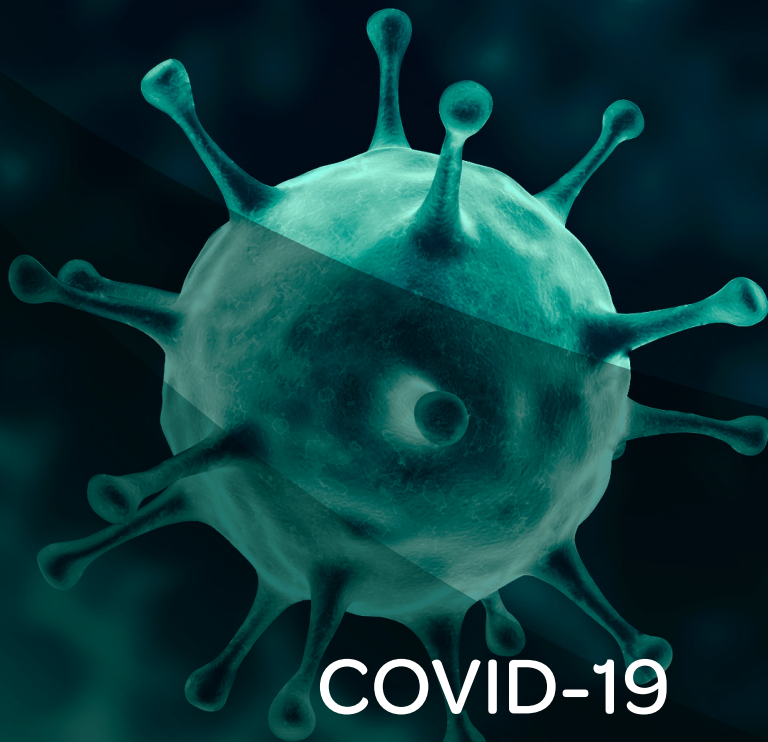
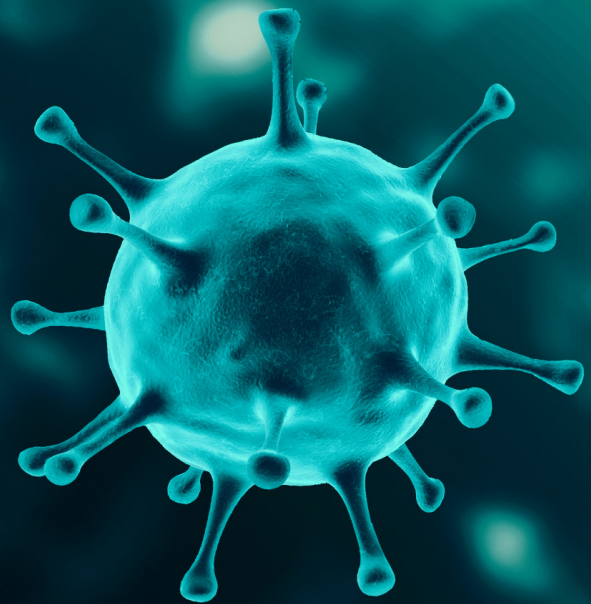
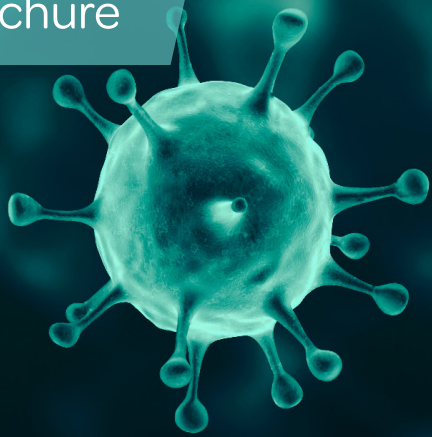


Brochure



# COVID-19

Supporting the NHS and its patients during the COVID-19 Pandemic

**inhealthcare**

# Our services help to minimise face to face contact and enable the NHS to increase capacity and deliver the best care possible.

They are used across the UK by primary and secondary healthcare providers, and care homes.

## COVID-19 specific services:

- Digital care home services
- Oximetry@Home
- COVID-19 symptom checker for routine appointments
- COVID-19 self referral
- NHS staff COVID-19 vaccination programme
- Automated test results for COVID-19
- COVID-19 self-referral

## Other non COVID-19 specific services:

- Video consultations
- Remote patient monitoring



## COVID-19 specific services

### Digital care home services:

#### Monitoring of care home residents

Our digital care home service coordinates the monitoring of residents in care homes. Care home staff complete digital assessments of residents using a smartphone application. This information is shared with healthcare professionals and allows them to effectively triage residents.

The service improves monitoring to reduce hospital admissions, reduces unnecessary call outs and helps to reduce the number of health professional visitors in care homes.

#### Monitoring of care home residents at risk of COVID-19

This service supports residential care workers to identify residents at risk of COVID-19 who may require timely clinical assessment by a registered nurse or doctor.

Care workers complete a daily questionnaire with residents outlining the signs and symptoms associated with COVID-19. They feed the answers into an app which sends the data safely and securely to community-based health care teams, such as district nursing and Enhanced Care at Home. If any responses fall out of the range set for the resident, clinicians are alerted so they can intervene in the care of the individual and respond with appropriate support.



The COVID-19 monitoring service has been used in a number of care homes in Northern Ireland.

It has demonstrated the benefit in providing extra support and training to care home staff in monitoring residents for any signs of deterioration.

“  
*I have learned the importance of observation, noting changes and communicating more closely with my colleagues and I am enjoying the opportunity to have more responsibility. This knowledge and experience has given me more confidence and made me more aware of any changes that arise as observations are done.*  
”

Care home worker



## Oximetry@Home

Inhealthcare's Oximetry@Home service enables healthcare professionals to monitor patients diagnosed or at risk of COVID-19 in their own homes. The service reduces the need for face-to-face contact, minimising the spread of the virus while freeing up staff time and beds. Thorough monitoring also reduces the risk of hospital admissions.

Patients use a pulse oximeter to monitor their oxygen saturation levels and report these readings along with other vital sign readings, including pulse rate and temperature.

They are also asked a series of questions which can include wellness, breathing and coughing episodes. Questions can be tailored to meet your specific requirements.

Patients submit their readings using a communication method that suits them. This can include SMS, app, online or automated phone call. Healthcare professionals can use a tablet or desktop computer to access the app. The service uses the nationally recognised NEWS2 algorithm and alerts are generated for clinical follow up.

The service enables healthcare professionals to track patients over time, meaning changes in health can be quickly identified.



### Case study: Hampshire and Isle of Wight Region

Hampshire and Isle of Wight Region was one of the early areas in the country to develop a fully digitally enabled Oximetry@Home service in early 2021.



“*The introduction of the new technology allowed us to scale up remote monitoring at pace. It's proving a vital part of our response to the pandemic and is also helping us to break new ground in terms of how we use remote monitoring to support patients in their primary place of residence. While this was implemented as an emergency response to COVID-19, there is clearly now an opportunity to embed technology-enabled remote care as a core part of the health and care offer in future.*”

**Claire Parker – Head of Digital, Hampshire, Southampton & Isle of Wight CCG.**

*Over **3300** patients have used the Hampshire and Isle of Wight service*



## COVID-19 symptom checker for routine appointments

When it's necessary for hospitals to contact patients due to attend a hospital appointment to ensure they're not presenting COVID-19 symptom, it may not be possible to contact every patient in time.

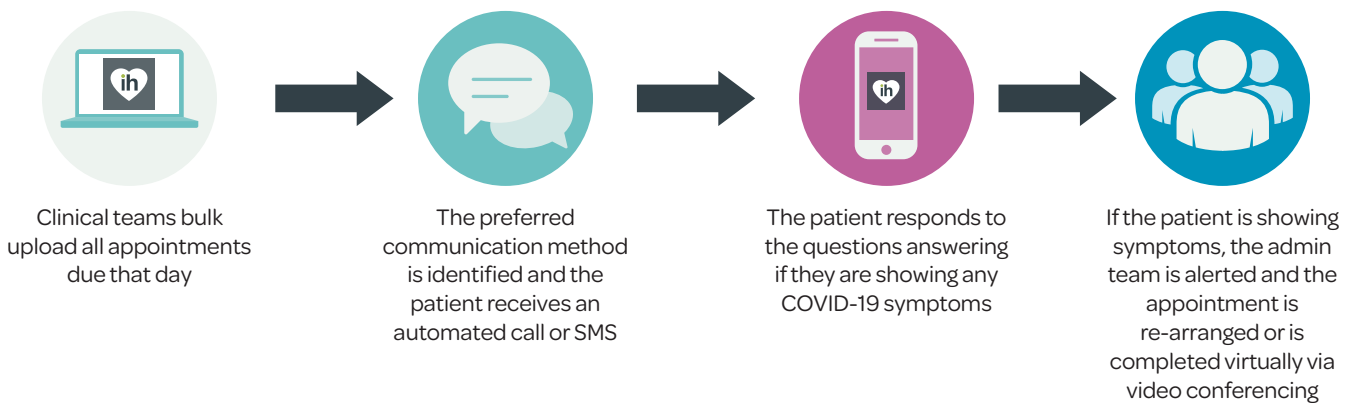
The Inhealthcare automated COVID-19 symptom checker helps protect both healthcare staff and patients against risk of infection by enabling the daily screening of thousands of patients for signs of coronavirus before they attend routine outpatient visits and appointments.

The service connects with patients on the morning of their appointment via automated telephone calls or text messages and asks them to complete a symptom questionnaire. This is returned via an automated phone call, an app, SMS or online. The response is automatically triaged and warning signs are flagged for staff, allowing nurses to take precautions (such as donning personal protective equipment) and provide the patient with guidance.



Patient records are updated automatically through Inhealthcare's integration with all major NHS systems. This simple but effective service also alerts the clinical team if the patient does not respond to the communication.

Feedback from both patients and staff has been very positive with the service reportedly helping to reduce levels of anxiety in patients, who feel they are being protected and from staff by identifying at risk patients prior to the visit taking place.



Case study:

City Health Care Partnership CIC (CHCP)

As part of CHCP's response to COVID-19, there was a requirement to identify the symptomatic status of each patient prior to an appointment or visit.

The solution automated the collection of a patient/household members' COVID-19 symptom status and alerted the relevant staff, allowing appropriate measures to be taken, for example, record and appointment changes to be made within clinical records.



“

*The service has helped reduce anxieties of patients, particular those being visited at home who may be concerned about nurses visiting multiple patients and have worries about spreading the virus.*

”

CHCP staff member

Results:

(March - November 2020)

**311,557**

outbound automated calls and messages were sent to CHCP patients (average of 1000+ contacts per day)

**19,836**

Individual patients were contacted across 8 CHCP Services

**350K**

The solution successfully prevented CHCP staff from making over 350K manual outbound calls, allowing the company to direct staffing resource effectively

There was also a noticeable improvement in the volume of Did Not Attends due to the additional prompting.

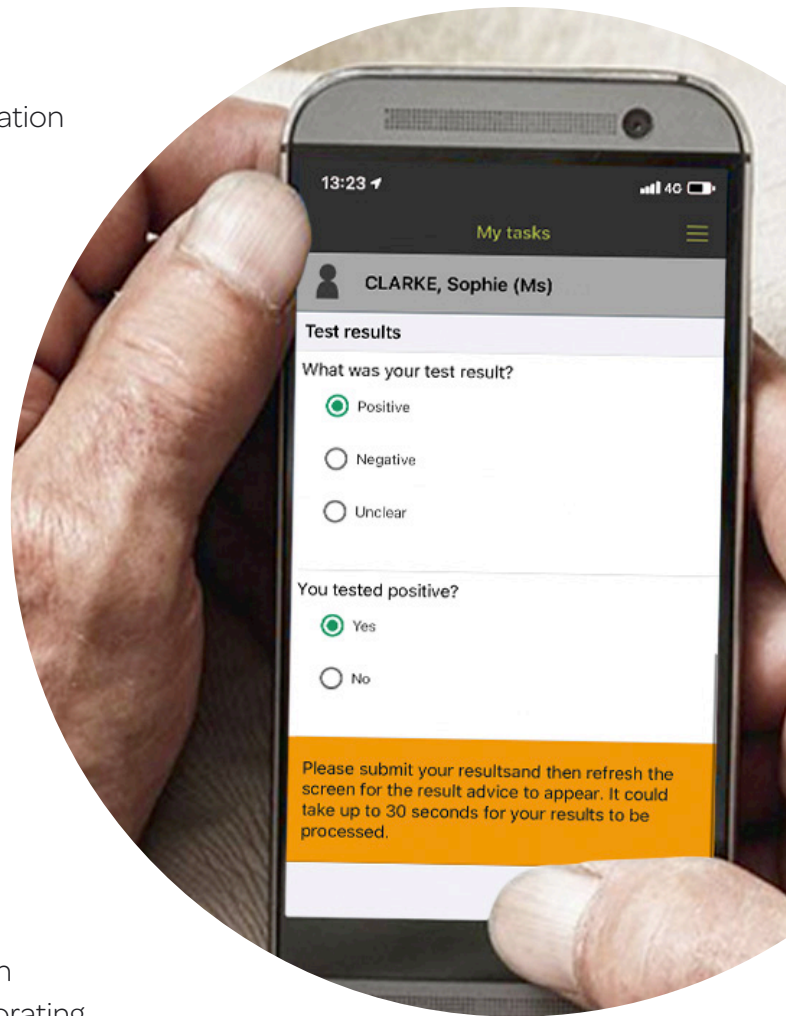
## COVID-19 self-referral

Inhealthcare has developed a service for NHS organisation contact centres receiving unprecedented demand from citizens who self-refer and report COVID-19 symptoms.

Callers enter their demographics, which are validated against national demographics databases, and submit initial answers that will determine a particular risk category;

- Worried well. For people who are ok but anxious about the virus. They can be sent questionnaires to monitor their wellbeing. The contact centre will only be informed when their condition deteriorates or if they fall into high risk.
- Symptomatic, low risk. These people are given advice on how they can manage their health from home along with advice on self-isolating. They can input their symptoms and the system will track when they are improving or trigger if symptoms are deteriorating.
- No Symptoms, high risk. These people track their symptoms weekly and receive advice on self-isolation. If they show any signs of contracting the virus the contact centre is alerted.
- Symptomatic, high risk. The contact centre is informed and the person is told to contact the local health hub where they are provided with immediate guidance on next steps.

A clinical dashboard is provided so submissions can be monitored and referrals through the COVID-19 pathway can be tracked based on the outcome. The dashboard shows trends and patterns of clinical parameters on a local and government level.



## NHS staff COVID-19 vaccination programme

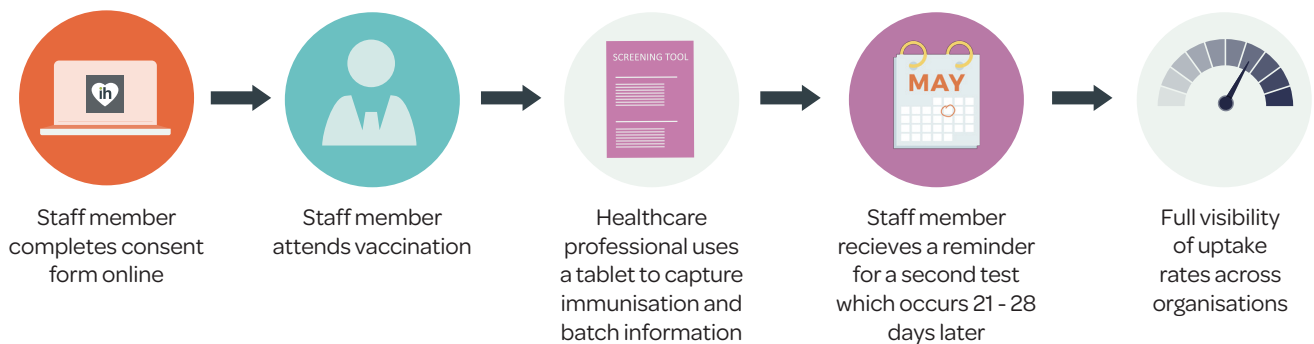
The NHS Staff COVID-19 vaccination programme is a digital solution which ensures NHS staff are vaccinated in an efficient way, without the need for manual processes.

The staff member completes an online consent form and then attends the vaccination appointment.

The healthcare professional records the immunisation using a tablet.

A reminder for the second test is sent to the staff members 21-28 days later.

The pathway can also be customised to suit the particular needs of your organisation. The service also provides full visibility of uptake rates across the region.



## Automated test results for COVID-19

This service sends test results to a patient following a COVID-19 test, either via an app, SMS, automated telephone call or online.

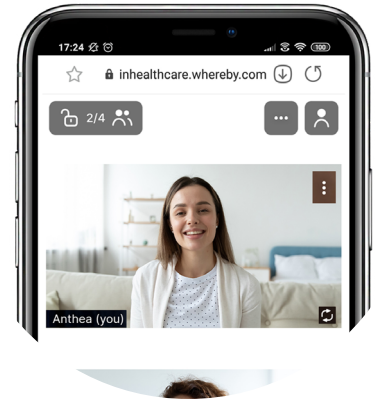


# Other non COVID-19 specific services

## Video consultations

Video can play an important role in enabling patients and care home residents to connect with healthcare professionals, without the need to travel or mix with other people. It is a popular service because it offers users the closest experience to a face to face consultation.

We provide video conferencing for patients, and care home residents and staff to communicate with the NHS.



## Remote patient monitoring

Remote patient monitoring can help make life easier for patients and puts them in control of their healthcare. Evidence suggests that self-testing can help to improve health outcomes.

It allows patients to self-test and take their readings from home, reducing the need for both the patient and healthcare professional to travel or attend time-consuming hospital or clinic appointments. The readings can be sent via a range of communication channels to a healthcare professional who can triage the patients and respond to those in greatest need.



## Some of our digital health services include:

- COPD
- Hypertension
- Anti-coagulation
- Heart failure
- Nutrition
- Gestational diabetes



“ Self-testing and being connected to the surgery has provided me a lifeline in achieving positive and productive outcomes in my personal health. The service is as easy as making a cup of tea and I encourage all to give it a go. ”

**John Binks, INR self-testing patient in Wigan**

## Digital inclusion

We work hard to make our remote monitoring services as accessible as possible, meaning that people in the greatest need of healthcare can use our services. We can reach citizens without the internet as well as those without smartphones and those in rural locations.

We offer NHS commissioners the full choice of communication channels for patients. These include smartphones, an app and Amazon Alexa for the digitally savvy but also SMS text messages, telephone landlines and automated phone calls for those without the digital skills or means.

We can also support citizens whose first language is not English.



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