



femSense®

OVULATION TRACKER

FREQUENTLY ASKED QUESTIONS



Confirms
Ovulation



No More
Peeing on Sticks



Discreet &
Comfortable



24/7 Temperature
Measurement



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Who can use Medicare femSense[®]?

Medicare femSense[®] is intended for any woman over the age of 18 and in childbearing age who want to track their ovulation or plan a pregnancy. Medicare femSense[®] is suitable for you if your cycle is between 21 and 35 days and the cycles do not differ more than +/- 3 days.

How does the Medicare femSense[®] patch work?

The Medicare femSense[®] system consists of a very precise temperature sensor embedded in an adhesive patch and the supporting smartphone app. The sensor patch is worn underneath your arm and once activated the patch measures the body temperature continuously, 24/7, for up to 7 days.

To work correctly the patch should be read by your NFC capable smart device at least once (1) a day. The app will ask you to read the patch twice (2) a day for optimal evaluation.

Medicare femSense[®] tells you when you are fertile and based on the recorded temperature data, can detect and confirm ovulation. Every month the app reminds you when to apply the patch, when to read the patch, and when you are fertile.

How does Medicare femSense[®] know when I am fertile?

Medicare femSense[®] reliably detects your ovulation and most fertile days using continuous temperature measurement and the well-known temperature method.

Based on your previous periods, the Medicare femSense[®] app can predict your fertile window (the days you are most likely to get pregnant).

The Medicare femSense[®] sensor patch measures your body temperature continuously, 24/7 during your fertile window to measure and confirm your ovulation. You are fertile in the days shortly before and immediately after ovulation.

How accurate is Medicare femSense[®]?

The temperature sensor used in the Medicare femSense[®] patches detects temperature differences smaller than 0.1°C and is designed to detect the post-ovulatory temperature rise, which is typically between 0.2°C-0.5°C.

In contrast to the basic basal temperature measurement method, the patch records a temperature value several times per hour. As the patch is always in the same position, measurement mistakes can be minimised.



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My skin reacts allergically to the patch, what should I do?

The Medicare femSense® patch is made of a special material used in the medical treatment of wounds. In spite of this skin irritations can occasionally occur. These irritations should subside within 48 hours.

If you have severe symptoms such as itching, burning, redness or slight skin swelling, please remove the patch and apply a soothing ointment to the area. If you are uncertain, please contact a doctor before using Medicare femSense®.

There are patch markings on my skin, is that normal?

Depending on your skin type and your personal sensitivity, you could see markings on your skin where the patch was applied. As with any other adhesive or plaster that is worn for several days the Medicare femSense® patch might leave a mark when it is removed.

Another contributor to markings is friction. Medicare femSense® always recommends putting the patch on your less dominant side i.e. if you are right handed, apply the patch on your left side. Always make sure the spot you choose is clean and void of any creams, deodorants or perfumes for the best results. The materials and adhesives used in the patch are hospital grade material and safe for more than 90% of the users.

Can I use Medicare femSense® if my cycle is irregular?

Medicare femSense® is reliable for regular cycles between 21 and 35 days. If your menstrual cycle is irregular (a regular deviation of more than +/- 3 days), then the patch cannot reliably predict your fertile window. In this case we recommend that you consult a doctor before choosing Medicare femSense®.

I am using a copper coil (IUD), can I still use Medicare femSense®?

Absolutely! Medicare femSense® can be combined with non-hormonal contraceptive methods such as a copper or gold coil, or other barrier methods of contraception.

I have been using hormonal contraception up until recently, when can I start to use Medicare femSense®?

If you have been using hormonal contraception for a long period of time, your body will need time to adjust and to regulate your normal hormonal balance and menstrual cycle. For some women this can take up to six months. Track your cycle with the Medicare femSense® app and as soon as your cycle is regular (+/- 3 days) you can use your first patch.



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Is Medicare femSense[®] suitable for contraception?

Medicare femSense[®] is not a form of contraception. When used in combination with other hormone-free fertility awareness methods of ovulation detection, Medicare femSense[®] can help to identify days of high and low fertility.

Can I use Medicare femSense[®] if I am sick?

That depends on the illness. If you were already wearing the patch when you got sick then continue reading the patch as normal, however, if you develop a fever you should remove the patch.

If you have a fever before you apply the patch, or if your temperature is slightly elevated, we recommend that you skip this cycle. If you are not sure, please ask your doctor.

Certain medication can influence your body temperature and therefore Medicare femSense's reliability. This will usually be mentioned in the medicine information leaflet.

How many patches can I use per cycle?

You can use one patch per cycle. After applying and activating the patch based on the in-app instructions, the patch is then connected to your current cycle.

Can I get through the airport security check with the patch under my arm?

Yes, with the patch under your arm you can get through airport security without any problems. The patch should not have any impact on security control. We recommend that you take the Medicare femSense[®] product pack with you and show it to the security staff if necessary.

Can I apply the patch before the predicted patch application day?

The Medicare femSense[®] algorithms determine your fertile days and the correct patch application day based on previous cycle lengths.

The sensor patch should be worn during your fertile days in order to measure and confirm ovulation.

However, if you think that the patch application day has not been optimally predicted for your cycle, please get in touch with our support team (support@flemingmedical.ie). We will be happy to help you out and can adapt your current cycle calendar if necessary.



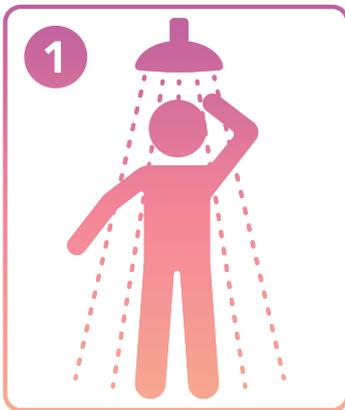
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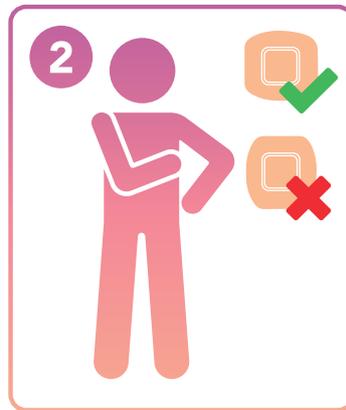
How do I apply the patch?

Only apply the patch when the Medicare femSense[®] app tells you to.

When the app has notified you that it is time to apply the patch, please follow the steps below:



1. Clean and dry your skin thoroughly before applying the patch. Do not shave, apply deodorant, creams or lotions to the area.



2. Place one hand on your hip and relax your shoulder. Apply the patch below your armpit at a distance of three fingers wide. The patch should sit horizontally.



3. To activate the patch, select "Read Patch" in the app and hold the back of your phone to the centre of the patch. A vibration will confirm successful activation.

*NFC required (contactless)

Which smartphones are compatible with Medicare femSense[®]?

Your smartphone must have NFC (Near-Field-Communication) enabled to use the patch with the app. Additionally, you will need a connection to the internet.

Apple: iOS devices starting with the iPhone 7 and newer models can use NFC without any restrictions. NFC is activated automatically, which means you do not have to activate or deactivate anything.

Note: The iPhone 6 has NFC, but it can only be used for ApplePay.

Android: For Android there are several ways to check if you have NFC.

- Open the settings, go to "Connections" and search for a Switch to activate NFC.
- Swipe your status bar downwards and look for the NFC-Button.
- Visit the homepage of the manufacturer and check the specifications of your device.



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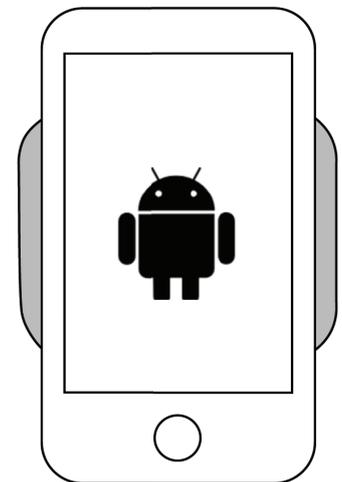
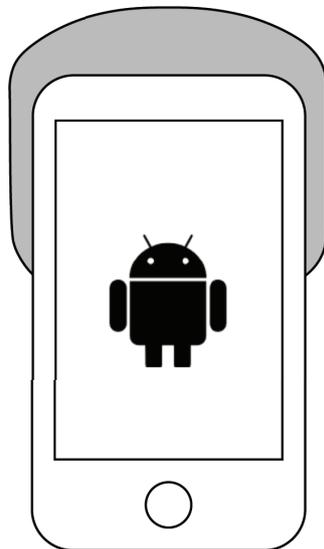
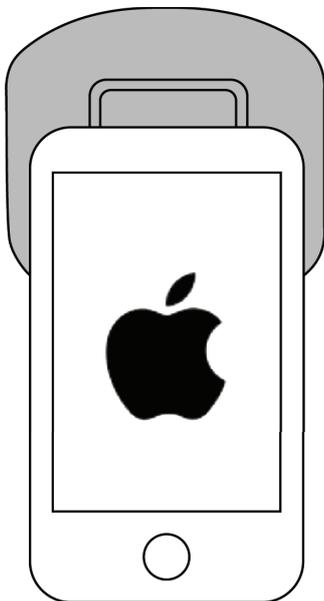
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Where can I find my NFC-antenna on my device?

Apple: For iOS devices the NFC-antenna is on the top part of the backside of your iPhone. If you want to read out your patch, place the backside of the top edge of your iPhone with a small angle on the raised part of the patch.

Android: For Android devices the position of the NFC-antenna depends on the manufacturer of the device. Most of the time, the NFC-antenna can be found in the area of the camera or in the middle of the back of your device.

Whenever you want to read out your patch, place your smartphone over the raised part of the patch and hold still. It is important to place the aforementioned position of the NFC-antenna in the middle of the patch. Example: For Samsung devices the NFC-antenna can be found in the middle of the back of your smartphone.



**Your phone will usually vibrate once it has located the NFC antenna.*



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How can I connect to the patch?

To be able to communicate with the patch, you must activate NFC (Near-Field-Communication).

Apple: For iOS devices it is always activated.

Android: For android devices you have to activate it in the quick-access menu bar or in your settings ("Settings" ⇒ "Connections"). Before you read out the patch, make sure you know where the NFC antenna of your smartphone is placed and remember this position. For more informations about the position of the NFC antenna, go to [page 4](#).

1. Open the "Today" screen in your Medicare femSense® App.
2. Press "Read Patch" (If you have to apply the patch first, you will see a "Tutorial" in this position) .
3. Place your smartphone with the NFC-antenna directly on the patch. Hold the position for several seconds and do not move your smartphone, until the activation or the readout of the temperature data has been confirmed.
4. After successfully starting the patch, the app tells you that the activation was completed. After a successful readout you will get the information if an ovulation has been detected or if the patch needs to continue to measure.

When can I apply the patch?

Please apply the patch only when the app tells you to. The patch application day is determined based on your period date entries. If push notifications are enabled you will be notified when you are required to apply your patch.

In the calendar, the patch application day is marked with a beige patch icon. If you do not see a patch application day in your calendar, this may be because you are already in the second half of your cycle and a patch can no longer be activated this cycle. If this is the case, please wait for your period and next cycle before applying the patch.

When should I read out my patch?

The patch can be read at any time of the day, several times a day. However, to get daily updates on your ovulation, the patch should be read at least twice a day.

We recommend reading the patch once in the morning, a few hours after getting up, and once in the evening. It is also useful to read the patch at approximately the same time of day, so that a certain routine with the patch is established.



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Does the patch emit radiation?

No. Unlike other products on the market, which are sending data constantly (e.g. Bluetooth), our patch uses the NFC (Near Field Communication) technology. Hence, our patch is only sending data over a small duration when the smartphone is used to read out the patch. The patch itself is passive and does not emit any radiation.

How do I dispose of the patch?

The sensor inside the Medicare femSense[®] patch uses a battery as an energy source and should therefore be disposed of in a battery recycling box.

How often can I use a patch?

The Medicare femSense[®] patch is a single-use product and can be used for one cycle. Because of the single use policy, Medicare femSense[®] is very hygienic. After you remove your patch you can simply put it into the bin where you also put your old batteries.

How long do I wear the patch?

The patch is only worn during your fertile window, the days leading up to and just after ovulation, usually 5 to 7 days.

Can I shower, take a bath or go into the sauna while wearing the patch?

The patch can withstand daily life situations without a problem. Which means you can take a shower and also do some sports, as long as it is not heavy weight lifting or participating in a marathon. Long baths and going into the sauna should be avoided, since the adhesiveness of the patch might be reduced due to the hotter environment.

What can I do if I cannot read the patch?

Firstly, please make sure that you are holding your phone correctly and that you know where your NFC antenna is located. (See [page 4](#) for more information on NFC antenna locations). If the problem persists, please contact our technical support via email (support@flemingmedical.ie).

If you get an error message, please attach a screenshot to the email. Within the app you can also use the "Contact support" function to get in touch with our technical support directly.



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I applied the patch too early, what can I do?

If you applied the patch one day before the predicted patch application day, it is no problem. Wait until tomorrow and activate it tomorrow.

If you applied the patch two to three days before the predicted patch application day, please contact our support by email (support@flemingmedical.ie), the support will adapt your patch application day manually, and you can then activate your patch.

Please keep in mind, that an adaptation of the patch application leads to an adaptation of the predicted fertile days in the app. If the patch is applied more than 3 days before the planned patch application day, you should remove the patch, as it will most likely not be able to determine an ovulation due to the application duration of seven days.

I missed my patch application window and now I can't start the patch, what can I do?

Your patch can only be activated in the predicted application window, which is before the beginning of your fertile days. If you missed these days and stuck your patch later than advised by the app, we can in some cases manually adjust your application date. Please contact our technical support via email (support@flemingmedical.ie).

Note: manipulating the patch application dates can have a negative impact on the reliability of Medicare femSense[®].

My patch is starting to come off, what can I do?

If the patch starts to lift at the corners, you can fix it temporarily with tape or a plaster. If the patch comes off completely within the first few days, please contact our technical support via email (support@flemingmedical.ie).

My patch is uncomfortable, what can I do?

Because the patch is worn in the same place for several days, slight skin irritations such as itching, burning or redness may occasionally develop. This is due to the adhesive strength of the patch. These skin irritations may still be visible after the patch has been removed. We recommend using a soothing ointment and it should fade after 48 hours.

If the patch feels uncomfortable and symptoms such as prolonged itching or a burning sensation develop, please remove the patch immediately and contact our support via email (support@flemingmedical.ie).

When you remove the patch, we recommend that you gently peel it off your skin, preferably in the shower. This way, your skin will get less irritated. You can find more information about the skin compatibility of the patch on [page 2](#).



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Why couldn't Medicare femSense[®] detect my ovulation?

Very occasionally the Medicare femSense[®] patch does not detect ovulation. There are several different reasons for this, and it does not always mean that you have not ovulated. The Medicare femSense[®] system works when the menstrual cycle is regular; however, women are not like Swiss watches, we often run early or late.

In some cycles the follicular phase of the menstrual cycle (the first half) is longer or shorter than usual, meaning that ovulation takes place earlier or later than normal. This is perfectly natural but can of course affect the accuracy of the Medicare femSense[®] system. If the patch is applied too early or too late it can miss ovulation.

Another factor is anovulatory cycles (also perfectly normal and nothing to be concerned about). This is a cycle where a woman doesn't ovulate. Anovulatory cycles can be caused by lifestyle factors like jet lag, over-exercise, weight issues and medical conditions (PCOS). Studies show that most women have one or two months per year where they don't ovulate, for example, if they have been sick or very stressed.

Why did Medicare femSense[®] show a different ovulation date to my OPK (ovulation prediction kit)?

Ovulation tests are used to determine when you ovulate and are most likely to get pregnant. However the different methods of ovulation detection measure different bodily signals, and are usually "positive" on different days.

While ovulation test strips measure the hormone that shows that the body is most likely preparing to ovulate, Medicare femSense[®] measures your body temperature continuously to detect the temperature rise that happens after ovulation.

The Medicare femSense[®] app can predict the start of your fertile window and the corresponding sensor patch can then measure and confirm ovulation.

How does Medicare femSense[®] measure ovulation?

Medicare femSense[®] uses the well-known temperature method to detect ovulation and takes it to the 21st century. Immediately after ovulation, the body temperature rises by a tiny amount. While this minuscule rise is difficult to determine using conventional thermometers and usually takes several days to get a result, Medicare femSense[®] is capable of detecting this temperature rise while it's happening due to the continuous measurement of your body temperature.

The Medicare femSense[®] algorithms use hundreds of temperature values to confirm your ovulation instead of one single temperature value measured once a day.



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I am pregnant, can I still use the Medicare femSense® app?

Yes! Medicare femSense® provides a "Pregnancy" mode especially for pregnant women.

It replaces the "Today" screen of your app. In the calendar you can still enter symptoms as you are used to.

In the "Pregnancy" screen, information about your progress in your pregnancy can be found and you can also see the predicted due date of birth of your baby. If you want to change the due date of birth, you can simply press on the date and change it.

I entered my period incorrectly, what should I do?

If you entered your period incorrectly and your cycle is not calculated correctly, you can change it in your calendar yourself by performing the following steps:

1. Go to the day in which you entered your period information.
2. Remove the period entry - Press "Delete all entries" in the day detail view.
3. Press (+) and remove the period entry manually.
4. Go to the day in which you wanted to enter your period information.
5. Press (+) and enter your period information.
6. In order to declare it as the beginning of your cycle, please enter a menstrual flow of "light" or greater.

Afterwards, your cycle will be recalculated and your fertile days are refreshed. If you have difficulties with the entry of data, please do not hesitate to contact our technical support (support@flemingmedical.ie).

Can I see my temperature curve?

No. Medicare femSense® is not a clinical thermometer and is not intended to be used to deliver information which could be used for diagnostic purposes.

The measured temperature values are analysed internally in order to determine ovulation. The measured temperature data is not forwarded to any other companies.



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How can I enter data into the Medicare femSense[®] app?

If you want to enter new data into the calendar, perform the following steps:

1. Choose the day, where you want to enter the new data.
2. Swipe your screen from the bottom to the top.
3. Select the (+) Symbol.
4. Choose the data you want to enter.
5. Click on the check mark in the top right corner to save.
6. You will be redirected to the calendar afterwards.

Why don't I get notifications (reminders) from my Medicare femSense[®] app?

To receive notifications from Medicare femSense[®], they must be enabled under "Notifications" in your phones settings. If you cannot find the Medicare femSense[®] app under Settings ⇒ Notifications then you have to uninstall the Medicare femSense[®] app and download it again.

To uninstall the app press and hold the app icon on your screen and choose "Remove App" or "Uninstall". Download the app again from the app store. Don't worry, your existing user data will be saved. Log in as usual and "allow" notifications from Medicare femSense[®] when asked.

How can I activate or de-activate push notifications?

Apple: For iOS devices push-notifications have to be permitted the first time you enter an app.

Android: For Android devices they are activated. If you want to deactivate or activate the push-notifications you have to enter "Notifications" in the general settings of your smartphone and use the slider for the Medicare femSense[®] App.

If you do not see Medicare femSense[®] under "Notifications" in your settings, you should uninstall and reinstall the app.

I have a problem with the Medicare femSense[®] app/patch, what can I do?

If you are having difficulty reading the patch with your phone or have applied the patch too early, please read the corresponding points on [page 8](#). If you need further assistance, please contact us through our technical support email (support@flemingmedical.ie). If you have any error messages from the app, please attach a screenshot of the error message with your email. This will make finding a solution to your problem easier.



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Will I still be able to have an accurate estimate of my fertility without the Medicare femSense[®] patch?

Using the app without the patch will give you a pretty good idea of when you will be fertile. When you use the sensor patch, Medicare femSense[®] can measure and confirm ovulation and the algorithm will have more precise information about your cycle, which it can include in its calculations. This means that the predictions are more exact and personalised.

The Medicare femSense[®] patch is a medical device that is CE certified.

What can I track without using the Medicare femSense[®] patch?

The Medicare femSense[®] algorithm will use the cycle information you enter and similar averages to estimate your fertile days allowing you to track your cycle and predict your period and fertile phase.

Can I use the app as a period diary without the Medicare femSense[®] patch?

Absolutely. Track your periods, fertile phases, log how you feel and get an overview of your general cycle month to month so you can prepare, plan and optimise your lifestyle.