



# Care65

Your Preparation App

## Provider FAQs

Quick answers for providers and organisations

### 1. Does Care65 collect health information?

People may choose to enter personal, health or care information into the Care65 app. Lehadii, the business behind Care65, does not collect, receive, access, view or store that information. It remains on the person's device unless they choose to export, back up or share it.

### 2. Can providers access a person's information?

No. Providers cannot open or browse a person's Care65 profile, and Care65 does not automatically send information to providers. The person may share a Care Summary PDF or simply use Care65 to discuss what has changed.

### 3. Is Care65 medical advice?

No. Care65 is a preparation tool. It does not diagnose, triage, recommend treatment or make clinical decisions, and it does not replace professional advice.

### 4. Does Care65 replace provider records?

No. A Care Summary is not an official medical or provider record. Providers should continue their usual assessments, documentation, recordkeeping and follow-up.

### 5. Who controls the Care Summary?

The person using Care65 controls what is recorded and whether the Care Summary is saved, discussed or shared. They choose who receives it. Once a PDF or backup has been shared outside Care65, Care65 cannot control how that copy is used or stored.

### 6. What does Care65 cost?

Care65 includes a free 14-day trial. The final price after the trial will be confirmed before release.

### 7. Where can people get help?

Technical help will be available through Help and Support in the Care65 app and at [Support email to be added]. Support is for technical assistance and cannot provide medical or care advice.

Please do not include personal or health information in a support email. Describe only the technical problem you are experiencing.