

covid-19 remote monitoring quick start guide

Winchester PCN



Introduction

Current general practice is being inundated with routine and acute work, the implications of a back log of referrals, extra vaccination requirements, winter pressures and an evolving second wave of patients with Covid-19. As such, this has been developed as a pragmatic guide to support busy general practices wanting to set up a reactive remote monitoring solution for patients with suspected or confirmed Covid-19 who are assessed as mild but need community monitoring. It is based on national guidance and is envisaged that this can be easily slotted into your existing on the day service with minimal disruption of practice team routines.

Technology used

- EMIS along with Arden's Novel Coronavirus Covid-19 template (currently version 15.7)
- Accurx Florey optional (use of Accurx is simple if just using one EMIS database. However, it adds a layer of complexity if using EMIS Community across multiple practices)

Team required

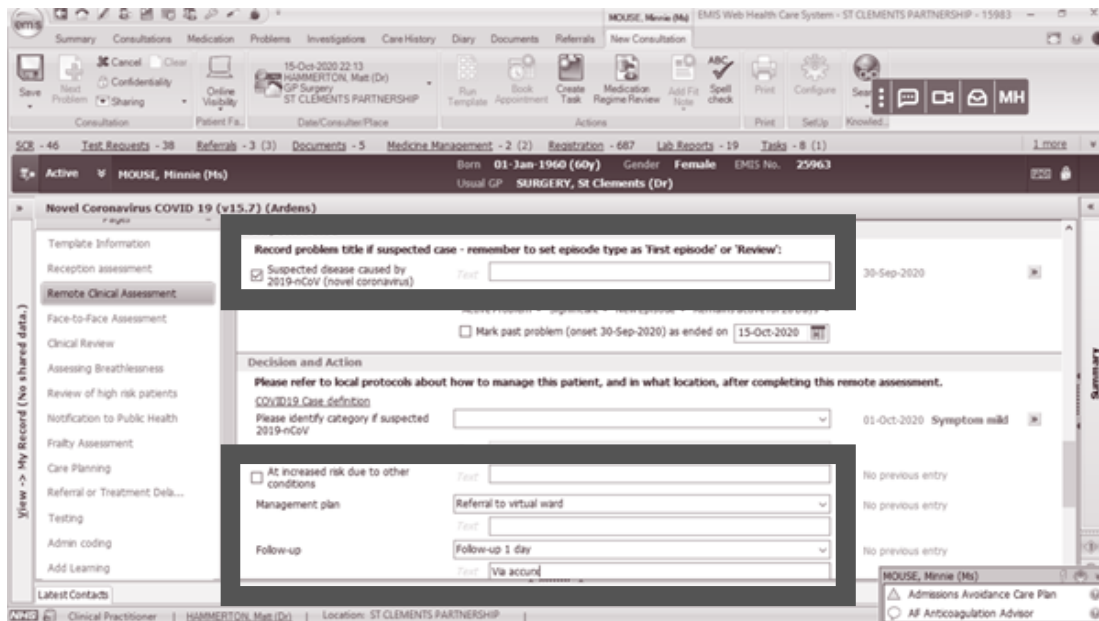
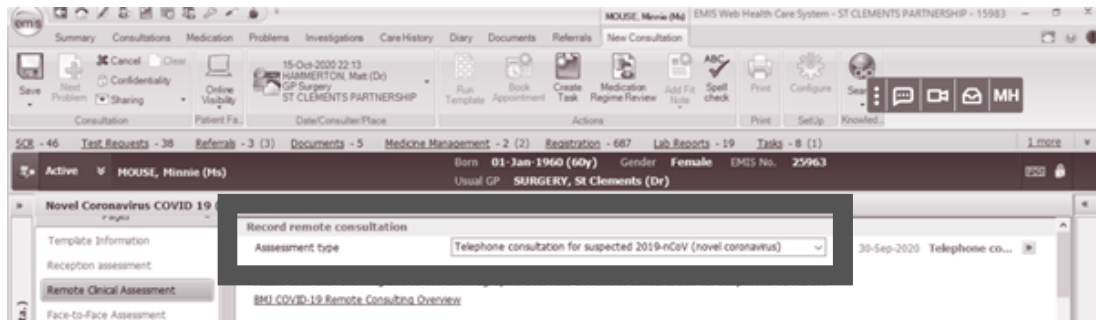
- Administrator (~30 minutes total time per patient requiring remote monitoring)
- Band 6 Nurse/Physicians Associate (~20 minutes per new patient and 10 minutes per existing patient)

Administrator

- Maintains spreadsheet of packs currently in use (annex A)
- Create appointment slots in 'on the day' EMIS appointment template for remote monitoring. Suggest 5 in the morning and 5 in the afternoon each day

Referral from hot hub/on the day GP team

- Suspected/confirmed Covid-19 via telephone/video/f2f assessment
- Clinical decision to undertake remote monitoring based on current symptoms, observations and risk of deterioration following national guidance
- Novel Coronavirus Covid-19 Ardens template used (remote clinical or face-to-face assessment tab based on type of assessment). Only situation template is not used is where you are happy Covid-19 is not a possibility
- Request patient obtains Covid-19 test or undertake swab in-house



Remote or face-to-face clinical assessment
by hot hub/on the day GP team

Remote monitoring team: For new patients to remote monitoring

Band 6 Nurse/Physicians Associate

- Provide verbal advice on monitoring condition using the diary and when to seek medical help
- Confirm frequency and modality of monitoring with patient (telephone/SMS)
- Set up Accurx Covid-19 remote monitoring Florey if required
- Send templated SMS message with link to video animation explaining remote monitoring to new patients

Note: this needs to be set up in Practice Accurx templates

Sample text: We are giving you a remote monitoring pack containing a diary and pulse oximeter because you have symptoms of Covid-19. The pack contains instructions on how to monitor your symptoms and when to contact for medical help. The instructions are also available as a video animation. Please go to the following link to assess the video:

<https://www.youtube.com/watch?v=jAeZVIAQ2sQ>

- Adds patient to appropriate future appointment (AM slot for telephone, PM slot for SMS response)
- Tasks administrator to organise collection/delivery of remote monitoring pack
- (friend/relative collection, <https://www.goodsamapp.org/nhsreferral> or practice staff delivery)

Message Patient
MOUSE, Minnie (Ms)
NHS No. Unknown 01-Jan-1960 (50y) Female

Consent given for communication by SMS text messaging (13-12-19)

Minnie's number
07000 000000

Template Pathway Florey Video
COVID-19 Remote Monitoring Questionnaire

The patient has 24 hours to complete this questionnaire. Add repeat dates to monitor this patient over many days.

Message text
Dear Ms Mouse,
I'd like you to complete some questions about your symptoms via the link below. Please respond as soon as possible. The link will expire in 24 hours.
Thanks, Dr Matt Hammett
Please follow this link: (link will autogenerate here)
You'll need internet on your phone (or you can open the link on a computer). If you cannot open it, please contact us.
St Clements Partnership

Now
Mon 19th October 2020 at 9:00am (4 days) X
Add repeat date

225 characters remaining

Send and save

Accurx Covid-19 remote monitoring Florey

Message Patient
MOUSE, Minnie (Ms)
NHS No. Unknown 01-Jan-1960 (50y) Female

Consent given for communication by SMS text messaging (13-12-19)

Minnie's number
07000 000000

Template Pathway Florey Video
Covid - remote monitoring

NHS.UK advice
Type to search (e.g. knee pain)

Message text
Dear Ms Mouse,
We are giving you a remote monitoring pack containing a diary and pulse oximeter because you have symptoms of Covid-19. The pack contains instructions on how to monitor your symptoms and when to contact for medical help. The instructions are also available as a video animation. Please go to the following link to access the video: <https://www.youtube.com/watch?v=jAeZVIAQ2sQ>
Thanks, Dr Matt Hammett
St Clements Partnership

172 characters remaining

Attach

Delay this message until 7.30am tomorrow

Allow patient to respond once (with text or photos)

Introductory SMS message

Remote monitoring patients - phone
11

AM telephone remote monitoring slot

Remote monitoring patients - accurx
9

PM SMS remote monitoring slot

Remote monitoring team: For existing patients in appointment slots

Band 6 Nurse/Physicians Associate as part of on the day team

If remote monitoring via telephone:

Contact existing patients booked into appointments

Add pulse rate, oxygen saturation and general condition reported by patient along with any new symptoms (add BP and temperature if available). Add via Clinical Review tab in Ardens template – see below

If remote monitoring via Accurx:

- Review Accurx response, add response to notes
- If no response by afternoon, contact patient response received by afternoon
- Organise hot hub assessment/admission if needed and add patient to following day appointment slot
- If no assessment/admission needed, determine next review date and add patient to appropriate appointment slot

MOUSE, Minnie (Ms) EMIS Web Health Care System - ST CLEMENTS PARTNERSHIP - 15983

Summary Consultations Medication Problems Investigations Care History Diary Documents Referrals New Consultation

15-Oct-2020 22:13
HAMMERTON, Matt (Dr)
GP Surgery
ST CLEMENTS PARTNERSHIP

Run Template Book Appointment Create Task Medication Regime Review Add File Spell check Print Configure Search

Consultation Patient Fa. Date/Consult/Place Actions

SCB -46 Test Requests -38 Referrals -3 (3) Documents -5 Medicine Management -2 (2) Registratio -687 Lab Reports -19 Tasks -8 (1)

Active MOUSE, Minnie (Ms) Born 01-Jan-1960 (60y) Gender Female EMIS No. 25963
Usual GP SURGERY, St Clements (Dr)

Novel Coronavirus COVID 19 (v15.7) (Ardens)

Template Information
Reception assessment
Remote Clinical Assessment
Face-to-Face Assessment
Clinical Review
Assessing Breathlessness
Review of high risk patients
Notification to Public Health
Frailty Assessment
Care Planning
Referral or Treatment Dela...
Testing
Admin coding
Add Learning

Latest Contacts

Please record the way the diagnosis was made
Diagnosis based on: COVID-19 confirmed using clinical diagnostic criteria No previous entry

Use tested for COVID 15-Oct-2020 No previous entry

Remote Examination
If the patient has access to any home examination equipment then please record these findings below:

Record pulse rate if they are able to check it 60 beats/min 15-Oct-2020 56 beats/min
27-Feb-2019 20 /minute

Peripheral blood oxygen saturation on room air on exertion 25 No previous entry
26-Jun-2018 250 L/min

Record BP if they have a machine at home 120/80 mmHg 06

MOUSE, Minnie (Ms)
Admissions Avoidance Care Plan
AF Anticoagulation Advisor

Clinical Review
Assessing Breathlessness
Review of high risk patients
Notification to Public Health
Frailty Assessment
Care Planning
Referral or Treatment Dela...
Testing
Admin coding
Add Learning

Remote care monitoring ended 15-Oct-2020

Monitoring progress
Please record any overall change in your patient

Date of assessment	Day of Assessment	General condition reported by patient
15-Oct-2020	Day 2	Patient's condition the same
01-Oct-2020	Day 2	Patient's con...
01-Oct-2020	Day 2	Patient's con...

Summary

Clinical review of existing remote monitoring patients using Ardens template

Remote monitoring team: For completed remote monitoring

Band 6 Nurse/Physicians Associate as part of on the day team

- If patient improved and remained stable at 14 days, end remote monitoring and task administrator to organise collection/delivery of remote monitoring pack
- Decontaminate returned packs:
 - Wear gloves and wash hands after cleaning the pulse-oximeter and disposing of non-reusable contents[1]. If the paper diary is included, obtain images for health record and dispose of diary in the clinical waste bin
- Pulse oximeter to be cleaned with actichlor solution and placed in a new zip-lock bag with a new patient diary. The returned bag should be disposed of in the clinical waste bin

Administrator

- Pack to be returned as pulse oximeter +/- paper diary within the zip-lock bag, by the patient or non-isolating patient contact. If patient unable to return, to organise for volunteer or practice staff collection
- Paper diary only to be included if no documentation of vital signs recordings
- Pack to be recorded as returned in spreadsheet

[1]https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877533/Routine_decontamination_of_reusable_noninvasive_equipment.pdf