



THE TRANSITION PLATFORM

User guide

Patients


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Introduction and benefits



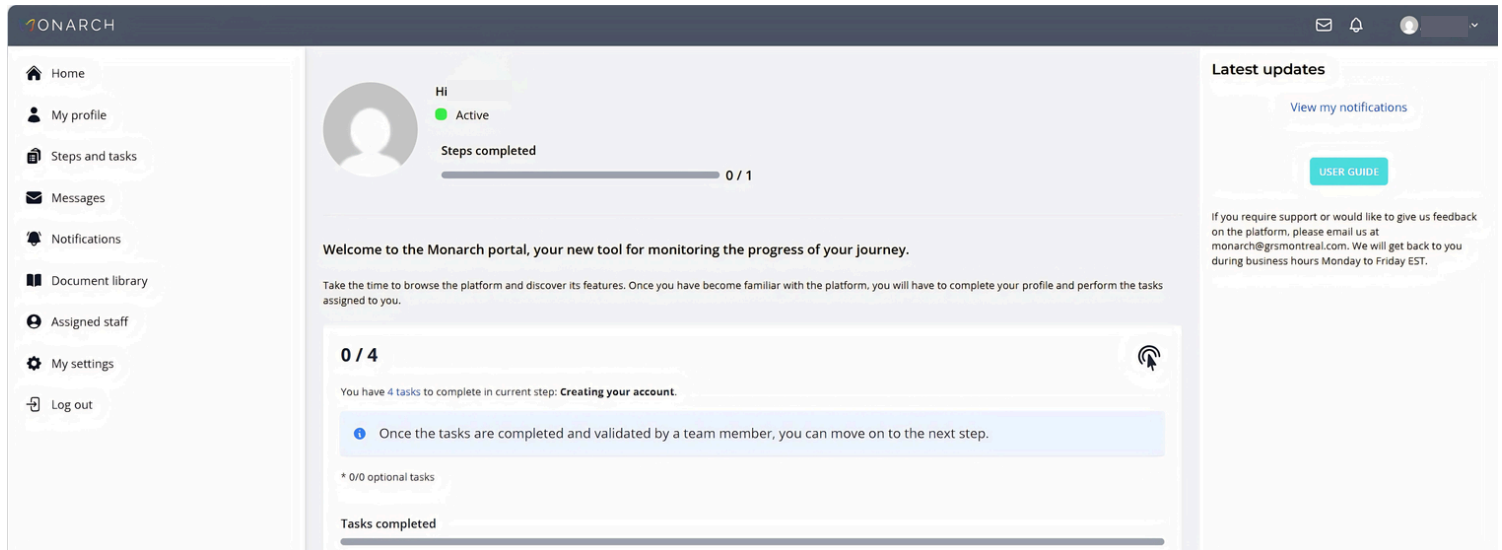
 ONARCH is a secure platform developed by GrS Montréal to allow patients to participate in the process surrounding their gender-affirming surgery.

Platform benefits:

- Secure upload system.
- An interface that allows you to see the % of progress on your file in real time, as well as the next steps and actions required.
- Allows you to find out the status of the process simply by logging into your account.
- The intuitive, easy-to-use platform features a system of notifications of new actions in the file.
- The interface allows you to communicate with your assigned staff members and keeps a history of all exchanges.
- Quick access to a virtual library of documents, photos, and surgery-related information.

Signing up

Once we have registered you on the platform, you will receive an email asking you to create a password for your Monarch account. To log in to the platform in the future, please use the following link: <https://monarchgrs.com>



On the left-hand side of the home screen, you'll find a menu of all the platform's pages. Under the **My profile** tab, you can enter or modify personal information such as your address, date of birth, legal names, etc.



Menu



Home. This is where you'll find your dashboard, where you can check the status of your file.



My profile. Here you can update your personal information if necessary.



Steps and tasks. You'll be informed of the tasks to be completed, the documents to submit, and an overview of the next steps.



Messages. Allows you to communicate with the administrative or nursing staff assigned to you. Please note that this is not an instant messaging service.



Notifications. This is where you can view updates and actions related to your file.



Library. Provides easy access to all the information documents related to your surgery process.



Assigned staff. Shows you which administrative and nursing staff are assigned to your file.



My settings. Select this tab to modify your password, change your communication language and manage the notifications you wish to receive by email.



Log out. Click here to safely log out of the platform.

My steps and tasks

The screenshot displays the Monarch user interface. On the left is a navigation menu with options: Home, My profile, Steps and tasks, Messages, Notifications, Document library, Assigned staff, My settings, and Log out. The main content area is titled 'Tasks to be completed' and shows a list of tasks under the heading 'Creating your account'. The tasks are: 'Your profile' (status: Approved by clinic. Great job!), 'Consent to share information' (status: Waiting for clinic approval, with a 'Click to edit' link), 'General information booklet' (status: Awaiting action on your part), and 'Desired surgery(ies)' (status: Please re-do, awaiting action on your part). Below this is a 'Preview of next steps' section which shows 'No upcoming step'.

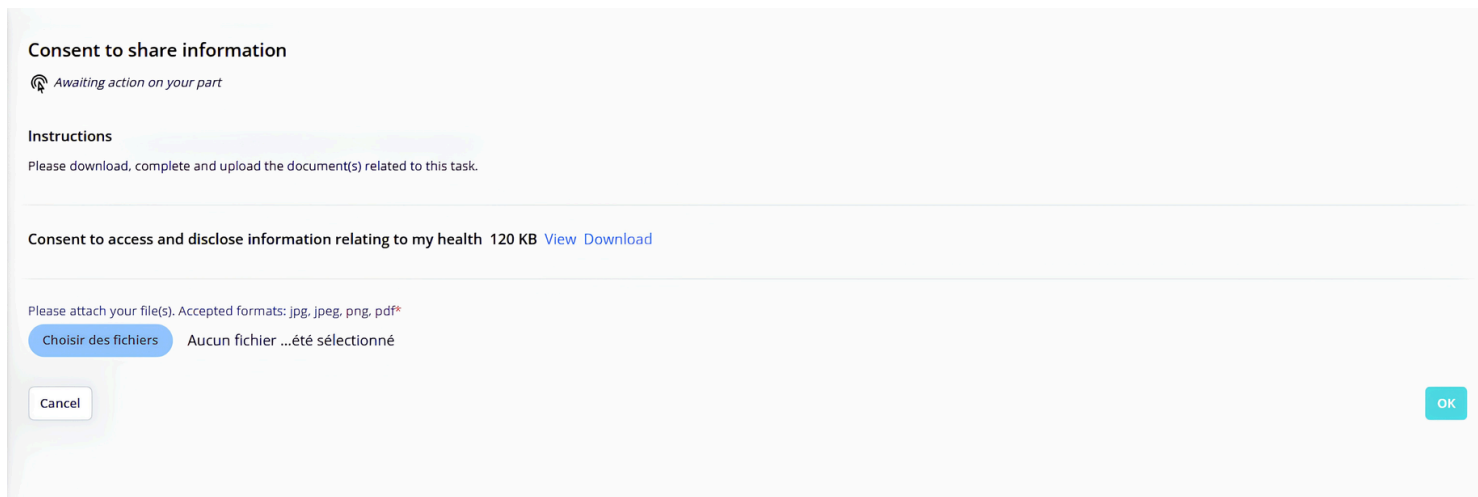
Type of tasks

- **Reading** tasks: Read the document carefully and confirm when completed. Example: the general information brochure. These documents remain accessible under the Library tab.
- **Form** tasks: You will need to download the form, fill it out and upload it to Monarch. Example: medical questionnaire.
- **Upload** task: Upload a document in you already have to Monarch. Example: letter of recommendation.
- **Optional** tasks: Some tasks in your list marked as optional, in which case you are not required to complete them.

Tasks status

- Awaiting action on your part
- Waiting for clinic approval
- Approved by clinic. Great job!
- Please re-do, awaiting action on your part

Upload a document



Consent to share information
Awaiting action on your part

Instructions
Please download, complete and upload the document(s) related to this task.

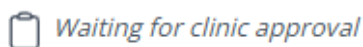
Consent to access and disclose information relating to my health 120 KB [View](#) [Download](#)

Please attach your file(s). Accepted formats: jpg, jpeg, png, pdf*

[Choisir des fichiers](#) Aucun fichier ...été sélectionné

[Cancel](#) [OK](#)

1. You'll first need to download the document and save it to your device.
2. Once completed and signed, save the document again.
3. Click on the **choose file** button, select the document to upload, then click on **save** and then **OK**. Please, ensure your documents are in the following formats: **JPG, JPEG, PNG or PDF**.
4. Finally, you'll need to confirm that you've completed this task by clicking **OK**.
5. This task is now complete on your end. Until our team has reviewed your task, you can edit or replace the uploaded document.
6. Next to each completed task, you'll see this message:



7. A member of the team will verify that the document meets the requirements and then approve the task if everything is complete.

Please note that the GrS Montréal administrative team receives a high volume of documents, so you may have to wait some time before your tasks and documents are reviewed.

Task to be redone

We may ask you to redo a task, for example, if your date of birth is missing from a document you uploaded. In that case, we will add instructions to the task in the **Review notes** section.

You will then need to make the necessary corrections to your document and upload it again.

Review notes:
Please, add your date of birth at the top of the form. ←

Desired surgery(ies)
Please re-do, awaiting action on your part

Instructions
Please download, complete and upload the document(s) related to this task.

Type of surgeries FTM / FTX 200 KB [View](#) [Download](#)

Previously uploaded files

Type of surgeries FTM - FTX.pdf 0.2 MB [View](#) [Download](#)

Please attach your file(s). Accepted formats: jpg, jpeg, png, pdf*

[Choisir des fichiers](#) Aucun fichier ...été sélectionné

[Cancel](#) [OK](#)

Moving on to the next step

Once you've completed all the tasks in a step and they have been validated by our team, the next step will be unlocked and made available to you. You can see an overview of upcoming steps in the **Steps and tasks** tab.

Tasks to be completed

Creating your account

Your profile

Approved by clinic. Great job!

Consent to share information

Approved by clinic. Great job!

General information booklet

Approved by clinic. Great job!

Desired surgery(ies)

Approved by clinic. Great job!

Preview of next steps

Opening of your file

File awaiting assessment

Assessment of your file

Awaiting a surgery date

Confirmation and Preparation for your surgery

Confirmation of your admission and reminders concerning the surgery

Post-operative follow-ups

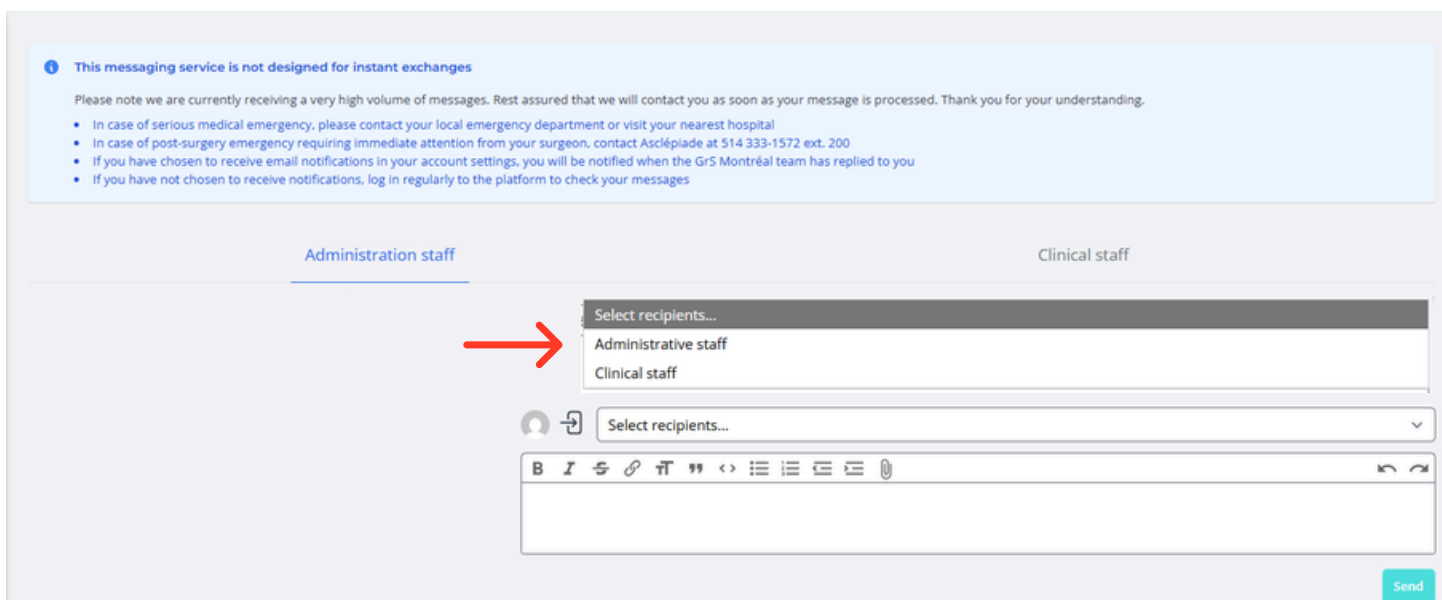


Contact us

For any clinical or administrative questions regarding your surgical process or the documents in your file, please use Monarch's messaging system. This feature will become available once staff members have been assigned to you.

To send a message, you will need to select the recipient.

For questions regarding required documents, the surgical process or waiting times, please select the administrative staff. For medical questions regarding your case, please select the clinical staff.



The screenshot displays the Monarch messaging interface. At the top, a light blue banner contains a warning: "This messaging service is not designed for instant exchanges" and a note: "Please note we are currently receiving a very high volume of messages. Rest assured that we will contact you as soon as your message is processed. Thank you for your understanding." Below this are three bullet points: "In case of serious medical emergency, please contact your local emergency department or visit your nearest hospital", "In case of post-surgery emergency requiring immediate attention from your surgeon, contact Asclépiade at 514 333-1572 ext. 200", and "If you have chosen to receive email notifications in your account settings, you will be notified when the GrS Montréal team has replied to you". The interface has two tabs: "Administration staff" (selected) and "Clinical staff". A dropdown menu is open, showing "Select recipients..." with "Administrative staff" and "Clinical staff" as options. A red arrow points to the "Administrative staff" option. Below the dropdown is a text input field with a "Select recipients..." placeholder and a dropdown arrow. At the bottom, there is a rich text editor toolbar with icons for bold, italic, link, unlink, text color, background color, bulleted list, numbered list, indent, and outdent, followed by a "Send" button.



For technical support regarding the Monarch website, such as help with logging in or technical issues related to tasks or steps, please send an email to monarch@grsmontreal.com.