

## **COACH FAQ's**

**How do I contact the study team? If there are any issues or concerns that persist after reading the FAQ sheet, please contact us:**

[COACH-OHSU@ohsu.edu](mailto:COACH-OHSU@ohsu.edu)

Toll free number: 833-462-9191

### **What is the COACH application?**

The COACH application is a web-based application designed to help you manage high blood pressure through personalized recommendations and support.

### **Can anybody use COACH?**

COACH application is limited to patients enrolled in the study and recommended by their doctors.

### **When is my BP too low, too high, and where can I get more information?**

Readings of less than 90/60 mmHg are considered low.

Readings of 180/120 mmHg or greater are considered high.

Click [American Heart Association BP guidelines](#).

### **Is my participation in the COACH study voluntary?**

Yes, participation is entirely voluntary. You can choose to withdraw at any time and for any reason without any impact on your regular blood pressure management by contacting the study team.

### **How often should I use the COACH app to monitor my blood pressure?**

During the first 2-4 weeks of enrollment, we recommend obtaining  $\geq 12$  measurements to obtain an average BP reading.

### **Will the COACH app interact with my healthcare team?**

Yes, the COACH app is designed to work collaboratively with your healthcare team. The app may provide guidance or recommendations to contact your care team depending on your BP readings.

### **Can I access the COACH app from anywhere?**

You can access the COACH app from your mobile device with a Wi-Fi or data connection, allowing you to manage your blood pressure wherever you are.

### **How long will I be part of the COACH study?**

Your participation in the study will last for six months. During this time, you will be regularly monitored, and you will have opportunities to provide feedback on your experience through surveys.

### **Will my personal information and data be kept confidential?**

Yes, your privacy is a priority. Your personal information and data will be de-identified and handled in accordance with privacy regulations.

## **TECHNICAL HELP**

### **Can I use the COACH app on any smartphone or tablet?**

The COACH app is compatible with most smartphones and tablets (iOS and android).

In order to use the COACH app, make sure your Bluetooth connection is turned on and your device is Bluetooth compatible. You will have to download OMRON application to transfer your data to COACH application.

**What do I need to do if I'm having trouble logging into the COACH app?**

If you're experiencing login issues, first ensure you're using the correct username and password.

**How do I connect the COACH app to my blood pressure monitor?**

Your Welcome Packet includes the [OMRON manual](#) that has Bluetooth connection instructions.

**How can I sync my OMRON blood pressure cuff to COACH?**

Please review the [OMRON manual](#) that you should have received during enrollment.

**What should I do if the COACH app is not displaying my blood pressure readings correctly?**

If you encounter inaccuracies, we recommend following the steps below:

1. Troubleshoot your BP monitor with the Omron Manual.
2. Make sure your BP cuff is syncing to the COACH application properly.
3. Take your BP cuff to your care team to have it validated by a professional.

**What should I do if the COACH app crashes or freezes?**

If the app is not working correctly, we recommend following the steps below:

1. Try restarting your device.
2. Try restarting the application.
3. Contact our study team if problems persist.