

How to Contact Your Care Team Using Noona

Applicable Products

Noona

Description

This Quick Tip describes how to contact your Care Team to ask questions about symptoms or a non-clinical issue using Noona.

Assumptions

- * You have been enrolled in Noona by your Care Team
- * You have been sent an invitation to Noona and you have activated your Noona account
- * You have successfully downloaded the Noona App if using a mobile device
- * Internet service is active and available to log-in to Noona
- * You can successfully login to Noona via a web browser or the Noona App on your mobile device
- * Your clinic has enabled this functionality for use



Important Note: Noona should not be used to communicate medical emergencies to your Care Team. If you have an urgent or emergency type 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.

A. Contacting your Care Team to Ask About a Symptom:

- 1) Within Noona, you can contact your Care Team to ask about symptoms related to your disease and/or treatment. After logging in either through a web browser or from the Noona App, proceed to the CLINIC icon and select. You may see a number attached to the icon that indicates the number of items in that inbox.

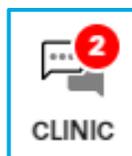


Figure 1: Clinic icon

- 2) To contact your Care Team regarding a symptom, click on the ASK ABOUT SYMPTOMS button.



Figure 2: Select the ASK ABOUT SYMPTOMS button.

- 3) Based on your disease and/or treatment, a list of symptoms will be displayed. Select the symptom(s) you wish to report on.

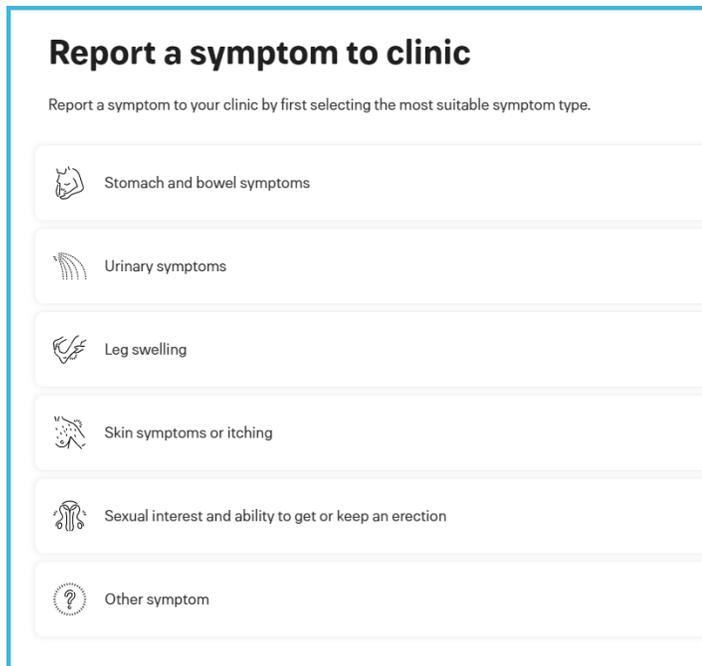


Figure 3: List of Symptoms that can be selected.

- 4) If the symptom you wish to report on is not listed, click on **Other symptom** to bring up an additional field where you can include a description of the symptom you are having.

Other symptom

Please describe your symptom by answering the following questions.

Enter your description in the empty field.

When did you have this symptom?

Today

Symptom is chronic (persistent, long-standing, long-term)

Mark symptomatic days

How would you rate the severity of your symptom?

Mild

Moderate

Severe

If you wish, you may attach photos of the symptom.

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

Have you used any medication to alleviate your symptoms?

No

Occasionally

Daily

CANCEL NEXT

Figure 4: Selecting Other symptom provides the option to enter a description of the symptom(s).

- 5) A green check  will appear next to the chosen selection indicating that it will be included in the report.

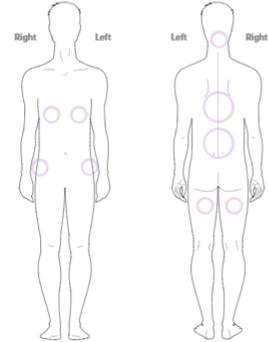
Report a symptom to clinic

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

-  Stomach and bowel symptoms
-  Urinary symptoms
-  Leg swelling
-  Skin symptoms or itching 
-  Sexual interest and ability to get or keep an erection
-  Other symptom

Skin symptoms or itching

Please describe the location of your skin symptom or itching and describe the symptom by answering the following questions.



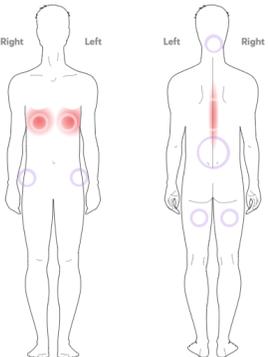
Please describe if symptom is located elsewhere

Figure 5: A green check indicates the symptom has been selected.

- 6) Carefully read through each question. Many fields require a response when completing the questions.

Skin symptoms or itching

Please describe the location of your skin symptom or itching and describe the symptom by answering the following questions.



mid back , left flank , right flank

Please add more details about the specific location of your symptom if needed

Rash and itch to the chest area and back.

When did you have this symptom?

- Today
- Symptom is chronic (persistent, long-standing, long-term)
- Mark symptomatic days

Figure 6: Read through each question and complete.

- 7) When selecting, the choice will be seen with either a green circle or green checkbox.

When did you have this symptom?

- Today
- Symptom is chronic (persistent, long-standing, long-term)
- Mark symptomatic days

Is your skin symptom associated with any of the following?

- Rash
- Peeling or dry skin
- Blisters
- Redness
- Oozing or weeping
- Itching
- Other, please specify.

Figure 7: Selections are seen with either green circle or green check.

- 8) Some symptoms allow a photo to be uploaded. You have the option to select a photo from your phone or if using a computer, click “browse” to locate a photo to upload. Within the details box, you may provide further information about the photo if necessary.

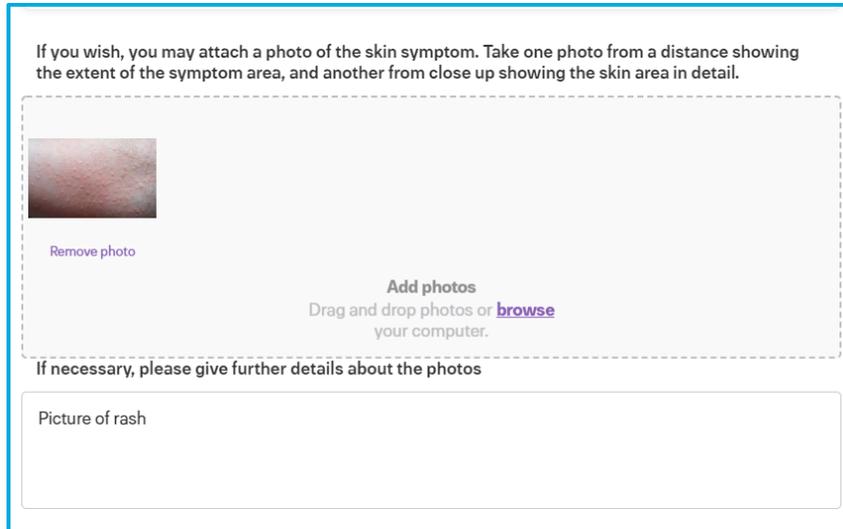


Figure 8: Adding a photo.

- 9) After all questions have been completed, click on the NEXT button.



Figure 9: Click on NEXT when all information has been entered.

- 10) If any of the questions were missed, a pop-up will appear to instruct you to scroll up and complete those questions that were missed.

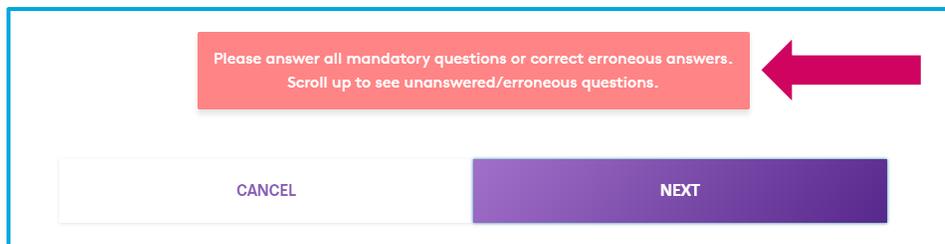


Figure 10: Message instructing user to complete all questions.

- 11) Scroll up to find the flagged question(s) that require a response. Select answer(s) and then scroll back down to click on the NEXT button.

Have you had a temperature over 98.6 °F / 37 °C?

No This question is mandatory, please answer.

Yes

Have you had radiation therapy in symptomatic area?

No

Yes

Figure 11: Flagged question that was missed.

- 12) After you have clicked on the NEXT button, you will have the option to review the Summary. Please check that everything is correct. If necessary, edit your answers by scrolling up and making the changes.

Summary

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

Information entered by a caregiver

CANCEL SEND TO CLINIC

Skin symptoms or itching

Symptom location

Date when most severe
08/06/2020

Location
Mid back, lower back, left flank, right flank, chest and back

Duration
08/06/2020

Symptoms
Rash, redness, itching

Severity of itching
Moderate: itching over a large area and intermittent, scratch marks visible.

Temperature or fever

Figure 12: Review the Summary.

- 13) If someone other than you entered the information on your behalf, such as a family member or close friend, please select the checkbox “Information entered by a caregiver.”

Summary

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

Information entered by a caregiver

CANCEL SEND TO CLINIC

Figure 13: Select checkbox if information was entered by caregiver.

- 14) When finished, click on SEND TO CLINIC.

Symptom location

Date when most severe
08/06/2020

Location
Mid back , lower back, left flank, right flank , chest and back

Duration
08/06/2020

Symptoms
Rash , redness, itching

Severity of itching
Moderate: itching over a large area and intermittent, scratch marks visible.

Temperature or fever
No

Received radiation therapy
Yes

Severity of skin symptom
Moderate: problematic area covers 10-30% of the skin, possibly with itching or tenderness or interference with social contacts or daily activities.

Used creams to alleviate skin symptom
No

CANCEL SEND TO CLINIC

Figure 14: SEND TO CLINIC

15) A pop-up notification will inform you that your entry was sent to your Care Team.

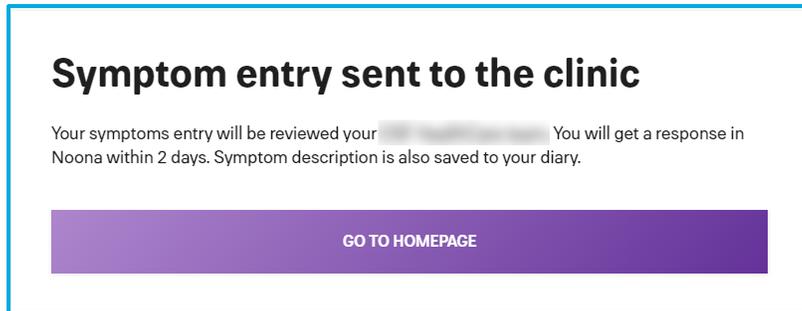


Figure 15: Notification that entry was sent to your clinic Care Team.

16) If Noona determines that any of your reported symptoms were considered severe, you will receive a pop-up that instructs you on what to do if you are experiencing an emergency. Remember that Noona is never to be used to report any urgent or emergency type issues.

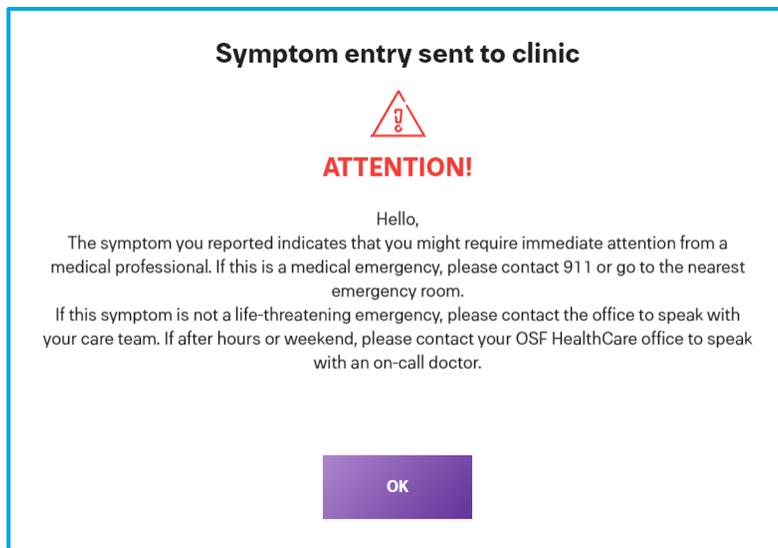


Figure 16: Automated Message with instructions.

17) The symptom entry will also be logged in the Diary.

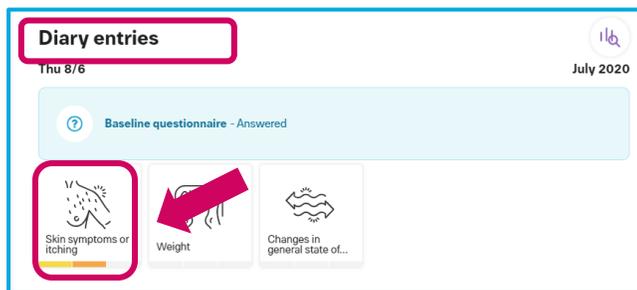


Figure 17: Entry in the Diary.

B. Contacting Your Care Team to Ask About a Non-Clinical Issue:

- 1) You can contact your Care Team to ask about non-clinical issues as well. After logging in through a web browser or from the Noona App, proceed to the CLINIC icon and select.



Figure 18: Clinic Icon

- 2) To contact your Care Team regarding a question or issue that is not related to your treatment or a clinical issue, select ASK ABOUT A NON-CLINICAL ISSUE.



Figure 19: Contact Care Team about a non-clinical issue.

- 3) Select the topic that you wish to ask about.

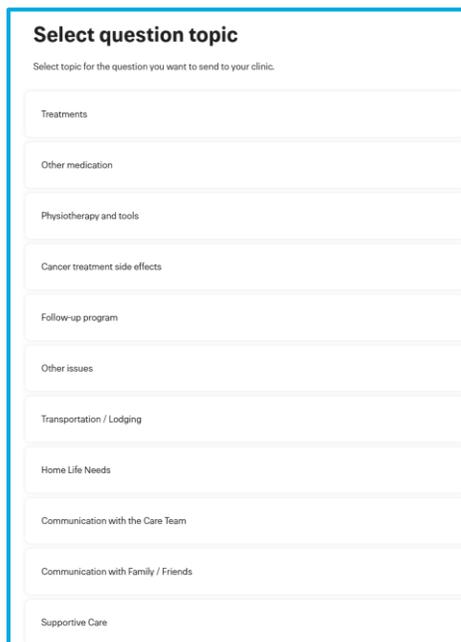


Figure 20: Selecting topic(s).

- When a selection has been made within the list, a green check will appear next to the topic(s). A text box is also available to enter the details regarding the question(s) you have.

The screenshot shows a mobile application interface. At the top, there is a header "Communication with Family / Friends". Below this is a list of topics: "Supportive Care" (with a green checkmark), "Patient Education", "Appearance / Self Image", "Medical Records", "Preparation for a Clinic Visit", "Appointment Coordination / Schedule", "Health Insurance / Authorization / Billing", "Financial Assistance", and "Anxiety, Fear, Depression". Below the list is a section titled "Your question" with the instruction "Enter the question you want to ask from your clinic." There is a "Question topic *" dropdown menu with "Supportive Care" selected. Below that is a "Question *" text area containing the text: "Is there a list of Support Groups within our community and what times they meet?". At the bottom, there are two buttons: "CANCEL" and "SEND".

Figure 21: Make selection and enter the details in the text box.

- After you have made the necessary selections and entered all details, click on the SEND button.

This is a close-up of the "Your question" form. It includes the title "Your question" and the instruction "Enter the question you want to ask from your clinic." The "Question topic *" dropdown is set to "Supportive Care". The "Question *" text area contains the text: "Is there a list of support groups within our community for prostate cancer? What day and time does this support group meet? Who would be the contact person?". At the bottom, there are two buttons: "CANCEL" and "SEND". A red arrow points to the "SEND" button.

Figure 22: Send to Care Team when complete.

- 6) You will receive a pop-up notification that your question has been sent to your Care Team. Close the notification once you are done reviewing it.

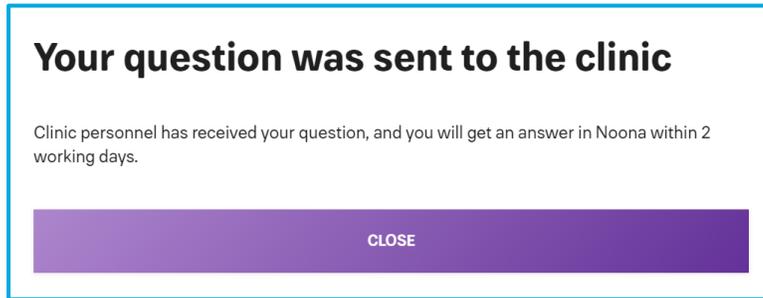


Figure 23: Notification that your question has been sent to your Care Team.

- 7) The question will be available to review under Messages.

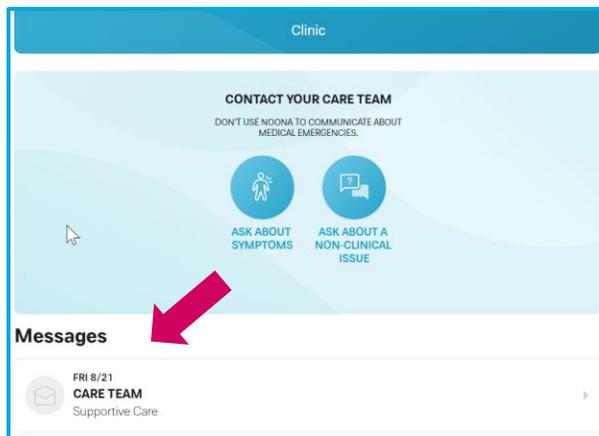


Figure 24: Question seen under Messages.