



RACE App +



INSTRUCTION MANUAL

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RACEApp+
Healthism - May 28, 2015 - Everyone
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RACE

Specialty Areas

Received Requests

My Requests

Current Schedule

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

[View in iTunes](#)

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

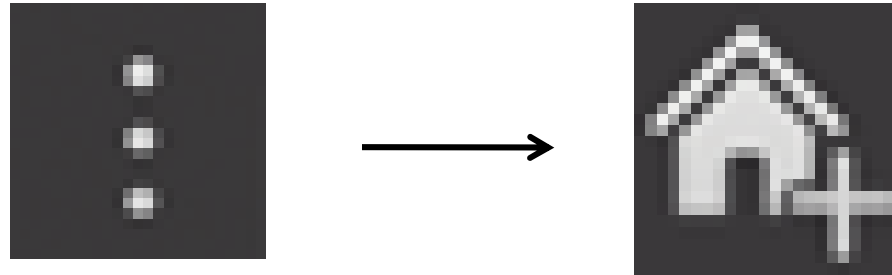
Carrier 10:43 PM
< BACK
My Requests

Carrier 10:43 PM
< BACK
Specialty Areas

RACE

To download from Blackberry

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

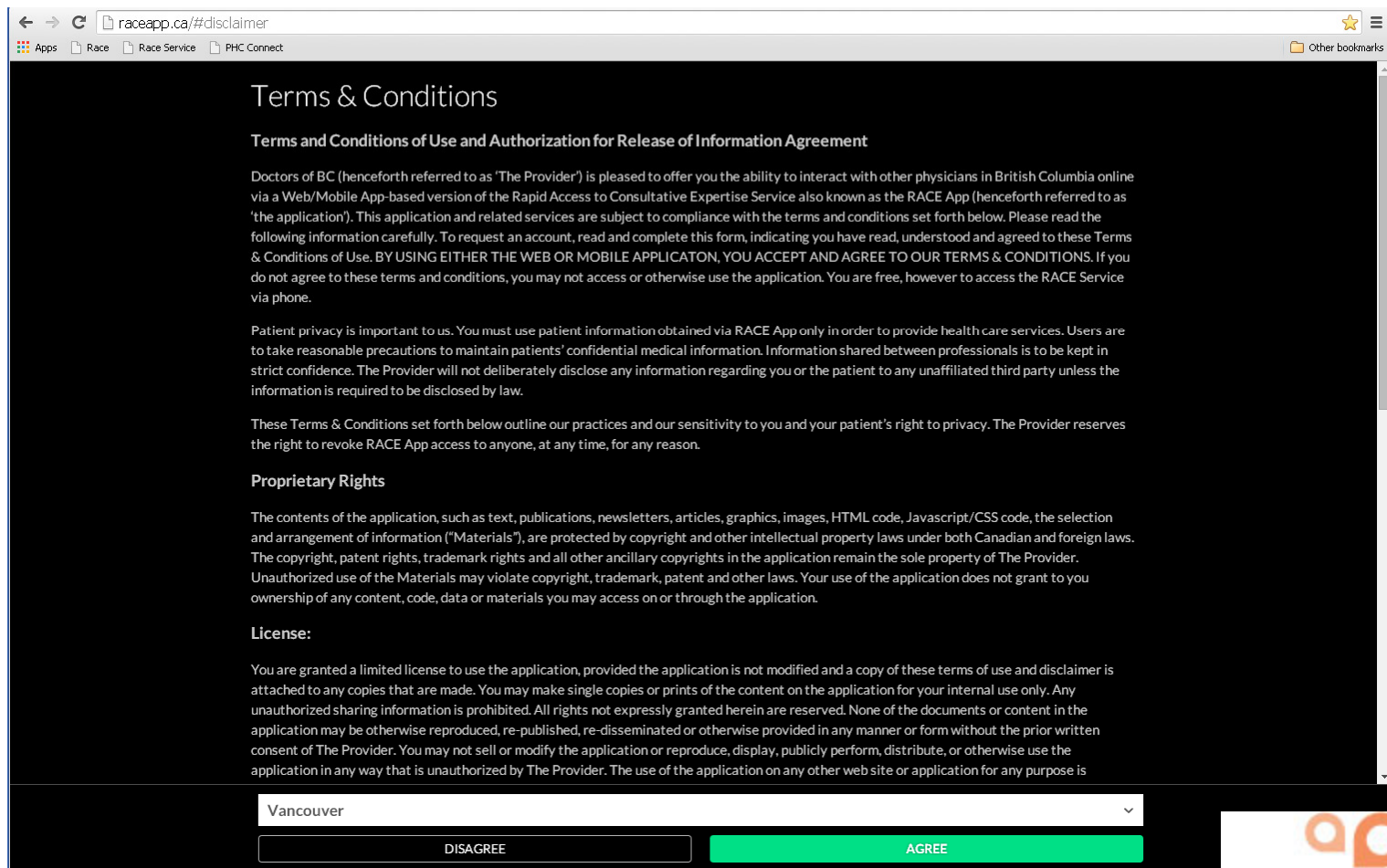


This will save the RACEapp link to your home page.



Disclaimer

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

A screenshot of a web browser displaying the disclaimer page for the RACE app. The browser's address bar shows 'raceapp.ca/#disclaimer'. The page has a dark background with white text. It includes sections for 'Terms & Conditions', 'Terms and Conditions of Use and Authorization for Release of Information Agreement', 'Proprietary Rights', and 'License:'. At the bottom, there is a location dropdown menu set to 'Vancouver' and two buttons: 'DISAGREE' and 'AGREE'.

← → ↻ 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.

Proprietary Rights

The contents of the application, such as text, publications, newsletters, articles, graphics, images, HTML code, Javascript/CSS code, the selection and arrangement of information ("Materials"), are protected by copyright and other intellectual property laws under both Canadian and foreign laws. The copyright, patent rights, trademark rights and all other ancillary copyrights in the application remain the sole property of The Provider. Unauthorized use of the Materials may violate copyright, trademark, patent and other laws. Your use of the application does not grant to you ownership of any content, code, data or materials you may access on or through the application.

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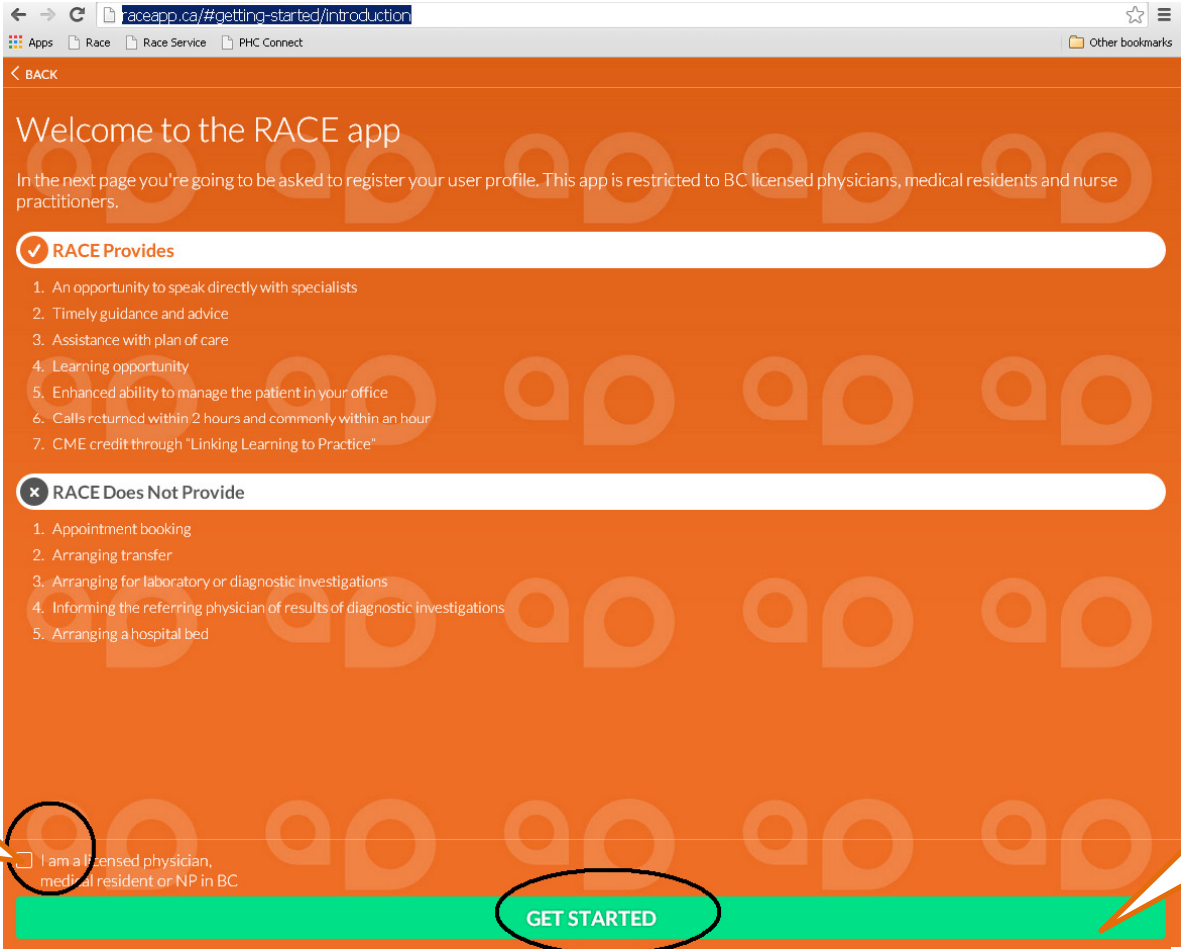
Vancouver

DISAGREE AGREE



Getting Started

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



The screenshot shows the RACE app's welcome page in a web browser. The page has an orange background with a repeating pattern of the RACE logo. At the top, there's a navigation bar with a back arrow, the URL 'raceapp.ca/#getting-started/introduction', and a menu icon. Below the navigation bar, the heading 'Welcome to the RACE app' is followed by a paragraph: 'In the next page you're going to be asked to register your user profile. This app is restricted to BC licensed physicians, medical residents and nurse practitioners.'

There are two main sections:

- RACE Provides** (marked with a checkmark):
 - 1. An opportunity to speak directly with specialists
 - 2. Timely guidance and advice
 - 3. Assistance with plan of care
 - 4. Learning opportunity
 - 5. Enhanced ability to manage the patient in your office
 - 6. Calls returned within 2 hours and commonly within an hour
 - 7. CME credit through "Linking Learning to Practice"
- RACE Does Not Provide** (marked with an 'x'):
 - 1. Appointment booking
 - 2. Arranging transfer
 - 3. Arranging for laboratory or diagnostic investigations
 - 4. Informing the referring physician of results of diagnostic investigations
 - 5. Arranging a hospital bed

At the bottom, there is a registration checkbox: ☐ I am a licensed physician, medical resident or NP in BC. A callout bubble labeled 'Tick box' points to this checkbox. To the right of the checkbox is a green button labeled 'GET STARTED', which is circled and pointed to by a callout bubble labeled 'Click Here to get Started'.


RACE

Registration

< BACK

Please fill out the form below to register.

Login Information

EMAIL

PASSWORD PASSWORD CONFIRMATION

Your Information

I AMA...
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

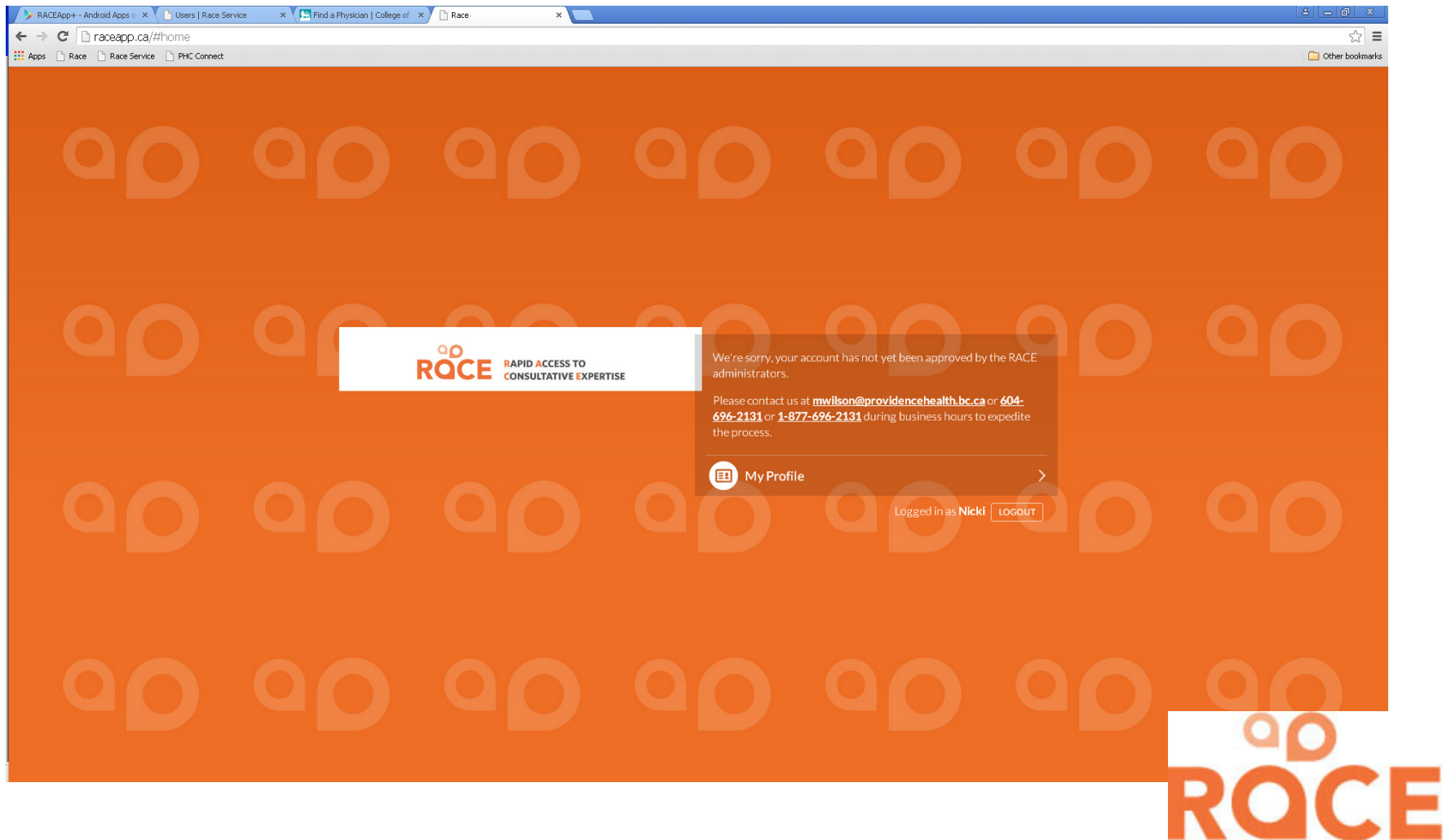
Click here to
complete
registration

ROCE

Approval required

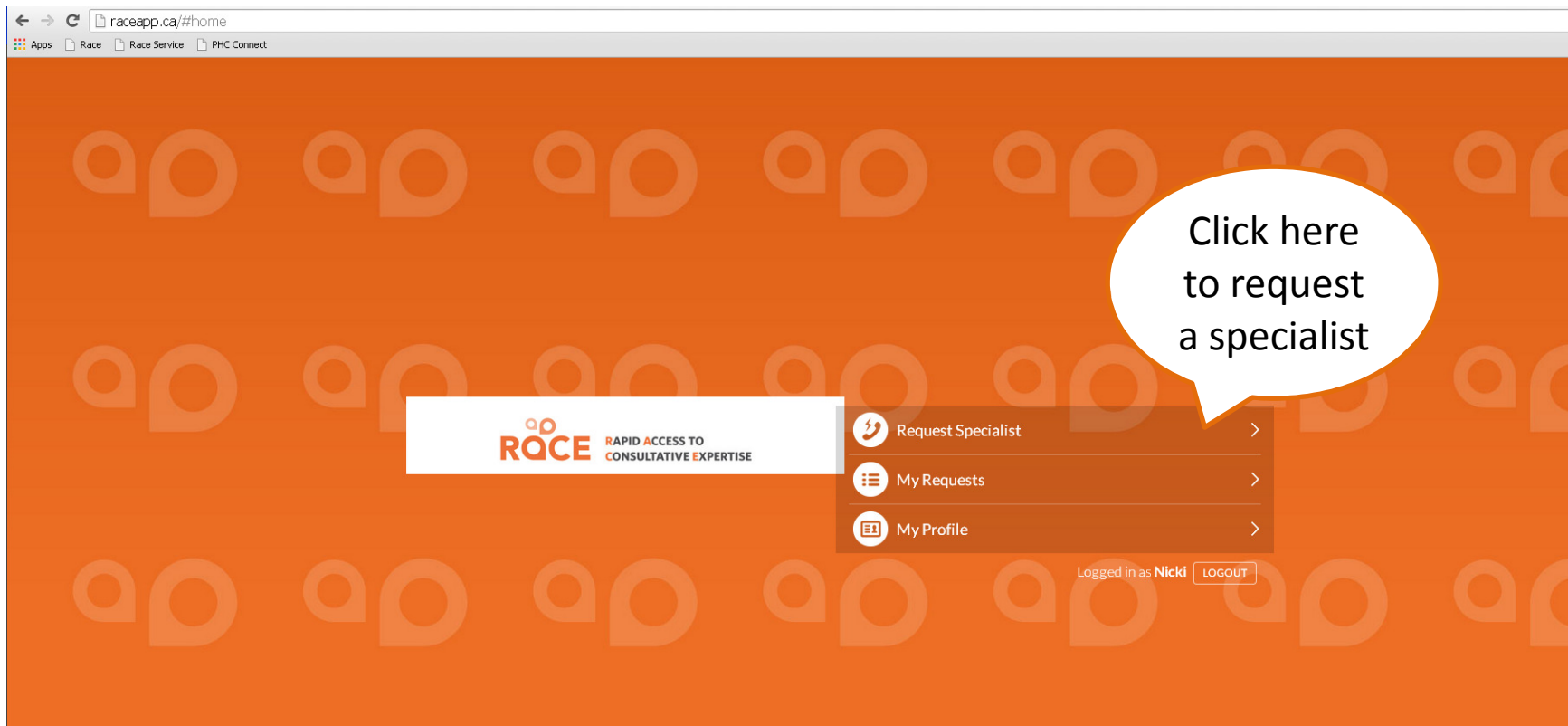
Please note you must wait for your account to be approved before you can use the app to initiate specialist consults.

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

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

Name of the specialist covering RACE

Specialist On-Call
Dr. Barrett Stutzman

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

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 overlapping screenshots of a mobile application. The top screenshot, titled 'My Requests', has an orange header and shows a request for 'Emergency Medicine' with a status of 'REQUESTED' and a timestamp of 'a few seconds ago'. A callout bubble with an arrow points to the 'REQUESTED' status, containing the text 'Click here to open the request'. The bottom screenshot, titled 'My Requests', has a dark brown header and shows a modal form for marking a request as complete. The form contains the following fields: 'SPECIALIST' (Dr. Barrett Stutzman), 'SPECIALISATION' (Emergency Medicine), 'REQUEST DATE' (3rd July 2015), and 'REQUEST TIME' (1:30 PM). Below the form are three buttons: 'MARK AS COMPLETE' (green), 'CANCEL' (red), and 'CLOSE' (grey). A callout bubble with an arrow points to the 'MARK AS COMPLETE' button, containing the text 'After you have spoken with the specialist, please proceed to close the request.'

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/Vot31A4HCw4YRZcj-HCG8Xg

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:

RACE Vancouver Island
Direct Line: 250 658 3303
info@sidfp.com