

Migration to New Health Discovery+ App

Updated 4 Jan 2022



To continually improve the **PTEC Home Blood Pressure (BP) Monitoring Programme**, we will be upgrading from the Health Harmony app to the Health Discovery+ (HD+) app. In addition to the enhanced security with Singpass login, patients will enjoy greater convenience in the process of data submission with HD+'s expanded support of Bluetooth VSM device integration and an integrated chatbot.

For all patients currently using the Health Harmony app, please follow the steps below to upgrade to the HD+ app by **7 February 2022**, so that your polyclinic care team can continue to support the monitoring of your blood pressure.

Instructions

1) Register and Install Singpass on your Smartphone

Step 1: Register online for Singpass at the [Singpass official website](#)

Step 2: Install the Singpass mobile app on your phone

- Download the Singpass mobile app from [Google Play Store](#) or [Apple App Store](#)
- Follow the instructions to install the Singpass mobile app on your phone

(If you need more help, please refer to [this detailed Singpass guide](#).)

2) Install HD+ App and Pair Device

To watch an instructional video on the steps described in this section, please refer to: <https://www.ihis.com.sg/VSM/resources>

WHAT IS REQUIRED?



Smartphone

With internet access
Phone operating system:
- iOS 12 and above
- Android 9 and above



BP Machine

Install the batteries
provided

1) DOWNLOAD & INSTALL THE APP

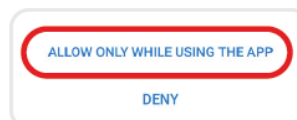


Health
Discovery+

1. Download app by visiting the Apple App Store or Google Play Store.



2. Enable location while installing the app if you are using an Android phone.



2) LOG IN

1. Open the app and tap on the QR code to log in with the Singpass app



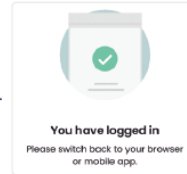
2. Enter Singpass passcode or login with biometrics



3. Select 'Log in'

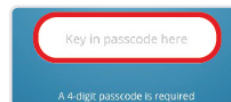


4. Return to the Health Discovery+ app



3) SET 4-DIGIT PASSCODE

Set your preferred 4-digit passcode (or allow biometric login if available)

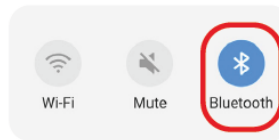


4) ENABLE BLUETOOTH

Turn Bluetooth "On" under the "Settings" menu on your phone.



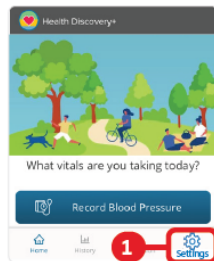
on iPhone



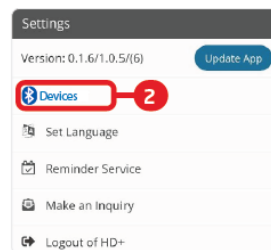
on Android

5) SELECT YOUR DEVICE

1. Tap on 'Settings' at the bottom of the screen

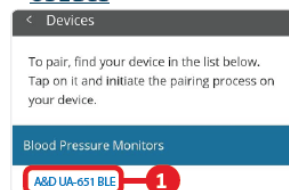


2. Select 'Devices'



6) PAIR YOUR DEVICE

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



2. Press and hold the "START" button on the device until "Pr" is displayed.



7) PAIRING COMPLETE

When "END" is displayed on BP machine, pairing is complete.

*If pairing failed and the error code "Err 10" is displayed, remove and reinstall the batteries and repeat steps above.



Blood Pressure Monitors

A&D UA-651BLE

Connected Device ID: B4:52:A9:B5:D3:23

3) Measure Your BP

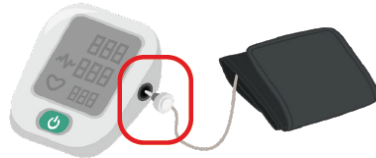
To watch an instructional video on the steps described in this section, please refer to: <https://www.ihis.com.sg/VSM/resources>



Precaution

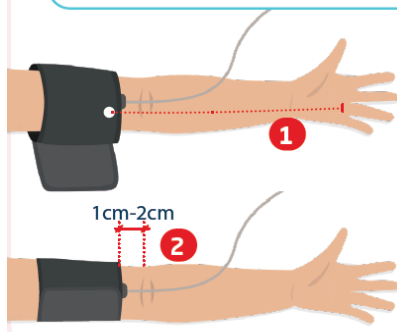
Avoid eating, smoking, exercising, and drinking coffee for at least 30 minutes before taking your BP reading.

1) CONNECT CUFF



Connect the BP cuff to the BP machine.

2) WRAP CUFF CORRECTLY

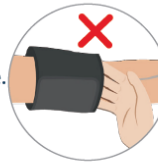


1. Slide and place the cuff onto your upper arm. Make sure the white dot on the cuff is in line with your ring finger with your palm facing up.
2. Wrap and tighten the cuff evenly, 1cm to 2cm above your elbow.

3) CHECK CUFF AND POSITION



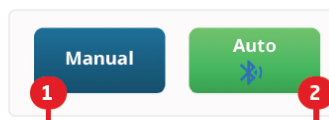
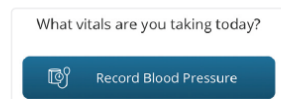
The BP cuff should fit snugly onto your arm. It should not feel loose. You should be able to fit no more than two fingers under the cuff.



1. Relax your hand and your palm should be facing upwards.
2. Place your feet resting flat on the floor and arm supported.

4) OPEN THE HEALTH DISCOVERY+ APP

1. Open the app and tap on the "Record Blood Pressure" icon.
2. Select your preferred reading submission approach.



Tap on 'Manual' to manually key in your BP reading

Tap on 'Auto' to upload your BP reading automatically via Bluetooth

5) CHECKING YOUR BP

Push the "Start/Stop" button to start measuring your BP.

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



4) Share Your BP Reading with Your Care Team

To watch an instructional video on the steps described in this section, please refer to: <https://www.ihis.com.sg/VSM/resources>

1) SUBMIT YOUR BP READING

AUTO

Please ensure that Bluetooth and Location are turned on.



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

A screenshot of the app's auto-submit screen. It features three rows of data: 'Systolic mmHg', 'Diastolic mmHg', and 'HeartRate bpm'. Each row has a blue dot icon to its left. At the bottom, there are two buttons: a grey 'Retake' button and a green 'Submit' button.

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.

A screenshot of the app's manual input screen. It has three input fields labeled '1 Systolic mmHg', '2 Diastolic mmHg', and '3 HeartRate bpm'. Below the fields are two buttons: a grey 'Clear' button and a green 'Submit' button.

2) RECEIVING 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.

A screenshot of the app's feedback message screen. At the top, a green box displays '120/95mmHg' and '11/09/2021 02:31 PM'. Below this, a message reads: 'Thank you for submitting your BP readings. Continue to monitor your BP and take your BP medication as advised.' At the bottom, there is a green 'Complete' button.

Frequently Asked Questions (FAQs)

Why Health Discovery+ (HD+)?

1. Why is there a need to upgrade the Health Harmony app to the HD+ app?

This is part of our efforts to continuously improve the PTEC Home BP Monitoring Programme. The HD+ app provides more functions and better security with Singpass integration.

2. I am used to the Health Harmony app. Can I not upgrade to the HD+ app?

Thank you for your support for the Health Harmony app. However, to continue on the PTEC Programme, you must upgrade to the HD+ app to transmit your blood pressure data to your polyclinic. HD+ is easy to use and provides improved security for your healthcare data with the Singpass integration.

Technical Matters

3. What if I do not have Singpass?

To continue on the PTEC Home BP Monitoring Programme, you will need to have a Singpass account, and have the Singpass app installed on your phone. Singpass is the trusted digital identity for Singapore citizens' and residents' convenient and secure access to thousands of government and private sector services, online and in person. Please go to <https://www.singpass.gov.sg/main> for more information about Singpass.

4. The Health Discovery+ app is not supported on my phone. What should I do?

You should download the latest available operating system if you haven't done so. You may do so by opening your phone Settings, selecting About Phone and tapping Check for Updates. If an update is available, an Update button will appear. Tap it to install and reboot your phone.

You may contact our IT support hotline at **6958 7998** if you have still have problems installing the app.

5. I wasn't able to successfully download HD+, log in, or submit a BP reading. Can I go to the polyclinic for assistance?

Yes, you can. We will contact you from 7 February onwards to follow up with you on the details. Please inform us during the call if you require further assistance.

You can also contact the IT support hotline at **6958 7998** if you have problems installing the app, pairing your BP machine, or any other technical issues.

6. Will the polyclinic still receive my readings?

From 7 February 2022, your polyclinic care team will receive your BP readings only if you transmit them via the new HD+ app. You will also see your past readings auto-transferred to the HD+ app.

7. Will I still receive messages via SMS from the PTEC Chatbot?

No. With the HD+ app, you will receive and reply to messages directly within the app. The SMS service will be discontinued together with the Health Harmony app.

8. Can I delete the Health Harmony app?

You should delete the Health Harmony app only after you have logged into HD+ and submitted a BP reading.

[About PTEC Home BP Monitoring Programme](#)

9. Do I need to pay anything more to use this new Health Discovery+ app?

No, this is part of the PTEC Home BP Monitoring Programme which you are already subscribed to. No additional charges will be imposed, other than the usual PTEC Home BP Monitoring Programme fee.

10. Can I key in my BP readings instead of pairing my BP machine with the app?

Yes, you can manually key in your BP readings and they will be transmitted to the polyclinic. However, we encourage you to learn to pair your BP machine, as it is more convenient and accurate to let the readings sync with the app automatically via Bluetooth.

More Resources

For helpful instructional videos on installing and using the app, and taking your BP reading, please refer to: <https://www.ihis.com.sg/VSM/resources>

Contact Us

You can also contact the IT support hotline at **6958 7998** on Mon to Fri, 9am-6pm if you have problems installing the app, pairing your BP machine, or any other technical issues.

This hotline is closed on Saturdays, Sundays, and Public Holidays.