

Patient Information

What you need to know



Welcome to the COVID Care at Home program

You have been enrolled in the COVID Care at Home program, which is a service provided at no charge on behalf of your local health service to support people who have received a COVID-19 positive test result.



What is COVID Care at Home?

COVID Care at Home is a health service which remotely supports and monitors people who have received a COVID positive test result and are well enough to stay at home.

The COVID Care at Home (Care) team will stay in touch with you to monitor and help you manage your symptoms. Your Care team may ask you to measure your pulse, oxygen levels and/or temperature. If required, the equipment to do this will be provided to you free of charge so that together we are able to keep track of your symptoms and support your recovery.

The COVID Care at Home team includes doctors, nurses and support staff who will check in with you regularly, provide advice on your symptoms, and if needed, arrange a transfer to hospital. The care team will keep in touch with you via telephone, and you may also have the option of using an app called CareMonitor.

CareMonitor is a simple to use app for your smart phone or device that enables you to keep in touch with the Care team and provides useful information and resources. It also allows you to enter your pulse, temperature and oxygen levels, keeping a record of your health-checks and your condition over the period of your isolation.

COVID Care at Home is delivered on behalf of your local health service.

In partnership with



Government of **Western Australia**
Department of Health

I've received my positive COVID-19 result. What now?

1. You have received a call from us because your local health service has let the COVID Care at Home team know that you have received a positive COVID-19 test result.
2. During the first call, you will have received some information about home isolation and consented to be enrolled in the COVID Care at Home program. You will also have answered a series of questions to allow the Care team to assess your symptoms and your condition.
3. The COVID Care at Home team will provide check-ins with you via telephone to assess your symptoms and condition. The frequency of these calls will depend on your symptoms and how you are feeling each day.
4. One option to help monitor your condition is the CareMonitor app. If the Care team assesses your condition as stable, then you have the option of using the CareMonitor app. The CareMonitor app will help monitor your condition and allows you to stay in touch.
5. The Care team may send you some equipment to help us keep track of your pulse, oxygen levels and temperature. Our team will provide instructions and assist you with taking these measurements at home.
6. We know that having COVID-19 and having to stay in home isolation can be stressful. We can help you access additional support for your mental wellbeing, and assist you to obtain other practical support with things like groceries, medication, and family and financial support. Please let our team know if you need help with these.



Common symptoms

Common symptoms include runny nose, cough, tiredness and fever. You may also experience headache, sore throat, and loss of taste and smell. Some people experience nausea, vomiting and diarrhoea. These symptoms can be managed with rest and plenty of fluids, similar to a regular cold or flu. If you feel unwell, paracetamol and ibuprofen can be taken to help relieve symptoms.



If you are having breathing difficulties, or in the case of an emergency, please call **000**

If you have any questions about COVID Care at Home, please call **1800 367 277**

What should I do if my symptoms get worse?

Call your COVID Care at Home team on **1800 367 277** if your condition worsens, or if you are experiencing any of the following COVID-19 symptoms:



- If your blood oxygen levels are below 95%*
- Feeling breathless, especially when standing up or moving
- Severe muscle aches or severe fatigue
- Shakes or shivers
- Sense that something is wrong (general weakness, severe tiredness, loss of appetite, urinating less, or if you are unable to care for yourself – simple tasks like washing and dressing or making food).

Go to your nearest emergency department as quickly as possible **OR call 000** immediately if you are experiencing any of the following:



- Your blood oxygen levels are 92% or less*
- You are unable to complete short sentences when at rest due to breathlessness
- Your breathing gets worse suddenly

OR if you develop these more general signs of serious illness, for example:

- You cough up blood
- Feel cold and sweaty with pale or blotchy skin
- Develop a rash that does not fade when you roll a glass over it
- Collapse or faint
- Become agitated, confused or very drowsy
- Stop passing urine or are passing much less than usual.

* If you have underlying lung disease, please discuss with your doctor or the COVID Care at Home Team what a safe reading is for you.

When will I be able to stop isolating?

All patients with COVID-19 must stay in home isolation for a required minimum amount of days after their positive COVID-19 test result.

The number of days is dependent on a number of factors including your symptoms, vaccination status and other health conditions. It also varies from state to state with different requirements. Your local health service is responsible for advising how long you will need to spend in home isolation. They will communicate with you regarding your period of home isolation. *Please note that the period of home isolation may vary over time and may change depending on the level of individual and community vaccination.*

During this time our team will call you (or you can call them) until your local health service advises that you have completed your home isolation period. We will then discharge you from our service.



Please remember you must stay in home isolation even if you feel well and you must not leave home isolation until you are advised that you can leave.

You do not need to have any COVID-19 tests to be cleared from home isolation unless you have underlying medical conditions that affect your immune system.

Frequently Asked Questions

How long will I be enrolled in the program?

Your local health service is responsible for advising how long you will need to spend in home isolation. This may vary depending on your symptoms, vaccination status and other health conditions. You can be enrolled in our program until your period of home isolation ends.

Will I be able to get additional support if I need it?

We can help you access additional support for your mental wellbeing, and provide you with contacts to assist you to obtain other practical support with things like shopping for groceries, medication, and family and financial support. Please call 1800 367 277 at any time if you would like to organise support.

What will happen if I'm transferred to hospital?

You will become admitted as a patient in the hospital and you will no longer be participating in the COVID Care at Home program.

How do I return the equipment provided to me?

You do not need to return the equipment, this is yours to keep or dispose of if you wish.

Is there a cost for this service?

COVID Care at Home is a public health service delivered at no charge to those enrolled in the program who have received a positive COVID-19 test result.

Who provides the service?

COVID Care at Home is delivered by Calvary Medibank JV Pty Ltd, a joint venture between Calvary and Medibank on behalf of public health services which have a funding agreement in place. Calvary and Medibank are experienced healthcare and homecare organisations and are combining their clinical and telehealth experience to deliver the service to patients affected by COVID-19.

My equipment doesn't work – what do I do?

Firstly, please refer to monitoring equipment fact sheet link provided via SMS or visit our website www.covidcareathome.com.au. If you are still having trouble, please call the COVID Care at Home team on 1800 367 277 and speak to one of our team who will assist you.

What number do I call if I need to speak to someone at COVID Care at Home?

If you have any questions or concerns about your care, you can call the COVID Care at Home team on 1800 367 277.

Any questions? We're here to support you.
Call 1800 367 277
www.covidcareathome.com.au

covid+
care at home

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