REVAMP App for Veterans
User Manual

User Manual

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Overview

The Remote Veterans Apnea Management Platform (REVAMP) App pairs with your Positive Airway Pressure (PAP) machine and enables you and your VA sleep care team to track your sleep data. You can use the app to obtain educational information and troubleshooting support about sleep apnea as well as complete questionnaires regarding your sleep health. Additionally, a built-in message system allows you and your VA sleep care team to exchange secure messages.

This app is available for iOS, Android, Windows, MacOS and Linux operating systems, and is supported by these Internet browsers:

1. Internet Explorer 10 and higher
2. Microsoft Edge 21 and higher
3. Safari 7 and higher
4. Chrome 38+ (requires Win7 SP1)
5. Firefox 27+ on Win7
6. Firefox ESR 31.3+ on XP SP2+

This user manual provides an in-depth, step-by-step guide for using the REVAMP App for Veterans.

The Basics

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Prerequisites

To use the REVAMP App for Veterans, you must be enrolled in VA health care and receive treatment from a VA sleep care team. Additionally, you must also have access to a Single Sign-On External (SSOe) service: DS Logon, VA PIV Card, ID.me and My Health*e*Vet.

Logging into the app

A variety of SSOe services can be used to sign into the REVAMP App > Tap **Log Into REVAMP** > Select your credential service provider: DS Logon, DoD CAC Card, VA PIV Card, ID.me and My Health*e*Vet > Authenticate to that service > After logging in with SSOe and accessing the REVAMP Patient Platform, you will be logged into the app > If it is your first time accessing the app you may go to the REVAMP Initial Process screen (see the REVAMP Initial Process section for guidance on completing this process).

> **NOTE:** If this is your first time using a VA app that requires you to log in using account credentials, you may have to provide your Right of Access as part of the log in process. The app will prompt you if this is necessary. If it is necessary, you will be taken to a Right of Access screen > Read the Request for Access to Your Health Information > If you would like to continue, tap **Accept** > You will go to a Review screen > Read VA Form 10-5345a > If you agree, tap **Verify** to "sign" the form > You will proceed into the app.

Getting to know the screen

When you log into the REVAMP App for Veterans, you will see a message icon (envelope in upper right corner) and a full app menu or the menu button (three line icon in the upper left corner). The view of the menu will depend on the type of device you're using (i.e., if you access the app on a computer you will most likely see the full menu, and if you access the app from a mobile device you will most likely see the menu button). Regardless of the view, menu options include:

- Home – Opening screen with treatment data.
- Treatment Results - Data from your PAP machine.
- Messages - Secure messages exchanged between you and your VA sleep care team.
- Sleep Testing - Watch a video to help you set up your home sleep test monitor when completing a home sleep test.
- My Sleep Health - Questionnaires assigned to you from your VA sleep care team.
- My Profile - Personal information you can edit and update.
- My Supplies - View the Request Supplies page.
- My Forms - Complete and sign forms sent from your VA sleep care team.
- Education – Informational pages created by the VA sleep care team.
- FAQ – Frequently asked questions about sleep apnea and PAP machines.
- Help – Contact information for app assistance and a link to the user manual.
- About – Details about the app and version number.
- Log Off – Log out of the app.

If you have completed the REVAMP Initial Process and have a registered PAP device that is transmitting data, you will also see your treatment results from last evening.
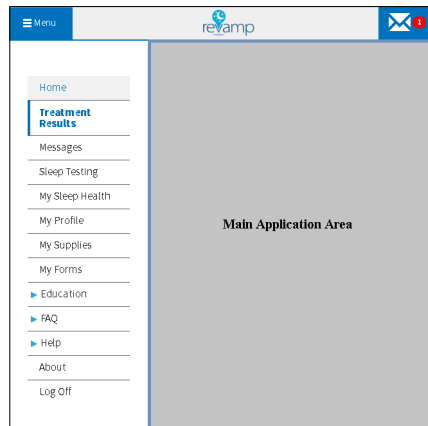
Learning about the app

Either 1) Tap **Help** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Help** > The Help sub-menu will expand > Tap either:

- **Contact Info** – Information for contacting your local VA Sleep Center and the Help Desk and what to do if you feel your information may have been compromised.

- **User Manual** – A built-in user manual for the app.

Additional information on sleep apnea

Either 1) Tap **FAQ** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **FAQ** > The FAQ sub-menu will expand > Tap **Sleep Apnea 101** > Basic information and frequently asked questions on sleep apnea will appear > For a specific topic, tap the question in the upper left of the screen.
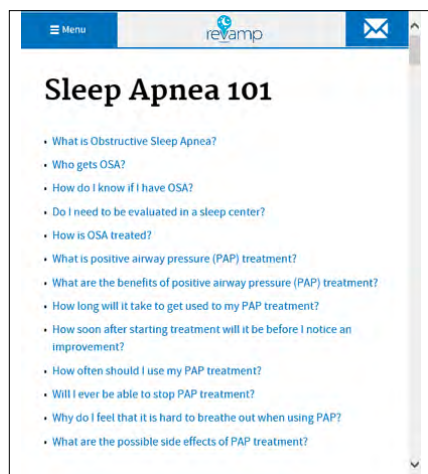
Additional information on PAP machines

Either 1) Tap **FAQ** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **FAQ** > The FAQ sub-menu will expand > Tap **My PAP Unit** > Frequently asked questions, basic information, tips and external links on PAP machines will appear > For a specific topic, tap the question in the upper left of the screen.

Troubleshooting PAP treatment

Either 1) Tap **FAQ** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **FAQ** > The FAQ sub-menu will expand > Tap **Troubleshooting PAP Treatment** > Information about troubleshooting PAP treatment will appear > For a specific topic, tap the question in the upper left of the screen.

Logging Off

Either 1) Tap **Log Off** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Log Off** > You will exit the app. **NOTE:** You will be automatically logged off after 15 minutes of inactivity. A warning will appear to alert you when you have five minutes remaining.

REVAMP Initial Process

The first time you log into the REVAMP App for Veterans, you may be led through the REVAMP Initial Process. This process is designed to confirm your profile information, familiarize you with sleep apnea and REVAMP and allow you to respond to clinical questionnaires. Your clinician will determine whether you must complete this initial process. If assigned, the REVAMP Initial Process can be completed during multiple sessions, and if you need to leave the app during the process, you will be brought back to the point where you left off. If you are not required to complete the initial process or have already completed it, you will be taken to the Treatment Results screen after logging in.
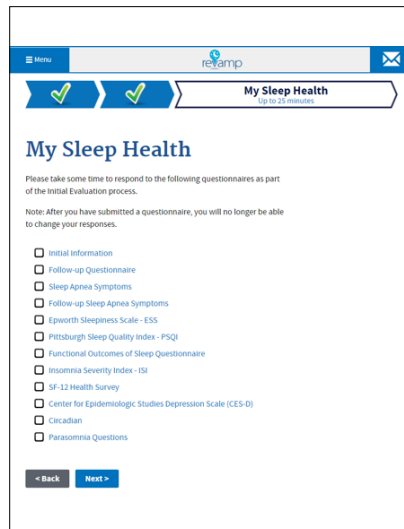
My Profile

The first step of the REVAMP Initial Process is My Profile and is estimated to take five minutes. Read the introductory information on the first screen, and tap **Next** > On the second screen, review your name and email address. If you do not have an email address, tap the checkbox next to I don't have an email address. **NOTE:** If you do not enter your email, you will not be able to receive any email notifications from REVAMP. Update your information if it is incorrect or missing details > Tap **Next**, and the information on the screen will be saved > On the third screen, review your address, and update it if the information is incorrect or missing details > Tap **Next** to save > On the fourth screen, review your phone numbers, and update the information if it is incorrect or missing details > Tap **Next** to save > On the fifth screen, review your Social Security Number (SSN) and Date of Birth (DOB), and update the date of birth if it is incorrect or missing details (**NOTE:** The SSN field is read-only and cannot be edited. If your SSN is incorrect, contact a practitioner at your sleep clinic and request a correction.) > Tap **Next** to save > On the sixth screen review your information, and update the information if it is incorrect or missing any details > Tap **Next** to save and complete the My Profile portion of the REVAMP Initial Process and proceed to the second step.

If you want to return to a previous screen at any point, tap **Back**. At any point during the initial process, you may tap the **Back** button or the blue arrow with a green checkmark in the top left corner of the screen to return to the My Profile section.

About REVAMP

The second step of the REVAMP Initial Process is About REVAMP and is estimated to take five minutes > Tap **play** to start the About REVAMP video, which will provide a brief explanation of sleep apnea treatment and REVAMP (**NOTE:** If the video does not load, you can refresh the page or tap **Next** to move to the next step) > Tap **Next** to continue and proceed to the third and final step of the initial process.

My Sleep Health

The third and last step of the REVAMP Initial Process is called My Sleep Health and is estimated to take up to 25 minutes > On the first screen of this step, you will see a list of questionnaires to complete to help your VA sleep care team diagnose your sleep problem. Some questionnaires may already be marked completed if your sleep care team has already uploaded your scores in the REVAMP App for Clinicians > Read the instructions, and tap **Next** or select the name of the incomplete questionnaire > The first questionnaire will be shown. Respond to all questions in the questionnaire using the available radio buttons, checkboxes, text box fields and drop-down selectors. The questions and responses shown on the questionnaires in the REVAMP Initial Process will adjust dynamically depending on your chosen responses on those questionnaires > After answering all questions in the questionnaire, tap **Submit** to save your responses (**NOTE:** After you tap **Submit**, you will not be able to navigate back to change the chosen responses) > You will be taken back to the list of questionnaires with the completed questionnaire checked off and shown in black text > Tap **Next** to begin completing the next questionnaire, or tap on the name of an incomplete questionnaire to complete that questionnaire. Repeat this process until all questionnaires have been completed. **NOTE**: After you tap Submit at the bottom of each questionnaire you will not be able to change the chosen responses for that questionnaire. > Once all questionnaires have been submitted, a Congratulations screen will be shown thanking you for completing the REVAMP Initial Process. If you completed one or more scoreable questionnaires in the Initial Questionnaires, a report is shown with an explanation of each score including any scores that were uploaded by your sleep care team. You may scroll down to view the report. To print, tap **Printable Version** > You will now have access to the full functionality of the REVAMP App for Veterans. **NOTE**: You may see a different set of questionnaires from the screenshots, depending on your status with PAP treatment and your provider's preference.

Complete Profile Information

If REVAMP needs additional information to complete your profile, but you have not been assigned the Initial Questionnaires, you will be asked to complete a shortened version of the initial process.

When you log in for the first time, complete the required fields on the My Profile screen, and tap **Next**. **NOTE:** If you do not want to add your email address, tap the checkbox next to I don't have an email address. If this is checked, you will not be able to receive any email notifications from REVAMP > After completing your profile information, tap **play** to view the introductory About REVAMP video. **NOTE:** If the video does not load, you can refresh the page or click **Next** to continue > After viewing the video, tap **Next** and you will have access to the full app.

Profile Information

The My Profile section of the REVAMP App for Veterans allows you to update your personal information after completing the REVAMP Initial Process.
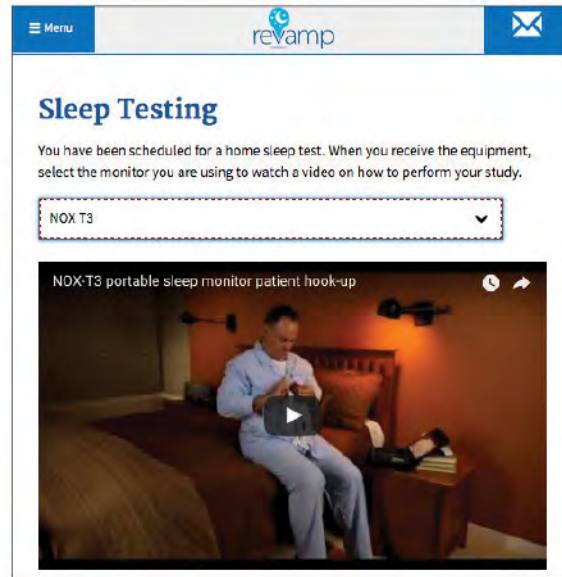
Update Profile Information

Either 1) Tap **My Profile** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **My Profile** > The My Profile screen will appear > Review your profile information > If any information is missing or incorrect, update the information. Required fields that cannot be left blank are marked with red asterisks. **NOTE:** If you do not want to add your email address, tap the checkbox next to I don't have an email address. If this is checked, you will not be able to receive any email notifications from REVAMP > To save, tap **Update My Profile** at the bottom of the screen.

Transferring to a new REVAMP clinic

If you change clinics a clinician at your new clinic can perform the account transfer. Once the transfer is complete, you will see a Clinic Transfer message at the top of the screen. Tap the **X** to close the message. You may receive errors if attempting to communicate with clinicians at your previous clinic(s), so you should make sure to send any future secure messages to clinicians at the new clinic.

Sleep Testing Instructions

After you complete the initial process, you can access a video to learn how to set up your home sleep test device in the event that you are asked to complete a home sleep test.
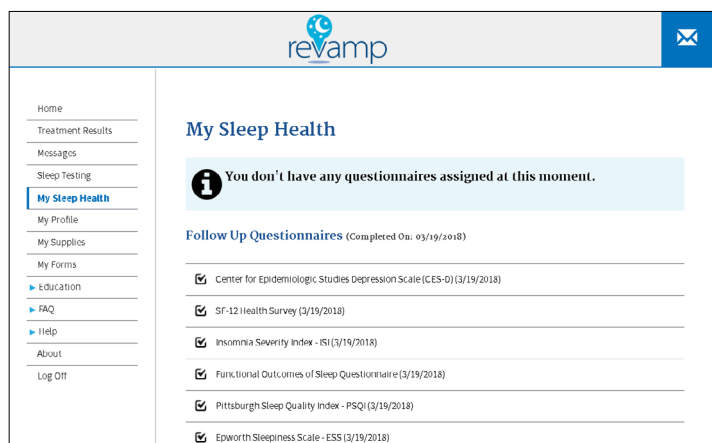

Video Instructions

To access sleep testing instructions either 1) Tap **Sleep Testing** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Sleep Testing** > You will go to the Sleep Testing screen > Read the instructions, and tap **Select Your Device** > A drop-down menu of home sleep test machine(s) used at your sleep clinic will be shown > Tap your home sleep test machine from the list > The video for the selected home sleep test machine will be shown > Tap the play arrow to begin the video, and follow the instructions in the video to perform your sleep test.

Completing Assigned Questionnaires

Complete questionnaires scheduled by your VA sleep care team from the My Sleep Health screen.


Complete your questionnaires

The app will indicate when a questionnaire is available. If you are viewing the app on a computer and the menu is already visible (no three line icon is present), the My Sleep Health menu item will be shown and written in red text. If you are viewing the app on a mobile device a red circle with a white numeral inside next to the menu will be visible along with the My Sleep Health menu item shown in red text. To access and complete your questionnaires either 1) Tap **My Sleep Health** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **My Sleep Health** > You will go to the My Sleep Health screen > The My Sleep Health screen has instructions for completing the questionnaires and a list of all your assigned questionnaires. Completed questionnaires, including any whose scores were uploaded by your sleep care team, show the date of completion and cannot be accessed. Incomplete questionnaires are shown in blue > Tap the title of the assigned questionnaire you want to complete > You will be taken to the questionnaire > Respond to all the questions using the available radio buttons, checkboxes, text box fields and drop-down selectors > The questions and responses shown on some questionnaires will vary depending on your chosen responses > To save your responses, tap **Submit** (**NOTE:** After you tap Submit you will not be able to navigate back to change your chosen responses) > You will be taken back to the My Sleep Health screen, and the completed questionnaire will be checked off with the date you completed it and will not be accessible > Repeat the steps above until all incomplete questionnaires are completed > When all questionnaires are complete, the My Sleep Health menu item will no longer appear in red with a red arrow and the My Sleep Health screen will display a message saying you do not have any assigned questionnaires.

Viewing initial questionnaires report

If you completed one or more scoreable questionnaires in the Initial Questionnaires, or if your sleep care team uploaded scores for one or more of your Initial Questionnaires, you can view a report with an explanation of each score received. To access the report either 1) Tap **My Sleep Health** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **My Sleep Health** > You will go to the My Sleep Health screen > Under the Initial Questionnaires section, tap **View Questionnaires Report**. To print, tap **Printable Version**. To return to the My Sleep Health screen, tap **Back**.

Treatment Results

The REVAMP App pairs with your Philips or ResMed PAP device and allows you to review data from your PAP device. You can access three types of data: My PAP, My AHI, and My Mask in three time formats (i.e., last night, last week and last month).
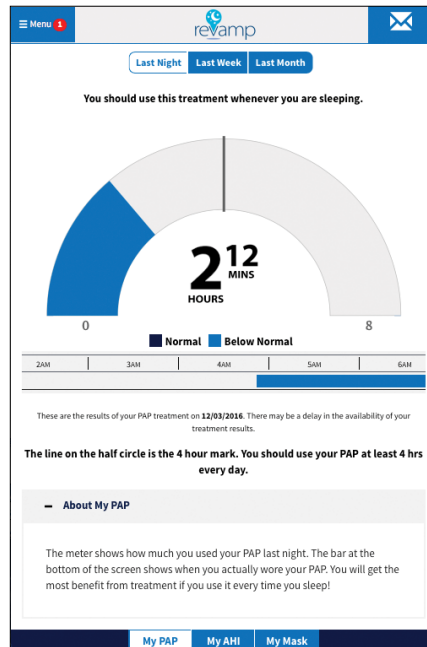
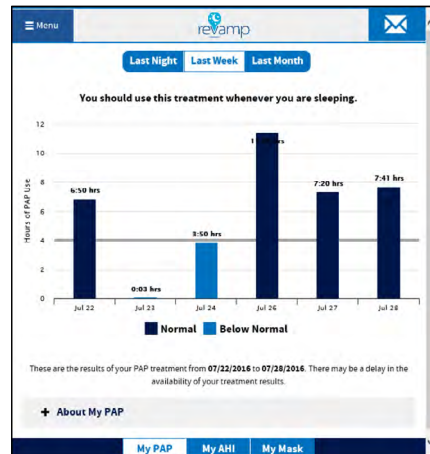## Viewing PAP results from last night, last week or last month

Either 1) Tap **Treatment Results** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Treatment Results** > You will go to the My PAP Last Night Screen in The Treatment Results section of the app > Tap **Last Week** to view the results from the last seven nights data is available or **Last Month** to view the results from the last 31 nights data is available. PAP data from last night will be shown as a dial-shaped graph showing the total number of hours you used your PAP device as well as a 24-hour graph showing the actual times you used the device there (the PAP data from Last Week and Last Month will be shown as bar graphs) > The filled portion(s) on each graph will be colored dark blue if the total is at or above the four hour minimum and light blue if the total number of hours is below the four hour minimum > Tap on the plus icon or **About My PAP** to expand or collapse an informational section explaining what is shown in this view.

Viewing Apnea-Hypopnea Index (AHI) results from last night

Either 1) Tap **Treatment Results** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Treatment Results** > Tap **My AHI**, and you will go to the My AHI Last Night screen in the Treatment Results section of the app > On the My AHI Last Night view, a dark blue smiley face is shown if your AHI was below 10 events per hour (normal) on the most recent night for which data is available, and a light blue not-so-happy face is shown if your AHI was at or above 10 events per hour (above normal) > Text below the face gives an explanation of the reading and indicates the date of the result shown.

Viewing Apnea-Hypopnea Index (AHI) results from the last week or last month

Either 1) Tap **Treatment Results** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Treatment Results** > Tap **My AHI**, and you will go to the My AHI Last Night screen in the Treatment Results section of the app > Above the smiley face tap **Last Week** to view the results from the last seven nights of available data or **Last Month** to view results from the last 31 nights of available data > Bars are colored dark blue if their values are below 10 events per hour (normal) and light blue if their values are at or above 10 events per hour (above normal) > Tap on the plus icon or **About My AHI** to expand or collapse an informational section explaining what is shown in this view.


Viewing My Mask results from last night

Either 1) Tap **Treatment Results** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Treatment Results** > Tap **My Mask**, and you will go to the My Mask Last Night screen in the Treatment Results section of the app > In the My Mask Last Night view, a dark blue smiley face is shown if your mask leak was at or below the normal 24 liters per minute (L/min) on the most recent night for which data is available, and a light blue not-so-happy face is shown if your mask leak was above 24 L/min > Text below the face gives an explanation of the reading and indicates the date of the result shown.

Viewing My Mask results from the last week or last month

Either 1) Tap **Treatment Results** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Treatment Results** > Tap **My Mask**, and you will go to the My Mask Last Night screen in the Treatment Results section of the app > Above the smiley face tap **Last Week** to view the results from the last seven nights or **Last Month** to view results from the last 31 nights of available data > Results from the last seven nights or 31 nights of available data will be shown > You will see bar graphs of your mask's leak value. Bars are colored dark blue if their values are at or below 24 L/min (normal) and light blue if their values are above 24 L/min (above normal) > Tap on the plus icon or **About My Mask** to expand or collapse an informational section explaining what is shown in this view.
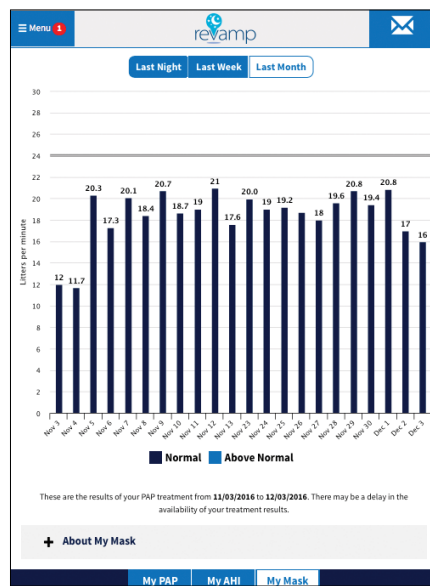
NOTE: If you see a message stating that REVAMP is waiting to receive the results of your treatment, you may need to contact your sleep center to correct the PAP device information registered in REVAMP. After the device is registered, there may be a delay (up to 24 hours) before results are received.

Requesting PAP Supplies

Request PAP supplies at any point after completing the REVAMP Initial Process.

Either 1) Tap **My Supplies** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear > Tap **My Supplies**. You will be taken to a Request Supplies screen, where you will either:

- See a form where you can tap the items you need and enter comments. Fill out the form > Tap **Submit** > You will be taken to the My Sent Messages screen, where you will see the message you sent with the subject line "Supplies Request" followed by your last name initial and last 4 digits of your SSN.

- See a message directing you to contact your sleep clinic directly because your clinic has not designated contacts to receive a supply request from the REVAMP App. Tap **Contact Information** to be taken to the Contact Info section of the app where you will see information for contacting your local VA Sleep Center.

My Forms

Use the My Forms screen to sign a Home Sleep Test Monitor Loan Form sent to you by a clinician.

When a clinician has sent you a form to be signed, you will see the My Forms menu item highlighted in red with a red arrow. You will also receive an automated secure message notifying you there is a form to be signed. Once you sign the form, the red menu arrow will disappear.

To access the form, either 1) Tap **My Forms** from the full app menu, or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **My Forms**. You will see a list of signed and unsigned forms. You will also see the sender, date sent and status of the form. All unsigned forms will be shown with the Form name in bold. To open a form, tap the form name > You will see information filled out by your clinician > Review the information and tap **Sign** > A pop-up Sign Loan Form window will appear > Type your name into the pop-up window and tap **Sign Form** to sign the form. To print a copy of the form, tap **Printable Version**, or tap **Back to My Forms** to return to the My Forms screen.

Education

At any point after completing the REVAMP Initial Process, you may access educational information about sleep apnea and treatment.

Learning about sleep apnea and PAP machines

Either 1) Tap **Education** from the full app menu (left side), or 2) Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Education** > The Education sub-menu will expand to a list of all titles published on the Education topics in the REVAMP system > Tap the title of the Education topic you want to view > Review text and images, and tap the play button to watch videos.

Messages

Use the REVAMP App to exchange secure messages with your VA sleep care team inside the app.

Accessing your inbox

When you have a message to read, a red circle with a white numeral will appear next to the message icon (envelope in upper right corner). The numeral inside the red circle is the number of unread messages you have. To access the messages in your inbox either:

- Tap the message icon (envelope in upper right corner).
- Tap **Messages** from the full app menu (left side).
- Tap **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear > Tap **Messages**.

Reading your messages

Access the My Inbox screen (see the Accessing your inbox section of this user manual for instructions to access the My Inbox screen) to see a list of your received messages with their titles, senders and the dates and times they were received > Unread messages will be in blue > Tap any message in the list to read the content of the message > After reading a message, you may tap **Delete** to delete the message or **Reply** to respond to it. Tap **Back to Inbox** to return to your inbox without replying or deleting messages > To view draft messages, tap **View Draft Messages**. To view sent messages, tap **View Sent Messages**. To view deleted messages, tap **View Deleted Messages**.

Sending a new message

Access the My Inbox screen (see the Accessing your inbox section of this user manual for instructions to access the My Inbox screen), and tap **Compose New Message** > A New Message screen will be shown > Tap **To** > A list of clinic providers will appear > Tap the names of the clinic providers you wish to send the message > Checkmarks will appear next to the name(s) > Tap **Select**, and the clinic provider(s) you selected will be on the To line > Tap the **X** next to a name if you wish to remove a person > Type in the subject and body of the message > Tap **Send** to send the message, tap **Save as Draft** to save the message and send it later, or tap **Cancel** to discard it.

Sending a draft message

Access the My Inbox screen (see the Accessing your inbox section of this user manual for instructions to access the My Inbox screen), and tap **View Draft Messages** > Tap the draft message you would like to send > Edit the message as needed > Tap **Send** to send the message, tap **Save as Draft** to save the message and send it later, or tap **Cancel** to discard it.

Replying to a message

Access the My Inbox screen (see the Accessing your inbox section of this user manual for instructions to access the My Inbox screen), and tap the message you would like to reply to > Tap **Reply** > A text box will appear > Type your reply > Tap **Send** to send the message, tap **Cancel** to discard or **Save As Draft** to save it on the My Draft Messages screen. To return to the My Inbox screen without replying to or deleting a message, tap **Back to Inbox** at the top of the screen.

Deleting a message

Access the My Inbox screen (see the Accessing your inbox section of this user manual for instructions to access the My Inbox screen), and tap the message you would like to delete > Tap **Delete** to delete the message.

Help and Additional Information

Additional training materials for the REVAMP App for Veterans

A built-in user guide is available in the app by either 1) Tapping **Help** from the full app menu (left side), or 2) tapping **Menu** (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Help** > The Help sub-menu will expand > Tap **User Manual**. More resources, such as a Slideshow and FAQs, can be found on *mobile.va.gov/ appstore*, and search for the app to access the resources.

Help Desk Information

If you need assistance with the REVAMP App, dial **1-877-470-5947** to speak with a Help Desk Representative. For TTY assistance, dial **711**. For clinical questions regarding your personal medical information, please contact your VA care team.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: *http://www.va.gov/directory/guide/home. asp?isflash=1*. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial **911**.

DS Logon Help

If you have questions about your DS Logon account, visit *mobile.va.gov/dslogon* or dial **1-800-983-0937** for assistance.

Appendices

Appendix #1: Project References

This app was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject Matter Experts involved in creating the app are Dr. Samuel Kuna, Dr. Kathleen Sarmiento and Dr. Carl Stepnowsky.

Appendix #2: Glossary

AHI – Apnea Hypopnea Index, the combined average number of apneas and hypopneas that occur per hour of sleep.

App – An application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose.

CSP – Credential Service Provider.

DS Logon – A secure logon ID, created by the Department of Defense (DoD), that verifies the identities of individuals affiliated with DoD or the Department of Veterans Affairs (VA) and allows them to access secure websites and digital resources across DoD and VA using a single username and password.

- DS Logon Level 1 (Basic) Account: Provides limited access to website features.

- DS Logon Level 2 (Premium) Account: Offers the highest level of access to website features, including access to your VA Electronic Health Record.

L/min – Liters per Minute.

OSA – Obstructive Sleep Apnea. The fourth most common chronic condition in the Veteran population.

PAP – Positive Airway Pressure.

PIV – Personal Identity Verification.

SSOe – Single Sign-on External. A service provided by VA Identity and Access Management.

ID.me – Digital Identification Credential.

VA – Department of Veterans Affairs.

VA Mobile Health – An initiative that aims to improve the health of Veterans by providing technologies that will expand care beyond the traditional office visit and includes the creation of secure mobile Apps that will leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams. [More at: mobile.va.gov]