



## Using the TapCloud App

### EMERGENT VS NON-EMERGENT NEEDS

#### EMERGENT needs that should be reported to your Care Team

- Unmanageable pain or worsening symptoms
- Medical supplies needed within 1 day
- Medication supply needed within 1 day
- Emergency room visit or impending crisis
- Rapid decline in patient's well-being
- New temperature
- Falls
- Increased nausea, vomiting, constipation, or loss of appetite
- Severe agitation
- Worsening mental health symptoms such as thoughts of suicide, increased panic attacks/severe anxiety, depression
- New symptoms

#### NON-EMERGENT needs that can be communicated through TapCloud

- Medical supplies needed within 2 days
- Medication supply needed within 2 days
- General care update with your Care Team members
- New symptoms that do not require immediate attention
- Mild general decline
- End-of-life planning with Care Team
- Appointment date and time verification
- Scheduling a televisit
- Rescheduling an upcoming appointment
- TapCloud help
- Worsening change of a wound

TapCloud will be monitored Monday-Friday during our regular business hours, 8:30 am – 4:30 pm. Completing your daily check-ins and communicating changes in your symptoms is vital information to share with your Care Team.

***Any information sent after hours or during weekends and holidays will be seen during the next business day. Urgent or non-emergent needs that cannot wait until the next business day should be addressed by calling UpliftedCare at 815-939-4141.***

We are here for you if you need training or support and are available to you, 24/7, as you navigate through this journey.