

WHAT IS COVID-19 COMMUNITY CARE?



COVID-19 community care is a team of medical professionals. They provide treatment and health monitoring for people with COVID-19 in their own home.

HOW WILL I BE CARED FOR AT HOME?

You will receive your health care by telephone or video-conference.

A pulse oximeter will allow you to measure your heart rate and the level of oxygen in your blood.

A Remote Monitoring Service TeleClinical Care COVID (or TCC-COVID) app will allow you to send the measurements from your pulse oximeter to the COVID-19 community care team. This information will help your community care team to assess how COVID-19 is affecting your health.

It is important that you keep your phone with you and answer any calls. Calls from the hospital may be from a private number with no caller ID. If you do not answer the calls, the team may send an ambulance to your house.

If you are asked to join a video-conference, we will send you a link by email or text message. Join the video-conference through your web browser (not Internet Explorer) at your appointment time.

WHAT IF I DON'T SPEAK ENGLISH?

Please ask the staff to arrange an interpreter if you need one. This is a free service and your conversation is confidential.

HOW DO I GET STARTED?

You will receive a small machine and batteries. This is the pulse oximeter. The Remote Monitoring Service for TCC-COVID will call you after you receive the pulse oximeter to help you download the TCC-COVID app and tell you how to use it.

HOW DO I USE THE PULSE OXIMETER?

If the pulse oximeter already has batteries inserted go to Step 1



Insert the batteries

Turn the pulse oximeter over.

Press the small silver button to slide the battery case in the direction of the arrow.

Remove the cover, insert two AAA batteries and replace the cover. Make sure the batteries match the + and – symbols inside the battery case.





Step 1: Open the pulse oximeter

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



Step 2: Insert your finger

Insert your finger as far inside as possible with the fingernail facing up.



Step 3: Take your measurements

Rest your hand on a steady surface and keep it still.

Press the long silver button.

It will take 30-60 seconds to measure your heart rate.

Do not press down on the pulse oximeter.

Press the silver button to change the way you see the measurements if they are hard to read or upside down.



Step 4: Record your measurements

The large number under 'SpO₂' is your oxygen level.

Write down the number when it stops changing.

The smaller number under 'PR bpm' is your heart rate.

Write down the number when it stops changing.

The pulse oximeter will turn off when you remove your finger.

If you are having problems with the pulse oximeter:

- Make sure that one fingernail has no nail polish and use that finger for the measurement.
- Warm your hands by wrapping them in a warm towel or running them under warm water.
- Make sure there is no bright light shining on the machine.
- If you have an irregular heart rate, leave the pulse oximeter on for a longer period, or try a different finger.

HOW OFTEN DO I TAKE MY MEASUREMENTS?

You will need to take your measurements every morning and every afternoon. It is important to do these measurements even if you feel well.

TCC-COVID will remind you to enter your measurements in the app. It will also ask you some questions in the morning about how you are feeling.

Please do your measurements as soon as you receive the reminder from the app. If you miss this reminder, do your measurements as soon as you can and enter them in the app.

In the morning, press "Take Morning Assessment" on the first screen.

In the afternoon, press "Take Afternoon Assessment" on the first screen.

If you are not using the TCC-COVID app, please measure your heart rate and the level of oxygen in your blood with the pulse oximeter every morning and afternoon.

WILL THE COVID-19 COMMUNITY CARE TEAM CONTACT ME ABOUT THE INFORMATION I ENTER IN THE TCC-COVID APP?

The COVID-19 community care team will contact you if they are concerned about the information you enter into the app. You may be asked to come to hospital. If you do not hear from the team there is no need to worry.

The Remote Monitoring Service for TCC-COVID will contact you if you have not entered your information in the app for 24 hours. They will help if you are having problems using the app. They will not be able to give you advice about your health. You can contact the COVID-19 community care team if you have a question about your health.

WHAT SHOULD I DO IF I FEEL WORSE?

Follow the instructions below if you have any of the following symptoms:

- your oxygen level is less than 94% or;
- you have chest pain or;
- you have dizziness that does not pass or feel like you will faint or;
- you have vomited or had diarrhoea more than 4 times in the last 24hrs or;
- you are feeling worse but do not need urgent attention.

Between 8am to 8pm, 7 days a week:

- use the app by pressing the "I'm feeling worse" button. It will ask you questions about how you are feeling and ask you to enter your heart rate and oxygen level. The COVID-19 community care team will contact you as soon as possible or;
- if you do not have the app, please call the COVID-19 community care team on **0477 989 766**

Between 8pm and 8am, 7 days a week,

Our preference is that you use an ambulance to come to hospital but if you need to come to the Emergency Department yourself.

Please:

- wear a mask
- wait outside the Emergency Department away from other people
- Call the Emergency Department and ask them what they would like you to do

Prince of Wales Hospital 9382 8400

WHAT CAN I DO IF I AM FEELING STRESSED OR DEPRESSED?

Being unwell and in isolation with COVID-19 can make people feel stressed, very sad or depressed. Please speak to your COVID-19 community care team if you are having these feelings. They will be able to support you and give you advice.

You can also call:

- [NSW Health Mental Health Line](#) on 1800 011 511
- [Beyond Blue](#) on 1800 512 348 ([translated information](#))
- [Lifeline](#) on 13 11 14

WHEN WILL MY TREATMENT FINISH AND WHEN CAN I STOP ISOLATING?

Most people will be cared for by COVID-19 community care for between 14 and 20 days. This is measured from either the day you had your positive swab or from when first had signs of COVID-19. Only a few people will need to isolate for more than 20 days.

The COVID-19 community care team will tell you when you can stop isolating. You will be given a letter that says you have been cleared from isolation. Your GP will get a copy of this information.



If you need urgent medical attention at any time, call '000' and ask for an ambulance.

Tell them that you have COVID-19 and need to go to hospital.

This service is free for people with COVID-19.



If you need an interpreter, please call the Translation and Interpreting Service (TIS) National on 131 450 and ask them to call the number for you.

This is a free service.

DO I NEED TO GET VACCINATED IF I HAVE ALREADY CAUGHT COVID-19?

It is still important for you to have the COVID-19 vaccination even if you have had COVID-19.

You are exempt from vaccination for 6 months after having COVID-19 and you will receive a letter explaining this once you recover. Please discuss the best time for booking a vaccination with your GP.

HOW DO I RETURN MY PULSE OXIMETER?

It is important that you return your pulse oximeter as soon as possible after your isolation has finished. Please bring your pulse oximeter to the COVID Clinic at Prince of Wales Hospital.

WHERE CAN I GET MORE INFORMATION?

For more information please use the following links:

- [COVID-19 information in your language](#)
- [Factsheet for people who have COVID-19 \(translated versions available\)](#)
- [COVID-19 General Information \(English\)](#)
- [COVID-19 Frequently Asked Questions \(English\)](#)
- [Domestic Cleaning Advice \(English\)](#)
- [COVID-19 Information for Carers \(English\)](#)

