

myMobile Patient User Guide

Create your myMobile account

1. Go to the **myMobile website**: <https://mymobile.saskhealth.telushhm.com/myMobile.html>
2. Click on “**Not Registered?**”

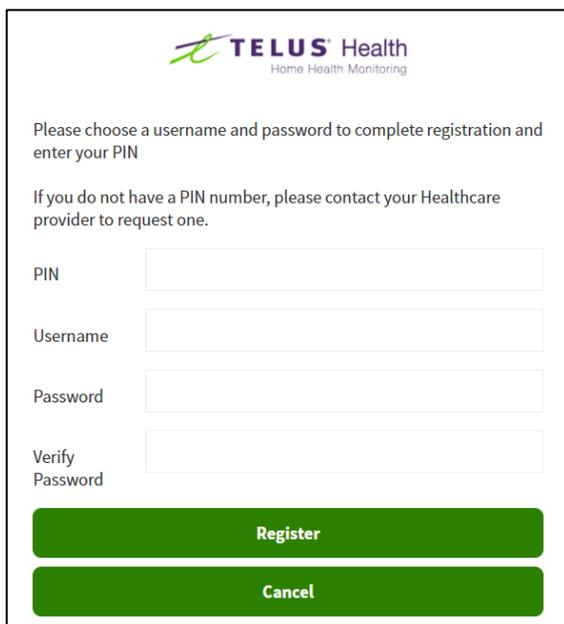


3. Enter the **PIN number from the TELUS welcome email**, or phone the TELUS HHM Service Desk to get your PIN.
4. Create a unique username and password.

Your **username** must be at least 5 characters long.

Your **password** must be least 8 characters long and have at least 3 of the following:

- Upper case letters: A-Z (English)
- Lower case letters: a-z (English)
- Digits: 0-9
- Special characters: `~!@#\$%^&*()_+ -= { } | \ : " ; ' < > ? , . / [



**Need help making your
account?**

TELUS HHM Service Desk

Phone: 1-855-252-2512

Email: saskhbm@telus.com

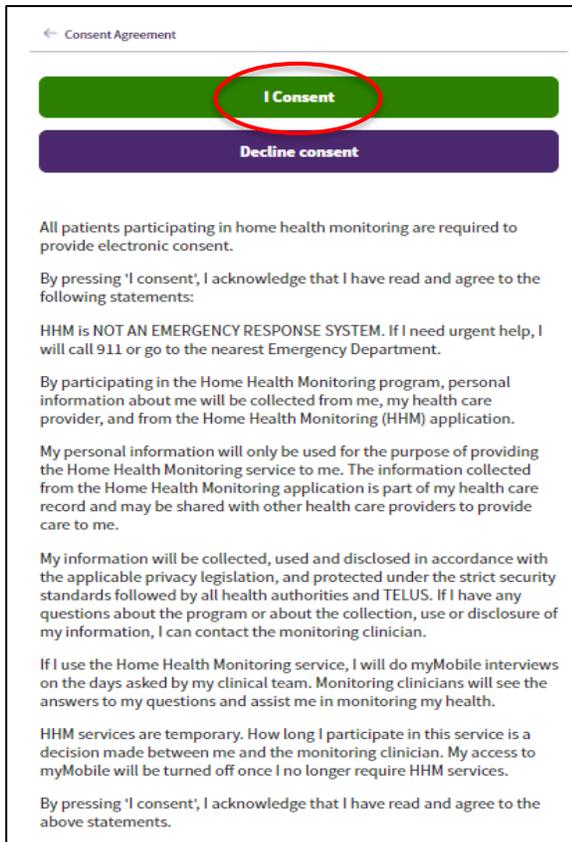
Signing In

1. Go to the **myMobile website**: <https://mymobile.saskhealth.telushhm.com/myMobile.html>
2. Enter your Username and Password and then press sign in.



Forgot your username and/or password?

- Call TELUS HHM Service Desk to get a new PIN number and reset your username and/or password (1-855-252-2512).
3. After logging in, the consent agreement will show. You must give consent to access the home page.
 - If you decline consent to the terms, you will not be able to start monitoring.



← Consent Agreement

I Consent

Decline consent

All patients participating in home health monitoring are required to provide electronic consent.

By pressing 'I consent', I acknowledge that I have read and agree to the following statements:

HHM is NOT AN EMERGENCY RESPONSE SYSTEM. If I need urgent help, I will call 911 or go to the nearest Emergency Department.

By participating in the Home Health Monitoring program, personal information about me will be collected from me, my health care provider, and from the Home Health Monitoring (HHM) application.

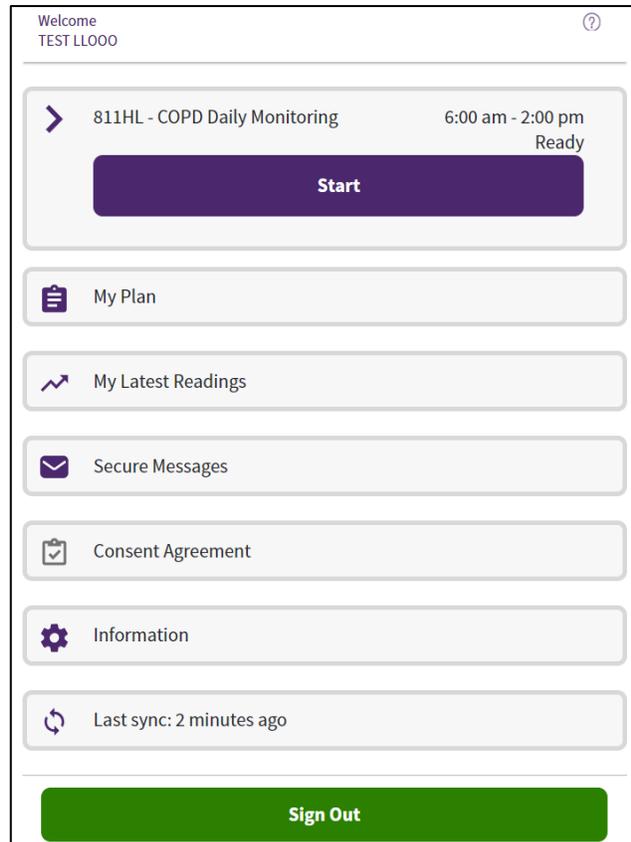
My personal information will only be used for the purpose of providing the Home Health Monitoring service to me. The information collected from the Home Health Monitoring application is part of my health care record and may be shared with other health care providers to provide care to me.

My information will be collected, used and disclosed in accordance with the applicable privacy legislation, and protected under the strict security standards followed by all health authorities and TELUS. If I have any questions about the program or about the collection, use or disclosure of my information, I can contact the monitoring clinician.

If I use the Home Health Monitoring service, I will do myMobile interviews on the days asked by my clinical team. Monitoring clinicians will see the answers to my questions and assist me in monitoring my health.

HHM services are temporary. How long I participate in this service is a decision made between me and the monitoring clinician. My access to myMobile will be turned off once I no longer require HHM services.

By pressing 'I consent', I acknowledge that I have read and agree to the above statements.



Welcome
TEST LLOOO

811HL - COPD Daily Monitoring 6:00 am - 2:00 pm
Ready

Start

My Plan

My Latest Readings

Secure Messages

Consent Agreement

Information

Last sync: 2 minutes ago

Sign Out

myMobile Home Page

Interviews

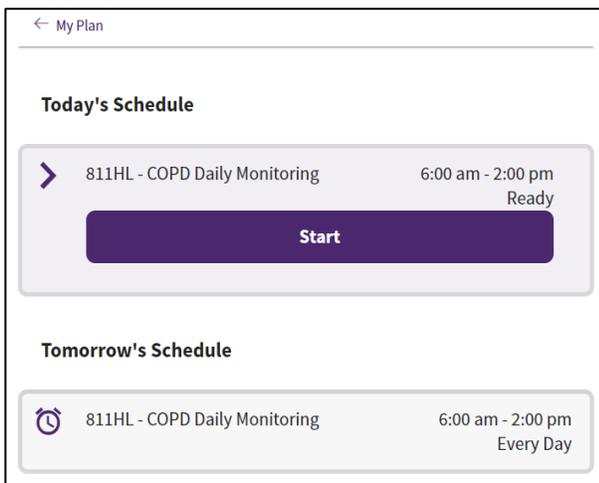
The **'Start'** button at the top of the screen opens an interview if one is scheduled.

- If the **'Start'** button does not show up, no interview is due. Instead, you will see when your next interview needs to be done.

My Plan

My plan will show the interview(s) scheduled for today and tomorrow.

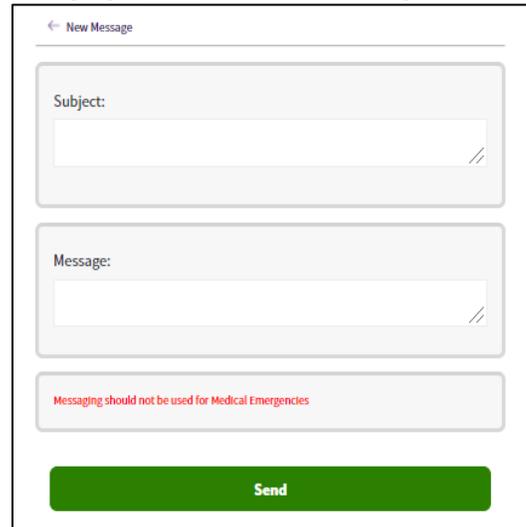
- **Missed sending in your interview?**
When the interview is closed, the 'Unscheduled Interviews' section will appear with access to the interview.



Secure Messaging

Send and reply to secure messages from your monitoring team.

- Messaging is **not** for medical emergencies.



The screenshot shows the 'New Message' form. It has a back arrow and the title 'New Message'. There are two text input fields: 'Subject:' and 'Message:'. Below the 'Message:' field is a red warning message: 'Messaging should not be used for Medical Emergencies'. At the bottom is a large green 'Send' button.

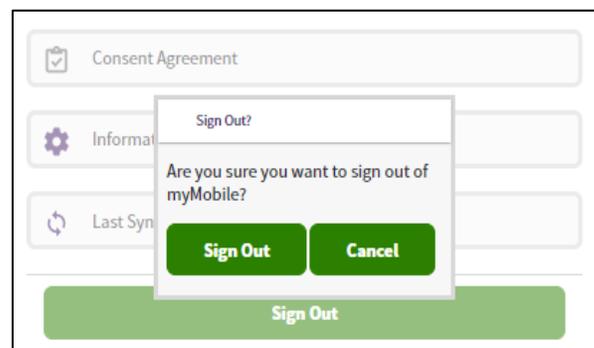
My Latest Readings

Look at all the biometric readings sent to your monitoring care team.



Signing Out

When finished your interview(s), click on the "sign out" button at the bottom.



The screenshot shows the 'Sign Out' confirmation dialog box. It has a title 'Sign Out?' and the text 'Are you sure you want to sign out of myMobile?'. There are two buttons: 'Sign Out' and 'Cancel'. Below the dialog box is a large green 'Sign Out' button.