

Table of Contents

How To – Contact Your Care Team to Ask About a Symptom..... 2

How To: Contact Your Care Team to Ask About a Non-Clinical Issue..... 9

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.



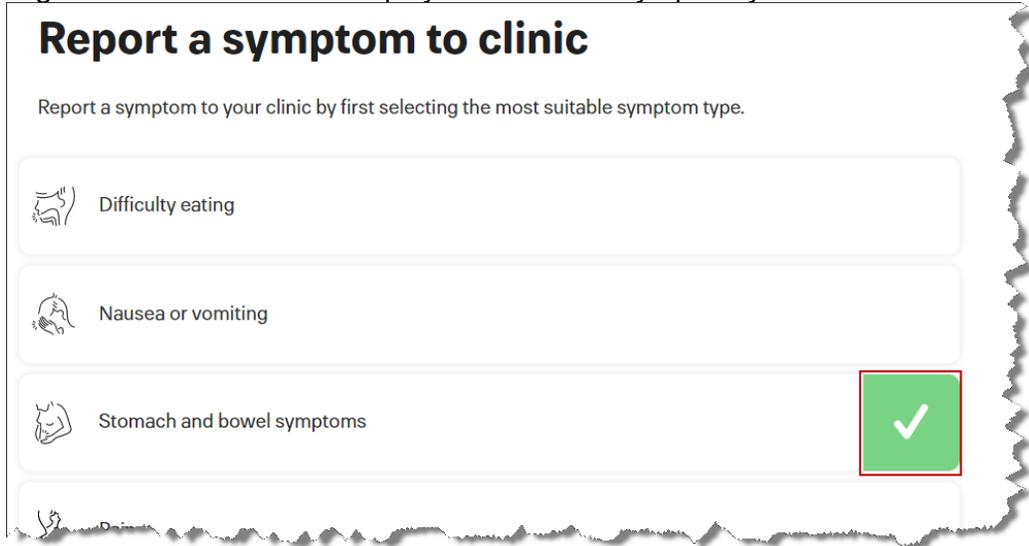
3. Select the symptom(s) that you want to report:



*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.

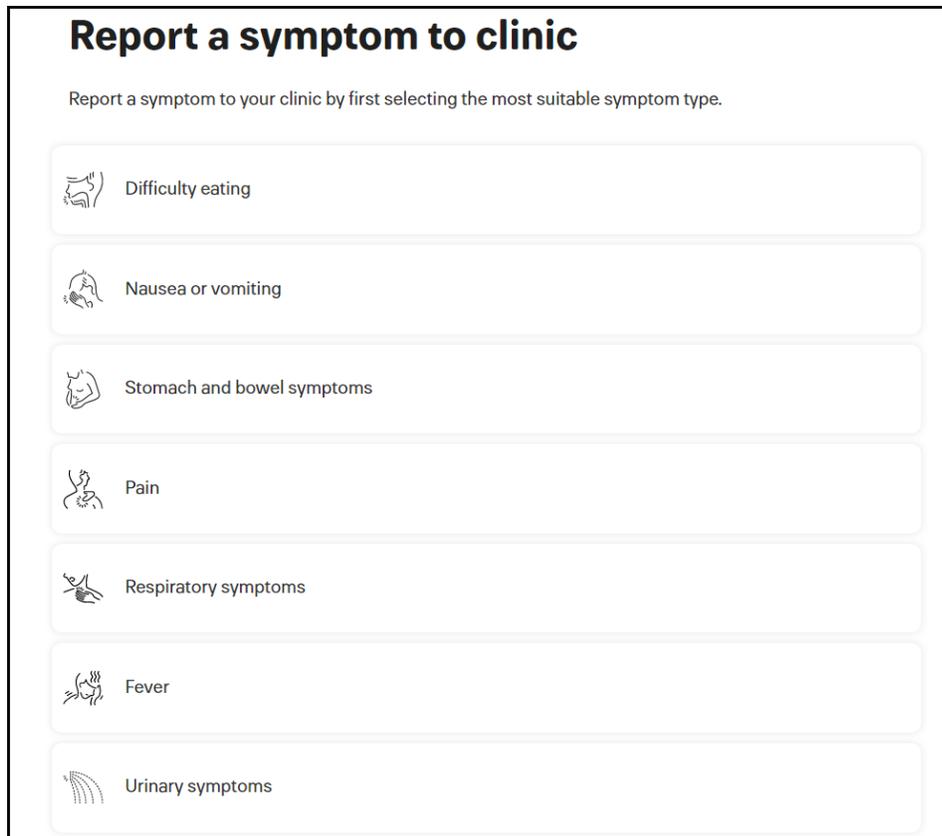
A green check box will be displayed beside the symptom you have selected.



Report a symptom to clinic

Report a symptom to your clinic by first selecting the most suitable symptom type.

- Difficulty eating
- Nausea or vomiting
- Stomach and bowel symptoms
- Pain



Report a symptom to clinic

Report a symptom to your clinic by first selecting the most suitable symptom type.

- Difficulty eating
- Nausea or vomiting
- Stomach and bowel symptoms
- Pain
- Respiratory symptoms
- Fever
- Urinary symptoms



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.

Have you used any medication to alleviate your abdominal symptoms?

No

Occasionally

Daily

Which medication, which strength, how often (per day) and for how long? Please also state whether or not the medication has helped.

Pepto Bismol - daily for one week. It has helped to decrease the discomfort.

If necessary, please give further details in the empty field.

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



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

Please answer all mandatory questions or correct erroneous answers.
Scroll up to see unanswered/erroneous questions.

The unanswered/erroneous questions will be identified with this message

This question is mandatory, please answer.

- 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.

Summary

Please check that everything is correct. If necessary, edit your answers by scrolling up.

Information entered by a caregiver

CANCEL
SEND TO CLINIC

Date when most severe (Reporting date)
Symptom is persistent (02/27/2023)

Bowel movement frequency
The need to empty my bowels is normal

Further symptoms associated with abdominal symptoms
Abdominal pain, heartburn, abdominal bloating

Temperature or fever
No

Intensity of abdominal pain
8

Used medication to alleviate abdominal symptoms
Occasionally

Medication and dose
Pepto Bismol - daily for one week. It has helped to decrease the discomfort.

CANCEL
SEND TO CLINIC

- e) Click **SEND TO CLINIC** to submit your symptom to your care team.

Symptom entry submitted to clinic will be displayed on your screen.

Symptom entry sent to the clinic

Your symptom entry will be reviewed by clinic personnel. You will get a response within 2 working days. Symptom description is also saved to your diary

GO TO HOMEPAGE

- 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.*

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

If you wish, you may attach a photo of the skin symptom. Take one photo from a distance showing the extent of the symptom area, and another from close up showing the skin area in detail.



Add photos
Drag and drop photos or [browse](#) your computer.



Remove photo

If necessary, please give further details about the photos

Type additional information here about the photo you have uploaded.



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.

Please answer all mandatory questions or correct erroneous answers.
Scroll up to see unanswered/erroneous questions.

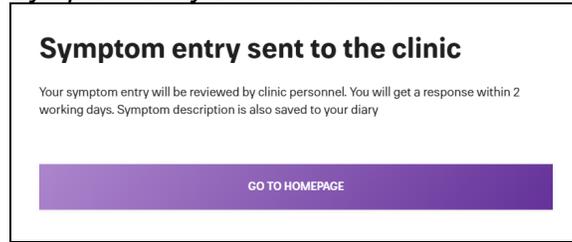
CANCEL

NEXT

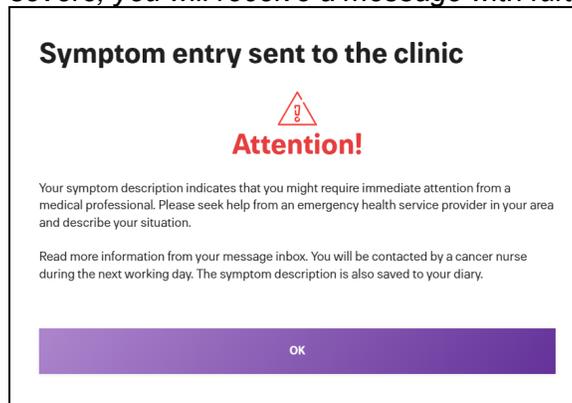
The unanswered/erroneous questions will be identified with this message This question is mandatory, please answer.

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

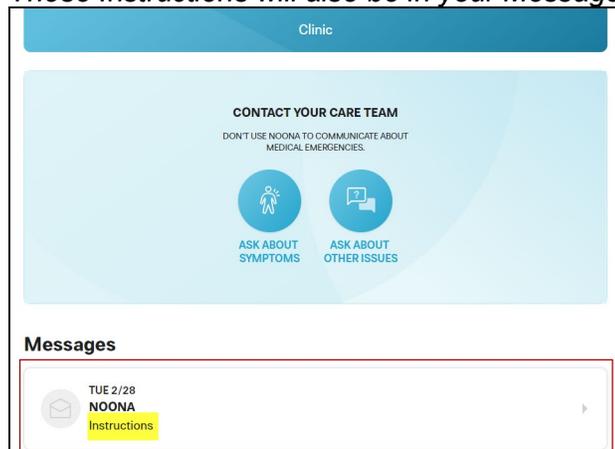
- f) Click **SEND TO CLINIC** to submit your symptom to your care team. *Symptom entry submitted to clinic will be displayed on your screen.*



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.

Diary entries

Tue 2/28 January 2023

 **Treatment**
CCMB: Treatment (McDermot)

 **IV Hydration**
CCMB: Treatment (McDermot)



Stomach and bowel symptoms

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 message topic

Your care team can respond faster when you select the right topic.

- Information about side effects
- Medication refill
- Appointments and scheduling
- Treatment plan
- Transportation / lodging
- Home life needs
- Patient education



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

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

Your question

Enter the question you want to ask your clinic.

Question *

When is my next appointment?

CANCEL SEND

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 question was sent to the clinic

Clinic personnel has received your question, and you will get an answer in Noona within 2 working days.

CLOSE

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

Clinic

CONTACT YOUR CARE TEAM

DON'T USE NOONA TO COMMUNICATE ABOUT MEDICAL EMERGENCIES.

ASK ABOUT SYMPTOMS ASK ABOUT OTHER ISSUES

Messages

TUE 2/28
CRYSTAL TESTPATIENT
Appointments and scheduling



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.