

In Health Care Blood Pressure Monitoring FAQs

Q. I am not able to send my results in by text, why is this happening?

A. You must wait for the system to send you a request message before you are able to reply with your blood pressure reading.

Q. I keep receiving the message 'text not sent', what should I do?

A. This may mean that your mobile phone provider cannot support the system. If this is the case, you will need to contact your provider directly to try and resolve this issue.

NB. If your provider cannot help, please let us know as we will need to remove you from the system and keep track of your readings in another way.

Q. I would like to stop using the service, what do I need to do?

A. To opt out of the In Health Care BP system all you need to do is text the word STOP and give us a call at the Practice to let us know so we can continue monitoring you appropriately.

Q. Why have my In Health Care BP messages stopped or changed frequency?

A. You may notice that you have not received a message from the system as frequently as you did before. Don't worry as it may mean that we have changed the reporting frequency and protocol that you are on. Our Practice Nurses will text you when this happens as we may not need to monitor you as much as we did when you started or changed a medication.