# Notes from the Village

*Building the trust network around your health data, one update at a time.*

## TrustMyOwn.Health Newsletter 008: Help? The Honest Answer: I Don't Know Yet

What kind of help have you needed to manage and use your health data? What made the help valuable, or not?

This week, someone asked, "*How will live support while using the TMOH app work*?" My reflexive, non-responsive response was, "*Community-based support reaches people that TMOH's technology alone cannot reach. A patient advocate who has lived with the same condition can explain why organizing fourteen years of records matters in a way no onboarding screen can."* The answer was accepted, but the truthful answer is, "*I don't know yet."*

I need to understand what help (support and training) means before I can answer honestly. We could consider help with technical stuff and life (health and condition). As with any process with variation, we will track needed help during our alpha phase, when we test 24-32 use cases. Like most things people need help with, it probably won't be evenly spread. If the pattern that shows up everywhere holds, most people and situations need the same handful of things, which we might manage with AI and brief videos. A smaller group needs something much more specific and perhaps personal. Clearly, we need to test this statement rather than assume it. Here's what we have learned so far:

**Technical Help** covers:

- Uploading and organizing documents in the vault
- Using the AI assistant to find information, generate summaries, and answer questions
- Creating and sharing Provider-Ready Outputs (emergency cards, specialist summaries, referral packets)
- Authorizing and revoking data sharing with specific recipients
- Troubleshooting vault access and document processing issues




*Created with OpenArt.AI*

**Health and Condition-Specific Help** covers:

- Disease-specific guidance on which records to gather and prioritize
- Context for what questions to bring to clinical appointments based on vault contents
- Peer support connecting vault owners with others who've navigated similar conditions
- Guidance on research participation opportunities, with consent/data-sharing explained

What kind of help have you needed to manage and use your health data?

Where do you find help? Within the app or portal, searching online, asking at a clinician's office, or asking a family expert? What made the help valuable, or not? Feel free to highlight amazing help in another industry, device, or tool.

**Onward, Danny Health Hats**