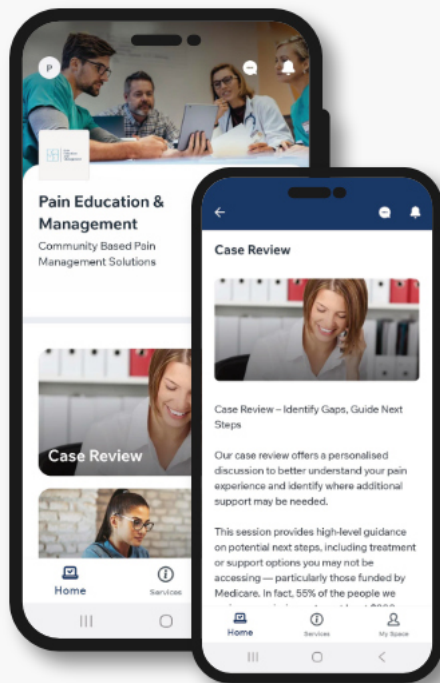


# Learning to live better with chronic pain

## Getting started with the Pathways app



# Contents

Introduction to the Pathways app .....	1
What Consumers Say .....	2
The Challenge of Chronic Pain .....	2
How this Handbook Can Help You .....	3
Downloading the App .....	4
Signing Up.....	5
Your First Login .....	6
Home.....	7
Home Screen .....	8
Modules .....	9
Contact .....	10
Model of Care .....	11
Available Services .....	12-13
MySpace .....	14
Your Profile .....	15
Further Support .....	16

# Introduction to the Pathways app

Welcome to the *Pain Edu and Mgmt* app, which brings together education, support, and care pathways in one simple place.

Painaustralia and Pain Education and Management have partnered to help people with chronic pain to manage and live better with their condition.

The 11-module Pathways to Pain Management program available through the app provides consumers with an immediately accessible, practical tool that supports patients and clinicians alike – you can either use it yourself directly or through your health clinician.

The modules include information and education on areas such as:

- Understanding pain
- Medications for pain
- Nutrition for pain management
- Integrating movement
- Complementary physical therapies
- Procedure-based interventions
- Optimising sleep
- Reconditioning the body

**pain**australia



Pain  
Education  
and  
Management

## What Consumers Say

*"I've lived with chronic pain for over 25 years, and this multidisciplinary approach is the closest I've come to real help. It's given me hope and a better understanding of how to manage my pain."*

— Program participant

*"This app really helped me to find some direction when dealing with my pain, it helped me connect with the right support, and I found the education really helpful."*

— Program participant

## The Challenge of Chronic Pain

Chronic pain affects 1 in 5 adult Australians and is one of the most complex and resource intensive conditions managed in primary care. Getting treatment can sometimes be challenging and it can be difficult to access the multidisciplinary care needed. The Pathways app provides a structured program that complements GP and allied health care to help you live better with your chronic pain.

## How this Handbook Can Help You

This handbook offers information and practical advice to help you get started with the app which will:

- Connect you with services and support
- Provide a free GP referral
- Provide clinician lead consults with a multidisciplinary team
- Provide a community-based assessment and pain plan
- Provide ongoing support and coaching



## Downloading the App

- First, download the app from the Apple App Store or Google Play Store.

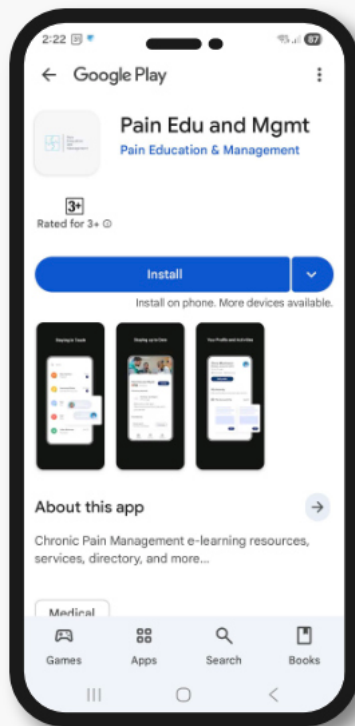
Use the QR code to direct you to the relevant store for your device.

- When you use the app for the first time, you will be asked to create a profile.
- Begin by pressing the 'Get Started Button'.

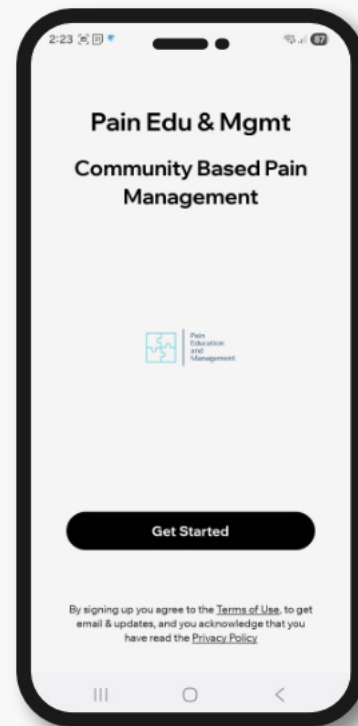
### QR Code



### Download



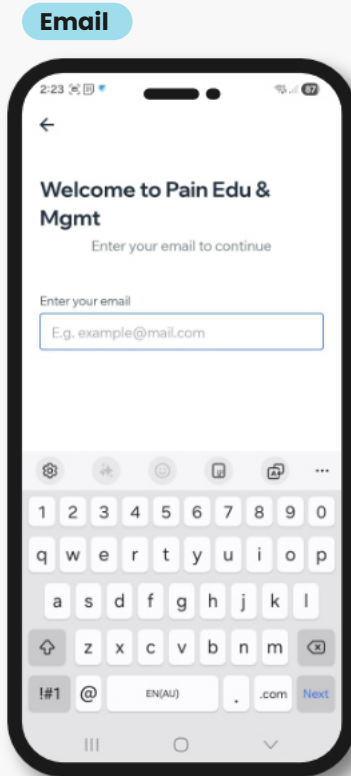
### Get Started



## Signing Up

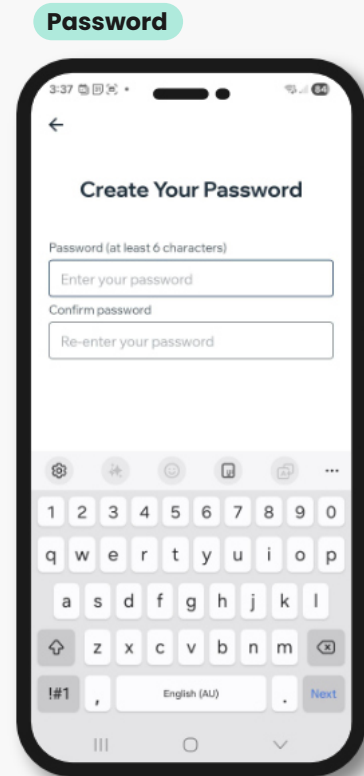
- Simply use an email address you would like to use for your profile.  
Then enter a password.
- Re-enter the same password, then select Create Password.

**Email**



The smartphone screen displays the 'Email' step of the sign-up process. At the top, the status bar shows the time 2:23 and various icons. The app header has a back arrow and the text 'Welcome to Pain Edu & Mgmt'. Below this, a subtitle reads 'Enter your email to continue'. A text input field is labeled 'Enter your email' with a placeholder 'E.g. example@mail.com'. The bottom of the screen shows a standard iOS keyboard with a 'Next' button in blue.

**Password**



The smartphone screen displays the 'Password' step of the sign-up process. At the top, the status bar shows the time 3:37 and various icons. The app header has a back arrow and the text 'Create Your Password'. Below this, a subtitle reads 'Password (at least 6 characters)'. There are two text input fields: the first is labeled 'Enter your password' and the second is labeled 'Confirm password' with a placeholder 'Re-enter your password'. The bottom of the screen shows a standard iOS keyboard with a 'Next' button in blue.

## Your First Login

- You may be asked to complete a simple check to confirm you are a real person.

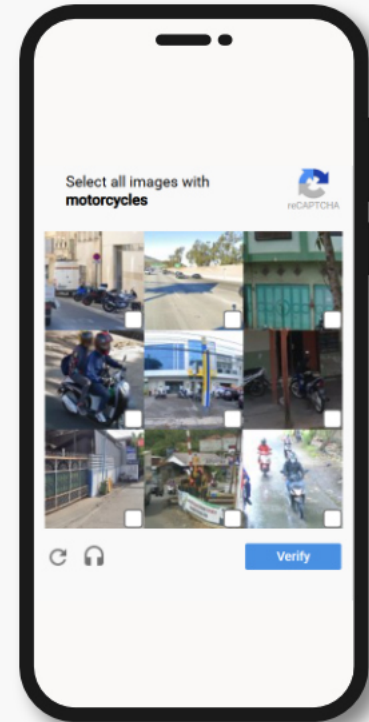
This is called a reCAPTCHA. In this example, you have to select all of the images with motorcycles.

Once you have done this, you'll be logged in.

- The next time you need to log in, just use the same email and password.

It is important that you are logged in while using the app, as this is how your learning material is assigned and it also allows you to track your progress.

### reCAPTCHA





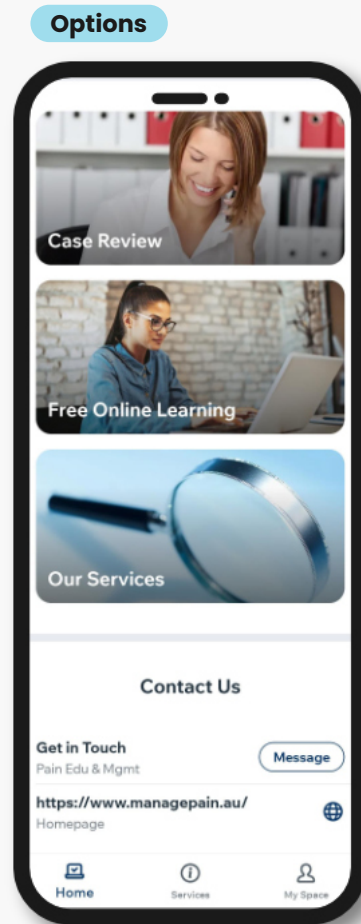
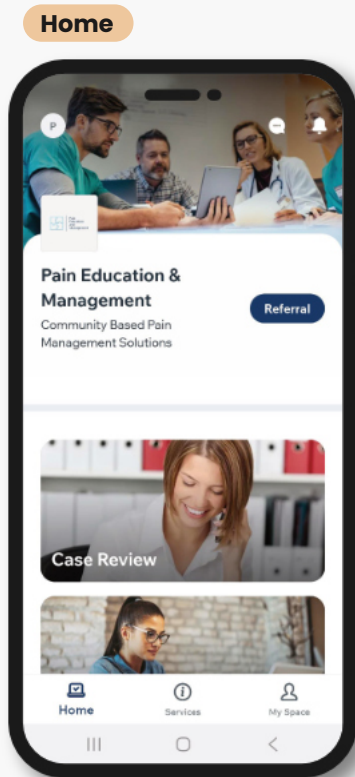
## Home

- Now that you have set up your profile and can access the app, let's take a quick tour.

Select the home icon in the navigation bar to access the main screen.

Here you'll find ways to get support through:

- Case Review
- Free Online Learning materials
- Our Services
- Our Contact Details.



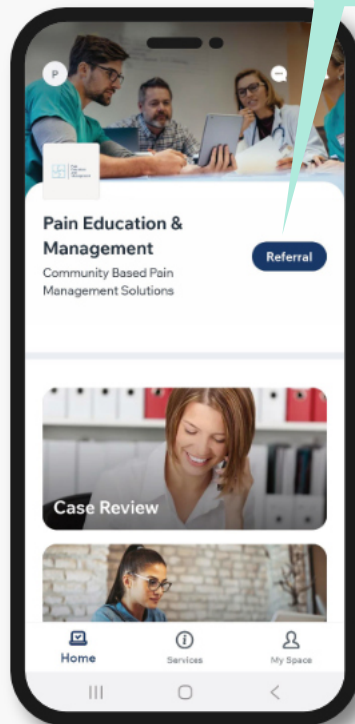
## Home Screen

- At the top of the home screen, you'll also see a referral button.

Select this to learn how to access the full program with a GP referral with no out-of-pocket cost.

If you've never worked with this program before, the case review section is a great place to start.

### Referral



### Referral

#### Start the Pathways to Pain Management Program

To access this free option, follow these simple steps to download your referral form and get started.

1. Download the referral form

[Download this Form](#)

2. Take It to Your GP

Bring the printed form to your GP appointment.

Ask your GP to:

- Fill in their details
- Tick the referral option
- Sign and date the form
- Hand the form back to you

3. Upload the Signed Form

Once your GP has signed the form:

1. Scan the QR code on the form, or
2. Click the button below

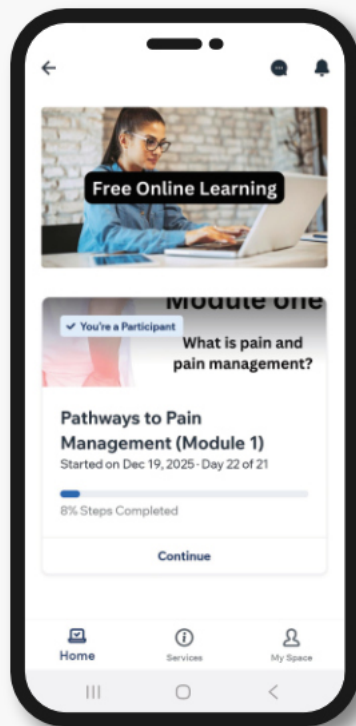
[Upload Referral](#)

## Modules

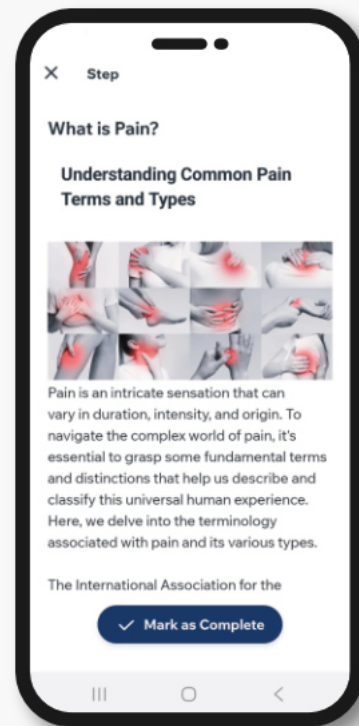
- By default, everyone has free access to module one of the flagship e-learning program, Pathways to Pain Management.

This is available in the free learning area.

### Free Learning

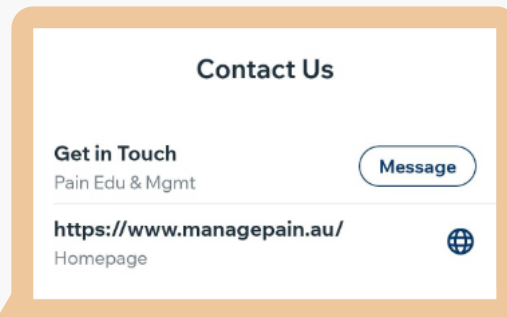
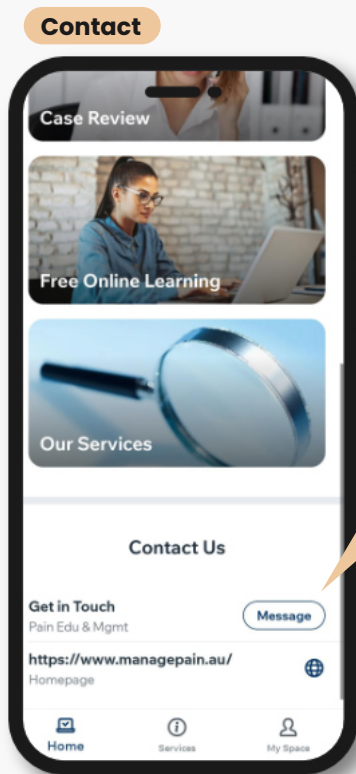


### Module 1



## Contact

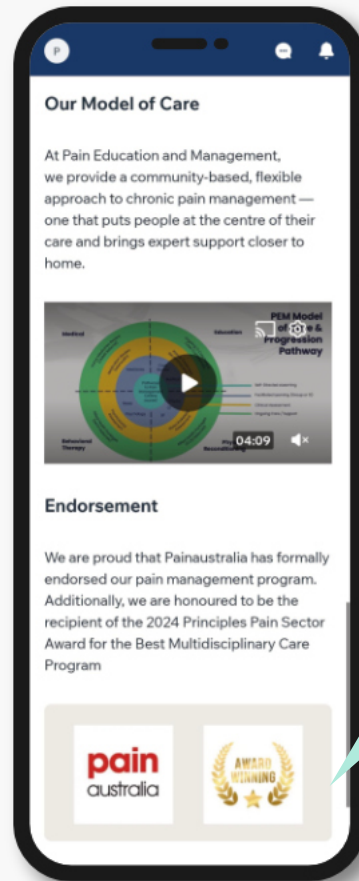
- In the contact section, you can message the team directly from the app, call them, or visit the website for more information at [managepain.au](https://www.managepain.au)



## Model of Care

### Model of Care

- Here you'll find information about models of care and an overview of the core services.
- Painaustralia has formally endorsed the pain management program.



## Endorsement



# Available Services

## Overview

- The services available are grouped under three headings:
  - exploration
  - planning
  - care navigation.

These groupings are designed to help the consumer choose what best suits their needs for when they are on their pain management journey.

No two journeys are the same, and these categories will help guide consumers to the right place.

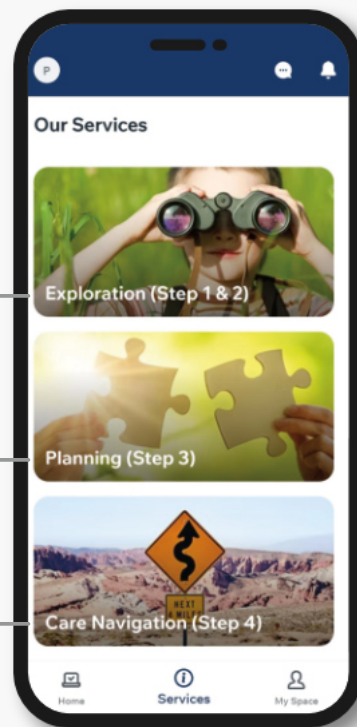
If you're unsure where to start, it is recommended beginning with the Online Education Program. This is free with a GP referral or booking a case review with one of the team.

• Exploration

• Planning

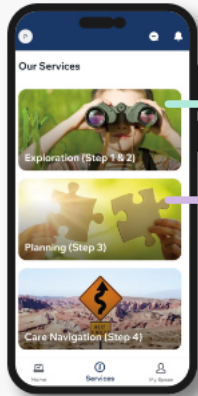
• Care Navigation

### Services

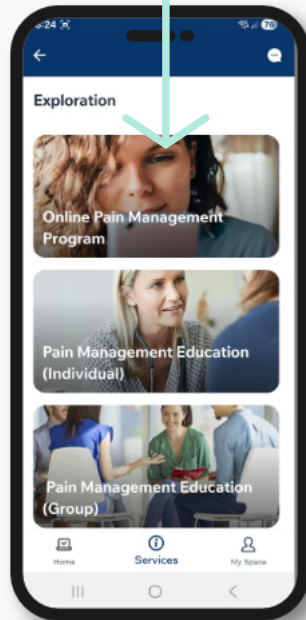


## Available Services

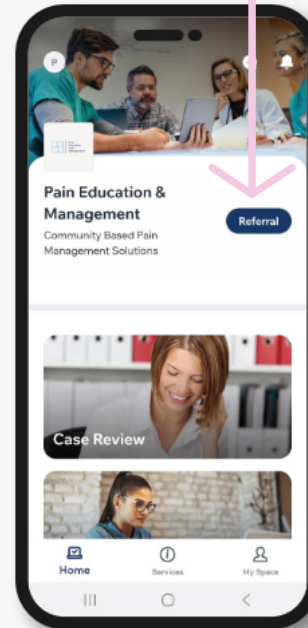
### Where to Start



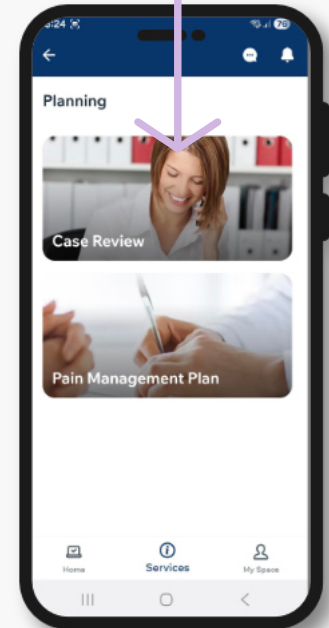
#### Online Education



#### Referral



#### Case Review



If you're unsure where to start, try beginning with:

1. The Online Education Program (which is free).
2. Accessing the program with a GP referral, or
3. Booking a case review with one of the team.

## MySpace

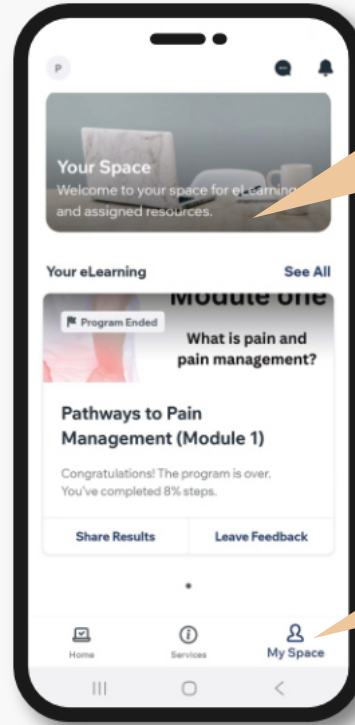
- The third navigation icon is MySpace.

MySpace is where you'll find any material that has been assigned to you.

This includes anything you've signed up for through the app or the website.

You can access your account from both the website and the app, and your login details are the same for both.

When using the website, your materials will appear under the Programs tab once you're signed in.



**Your Space**  
Welcome to your space for eLearning and assigned resources.

  
**My Space**



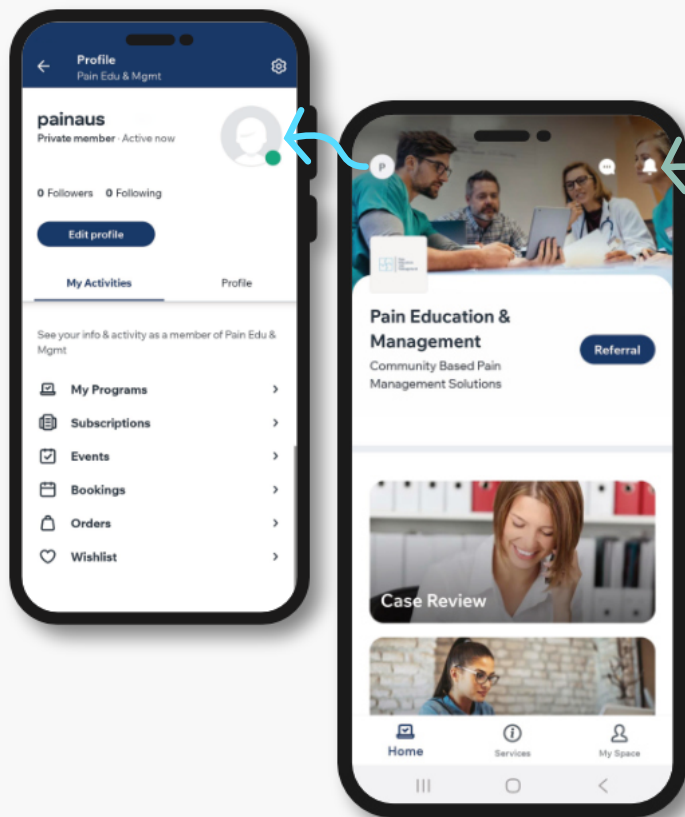


## Your Profile

- You can access your profile by selecting the small circle in the top corner, which shows your avatar or initials.

This is where you can update your details, add a photo, and personalise your profile.

As part of the program you are encouraged to keep this information up to date, as it helps the team support you more effectively.



- In the top right corner, you'll also see icons for chats and notifications, making it easy to stay connected and keep track of updates.

## Further Support

We hope you find the Pain Edu and Mgmt app provides you with the support to manage and live better with your chronic pain.

If you have any questions or need further assistance, please don't hesitate to reach out to the team through the app's contact options.

Further support, other resources, and information about chronic pain is available at the painaustralia website: [painaustralia.org.au](https://painaustralia.org.au)

You can also find pain information and advice at the Australian Government's Health Direct Website [healthdirect.gov.au](https://healthdirect.gov.au)

