

The patient engagement app

FAQs – The patient engagement app

Information for patients.

General FAQs	What is the patient engagement app?	<p>The patient engagement app is an online tool that connects you with your cancer care team. It can be used on your computer or through an application (app) on your cell phone or tablet. The patient engagement app is one way patients can get important cancer care information.</p> <p>The patient engagement app is also able to connect with the new electronic cancer patient record system called ARIA.</p>
	How can I register for the patient engagement app?	<p>If you have not registered for the patient engagement app yet, ask your registration clerk or any member of the care team.</p>
	What if I don't use a computer, a cell phone or a tablet. How will I receive information and connect with my care team?	<p>Patients who do not have a computer, a cell phone or a tablet will still receive the information they need and be able to connect with their care team. You can have a family member or friend register for the patient engagement app on your behalf or you can receive paper copies of your appointment schedule and patient education materials. All patients will be given a phone number for their cancer team to call with any concerns or questions in between appointments.</p>

	Can I still call the patient line and talk with my care team that way?	Yes, the patient line will continue to be available.
	What is available on the patient engagement app today?	Patients can view their appointment schedule. Patients can make notes and keep track of how they are feeling in the Diary function. They can look back at their notes just before an appointment with their care team and share how they have been feeling.
	What new information will be available through the patient engagement app this fall?	<p>On October 7, patients who are registered with the patient engagement app, get care in Halifax or have a cancer care provider in Halifax will also be able to view education information including videos.</p> <p>On November 12, patients who get care in Sydney and at community sites in Nova Scotia, and who have registered with the patient engagement app will get education information including videos via the patient engagement app.</p>
	Will I have access to a Help Desk when they have technical issues with the app?	Yes. Patients can call the Cancer Care Program toll free number at 1-866-599-2267 for technical support. Please leave a message on this line and someone from our team will be happy to return your call.