



# CareMonkey

## Frequently Asked Questions

### About CareMonkey

#### 1. What is CareMonkey?

CareMonkey is a parent-controlled Electronic Health Form (EHF) for organisations with a duty of care. Parents can easily update medical information and provide consent for activity attendance with the click of a button, while providing Scout Groups with the ability to create electronic permission forms and instant access to this emergency information if it is required.

It can be used as an electronic version of the E1 forms that parents and Groups have to fill in for activities, excursions, camps, etc.

#### 2. Why Care Monkey?

One key goal of the Scouts NSW Strategic Plan is to lower administrative workloads/processes through smart use of technology. CareMonkey's simple and seamless approach to help families and organisations to efficiently update medical information and provide consent for activity attendance moves Scouts NSW closer to achieving this goal. Founded in 2013, CareMonkey grew to more than 1 million customers in just under 3 years. It provides its services to Scouts, schools, and sport clubs.

#### 3. Has CareMonkey been piloted with any other Scout organisations?

Scouts Victoria recently implemented CareMonkey state-wide to cover all their Groups for all Scout Activities, Excursion, Camps, and Major Events. It is also being rolled out to Scouts Tasmania and Scouts South Australia.

#### 4. What does CareMonkey offer Scouts NSW?

- Access to up-to-date medical information: Parents set up a medical profile / electronic health form (EHF) for their children once. This profile includes medical conditions and history, action plans if necessary, and emergency contact details. It is the parent's responsibility to update CareMonkey should anything change; when a parent provides consent for their child to attend an Activity they also acknowledge that the medical profile is up-to-date.
- Electronic Permission Forms: No more paper-based forms! The activity leader / CareMonkey Administrator at Group level can use a template to create a form with the details of the Activity and link the form to the necessary profiles. An email is sent to the parents who can, by the touch of a button, provide consent (or decline).
- Activity Reminders: Reminders can be sent to families who have not responded, at an interval set by the Group Administrator.
- Reports: There is a whole range of reports available, including Activity Responses, attendances, and medical alert summaries.



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- Offline access: Going off the grid? No problem! Emergency contact details can be downloaded for off-line viewing by the Group or Activity Leader.
- API Integration with ScoutLink will make manual member changes in CareMonkey unnecessary.

### 3. How will Scouts NSW use CareMonkey to support members and families?

Scout Groups will use CareMonkey primarily to replace current paper-based E1 permission forms saving Leaders and parents time. The CareMonkey application is centred around an Electronic Health Form (EHF) which 'carers' (e.g. parents) create and maintain securely, something which can only be done by the profile owner.

This EHF can be generated for a youth member (<18 years old) or adult member (anyone >18). If it is for a youth member, it is created and consented to by a parent / primary carer. For adults, it is the individual who provides consent for sharing a profile or attending an activity.

### 4. How much does it cost?

CareMonkey is free for Scout families. Families can also download the free app for CareMonkey for iPhone, iPad, Android phones and Android tablets.

## Security

### 5. Is the CareMonkey system secure?

Yes. The CareMonkey system uses sophisticated security measures to keep data safe. All personal health information managed by CareMonkey for Asia Pacific customers is stored in Australia (Sydney) and will never be stored outside of Australia. Full details of CareMonkey's security can be found at <https://www.caremonkey.com/security-2>

CareMonkey's physical infrastructure is hosted at Amazon's data centres in Sydney, using Amazon Web Services (AWS) technology. AWS computing environments are continuously audited, with certifications from accreditation bodies across geographies and verticals including:

- ISO 27001 (the current ISO standard that governs information security management systems),
- FedRAMP (Federal Risk and Authorisation Management Program, which is a process that US Federal agencies use to ensure adequate security when accessing cloud services),
- DoD CSM (US Department of Defence's Cloud Security Model), and
- PCI DSS (Payment Card Industry Data Security Standard).

Apart from that, CareMonkey uses military level encryption, and data is always encrypted both in rest and transit.



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You control what information is available and can update the information and remove access at any time.

### **6. Who owns the data?**

All data shared through the CareMonkey application belongs to the profile owner. Profile owners create an Electronic Health Form or EHF. CareMonkey provides a service whereby an individual can share their EHF with an organisation, and the organisation can view this information in line with the purpose of the application. For Scouts NSW, the purpose is to enable profile owners to share EHFs with the goal of electronically communicating consent and permission about an individual between the profile owner and Care Provider.

Care Providers, in this case Scouts NSW, can view the EHF with the aim of fulfilling their Duty of Care, but not interact with it in any other way, even to edit basic contact information. This remains within the responsibility and control of the profile owner.

### **7. Who will be able to see my or my child's information when I share this with Scouts NSW?**

Your Group Leader, Section Leaders or Administrators responsible for your child while they engage in Scouts activities may have access to your care profile, as would an Activity Leader for a specific activity. Access to CareMonkey will mirror the access permissions in ScoutLink, ensuring that access is available for those who need it to exercise a Duty of Care e.g.; District Commissioners will have access to their District members and Activities, whereas Group Leaders will be restricted to their own Group's activities.

Parents/carers can only see the profiles they created or that are shared with them.

Access requires usernames and passwords and all data is encrypted in the database in line with best practices for health information. Your Scout Group understands the information provided by you is private and sensitive; The Leaders have the same high level of confidentiality with this information as they do with paper-based records.

You can read CareMonkey's Privacy Policy at <https://www.caremonkey.com/privacy-policy/>.

### **8. Do you keep track of who is looking at the Care Profiles?**

Yes, the CareMonkey system audits all users of the system at the Scout Group. It automatically tracks every occasion a care profile is viewed; by which user and when. As an additional security measure, State Administrators also conduct spot checks on administrators.

### **9. Who will be responsible within the Group for administration, control and ensuring the appropriate use of the information entered into CareMonkey?**

The Administrator will have overall Group responsibility with the other Leaders having lower levels of access; all who are all bound by the Scouts 'Code of Conduct' and policies, inclusive of the Scouts 'Privacy Policy', which are available via the Scouts NSW and Scouts Australia website.



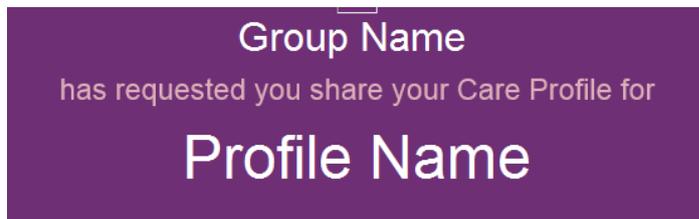
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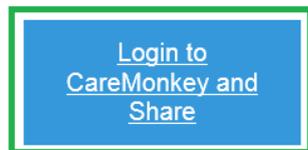
### Profiles

#### 10. How Do I Set Up My Profile?

Once your Scout Formation has registered, Scout Members or Parents will receive an invitation to join CareMonkey, which looks like this:



At <Group Name> health and safety is one of our primary concerns. To ensure we are well prepared with the most up-to-date emergency contacts, medical conditions and care instructions, please create a Care Profile for <Name>



Click here if you've used CareMonkey before

[Not a CareMonkey user already? Sign Up](#)



New to CareMonkey: Click on this link

Click on the appropriate link and follow the instructions to set up your profile. This will include medical conditions, emergency contacts, and Care Plans for conditions such as Asthma and Anaphylactic Allergies. Share it with the Scouts NSW, and you're good to go.

More information can be found in this article: <http://support.caremonkey.com/care-profiles/help-for-users/how-does-a-user-complete-a-profile>.

#### 11. Exactly what data is required?

Medical and emergency contact details are the primary data, no more than you would have been asked to provide on a paper form. We also ask for a doctor's contact details, as well as Action Plans for Asthma and Anaphylactic Allergies. The more information you provide, the better placed your Group will be to provide assistance in an emergency.



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### **12. How do I add an Action Plan?**

If you say yes to Asthma or Anaphylactic allergies, you will be requested to provide an Action Plan. This can be a PDF document, or you can upload a photograph taken with your smart phone (or other device). For step-by-step instructions, see this article: <http://support.caremonkey.com/attachments/help-for-users/how-does-a-user-upload-an-action-plan>

If you say “Yes” to any of the conditions we ask about, you will be asked to provide more details, such as triggers, descriptions, risk level, and whether any medication is used for that condition.

### **13. How often do I need to update the information?**

Once you’ve completed the care profile for yourself or your child, it is easy to keep it up to date. You will only need to update data when things change. For example, a new emergency contact, updated mobile phone number, a new medical condition, an updated asthma plan and so on. The Scout Group may ask you to log in from time to time e.g. to confirm that details are still up to date.

### **14. What happens when I make changes to my medical profile?**

After you make any changes to your medical profile you will be required to re-give consent to share the profile with Scouts NSW.

### **15. How do I check that my profile has been shared correctly?**

1. Click on the profile
2. Go to the sharing section and look for the organisation’s name

### **16. Can I use this for other family members and share with other people?**

Yes, once you have entered details for yourself or your child, you can optionally create care profiles for other family members. You can share these care profiles with people you trust to care for your loved ones; such as family, friends and babysitters. If another group (such as your school) uses CareMonkey you can share the same profile with that group, providing that they have requested your care profile.

### **17. My child’s school is using CareMonkey. Do I need to enter the details twice?**

No, as long as both organisations have the same contact email addresses for the profile owner. If you use different contact email addresses for schools, sports clubs, Scouts etc, you will have to create a care profile for each of those email addresses, or alternatively change the email addresses for a care profile to the same email address. The care profile you have created for yourself or your child can be shared multiple times. This means you only need to update one care profile and the group, club, school and individuals you share it with have access to the same details. When you make an update all carers who can access the data have the latest information.



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The invitation to create or share a profile with Scouts NSW will provide links both for creation (for new users) and to share (for existing users). Click on the relevant link and follow the prompts. Refer to [How do I sign up?](#)

### **18. What happens when my child or I leave Scouts?**

When you or your child leaves Scouts, the profile will be archived and not available to Scout Administrators anymore. Archived profiles will only be accessible by the State administrator to facilitate compliance with legislation.

This does not delete the care profile from your account. You still control the care profile and can continue to use it and share it with other trusted individuals or groups. Any new changes you make to the profile will not be shared with the Scout Group. You can also manually delete access to the group yourself after you or your child has left Scouts.

## **General**

### **19. What happens when there is no internet access?**

CareMonkey has a downloadable app on iPhone, iPad, Android phones and Android tablets. These mobile versions store a secure encrypted copy of the care profiles on the device. This means the information can be accessed by the Group or Leaders without internet access.

The CareMonkey system also allows parents and Leaders to print a paper report for each profile.

Leaders without a smart phone or tablet can access CareMonkey profiles via a PC or laptop prior to leaving for the camp or activity.

For families who do not have Internet access at home, please speak to your Group Leader. They will be able to assist you in signing up during a Scout Meeting.

### **20. Do I need a paper copy if an ambulance is called or for presentation at hospital?**

Paramedics do not require a permission form to treat an injured or serious ill patient in an emergency. Useful information available on the CareMonkey profile can be relayed to paramedics during treatment.

Hospitals have their own requirements for treatment and admittance of patients which, in non-life threatening situations, may require contact with the parent or guardian.

### **21. Does CareMonkey operate like Facebook?**

No. It is not a social media tool, and CareMonkey does not seek to transmit and share data with other services or applications.



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### **22. Who will have access to this data?**

Leaders assigned to Joeys can only see the members in the Joey Section. The same applies to each of the other sections.

The Group Administrator has access across all the sections.

Scouts is a hierarchical organisation and at the Region and State level there are assigned administrators that have broader access, to Scout Groups. Some of the CareMonkey data synchronises with the State membership database, but this does not include the medical profiles. The data/records are no different to the current data/records already held.

### **23. How do I give or change a response after the closing date?**

If you miss the closing date or need to change your response after the closing date please contact the activity leader directly.

### **24. Why am I not receiving CareMonkey emails?**

CareMonkey notifications sometimes end up in Junk/Spam folder. To fix this, you will need to mark one of these notifications as Not Junk/Spam and add our email address as one of your contacts.

### **25. How do I upload a new asthma/care plan?**

1. Log into Care Central
2. Click on the name of the profile.
3. Scroll down and go to the Safety Alerts section, then click on the edit box in the top right corner, it will show the Medical Conditions Page.
4. Look for the name of the medical condition and click the Edit button.
5. It will bring you to a page where the details of the medical condition can be found. Go to Upload an Action Plan section and then click Choose File. Look for the file in your computer and click open to add the file.
6. Click Update
7. Since changes have been made to the profile, it will need to be consented again.

### **26. What do I do when a CareMonkey Activity is requesting a response?**

Accept or Decline the activity as soon as possible.



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## 27. Can I add a CareMonkey Activity reminder to my calendar?

1. Click on the eform you wish to set a reminder for
2. Click add to calendar and select which calendar
3. If you're logged in to the calendar account from the same browser, you'll be taken directly to a page. Otherwise, you'll need to log in first.

\*\* Note the event will come up in 24hr time.