

# Osara Health FAQs

## Who is eligible?

All members and their immediate family members of the Association are eligible to enrol as participants in either program.

Immediate family members defined as an [members] parents, siblings, spouse, and children.

## Why is this being delivered and who is Osara Health?

The health and wellbeing of people impacted by a cancer diagnosis is a priority for Osara Health and your Association. Osara Health is proud to provide support programs when people need us most - to feel connected and in control after a cancer diagnosis.

Osara Health is transforming the way we provide cancer care by empowering people and organisations affected by cancer to thrive using expertise, empathy and technology. Participants gain access to digital tools, dedicated health coaching and evidence-based educational resources, assisting them to feel supported, informed and in control of health outcomes and their wellbeing.

## Who pays for the service?

The cost of the program is covered by your Association.

## Who'll be receiving my personal information?

Osara Health will hold a participant's information, in line with their privacy policy. All information is encrypted at rest and in-transit, and no information is shared with the partnering organisation without participants' permission. Participation in this program including Health Coach calls is entirely confidential.

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## How do I enrol?

Visit your Association's Osara Health landing page link for further information and access to the two enrolment methods for either program.

- Self-enrolment: You can enrol yourself confidentially.
- Refer someone: You can refer a colleague or family member confidentially via this method. This is also the suggested approach if you are comfortable sharing your diagnosis or caregiver role with the associations care team, they can then enrol you directly.

## What happens once I enrol (both methods)?

The participant will receive a welcome email and within 48 hours they will be contacted by a Osara Health Coach to walk them through the program they have been enrolled in. The participant will then receive scheduled calls as agreed over the next 6 - 12 weeks, and begin to receive the program content via email and the Osara Health smartphone application.

## How long does the program go for?

Both programs typically run for 6-12 weeks, although this is entirely flexible depending on the participant.

## Who are the Health Coaches?

Osara Health Coaches are healthcare professionals who have had experience providing care to patients with cancer. Your Osara Health Coach will support you to create a personal care plan and help you make more educated decisions about your health.

The Health Coach is not a replacement for the medical care team and will not provide any advice on diagnosis, prevention, monitoring, treatment or improvement of your or your loved one's clinical condition.

## (Participant) I need some more information

If you'd like more information, please visit the Osara Health Landing Page or contact your Association representative.