

# FAQs

## **How do I get records into Mamma Bear?**

Mamma Bear Essential will help you generate a records request for any hospital, ER, or provider you've seen. You then send those out, and when the records come back you scan or import them. Mamma Bear does the rest.

Mamma Bear Mk I will do this automatically for you, you just need to tell her where you've been seen.

## **What forms of records can Mamma Bear read?**

Mamma Bear is an AI. She can read electronic health records, typed notes, even handwritten ones.

## **Will I be able to verify the information once it's loaded, and correct it if I need?**

Absolutely!

## **What if the doctor/hospital/facility no longer exists?**

Your records have been archived *somewhere*. It may take a little work to find out who has them, but someone does, and will have to furnish them to you upon your request.

## **Can Mamma Bear operate off a partial record?**

Mamma Bear will work with however much or little you can give it. Of course, the more complete the record, the better job she can do.

## **Can I tie Mamma Bear to MyChart or my Apple Health App?**

Mamma Bear is not intended to integrate directly into any one records app since this can actually limit what records would be available, if you've been seen at multiple places. You would request a copy of your file from your records app and import it as above.

## **How can I get Mamma Bear?**

Once we go live, the app will be downloaded from your app store using a code purchased from the Mamma Bear website.

## **What will it cost?**

While pricing has not been firmly set yet, the Mamma Bear Essential will be available as a one-time purchase and the Mamma Bear Mk I will be available as a subscription, for prices comparable to many popular photo editing or video game apps.

**How about security? Can anyone read my information?**

Absolutely not! One of our core advantages over a medical ID bracelet or the ‘medical info’ button on your phone’s lock screen is that it’s secured.

The Mamma Bear Essential is intended for people who have caregivers who can manage access for them, as in activating the Listen Mode when they’re at the doctor’s office, or providing a PIN to EMS or ER staff over the phone once their need and authority are verified.

The Mamma Bear Mk I will have more robust security measures in place which are still in development, since it’s intended for the general public who may not have a trusted third party available when a crisis hits.

**Is Mamma Bear always on and listening?**

No. That would be creepy! Listen Mode must be deliberately activated.

**Does Mamma Bear, the company, have access to my records?**

We foresee there may be a need for records to pass through our servers to facilitate the AI functions. However, we will have firewalls in place to prevent anyone from seeing those records (even our own people), and they will not be retained afterward.

**Will Mamma Bear be making any other use of my information?**

Mamma Bear, Inc. may conduct large-scale analyses of descriptive, administrative, reference and/or statistical metadata strictly for our own internal use, once any personal Protected Health Information has been scrubbed.

We have made a commitment that we will not be selling or otherwise providing any information entrusted to us to any third parties.