

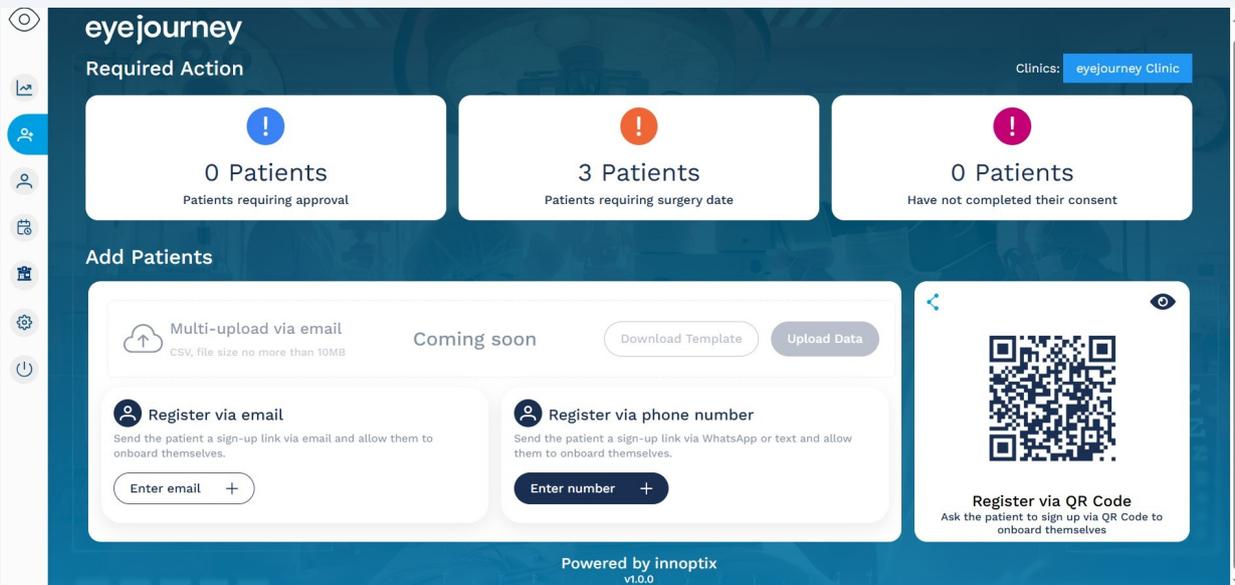
How To Add Patients In eyejourney platform

This guide provides a detailed walkthrough of the different methods of adding patients on the eyejourney platform, ensuring a smooth onboarding process. By following these clear, step-by-step instructions, users can efficiently navigate the platform, select the appropriate options for each patient, and manage their profiles with ease.

1 eyejourney Patient Introduction

We are now using a digital tool called eyejourney to help guide you through your treatment. It gives you clear, step-by-step information before and after your procedure — including videos and advice. You will get reminders, updates, and tips on your phone or email, so you always know what to expect and how to prepare. It's completely free and designed to make your experience easier and more reassuring. May I add your details to the system?

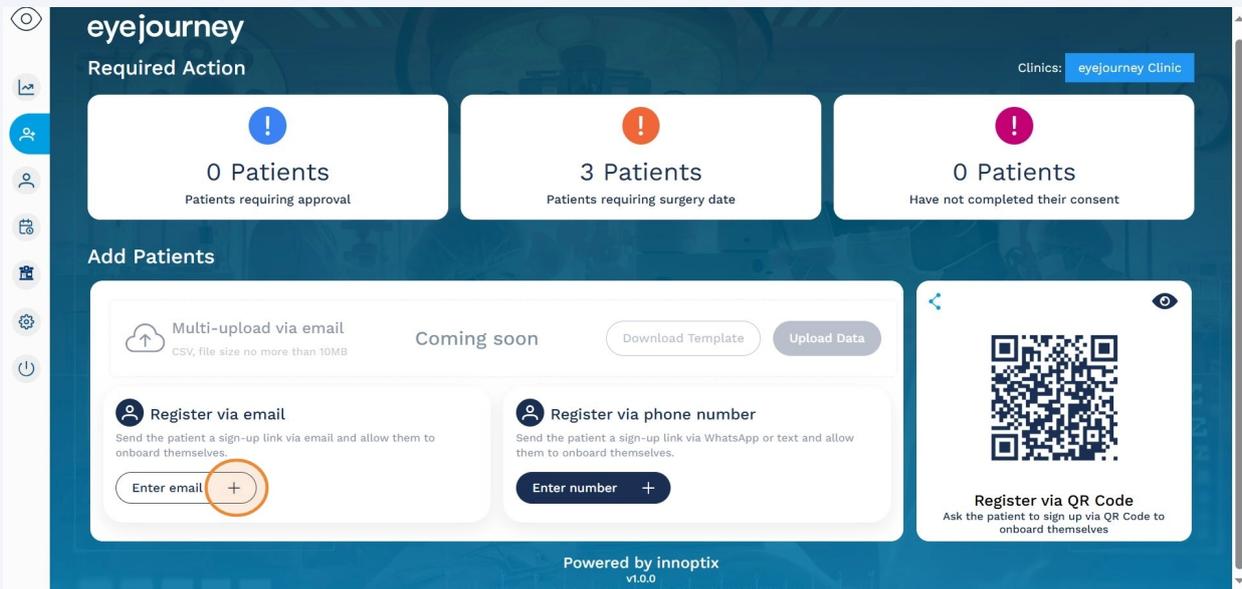
2 Navigate to [eyejourney](#) (AUS, NZ, South Africa), [eyejourney](#) (US), [eyejourney](#) (Rest of World)



3

There are three different methods in which you can add patients onto the eyejourney platform.

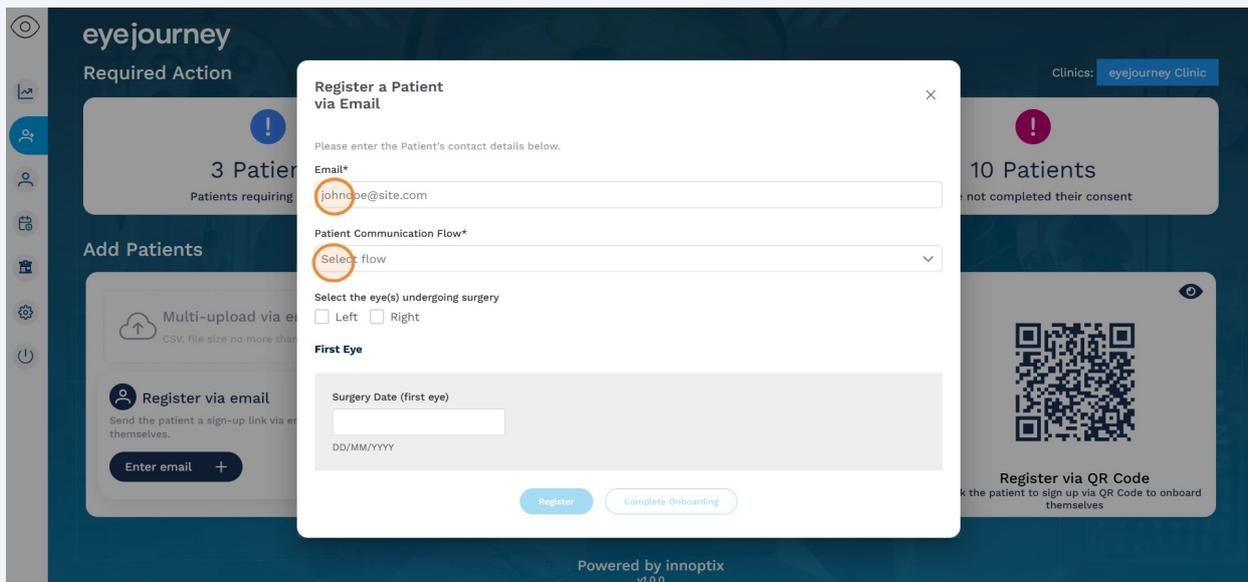
One method is registering them via email.



4

Enter the patients email address and what communication flow they are being register to.

You may have various different communication flows (e.g. Cataract Flow, Glaucoma Flow, Laser Flow) on your dashboard, be sure to onboard your patient on the required flow from the drop down list provided.



5 If procedure details are known, you may select which eye is undergoing surgery.

You may select both eyes here.

Required Action

3 Patients requiring consent

Add Patients

Multi-upload via email

Register via email

Enter email +

Register a Patient via Email

Please enter the Patient's contact details below.

Email* johndoe@site.com

Patient Communication Flow* Select flow

Select the eye(s) undergoing surgery

Left Right

First Eye

Surgery Date (first eye) DD/MM/YYYY

Register Complete Onboarding

10 Patients not completed their consent

Register via QR Code

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6 If only one eye is undergoing surgery, select the date this surgery is taking place.

Required Action

3 Patients requiring consent

Add Patients

Multi-upload via email

Register via email

Enter email +

Register a Patient via Email

Please enter the Patient's contact details below.

Email* emilybrown@rayner.com

Patient Communication Flow* eyejourney Flow

Select the eye(s) undergoing surgery

Left Right

First Eye

Surgery Date (first eye) DD/MM/YYYY

Left Eye IOL Details

Select IOL Manufacturer

Select IOL Type

Register Complete Onboarding

10 Patients not completed their consent

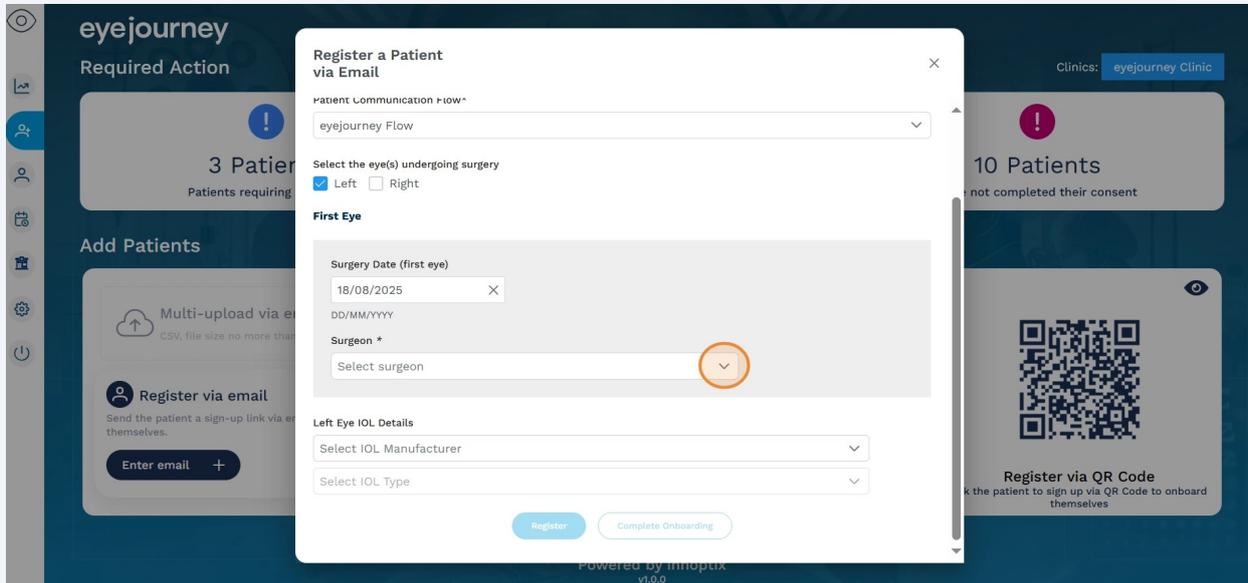
Register via QR Code

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7

If a surgery date is entered, you then must select that patient's surgeon from the list provided in the drop-down. This can be amended at a later date on the patient's profile if their surgeon changes.

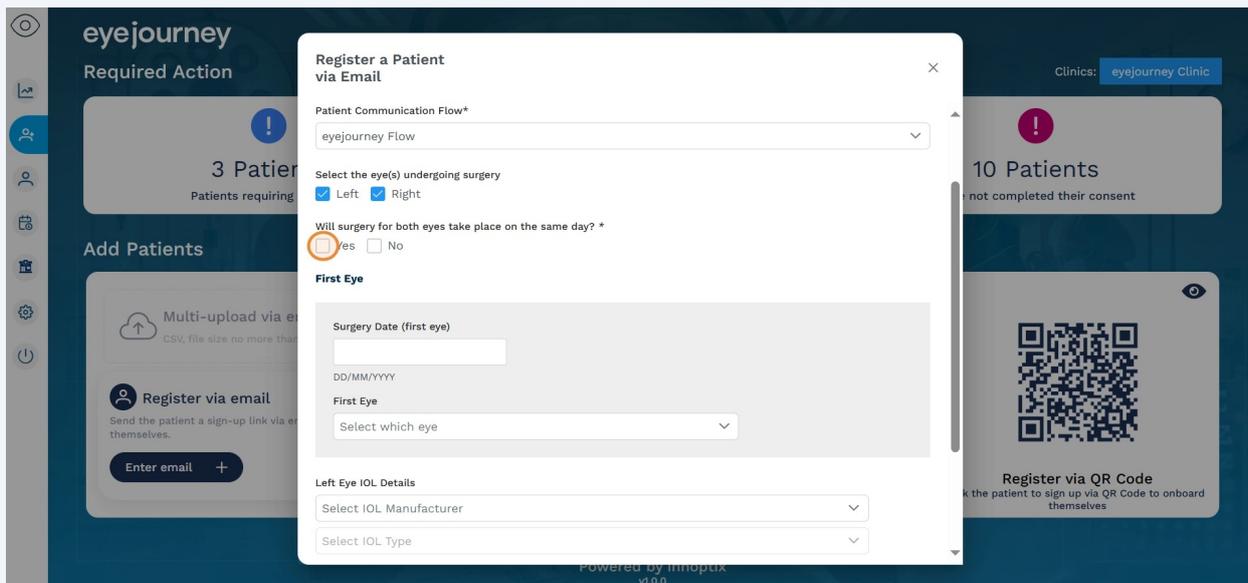
You may also then select the IOL details (IOL Manufacturer and IOL Type), but this is not required.



8

If both eyes are undergoing surgery, you will be asked if the surgery of both eyes are taking place on the same day.

Click 'Yes' if both eyes are taking place on the same day. Click 'No' if surgery of each eye is taking place on different days.



9

If the surgery for both eyes are taking place on the same day, you will be asked to enter only one surgery date and confirm the patients surgeon.

If known, you may enter which eye is to be operated on first from the drop down provided, although this is not required.

The screenshot shows a web application interface for 'eyejourney'. A modal window titled 'Register a Patient via Email' is open. The form contains the following fields:

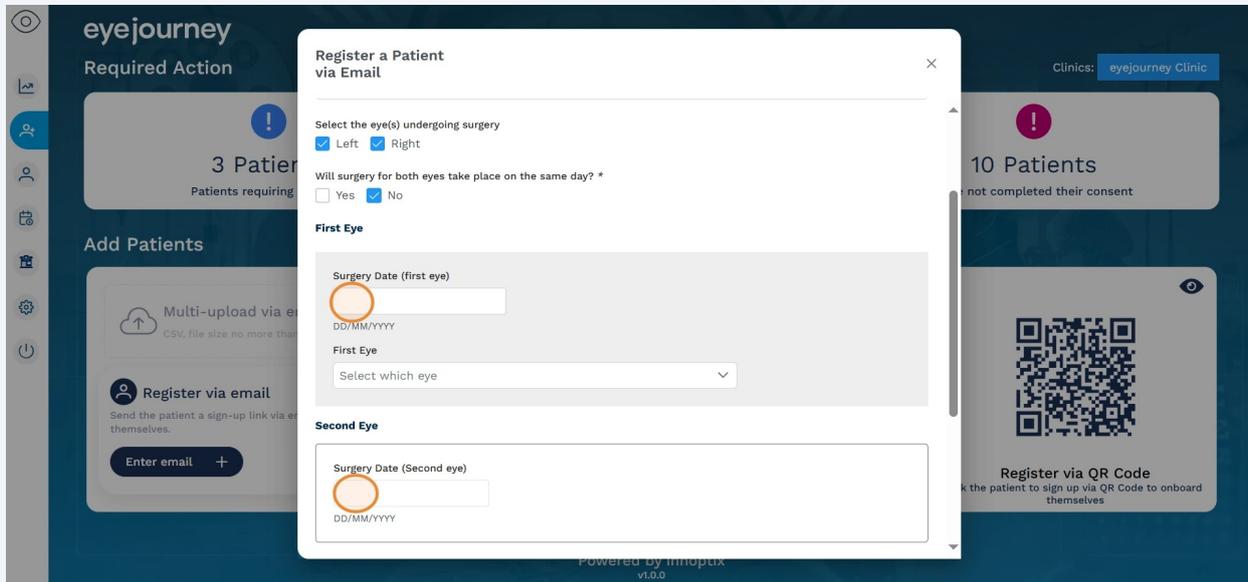
- Surgery Date (first eye):** A date input field containing '31/05/2025', which is circled in red. Below it is the format 'DD/MM/YYYY'.
- Surgeon *:** A dropdown menu with 'Mike Testman' selected.
- First Eye:** A dropdown menu with 'Left' selected.
- Left Eye IOL Details:** Two dropdown menus, the first containing 'Rayner' and the second containing 'RayOne Toric'.
- Right Eye IOL Details:** Two dropdown menus, the first containing 'Select IOL Manufacturer' and the second containing 'Select IOL Type'.

10

If the surgery for both eyes are taking place on different days, you will be asked to provide the dates of both surgeries, if known.

If known, you may enter which eye is to be operated on first from the drop down provided, although this is not required.

You may also provide IOL details for both eyes, if known.



11 Click "Complete Onboarding" once all the required information has been entered.

Register a Patient via Email

Left Eye

Second Eye

Surgery Date (Second eye)

03/06/2025 X

DD/MM/YYYY

Left Eye IOL Details

Rayner X v

RayOne Toric X v

Right Eye IOL Details

Rayner X v

RayOne Toric X v

Register Complete Onboarding

12 You will be asked to confirm the patients consent and data usage at this point. Please confirm they are happy for eyejourney to contact them.

Register a Patient via Email

Please enter the Patient's contact details below.

Consent and Data Usage

Before entering a patient's details, you must confirm they are happy for us to contact them.

Please read this (or similar) to the patient:

"We'd like to add your contact details to our system so we can send you important educational information about your treatment, reminders, and consent forms. Is that okay?"

"Your information will only be used to support your care and will be processed securely in line with GDPR. You can read more here: [Privacy Policy](#)."

Verbal Consent Capture

I confirm the patient has given verbal consent for their details to be entered into the system and for us to send them information about their care.

Continue

Register Complete Onboarding

13 You will then be prompted to enter some patient details:

- Title*
- First Name*
- Last Name*
- Sex assigned at birth*
- Date of Birth*

Once entered, please click "Next"

The screenshot shows a mobile application interface for 'eyejourney'. A white modal window titled 'Personal Details' is displayed over a dark background. The modal contains the following text and form elements:

- Header: **Personal Details**
- Introductory text: "Providing your details helps us ensure you receive the right information at the right time throughout your treatment journey."
- Form fields:
 - Title*: A dropdown menu with 'Miss' selected.
 - First Name*: A text input field containing 'Emily'.
 - Last Name*: A text input field containing 'Brown'.
 - Sex assigned at birth*: A dropdown menu with 'Female' selected.
 - Date of Birth*: A date input field containing '26/01/1950'. Below the field is the placeholder text 'DD/MM/YYYY'.
- Navigation: A teal 'Next' button is located at the bottom center of the modal, circled in orange.

14

You will then be asked to provide your patient contact details. The patient must provide an email address in order to be onboarded onto eyejourney.

Please note a contact number is not required, but if not entered the patient will not receive text messages from eyejourney.

eyejourney

Contact Details

Prior to and after your surgery we will be sending you important information pertaining to your procedure..
Please enter your contact details below..

Contact Number

+44

Email*

Additional Contact (Family/Friend/Carer)

Would you like to provide the contact details of someone we can keep informed, such as a family member, friend, or trusted person?

How would you prefer to receive updates?

Please let us know your preferred method for receiving important updates and reminders:

15

Your patient can also nominate an additional contact, such as a family member, friend, or carer. The patient will need to provide you with a Name, Contact Number and Email Address of their additional contact. They will also receive notifications from eyejourney.

The screenshot shows the 'eyejourney' app interface. A white form titled 'Additional Contact (Family/Friend/Carer)' is overlaid on a dark background. The form contains the following fields and elements:

- Contact Number:** A field with a dropdown menu showing '+44' and a placeholder 'Enter your phone number'.
- Email*:** A field containing 'emilybrown+example@rayner.com' and a 'Mail' button.
- Additional Contact (Family/Friend/Carer):** The main title of the form.
- Would you like to provide the contact details of someone we can keep informed, such as a family member, friend, or trusted person?:** A question followed by a toggle switch that is currently turned on (highlighted with an orange circle).
- Name:** A text input field with the placeholder 'Name'.
- Contact Number:** A second field with a dropdown menu showing '+44' and a placeholder 'Enter your phone number'.
- Email:** A text input field with the placeholder 'Email' and a 'Mail' button.
- How would you prefer to receive updates?:** A question at the bottom of the form.

16

Your patient can then provide you with their preferred method of contact, either Email or Text Message.

Please note, they will only be able to confirm Text Message if a contact number is provided.

The screenshot shows a mobile application interface for 'evejourney'. At the top, there is a navigation bar with several icons. The main content area is a white form with a dark header. The form has the following sections:

- Email***: A text input field containing 'emilybrown+example@rayner.com' and a 'Mail' button to its right.
- Additional Contact (Family/Friend/Carer)**: A section with the text 'Would you like to provide the contact details of someone we can keep informed, such as a family member, friend, or trusted person?' and a toggle switch that is currently turned off.
- How would you prefer to receive updates?**: A section with the text 'Please let us know your preferred method for receiving important updates and reminders:' and three radio button options: 'Email', 'Text Message', and 'WhatsApp (Coming Soon)'. The 'Email' option is selected.
- Navigation**: At the bottom of the form, there are two buttons: 'Previous' and 'Submit'.

17 Click 'Submit' once complete.

The patient will now be onboarded onto eyejourney, and will begin receiving notifications via their preferred method.

Additional Contact (Family/Friend/Carer)

Would you like to provide the contact details of someone we can keep informed, such as a family member, friend, or trusted person?

How would you prefer to receive updates?

Please let us know your preferred method for receiving important updates and reminders:

- Email
- Text Message
- WhatsApp (Coming Soon)

Submit

18 Alternatively, you can register a patient via their phone number.

Required Action

- 3 Patients: Patients requiring approval
- 16 Patients: Patients requiring surgery date
- 10 Patients: Have not completed their consent

Add Patients

- Multi-upload via email: Coming soon
- Register via email: Send the patient a sign-up link via email and allow them to onboard themselves.
- Register via phone number: Send the patient a sign-up link via WhatsApp or text and allow them to onboard themselves.
- Register via QR Code: Ask the patient to sign up via QR Code to onboard themselves.

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19

Enter the patient's Contact Number and select the required Patient Communication Flow from the drop down provided.

Register a Patient via Phone [Close]

Please enter the Patient's contact details below.

Contact Number
+44 [Enter your phone number]

Patient Communication Flow*
Select flow [v]

Select the eye(s) undergoing surgery *
 Left Right

First Eye

Surgery Date (first eye)
[]
DD/MM/YYYY

[Register] [Complete Onboarding]

20

This method of registration will follow the same as if you were to register the patient via email, as illustrated in the steps above.

Please follow steps 4-11 above on completing the required information.

Register a Patient via Phone [Close]

+44 07391496715

Patient Communication Flow*
eyejourney Flow [v]

Select the eye(s) undergoing surgery *
 Left Right

First Eye

Surgery Date (first eye)
[]
DD/MM/YYYY

Left Eye IOL Details

Select IOL Manufacturer [v]
Select IOL Type [v]

[Register] [Complete Onboarding]

21

If you wish for your patients to complete their personal details, click 'Register' as opposed to 'Complete Onboarding'.

The patient will then be shared an SMS or Email (depending on whether they were registered via email or SMS) with steps to complete their onboarding, prompting them to provide their personal details and an additional contact, if desired.

This step applies to both adding a patient via email or phone number.

Register a Patient via Phone

Left

Second Eye

Surgery Date (Second eye)
07/06/2025
DD/MM/YYYY

Left Eye IOL Details

Rayner

RayOne Toric

Right Eye IOL Details

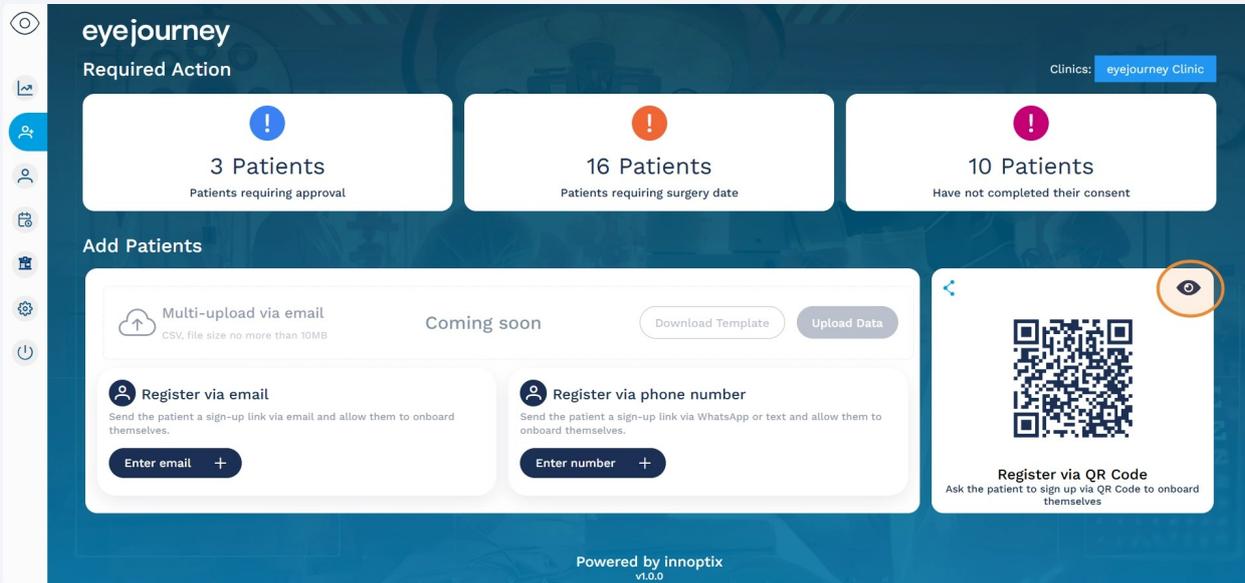
Rayner

Sulcoflex Aspheric DUET

Register Complete Onboarding

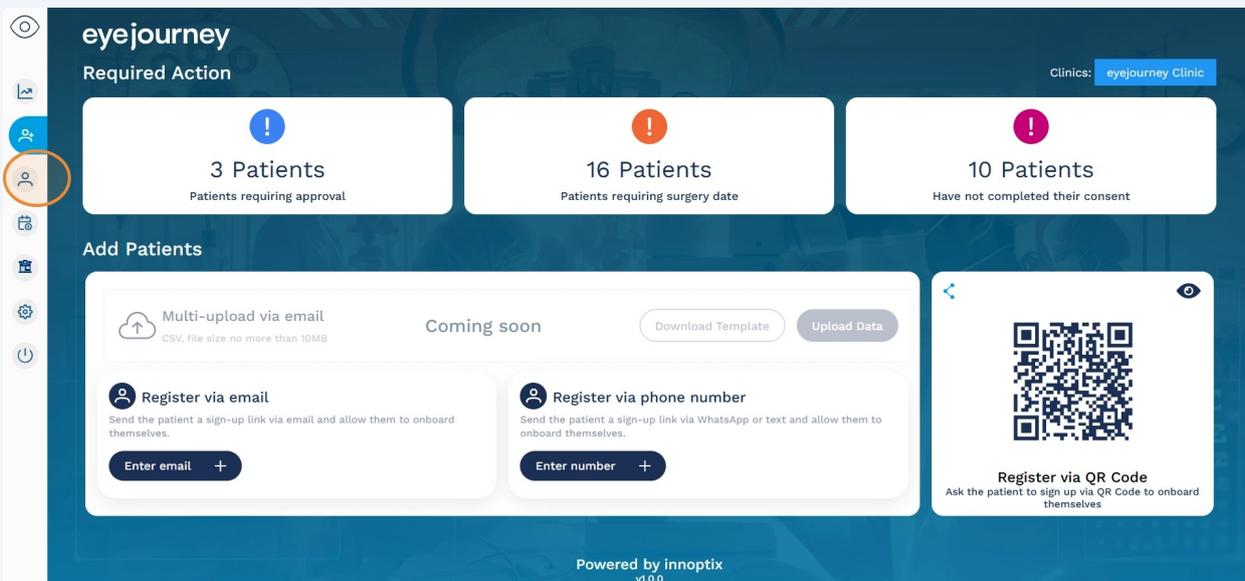
22 Alternatively, you may register patients using the QR code.

With this method, the patient will scan the QR code and register themselves, adding their personal details as above.



23 For patients you register using this method, you will need to manually approve them.

To do this, click on the Patient icon on the left of the dashboard.



24 Navigate to the 'Pending Approval' tab.

You will see a list of patients pending approval. Approve or reject as required.

The screenshot shows the 'Pending Approval' tab in the eyejourney system. The left sidebar contains navigation options: Pending Approval (selected), All Patients, Pending Surgery Date, Pending Onboarding, and Incomplete Consent. The main content area displays a table of patients pending approval. The table has columns for Patient Name, Email, Phone Number, and Status. Each row shows a patient's details and a 'Pending Approval' status. To the right of each row are 'Approve' and 'Reject' buttons. The 'Approve' button for the first patient is circled in orange. A search bar is located at the top of the table area.

25 Once approved, you must select which communication flow the patient is to be assigned to from the list in the drop down provided.

Patients who are rejected from the system will be deleted.

The screenshot shows the 'Pending Approval' tab in the eyejourney system. A modal dialog is open in the center of the screen, asking 'Can you please provide the patient communication flow?'. The dialog contains a dropdown menu labeled 'Patient Communication Flow' with the text 'Select flow' and a downward arrow. The dropdown menu is circled in orange. Below the dropdown are 'Save' and 'Cancel' buttons. The background shows the same table of patients pending approval as in the previous screenshot, but it is dimmed.