



# COVID Oximetry at home Service

18<sup>th</sup> December 2020

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**01743 454911**

# Overview – General briefing

- Purpose of the service
- Inclusion Criteria
- Aداstra Functionality and user guide for clinicians working in the CMS service.

# Purpose

- The purpose of the service is to provide patients aged 65 and over or in the Public Health England (2020) [clinically extremely vulnerable group](#) and have [symptoms suggestive](#) of Novel coronavirus (COVID-19) with a method of home monitoring to detect silent hypoxia.
- **Aims of the service**
- To identify patients who have symptoms to suggest COVID-19 or those with biological confirmation of the illness who are in the 'increased risk' from complications.
- Provide same day provision of pulse oximetry, instructions, clinical evaluation, management plan and safety netting to patients included in the service.
- Educate patients to seek help if their condition deteriorates.
- Be responsive and operate across a 24 hour period to ensure clinical help is available at all times for guidance.
- Inform the patients registered general practitioner of patients' inclusion in the service and ensure discharge is clinically safe and appropriate.

# Inclusion criteria

- Registered with a Shropshire or Telford and Wrekin GP.
- Have capacity to enable home monitoring or be under the supervision of an adult competent to provide the monitoring required to enable safe, effective monitoring.

**Aged 65 or over**  
or

**Be classed as in the [clinically extremely vulnerable group](#)**

**AND**

**Symptoms to suggest infection with Novel Coronavirus (COVID-19**

or

**Biological PCR swab to confirm COVID-19 infection**

# Referral into the service

- Patients can be referred into the service via:
- Patients Own GP practice
- Shropdoc OOH Service
- Hospital Specialism – A/E, Respiratory, Medicine
- Community based Shropshire Community Trust Teams (under development).
- Referrals are sent via email to [shropdoc.cms@nhs.net](mailto:shropdoc.cms@nhs.net) or via phone 01743 454911, Patients identified OOH suitable for the service should be referred directly into the service.

# Action at Triage – Out of Hours

- If a patient is assessed and differential includes likely COVID19 infection, standard isolation and swabbing guidance should be given.
- The case number should be passed to the CMS service either in Longbow or by calling 01743 454911 if working remotely. The patient will be entered for a call back within 12 hours by a Shropdoc Clinician.
- The patient/carer should be directed to collect a pulse oximeter pack from an OOH base location by liaison with the team leader. The pack contains a pulse oximeter, full guidance on usage, a monitoring diary and the actions to take in the event of worsening health.
- Inform the patient to call the CMS number 01743 454911 if they need any help.

# Action at OOH Base

- If a patient is assessed and differential includes likely COVID19 infection, standard isolation and swabbing guidance should be given.
- The case number should be passed to the CMS service either in Longbow or by calling 01743 454911 if working remotely. The patient will be entered for a call back within 12 hours by a Shropdoc Clinician.
- Each base has been supplied with a pack to provide to a patient/carer/relative. Please record the usage of the pack in the issue sheet.
- Inform the patient to call the CMS number 01743 454911 if they need any help.

# Action on Home Visit – OOH

- If a patient is assessed and differential includes likely COVID19 infection, standard isolation and swabbing guidance should be given.
- The case number should be passed to the CMS service either in Longbow or by calling 01743 454911 if working remotely. The patient will be entered for a call back within 12 hours by a Shropdoc Clinician.
- The patient should be provided with a pulse oximeter pack at the visit from the visiting car stock.
- Inform the patient to call the CMS number 01743 454911 if they need any help.



# Pack contents

- Patient Diary will be filled in TDS for 14 days.
- Patient information leaflet
- Satisfaction survey.
- Pulse oximeter device.
- Instructions for usage and worsening.
- Return envelope for when discharged from the service.
- Click on document to view the information provided to patients.



# CMS MODULE USER GUIDE

The following slides are aimed at clinicians undertaking active shifts in the service, although are shared with all for common understanding.

# Login

Location is:

Call centre

The module isn't visible from other locations.



Adastra login

Welcome to Adastra

Please only attempt to login if you are an authorised user.

User:  Password:

Login Shutdown

Your Location Details

Your location: **Call Centre**

License Statistics

No. of people logged in at this time	19
Total local licenses:	80

Who's online

**Computer Misuse Act 1990 - Unauthorised access to this system is an offence**

As of the 25th May 2018 this software adheres to the EU General Data Protection Regulation (GDPR). Please see Services Privacy Statement under the Help and About section in the top menu for more details.

Message of the day

**Your CPR training may be up for renewal. Please can you liaise with your line manager to check if yours is due**

**By pressing "Ctrl Alt Delete" together on your keyboard then clicking 'Lock this computer' before you move away from your workstation, you can avoid other people looking at your screen or using the computer under your login and having access to patient identifiable data or any other sensitive data. When back at you workstation by pressing "Ctrl Alt Delete" you will be prompted to re-enter your password then can access your session again without losing any of the data you have been working on.**

Logged in as:

Simon Lovatt [31]  
Call Centre



LOG OFF

Search Menu (Ctrl + E)



COVID Management

COVID-19 Case  
Entry

COVID-19 Callback

COVID-19  
Monitoring

Interface Status List

General

On-line Users

Case Management

**OOH Clinical  
Options**

Triage Pool (0)

My PCC Cases

Home Visits

Visits in car - TEST

All cases at my  
location

Complex Needs  
Rota cases

Coronavirus  
Management service

Community Nurse  
cases

Awaiting Feedback

Prescription Queue  
(0)

COVID19 - Case Management is top of the menu

# Clerking of new patients (COVID-19 Callbacks)

File Window Help Connect

Menu

Logged in as: Simon Lovatt [27]  
COVID Management Service

LOG OFF

No locked cases ↓

Only show status for cases at this location

Shropdoc Out of hours	87
Dental	0
Prescriptions	12
Care Coordination Centre	169

# Training Version

Search Menu (Ctrl + E) X

COVID-19 Callback x

Case Tag Description	Active Time	Last failed contact ...	Case #	Fullname	Case Contact Phone	Address	Sex	Age	Special ...
COVID-19 HELP	17:46 18-Dec-20		10726	Poorly Bear	01743 454900		Male	89 years	
COVID-19 ADMIT	17:43 18-Dec-20		10722	Mikey Mouse	01743 454900	Market Drayton Shropshire	Male	75 years	
COVID-19 ADMIT	17:42 18-Dec-20		10721	Test Testing	07143 454900	21 Chancel Drive Market Drayton Shropshire TF9 3QT	Male	45 years	

Case Entry

COVID Management

- COVID-19 Callback (3)
- COVID-19 Monitoring (4)

Interface Status List

General

On-line Users List

Case Management

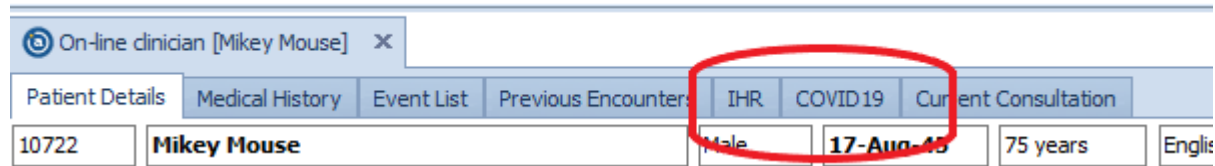
OOH Clinical Options

Triage Pool (51)

Patients to be admitted to the virtual ward will show under the case tag – COVID-19 ADMIT.

# Processing the case

- Usual OLC clinician module, note the extra tab COVID-19



- Please select the reasons under the tab for inclusion to the service (see next slide).

# COVID-19 Reason for inclusion

## Covid19 Management Service CMS

Changed by Simon Lovatt 3 days ago as part of another case (Case 10706)

The service is to provide remote pulse oximetry for patients who have symptoms of Coronavirus and are aged 65 or over or classed as clinically extremely vulnerable.

### Please tick all risks that apply

Over 65 years of age

### Those with Specific Cancers

People with cancer who are undergoing active chemotherapy

People with lung cancer who are undergoing radical radiotherapy

People with cancers of the blood or bone marrow

such as leukaemia, lymphoma or myeloma who are at any stage of treatment

People having immunotherapy or other continuing antibody treatments for cancer

People having other targeted cancer treatments that can affect the immune system

such as protein kinase inhibitors or PARP inhibitors

People who have had bone marrow or stem cell transplants in the last 6 months

or who are still taking immunosuppression drugs

Severe Respiratory Conditions

Including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary disease

Those with rare diseases that significantly increase the risk of infections

such as severe combined immunodeficiency (SCID), homozygous sickle cell disease

Those on immunosuppression therapies sufficient to significantly increase risk of infection

Adults with Down's syndrome

Adults on dialysis or with Chronic kidney disease (stage 5)

Pregnant Women with significant heart disease, congenital or acquired

Other people who have also been classed as clinically extremely vulnerable

Based on clinical judgement and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions

Date of positive test

### Please now give the following advice

#### Home isolation with active health monitoring

Advise patient they will be placed into a Queue for Active monitoring. Ask them to read the information provided in the information pack and follow the instructions on how to seek help if their health worsens. Patients should remain in isolation for at least 10 days after their symptoms started or the date of their positive swab result.

Is home isolation feasible?  Yes

No

X

# Adding Advice and Treatment Questions



- Option to add in advice and treatment questions.
- Template format.



# Entering clinical notes

- Standard format of inputting clinical notes.
- Ability to choose multiple actions on the left hand lower side.
- The outcomes are standard for all ADMIT calls and HELP calls.



# Discharge from Service tab

- Used to discharge patients at admission, who don't meet the criteria or don't want to be included in the service.
- A Post Event Message (Docman) will be generated to the patients GP detailing details of the consultation as standard.
- Pick the most appropriate outcome.

Informational Outcomes	
<input type="checkbox"/>	999 Ambulance response
<input type="checkbox"/>	Patient sent to RIU following call to service
<input type="checkbox"/>	Patient received advice only
<input type="checkbox"/>	Patient received advice and prescription
<input type="checkbox"/>	Pt called to provide info/issue not clinical
<input type="checkbox"/>	Pt referred to own GP for further management
<input type="checkbox"/>	Pt did not meet specification of the service

Remove

Search

Advice and Treatment Questions

**Discharge from Service**

Send to Admit for Monitoring

New OOH Visit Case

New OOH PCC Case

Prescribe

Update Details

# Send for monitoring (Callback every other day)

- This option will admit the patient to the virtual ward.
- They should be prompted to call back if they experience any difficulties on the CMS phone number (01743 454911).
- The patient will be called back to check on their progress.



# Booking a base/home visit

- If a patient needs a face to face review there is a option to book a home visit or PCC appointment via the usual route.
- The selection of these options will allow patients to be reviewed on the standard OOH system if necessary.

Advice and Treatment Questions

Discharge from Service

Send to Admit for Monitoring

New OOH Visit Case

New OOH PCC Case

Prescribe

Update Details

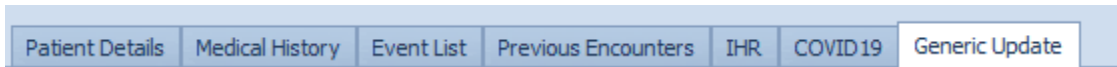
# CMS Callbacks



Case Tag Description	Case #	Next Action By	Active Time	Last failed conta...	Fullname	Case Contact Phone	Address
COVID-19 Monitoring	10707	22:38 17-Dec-20	23:38 15-Dec-20		Mikey Mouse	07973 256961	Market Drayton Shropshire
COVID-19 Monitoring	10713	10:28 20-Dec-20	10:28 18-Dec-20		Mikey Mouse		Market Drayton Shropshire
COVID-19 Monitoring	10720	12:22 20-Dec-20	12:22 18-Dec-20		Test Testing		21 Chancel Drive Market Drayton Shropshire TF9 3QT
COVID-19 Monitoring	10725	17:45 20-Dec-20	17:45 18-Dec-20		Poorly Bear	01743 454900	

- When placed in the monitoring queue, patients are scheduled for a call back every 48 hours.
- Review the next action by date to determine when the patient is next due a call back.

# Entering update notes



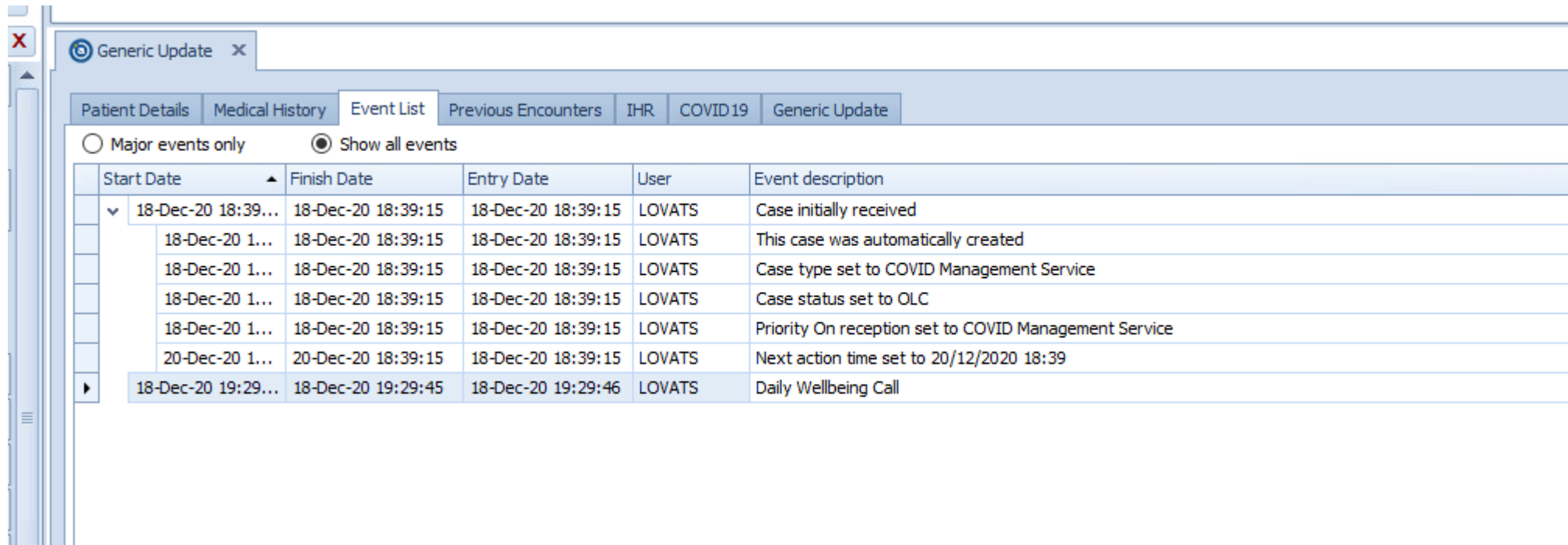
Enter free text update notes to describe how the patient is recovering, symptoms course.



Continue monitoring, will set the next call back time to 48 hours.

Remember to click update details.

# Reviewing generic update notes



The screenshot shows a software interface with a 'Generic Update' window. The 'Event List' tab is selected, and the 'Show all events' radio button is chosen. The table below lists several events, with the 'Daily Wellbeing Call' event highlighted.

Start Date	Finish Date	Entry Date	User	Event description
18-Dec-20 18:39...	18-Dec-20 18:39:15	18-Dec-20 18:39:15	LOVATS	Case initially received
18-Dec-20 1...	18-Dec-20 18:39:15	18-Dec-20 18:39:15	LOVATS	This case was automatically created
18-Dec-20 1...	18-Dec-20 18:39:15	18-Dec-20 18:39:15	LOVATS	Case type set to COVID Management Service
18-Dec-20 1...	18-Dec-20 18:39:15	18-Dec-20 18:39:15	LOVATS	Case status set to OLC
18-Dec-20 1...	18-Dec-20 18:39:15	18-Dec-20 18:39:15	LOVATS	Priority On reception set to COVID Management Service
20-Dec-20 1...	20-Dec-20 18:39:15	18-Dec-20 18:39:15	LOVATS	Next action time set to 20/12/2020 18:39
18-Dec-20 19:29...	18-Dec-20 19:29:45	18-Dec-20 19:29:46	LOVATS	Daily Wellbeing Call

Place the cursor over the daily wellbeing call, in the event list to review the notes from the previous updates.

# Next steps

Any issues:

[simon.chapple@shropdoc.nhs.uk](mailto:simon.chapple@shropdoc.nhs.uk)

[nicola.hodgson3@nhs.net](mailto:nicola.hodgson3@nhs.net)

[simon.lovatt@nhs.net](mailto:simon.lovatt@nhs.net)

There is support available on an Active On Call basis.

Many thanks for your valuable input!