

St. Helens Community COPD Rapid
Response Service
0151 430 1553
(8.30am - 7.00pm
7 days a week,
365 days a year)

St. Helens Community COPD Rapid Response
Lowe House
Crab Street
St. Helens
WA10 2DJ

Telehealth Hub: **0151 285 4651**

Equipment enquiries (Docobo):
0151 294 3364

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

St. Helens Hospital
Marshall Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 26633

COPD Telehealth

If you need this leaflet in a different language or accessible format
please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید،
لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formie,
proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil,
vă rog să discutați cu un membru al personalului să se ocupe
de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق
يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

What is Telehealth

Telehealth is a new service in partnership with Mersey Care NHS Foundation Trust and Docobo, offering remote monitoring to patients with long term conditions, delivered by Mersey and West Lancashire Teaching Hospitals for patients with Chronic Obstructive Pulmonary Disease (COPD) in the St Helens locality.

You may be referred by the COPD service for telehealth monitoring if your COPD Nurse Specialist feels you would benefit from monitoring your own health at home.

Telehealth is a free service offering simple technology, which allows you to monitor your blood pressure, heart rate (pulse), temperature and oxygen saturation probe at home, which sends your vital signs reading, via digital platform, to healthcare professionals between the hours of Monday to Friday 9:00am - 5:00pm (bank holidays excluded).

Every morning, after your vital signs have been recorded and submitted, you will be asked a few questions on how you are feeling in yourself, then these results are reviewed by a Telehealth Nurse, and if any reading is too low or too high then your COPD Team will be alerted to arrange to support you.

COPD Rapid Response and Telehealth

- This is important for patients when you are unwell, or vital signs are abnormal, when abnormal data is inputted it is called a red flag, and you will be contacted by the Telehealth Nurses within their hours of operation to ensure your safety. If they have concerns, they will contact the COPD Nurses or your GP directly to inform them, and / or arrange a home visit for you.
- If the COPD Team are alerted to changes in your condition, they will arrange to contact you directly at home within a maximum of 2 hours to ensure you are safe. If you are too unwell to wait, or feel unsafe to wait 2 hours, then please phone 999.
- Alternatively, you can ring the COPD Team directly on 0151 430 1553 for urgent advice.
- If you are admitted to hospital a member from the COPD Team will contact Telehealth to inform them of the admission.
- Telehealth Team will then arrange to suspend your monitoring until your are discharged from hospital.
- You will need to arrange to have your monitoring reinstated by letting the COPD Nurses know your are home from hospital.
- If a Telehealth Professional sends you to hospital, a member of their team will inform the COPD Team about your admission.

- The team will provide you with information leaflets on how to use the equipment, and demonstrate how to use the equipment until you feel confident to use it.
- Your data must be submitted once per day, unless you are unwell and feel you need to submit them again. In this case, then you click on the 24/7 clock symbol and re-enter the readings.
- Telehealth monitoring is provided Monday - Friday 9am - 5pm, excluding bank holidays.
- Please remember if you input data after this time it will not be actioned until the following day, or over the weekend it will not be actioned until a Monday morning.
- Please remember that these recordings are not monitored by the Telehealth Team after the hours of 5pm and weekends.
- In an emergency, outside of these hours, please contact the COPD Team 8:30am - 7:00pm seven days a week.
- If you feel unwell with your chest condition, please call the COPD nurses directly 0151 430 1553.
- Outside of these operational hours please call your GP, 111 or 999 for advice and support.
- Patients who feel unwell with their chest condition can contact the COPD nurses directly - **365 days a year 08:30-19:00 on 0151 430 1553.**



Let's go
Press **OK** to answer your questions
and to enter your readings.

Oxygen saturations levels / Pulse



Blood Pressure



Temperature



*Please note, if you wear false nails, nail varnish or have cold hands you may not provide an accurate reading.

Benefits of Telehealth

- Opportunity to be supported through self management of your long term condition.
- Promotes independence.
- Reduces the chances of hospital admission.
- Daily healthcare professional reviews.
- Monitors changes, trends and early warning signs.
- Improves health status.
- Provides you with education regarding long term condition **and** allows you to identify early signs of a flare up with your chest condition (exacerbation).
- You are provided with monitoring, coaching and information about your condition from the Telehealth Nursing Team.
- Your GP will also be provided with a copy of your readings and any updates or concerns.

Setting up your Telehealth equipment

- A member of the COPD Team will provide you with the Telehealth equipment for 6 months full monitoring.
- Two consent forms will be discussed and you must sign a consent form, which will be sent to the Telehealth (Docobo) Team, who will then contact you and provide you with a 10 digit code, when inputted this is unique to your data.
- If you are unsure how to input the 10 digit code, please ring the COPD Team and a member of staff will arrange to come out and set it up with you.
- Once activated, your data must be inputted every morning before 11am by clicking on the green box on the right side of the screen.
- This data is then monitored by Healthcare Professionals and is scored on a Red, Amber or Green system. The COPD Team are alerted of any changes/out of range readings you submit.