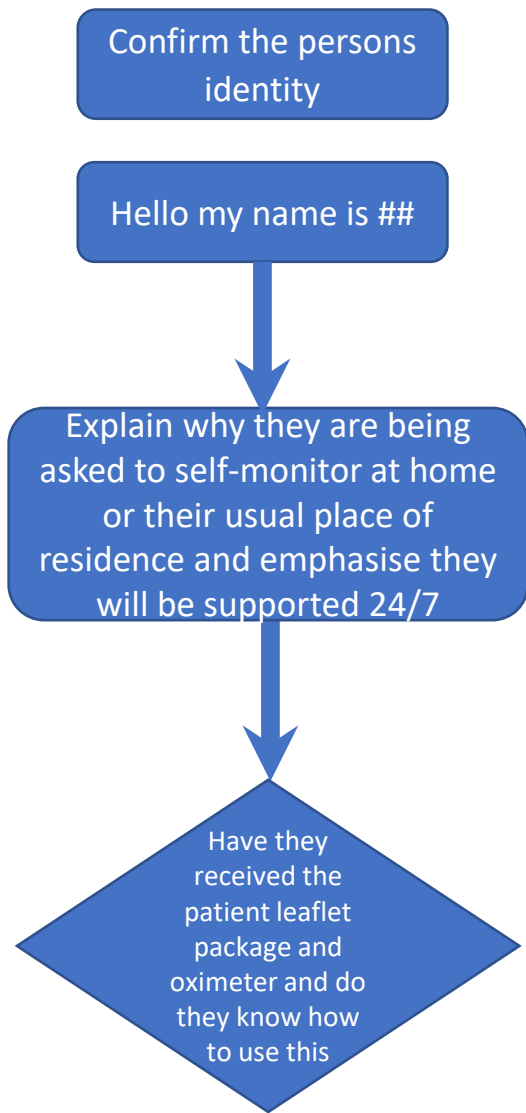


COVID Oximetry @home flow chart: Self-monitoring call handler script

- 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.

FIRST CONTACT



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 process of self-monitoring and safety netting

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

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

If you continue to record these blood oxygen levels and you feel unwell contact NHS 111 or your GP as soon as possible

Walk through step by step how to use the pulse oximeter-may need video call to talk through the process as per [competency doc](#)
Look @ documents in front of the person and talk through them –important that the person knows they don't have to wait until next call if worried about number reducing and needs to contact the number on the Person information leaflet sooner than waiting for call.
Ensure aware when they will be called & they have all contact numbers

Remote monitoring COVID-19 diary

First Name Surname
Date of birth Age NHS Number
Live alone Carer at home

Please record these three times a day, at same time each day (ie breakfast, lunch and dinner)

DAYS SINCE FIRST SYMPTOMS	DATE	PULSE	OXYGEN LEVEL %	TEMPERATURE*	FEELING BETTER/SAME/WORSE	BREATHING BETTER/SAME/WORSE
DAY	TIME					
Baseline Reading						

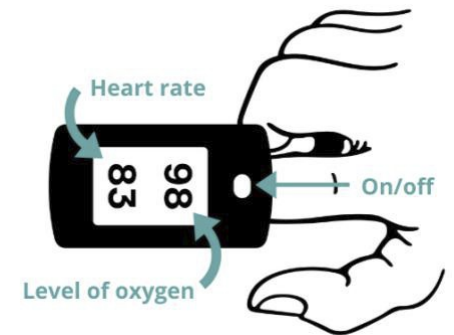
Ask patient to summarise their understanding of conversation (teach back if helpful).



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>



ONGOING CONTACT

Confirm the persons 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 patients 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 than 93 % then follow admission guidance as per protocol **INSERT**

B

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?

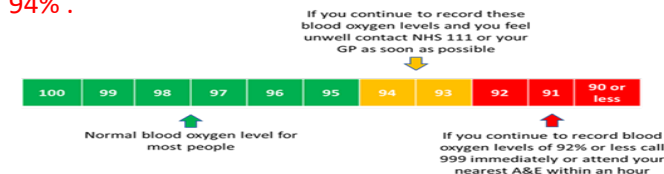
Review booked for x days if any problems ring the COVID Oximetry @home support team.

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

A

END CONTACT

