



Frequently Asked Questions



What is Backpack Health?

Backpack Health is a service that helps people better organize and manage their health details and share them with the people who need to know. Backpack Health is available for web, iOS and Android, making it easy for individuals to access, own, and control all their health information to better manage their health care for themselves, their loved ones, and their communities. It can be used on any device, in five different languages. Backpack Health also provides a platform for groups, like hATTR Compass, to engage patients and build communities around the globe.

What is the cost to me?

Through the hATTR Compass program, an Akcea Therapeutics and Ambry Genetics partnership, members have a **free subscription to Backpack Health**.

How can Backpack Health help my family and me?

Backpack Health allows you to collect and manage you and your loved ones' health information in one secure place. With Backpack Health, you can **manage health details, upload and store medical documents** like clinical reports, photos, videos, etc., and select the information you want to **share securely** with those who need to know. Backpack Health even allows you to **translate** your health information on the go, without an internet connection.

Who can use Backpack Health?

Anyone in the hATTR amyloidosis community can use Backpack Health.

How do I access the hATTR Compass group at Backpack Health?

Backpack Health is available at no cost to patients with hATTR amyloidosis with polyneuropathy and their caregivers. To join for free and get started with Backpack Health, you can use this link: <http://join.backpackhealth.com/hattrcompass>. When signing up for the hATTR Compass on Backpack Health, it's important that you read and agree to the eligibility criteria and consent.

Is Backpack Health just for me or can I include my family members?

Once you sign up for the hATTR Compass program on Backpack Health, you can add others that you care for to your Backpack. For example, children or elderly parents. Backpack Health will also allow full access between shared Backpack accounts, for instance, spouses.

www.hattrchangethecourse.com

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www.hattrcompass.com

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Is the app private and secure?

Backpack Health takes data privacy and security very seriously. You can read more about **security** and **privacy** on the Backpack Health website. Akcea Therapeutics does not have access to specific patient information through Backpack Health.

What should I add to my Backpack?

Here are some tips for how to get started with Backpack:

- Make sure your **profile information is complete** by selecting your profile from the main app menu.
- **Add any Conditions or Symptoms** to your Backpack. Be sure to include start dates and end dates if applicable. You can add files that are relevant, like imaging files or doctor's notes.
- Continue to add to your Backpack by including **Surgeries, Medications, Allergies, Labs, Measurements**, and anything else that's important to your condition.
- Once you get **Genetic Results from hATTR Compass**, you can enter them in your Backpack under Genetic Results. Also be sure to **add the file** (you can take a picture of it and upload to your Backpack with your phone) to Files on Backpack.

What is a Share Card?

Backpack Health gives you the freedom and protection to choose what information you share and who you share it with. Backpack Health comes with two Share Cards – an **Emergency Share Card** and a **Health History Share Card**. And, you can add as many **custom Share Cards** as you like – one for the school or daycare, another for a physical therapist, etc. Share Cards allow you to choose the information you want to share and the people with whom you want to share it.

The selected health information included on a Share Card can be shared via PDF in a text or email, or even using a **secure URL** with the most up-to-date details. The unique URL for each Share Card can also be printed for your wallet, added to a piece of emergency jewelry like a bracelet, or stored in your phone's Medical ID so that vital health information is available in an emergency. Backpack Health makes it easy to get the right information to the right people, whether it's another family member, a new doctor, a school nurse, babysitter, or emergency personnel.

How can I get support or help with the Backpack Health App?

The Backpack Health team is happy to help – email them at help@backpackhealth.com or chat directly from within the app by tapping or clicking on your initials/profile picture and selecting "Contact Us." You can get answers to specific questions about the app in the **Backpack Health Help Center**.



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