

Frequently Asked Questions

McKesson Digital Blood Pressure Monitor

Model #1991

1. How is measuring blood pressure at home different than in a medical office?

A: Measuring at home with a digital device is highly reliable and allows for testing to occur while you are relaxed. Take your monitor with you to your next appointment to compare your monitor results with the nurse's measurement of your blood pressure.

2. What is the best time of day to measure my blood pressure?

A: It is ideal to take your blood pressure at the same time every day. Ask your medical provider for guidance. Avoid exercise and caffeine 30 minutes prior to testing and empty your bladder at least 5 minutes before testing. Lastly, allow at least 5 minutes to relax before testing.

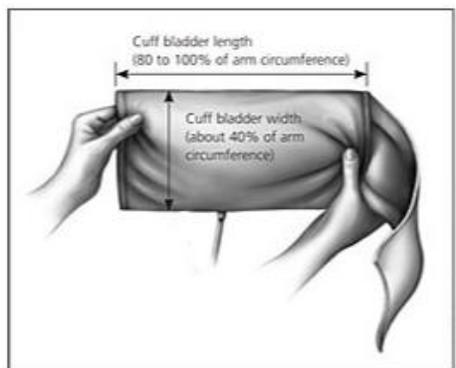
3. Should I use my right or left arm for testing?

A: Although the cuff has "left arm" printed on it, either arm is acceptable for testing, but use the same arm each time you test. Some prefer to use the left arm because it is closer to the heart.

4. How do I know that I have the correct size of cuff?

A: The cuff size provided is based on the measured circumference of your upper arm (length of tape measure wrapped around upper arm). There is an inflatable bladder located inside, situated between the stitching in the Velcro on either side of the air tube.

The length of the bladder should be $\geq 80\%$ of arm circumference. The width of the bladder should be $\geq 40\%$ of arm circumference.



5. How can I ensure an accurate test result?

A: Sit upright in a chair with your back supported, legs uncrossed, feet on the floor. Your arm should be bare and supported on a flat surface at heart level. The cuff should be placed ½ inch above the bend in the elbow. Do not move or speak during testing. To be sure the results are accurate, take two or three measurements, one minute apart.

6. What are causes for an abnormal measurement and what should I do about it?

A: Improper cuff placement and body position can result in an abnormal test result. Do not wrap the cuff over clothing. Take 2 to 3 deep breaths if feeling anxious and then test again. Call your medical provider immediately if the results remain questionable.

7. What causes my blood pressure to fluctuate during the day?

A: Blood pressure is usually lower at night while sleeping and peaks in the afternoon. Stress, anxiety, excitement, salt intake, alcohol, a warm bath, medication that does not last 24 hours, and working night shift can affect normal blood pressure patterns.

8. Should I adjust my medication if my blood pressure is too high/low?

A: *Never* adjust medications without speaking with your health care provider first.

Updated Blood Pressure Categories, American Heart Association, 2017

Blood Pressure Category	Systolic (mm Hg)		Diastolic (mm Hg)
Normal	less than 120	and	less than 80
Elevated	120-129	and	less than 80
High Blood Pressure (Hypertension) Stage 1	130-139	or	80-89
High Blood Pressure (Hypertension) Stage 2	140 or higher	or	90 or higher
Hypertensive Crisis	Higher than 180	and/or	Higher than 120

9. What if more than one person wants to use the monitor and store their test results?

A: Before taking a blood pressure test, the 2nd, 3rd, or 4th monitor user needs to update the Memory Group setting:

- Press "SET": Memory Group icon will flash
- Press "+" or "-" to scroll to Memory Group 2, 3, or 4
- Press "ON/OFF" to power unit off (Memory Group has been updated)

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- Press "ON/OFF" again to begin test
- Results will be saved to the updated Memory Group number

Note: The unit will remain in the most recently used Memory Group number until updated again. Multiple users should confirm Memory Group number each time before testing so that test results will be saved in the appropriate group.

10. How do I delete my testing history?

A: Single monitor user:

- With power off, press "+" to access testing history for Memory Group 1
- Press and hold "SET" for 3-5 seconds until monitor beeps: entire testing history deleted
- Press "ON/OFF" to power unit off

Multiple monitor users:

- Select Memory Group: with power off, press "SET": Memory Group icon flashes
- Press "+" or "-" to scroll through Memory Group icons until desired number appears
- Press "ON/OFF" to power unit off
- Press "+" to access chosen Memory Group history
- Press and hold "SET" for 3-5 seconds until monitor beeps: entire testing history deleted
- Press "ON/OFF" to power unit off

11. What if I want to only delete my last test?

A: A single test result can only be deleted immediately after the given test is complete. Press "SET" to delete result.

12. Who should I call if I have questions about the monitor and/or cuff?

A: Please call Acelleron at (877) 932-6327 to speak with one of our customer care specialists.

13. What is the monitor's manufacturer's warranty?

A: The warranty for the McKesson Automatic Blood Pressure monitor is 2 years from the original date of consumer purchase. They will gladly offer a free exchange or repair due to manufacturing defects. Please contact McKesson at **(800) 777-4908** for details.

14. How long will the batteries, monitor, and cuff last?

A: The batteries should last about two months at 3 tests per day. The cuff should last approximately three years at 2 tests per day. The monitor's expected service life is approximately three years at 30 tests total per day.

15. What type of medical AC adaptor is recommended (not included) for this monitor?

A: 6 Volt, 1 Amp, connector pin: positive inside, negative outside, 2.1 mm coaxial joint.

16. How do I clean the monitor?

A: When cleaning the unit, use a soft fabric and lightly wipe with mild detergent. Use a damp cloth to remove dirt and excess detergent.

17. What should I avoid?

A: Avoid dropping, slamming, or throwing the unit. Avoid extreme temperatures. Do not place unit directly under sunshine.

18. Additional Troubleshooting

Problem	Possible Cause	Solution
Blood pressure results are not within typical range	Cuff is too tight or incorrect cuff position	Firmly reposition cuff 1-2 cm or ½ inch above elbow joint.
	Inaccurate test results due to body movement or monitor movement	-Sit in relaxed position, arm resting at heart level. -Avoid speaking or moving during testing. -Place monitor on a stable surface throughout testing.
"Err" displayed	Cuff fails to inflate properly	Check that hose is properly fastened to cuff and monitor unit (plugged into port on left side of monitor).
	Improper operation	Read owner's manual carefully and re-test properly.
	Pressurization is over 300 mmHg	Read owner's manual carefully and re-test properly.
Testing stops abruptly with "0" reading for both systolic and diastolic pressures. Flashing ↑ appears on screen.	Cuff not attached to monitor	Insert air plug firmly into air jack on left side of unit. Do not insert into AC adapter jack on right side of unit.

Unit Operation, pg. 20, McKesson Digital Blood Pressure Monitor Owner's Manual #1991