

carevive

Use Your VOICE

The Carevive PROmpt® Patient Engagement Tool is an essential part of your care.

As you go forward with your cancer treatment, personalized care plans will help you understand your health needs.

The goal of this tool is to deliver information to you and address your needs as a cancer patient.

Care plans include monitoring and self-management information for long-term and late effects, as well as resources to promote and maintain healthy living.

For Carevive technical support, please email promptsupport@carevive.com or call (800) 460-3790.

We will respond to all patient issues/concerns within 24 hours.

For emergencies call 911

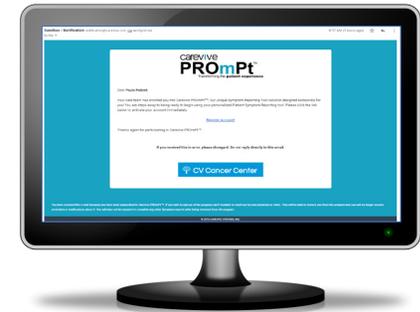
Using Carevive PROmpt® is Easy

1

Step 1

You will receive an account registration message by email or text message, like the ones shown below:

My Method of Contact is Email Text



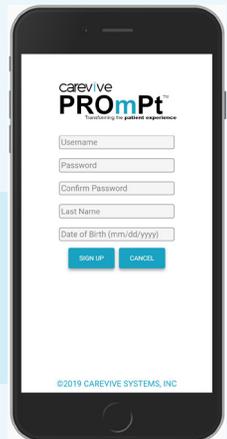
2

Step 2

Click on the link and follow the instructions. To complete your account registration, you will create a **Username** and **Password** and verify your **last name** and **date of birth**. Then click the **SIGN UP** button.

My Username is:
My Password is:

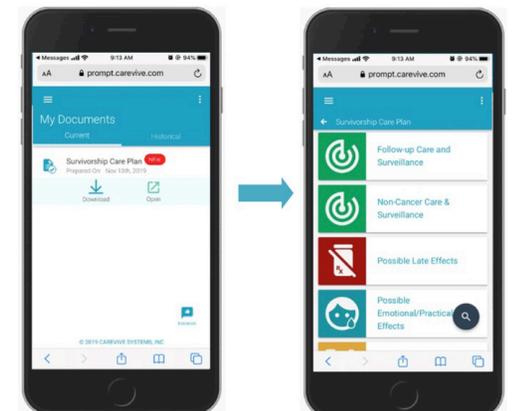
Passwords must be 8-16 characters and contain uppercase and lowercase characters and one or more digits (0-9) and/or symbols.



3

Step 3

Once you are logged in to Carevive PROmpt®, you will see the **My Document** page. Click on the  icon to view your Care Plan.



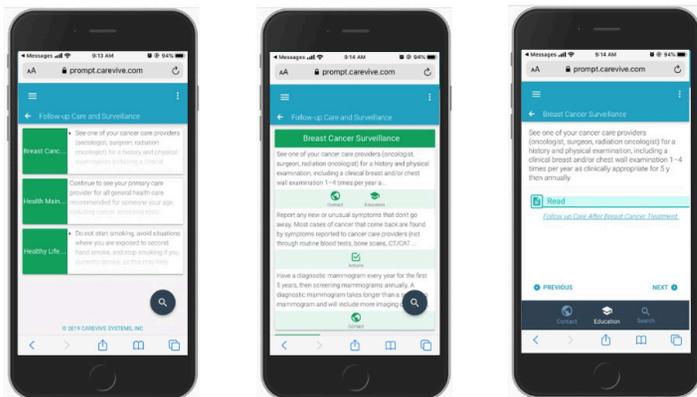
Your feedback is important to us. Click the  icon at the bottom of the **My Tasks** page at any time

Frequently Asked Questions

4

Step 4

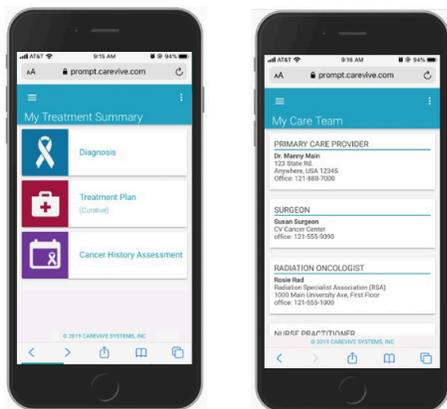
Your **Care Plan** will be broken down into **Categories**. Clicking on a **Category** will show the **Topics** within that **Category**. Each **Topic** will have specific **Recommendations** with actions items and resources to help manage and monitor your health needs.



5

Step 5

You can also use PROMpt® to view, download, or print your Treatment Summary information or get Care Team member contact information.



Your feedback is important to us. Click the  icon at the bottom of the **My Tasks** page at any time

Question:

What if I did not receive the registration message?

Answer:

If using email, check your spam folder for the email from our cancer center. If using text message, contact us to make sure we have the correct phone number.

Question:

What if I registered but I do not see any documents?

Answer:

Your provider may not have published any documents for you yet. Each time your provider publishes a document, you will receive a notification.

Question:

What if I forget my Username or Password?

Answer:

On the PROMpt® sign-in page, there are links for if you have forgotten your username or your password. Click on the link you need and follow the instructions.

Question:

Whom do I call with medical questions?

Answer:

Please contact a member of your Care Team. Care Team information can be found on the Care Team Page in PROMpt®

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PROMpt®