

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>



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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.

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.

Readings	Information	Advice for patients
Below 100/40 mmHg	<p>If your BP reading is below 100 mmHg (systolic – the upper number) or 40 mmHg (diastolic – the lower number) your blood pressure is lower than expected.</p> <p>If you are taking medication this may mean your treatment needs to be adjusted.</p>	<p>Take your BP again. If the upper reading is still lower than 90 mmHg and you feel unwell, you should call your GP or out-of-hours service urgently. If you feel well you should contact the surgery on the next working day.</p> <p>If the upper reading is still between 90 mmHg and 99 mmHg, please contact your GP or practice nurse within the next few days for advice.</p> <p>In addition to this, to help alleviate symptoms until your BP has stabilised:</p> <ul style="list-style-type: none"> ■ Stand up gradually and avoid standing for too long ■ Eat small frequent meals / increase your fluid intake ■ Avoid caffeine and limit your alcohol intake ■ Wear support stockings
Between 100/40 mmHg and 134/84 mmHg	<p>When taken at home your blood pressure is within the desirable range if the upper number (systolic) is between 100 mmHg and 134 mmHg and the lower (diastolic) is between 40 mmHg and 84 mmHg.</p> <p>Hopefully your blood pressure readings will be less than 135/85 mmHg when you measure them at home.</p>	<ul style="list-style-type: none"> ■ Do your best to follow a healthy lifestyle. ■ Eat well – eat 5 portions of fruit and vegetables every day and cut down on fat, sugar and salt. ■ Exercise – walk for half an hour each day if you can. ■ Check your alcohol intake – it's recommended that you drink less than 14 units of alcohol per week. ■ Keep your weight down – aim for a BMI of 25 or below. For information on BMI visit NHS Inform. ■ If you smoke, think about stopping. Ask your GP practice if you would like support.
Between 135/85 mmHg and 180/110 mmHg	<p>If your blood pressure is higher than 134/84 mmHg when taken at home, it is above the desirable range. This may just be a one-off or it may indicate that your blood pressure is not well controlled.</p>	<p>If you have been prescribed medication, keep taking your tablets every day as prescribed.</p> <p>Think about what could have made your blood pressure go up e.g. were you angry or stressed? If you can identify it, take action to alter it.</p>
	<p>If the lower number (diastolic) is between 85 mmHg and 100 mmHg.</p>	<p>This is not normally a cause for immediate concern.</p>
	<p>If your blood pressure is between 135/85 mmHg and 149/100 mmHg having previously been well controlled.</p>	<p>Wait to see if your blood pressure settles. If not, and you do not have a review booked in the next 2 months, contact your GP or practice nurse within the next few days for advice.</p>
	<p>If your blood pressure remains between 150/100 mmHg and 180/110 mmHg having previously been well controlled.</p>	<p>Contact your GP or practice nurse within the next few days for advice.</p>
Above 180/110 mmHg	<p>If your blood pressure reading rises above either 180 mmHg (systolic) or 110 mmHg (diastolic).</p>	<p>Take your BP again. If it is still high, contact your GP or practice nurse within the next few days for advice.</p>
	<p>If the upper number (systolic) of your blood pressure is above 200 mmHg.</p>	<p>Take your BP again. If it's still as high you must seek medical advice urgently today. Phone your GP surgery/your out-of-hours medical contact number or NHS24 on 111.</p> <p>Stay calm, try some relaxation techniques. Just sitting still and thinking about your breathing can help to calm you. Or think about a relaxing time you've had in the past e.g. a holiday or long soak in the bath.</p> <p>Very high blood pressure could trigger a stroke so it's important to seek medical advice as soon as possible</p>

Readings	Information	Advice for patients
Below 100/40 mmHg	<p>If your BP reading is below 100 mmHg (systolic – the upper number) or 40 mmHg (diastolic – the lower number) your blood pressure is lower than expected.</p> <p>If you are taking medication this may mean your treatment needs to be adjusted.</p>	<p>Take your BP again. If the upper reading is still lower than 90 mmHg and you feel unwell, you should call your GP or out-of-hours service urgently. If you feel well you should contact the surgery on the next working day.</p> <p>If the upper reading is still between 90 mmHg and 99 mmHg, please contact your GP or practice nurse within the next few days for advice.</p> <p>If you are taking medication this may mean your treatment needs to be adjusted.</p> <p>In addition to this, to help alleviate symptoms until your BP has stabilised:</p> <ul style="list-style-type: none"> ▪ Stand up gradually and avoid standing for too long ▪ Eat small frequent meals / increase your fluid intake ▪ Avoid caffeine and limit your alcohol intake ▪ Wear support stockings
Between 100/40 mmHg and 124/74 mmHg	<p>When taken at home your blood pressure is within the desirable range if the upper number (systolic) is between 100 mmHg and 124 mmHg and the lower (diastolic) is between 40 mmHg and 74 mmHg.</p> <p>Hopefully your blood pressure readings will be less than 125/75 mmHg when you measure them at home.</p>	<ul style="list-style-type: none"> ▪ Do your best to follow a healthy lifestyle. ▪ Eat well – eat 5 portions of fruit and vegetables every day and cut down on fat, sugar and salt. ▪ Exercise – walk for half an hour each day if you can. ▪ Check your alcohol intake – it's recommended that you drink less than 14 units of alcohol per week. ▪ Keep your weight down – aim for a BMI of 25 or below. For information on BMI visit NHS Inform. ▪ If you smoke, think about stopping. Ask your GP practice if you would like support.
Between 125/75 mmHg and 180/110 mmHg	<p>If your blood pressure is higher than 124/74 mmHg when taken at home, it is above the desirable range. This may just be a one-off or it may indicate that your blood pressure is not well controlled.</p>	<p>If you have been prescribed medication, keep taking your tablets every day as prescribed.</p> <p>Think about what could have made your blood pressure go up e.g. were you angry or stressed? If you can identify it, take action to alter it.</p>
	<p>If the lower number (diastolic) is between 75 mmHg and 100 mmHg.</p>	<p>This is not normally a cause for immediate concern.</p>
	<p>If your blood pressure is between 125/75 mmHg and 149/100 mmHg having previously been well controlled.</p>	<p>Wait to see if your blood pressure settles. If not, and you do not have a review booked in the next 2 months, contact your GP or practice nurse within the next few days for advice.</p>
	<p>If your blood pressure remains between 150/100 mmHg and 180/110 mmHg having previously been well controlled.</p>	<p>Contact your GP or practice nurse within the next few days for advice.</p>
Above 180/110 mmHg	<p>If your blood pressure reading rises above either 180 mmHg (systolic) or 110 mmHg (diastolic).</p>	<p>Take your BP again. If it is still high, contact your GP or practice nurse within the next few days for advice.</p>
	<p>If the upper number (systolic) of your blood pressure is above 200 mmHg.</p>	<p>Take your BP again. If it's still as high you must seek medical advice urgently today. Phone your GP surgery/your out-of-hours medical contact number or NHS24 on 111.</p> <p>Stay calm, try some relaxation techniques. Just sitting still and thinking about your breathing can help to calm you. Or think about a relaxing time you've had in the past e.g. a holiday or long soak in the bath.</p> <p>Very high blood pressure could trigger a stroke so it's important to seek medical advice as soon as possible</p>