

My Care Conversations Smartphone App Frequently Asked Questions

How can I improve the quality of the audio?

- To ensure a clear recording, follow the recommendations below:
- Device should be placed face-up when recording.
- Device should be on a flat stable surface and not covered by papers or clothing.
- If possible, the device should be placed halfway between the patient and physician and ideally less than 4-6 feet away from either person.
- Consider enabling 'do not disturb' or 'sleep' mode while recording, to prevent phone calls and notifications from interrupting the recording.

How can I share my recordings?

The longer the recording, the larger the file size will be. Discuss with your physician when it is appropriate to start recording, to keep the file size smaller. You can go into your Recordings page and select a file to determine the size of the file. On the right hand side of the file name it will show the size of the file. The best ways in which you can share your files depend on the size of the file.

A small file size (smaller than 2MB or smaller) can typically be sent via text.

Medium file sizes (10MB and less) can be sent via email. Large files (over 10MB) can be shared using a cloud storage service.

To ensure quick sharing of recordings, follow the recommendations below:

Connect your device to a wifi network to speed up the transfer of recordings and helps limit data use.

- Don't send large recordings by text. Most phone carriers have a text message size limit of 2MB or less. iPhone and iPad users can send files via iMessage when connected to wifi.
- Don't send recordings larger than 10MB via email. Some email providers have attachment limits and your email may be blocked.
- Users with Apple devices can use AirDrop (one of the options available when the Share icon is tapped). For more information: <https://support.apple.com/en-ca/HT204144>
- Consider using a cloud storage service to back up and share your recordings.
 - Dropbox (<https://www.dropbox.com/>)
 - Google Drive (<https://www.google.com/drive/>)
 - Microsoft OneDrive (<https://onedrive.live.com/>)
 - Box (<https://www.box.com/>)

Why shouldn't I share my recordings on social media?

Your recordings may contain sensitive personal information, and should only be shared with trusted friends, family and caregivers.

My device is almost out of storage. What should I do?

To free up space on your device, transfer your recordings. To ensure quick sharing of recordings, follow the recommendations below:

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 - Box (<https://www.box.com/>)

Does Alberta Health Services store copies of my recordings and notes?

Alberta Health Services does not store any app data. Once you have deleted a file, it cannot be restored.

Why shouldn't I record in a public space such as a waiting room?

You may capture other patient's personal information and it is against AHS policy.