PATIENT GUIDE
TapCloud App and Telehealth Visits

HOSPARUS HEALTH®

tapcloud

TAPCLOUD APP INSTRUCTIONS

ABOUT TAPCLOUD

The TapCloud Patient app is a HIPAA*-compliant solution that allows you to securely text message and send photos to your care team. You can also complete your daily 1-minute check in and answer a few questions that will best help your care team understand your overall well-being, symptoms you're experiencing and any non-emergent need you may have, in between our visits and phone calls.

TapCloud is monitored Monday-Friday 8:30 a.m. - 5:00 p.m. by one of our Nurses and can be used for non-emergent needs to help you avoid unnecessary phone calls, additional visits, or trips to the Emergency Room.

HELPFUL WAYS TO TRACK YOUR HEALTH

As a patient, keeping on top of everything you are supposed to do and tracking what is happening in your life can be really hard.

- Have you tried to describe how you've been feeling and what you were doing when you felt that way?
- Have you had trouble remembering when your symptoms started?
- Have you wondered if a particular symptom is worth discussing with your care team?

These things are important to get right because understanding how and what you're feeling can help us. And you are the only one who can share this information.

Using TapCloud gives you an easy and secure way to communicate with your care team and it takes just a minute a day.

*Health Insurance Portability and Accountability Act

Download TapCloud

TapCloud works on any smartphone, tablet, laptop, or desktop. You can get the TapCloud App from either the Apple App Store or Google Play Store.

To access TapCloud on a computer, just go to **TapCloud.com** and click **Login** then **Patient Login** on the right of the menu bar. From there, you can login directly to TapCloud using your computer. Don't worry, we will walk you through it.

FOLLOW THESE SIMPLE STEPS TO GET STARTED:

Log In with your ID and PIN

To log in, use the **TapCloud Patient ID** and temporary **PIN** that you received from your care team member. After your first login, TapCloud will remember your Patient ID, but for your security, you will need to enter your PIN each time you login.

When prompted, remember to **turn your notifications on** so you can be notified when you have a message from your care team.

Take One Minute to Check In

STEP 1: HOW ARE YOU FEELING?

When you tap on the **Check In** button, you will be asked, *How are you feeling?* Don't worry if it's been a while since your last check-in – just record how you're feeling compared to yesterday.

If you are in pain, you can also record your pain level. Once you have answered both questions, tap the **Submit** button in the top right corner to save your answers.
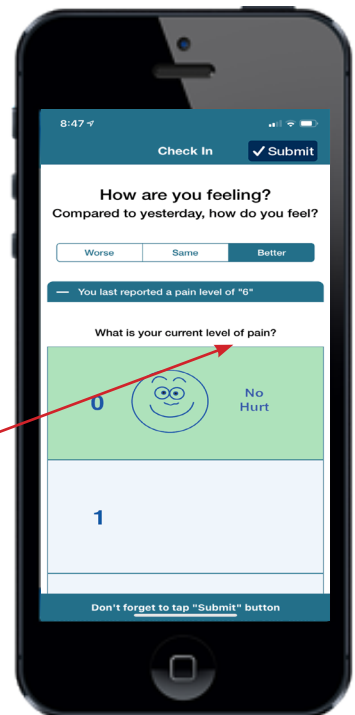
On the next screen you will see a collection of symptoms chosen specifically for you. Every symptom is based on your conditions and the potential side effects of your medications.

To begin, just scan the "cloud" of words and tap on the symptoms that you are experiencing today, and the symptom will turn **blue**.

Tap a second time to indicate that a specific symptom is especially **good or bad** today and the symptom will turn **red**.

A third tap will **deselect** the symptom.

You can also add any symptom that describes how you feel today and TapCloud will help you track it. To do this, tap the **"+"** or **Add Symptom** button in the top left corner, and then add your symptom.

Tap **Submit** in the upper-right hand corner to finish your check-in.
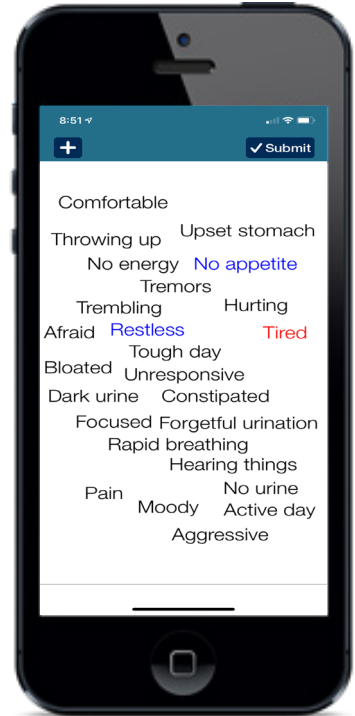
PLEASE NOTE

After your first use, you will notice several words in the center of the screen that will be larger than the rest. These are the symptoms or feelings you reported in your last check-in.

If you are experiencing these symptoms the next time you check in, be sure to tap them. This will help your care team understand if you have an on-going symptom that might need attention.

Feel free to check in as often as you want and especially when you experience a change in how you are feeling.

Communicating with Your Care Team

TapCloud uses secure and HIPAA-compliant messaging so you can communicate with your care team about your symptoms, questions or concerns, right from within the app.

Select **Inbox** under Menu to begin sending a message right away.

Remember to hit **Submit**. *If you have notifications turned on, you will be notified when your care team responds.*
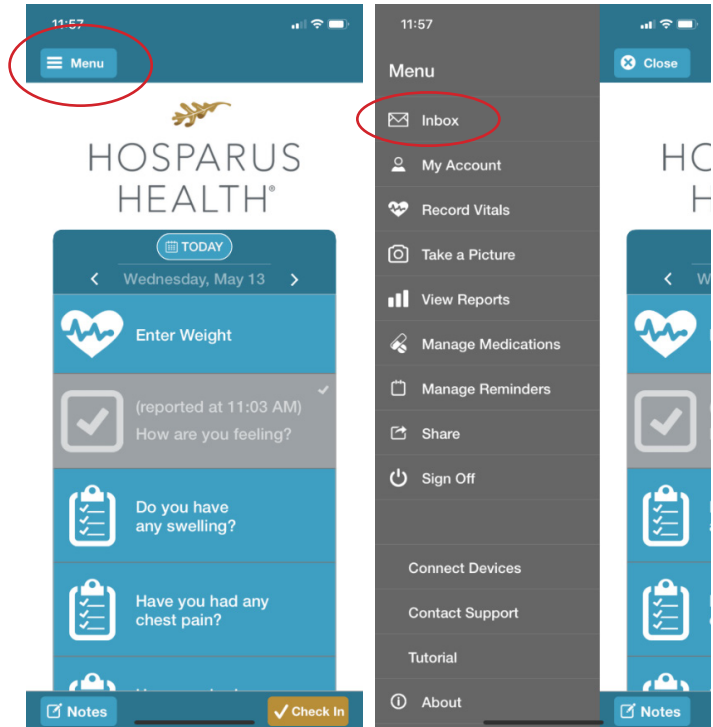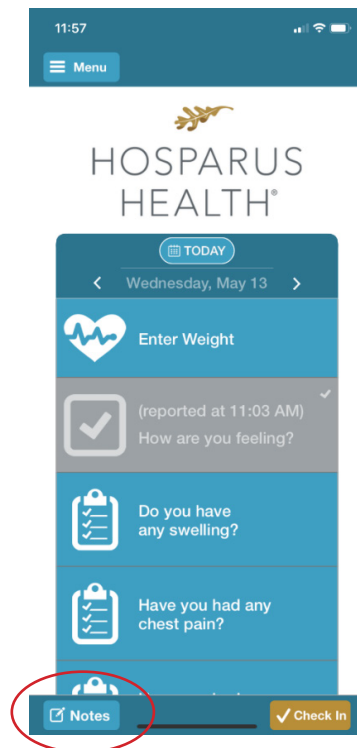
Notes

The Notes section of TapCloud allows you to journal anything you feel or want to remember to share with your care team the next time you talk.

Notes should not be used for any urgent needs or medical emergencies. Contact Customer Support at 888-295-4239 if you need urgent help.

Remember to tap **Submit** to save your entries.

Personalizing TapCloud

You can customize TapCloud by **adding your medications** and **setting reminders**. Adding this information makes TapCloud work even better for you and may help identify symptoms or patterns that you didn't even know were related to your condition or medications.

ADD/REMOVE A MEDICATION:

Your care team may have pre-loaded medications in your profile. You will see all the medications in your profile when you do a check in. We understand that your medications may change over time.

To add or remove medications to your profile, tap the **Menu** button and select the **Manage Medications** option. Here you will enter the name of the medication and select **Add** to include this to your profile.
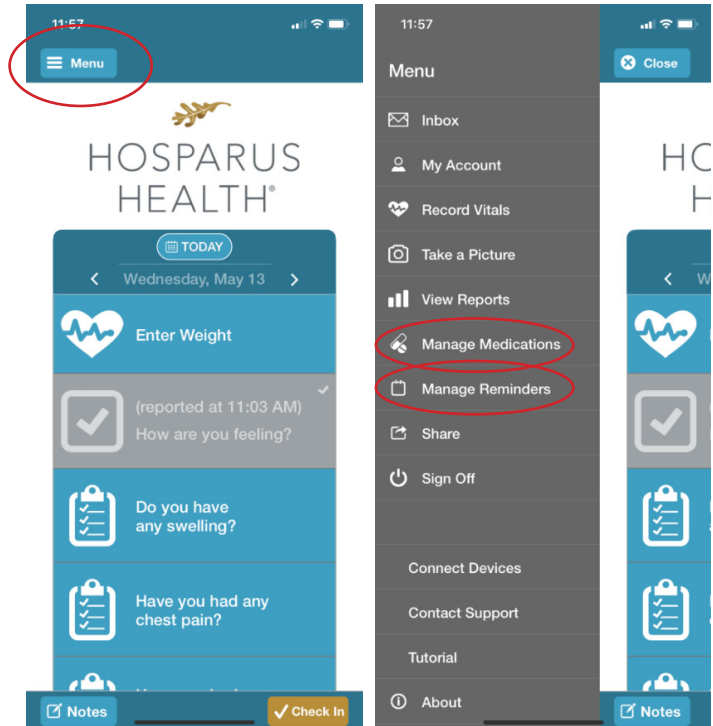
SET A REMINDER:

Tap the **Menu** button and select the **Manage Reminders** option (see image above). Then follow the prompts to add a new reminder.

You can set reminders for various topics including medications, wound care, notes, and more.

Some reminders have been set up by your care team and cannot be removed, but you can change the time of day the reminder occurs. *If you think there is something that doesn't belong in your reminders, contact your care team to discuss.*

Your Health Data

TapCloud helps you organize what you are experiencing on a day-to-day basis. We provide you with several ways to view and share your own information.

While your care team can monitor the health data you have submitted using the app, you may have doctors or family members you want to share your information with.

VIEW YOUR INFORMATION:

Tap the **Menu** button and select **View Reports**. Choose the report you would like to see. You can even change the time period using the options at the top of the screen.

Do you want to see all your health information shared during a specific time frame? The Case Dashboard is a great report. However, because it contains more information, it is best viewed on a computer.

While in the **View Reports** menu item, scroll down and tap **+ Send Reports** and select **Case Dashboard**.

After selecting the report and time period you want, enter the recipient's email address then tap Send. The recipient will receive an email from TapCloud Support.
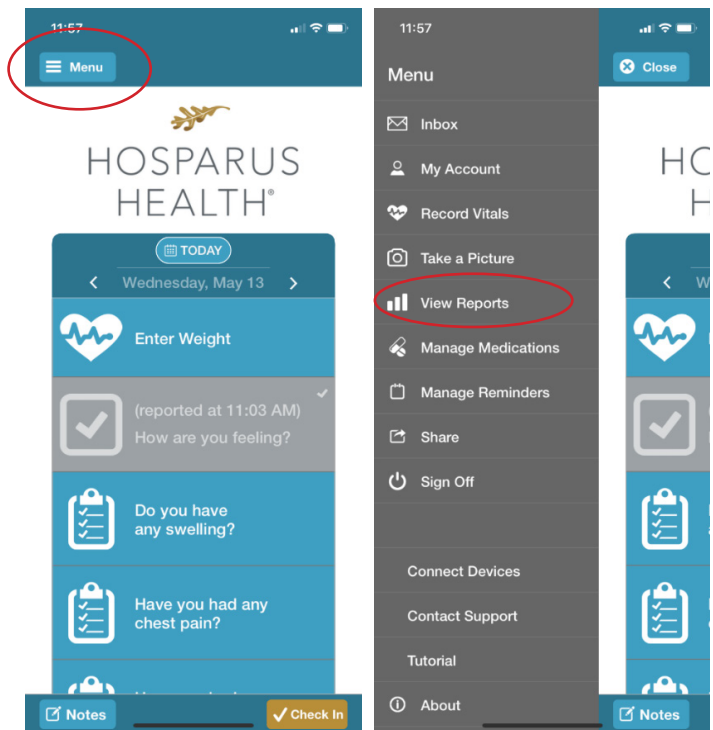
EMERGENT VS NON-EMERGENT NEEDS

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 888-295-4239.**

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

PROTECTING YOUR INFORMATION: Everything you do in the TapCloud app is protected using the **highest level of security and privacy**. TapCloud meets all HIPAA and other security and privacy standards required for healthcare information. Because everything you enter into TapCloud is your information, you can take it with you if you ever decide to stop working with us. TapCloud is far more secure than either email or text messaging, which is one reason we encourage you to use it. The other is because we know that **more communication equals better care**.

GET READY FOR YOUR TELEHEALTH VISIT

WHAT IS TELEHEALTH?

Hosparus Health has partnered with TapCloud, a Telehealth provider, to host secure video visits with you, your family members, friends and caregivers, as needed.

Telehealth uses video-conferencing technology and data to improve the way Hosparus Health provides patient-centered care to our patients and families (used for all programs – palliative, Kourageous Kids, Advanced Illness Care, counseling, hospice, etc.).

Telehealth is available from a patient's home or wherever the patient calls home. All you need is access to a device with internet, camera, and a microphone and to provide your care team with a cell phone number or email address, that they will utilize to send you an invitation with a secure link to join your Telehealth Visit.

Review the Telehealth Visit and Device Setup Tip Sheets to learn more about what to expect and helpful tips.

TELEHEALTH VISIT TIP SHEET

1 Enable your preferred devices and web browsers' camera, microphone, and pop-ups prior to your visit to have a successful experience (see the Device Setup Tip Sheet).

2 You will receive a text message or email with a secure link you will need to click, to join your Telehealth visit.

3 Try to minimize the noise in the room (turn off the tv, refrain from having other conversations going on in the room).

4 If you have difficulty hearing the team member during your call, make sure your volume is turned up on your device. Headphones/earbuds may also be helpful.

5 If non-urgent questions come up during the week, be sure to write them down *(use the TapCloud app, if downloaded)* to ask your team member when they call.

More Helpful Tips:

Signal freezes or gets stuck – let your team member know you were unable to hear or see them for a few seconds. This way, they can repeat what they were saying, so you don't miss any important information.

Become disconnected – just wait and your team member will call you back.

Help to hold your device – this call may last over 30 minutes, so ask a family member, friend, or caregiver to help you. This person can also participate in the call, if you would like them to. Other members of your family/friends can receive an invitation to join the visit if you provide your care team with the cell number or email address.

Ending the call – your team member will give you some directions about your next visit. A member of your care team will review further communication options Hosparus Health offers.

Here is what you can expect:

NURSE VISIT:

The nurse will:

- Review your medications—the nurse may ask you to have all your medications ready to show so they can see what medications you are taking and how much you have left.
- Ask you questions about your health – "How you are feeling today?"
- Ask you to show your room or where you are living by holding up your device and turning it around the room for your nurse to see.
- Ask you to show your supplies, so he/she can see what needs to be ordered.
- Ask you to use your device to show areas of your body to look for any changes or concerns.

You should:

- Have medication bottles and pill boxes, including Comfort Pak close by to "show" on your smart phone or tablet.
- If you received a medication list in the mail, use it during the visit. Feel free to write on it or take notes, it is your copy to keep. If you would like an updated medication list after your visit, let your provider know.
- If you have less than 7 days remaining for medicine you use every day or almost every day, let your team member know.
- Let your team members know if you have questions or new symptoms

SOCIAL WORKER VISIT:

The social worker will ask you questions regarding goals on your care plan such as:

- Ask about your emotional wellbeing related to anxiety or depression. Educate you on different coping skills…deep breathing, life review and others.
- Ask about caregiving needs/ concerns.
- Ask about social support systems.
- Ask about advance directives: living will, POA, MOST/POST decisions.
- Ask about funeral arrangements.

CHAPLAIN VISIT:

During the call, your chaplain will ask about your spiritual and emotional well-being. They will explore what is important to you and to your family as you experience this illness together. If religion is important to you, your chaplain will offer words of blessing or prayer. Your chaplain may also ask about how you are maintaining connection to your community of faith, if you have one.

PHYSICIAN/NURSE PRACTITIONER:

- A visit will be arranged with the provider coordinator regarding date and time of planned telehealth visit.
- Provider visits with physicians and nurse practitioners are not set like the nurse, social worker, etc. If there are additional concerns about symptoms, goals of care, prognosis, or expectations just let someone from your Hosparus team know and a provider can be arranged for a telehealth or in-person visit to facilitate further discussion.

The physician/nurse practitioner will:
- Ask you questions about your health – "How you are feeling today?"
- Review medications and potentially how much of each medication is remaining.
- Asking other members of your family, caregiving team, or providers about how things are going.
- Ask you to use your device to show areas of your body to look for any changes or concerns.
- Answer questions and discuss symptoms, symptom management, or concerns of the patient or family.

- Answer outstanding concerns regarding your care, prognosis, or continued expectations of disease progression.
- Determine and educate regarding potential changes to care plan that could include medication changes or other interventions.
- Communicate recommended changes to your primary nurse if they are not present during the visit.

You should:
- Have a list of questions or concerns for the provider to answer and discuss.
- Have any family members or friends, caregivers available that would like/need to participate in the discussion or have questions.
- Have medication bottles and pill boxes available to easily reference.
- If you have less than 7 days remaining for medicine you use every day or almost every day, let your team member know.
- Let your team members know if you have questions or new symptoms.

COUNSELOR VISIT:

Grief counselors provide support for people who are anticipating a loss or have experienced the death of someone in their lives. Turning to counseling is not an admission of weakness, but instead an admission of strength to seek help when needed. You may benefit by participating in counseling telehealth visits to:
- Learn what to expect during the grief process
- Express thoughts and feelings regarding patient's illness
- Receive grief education and validation from a grief counseling professional
- Develop skills to cope with the grieving process

DEVICE SETUP TIPSHEET

Laptops and Desktops

- Be sure you are using the most recent browser versions.

  Note: Internet Explorer and Microsoft Edge browsers are not recommended or supported.

- Allow browser access to your camera and microphone.

GOOGLE CHROME   FIREFOX   SAFARI

How to enable pop-up, camera and microphones:

Chrome (recommended)	Safari	Firefox
POP-UPS	**POP-UPS**	**POP-UPS**
1. Click the lock icon at the top left of the search bar	1. Click on "Safari" at the top of the browser screen	1. Go to "Menu"
2. Select "Allow for Pop-ups and Redirects"	2. Select "Preferences"	2. Go to "Settings"
	3. Select website on the top	3. Search "Pop-up" in the search bar
CAMERA/MICROPHONE	4. Pop-up windows at the bottom of the column on the left	4. Click "Pop-up exceptions"
1. Click the lock icon at the top left of the search bar	5. TapCloud.com in the center	5. Type https://app.TapCloud.com in the address of website bar
2. Select "Allow" for Camera	6. Click "Allow" in the upper right corner	6. Click "Allow"
3. Select "Allow" for Microphone		
	CAMERA/MICROPHONE	**CAMERA/MICROPHONE**
	1. Click on "Safari" at the top of the browser screen and select preferences	1. Click on the camera icon at the top left of the search bar
	2. Select website on the top	2. Select "Allow"
	3. Camera on the left side	
	4. TapCloud.com in the center	
	5. Click "Allow" in the upper right corner.	
	6. (Repeat for Microphone)	

Phones

• Be sure you are using the most recent browser versions.

iPhone
SAFARI

Android
GOOGLE
CHROME

How to enable pop-up, camera and microphones:

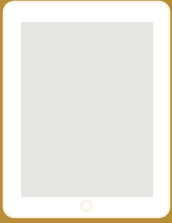| iPhone	Android
POP-UPS	**POP-UPS/CAMERA/MICROPHONE**
1. Open "Settings"	1. Open "Chrome"
2. Select "Safari"	2. Tap More (the three vertical dots at the top-right of the screen)
3. Scroll down to "General" section to view the words "Block Pop-ups"	3. Click "Settings"
4. Make sure the icon to the right is completely gray. If the icon is green, disable "Block Pop-ups" by swiping to show a gray toggle	4. Scroll down to "Site Settings"
	5. Touch "Pop-ups", "Camera", and "Microphone" to toggle the slider button that enables pop-ups (green circle is showing to the right)
CAMERA/MICROPHONE	
1. Scroll down to "Settings for Websites"	
2. Click on "Camera", then on "Allow"	
3. Click the back button " < Safari"	
4. Click on "Microphone", then on "Allow"	

Tablet

• Be sure you are using the most recent browser versions.

iPad   SAFARI   Samsung   GOOGLE CHROME

How to enable pop-up, camera and microphones:

Apple iPad	Samsung Products
POP-UPS 1. Open "Settings" 2. Select "Safari" 3. Scroll down to "General" section to view the words "Block Pop-ups" 4. Make sure the icon to the right is completely gray. If the icon is green, disable "Block Pop-ups" by swiping to show a gray toggle CAMERA/MICROPHONE 1. Scroll down to "Settings for Websites" 2. Click on "Camera", then on "Allow" 3. Click on "Microphone", then on "Allow"	POP-UPS 1. Open "Chrome" 2. Tap More (the three vertical dots at the top-right of the screen) 3. Click "Settings" 4. Scroll down to "Site Settings" 5. Touch "Pop-ups" to get the slider that turns on pop ups. 6. Touch the slider button to enable the feature so blue circle is showing to the right CAMERA/MICROPHONE 1. Click "Settings", Click "App" 2. Click "Camera" 3. Toggle both "Camera" and "Microphone" bar so green circle is showing to the right

Internet and Wifi
We recommend using a secure and private internet connection (or cellular service on your mobile device).

TAPCLOUD IS A QUICK AND EASY WAY TO INVEST IN YOUR
OVERALL HEALTH, LOGIN NOW TO START TRACKING!

Track Symptoms
Your care team
can monitor
your condition
and care

Take Notes
To remember
what to discuss
with your
care team

Get Reminders
Time to take
medication
and other
reminders

Messaging /
Virtual Visits
HIPAA
compliant and
secure

HOSPARUS
HEALTH®

tapcloud