



# WandaHealth

## **Vista - Sav-Rx:**

**Coaches Frequently Asked Questions**

**Be sure to also review and reference the End User FAQ.**



# Medication is not showing for the user in the app

Have you added their medication in the correct location on the health platform?

To do this visit the users profile page, by default the General tab will be selected as can be seen at the bottom of this image.

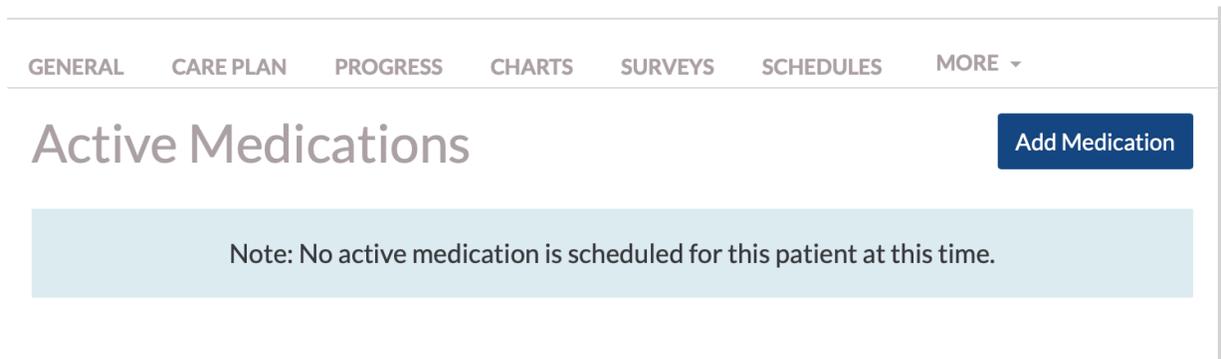
The screenshot shows the WandaHealth interface for a patient named 'Test Patient6'. The top navigation bar includes 'MONITORING', 'MANAGEMENT', 'TOOLS', and 'MORE'. The patient's profile information includes: Patient ID: 444444444-01, Status: DISCONTINUED - GENERAL, Risk Score: N/A (Insufficient data), and Baseline Risk Score: 35. Personal details include Sex: male, Date of Birth: 01/30/1978 (Age: 47), Site: Sav-Rx Test, and Phase History: Maintenance Phase (Rx) (28 Days). A 'No recent vitals available' message is present. A 'MORE' dropdown menu is visible at the bottom right of the profile section, with options for GENERAL, CARE PLAN, PROGRESS, CHARTS, SURVEYS, SCHEDULES, and MORE.

On the right hand side is the MORE option that will open a dropdown as can be seen in the image below, as we have in the image, go ahead and select the **MEDICATION** option.

This screenshot shows the 'MORE' dropdown menu from the previous image. The menu is open, displaying options: REMINDERS, DOCUMENTS, and MEDICATION. The 'MEDICATION' option is highlighted in blue, indicating it has been selected. The background shows the 'Special Instructions' section of the patient profile.



Selecting **MEDICATION** will load the Active Medications screen



The screenshot shows a navigation bar with the following items: GENERAL, CARE PLAN, PROGRESS, CHARTS, SURVEYS, SCHEDULES, and MORE with a downward arrow. Below the navigation bar, the title "Active Medications" is displayed in a large, grey font. To the right of the title is a dark blue button with the text "Add Medication" in white. Below the title and button is a light blue rectangular box containing the text: "Note: No active medication is scheduled for this patient at this time."

And from here we can press the **Add Medication** button and an add medication popup will appear as can be seen below.



Add Medication
✕

✕ Ozempic  
(Semaglutide) (0169-4130)  
Injection, Solution Subcutaneous By Novo Nordisk  
Ingredients: SEMAGLUTIDE ( mg/mL)

[Can't find the drug in our database?](#)

MEDICATION FREQUENCY

Daily
  Weekly
  PRN

Optional Clinician Note

MEDICATION SCHEDULE

Specify days medication is taken

SUN
  MON
  TUE
  WED  
 THU
  FRI
  SAT

MEDICATION TIMING - (EUROPE/LONDON)

**Timeslot 1:** Specify schedule or time medication is taken.

Take:  in the:  at (optional):

[+Add Timeslot](#)

MEDICATION START DATE

If necessary, specify a start date and end date for this medication.

MEDICATION COMPLIANCE

Track Medication Compliance?

(Note: Compliance tracking starts from today)

Go ahead and fill out the medication for the user.

There is an issue at the moment that requires you to add the end date for the medication, this will be fixed in the mid-January application update. So for now ensure that the end date is also completed.



**MEDICATION START DATE**  
 If necessary, specify a start date and end date for this medication.

12/30/2025  12/31/2026 

**MEDICATION COMPLIANCE**  
 Track Medication Compliance?  
 (Note: Compliance tracking starts from today)

You can then press the **Add Medication** button.

The page will update to show the newly added medication.

GENERAL CARE PLAN PROGRESS CHARTS SURVEYS SCHEDULES MORE ▾					
Active Medications					Add Medication
Medication Name	Clinician Note	Freq	Schedule / Quantity	Duration	
<b>Ozempic</b> (Semaglutide)	<i>No note provided</i>	Weekly: 1. Sun	Morning at 9 a.m. (1)	Dec. 30, 2025 - Dec. 31, 2026	✕



I've added the medication in the correct place but it's still not showing on the app for the user.

There is currently an issue that should be fixed by min-January; for the medication to show in the user app the medication needs to have an end date.

You can confirm if the medication has an end date, below we can see on the right of the image that it shows No end date under the start date.

<b>Ozempic</b> (Semaglutide)	<i>No note provided</i>	Weekly: 1. Sun	Morning at 9 a.m. (1)	Dec. 30, 2025 - No end date	✘
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Unfortunately there is no way to update a medication, you will need to add a new medication that matches the current one, but ensure that it also has an end date as can be seen in the image below

**MEDICATION START DATE**  
If necessary, specify a start date and end date for this medication.

12/30/2025  12/31/2026 

**MEDICATION COMPLIANCE**  
 Track Medication Compliance?  
(Note: Compliance tracking starts from today)

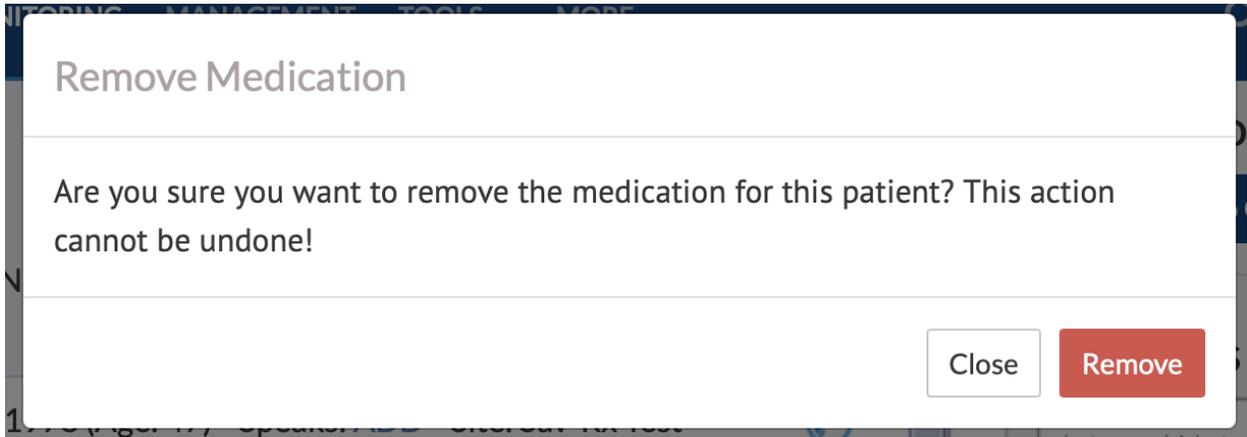
You will then end up with 2 very similar looking medication entries

Medication Name	Clinician Note	Freq	Schedule / Quantity	Duration	
<b>Ozempic</b> (Semaglutide)	<i>No note provided</i>	Weekly: 1. Sun	Morning at 9 a.m. (1)	Dec. 30, 2025 - Dec. 31, 2026	✘
<b>Ozempic</b> (Semaglutide)	<i>No note provided</i>	Weekly: 1. Sun	Morning at 9 a.m. (1)	Dec. 30, 2025 - No end date	✘



You can then go ahead and press the red cross on the entry that has no end date, in the image above this is the second/bottom entry.

A confirmation screen will pop up



Press the **Remove** button

The medication without the end date is now removed

Medication Name	Clinician Note	Freq	Schedule / Quantity	Duration	
<b>Ozempic</b> (Semaglutide)	<i>No note provided</i>	Weekly: 1. Sun	Morning at 9 a.m. (1)	Dec. 30, 2025 - Dec. 31, 2026	✘

[Show removed medications](#)

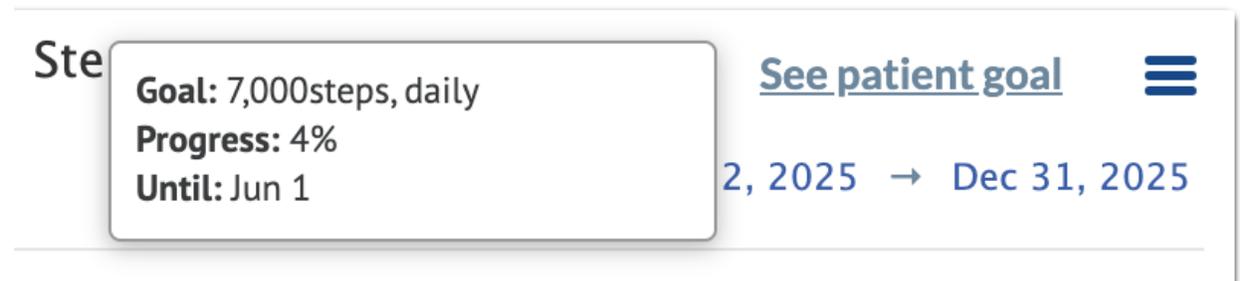


## How do I see the users goals and progress?

Currently there is no single view of the goals that the user has set on their app. If a user has set a goal on their app then it will be indicated on the chart



Above we can see the text top right [See patient goal](#), hovering over this will pop up the goal details as can be seen below



Below is an example of how the goal and chart are displayed on the mobile app.



# How do I reset the users account so they can activate it

Search and select the patient, make sure that you are on the General tab as can be see bottom left in the image below.

The screenshot shows the WandaHealth interface for a patient named 'Test Patient2'. The top navigation bar includes 'MONITORING', 'MANAGEMENT', 'TOOLS', 'INSIGHTS', and 'MORE'. The patient's profile card displays 'Patient ID: 55555' and 'Status: PENDING'. It also shows 'Risk Score: N/A' with the note 'Insufficient data' and a 'Baseline Risk Score: 33'. A message states: 'This patient's program is completed. Please enroll the patient on a different program here or change patient's status accordingly.' Below this, patient details are listed: 'Sex: female', 'Date of Birth: 05/05/1985 (Age: 40)', 'Speaks: ADD', and 'Site: 24 Test Default'. A note says 'No recent vitals available.' and there is an 'ALERT NOTIFICATION HISTORY' button. The bottom navigation bar has tabs for 'GENERAL', 'PROGRESS', 'CHARTS', 'SURVEYS', 'SCHEDULES', 'REMINDERS', and 'MORE'.

Scroll down the page until you see the following section.



## Patient App Activation

✔ Patient has activated the app on Dec. 31, 2025, 3:10 p.m.

Use the following username and activation code to activate the patient app, or log back into a locked app.



Username:

testpatient2



Activation Code:

\*\*\*\*\*



Unlock Account

Press the pencil icon under the Activation Code field. This will display the following.



Activation Code:

\*\*\*\*\*

Note: Resetting activation code will

[Reset Activation Code](#)

block the existing app user to login to the app and reactivation will be necessary. ✕

Press the [Reset Activation Code](#) button.



The page will reload, scroll back down to the Patient App Activation section, you can now see a new section telling you about the reactivation and the **Send Invitation** button.

### Patient App Activation

⊖ Patient has first activated the app on Dec. 31, 2025, 3:10 p.m.. However, the password has been reset and reactivation is required.

**Send Invitation**

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Use the following username and activation code to activate the patient app, or log back into a locked app.

 Username:	 Activation Code:
<input type="text" value="testpatient2"/>	<input type="text" value="5cjfqq1auy"/>

**Unlock Account**

If on a call you can tell the patient their Username and Activation Code or you can press the **Send Invitation** which will bring up the following pop-up screen.



## App Activation Invitation ×

Username: **testpatient2**

By Email  By Text Message

Email:

Set Email as the username.

By default the send by email tab is selected, if the email address has been recorded on the platform then this will automatically be populated. Also it will default to setting the username to be the email address. We would suggest leaving this option on as email addresses as usernames is very common. Press the **Send Email Invitation** button to send the email.



Alternatively you can select the By Text Message tap option.

### App Activation Invitation ×

Username: **testpatient2**

By Email  By Text Message

Phone Number:

Set phone number as the username.

This time it defaults to the users phone number if they have one recorded on the platform and offers to set the username to the phone number. While not as common to use as an email address this is still more memorable to the user than the default username so we would advise to keep this checked. To send the SMS invite press the [Send SMS Invitation](#) button.

