

Diagnostik FAQ & Troubleshooting Info

🔧 1. Device Won't Turn On

FAQ:

"What should I do if my device won't turn on?"

Troubleshooting Steps:

- Ensure device is charged (plug in for 30 minutes using the supplied cable).
- Press and hold the power button for 3 seconds.
- Look for a light or sound indicating power-up.
- If still no response, contact the study coordinator.



📶 2. Device Won't Connect to App

FAQ:

"The device won't connect to my phone. What do I do?"

Troubleshooting Steps:

- Ensure Bluetooth is enabled on your phone.
- Ensure the device is turned on before opening the app.
- Ensure that the WIFI is on
- Close and reopen the Diagnostick app.
- Restart your phone and try again.
- If these do not work, sometime your Diagnostick device may need to be reset. This is done by turning on your handheld device and waiting till it powers up. Wait for about 5 seconds, then hit the power button 3 times in quick succession. The light turns to a solid magenta/pink. Now hit the power button 2 times in quick succession. The light flashes magenta purple. Your device has been reset. Now turn it off and back on. Please follow the app guidance on connecting your device to the app as you did before. Please click to see demo [here](#):
- If the issue continues, contact the study coordinator.

🔄 3. Using your Hotspot instead of a Home WIFI network.

FAQ:

"What should I do if my hotspot is not working and not allowing me to connect?"

Troubleshooting Steps:

- Under Settings, please access your Personal Hotspot.
- Ensure that you select 2.4GHz bandwidth and not 5GHz bandwidth.

- If a bandwidth option is not available, please enable/turn on the 'Maximize Compatibility' option.
 - If still no response, contact the study coordinator.
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4. Vitals Not Uploading

FAQ:

"I completed vitals, but it's not showing up."

Troubleshooting Steps:

- Ensure internet connection is active (Wi-Fi or data).
 - Try refreshing the app (swipe down or tap "Refresh").
 - Check if you skipped a step accidentally.
 - Reset the device if needed, connect again and repeat the vitals workflow.
 - If unresolved, call the coordinator to confirm data receipt.
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5. App Stuck or Frozen

FAQ:

"The app froze. What do I do?"

Troubleshooting Steps:

- Force quit the app and reopen it. This is done by swiping the app up to close it.
 - Restart your phone.
 - Contact support if it continues.
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6. Temperature Reading Seems Wrong

FAQ:

"Why is the temperature so low/high?"

Best Practices:

- Do not take temperature after sweating, showering, or exposure to cold/warm environment.
 - Ensure sensor is close to (but not touching) the forehead.
 - Check that the forehead is dry.
 - Retake and average readings if unsure.
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7. Sound Recording Isn't Working

FAQ:

"It won't record heart or lung sounds."

Troubleshooting Steps:

- Ensure microphone permissions are enabled.
 - Hold device firmly against chest or back.
 - Try recording in a quiet room.
 - Make sure the device is fully charged.
 - Sometimes you may have to wear headphones to review the heart and lung sounds as they are quite faint against the ambient sounds.
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? 8. I Don't Understand What to Do

FAQ: "This is confusing—how do I get help?"

Support Steps:

- Review the **User Guide** (English/Spanish)
 - Watch the short **Training Video**
 - Call your **Study Coordinator**
 - Clinical questions? Call your **Triage Nurse**
 - Emergencies? **Call 911**
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9. My child has new or worsening symptoms. Should I still use the app?

Yes — complete the symptom tracker and vitals for any new symptoms. However, if symptoms are more severe or if you are not sure, please call the triage nurse line at 520-670-3924 (8AM-5PM, M-F) for guidance. Please call 911 for emergencies. The Diagnostik platform is **not** to be used for emergencies.

This platform is **not** to be used for serious conditions or symptoms including:

- severe pain
- lethargy
- not eating or drinking appropriately
- difficulty breathing (working harder to breathe, using extra muscles to breathe for example below ribs or above sternum, nostrils flaring while breathing, difficulty talking or speaking due to breathing issues), getting winded with minimal activity
- blue lips
- breathing fast
- high-pitched noise while breathing or talking
- decreased or inability to eat or drink due to throat pain
- redness/tenderness/pain or swelling behind ear

- severe headache, neck stiffness
- numbness/tingling/weakness of face
- excessive drooling or difficulty swallowing saliva
- inability to swallow liquids
- trouble opening mouth completely
- difficulty or severe pain with turning neck from side to side
- confusion, seizure activity

Please note, this list is primarily focused on ear, nose, throat, and lung conditions, and does not include all possible serious symptoms. If you or your child has other non-respiratory/lung or ear/nose/throat symptoms, please call the triage nurse or your clinic for guidance and to set up a consultation.

If you complete the consultation with the Diagnostik, and readings (symptoms or vital signs) are concerning, the system may present an alert and prompt connection with the nurse to schedule an in-person appointment.

The system will alert for the following abnormal vital signs:

- temperature > 101
- oxygen level <95%
- heart rate less than 50 or more than 140.

After reviewing your symptoms, vital signs, and lung or heart sounds, your triage nurse and medical provider may decide that a more detailed in-person evaluation is required for any reason. For example, if your child has persistent symptoms, severe symptoms, other abnormal vital signs, non-respiratory or ENT symptoms, or unclear diagnosis. Your child will be triaged to the most appropriate medical facility as determined by the triage nurse and treating provider (routine outpatient clinic, urgent care, emergency room). Please be available by phone so that your clinic can reach you to schedule this appointment.

In a limited number of cases for routine quality assurance and compliance, you may be asked to bring your child to the clinic for in-person evaluation even if there are no severe symptoms. This may include if your child's symptoms and diagnosis require new antibiotic or steroid treatment.

10. My Diagnostik app says that my child has a risk of an ear infection, strep throat, or wheeze. What should I do next?

The result you see on the screen is based on an artificial-intelligence model analyzing your child's ear or throat images, or lung sounds. The model reports a low, medium, or high level of correspondence with possible ear or throat infections, or wheezing. However, this report could produce errors and may be incorrect. Importantly, this is not a diagnosis, and it is important to next always follow-up with your healthcare provider for a consultation. The provider will have access to all your symptoms, photos, lung sounds, and AI results to make a diagnosis and suggest next steps. Again, you must always schedule a visit with your doctor for diagnosis and treatment.

Please remember, this report is generated by an automated mathematical model and is not a substitute for professional medical advice, diagnosis, or treatment. The results are for informational purposes only and must be reviewed by a qualified healthcare provider. Always seek the advice of

your physician or other qualified health provider with any questions you may have regarding a medical condition

Other questions:

Q: We received an alert status after submitting readings — what does this mean?

A: It means the app detected symptoms or vitals that may need further review. Please alert the nurse on the triage line at 520-670-3924 (8AM-5PM, M-F).

Q: What happens if I miss a monthly check-in?

A: The research coordinator will follow up to help you complete it. You can still do the check-in late that week.

Q: Will I get a reminder for my monthly check-in?

A: Yes, you'll receive a text or email reminder before each check-in.

Q: How can we withdraw from the study?

A: Contact your RC or PI at any time. All data collected until that point will be securely archived.

Q: Do I need to complete the monthly check-in if my child is feeling well?

A: Yes. Monthly check-ins track long-term health even without symptoms.

Q: Can I keep the device after the study?

A: Devices must be returned unless otherwise specified by the sponsor.

Need more help?

- **Device or App Issues:** Call the Research Coordinator, Osmara at 520-934-9100
- **Clinical Questions:** Contact triage nurse at 520-670-3924 (8AM-5PM, M-F)
- **Emergency:** Always call 911.