

# PGHD Connect Mobile App User Frequently Asked Questions

We at Partners Connected Health have compiled answers to questions we're most frequently asked. We're also happy to answer your questions via email at [Connectedhealthsupport@partners.org](mailto:Connectedhealthsupport@partners.org) or by phone at 866-747-7479, Monday-Friday from 9-5.

## **What is Partners Connected Health?**

Partners Connected Health is a division of Partners HealthCare. Partners Connected Health leverages information technology – mobile phones, tablets, wearables, sensors, and remote health monitoring tools – to deliver quality patient care outside of traditional medical settings. PGHD Connect is one example of how Partners Connected Health is helping providers and patients to better manage chronic conditions, maintain health and wellness and improve adherence, engagement, and clinical outcomes.

## **What is PGHD Connect?**

PGHD Connect (Patient Generated Health Data Connect) is a cloud based digital health platform that provides a link between patients in providers. PGHD Connect makes it possible for patients to share personal health data with their care team seamlessly and securely using their own consumer devices. Providers and members of the patient's care team can quickly and securely access patient generated data via the Partners eCare Electronic Health Record (EHR).

## **Is PGHD Connect data secure?**

Yes. All data sent and stored using PGHD Connect adheres to HIPAA standards.

## **Why am I being asked to share my personal health data?**

Your provider has invited you to share your personal health data to better manage your care. PGHD Connect supports four types of data: blood pressure, blood glucose, weight and activity. Your provider will determine which data type(s) they would like for you to share.

## **What do I need to be able to share my personal health data with my provider?**

You will need an invitation from your provider to share data, a personal smartphone, with access to the Apple App Store or Google Play and a PGHD Connect supported device. You will also need your Partners Medical Record Number (MRN) to create an account in the PGHD Connect mobile app.

### **What mobile phones work with the PGHD Connect app?**

PGHD Connect can work with all Android devices that use Android 4.0 or newer and all iPhones running iOS 9.1 or newer. Please click on the following links to find the app information page for your Android device or iPhone:

[Google Play Store](#) (Android)

[iTunes Store](#) (iPhone)

### **What is an “invitation”? Do I have one?**

To use PGHD Connect, you will need to be invited to the program by a participating provider. The invitation you receive will include instructions on how to share your data using the PGHD Connect mobile app. Invitations are active for two weeks. If you do not send data via the PGHD Connect mobile app within two weeks, your invitation will expire. Your invitation will be provided to you by your provider one of three ways:

- Paper invitation provided to you in person, or through the mail
- Emailed invitation sent to you via your Partners Patient Gateway account
- Invitation sent to you via text.

### **Do I have to pay to receive texts from my provider?**

Based on your calling plan, text messaging rates may apply. You can expect to receive up to three text messages from your provider.

### **I downloaded the PGHD Connect app to my phone but I am not able to register.**

You must be invited by your provider to be able to register in PGHD Connect. You will have two weeks to register with the PGHD Connect mobile app and send data. After two weeks your invitation will expire. Contact the Partners Connected Health Help Desk at [Connectedhealthsupport@partners.org](mailto:Connectedhealthsupport@partners.org) or by phone at 866-747-7479.

### **What devices can I use with PGHD Connect?**

A list of PGHD Connect supported devices is available by clicking [here](#).

### **Why can't I find my device in the list of devices in the PGHD Connect app?**

First confirm that your device is supported by PGHD Connect. A list of PGHD Connect supported devices is available by clicking [here](#).

In the app, if you do not see your supported device in the list of pictured devices, you may have a device that can be found under the “Additional” devices button at the bottom of the page. Tap this button for additional supported devices listed by manufacturer.

## How do I connect my device?

There are four ways to connect your device to PGHD Connect:

- **VitalSnap** is a technology that uses your phone's camera to scan readings from a device. These devices are non-wireless and are marked with a camera icon.
- **Bluetooth** is a wireless technology which allows devices to pair and send data to directly PGHD Connect. These devices are marked with a Bluetooth logo.
- **Apple Health** (for iOS users) is a phone-based service that collects health data. PGHD Connect can pull Activity data from the Apple Health app on your phone.
- All other devices supported by PGHD Connect can be Connected using the **Additional Devices** option. If you have a device from the Additional Devices category, before connecting it in PGHD Connect, you will need an active account with the device's manufacturer. For example, to use the Fitbit Flex, a Fitbit account is needed to share data with PGHD Connect.

## Where can I see my data?

Once you have successfully registered, added a device and taken at least one reading, you will be able to view your readings by tapping the **View Readings** button at the bottom of your device tile. You can also view your readings just by tapping the device icon and name of the device in the **My Devices** list. Readings from the last 90 days will appear.

## What if I no longer want to share my data with my provider?

You may stop sharing data at any time by tapping the Remove button next to your device on the My Devices screen.

## I can't find my instructions. Where can I get another set of instructions?

User (Patient) Instructions are available by clicking [here](#).

## Is there a Help Desk?

Yes, you can email us at [Connectedhealthsupport@partners.org](mailto:Connectedhealthsupport@partners.org) or call us at 866-747-7479, Monday-Friday from 9-5.

## What do I do if I can't remember my password or email address?

You can reset your password by tapping on "Forgot Password?" on the login screen. For help finding your email address used to create your account, please contact us at 866-747-7479 or

[Connectedhealthsupport@partners.org](mailto:Connectedhealthsupport@partners.org).

## What happens if I get a new phone?

You will still be able to see your readings on your new phone, if it is compatible with PGHD Connect. All you need to do is download the PGHD Connect app on your new phone and log in.

### **Bluetooth Tips**

For all Bluetooth devices, make sure the Bluetooth on your phone is turned **ON**. This will allow PGHD Connect to collect your data.

- If your phone can understand voice commands, you can activate the feature (for example, by tapping the Home button on an iPhone or by saying, “Hey Siri”) by saying “**Turn on Bluetooth**”.
- iPhone/iOS Bluetooth can be activated by swiping your finger upward from the bottom of the screen and tapping the Bluetooth icon.
- Android Bluetooth can be activated by swiping your finger downward at the top of the screen and tapping the Bluetooth icon.

If you are using an A&D Medical device with PGHD Connect, you must uninstall the **A&D Connect** app. A&D devices can only send data to one mobile app at a time.

### **VitalSnap Tips**

- Make sure that your device is on a flat, stable surface – such as a table.
- Make sure the light is bright and even – this will allow your device to be visible and help prevent glare on the device screen.
- If you have trouble capturing a reading, you will have the option to enter it manually.

### **Why are my readings not showing up in my device manufacturer’s app?**

There are many reasons why this can occur; please visit the Help/Support section of your device’s mobile app or their website for more information. In many cases, these problems can be resolved by restarting your mobile device and ensuring that the device’s **Bluetooth** connection is turned **ON**.