TeleClinical Care – COVID

Guide for patients enrolled in the TCC-COVID remote monitoring solution

This guide has been developed by South Eastern Sydney Local Health District to help patients enrolled in the TeleClinical Care COVID (TCC-COVID) program.

This guide covers the following:

1. What is TCC-COVID?
2. How to get started
3. Information on completing the assessments
4. How to use the Pulse Oximeter
5. Troubleshooting
6. How to access help

For more information on the TCC-COVID program visit our website

www.SESLHD.health.nsw.gov.au/TCC-COVID

1. What is TCC-COVID?

The TCC-COVID system allows us to monitor your symptoms, your oxygen level in the blood and your pulse rate remotely in order to help look after you while you are isolated at home with COVID-19. The data will be monitored by the Remote Monitoring Solution (RMS) team which is comprised of specialist physicians and experienced nurses based at Prince of Wales Hospital.

Along with this guide you would have received a pulse oximeter – a device used to measure how well the lungs are delivering oxygen to your bloodstream.

Once we know the pulse oximeter has been delivered, we will contact you and instruct on how to download the TCC-COVID smartphone application. We will also explain how to use the pulse oximeter so you can check your pulse rate and oxygen saturation levels twice a day.

At the time of enrolment, the local treating COVID-19 team would have prescribed individualised parameters for symptom deterioration, with alerts automatically being triggered if you become more unwell. Alerts will also be triggered if you fail to submit your assessments for more than 24 hours.
We will monitor your responses and if we think you might need assistance, we will contact you.

Our nurses may also call you occasionally just to check in on you and see how you are feeling and if your condition changes, they may ask you for more information or to come into the hospital for a check-up.

2. How to get started

The TCC-COVID app helps us to monitor your progress while you are at home.

With this guide you should have received:

- A small box with a pulse oximeter and batteries
- An email that will link to the App Store or Play Store to download the app
- Your log in details including a unique Device ID and PIN.

The app will remind you to complete assessments twice a day.

The app will also send you a daily notification about tips on how to limit the spread of the virus to other people.

PLEASE NOTE

The Remote Monitoring Solution team will contact you within 24 hours of when you receive the pulse oximeter and they will help you go through the following instructions if you need assistance.

3. Information on completing the assessments

You will need to complete your health assessments twice a day.

Please try to do your readings as soon as you receive the reminder from the app so that we have time to review your results. If you miss them and do not submit right on time, do them as soon as you remember.

In the morning, press "Take Morning Assessment" on the home page.

In your morning assessment, you will answer questions about your symptoms, and enter your oxygen saturation and pulse rate from the pulse oximeter.
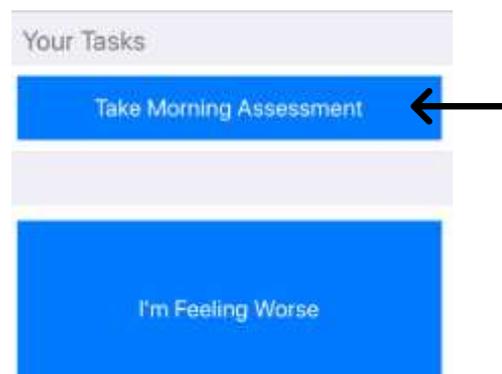
In the afternoon, press "Take Afternoon Assessment" on the home page.
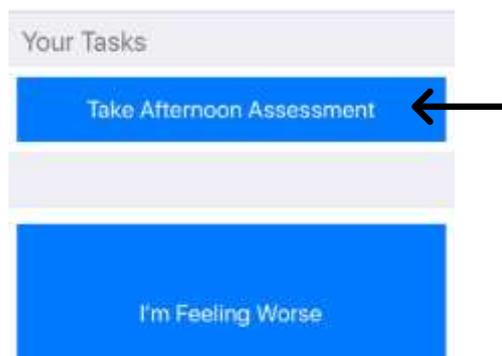
In your afternoon assessment, you will only enter your oxygen saturation and pulse rate from the pulse oximeter.

Feelings of anxiety, distress and concern about COVID-19 are normal. If you need mental health support, you can speak with a trained mental health professional by calling:

- Lifeline: 13 11 14
- Beyond Blue: 1300 22 4636
- Suicide Call Back Service: 1300 659 467 or online chat https://www.suicidecallbackservice.org.au/

4. How to use the Pulse Oximeter

Please read the below guide for instructions on how to use your pulse oximeter. There is also an instructional video on how to your pulse oximeter on our website. **www.SESLHD.health.nsw.gov.au/TCC-COVID**

Step 1: Insert the batteries

Turn the pulse oximeter over, press the small silver button and slide the case in the direction as shown by the small arrow. Remove the chamber cover and place the two AAA batteries provided inside and replace the cover. Make sure the battery polarity is correct as otherwise the pulse oximeter will not work.

Step 2: Open the Pulse Oximeter

Press down on the hinge to open the space for your finger.

Step 3: Insert your finger

Insert your finger as far inside as possible (nail-side up). The photo gives you an idea of how far you should try to insert your finger. Press the long silver button to start the measurement.

Step 4: Take your measurements

Rest your hand on a steady surface and try not to move it. Allow 30-60 seconds seconds for the device to detect your pulse. Do not press down on the device.

If you are finding the results hard to read, or if they are upside down, press the silver button to change the way the result is displayed (see examples below).

Step 5: Record your measurements

The large number under 'SPO2' is your oxygen saturation. Record the highest number.

The smaller number under 'BPM' is your pulse rate. Record the lowest stable reading.

Step 6: Enter your data into the app

Remove your finger and the pulse oximeter will turn off automatically.

Enter your data into the app.

5. Troubleshooting

If you are having trouble with the pulse oximeter, please check the following:

- Do you have anything on your nails e.g. nail polish? If so, please remove from at least one finger if possible. Use that finger to take the measurement
- If your hands are cold, warm them up by wrapping them in a warm towel or running them under hot water.
- Avoid shining bright lights directly onto the pulse oximeter.
- If you have an irregular pulse rate (e.g. Atrial Fibrillation), leave the device on for a longer period, or try different fingers.

For technical support, please email: SESLHD-TCC-COVID@health.nsw.gov.au

6. How to access help

If you need urgent medical attention, call 000 and inform them that you are known COVID-19 positive and require transportation to the emergency department.

If you are feeling worse but do not need urgent medical attention, press the "I'm feeling worse" button in the app.

This will allow you to take the symptom questionnaire and to enter your oxygen saturation and pulse rate at any time.

We will contact you as soon as we can but there may be a delay in our response, particularly outside the hours 8am-8pm.