



RACE App +



INSTRUCTION MANUAL

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RACEApp+ Healthism - May 28, 2015 - Everyone Business

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RACE App Interface Screenshots:

- Request Specialist
- My Inbox
- My Requests
- My Profile
- My Schedules
- FAQ

Specialty Areas

- Addictions Medicine
- Cardiovascular Risk & Lipid Management
- Endocrinology
- General Cardiology
- Geriatrics
- Nephrology

Received Requests

You haven't received any requests yet.

My Requests

- Cardiovascular Risk & Lipid Management

Current Schedule

Upcoming Schedules

Description

The RACE Service is an iPhone app that provides a mechanism for physicians in the Vancouver and Surrey-North Delta area to connect with each other for quick advice on clinical matters. The goal is to provide a reliable, 'easy-to-use' service that supports timely access to expert advice that can result in better collegial interaction and relationships between physicians and increase opportunities for learning. The service is for Family and Specialist Physicians who would like quick advice from a colleague with expertise in various areas. Nurse Practitioners and Medical Residents may also use the service.



To download from iTunes (Apple)

<https://itunes.apple.com/ca/app/raceapp+/id954258171?mt=8>

iTunes Preview

Overview Music Video Charts

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RACE

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Description

The RACE Service is an iPhone app that provides a mechanism for physicians in the Vancouver and Surrey-North Delta area to connect with each other for quick advice on clinical matters. The goal is to provide a reliable, 'easy-to-use' service that supports timely access to expert advice that can result in better collegial interaction and relationships

[Healthism Web Site](#) [RACEApp+ Support](#) [...More](#)

What's New in Version 1.2

Various bug fixes and ability for Vancouver users to continue being contacted by the RACE Connect hotline

Free

Category: [Medical](#)
Updated: May 28, 2015
Version: 1.2
Size: 5.6 MB
Language: English
Seller: Healthism Systems Inc.
© InputHealth Inc.
Rated 12+ for the following:
Infrequent/Mild

iPhone Screenshot

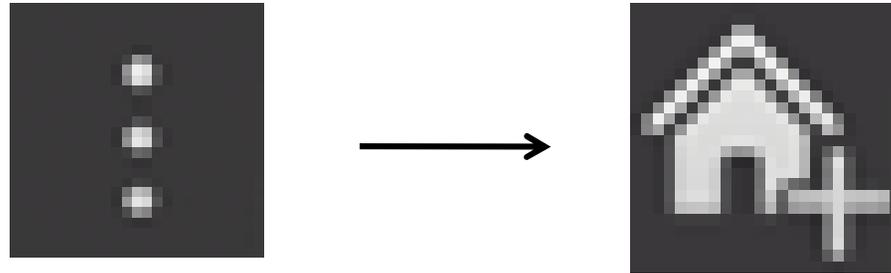
Carrier 10:43 PM
< BACK
My Requests

Carrier 10:43 PM
< BACK
Specialty Areas



To download from Blackberry

Go to www.raceapp.ca inside their browser, then tap the following icons



This will save the RACEapp link to your home page.



Disclaimer

To use the RACE app+ please read and agree to the disclaimer

← → ↻ raceapp.ca/#disclaimer

Apps Race Race Service PHC Connect Other bookmarks

Terms & Conditions

Terms and Conditions of Use and Authorization for Release of Information Agreement

Doctors of BC (henceforth referred to as 'The Provider') is pleased to offer you the ability to interact with other physicians in British Columbia online via a Web/Mobile App-based version of the Rapid Access to Consultative Expertise Service also known as the RACE App (henceforth referred to as 'the application'). This application and related services are subject to compliance with the terms and conditions set forth below. Please read the following information carefully. To request an account, read and complete this form, indicating you have read, understood and agreed to these Terms & Conditions of Use. BY USING EITHER THE WEB OR MOBILE APPLICATION, YOU ACCEPT AND AGREE TO OUR TERMS & CONDITIONS. If you do not agree to these terms and conditions, you may not access or otherwise use the application. You are free, however to access the RACE Service via phone.

Patient privacy is important to us. You must use patient information obtained via RACE App only in order to provide health care services. Users are to take reasonable precautions to maintain patients' confidential medical information. Information shared between professionals is to be kept in strict confidence. The Provider will not deliberately disclose any information regarding you or the patient to any unaffiliated third party unless the information is required to be disclosed by law.

These Terms & Conditions set forth below outline our practices and our sensitivity to you and your patient's right to privacy. The Provider reserves the right to revoke RACE App access to anyone, at any time, for any reason.

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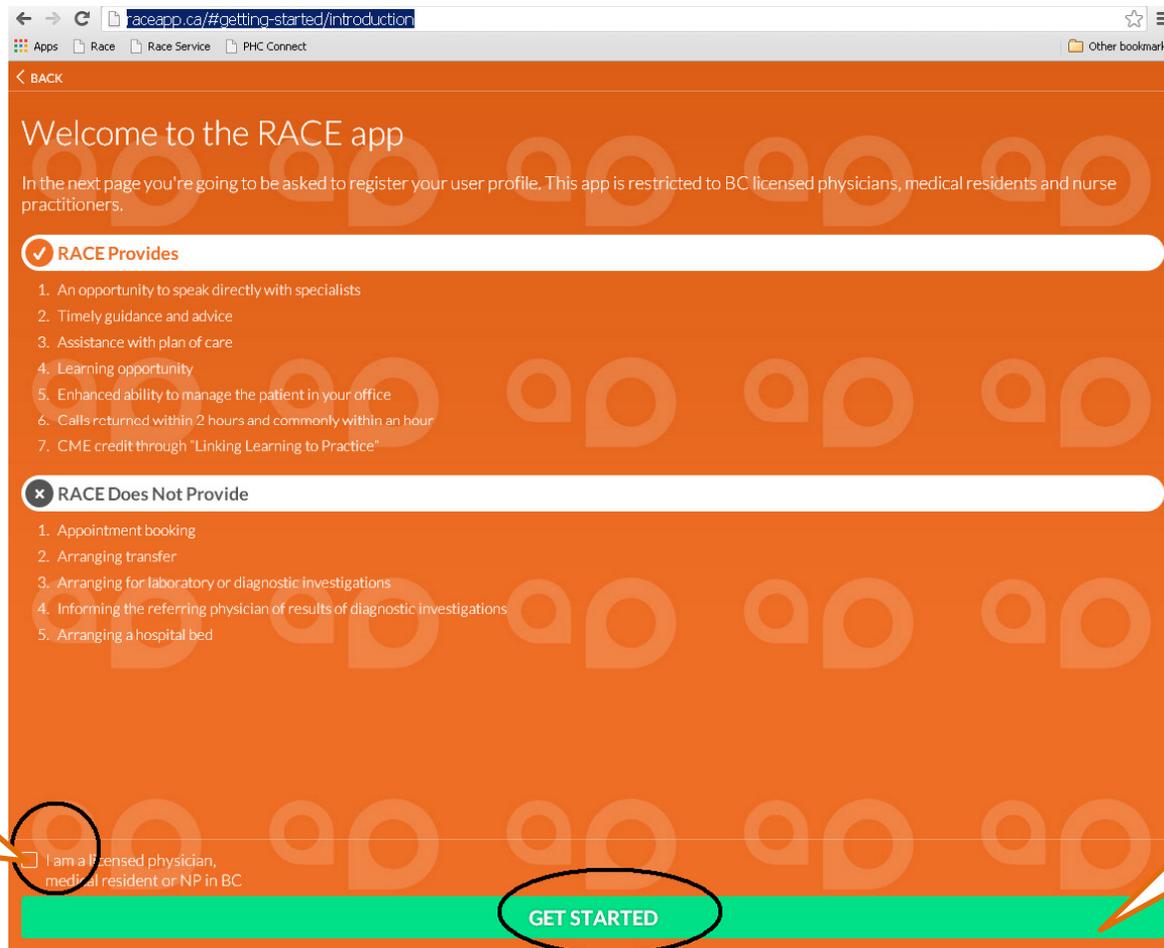
Vancouver

DISAGREE AGREE



Getting Started

Once you have downloaded the app or have it open on your desktop, You will see the following welcome page



Registration

< BACK

Please fill out the form below to register.

Login Information

EMAIL

PASSWORD PASSWORD CONFIRMATION

Your Information

IAMA...
Choose one...

FULL NAME

CELL NUMBER FAX NUMBER

CITY OF PRACTICE MSP #

SITE OF PRACTICE
Vancouver

REGISTER

Choose one from the Drop down menu:

- General/Family Practitioner
- Specialist
- Nurse Practitioner
- Medical Resident

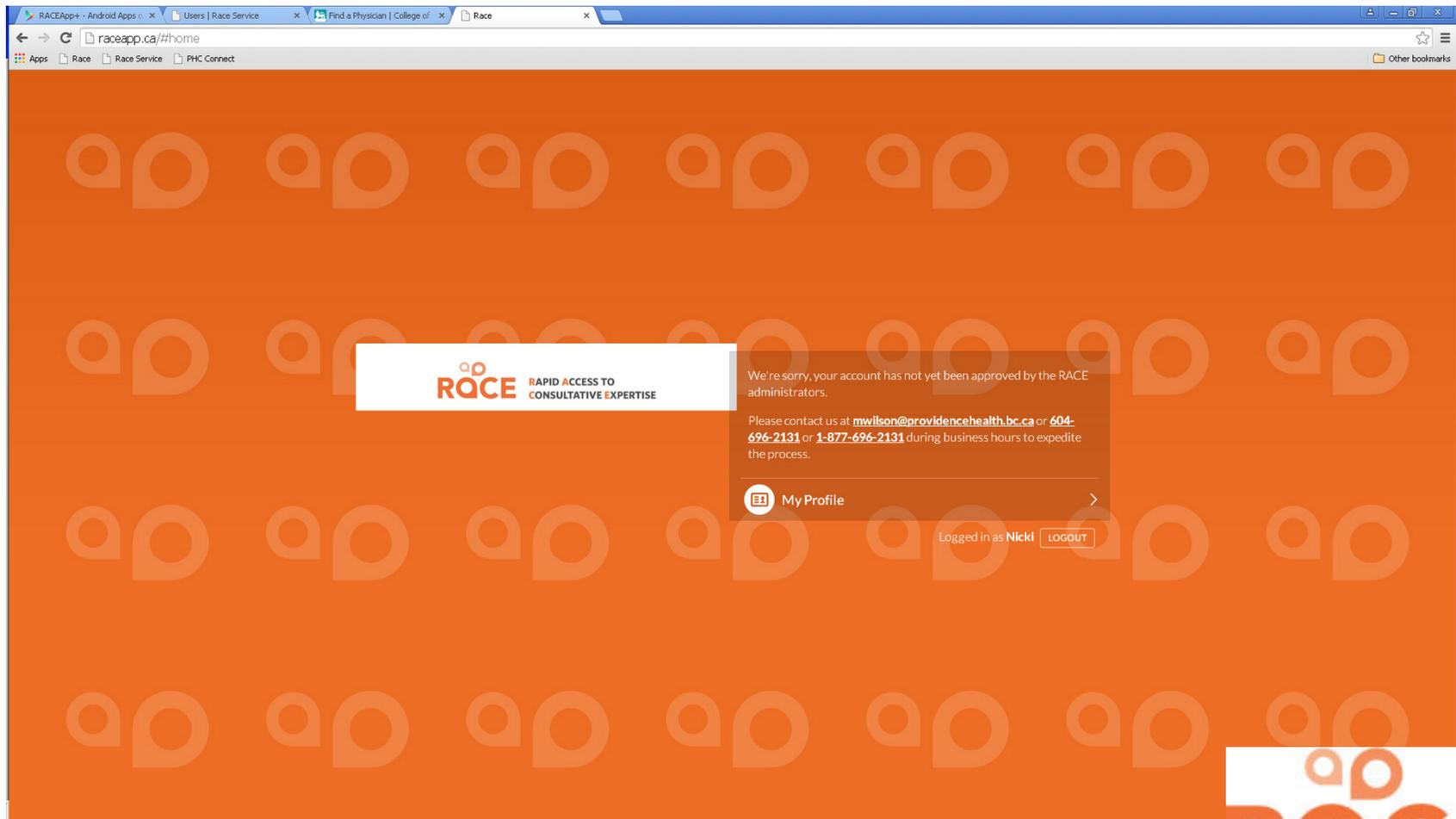
Click here to complete registration



Approval required

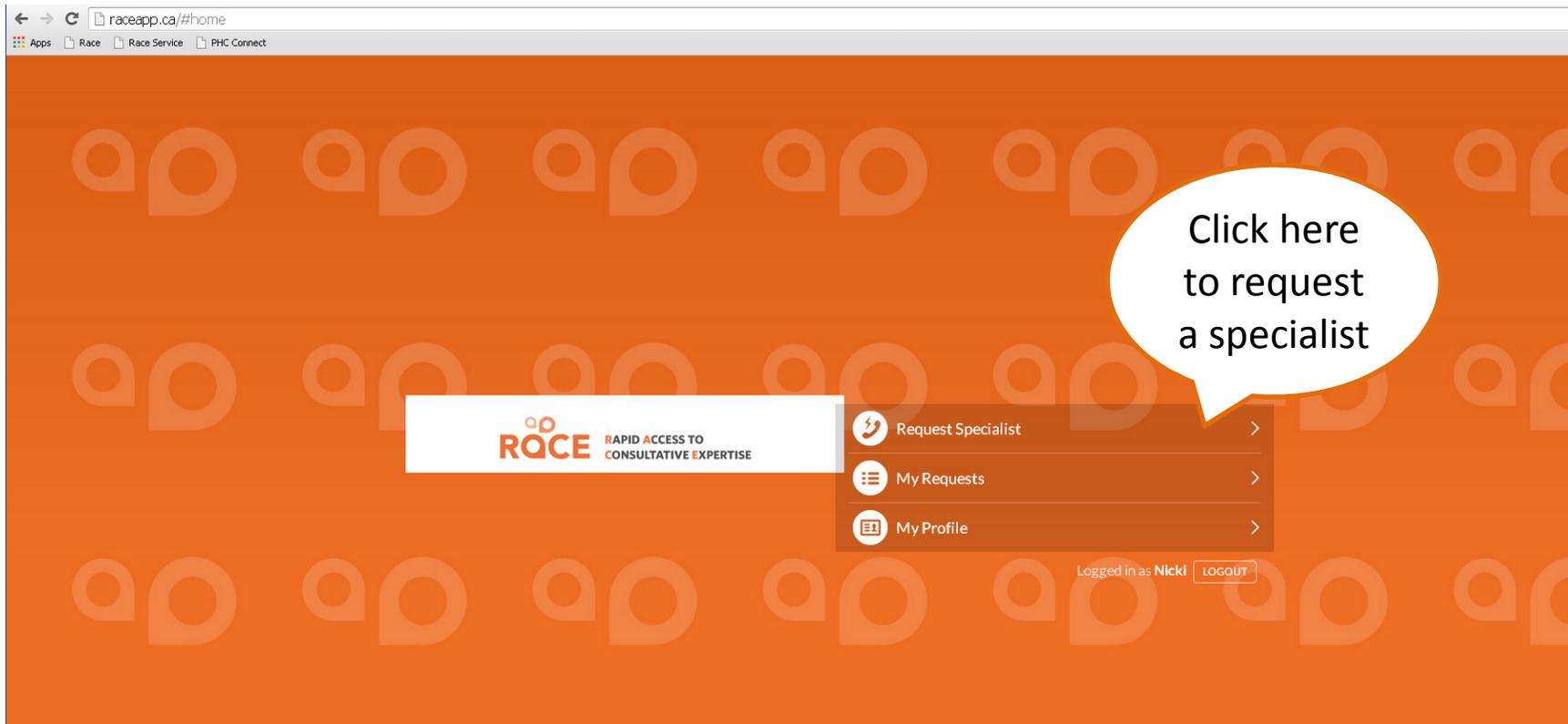
Please note you must wait for your account to be approved before you can use the app to initiate specialist consults.

Log out of the app.



To make a Request

Once approved, log back into the app using your email address and password.



Choosing a Specialist

IMPORTANT: Specialists are only available from the hours of 8 A.M. to 5 P.M.

Specialty Areas

- Addictions Medicine
* NO SPECIALIST CURRENTLY AVAILABLE
- Adult Psychiatry
* NO SPECIALIST CURRENTLY AVAILABLE
- BC Centre for Excellence for HIV Primary Care
* NO SPECIALIST CURRENTLY AVAILABLE
- Cardiovascular Risk & Lipid Management
* NO SPECIALIST CURRENTLY AVAILABLE
- Child & Adolescent Psychiatry
* NO SPECIALIST CURRENTLY AVAILABLE
- Dermatology
* NO SPECIALIST CURRENTLY AVAILABLE
- Emergency Medicine**
✓ SPECIALIST AVAILABLE
- Endocrinology
* NO SPECIALIST CURRENTLY AVAILABLE
- General Cardiology
* NO SPECIALIST CURRENTLY AVAILABLE
- General Internal Medicine
* NO SPECIALIST CURRENTLY AVAILABLE
- Geriatric Psychiatry
* NO SPECIALIST CURRENTLY AVAILABLE

Specialist On-Call
Dr. Barrett Stutzman

SPECIALISATION
Emergency Medicine

MY CALL-BACK NUMBER
604-806-8409

REQUEST

Specialty services available on the RACE line will be seen **BOLDED**.

Name of the specialist covering RACE

This is your number. The specialist will return your call to the number you have provided at registration. Verify the number is correct.

Click here to submit request

RACE

Request Sent

< BACK

Specialist On-Call
Dr. Barrett Stutzman

SPECIALISATION
Emergency Medicine

MY CALL-BACK NUMBER
604-806-8409

REQUEST

REQUESTED SUCCESSFULLY

Success! You should receive a call soon.

OKAY

Message confirms request has been sent

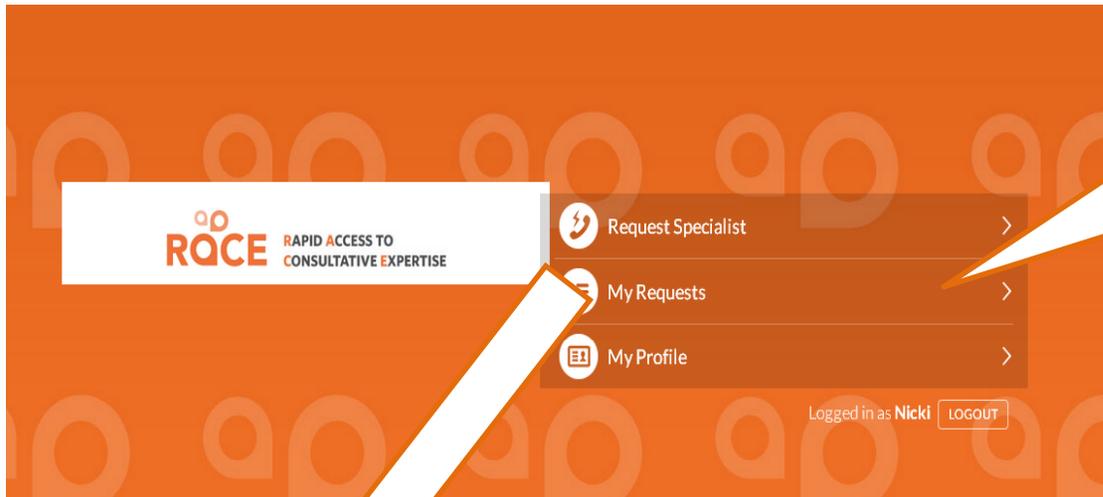


Race Calls returned within 2 hours and commonly within an hour. Unanswered calls will be followed up.



My Requests

Click here to follow up on your request and to mark as complete



Summary –
you requested to speak to Emergency Medicine a few
seconds ago



Close the Call

The image shows two screenshots of a mobile application interface. The top screenshot displays a 'My Requests' screen with a list of requests. The first request is for 'Emergency Medicine' and is marked as 'REQUESTED'. A callout bubble with an orange border and white background contains the text 'Click here to open the request' and has a large white arrow pointing to the 'Emergency Medicine' text in the list. The bottom screenshot shows the same 'My Requests' screen, but with a modal form overlaid. The modal form contains the following information: 'SPECIALIST: Dr. Barrett Stutzman', 'SPECIALISATION: Emergency Medicine', 'REQUEST DATE: 3rd July 2015', and 'REQUEST TIME: 1:30 PM'. At the bottom of the modal form are three buttons: 'MARK AS COMPLETE' (in green), 'CANCEL' (in red), and 'CLOSE' (in white). A callout bubble with an orange border and white background contains the text 'After you have spoken with the specialist, please proceed to close the request.' and has a white arrow pointing to the 'MARK AS COMPLETE' button.

Incomplete requests will be considered an unanswered call.
Unanswered calls will be followed up.

After you have spoken with the specialist, please proceed to close the request.

Final Step - Evaluation

Race App Survey - Google Chrome
raceapp.ca/requests/Vot31A4HCw4YRZcjHCG8Xg

1. Were you satisfied with the use of RACE?
 Yes No
2. Were your questions answered within 2 hours?
 Yes No
3. Did this call avoid avoid a patient referral to see a specialist?
 Yes No N/A
4. Did this call avoid an emergency department visit?
 Yes No N/A
5. Were you satisfied with the RACE app?
 Yes No

[Mark as complete](#)

To complete the request, please complete the evaluation questions.



Thank you
for the using the RACE service



Any Questions? - contact:

Jen Roberts
siRACE app+ Administrator
Direct Line: 250 658 3303
jen.roberts@sidfp.com