



Visit www.caringbridge.org to set up a web site to keep your friends and family members up to date while a loved one is on hospice services.

What is Caring Bridge?

CaringBridge® is a 501(c)(3) nonprofit web service that connects family and friends during a critical illness, treatment or recovery. It is personal, private and available 24/7. It helps ease the burden of keeping family and friends informed. Patients and caregivers draw strength from loved ones' messages of support. It is free.

How does it Work?

Family and Friends stay connected through journal entries, reducing the stress of multiple conversations. Visitors to your site will leave messages of love and support in your guestbook. Choose a style template, text and photos to customize the personality of your website. You can set up a site through three steps that just take a few minutes.

Do I have to install special software?

No. CaringBridge is Web-based, so the only thing that's needed to use the service is a connection to the Internet.

Does the CaringBridge service ever “go down?”

We're proud of the fact that we have a 99.9% uptime. That means that the CaringBridge service was temporarily unavailable for just 15 hours over the course of an entire year!

Who handles customer service and questions?

CaringBridge handles all customer service questions and issues — 98% of which are answered and resolved within 24 hours.

What sort of training is needed?

None. Setting up a CaringBridge site is a simple, 3-step process that takes just a few minutes. Even the most techno-phobic patients and families can set up their own personalized website with no assistance.

What about banner ads, pop-ups and spam?

CaringBridge prides itself on remaining non-profit and completely family-centered. We do not sell banner ads or pop-ups that distract people and clutter patients' CaringBridge sites. And we never sell, rent or give our private database of users to anyone for any reason.

What about privacy and security?

CaringBridge sites are not searchable by Internet search engines (like Google, Yahoo!, etc.) To view a CaringBridge website, you must know the specific and unique site name — which helps restrict access to family and friends who have been given that name. Site authors can choose to add additional layers of privacy and security, including requiring all visitors to register before they can view the site, and requiring a password.

What about HIPAA?

Since all of the content on a CaringBridge site is created and posted by a patient or family member, there are no HIPAA restrictions or regulations on that content. No information is being provided or posted by the hospital, clinic, facility or caregiver, so HIPAA does not apply.

How is CaringBridge funded?

As a U.S. 501(c)(3) nonprofit organization, the CaringBridge service is available – for free – for families because of the generous donations of individuals. Nearly 90% of all funding comes from families who use the CaringBridge program. The last 10% comes from organizations that provide donated services and facilities, or healthcare organizations that provide sponsorship revenue.