



**Health**

Hunter New England  
Local Health District

# Care Monitor App for COVID Positive Patients in the Community

22<sup>nd</sup> November 2021



# What is happening on the 16<sup>th</sup> of November?



Newly diagnosed patients in the community who are COVID positive can now download **Care Monitor App** to help monitor their symptoms, contact their care team and access information related to COVID.



# Project Plan and Timeline



## **Preliminary Implementation Activities**

18 October 2021 - 5 November 2021

## **Adult Patients Go Live with clinician view only**

Friday, 12 November 2021

## **Adult Clinician Go Live with clinical documentation**

Wednesday, 24 November 2021

## **Paediatric Patients and Clinician Go Live**

Monday 29 November 2021

## **Early GP Practice adopters**

December 2021



**Health**

Hunter New England  
Local Health District

# What do I need to know?



- Patients will receive an SMS asking them to download the App.
- Patients can choose to use the App. It is not compulsory – it's optional.
- The App helps patients monitor their symptoms.
- The App helps you to assess, monitor and prioritise care for patients.



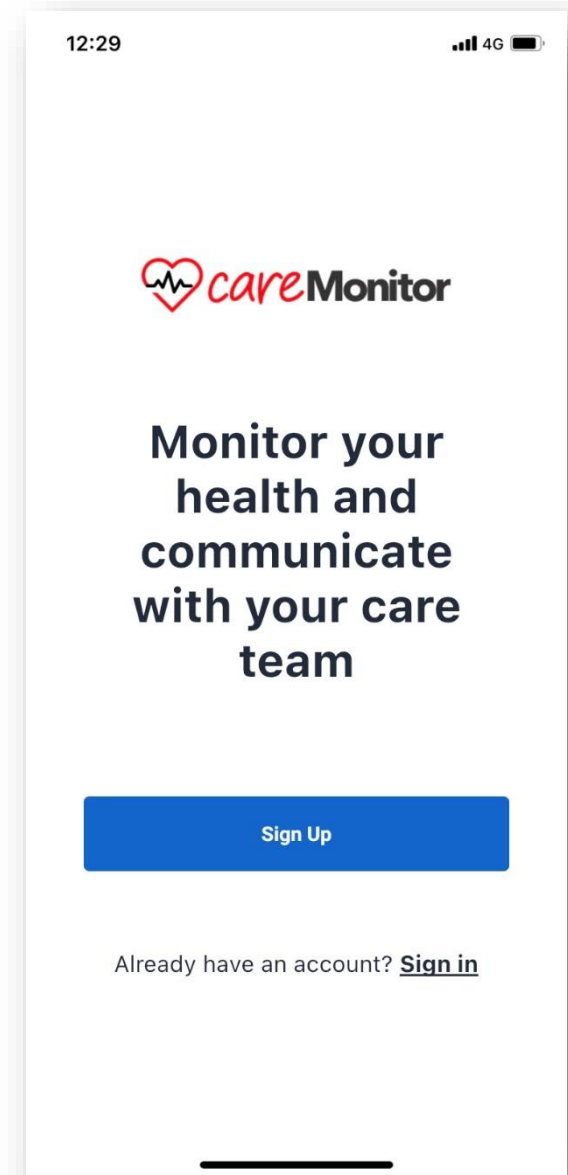
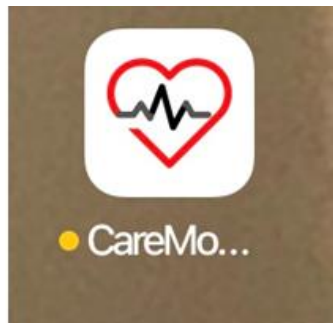
- What does the Care Monitor App look like ?



# Patient registration to the APP



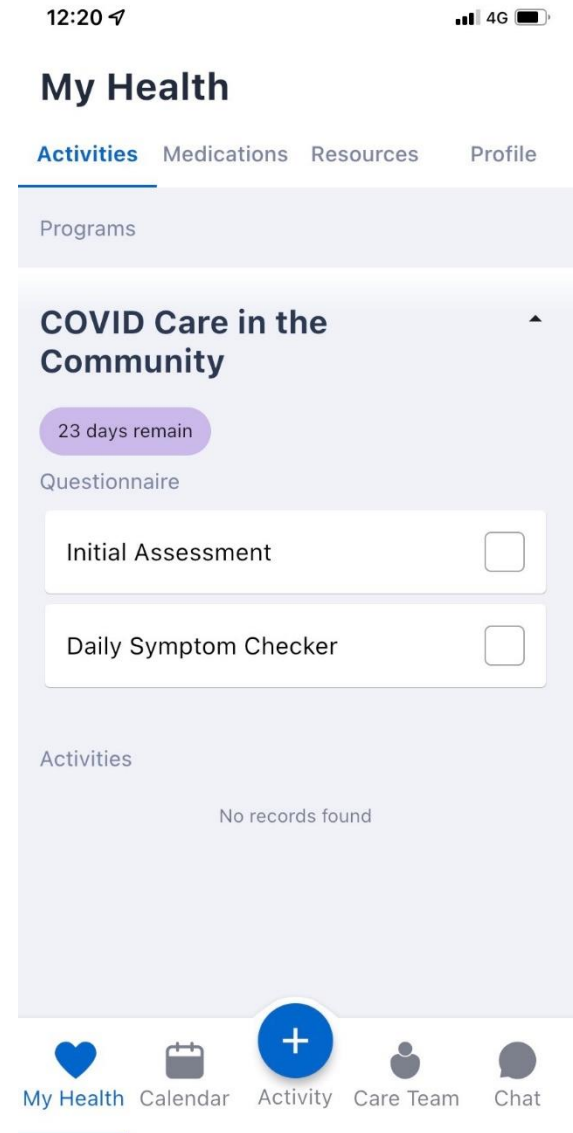
- Patient goes to App Store and downloads the free Care Monitor App
- Patient registers using SMS code received, name, phone number and DOB



# Patient asked to complete Initial Assessment



- Patient receives an SMS request to complete the Initial Assessment
- Patient receives an in App message to complete the Initial Assessment
- Patient has the Initial Assessment listed in their activities in the App
- Reminders are sent to patients



# Patient completes initial assessment



The patient is asked to complete this assessment **once**

9:20

4G

Initial Assessment

Close

Thank you for completing the Adult COVID questionnaire. You will only need to answer these questions once.

If you are having severe difficulty breathing, call triple zero (000) immediately. Tell the person who answers that you have COVID. Also tell the paramedic ambulance officers on arrival that you have COVID-19.

1. What is your best contact number?

- Mobile
- Phone

2. How old are you?

3. Gender

- Male
- Female
- Other (describe)

4. Do you identify as Aboriginal / Torres Strait Islander?

- Yes
- No

5. Do you currently Smoke?



Health

Hunter New England  
Local Health District



# Patient asked to complete symptom checker



Patient is asked to complete the symptom checker daily

9:24 4G

Daily Symptom Checker Close

6. Are you more tired than usual?

Yes

No

7. If Yes, then is it

Staying the same

Improving

Getting worse

8. Do you have any muscle aches?

Yes

No

9. If Yes, then is it

Staying the same

Improving

Getting worse

10. Do you have a Sore throat?

Yes

No

11. Do you have a Runny nose?

Yes



# Patient can send messages via the APP



1:51 ↗

4G

## Chat

Contact Care Team

In an emergency, contact your care provider or emergency services directly.

- My Health
- Calendar
- Activity
- Care Team
- Chat

**(Care Coordination Lead)**

Good Morning, Todd we have noticed that you haven't completed your daily symptom assessment. 9:26 AM

**TT**

Sorry Todd I just got up I will complete it now for you. thanka 9:27 AM

**(Care Coordination Lead)**

Thanks for that 9:27 AM

**TT**

I find the use of the app very easy to do. 9:28 AM

**(Care Coordination Lead)**

That very pleasing to hear, thank for your feedback 9:29 AM

**TT**

# Patient can access resources via the APP

1:51 ↗

4G 🔋

## My Health

Activities Medications **Resources** Profile

🔍 Search

Explore top categories

Where can I go to for additional information?



Can I go somewhere for resouces to help me isolate?



COVID-19 self-isolation guideline



Who else could I talk to? >

1:48 ↗

4G 🔋

Who else could I talk to?

Close

**Lifeline Australia – 131 114 or visit**

[www.lifeline.org.au](http://www.lifeline.org.au)

A crisis support service that provides short term support at any time for people who are having difficulty coping or staying safe.

**Beyond Blue – 1300 224 636 or visit**

[www.beyondblue.org.au](http://www.beyondblue.org.au)

Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

**Kids Helpline – 1800 551 800 or**

visit [kidshelpline.com.au](http://kidshelpline.com.au)

A free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25 years.

**Coronavirus Mental Wellbeing Support**

**Service – 1800 512 384 or**

visit <https://coronavirus.beyondblue.org.au/managing-my-daily-life/coping-with-isolation-and-being-at-home/10-ways-to-take-care-of-yourself.html>

# COVID care in the community



- Patient entry of one-off questions and regular symptom monitoring
- Care team documentation

# Real time Dashboards



**careMonitor**

Hunter New England Local

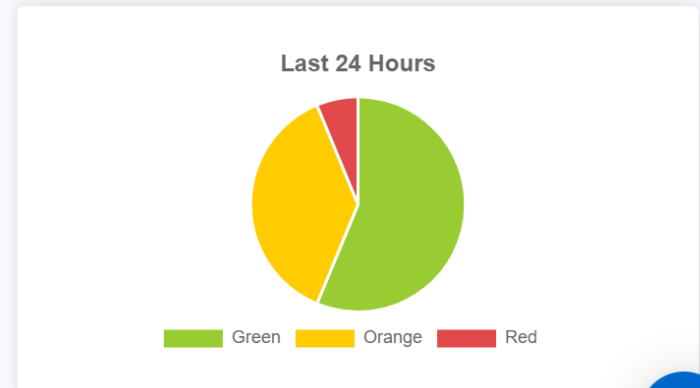
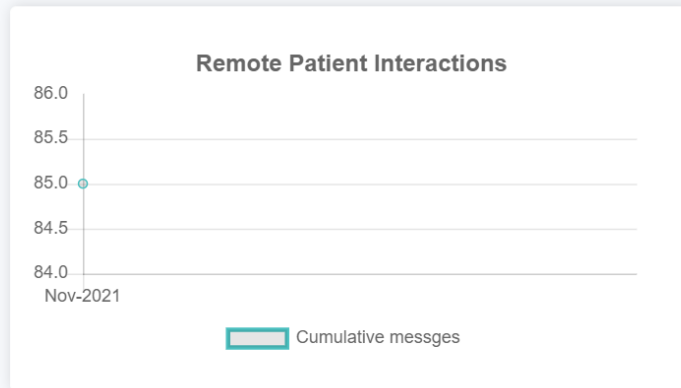
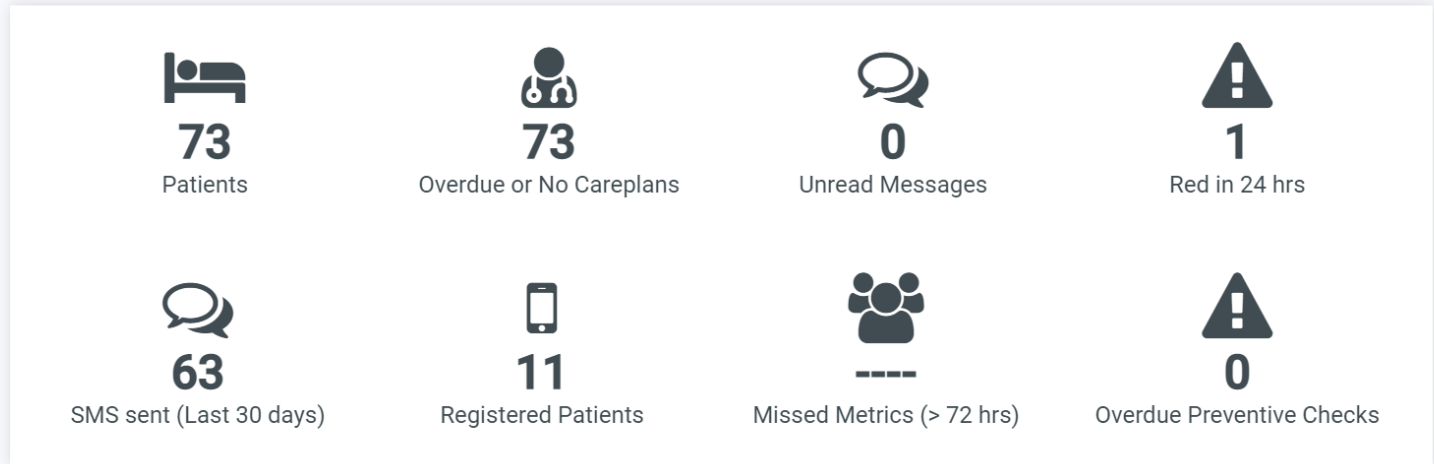
Dashboards

- CareMonitor
- Covid-19 (beta)
- Patients
- Coordination
- Operation
- Alerts
- Reports

Patients

- Patient Messages
- Provider Messages
- Watchlists

Karen Harrison



# Clinical metric monitoring



careMonitor  
Hunter New England Local Health District

Patient Dashboard Active Filter Search...

Basic Dashboard Options

| Name | LHD | Abile to speak full... | Are you ok | Chest Discombr... | Oxygen Saturati... | Pulse Rate      | Feeling Fair | Vomiting Diarrho... | Cough | Fluid Intake | Food Intake | Headache | More Tired Than... | Muscle Ache | Runny Nose | Sore Throat | Normal Daily Act... | Oxygen Saturation |
|------|-----|------------------------|------------|-------------------|--------------------|-----------------|--------------|---------------------|-------|--------------|-------------|----------|--------------------|-------------|------------|-------------|---------------------|-------------------|
|      |     | Yes                    | OK         | No                |                    |                 | No           | No                  | Yes   | Yes          | Yes         | No       | No                 | Yes         | No         | No          | Yes                 |                   |
|      |     | Yes                    | So-So      | No                | Between 95% an     | Between 51-119  | No           | No                  | Yes   | No           | No          | No       | Yes                | No          | Yes        | No          | Yes                 |                   |
|      |     | Yes                    | OK         | No                |                    |                 | No           | No                  | No    | Yes          | Yes         | No       | No                 | No          | No         | No          | Yes                 |                   |
|      |     | Yes                    | OK         | No                | Between 95% an     | Between 51-119  | No           | No                  | No    | Yes          | Yes         | Yes      | Yes                | No          | Yes        | Yes         | Yes                 |                   |
|      |     | Yes                    | OK         | No                | Between 95% an&#88 | Between 51-119  | No           | No                  | No    | Yes          | Yes         | No       | No                 | No          | No         | No          | Yes                 |                   |
|      |     | Yes                    | OK         | No                |                    |                 | No           | No                  | No    | Yes          | Yes         | No       | No                 | No          | Yes        | No          | Yes                 |                   |
|      |     | Yes                    | OK         | No                | 95% or higher      | Between 51-119  | No           | No                  | No    | Yes          | Yes         | No       | No                 | No          | No         | No          | Yes                 |                   |
|      |     | Yes                    | So-So      | No                |                    |                 | No           | No                  | Yes   | No           | No          | No       | Yes                | Yes         | No         | No          | Yes                 |                   |
|      |     | Yes                    | OK         | No                | 95% or higher      | Between 120-142 | No           | No                  | Yes   | Yes          | Yes         | No       | Yes                | No          | Yes        | No          | Yes                 |                   |

25



# Consistent use of Care Monitor across the whole health system



Clinical Systems Integration and Mapping with Care Monitor of COVID Care in the community - DRAFT ONLY - FOR CONSULTATION 18/11/2021

|   |                               | State                                   |  |  |  | Commonwealth  |   |   |   |
|---|-------------------------------|---|--|--|--|---|---|---|---|
|   |                               | Medi Hotels                             | Adult Services   |  | Padiatric Services   | GP Practices  | GPRC  | Health Direct   | PHN Commissioned Services                               |
|   |                               |   | CCITC  |  |  |   |   |   |   |
|   |                               | Newcastle Hub                           | LMNC   |  |  |   |   |   |   |
| <b>Patient Classification</b>                             |                               | Admitted Bed Type 25                    | Outpatient   | Outpatient   | Admitted Bed Type 25   | Outpatient  | Outpatient  | Outpatient  | Outpatient  |
| <b>COVID Positive Patient Identification</b>              |                               | NCIMS Case Number / Patient Flow Portal | NCIMS Case Number / Patient Flow Portal                                      | NCIMS Case Number / Patient Flow Portal                                      | NCIMS Case Number / Patient Flow Portal                              | Local initially via Medical Objects (Secure messaging) then State solution via secure messaging | Local initially via Medical Objects (Secure messaging) then State solution via secure messaging | Secure messaging  | Secure messaging  |
| <b>Patient Referral</b>                                   |                               | COVID Community Intake                  | CHIME Non Admitted Service Request Patient Flow Portal /                     | CHIME Non Admitted Service Request Patient Flow Portal /                     | Patient Flow Portal / Care Monitor Import                            | Referral from State Services  | Referral from State Services  | Referral from State Services                            | Referral from State Services                            |
| Clinician reported<br>Patient reported                    | Initial Assessment            | CareMonitor                             | CareMonitor  | CareMonitor  | CareMonitor  | CareMonitor   | CareMonitor   | CareMonitor   | CareMonitor   |
|   | Subsequent Obs and Assessment | CareMonitor                             | CareMonitor  | CareMonitor  | CareMonitor  | CareMonitor   | CareMonitor   | CareMonitor   | CareMonitor   |
|   | Initial Assessment            | CareMonitor                             | CareMonitor  | CareMonitor  | CareMonitor  | CareMonitor   | CareMonitor   | CareMonitor   | CareMonitor   |
|   | Symptom Checker               | CareMonitor                             | CareMonitor  | CareMonitor  | CareMonitor  | CareMonitor   | CareMonitor   | CareMonitor   | CareMonitor   |
| <b>Clinical Notes / Documentation</b>                     |                               | CareMonitor                             | CareMonitor  | CareMonitor  | CareMonitor  | CareMonitor   | CareMonitor   | CareMonitor   | CareMonitor   |
| <b>Appointments / Scheduling</b>                          |                               | CHIME                                   | CHIME  | CHIME  | Minimum of daily contact (Combination of remote monitoring, phone or | PMS, eg Medical Director/Best Practice  | PMS, eg Medical Director/Best Practice  | PMS, eg Medical Director/Best Practice                  | PMS, eg Medical Director/Best Practice                  |
| <b>Activity / Revenue</b>                                 |                               | CHIME                                   | CHIME<br>IPM Episode - Outpatient Clinic (Medical Activity and link for DMR) | CHIME<br>IPM Episode - Outpatient Clinic (Medical Activity and link for DMR) | ABF  | PMS, eg Medical Director/Best Practice  | PMS, eg Medical Director/Best Practice  | PMS, eg Medical Director/Best Practice                  | PMS, eg Medical Director/Best Practice                  |
| <b>Video Conferencing Platform</b>                        |                               | My Virtual Care                         | My Virtual Care  | My Virtual Care  | My Virtual Care  | Health Direct Video Call / other platforms  | Health Direct Video Call / other platforms  | Health Direct Video Call / other platforms              | Health Direct Video Call / other platforms              |
| <b>De-isolation</b>                                       |                               | Patient Flow Portal                     | Patient Flow Portal  | Patient Flow Portal  | Patient Flow Portal  | Currently state required activity. Commonwealth pending   | Currently state required activity. Commonwealth pending   | Currently state required activity. Commonwealth pending | Currently state required activity. Commonwealth pending |
| <b>Storage of De-isolation certificate</b>                |                               | CareMonitor                             | CareMonitor  | CareMonitor  | CareMonitor  | CareMonitor   | CareMonitor   | CareMonitor   | CareMonitor   |
| <b>Discharge from COVID Course of treatment / Service</b> |                               | CareMonitor                             | CareMonitor  | CareMonitor  | CareMonitor  | CareMonitor   | CareMonitor   | CareMonitor   | CareMonitor   |
| <b>Storage of PDF Patient File after service</b>          |                               | Close CHIME Service Request             | Close CHIME Service Request  | Close CHIME Service Request  | CareMonitor  | CareMonitor   | CareMonitor   | CareMonitor   | CareMonitor   |
|   |                               | DMR - Link to IPM inpatient Episode     | DMR - Link to outpatient clinic  | DMR - Link to outpatient clinic  | DMR - Link to IPM inpatient Episode                                  | PMS, eg Medical Director/Best   | PMS, eg Medical Director/Best   | PMS, eg Medical Director/Best                           | PMS, eg Medical Director/Best                           |

# Primary Care Team

---



- Dr Michelle Redford
- Di Woodlands
- Jason and Craig

