QCG CARE
Patient Information Booklet

Contents

1.0   About

QUEENSLAND CARDIOVASCULAR GROUP provides a medically supervised, smart care management service, to help patients reach optimal health when at risk of, or living with, heart disease. Using a smartphone app in conjunction with clinical indicators that is transmitted to your cardiac team for assessment. QCG Care offers a dedicated phone number to our QCG Care patients only, to call our cardiac nurses at any time, during business hours to improve a better system to communicate your progress through a convenient, flexible and engaging cardiac management program with the ease of access to education and support from the comfort of your own home. Your QCG care companion has been demonstrated to improve uptake, adherence and completion rates, which means better outcomes for you as a patient or for your loved one.

2.0   Tour of the App

To get you started on your Cardiac management program please watch the short video 'Getting Started' at www.qcg.com.au/QCGCare. You will find it by selecting 'Menu' tab, select 'Education' and then select 'How the app works' video.

2.1   What type of phone do I need to use the app?

2.1.1   Apple iPhones:

The app works best on Apple iPhone 5s and later running iOS 9 or later.

2.1.2   Android-based smartphones:

The app works best on smartphones running Android 4.4 Many smartphones that meet these criteria, especially those released after October 2013 (Android 4.4 release date).

The QCG Care app runs on Apple iPhones and Android-based smartphones produced by leading companies like LG, Samsung, HTC and Motorola.

2.2 How can I check what operating system (OS) my phone is?

2.2.1 Apple

How to check what iOS version is installed on an iPhone or iPad Open the 'Settings' app on the iPhone or iPad. Go to "General" and choose "About" At the "About" screen, look alongside "Version" to see which iOS version is installed and running on the iPhone or iPad.

2.2.2 Android

Slide your finger up your Android phone's screen to scroll all the way to the bottom of the Settings menu. Tap "About Phone" at the bottom of the menu. Tap the "Software Information" option on the About Phone menu. The first entry on the page that loads will be your current Android software version.

2.3 How can I update my device?

You may have to do this at home if you have home internet otherwise use a trusted Wifi connection. Please note regular updates mean better security for your device and you can have your phone set up for automatic updates. If you need to update in order to access the QCG Care app perform the following steps;

2.3.1 Android

1. Make sure your device is connected to Wi-Fi.
2. Open Settings.
3. Select About Phone.
4. Tap Check for Updates. If an update is available, an Update button will appear. Tap it.
5. Install. Depending on the OS, you'll see Install Now, Reboot and install, or Install System Software. Tap it.

2.3.2 iPhone

1. Make sure you have a <u>recent iCloud backup</u>.
2. Launch Settings from your Home screen.
3. Tap on General.
4. Tap on Software Update.
5. Tap on Download and Install.
6. Enter your Passcode, if prompted.
7. Tap Agree to the Terms and Conditions.
8. Tap Agree again to confirm.

3.0   What will happen if my phone is incompatible?

The easiest way to discover if our app will run on your phone is to try installing the app from the Apple App Store or Google Play. (Refer to your patient information sheet for download instructions)

While the app may run on incompatible phones (i.e. hardware/software combinations other than those listed above), some features may not be available.

4.0   Can I download the app on my tablet or iPad?

Yes, you can use it with compatible tablets. You will need your smartphone to receive the SMS code. Download the app as you did for your phone and access the Apple App Store or Google Play from your tablet. (Refer to your patient information sheet for download instructions)

5.0   How much data does the app use?

The QCG Care app usually uses less than 200MB or megabytes over a 6- week period.

That's less than 20 minutes of high definition video streamed using apps like YouTube or Facebook. Basic mobile phone plans often have only 3GB or gigabytes of data. To put it into perspective that's 3000MB of data.

Our estimate of <200MB assumes the app is downloaded once.

6.0   Are there updates available for the app?

The app, powered by Cardihab is regularly updated to support the smartphone operating system versions officially supported by Apple (iOS) and Google (Android).

We strongly recommend smartphone users follow the recommendations from Apple and Google and automatically install updates to their operating systems and apps.

To ensure your phone automatically installs updates check the following settings:

For an iPhone

1. Settings
2. iTunes & App Store
3. Automatic Downloads ensure that 'Updates' is on
4. Ensure Use Mobile Data is off if you only want to update when you have Wi-Fi

For an Android

1. Settings
2. Auto-update Apps
3. Ensure select 'Over Wi-Fi only' if you only want to update when you have Wi-Fi

7.0   What if I have no internet connection sometimes?

You do not need the internet to add information into your phone tasks. As long as you save each data entry it will remain within the app. When you are within range again of the internet connection the information will automatically upload to QCG's portal which is accessible on QCG's computers.

8.0   Will my information always upload to my Cardiac consultant/Nurse's computer?

The data you enter in your app will only transfer to your Cardiac consultant's computer during your management program. When you sign up for the app your QCG consultant will discuss ongoing monitoring you could add in your app and keep track of your progress. Keep your medications up to date and update if there are any changes as the schedule you create will always be useful when seeing any members of your medial team at the hospital or your GP.

9.0   Who supplies the app to QUEENSLAND CARDIOVASCULAR GROUP?

The apps are supplied by Cardihab Pty Ltd. Cardihab is a digital health company that exists to help patients reach optimal health when at risk of, or living with, heart disease.

10.0   What is the scientific evidence behind the Digital Cardiac App by Cardihab?

The solution implemented behind the app is a model of care that was scientifically validated in a world first randomised controlled trial (RCT). Randomised controlled trials are considered the "gold standard" level of evidence.

11.0   Is a home-based program as good as doing the program at a cardiac centre?

Yes. The "gold standard" randomised controlled trial research validated the model of care demonstrated clinical outcomes that were no worse than the equivalent centre-based program. Outcomes similar to those observed in the RCT are observed in "business as usual" clinical (i.e. non-research) settings.

12.0   What about data ownership and access?

QUEENSLAND CARDIOVASCULAR GROUP own all their data, which includes data entered by our clinical staff and patients, in adherence to our Patient Privacy policy requirements. Cardihab acts as a custodian of that data, providing integrations to our systems and meeting our policy requirements.

13.0   How do I know if my data is secure on the app?

The QCG Care app is installed from official stores such as Apple's App Store or Google Play for android phones or tablets.

"Data at rest" on smartphones is protected by the smartphone operating systems (e.g. Apple iOS or Google Android) when a passcode is set on the device. The QCG Care app's on boarding process encourages smartphone owners to set a passcode and therefore encryption. These features protect information stored by the app with encryption and a security model that controls access to information. Use your device's automatic update feature to install new application and operating system updates as soon as they are available.

Cardihab's privacy and security adheres to the current Australian regulations and the information is available from the app '**Menu'** and '**About**' page.

14.0   How can I log back in?

If you have already registered and are logged out of the app you will need to log back in.

When you open the app you will need to select 'I'm already registered' at the bottom of the screen.

Enter your mobile number and select 'Send me a code'

Enter the SMS code sent to your mobile phone and select 'Verify Code'

This will take you to the 'Welcome' page and select 'Get started' to open up your 'My Tasks' page

Ensure your notifications are on by going to 'Menu', 'Settings' and turn on 'Notifications' and 'Steps'

15.0   How can I provide feedback?

If you have any questions or feedback about your program please speak to the QUEENSLAND CARDIOVASCULAR GROUP staff via the phone number provided or via email at info@qcg.com.au.

The staff will appreciate your considered feedback, criticism and more importantly praise.

16.0   The answer to my question isn't here!

Sorry about that. Contact your QUEENSLAND CARDIOVASCULAR GROUP consultant with your question and they will be in touch as quickly as they can.