Getting Started with IBD Connect

IBD CONNECT

Follow these simple steps to begin using IBD Connect with your patients.

01 Agree on Your Site Strategy

We suggest that you target people with upcoming review appointments, perhaps within the next 2 to 6 weeks as their pre-clinic questionnaire is a good trigger to download, link and use the app.

You may wish to start with people well known to the service, and perhaps include those attending for routine PBS review encounters.

We recommend emailing the IBD Connect Consumer Resource Pack to your planned cohort.

It may be helpful to ask those invited to confirm by email their intent to use IBD Connect. This will help you monitor uptake and linkage.

02 Communicate with Your Consumers

It's up to you how you'd like to share information about IBD Connect with your consumers. Options include a newsletter, email, QR code in the out-patient department. Suggested resources are enclosed along with this.

We'd love to hear what works best at your site and why!

To get in touch with IBD Connect Support at CCCure, email: **ibd-connect@c-c-cure.org**

03 Monitor for Successful Downloads & Connections

Monitor for people successfully downloading IBD Connect and linking to Crohn's Colitis Care (CCCare).

You can see this information on your site Dashboard (via the top menu in CCCare) and is best viewed under All Tasks.

04 Sending the first Questionnaire via IBD Connect

To start getting the best value out of IBD Connect, you are now ready to send the first questionnaire. This will allow your patients to update their own information, complete their pre-clinic questionnaire, and receive reminders about blood and stool tests, all in advance of their upcoming appointment.

Check for outstanding questionnaires by going to the Questionnaire tab (via the left-hand menu in CCCare). If there is a pending questionnaire, review, complete, or cancel it as appropriate prior to sending the first one via IBD Connect.

05 Continue Supporting Your Patient

Once linked, patients can:

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

These tools encourage patients to stay engaged with their health between appointments.

Understanding Patient Data

Information Currently Visible Only to Patients

At this stage, the following information remains private to the patient:

- Symptom self-assessments
- IBD Disk results
- Contextual tracking

Future updates to IBD Connect are planned to make this information available to clinicians, with patient consent.

Information Shared with Your Care Team

The following information is available through CCCare as part of your normal clinical workflow:

- Pre-clinic questionnaire responses including, updates of address, phone number, Medicare number, vaccinations, current symptoms, other health encounters, and tests since last review.

Supporting Your Patients

If a patient cannot link their account:

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

The patient's Apple or Google account email does not need to match their email address in CCCare.

Providing Feedback

Your feedback is an important part of improving IBD Connect.

At any time:

- Patients can submit feedback directly through the app by scrolling to the bottom of the Home page.
- The CCCure team will also contact your site to gather clinician feedback.
- Any technical issues or suggestions can be reported to IBD Connect Support at CCCure [**ibd-connect@c-c-cure.org**].

If a Patient Chooses to not use IBD Connect

You can continue to care for them and communicate through your normal channels. They can reconsider their decision at any time.

Need Help?

For technical support, patient linking issues, or questions about IBD Connect, please contact:

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