Instructions for use

MEDeHelp

Clinical decision support

for drug therapy

in emergency situations

 Copyright © 2026-2029 PEDeus Health AG

Table of contents

1 General information 4
2 Manufacturer 4
3 Copyright 4
4 Use specification 4
4.1 Intended use 4
4.2 Indication 5
4.3 Patient target group 5
4.4 Intended users 5
4.5 Use environment 5
4.6 Technical description 5
5 Language 5
6 System requirements 6
6.1 Registration 6
6.2 Smartphones 7
6.2.1 Performance 7
6.2.2 Mobile Device Management 7
6.2.3 Link to external partner applications 7
6.3 Installation 7
7 Use of MEDeHelp 8
7.1 Login 8
7.2 Overview 9
7.3 Patient data 10
7.3.1 Entering patient data 10
7.3.2 Changing the patient data 11
7.4 Emergency page 12
7.5 Preparation and administration information 13
7.6 Medicines page 14
7.7 Guidelines page 15
7.8 Settings 17
7.8.1 Product favourites 17
7.8.2 Organisation favourites 17
7.8.3 Information 18
7.9 Offline mode 20

 Copyright © 2026-2029 PEDeus Health AG

7.10 Data update ____ 21
7.11 Version update ____ 22
7.12 Literature ____ 22
7.13 Abbreviations ____ 22
7.14 Modifications in content ____ 22
7.15 Support and instructions ____ 22
8 Security ____ *23*
8.1 Warnings and residual risks ____ 23
8.2 Feedback and complaints ____ 23

 Copyright © 2026-2029 PEDeus Health AG

1 General information

The instructions for use contain detailed information on how to use the MEDeHelp smartphone application.

2 Manufacturer

PEDeus Health AG
Technoparkstrasse 1
8005 Zurich
Switzerland
info@pedeus-health.ch
+41 (0)44 521 73 80

3 Copyright

Copyright © 2026-2029 PEDeus Health AG. All rights reserved.
In the instructions for use, PEDeus Health AG is referred to as PEDeus Health.

The information contained in this document may not be modified, copied, reproduced or transmitted in any way without the prior written authorisation of PEDeus Health. These instructions for use are to be applied exclusively in a professional environment. They may not be publicly distributed or used for commercial purposes. PEDeus Health accepts no liability for errors, mistakes or damage resulting from the use of MEDeHelp using modified instructions for use without prior written authorisation from PEDeus Health.

4 Use specification

4.1 Intended use

The smartphone application MEDeHelp is intended to support healthcare professionals in emergency situations by providing patient-specific dosage, preparation and administration information for all age groups. Further information in emergency situations, for example physiological norm values, equipment specifications and treatment guidelines, are also provided.

MEDeHelp requires data which are maintained in the PEDeDose database. Patient-specific data such as dosage, preparation and administration information in MEDeHelp are provided by the PEDeDose medical device via web service. The application MEDeHelp is not intended to make calculations with this data but allows a simple and fast selection of the patient-specific drug information.

The final decision on the medication remains with the attending healthcare professional.

4.2 Indication

MEDeHelp enables a quick selection of dosage, preparation and administration information by body weight, age or height for drugs typically used in emergency situations for indications such as (but not limited too) resuscitation, anaphylactic shock, asthma, seizures etc. along with the display of for example physiological norm values, equipment specifications and treatment guidelines.

4.3 Patient target group

MEDeHelp can be used for paediatric patients such as newborns (term and premature babies), infants, toddlers, children, adolescents and adults.

4.4 Intended users

MEDeHelp is intended exclusively for use by healthcare professionals (e.g. physicians, paramedics, nurses, pharmacists).

4.5 Use environment

MEDeHelp is intended to be used in different environments with different light, noise, vibration and stress conditions: e.g. in the shock room of a hospital, on the way in an ambulance or helicopter or outside at the site of an emergency as well as in an office setting at the hospital, for example.

4.6 Technical description

MEDeHelp is a smartphone application that runs on iOS and Android operating systems and can be used both online and offline. The data content is updated via the internet. The use is guaranteed by a one-time registration of the user.

All calculated dosages and preparation information come from the medical device PEDeDose (class IIa) from PEDeus Health and are generated using algorithms. The data content is maintained by PEDeus Health using a specific content management system and the PEDeDose interface.

5 Language

MEDeHelp is available in German, French and English.

The application uses the language setting of the smartphone. If MEDeHelp does not support the selected language setting of the smartphone, MEDeHelp is automatically displayed in English.

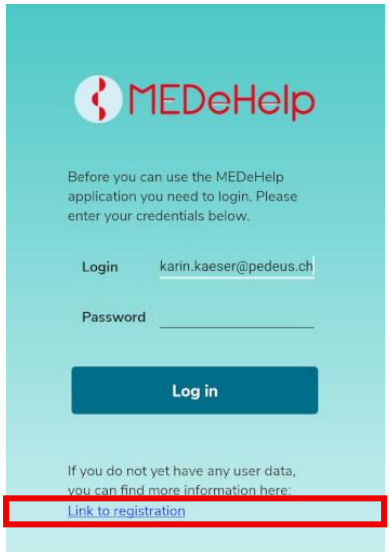
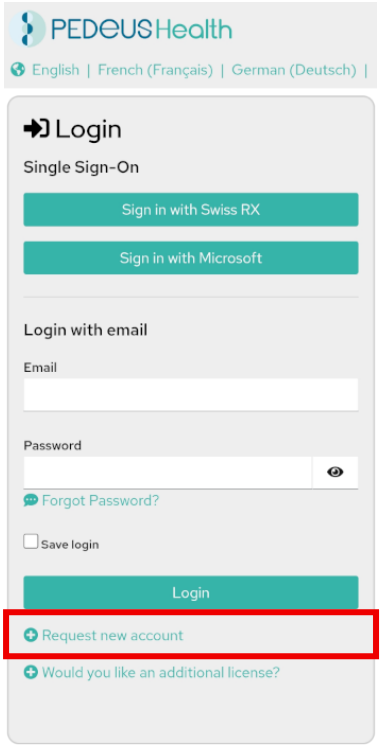
The language can be selected by the user under the smartphone settings in the "General settings". In order for the data content to be displayed in the newly selected language, MEDeHelp must be closed and reopened on Android smartphones after the language change.

 Copyright © 2026-2029 PEDeus Health AG

6 System requirements

6.1 Registration

MEDeHelp can only be used by registered users. This requires a PEDeus Health login with user name and password and a current MEDeHelp licence.

	The online registration page can be accessed via the “Link to registration” on the login page.
	Under "Request new account" the user can register with PEDeus Health by following the instructions in the online form.

 Copyright © 2026-2029 PEDeus Health AG

6.2 Smartphones

MEDeHelp is supported by smartphones (64-bit) with iOS and Android operating systems. MEDeHelp runs on the current and previous versions of the iOS and Android operating systems. A free memory space of ≥250 MB should be available.

6.2.1Performance

Various factors can influence or impair the performance of MEDeHelp, including the age and model of the smartphone, a low memory capacity, applications running in the background, a low battery level, an active energy-saving mode, strong heating/cooling of the smartphone or an old version of the operating system.

6.2.2Mobile Device Management

MEDeHelp supports the use of Mobile Device Management (MDM) systems. These can be used to control login data as well as product favourites and organisation favourites (see section 7.14).

6.2.3Link to external partner applications

MEDeHelp supports navigation between MEDeHelp and external mobile applications. Users who hold a licence for both MEDeHelp and an external partner application are provided with a link on the «patient data page». This link allows users to return from MEDeHelp to the external partner application. The link is displayed only on authorised smartphones (see chapter 7.3.1).

6.3 Installation

MEDeHelp can be downloaded and updated from the Google Play Store or the Apple App Store.

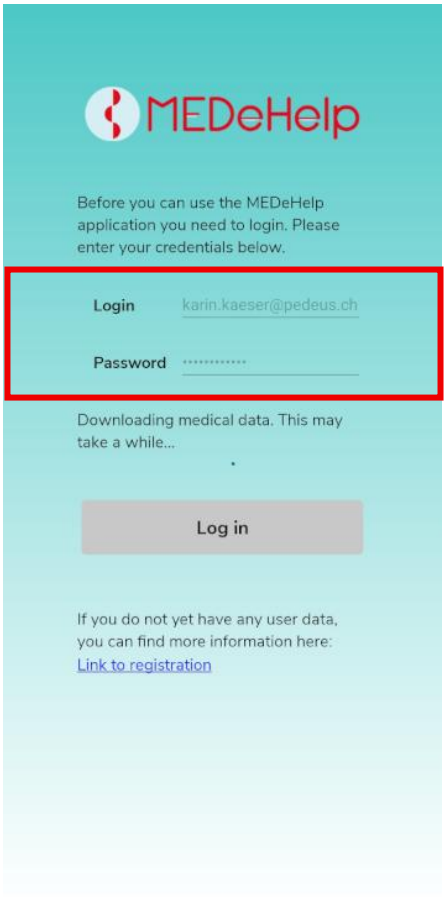
 Copyright © 2026-2029 PEDeus Health AG

7 Use of MEDeHelp

7.1 Login

To use MEDeHelp, you need to log in first with your user name (email address) and password (see chapter 6.1.). After that, it is usually no longer necessary to log in.

When logging in, the smartphone must be connected to the internet.



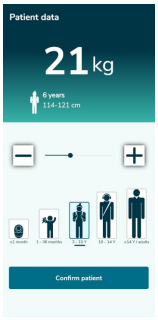
A forgotten password can be reset via "Link to registration".

 Copyright © 2026-2029 PEDeus Health AG

7.2 Overview

You can access MEDeHelp by selecting the patient data. After confirming the patient data, you can navigate to the Emergency page (1). The navigation at the bottom of the screen takes the user to two further main pages with patient-specific information: the Medicines page (2) and the Guidelines page (3).

The fourth main page contains the settings.



1. Emergency page

- up to 10 emergency indications with patient-specific dosage and preparation information
- patient-specific reference values
- patient-specific defibrillator / equipment information

2. Medicines page

- patient-specific, alphabetical list of medications with dosage information; can be filtered by
  - product favourites
  - type of administration
  - indication

3. Guidelines page

- patient-specific emergency schemes (PDF documents or web links)
  - organisation filter
  - age filter
  - indication filter

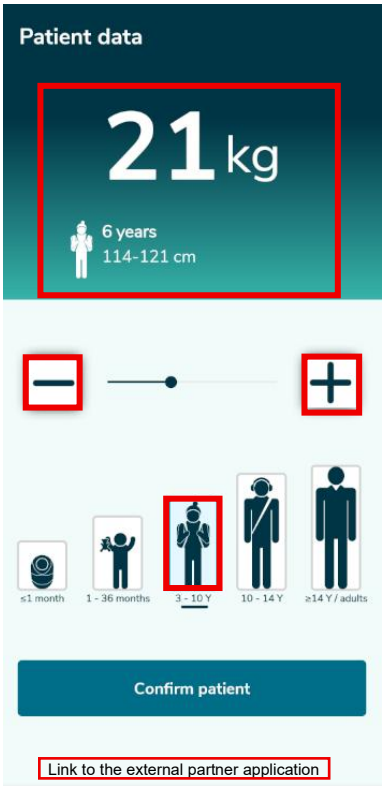
4. Settings

The "Settings" page allows users to set the favourites for products and organisations (publishers of guidelines), install data packages and view various information about MEDeHelp.

 Copyright © 2026-2029 PEDeus Health AG

7.3 Patient data

7.3.1Entering patient data



The (estimated) body weight of a patient can be set by clicking on the corresponding age group and making further adjustments using the "+" and "-" symbols.

- By clicking on one of the 5 age groups, the average value of the corresponding age group is displayed.
- The body weight can also be estimated using the corresponding age or body height[1,2].

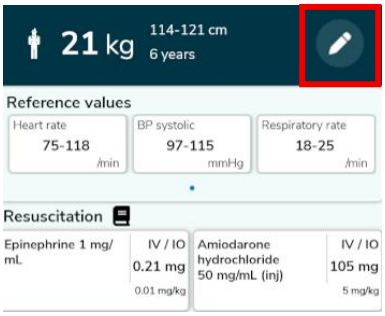
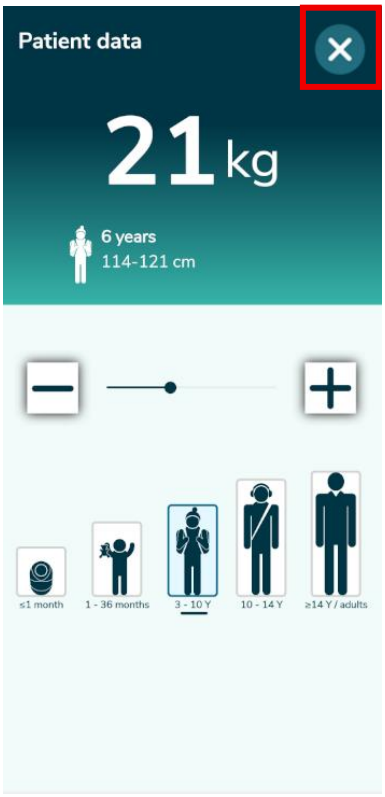
Click on "Confirm patient" to adopt the weight for display on the Emergency page, the Medicines page and the Guidelines page.

- After confirming the patient data, the user is always taken to the Emergency page.
- A confirmed patient weight remains stored for 60 minutes when the application is open, unless it is changed.
- Only on authorised smartphones, a link is displayed at the bottom of the page that allows to return to the external partner application (see chapter 6.2.3). When leaving the page via the partner link, the patient weight is not saved. It must be re-entered upon return (see also chapter 8.1).

[1] *Braegger C et al. New growth curves for Switzerland. Paediatrica 2011; 22(1): 9-11.*
[2] *Sha B et al. Comparison of Ideal Body Weight Equations and Published Height-Weight Tables with Body Mass Index Tables for Healthy Adults in the United States. Nutrition in Clinical Practice 2006; 21: 312–19.*

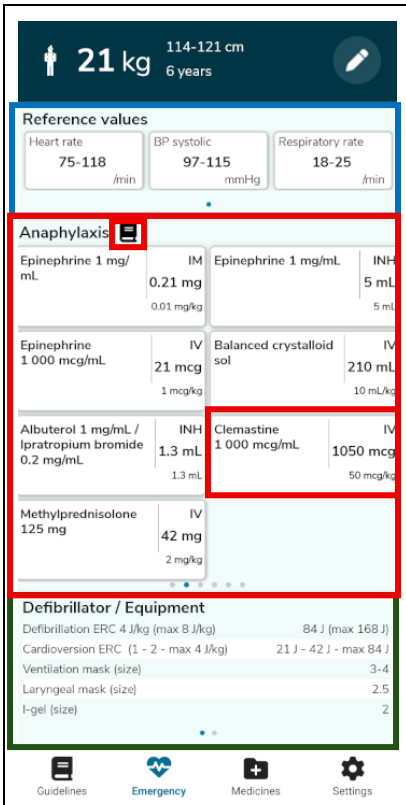
Copyright © 2026-2029 PEDeus Health AG

7.3.2 Changing the patient data

	The patient weight can be adjusted at any time by clicking on the pen. • Patient data can be changed on all pages with patient-specific drug information (Emergency page, Medicines page, Preparation page, Guidelines page). • After confirming the changed patient data, the user is always taken to the Emergency page.
	If no changes are made to the patient data, the page can be exited again by clicking on "x". • The originally confirmed patient data remain saved. • The user returns to the previous page.

 Copyright © 2026-2029 PEDeus Health AG

7.4 Emergency page

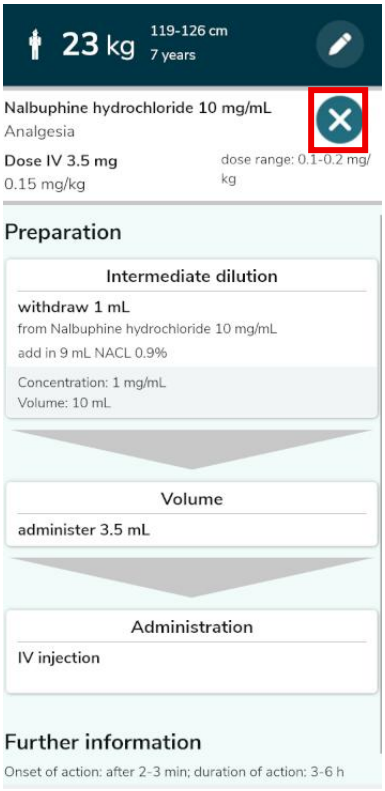


The Emergency page shows the user patient-specific information on drug dosages organised by indication (red frame), including reference values in the upper part (blue frame) and information on defibrillator energies and equipment in the lower part of the application (green frame).

- Additional pages on **reference values**, **indications** and **defibrillator/equipment** can be displayed by swiping. The individual number of pages (max. 10) is visualised with dots.
- If product favourites are defined in the settings, these products are displayed to the user by default (see chapter 7.8.1).
- By clicking on a medication tile (e.g. Clemastine 1000 mcg/mL), the **individual preparation and administration information** can be viewed (see chapter 7.5).
- Clicking on the **book symbol** next to the indication designation takes the user directly to the Guidelines page (see chapter 7.7).

Copyright © 2026-2029 PEDeus Health AG

7.5 Preparation and administration information

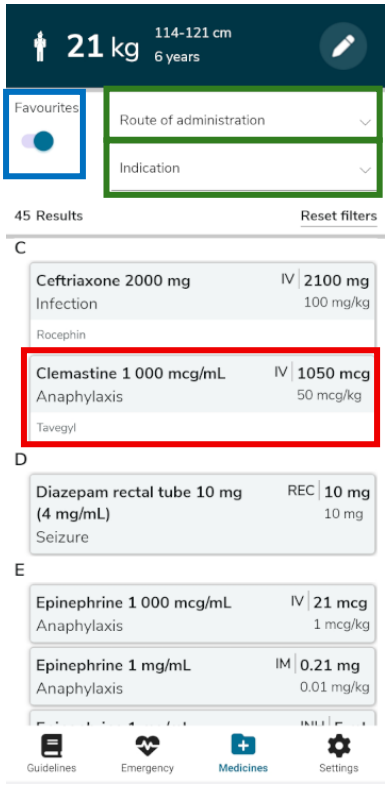


The Preparation page guides the user step by step through the preparation of the selected medication and provides information on administration and other details.

- The Preparation page can be accessed from the Emergency page (see 7.4) as well as from the Medicines page (7.6) by clicking on a medication tile.
- Click on "x" to close the Preparation page.
- The detailed page of the preparation and administration information can be accessed via the Emergency page and the Medicines page.

 Copyright © 2026-2029 PEDeus Health AG

7.6 Medicines page



The Medicines page contains all the dosages of medications contained in MEDeHelp in alphabetical order.

The following **filter options** are available for a quicker search:

- by product favourites: toggle, see blue frame
- by type of administration: dropdown, see green frame
- by indication: dropdown, see green frame

A blue dot (under favourites) indicates that the list of medications only shows the product favourites (see chapter 7.8.1).

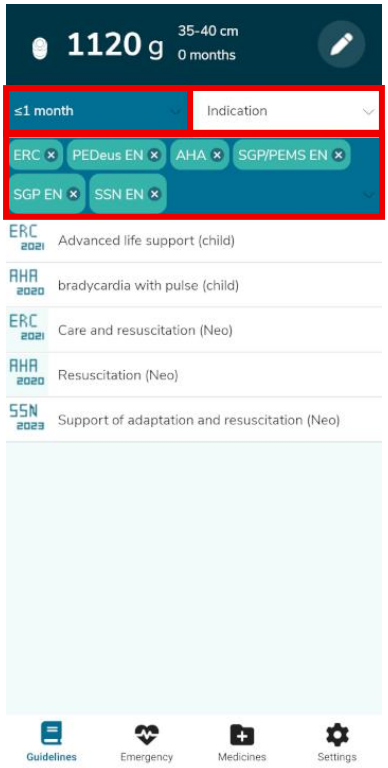
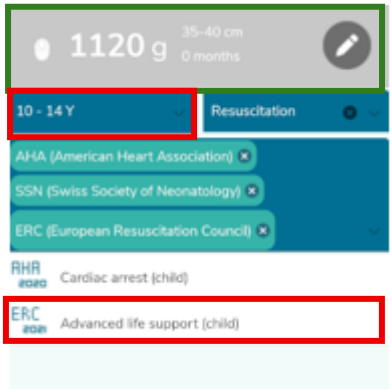
By clicking on the blue dot, the restriction to favourites can be removed and all medications available in MEDeHelp for the selected patient data are displayed.

Filter settings made on the Medicines page remain in place until new patient data are confirmed.

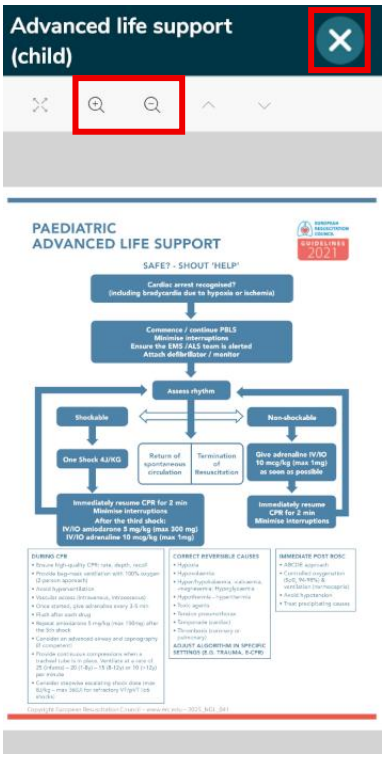
By clicking on a medication tile (e.g. Clemastine 1000 mcg/mL), the **patient-specific preparation and administration information** can be viewed (see chapter 7.5).

 Copyright © 2026-2029 PEDeus Health AG

7.7 Guidelines page

<table>
<tr>
<td> 
</td>
<td>On the Guidelines page, emergency schemes are listed alphabetically according to the confirmed patient data, which are stored as PDF documents or can be accessed via web links.
• The emergency schemes can be filtered by age group, indication and/or organisation using the drop-down menu (see red frame).
• If a user goes from the Emergency page to the Guidelines page by clicking on the book symbol, the indication filter is preset accordingly (see chapter 7.4).
• The organisation filter takes into account the favourite organisations defined in the settings. However, the list can be adjusted by the user if necessary, by adding or deleting an organisation.
• Filter settings made on the Guidelines page remain in place until new patient data are confirmed.</td>
</tr>
<tr>
<td> 
</td>
<td>• If the age group is changed by the user (e.g. from ≤1 month to 10-14 Y.), the new patient data shown in grey indicate that the listed emergency schemes no longer relate exclusively to the originally selected patient data.
• By clicking on an emergency scheme, the content can be viewed in detail.</td>
</tr>
</table>

 Copyright © 2026-2029 PEDeus Health AG

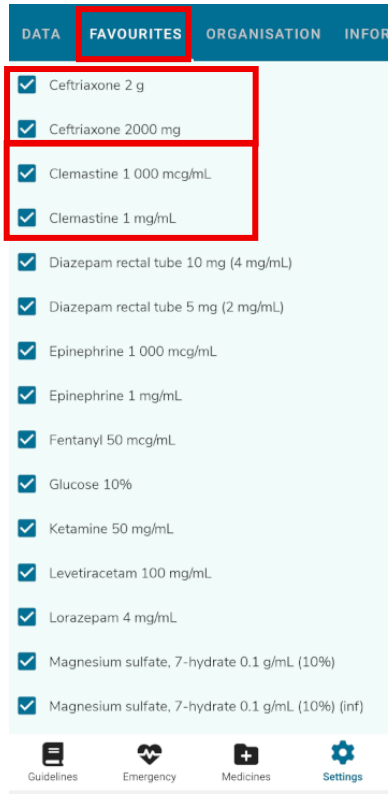


- The size of the PDF document can be adjusted to the user's requirements using the "zoom in" or "zoom out" magnifying glass or by moving two fingers on the screen.
- Click on "x" to close the PDF view of the emergency scheme.
- Emergency schemes that are called up as web links cannot be viewed in offline mode.

 Copyright © 2026-2029 PEDeus Health AG

7.8 Settings

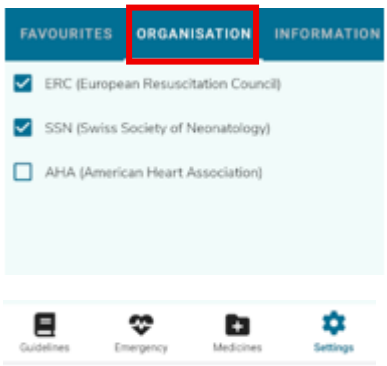
7.8.1Product favourites



On the Settings page under the "Favourites" tab, the user can select the medication products used in their institution, unless these have not already been set centrally via the institution's Mobile Device Management system.

- If a product is listed several times with different units, all products should be marked as favourites, as the dosage is in different units depending on the age group.
- As soon as product favourites have been defined, only the product favourites are displayed on the Emergency page and on the Medicines page by default.
- On the Medicines page (but not on the Emergency page), the user has the option of removing the filter for the favourites (see chapter 7.6).
- If new product dosages are downloaded with a data package in MEDeHelp, the user can expand the list of product favourites accordingly.

7.8.2Organisation favourites



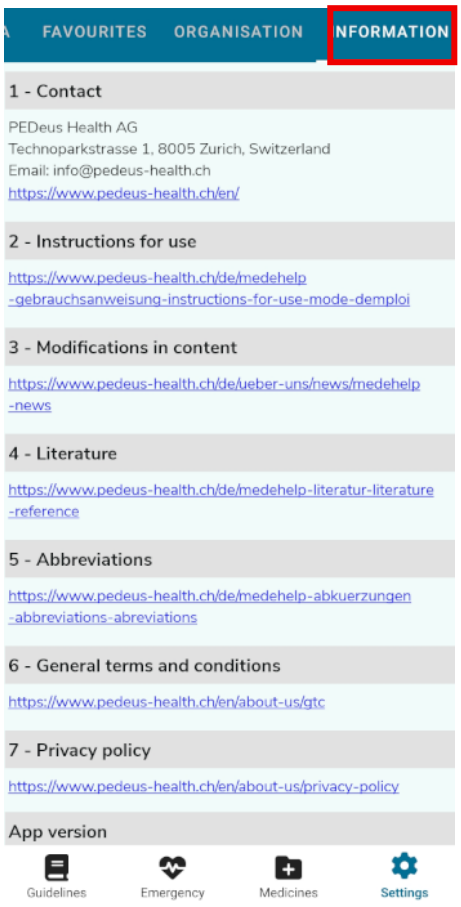
On the Settings page under the “Organisation” tab, users can select the organisations relevant to their institution, unless these have not already been set centrally via the institution's Mobile Device Management system.

- As soon as the user has defined organisation favourites, only the emergency schemes of the defined organisations are displayed on the Guidelines page by default.
- If necessary, the user can adjust the organisation filter at any time (see chapter 7.7).

 Copyright © 2026-2029 PEDeus Health AG

7.8.3Information

7.8.3.1 General information about MEDeHelp



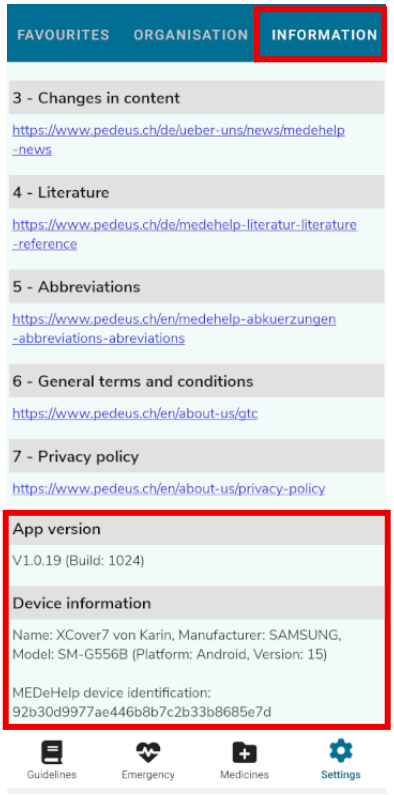
On the Settings page under the "Information" tab, the user can view information about MEDeHelp or access it via the corresponding web links.

- Instructions for use
- Changes in content
- Literature
- Abbreviations
- General terms and conditions
- Privacy policy

Web links can only be used in online mode.

 Copyright © 2026-2029 PEDeus Health AG

7.8.3.2 App version and device information



The **app version** (MEDeHelp version number) can be seen at the bottom of the Settings page under the "Information" tab (scroll down).

The **device information** is displayed immediately below.

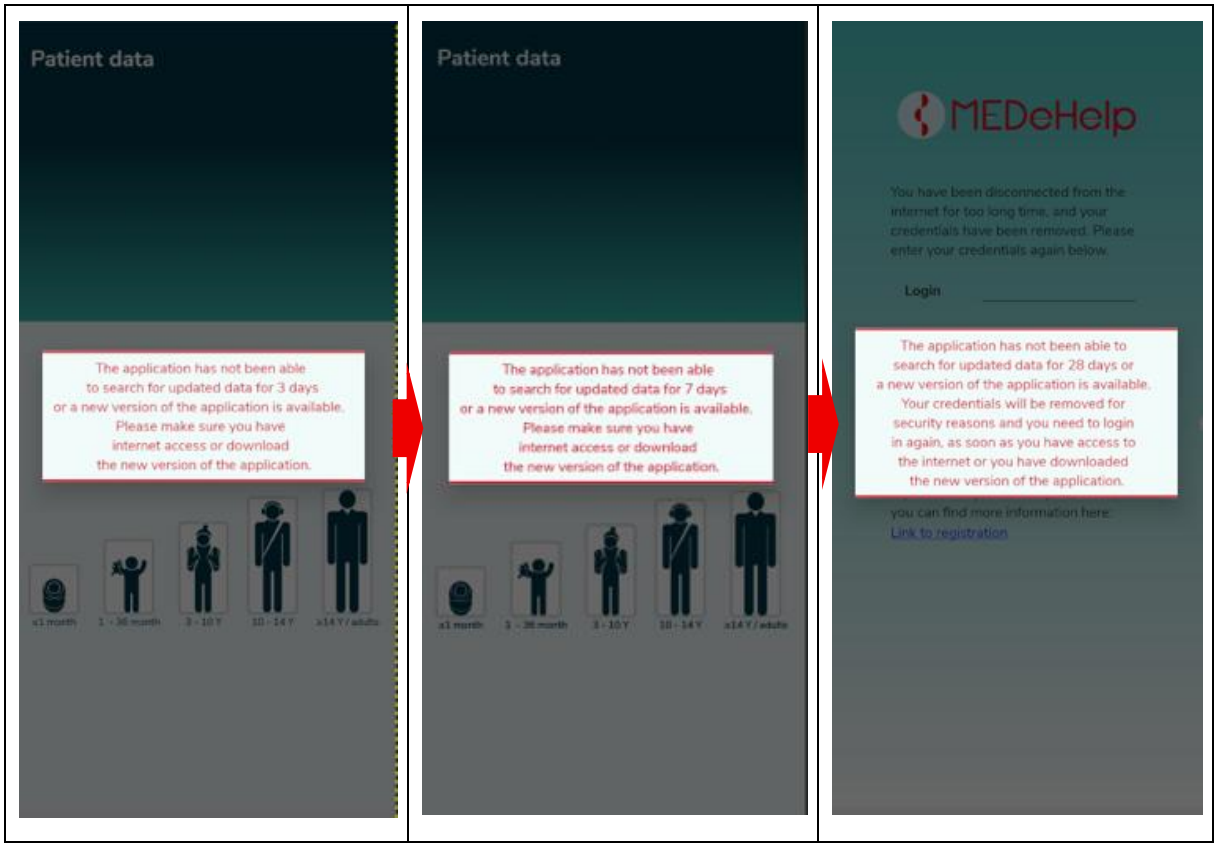
The **MEDeHelp device number** is a unique number that is important for traceability in the event of troubleshooting.

 Copyright © 2026-2029 PEDeus Health AG

7.9 Offline mode

MEDeHelp can also be used in offline mode. This ensures that MEDeHelp functions independently of internet access in emergency operation. Where internet access is available, use in online mode is preferable. To ensure that the information is always up-to-date, the application should be connected to the internet regularly (at least every 72 hours).

If MEDeHelp has been in offline mode for more than 3 days, a warning message is shown to the user. A corresponding message also appears after 7 and 28 days in offline mode, if no connection to the internet has been established in the meantime. After 28 days in offline mode, the user is logged out of MEDeHelp and must log in again with their user name and password (see chapter 7.1).



 Copyright © 2026-2029 PEDeus Health AG

7.10 Data update

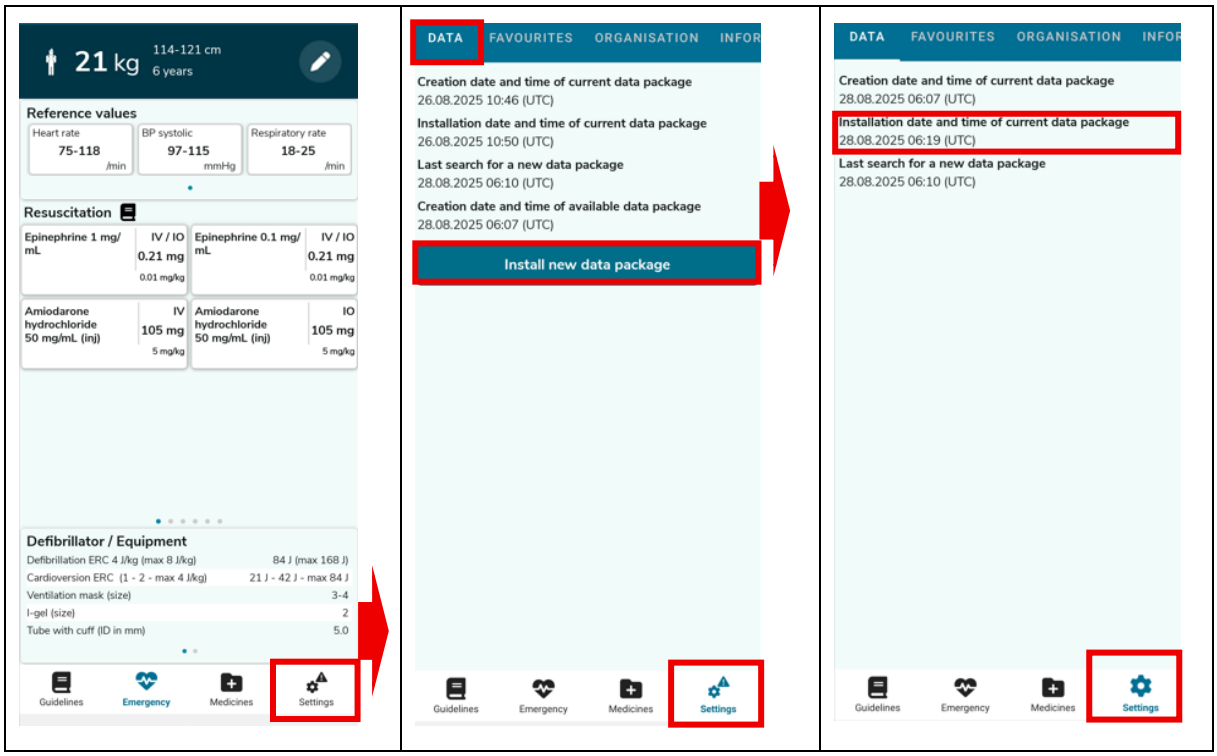
The MEDeHelp data is continuously updated by PEDeus Health. MEDeHelp searches for new data every 5 minutes, provided the smartphone is connected to the internet.

As soon as a new data packet has been found, an exclamation mark is displayed in the navigation bar next to the "Settings" icon.

The user is required to install a data package as soon as possible.

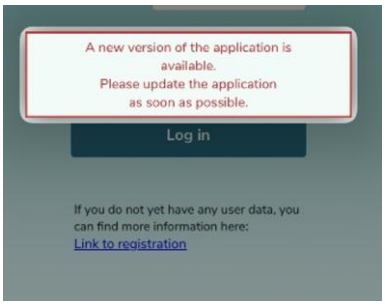
Click on "Settings" and then click on "Install new data package" under the "Data" tab to download the new data. The process takes a few seconds.

Under the "Data" tab, you can view the creation and installation time of the current data package as well as the time of the last search for a new data package. The times are given in coordinated universal time (UTC).



 Copyright © 2026-2029 PEDeus Health AG

7.11 Version update

	As soon as a new MEDeHelp version is available, the request to update the version is displayed in MEDeHelp. In addition, a version update is announced in advance by PEDeus Health by e-mail. • The new version must be updated as soon as possible via the App Store (see chapter 6.3). • The existing settings for the product and organisation favourites are automatically transferred from the old version to the new one. • As long as the version is not updated, no new data packages can be installed. • If the new version is not installed, further warning messages appear after 3 and 7 days. The user will be logged out of the old version after 28 days (see the warning messages at 7.9).

7.12 Literature

The data in MEDeHelp is based on the current international guidelines for emergency medicine. The literature used can be viewed here (https://www.pedeus-health.ch/de/medehelp-literatur-literature-reference) or in MEDeHelp under "Settings" > "Information" (see chapter 7.8.3.1).

7.13 Abbreviations

The abbreviations used in MEDeHelp can be viewed here via a link (https://www.pedeus-health.ch/de/medehelp-abkuerzungen-abbreviations-abreviations) or in MEDeHelp under "Settings" > "Information" (see chapter 7.8.3.1).

7.14 Modifications in content

Important changes to the content of MEDeHelp can be viewed via the following link (https://www.pedeus-health.ch/de/ueber-uns/news/medehelp-news) or in MEDeHelp under «Settings» > «Information» (see section 7.8.3.1)

7.15 Support and instructions

In addition to the instructions for use, a tutorial (https://www.pedeus-health.ch/en/services/medehelp) is available on the PEDeus Health website.

 Copyright © 2026-2029 PEDeus Health AG

The configuration parameters for centrally defining login data, product favourites and organisation favourites are described in the “Mobile Device Management (MDM) Manual MEDeHelp”. Institutions can request the manual if required (e-mail: info@pedeus-health.ch).

8 Security

8.1 Warnings and residual risks

MEDeHelp users must observe the following warnings and precautions:

- MEDeHelp is intended exclusively for use in emergency situations due to the simplified (estimated) patient information and the scope of the drug dosages it contains.
- The patient data (weight, age, height) refer to standard values (see also chapter 7.3.1). Individual characteristics are not taken into account, e.g. if a patient is too heavy or too light for their age.
- Confirmation of incorrect patient data can lead to incorrect information being displayed.
- When leaving the patient data page via the partner link to the external partner application, the patient weight is not saved. It must be re-entered upon return (see also chapter 7.3.1).
- The equipment specifications may vary depending on the manufacturer.
- Some information (instructions for use, individual guidelines, abbreviations) cannot be displayed in offline mode.
- As MEDeHelp is an IT application, its performance may be affected by cybercrime.

All residual risks associated with MEDeHelp have been minimised as far as possible by taking appropriate measures. The benefits of MEDeHelp clearly outweigh the residual risks.

8.2 Feedback and complaints

Feedback on the functionality or content of MEDeHelp is welcome and can be sent by e-mail to info@pedeus-health.ch.

Technical and content errors in MEDeHelp that are noticed by users must be reported to PEDeus Health by e-mail (info@pedeus-health.ch) immediately after their discovery, but within 48 hours at the latest. If an error occurs, MEDeHelp may no longer be used.

 Copyright © 2026-2029 PEDeus Health AG