

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 heart failure service, you will need access to:

- A telephone, mobile, smartphone, laptop or tablet device (depending on your chosen method of submitting your readings)
- Blood pressure cuff and monitor
- Weighing scales
- Pulse oximeter (if required)



Your heart failure nurse will discuss with you which items you may already have at home and what devices you may need to be provided with.

What questions will the service ask?



When using the heart failure service, you will be asked to answer simple questions about your symptoms and to record your weight, blood pressure and oxygen level (if required). You will also occasionally be asked to complete short questionnaires about your quality of life and wellbeing.



These are known as the 'Kansas City Cardiomyopathy Questionnaire 12' and the 'Patient Health Questionnaire 4'. By completing these questionnaires, it will help to inform you and your heart failure team about how your symptoms are affecting your overall lifestyle and wellbeing.



Monitoring changes in these scores over time will help to give you a better understanding of how well controlled your symptoms are and to discuss any changes in your management with your heart failure team.



What does the service do with my results?

The heart failure remote monitoring service will review the answers and vital sign measurements that you have entered. The service will respond by providing advice, if required, to help you to manage your symptoms in line with your heart failure management plan.



The messages will use a 'traffic light' system to indicate whether you are in the 'Red', 'Amber' or 'Green' zone. If any of your responses suggest that you need medical attention, you will be advised and a health professional may contact you either by telephone, video conference or visit.



The measurements and responses to questions will be available to your heart failure team who can then track your results over time.



Hints and Tips

Weight measurement

- Weigh yourself every day at the same time the best time is in the morning, without clothes and after emptying your bladder.
- Use reliable weighing scales use the same scales in the same place each time and put them on a firm flat surface, preferably not on a carpet.
- On the following pages you will find guidance on how to measure your own blood pressure and oxygen levels.
- You can also find out more at www.nhs.uk.....



Please note that Inhealthcare is not an emergency service. Your readings may not be viewed by a clinician straight away.

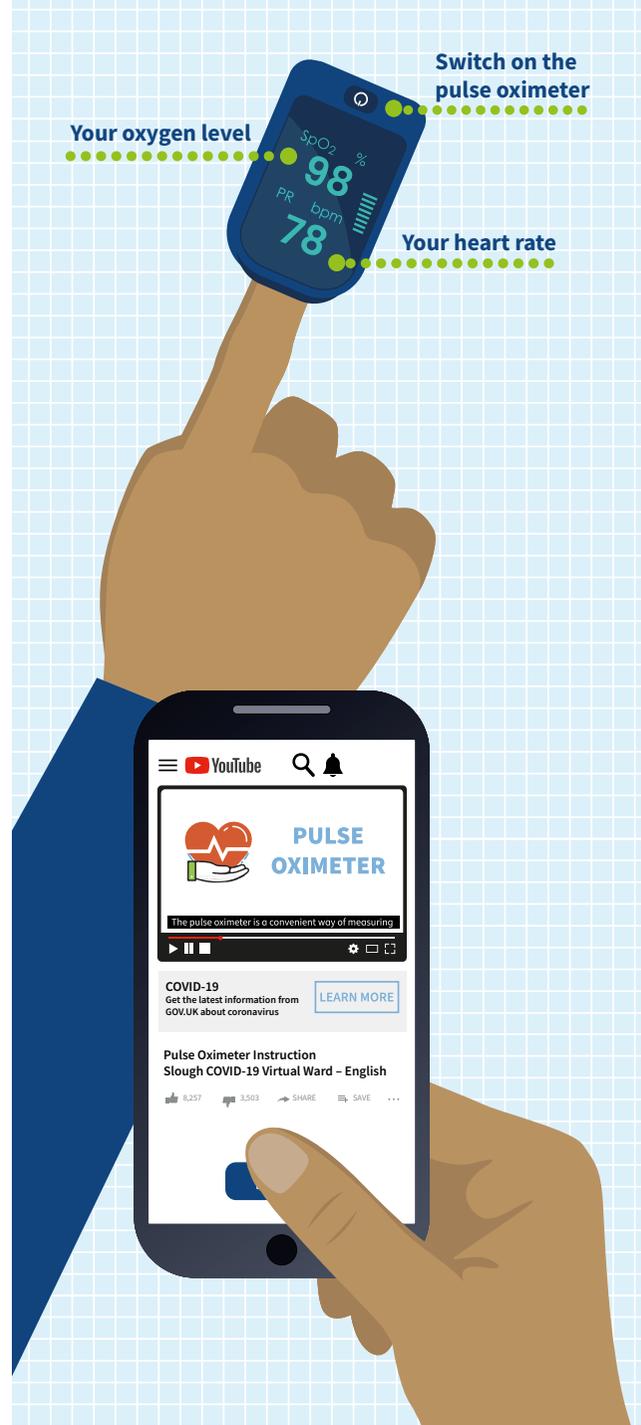
If you need medical assistance, you should phone your family doctor (GP) or call NHS 24 on 111.

In case of an emergency, dial 999.

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>

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:

<https://youtu.be/mfwBpBXUYHs>

