# Clinician FAQs

IBD CONNECT

## GETTING STARTED

### What is IBD Connect?

IBD Connect is a mobile application developed to support people living with IBD between appointments. It encourages patients to actively monitor their condition while streamlining pre-clinic questionnaires and supporting more informed clinical conversations.

### Who can participate?

Anyone with IBD can use IBD Connect. You can help them start using the app by providing invitations and/or QR codes within your IBD Service.

### Do I need to install any new software?

No. People with IBD use the IBD Connect mobile app, while clinicians continue working within the Crohn's Colitis Care (CCCare) platform.

### How does a patient join IBD Connect?

The IBD Connect app can be downloaded directly from the Apple or Android app store. Your site can also make this easier by displaying the QR code provided. In your clinician support pack, there are resources you can share with people at your site to make this process easier.

## PATIENT ONBOARDING

### What do I need to do when a patient joins?

Once someone has successfully linked their app to CCCare, a task will appear in your CCCare dashboard prompting you to manually send their first pre-clinic questionnaire. This is a one-time step during onboarding.

### Why do I have to manually send the first questionnaire?

As not every questionnaire sent to a patient is actioned, there may be questionnaires that are pending or not yet completed. By manually sending the first questionnaire, you can review any pending invitations and complete or cancel them as appropriate. After this initial questionnaire, IBD Connect becomes the patient's default pathway for receiving future questionnaires.

### What happens after someone links IBD Connect to CCCare?

Consumers can use IBD Connect to:

- Complete pre-clinic questionnaires
- Record symptom self-assessments
- Complete IBD Disk quality of life assessments
- Record contextual information that may influence their condition

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## PATIENT DATA

### What information will I see?

With initial IBD Connect functionality, you will receive:

- Pre-clinic questionnaire responses

You will review these through the Questionnaire tab in CCCare, via the left-hand menu, as usual.

### Can I see patients' symptom tracking?

Not yet. With initial IBD Connect functionality, symptom scores, IBD Disk results and contextual tracking remain private to the patient. Future releases will make more information available to clinicians via CCCare, with patient consent.

### Is patient information secure?

Yes. Patient information is securely stored within the CCCare ecosystem and managed in accordance with privacy regulations and requirements.
For more information, visit: **https://c-c-cure.org/co-care-app-docs**

## CLINICAL WORKFLOW

### Will IBD Connect replace CCCare?

No. IBD Connect works alongside CCCare and complements your existing clinical workflow.

### Does the CCCare patient portal still exist?

Yes, however it will be phased out in the near future. Patients should continue using the app wherever possible. If a patient wishes to return to the portal, please share their reasons and any difficulties using the app with IBD Connect Support at CCCure [**ibd-connect@c-c-cure.org**] so these can be addressed. If a temporary return is necessary, open Questionnaires in the patient's CCCare record, cancel any pending IBD Connect app questionnaires, then send a new questionnaire from the Patient Portal section.

### How does IBD Connect benefit my practice?

IBD Connect helps by:

- Reducing administrative effort
- Improving patient engagement
- Encouraging patients to complete questionnaires before appointments
- Reminding patients to have their blood and stool test performed ahead of upcoming appointments
- Supporting more informed consultations
- Creating opportunities for future longitudinal patient insights

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## TROUBLESHOOTING

### A patient cannot link their account.

Check that the patient's first name, surname, date of birth and NHI or Medicare number in CCCare are correct and match what they entered in the app. Confirm they can access the email address held in CCCare, and ask them to check their junk or spam folder for the linking code. Correct any outdated details and ask the patient to try again. If linking still fails, contact IBD Connect Support at CCCure [**ibd-connect@c-c-cure.org**].

### A patient says they haven't received their questionnaire.

Ask the patient to check for the orange questionnaire card under To do on the app's Home screen. For the email notification, they should check the email address held in CCCare, including their junk or spam folder. In the Questionnaires tab in CCCare, confirm that:

a. Their app account is successfully linked.
b. The first app questionnaire has been sent manually.
c. There are no outstanding patient portal questionnaires that need to be reviewed, completed or cancelled.

### A patient wants to stop using IBD Connect.

Ask why they wish to stop and whether they need help using the app. Share their feedback with IBD Connect Support at CCCure [**ibd-connect@c-c-cure.org**] so any issues can be addressed. Encourage continued use where possible, as the patient portal will be phased out in the near future. If a temporary return to the portal is necessary, open Questionnaires in their CCCare record, cancel any pending app questionnaires, then send a new questionnaire from the Patient Portal section.

### The patient has changed their email address.

Update their email address in CCCare, as linking codes are sent there. Advise them to continue signing into the app with the same Google account or Apple ID. Their CCCare email does not need to match their sign-in email.

### A patient has changed phones.

Ask them to install IBD Connect on their new phone and sign in using the same Google account or Apple ID they used previously. Using a different account may create a separate app account.

## NEXT STEPS

### How will feedback be collected?

Consumers and clinicians are strongly encouraged to share their feedback on IBD Connect. Consumers can submit feedback directly through IBD Connect by scrolling to the bottom of the Home screen. Clinicians can share feedback with IBD Connect Support at CCCure [**ibd-connect@c-c-cure.org**].

### Will new features be added?

Yes. IBD Connect will continue to evolve over time, with improvement guided by feedback from both consumers and clinicians.

### Who do I contact if I need help?

For technical support, onboarding questions or patient linking issues, please contact:

**IBD Connect Support at CCCure**
**ibd-connect@c-c-cure.org**