



Managing Your Health at Home

Connect Me can help you manage your health and wellbeing at home. The system will automatically contact you at agreed intervals to ask you about your health. This is a **FREE** service via mobile app and website or by text message or automated phone call. Your health professional will discuss the most suitable option with you.

STEP 1

Mobile app or website

On initial enrolment, you will receive an email explaining how to register with Inhealthcare, it will introduce you to the service and explain how to download the app or use the weblink to the secure website.

Check your junk emails for these emails.

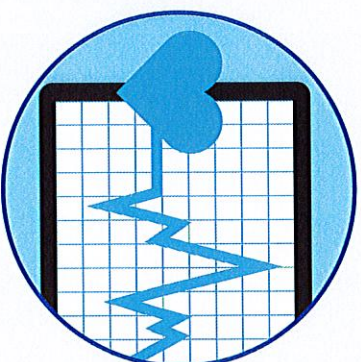
Or Text message

You will receive a series of text messages from Inhealthcare with information on how to use the service.

Or Automated call

You will receive an automated phone call asking you to use your telephone keypad to use the service.

STEP 2



The system will contact you at regular intervals to ask a set of simple questions about your health and/or clinical measurements. The times and frequency will be agreed with your health professional.

STEP 3

What happens next?

When you submit your answers you may be given advice which will help you stay as healthy as possible.

- **What happens if my condition improves?**
Even when you are feeling well, you are advised to continue until your Connect Me service ends or you are advised to stop.

- **What happens if my condition worsens?**
If your condition get worse or you are prompted by the system, follow your management plan and seek medical advice if required.

- **What if I want to stop?**
You are advised to continue monitoring for the time agreed with your health professional.

If you use the app or patient portal you can use the opt out task, if you use text messaging you can text **STOP** at any time and if you use the automated phone call version you can select **2** on your keypad to opt out.

- **What happens with my health information?**
Find out how NHS Scotland handles personal health information at [NHS Inform](#).

Hints and Tips: Monitoring Your Blood Pressure

Before you take your blood pressure reading:

- Many things can make your blood pressure rise for a short time. Make sure you do not need to use the toilet, and that you have not just eaten a big meal. Do not measure your blood pressure within 30 minutes of drinking caffeine or smoking.
- Wear loose fitting clothes like a short sleeved t-shirt so that you can push your sleeve up comfortably.
- Always use the same arm for blood pressure readings, as each arm will give you a slightly different reading. If possible, use the arm that your doctor or nurse uses when measuring your blood pressure.
- Before you take your readings, rest for five minutes. You should be sitting down in a quiet place, preferably at a desk or table, with your arm resting on a firm surface and your feet flat on the floor.
- Make sure your arm is supported and that the cuff around your arm is at the same level as your heart. You may need to support your arm with a cushion to be sure it is at the correct height. Your arm should be relaxed, not tensed.

For more help on how to measure your own Blood pressure, watch the British Heart Foundation video [here](#)



Blood Pressure Patient Guide

What will I need?

In order to use the blood pressure service, you will need access to:

- A telephone, mobile, smartphone, laptop or tablet device (depending on your chosen method of submitting your readings).
- A mobile phone signal, or a broadband or wifi internet connection (depending on your chosen method of submitting your readings).
- A blood pressure monitor and cuff - your health professional may be able to provide you with this equipment and show you how to use it.

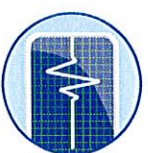
Your health professional will tell you about Connect Me and how it can help you.

They will also explain how often they will review the summary of your readings sent to them at regular automated intervals for their records.

What will you be asked for?

At a frequency agreed between yourself and your health professional, you will be asked to submit your blood pressure readings, which consists of two numbers systolic (upper) and diastolic (lower).

You may receive messages to submit your blood pressure readings every day for two weeks or less frequently for a longer period of time.



What does the service do with my readings?

Your blood pressure service has been designed especially for people who need to monitor their blood pressure – whether for diagnosis, to ensure their medication is working as required, or for longer term monitoring.

When you submit your answers you may be given advice which will help you stay as healthy as possible.

Your health professional will be able to track your blood pressure readings over time. If you are using the app, you will also be able to see your own blood pressure readings and track them.

What else should I know?

When using the blood pressure service, you will simply be asked for your BP readings – nothing more.

Monitoring your blood pressure readings over time will help to give you a better understanding of how well controlled your blood pressure is and help you to discuss any significant changes in your readings with your health professional.

We hope you find the blood pressure service enjoyable and helpful to use. However, if you do not want to continue using the service, you can opt out at any time. If you use the app or patient portal you can use the opt out task, if you use text messaging you can text **STOP** at any time and if you use the automated phone call version you can select **2** on your keypad to opt out.

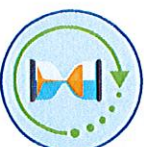
Please note this is not an emergency service. Your readings may not be viewed by a

health professional straight away.

If you need medical assistance, you should phone your family doctor (GP) or

call NHS 24 on 111.

In case of an emergency, dial 999.



Important information

Privacy

Text messages, emails and phone calls are not encrypted. You can find out more information about current guidelines for the safe use of devices online at:

<https://www.ncsc.gov.uk>

Examples of advice include ensuring you have a pass code on your mobile phone and switching off notifications on lock screen.

Changing your mobile number, telephone number or email address

Let your health professional know if you change your mobile number, telephone number or email address to ensure your communications continue as planned.

Lost or stolen phone/laptop

Contact your health professional if your phone/laptop is lost or stolen. They will stop the service.

Please note that Connect Me is not an emergency service. Your readings may not be viewed by a health professional straight away. If you need medical assistance, you should phone your family doctor (GP) or call NHS 24 on 111.

In case of an emergency, dial 999.

More information

General information about how NHS Scotland handles your health information and your health rights can be found on the NHS Inform website.

Useful Contacts

NHS Inform www.nhsinform.scot

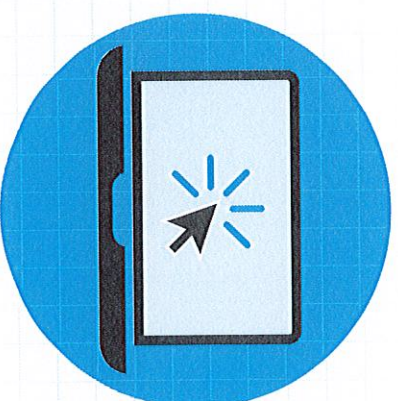
Tel: 0800 22 44 88

NHS 24 www.nhs24.scot

Freephone: 111

TEC Website **Connect Me:**

<https://tec.scot/programme-areas/connect-me/connect-me-patients>



Digital Health
& Care Scotland



Supplied by
inhealthcare

General Patient Information Leaflet for using Inhealthcare



What is Connect Me?

This is the new name for a variety of services or options which may be offered as a means for an individual to interact and communicate with their health professionals. Some of these services were known by various names in recent years such as Remote Health Pathways; Remote Health Monitoring; Home and Mobile Health Monitoring or Telehealth.

The service will automatically contact you at agreed intervals to ask about your health.

This is a **FREE** service via mobile app, website, text message or automated phone call and can be used for many reasons, such as:

- ♥ Monitoring the effects of starting or stopping a treatment programme.
- ♥ Reminding or encouraging you to do something to take care of yourself.
- ♥ Identifying flare-ups of your condition so that you get the right treatment sooner.
- ♥ Identifying reasons why your condition might not be well controlled.
- ♥ Offering advice and support during a treatment plan.



Registering to use Connect Me Services supplied by Inhealthcare

These services are supplied to you via the Inhealthcare system. Your health professional will explain how the system works and discuss the potential benefits to you. We will only register you, with your agreement.

Any information collected about you will be held securely in line with current Data Protection Regulations.

For the app/website version of the service you will then receive an email inviting you to register within Inhealthcare.

Please bear in mind Inhealthcare is a computer system and not a person. It is programmed to send and accept specific information, so do not send in anything other than what is expected. This will be explained by your health professional.

If you decide you do not want to register you should ignore the email but please let your health professional know that you have changed your mind.

How does it work?

Your health professional will discuss which communication option is most suitable for you. There may be a choice of mobile app or emails linking to the web page, text messages or an automated telephone call. You will be set up to use your preferred option or communication method. All texts to and from 'Inhealthcare' are free to you. Text messages will come from the free short code, 85025.

You may receive a text warning that you will be charged at premium rates. Some mobile network providers send this generic message when any short code is used, however you will not be charged for using the 85025 free short code.

There is a website to check this out independently www.phonepayplus.org.uk

Will I still see my health professional?

Yes. Your health professional will still arrange to see you if required.

What happens if I decide I no longer want to use the service?

You are advised to continue monitoring for the time agreed with your health professional.

If you do wish to stop the service you can use the opt out task/option on the web, app or automated phone call.