Dear Patient

You have been enrolled as a patient of RPA Virtual Hospital, or rpavirtual, for virtual monitoring of your health while you are COVID-19 positive and self-isolating. As a patient of rpavirtual, you will have access to a registered nurse through the rpavirtual Care Centre 24 hours a day, 7 days a week.

If you experience shortness of breath at rest or difficulty breathing, or if your symptoms become suddenly worse, you should call 000. Tell the ambulance staff you are confirmed to have novel coronavirus (COVID-19). If you feel your symptoms become worse, but are not serious, contact the rpavirtual Care Centre on 1800 325 065 for further advice.

Your vital signs tell us how well your body is working. Vital signs include oxygen level and heart rate. The rpavirtual Care Centre nurses will contact you daily to check these.

As an rpavirtual patient, you will receive:

- Important information to keep you safe
- A pulse oximeter to measure your oxygen level and heart rate
- Video contact from the Care Centre to see how you are going and check your vital signs. Video allows our nurses to better assess your health.
- Access to a registered nurse 24/7. You can call our Care Centre any time on 1800 325 065
- Information on your health care rights
- Information on the coronavirus mental wellbeing support service

Our Care Centre nurses will do their best to contact you. If they are unable contact you for a video or telephone call, they will send you a series of SMS messages. If you do not respond a welfare check may be required.

If you have any questions about rpavirtual please contact the Care Centre on 1800 325 065.

Thank you for being part of rpavirtual.

Yours sincerely,

Miranda Shaw
General Manager,
RPA Virtual Hospital
Sydney Local Health District

Use and adaptation of these resources requires acknowledgement of RPA Virtual Hospital
HELP US HELP YOU

There are a few things you can do to help us provide you with the best care:

- Use the pulse oximeter three times each day to record your vital signs. The Care Centre will call you to help you do this
- Answer video and telephone calls from the Care Centre – we recommend keeping your phone on loud and close by
- Check with the Care Centre that they have your correct emergency contact details on file
- Maintain self-isolation – see NSW Government factsheet for more information
- Follow the instructions on what to do if you become more unwell

FREQUENTLY ASKED QUESTIONS

What do I do if I feel more unwell?
If you experience shortness of breath at rest or difficulty breathing, or if your symptoms become suddenly worse, you should call 000. Tell the ambulance staff you are confirmed to have novel coronavirus (COVID-19). If you feel your symptoms become worse, but are not serious, contact the rpavirtual Care Centre on 1800 325 065 for further advice.

When can I stop self-isolating?
Our Care Centre nurses will monitor your health to determine when you might will be ready for discharge. You must remain self-isolated until you are given the all clear and discharged from rpavirtual. If you have any questions about discharge, contact the rpavirtual Care Centre on 1800 325 065.

Another member of my household is a patient of rpavirtual. Why is their care different to mine?
The care we provided is tailored to your individual needs. Some of our patients need extra supports to keep them safe and healthy at home. If you have any questions about your care, contact the rpavirtual Care Centre on 1800 325 065.

INFORMATION ON CORONAVIRUS (COVID-19)

These resources provide up-to-date information on coronavirus (COVID-19):

- The Coronavirus Health Information Line is available 24 hours a day, 7 days a week on 1800 020 080
- The Health Direct health advice line is available 24 hours a day, 7 days a week on 1800 022 222. Visit the website for more information: https://www.healthdirect.gov.au/coronavirus
- Coronavirus Australia app (Australian Government)
Find a support person

Contact a family member or friend and tell them you have COVID-19. Ask them to call you twice a day at agreed times so they know you are okay.

This support person will help keep you safe.

Tell your support person that they should call 000 if they cannot get in contact with you at the agreed times.

Looking after yourself

Ask yourself these questions 3 times a day (morning, afternoon and night)

1. Can you...

   Get your own food? ✓ ❌ → 1800 325 065 (rpa\text{virtual})

   Drink? ✓ ❌ → 1800 325 065 (rpa\text{virtual})

   Go to the toilet normally? ✓ ❌ → 1800 325 065 (rpa\text{virtual})

   Take your regular medication? ✓ ❌ → 1800 325 065 (rpa\text{virtual})

2. How do you feel when you stand up and walk around your home or hotel room?

   I feel good

   I have trouble breathing → 000

   I feel dizzy / lightheaded → 1800 325 065 (rpa\text{virtual})

   I feel faint → 000
3. Check your oxygen and heart rate using the pulse oximeter

Oxygen level (SpO2%):

- 95 – 100 ✓
- 90 – 94 ➔ 1800 325 065 (rpavirtual)
- Below 90 ➔ 000

Heart rate (PR bpm):

- 50 – 120 ✓
- 121 – 140 ➔ 1800 325 065 (rpavirtual)
- 141 – 170 ➔ 000

Calling 000

If you call 000, you must say that you are COVID-19 positive.

After you call 000, call rpavirtual on 1800 325 065 and tell us you have called an ambulance.

When the ambulance arrives, put a face mask on before you open the front door.

Interpreter service
For free help in your language call 13 14 50
Pulse Oximeter

The iHealth Wireless Pulse Oximeter measures your oxygen saturation and heart rate.

To use:

1. Put the device on your middle, ring or index finger
2. Press the ‘on’ button
3. After a few seconds, your oxygen reading and heart rate will appear on the device
4. Remove the oximeter from your finger. It will turn off automatically

If it is not working on one finger, try another. Make sure you have removed any nail polish.

Please turn over for instructions.
1. Open the box

2. Remove all items from the box

3. Put the device on charge

4. Press the ‘on’ button

   If the device does not turn on, leave it on charge and try again in 5 minutes

5. Put the device on your left middle, ring or index finger
I have a right to:

Access
- Healthcare services and treatment that meets my needs

Safety
- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect
- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership
- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information
- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my healthcare, how it happened, how it may affect me and what is being done to make care safe

Privacy
- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback
- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

For more information ask a member of staff or visit safetyandquality.gov.au/your-rights
Coronavirus Mental Wellbeing Support Service
Supporting your mental health through lockdown

There's been a lot of change recently, and finding yourself back in lockdown might have you feeling a little overwhelmed or even completely out of your depth. If you’re feeling unsure about how to cope, or who to turn to, we’re here to help support your mental health.

Talk it through with us
Our trained counsellors are here to support you over the phone. It’s free and available 24/7.
1800 512 348

Online support and information
Our website provides regularly updated information, advice and strategies to help you manage your wellbeing and mental health during this time. It also provides free 24/7 webchat with our trained counsellors.
coronavirus.beyondblue.org.au

Support for non-English speakers
We have a range of options for people whose first language isn’t English. People who don’t use English as their first language can get free translation support from the Translating and Interpreting Service
www.tisnational.gov.au
Through TIS National, you can have immediate or pre-booked phone interpreting services.
For immediate services please phone 131 450.

Suicide and crisis support
For immediate support, call Lifeline
13 11 14
If you are in an emergency or at immediate risk of harm to yourself or others, please call 000

coronavirus.beyondblue.org.au
1800 512 348
Your family member or friend has chosen you to be their COVID-19 support person. Your role is to help keep them safe while they are COVID-19 positive and in isolation.

As a support person, you should call your family member or friend twice a day at agreed times and ask them how they feel.

If you cannot get in contact with your family member or friend at the agreed times, call 000 and ask the paramedics to visit your family member or friend.

**What if my family member or friend feels unwell?**

Your family member or friend has been given an information sheet on what to do if they feel unwell. If your family member or friend feels unwell, ask them to check this.

Depending on their symptoms, they may need to call RPA Virtual Hospital or 000.

Questions you might ask your family member or friend include:

- Have you checked your oxygen level and heart rate?
- Have you been able to eat and drink normally?
- Have you been able to go to the toilet normally?
- Have you been taking your regular medication?
- Do you have any trouble breathing?
- Do you feel dizzy or faint?

**Oxygen level and heart rate**

If your family member or friend has an oxygen level of:

- 90 – 94 → ask them to call rpa virtual on 1800 325 065
- Below 90 → call 000

If your family member or friend has a heart rate level of:

- 121 – 140 → ask them to call rpa virtual on 1800 325 065
- 141 – 170 → call 000

**Calling 000**

If you call 000 for your family member or friend, you must say that they are COVID-19 positive.

After you call 000, call rpa virtual on 1800 325 065 and tell us you have called an ambulance for your family member or friend.

If you live with your family member or friend, put a face mask on before the ambulance arrives.

If you do not live with your family member or friend, ask them to put a face mask on before the ambulance arrives.

**Interpreter service**

For free help in your language call 13 14 50