

Registering with the NHS Scotland Inhealthcare remote monitoring service can help you manage your health and symptoms at home. The service will automatically contact you at agreed intervals to ask about your health. This is a **FREE** service used via mobile app or website and - for some services - by text message or telephone call.

STEP 1



Mobile app or website

On initial enrolment, you will receive an email explaining how to register with My Inhealthcare.

A second email will introduce you to the service and how to download the app or use the web link to the secure website.



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 service will contact you at regular intervals to ask a set of simple questions about your health and clinical measurements.

The times and frequency of monitoring will be agreed with your clinician.

STEP 3



What happens next?

Your answers will be recorded in the Inhealthcare system and you may be given advice, based on your answers, which will help you manage your symptoms.

- **What happens if my condition improves?**

Even when you are feeling well, you are advised to continue until your monitoring service ends or you are advised to stop.

- **What happens if my condition worsens?**

If your condition deteriorates between monitoring reviews; follow your management plan and seek medical advice if required. If the monitoring service measures a deterioration in your condition you will be alerted and given advice.

- **What if I want to stop the service?**

You are advised to continue monitoring even if you feel better. If you do wish to stop the service you can Text **STOP** or you can use the opt out task on the web or app.

- **What happens with my health information?**

Find out how NHS Scotland handles personal health information at [NHS Inform](#).



What will I need?

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

- A smartphone, tablet, laptop or PC
- A broadband or WiFi internet connection
- A CHSS traffic light card - your written self management action plan
- A pulse oximeter (optional)



Your doctor or nurse will tell you about the Inhealthcare service and discuss whether you need to use a pulse oximeter for recording your blood oxygen saturation (SpO2). They will also explain that, although they will have access to the responses you submit to Inhealthcare, they will not be monitored regularly.



What questions will the service ask?

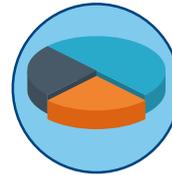
Each day, you will be asked to complete a symptoms questionnaire, first this asks how you are feeling today and then (if you are feeling worse than usual) asks specific questions about your breathlessness, cough, sputum, and chest tightness. You may also be asked to record your SpO2 each day.



Each month, you will be asked to complete a COPD Assessment Test (CAT), which helps measure the impact COPD is having on your well being and daily life.



Monitoring changes in your symptoms, SpO2 and CAT scores over time will help to give you a better understanding of how well controlled your condition is and to discuss any changes in your management with your respiratory team.



What does the service do with my results?

The Inhealthcare system reviews your responses and readings and will provide immediate feedback and advice to help you manage your symptoms, in line with the CHSS traffic light system. If any of your responses suggest that you need medical attention, you will be advised to seek medical attention yourself in the usual way.



Your doctor or nurse will be able to see your responses and track them over time. If your responses are potentially a cause for concern, your doctor or nurse will be notified, but may not have the opportunity to review them for some time.



What else should I know?

We hope you will find the Inhealthcare COPD Self Management service enjoyable to use and that it will help you to understand your COPD and manage your symptoms. However, if you do not find the service helpful, you can opt out at any time, by using the **Opt Out** task on your app or the patient portal.

Inhealthcare is not an emergency service. Your readings may not be viewed by a clinician for a considerable time.

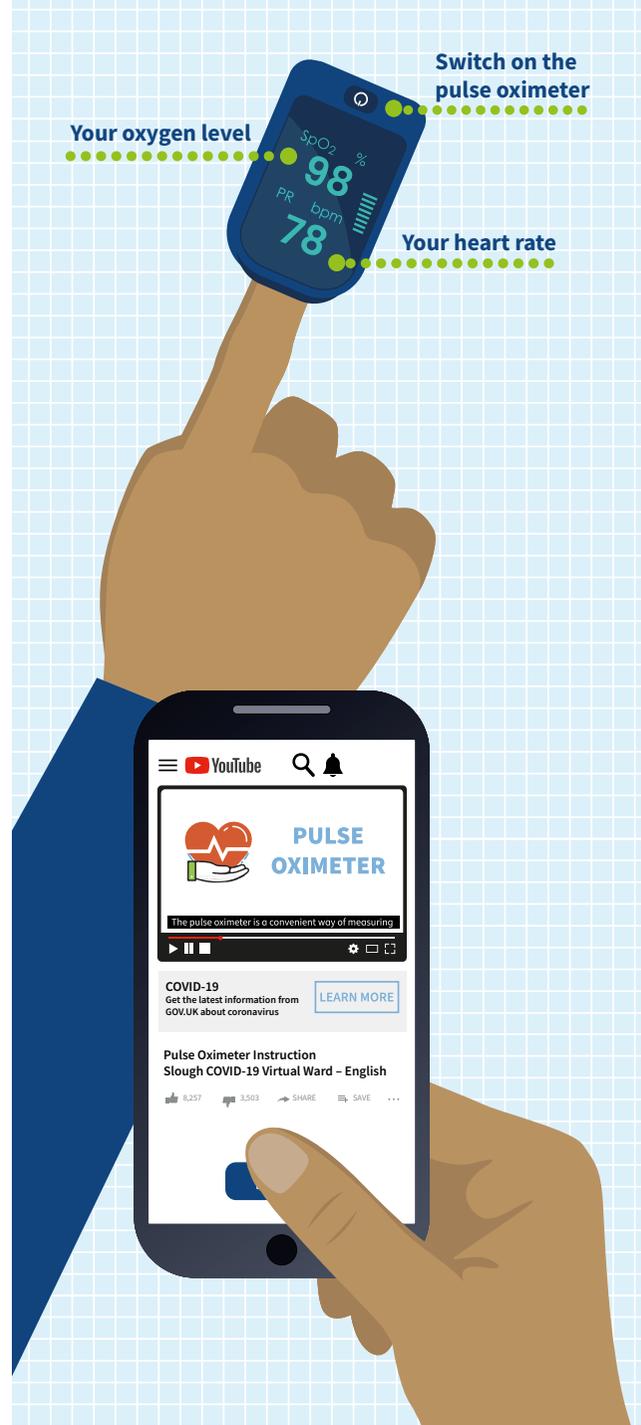
If you need medical assistance, you should phone your family doctor (GP) or call NHS 24 on 111.

In case of an emergency, dial 999.

Remote Health Monitoring Pulse Oximeter Information

Cold hands, movement, dirt on the sensor, and nail varnish can produce an inaccurate reading, so please follow these instructions:

- ♥ Remove any nail polish or false nails and warm your hand if cold.
- ♥ Make sure you have been resting for at least five minutes before taking your measurement.
- ♥ Your hand should be resting on a flat surface such as a table or pillow at the level of your heart.
- ♥ Switch on the pulse oximeter and place it on your finger. It works best on your middle or index finger (shown in the diagram). It should not be used on your ear.
- ♥ Keep the pulse oximeter in place for at least a minute, or longer, until the result has not changed for five seconds. **Note both your oxygen level (SpO2 %) and heart rate (PR bpm).**



How do I use a pulse oximeter?

You can watch a YouTube video showing you how to use an oximeter:

- ▶ English: www.youtube.com/watch?v=nx27Ck7xOgo
- ▶ Polish: www.youtube.com/watch?v=Lkd-BNeMvLs
- ▶ Hindi हिंदी: www.youtube.com/watch?v=e1piJY-zwk
- ▶ Punjabi ਪੰਜਾਬੀ: www.youtube.com/watch?v=wU5V6wVEHoM
- ▶ Urdu اردو: <https://bit.ly/3plinA9>
- ▶ Somali: <https://bit.ly/2Y0DXhf>
- ▶ Nepali: <https://bit.ly/2Y0ClnE>
- ▶ Bangladeshi: <https://bit.ly/3p9GOQT>
- ▶ Tamil: <https://bit.ly/3p9jzGC>