

CE

Symptomate

Instructions for use

ver. 1.3

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Introduction

Symptomate is an application used to support the preliminary medical diagnosis and to analyse the symptoms described by the user.

How does it work?

Like a healthcare professional, Symptomate asks diagnostic questions and analyses your answers on an ongoing basis. It only takes a few moments to find out what you might be suffering from and how serious your symptoms are.

Symptomate is a tool you can trust. Why?

- **Artificial intelligence.** Symptomate uses innovative diagnostic technology.
- **Verified information.** Our doctors carefully check the quality of the information provided by Symptomate.
- **Individual approach.** The application reacts to the user's answers and asks questions tailored to a specific case.

Product description

Symptomate is an application designed for the patient, that estimates the probability of specific diseases (it recognises over 800 diseases) and issues recommendations on further treatment or contact with a healthcare professional.

Symptomate is made available through Infermedica website and mobile application in Apple Store and Google Play.

Symptomate is a medical device within the meaning of the Council Directive 93/42/EEC of 14 June 1993 on medical devices and Regulation (EU) 2017/745 of the European Parliament and the Council of 5 April 2017 on medical devices.

Warnings!

- You must be **18 years or older** to use the application.
- **The interview is not a diagnosis.** The interview result is for information purposes only and is not medical advice, consultation, or diagnosis.
- **Do not use the application in an emergency.** In the event of a threat to life or health, call an ambulance immediately.
- **Your data is safe.** Infermedica operates in accordance with the provisions of the GDPR. More information on the processing of personal data can be found in the [Terms of Service](#) and the [Privacy Policy](#).

Hardware requirements

Symptomate works in a browser, on devices (computer, phone, tablet) connected to the Internet. Below you will find a list of minimum hardware requirements:

- Internet connection
- Internet browser:
 - Firefox - the last 5 versions (from current stable release)
 - Google Chrome - the last 5 versions (from current stable release)

- Opera - the last 5 versions (from current stable release)
- Safari - browser versions released within the last 2 years
- Samsung Internet - browser versions released within the last 2 years
- Edge - browser versions released within the last 2 years

Symbols used on the product label



Warning! Information alerting to potential risks.



04-2021

The manufacturer and publication date of this version of the application.



Before use, read the instructions for use.



The application meets the requirements of Directive 93/42/EEC for medical devices.

Contraindications for use

Do not use Symptomate if you suspect a medical emergency. In this situation, immediately take action to get medical help, emergency measures and treatment as soon as possible, e.g., call for an ambulance or go to a hospital emergency department.

Sudden health emergency - a condition consisting of a sudden or shortly anticipated appearance of health deterioration symptoms, the direct consequence of which may be serious damage to the body's functions, bodily harm, or loss of life, requiring immediate medical rescue and treatment ([Act of 8 September 2006 on the State Medical Rescue](#)).

Examples of sudden health emergencies:

- changes in consciousness (e.g., loss of consciousness, sudden onset of attention disturbance, disturbances in cognitive processes, sudden decreased ability to recognise the surroundings)

- convulsions (suspected epileptic seizure)
- slurred speech, asymmetry of facial expressions, an extremely strong headache, double vision, sudden paralysis, weakness, limb numbness (suspected stroke)
- sudden, sharp pain in the chest that increases with exertion (suspected heart attack)
- heart rhythm disturbances (sudden onset, persistence of irregular palpitations in the chest)
- severe shortness of breath (sudden onset and increasing difficulty in breathing)
- sharp abdominal pain (sudden onset and increasing pain)
- persistent vomiting (inability to be rehydrated via oral cavity, progressive weakness, and dehydration)
- acute and severe allergic reactions (rash, swelling, shortness of breath) resulting from taking medicine, bites, or stings by poisonous animals
- serious injuries resulting from an accident, e.g., crushing, falling from a great height, suspected bone fractures, leg injuries making it impossible to move independently
- profuse, difficult to stop bleeding, e.g., nosebleed, gastrointestinal bleeding (coffee-ground vomit, melaena), vaginal bleeding, bleeding resulting from an injury
- extensive wounds resulting from trauma
- extensive burns
- rapidly progressing labour
- intoxication with medicine, chemicals, or gases
- heatstroke (sudden increase in body temperature above 40°C, e.g., from overheating in the sun)
- cold exposure (suspected hypothermia, body temperature drops below 35°C)
- electric shock
- half-drowning or drowning
- aggression caused by mental illness
- attempted suicide

Apart from the examples mentioned above, in any other situation, when there is a suspicion of a state of emergency, you should stop using the application and immediately take steps to obtain appropriate medical assistance.

The user

Any **adult** can become a user of Symptomate, as well as people with disabilities, e.g., of eyesight, hearing, movement, but also people with intellectual disabilities or cognitive disorders. Symptomate meets the Web Content Accessibility Guidelines (WCAG 2.1 AA).

The user can conduct an interview for:

- yourself
- another adult
- a child under the age of 18

Using the application

This section provides basic information on how to use the Symptomate application.

Navigation

The process of providing user data and conducting a question-and-answer session is known as a "diagnostic interview," although it should not be confused with a medical diagnosis. During the interview, you can change your answers and return to the previous steps.

- **How to proceed further?** To proceed, select the answer or click the "Next" button.
Note: If you see a red message, follow the on-screen instructions.
- **How to go back to the previous question?** Click the "Back" button at the bottom of the screen.
- **How to go back to earlier steps?** There is a menu on the left side of the application. Click the name of the step you want to return to. Note: The menu is only visible on widescreen devices (tablets, computers).

Note: If you change your previous answers, Symptomate may ask you new questions relevant to the information you have provided, and in some cases (such as when you change your age), it will delete your answers.

How to use the application?

The interview resembles a conversation with a medical professional. The first step is to provide information about yourself, the last - to display the results. Detailed information on each step can be found below.

1. Introduction

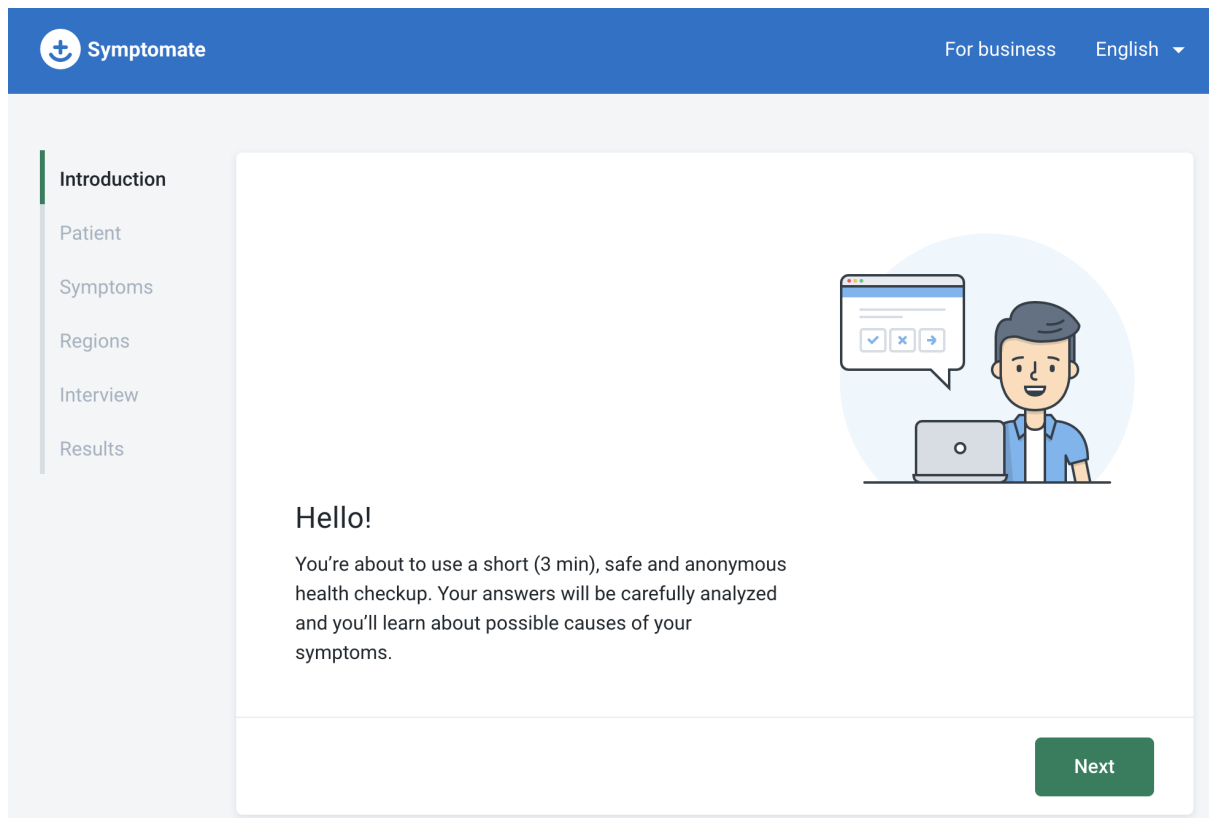


Figure 1 – Let's get started

Each interview begins with a display of basic information. As a rule, to proceed and start the actual interview, you must accept the terms of service of the partner's website and its privacy policy.

2. Patient selection

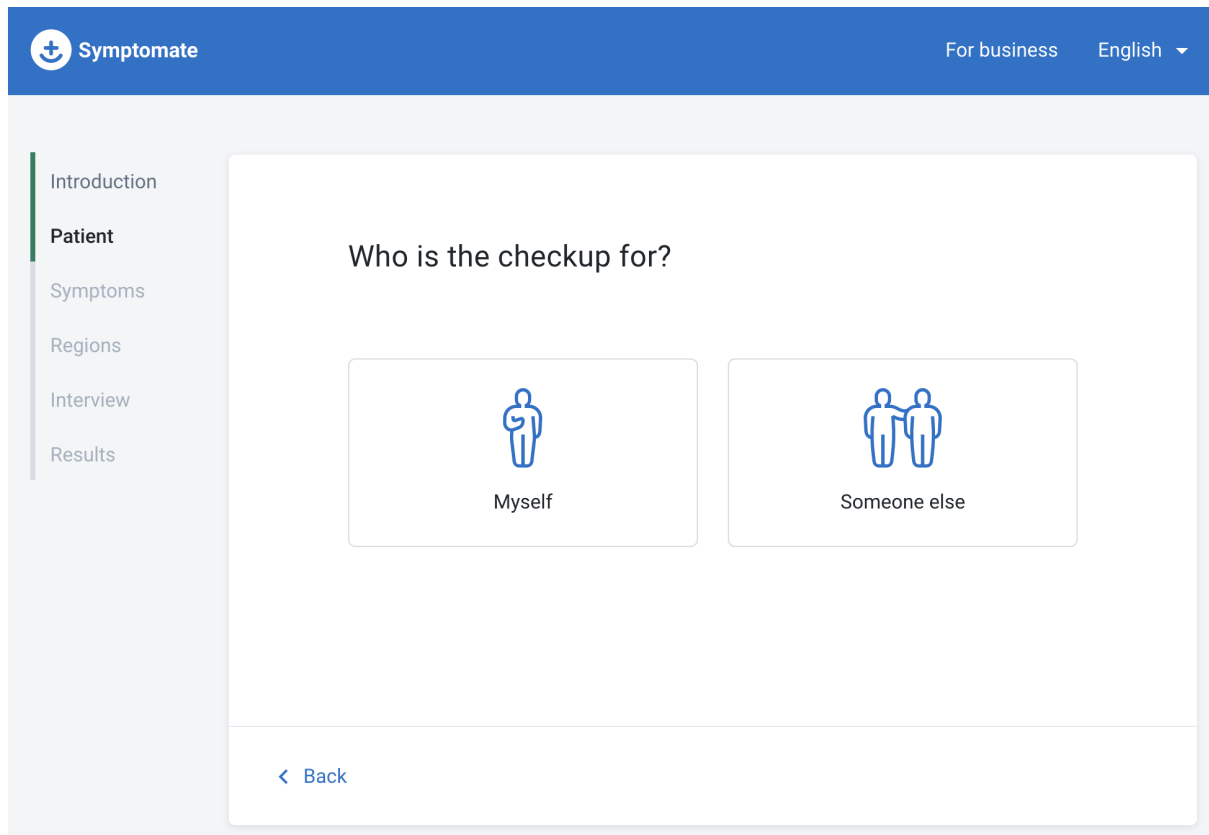
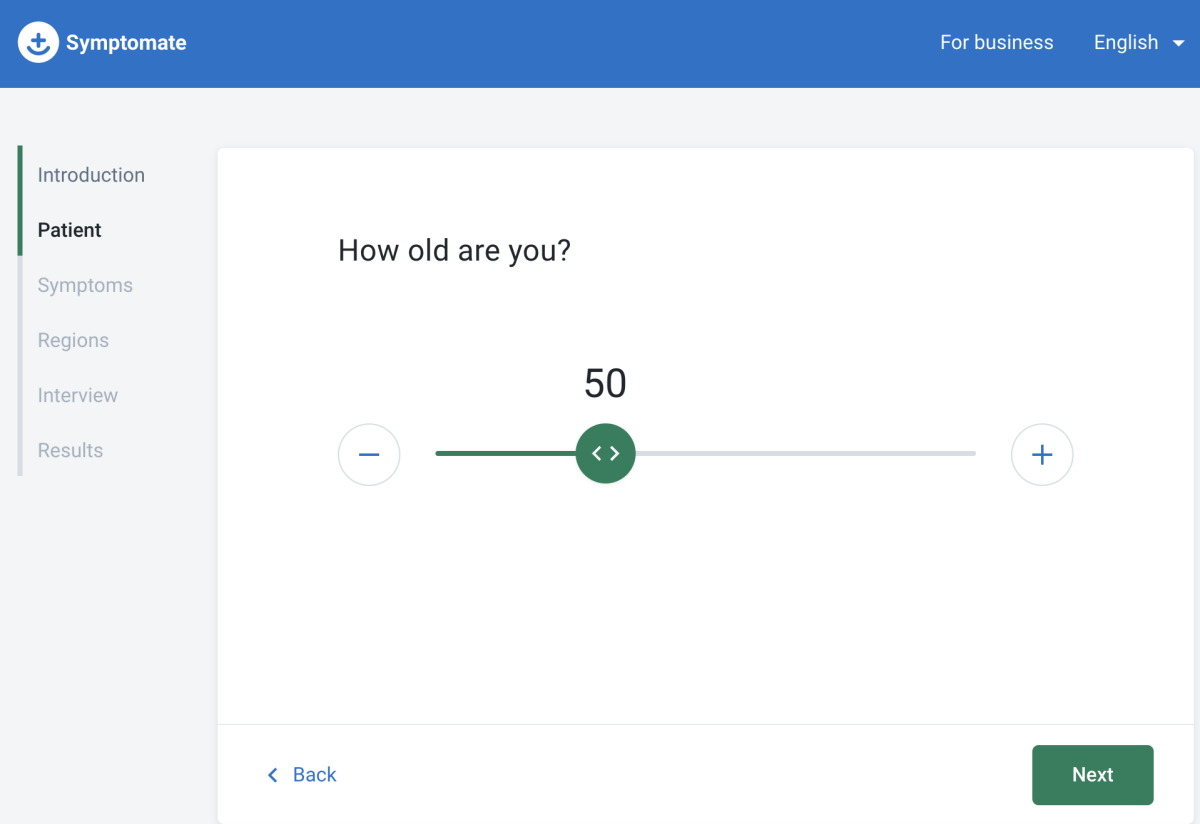


Figure 2 – Let's get started

In the next step, if included in a particular variant of the application, you can choose an interview path. It is possible to conduct an interview for yourself or a third party, such as a child. The selection is made by clicking the appropriate button.

3. Patient data



The screenshot shows the Symptomate app interface. At the top, there is a blue header with the Symptomate logo on the left, 'For business' in the center, and 'English' with a dropdown arrow on the right. Below the header is a sidebar menu with the following items: Introduction, Patient (highlighted), Symptoms, Regions, Interview, and Results. The main content area is white and contains the question 'How old are you?'. Below the question is a horizontal slider with a green circle in the center containing the number '50'. The slider has a minus sign on the left and a plus sign on the right. At the bottom of the main area, there is a blue '< Back' button on the left and a green 'Next' button on the right.

Figure 3 – Age

In the case of an interview for an adult, it may not be required to provide their date of birth, weight, and height.

Why do you need to enter your gender and age? This information is used to determine the cause of your symptoms. Some diseases are more likely to occur in women, others in men, and others in people of a certain age.

For children, date of birth, weight or height may be relevant for the paediatric interview, while for adults, the degree of obesity may be important in assessing certain symptoms and more accurately formulating the likely causes of symptoms.

4. Symptoms

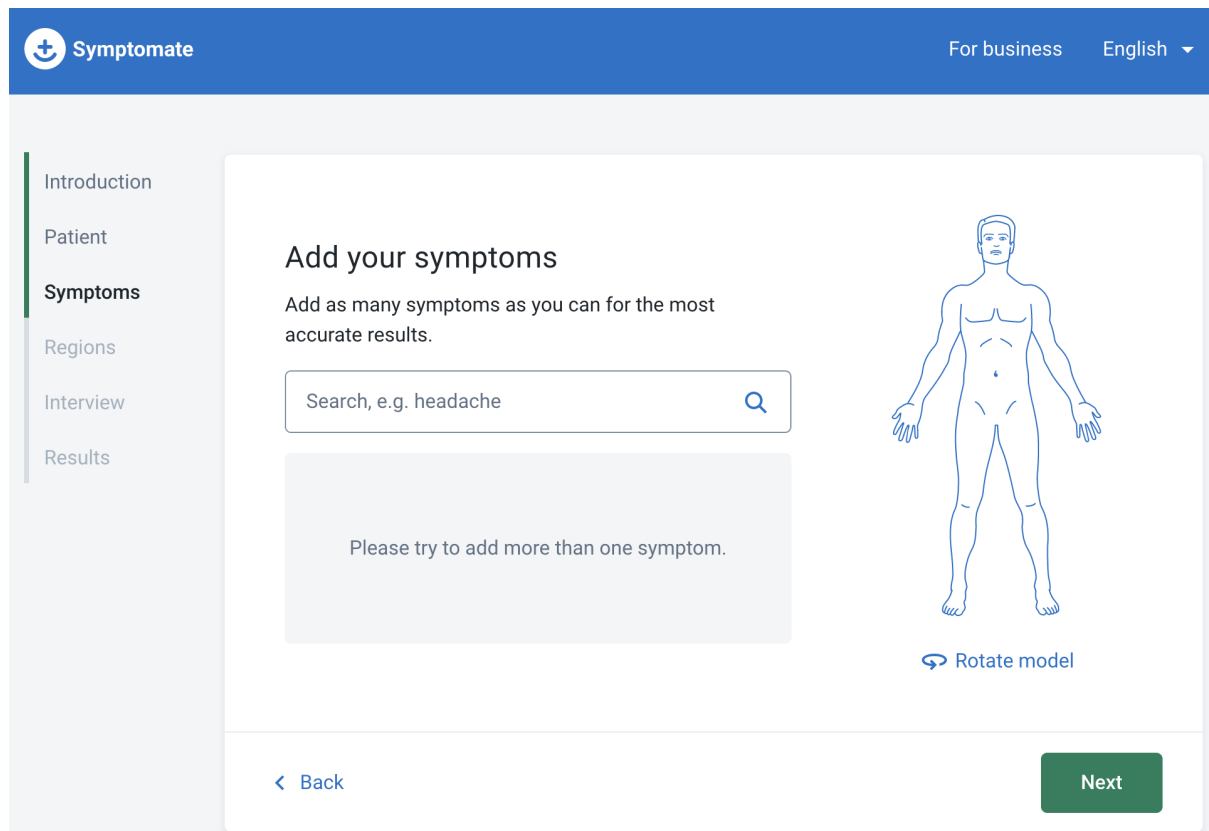


Figure 4 – Symptoms

Add at least one symptom. It is worth adding more symptoms to speed up the diagnostic process. *Note:* Add symptoms related to one problem that you are trying to determine the cause of. If you have a sore throat and at the same time have a broken leg, do not include the symptom of "broken bone" in your interview about the cause of your sore throat.

How to add symptoms?

- **Click on the symptom search engine and start typing.** After a while, suggestions will appear. *Note:* You can only select symptoms from the list. Do not write in whole sentences. Start with single words.
- **You can also click on a body part on the avatar and select a symptom from the list.** *Note:* Not all the symptoms available in the application are listed here. If a symptom is not on the list, try typing the symptom in the search field.

5. Questions

The screenshot shows the Symptomate web application interface. At the top, there is a blue header bar containing the Symptomate logo on the left, and the text 'For business' and 'English' with a dropdown arrow on the right. On the left side, there is a vertical sidebar with a list of menu items: 'Introduction', 'Patient', 'Symptoms', 'Regions', 'Interview' (which is highlighted with a blue bar), and 'Results'. The main content area is white and contains a question: 'Have you been diagnosed with psoriasis?'. Below the question are three rectangular buttons with rounded corners. The first button has a blue checkmark icon and the text 'Yes'. The second button has a blue 'X' icon and the text 'No'. The third button has a blue right-pointing arrow icon and the text 'Don't know'. Below these buttons, there are two links: 'Why am I being asked this?' and 'Report an issue with this question'. At the bottom left of the main content area, there is a blue link that says '< Back'.

Figure 5 – Questions

In the next step, Symptomate will start asking questions specific to the case, based on the information gathered so far.

The questions can take different forms. Sometimes you will have to choose one, and sometimes multiple answers. Follow the on-screen instructions.

Symptomate's additional features will help you better understand the question ("What does this mean?" and "How do I find out?") or report a problem with the question to us ("Report a problem with this question").

Note: Depending on the case, Symptomate may ask a different number of questions (from a few to a dozen).

6. Results

Symptomate For business English

Introduction
Patient
Symptoms
Regions
Interview
Results

Recommendation

Consult a doctor

Your symptoms may require medical evaluation. Schedule an appointment with your doctor. If your symptoms get worse, see a doctor immediately.

Recommended specialist
Orthopedist

Suggested consultation form
In-person visit

Possible conditions

Please note that the list below may not be complete and is provided solely for informational purposes and is not a qualified medical opinion.

Click any row to see details

Degenerative arthritis of the spine
Moderate evidence

Figure 6 – Results

The application will carefully analyse your answers and display a summary that may include:

- **Overall health assessment (triad).** In this section, you will be given information on how severe your symptoms are, which symptoms require urgent medical attention, and what to do next. In some cases, such as an injury or an interview for a child aged 0-3 years, the application may immediately recommend further treatment or consultation with a healthcare professional.
- **Results.** This section will display the likely causes of the symptoms. The application allows you to click on a specific result to see the details and review the arguments for and against the diagnosis. Some of the results may also have further explanations for a broader description of the potential cause of the symptoms.

- **Recommendation to see a specialist.** In this section, the application may recommend consultation with a healthcare professional, taking into account the general health assessment, stating the most appropriate specialisation (including general specialisations) and the simplest suggested contact channel.

 **Warning!**

Remember that the interview is for information purposes only and does not constitute medical advice, consultation, or diagnosis. If you are concerned about your health, please contact your doctor immediately.

Contact

Reporting errors and complaints

- Contact e-mail: support@infermedica.com
- Subject: [Your information]
- Content:
 - Interview ID number (e.g., CC00116842541)
 - Description of the problem
 - Application version
- In the event of critical errors (the operation of the application may constitute a threat to life or health) - the report is sent directly to the President of the Office for Registration of Medicinal Products, Medical Devices and Biocidal Products by e-mail (address: incydenty@urpl.gov.pl), by fax (no. 22 492 11 29), by registered mail or courier (181C Jerozolimskie Avenue, 02-222 Warsaw, Poland).

Feedback and suggestions

Do you want to share your opinion with us? Or maybe you have an idea for a new function?

E-mail us at support@infermedica.com.

Information

Application name:	Symptomate
Manufacturer:	Infermedica Sp. z o.o. Plac Solny 14/3 50-062 Wrocław Poland
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Valid from:	28/04/2021