

ROSI and Me

Help Guide for Patients and Informal Carers

15th December 2021. V3.

COHESION[®]
Connected Citizen Health



CAN DO
HEALTH & CARE



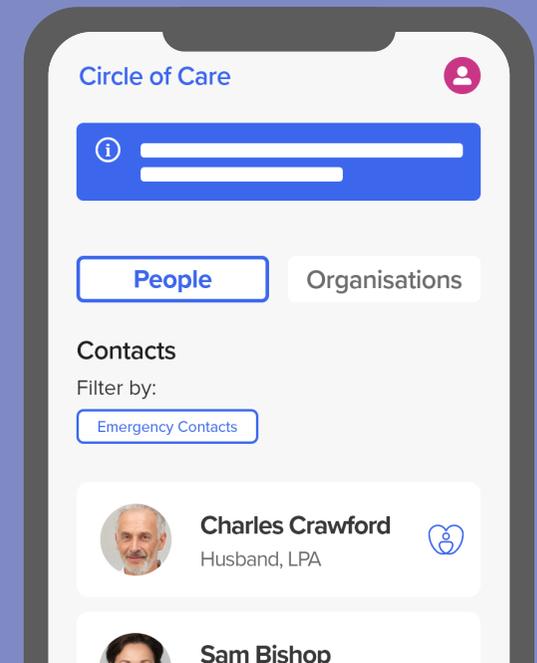
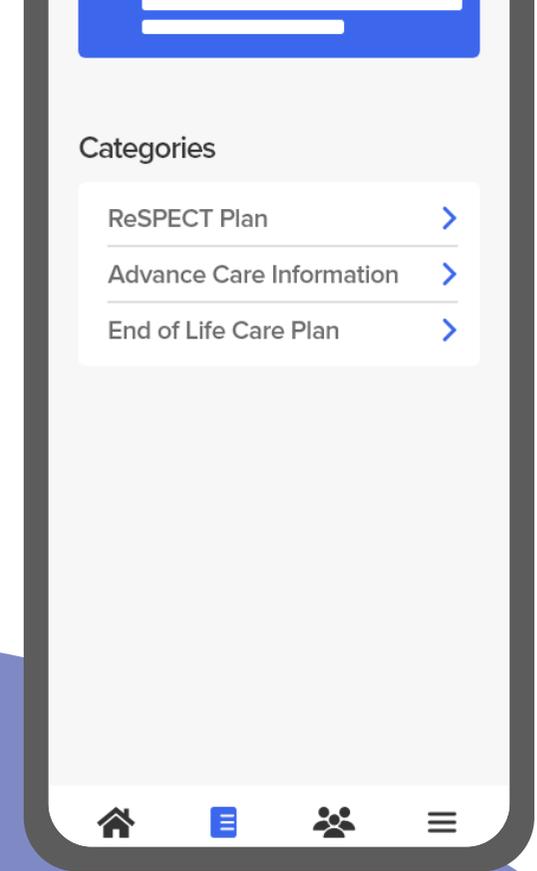
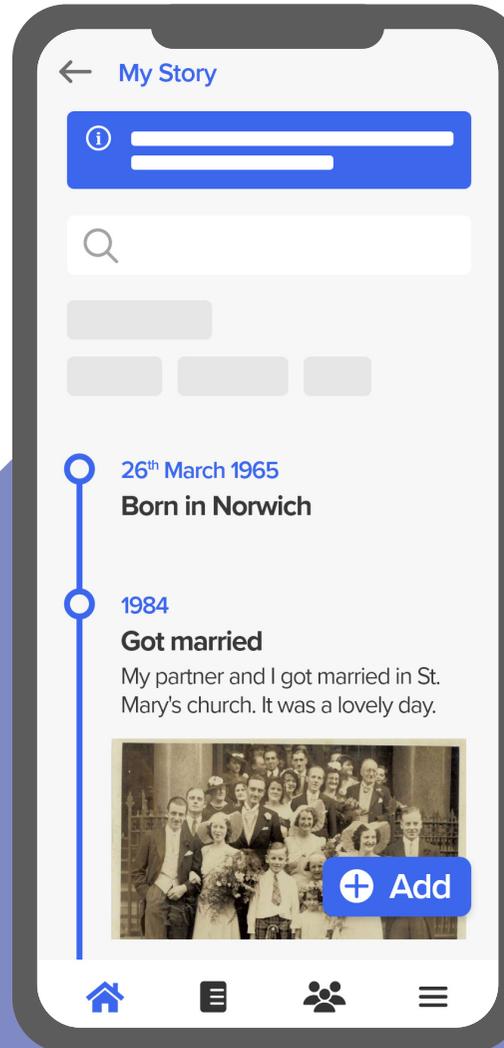
About ROSI and Me

ROSI and Me provides an easier way to connect with your care services and access care plans written by your care providers.

The app provides you with a means to give your personal context and add your contributions to decisions about your care.

ROSI and Me enables shared care access by citizens, health professionals and carers to care plans and relevant care information. Citizens can contribute directly to their care plans using inclusive, accessible features through which personal needs and wishes can be expressed.

The app provides a simpler and more convenient way to connect with your care services.



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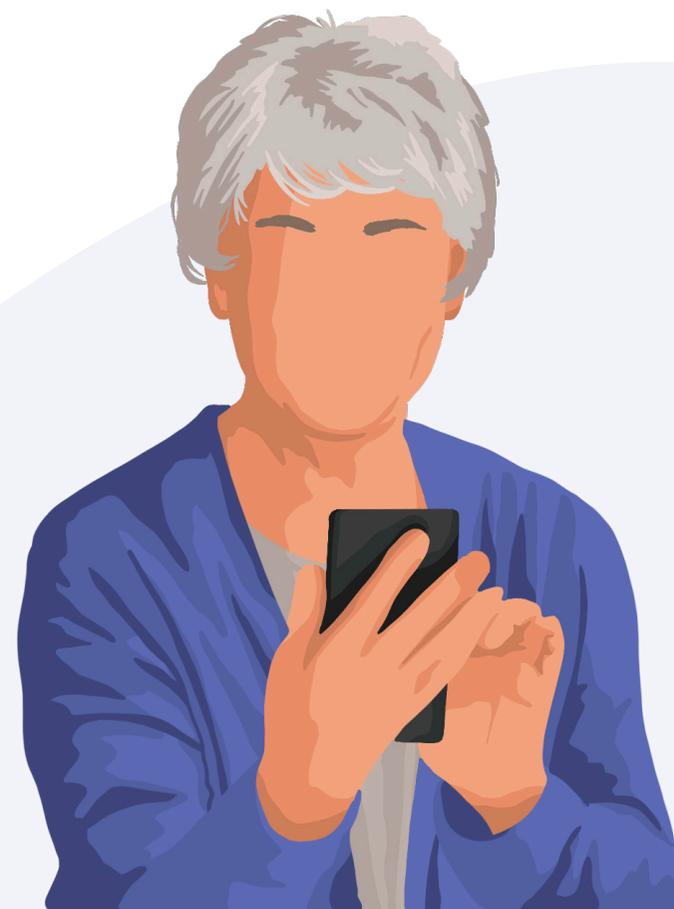
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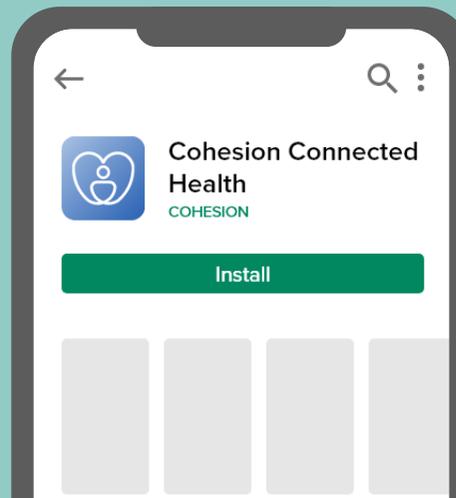
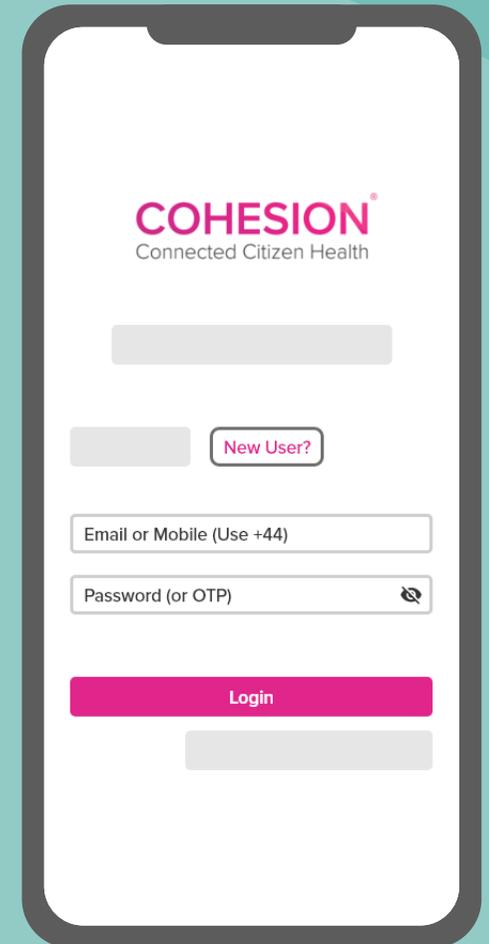
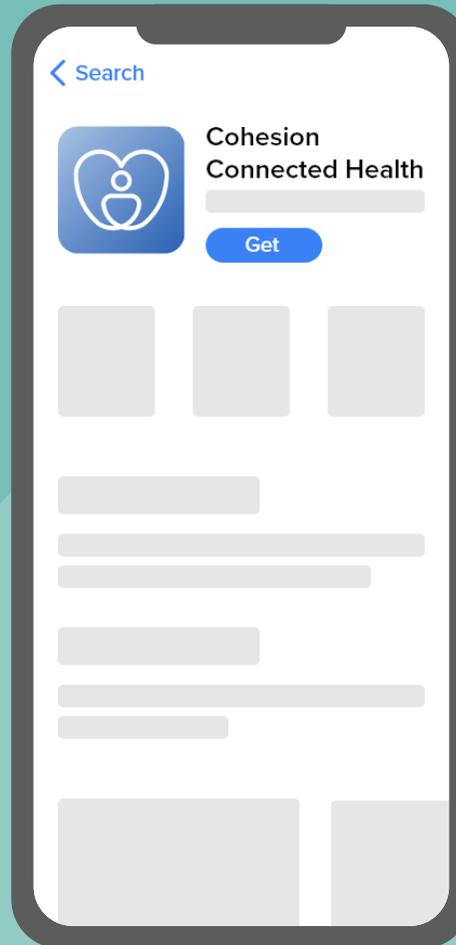
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Set-Up

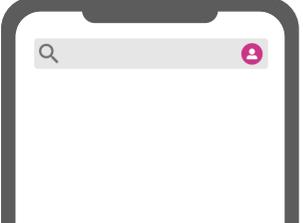
Download ROSI and Me
Create Your Account
Log In Securely



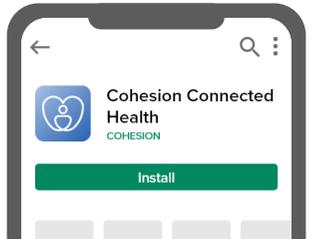
Download ROSI and Me

Google Play Store for Android

- 

1. **Open** Google Play on your phone
- 

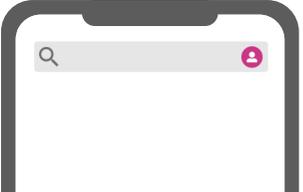
2. **Search** for “Cohesion Connected Health”
- 

3. **Tap** on “ROSI and Me Care Planning”
- 

4. **Tap** on the green “Install” button to download

Apple App Store for iOS

- 

1. **Open** the App Store on your phone
- 

2. **Tap** the “Search” icon on the bottom of the screen. **Search** for “Cohesion Connected Health”
- 

3. **Tap** on “ROSI and Me Care Planning”
- 

4. **Tap** on the blue “Get” button to download

Create Your Account



Hint

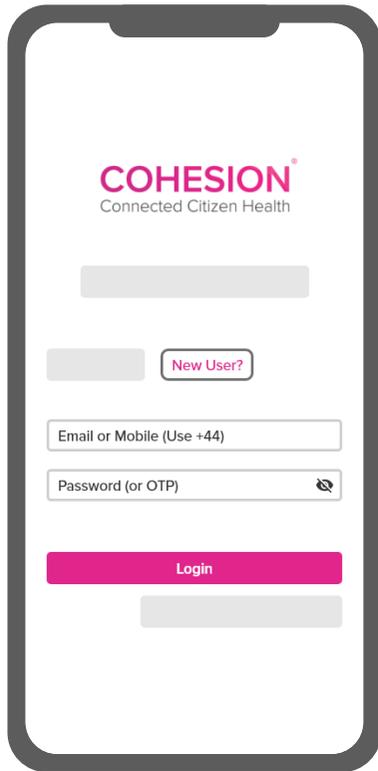
Enter your phone number in +44 format (the +44 replaces the 0 at the start)

Tap on “New User”

Tap to accept the terms and conditions. **Tap** “Next”.

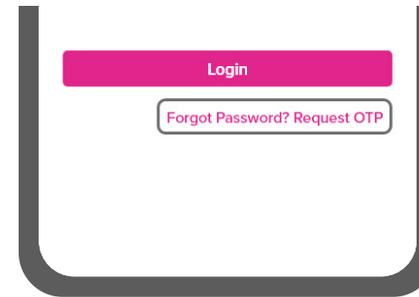
Add your details.
Tap “Create Account”

Log In Securely

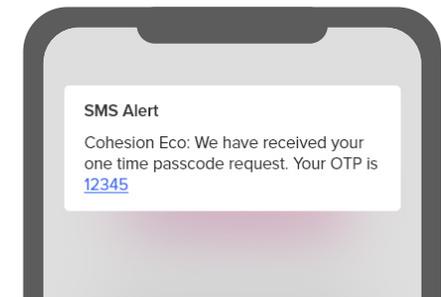
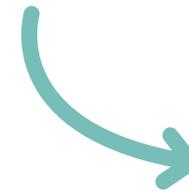


- 1 **Enter** your mobile number or email address
- 2 **Enter** your password
- 3 **Tap** the pink “login” button

Forgotten Your Password?



 **Hint**
An OTP (One-Time Passcode) is a 5 digit code used to authenticate a user

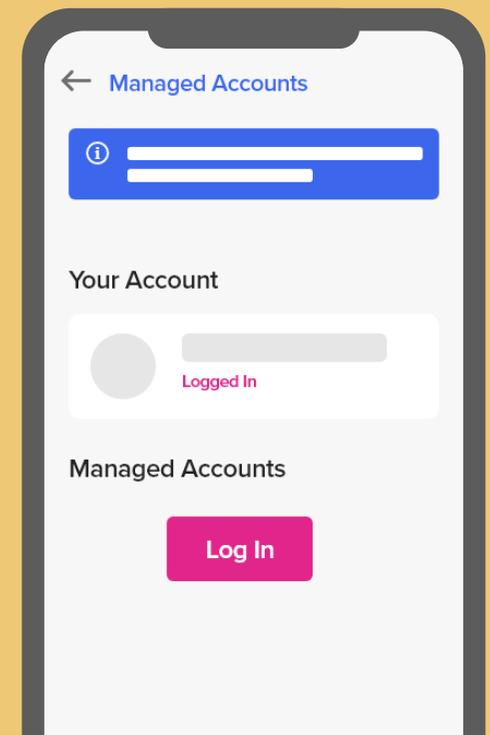
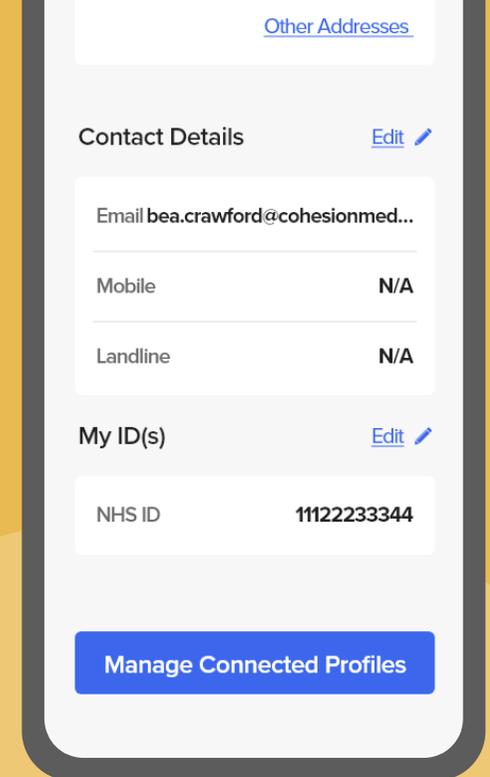
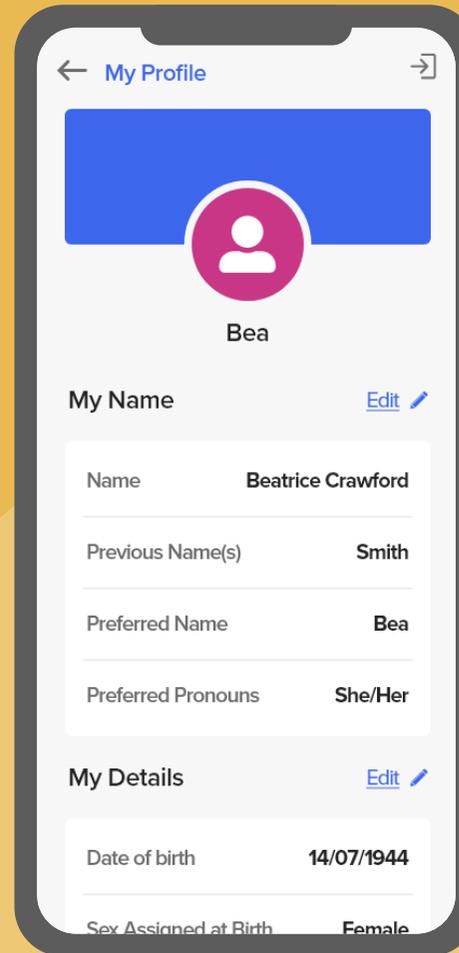


- 1 **Enter** your mobile number or email address
- 2 **Tap** “Forgot Password? Request OTP”
- 3 Your secure 5 digit code will be sent to you
- 4 **Enter** your 5 digit code into the password box

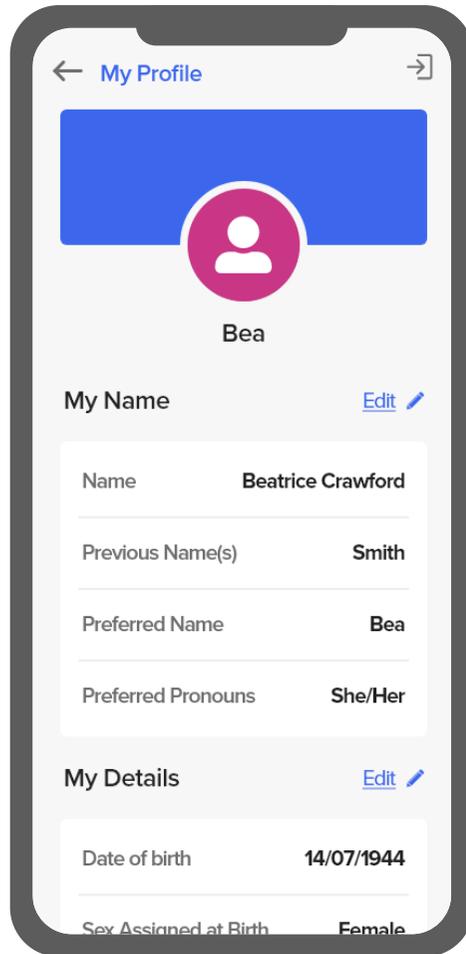
My Profile

My Profile

Shared Care

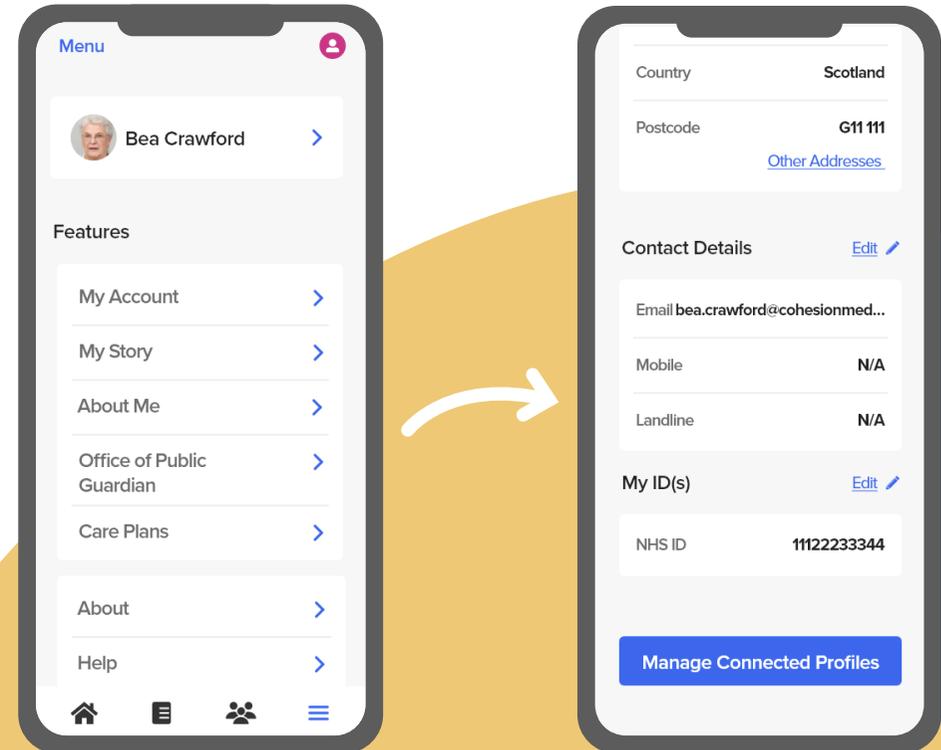


My Profile



My Profile is the place to add your personal details, your address(es) and contact details.

Editing Information

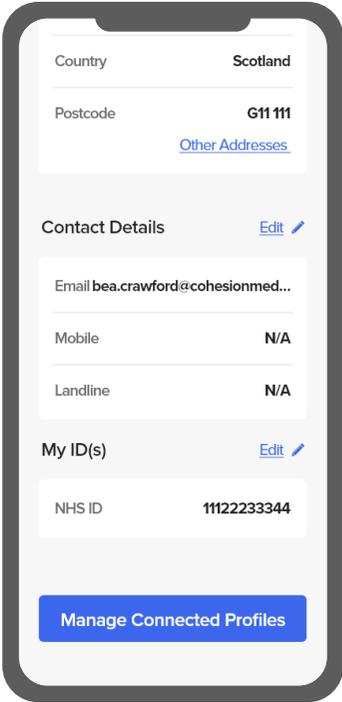
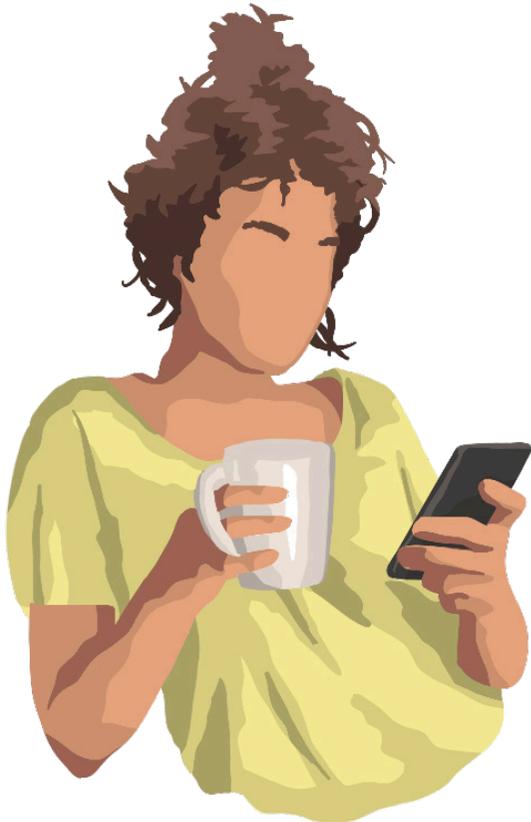


To access My Profile, tap the “Menu” icon, then tap your name at the top of the screen.

Tap the blue “Edit” button. Update as required, then tap the “Tick” icon at the top

Shared Care

Shared Care enables family or informal carers to access your account to assist you with your care.



Country Scotland
Postcode G11 111
[Other Addresses](#)

Contact Details [Edit](#)

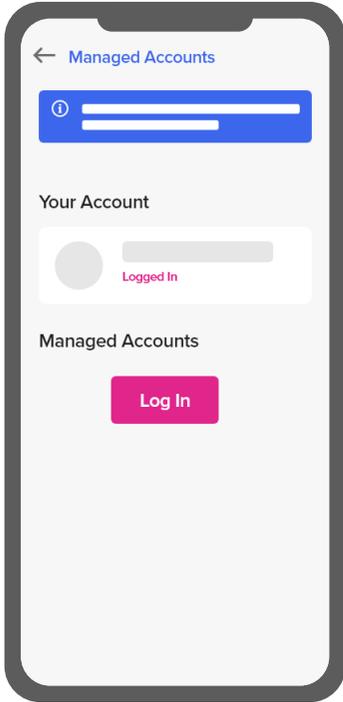
Email bea.crawford@cohesionmed...
Mobile N/A
Landline N/A

My ID(s) [Edit](#)

NHS ID 11122233344

[Manage Connected Profiles](#)

**Scroll to the bottom.
Tap “Manage Connected Profiles”**

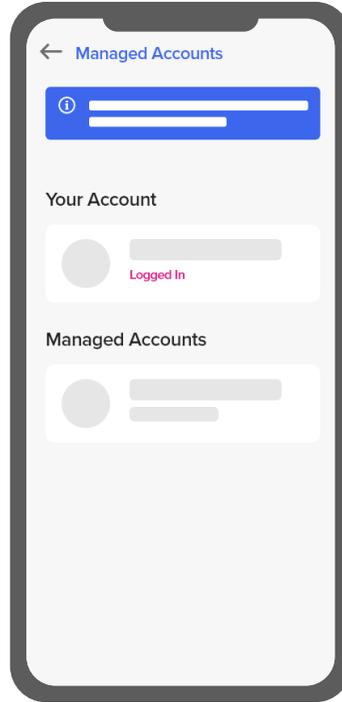


← Managed Accounts

Your Account
Logged In

Managed Accounts
[Log In](#)

Log into the account you would like to access



← Managed Accounts

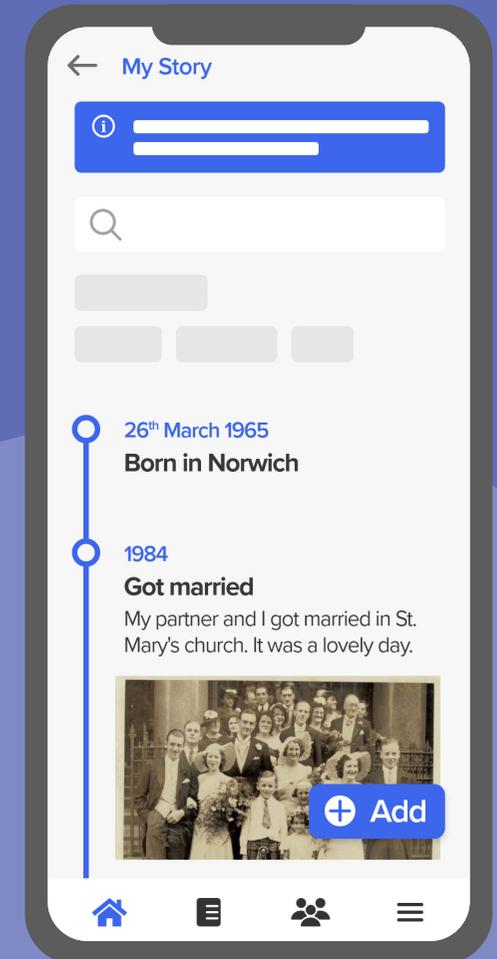
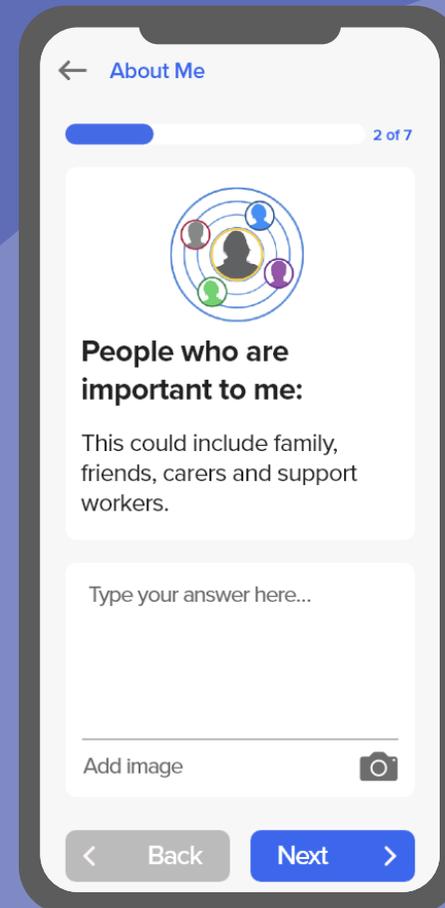
Your Account
Logged In

Managed Accounts

The account will now appear as a “Managed Account”

Getting to Know Me

About Me
My Story



About Me

About Me enables you to share information about yourself with people involved in your care journey.

The form consists of 7 questions:

- 1 What is most important to me?
- 2 People who are important to me
- 3 How I communicate and how to communicate with me
- 4 Please do and please don't
- 5 My wellness
- 6 How and when to support me
- 7 Also worth knowing about me

You can also give permissions to other to make changes to your **About Me** form.

Hint

You can use the "Information" icon for help or tips on each page

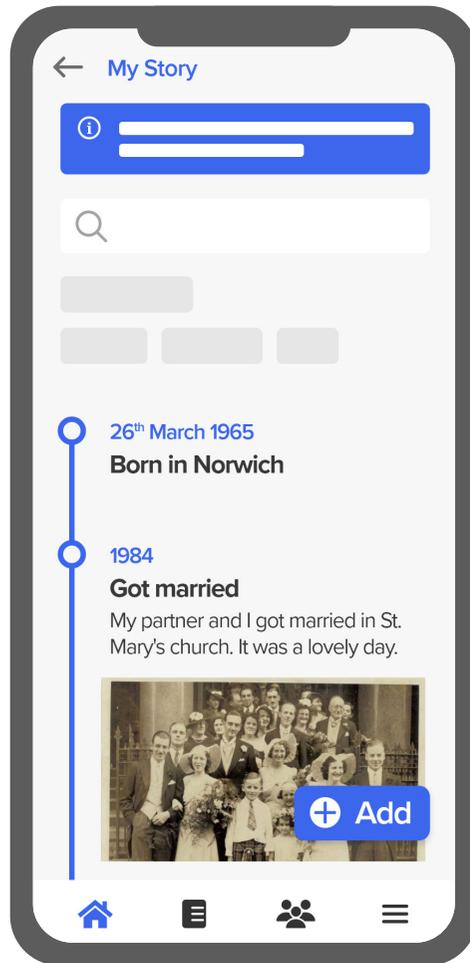
The screenshot shows the first question of the 'About Me' form. The title is 'About Me' with a back arrow. A progress bar indicates '1 of 7'. The question is 'What is most important to me?' with an information icon. Below the question is a text input field with the placeholder 'Type your answer here...'. At the bottom of the input field is an 'Add image' label and a camera icon. At the very bottom are 'Back' and 'Next' navigation buttons.

You can answer with text and/or images as you wish.

The screenshot shows the second question of the 'About Me' form. The title is 'About Me' with a back arrow. A progress bar indicates '2 of 7'. The question is 'People who are important to me:' with a circular icon containing several people silhouettes. Below the question is a text input field with the placeholder 'Type your answer here...'. At the bottom of the input field is an 'Add image' label and a camera icon. At the very bottom are 'Back' and 'Next' navigation buttons.

ROSI and Me gives every user the opportunity to choose an **Easy Read** option

My Story

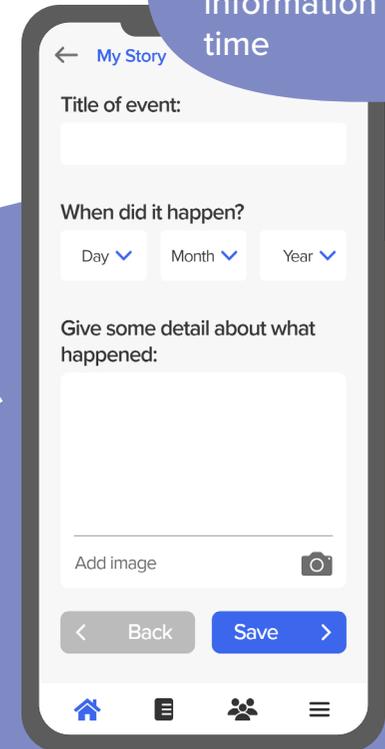


My Story enables you to add important life events, and describe your personal experiences in your own words.

Adding an event



Tap the blue “Add” button in the bottom corner of the screen



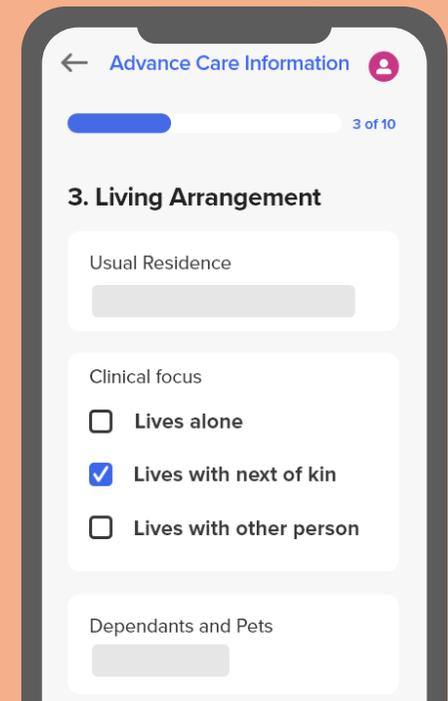
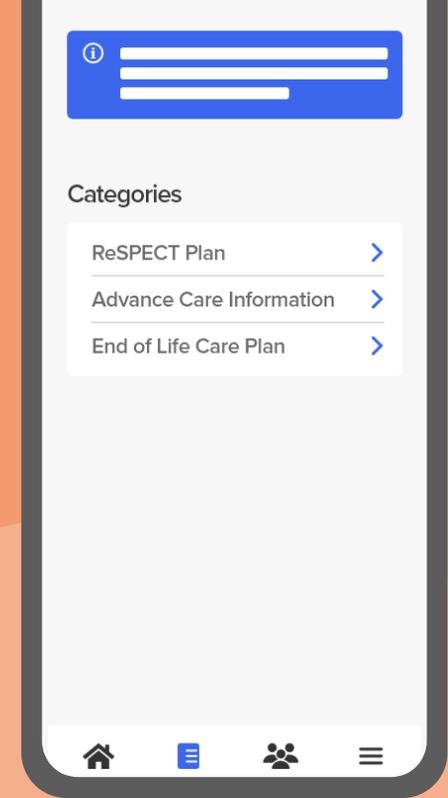
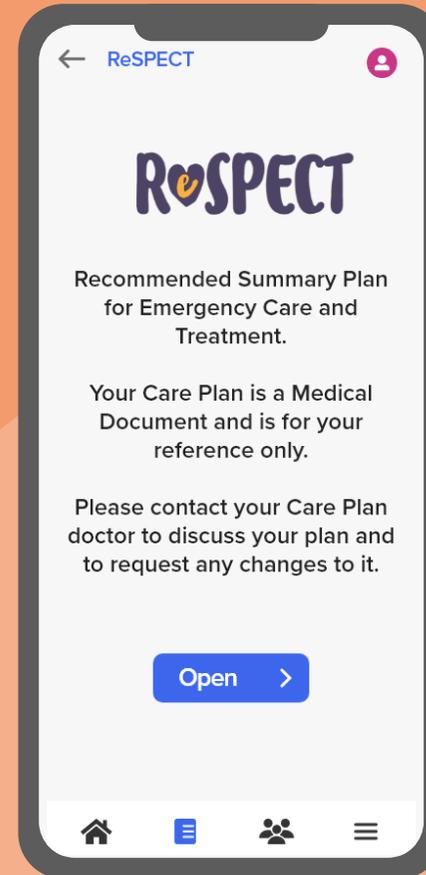
Add a title, when it happened, and a description

Hint
You can come back and add more information at any time

Care Plans

My Care Plans

Viewing Care Plans



My Care Plans

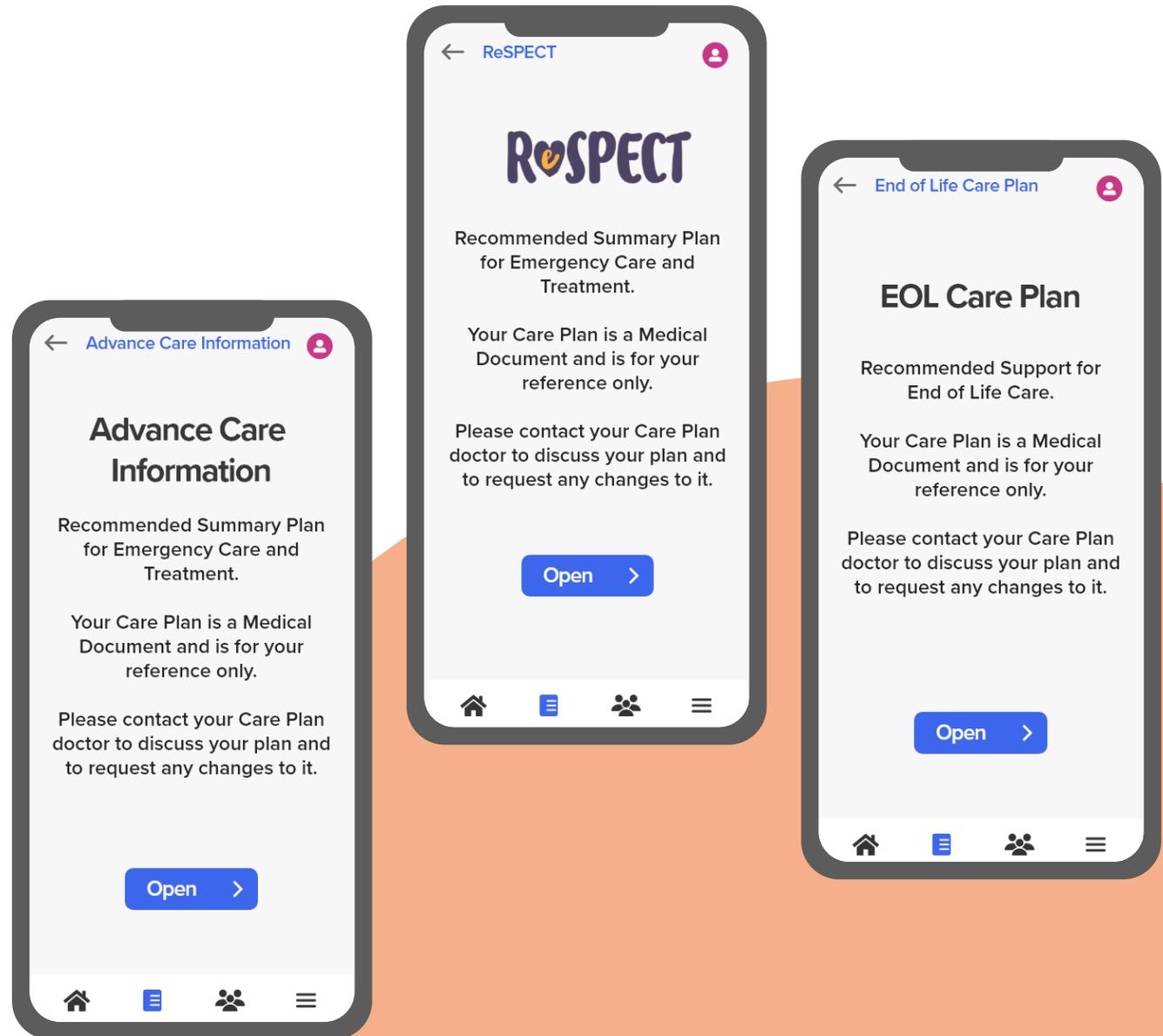
In the **Care Plans** section of the app, you can access any care plans that have been shared with you by your care provider.

There are 3 **Care Plans** available:

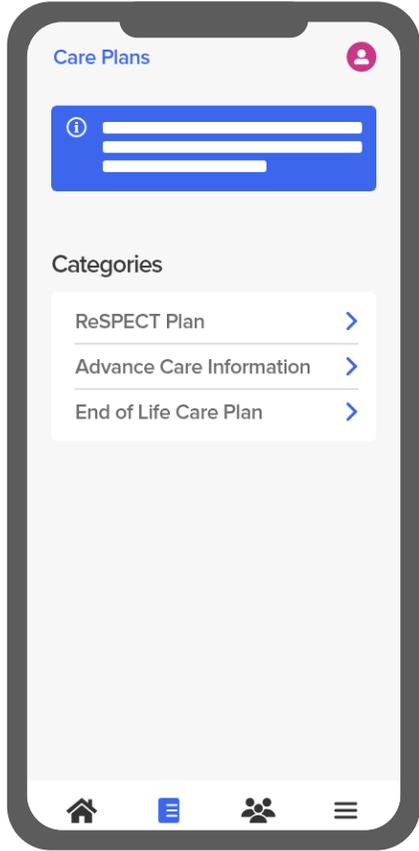
- 1 Advance Care Information
- 2 ReSPECT
- 3 End of Life Care Plan

Safety Notice

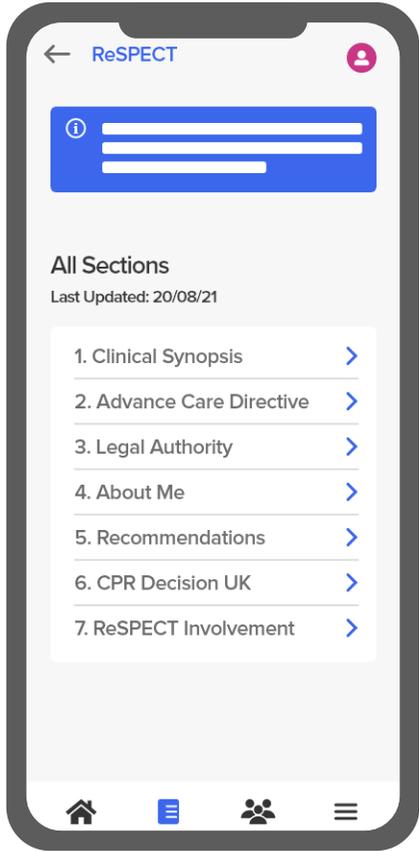
If you spot incorrect information in your plan or you would like to change it, you should contact your usual healthcare professional. Your usual healthcare professional will be able to discuss any errors or changes in your wishes with you and update the plan as necessary.



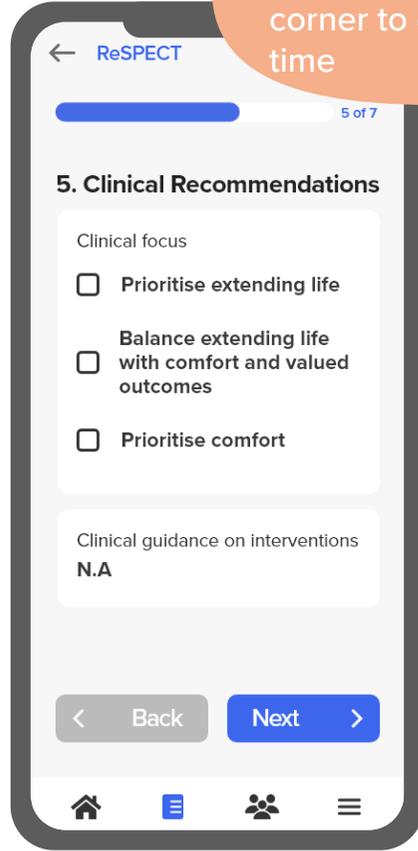
Viewing Care Plans



Tap the care plan you would like to view



Tap the section of your care plan you would like to view



Tap through the questions using the blue “Next” button

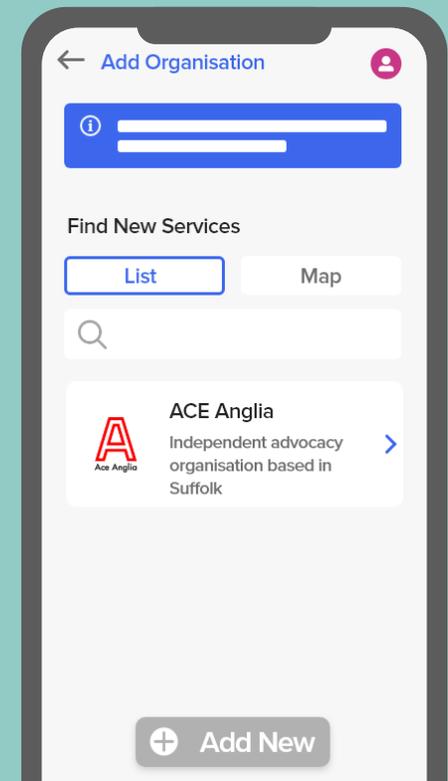
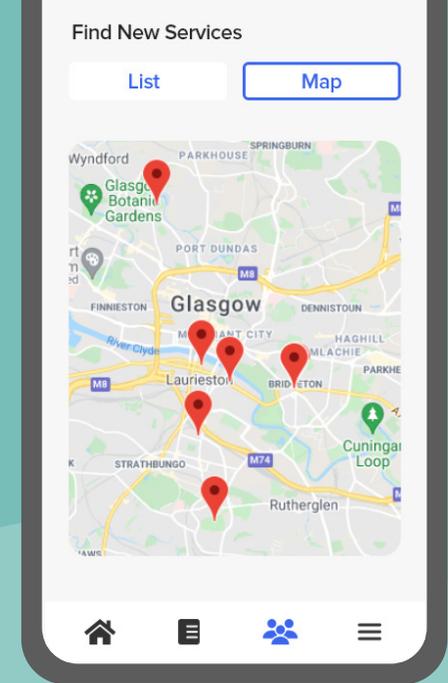
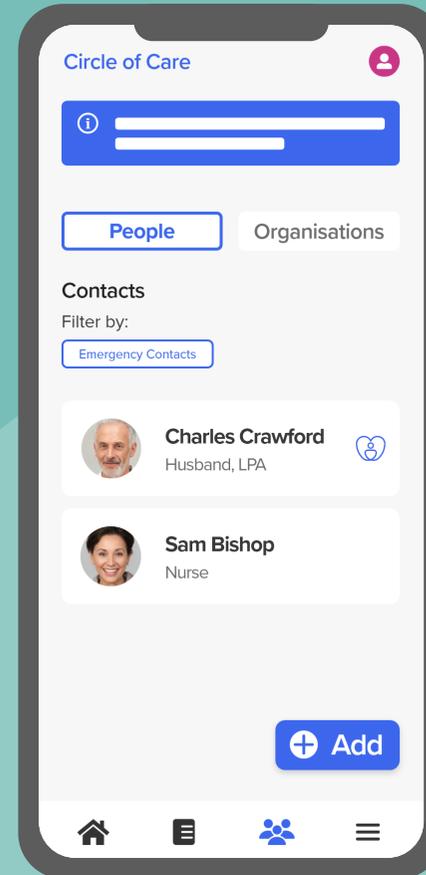
Hint
Tap the “Back” arrow in the top corner to exit at any time

Circle of Care

My Circle of Care

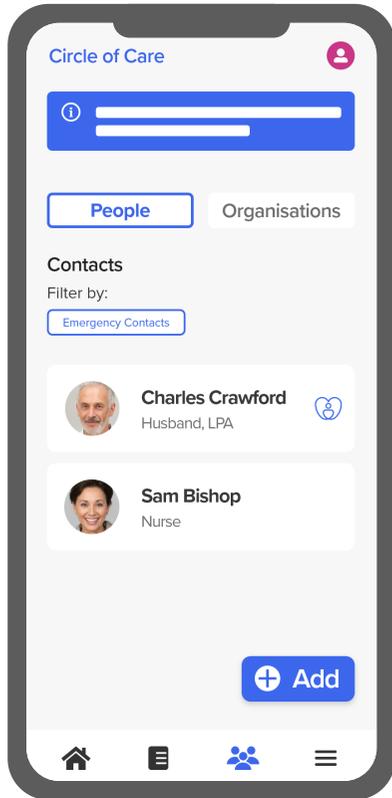
My Care Contacts

Support Organisations



My Circle of Care

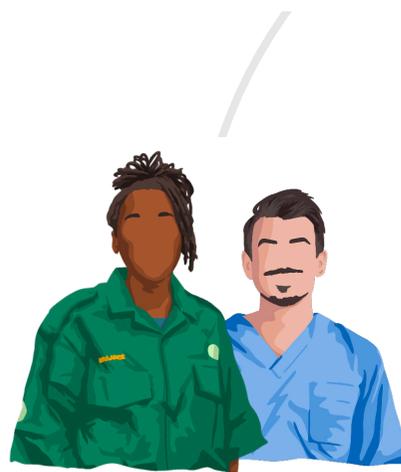
Circle of Care enables you to create lists of people and organisations who are involved in their care. You may also choose to grant others access to their data through this feature



Family & Friends



Organisations



Emergency Services

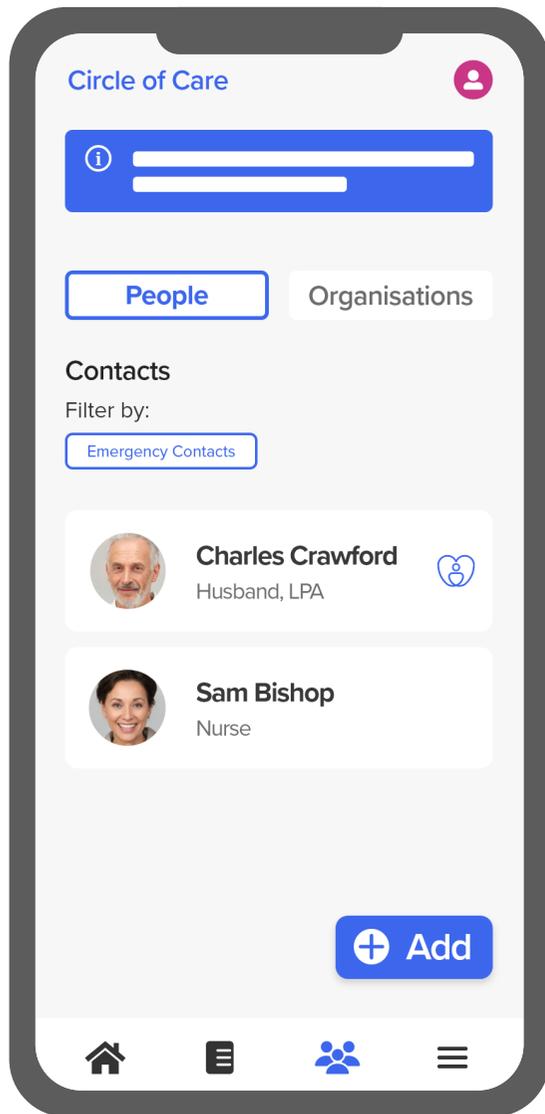


Health Professionals

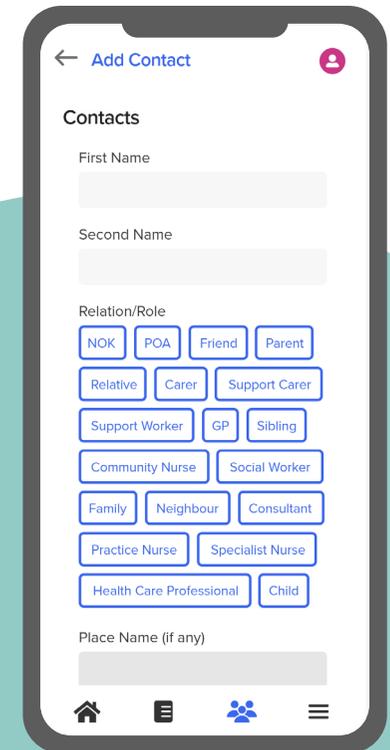
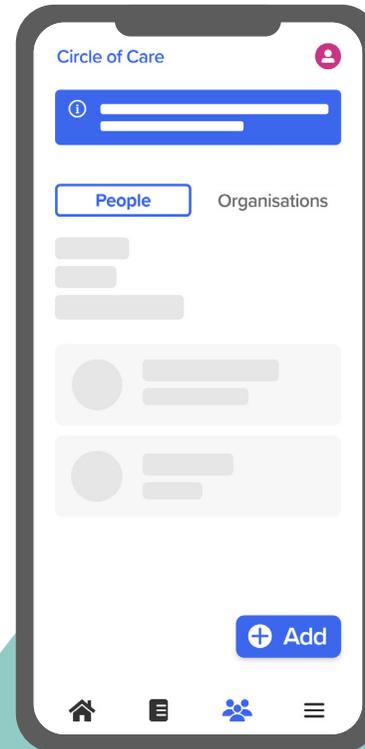


Care Staff

My Care Contacts



Adding a new contact

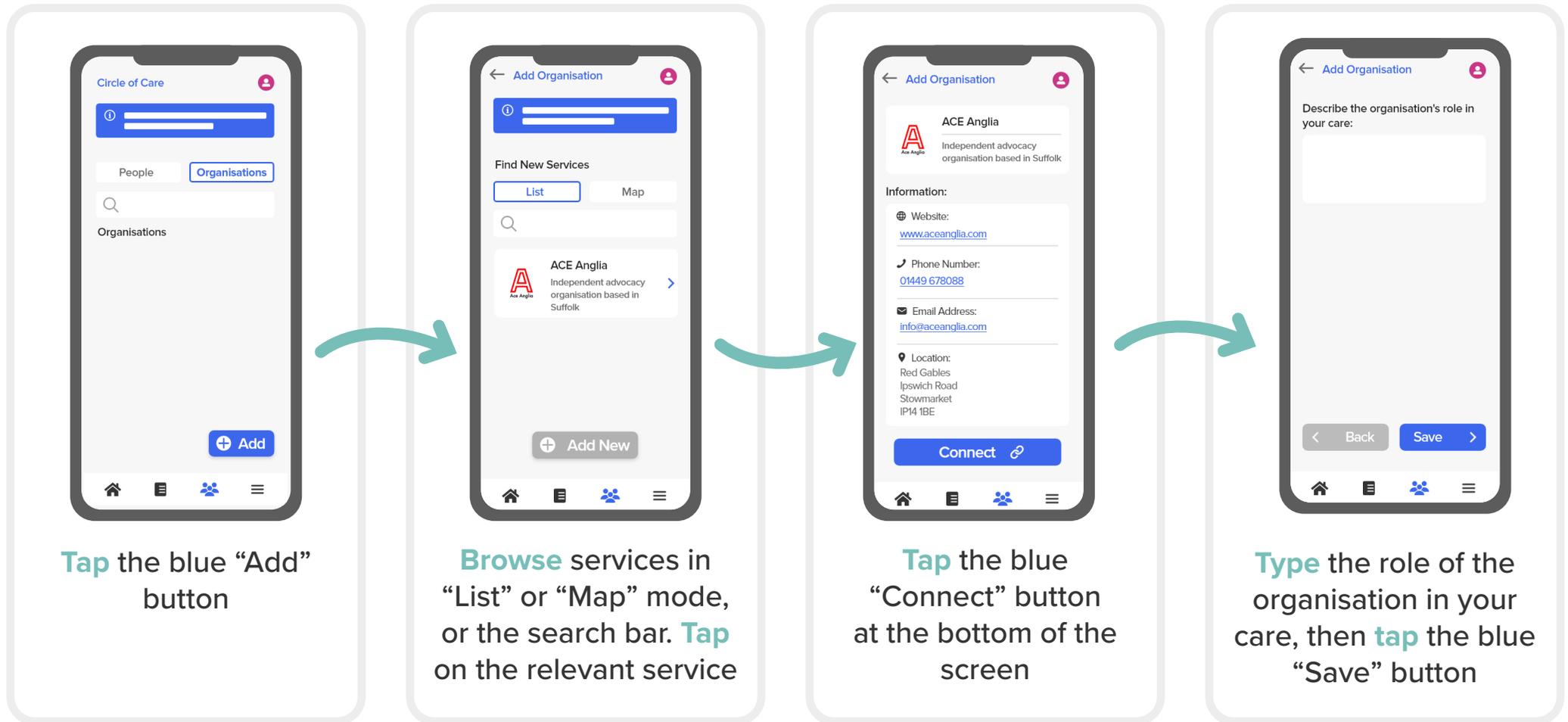


Tap the blue “Add” button in the bottom corner of the screen

Add details for your new contact. You can assign multiple relations/roles as appropriate

Support Organisations

Connect with Services



Tap the blue “Add” button

Browse services in “List” or “Map” mode, or the search bar. Tap on the relevant service

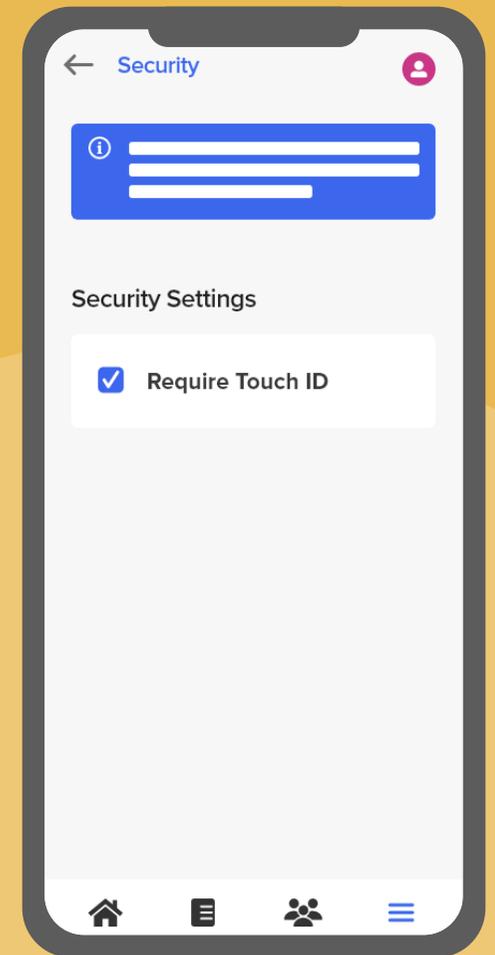
Tap the blue “Connect” button at the bottom of the screen

Type the role of the organisation in your care, then tap the blue “Save” button

Personalisation

Security

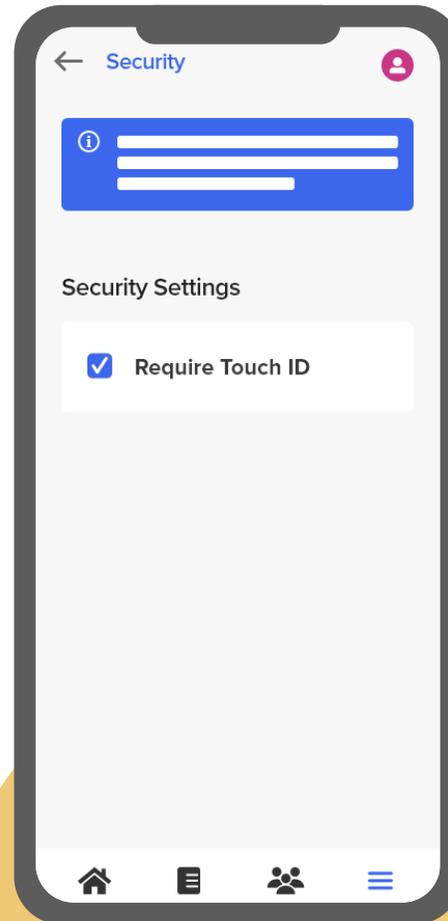
Accessibility



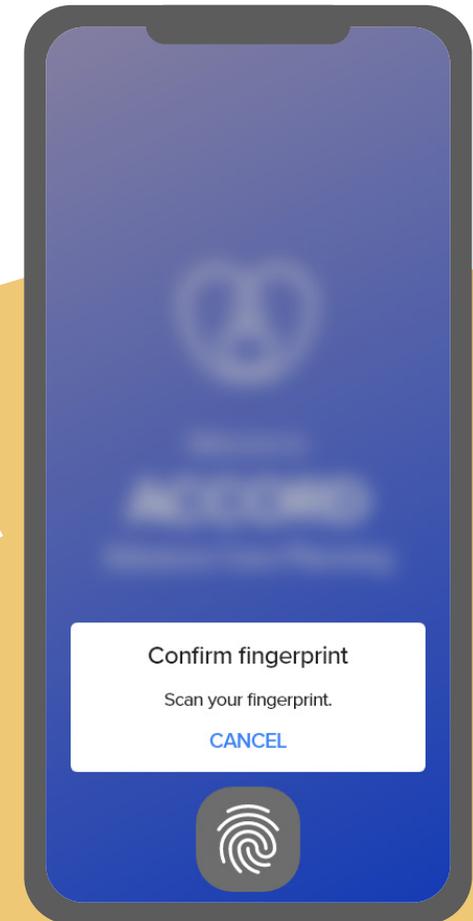
Security

ROSI and Me enables you to add an extra layer of security to your account using the Touch ID set up on your device.

Security settings can be accessed by **tapping** the “Menu” section in the bottom right corner, then **scrolling** to find “Settings”

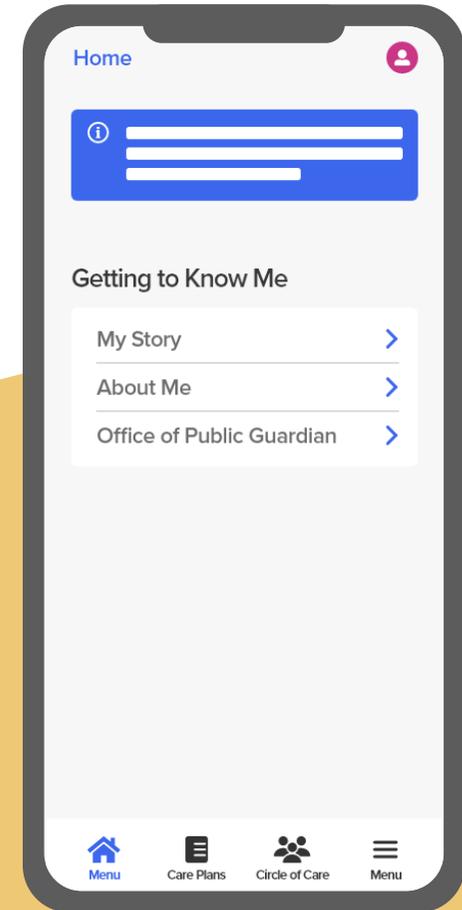
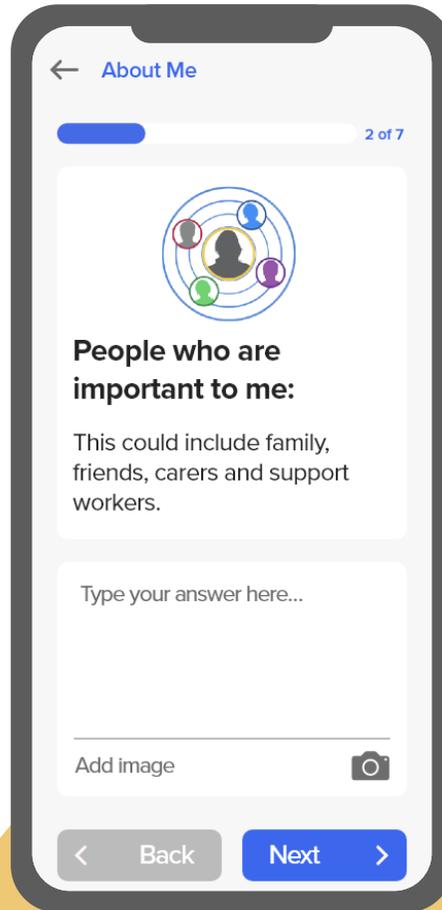
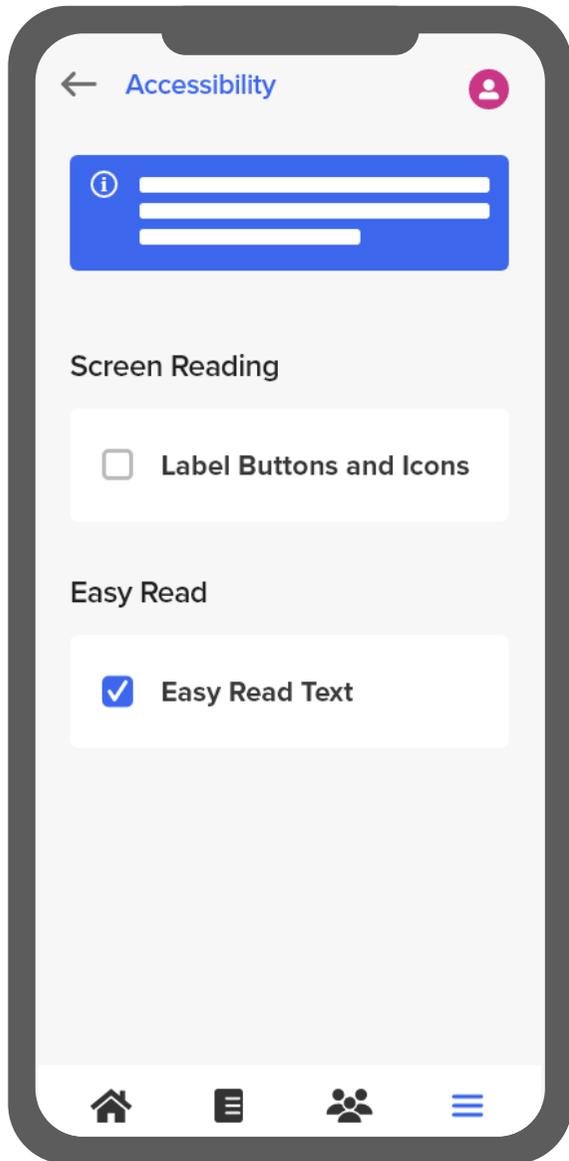


Tap the check box to turn Touch ID on/off



With Touch ID on, you will be asked to **scan your fingerprint** when opening the app

Accessibility



Easy Read Text

Easy Read includes simplified language and pictures for additional understanding

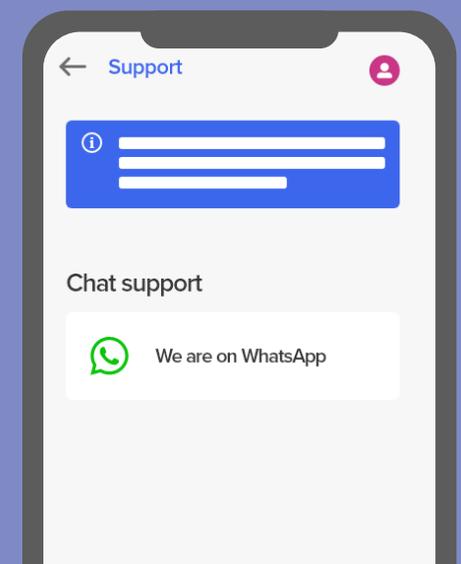
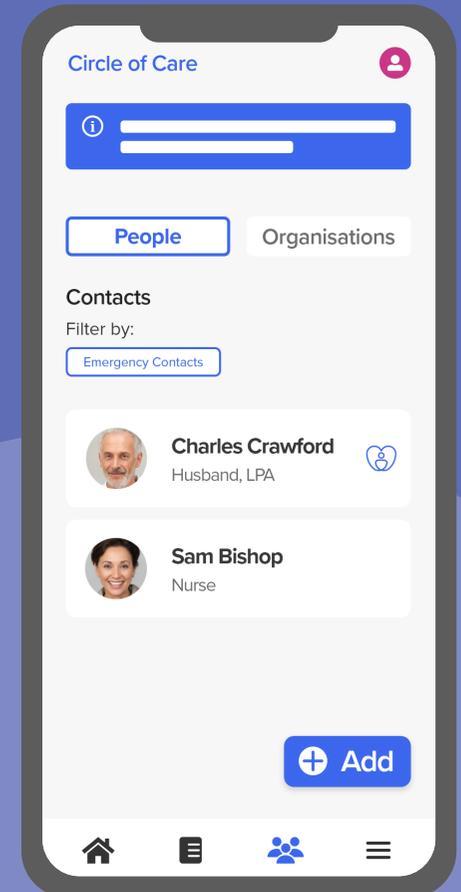
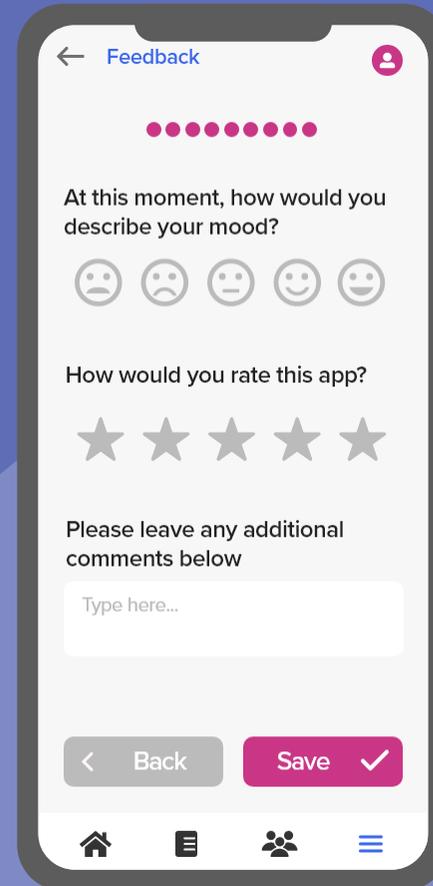
Label Buttons & Icons

Buttons and icons will be labelled throughout the app for screen readers

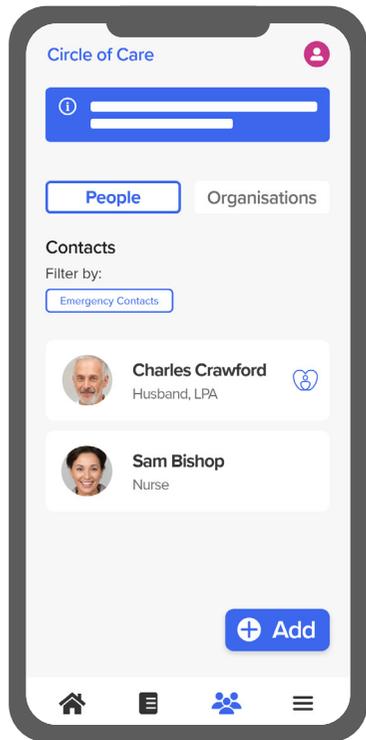
App Support

User Help

Give Feedback

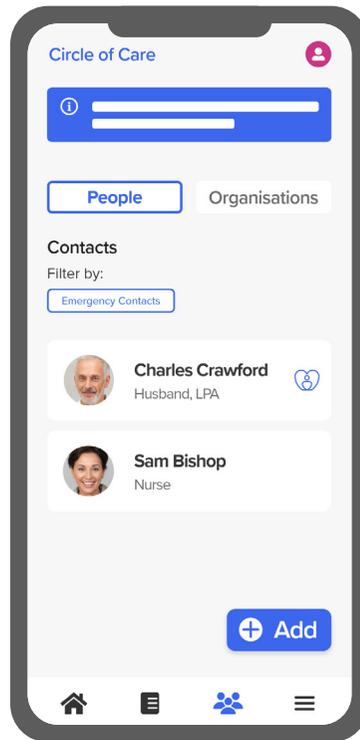


User Help



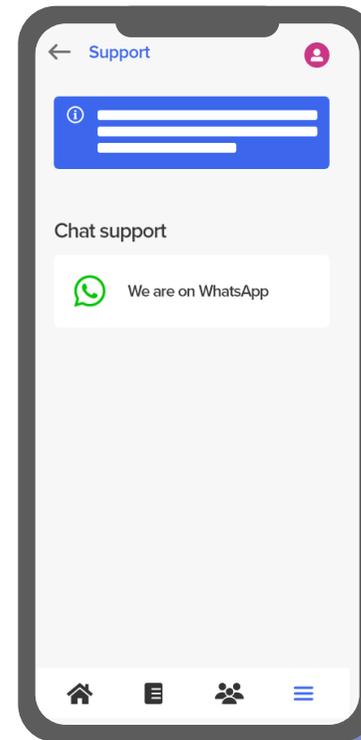
Help Tips

Help tips can be found placed throughout the app in blue boxes at the top of the screen



User Guides

In-app user guides and FAQs



WhatsApp Messaging

Support members will be available to assist app users via live chat.

- 1 Within "Menu", tap the section named "Support"
- 2 Tap "We are on WhatsApp"
- 3 Type your message into the chat box

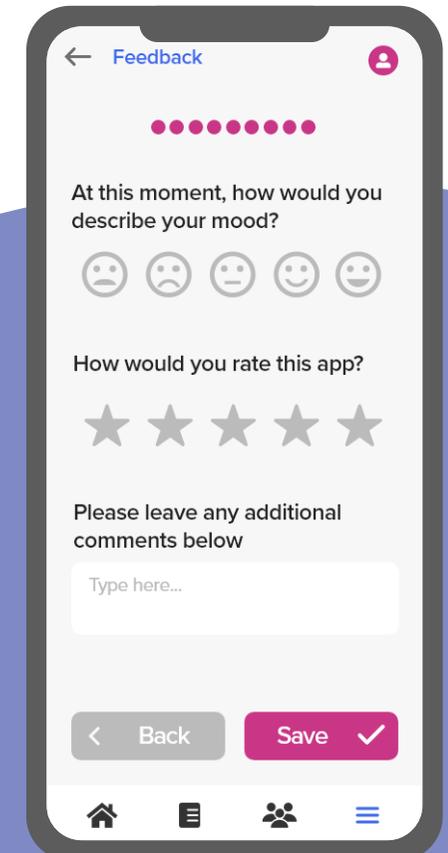
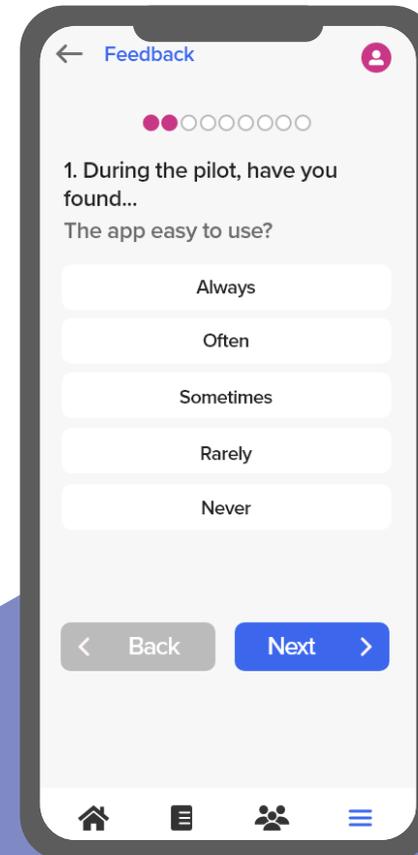
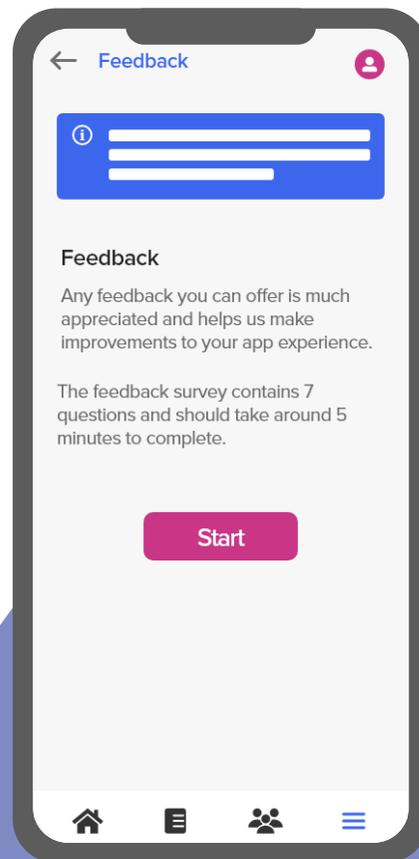
Give Feedback

Your feedback is very valuable to us and will enable us to make improvements to your overall app experience.

You can complete our **in-app feedback survey** any time, as often as you like.

The survey consists of 7 questions and should take around 5 minutes to complete. Feedback is found in the “Menu” section of the app.

Thank you for any feedback you can provide!



More Information

Resources

Frequently Asked Questions

Acknowledgements

Frequently Asked Questions

App Information

Q What devices will the app work on?

A The app can be used on any smartphone devices running Android 4+ or iOS 7+ operating systems.

Q Does the app have accessibility options?

A The app uses smartphone device settings to assist with accessibility needs.

Data Privacy

Q Where is the data being stored?

A All platform data is stored in the UK within the Microsoft Azure Data Centre (London). Any data entered in the mobile application will also be stored on that device.

Q How is my data managed?

A Your data is managed in ROSI and Meance with the Data Protection Act 2018 for the purposes of your direct health and care, and in accordance with your consent.

Q What if I want to change how my data is shared?

A If you wish to change how your data is shared then please contact your usual healthcare team.

Care Plans

Q What should I do if I spot incorrect information in my plan or I want to change my mind?

A You should contact your usual healthcare professional. Your usual healthcare professional will be able to discuss any errors or changes in your wishes with you and update the plan as necessary.

Resources



NHS England

Further Information: [england.nhs.uk/eolc/](https://www.nhs.uk/eolc/)

Resource 2

Support Line: [0800 888 6678](tel:08008886678)
[website](#)

Resource 3

+44 (0)1284 766133
[website](#)



Support Specialists

Support Line: [0808 808 00 00](tel:08088080000)
[Chat with a specialist online](#)



DementiaUK

Admiral Nurses

Support Line: [0800 888 6678](tel:08008886678)
[dementiauk.org/](https://www.dementiauk.org/)



St Nicholas
Hospice Care

Hospice Nurse

+44 (0)1284 766133
[stnicholashospice.org.uk](https://www.stnicholashospice.org.uk)

Acknowledgements

With thanks to all those involved in the project



Connecting Care Systems,
Services and People



COHESION[®]

Connected Citizen Health



info@cohesionmedical.com



www.cohesionmedical.com



[@CohesionMedical](https://twitter.com/CohesionMedical)



+44 (0) 141 611 9686



<https://www.youtube.com/c/Cohesionmedical>