



Using the Care Diary by Choices Healthcare App

Welcome to Care Diary by Choices Healthcare. This guide will help you quickly learn how to navigate, track and manage patients' information with ease.

Care Diary is designed to:

- Make tracking the patient's comfort and symptoms simple.
- Offer specialized content for caregivers.
- Provide 24/7 access to expert assistance.

Caregivers can track the following patient symptoms daily, replacing the need for pen and paper:

- Pain Level
- Breathing
- Agitation and Restlessness
- Bowel Movement
- Sleep Quality

The app is an easy, all in one resource for caregivers to reference when meeting with the Hospice team during routine patient visits. The tracking features allow caregivers to stay connected with Hospice & Community Care, as notifications can be sent to team members whenever there is a worsening change in the patients' tracked items.

In addition, the app has a library that includes information in video or text form on how to provide personal care, properly administer medication and manage symptoms.

Navigating the App Creating an Account

Care Diary

- Health Tracking Made Simple
- Easy-to-Use, Even for Beginners
- Specialized Content for Caregivers
- End-of-Life Care Support

Hospice & Community Care Patients:

- 24/7 Access to Expert Assistance

Are you the caregiver or patient?

☒ Caregiver

☐ Patient

Please identify yourself as the patient or caregiver.

Using your fingertip, click the circle next to what applies to you—either caregiver or patient. The dot next to your selected option will turn teal.

Always tap the **Next** button at the bottom of the page to go to the next screen.

Next

Care Diary

< Create Account

Accept Terms & Conditions

By tapping "Accept", you agree to the following Terms & Conditions for use of this application:

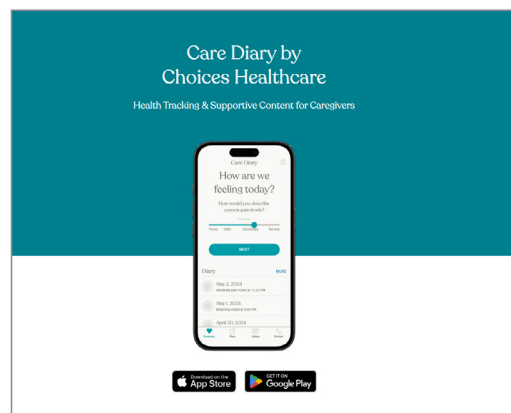
- This app is designed to protect patient privacy. All data, including any Protected Health Information (PHI), is stored securely on taken based on the app's content.

☒ Accept

Next

On the following screen, accept the Terms & Conditions by scrolling to the bottom of the page, tapping the **Accept** square and then tapping the **Next** button.

Getting Started



Download the App:
<https://carediaryapp.com>

Hit the 'App Store' button when using an iPhone or iPad.

Hit the 'Google Play' button when using an Android.

Once downloaded, the app icon will be saved to your home screen. Click the icon when you want to access the app.



Care Diary

< Create Account

Enable Notifications

Receive convenient notifications and stay on track with timely alerts.

"Care Diary" Would Like to Send You Notifications

Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

Don't Allow Allow

Enable Notifications by tapping the **Next** button at the bottom of the page and then selecting **Allow** on the popup screen.

Care Diary

< Create Account

Caregiver First Name

Required

Caregiver Last Name

Required

Please note that caregivers are to track the patient's symptoms, rather than their own.

Creating an Account (continued)

2:53 Care Diary

< Create Account

Is this for an existing Hospice patient?

☒ Yes

☐ No

Account Setup PIN

4075

Check page 6 of your Hospice Handbook or call us at 1 (877) 506-0149 if you need help finding your app registration PIN.

Next

- Please identify if the patient is or isn't a Hospice & Community Care Patient.
- Using your fingertip, click the circle next to what applies to the patient—either Yes or No. The dot next to your selected option will turn teal.
- Please enter the PIN: 4075
- Then hit the **Next** button at the bottom of the page.

Care Diary

Account

Are you the caregiver or patient?

☒ Caregiver

☐ Patient

Caregiver First Name

Required

Caregiver Last Name

Required

Patient First Name

Required

Patient Last Name

Required

Patient Date of Birth

Required

Patient MRN

Next

Please enter the patient's first name, last name and date of birth. The app is HIPAA-compliant, ensuring that all patient information remains secure. The patient's Medical Record Number (MRN) is optional.

No need to remember your Unique ID. That is for internal purposes only.

Then hit the **Next** button at the bottom of the page.

If you need immediate assistance, click the **Contact** icon on the menu at the bottom to call the Hospice team.



Tracking the Patient's Symptoms

After you create an account, each time you log in, you will start on the 'Summary' screen. This allows you to begin tracking your daily entries, view a snapshot of previous entries and view the library categories.

2:55 Care Diary

How are they feeling today?

How would you describe current pain levels?

None

0 1 2 3 4 5 6 7 8 9 10

Next

Entries [MORE](#)

May 22, 2025
Initial Entry noted at 2:55 PM

Summary Entries Library Contact

To begin tracking the patient's daily symptoms, hit the **Next** Button.

Begin answering the questions listed on behalf of the patient. The patient's answers should be how they are feeling that day.

- For questions that include a sliding numerical scale, place your finger on the teal dot and slide the dot from left to right.

There is an option before saving entries to include notes. This free space gives caregivers the ability to write down important information that they want to share with the Hospice team on their next patient visit, for example, the patient is experiencing shortness of breath when resting, or they are experiencing pain when they move. Please do not include personal health information.

Care Diary

< Back How are they feeling today?

Additional Notes

Please share any additional information. Examples: What relieves or worsens your pain? When do you experience shortness of breath (at rest, during activity, eating, or talking)? How is it managed (rest, oxygen, medications)? Have you noticed changes in sleep quality or bowel movements?

Off Notify my care team

Would you like your care team to follow up via telephone?

Save

Summary Entries Library Contact

If you would like notifications sent to the Hospice team, please make sure the button beside **Notify my care team** is teal. If it is gray, use your fingertips and slide the dot to the right.

Notifications will only be sent to the Hospice team if any of the symptoms being tracked worsen from the day before.

To turn off notifications, use your fingertips and slide the dot to the left. The dot will turn gray.

If at any time you want to view the 'Summary' screen, click the **Heart** icon in the menu at the bottom.



Is there any shortness of breath?

Select if experiencing any shortness of breath.

Yes No

When was the most recent bowel movement?

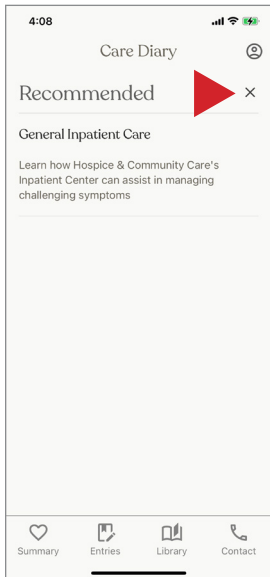
Select dates on the calendar for bowel movements.

Today

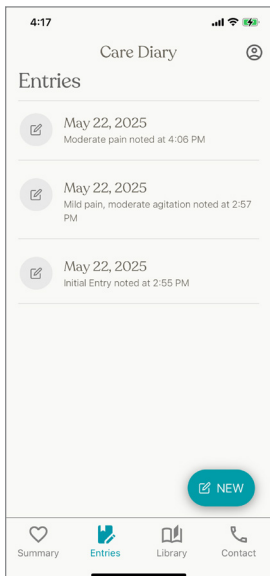
Fri	Sat	Sun	Mon	Tue	Wed	Thu
16 May	17 May	18 May	19 May	20 May	21 May	22 May

- For questions requesting 'yes or no' responses, simply hit the button that pertains to how the patient is feeling.
- For the question including a calendar, please select the day the patient experienced the action.

Once you have saved the patient's information, if any of their symptoms worsen from the day before, you will receive recommended content to help alleviate their symptoms. **If you requested a notification be sent to Hospice staff, you will receive a phone call response within 2 hours.**



- If you click the 'X' in the right-hand corner of the app, it will close the recommended content and display your current and previous entries. Please note that you will not be able to access the list of recommended content after clicking the 'X.'

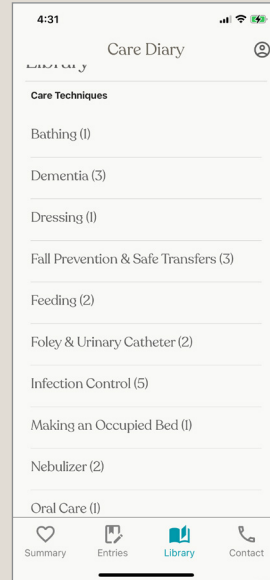


To quickly view all your entries when logging in to the app, click the Entries icon on the bottom menu. You may not edit your entries once they are saved. You may delete your entries by clicking the pencil icon then hitting 'Delete.'

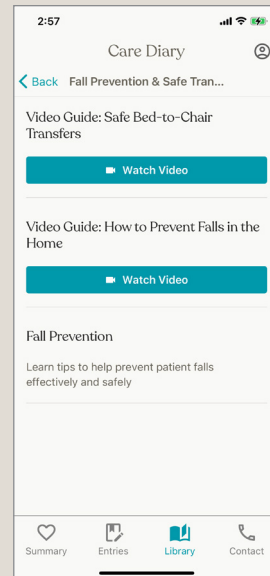


Library

To access the content library, click on the Library icon located on the menu at the bottom.



- The library is divided into four categories—Care Techniques, Symptom Management, Medication Information and Approaching Life's End. Under each category is a list of related content.
- The numbers listed beside the content topic show the number of articles and/or videos that are available on that subject matter.
- When you select a topic, the title of the article or video will appear along with a short description of the content.



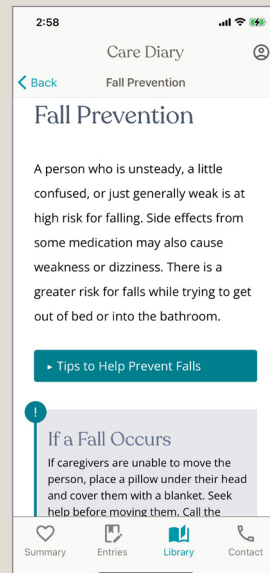
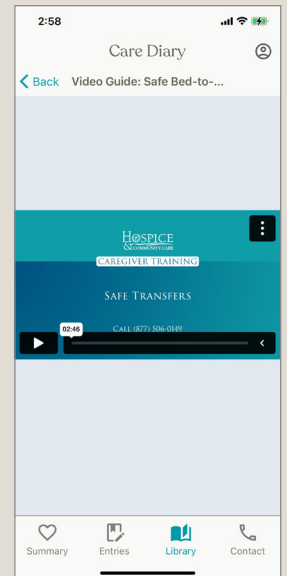
Videos

- To watch a video, click on the 'Watch Video' button.
- Click the play button to start the video.



Articles

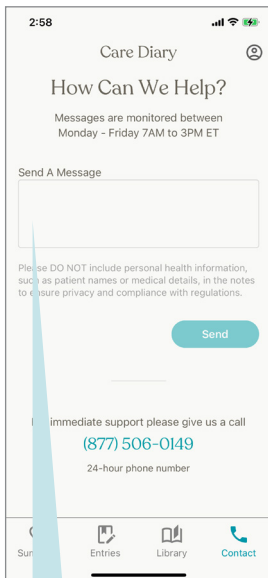
- To view the article, click on the title of the article.



- Some content will include a teal box with an arrow. By clicking the teal box, it will expand to reveal additional content.

Contact Hospice & Community Care

If you need immediate assistance, click the **Contact** icon on the menu at the bottom to call the Hospice team.



If you have a non-urgent question for the Hospice team, please ask your question in the **Send A Message** box. Please do not include personal health information.

Frequently Asked Questions

Account Creation

Q. Must I remember my Unique ID?

A. No, the ID is for internal purposes only.

Q. How do I edit my account?

A. In the upper right-hand corner, click the  icon

Q. Is the patient's information accessible to all family members through the app?

A. No, the information is only stored in the device where the app is downloaded.

Q. Who should I contact if I have questions or trouble using the app?

A. Please contact Hospice & Community Care at (717) 295-3900 and ask for Information Support.

Tracking Features

Q. Should I be tracking my information as the caregiver or the patient's information?

A. Please only track the patient's information in the app.

Q. Is Hospice & Community Care able to view all of the information as I enter it?

A. No. You must send a notification, the entries are not viewable remotely.

Q. What happens if I forget to track one day?

A. It's okay. Simply, begin tracking the next day.

Q. Can I edit a past entry?

A. No, past entries may only be deleted.

Q. How do I delete a past entry?

A. To quickly view all your entries when logging in to the app, click the  Entries icon on the bottom menu.

You may not edit your entries once they are saved. You may delete your entries by clicking the  pencil icon then hitting **Delete**.

Q. How do I view archived entries?

A. Select the  Entries icon in the bottom menu.

Q. Can I export my data?

A. No, not at this time.

Notifications

Q. How quickly will Hospice staff respond once a notification is sent?

A. A Hospice team member will respond within 2 hours.

Q. How will I be contacted by the Hospice staff after a notification is sent?

A. By phone

Q. Do I have the option to turn on and off notifications being sent to Hospice staff?

A. Yes, you have the option to select or deselect sending notifications in both the account settings and every time a new entry is created.

Library

Q. May I share content with others via email or text messaging from the app?

A. No, not at this time; however, that is a feature we may add in the future.

Q. What if I have questions after reviewing the content? Who should I call?

A. Please call Hospice & Community Care at (877) 506-0149.

Q. What if I cannot find the content I need?

A. Your feedback is very important to us, and we want to provide valuable content. Please contact Hospice & Community Care's Education Department at depeducation@choiceshealth.org with recommendations.

Bonus Tips

- Log the patient's info every day.
- Share the patient's trackable data with the Hospice team during visits.
- Take advantage of the self-care resources in the library for caregivers.
- Always call Hospice & Community Care at (877) 506-0149 for immediate, 24-hour support.