COVID Oximetry @home flow chart:
Self-monitoring call handler script

• Flowchart produced as a guideline only and to be read in conjunction with COVID Oximetry @home clinical competency guidance.
• Throughout this flowchart there will be areas where local process and procedures will need to inserted or adapted.
• Please adapt and use as needed.
• For self-monitoring service only.
Hello my name is ##

Confirm the persons identity

Hello my name is ##

Have they received the patient leaflet package and oximeter and do they know how to use this

Explain why they are being asked to self-monitor at home or their usual place of residence and emphasise they will be supported 24/7

This is to let the person know you are from the COVID Oximetry @Home support team.

Confirm that they have had an assessment and that benefits, risks and alternative options have been discussed. If not, stop the call as the pathway may not be appropriate.

They are being asked to self-monitor at home or their usual place of residence because they have either had a positive COVID test or have a high suspicion of COVID and that they may be of a certain group of people who are more susceptible to complications from COVID (CEV etc). They will be supported to self-care 24/7 by a range of trained professionals.

If they haven’t got pack or Pulse Oximetry need to contact delivery team INSERT Stop the call and chase up equipment.

Explain how they will send in their daily readings INSERT And they will receive a telephone call on day i.e. day: 2,5,7,10 & 12

Go through process of taking pulse oximeter readings and how they put this data into a diary and send to COVID Oximetry @Home support team

Walk through process of taking reading and recording this

Summarise

END
Person Information Leaflet – Local adaption needed

• You will have been provided with a device called a pulse oximeter that measures your blood oxygen levels. Instructions for use can be found in your pack or please follow this link for the YouTube video demonstrating how to use the finger probe.

https://www.youtube.com/watch?v=ifnYjD4IKus&t=16s
Confirm the person's identity

Hello my name is ##

How are you managing?

Pulse ok? Review readings for past few days

How are you feeling today better, same, worse?

Is your breathing better, same, worse?

This is to let the person know you are from the COVID Oximetry @home support team.

Establish the patient's well-being – is anything worrying them, do they feel sufficiently supported to self-monitor?

- Have we received any via email/text confirm those with person?
- Remind them of which day they are on at the moment 2, 5, 7, 10, 12
- If pulse oximetry between 93-95% consistently then follow admission guidance as per protocol in INSERT

- At all times, remain calm to help the patient
- We are asking about COVID related symptoms breathing etc.
- If person complain of any other symptoms then you must stop the call and advised either GP/111/999 or seek help from supervisor

If worse, then get the person to self-monitor whilst on telephone/video and record details

If persistently less then 93% then follow admission guidance as per protocol INSERT

Do you have any questions or concerns about using your oximeter or diary?

Do you know what to do if your readings drop below 95%?

Any concerns over equipment or condition of equipment and what to do if stops working?

Review booked for x days if any problems ring the COVID Oximetry @home support team.

Ask them to show you how they take their pulse ox, revisit the video and try and alleviate any concerns if have video access

If unable to seek help from supervisor

Oximeter readings three times a day and enter readings into the diary.

- Patients will be asked to attend ED within an hour or call 999 if reading 93% or less, or to contact 111/GP if 94%.

Ensure person has the equipment helpline number (if available) INSERT # or ring the COVID Oximetry @home support team if has concerns. Help if can – replace asap

Ensure aware when they will be called & they have all contact numbers

Please keep sending in readings
Explain this is the last planned call from the COVID Oximetry @home support team.

Persons who do not show signs of deterioration within 14 days of onset of symptoms should be actively discharged and supplied with leaving information, safety netting. A person who remains symptomatic should receive a further clinical assessment.

Returns process as per local policy, either through drop of point or pick up by voluntary service.

Contact NHS 111
If you experience any of the following COVID-19 symptoms, you should contact 111 as soon as possible. You can access 111 online at www.111.nhs.uk by telephoning 111 or via your GP:

- Feeling breathless or difficulty breathing, especially when standing up or moving
- Severe muscle aches or tiredness
- Shakes or shivers
- If you use a pulse oximeter and your blood oxygen level is 94% or 93% or consistently lower than your usual reading and you feel unwell
- Sense that something is wrong (general weakness, severe tiredness, loss of appetite, peeing much less than normal, unable to care for yourself – simple tasks like washing and dressing or making food)

You should tell the operator you have recently been seen in A&E and have been told you might have coronavirus.