Patient FAQs

IBD CONNECT

GETTING STARTED

What is IBD Connect?

IBD Connect is a mobile app designed to help you better understand and manage your inflammatory bowel disease (IBD) between appointments. It works alongside your clinical care by helping you track your symptoms, complete pre-clinic questionnaires and stay connected with your health journey.

Read more about IBD Connect here: **www.c-c-cure.org/crohns-colitis-care-app**

Who can use IBD Connect?

IBD Connect is currently available to anyone in Australia and New Zealand with Crohn's disease or ulcerative colitis. It works best if you are receiving your care at a site that also uses Crohn's Colitis Care (CCCare). If you are unsure about this, check with your treatment team.

Is IBD Connect free to use?

Yes. IBD Connect is free for consumers to use.

Does the app replace my appointments?

No. IBD Connect makes it easier for you to complete your pre-clinic questionnaire, documenting your symptoms and anything you want to discuss at your appointment ahead of time, making more time for meaningful discussion during appointments.

Does IBD Connect replace my treating team or provide medical advice?

No. IBD Connect is intended to support - not replace - the care and advice provided by your treating team. IBD Connect is not a medical device, and does not provide personalised medical advice. You should always contact your treating team if you have questions or concerns about your care or condition, such as new, changing or worsening symptoms, or difficulties with your medication or treatment. If you experience severe or rapidly worsening symptoms, or believe you require urgent medical attention, seek urgent medical care or call emergency services.

DOWNLOADING & SETTING UP

How do I download the app?

IBD Connect is available for download on Apple and Android devices from their respective app store. Your clinic may also send you an invitation with a QR code.

Why do I need to link my account to CCCare?

Linking your account connects the app to your existing IBD record to improve communication between you and your treating team.

Your information will never be shared without your consent. For more details about what information is shared, see the Privacy & Security section (Page 3).

Why won't my account link?

Your details may not match those recorded in CCCare. Check that your first name, surname, date of birth and NHI or Medicare number are correct, then try again. Also check your junk or spam folder for the email containing your linking code. If you still cannot link your account, contact your care team for assistance.

Does the email I use for my IBD Connect account need to match the email on file in my CCCare patient record?

No. You can sign in using your Google account or Apple ID, even if it uses a different email address. Your linking code will be sent to the email address on file in your CCCare patient record. If you no longer have access to that email, contact your care team to update in CCCare.

USING THE APP

How can I get the best value out of IBD Connect?

Completing a symptoms and quality of life assessment on a regular basis when you first use the app helps establish a good baseline to help you better interpret changes in your symptoms which may occur.

We suggest completing this weekly or fortnightly for a month or two, and then you can judge for yourself using the trend feature in the timeline.

What can I track?

You can currently:

- Complete symptom self-assessments
- Complete the IBD Disk quality of life assessment
- Record lifestyle factors and events that may be affecting your condition
- Complete pre-clinic questionnaires (sent by your treating team)

How often should I use the app?

After establishing a baseline, we recommend tracking your symptoms on a regular basis, even if you are feeling well. Consistent tracking provides a clearer picture of your health over time.

What happens if I'm feeling well?

We recommend that you continue using IBD Connect, even when you're feeling well. Tracking periods of good health is just as valuable as recording symptom changes and helps identify long-term trends.

QUESTIONNAIRES

How will I know when I have a questionnaire to complete?

When your treating team requests a questionnaire, a card with orange text will appear under To do on your Home screen. Tap the card to open and complete your questionnaire before your next appointment.

Do I still use the CCCare patient portal?

Once your accounts have been linked, IBD Connect becomes your primary way of completing questionnaires. If you wish to return to the patient portal, please contact your care team.

What happens if I forget to complete a questionnaire?

Complete it as soon as possible. If you're unsure whether it's still required, contact your care team.

YOUR VOICE

Can I provide feedback?

Yes! We really value your feedback because it will help improve the app as we make it more widely available and plan the next development features.

You can submit feedback directly within the app by scrolling to the bottom of the Home page.

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PRIVACY & SECURITY

Is my information secure?

Yes. Protecting your privacy and keeping your information secure is our priority. Your information is stored and managed in accordance with relevant privacy laws and regulations. It is protected through strong encryption, secure servers, and restricted staff access.

To read our IBD Connect Privacy Policy and FAQs, visit: **www.c-c-cure.org/co-care-app-docs**

Who can see my personal information?

If you link your IBD Connect account to CCCare, only your pre-clinic questionnaire responses are shared with your care team. At this stage, your personal symptom tracking, triggers, and IBD Disk results remain private and are not shared.

Future app updates may allow this information to be shared with your care team with your consent. If this happens, you will be notified and able to choose whether you share or not. If you choose not to link your IBD Connect account to CCCare, no information is shared with your care team.

Will my information be used for research?

Yes. De-identified or aggregated data may contribute to research to improve care for people living with IBD. This means information is only used in a way that does not reasonably identify you personally. Details about how your information may be used are provided when you create your account in the IBD Connect app.

To read more, visit: **www.c-c-cure.org/co-care-app-docs**

TROUBLESHOOTING

I forgot my password.

Use the normal Apple or Google account recovery process before signing back into IBD Connect.

The app isn't working properly. What should I do?

Try closing and reopening the app, checking your internet connection and installing any available app updates. If the problem continues, submit feedback through the app. If the app will not open, contact IBD Connect Support at CCCure [**ibd-connect@c-c-cure.org**] and share your phone model and a description of the problem. Please do not include medical information.

I changed my email address. What should I do?

Contact your treating team to update the email address on your CCCare patient record. This is where any linking codes will be sent. Continue signing into IBD Connect with the same Google account or Apple ID you used before. Your CCCare email does not need to match your IBD Connect account.

I've changed phones. What should I do?

Install IBD Connect on your new phone and sign in using the same Google account or Apple ID you used previously. Avoid using a different account, as this may create a separate app account.

Who do I contact if I need help?

If you're having trouble downloading IBD Connect, contact your care team in the first instance. If your care team are unable to assist, please email:

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