VA Pressure Ulcer Resource App

Quick Start Guide

VA

U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

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Overview

The VA Pressure Ulcer Resource (VA PUR) App is designed to help Veterans and their Caregivers learn about preventing and taking care of existing pressure ulcers/injuries. The VA PUR App is an easy-to-use tool that allows you to prevent, understand, and track pressure ulcers/injuries. The app also provides access to other useful resources to help manage your daily care.

1

Getting to Know the Screen

When you access the VA PUR App, you will go to the Home screen, which shows you the main features of the app and self-selected shortcuts (you will be able to create your own favorite shortcuts to access resources within the app.). Along the bottom (iOS devices) or top (Android devices) of the screen, there are four buttons to help you navigate the app:

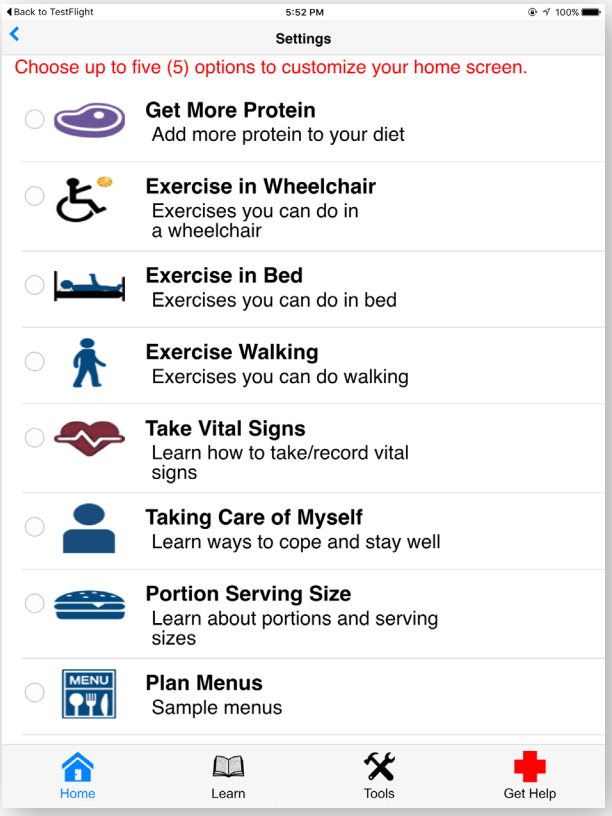
- Home – Write journal entries, set reminders, find symptoms and causes, ask your medical team questions and create shortcuts to your favorite features.
- Learn – Learn about pressure ulcers/injuries; preventive measures and ways to manage nutrition, exercise, medicines, pain, vital signs and home safety; and tips for Caregivers.
- Tools – Watch video tutorials, check appointments, change your settings and learn about the app.
- Get Help – Obtain immediate support through text or chat, and get directions and help near your home.

You can access these sections at any time and from anywhere in the app by tapping the associated buttons.

2

Creating Shortcuts to Your Favorite Features

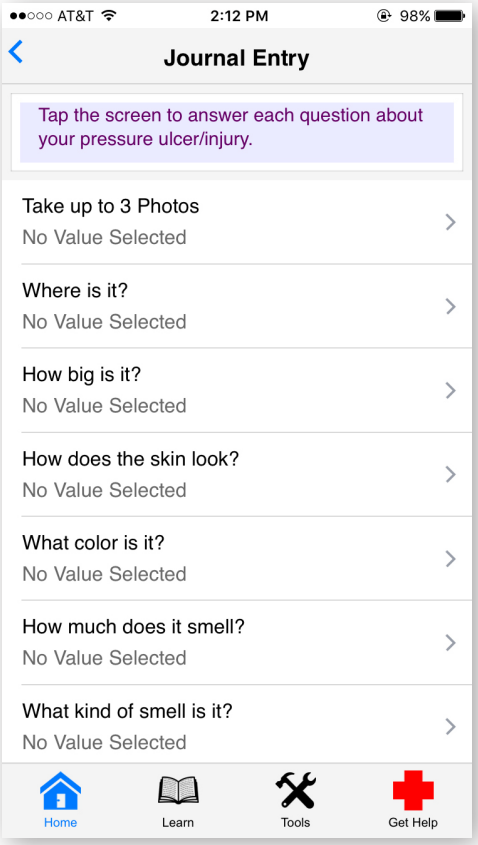
On the Home screen, there are five spaces for you to create shortcuts to other features and information within the app. To begin to add shortcuts, tap **Home** (if you are not already on the Home screen). Tap one of the **Add Shortcut** buttons, and you will go to a screen with a list of options to customize your Home screen. Tap the circle next to the option(s) you would like to add, and tap **Save Settings** at the bottom of the screen. You will return to the Home screen, and you will see the shortcut(s) added to your Home screen. To delete shortcuts, tap one of the **Add Shortcut** buttons to return to the screen with a list of options. Tap the circle(s) to deselect the shortcut(s) you previously selected, and tap **Save Settings** at the bottom of the screen to re-save your options.

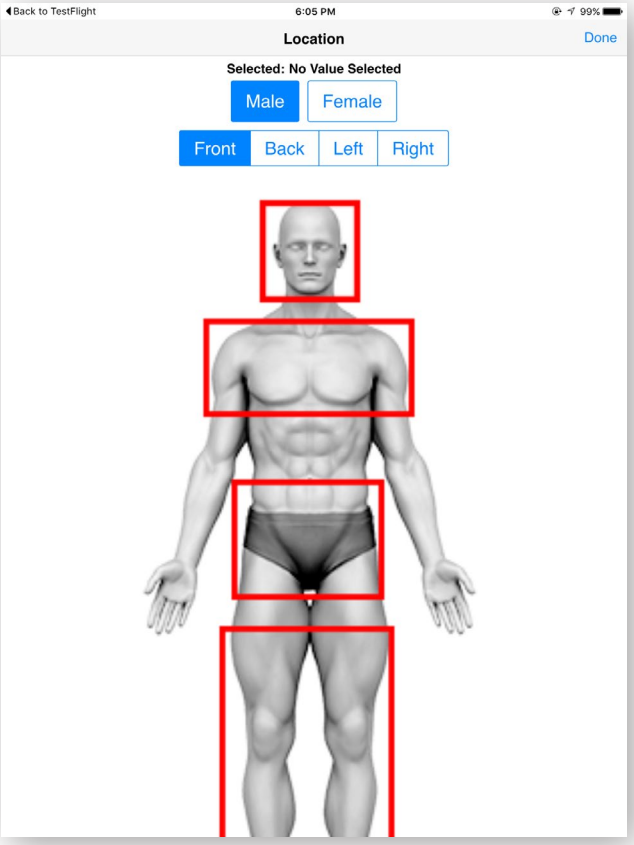


3

Writing a Journal Entry

Tap **Home** (if you are not already on the Home screen). Tap **Journal Entry**, and you will go to a Journal Home screen. Tap **Create New Journal Entry**, and you will go to a Journal Entry screen, and tap on the questions to provide information about your pressure ulcers/injuries. After selecting each answer or the required information (such as location of pressure ulcers/injuries, size, shape, smell etc.), tap **Done**. You will return to the Journal Entry screen, and your choice(s) will appear under the selected question or area. After answering all the questions or required information, tap **Save Journal Entry**. A pop-up Submission Successful box will appear confirming your entry was saved, and tap **Ok**.





4

Setting Reminders

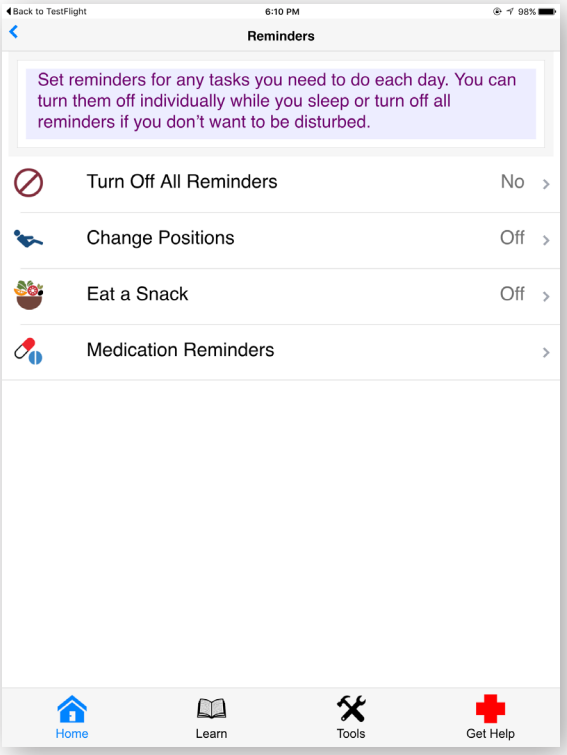
Set reminders for changing positions, eating a snack, and taking a medication. Tap **Home** (if you are not already on the Home screen). Tap **Set Reminders**, and you will go to a Reminders screen.

- To turn on a reminder for changing positions or eating a snack, tap the type of reminder you would like to set (**Change Positions** or **Eat a Snack**), and you will go to a Reminders screen. To turn on the reminder, tap the circle next to either Yes or No, and the selected reminder will switch to either Yes or No. To set the Frequency of the reminder, tap the space to the right, and a pop-up box will appear. Tap either **Every 15 minutes**, **Every 30 minutes**, **Every hour**, **Every 2 hours** or **Every 3 hours**. Once tapped, the frequency will be selected, and the pop-up box will close. To turn off reminders while you are sleeping, tap the circle next to Yes, and two options (Sleep at and Wake at) will appear. Tap **Sleep at**, and a pop-up box will appear. Scroll to select the time you will go to sleep, and tap outside of the pop-up box to close it. Tap **Wake at**, and a pop-up box will appear. Scroll to select the time you will wake up, and tap outside of the pop-up box to close it. To receive reminders while you sleep, tap the circle next to No. Tap **Done**, and a reminder pop-up box will appear confirming your reminder has been saved. Tap **Ok**.
- To turn on a medication reminder, tap **Medication Reminder**, and then tap **Add Medication Reminder**. You will go to a Med Reminder screen where you will add information about your medications such as: Drug Name, When to take, How far apart, First Dose, Last Dose. Once you have entered the medication information, tap **Create Reminder**, and a pop-up Medicine Reminder box will appear confirming your reminder has been saved. Tap **Ok**.

5

Turning Off Reminders

Turn off reminders to shut off any reminder you set in the app. Tap **Home** (if you are not already on the Home screen). Tap **Set Reminders**, and you will go to a Reminders screen. Tap **Turn Off All Reminders**. Tap the circle next to either Yes or No. Tap **Done**, and a pop-up Reminder box will appear confirming your reminder has been saved. Tap **Ok**.



6

Searching for and Learning about Specific Symptoms or Causes for Pressure Ulcers/Injuries and Other Health Issues

Tap **Home** (if you are not already on the Home screen). Tap **Find Symptoms and Causes**, and you will go to a Find screen where you can either (1) scroll through the list or (2) search for a specific symptom or cause by typing it into the search area. After you have selected the symptom or cause you would like to learn about, you will go to the cause or symptom page. Each page is structured differently based upon the information provided. You may see lists of information, images and diagrams, drop-down menus with more information, links to more information or features within the app, or links to external references. On some pages, to move from one area to the next, you will have to use < and > arrows to move through the information. To return to any previous page, tap the < arrow in the upper left corner of the screen.

7

Creating a List of Questions to Ask Your Medical Team

Tap **Home** (if you are not already on the Home screen). Tap **Ask My Medical Team**, and you will go to an Ask Medical Team screen. You will see six categories of information you can use to create a list of questions to ask your medical team at your next meeting or appointment:

- My Pressure Ulcer/Injury
- Home-based Care
- Tests and Procedures
- How Doctor's Office Works
- Cost of Medical Care
- Discharged from VA Facility

Tap on the category of information, and you will go to the category's screen where you will see a list of questions related to the topic. Tap the circle next to the question(s) you would like to ask. Tap **Done** in the upper right corner of each screen, and you will return to the Ask Medical Team screen. To see your saved questions, tap **View Saved Questions**.

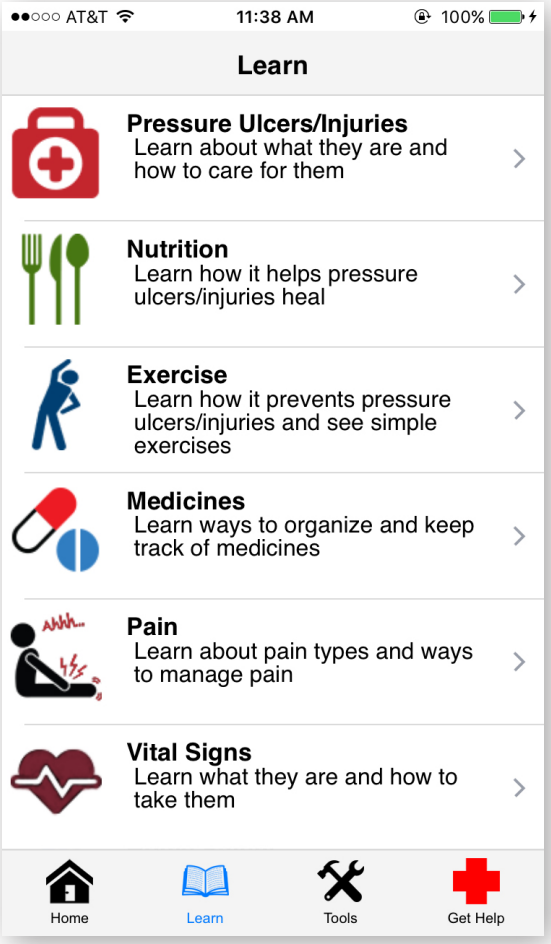
8

Learning About Pressure Ulcer/Injury Care and Prevention

Tap **Learn**, and you will go to a Learn screen with a list of topics you can explore. Tap on the topics to learn more about:

- Pressure Ulcers/Injuries
- Nutrition
- Exercise
- Medicines
- Pain
- Vital Signs
- Home Safety
- Caregiver Tips

After you have tapped the category you want to learn about, you will go to the selected topic's page. Each page is structured differently based upon the information provided. You may see boxes of information, images and diagrams, drop-down menus with more information, links to more information or features within the app, or links to external references. On some pages, to move from one area to the next, you will have to use < and > arrows to move through the information. To return to any previous page, tap the < arrow in the upper left corner of the screen.



9

Watching Video Tutorials

Tap **Tools**, and you will go to a Tools screen with a list of the app's tools:

- Watch Video Tutorials
- Appointments
- Settings
- About this App

Tap **Watch Video Tutorials**, and you will go to a Watch Video screen that provides you with a list of topics you can learn about by watching a video. Tap on a topic that interests you, and you will go to the topic's Video screen that has a play button (a button with a triangle inside it). Tap the play button to play a video that provides information/tips on skin, body repositioning and other app features. On some pages, to move from one area to the next, you will have to use < and > arrows to move through the information.

NOTE: If the video continues to play once you leave the Watch Video Tutorials screen, exit the app. Re-access the app to continue accessing the app tools.

10

Accessing Help and Support Resources from the App

Tap **Get Help**, and you will go to a Get Help screen, and tap the option based on your need:

- **Text to Get Help NOW** - Text the Veterans Crisis Line text-messaging service, which offers 24/7 confidential support.
- **Start Veteran Chat** - Visit the Veterans Crisis Line website.
- **Get Directions** - Obtain directions based on your location.
- **Help Near Home** - Find facilities located in the area you specify.

Help and Additional Information

Additional Training Materials for the VA PUR App

More resources, such as a User Manual, Slideshow and FAQs, can be found on ***mobile.va.gov/appstore***, and search for the app to access the resources.

Help Desk Information

If you need help with the VA PUR App, dial **1-877-470-5947** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711. For clinical questions regarding your personal medical information, contact your VA care team.

Emergencies

You should never use this app in an emergency. If you encounter an emergency, call your local medical center or dial 911. If you feel your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: http://www.va.gov/directory/guide/home.asp?isflash=1.