

Instructions for Use Careology App

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Purpose

The Careology app is designed to empower you to track your treatment, understand your symptoms, and keep on top of your medications to help you create more up days during your cancer treatment. With Careology, you can:

- Log your symptoms, mood and other health metrics, such as temperature and heart rate
- Record how you're responding to treatment with entries in your treatment journal
- Schedule personalised medication reminders
- Keep tabs on where you are in your treatment plan by logging appointments
- Read helpful articles, recipes and tips
- Connect with your family, friends and carers keeping them up to date with any information you choose to share
- Share key information about your health with your cancer care team in real-time

The Careology app is intended for use by adults over the age of 18 who have been diagnosed with any type of cancer.



Please read this user instruction guide carefully before using the Careology app.

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Downloading the App and Creating Your Account

Setup Requirements

Mobile Device Requirements

The Careology app is best used with the following mobile operating systems and newer versions:

- Apple devices: iOS 14
- Android devices: Android 9.0 Pie

Active Internet Connection

Since the Careology app stores data in the cloud, you must have an active internet connection via Wi-Fi or mobile data network to be able to access and use the app. The app will notify you when you do not have an active internet connection.

Creating Your Account

After downloading the Careology app from the Apple App Store or Google Play Store, you can create an account. During the registration process, you will have to provide the following information:

- Email address
- First name
- Last name
- Sex at birth
- Mobile phone number
- Date of birth

Registering Your Account

During the registration process, you can also add the following information to personalise your Careology experience:

- Your cancer diagnosis and treatment
- Your clinical contact details

We'll also ask you to optionally:

- Enable push notifications so that you can receive helpful medication reminders and other notifications
- Invite caregivers by providing their mobile number
- Connect to Apple Health so that your steps, heart rate, and other health metrics can be synced to Careology if you are using an Apple mobile device

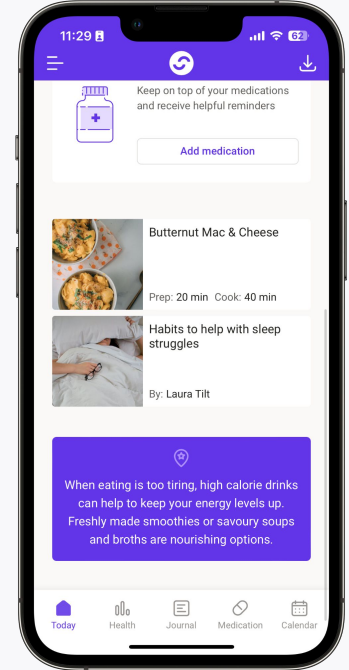
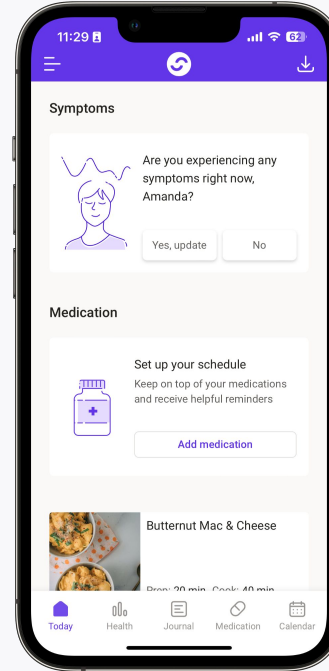
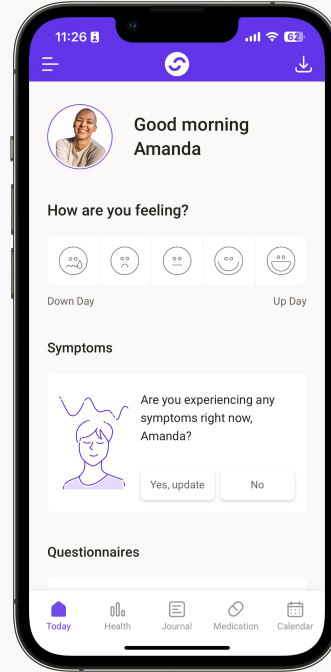
Getting Started with Careology

Today Section

After registering, you start on the “**Today**” page.

Here, you can:

- Log your mood by clicking on the icon that matches how you feel
- Update and track your symptoms and side effects
- Add your medication schedule so you can stay on top of these
- Read suggested articles, recipes, and tips

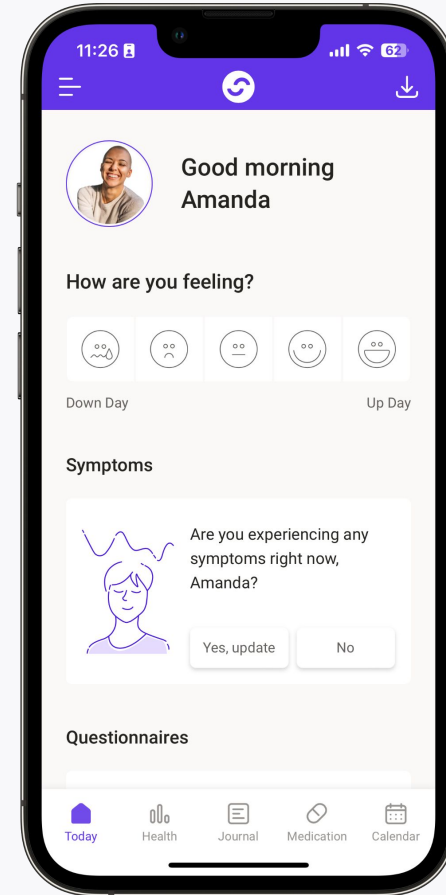
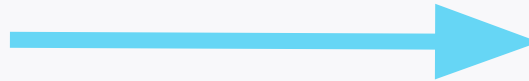


Navigating the Careology App

You can navigate the Careology app using the bar at the bottom. Here's a quick summary of the sections of the app:

- **Today:** overview of your day and how you've been feeling
- **Health:** track your symptoms, side effects, and metrics like temperature and blood pressure
- **Journal:** write journal entries and notes about whatever you'd like
- **Medication:** keep track of all the medications you're taking
- **Calendar:** overview of symptoms, journal entries, medication adherence and more

To navigate between sections, simply click on the icon for the section in the bottom navigation bar.

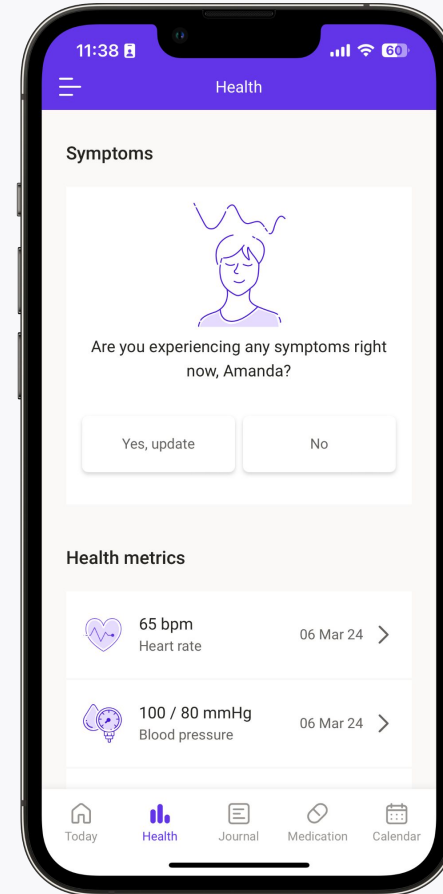


Health Section

In the Health section, you can:

- Add and update the symptoms and side effects you experience
- Keep track of your:
 - Temperature
 - Blood pressure
 - Weight
 - Heart rate
 - Activity
 - Oxygen saturation

The more information you add, the better you can track how you are doing during your treatment, This information will help you and your healthcare team.

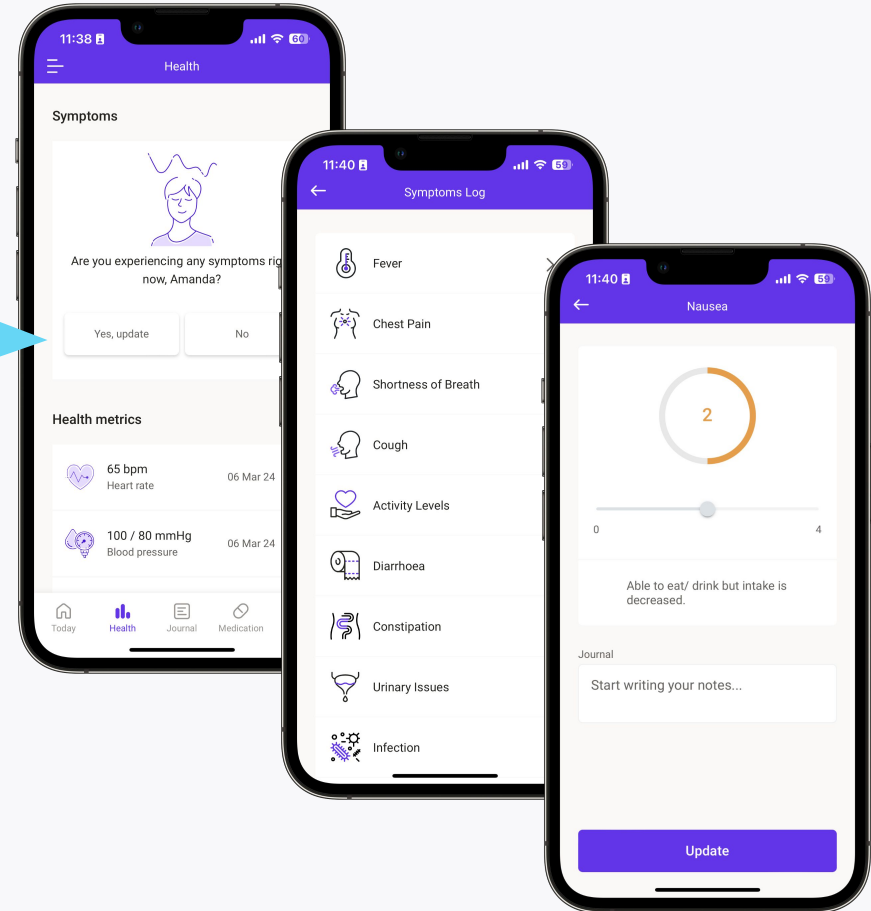


Health Section - Adding a Symptom

To add a symptom, follow these steps:

- Click on the “Add symptoms” button in the “Health” or “Today” section
- Select the symptom you’re experiencing
- Indicate the intensity of the symptom you are experiencing on a scale of 0 to 4. Explanations are given below the scale about what each level means
- Optionally, you can write a note about how you are feeling for your journal
- Click the “Update” button

Please note: The intensity levels and traffic light system for the top banner are in line with the UK Oncology Nursing Society (UKONS) triage tool.



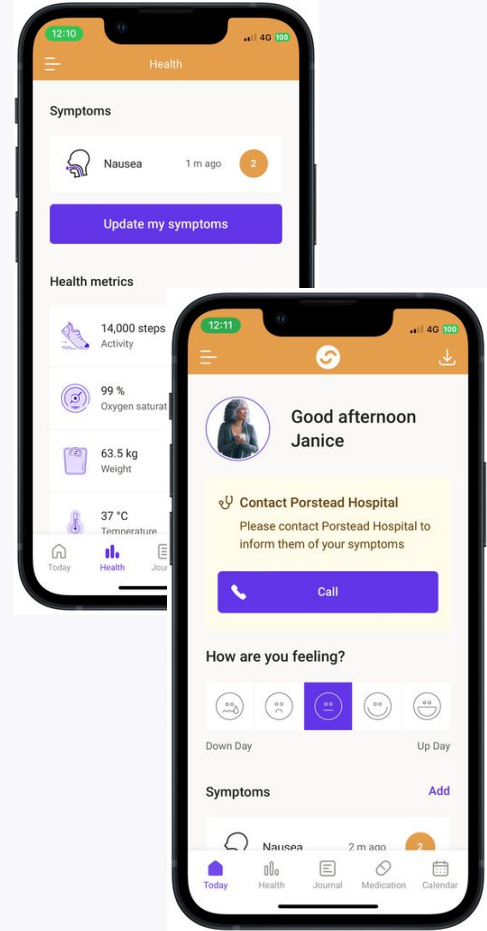
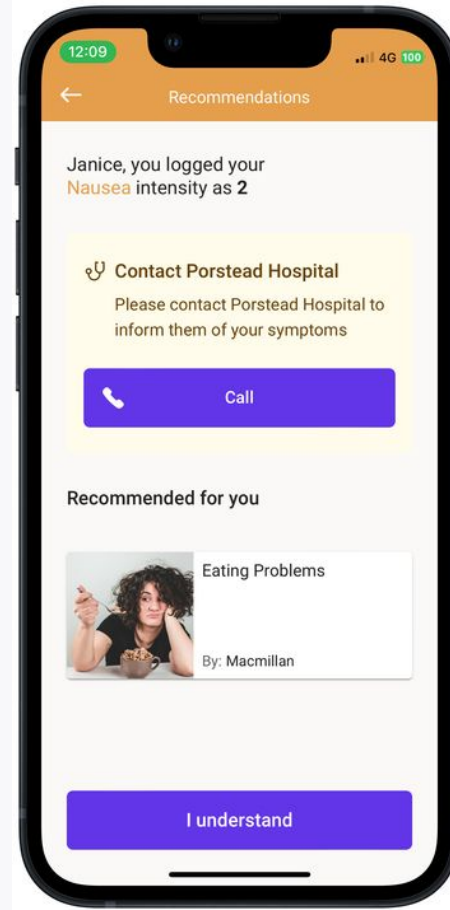
Health Section - Adding a Symptom

After clicking “Update”, the next screen provides you with:

- A summary of your symptom entry
- Recommended guidance based on your symptom severity
- A helpful article related to your symptom
- To complete adding the symptom, click the “I understand” button

You can now see the symptom just added in the “Today” and “Health” section. The symptom will be displayed until its severity is updated to 0. Please make sure to update your symptoms for better or worse, depending on how you are feeling.

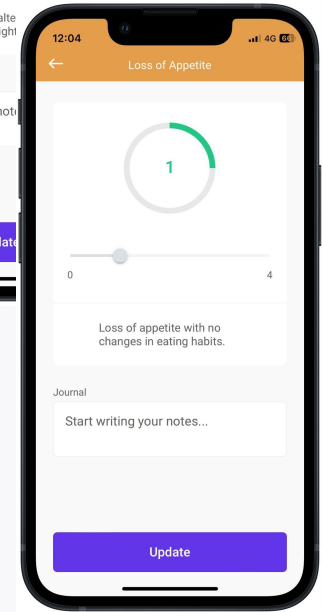
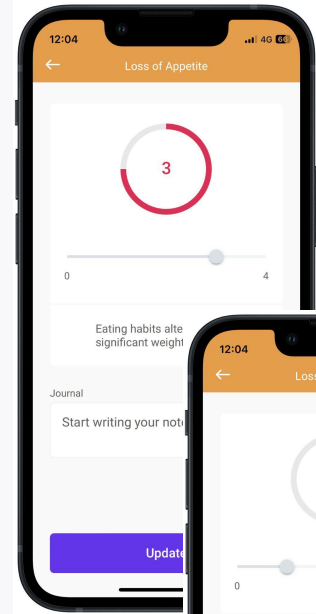
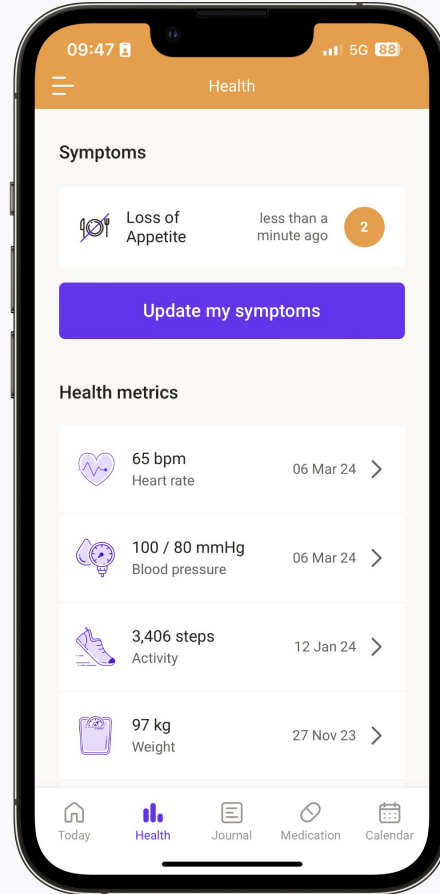
If you or the organisation you are connected with set up clinical contact details, then you will see a call button on the “Today” page to more easily call when you need to discuss your symptoms.



Health Section - Updating a Symptom

Once you logged a symptom, it will continue to be displayed with the selected severity until you update it. To update the symptom severity or remove it entirely:

- Click on the symptom shown in “Today” or “Health” section that you want to update
- Adjust the severity as required by moving the slider - selecting 0 will remove the symptom
- You can add a note for the Journal
- Click the “Update” button
- For severity levels between one and four you will be presented with tailored recommendations again that you need to confirm with clicking “I understand”,
- To remove your symptom, either
 - Update your symptom to zero
 - Swipe left on your symptom to clear it

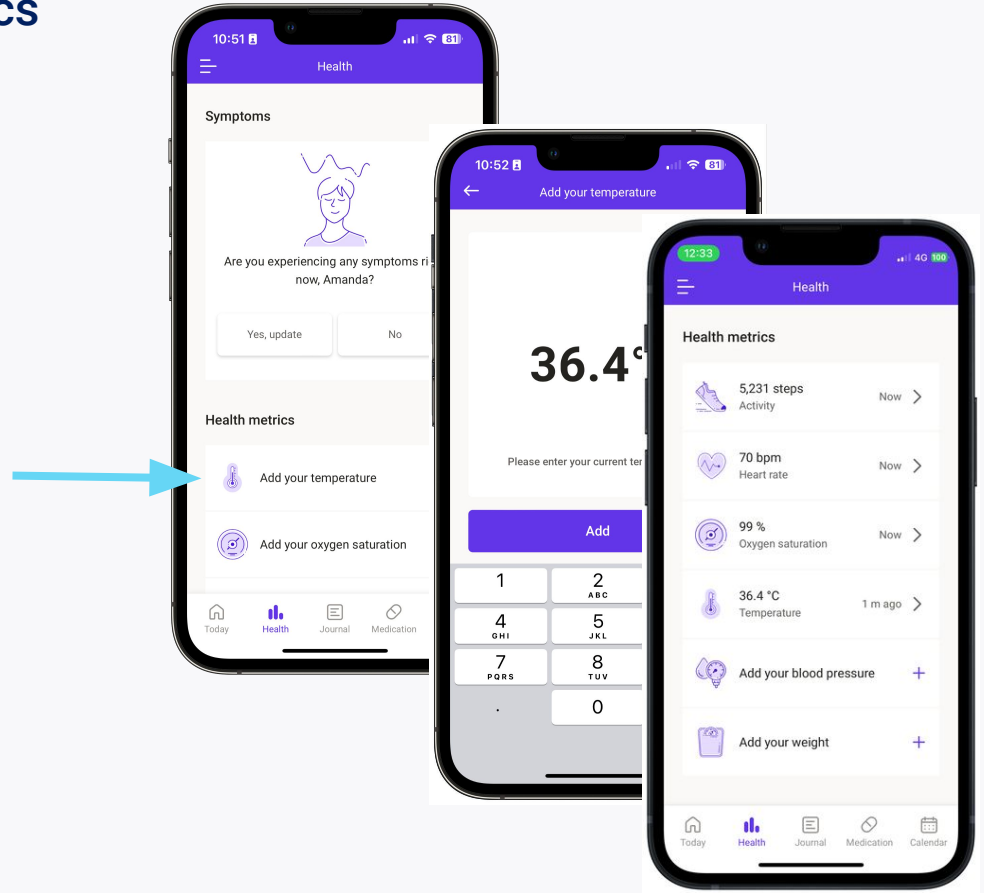


Health Section - Adding Health Metrics

The Careology app allows you to add temperature, oxygen saturation, heart rate, activity, weight, and blood pressure as health metrics. To add a health metric:

- Click on the metric you'd like to update, for example "Temperature"
- Enter your reading and click the "Add" button to submit it

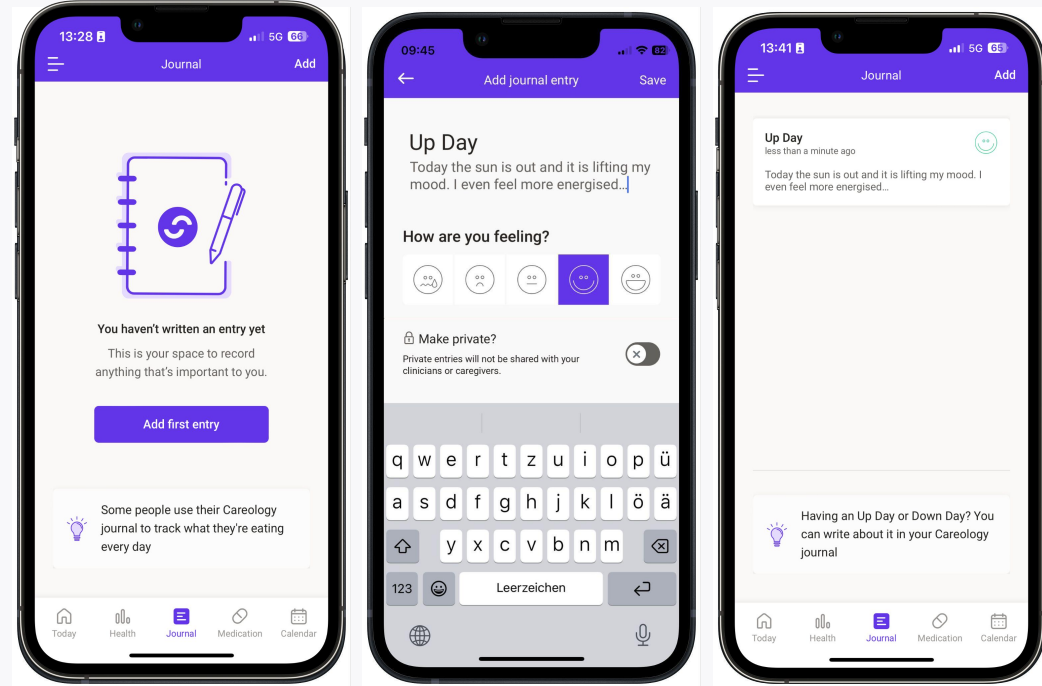
If you accidentally clicked on the wrong metric, simply return to the previous page using the back button in the top left corner.



Journal Section - Making an Entry

Here, you can write notes or keep a treatment journal. To get started:

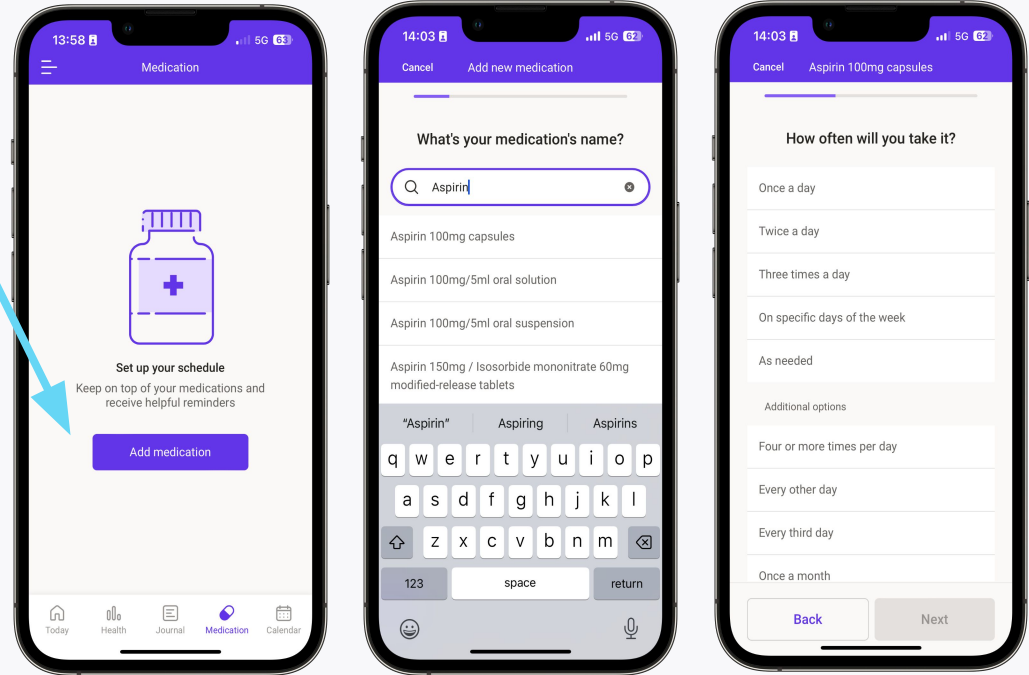
- Click on the “Add journal entry” button
- Add a title and capture whatever you would like to in the journey entry
- Optionally, you can add your mood by clicking on one of the icons
- Journal entries are shared with your connected caregiver(s) and/or healthcare professionals by default, but if you want to keep an entry private, click on the toggle
- Click “Save” in the top right corner once you finished your journal entry
- All entries will be listed by date in the Journal overview



Medication Section - Adding New Medication (Part 1)

To add a new medication, follow these steps:

- Click on “Add” in the middle of the Medication tab, or “Add Medication” button on the Today section
- Click in the “Enter medication” bar and type in the medication required. A list of medications matching the name you entered is displayed. Carefully choose the correct medication
- Select how often you’d like to take your selected medication



Medication Section - Adding New Medication (Part 2)

To continue adding medication, select:

- At what time you will take it and how much
- How long you will take it for and when it will start/end
- You're also able to add a custom "Purpose" and "Notes" for the medication
- After clicking "Add", you can review the summary of the medication to check that all the details are correct, before clicking "Done" to finish.

This screenshot shows the 'When will you take it?' screen. At the top, there's a header with 'Cancel' and 'Aspirin 100mg capsules'. Below it, a question 'When will you take it?' is followed by a time picker set to '08:00' and a quantity input set to '1'. At the bottom, there are 'Back' and 'Next' buttons.

This screenshot shows the 'How long will you take it?' screen. It has a header with 'Cancel' and 'Aspirin 100mg capsules'. The question 'How long will you take it?' is followed by three options: 'Starting' (with 'Today' selected), 'Tomorrow', and 'On a specific date'. Below this, the question 'For' is followed by three options: 'As long as needed' (selected), 'A specific number of days', and 'Until a specific date'. At the bottom, there are 'Back' and 'Next' buttons.

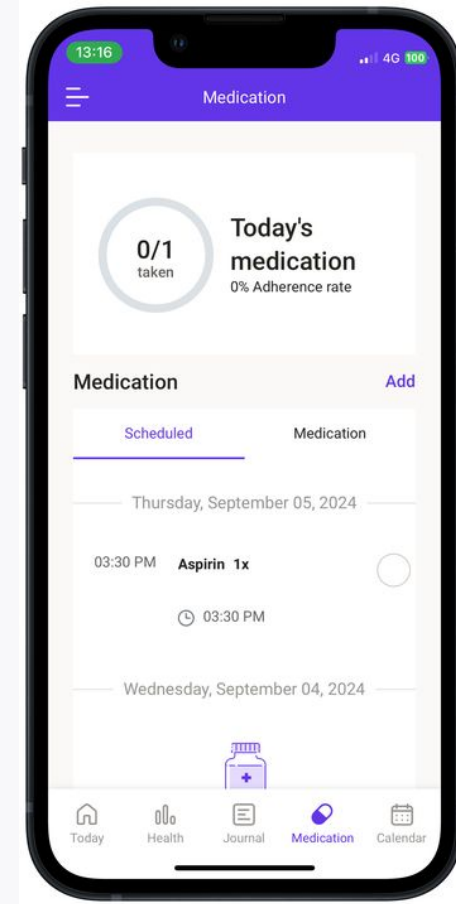
This screenshot shows the 'Would you like to add more details?' screen. It has a header with 'Cancel' and 'Aspirin 100mg capsules'. Below the question, there are two optional fields: 'Purpose' (with the example text 'For example, anti-nausea') and 'Notes' (with the example text 'Enter additional information, for example how you are supposed to take it'). At the bottom, there are 'Back' and 'Add' buttons.

This screenshot shows the 'Your medication summary' screen. It has a header with 'Aspirin 100mg capsules' and an edit icon. The summary includes a list of items: 'Aspirin 100mg capsules', 'Once a day', 'When 08:00 take 1', 'Starting Today', 'For As long as needed', and 'Additional information'. The 'Additional information' section shows 'Purpose: Reduce my fever' and 'Notes: Don't take it on an empty stomach'. At the bottom, there are 'Add another' and 'Done' buttons.

Medication Section

The medication section is designed to help you manage your medication schedule effectively. When you add your medications, you can choose to set up reminders for each and confirm if you took them when they are due.

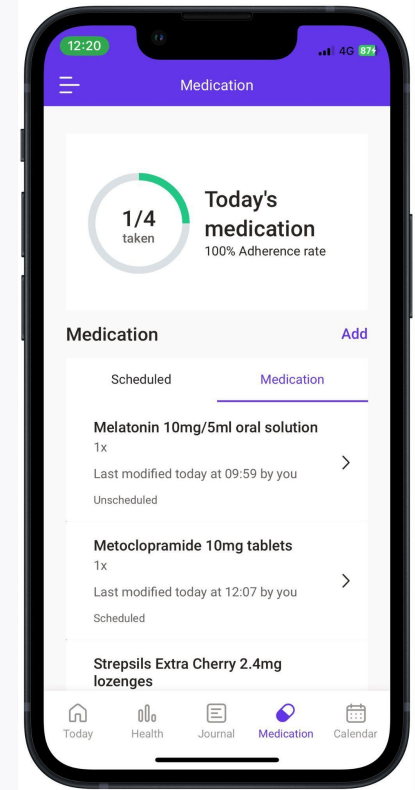
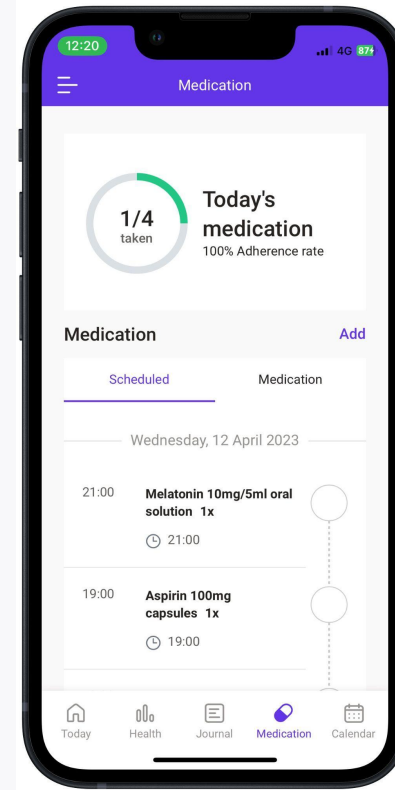
- At the top is your medication adherence rate for the day
- The “Add” button in the middle of the right side is where you add your medication
- The main area is split into “Scheduled”, where you will see your upcoming scheduled medication
- and “Medication”, where you will see all of your medication including unscheduled medication



Medication Section - Overview with Medications

After adding medications, the information will be displayed in the “Medication” section.

- At the top the “Today’s medication” now updates your adherence rate - how many of your medications you are taking at the right time that day
- In the middle, “Scheduled” shows which medication is due ordered by time and date
- In the middle, under “Medication” you can see all of the medications you entered
- To navigate between “Scheduled” and “Medication” simply click on the respective label



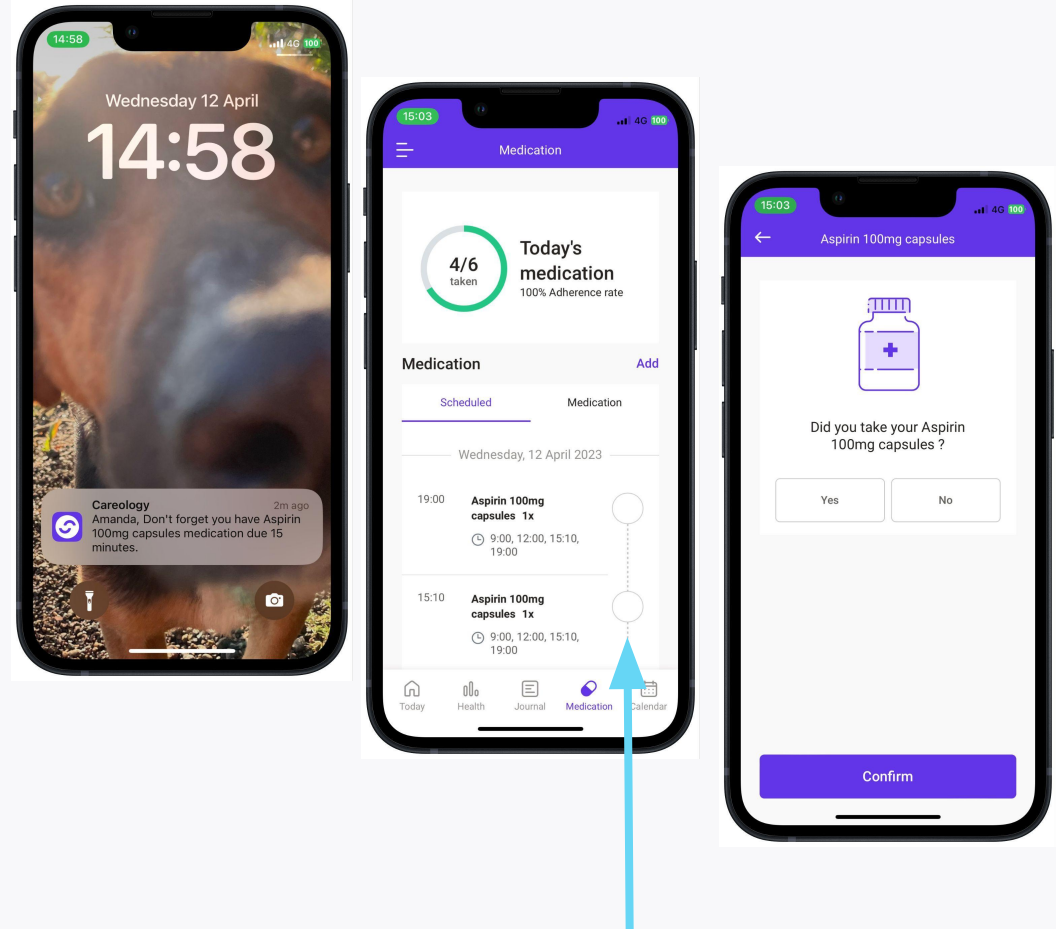
Medication Section - Reminders

Reminders are sent 15 minutes before the medication is due. If you did not confirm taking it, you will get another 30 minutes after.

To document if and when you took your medication, do the following:

- Click on the notification
- On the “Medication” or “Today” page, click on the circle beside the due medication
- Confirm if and when you took the medication and click “Confirm”

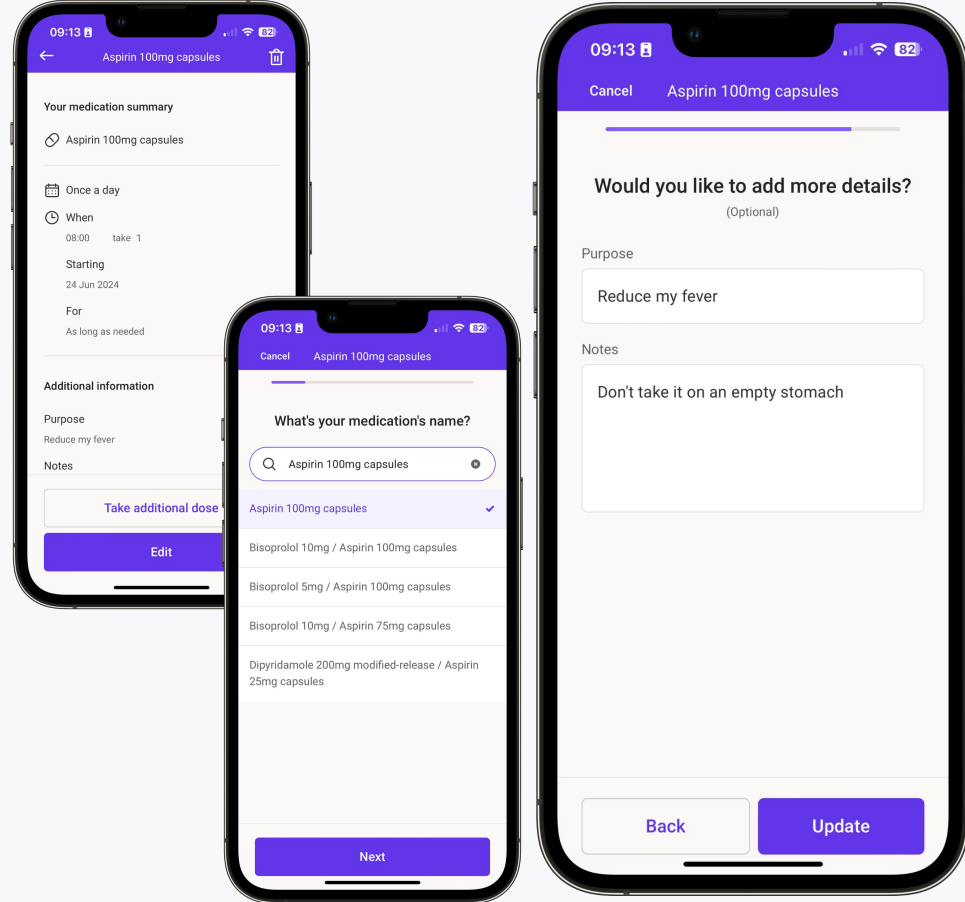
An overdue dose is marked with a red exclamation mark. Medication taken on time is marked with a green tick or taken late is marked with a yellow tick.



Medication Section - Change & Delete

You can update or delete medications in the Careology app as well. To do this:

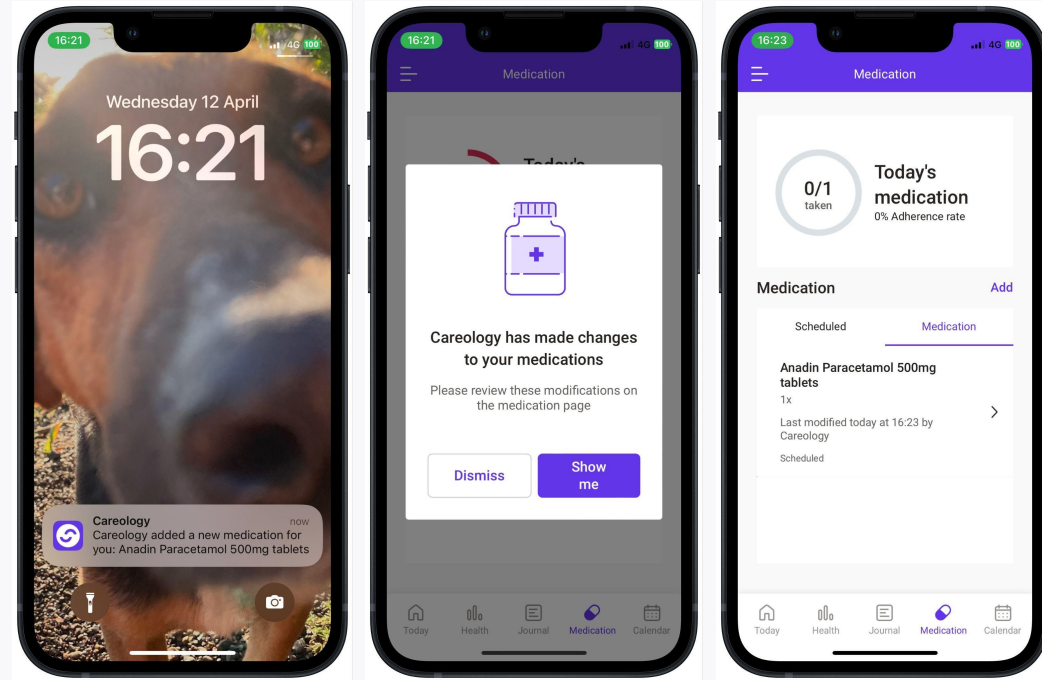
- Click on the medication to be updated or deleted from the Medication tab
- To update,
 - Click on the “Edit” button at the bottom
 - Amend the details as required and click “Update”
- To delete,
 - Click on the “Trash” icon on the top right of the medication overview
 - Confirm you want to delete the medication



Medication Section - Updated by your Healthcare Team

If your Careology account is linked to your healthcare organisation, your healthcare provider might offer to update your medication list remotely. Please check with them if they offer this service. In this case, you would:

- Receive a notification of a change
- Click on the notification to open the app
- Click on the “Show me” button, to see the updated medication list

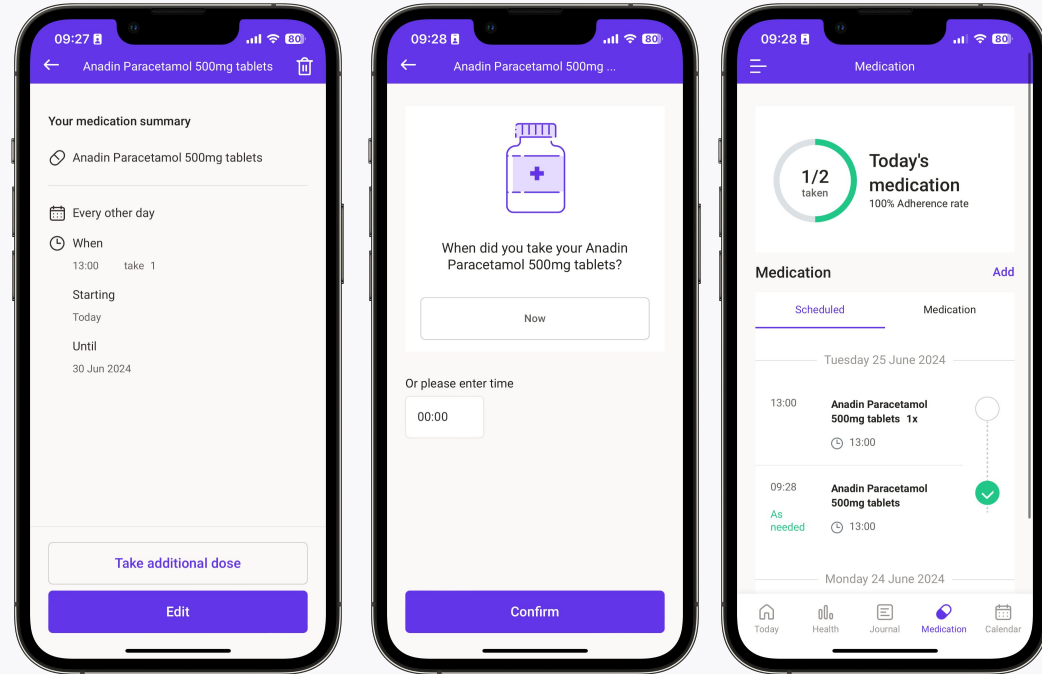


Medication Section - Documenting Taking Additional Doses

To document taking additional doses:

- Click on the medication
- Click on the “Take additional single dose” button
- Click on “Now” (or enter the time you took it at) and then “Confirm”

It will be documented as an “as needed” dose in your Medication section.



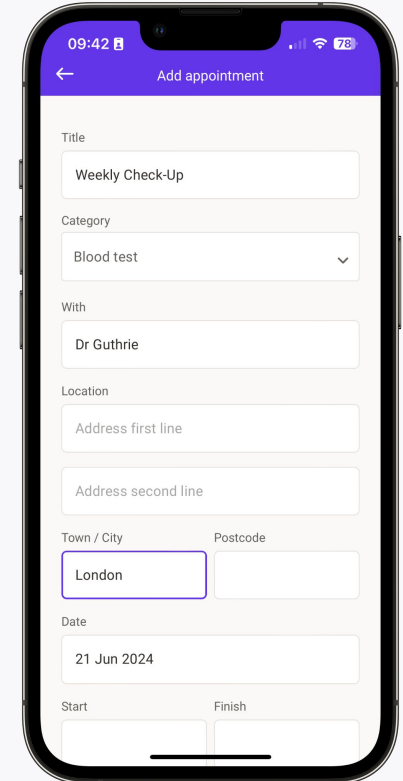
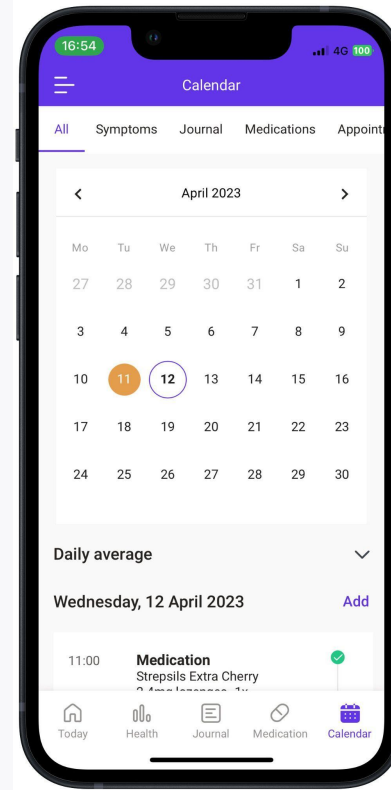
Calendar Section

Here you can see how you've been every day in the past as well as create appointments:

- Click on "Add" to the right of the weekday and date
- Complete the information of your appointment - providing "Title", "Category", "With", "Town", "Start" & "Finish" and optionally adding the other information
- Click "Save"

To edit or delete - click on the appointment and then :

- To update, click "Update", change the information as required and click "Save"
- To delete, click "Delete" and it will be deleted from the overview



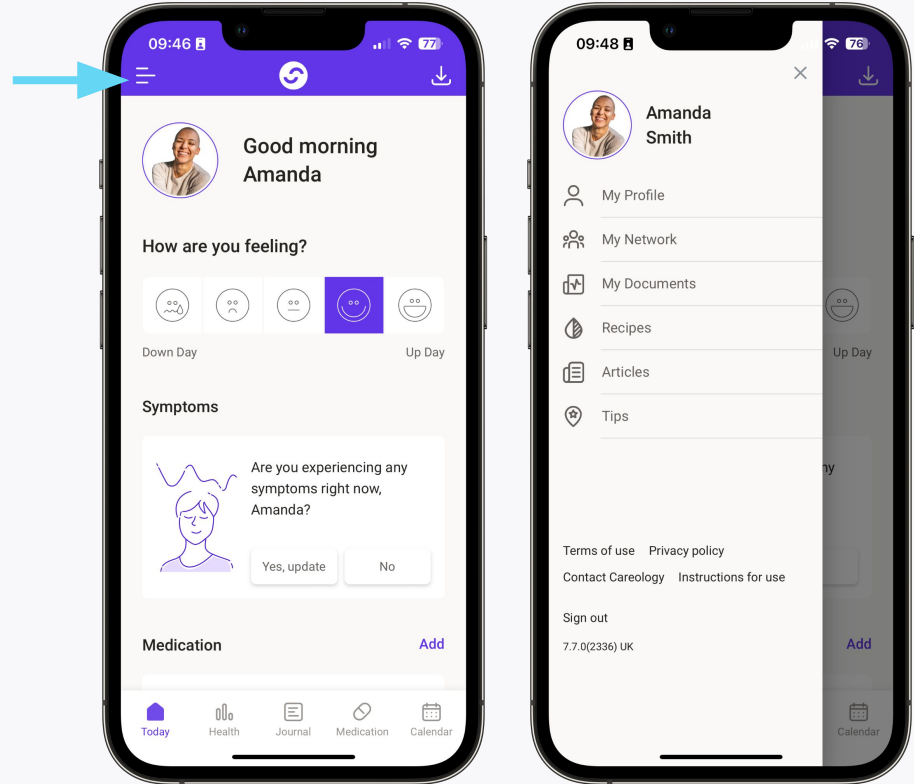
Sidebar Menu

In the top left corner, clicking on the icon with three lines above each other, opens the sidebar menu. Here you can find:

- My Profile: Change your account information here
- My Network: View & update who you share info with
- My Documents: Access questionnaires & report
- Recipes
- Articles
- Tips

You can also access links to Careology's:

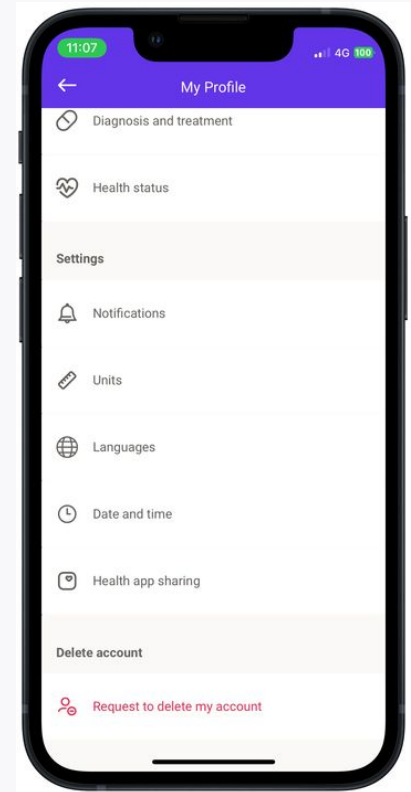
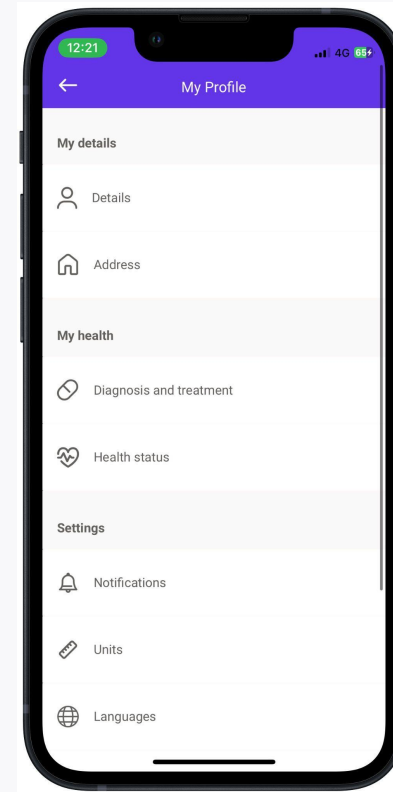
- Terms of use
- Privacy policy
- Contact & support
- Instructions for use
- Sign out



Sidebar Menu - My Profile

In “My Profile” you can make changes to or set your preferences for:

- Your personal details
- Your diagnosis and treatment regimen
- Your health status
- Your notifications for medication reminders, appointments, helpful tips and system messages
- Units of measurement
- Language
- Date and time
- For Apple device users only - connect with the Health app to share data automatically
- Or request to delete your account - which cannot be undone at a later time



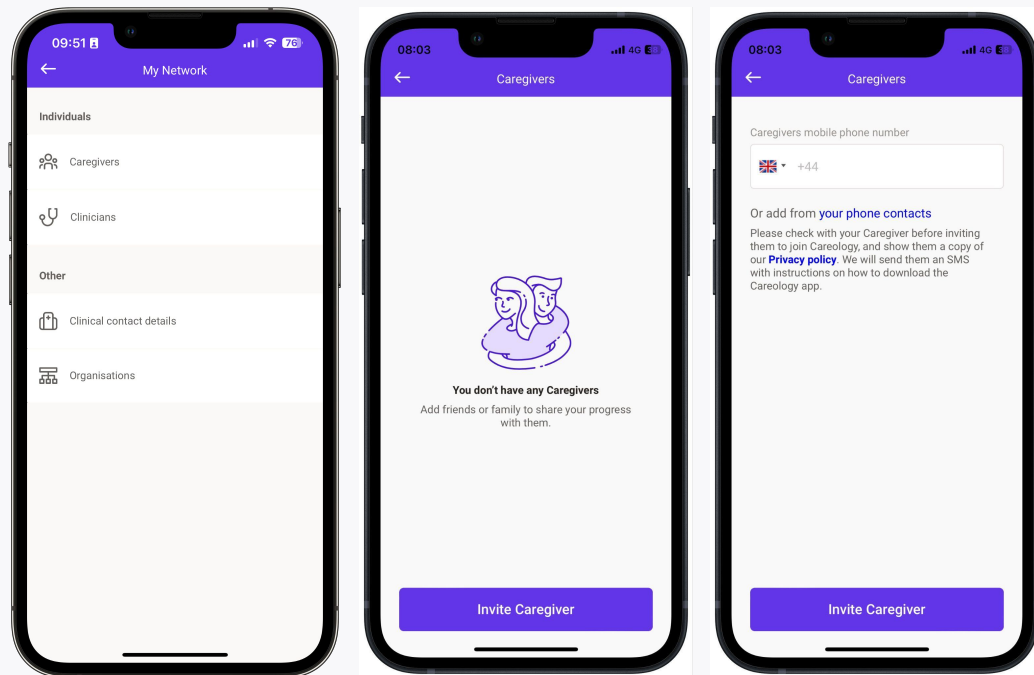
Sidebar Menu - My Network - Adding Caregivers

Under “My Network” you can manage your caregivers, clinicians, clinical contact details, and connected organisations.

If you would like to share how you are doing with someone else, you can invite them to be a caregiver. This allows them to view the mood and symptoms you logged, your medication list and adherence, and journal entries you did not mark as private. To add a caregiver:

- Click on “Caregivers”
- Click on “Invite Caregivers”
- Enter their telephone number
- Click on “Invite Caregiver”

They receive an SMS invitation to download the app and after registration can view how you are doing.



Sidebar Menu - My Network - Clinical Contact Details

To add your clinical contact details, so that you can call them with the help of a shortcut when you experience symptoms that require urgent medical attention, do the following:

- Click on “Clinical Contact Details”
- Enter your details, including the ‘Main Contact’ name and their “Phone Number”
 - Whilst optional, you can also include your clinical contact’s ‘Out of Hours Contact’ details as well
- Click on the “Add” button

Please note: if you are connected to an organisation, this information may be pre-filled and not editable.

The image displays three sequential screenshots of a mobile application interface for adding clinical contact details.

Screenshot 1 (Left): The screen is titled "Clinical contact details". It features an icon of a hospital building and the text: "Add your clinical contact details. This phone number will be displayed if you log a symptom that requires you to contact your healthcare team". Below this, there are three sections: "Main contact" with a text field "Clinical contact name" (placeholder: "For example 'Porstead Hospital'") and a "Phone number" field (placeholder: "+44"); "Out of hours contact" with a text field "Clinical contact name" (placeholder: "For example 'Porstead Hospital'") and a "Phone number" field (placeholder: "+44"). At the bottom is a large "Add" button.

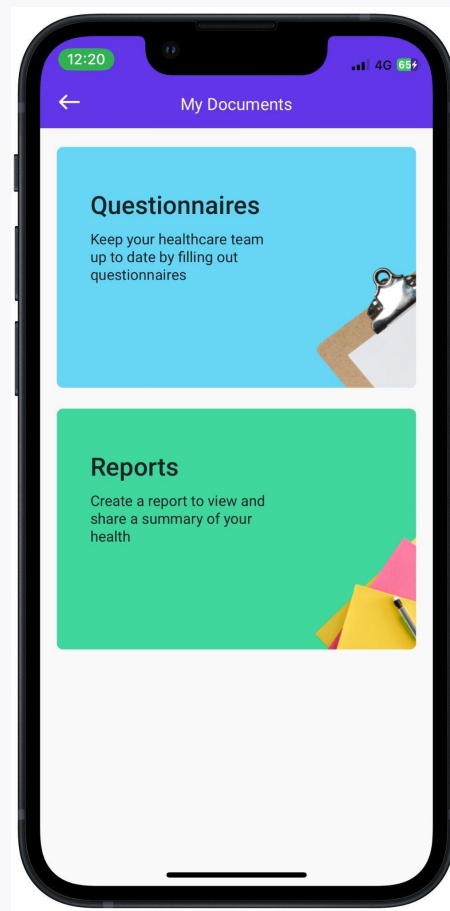
Screenshot 2 (Middle): The screen is titled "Clinical contact details". It shows the "Main contact" section with the "Clinical contact name" field pre-filled with "St George's Hospital (London)" and the "Phone number" field pre-filled with "+44 7572 416746". The "Out of hours contact" section is collapsed. At the bottom is a large "Add" button.

Screenshot 3 (Right): The screen is titled "St George's Hospital (London)". It shows the "Main contact" section with the "Clinical contact name" field pre-filled with "St George's Hospital (London)" and the "Phone number" field pre-filled with "+44 7572 416746". The "Out of hours contact" section is collapsed. At the bottom is a large "Edit" button.

Sidebar Menu - My Documents

Under “My Documents” you can do two things:

1. If your healthcare organisation uses Careology to send out their questionnaires and you are connected with them, they can invite you to complete these under “Questionnaires”.
2. If you would like to generate a summary report of your recent Careology data to, for example take to an appointment with a doctor or consultant who doesn't use Careology, you can request this by clicking “Request summary report”. Once ready it will be listed for you to download in the overview. It contains summary of the last 24 hours on the first and second page and the last 14 days on the third and fourth page.

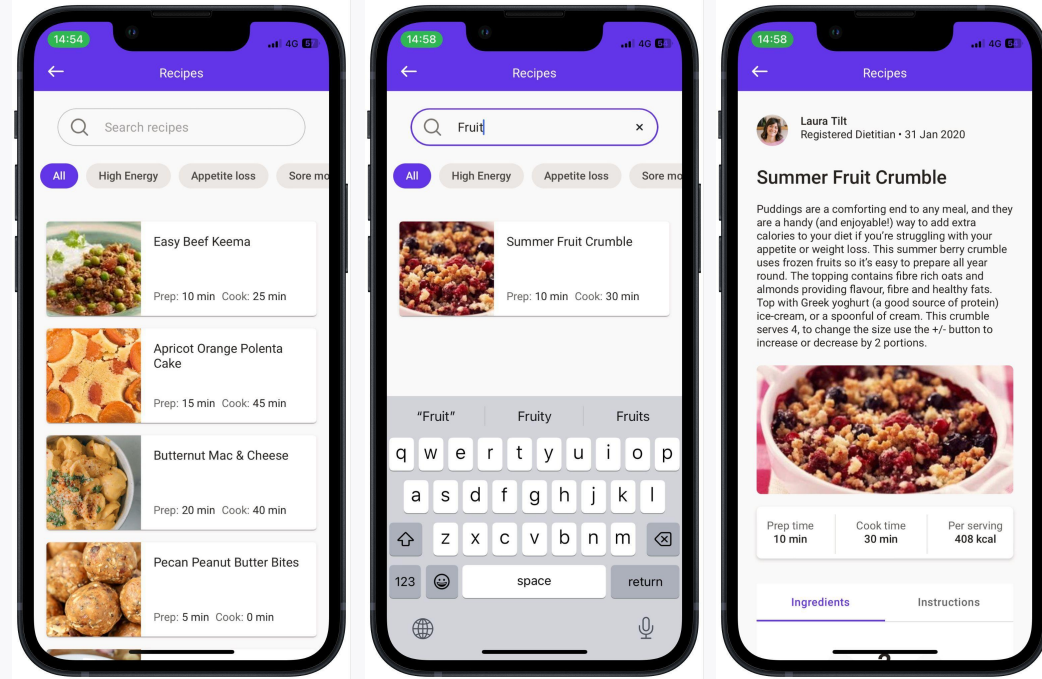


Sidebar Menu - Recipes

Clicking on “Recipes” in the sidebar menu, gives you different recipes for main courses, smoothies and desserts.

You can find recipes by:

- Scrolling through the list
- Or using the “Search recipes” at the top, by clicking and typing into field
- Or using the purpose or benefit tags in the horizontal scroll menu below the search field to view related recipes
- Click on the recipe of interest to see the ingredients and instructions
- To return to the previous screen, click on the back arrow in the top left corner



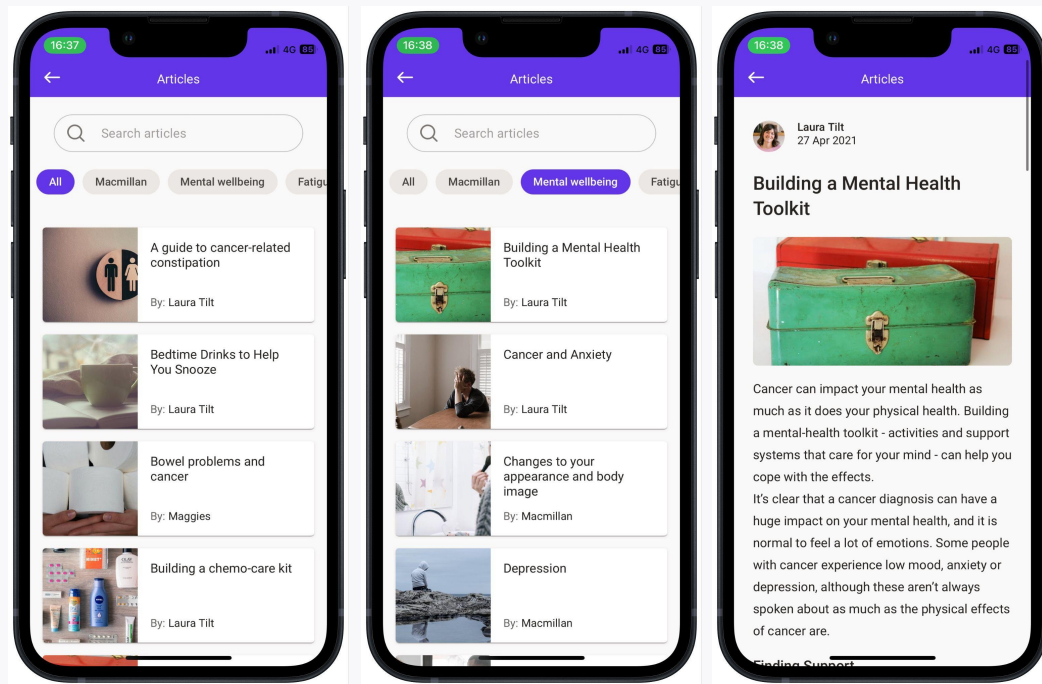
Sidebar Menu - Articles

Here you can find informative articles to support you during your treatment, with practical tips and guidance to manage your mental health during your treatment.

You can find articles by:

- Scrolling through the list
- Or using the “Search articles” field at the top
- Click and type the topic you are interested in
- Or clicking on the filters in the horizontal scrollbar
- Click on the article of interest to read
- To return to the previous screen, click on the back arrow in the top left corner

Please note: under “Macmillan” you can find detailed information to specific cancer types.

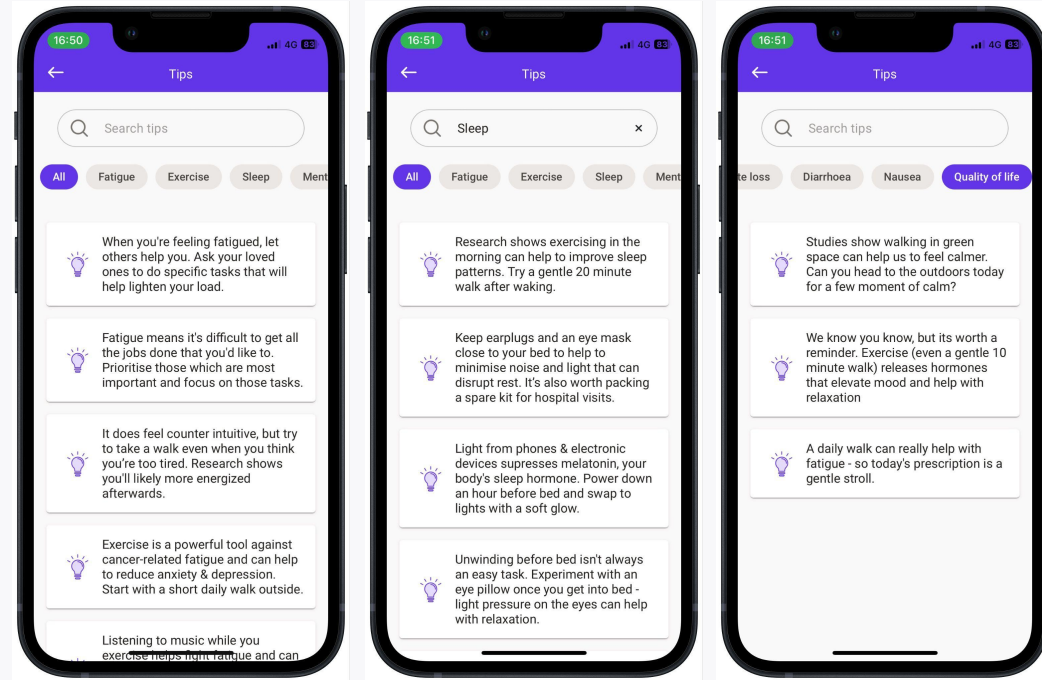


Sidebar Menu - Tips

Here we collated a list of short, useful tips to support you during your treatment.

You can find specific tips by:

- Click on “Tips” in the sidebar menu
- Scrolling through the list
- Or using the “Search tips” field at the top, by clicking and type in the topic
- Or clicking on the filters in the horizontal scrollbar
- Read the listed tips
- To return to the previous screen, click on the back arrow in the top left corner

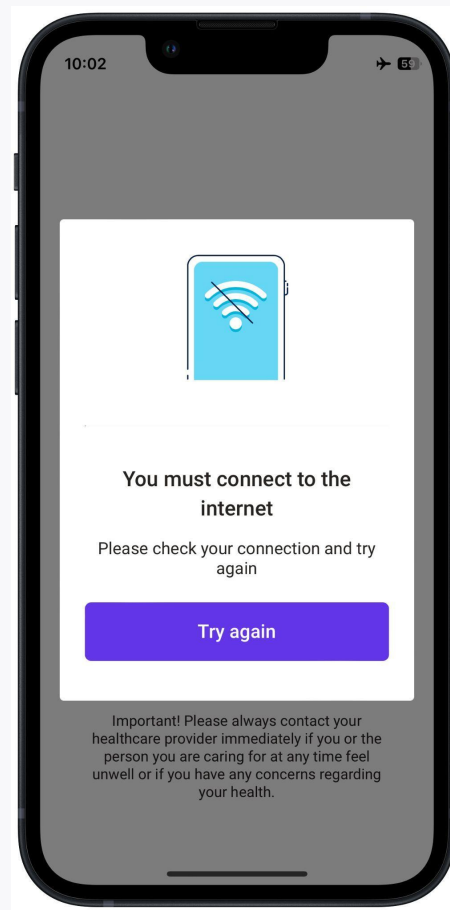


Frequently Asked Questions

Frequently Asked Questions - Registration

Why is my Careology app not working and telling me to connect to the internet?

Ensure that you have a good, active internet connection for your mobile device, either via a wireless or data network connection. The app stores data in the internet cloud, so without a good, active internet connection it will not work.



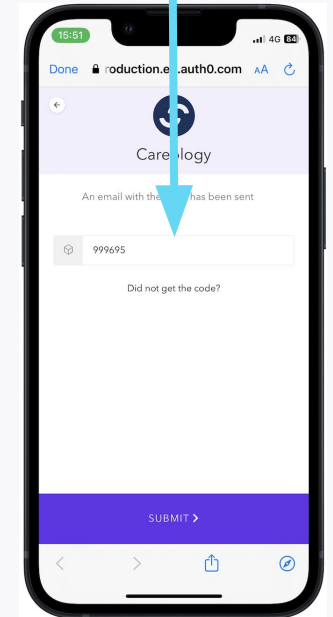
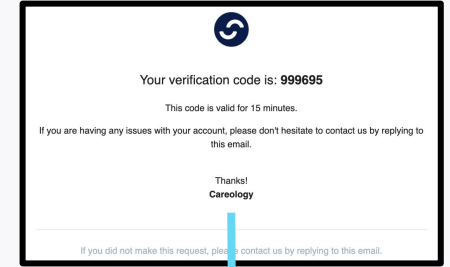
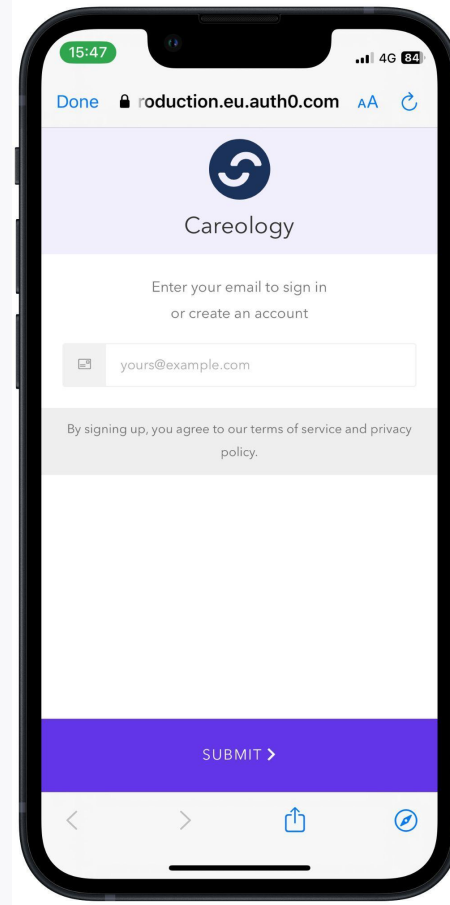
Frequently Asked Questions

Why am I not receiving my verification code?

To sign into the app you need to enter your email address and click on “Submit”. You will automatically receive a unique verification code valid for 15 minutes by email. If you can’t see the email from **support@careology.health** in your inbox, please check your junk or spam folder.

Enter the code from the email into the app and click the “Submit” button.

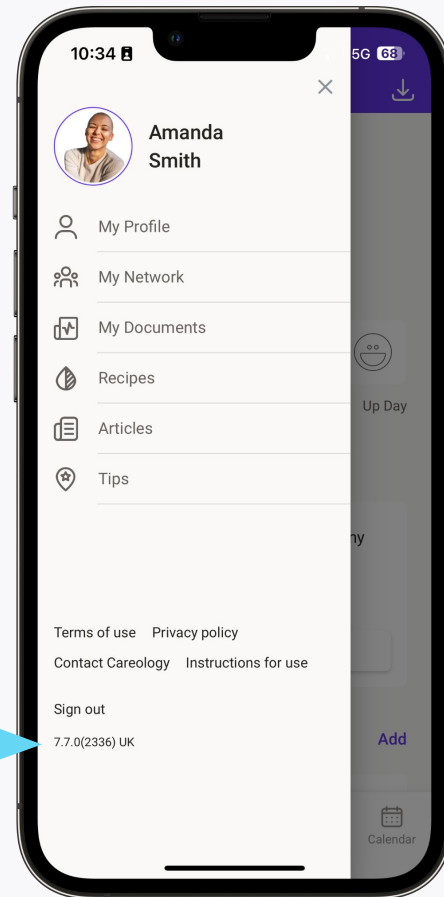
Please note: everytime you sign in, you will receive a different 6-digit verification code valid for 15 minutes. You can not set your own password for your account. Please give the system a little time to send the verification code out, before submitting another request.



Frequently Asked Questions

How do I know which version of the app I am using?

To find out what version of the app you are using, please click on the sidebar menu icon in the top left corner. The version number is listed all the way at the bottom.



Frequently Asked Questions - Using the App

How do I add a symptom?

[Read the description here.](#)

Why can I only choose from the listed symptoms?

The list of symptoms is in line with the UK Oncology Nursing Society (UKONS) triage tool. This is a widely utilised and industry-recognised tool to perform risk assessments of patients, who have received systemic anti-cancer therapy, such as chemotherapy, in the previous six to eight weeks.

What if I experience a symptom that is not listed?

If you experience a symptom that is not listed, please record it in the journal section and talk to your healthcare team. Should you notice that you are regularly experiencing this symptom, please inform your care team and contact us on support@careology.health.

How do I remove a symptom?

[Read the description here.](#)

Frequently Asked Questions

When should I call my doctor?

You should contact your healthcare team whenever you are concerned. Careology offers advice based on the symptoms you have recorded and recommended guidances, but does not replace your healthcare team. The data you input is not actively monitored in real-time by your healthcare professional.

Why has the banner at the top of the app changed colour?

Depending on the severity of the symptom entered, the app banner changes its colour in line with a traffic light warning. If your banner changes to:

- Amber or orange, you are advised to check in with your healthcare team as soon as possible
- Red, you are advised to contact a medical professional immediately or dial 999 in the UK, 911 in the US or 112 in the EU to discuss your symptoms

Frequently Asked Questions

How do I add medication?

[Read the description here.](#)

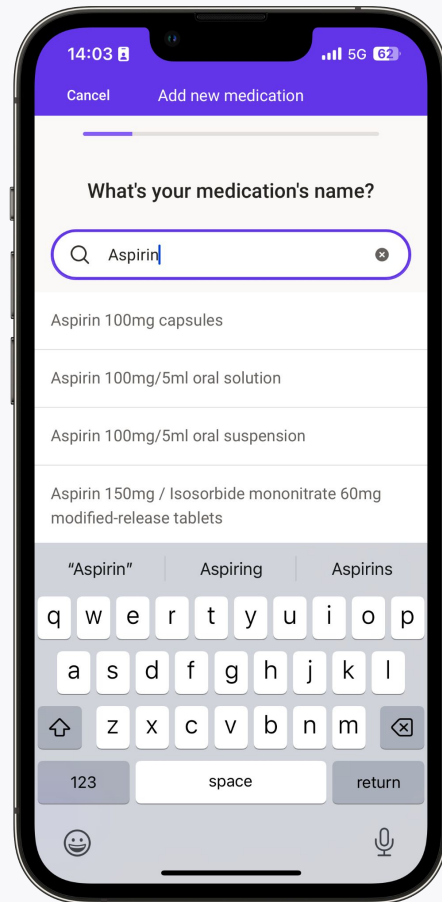
Medication names and doses are complicated, how do I make sure I get it right?

We recommend you set time aside without distractions to concentrate on adding your medications correctly. Medications will be suggested once you start typing it into the “Search for your medications” field, be careful to type names correctly. Some medications come in different doses or different forms (tablets, solutions etc). Please be careful to select the right one.

If you need to add medications that are not listed, please contact support@careology.health.

Can I add a single, one-off medication to my schedule?

Yes, you can select a Frequency of ‘Once a day’ and add a start and end date of the day you’re taking it.



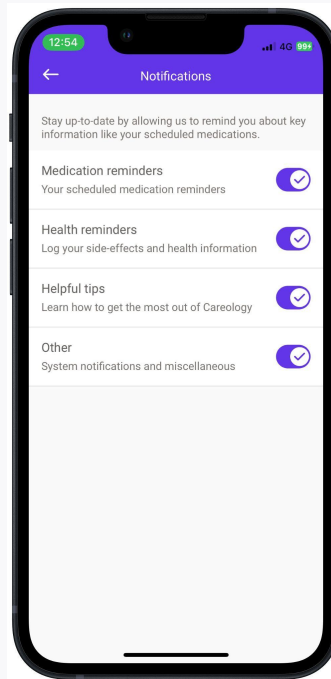
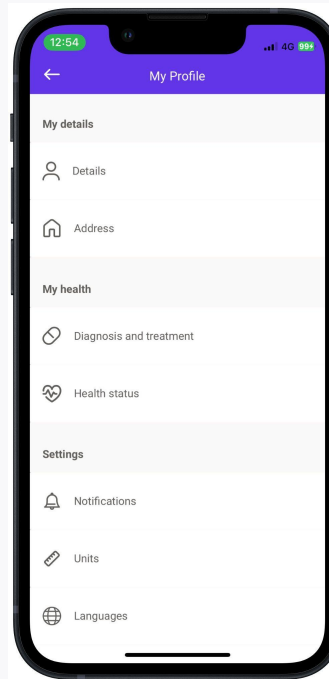
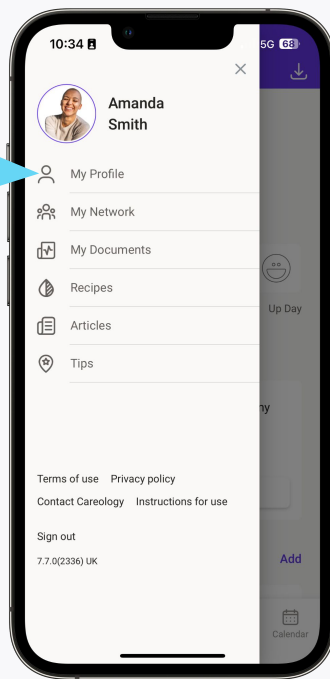
Frequently Asked Questions

Why am I not getting medication reminders?

If you are not receiving medication reminders when they are due, even though medications have been added, check if notifications are enabled in the app and in your phone settings. Check here in the app:

- Click on top-left sidebar icon
- Click on “My Profile”
- Click on “Notifications”
- Ensure “Medication reminders” are enabled as shown in the screenshot

If that doesn't help, open your device's settings, navigate to Notifications and confirm if they are enabled for Careology.



Frequently Asked Questions

How do I create a medication schedule to receive reminders?

[Please see description here.](#)

Why should I set medication reminders?

Medication reminders are there to help remind you what medication to take at which time. Careology will remind you 15 minutes before your medication is due and 30 minutes after, if you have not yet confirmed if you took it.

How do I confirm I took a medication?

Click on the circle to the right of the medication to update when you took the medication. [Please see the description here.](#)

Why should I track if I took medications?

Sometimes you can forget the time you should take a medication, or if you took a medication already or not. By confirming if and when you took a medication, you can stay on top and avoid forgetting to take a dose or taking too many doses.

How do I delete a medication I've added by mistake?

[Please see description here.](#)

Frequently Asked Questions

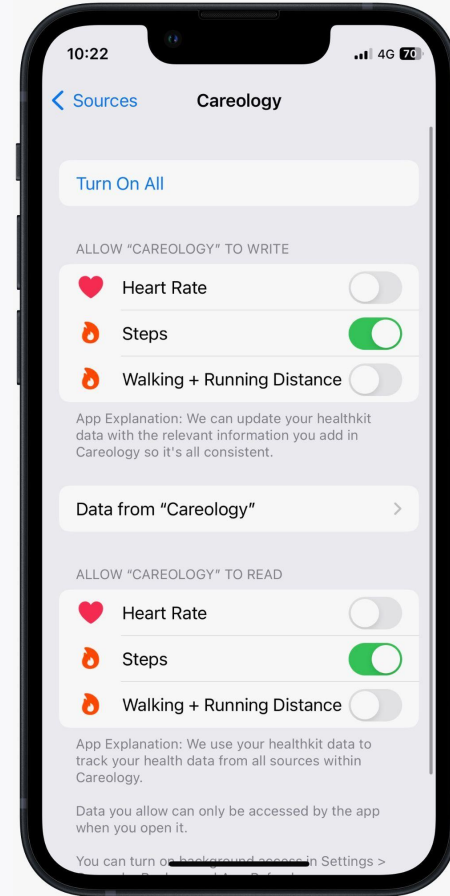
I have taken my temperature. How do I record it within my app?

[Please see description here.](#)

I am using an Apple Device, but I didn't connect my Careology account to Apple Health when I registered and now I'd like to - what do I need to do?

To connect Careology with your Apple Health data on your iPhone:

- Open "Settings"
- Select "Health" with the heart icon
- Select "Data Access & Devices"
- Activate the toggles under "Allow Careology to read" according to the information you would like to sync



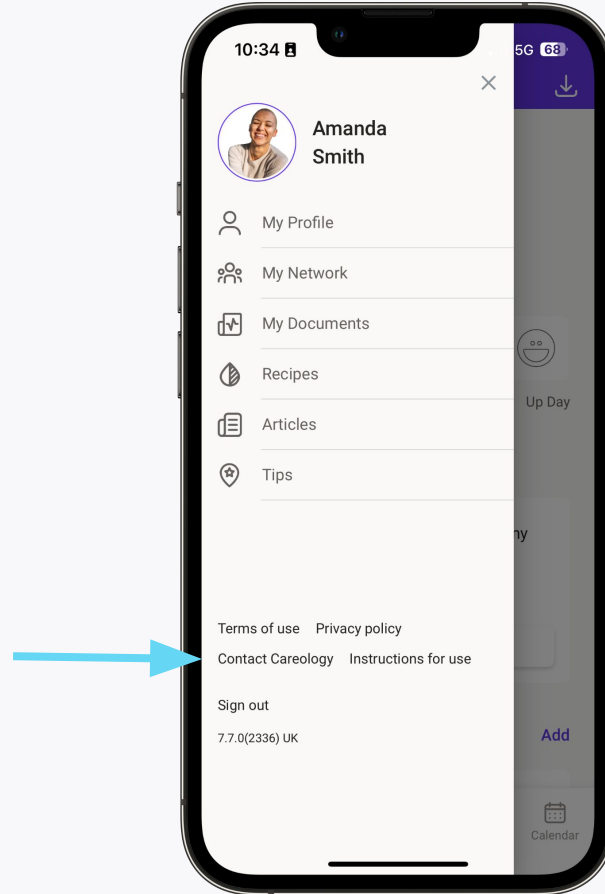
Frequently Asked Questions

How do I invite a caregiver?

Please see description here. Please note: caregivers are able to see the information you shared, but for example can not document your symptoms on your behalf.

Why does my app seem to be “read-only”? Why can’t I add or edit any information?

This might have happened by registering your account as a “Caregiver” instead of a “Patient”. Please contact us by using the “Contact & Feedback” form in the side menu of the app or email us on support@careology.health directly, and we would be glad to look into this.



Frequently Asked Questions

How do I add journal entries?

[See the description here.](#)

What does making a journal entry private mean?

By default your journal entries will be shared with clinicians at your hospital and your nominated caregivers. If you make a journal entry private it means only you can see it, but your clinicians at your hospital and your nominated caregivers will not. You can change this setting at any time.

How do I export or print all of my journal entries?

Currently, it is not possible to export or print your notes. If you were invited to join Careology by your healthcare team, they will be able to see your public notes.

Frequently Asked Questions

How can I request my summary report?

[Please see description here.](#)

What does the summary report include?

The first few pages are dedicated to your personal information, symptoms and health metrics (temperature, heart rate, O2 saturation rate) data as well as medication of the last 24 hours. The final pages are dedicated to showing the symptoms, medication adherence as well as mood of the last 14 days.

How do I export and/or share my summary report?

Open the summary report you would like to export and/or share from the Reports list. It is a PDF file, with the standard navigation menu to share the file.

Frequently Asked Questions

Can I see questionnaires I have already completed?

Yes, just navigate to the sidebar menu, the “My documents” tab, click on “Questionnaires”, and select “Completed” to the right side to see all of your completed questionnaires. [Please see description here.](#)

Can my caregivers see my questionnaire results?

Currently, caregivers can not see questionnaire results.

Frequently Asked Questions

How do I add an appointment?

[Please see description here.](#)

What do the different colours mean on the calendar?

The colours on the calendar days themselves relate to the symptom severity documented, allowing you to monitor for trends and patterns of symptoms throughout your treatment. Red indicates the recommendation to seek medical advice immediately, amber or orange indicates the recommendation to seek medical advice to discuss your symptoms, and for green you are advised to monitor how they develop. This is in line with the United Kingdom Oncology Nursing Society (UKONS) guidance.

What is my 'Daily Average'?

The expandable your "Daily average" overview in the Calendar section provides a simple overview of your medication adherence, symptoms and mood. You can see your daily average for any given day by clicking the date on the calendar.

Frequently Asked Questions

Who writes your recipes?

Our resident dietician Laura Tilt writes the majority of our recipes. You can see if it's one of hers if she is added as the author. Laura is a British Dietetic Association (BDA) registered dietician and health writer, with a PG Diploma Human Nutrition and Dietetics, Registered Dietitian, MSc Public Health Nutrition.

Where can I see the articles, recipes and tips in the Careology app?

All three can be found in the sidebar menu. [Please see description here.](#)

I would love to use the recipes to batch cook or cook for the whole family. How can I adjust the quantities?

In the recipe you would like to cook, just adjust the number of people it will serve by clicking the plus (+) or minus (-) icon to either side of the 2 People. The quantities will automatically update in line with the number of people you selected.

Frequently Asked Questions

What happens to my data?

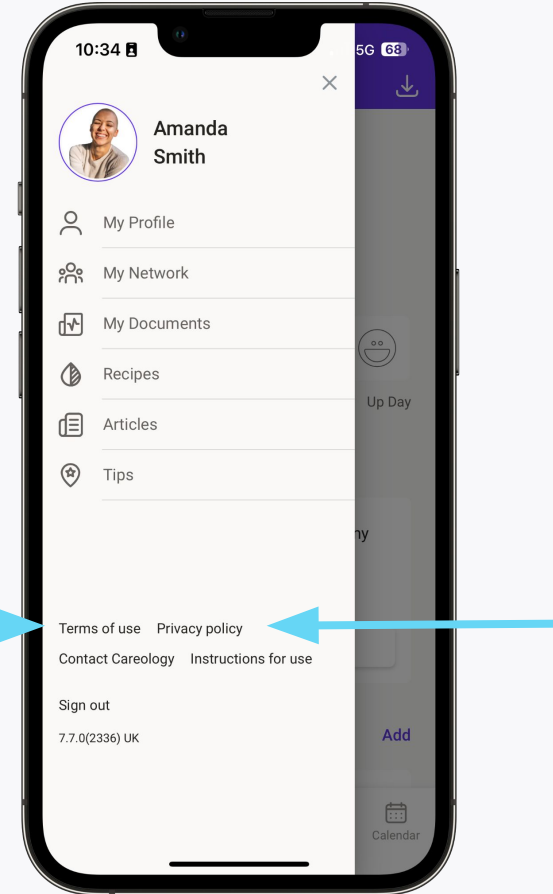
Everything is detailed within our [Privacy Policy](#). Your data is protected in accordance with the General Data Protection Regulation (or GDPR), remains your property and is secure.

Where can I find the Privacy Policy?

Our Privacy Policy can be found towards the bottom of the side menu or [here](#) on our Careology website.

Where can I find your Terms and Conditions?

Our Terms and Conditions (or T&Cs) can be found under the “Terms of use” link towards the bottom of the side menu or [here](#) on our Careology website.



Frequently Asked Questions

Why do you need to know my diagnosis and personal information? Do I really need to fill in all the information?

You don't need to, but the more information you complete in your profile, the more we can personalise your experience. For example we can show you articles, tips and recipes that are relevant to the symptoms you entered in the Careology app or provide you with your clinical contact's out-of-hours numbers when you need it, if you confirmed your clinical contact details. So the more information you provide, the more benefit you will receive from the Careology app.

So who can see my data?

You choose who can see your data added into the Careology app. If you connect to your healthcare organisation, then your clinical team will be able to see information in Careology Professional other than private journal entries. The same is true for your loved ones who you invite to connect to your account. Your data and information is not publicly available. You can find more information in our [Privacy Policy](#).

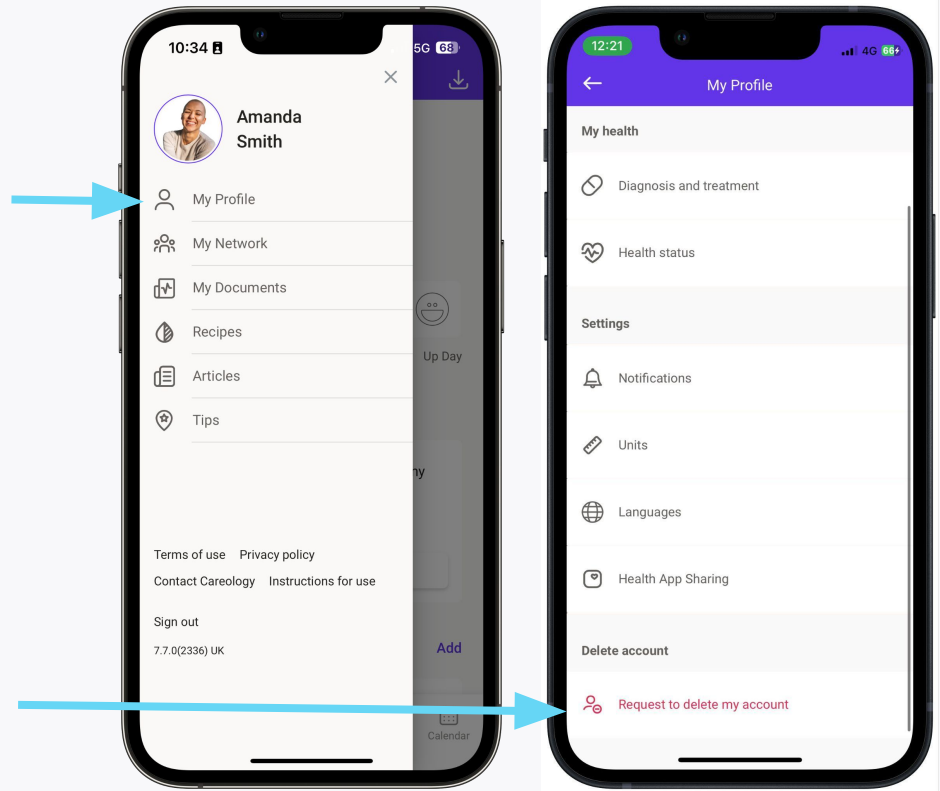
Frequently Asked Questions

I want to exercise my right to be forgotten under General Data Protection Regulation (GDPR). How do I delete my account and data?

You can request to delete your account and data at any time. To do this:

- Click on the sidebar menu
- Click on “My Profile”
- Scroll to the bottom of the list
- Click on “Request to delete me account” highlighted in red
- Confirm by clicking on “Yes, request to delete”

If you change your mind and do not want to request to delete your account, click on “No, cancel request”.



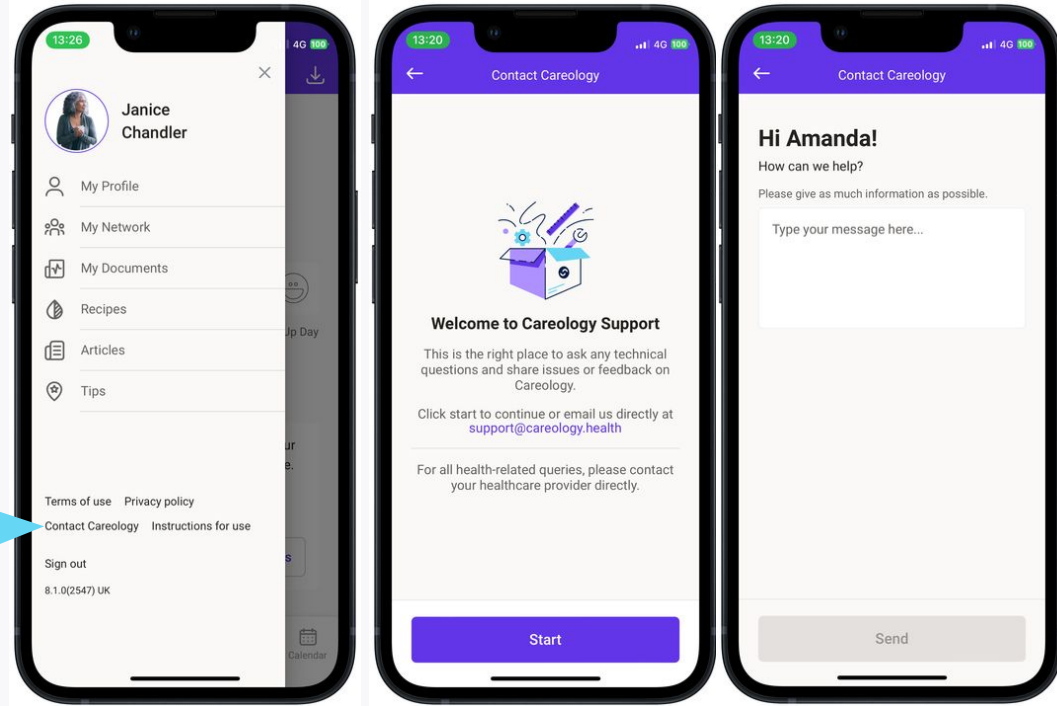
Frequently Asked Questions

If I would like to give feedback to improve the app or I have experienced a technical issue that I'd like to report, what's the best way of communicating that with the Careology team?

We currently offer two ways to contact us - by email and by the contact form within the app.

Contact form: You can contact us using the form within the app. Click on the sidebar menu, and then click on "Contact & support". This will open a contact form, where we ask you to provide details of what you'd like to share - whether it is feedback or an issue.

Email: Please contact us on support@careology.health.



General Warnings and Precautions, Clinical Safety and Regulatory Information

General Warnings and Precautions

People living and dealing with cancer who use the Careology app should be aware of the following:

- Medication reminders are sent based on the schedule you have set in the medications tab. If you are connected to an organisation, some medication schedules may be added/edited by your pharmacist.
- Health information is not monitored in real-time by healthcare professionals. If you are feeling unwell, contact your healthcare professional or call 999.
- Be sure to check the information entered in the Careology app for accuracy and completeness to ensure that your clinicians do not receive data that could be misinterpreted when shared with them
- Recommendations from the Careology app are intended to support you in self-management and do not replace or override any advice from your clinical care team. Always listen to your clinician care team and contact them with any concerns about your health and wellbeing.



Clinical Safety

The Careology Platform (Careology Digital Cancer Care application and Careology Professional web application) has been developed in compliance with UK Medical Device Regulations 2002 for Class 1 devices.

The Careology Platform and its contents have been co-developed with clinicians and healthcare professionals (including from Guys & St Thomas NHS Foundation Trust, The Royal Marsden NHS Foundation Trust, Lloyds Pharmacy Clinical Homecare and Nuffield Health) to ensure it meets the needs of people living and dealing with cancer and their care teams.

Evidence of the Apps' Use and Benefits

Users are able to log their symptoms, medication, journal entries and mood over time and connect with popular wearables and health services. Users can access content from various recognised bodies and professionals including Macmillan Cancer Support.

Careology Digital Cancer Care has been assessed on the NHS Digital Technology Assessment Criteria (DTAC) and is recognised by the Organisation for the Review of Care and Health Apps (ORCHA).

Clinical Safety

Our Clinical Safety Officer is **Stuart Hall BSc MSc MCSP, Principal Clinical Safety Officer** at ETHOS Ltd. Careology complies with **Clinical Safety Standard DCB0129: Clinical Risk Management: its Application in the Manufacture of Health IT Systems**.

During our product development process, we actively apply risk identification techniques such as Failure Modes and Effects Analysis (FMEA) and Fault Tree Analysis (FTA) to understand potential hazards and develop mitigation plans to reduce the clinical risks of the Careology platform. Careology maintains a hazard log, outlining risks identified, implemented mitigations and accepted residual risks. The hazard log is shared with our healthcare organisation partners.

Each identified hazard is recorded with: hazard number; name and description; potential clinical impact; possible causes; existing controls, which will continue to remain in place post-implementation and will be used as part of the initial Hazard Risk Assessment. Each hazard is reviewed by the Clinical Safety Officer and appropriate stakeholders to estimate and evaluate clinical risk and controls, and the outcome is recorded in the hazard log.

If you would like to raise a risk or hazard, please contact us on **support@careology.health**.

We have a documented Clinical Incident Management process which would be followed in the event of any incident being identified.

Data Security and Privacy

All information you provide to us is stored on our secure servers and is encrypted between your device and any external host storage to keep it safe. Where we have given you (or where you have chosen) a password which enables you to access certain parts of the Sites or App, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the Sites or App; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Our **Data Protection Officer** is **Danny Ogen** and can be contacted at **dpo@careology.health**.

Regulatory Information

Product Name: Careology Digital Cancer Care App



Version:

The Careology app version number is available at the bottom of the side menu. These instructions for use apply from version 8.1.0 onward.



Date of Release:

Release date for the most recent Careology app version is available on the Apple App Store for Apple devices and the Google Play Store for Android Devices.

Regulatory Information



Manufacturer:

Careology Health Ltd., 1-2 Paris Garden, London, SE1 8ND



Patient Information Website:

Please visit <https://www.careology.health/> for more information.



The Careology Digital Cancer Care App is a Medical Device