

Primary Tech-Enhanced Care (PTEC)

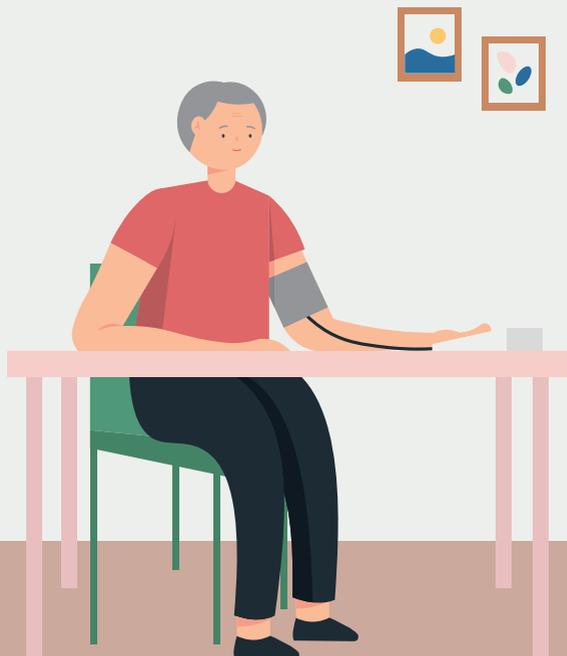
HOME BLOOD PRESSURE MONITORING PROGRAMME

USER GUIDE



Welcome onboard the PTEC Home BP Monitoring Programme! 😊

We're so happy to have you with us on this journey of home blood pressure (BP) management! Under the Primary Tech-Enhanced Care (PTEC) Home BP Monitoring Programme, you'll be able to understand your condition better with regular monitoring of your BP and support from your care team.



Overview of this programme



Your care team will schedule a tele-consultation appointment with you. Please set aside **10 to 20 minutes** for each session.



Take your BP reading **at least once a week** using the BP machine provided. Remember to **share your weekly readings** with your care team through the Health Discovery+ app. You may share the BP machine with others, but please **do not send their readings** to your care team via the mobile app.

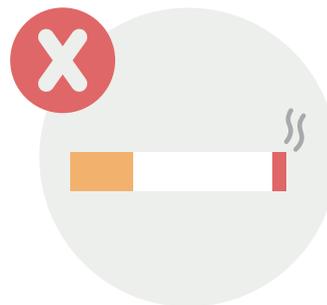


Follow the medication and lifestyle advice given by your care team.



Let's get started!

Note: **Avoid** eating, drinking coffee, smoking and exercising **30 minutes before** taking your blood pressure.



PAIR

1

Install the **Health Discovery+ app** and pair it with your Bluetooth BP machine

View pages **6-9** for more details

MEASURE

2

Take a measurement using your BP machine

View pages **10 to 13** for more details

SHARE

3

Share your BP readings with your care team

View pages **14 to 17** for more details



STEP 1:

PAIR

What you'll require



Smartphone with internet access

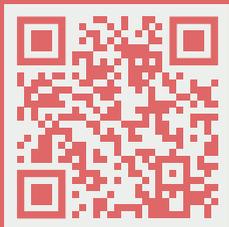
Phone operating systems:

- iOS 12 and above
- Android 9 and above

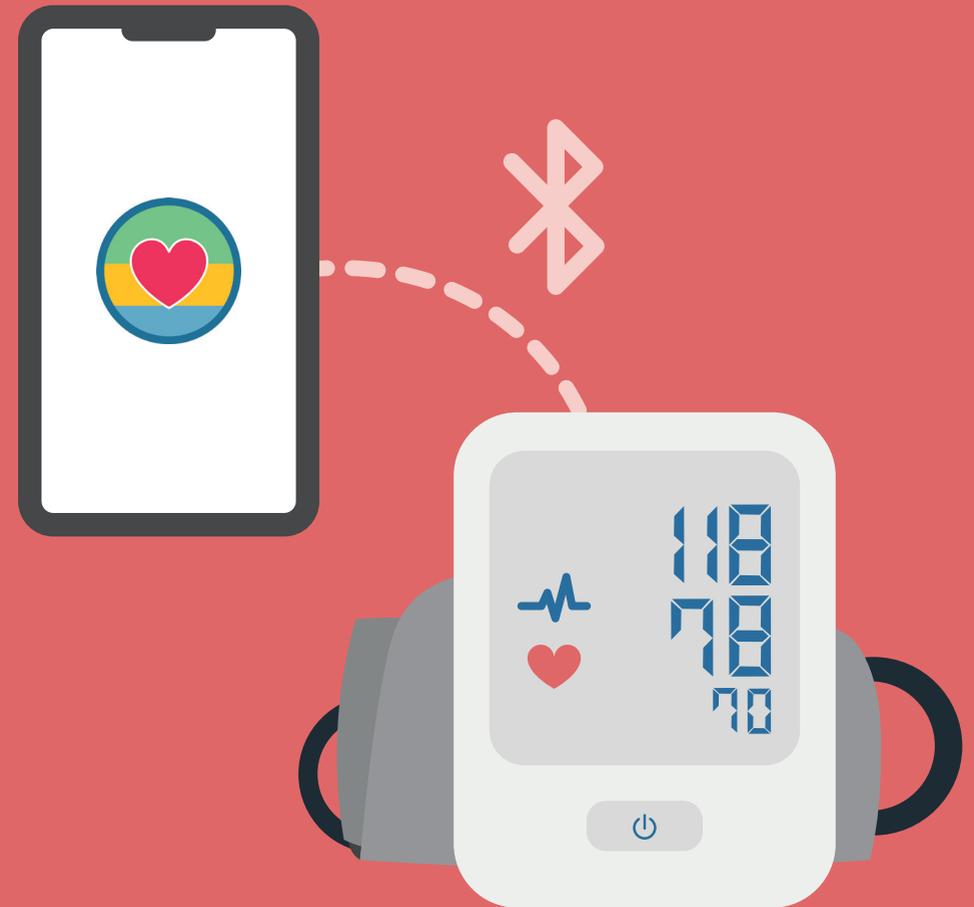


BP Machine

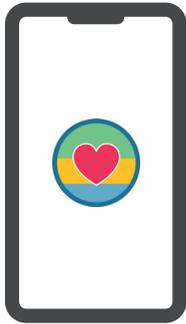
Install the batteries provided before starting



Scan the QR code or visit <https://www.ihis.com.sg/VSM/resources> to watch the instructional video



1.0 Install the Health Discovery+ app



Download the **Health Discovery+ app** from the Apple App Store or Google Play Store.



If you're using an **Android** phone, **enable your location** when installing the app.

1.1 Log in



Open the Health Discovery+ app and tap on the QR code to log in with your Singpass app.

1.2 Set a 4-digit passcode



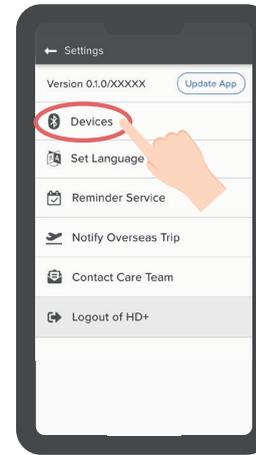
Set your preferred 4-digit passcode, or allow biometric login if available.

1.3 Enable Bluetooth



Turn on Bluetooth by tapping on the Bluetooth button under the **'Settings'** menu on your phone.

1.4 Select your device in the app

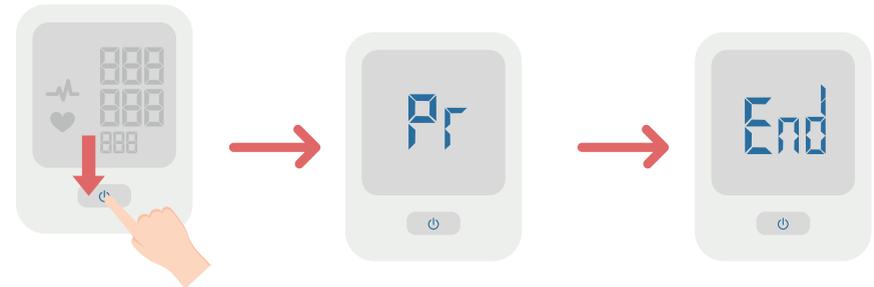


Tap on **'Settings'** at the bottom of your screen and select **'Devices'**.

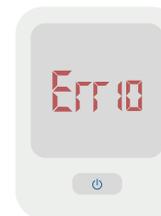
Select the device **'A&D UA-651BLE'**.

1.5 Pair your device

Press and hold the **'START'** button on your BP machine until **'Pr'** is displayed. When **'End'** is displayed on your BP machine, pairing is **complete**.



What to do if pairing fails



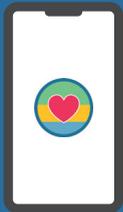
If **'Err 10'** is displayed, that means that pairing has **failed**.

Remove and reinstall the batteries again and **repeat the steps** above.

STEP 2:

MEASUREMENT

What you'll require



Smartphone with internet access

Ensure the Health Discovery+ App has been installed on your phone and your BP machine has been paired with the app

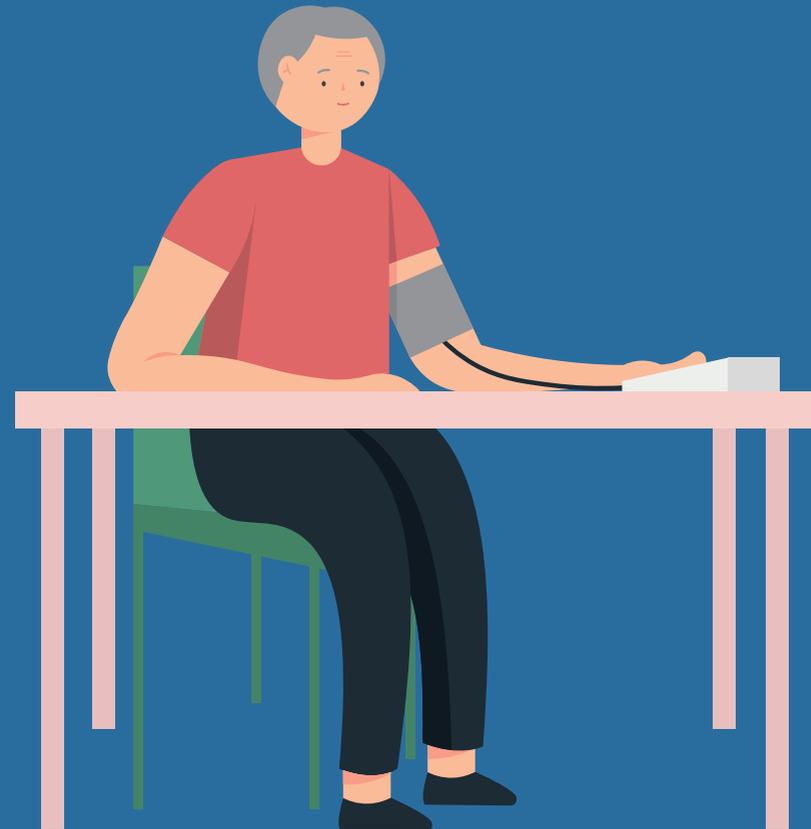


Bluetooth BP machine and cuff

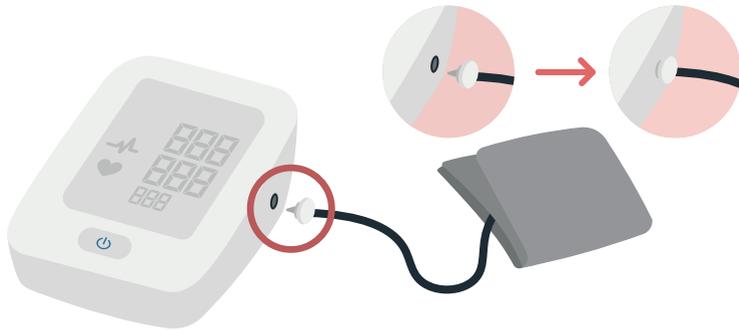
Ensure the batteries have been installed



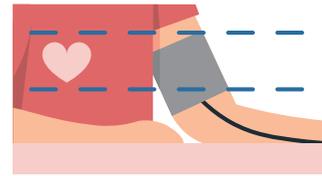
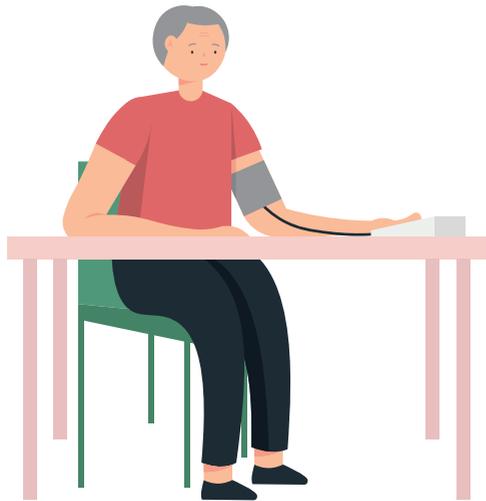
Scan the QR code or visit <https://www.ihis.com.sg/VSM/resources> to watch the instructional video



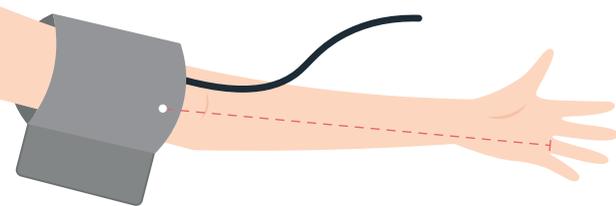
2.0 Connect cuff to BP machine



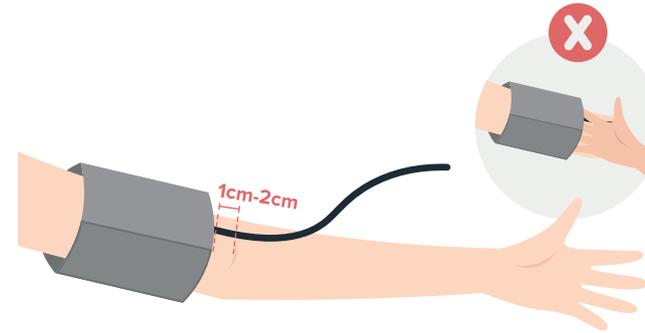
2.1 Wrap cuff around your arm



Sit on a chair with your feet resting **flat** on the floor and your arm placed on the table. Ensure the cuff is at your **heart level**.



Slide and place the cuff onto your upper arm. Make sure the **white dot** on the cuff is **in line with your ring finger** with your **palm facing up**.

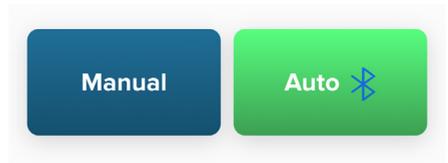


Wrap and tighten the cuff evenly, **1cm to 2cm above your elbow**.

You should **not** be able to fit **more than 2 fingers** under the cuff.

2.2 Open the Health Discovery+ App

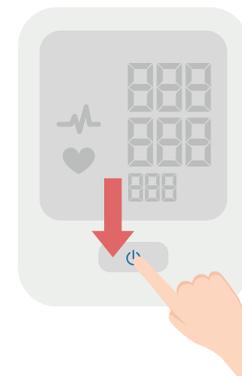
What vitals are you taking today?



Open the app and tap on **'Record Blood Pressure'**.

Tap on **'Manual'** to key in your BP manually, or **'Auto'** to upload your BP reading automatically via Bluetooth.

2.3 Check your BP



Push the **'START'** button to start measuring your BP.

Note: Do not talk or move while your BP is being checked.

STEP 3:

SHARE

Share your BP readings with your care team at the polyclinic

What you'll require

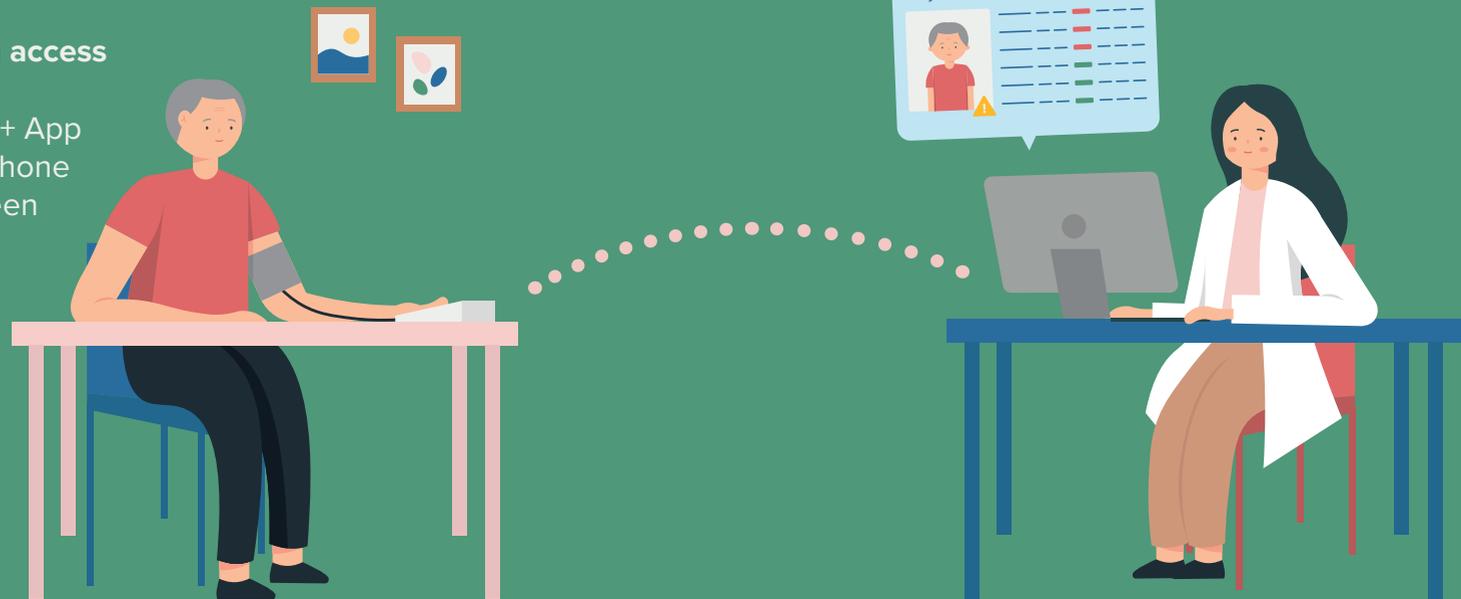


Smartphone with Bluetooth access

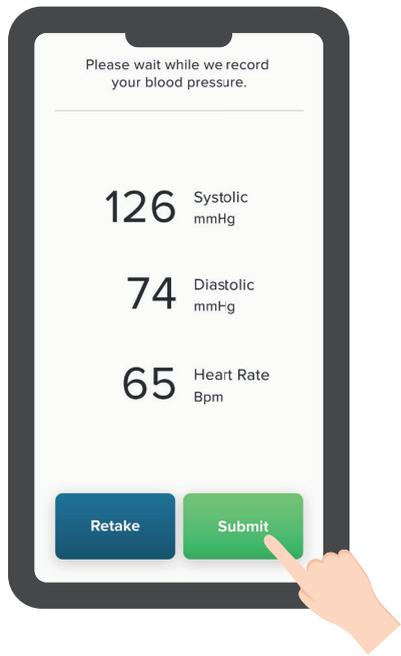
Ensure the Health Discovery+ App has been installed on your phone and your BP machine has been paired with the app



Scan the QR code or visit <https://www.ihis.com.sg/VSM/resources> to watch the instructional video



3.0 Submit your BP reading

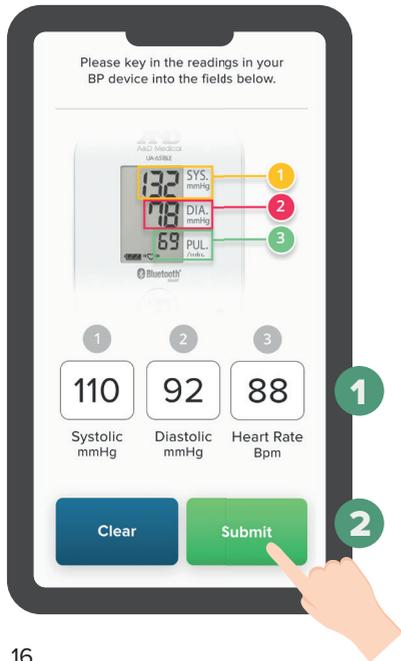


For Auto

Please ensure that your Bluetooth and location are turned on.



1. Your reading will be synced to the app **automatically**.
2. Tap on **'Submit'** to share your reading with your care team.



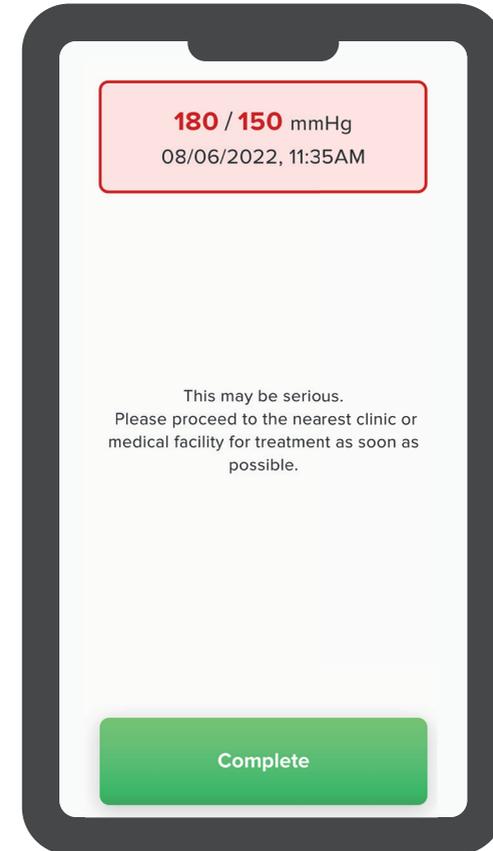
For Manual

1. Manually **key in your BP and heart rate readings** in the relevant fields.
2. Tap on **'Submit'** to share your readings with your care team.

3.1 Receive feedback in the app

When your reading is successfully submitted, you will receive feedback regarding your BP control in the app.

Please follow the instructions and reply to the message accordingly if required.



IMPORTANT: The readings obtained from the machine are **not monitored in real time**. Should your readings go below 100/50mmHg or above 180/110mmHg, please re-check your BP. If you are feeling unwell, or if your BP remains below 100/50mmHg or above 180/110mmHg after an hour, please seek medical advice immediately.

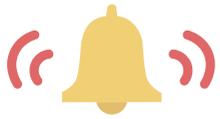
Notifications

We will provide you with more timely and interactive advice via in-app notifications, such as educational messages and recommendations on how to better manage your BP. Do read the notifications carefully and follow the instructions accordingly.



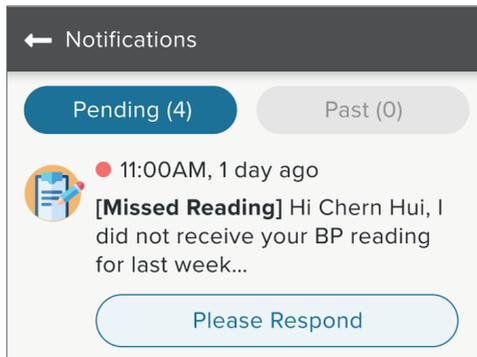
Advice

The app will advise you on the actions to take when your BP readings are not normal.



Remind

The app will prompt you if you missed your BP measurement that week.

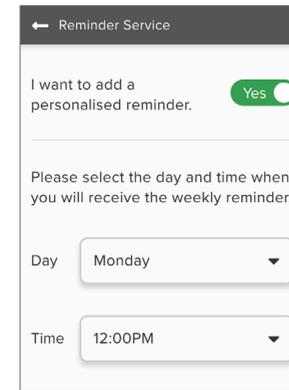


Educate

The app will provide you with tips on BP management.

Health Discovery+ Settings

1. Reminder service



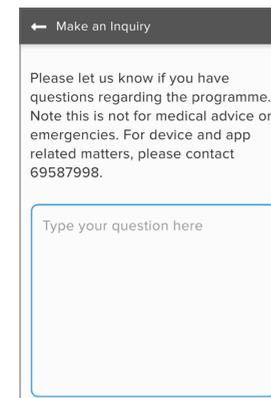
You can set a weekly reminder for your preferred day and time in the settings.

2. Set language



The app is available in both English and Chinese. You may set/change your preferred language in the settings.

3. Make an inquiry



If you have any questions regarding the programme, device or app, you may submit them to your care team.

Note: This is **not** for medical advice or emergencies

Frequently Asked Questions (FAQs)

Q: I forgot my Singpass password. How do I reset it?

A: If you have set up your Singpass, you can reset your password online:

1. Visit Singpass portal (www.singpass.gov.sg/spauth/login/loginpage)
2. Select 'Services' on the top scroll bar
3. Select 'Reset password' and enter your NRIC or FIN details, followed by your SMS One-Time Password
4. Create your new Singpass password

If you require further assistance, please contact the Singpass Helpdesk at support@singpass.gov.sg or call **6335 3533**. The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays), excluding Sundays and public holidays.

Q: What do I do if the app is not working?

A: If you are experiencing issues with your app, you can try the following:

- Force quit the app and reopen it,
- Restart your phone, or
- Check for updates to the app

If the app still does not work properly, you can contact our IT support hotline at **6958 7998**.

Q: What if my BP machine stops working?

A: You may try the following solutions:

- Change the batteries, or
- Remove and put in the batteries.

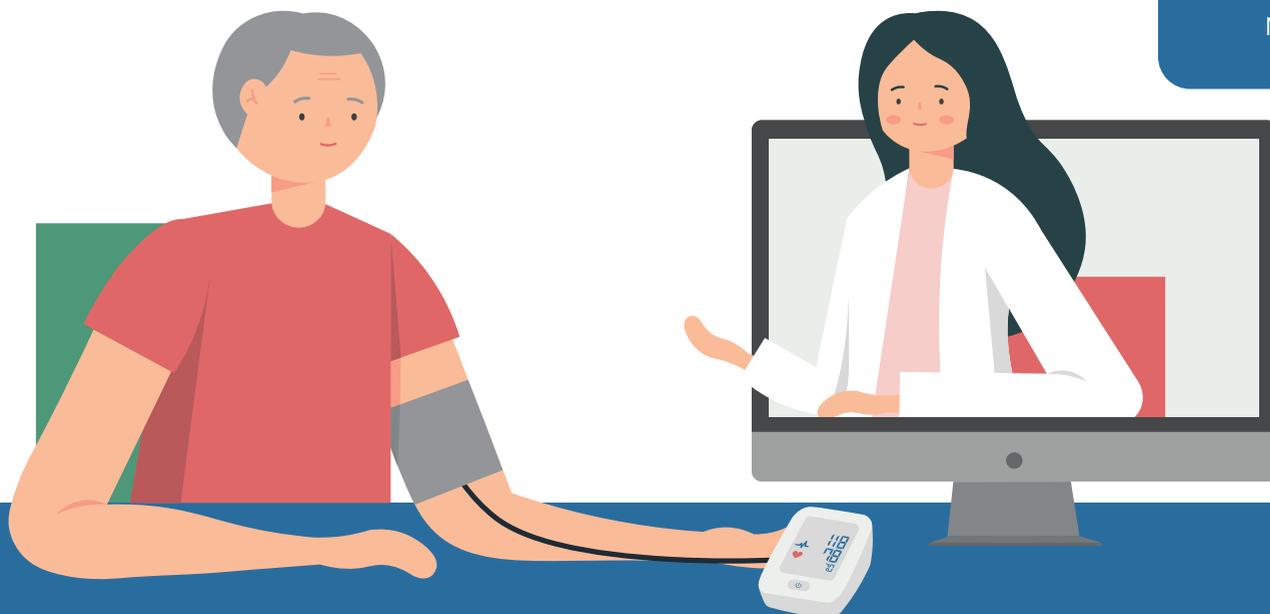
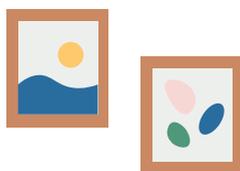
If the machine still does not work properly or if it is unable to pair with the mobile app, you can contact our IT support hotline at **6958 7998**.

Q: Can I get a replacement if my BP machine is damaged?

A: If your machine is still within the 1-year warranty and the damage is not due to misuse, please call the IT support hotline for assistance at **6958 7998**.

Contact us

For general enquiries on the PTEC Home BP Monitoring Programme or if you need to **reschedule your tele-consultation** or **purchase more medication** under the programme, you may call the Contact Centre of your polyclinic.



Contact Centre

National Healthcare Group Polyclinics 6355 3000

SingHealth Polyclinics 6643 6969

National University Polyclinics 6908 2222

Monday to Friday: 8am to 4:30pm

Saturday: 8am to 12:30pm

Not operational on Sundays and Public Holidays

IT Support Hotline

6958 7998

Monday to Friday: 9am to 6pm

Not operational on Saturdays, Sundays and Public Holidays



Scan the QR code or visit
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VSM/home-bp-monitoring](https://www.ihis.com.sg/VSM/home-bp-monitoring) for
more information

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