

	Question	Answer
	<u>Costs and Charges</u>	
1.	Are there set up costs (and annual charges) which our health board /hospital will have to pay in order to use the Heart Manual digital format?	No. Most definitely not. There are no set up costs or annual charges.
2.	How much does the digital format cost per patient?	The cost is <u>exactly the same</u> as the book format of the Heart Manual. Please refer to www.theheartmanual.com for charges for manuals/training.
	<u>The practicalities of using</u>	
1.	How do I go about getting some digital formats?	The same way you would order the book format. Please call the HM office on 0131 537 9137 or email heart.manual@nhslothian.scot.nhs.uk and we will provide you with individual licences/codes for the amount you require.
2.	Can the digital format be used on a SMART phone?	Yes-it can be used on a SMART phone, however as the HM is an interactive tool, most people will find it easier to complete their goals on larger screen.
3.	How does the patient get started on it?	They will be provided with a link to the tool from their facilitator, and from there they can get started. All very straightforward.
4.	How will the Heart Manual facilitator interact with the patient?	In the same way as the book format of the manual but also the facilitator can review the patients' input remotely by logging on to the system with the agreement of the patient. This will make facilitation using telephone (if desired) much easier.
5.	How long can the patient have access to his/her digital format for?	One year-which means that similar to the book format, they can dip in/out of it over that year.
6.	Will the format be compatible with most computer systems?	Yes. We have made sure that the format is compatible with NHS IT systems and most systems at home

		including desk computers, laptops, tablets and smart phones. We do advise that users at home keep their software up to date using free updates available to them.
7.	What if we incur problems with the system?	It depends on the problem! In the first instance if facilitator (not the patient) can phone the HM office.