the **CONTINUE** button will be enabled and you can tap it to continue the device registration process.

### Initial Synchronisation

Next, the PainChek® App will then download the data it needs to function. This may take a few minutes.



Welcome to PainChek!



Please wait while your PainChek data is synchronised.





Welcome to PainChek!



You can now start using PainChek.

Start Using PainChek

Before you use PainChek, please ensure you complete the online training on how to use PainChek via [support.painchek.com](https://support.painchek.com).

After it has finished the initial synchronisation, tap **START USING PAINCHEK** to complete the device registration and start using the PainChek® App.

# Signing In to PainChek®

## Sign In Methods

The PainChek® App supports a number of Regular Sign In options:

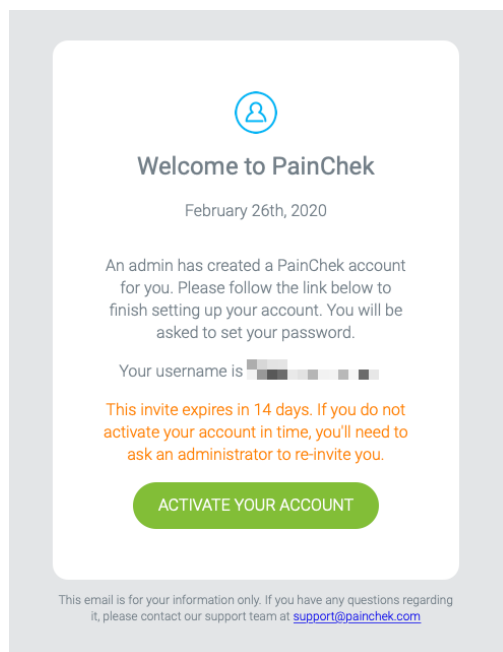
- **Email** - You use your email address as your PainChek® username - e.g. [mary.smith@your-org.com](mailto:mary.smith@your-org.com). This is the most common way to sign into PainChek®. You can use the PainChek® System to manage your account (e.g. to request a password reset)
- **Company ID and Username** - You have a username - e.g. mary.smith and a company ID (e.g. your-org). Your full username will be "mary.smith@your-org". You can use the PainChek® Portal to update your password, but if you forget your password, you will need to seek assistance from your PainChek® Administrator
- **Single Sign-On (SSO)** - Your organisation has an SSO solution in place (that lets you use one set of credentials to sign into multiple systems, including PainChek®). You cannot use PainChek® to manage your account and will need to follow the procedures established by your IT help desk to reset or update your password

If you are unsure of which sign in method you are using, contact the PainChek® Administrator in your organisation or the PainChek® Support Team.

## Signing in using Email

### PainChek® Activation Email

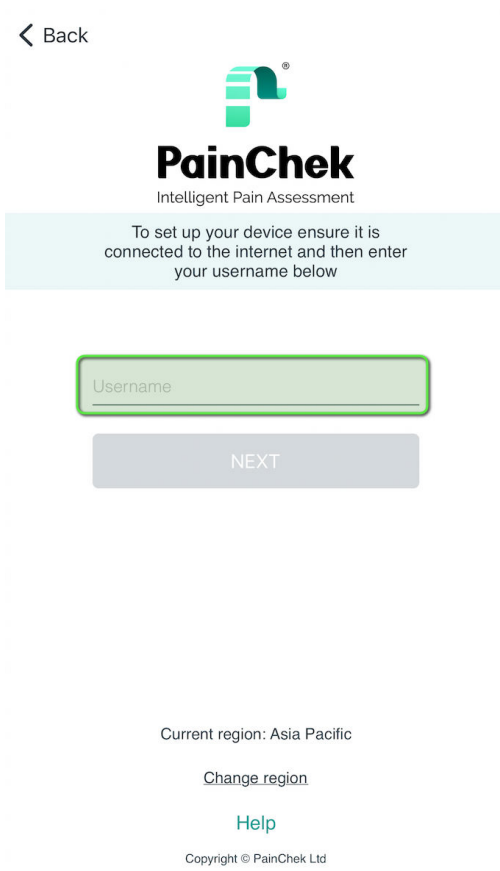
In order to use PainChek® with an email sign in, a PainChek® Administrator will first need to create an Account for you. The account will initially be pending activation and you need to activate it by following the instructions sent to you in the PainChek® activation email. The activation email looks like this:



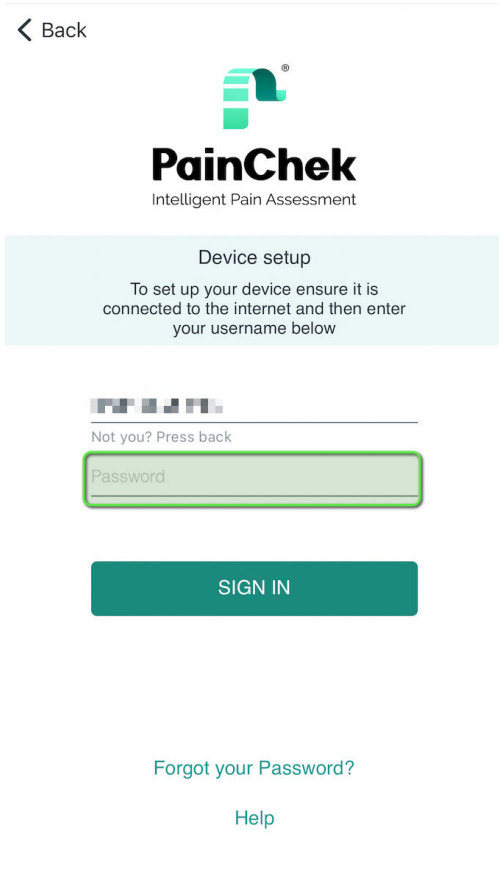
Click on the **ACTIVATE YOUR ACCOUNT** link in the email to be taken to the activation page where you can set up your password. Once you have completed that process, you can use your email and password to sign into the PainChek® App.

## Signing In

1. Enter your email address in the Username field. The **NEXT** button will then be enabled and you can tap it to continue:



2. In the next screen enter your password in the password field and tap **SIGN IN**:



Once you have successfully signed in, the Dashboard will be displayed (See [PainChek® Dashboard \[35\]](#)).

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 locked after 3 successive incorrect entries of your username and/or 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.



**NOTE**

You must be online (i.e. have internet connectivity) to sign in using email.

## Signing in using Company ID and Username



**NOTE**

In order to use PainChek® with a Company ID and Username, a PainChek® Administrator will first need to create an account for you and to provide you with your username, company ID and password

1. Enter your username, followed by the at symbol "@", followed by your companyID in the username field. For example, if your username is "mary.smith" and your company ID is "your-org", you would enter "mary.smith@your-org".
2. Once you have entered your username, the **NEXT** button will be enabled and you can tap it to continue:

< Back



**PainChek**

Intelligent Pain Assessment

To set up your device ensure it is connected to the internet and then enter your username below

NEXT

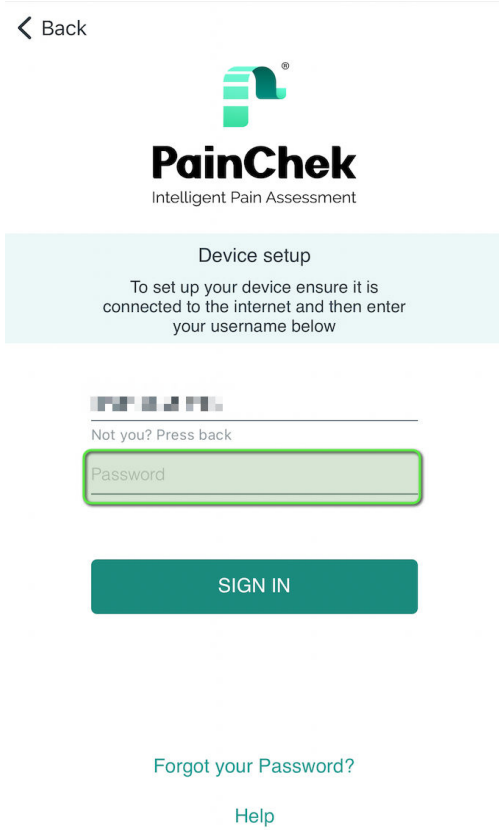
Current region: Asia Pacific

[Change region](#)

[Help](#)

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3. In the next screen enter your password in the password field and then tap **SIGN IN**:



Once you successfully sign in, the Dashboard will be displayed (See [PainChek® Dashboard \[35\]](#)).

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 locked 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.



**NOTE**

You must be online (i.e. have internet connectivity) to sign in using a Company ID and Username.

## Signing In using Single Sign-On (SSO)

### Unregistered Device

If the PainChek® App is unregistered (i.e. the App has been installed, but is yet to be signed into for the first time), PainChek® will prompt you to enter your username:



< Back



**PainChek**

Intelligent Pain Assessment

To set up your device ensure it is connected to the internet and then enter your username below

Username

NEXT

Current region: Asia Pacific

[Change region](#)

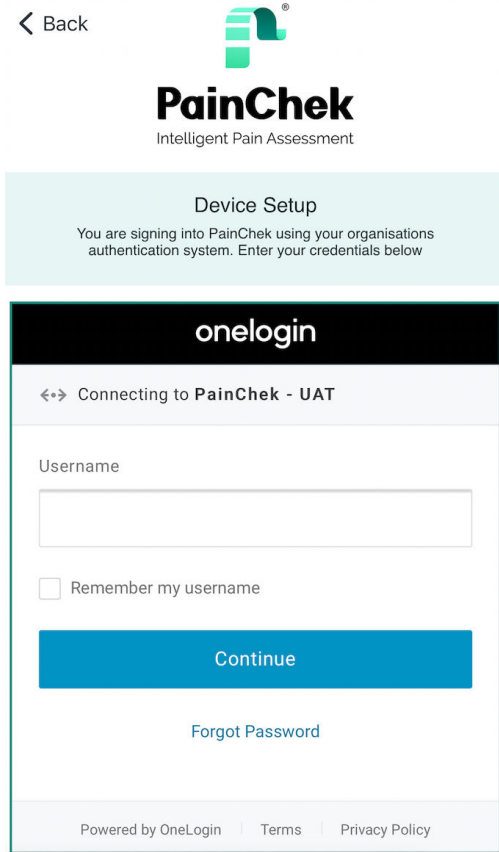
[Help](#)

Copyright © PainChek Ltd

Enter your SSO username and tap **NEXT**. The PainChek® App will recognise your organisation domain (example, @your-org.com) and will register the device as using SSO. Continue with the **Registered Device** flow to complete the sign in.

## Registered Device

PainChek® will redirect you to the SSO platform to sign in. In the below example, the SSO platform is OneLogin:



Each SSO solution has a slightly different process, but you will need to enter your SSO username (typically an email address) and password. Once the SSO system has authenticated you, you will be signed into the PainChek® App.

Once you sign in successfully, the Dashboard will be displayed (See [PainChek® Dashboard \[35\]](#)).

If you make a mistake and enter an incorrect username or password, you will not be signed in to the PainChek® App. What happens when you make a mistake, and the number of retry attempts you get before being locked out are determined by your organisation's SSO policy.



**NOTE**

You must be online (i.e. have internet connectivity) to sign in using SSO.

**Quick Sign In**



**NOTE**

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 the PainChek® App 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.

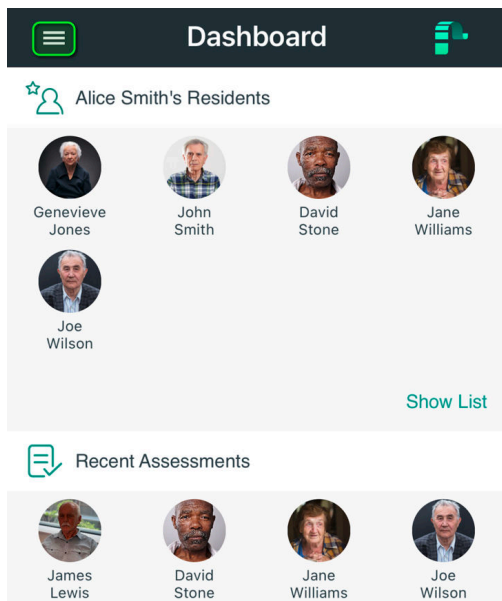
Quick Sign In also allows you to sign into the PainChek® App when you are offline (disconnected from the internet), something you cannot do with other sign in methods.

### Enabling Quick Sign In

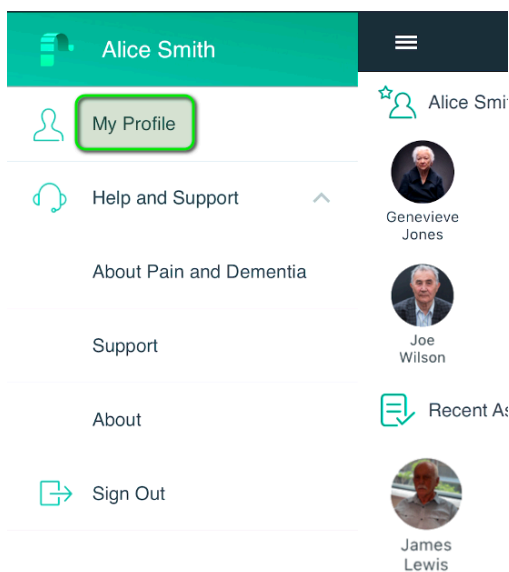
Quick Sign In can be activated the first time you sign in (PainChek® will prompt you to set up a PIN - see [Setting up the PainChek® App \[13\]](#)) or it can be done via your profile page.

To activate and disable Quick Sign In from your profile page:

1. Tap the **Menu** icon on the top left of the Dashboard:



2. Tap **My Profile** in the menu that appears:



3. Tap **Enable Quick Sign In** to toggle the feature on. Tap in the **Update PIN** field and enter a 4 digit pin and then tap **SAVE**:



**NOTE**

If you've never set up a Quick Sign In PIN before, the **Update PIN** will say **Enter PIN**.

User Profile

First Name Alice

Last Name Smith

Phone Number Optional

Job Title Consultant

Quick Sign In

Enable Quick Sign In

Update PIN |

Cancel Done

1 2 3  
ABC DEF

4 5 6  
GHI JKL MNO

7 8 9  
PQRS TUV WXYZ

0

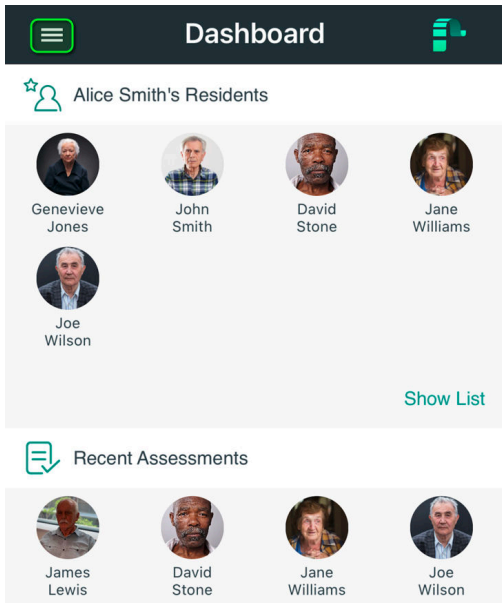
You can tap the Eye icon if you need to reveal the PIN you are entering.

4. Tap **SAVE**:

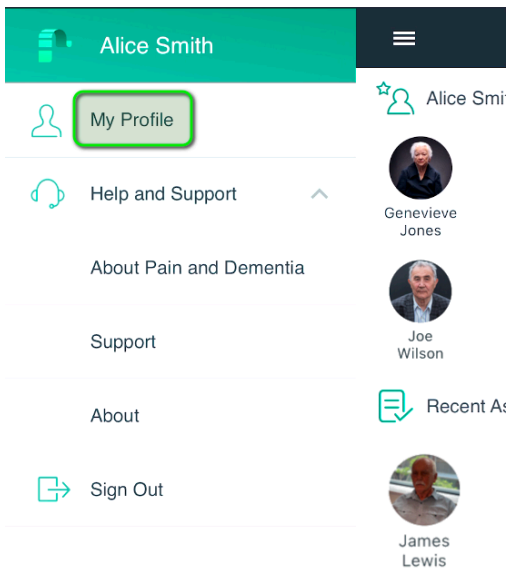
CANCEL SAVE

**Disabling Quick Sign In**

1. Tap the **Menu** icon on the top left of the Dashboard:



2. Tap **My Profile** in the menu that appears:



3. Tap **Enable Quick Sign In** to toggle off:

|                      |                          |
|----------------------|--------------------------|
| User Profile         |                          |
| First Name           | Alice                    |
| Last Name            | Smith                    |
| Phone number         | Optional                 |
| Job title            | Consultant               |
| Quick Sign In        |                          |
| Enable Quick Sign In | <input type="checkbox"/> |

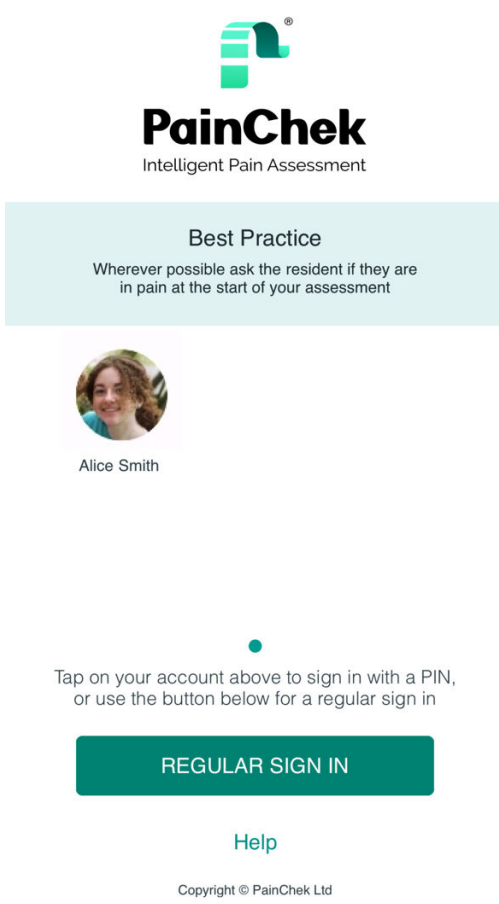
4. Tap **SAVE**:




### 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® App. To sign in using Quick Sign In:

1. Tap on the **User Profile**:




2. Enter your **Four Digit PIN**:



Hi Alice Smith,  
please enter your PIN.

---

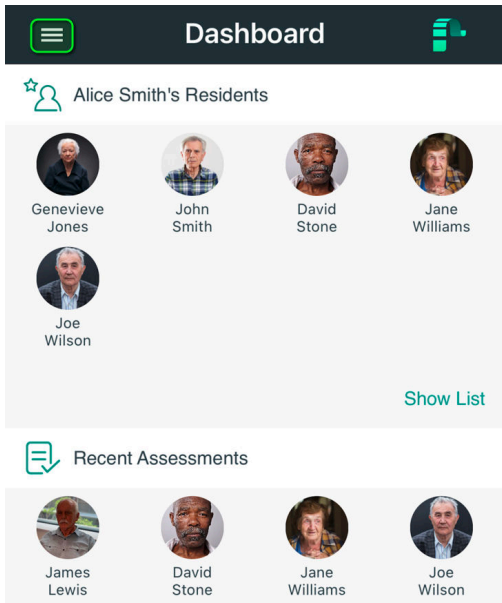
|   |   |   |
|---|---|---|
| 1 | 2 | 3   |
| 4 | 5 | 6   |
| 7 | 8 | 9   |
|   | 0 | <br>Delete |

After entering the last digit of you PIN, PainChek® will verify it. If you have entered the correct PIN, the [PainChek® Dashboard \[35\]](#) will be displayed.

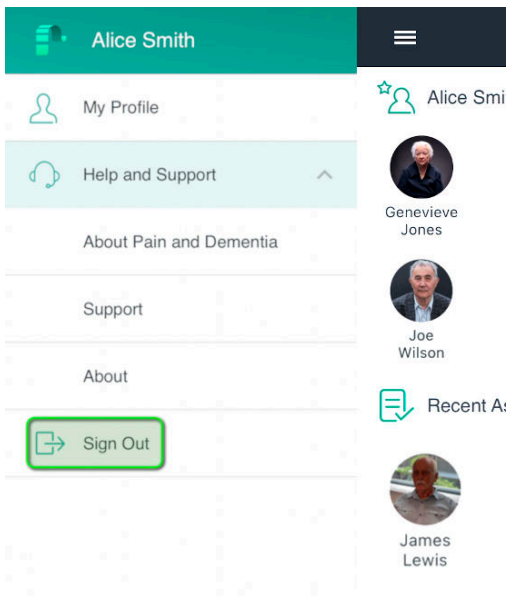
If you make a mistake and enter an incorrect PIN you will be asked to re-enter your PIN. If you enter the wrong PIN 3 times, you will be asked to do a Regular Sign In.

## Signing Out of PainChek®

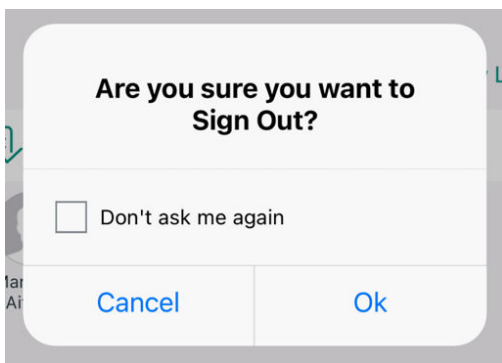
1. To sign out of the PainChek® App, from the main dashboard tap the **Menu** icon in the top left of the screen to open the side menu:



2. Tap on **Sign Out**:



3. When you sign out of the PainChek® App, you will be prompted to confirm this is what you intended to do. To stop the confirmation prompt from appearing again, select the **Don't ask me again** checkbox:





## Forgot your Password?



### NOTE

These instructions only apply if you are using an email address to sign into PainChek® (which is the most common way to sign into PainChek®). If your organization uses Single Sign On (SSO) or uses a Company ID and User Name to sign into PainChek®, you will need to use the password reset process your organization has set up for you.

1. If you have forgotten your password, you can reset it on the sign in page by tapping **FORGOT YOUR PASSWORD** on the PainChek® App's sign in page:

**PainChek**  
Intelligent Pain Assessment

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

Username

Password

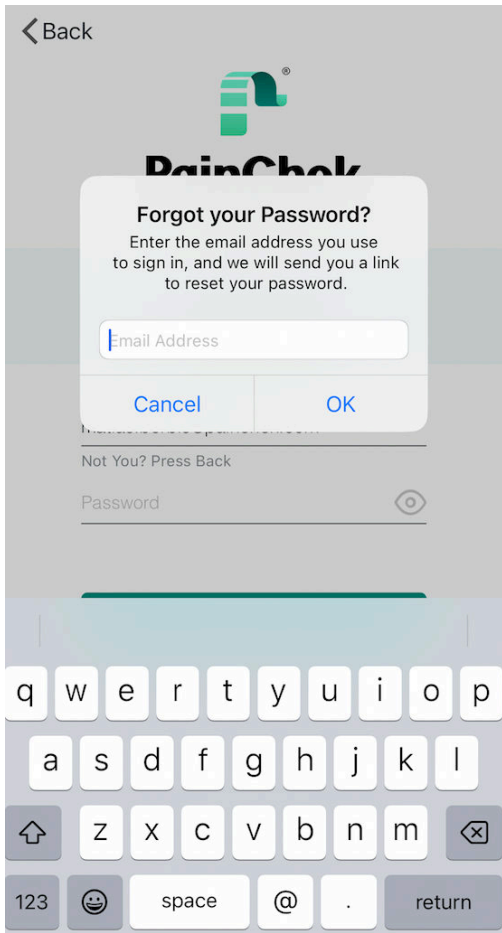
**SIGN IN**

**Forgot your Password?**

[Help](#)

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2. Then enter the email address you use to sign in to the email field:



3. Once you tap **OK** a reset password link will be sent to your email inbox.

The link will redirect you to a web page where you can set your password by entering your new password twice.

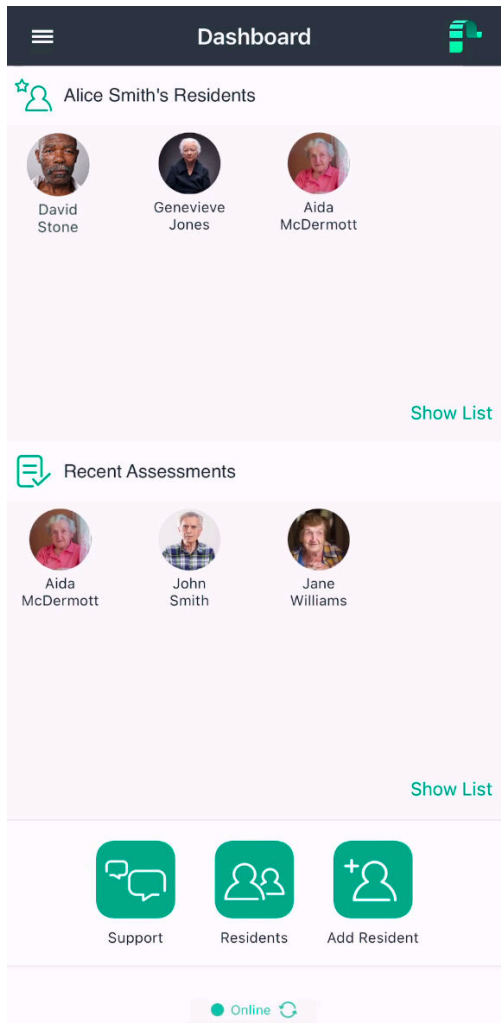
The password must match the rules configured in your Account Settings, but it is typically at least eight alpha-numeric characters and cannot be the same as your previous password.

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

## General PainChek® App Operation

### PainChek® App Dashboard

After you have successfully logged into the PainChek® App, you will see the Dashboard. It gives you an overview of [My Residents List \[59\]](#), [Recent Assessments List \[64\]](#) and quick links to various sections of the PainChek® App such as the Residents list and add a new Resident.

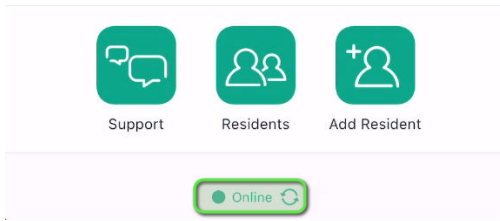


### Data Synchronisation

The PainChek® App will synchronise data with the PainChek® Database when:

- When you first sign in to the PainChek® App.
- When you modify data on the device (e.g. update a resident or create an assessment).
- Automatically every 15 minutes while you are logged in.

If you want to force the PainChek® App 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":



## Updating your PainChek® Profile



### NOTE

Your PainChek® Account 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®.



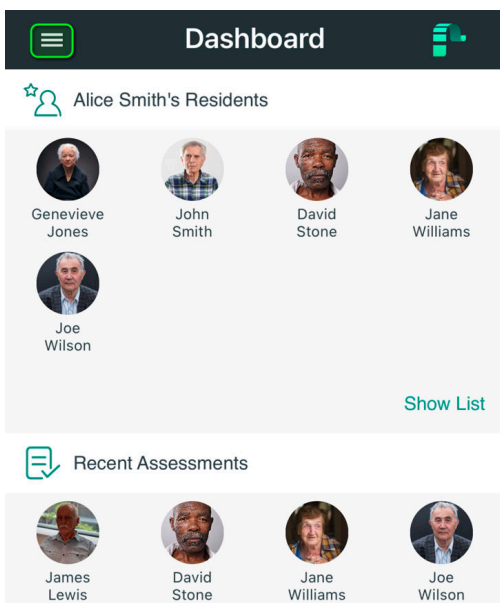
### NOTE

Updating your details will update your name on historical assessments in PainChek® only. Assessments conducted and sent to an External Integrated Clinical System will not have the name updated.

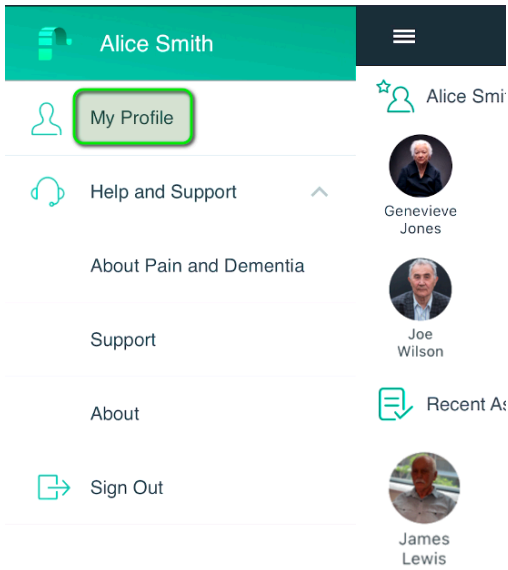
You can view and update your information in the profile settings screen. This includes your Name, Phone Number, Job Title and and Profile Picture.

Follow the steps below to update your profile:

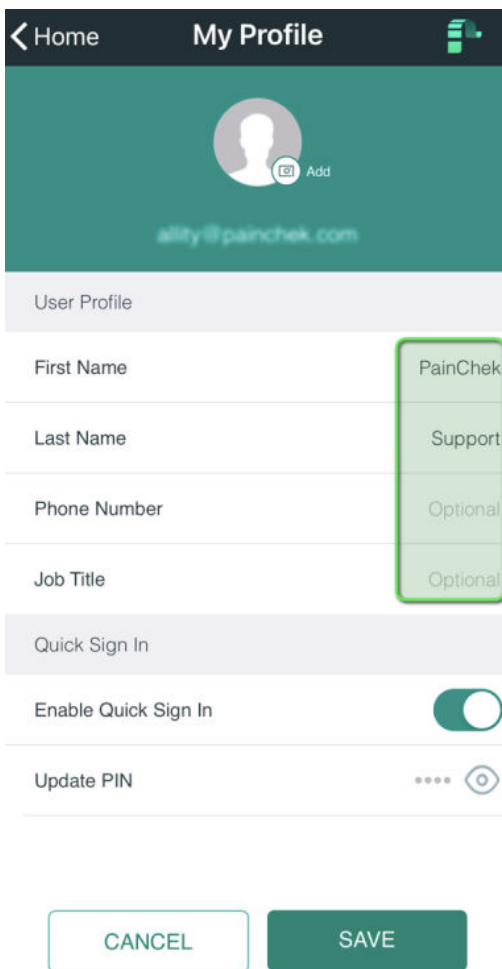
1. Tap the **Menu**:



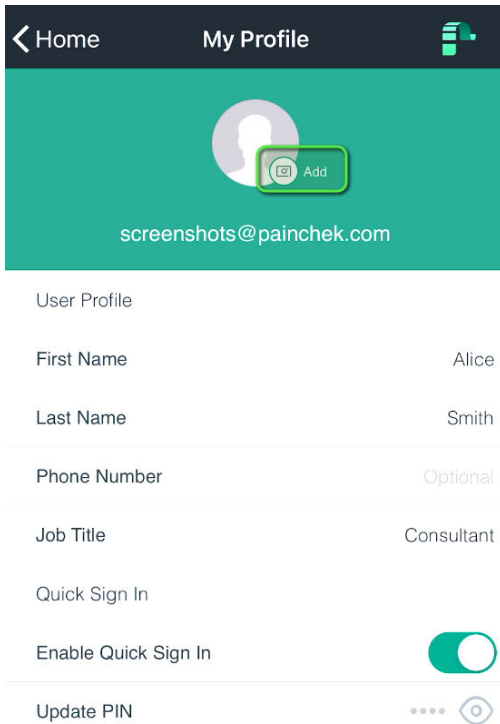
2. Tap on **My Profile**:



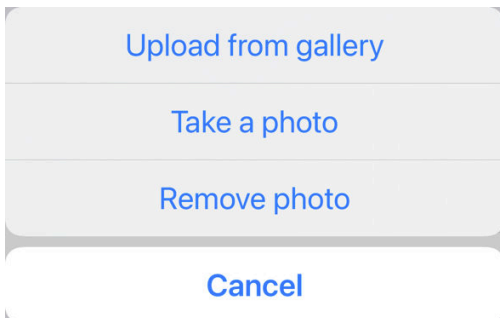
3. If you wish to **Add**, **Change** or **Update** your details, tap on the current value and enter the new value required:



4. If you wish to add, change or remove your Profile Photo, tap the **Add** (visible when you have no profile photo) or **Update** (visible when you have a profile photo) option:



5. Choose one of the options available:



The options are:

- **Upload from gallery** to select a photo that is saved on your device.
- **Take a photo** to use the device's camera to take a new photo.
- **Remove Photo** to remove the existing photo (this option is only visible when there is an existing profile photo).
- **Cancel** to leave the current profile photo unchanged.

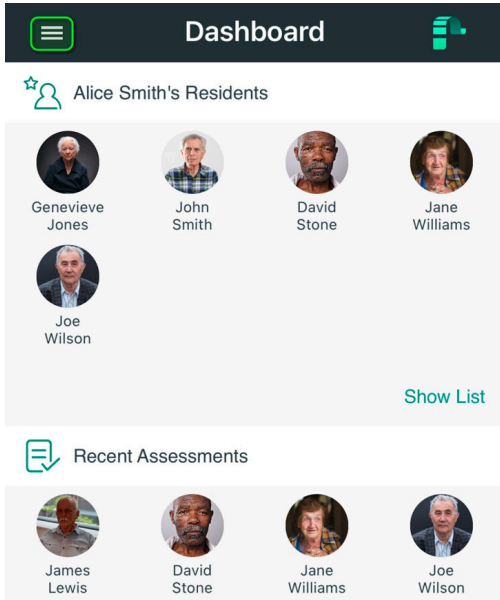
If you chose one of the first two options, follow the instructions on the screen to select or take a new photo. You may be asked to give the PainChek® App access to the photos saved on your device or to the camera on the device.

6. You can also activate the Quick Sign In function in your profile settings by following the [Quick Sign In \[26\]](#) instructions.

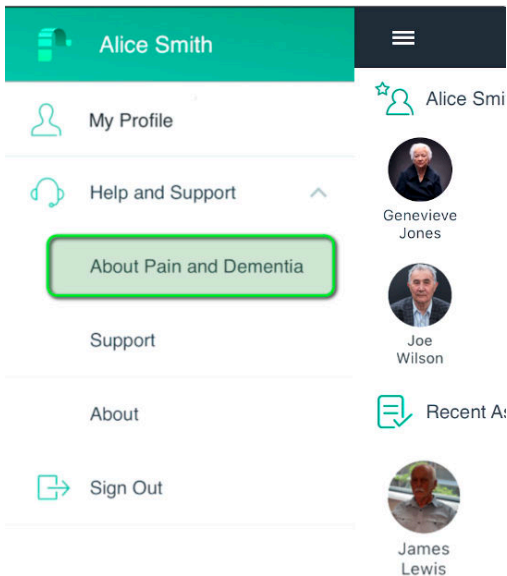
## About Pain and Dementia

You can learn more information about Pain and Dementia from the **About Pain and Dementia** section in the PainChek® App.

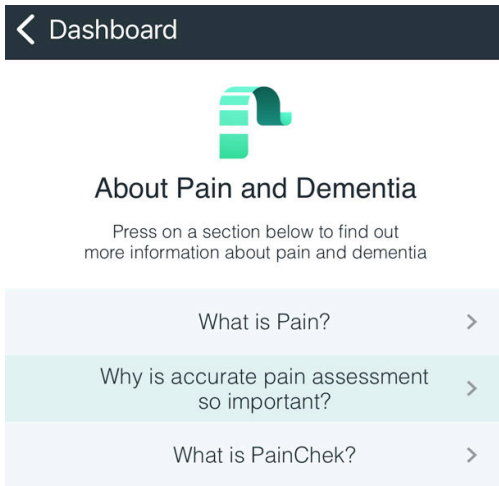
1. Tap the **Menu**:



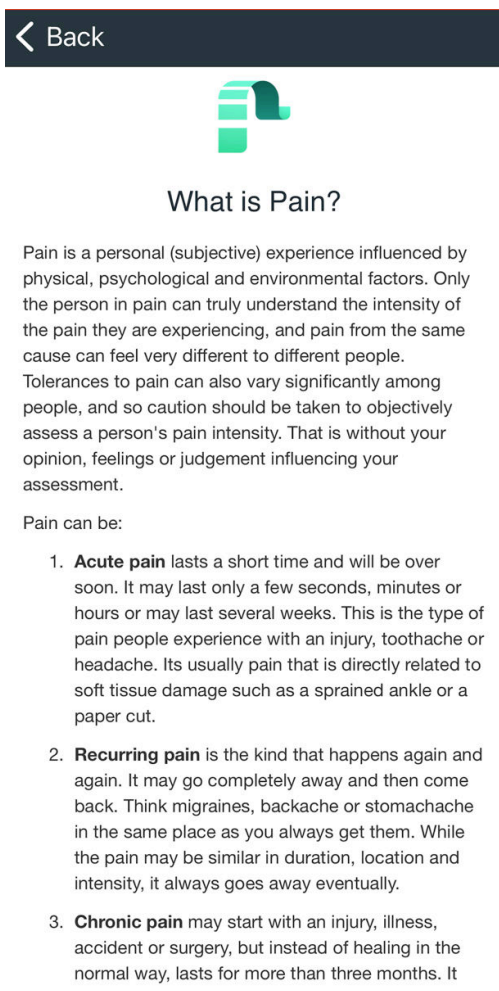
2. Tap on **About Pain and Dementia**:



3. You will then see a list of topics:



4. Tap on one of the topics (e.g. What is Pain?) to view the details:

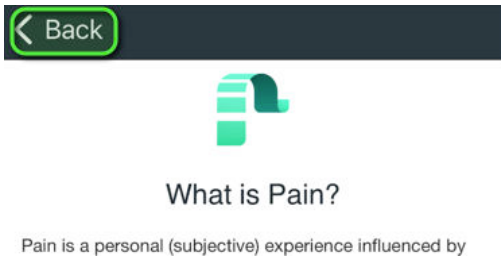


**NOTE**

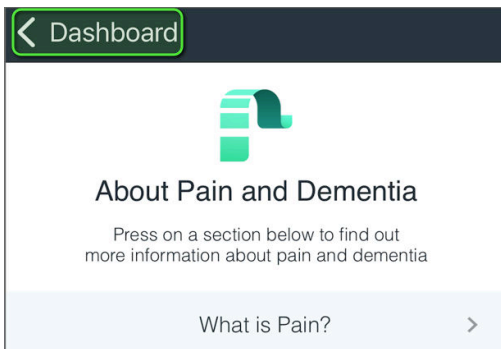
You may need to scroll down to see all of the details in the topic



5. Once you have finished reading a topic, tap on **Back** to return to the list of topics:



6. Repeat steps 4 and 5 as required. Once you have finished with all topics, tap on **Dashboard** to return to the PainChek® Dashboard:



## Managing Residents

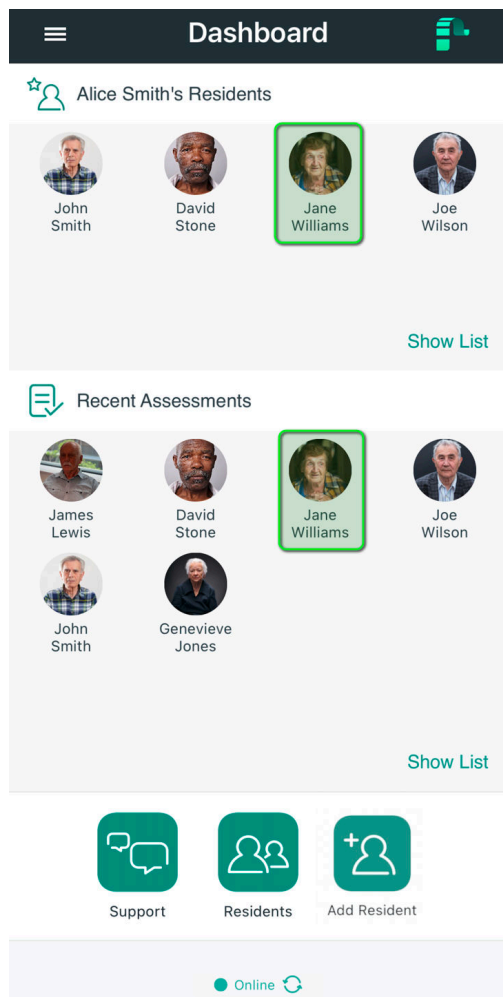
### Viewing a Resident's Profile

The Resident Profile screen allows you to see an overview of the Resident's personal information such as Full Name, Nickname, Date of Birth and Gender, and to access information about past Assessments and comments.

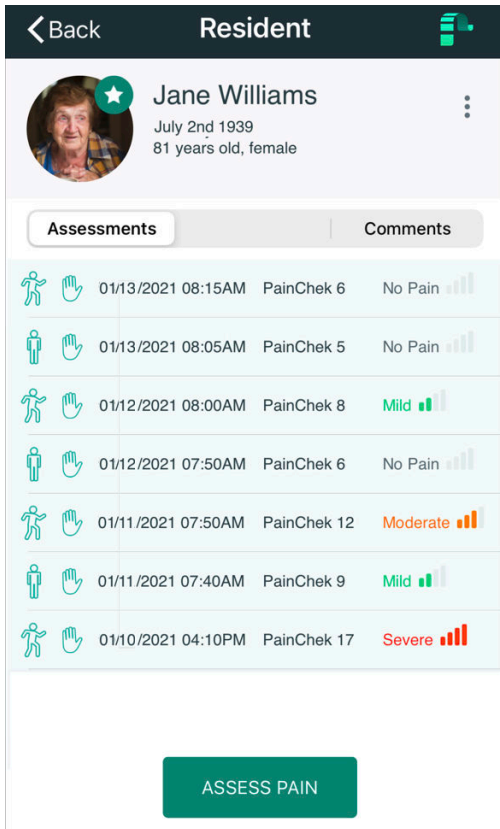
From the Resident Profile screen you can also start an Assessment, edit existing Resident information and archive the Resident.

To access the Resident Profile Screen:

1. If the Resident is tagged as **My Resident** or has had a **Recent Assessment**, tap on their icon on the main Dashboard:

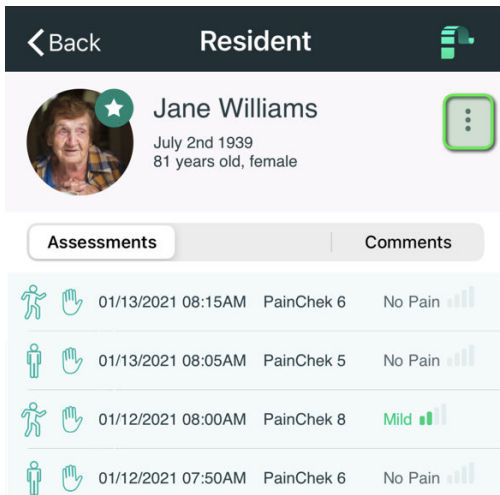


2. Go to the [Finding a Resident \[45\]](#) page to learn how to search for a Resident.
3. This is the **Resident Profile** screen:



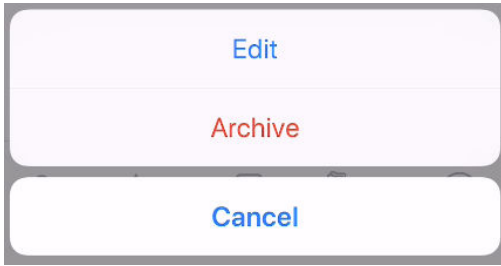
4. Toggle adding/removing a Resident to your **My Resident** list by following [My Residents List \[59\]](#) process.

5. Access additional options from the **Action Menu** such as Editing, Sharing and Archiving by tapping on the **Action Menu** icon:



## Displaying the Resident Actions Menu

It is possible to edit an existing Resident's profile information, archive their Profile and make other changes using the **ACTION** menu:



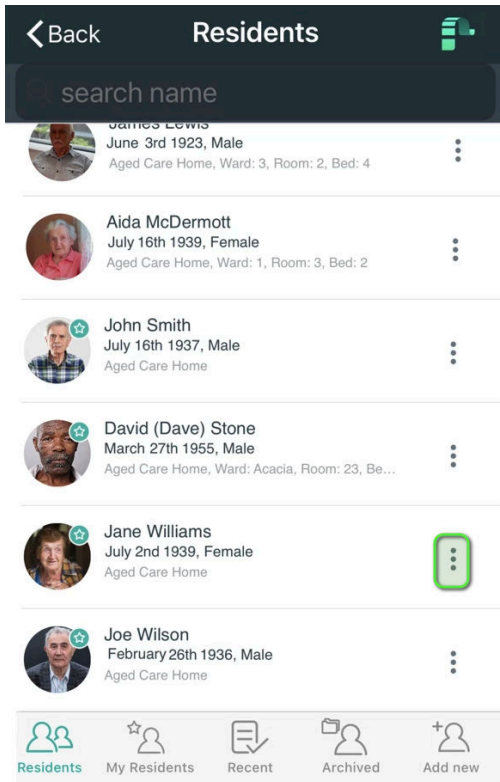
You may see a different set of actions depending on your permission level.

The **ACTIONS** menu can be invoked one of two ways:

1. If you are viewing a Resident's profile (see [Viewing a Resident's Profile \[42\]](#)), tap the **ACTIONS** button next to the Resident's name:

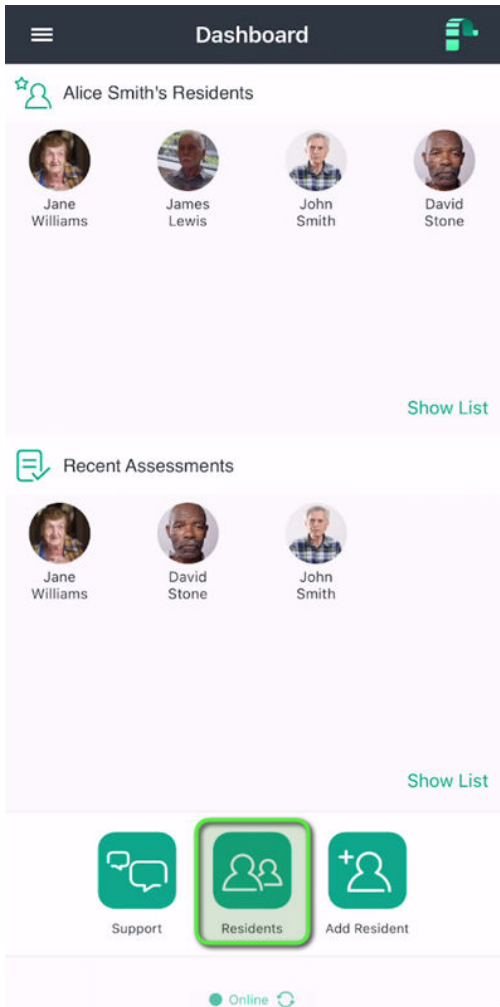


2. If you found a Resident using the Resident List (see [Finding a Resident \[45\]](#)), tap the **ACTIONS** button next to the Resident's name in the list:



## Finding a Resident

To begin finding a Resident, tap on the Residents button on your Dashboard:



## Using the Search Bar

You can use the Search Bar in the Residents section to find a Resident.

1. Tap the **Search Text Box** and type in part or all of the first name and/or last name of the Resident you want to find:



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

## Using Advanced Filtering

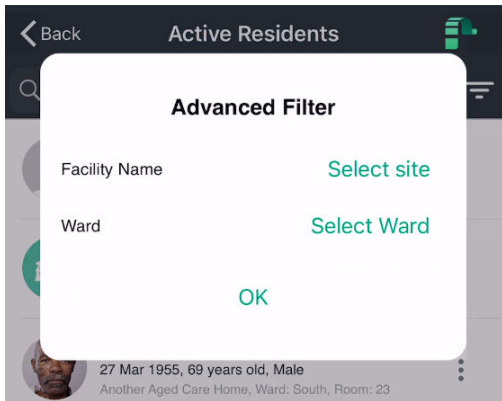
You can use Advanced Filters to make searching for a Resident easier.

### Adding a Filter

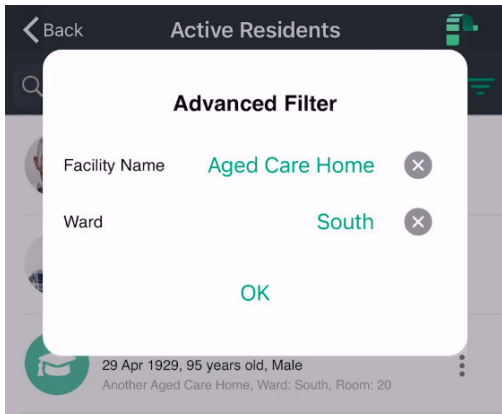
1. To add a filter, tap on the **Filter** button:



2. Select the filter you would like to apply. You can filter by Facility, Ward or both:



3. Tap **OK** to apply the filter:

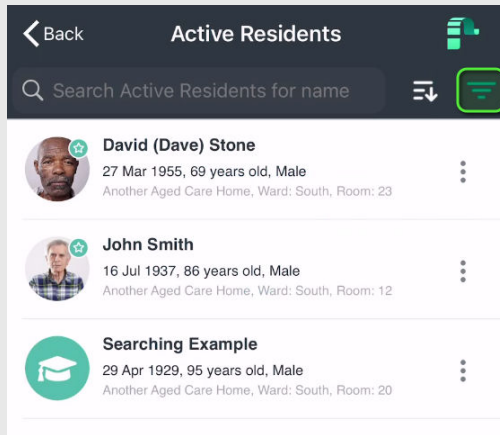


You can now scroll through the filtered Residents list to find a Resident.



## NOTE

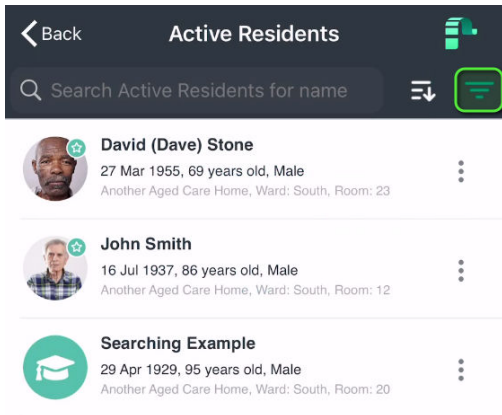
- When a filter has been added, the **Filter** button will change from white to green:



- Please note that you can only filter to 1 facility and 1 ward at a time.
- Please note that you can only filter by facility if your device has been set-up for multiple facilities.

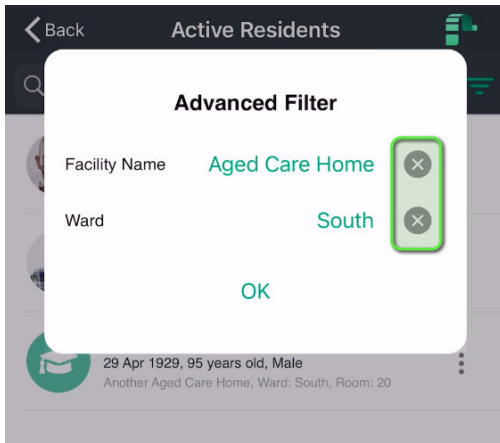
## Removing a Filter

1. To clear the filter, tap on the **Filter** button:



2. Tap on the cross next to each filter to remove them and tap on **OK**:





### NOTE

Once a Filter is added, the Filter remains active until it is removed.

This includes when navigating between Active Residents, My Residents, Recent, Archived and if you log out and log back into the App.

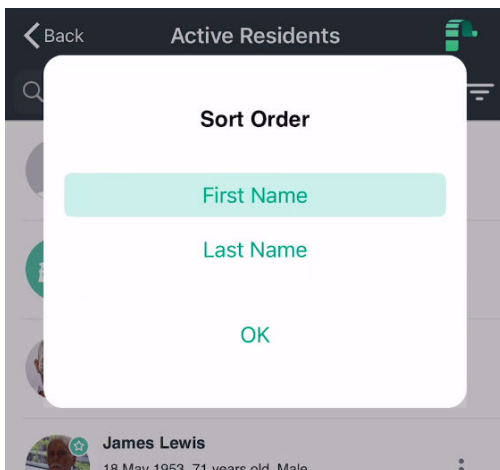
## Using Resident Sorting

You can sort the Residents list to find a Resident.

1. Tap on the **Sort** button:



2. Select if you would like to sort alphabetically by **First Name** or **Last Name**:



You can now scroll through the sorted Residents list to find a Resident.

## Adding a Resident



### NOTE

If your PainChek® Account is integrated with an External Integrated Clinical System, Residents will automatically updated in PainChek®. Please contact the PainChek Support Team if a Resident in your External Integrated Clinical System does not match in the PainChek® System.

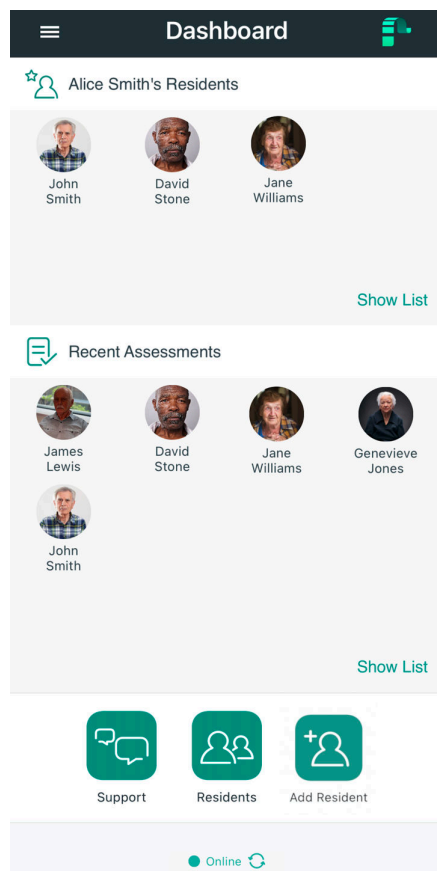


### NOTE

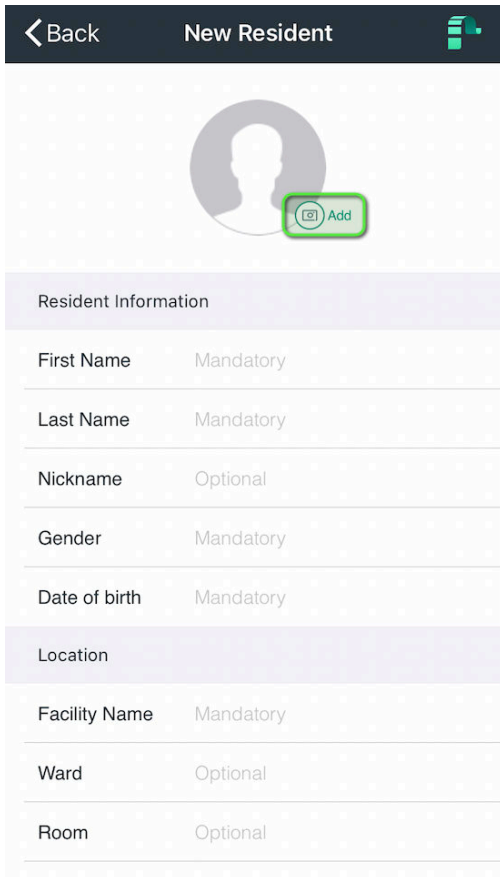
You may not be granted permission to add Resident records. In that case you would not see the **Add Resident** button described below.

When creating a new Resident you will record personal information such as First Name, Last Name, Nickname, Gender and Date of Birth. Complementary information, such as a photo to make identification easier, and/or the resident's Facility Name, Room and Bed Numbers can also be recorded.

1. Tap the **Add Resident** button on your Dashboard:



2. To add a profile picture to the Resident tap **Add** on the profile circle above the form (note that this is an optional action):



**New Resident**

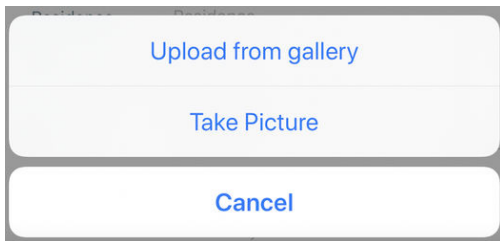
Resident Information

|               |           |
|---------------|-----------|
| First Name    | Mandatory |
| Last Name     | Mandatory |
| Nickname      | Optional  |
| Gender        | Mandatory |
| Date of birth | Mandatory |

Location

|               |           |
|---------------|-----------|
| Facility Name | Mandatory |
| Ward          | Optional  |
| Room          | Optional  |

Choose one of the options available:



The options are:

- **Upload from gallery** to select a photo that is saved on your device.
- **Take Picture** to use the device's camera to take a new photo.
- **Cancel** to leave the Resident with no photo.

If you chose one of the first two options, follow the instructions on the screen to select or take a new photo. You may be asked to give the PainChek® App access to the photos saved on your device or to the camera on the device.

4. Fill in the fields in the form:

4:28 4G

< Back Edit Resident

Update

**Resident Information**

First name Joe

Last name Wilson

Nickname Optional

Gender Male

Date of birth Feb 26 1936

**Location**

Location Aged Care Home

Ward Optional

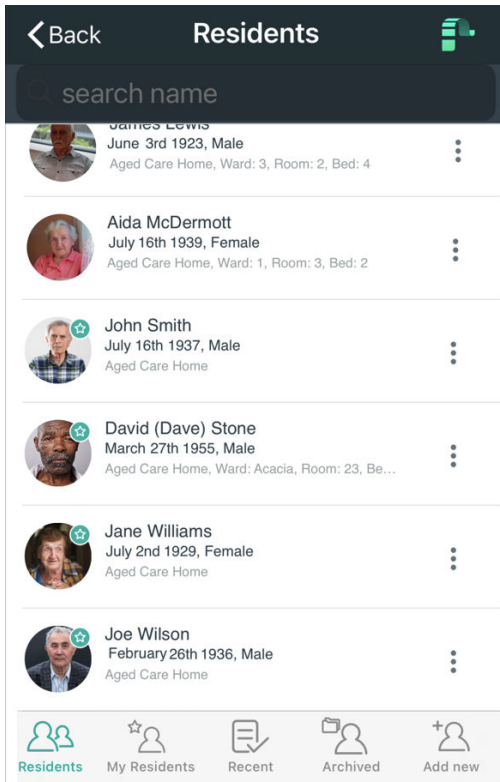
Room Optional

Bed number Optional

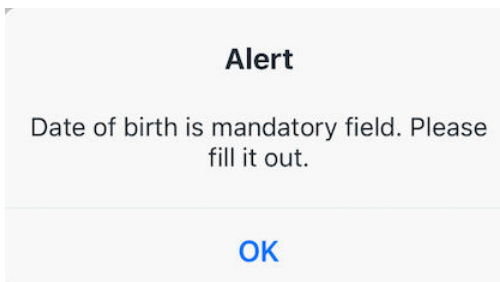
**Training Settings**

Some fields are mandatory and some are optional - the **Shadow Text** (which is displayed in each field before you enter a value for the field) will indicate if the field is mandatory or not.

5. Tap **SAVE** (you may need to scroll down to see the **SAVE** button). You can now find the new profile saved in **Residents** section on your Dashboard:



If you tap **SAVE** before completing all mandatory fields, an alert will be displayed informing you of what information is missing. The below screenshot is an example showing the date of birth being missing:



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

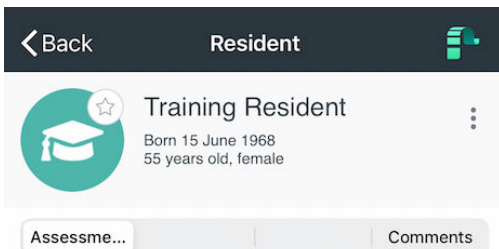
## How to Flag a Resident as a "Training" Resident

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

1. You can do this by activating the **Resident is for training purposes** toggle when creating or editing a Resident. The toggle appears at the bottom of the screen just above the **CANCEL** and **SAVE** buttons:

|   |                                     |
|---|-------------------------------------|
| Gender  | Female                              |
| Date of birth   | Jun 25 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"/> |
| <input type="button" value="CANCEL"/> <input type="button" value="SAVE"/> |                                     |

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



The Training Resident profile picture will be shown in place of the actual profile picture recorded for the Resident.

**NOTE**

1. It is recommended that you name Training Resident records in a way that clearly identifies them. In the example above, the Resident is identified as "Training Resident" as the first name was recorded as "Training" and last name as "Resident".
2. Once a Resident has been marked as a Training Resident, that Resident and their Assessments will no longer be included in any of the standard PainChek® reports.
3. The Training Resident and any associated Assessments will be synced to the PainChek Database and be visible to other PainChek® Users that have access to view it.
4. If a Resident has been marked as a Training Resident incorrectly, edit their profile and clear the **Resident is for training purposes** toggle. This will allow you to see the actual profile picture again and all the Residents Assessments will be reported on.
5. If a Resident is not flagged as a Training Resident, but should be, edit their profile and select the **Resident is for training purposes** toggle. All associated Assessments will then be excluded from reporting.

## Editing a Resident

**NOTE**

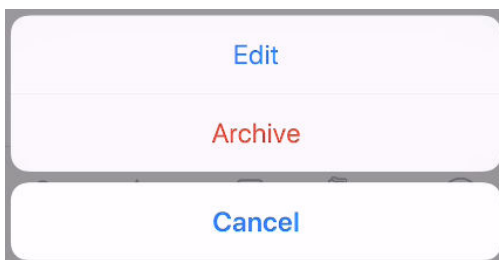
If your PainChek® Account is integrated with an External Integrated Clinical System, Residents will automatically updated in PainChek®. Please contact the PainChek Support Team if a Resident in your External Integrated Clinical System does not match PainChek®.

**NOTE**

You may not be granted permission to edit Resident records.

You can edit a Resident's profile details (e.g. name or date of birth) or photo.

1. [Find the Resident \[45\]](#) and [display the Actions menu. \[43\]](#)
2. Tap **Edit**:

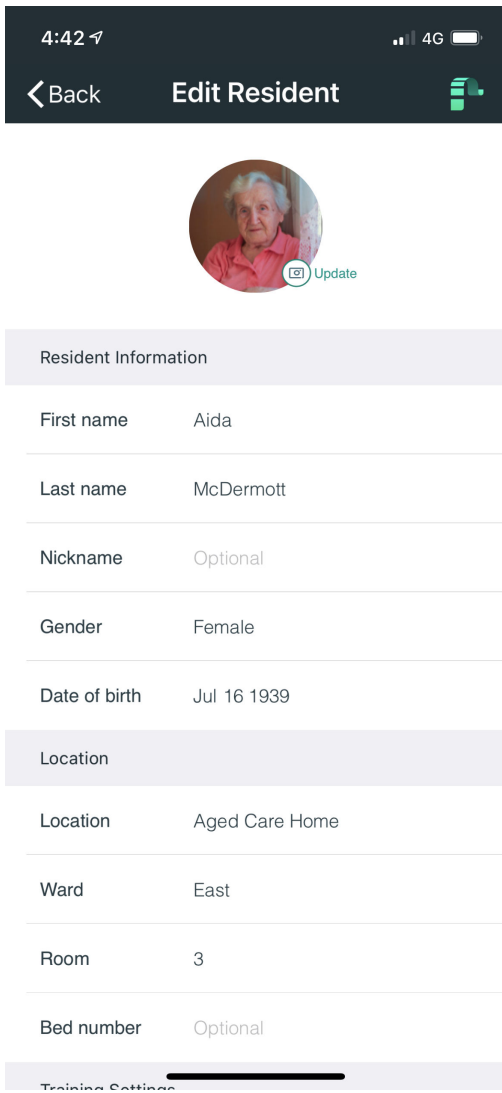




**NOTE**

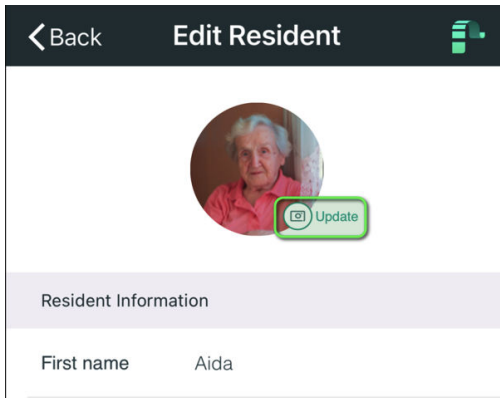
Note that you may see additional options in this menu and/or you may not see the **Edit** option if you do not have the appropriate permissions.

3. To add, change or update the Resident's details, tap on the current value and enter the new value required:

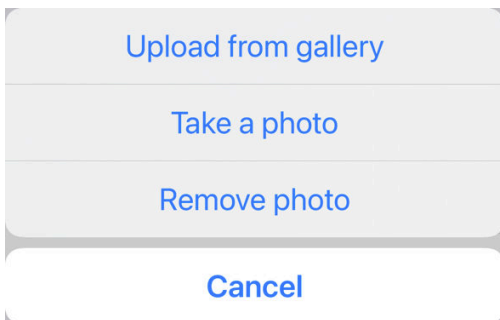


4. To add, change or remove the Resident's profile picture, tap the **Add** (visible when the Resident has no photo) or **Update** (visible when the Resident has a profile picture) option:





Choose one of the options available:



The options are:

- **Upload from gallery** to select a photo that is saved on your device.
- **Take Picture** to use the device's camera to take a new photo.
- **Remove Photo** to remove the existing photo (this option is only visible when there is an existing profile photo).
- **Cancel** to leave the photo unchanged.

If you chose one of the first two options, follow the instructions on the screen to select or take a new photo. You may be asked to give the PainChek® App access to the photos saved on your device or to the camera on the device.

5. Once you would have made the desired change scroll down and tap **SAVE**:



## Adding Comments

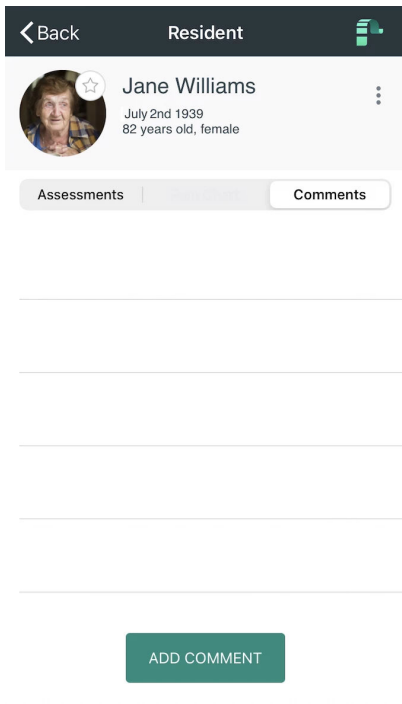


### NOTE

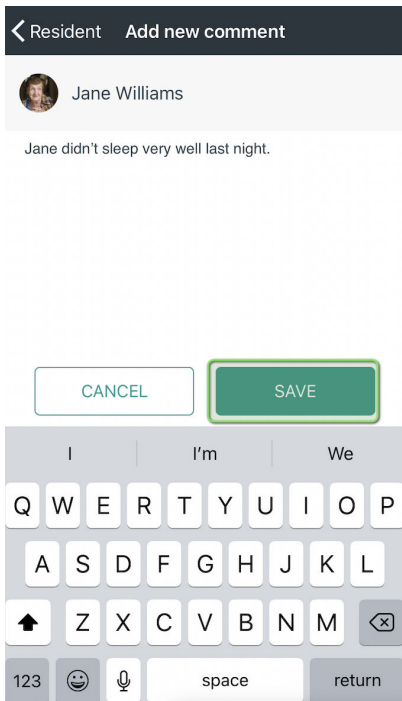
Depending on your User permission level, you may not have the required access to view or create comments. If you require access to view or create comments, please see your PainChek® Administrator.

Comments can be added to a Resident's Profile to record information.

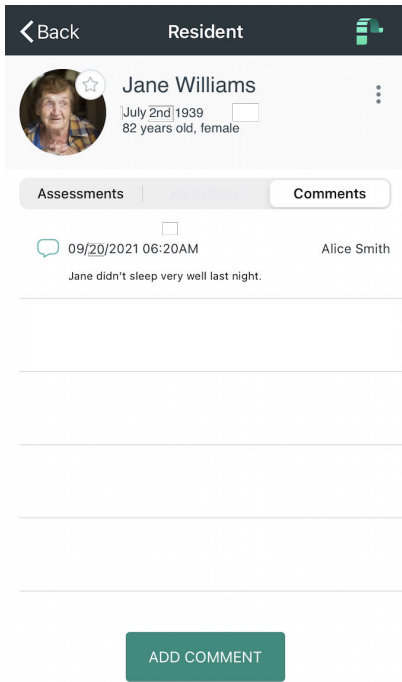
1. Find the Resident [45] and go to the Resident Profile.
2. Tap the **Comments** tab and then at the bottom of the screen tap the **ADD COMMENT** button:



3. Enter your comment and then tap **SAVE**:



4. The newly saved comment is now visible under the **Comments** tab. The list is sorted by newest first:



### NOTE

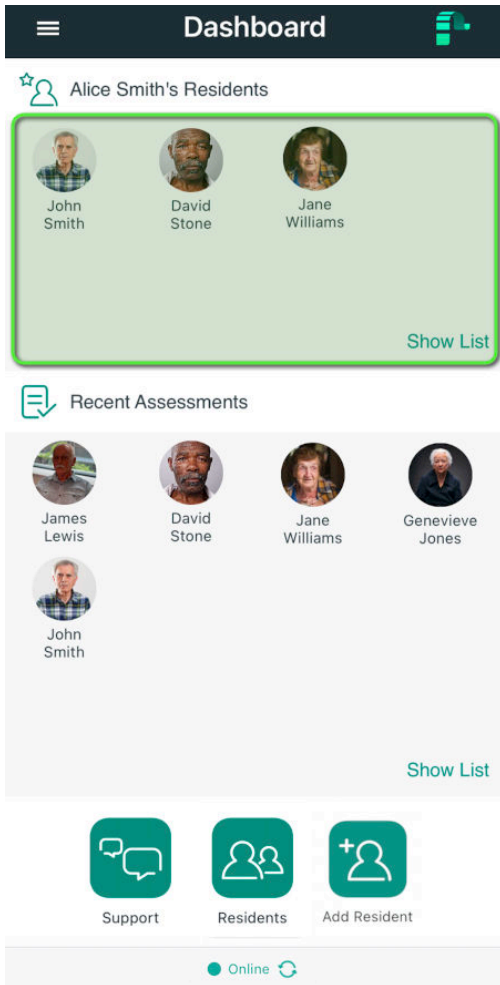
Comments can also be added to Assessments in the additional remarks fields. If a comment is directly related to an Assessment, it should be recorded in the Assessment.

## My Residents List

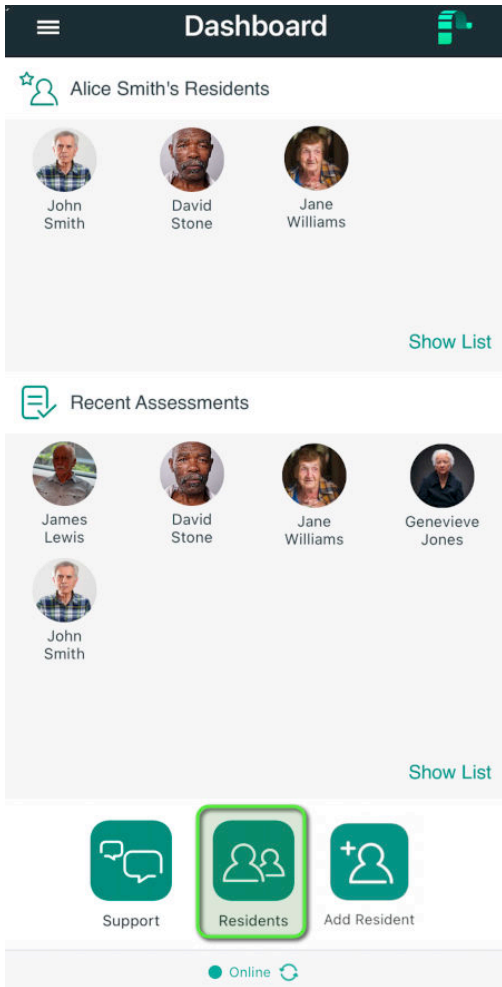
You can create a personal list of Residents that appear in the **My Residents** section to make them easier to find.

### Viewing My Residents List

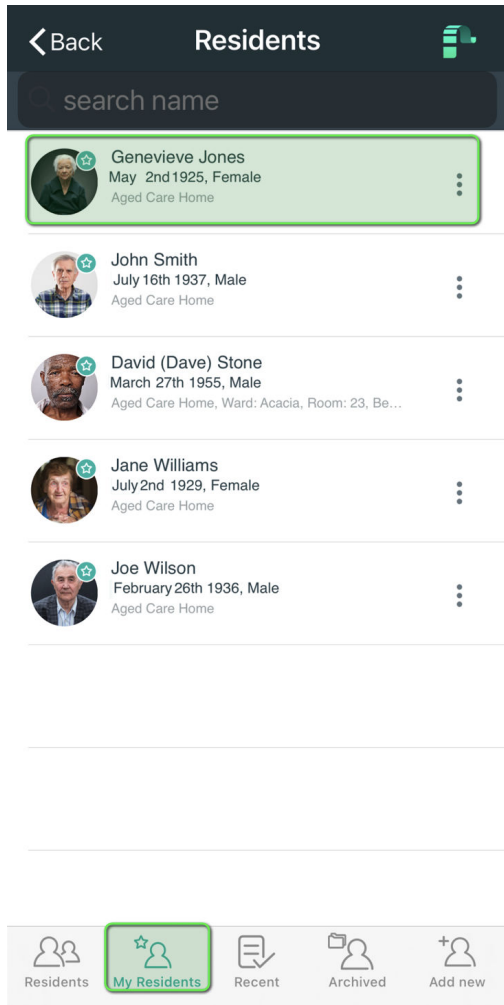
1. Residents added to your list will appear in the **My Residents** section of the main Dashboard shown here personalised as Alice Smith's Residents:



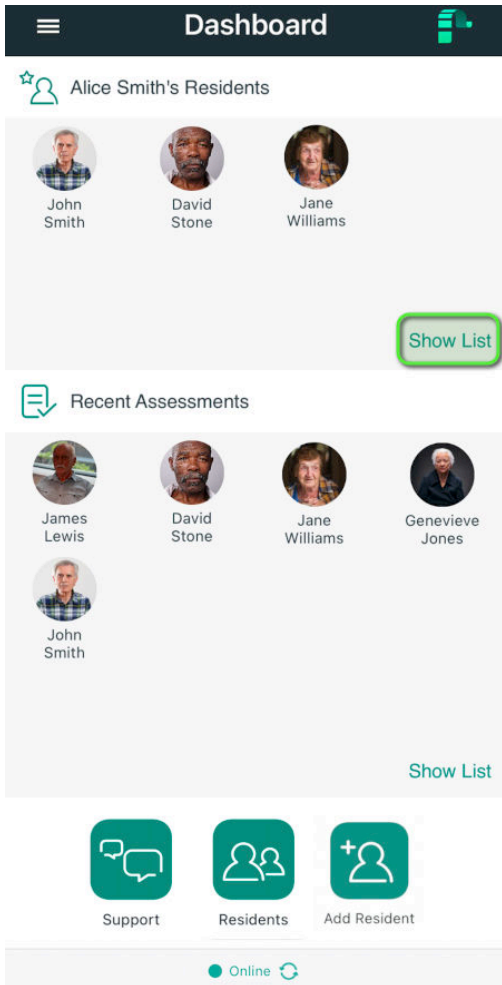
2. They will also show up in the My Residents list within the list of all Residents. The list can be found by tapping on **Residents** from the Dashboard:



3. Then tapping on My Residents:

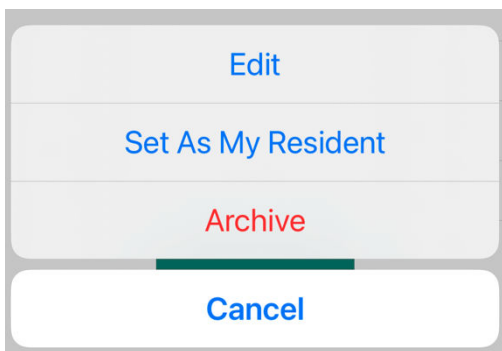


4. It is also possible to jump to the **My Residents** list by tapping the **Show List** option on the main dashboard:

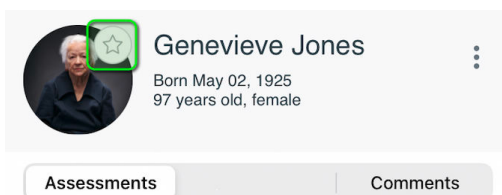


### Adding a Resident to My Residents List

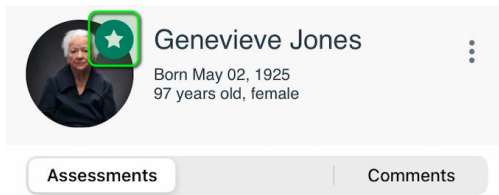
1. Find the Resident and display the Actions menu. [43]
2. Tap on the **Set As My Resident** from the **Actions** menu:



3. An alternate way to add a Resident to your **My Residents** list is to tap on the **Star** next to the Resident's profile picture. Tapping the **Star** will toggle the My Resident selector on and off:

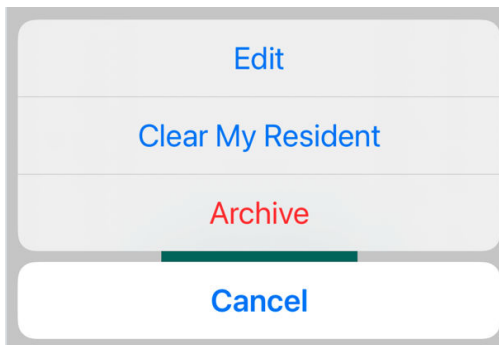


4. The Resident is in your My Residents list when the background of the **Star** is green:

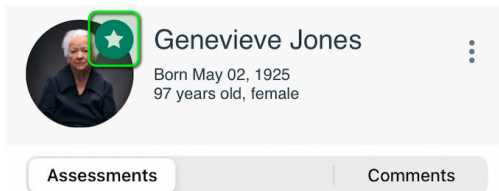


## Removing a Resident from My Residents List

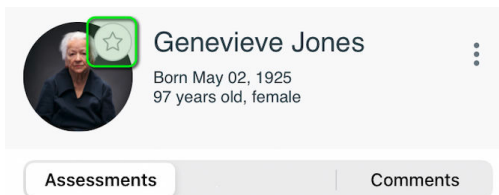
1. Find the Resident and display the Actions menu. [43]
2. Tap the **Clear My Resident** choice from the **Actions** menu:



3. An alternate way to remove a Resident to your **My Residents** list is to tap on the **Star** next to the Resident's profile picture. Tapping the **Star** will toggle the My Resident selector on and off:



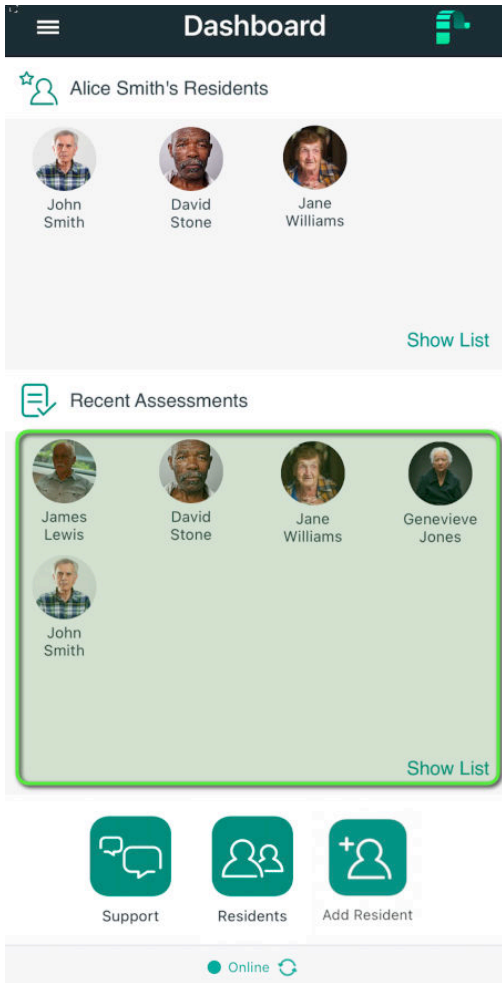
4. The Resident is removed from your My Residents list when the background of the **Star** is white:



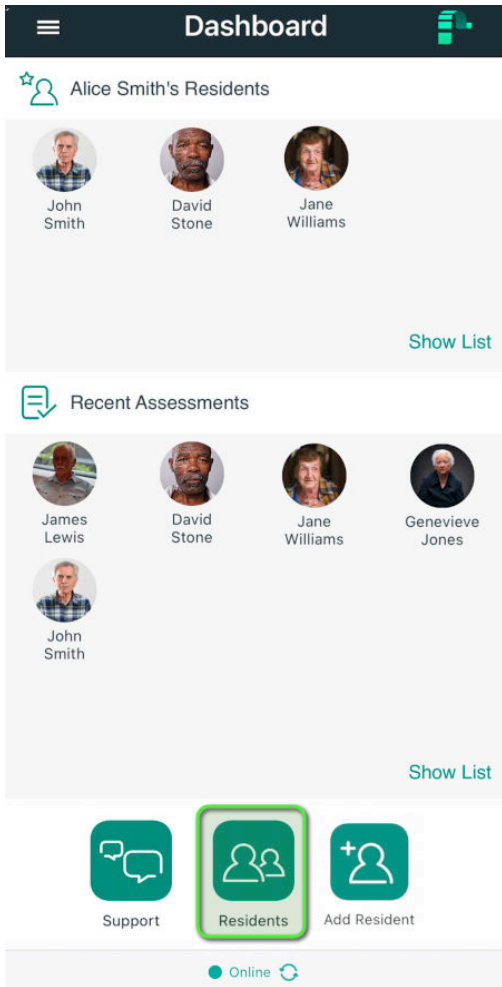
## Recent Assessments List

1. Residents who have recently been assessed are displayed in the **Recent Assessments** list on the Dashboard:

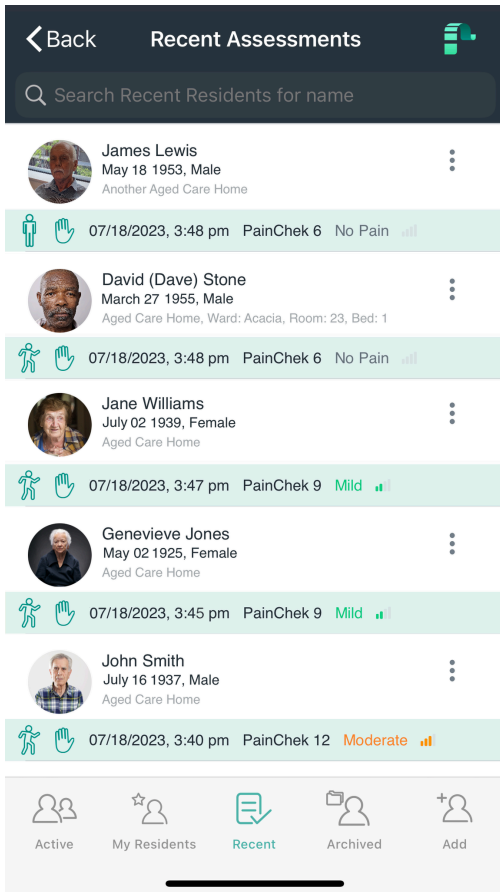




2. To see a more detailed list of the recent Assessments, tap on **Residents** from the Dashboard:

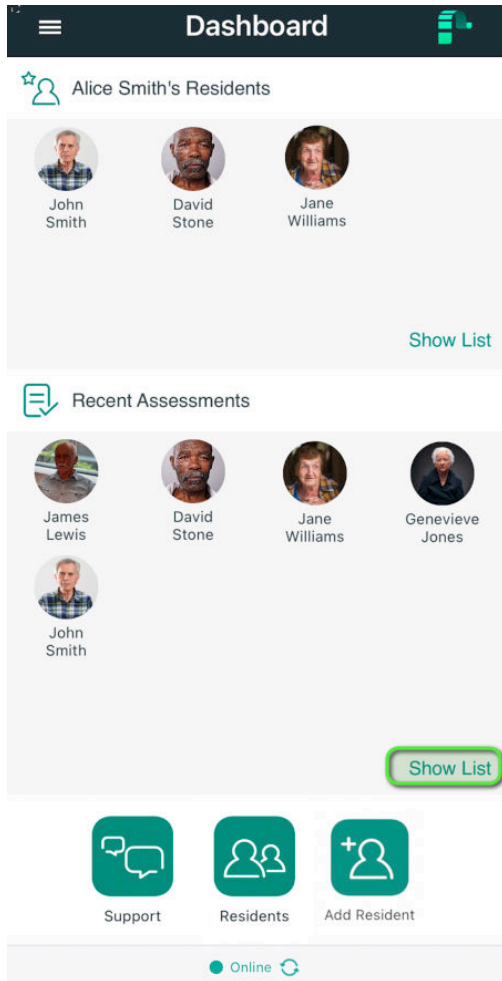


3. Tap on the **Recent** button:



This list shows a summary of the **Recent Assessments** (with the most recent assessment at the top of list). You can see the details of the Resident who was assessed, what type of Assessment was conducted and the result of the Assessment (e.g. the Pain Intensity).

4. It is also possible to jump to the recently Assessed Resident list by tapping the **Show List** option on the **Dashboard**:



## Archiving a Resident



### NOTE

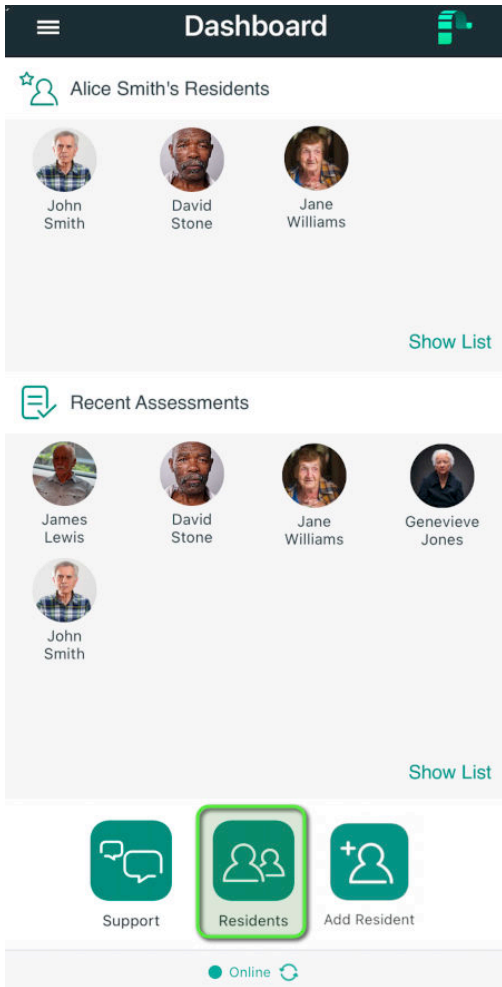
If your PainChek® Account is integrated with an External Integrated Clinical System, Residents will automatically updated in PainChek®. Please contact the PainChek Support Team if a Resident in your External Integrated Clinical System does not match PainChek.

An archived Resident is a Resident that is no longer active (e.g. have been discharged, transferred to another facility or passed away). Updating a Resident profile and conducting an Assessment are not possible when a Resident is archived.

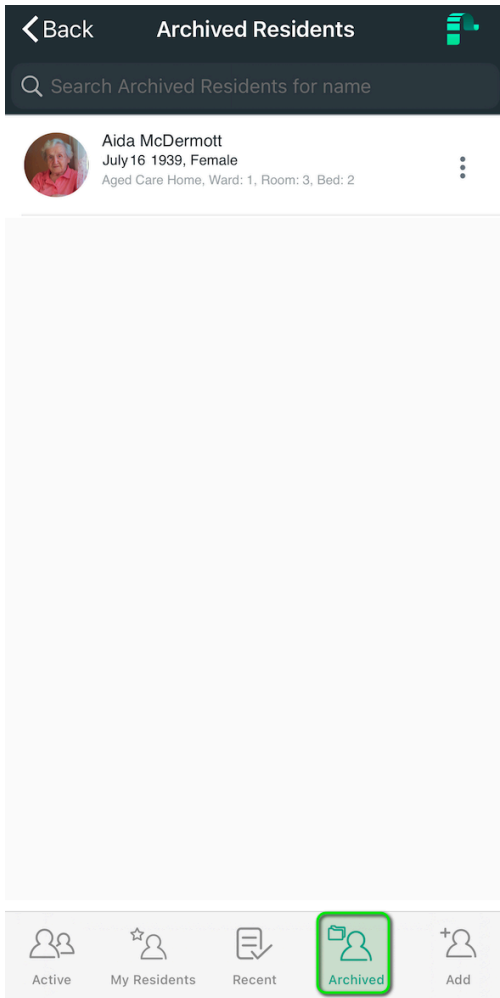
Archiving a Resident doesn't delete the Resident or any of their data - it simply places them in a different group to make identifying and working with your Residents list easier.

### Viewing Archived Residents

1. Archived Residents can be accessed by tapping **Residents** button:



2. Tap on **Archived** to view the list of archived Residents:



## Archiving a Resident

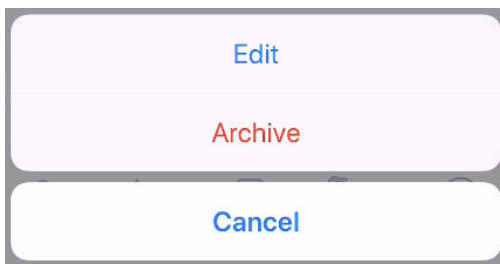


### NOTE

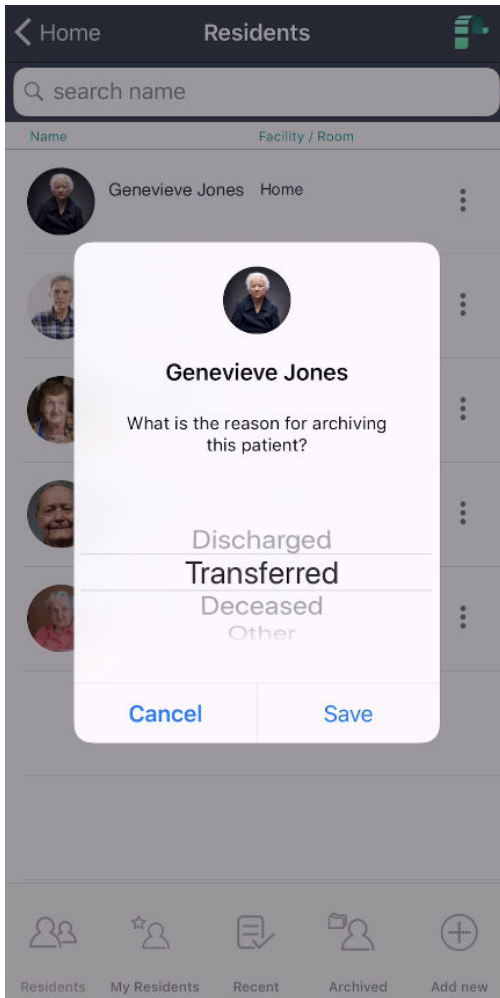
You may not be granted permission to archive Residents.

1. In order to archive a Resident, the first step is to [Find a Resident \[45\]](#) and [display the Actions menu. \[43\]](#)

2. Tap the **Archive** choice from the Actions menu:



3. Tap on one of the archive reasons: **Discharged, Transferred, Deceased** or **Other**:



3. Tap **Save**.

## Restoring a Resident

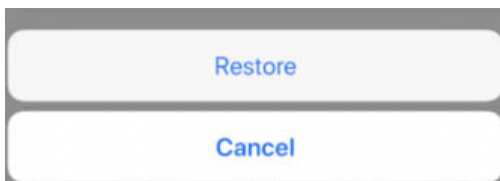


### NOTE

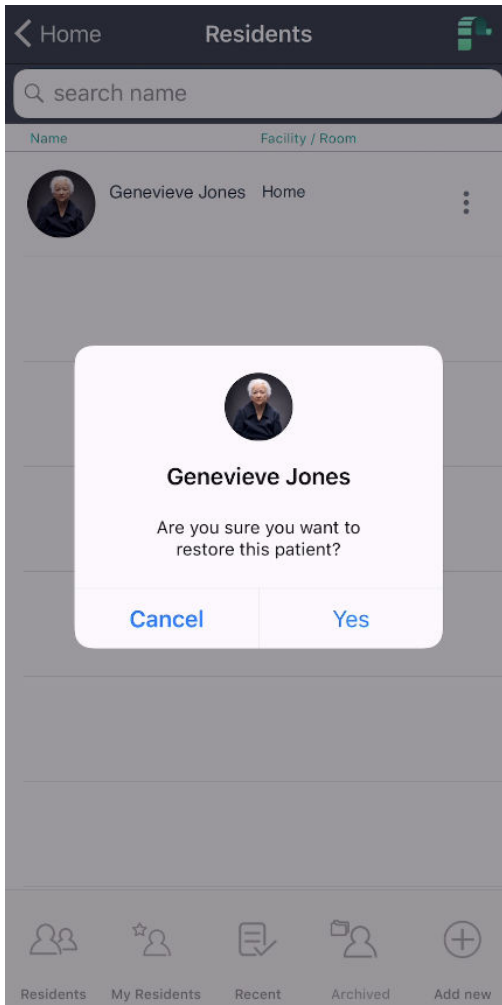
You may not be granted permission to restore Residents.

1. In order to restore an archived Resident, the first step is [Viewing Archived Residents](#) and display the [Actions menu \[43\]](#).

2. Tap **Restore**:



3. Confirm you want to restore by tapping **Yes**:





## Pain Assessments

### Conducting a PainChek® Assessment

A PainChek® Assessment involves assessing 6 Domains for a Resident: the **Face, Voice, Movement, Behaviour, Activity** and **Body**. A PainChek® Video Assessment uses AI and the device's camera to assess the Face Domain, whilst the user observes the Resident to assess the other 5 Domains.

For each Domain, there are between 4 and 9 Features (or descriptors) to assess, resulting in 42 features in total. Each feature is assessed in a binary way - that is, the feature is assessed as being observed (score = 1) or not observed (score = 0).



#### NOTE

It is recommended to use the PainChek® App in a well-lit indoor environment that allows accurate observation of the Resident whose pain level you want to assess.



#### NOTE

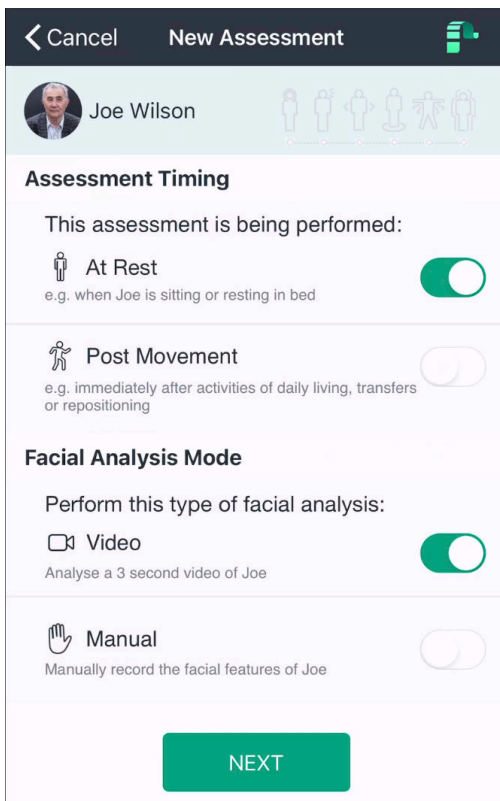
To assess the pain level, the Application does not need to be connected to the Internet. However, it is recommended to stay connected whenever possible to ensure all data is synchronised and updates are installed in a timely manner.

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

1. Find the Resident you would like to conduct an Assessment on and tap on their profile. Tap the **ASSESS PAIN** button:



2. On the **New Assessment** screen, select on the Assessment Timing for the Resident (**At Rest** or **Post Movement**) and then press **NEXT**:

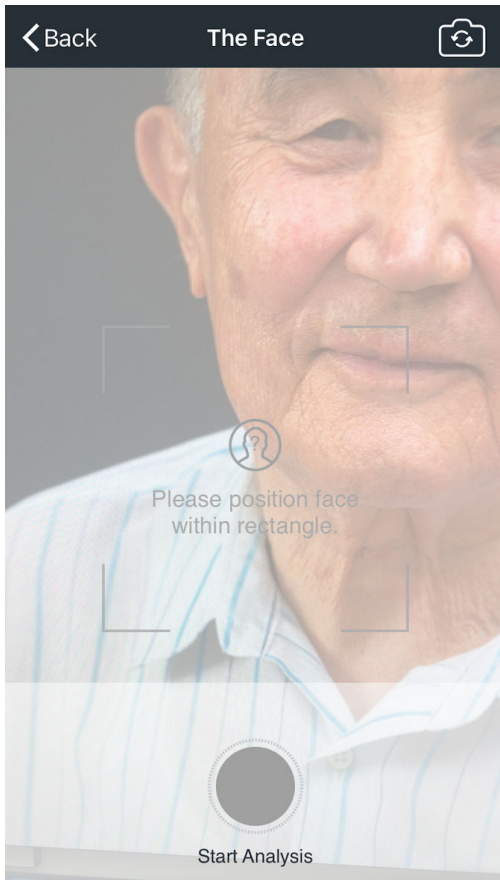




## NOTE

1. The Facial analysis defaults to **Video**, which is what is required for a PainChek® Video Assessment.
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 **At Rest** timing option.

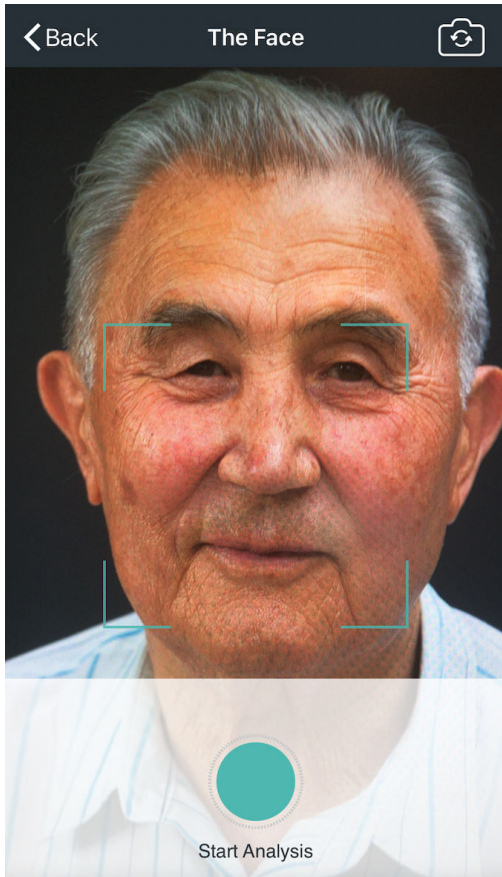
3. The **Face Domain**: The camera is turned on and the image being seen by the camera is displayed:



## NOTE

1. Whilst the camera is not focused on a face, the positioning guides and a **Please position face within rectangle** message are displayed (as can be seen in the image above). In addition, the **Start Analysis** button is greyed out.
2. Sorting the Residents List
3. If this is the first time you are using the PainChek® App on this device, you will be asked to give the PainChek® App access to the camera on your device.

4. Focus on the Resident's face using the smart-device's camera. When the face is detected the screen will become active and the **Start Analysis** button will turn green. Tap on **Start Analysis** to commence a 3-second video facial analysis:

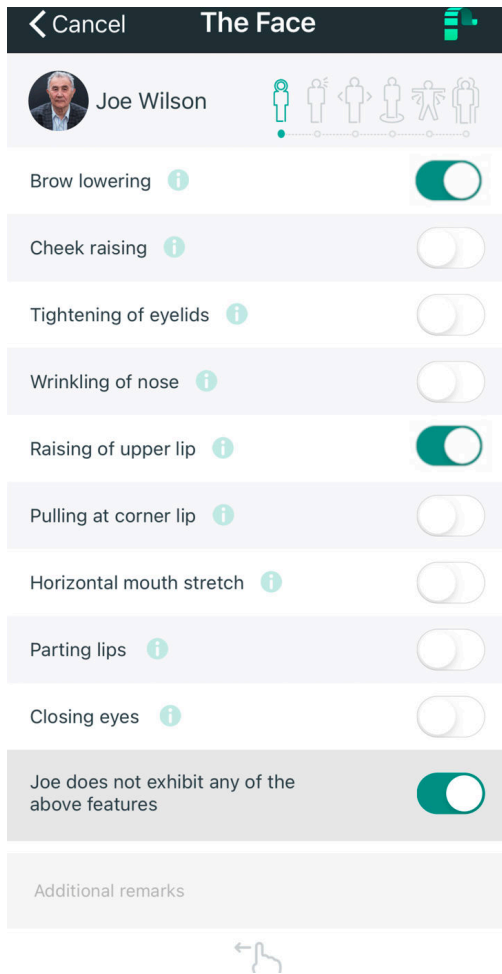


### CAUTION

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 Analysis. If you select this option, follow the [Conducting a Manual PainChek® Assessment \[85\]](#) process to manually assess the face.
- **Cancel** - Abandon the Assessment.

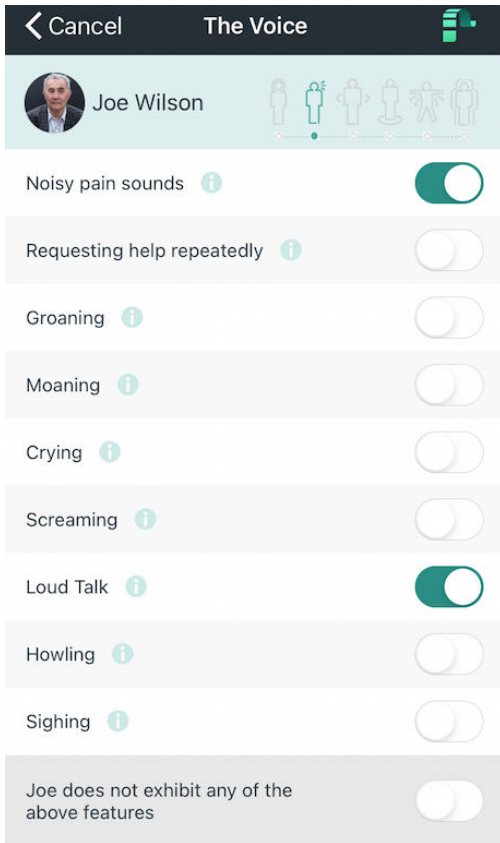
5. Once the Video Facial Analysis is successfully completed the **Face** Domain form is displayed:



### NOTE

1. The Face Domain Features detected will be automatically selected and all of the 9 Face Domain Features are locked. In the screenshot above, no Face Domain Features were detected during the Video Facial Analysis.
2. See the [PainChek® Assessment Additional Functionality and Tips \[89\]](#) section for additional tips about Domain Assessment process.
3. Once you have reviewed **The Face** Domain features, swipe left to go to the next Domain (**The Voice**).

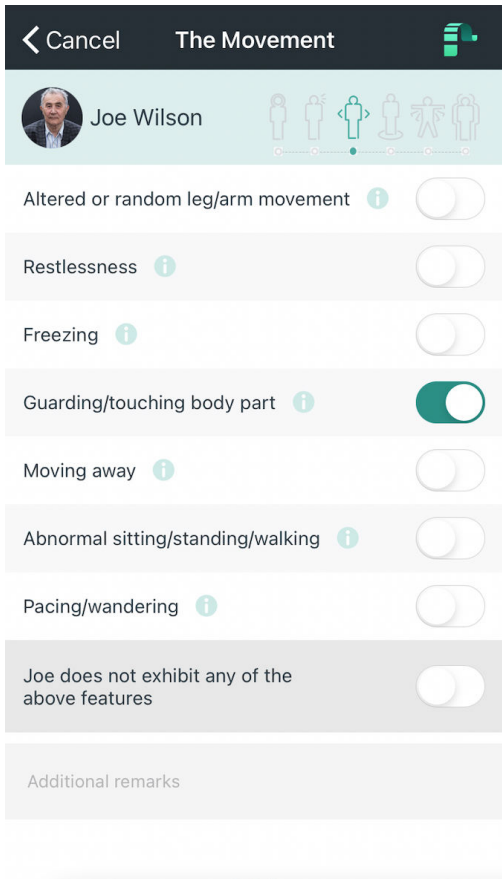
6. The **Voice** Domain: Whilst observing the Resident select those features from **The Voice** Domain that the Resident is exhibiting:



**NOTE**

1. In the screenshot above, the User has observed two Features for this Domain.
2. See the [PainChek® Assessment Additional Functionality and Tips \[89\]](#) section for additional tips about assessing this Domain for the Resident, including recording audio of the Resident.
3. Once you have reviewed the **Voice** Domain features, swipe left to go to the next Domain (**Movement**).

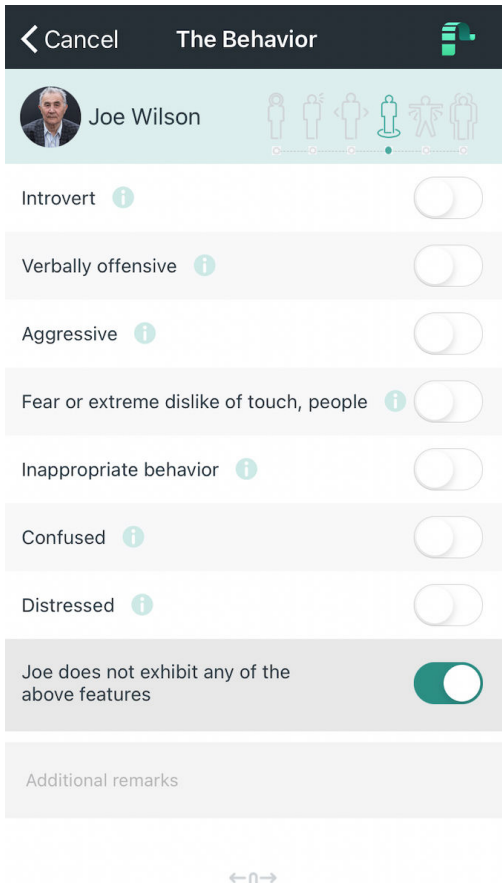
7. The **Movement** Domain: Whilst observing the Resident select those features from the **Movement** Domain that the Resident is exhibiting:



**NOTE**

1. In the screenshot above, the User has observed one Feature for this Domain.
2. See the [PainChek® Assessment Additional Functionality and Tips \[89\]](#) section for additional tips about assessing this Domain for the Resident.
3. Once you have reviewed the **Movement** Domain features, swipe left to go to the next Domain (**Behaviour**).

8. The **Behaviour** Domain: Whilst observing or through clinical review of the Resident select those features in the **Behaviour** Domain that the Resident is exhibiting:

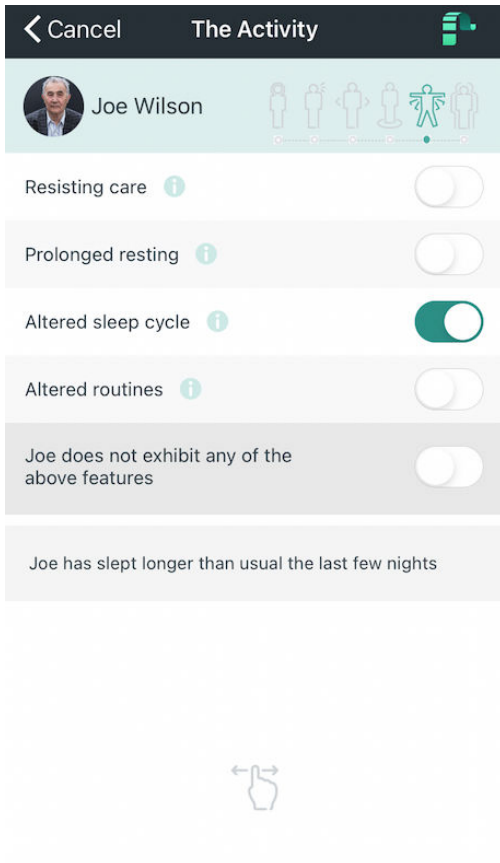


### NOTE

1. In the screenshot above, the User has observed no Features for this Domain.
2. See the [PainChek® Assessment Additional Functionality and Tips \[89\]](#) section for additional tips about assessing this Domain for the Resident.
3. Once you have reviewed the **Behaviour** Domain features, swipe left to go to the next Domain (**Activity**).

### Using the Search Bar





## NOTE

1. In the screenshot above, the User has observed one Feature for this Domain.
2. See the [PainChek® Assessment Additional Functionality and Tips \[89\]](#) section for additional tips about assessing this Domain for the Resident.
3. Once you have reviewed the **Activity** Domain features, swipe left to go to the next Domain (**Body**).

10. The **Body** Domain: Whilst observing or through clinical review of the Resident select those features in the **Body** Domain that the Resident is exhibiting:

**The Body**

Joe Wilson

Profuse sweating *i*

Pale/flushed (red-faced) *i*

Feverish/cold *i*

Rapid breathing *i*

Painful injuries *i*

Painful medical conditions *i*

Joe does not exhibit any of the above features

Additional remarks

**DISPLAY SUMMARY**



**NOTE**

1. In the screenshot above, the User has observed one Feature for this Domain.
2. See the [PainChek® Assessment Additional Functionality and Tips \[89\]](#) section for additional tips about assessing this Domain for the Resident.

11. Once you have reviewed the **Body** Domain, tap on **DISPLAY SUMMARY**. A summary of the Assessment is displayed:

**Assessment**

Joe Wilson  
February 26th 1936  
85 years old, male

At Rest  
Sep 21 2021  
06:04

|                   |                   |
|-------------------|-------------------|
| The Face<br>2     | The Voice<br>2    |
| The Movement<br>1 | The Behavior<br>0 |
| The Activity<br>1 | The Body<br>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 (i.e. the sum of the features recorded in the six Domains) and its' corresponding Pain Intensity (No Pain, Mild Pain, Moderate Pain, Severe Pain). The Pain Intensity is assigned according to the following cut-off scores based on calibration against the Abbey Pain Scale (Atee et al. Pain Assessment in Dementia: Evaluation of a Point-of-Care Technological Solution. Journal of Alzheimer's Disease 2017; 60(1):137-150. <https://content.iospress.com/articles/journal-of-alzheimers-disease/jad170375>):

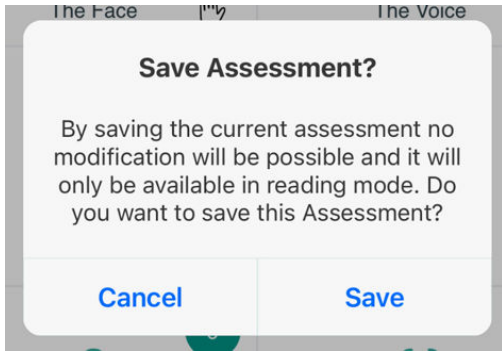
- 0 to 6 = No Pain
- 7 to 11 = Mild Pain
- 12 to 15 = Moderate Pain
- 16 or more = Severe Pain

12. If you want to review or edit the score or details for a Domain, tap on a Domain. Depending on the Domain tapped, you will be returned to step 5 (The **Face** Domain) to step 11 (The **Body** Domain).

Once you are satisfied that all Features you can observe have been selected, you can finalize the Assessment (see the next step).

Otherwise, you may have the option to complete the Assessment at a later time (the **LATER** button is visible in this case). See the [Incomplete PainChek® Assessments \[108\]](#) section for more details.

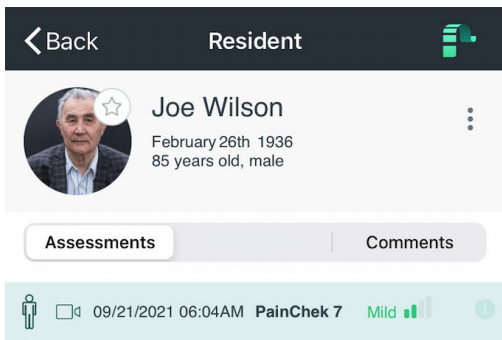
13. After reviewing the Assessment data, tap **SAVE**. You will then be prompted to confirm the save:



Your options are:

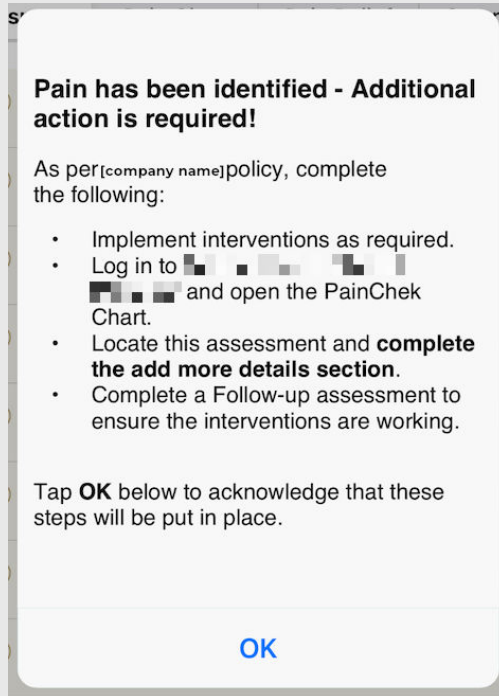
- **Save** the Assessment. Once saved the Assessment cannot be updated. It will also be synchronised to the PainChek® database (immediately, if you are currently online, otherwise the next time you are online).
- **Cancel** to return to the **Assessment Summary** form where you can review and update the Assessment.

14. Once the Assessment is saved, you will be returned to the Resident Profile screen and will see the newly completed Assessment is at the top of the list:



**NOTE**

The PainChek® App may be set-up to provide you with a reminder of required next steps after you've conducted an assessment. These reminders are customised by your organisation and will look similar to the example below.



## Conducting a Manual Facial Analysis

A Manual Facial Analysis is one where the Face Domain is assessed by the User, rather than using the device's camera to conduct a Video Facial Analysis.

A Manual Facial Analysis should only be carried out when:

- The Video Facial Analysis is unsuccessful, or
- When it is not practical to perform a Video Facial Analysis

Examples of conditions where undertaking a Manual Facial Analysis may be appropriate:

- Inadequate lighting

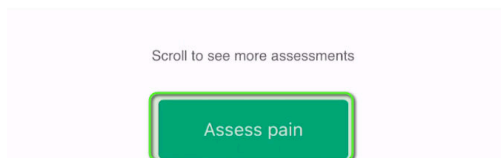
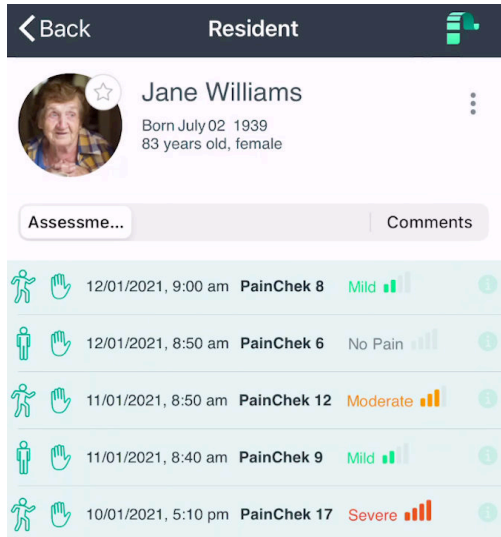
**NOTE**

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 the lighting conditions.

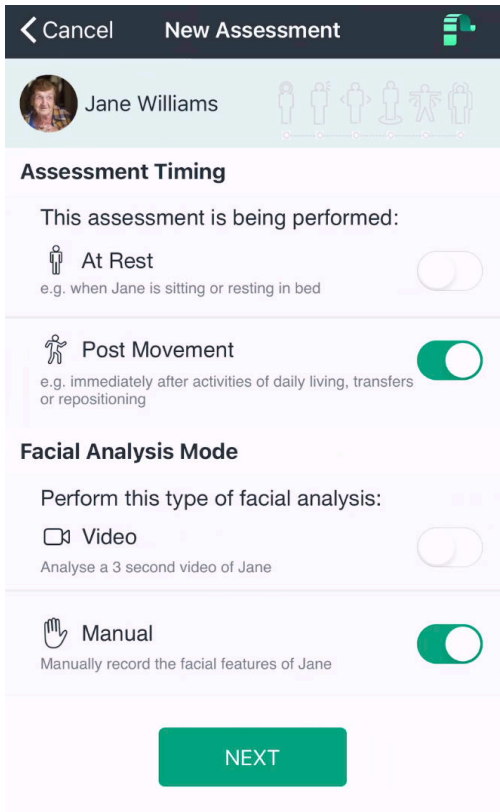
- Where the Resident's face is continuously moving 'out-of-the frame' (e.g. Resident will not stay still).
- Where it is not possible to capture a front on view of the Resident's face (e.g. due to posturing of the Resident in bed, obstruction of one side of the face).
- Where the Resident's behaviour renders it potentially unsafe to conduct a Video PainChek® Assessment (e.g. Resident is too aggressive, agitated, abusive or distressed).

It is recommended that multiple Video Facial Analysis are attempted before conducting a Manual Facial Analysis. Where possible, optimise the conditions to allow an automated analysis. If this is not feasible, then perform a Manual Facial Analysis by selecting the **Manual** option from the **New Assessment** form.

1. Find the Resident [45] and load their profile. On the **Assessments** tab, tap the **ASSESS PAIN** button:



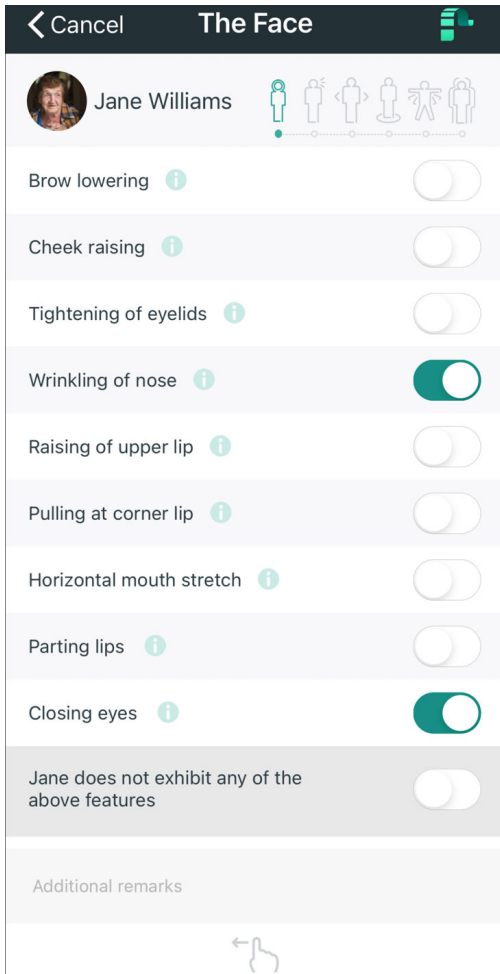
2. On the **New Assessment** screen, select the Assessment timing for the Resident (**At Rest** or **Post Movement**) select the **Manual** Facial Analysis option, and then tap **NEXT**:



## NOTE

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.

3. The **Face Domain**: Whilst observing the Resident's face select the Face Domain Features the Resident is exhibiting. Be certain to observe the Resident's brow, eyes, nose, cheeks and mouth.



## NOTE

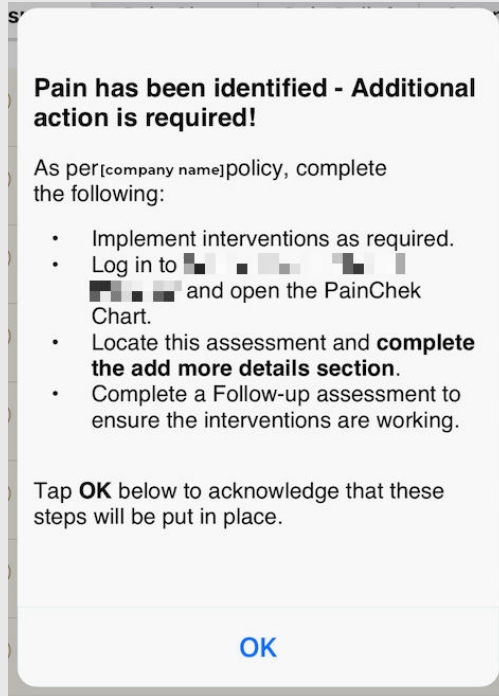
1. In the screenshot above, the User has selected two Features for this Domain.
2. See the [PainChek® Assessment - Additional Functionality and Tips \[89\]](#) section for additional tips about assessing this Domain for the Resident.
3. Once you have reviewed the Face Domain Features, swipe left to go to the next Domain (the **Voice**).
4. Continue with the Assessment (assessing the **Voice** and the other Domains) as you would when conducting a Video Facial Analysis (see [Conducting a PainChek® Assessment \[73\]](#) for instructions).





**NOTE**

The PainChek® App may be set-up to provide you with a reminder of required next steps after you've conducted an assessment. These reminders are customised by your organisation and will look similar to the example below.



**PainChek® Assessment - Additional Functionality and Tips**

When conducting a PainChek® Assessment, use the following additional functionality and tips to improve the Assessment process. Unless specifically noted, they are applicable to all 6 of the Assessment Domains.


**Progress Indicator**

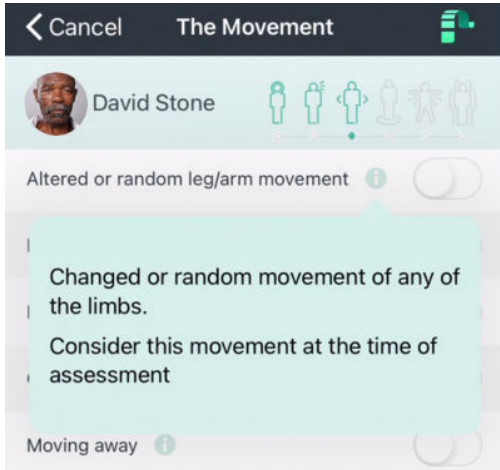
At the top right of the Domain screens, you will see a representation of your progress through the 6 Domains (starting with **The Face** Domain on the left and ending with **The Body** Domain on the right). The current Domain has a dot underneath its icon. A grey icon means you are yet to view that Domain, a green icon indicates the Domain has been completed, whilst an orange icon indicates an incomplete Domain.



As you can see in the screenshot above, the first 3 Domains have been completed.

## Information Bubbles

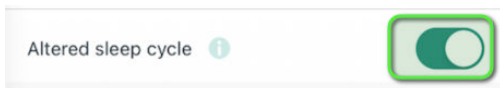
Next to each Feature, you will see a circular  icon. You can tap on this to find out more information about a Feature and when the Feature should be assessed. To hide the information bubble, tap anywhere on the screen:



The Face Domain information bubbles have animations to help understand the Features that are being identified.

## Selecting a Feature

To select a Feature, tap on the toggle next to the appropriate Feature. You do not need to slide the toggle, just tap on it to select it or unselect it:



You can select as many Features as is appropriate for each Domain.

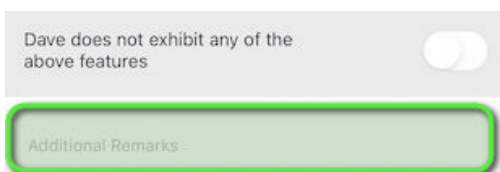
If a Resident does not show any of the Features listed for the Domain, select the **Resident does not exhibit any of the above features** option to explicitly indicate this.

A Domain is not considered complete until you have select at least one Feature, or have selected the **Resident does not exhibit any of the above features** option.

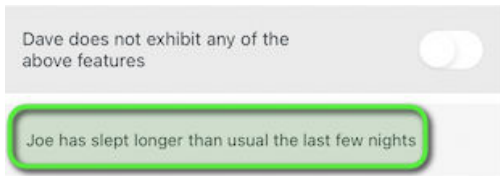
## Additional Remarks

Under the list of Features, you will see an **Additional Remarks** field that allows you to enter an optional comment about that Domain.

Tap on the **Additional Remarks** field to enter a comment:

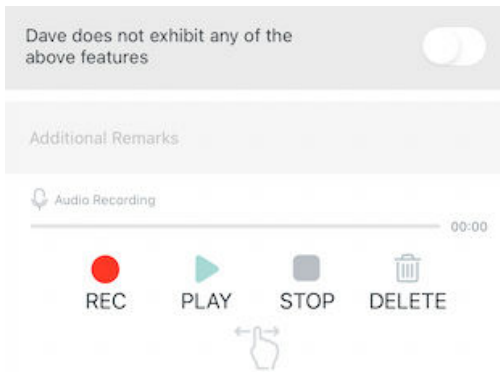


In this example, the User has entered the text "Joe slept longer than usual the last few nights":



## Recording Audio

When assessing **The Voice** Domain, you also have the option to store an audio recording of the Resident to use as reference. Start the recording by tapping the **REC** button (note that you may need to scroll down to see this option). Once you have captured enough audio, tap the **STOP REC** button to finish the recording.



### NOTE

1. If this is the first time you are using the PainChek® App on this device, you will be asked to give the PainChek® App access to the microphone on your device.
2. Once audio is captured, you have the option to playback the audio (tap the **PLAY** button), to re-record the voice (tap the **REC** button) or to delete the recording (tap the **DELETE** button).
3. When [Reviewing a PainChek® Assessment \[100\]](#), you have the option to playback the audio (tap the **PLAY** button), but you can't re-record or delete the recording.

## Navigating Through Domains

When creating a new or reviewing an existing PainChek® Assessment, you can navigate from one Domain to the next by swiping.

Swipe left (from the right side of the screen to the left) to access the next Domain (unless you are on the last Domain, **The Body**).

Swipe right (from the left side of the screen to the right) to access the previous Domain (unless you are on the first Domain, **The Face**).

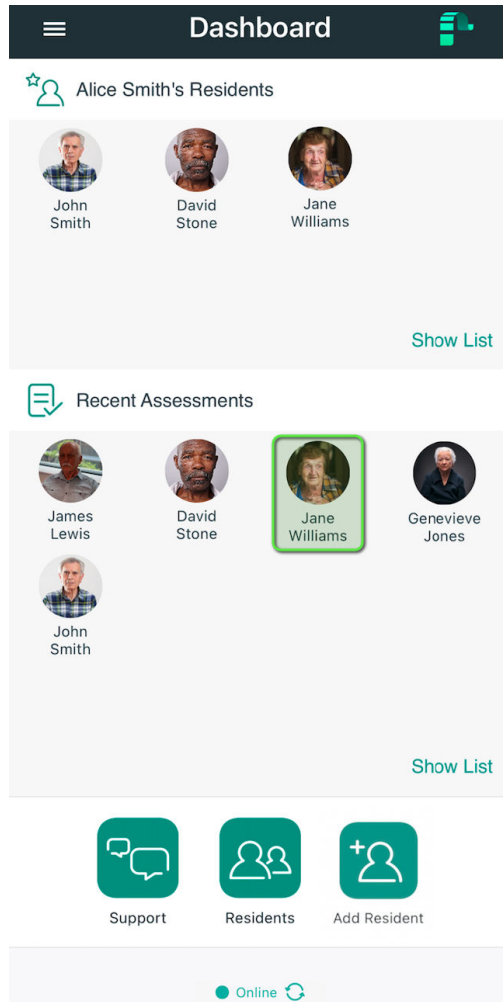
At the bottom of each Domain form, you can also see the available swipe options (you may need to scroll down to see these):



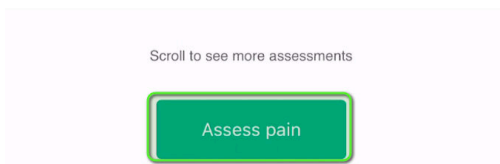
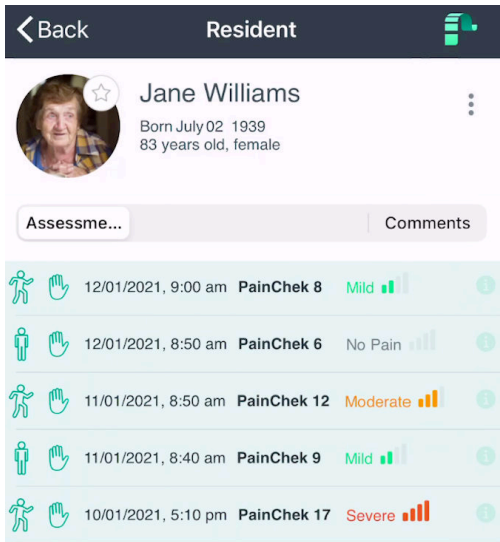
## Conduct a Numeric Rating Scale (NRS) Self-Reporting Assessment

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 will be asked to select which type of Assessment you want to perform - PainChek® or Numerical Rating Scale (NRS). Select the Numerical Rating Scale (NRS) option and press **NEXT**.

< Cancel    New Assessment

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:

Numerical Rating Scale (NRS)  
The NRS is intended to record the resident's self-reported pain intensity on a scale of 0 to 10

PainChek  
PainChek is intended to assess pain in people who cannot self-report their pain, e.g. those with dementia or cognitive impairment

You selected NRS because Jane was **able** to reliably report their pain when asked.

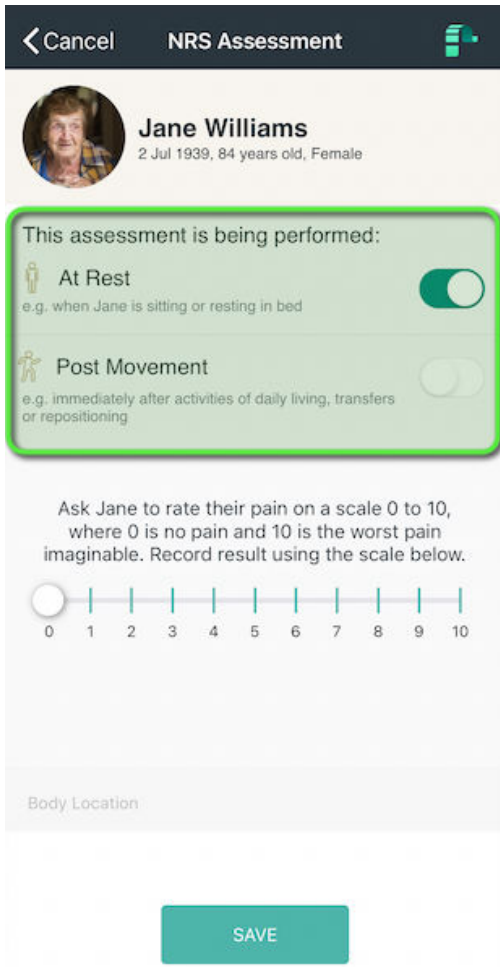
NEXT



**NOTE**

This form will only appear if your PainChek license has been configured to support NRS Assessments. If that option is not enabled on your license, you cannot perform an NRS Assessment. Contact PainChek Support to enable NRS Assessments.

4. Review the Resident's Assessment Timing and tap on the appropriate Assessment Timing (At Rest or Post Movement):




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?" and document their response using the slider:


The screenshot shows the 'NRS Assessment' screen for Jane Williams. At the top, there is a 'Cancel' button and the title 'NRS Assessment'. Below this is a patient profile card for Jane Williams, born 2 Jul 1939, 84 years old, Female. The assessment is being performed under two conditions: 'At Rest' (e.g. when Jane is sitting or resting in bed) and 'Post Movement' (e.g. immediately after activities of daily living, transfers or repositioning). A central instruction box asks Jane to rate their pain on a scale of 0 to 10, where 0 is no pain and 10 is the worst pain imaginable. The scale is shown with a slider set to 5, resulting in an 'NRS Score 5, Moderate' with a bar chart icon. A note states that a score between 4 and 6 is classified as Moderate Pain. Below the scale is a 'Body Location' field. At the bottom is a large teal 'SAVE' button.

6. If pain is present, you may also choose to ask your Resident which part(s) of their body the pain is impacting. Tap on the Body Location field and type in the Body Location reported by the Resident, then tap **SAVE**:



← Cancel    **NRS Assessment**    


---




**Jane Williams**  
2 Jul 1939, 84 years old, Female

---


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

---

Ask Jane to rate their pain on a scale 0 to 10, where 0 is no pain and 10 is the worst pain imaginable. Record result using the scale below.



NRS Score 5, Moderate 

A NRS score between 4 and 6 is classified as Moderate Pain

Body Location

**SAVE**



**NOTE**

Your PainChek license settings may make Body Location a mandatory field. If this is the case, and you attempt to save an Assessment without documenting a Body Location, you'll be prompted to do so.

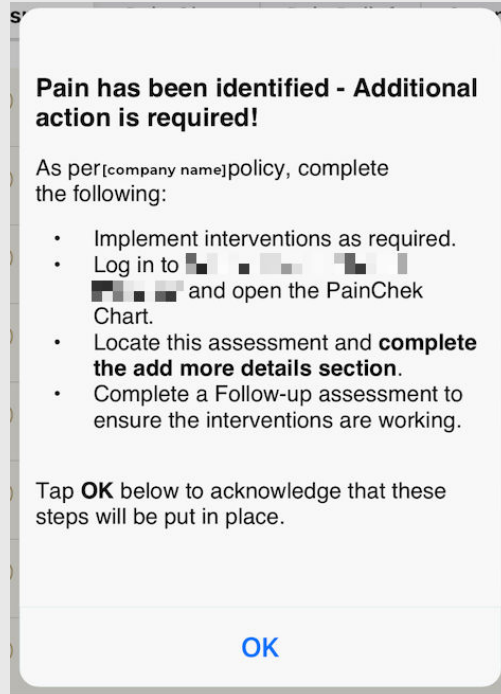


**NOTE**

Every time a new Body Location is recorded for a particular Resident, the Body Location is stored in a list which you can select from in subsequent Assessments. When you tap on the Body Location field, the list of already entered Body Locations will be displayed. Begin typing to search this list, and tap on one of the Body Locations shown to select it.

**NOTE**

The PainChek® App may be set-up to provide you with a reminder of required next steps after you've conducted an assessment. These reminders are customised by your organisation and will look similar to the example below.

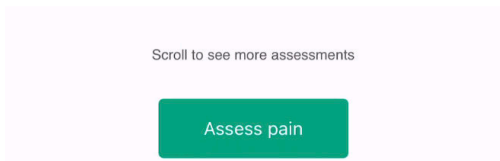


## Pain Assessments Tab





The PainChek® App displays a list of the Assessments conducted for each Resident that can be viewed from the Resident Profile screen.

The Assessments are sorted by date, with most recent Assessment displayed at the top of the list.

1. [Find the Resident \[45\]](#) and tap on their profile. On the **Assessments** tab you will see all of the Assessments conducted on that Resident:



The icons used on the form are:

-  At Rest Timing.
-  Post Movement Timing.
-  Manual Facial Analysis.
-  Video Facial Analysis.

2. If you would like to see more details about the PainChek® Pain Scale and Pain Intensity tap on the info icon to the right of a PainChek® Assessment in the list:

The screenshot shows a patient profile for Jane Williams, born July 02, 1939, 83 years old, female. Below the profile are two tabs: 'Assessme...' and 'Comments'. A list of five pain assessments is shown, each with a date, time, PainChek score, and level. A tooltip titled 'PainChek Levels' is overlaid on the list, providing the following information:

| PainChek Score | Pain Level    |
|----------------|---------------|
| 6 or less      | No Pain       |
| 7 to 11        | Mild Pain     |
| 12 to 15       | Moderate Pain |
| 16 and over    | Severe Pain   |

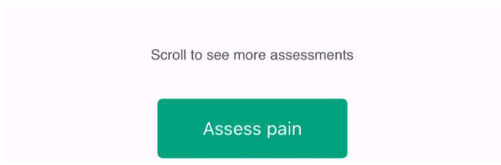
Scroll to see more assessments

Assess pain

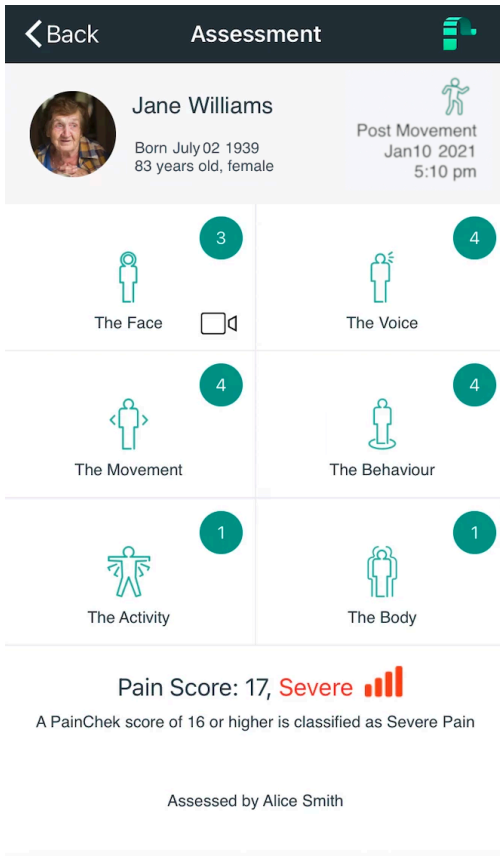
## Reviewing a PainChek® Assessment

You can review a PainChek® Assessment to, for example, check the details for each Domain.

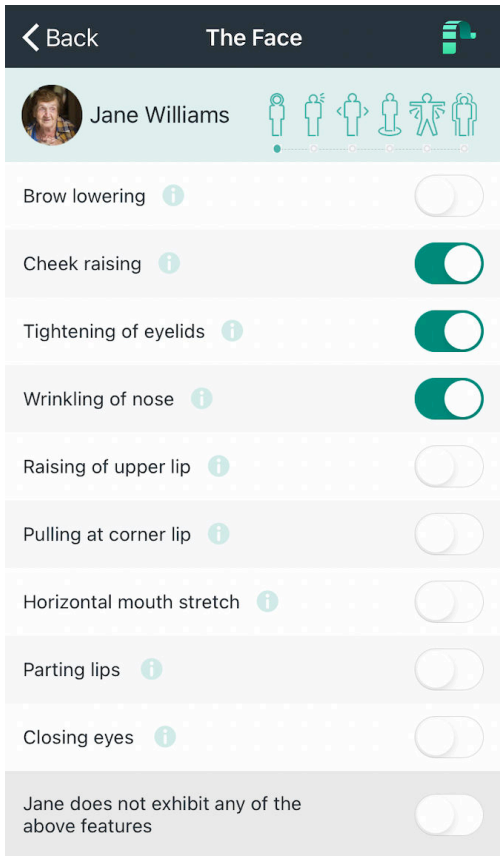
1. Navigate to **Assessments** tab for the Residents of interest (see [Pain Assessments Tab \[98\]](#)):



2. Tap the Assessment you would like to review and the **Assessment** Summary screen will be displayed:



3. Tap the Domain you wish to review. For example, **The Face** Domain:



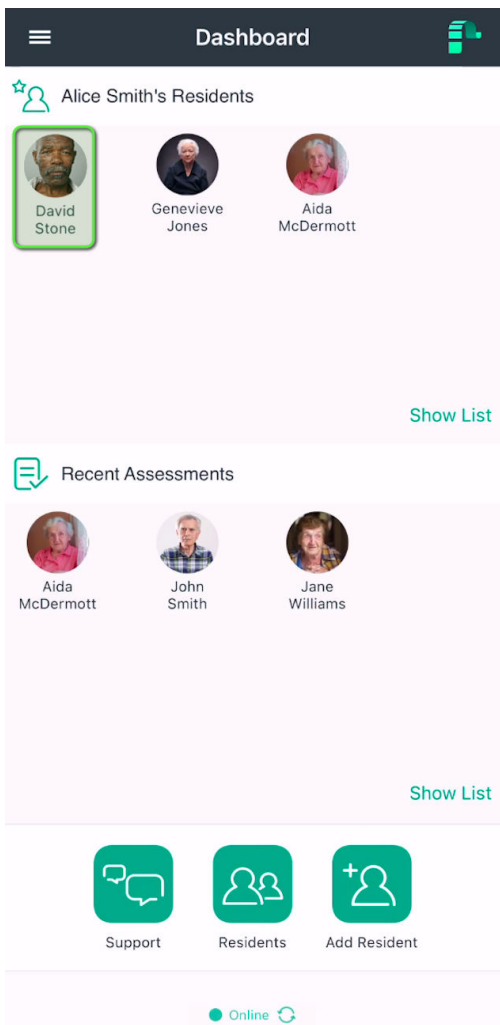
4. Swipe left and right to navigate to and review the 6 Assessment Domains.
5. Tap on the **Back** button to return to the **Assessment** Summary screen.
6. Tap **Back** to return the the Resident Profile screen.

## PainChek® Pain Charting

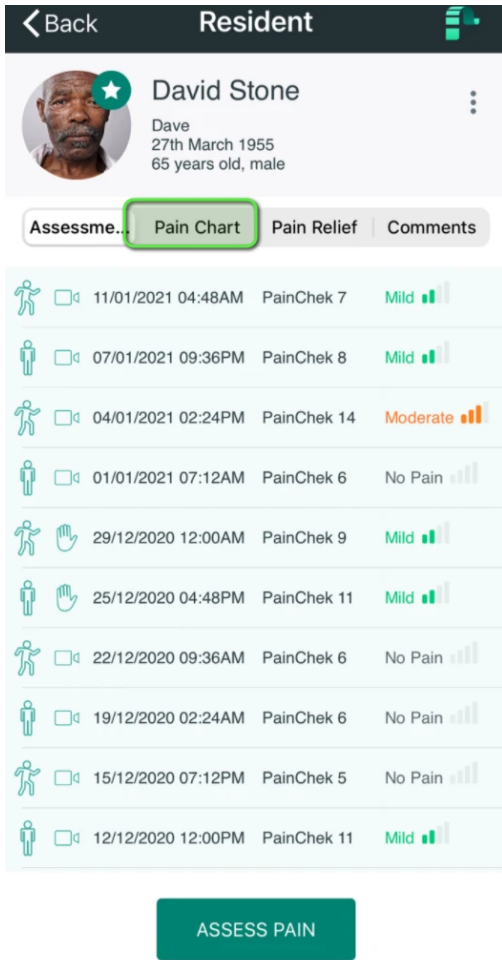
The PainChek® Pain Chart gives you a graphical representation of a Residents Pain Assessment levels over time.

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:

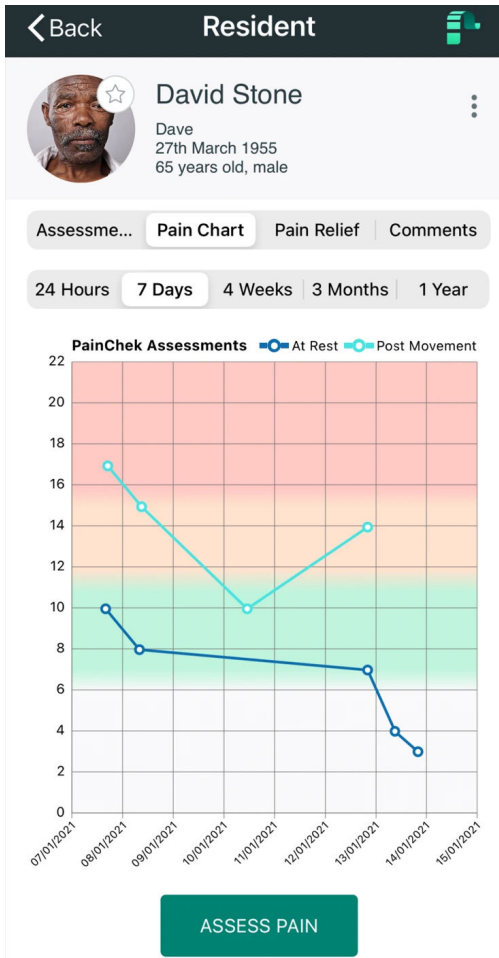


2. Select the Pain Chart tab:



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

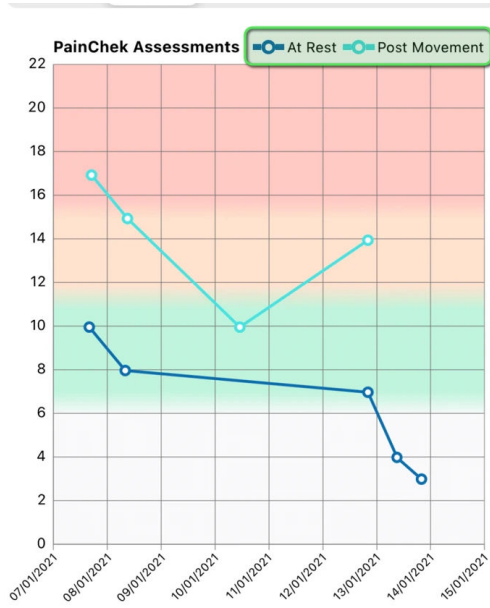




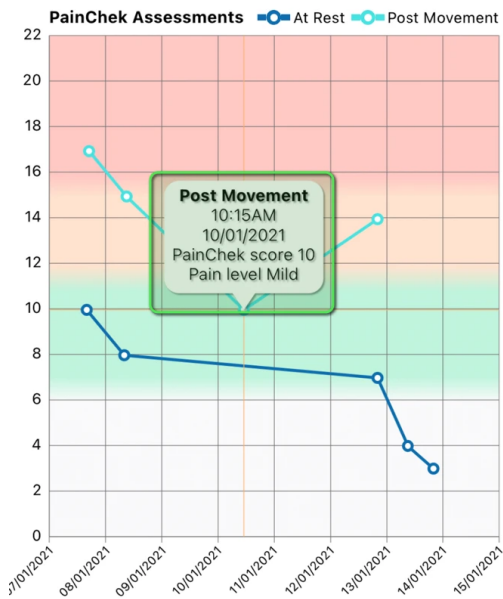
**NOTE**

- 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).
- 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.

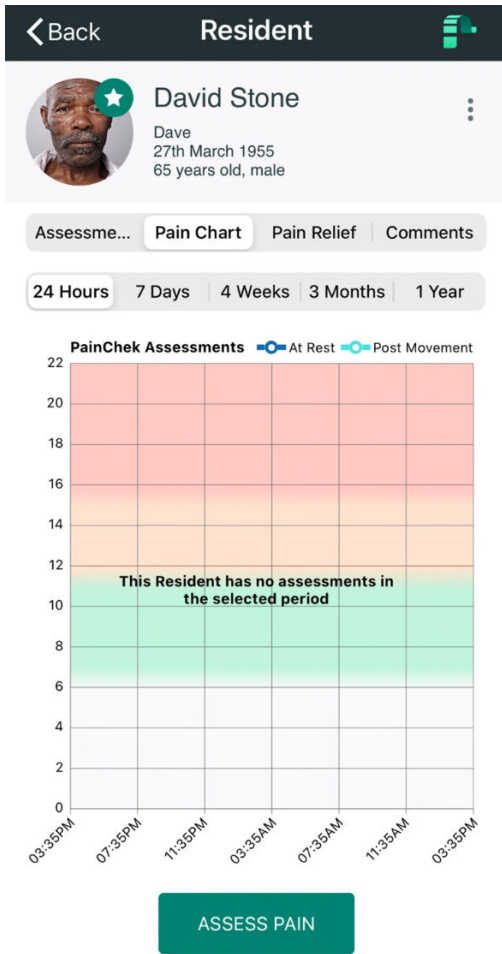
4. There is a legend just above the chart which explains the two different colour variations. On graph represents "At Rest" assessments and the other "Post Movement" assessments.



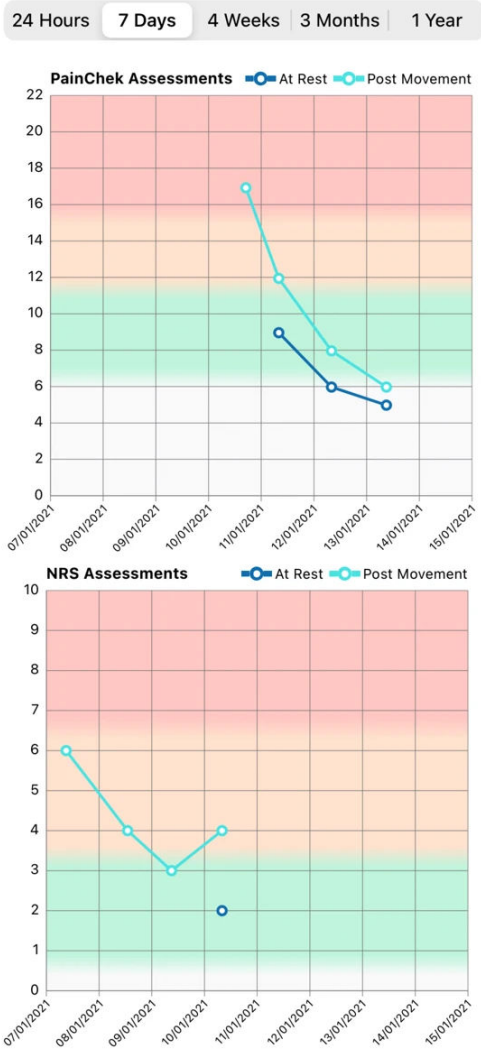
5. If you tap on one of the data points, it will give you more information about the assessments that make up the line graph:



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:



**NOTE**

- The chart type (PainChek or NRS) is displayed top-left of the chart.
- 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).

**Unfinished PainChek® 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 Resident's medical history or ask a colleague about a resident recent sleeping pattern). The PainChek® App provides a **Complete Later** feature that allows you to pause the current Assessment so that you can complete it a short time later.



## NOTE

- Advanced Filtering
- 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 timely Assessments and best Resident outcomes.

## Limitations

If you have an unfinished Assessment for a Resident, you are not able to start another Assessment for that Resident. You are able to create new Assessments for other Residents.

## Reminders

If you chose to use the **Complete Later** feature, you will be reminded every 30 minutes you have an Assessment to complete.

On the first three reminders, you have three options:

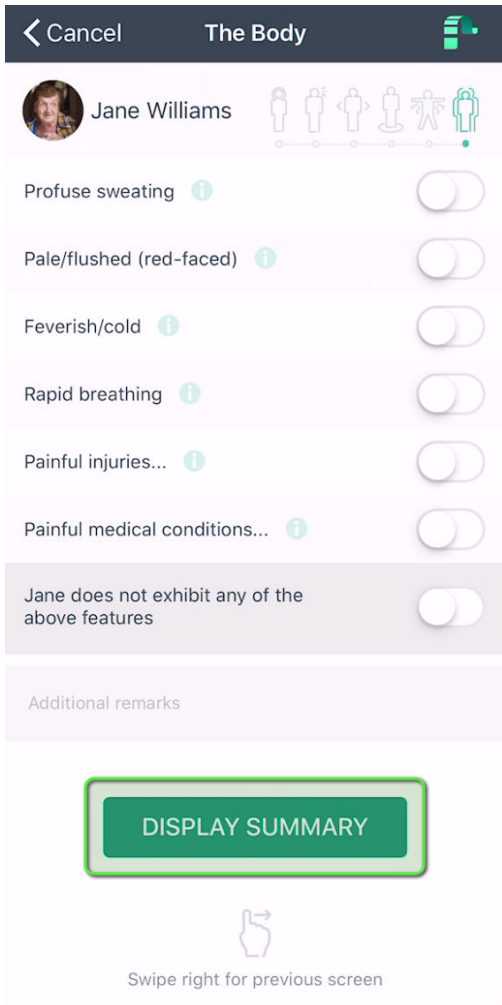
- **Complete** - You can complete the Assessment.
- **Delete** - You can discard the unfinished Assessment.
- **Later** - You can defer completing the Assessment for another 30 minutes.

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

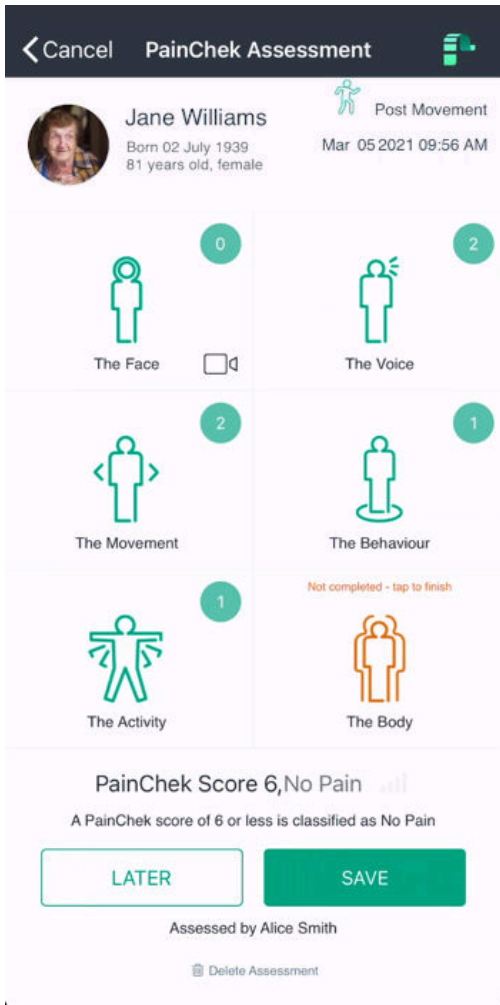
- **Complete** - You can complete the Assessment.
- **Delete** - You can discard the unfinished Assessment.

## Creating an Unfinished Assessment

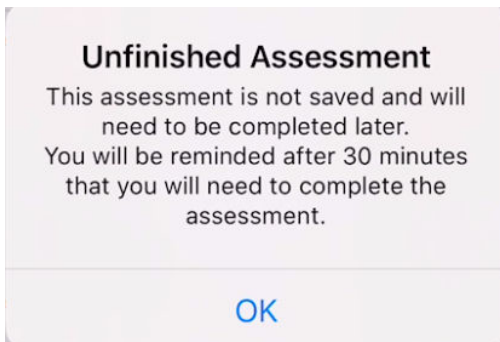
1. Start [Conducting a PainChek® Assessment \[73\]](#).
2. After completing some, but not all of the 6 Domains, swipe left until you get to last (**The Body**) Domain and then tap **Display Summary**:



3. The summary will display all unfinished Domains in red. Tap **LATER**:

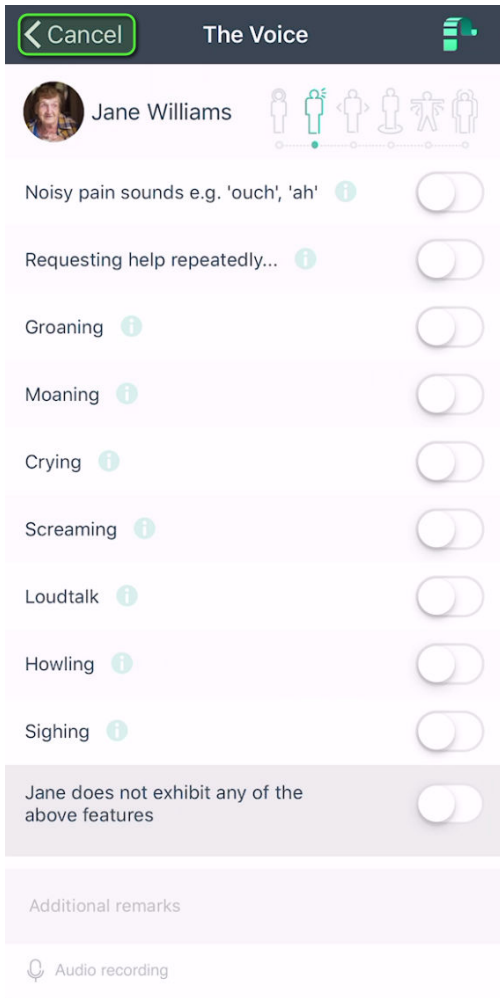


4. A prompt will appear which explains that the **Unfinished Assessment** has been created and that you will be reminded in 30 minutes to complete it. Tap **OK**:

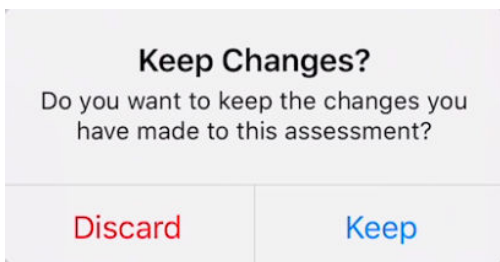


### Alternative Method of Creating an Unfinished Assessment

1. Start [Conducting a PainChek® Assessment \[73\]](#).
2. After completing some, but not all of the 6 Domains, tap **Cancel** option on one of the Domain screens:



3. The following prompt will appear:



The options are:

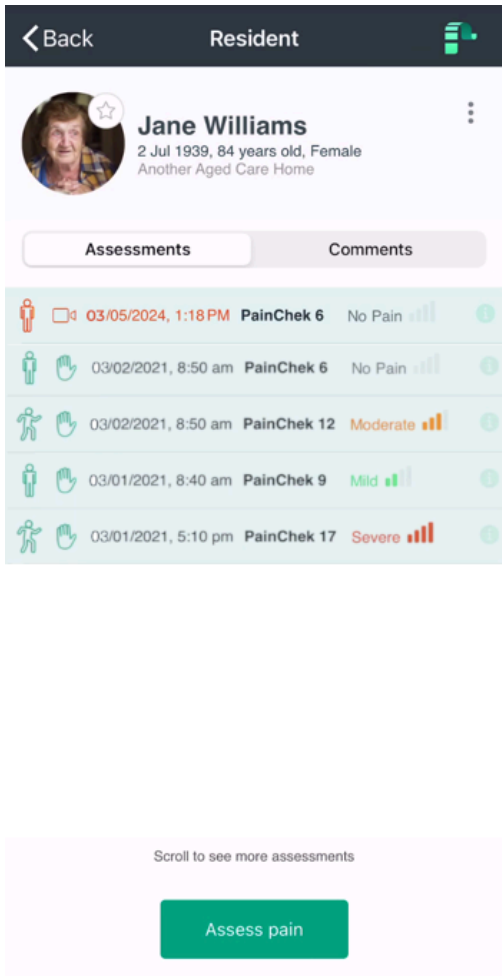
- **Discard** will cancel the Assessment and take you back to the **Resident** profile.
- **Keep** will take you to the Assessment summary where you can select **Later** to create an unfinished Assessment.

### Completing a Previously Unfinished Assessment

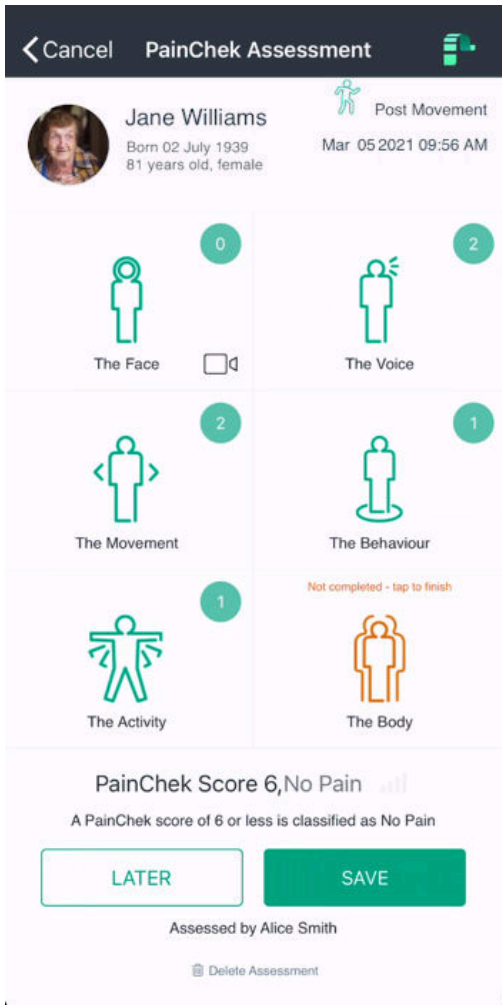
When a Resident has an unfinished Assessment, the Assessment will be displayed in red.

1. When a Resident has an unfinished Assessment, the Assessment icons and date/time will be displayed in red. Tap on the unfinished Assessment to complete it:

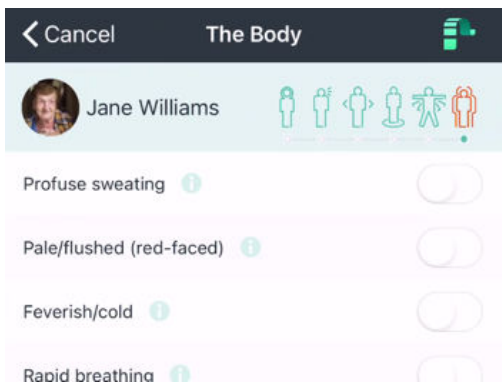




2. The unfinished Domains will be displayed in red. Tap on the Domain you would like to complete:



3. Use the progress indicator to track which Domains require completion:

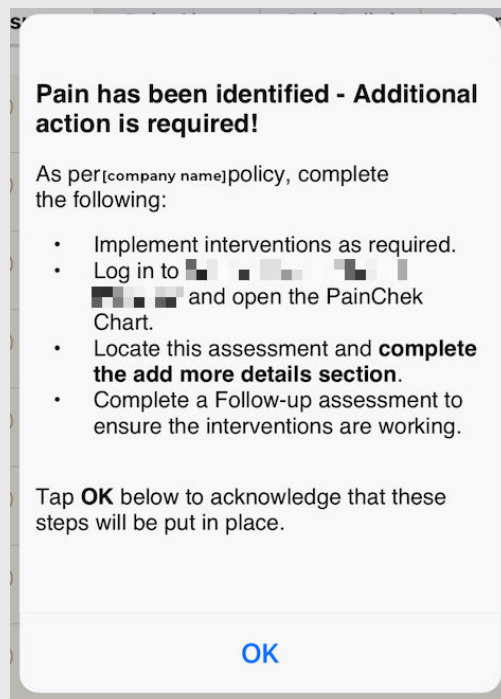


**NOTE**

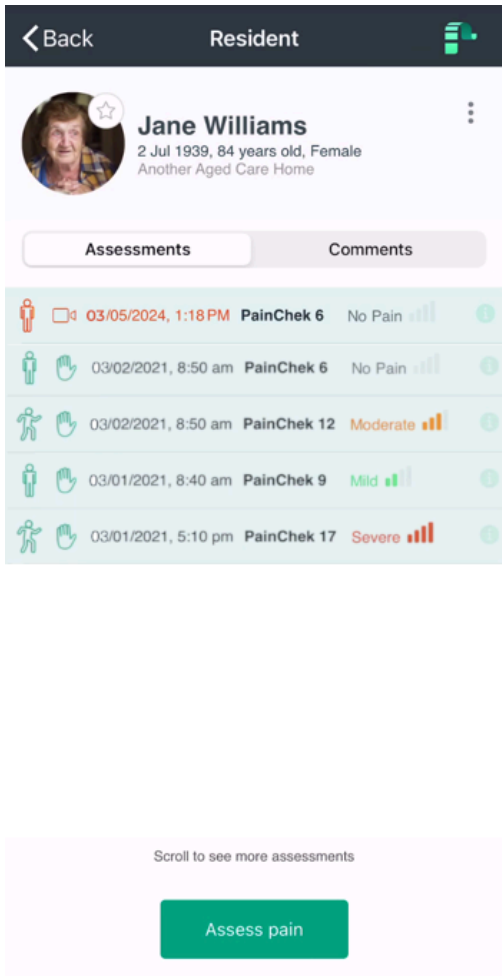
- In the example above, the first 5 Domains (green icons) are completed, whilst the last Domain (The Body) is not (red icon).
- Follow the process documented in [Conducting a PainChek® Assessment \[73\]](#) to complete the Assessment. This includes:
  - Swiping between Domains and updating them to ensure they are all completed.
  - Swiping to the last Domain (**The Body**) to be able to access the **Display Summary** button.
  - Tapping **SAVE** on the **Assessment** Summary screen.

**NOTE**

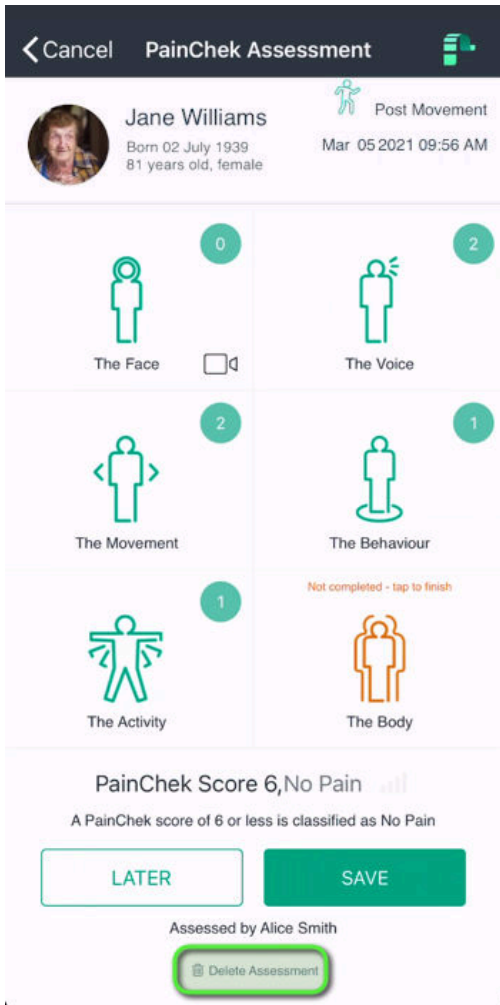
The PainChek® App may be set-up to provide you with a reminder of required next steps after you've conducted an assessment. These reminders are customised by your organisation and will look similar to the example below.

**Deleting an Unfinished Assessment**

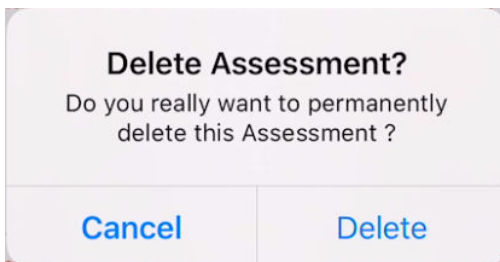
1. In the cases where an unfinished Assessment needs to be deleted, tap on the unfinished Assessment:



2. Tap **Delete Assessment** at the bottom of the Assessment screen:



3. You will receive a prompt confirming that you would like to delete the Assessment. Tap **Delete**:



## Pain Relief and Therapies

### Recording Pain Relief



#### **NOTE**

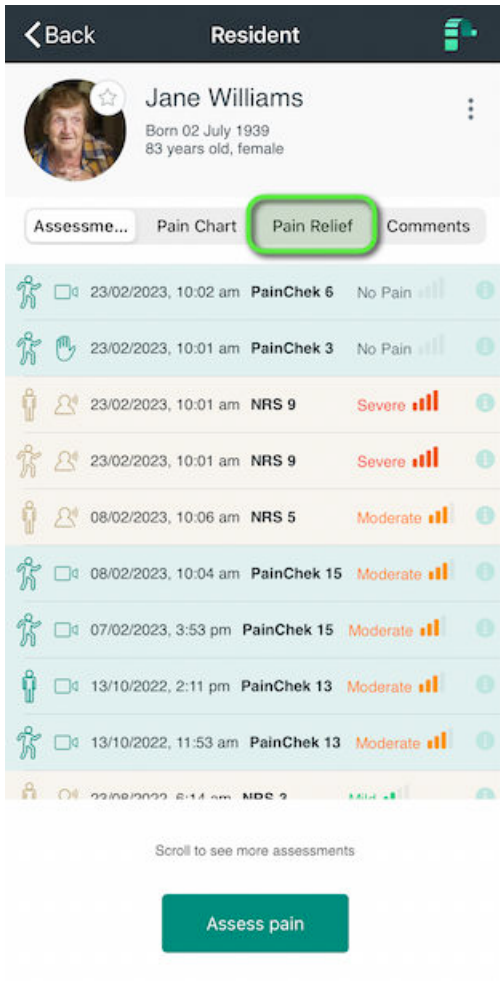
You may not be granted permission to record the administration of pain relief. In that case, the "Add Therapy" and "Add Medication" buttons would not be visible to you.

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 Resident 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 Resident's profile:

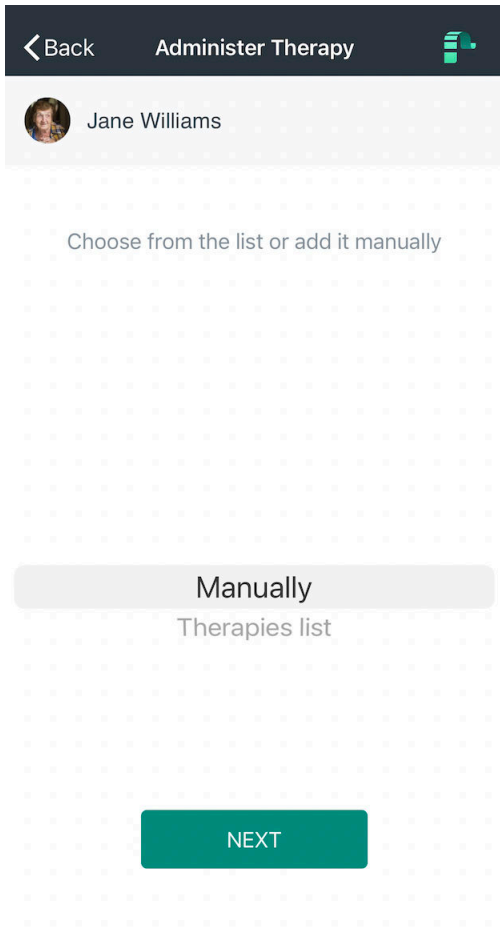


2. Select Add Therapy or Add Medication:



3. Add it manually:





4. Enter the required details:

Administer Therapy

Jane Williams

Add it Manually

Therapy Name Mandatory

Additional Remarks Optional

CANCEL SAVE

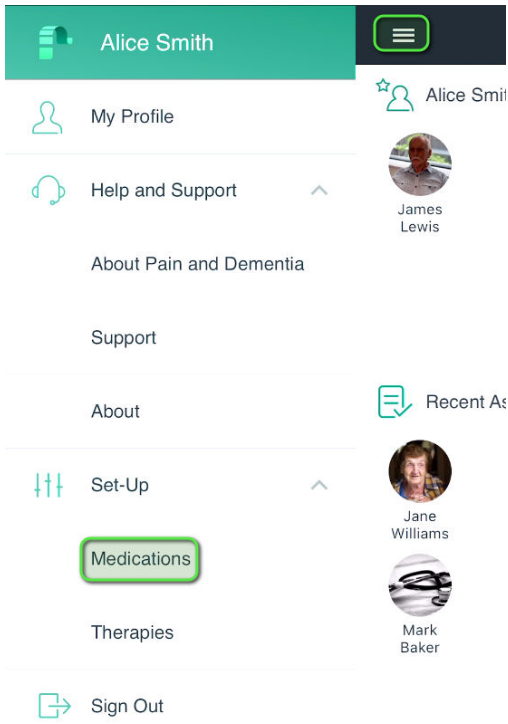
5. Or add it from an existing list:

The screenshot displays the 'Administer Medication' interface. At the top, there is a dark header with a back arrow, the text 'Administer Medication', and a menu icon. Below the header is a patient profile section with a circular profile picture and the name 'Jane Williams'. The main area contains a grid with the text 'Add from the medication list'. A grey bar below the grid lists 'Paracetamol'. Underneath, there are two input fields: 'Dose' with a 'Mandatory' label and 'Additional Remarks' with an 'Optional' label. At the bottom of the screen, there are two buttons: a white 'CANCEL' button and a green 'SAVE' button.

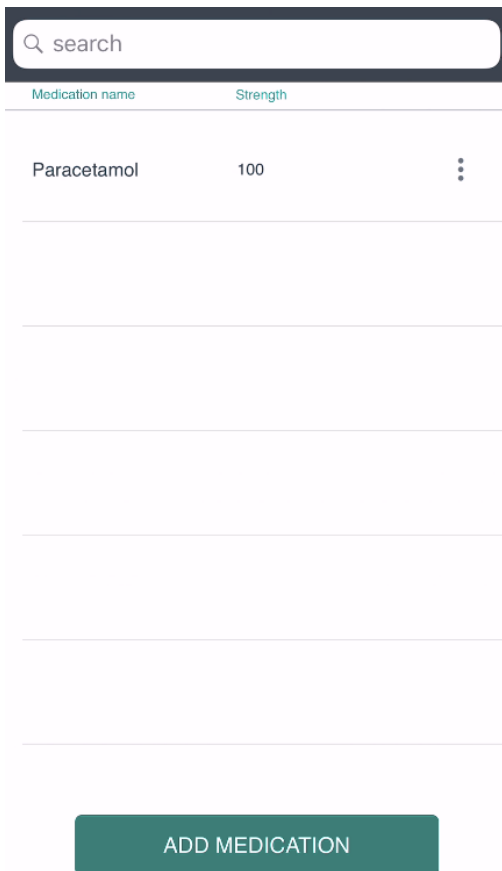
## Adding New Medication

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 **Medications**:



2. Tap on **ADD MEDICATION**:



3. Enter the required details and tap on **Save**:

Add name      Name

---

Formulation      Formulation

---

Strength      Strength

---

Additional remarks      Optional

---

CANCEL      SAVE

----- or -----

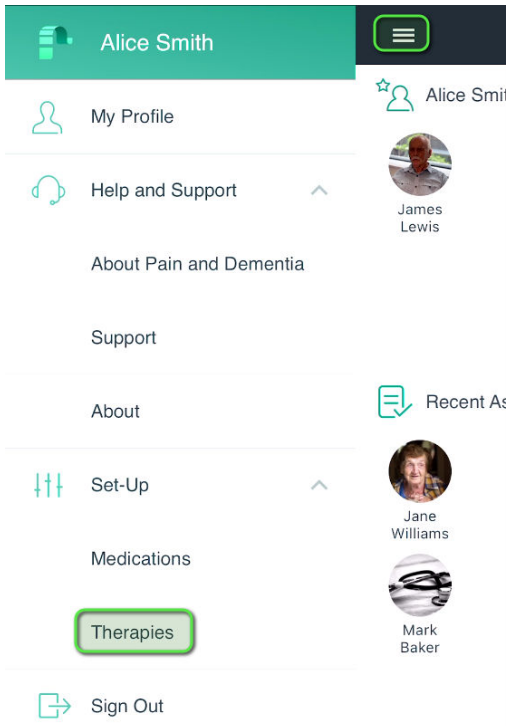
SCAN MEDICATION CODE

The newly created medication will now be available on the medication list when adding a new medication to a Resident.

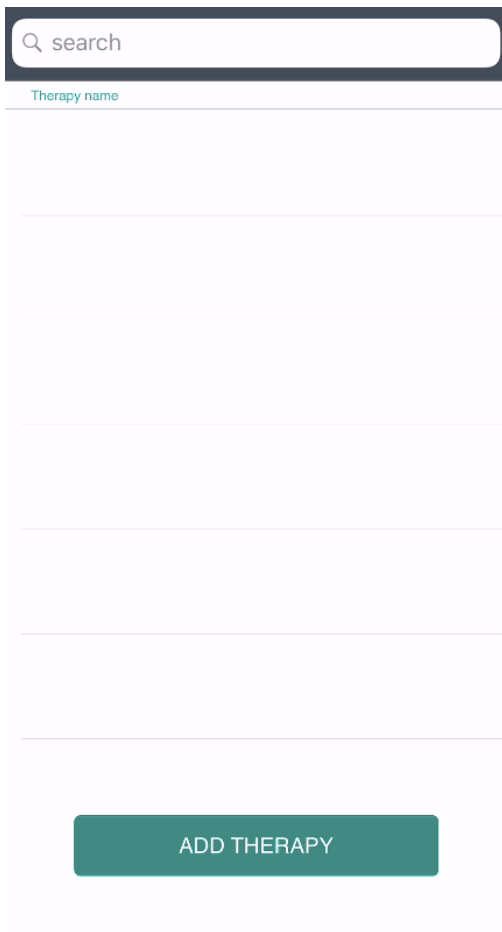
## Adding New Therapies

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. Tap on **ADD THERAPY**:



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

The screenshot shows a form with two input fields. The first field is labeled 'Add name' and contains the text 'Name'. The second field is labeled 'Description' and contains the text 'Description'. Below the fields are two buttons: 'CANCEL' and 'SAVE'.

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

## Troubleshooting Guide

### Assessments in PainChek® Are Not in the Integrated System

If PainChek® is integrated with an External Integrated Clinical System, Assessments created in PainChek® will be sent to the External Integrated Clinical System. Assessments will usually appear in your External Integrated Clinical System within 5 to 10 minutes of being received in the PainChek® Database.

If the Assessments are not appearing after 30 minutes, firstly check to see if they are appearing in the PainChek® Portal.

If the Assessments do not appear in the PainChek® Portal, review the [Data is Not Showing in the PainChek® Portal \[128\]](#) troubleshooting guide.

If the Assessments do appear in the Portal, contact the PainChek Support Team.

### Data is Not Showing in the PainChek® Portal

**I entered data into the PainChek® App (e.g. a new Resident, Assessment, or comment) but it is not showing in the PainChek® Portal.**

You may have entered the data into the PainChek® App when it was offline and could not send the data to the PainChek® Database.

Sign back in to the PainChek® App when the device is online and it will synchronise the data.

If the problem persists, contact the PainChek Support Team.

### Error in Red at the Bottom of the PainChek® Dashboard

This means that the PainChek® App is having trouble sending data to the PainChek® Database. Make sure your device is online and then sign out and back in to PainChek® to trigger a synchronisation.

If the problem persists, contact the PainChek Support Team.

### I Cannot Remember my Password

Please use the "Forgot Password?" feature of the PainChek® App or PainChek® Portal.

See the [Forgot your Password? \[33\]](#) section of the User Guide for instructions on resetting your password using PainChek® App.

### I Cannot Remember my Quick Sign In PIN

Sign into the PainChek® App using the Regular Sign In feature (that is, sign in with your username and password).

Once you have signed in, you can update your Quick Sign In PIN via your Profile. See the [Updating your PainChek® Profile \[36\]](#) section of the User Guide for instructions.

### What Should I Do if the PainChek® App Crashes or Freezes?

Terminate the PainChek® App (follow the instructions supplied by your device manufacturer to do this) and then restart the PainChek® App.

If the problem persists, contact the PainChek Support Team.

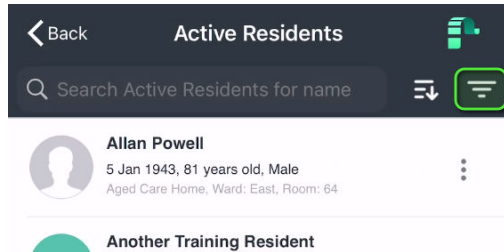


## I Can't Find a Resident in the Residents List

If there's a particular Resident you are looking for and they are not available in the Residents list, there may be a few causes for this.

1. Make sure you don't have any filters active on the Residents list:

You can see if a Filter has been added by looking at the filter button:



If the button is white, no filters are currently active on that screen



If the button is green, it means a filter is active

2. Confirm that the Resident has been added in PainChek for the facility.
3. If the Resident is created via an integration with a third party system, ensure ample time has been given to allow the integration to import the Resident.
4. Ensure the Search bar doesn't have any data that could be filtering out the Resident you are looking for.