

## 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](http://www.nhsinform.scot)

Tel: 0800 22 44 88

**NHS 24** [www.nhs24.scot](http://www.nhs24.scot)

Freephone: 111

**TEC Website Connect Me:**

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



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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, 82025.

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 82025 free short code.

There is a website to check this out independently [www.phonepayplus.org.uk](http://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.