Patient Frequently Asked Questions

General Questions

Cost, Insurance, & Reimbursement

- **How much does this cost?**

  Alio is paid for either by your insurance and/or by the clinical site which provided you with the remote patient monitoring platform. As such, only a standard co-pay may apply. For further questions please contact your insurance or your clinical care team.

Alio & Your Data

- **What metrics does the SmartPatch measure?**

  The SmartPatch measures abnormal potassium, hematocrit, hemoglobin, auscultation (sounds of the body), and skin temperature.

- **How does the Alio remote patient monitoring platform measure these metrics?**

  The Alio SmartPatch has a number of sensors which can read the metrics mentioned above. The SmartPatch takes these readings and wirelessly transmits the information to the clinical portal via the hub. The Alio platform uses special software to interpret the data and, as needed, create notifications for your clinical care team. The notifications are sent when the software detects readings that are outside the limits set by your care provider.

- **Does this replace my monthly blood draws?**

  No. Alio's remote patient monitoring platform is not meant to replace your monthly blood draws. Instead, it will provide your clinical care team with additional insight into your condition between routine blood draws.

- **Will I be able to see the data from the SmartPatch?**

  Currently, patients are not able to view their own data collected by the Alio SmartPatch. However, we are working on creating a patient-facing app. We will be sure to let any SmartPatch users know when this app becomes available.

- **Who has access to my data?**

  Only your clinical care team and the Alio support team can access your data.

Per HIPAA guidelines, the Alio support team will only access your data if there is a technical problem.

- **What if Alio finds something in my data?**

  If the platform detects your hematocrit, hemoglobin or potassium levels are outside of the set range, it will send a notification to your clinical care team. The platform does not send notifications for abnormal skin temperature, auscultation, or heart rate. Those readings are captured to provide additional information to your clinical team as they manage your care.

- **Does the SmartPatch give me any medicine?**

  The SmartPatch does not deliver any kind of medication; it is simply a monitoring device.

Questions about your SmartPatch

How do I know if the SmartPatch is working?

- **How do I know if the SmartPatch is working when I first put it on and as I continue to wear it?**

  The SmartPatch has a green light that will blink 3 times when the SmartPatch is first turned on. If the SmartPatch stops working, your care team will be informed through our platform.

Wear & Replacement

- **Where is the SmartPatch placed?**

  The SmartPatch should be located between the area where the needles are placed on a mature vascular access.

- **How long do I wear a SmartPatch?**

  Each SmartPatch can be worn for up to seven days.

- **How do I know when to replace it?**

  Replace the SmartPatch every seven days or sooner if it falls off before then. Information on how to replace your SmartPatch can also be found in the Instructions for Use document that was included in your Starter Kit.

- **What do I do if the SmartPatch is peeling off prior to the 7 days?**

  Yes. If the SmartPatch begins to lift around the edges, it is recommended to use a medical-grade tape of your choice (ie. Tegaderm) to prevent the SmartPatch from coming off too soon (ie. catching on your clothes). For the

SmartPatch to work, the sensors in the center of the patch need to be touching your skin. If the patch is peeling or coming up enough that they are no longer touching your skin then please apply a new patch.

- **If my SmartPatch falls off can I put it back on?**

  No. The SmartPatch should be replaced at that time with a new SmartPatch from your patch box.

- **Can I tape or Tegaderm my SmartPatch to my arm?**

  Yes, medical grade adhesive (i.e. tape or Tegaderm) can be used to help secure the SmartPatch to your arm. Please use care and only place tape over the Smartpatch and not around your entire arm.

- **Can I get the SmartPatch wet?**

  The SmartPatch is capable of getting wet (like in the shower), but DO NOT put it fully underwater (ie. in the bath or swimming). You can also review the Instructions for Use for further detail.

- **Can I wear the SmartPatch during dialysis?**

  Yes.

- **If blood from Dialysis gets onto the Patch, what do I do?**

  The SmartPatch can be cleaned with an alcohol wipe or soap and water, but DO NOT put the SmartPatch fully underwater. Also, do not take the SmartPatch off your arm to clean it; if you take it off then you will need to put on a new SmartPatch.

- **Can I move the SmartPatch if it's in the way of the clinician placing the needle for my dialysis treatment?**

  Yes. If the SmartPatch needs to be moved for dialysis, you can take it off and put on a new SmartPatch after your treatment.

- **Do I need to remove my device for a fistulagram/surgical case regarding my AV access?**

  The device does not need to be taken off before an angiogram unless your clinical team says you need to. However, the device is not sterile and should be taken off before any surgical procedures.

- **What do I do with the used devices?**

  The SmartPatch can be disposed of as per local laws, care facility laws or hospital laws for routine/nonhazardous electronic waste. However, if you received the SmartPatch through a study, please put the SmartPatch back on

the die card (i.e. plastic backing), place it in a biohazard bag and return it to the clinical site.

- **What happens if I lose the SmartPatch?**

  If you lose a SmartPatch, replace it with a new one from the patch box.

- **What happens if I run out of devices?**

  Tell your clinical care team and they will provide you with more SmartPatches.

- **What happens if my skin becomes irritated underneath or around the SmartPatch?**

  If this happens please temporarily remove the patch and allow irritation to go away before replacing the patch.

Technology & Data Collection

- **Does this interfere with home wifi or cell service?**

  No. Your Alio remote patient monitoring platform will not interfere with any other devices in your home.

- **Does the SmartPatch listen to me and my conversations?**

  The SmartPatch does use audio sensors to hear how well blood is flowing through your vascular access, much like a stethoscope. With these types of sensors some background noise may be picked up and recorded as well but the recordings are only shared with your clinical care team for the purpose of monitoring your access.

Questions about the Alio hub

How do I know if the hub is working?

- **Is there any setup?**

  No. Simply plug the hub into any normal wall socket and it will turn on and start working.

- **What happens if my hub light is green and won't turn off?**

  The hub light will remain green for several minutes after first being powered on. If it has been more than 15 minutes and the green light is still on, contact Alio Customer Support via email - support@alio.ai or phone (US) +1 855 979 1600.

- **What do I do if my hub light is blinking yellow?**
  Please contact Alio Customer Support via email - support@alio.ai or phone (US) +1 855 979 1600.

- **How do I know if the hub is working?**

  Check for a green light on an Alio Hub. Press the button on top of the Alio hub and confirm the indicator light on the side of the hub turns green.

- **Does my hub need to be in a particular area?**

  Per the Instructions For Use, place the hub in a convenient spot that you regularly spend time near. By your window or by your bedside will usually provide a strong connection.

- **Does my hub always need to be plugged in?**
  Yes, the hub needs power to connect to the Alio platform.

How does the technology in the hub work?

- **Does it require my WiFi?**
  No. The hub is powered by its own cellular connectivity. It does not use your WiFi or take up any bandwidth from your home network. It is entirely independent.

- **Does it interfere with my cell phone service?**
  No. The hub does not connect to your cell phone in any way. The hub is powered by its own cellular connectivity. It does not rely on or connect to your cell phone plan or your WiFi service. The bandwidth and cost required for your hub to transmit data to the Alio clinical portal is paid for entirely by Alio.

- **Does the hub interfere with my other medical equipment and devices (i.e., pacemaker, ICD, spinal cord stimulator, glucose monitor, insulin pump, etc.)?**
  No.