

EMERGENT VS NON-EMERGENT NEEDS

NON-EMERGENT needs that can be communicated through TapCloud

- Medical supplies needed within 2 days
- Medication supply needed within 2 days
- General care update with your Care Team members
- New symptoms that do not require immediate attention
- Mild general decline
- End-of-life planning with Care Team
- Appointment date and time verification
- Scheduling a televisit
- Rescheduling an upcoming appointment
- TapCloud help
- Increase in psychosocial stressors such as increased depression and anxiety

EMERGENT needs that should be directed to Customer Support

- Unmanageable pain or worsening symptoms
- Medical supplies needed within 1 day
- Medication supply needed within 1 day
- Emergency Room visit or impending crisis
- Rapid decline in patient's well-being
- New temperature
- Fall
- Worsening change of a wound
- Increased nausea, vomiting, constipation, or loss of appetite
- Severe agitation
- Worsening mental health symptoms such as thoughts of suicide, increased panic attacks/severe anxiety

TapCloud will be monitored Monday-Friday during regular business hours. Completing your daily check-ins and communicating changes in your symptoms is vital information to share with your care team. *Any information sent after hours or during weekends and Holidays will be seen during the next business day.* Urgent or non-emergent needs that cannot wait until the next business day should be addressed by calling Customer Support at 800-264-0521 or 502-456-6200.

We are here for you if you need training or support and are available to you, 24/7, as you navigate through this journey.

