

● Provider Information Pack

Helping older people and those who support them feel more prepared for appointments and changing care needs.

For aged-care providers, health professionals and organisations supporting older people and carers.

PREPARE

for appointments

KEEP TRACK

of changes

BE HEARD

with a clear summary



What is Care65?

Care65 is a preparation app that helps people record what matters, track changes over time and create a clear Care Summary for appointments and assessments.

Who is Care65 designed for?

Care65 is designed for older people and those who support them. A person can enter their own information, or someone supporting them can help with their permission or lawful authority.

What does Care65 help people do?

1 Prepare

Bring together useful information before appointments and assessments.

2 Keep track

Record conditions, medications, falls, hospital stays and changes over time.

3 Create

Create a clear Care Summary that the person controls and chooses to share.

Important

Care65 records information entered by users and does not verify that information. It is not an official medical record and does not replace advice from a qualified health professional.

The problems Care65 helps with

When care needs change, people are often expected to remember and explain a lot of information. Important details can be missed when they are scattered across memory, notes and different people.

1

Too much to remember

Appointments and assessments can involve many details, especially when care needs have changed.

2

Changes are hard to track

Falls, new medications, hospital stays and everyday changes may happen between appointments.

3

Conversations can feel rushed

People may remember an important point only after an appointment or assessment has finished.

4

Information may be scattered

An older person, family member and carer may each hold a different part of the picture.

PREPARATION CAN START EARLY

Do not wait until an appointment or an assessment is booked.

Care65 gives people one guided place to prepare, keep dated information and build a clearer picture of changing care needs over time.

How Care65 works

Care65 guides people through three simple stages. Information can be added and updated over time, so the Care Summary reflects what they choose to record.

1

Prepare the care picture

Start a profile and complete the Head-to-Toe Check-In. Add conditions, medications, hospital stays and notes for the doctor.

Head-to-Toe Check-In

My Conditions

My Medications

2

Keep track of changes

Use Add a Change and Track a Fall to record dated changes, falls, trips and near misses as they happen.

Add a Change

Track a Fall

3

Review and create a Care Summary

Open My Care Summary to review or edit information. Choose Create PDF to save it to Files or use the phone or tablet's usual sharing options.

My Care Summary

Create PDF

THE PERSON REMAINS IN CONTROL

Care65 does not automatically send information to providers. The person decides whether to save or share a Care Summary and who receives it.

What a provider may receive

Care65 can help a person talk through their information during a call, appointment or assessment. They may also choose to share a Care Summary PDF. Sharing the PDF is optional, and providers cannot open or browse the person's Care65 profile.

What they may share

Their complete Care Summary PDF, if they choose to share it.

They can also use Care65 to talk through their information without sharing the PDF.

A provider does not receive

- Automatic access to Care65
- Live updates from the person's device
- Information the person has not shared
- Control of the person's profile
- Information verified by Care65

USING CARE65 IN A CONVERSATION

- 1** In Add a Change, the person can select the one-month option to view all changes recorded during that month.
- 2** They can use this view for an easy review with their care manager and clearly explain what has changed.
- 3** This may make routine conversations clearer and reduce time spent trying to remember or collect the same updates.

Privacy and local device storage

Lehadii does not collect, receive, access, view or store the personal, care or health information entered into Care65.

Providers cannot open or browse a person's Care65 profile.

Stored locally

Information remains on the person's device unless they choose to export, back up or share it.

Device or cloud backups may include Care65 information under the device provider's settings and privacy policy.

The person controls sharing

Care65 only sends information elsewhere when the person chooses to save, export or share it.

They choose where the file is saved, which service is used and who receives it.

AFTER A FILE IS SAVED OR SHARED

Once a Care Summary PDF or backup leaves Care65, Lehadii cannot control that copy. Deleting information inside Care65 will not delete copies already saved or shared.

CONTACTING SUPPORT

Please do not email personal or health information, Care Summary PDFs or backup files. Describe only the technical problem.

What Care65 does not do

Care65 is a preparation tool. It helps people remember what matters, track changes and organise information for conversations about their care.

Medical service

It does not provide medical care or make clinical decisions.

Diagnosis or treatment

It does not diagnose, triage or recommend treatment.

Official clinical record

The Care Summary is not an official medical or provider record.

Monitoring service

It does not monitor health or automatically alert providers.

Accuracy check

Care65 records information entered by the person. It does not verify it.

Emergency service

It does not respond to emergencies. In Australia, call Triple Zero (000).

CARE65 DOES NOT REPLACE PROFESSIONAL ADVICE

People should continue to seek advice from qualified professionals. Providers should continue their usual assessment, care, documentation and follow-up processes.

How to recommend Care65

A simple recommendation is enough. Providers do not need a Care65 account and cannot access the person's profile.

When Care65 may help

Care65 may be helpful for a person who:

- finds it difficult to remember or explain changes over time
- wants to prepare for a call, appointment or assessment
- is experiencing changes in their care needs
- wants a clearer way to discuss changes with their care manager

Suggested wording

“Care65 is a preparation tool that can help you remember what matters, keep track of changes and prepare a clear Care Summary to bring to appointments.”

KEEP THE CHOICE WITH THE PERSON

They may use Care65 as a prompt and talk through their information during a call, appointment or assessment.

Sharing the complete Care Summary PDF is optional. Care65 does not automatically send information to a provider.

PREPARATION CAN START EARLY

Do not wait until an appointment or an assessment is booked.

Free 14-day trial and downloads

Start your free 14-day trial

Final download links and pricing will be added before release.

Download on the App Store

App Store link to be added

Get it on Google Play

Google Play link to be added

Care65 website

Website address to be added before this pack is released.

A DIRECT LINK FOR PROVIDERS AND CLIENTS

QR CODE

to be added

SCAN TO VISIT CARE65

PRICE AFTER THE FREE TRIAL

Final price and payment details to be confirmed before release.

DRAFT PAGE — LINKS, QR CODE AND PRICE MUST BE CHECKED BEFORE USE

Support and contact information

Care65 support is for help using the app and reporting technical problems. It does not provide medical or care advice.

Technical support

Support email address to be added before release.

Provider enquiries

Provider contact details to be added before release.

ONLINE INFORMATION

Website address, Privacy Policy link and Terms and Conditions link to be added before release.

WHEN ASKING FOR TECHNICAL HELP

Please include

The type of device, the app version, a short description of the problem and what happened immediately before it.

Please do not include

Names, diagnoses, medications, care notes, dates of birth, addresses, Care Summary PDFs, backup files or health-information photos.

SUPPORT IS NOT AN EMERGENCY SERVICE

For medical advice, contact a qualified professional. In Australia, call Triple Zero (000) in an emergency.