

FAQs | Health Tracker

01 What is Health Tracker?

Health Tracker is a program that connects you to your care team outside of the clinic. Your physician has prescribed a treatment that requires close monitoring. It is important to let your care team know that you have taken your oral medication and tell us about the side effects you are experiencing. Health Tracker helps you follow your treatment plan and manage your symptoms with your care team. Health Tracker is an easy way to let your care team know how you are feeling so they can do everything possible to make sure your treatment goes according to plan.

02 Why did I receive a text and/or email message?

Your clinic has partnered with Navigating Care's program Health Tracker to send you notifications to check-in regarding your treatment. You may be asked to report that you have taken your medication, that you are experiencing side effects, or both.

03 Is it safe to click the link in the message I received?

Yes! Each link is completely safe and generated uniquely for you. Navigating Care abides by anti-spam requirements in compliance with the U.S. CAN-SPAM Act, meaning you'll never receive a message unless you've agreed to receive notifications from your clinic.

04 Where does the information I send go?

Your clinic will be notified when you check-in using Health Tracker. If it is during your clinic's business hours, they will contact you if you need assistance. However, if your check-in is submitted outside of business hours, your clinic may not contact you until the next business day. If you need urgent assistance, go the hospital or call 9-1-1.

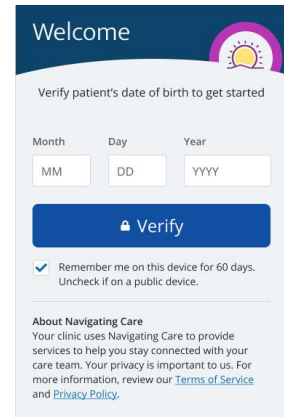
05 Is my personal health information (PHI) secure in Navigating Care?

Your message link and all the information provided is secure and protected. Navigating Care is fully compliant with federal HIPAA and state laws pertaining to your privacy. To prevent any unauthorized access, we require you to verify your identity for each device on which you use Navigating Care – whether it's your phone, desktop, or tablet – before you can gain access to your information.

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06 Do I need to sign in to use Health Tracker?

Yes. For your security, we require you to re-verify your identity every 60 days for each device on which you use Navigating Care. Once verified, you will be able to click on any link previously sent to you to access your information. To verify your identity, enter your date of birth.



07 What should I do if my personal health information is incorrect?

Navigating Care receives your personal health information directly from your clinic's electronic medical record. If you believe there is an error, please contact your clinic directly to update your information.

08 Is there a fee to use the service?

No, Navigating Care is a free service provided by your clinic to help you better manage your care. However, standard text messaging rates may apply if you choose to receive messages via your mobile device.

09 What do I do if I choose to not participate?

Contact your clinic to end your Health Tracker check-ins.

10 Who do I contact for technical assistance?

For technical assistance with Navigating Care, please contact the Navigating Care support team at support@navigatingcare.com or call 1-800-925-4456 Monday through Friday, 7 AM to 5 PM Pacific Time.