



# FIRSTBEAT CENTER+ SERVICE MODEL

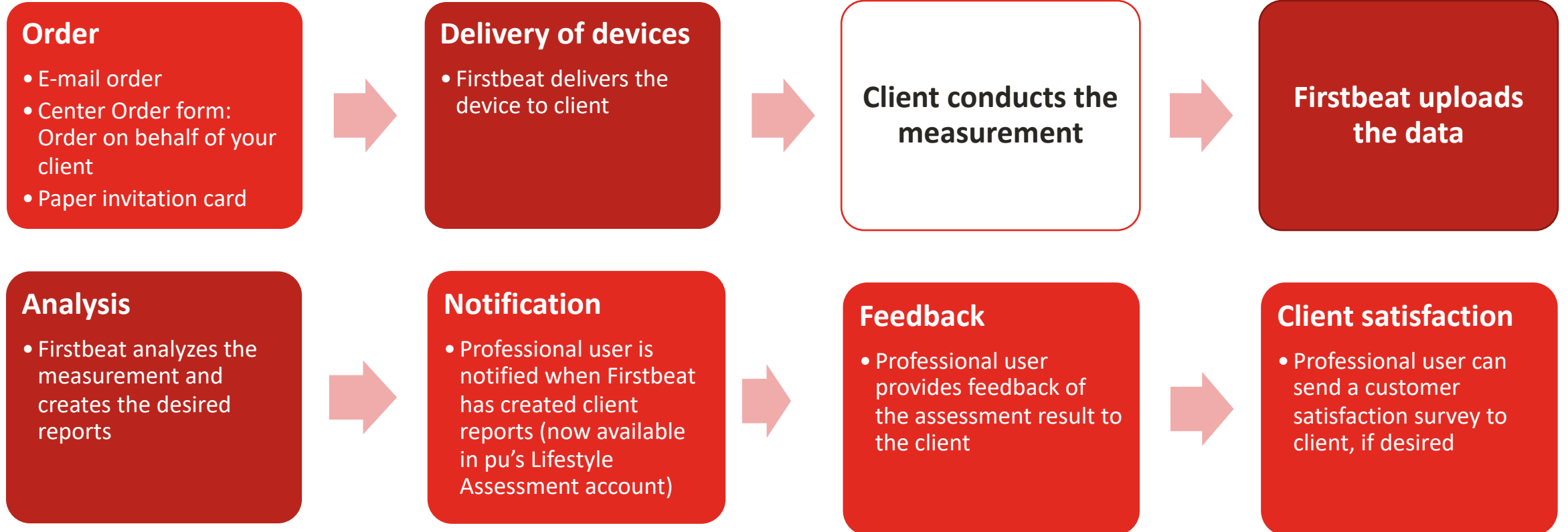


# FIRSTBEAT CENTER+ - A NEW EFFORTLESS WAY TO CONDUCT FIRSTBEAT LIFESTYLE ASSESSMENTS

- *Center+* is a Firstbeat service model, in which Firstbeat delivers the measurement devices to assessment participants, uploads the data and creates the desired reports to the service provider's account.
- The Center+ model allows you to measure large groups at once, without spending money on devices or time in device preparation and other technical steps.




# CENTER+ ASSESSMENT STEP-BY-STEP



# ORDERING: E-MAIL INVITATION

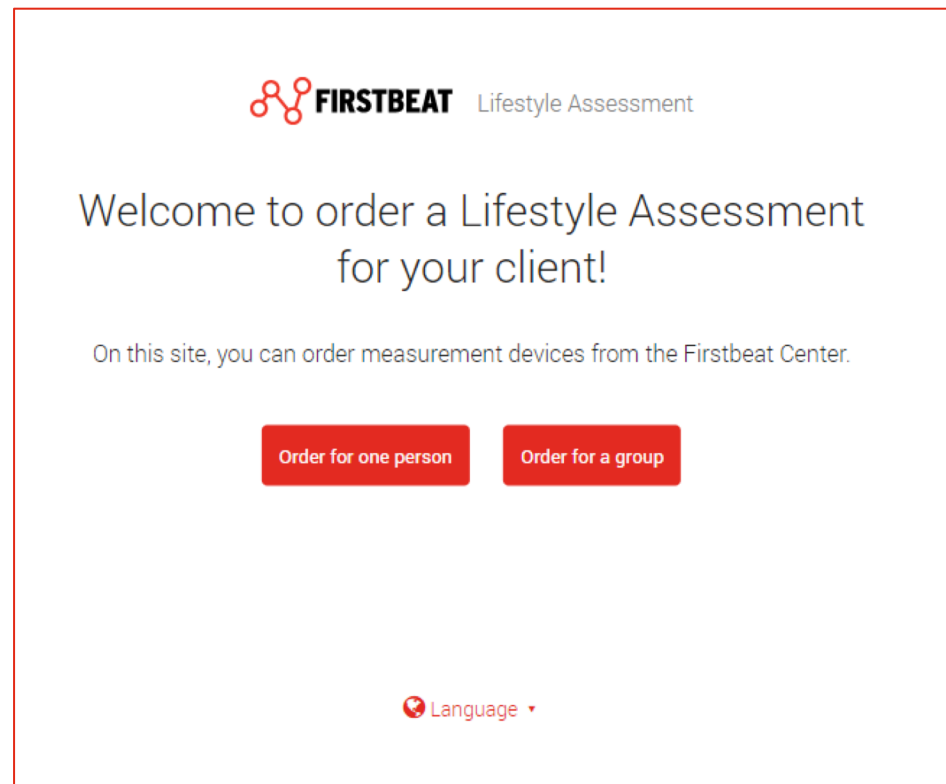
- Firstbeat sends an **Invitation to Lifestyle Assessment** to client's e-mail address. The sending date is determined when the professional user creates the Lifestyle Assessment.
- The e-mail invitation contains a link that **allows the client to order the device to his/her address**. Once the order has been placed, the client receives a journal link via e-mail.
- *Assessment credit is used once the order has been placed!*
- Professional user determines the sending & expiration date of the order link. Once the link expires, order cannot be placed.
- The program will automatically send a **reminder message 7 days after the order link was sent**, if the client has not ordered the device.
- Note! The order and journal links are personal and must not be forwarded to other people.

### ASSESSMENT DETAILS

First name	<input type="text" value="Ellie"/>
Last name	<input type="text" value="Example"/>
Language	<input data-cs="2" data-kind="parent" type="text" value="English"/>
E-mail	<input type="text" value="ellie.example@firstbeat.com"/>
Invitation will be sent on	<input type="text" value="Today"/>
Invitation expires on	<input type="text" value="20.11.2018"/>
Professional user	<input type="text" value="Support, Firstbeat"/>
Service model	Center+ 

# ORDERING: ON BEHALF OF YOUR CLIENT

- Professional user can also order the Lifestyle Assessment on behalf of the client.
- To make the order, professional user needs the client's name, e-mail address, language, and delivery address (unless the order is made to p-u's own address).
- *Assessment credit is used once the order has been placed!*
- **Note! A group order can only be made centrally to one delivery address.**
- Professional user can make the order in advance and schedule the device shipment for a later date.



# BENEFITS OF DIFFERENT ORDERING MODELS

## E-mail invitation

- You want the assessment process to kick off right away
- You want to conduct the project without collecting the participants' contact information

## Ordering on behalf of the client

- You want to order the measurement device on behalf of your client (**Note!** You need to have the client's contact info)
- You want to order the device(s) to yourself and then give it/them to your client(s)

## Paper invitation card *(available for purchase; please ask Firstbeat for more info)*

- You want to let the client place the assessment order but you do not have the client's e-mail address
- You wish to, for example, give the Lifestyle Assessment to a client as a present or sell it as a gift card

# DELIVERY OF DEVICES

- Firstbeat sends the device package to the address provided by the client. The measurement package includes:
  - Bodyguard2 measurement device
  - 10 pieces of electrodes
  - Measurement instructions that advise the client to start the measurement within a week of receiving the device
  - Pre-paid return envelope
- NOTE! The measurement package is standardized, and cannot be changed for different projects.
- It is the professional user's responsibility to advise the client if the measurement differs from the standard 3 days and nights - and provide additional electrodes. Electrodes can be ordered via the material order form on the Firstbeat website.





# CLIENT CONDUCTS THE MEASUREMENT

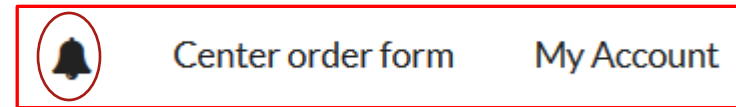
- Client starts the measurement within a week of receiving the device. Professional user is the client’s contact person if the client has questions during the assessment.
- If the client has not recorded a starting time within 14 days of ordering the device, Firstbeat reminds the client to start the measurement.
- **After the measurement, the client returns the device in a pre-paid return envelope to Firstbeat.**
- If the device is not returned to Firstbeat Center within 30 days of placing the order, Firstbeat sends a reminder message to the client. At this point, the professional user is also notified about a late device. The client has one week to return the device, or it will proceed to invoicing.
- Unreturned devices are charged from the service provider. More information about this is found in your Firstbeat contract.

Automatic reminder messages		
	Messages to end client	Messages to professional user
7 days after order	Reminder to order the device: goes to clients who have not ordered the device within 7 days of order link being sent.	
14 days after order	Reminder to start the measurement: goes to clients who haven't yet logged a measurement start time via the journal.	
30 days after order	Reminder to return the device within 1 week, or the device can be invoiced.	Notification that a client has been reminded to return the device within 1 week. If the device is not returned, it will be invoiced from the service provider.
30 days + 7 days after order		If the device has not been returned, the professional user will get a message that tells that the device has not been returned and will be invoiced from the service provider.



# FIRSTBEAT UPLOADS THE DATA, ANALYZES IT AND CREATES A REPORT

- Client's device returns to Firstbeat.
- Measurement data is uploaded by Firstbeat.
- A Firstbeat specialist analyzes the measurement and creates the reports that have been agreed on.
- Professional user can follow the progress of clients' assessments via the Notifications tab.
- Professional user can choose (under *Settings*) to have the Notifications come directly to their e-mail (when Firstbeat creates a report or adds comments about the analysis).
- The reports will be ready on the professional user's account within 2 days of the device arriving at the Firstbeat Center.



**MY SETTINGS**

Person information **Settings**

Timezone Europe/Helsinki

Date format  30.10.2018  30 Oct 2018

Create Physical Workload report from worktime only

Show the Training Effect boxes on the Lifestyle Assessment reports

Receive e-mail notifications when

Firstbeat creates reports

Firstbeat adds notes to assessment.

# FEEDBACK TO CLIENT

- Professional user schedules a feedback time together with the client.
- Professional user provides feedback about the Lifestyle Assessment result.
- Possible further steps and action points are agreed on.
- Professional user can send a feedback questionnaire from Lifestyle Assessment to client after the feedback has been provided.



# RE-ORDERING AN ASSESSMENT

- If the client's measurement has **failed** (see criteria on next slide), he/she can be offered a new measurement.
- The re-order is made in the Lifestyle Assessment program by the professional user. A re-order does not consume a Center assessment credit.
- A re-order can only be done once for 1 assessment.
- The re-order is done by opening the client's Lifestyle Assessment. The order can be made to the same or to a different address.
- In **Center+** model, Firstbeat will inform the professional user if it is recommended to offer a new measurement. Professional user asks the client if he/she wants to re-measure and makes the re-order via Lifestyle Assessment.



# CRITERIA FOR A NEW ASSESSMENT (RE-ORDER)

1. Missing data % of the entire measurement period is >20%, and is not caused by client actions, such as
  - Client has purposefully taken the device off for several hours
  - Client has taken the device off due to discomfort
2. Missing data % on at least 2 out of 3 days is >15%/day
  - Especially if the error / missing data is seen mostly during sleep periods
  - 2 days of good data → no need to do a new measurement
3. Evaluate case-by-case
  - If the missing data is caused by a BG2 problem, a new measurement should be done automatically
  - Error caused by a heart-related irregularity (e.g. arrhythmias) → professional user must evaluate the best course of action; a new measurement might not be meaningful
5. The post office has lost the client's measurement device
6. NOTE! A missing Fitness Level is not a criterium for a new assessment

# MORE INFORMATION ABOUT THE CENTER SERVICE

You can monitor your assessment credits in the Lifestyle Assessment platform:

- Tools → Center assessment credits
- You can purchase more credits from your Firstbeat contact person.

If needed, you can also contact Firstbeat Support:

- E-mail address: [support@firstbeat.fi](mailto:support@firstbeat.fi)
- Phone: +358 8 415 415 41 (daily 9-16 GMT+2)

More information about the Center service model can be found on the Partners site:

<https://partners.firstbeat.com/en/extra-materials/lifestyle-assessment-center/>

Assessment credits	Center Assessment credits
All-time credits	100
Expended credits	10
Ongoing assessments	7
<b>Free credits</b>	<b>83</b>

Contact your Firstbeat representative to obtain more Center Assessment credits.

Close



THANK YOU!

[www.firstbeat.com](http://www.firstbeat.com)

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Firstbeat Technologies



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