



What is myMobile

The myMobile application is the virtual tool used by Island Health and other provincial Health Authorities to provide Remote Patient Monitoring services. Individuals using the myMobile application are able to capture vital signs and respond to symptoms assessments through custom Monitoring Interviews. Any data recorded in myMobile is immediately sent to the Monitoring Nurse to review and track, and they will reach out to provide support as necessary. Your care team will discuss how to best connect you to myMobile, you may use either a loaned tablet or your own device.

Using a Program Provided Tablet


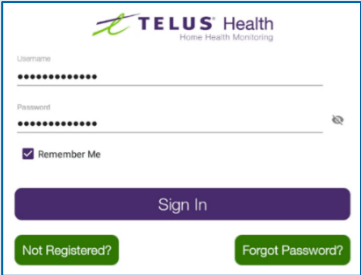
If you are completing your Monitoring Plan from a tablet provided to you from the program, you will notice that the tablet is “locked down” so that only the myMobile application can be accessed. If your tablet is not yet displaying the myMobile log-in screen, click on the myMobile app icon from the home screen. Make sure to charge your tablet periodically using the provided power cord to ensure that your tablet has enough battery power. If you require technical support for your tablet, please contact your nurse or the **TELUS Support Desk at 1-855-252-2512**.

Using my Own Device

If you are completing your Monitoring Plan from your own device, such as a smartphone, laptop or tablet, you will be able to access your myMobile account from your internet browser. It is recommended that you use Google Chrome if possible, and make sure that your browser is up to date. A member of your care team will provide a unique link via email that you will use to create your username and password for your first log on. Once you have created your account, access the myMobile log-in screen from <https://mymobile.bc.hhm.telushealth.com/myMobileWeb.html>.

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Using the myMobile Application

Step	Instructions
Logging In	<p>If using a loaned TABLET:</p> <ul style="list-style-type: none"> Power on your tablet. The power button is the small button at the top right side of the tablet (above volume) If asked to select an app, click on myMobile When the sign in screen appears, enter your username and password <ul style="list-style-type: none"> Check off Remember Me if you would like the tablet to remember your account details Click Sign In  <p>*No Username and/or Password or Forgot your Tablet Log-in? Contact your Monitoring Team to request a reset and they will be able to walk through the steps by phone. You will be asked to type in a case-sensitive ID Number and PIN. If you do not feel comfortable performing your reset over the phone, call the TELUS Support Desk instead at 1-855-252-2512 and they will be able to connect to your tablet and perform all of the required steps for you.</p> 
	<p>If using YOUR OWN DEVICE:</p> <ul style="list-style-type: none"> When accessing myMobile for the first time ONLY <ul style="list-style-type: none"> Locate the Welcome Email sent from your care team Click on your unique URL that links to your account Create a memorable username (suggested format: <i>firstnamelastname</i>) Create a memorable password (minimum 8 characters AND uses at least 3 kinds of characters – UPPER CASE, lower case, numbers 0-9, punctuation !#\$%*) Register your account When accessing myMobile <u>after</u> having created your account <ul style="list-style-type: none"> Go to https://mymobile.bc.hhm.telushealth.com/myMobileWeb.html Log in with your username and password <p>*Forgot Username and/or Password? Contact your Monitoring Team to request a reset. They will send you a new unique link to reset the username and password for your account. Make sure to action the email within 72 hours of receiving it.</p>
Providing Consent	<p>The first time you log-in to your myMobile account you will be asked to review the Consent Agreement, which gives permission for the monitoring application to send your data to the nurse.</p> <ul style="list-style-type: none"> Review the Consent Agreement Accept or Decline <ul style="list-style-type: none"> The Consent Agreement <u>must be accepted to begin monitoring</u>. Clicking Decline will take you back to the login screen, from here you can sign in again to be prompted with the Consent Agreement. This will happen until it is accepted. Once the Consent Agreement has been accepted you will be taken to your myMobile home page Consent can be revoked at any time from your myMobile menu, but please note this will prevent you from being able to complete your monitoring interviews

Navigating the myMobile Menu Options

Completing Daily Interviews

- Interviews that your Care Team has scheduled for you will appear at the top of your home screen
- To begin a scheduled interview, click on the **Start** button
- Respond to each question and make sure to press **Continue** to move to the next screen
- The tablet will return to the home screen once you complete the interview
- Avoid powering off the tablet while still in an interview, as it may delay the nurse from receiving your data

My Plan

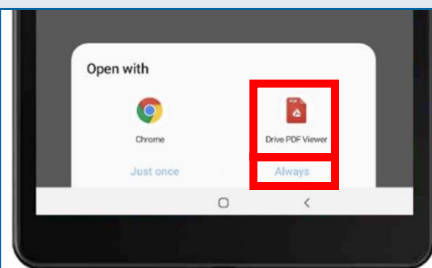
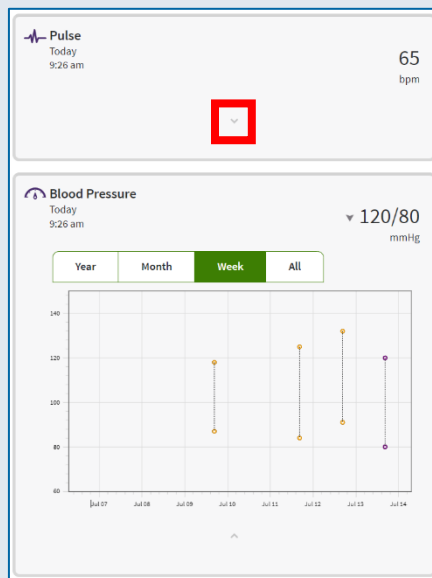
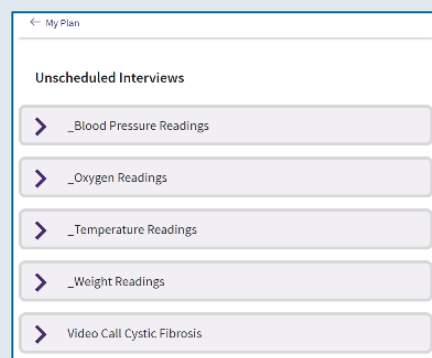
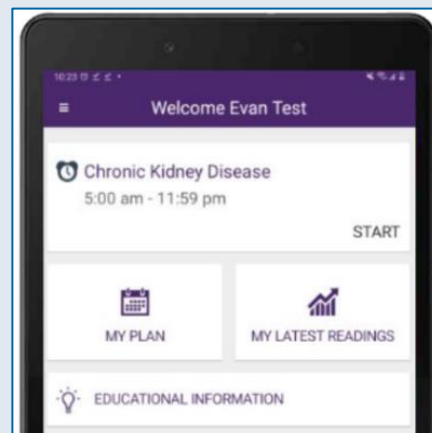
- The **My Plan** section will remind you of your upcoming interview schedule and will list all of your interviews
- If you would like to complete an interview outside of your schedule, you can start an **Unscheduled Interview**
 - *If you are having an emergency, set myMobile aside and call 9-1-1*
- If your program uses Video Calls, the Video Call interview is accessible from here and will bring you to your nurse's virtual waiting room

My Latest Readings

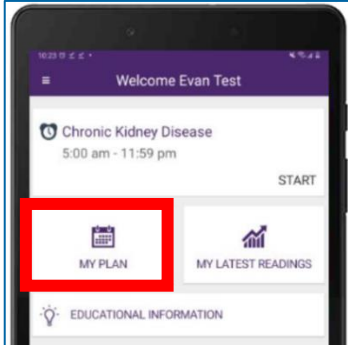
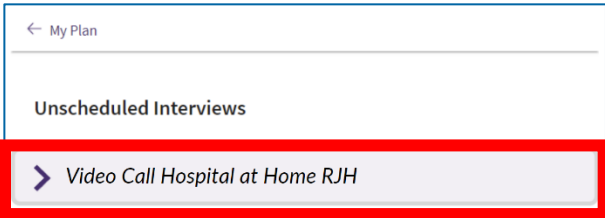
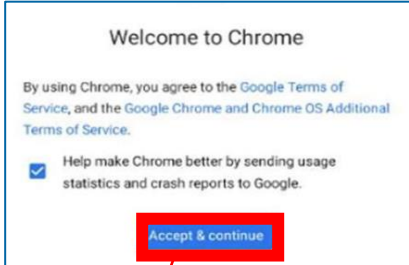
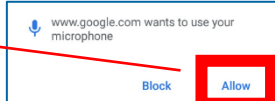
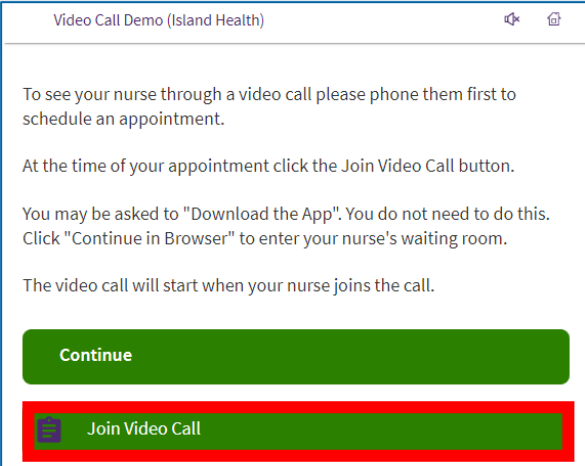
- The **My Latest Readings** section allows you to review any previous readings you have submitted
- Click on the ↓ arrow to open a chart that will show how your readings compare over time

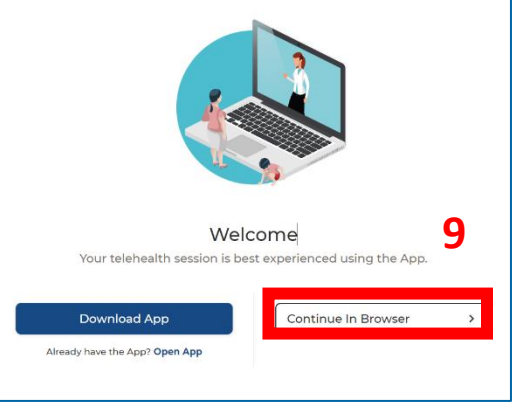
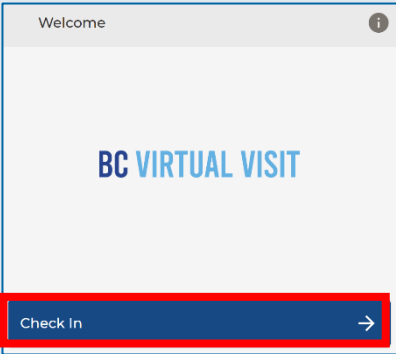
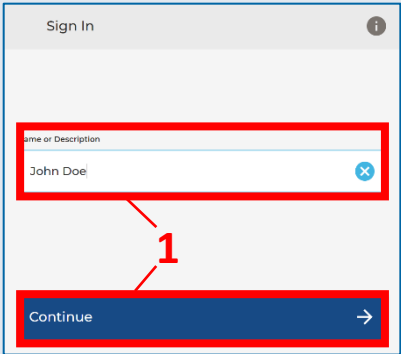
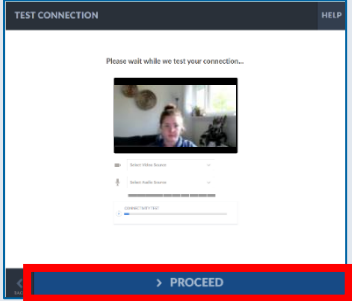
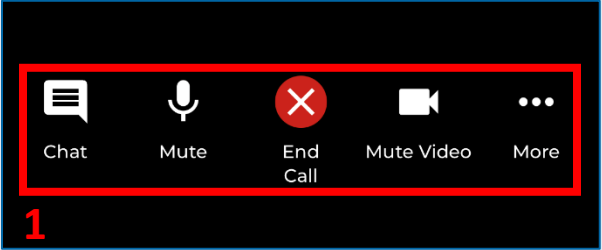
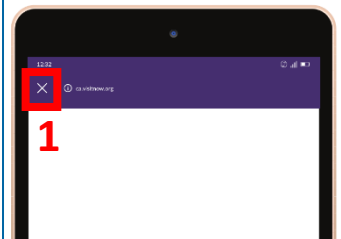
Educational Information

- The **Educational Information** section provides you access to any resources that your care team has shared with you
- If any of your unscheduled interviews contain a PDF or link to an educational website, the resource will appear under this section for easy access
 - Use the **Drive PDF Viewer** option for best viewing results. Click on the red icon, and then **Always** so that the tablet saves your preferences.
- If your program uses Video Calls, you can access the Waiting Room from your Educational Information tile by clicking **Join Video Call** button. Remember to only use this feature when planned with your nurse or care team. In an emergency, set myMobile aside and call 9-1-1.







Using Video Calls

Step	Instructions
<p>If your care team has activated the Video Call feature on your tablet, you will be able to join a call in order to have a virtual visit conversation. If your care team would like to schedule a Video Call, they will contact you directly.</p>	
<p>Open the Video Call Interview</p>	<p>To use your myMobile tablet for a Video Call with your nurse</p> <ol style="list-style-type: none"> 1. Log in to your tablet 2. Select My Plan from the home screen 3. Look under the Unscheduled Interviews section at the top 4. Click on the interview that starts with Video Call <ol style="list-style-type: none"> a. Your interview will say 'Video Call' and then the name of the program you are enrolled to <ol style="list-style-type: none"> i. Such as "Video Call Hospital at Home RJH" or "Video Call Community Virtual Care" b. If you do not see an interview that starts with Video Call, let your nurse know so that they can add it for you   <ol style="list-style-type: none"> 5. If prompted, make sure to Accept or Allow any pop-up messages that appear <ol style="list-style-type: none"> a. A "Welcome to Chrome" message will appear the first time you access a web link from your tablet, please click Accept & continue. b. You may be asked to "Allow Camera" or "Allow Microphone". Click Allow so that your nurse can see and hear you on Video Call.  
<p>Join the Call</p>	<ol style="list-style-type: none"> 6. The interview should now load on your screen 7. Read the information shown on your screen for reminders of when to use Video Calls and how to join 8. When it is time to join your Video Call appointment, click on the Join Video Call button at the bottom of the screen 

	<p>9. You may be asked to Download the App. You do not need to do this. If prompted to do so, click on the Continue in Browser button to skip this step and go to the check-in page</p> <p>a. Accidentally clicked Download the App? Click on the X at the top left of your screen to close the window. You will return to the interview where you can click Join Video Call to try again</p> <p>10. Click on Check In</p> <p>11. Enter your name and then click Continue</p> <p>12. Once you have checked in, your tablet will perform a quick microphone and camera test</p> <p>13. Click Proceed to enter the waiting room</p> <p>14. The Video Call will begin once your nurse joins</p> <p>15. In the Video Call, you will be able to use the on-screen buttons (pictured)</p> <p>16. Your nurse will end the call once it is complete</p>	    
<p>After the Call</p>	<p>Your nurse will end the Video Call once your call is complete</p> <p>17. Once the call has ended, your tablet will display an <i>optional</i> survey for you to provide feedback about your Video Call experience</p> <p>18. Click on the X in the top left corner of your tablet to close the window.</p> <p>19. You will now return to the interview, where you can click Continue to end and return to your home screen</p>	

Using Biometric Devices

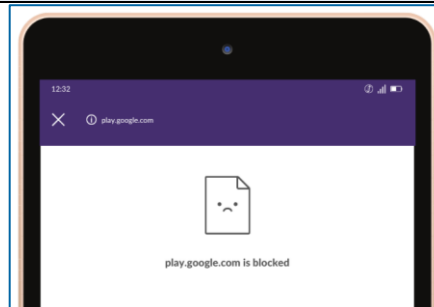
Step	Instructions
	<p>If you are using biometric devices (such as a blood pressure monitoring, pulse oximeter, weight scale, lung monitor) for your monitoring, use the following instructions to help you operate the devices. If using a program-provided tablet with Bluetooth enabled devices, readings will upload automatically.</p>
<p>Blood Pressure Monitor</p>	<p>When prompted to measure your blood pressure during an interview</p> <ol style="list-style-type: none"> 1. Fasten the cuff on your arm at your bicep and take a few deep breaths 2. When you are ready, press the power button on the monitor and the cuff will begin to inflate 3. Stay as still and relaxed as you can while the machine takes your measurement 4. The reading will be displayed on the digital screen for you to record and enter* <p><i>*if you are using a Bluetooth enabled device, the tablet will automatically read your measurement</i></p> 
<p>Pulse Oximeter</p>	<p>When prompted to measure your oxygen saturation during an interview</p> <ol style="list-style-type: none"> 1. Warm your hands and fingers so that they are not cool to the touch 2. Holding the oximeter in your hands, pinch open the hinged end to open it 3. Place the oximeter on the tip of your finger 4. Wait for the device to display a steady reading (about 5-10 seconds) 5. Enter the readings* <p><i>*if you are using a Bluetooth enabled device and a tablet, the tablet will automatically read your measurement</i></p> 
<p>Spirometer/ Lung Monitor</p>	<p>When prompted to measure your lung capacity during an interview</p> <ol style="list-style-type: none"> 1. Turn on the device by pressing the small white button at the top right hand side of the device (above the display screen) 2. Once the device is ready to start the measurement, it will show an icon that looks like somebody taking a deep breath 3. Sit up straight and look stright ahead. Breathe in as deeply as possible and hold your lung monitor in front of your mouth. 4. Hold your breath and put the mouthpiece into your mouth. Your lips should be sealed around the tube. Be careful not to block the tube with your tongue or teeth. 5. Blow out as <u>HARD</u> and as <u>FAST</u> and for as <u>LONG</u> as possible (the lung monitor will stop taking the reading after 10 seconds). Try not to spit as you are blowing. 6. The value that is first displayed on the lung monitor is PEF (“Peak expiratory flow”). 7. Press the up ▲ arrow once to display the FEV value in Litres. <ol style="list-style-type: none"> a. You do not need to enter your FEV1 “Personal Best” or percent values into the monitor. Only the FEV value (in Liters) is important for your clinical team. 8. Enter the reading* <p><i>*if you are using a Bluetooth enabled device, the tablet will automatically read your measurement</i></p>  

<p>Thermometer</p>	<p>When prompted to measure your temperature during an interview</p> <p>If using a Bluetooth temporal thermometer (measures temperature from the skin)</p> <ol style="list-style-type: none"> 1. Turn on the thermometer by pressing the power button 2. Hold the thermometer up to your forehead with the scanner side facing your head (the digital screen should be facing away from you) 3. Press and release the power button to take your measurement 4. Wait until you hear a beep 5. Enter the reading* <p><i>*if you are using a Bluetooth enabled device and a tablet, the tablet will automatically read your measurement</i></p> <p>If using a disposable oral digital thermometer (measures temperature from the mouth)</p> <ol style="list-style-type: none"> 1. Turn on the thermometer by pressing the power button 2. Place the probe tip under your tongue and close your mouth, stay still until you hear the device beep 3. Once the thermometer beeps take it out and read your temperature 4. Enter the reading into your myMobile interview
<p>Weight Scale</p>	<p>When prompted to measure your weight during an interview</p> <ol style="list-style-type: none"> 1. Turn on the scale by pressing the power button at the top of the device (above the digital screen) 2. The scale will <i>beep</i> when it is ready 3. The screen will change as it reads your weight. Stay as still as possible and try to keep your weight evenly distributed (do not lean to one side or the other). 4. The scale will beep three times once the reading is complete 5. Step off the scale and read your measurement 6. Enter the reading* <p><i>*if you are using a Bluetooth enabled device, the tablet will automatically read your measurement</i></p>



Support and Troubleshooting

Step	Instructions
<p>Support Contacts</p>	<p>If you are having a medical emergency call 911. The myMobile application should not be used in an emergency.</p> <p>For basic troubleshooting, health-related concerns, or questions about your Monitoring plan, please contact your nurse directly.</p> <p>For issues with your tablet or biometric measuring devices, ask your nurse to request a TELUS Support Call on your behalf, or reach out to TELUS Support Desk directly at 1-855-252-2512.</p>
<p>Video Call Troubleshooting</p>	<p>Download App Button</p> <p>If you are asked to Download an App when you click Join Video Call, click the Continue in Browser button instead. If you accidentally click the download button:</p> <ol style="list-style-type: none"> 1. Click on the X in the top left corner of your screen 2. You will now return to the interview again, where you can click Join Video Call to start again



Media Error or Connection Issues

Your tablet will perform a quick test of your camera, microphone and internet connection before joining the Video Call. If the internet connection is not strong enough for a Video Call, your tablet will show an error message.



1. Make sure that you are somewhere in your home that gets a good phone signal. Avoid rooms that have concrete walls. Upper floors or close to windows may get a stronger connection.
2. If you continue to get a connection error, let your nurse know. Your nurse will be able to request that a TELUS Support agent can connect you to Wi-Fi instead of cellular signal.

Stream Error

If your tablet is having trouble connecting to the Video Call, you may see a Stream Error message. This means that there is something stopping the Video Call from happening on your tablet.



1. Make sure that you click **Allow** on any pop-up messages so that the camera and microphone will work.
2. Make sure that you are connected to the internet. A strong signal will work best for Video Calls.
3. If you still can't get into the Video Call after checking everything, contact your nurse so that they can help.

Patient Survey Screen Not Loading

After your Video Call, you should be prompted to take an optional survey. If your tablet displays a frowning or sad face 😞 as pictured to the right, enter the survey by clicking the blue **Continue** button. If you do not want to complete the survey, click on the **X** at the top left-hand side of the page to close the window.

