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How To – Contact Your Care Team to Ask About a Symptom

Preamble: Within Noona, you can contact your care team to ask about symptoms related to your disease and/or treatment.

Noona should not be used to communicate medical emergencies to your care team. If you have an urgent or emergency type of issue, please call your clinic or follow the instructions provided to you by your care team regarding what to do in case of an emergency.

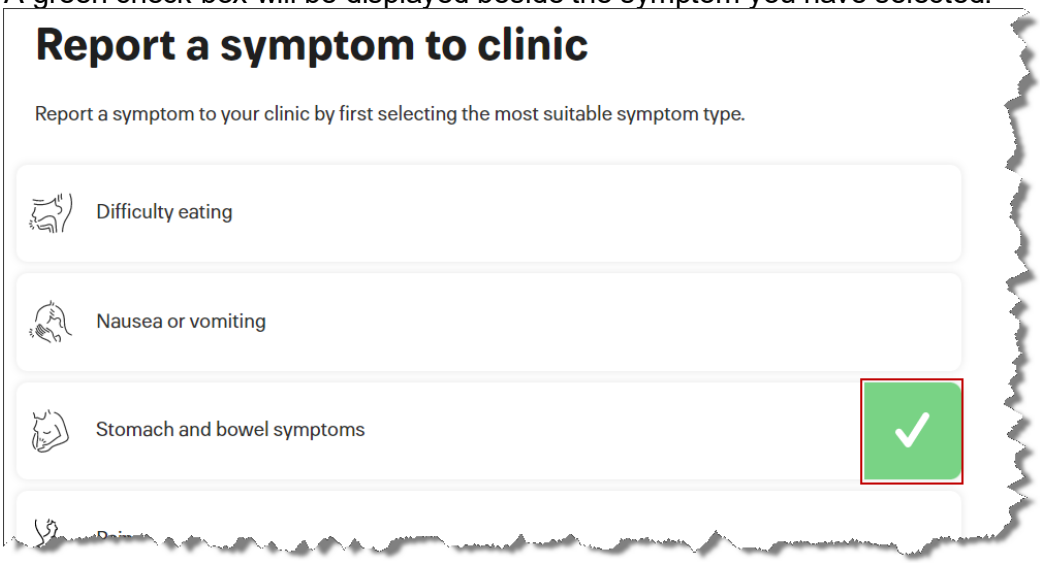
In Noona (app or web version):

1. Click **CLINIC** to open the Clinic window.
2. Click **ASK ABOUT SYMPTOMS** to open the Report a symptom to clinic window.

3. Select the symptom(s) that you want to report:

*Click **Show more** to display more symptoms to choose from.*

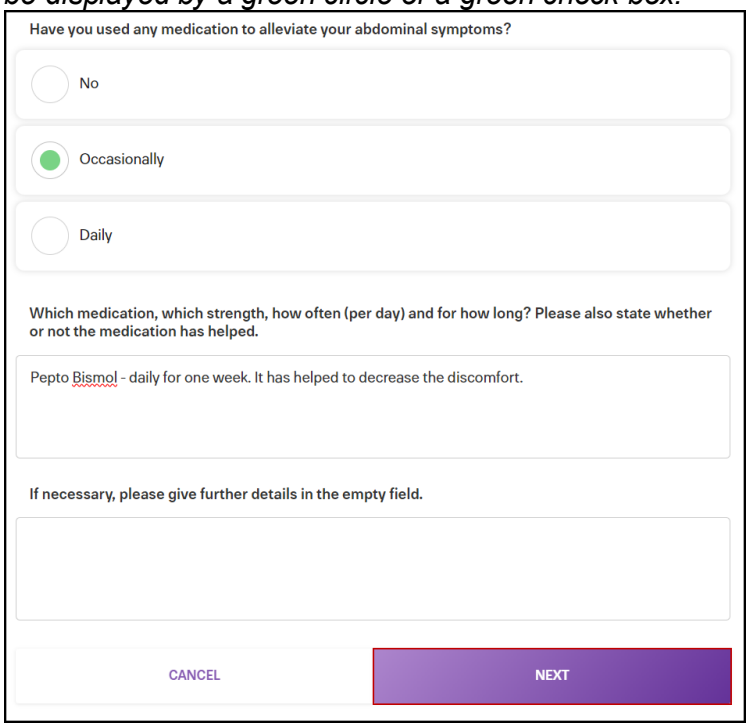
- Option 1: Click on the symptom that you are experiencing from the list to open that symptom's window.
  A green check box will be displayed beside the symptom you have selected.



Some symptoms from the list will include the option to send a picture.

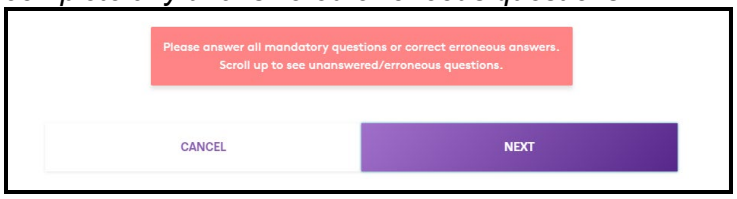
a) Complete the list of questions for the symptom that you are reporting.

For questions that have options to choose from, your choice will be displayed by a green circle or a green check box.



b) Click **NEXT** to open the Summary window.

If any questions were not completed, a message will appear to complete any unanswered/erroneous questions.

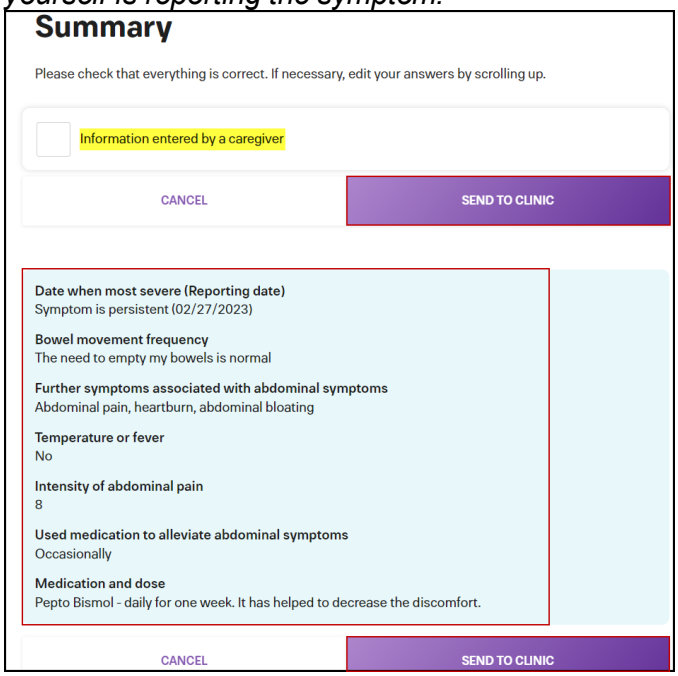


The unanswered/erroneous questions will be identified with this message

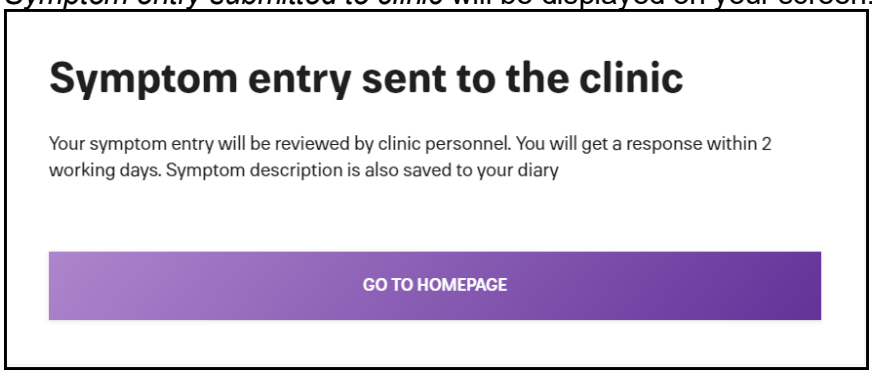
c) Review the summary to ensure the information you have provided is correct.

d) Select the **Information entered by a caregiver** check box, if applicable.

This check box should be selected when someone other than yourself is reporting the symptom.



e) Click **SEND TO CLINIC** to submit your symptom to your care team. *Symptom entry submitted to clinic* will be displayed on your screen.



- Option 2: When the symptom you are experiencing is not in the list.

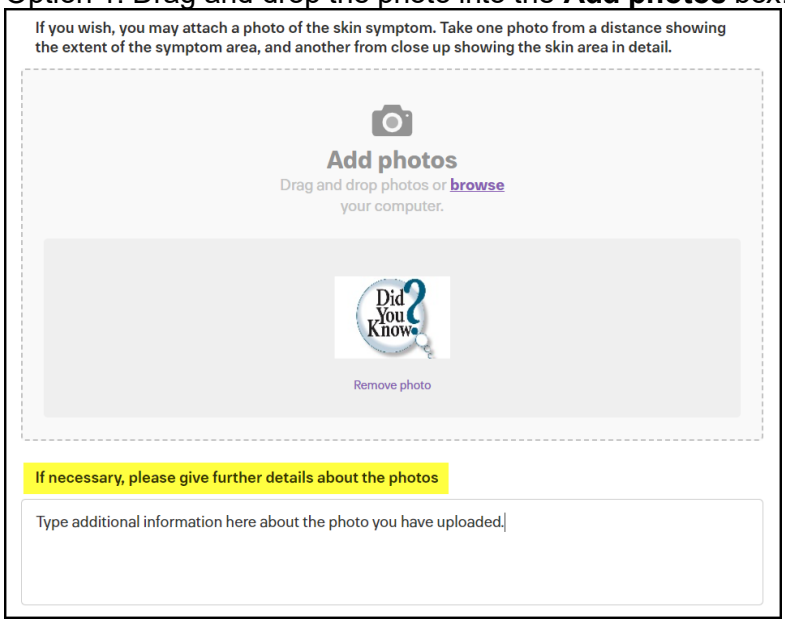
*Click **Show more** first, in order to display more symptoms to choose from.*

a) Scroll to the bottom of the symptom list and click **Other symptom** to open the Other symptom window.

b) Complete the list of questions for the symptom you are reporting.

c) Click **ADD A PHOTO** when you want to include a photo about the symptom that you are reporting.

- Option 1: Drag and drop the photo into the **Add photos** box.

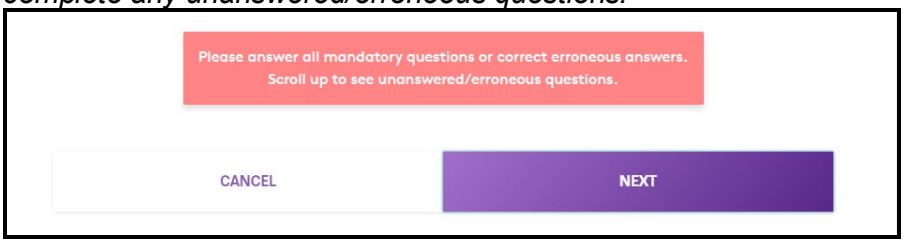


Once the picture is uploaded you may provide further information by typing in the details box.

- Option 2: Click **browse** to navigate and select the photo from your device.

d) Click **NEXT** to open the Summary window.

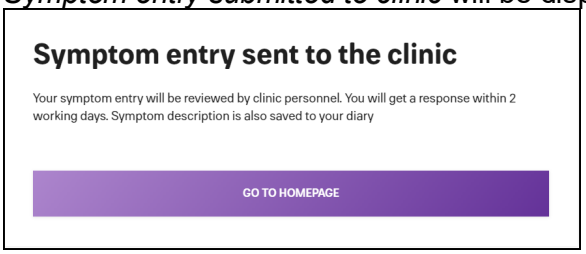
If any questions were not completed, a message will appear to complete any unanswered/erroneous questions.



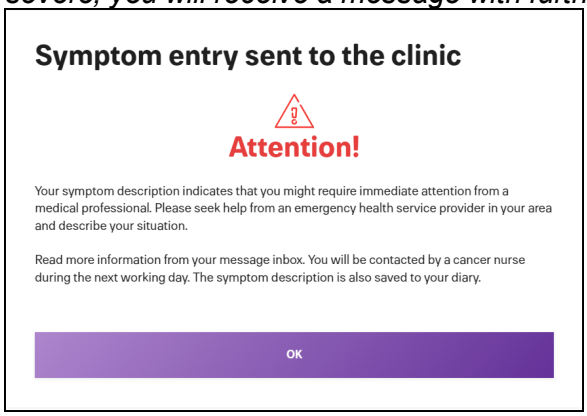
The unanswered/erroneous questions will be identified with this message This question is mandatory, please answer.

e) Review the summary to ensure the information you have provided is correct.

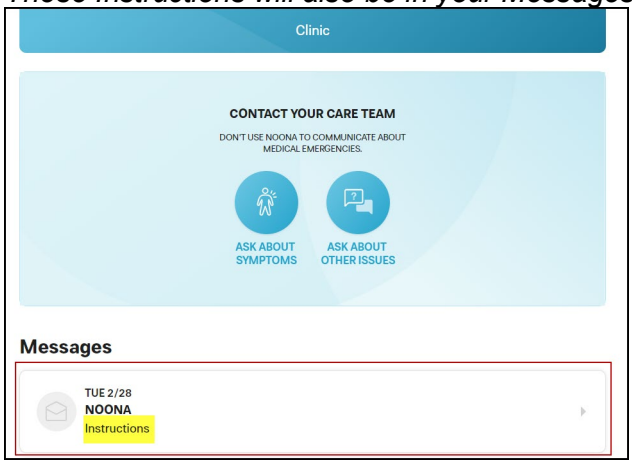
f) Click **SEND TO CLINIC** to submit your symptom to your care team. *Symptom entry submitted to clinic* will be displayed on your screen.



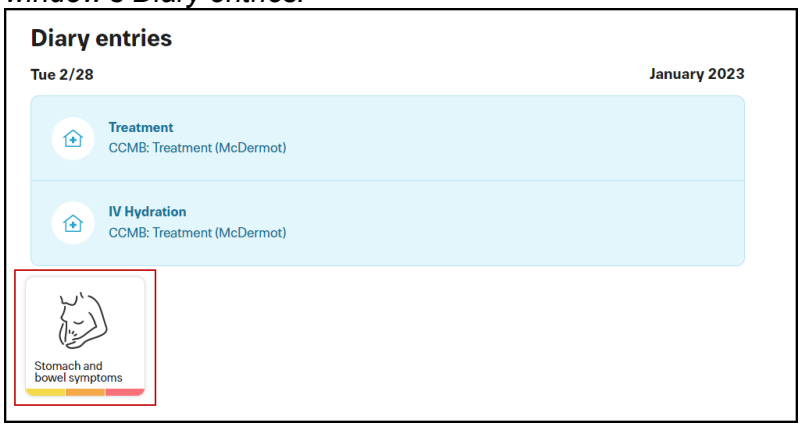
If Noona determines that any of your reported symptoms are severe, you will receive a message with further instructions.



These Instructions will also be in your Messages in the Clinic window.



The symptom entry will also be included in your Diary window's Diary entries.



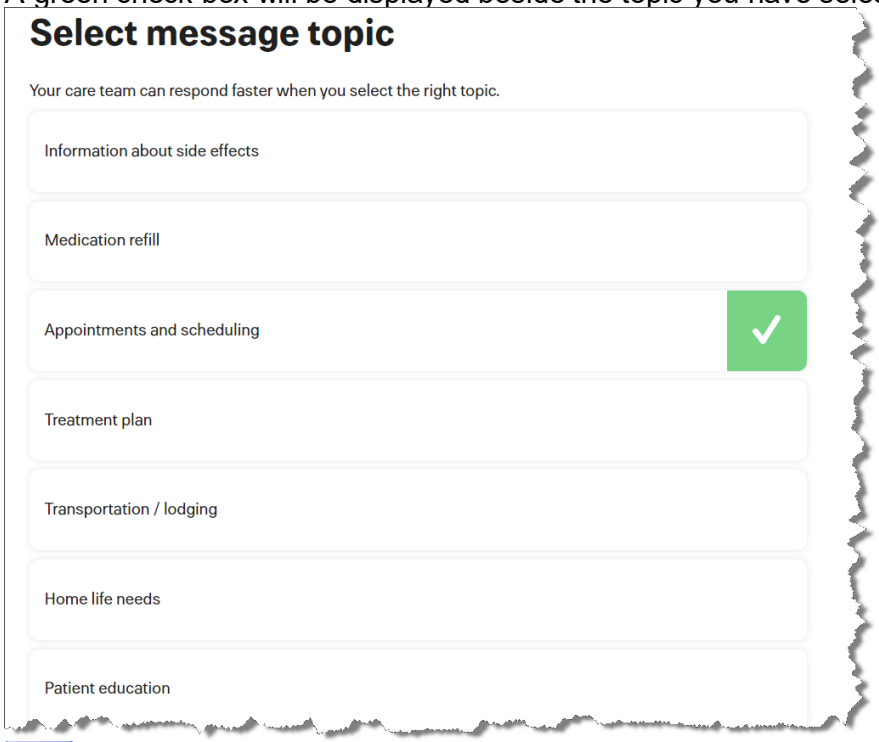
How To: Contact Your Care Team to Ask About a Non-Clinical Issue

In Noona (app or web version):

1. Click **CLINIC** to open the Clinic window.
2. Click **ASK ABOUT OTHER ISSUES** to open the Select message topic window.

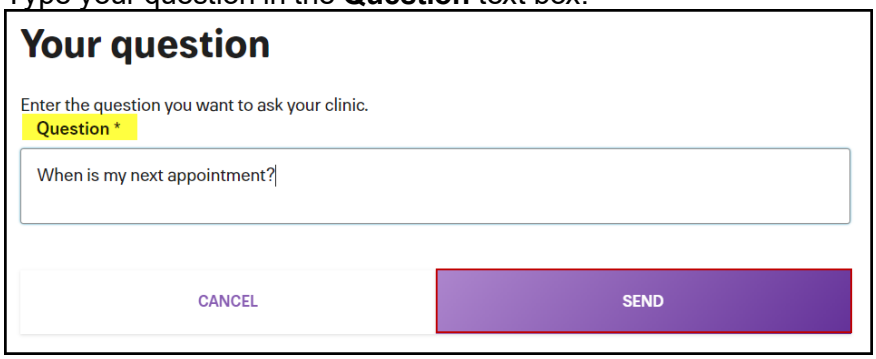
4. Select the topic that you want to ask about:

   A green check box will be displayed beside the topic you have selected.



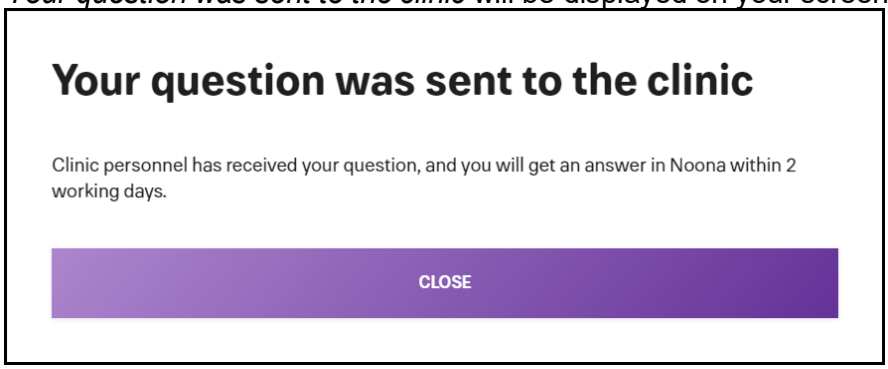
*Select **Other** when the topic you want to ask about is not in the list.*

5. Type your question in the **Question** text box.

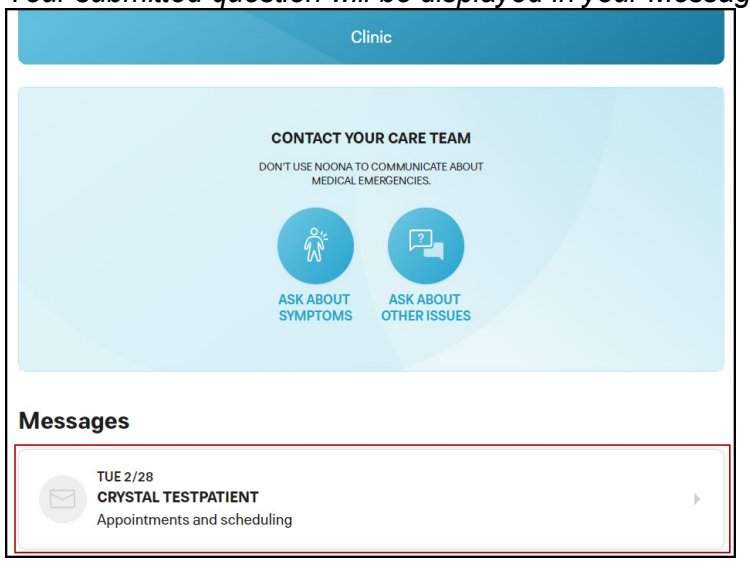


6. Click **SEND** to send your question to your care team.

Your question was sent to the clinic will be displayed on your screen.



Your submitted question will be displayed in your Messages in the Clinic window.



When your care team replies to your question you will be sent a notification message to your email and/or mobile device. Click CLINIC to review the reply message.