About GetWell Loop

Frequently Asked Questions (FAQs)

Why am I getting messages from GetWell Loop?

M Health Fairview uses GetWell Loop to support patients before and after some health events, like surgery, COVID vaccines and emergency room visits. This is a free, online service. It lets us stay in touch throughout your care journey.

Through Loop, we can check on your health, send reminders, share information and respond to your questions and concerns. Here's how it works:

1. For certain procedures or conditions, you'll get an invite from GetWell Loop by email or text message. Follow the instructions to start your free account.

2. Once you've set up your account, we'll start checking in with you regularly using the GetWell Loop platform. These check-ins will keep us "in the loop" on how you are doing.

3. In some cases, GetWell Loop may notify you that you've received a comment from your care team. Don't worry! These messages are coming from M Health Fairview.

Is it secure?

Yes, GetWell Loop is a secure platform. It's built to protect your private health information. Messages from GetWell loop follow all federal privacy laws, including HIPAA (Health Insurance Portability and Accountability Act). To access information from your care team, Loop will always ask you to log into the secure GetWell Loop application. You'll use a username and password that you set up.

Can I opt out?

Yes, you may opt out at any time.

- Don't want to activate your Loop account? Do one of the following:
    - Reply STOP to any invite you get by text message.
    - If your invite came by email, click "Change Your Account Preferences" at the bottom of the email, then follow the opt-out steps.

- If you've already started your account: Go to the Menu. Click Settings, choose Notification Preferences, then click "Opt out of all messages and close Loop."

- Or, call Fairview OnCall (612-672-7272) and ask us to close the loop. Be ready to give your full name and date of birth.

Can anyone enroll in GetWell Loop?

In most cases, no. We only offer GetWell Loop to support certain health events, like elective joint replacement or a COVID-19 diagnosis. To be a part of GetWell Loop, you must:

- Be a patient of M Health Fairview.
- Have an email address or mobile phone number that will accept text messages.

How do I use GetWell Loop?

For tip sheets and other helpful information, go to https://support.getwellnetwork.com/loopfaq/.

Over

My care team said I'd get a Loop invite, but it hasn't arrived

If the Loop is for a surgery or other procedure, you won't get the invite until about a month before your surgery.

If you're still concerned, please contact your care team and ask to check your enrollment. They should verify that we have the right email address or mobile number in Loop. In some cases, they may need to manually enroll you in the Loop.

You may also call Fairview OnCall to check your enrollment (612-672-7272). Please be ready to give:

- Your full name
- Date of birth
- Reason for the Loop (type of surgery, reason for visit or hospital stay, etc.)
- Location of service (which clinic or hospital)
- Best phone number or email address to reach you

Note: If you have specific concerns about your care, please contact your doctor or care team.

I received my invite, but I can't activate my account

If you're unable to log into your account, call the GetWell Loop help desk at 1-888-GWN-DESK (available 24 hours a day).

I forgot my user name or password

To get your user name or reset your password:

1. Follow the prompt to log in to your account, or go to the login page at https://loop.getwellnetwork.com/login.

2. At the bottom of the page, click "Forgot password?" or "Forgot user name?".

3. Follow the prompts.

Or, call the GetWell Loop help desk at 1-888-GWN-DESK to request your username or reset your password (available 24 hours a day).

There may be a slight delay in receiving your user name or password reset notice.

The messages from GetWell Loop are inaccurate

Please call Fairview OnCall (612-672-7272). Be ready to give:

- Your name
- Date of birth
- Name of the loop you're in
- A description of your concern

Note: If you have specific clinical questions or concerns about your care, please contact your doctor or care team.