What Should I Do If a Reading Does Not Match How I Feel?

Inas B. - 2026-11-15 - Health, Safety & Support

The Vitalist Health Band provides estimates and measurements to support your everyday health awareness. Like other wearable devices, it may sometimes show a reading that does not match how you feel.

Your well-being comes first. Do not ignore how you feel because of a reading from the band.

Why might a reading be different?

Readings can be affected by several factors, including:

- Movement or physical activity.
- A loose or incorrectly positioned band.
- Dirty sensors or skin between the sensors and your wrist.
- Cold hands or reduced blood flow.
- Tattoos or darker skin beneath the sensor area.
- Wrist movement or bending, especially during certain activities.
- Other conditions that affect how well the sensors can collect information.

For example, blood oxygen (SpO_2) readings are generally collected when you have been very still for at least five minutes. If you are moving, talking, or travelling in a vehicle, a reading may be delayed or unavailable.

What should I do?

- Check that the band is positioned correctly and comfortably.
- Make sure the sensors on the underside of the band are clean and touching your skin.
- Allow time for the app to sync and refresh.
- If you have questions about a reading, contact your care team.

Vitalist Support can help with technical issues, such as missing readings or syncing problems, but cannot interpret readings or advise you about your health.

Important: Do not change medication or treatment based only on readings from the band. If you feel unwell, contact your care team or seek medical help as appropriate. If you are experiencing a medical emergency, call 911.