

## User Instructions

*You have been invited to share your personal health data with your provider to better manage your care. You will need your personal smartphone with access to the iPhone App store or Android Google Play and a PGHD Connect supported device(s) to proceed.*

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*Before getting started:*

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- ✓ Make sure your device (e.g. Blood Pressure monitor, Glucometer, Weight Scale, Activity Tracker) is supported by Partners PGHD Connect. Supported devices fall into four different categories: **VitalSnap**, **Bluetooth**, **Apple Health (for iOS users)** and **Additional Devices**.
  - Find your device and category in the list of PGHD Connect Supported Devices here: <https://connectedhealth.partners.org/work-with-us/pghdconnect/resources/>
  - If you have a device from the **Additional Devices** category, you must first download the device manufacturer’s app on your smart phone, set up an account and sync your device. This step is not necessary for devices from the VitalSnap, Bluetooth or Apple Health categories. Refer to the device manufacturer instructions if you need help.
  
- ✓ You will need your **11-digit** Patient Medical Record Number (PMRN) or **7 to 8-digit** Medical Record Number (MRN) and hospital associated with your inviting provider to set up your account in PGHD Connect. If you are not sure of your number, please contact your provider.
  - If you have an 11-digit number, please select **PMRN** under **“Select Hospital”** during registration.

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*Instructions: How to set up data sharing with your provider*

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### Registering a New Account / Logging In

1. Download the **PGHD Connect mobile app** on your smartphone.
2. Open the **PGHD Connect** app on your phone.
3. If you are a new user, select **Register Now** on the login screen and enter the requested information.
4. Once you have completed this information, please check the box to confirm that you have read and agree to the **Terms and Conditions** and the **Partners Privacy Policy**. Hit **Submit** to finish registration.
5. Next, you will have the option to read (or **SKIP**) the PGHD Connect **Overview** pages. To advance through each page tap the > icon in the bottom right hand corner.

### Adding a New Device

6. On the next screen called **My Devices**, you will be able to add a device to your account. Add your device by clicking the **orange plus (+)** icon in the bottom right corner. This will take you to a new screen called **Choose Device Type**.
7. In the **Choose Device Type** screen, select from one of the following: Glucose, Blood Pressure, Weight, Activity.
8. Once you have selected a device type, you will be taken to a list of PGHD Connect supported devices for that device type. Scroll through the list to identify your device and click the **orange +Add** button next to the device you would like to add. If your device comes from the **Additional Devices** category, tap on the **Additional** (Glucose Meters, BP Monitors, Weight Scales, Activity Trackers) button at the bottom of the screen.

### Connecting Your Device to PGHD Connect

9. There are four ways to connect your device. Follow the prompts for connecting your device.



**VitalSnap** is a technology that uses your phone’s camera to scan readings from a device. These devices are marked with a camera icon.



**Bluetooth** is a wireless technology which allows devices to send data to PGHD Connect. These devices are marked with a Bluetooth logo. You will be asked to pair the device and you will be given device-specific instructions for pairing the device.



**Apple Health (for iOS users)** is a phone-based service that collects health data. PGHD Connect can connect to this service to pull Activity data.



All other devices supported by PGHD Connect can be connected using the **Additional Devices** option. If you have a device in this category, you will be prompted to “Connect Manufacturer” by connecting to the manufacturer of your device and not the device itself. Tap the **CONNECT+** button next to the manufacturer name and logo and log into your account. Once logged in with your device manufacturer’s account, you will need to confirm that you want to share your personal health data with Partners Connected Health. This will allow PGHD Connect to create a secure connection for your data.

*Now that you have connected your device, your provider will be able to see your data via the electronic health record and you will be able to view your data in PGHD Connect.*

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*Instructions: Managing your device*

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When a device has been successfully added, it will show up on the **My Devices** screen. Each connection category is unique and can be managed accordingly.

**VitalSnap** devices will show **Scan**, which will access your camera and show an outline of the selected device. When you line up your device in the outline, VitalSnap will take a scan of your device and pull the reading from the device's display. You will be asked to validate your reading by selecting **YES** or **NO**. Please ensure that your reading matches your device and tap YES to send the reading to your provider. If the reading shown on your screen is incorrect, tap NO and select from the following options:

- **Scan Again**
- **Enter Manually**
- **Cancel**

**Bluetooth** devices will show **Pair** (or **Paired**). Once paired, readings will be sent automatically if the device is within range of your phone.

**Apple Health** and any device added through **Additional Devices** will show **Sync** (or **Update**). Tapping on **Sync** (or **Update**) will pull the most recent data for these devices; please note that some devices can take a few minutes before fully syncing all data to PGHD Connect.

#### Removing Your Device from PGHD Connect and Stop Sharing Data with your Provider

All devices on the **My Devices** screen will show a **Remove** button. Tapping the **Remove** button followed by **OK**, will remove the device from the **My Devices** screen. Your provider will no longer receive data from you.

- To disconnect (unpair) your Bluetooth device from your phone, remove the device located under your phone's Bluetooth settings.

All devices can be added again by using the orange plus (+) icon and readings previously taken by these devices will be resynced and will show by tapping the device icon or name.

#### Viewing Your 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. Optionally, you will also be able to view your readings in your Partners Patient Gateway account.

- *If you have any questions, please contact the Partners Connected Health support desk at:  
Email: [connectedhealthsupport@partners.org](mailto:connectedhealthsupport@partners.org)  
Phone: 866-747-7479  
Website: [Connectedhealth.partners.org](http://Connectedhealth.partners.org)*