

## 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 mental 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 mental 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 mental 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)

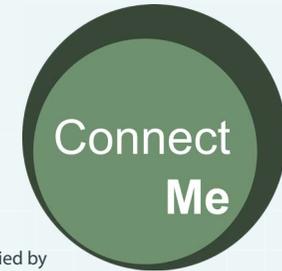
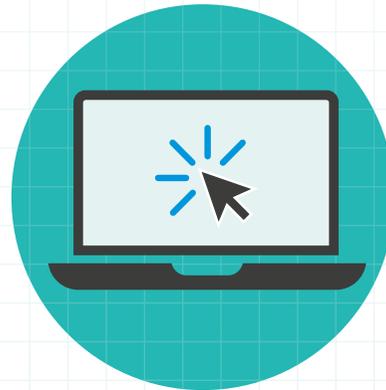
Freephone: 111

**Samaritans** [www.samaritans.org](http://www.samaritans.org)

Freephone: 116 123

**TEC Website Connect Me:**

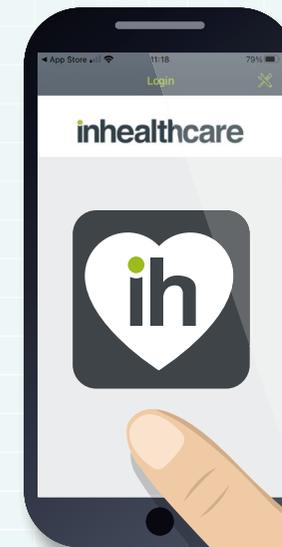
<https://tec.scot/programme-areas/connect-me/connect-me-patients>



Supplied by

**inhealthcare**

## General Patient Information Leaflet for mental health





## What is Connect Me?

This service may be offered to you as a means to interact and communicate with your mental health professional as part of your treatment.

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

- ♥ Improving your mental healthcare by enabling you to submit vital information to your mental health professional.
- ♥ Helping you have your own view of how care is progressing.
- ♥ Getting the most appropriate type of treatment and service provision.
- ♥ Receiving advice and support during a treatment plan.
- ♥ Easy access to clinically assured self-management questionnaires.
- ♥ Monitoring the effects of starting or stopping a treatment programme.



## Accessing the Connect Me Services

Your mental 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. Please visit your local NHS website for further information.

For the website version of the service you will then receive an email inviting you to login into the system.

Please bear in mind that Connect Me is a computer system and is not a person. It is programmed to send and accept specific information, so do not send in anything other than what is expected. For more information please discuss this with your mental health professional.



## What You Need to Know

There may be a choice to access Connect Me through an email or text message. All texts to and from Connect Me 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](http://www.phonepayplus.org.uk)

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

If you do wish to stop the service please inform your mental health professional that you would like opt out from any communications.