

Same Page Caregiving App FAQ's

1. I am worried about who can see the health data that gets entered.
 - a. This app is not intended for use by healthcare providers, only families and friends providing care to a loved one.
 - b. The only people who can see the data entered are the people in the Care Circle for your loved one. You can't see information inside other people's circles, and they cannot see information inside yours. The only way to get into the Circle is to receive an email invitation by the Primary Caregiver or Care Organizer for your loved one. The tech support for the app can also see data, but they are held to strict contractual obligations for privacy. This is necessary in order to provide tech support and help you if there is a problem with your service. There is a document that further explains data protections on the www.SamePageCaregiving.com website under the Resources tab.
2. I received an invitation into the Care Circle and my code is expired.
 - a. There will be a link in the email that says 'Tap here to open Same Page' and enter the code there.
 - b. Codes expire after 60 minutes. If you don't enter the code within 60 min, you will be prompted to reenter your email and it will send another code. If you are on the 'enter code' screen and don't enter the code within 60 sec, you will receive a prompt to click to have the program send a new code.
3. When I enter my email to log in, I don't receive an email with a code.
 - a. Make sure correct email is used that the account was created with. Make sure it is spelled correctly.
4. My code doesn't work
 - a. Codes expire after 60 minutes. If you don't enter the code within 60 min after it arrives into your email box, you will be prompted to reenter your email and it will send another code. If you are on the 'enter code' screen and don't enter the code within 60 sec or the code you receive doesn't seem to work, you will receive a prompt to click to have the program send a new code. Try again and if it still doesn't work, send an email to ContactUs@SamePageCaregiving.com

5. Do I have to log in every time that I want to use the app?
 - a. If you close out of a web browser or physically log out, then yes, you will need to log in every time by entering your email address, receiving a code to your email account and then entering that code into the app. Every time you log in, you will receive a different, new code to enter.
 - b. If you save the app to home screen on your phone and close the screen but do not actually log out, you should not need to log in whenever you open the app.
6. Several of the features are not visible or I am not able to enter or edit information?
 - a. This could be because of 2 things:
 - i. You are not assigned a role with permission to view/edit that part of the app. For example, only people in the Primary Caregiver, Care Organizer, and Care Recipient roles can enter medications.
 - ii. The Care Recipient or their healthcare surrogate has not yet provided consent for their health data to be entered into the app
7. The things that I enter in the Care Log do not show up on the Care Dashboard?
 - a. You need to add something to the Incident Label box along with entering the information into the Care Log itself in order for the entry to pull onto the Care Dashboard. For example, if you want to enter a daily blood pressure, you would enter the Blood Pressure reading in the Label Box within the Care Log. You can enter the words Blood Pressure if you like into the Care Log, but only the item entered into the Label Box will pull onto the Care Dashboard.
8. How can I see how often my loved one is taking an 'as needed' medication?
 - a. Go to the Medication section of the app (not on the Today page), find the medication you want to see and tap History. It will then open up a page to see all doses given of that medication.
9. I am a part of 2 Care Circles. How do I switch between the 2 circles?
 - a. Tap the circle with your initial in the top right corner. You will see a drop down and can pick which circle you would like to see. You can switch between circles without logging out and back in.
10. What happens if my role in the Care Circle changes?
 - a. The Primary Caregiver or Care Organizer can easily change someone's role in the circle based on their availability and willingness to assist.

11. Can there be more than 1 person in each role in the Care Circle?
- Yes! There can be as many people as needed in each role. However, each person can only hold 1 role.
12. The Health Care Recipient in my Circle is too sick to understand and navigate the app, can our family still use the circle?
- Absolutely, there does not have to be anyone assigned to the Care Recipient role in the circle. Before the features open that allow health information to be recorded, the health care recipient or their health care surrogate will need to provide consent. This consent will be sent to them by the person setting up the circle.
13. I need to set up a Circle to provide coordinated care for someone else, how do I do that?
- Anyone in the Circle can set up another secure circle and invite members to that Circle. You can do that by scrolling to the bottom of the Circle section and click on 'Add a Circle'
14. My audio recording stopped early during a healthcare provider visit in the Visit Summaries section. Why?
- The screen needs to be on while recording, and if the phone does lock, what was captured up to then is still there. The app should allow the phone screen to not lock, but it's not a guarantee.
 - If the microphone does get cut off mid-visit — the screen locking, a call coming in — the app notifies you, keeps what it has, and lets you use that or start over.
15. I am not able to upload a handout in the Visit Summaries section.
- This section only allows recordings to be uploaded. If you have a handout that you would like saved, please use the Documents section. The recommendation is to upload it under the Medical category then name it.