CHAMP® App
Frequently Asked Questions

Children's Mercy KANSAS CITY

I am having trouble getting my data to send into my home monitoring team. What should I try?

- Turning the device off and on can help to restart and send data if you have trouble with getting it to save or send to your team.
- Review the data status (sent or pending) under each individual tab (like Intake, output) and the sent data tab for summary information.
- To ensure data sends, do not close the CHAMP App immediately after entering data.
- If installed on your personal device, try and uninstall the app and reinstall again from the Apple or Google Play store. You will need a new PIN code from your home monitoring team.

How will my home monitoring team use this information?

- Your home monitoring providers will get a daily report that will show the last 24 hours of data you have entered and some weekly trends that will help them to follow your child.
- The home monitoring team will be able to review the videos you enter to see your child's progress and to see their status at home if you have concerns.
- Once data from your CHAMP App is entered into the cloud system, Automatic Alerts to your team may be sent if the data is out of range. You may receive a call about the following:
    - Below or above goal oxygen saturation
    - High or low heart rate
    - Bloody or red stools
    - Significant vomiting
    - Significant diarrhea

I forgot to put in the 9 a.m. feeding amount and it is now 2 p.m. What do I do?

You can change the time back to the correct time it occurred on the Input screen before you select the save button. This also can work for the other data entered in the output, vital signs, weight, and video tabs.

I got a new phone; how do I get CHAMP App on my device?

A new PIN code will need to be provided to you by your home monitoring team.

How long will I use the CHAMP App for my child?

The goal timing for use of the CHAMP App is from the first hospitalization for complex congenital heart disease until completion of the home monitoring program.

Why should I use the concern's tab?

Once selected and saved, your concerns will be sent to your child's home monitoring team. If you do not receive a phone call back, please call your home monitoring team. Also, please contact your team directly for Red Flags. The CHAMP App does not replace calls to your team with emergency or urgent information. As always, in case of an emergency, call 911.

Thank you for all your hard work obtaining and entering this information into the CHAMP App for your home monitoring team!

CHAMP® App
Login and Individual Center Contact Information

Use your home monitoring team's provided contact information for questions or concerns.

Home monitoring team _____

_____

Phone_____ Time to use this # _____

Secondary phone_____ Time to use this # _____

Pager_____
Please enter your call back phone number when paging your team.

Your CHAMP App login information

Username_____

Password_____

Recommended Data Entry Tabs and Frequency:

Intake_____

Output_____

Weight_____

Vital Signs_____

Videos_____

The CHAMP® App was developed by The Children's Mercy Hospital

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CAUTION: Investigational device. Limited by Federal (or United States) law to investigational use.

The CHAMP App is an asynchronous monitoring software, if you have an urgent concern or red flag situation that requires immediate attention, please call your Home Monitoring Team directly. If this is an emergency, please call 911.