Wisight The At-Home Treatment Patient Journey...

ongoing management lapse in therapy treatment introduction acclimation disease progression associated symptoms worsen (often expedited by advanced age and/ or comorbidities), they try to maintain independence, but may require caregiver assistance.

CURRENT CHALLENGES

HCP treatment strategies and/ or insurance coverage (in the US) may limit patient options.

> Patients may be unaware of available treatments/ systems and/ or feel key questions remain unanswered.

HCPs have limited time and resources to effectively train patients (and caregivers/ family).

First experiences with treatment/ devices heavily

influence patient attitudes and longer-term behaviors.

IMPLICATIONS FOR DEVICE SELECTION/ DEVELOPMENT

Empower patients to contribute to treatment decision-making in order to foster adoption. Interactive/ personalized resources Patient forums/ communities

Support patients heavily through the onboarding process to develop trust and prevent misuse.

 IFU, trainer, packaging and educational resources (tutorials, video demos, FAQs, etc.) Recognize the importance of system introduction and

the 'out of box' experience associated with first interaction and use. Device/ packaging appearance and size

Needle visibility

A "trial and error" approach often involves a series of dose/ setting adjustments (i.e., titration).

adherence; feeling "overwhelmed" can lead some to delay or abdandon treatment.

Patients are often uncertain of specific aspects of treatment regimen (e.g., proper sanitation/ storage requirements, timing/ temperature considerations, etc.), but rarely follow-up.

Patients seek ways to 'make it work,' leading to customized work-arounds that may compromise

IMPLICATIONS FOR DEVICE SELECTION/ DEVELOPMENT Support (and expedite) dosing/ setting optimization.

Dose and symptom/ metric tracking

Simplify information and interaction to instill confidence and promote adherence. IFU and labelling Number of administration steps/ components

Strive for seamless integration into patient routine/

 Proactive reminders Storage requirements

Device feedback

 Timing/ duration of administration Seek ways to reinforce proper technique.

 On-demand/ time-based learning Supplies (e.g., alcohol pads, needles)/ toolkits Sensor-based alerts (e.g., temperature) Onboard (device) guidance

CURRENT CHALLENGES CURRENT CHALLENGES

Patients may transition to "auto-pilot," less aware/ intentional during day-to-day management.

Patients' mental and emotional state may influence Over time, shortcuts can evolve that compromise technique.

Patients may skip steps determined to be unnecessary.

Situations may arise that are un- or less familiar to patients (e.g., errors, end of battery life, filled sharps bin, etc.) which can cause anxiety and even abandonment.

IMPLICATIONS FOR DEVICE SELECTION/ DEVELOPMENT Consider ways to prevent and/ or debunk 'bad habits.' Automated/ integrated functionality

 Ongoing learning (e.g., tips and tricks) Support patients in managing out-of-the-ordinary scenarios/ circumstances.

 Errors/ troubleshooting Lifecycle management Sharps management/ logistics

> Customized, automated parameters Dose and symptom/ metric tracking

Reactive reminders

Encourage patients to stay "on track."

Facilitate HCP communication/ interaction.

CURRENT CHALLENGES

reduced need (for medication).

special event/ outing, etc.).

patients' adherence.

inconsistencies.

HCPs often don't have an accurate depiction of

administration can lead to aversions and

Patients may misinterpret easing symptoms as

The tedium and/ or unpleasantries of treatment

Patients may choose to skip or delay treatment so as

Patients may choose to take "a break" from therapy,

Therapy lapses often reduce treatment efficacy and

lead to exacerbated symptoms/ disease progression.

IMPLICATIONS FOR DEVICE SELECTION/ DEVELOPMENT

often with a change in routine (e.g., vacation, work trip,

to not call unwanted attention to oneself (e.g., in

 Trends/ milestones Gamification/ rewards Combat barriers to administration adherence.

 Administration anxiety/ pain (e.g., needle size, depth, speed, etc.) System/ device portability System/ device discretion

CURRENT CHALLENGES

Exacerbated physical symptoms (i.e., dexterity, strength, swelling, numbness, shaking, etc.) may preclude successful device use.

Exacerbated cognitive symptoms (i.e., mental clarity, memory loss/ recall, fatigue, etc.) may impact treatment routine.

Common ailments/ conditions of aging and comorbidities (i.e., vision and hearing loss) may preclude successful device use.

Patients are likely to be taking multiple therapies, increasing the management onus and potential for

IMPLICATIONS FOR DEVICE SELECTION/ DEVELOPMENT Employ HF/ usability best practices to enable symptomatic patients to self-administer for as long as

 Device assembly Actuation/ user touchpoints

Device feedback

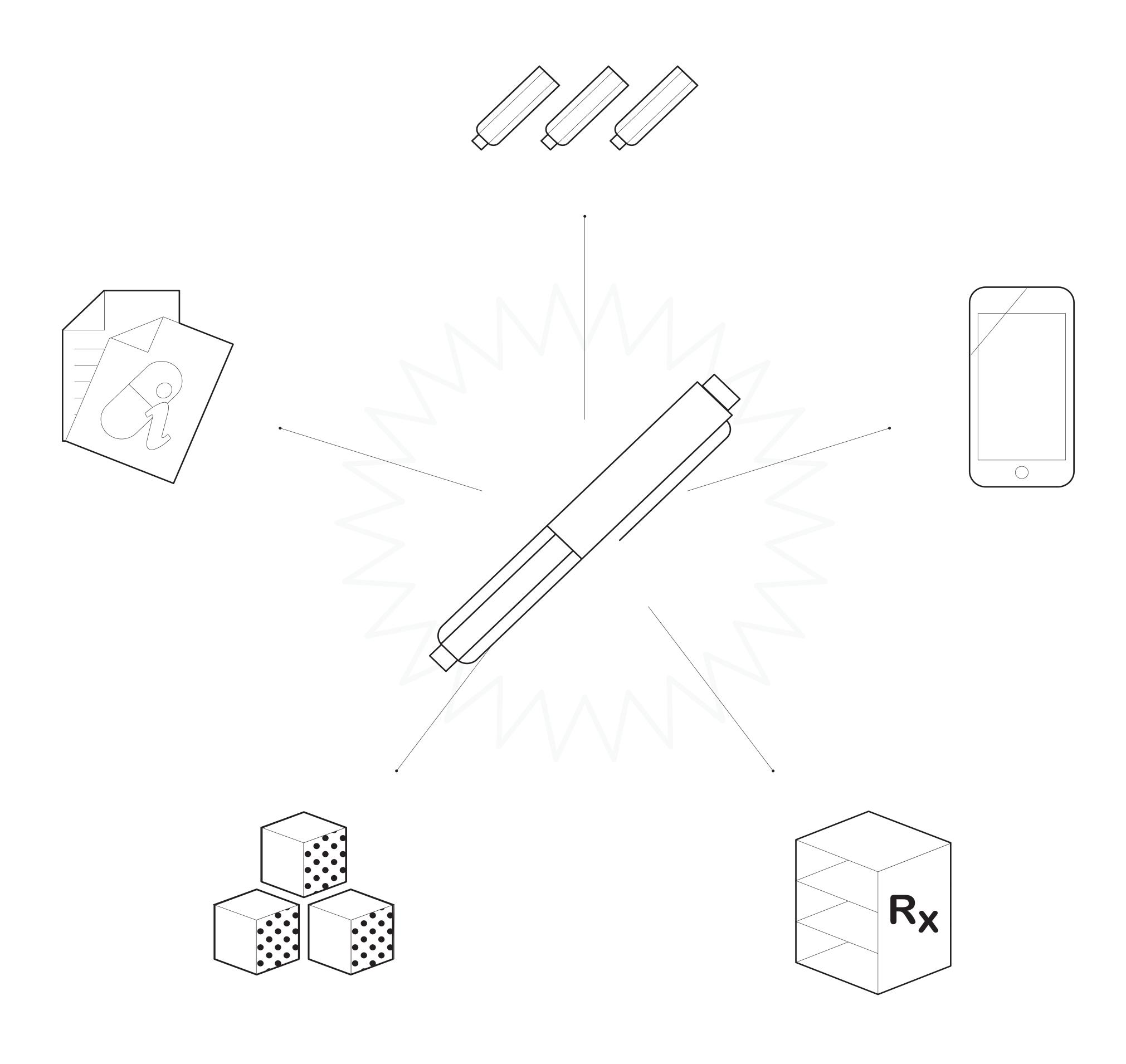
Consider the role of a caregiver; ensure they have the means and know-how to actively contribute to disease management and treatment. On-demand learning

 Remote monitoring Dose and symptom/ metric tracking

Streamline the management of multiple therapies, while mitigating user error and risk.

 Packaging/ device differentiation Multi-therapy administration Treatment/ dose confirmation

...and implications for device selection/ development and the surrounding ecosystem



To improve the patient experience surrounding at-home management of chronic disease, consider aspects beyond the administration event, holistically addressing the implications outlined through both selection/ development of delivery devices and surrounding assets:

- Instructions for use
- Value-added secondary packaging
- Customized training programs (i.e., training devices, videos, etc.)
- Mobile apps and connected platformst

For more information, see www.nemera.net/our-services/ and stop by our booth #921