

Ned



Welcome Guide

eHealth
INNOVATION
University Health Network



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Introducing Virtual Follow-up Care

On behalf of your doctor, we want to welcome you to the Ned Clinic, where we will be using the Ned application to continue your prostate cancer follow-up appointments virtually.

When using the Ned Clinic, you will no longer need to travel to the hospital or have phone calls with your specialist for routine follow-up appointments. We will ask you to complete your blood tests at your local lab and fill out a Wellness Survey about how you are feeling. Your doctor will be able to access and review your blood results and Wellness Survey responses.



Please read this document carefully and keep it in a safe place, as it contains all the information you need to get started with the Ned Clinic.

Why am I in the Ned Clinic?

Your doctor recommended you join the Ned Clinic because you are a prostate cancer survivor who is doing well in follow-up care. This means you are a good fit to now have your appointments happen virtually instead of in-person.

You are still a patient of your specialist's clinic and will still be able to contact your care team with any questions or concerns. You will also be able to return to phone appointments or in-person visits if you or your doctor feel they are needed.





How might the Ned Clinic benefit me?

The Ned Clinic aims to put you in control of your own health and, with the support of your care team, gives you more options to manage your care.

The goal is to help you learn how to make positive choices about your health care and better manage the impact of prostate cancer and your treatment.

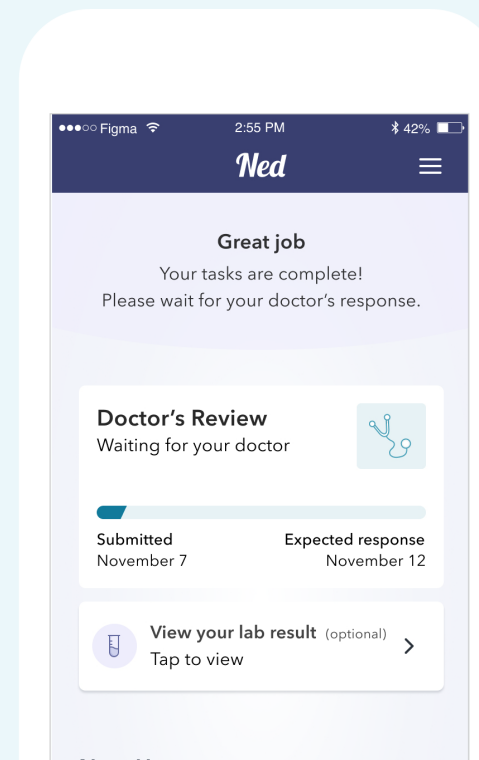
With Ned, you will be able to:

- ✓ Avoid wait-times at the hospital and take care of your health from home
- ✓ Report your symptoms and lab results to your doctor electronically
- ✓ Receive clear and timely feedback from your doctor
- ✓ View current and past lab results within the Ned application

What is the Ned application?

The Ned application is a tool that helps you take control of your own health and play an active and leading role in your recovery.

The Ned application helps you manage your prostate cancer by showing you your prostate specific antigen (PSA) results and by allowing you to report your symptoms (completed Wellness Surveys) electronically to your doctor. Your doctor will be able to access this information to make more personalized decisions for your follow-up care. You will be able to access your lab results and symptoms data, allowing both you and your doctor to track your health.



The Ned Clinic will use the information from the Ned application as part of your routine follow-up appointments, allowing you to continue your care from home. Getting care from home might be different from what you have done before, but doing this will help integrate your prostate cancer care with your day-to-day life.

Will I still be able to access in-person help and support?

The Ned Clinic is designed to give you tools to take control of your prostate cancer recovery, but you are never alone. You will still be able to reach out to your specialist's clinic, friends, and family members for help and support. Your close contacts can help you to become comfortable with the Ned Clinic and troubleshoot issues with you.

Your family doctor is also an important member of your care team. The comprehensive health care they provide is focused on your wellness and quality of life, and is built upon a personal relationship with you. Your family doctor can be a valuable resource and you can still reach out to them with prostate cancer-related concerns while you are a part of the Ned Clinic.

For help with specific issues, refer to contacts on page 18.

A Note on Privacy and Security

The information you provide within the Ned application is stored securely and is password-protected, so it can only be accessed by you and your care team.

It is important that you feel comfortable using the Ned Clinic and are confident you can complete your Wellness Survey and blood tests. If you have any concerns about using this technology, please let your specialist's clinic know.

How do I get started with the Ned Clinic?

Now that your specialist's clinic has confirmed your interest in Ned, you will follow the steps below to get started.



- Your specialist's clinic will schedule a Welcome Visit for you, and will email you the date and time along with a video call link (unless you have chosen to have your Welcome Visit over the phone). You will then confirm your attendance.
- At the scheduled time of your Welcome Visit you will receive a phone call from your Ned Coordinator, or you can click the video call link that you received in your email, either on your computer/laptop or tablet.
- The Ned Coordinator will start your meeting and answer any questions you may have about the Ned Clinic. The Ned Coordinator is an employee of a healthcare organization with a background in health services.
- The Ned Coordinator will create your Ned account for you during this call and will guide you through setting it up.
- You can record important account information in the back of this book.
- After this step, you will be able to see the date for your next follow-up review.

What will I do in the Ned Clinic?

After you have completed your online Welcome Visit and your account is ready to go, you can start your virtual follow-ups immediately. You can access the Ned Clinic anywhere there is an internet connection, including your computer/laptop, tablet or smartphone.

When you log in, the date of your next follow-up review will show on your homepage.

Steps 1-3, outlined in detail on the following pages, will be completed for each follow-up review.



Complete tasks



a) blood work



b) Wellness Survey



Wait for results as your doctor reviews your blood work and Wellness Survey



Receive a Doctor's Note with your results and your next follow-up review date.

Occasionally, you may have a virtual visit or in-person visit request from your doctor.

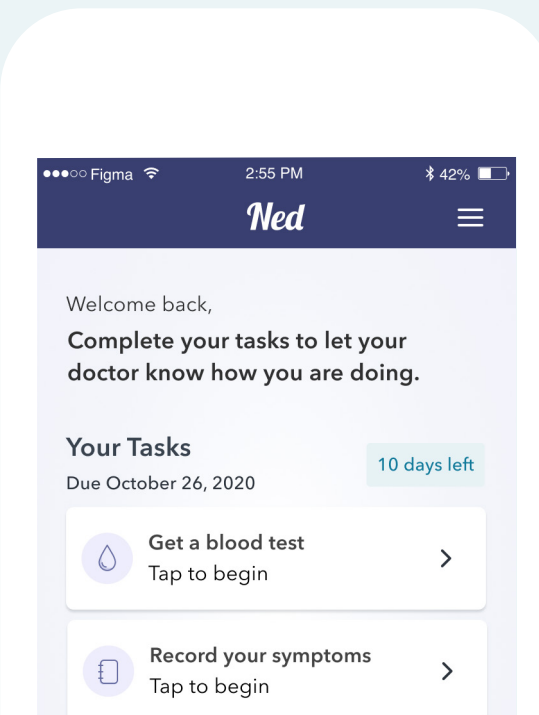
Follow-up reviews: step-by-step instructions



Complete tasks

A week before your follow-up review, you will receive an email reminder to complete two tasks. It's important that your doctor receives up-to-date information in time for your review, so **please complete them in the time frame you're given.**

Log in to your Ned profile on your computer or mobile device to view and complete your tasks.





1a) Complete blood work

You will be able to download and print a lab requisition form, which you can take to your nearest community laboratory to check your PSA levels. For patients in Alberta and Nova Scotia, after your appointment is done, please manually mark the task as completed, in the app. **Full instructions on page 16.**

Your doctor will receive your lab results once they are available.

If you want to, you can also view them within the Ned application.

PSA

0.02 ug/L

Latest result on Feb 20, 2020

PSA results can be interpreted in different ways. Your healthcare provider can help you learn what these results mean for you.

PAST RESULTS

Jun 24, 2019	0.03 ug/L
Mar 24, 2019	0.05 ug/L
Nov 24, 2018	8.17 ug/L
Jul 24, 2018	0.07 ug/L

Wellness survey
26 questions

Start now

Wellness Survey
1/26

Urinary Function

Overall, in the last 4 weeks, how big of a problem has urinary function been for you?

No problem

Very small problem

Small problem

Moderate problem

Big problem



1b) Complete Wellness Survey

The next step is to complete a Wellness Survey, which is designed to measure your progress and keep your care team informed about your overall health and any symptoms you may experience. Only you and your care team can see your responses.

2



Wait for results from your doctor's follow-up review

Once you complete your tasks, you may have to wait up to 7 days for your doctor to review your results. Contact your specialist's clinic if it has been more than 7 days.

3

Receive Doctor's Note outlining next steps, as well as the date for your next follow-up review.

Once your tasks are completed, your doctor will be able to review your submitted information and complete their review. They will write a Doctor's Note with your results.



View your Doctor's Note

Tap to view

The Doctor's Note will be available to read in the Ned application.

Doctor's Note

Feb 18, 2020

Hi Greg,

I've reviewed your symptoms & lab results and have no concerns with your progress.

Your next virtual check-in is in [3-months], where I will send you a new set of tasks and review your progress again.

Best,
Dr. Feifer



Your doctor will let you know if your results look normal. If they do, no further action is needed until it's time for your next follow-up review.



If your doctor has questions, they will mention this in the Doctor's Note. You can expect to be contacted by the specialist's clinic to schedule a virtual (phone or video call) or in-person visit to discuss your progress.

The virtual or in-person visit will be booked directly through your specialist's clinic (not through the Ned application).

This is normal while in the Ned Clinic. Sometimes more information is needed to complete an assessment, which may require further questions to be answered during a virtual visit or a return to in-person visits for more tests.

Following a virtual or in-person visit, your doctor will let you know the next steps.

For more information on in-person visits, **refer to page 17.**



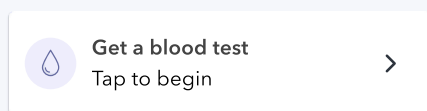
Before your next virtual follow-up review, you will be sent a reminder email to complete your tasks again. You will follow steps 1-3 as before.

How and when will I complete my blood tests?

You will receive an email reminder to get your blood test done before each follow-up review.

Instructions for completing blood tests:

1. Log in to Ned from a device that is connected to a printer.
2. Select 'Get a blood test' to view your lab requisition.



3. Click the prompt to download your requisition. A PDF copy of your lab requisition should save to your device.
4. When you are ready to get your blood test done, **print this document** to take it with you to your local lab. **Some clinics will allow you to show a digital copy of your requisition. Contact them to make sure, ahead of time.** If you do not have access to a printer, public libraries and office supply stores such as Staples offer printing services. Alternatively, try printing at a friend or family member's home.
5. **Make sure you carry your provincial health card and the digital or printed lab requisition to your appointment.**
6. For patients in Alberta and Nova Scotia, after your appointment, log in to Ned and **manually mark the task as complete.**
 - a. For patients in Ontario, this will be done by the system automatically.

What if my doctor asks me to come back into their clinic?

If your doctor decides that they would like to schedule an in-person visit to further assess your progress, they have the ability to pause your virtual follow-up visits.

- If this occurs, your Ned Clinic account will be paused and you will return to your regular in-person follow-up appointments. This may occur if your doctor requires your physical presence or needs additional bloodwork, imaging tests, or procedures to make treatment decisions.
- This will be indicated in your Doctor's Note. Once you've read the note, your virtual follow-up will be paused until your doctor decides to reactivate it.



Virtual Follow-up Paused

Your enrollment in the Ned Virtual Clinic has been paused by your doctor. You will still be able access your previous results and doctor's notes on Ned.

This is common, and not necessarily a sign that something is wrong. When you attend your in-person visit, your doctor will be able to address any questions or concerns you may have.

Who should I contact if I need help?



Contact your specialist's clinic for health or appointment concerns, including:

- Doctor's Notes
- General health concerns
- Follow-up reviews
- Appointment scheduling

Clinic name _____

Doctor's name _____

Clinic phone number () _____

Clinic email _____



Contact your Ned Coordinator for concerns with the Ned Clinic, including:

- Completing follow-up tasks
- Leaving the Ned Clinic
- How the Ned Clinic works
- Any other Ned-related issues

Ontario: support@nedclinic.ca

Alberta: supportab@nedclinic.ca

Nova Scotia: supportns@nedclinic.ca

For all technical issues for all provinces, please contact
support@nedclinic.ca

My Personal Details



Please fill this out for future reference and keep it in a safe place

Date of Ned Welcome Visit _____
MM / DD / YYYY

Ned username _____

Ned password _____

Health Card # _____

Date you were diagnosed _____
MM / DD / YYYY

PSA value on date of Ned Welcome Visit _____ ug/L

Security question answer 1 _____

Security question answer 2 _____

Security question answer 3 _____

Check out these links to learn more about Ned, the researchers who built it, and research policy:

Ned website: nedclinic.ca

EHealth Innovation at UHN: ehealthinnovation.org

UHN Research Ethics Board:

uhn.ca/Research/research_ethics_board



Built by eHealth Innovation at UHN

nedclinic.ca