# 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.