

# Getting Started with Doccla

What to expect from Doccla's  
home monitoring service



**doccla**<sup>o</sup>

# Contact details

## Who should I call if I have problems with the kit or the mobile phone or tablet app?

If you have any questions about how to use the kit or any technical support issues, please contact the Doccla helpline:

0808 175 0832 (8AM – 9PM every day)

## Who should I call if I have any questions about my condition or treatment plan?

If you have any questions about your health condition or your treatment plan, please read the information below :

Please contact your clinician via the messaging feature on the Doccla application if you have any queries about your condition. If your clinician does not respond within 30 minutes, you can call your clinician on 0203 929 4999 (Monday to Friday 9AM - 5PM)

## Who should I call if I start to feel very unwell?

This is not an emergency service. If you feel your health gets worse suddenly you must **111 (for urgent help) or 999 (in an emergency)**.

There is more information about what to do in an emergency on the back page.



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# What does Doccla do?

Doccla is a company that works with the NHS. Doccla provides a service that allows patients to safely get the care they need at home, instead of being in hospital or coming into a clinic. It is sometimes called a virtual ward or hospital at home.

Patients who use the service are given a monitoring kit in a Doccla box. They use the kit to send information about how they are feeling to their care team. Often patients will be asked to use the kit to take measurements from their body, called 'vital signs'. The patient's care team can then use the information that the patient sends to keep an eye on their condition.

Lots of patients have used the service before and it has been well tested to make sure that it is safe for patients.

# Why have I been offered the service?

You may be offered the service if your NHS doctor or nurse feels that your condition can be safely and effectively managed at home.

# How does Doccla's service work?



Your NHS care team will talk to you about the service. They'll tell you what measurements to take and how often you need to take them. You might be asked to sign a consent form.



You'll be given a monitoring kit in a Doccla box. Some patients will be given the kit by a healthcare professional and others will have the kit sent to their home.



A member of Doccla's support team will call you. They will teach you how to use the devices and talk you through taking and entering your first measurements. This is called the 'onboarding call'.



You will use the equipment in the Doccla box to take your vital signs measurements and enter them into the Doccla mobile phone.



The measurements that you enter will be automatically sent to your care team. They will be able to see your vital signs on their computer system.



Your care team will check your measurements regularly. They will contact you if they notice that your measurements are higher or lower than they should be.



Your care team will let you know when you are going to be discharged from the service. The Doccla support team will then call you to arrange collection of the kit.

# Who is running the service?

Your NHS care team decides who should use the service, and for how long. They can view your information and keep an eye on your condition.

Doccla supplies all the monitoring kit and provides a technical helpline for patients and carers. Doccla also has a team of doctors and nurses who might help your NHS care team to keep an eye on your condition.

There is more information about who is checking your vital signs in the 'About your personal information' section at the end of this leaflet.

# What should I do if my symptoms get worse?

If your symptoms get worse whilst using the service, call your GP or hospital care team as soon as possible if:

- You feel you are getting significantly worse despite stable oxygen levels and pulse rate; or
- You are having difficulty breathing when moving around; or
- You sense something is wrong (general weakness, extreme tiredness, loss of appetite, reduced urine output, unable to care for yourself).

# Do I need to use the service?

You can choose whether to use Doccla's service. Before you decide, please read this information carefully. You can talk about it with your friends and family if you wish, and feel free to ask any questions. You can also get someone else to ask questions for you if you prefer.

If you do not want to use the service, you need to speak with your NHS care team about your other care options. After you start using the service, you can change your mind at any time. If you have started using the service and decide that you want to stop using it, talk to your NHS care team.

# How do I use the monitoring kit?

You will be supported to use the kit by Doccla. You should also read these instructions carefully before you start using the kit. Individual pages about each of the monitoring devices will be included in this leaflet. Please note that not all patients will be given every device in this booklet.

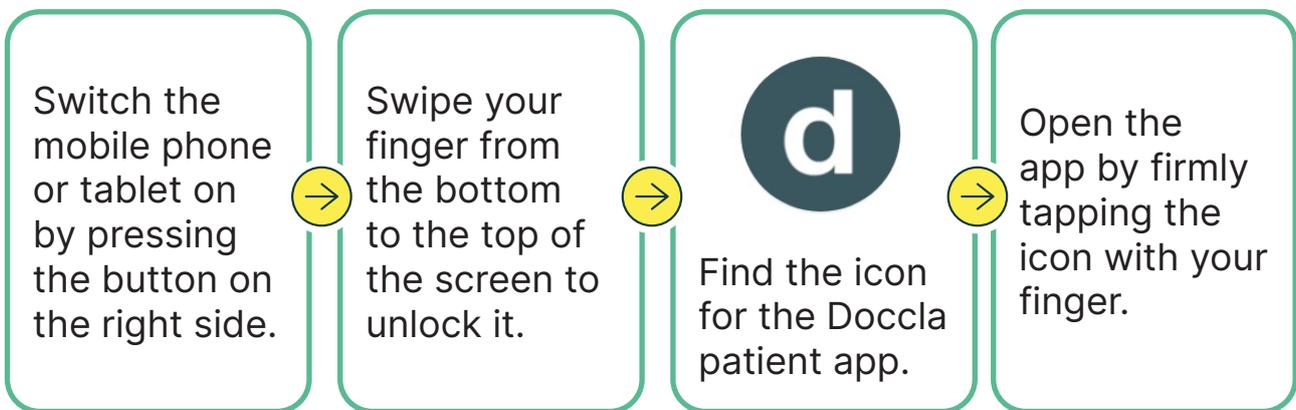
## **Using the Doccla mobile phone or tablet**

You will be given a mobile phone or tablet in the Doccla box. The mobile phone or tablet is designed to be easy to use. It is already set up and connected to the internet. There is a patient app on the mobile phone or tablet which allows you to:

- complete questionnaires about how you feel and enter your vital signs;
- send messages to your care team; and
- receive video calls from your care team.

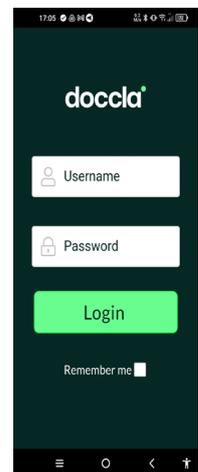
## Opening the patient app

When you are ready to use the mobile phone or tablet follow these steps to open the patient app:



## Logging into the app

After you open the app, you will be asked to enter a username and password. The Doccla agent will give you a username and a password when you have your on-boarding call. You can write down your login details below to remind you:



Doccla username:

Doccla password:

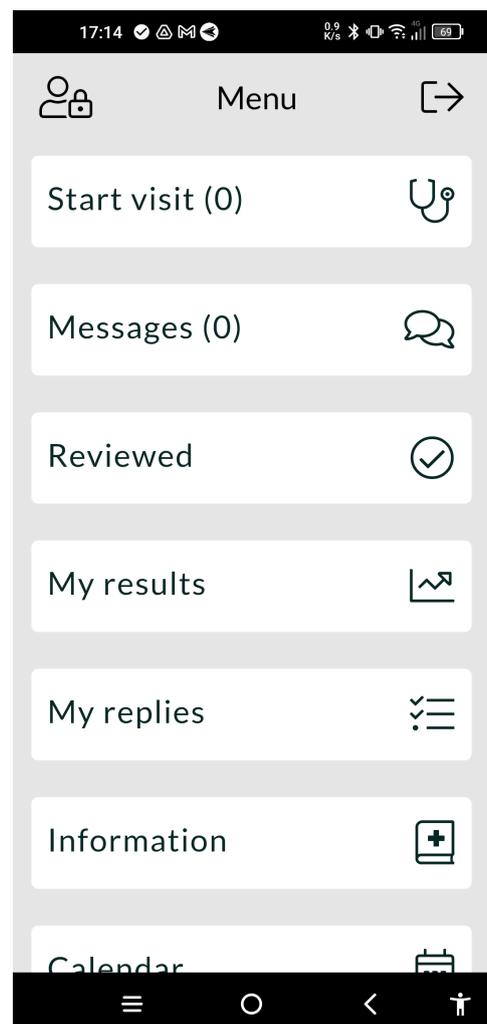
After you log into the app, you will see the main menu (see

picture below). The main menu has several options, which allow you to do different things.

## Completing the questionnaire and sending your vital signs to your care team through the app

When you are ready to take your measurements and answer the questionnaire, follow these steps:

1. Open the patient app (as described above).
2. Press on the main menu and select Start visit.
3. This will take you to a questionnaire where you will be asked a series of questions about how you are feeling.
4. Answer each question in turn and press 'Next' to move to the next question.
5. Use the monitoring kit to take your vital signs measurements if you are prompted.
6. After you have answered all the questions and entered your vital signs, press the 'yes' button to send them to your care team.



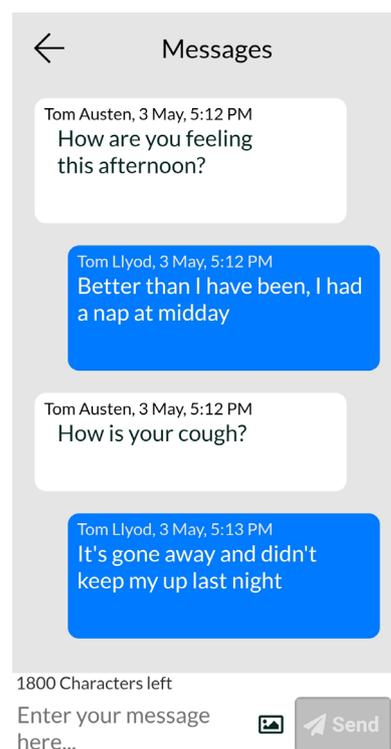
Main menu on the patient app

## Sending messages to your care team

If you want to send a message to your care team, press the 'messages' option on the main menu. Press the white box that appears above the keyboard and type your message. When you have finished your message, press the upward arrow in the blue circle (see picture left).

### Remember

This is for non-urgent messages. If you feel unwell you must call 111 or 999, do not send a message or wait for a video call.



## Receiving a video call

It is also possible for your care team to video call you. You can find out whether you have any video calls planned by pressing the 'calendar' option on the main menu. Video calls only work one way, which means that only your clinician can schedule these video calls.

## Charging the mobile phone or tablet

Remember to charge the mobile phone or tablet once a day. Plug the charger into a power socket and make sure the socket is switched on. Plug the charging lead from the charger into the slot at the bottom of the mobile phone or tablet.

# What happens when I am discharged?

Your NHS care team will let you know when you are being discharged from the service.

When this happens, put the kit back into the individual clear bags they came in. Then put those bags together inside the large brown envelope marked 'Return Bag'. You do not need to return the big cardboard box.

Doccla offers several options for returning the kit. A member of the Doccla support team will then call you to arrange the return or collection of the kit.

# We want to hear about your experience!

We would love to hear about your experience of using the service. If you like to give us feedback, please scan the QR code below using your personal smartphone to complete an electronic survey. All survey responses will be reported anonymously, and your feedback will help us improve our service. You can also complete this over the phone or by filling out the paper version in the Doccla box.



We always try to give patients the best possible experience. You can email us at [feedback@doccla.com](mailto:feedback@doccla.com) or call our helpline (open 9am-8pm) 7 days a week on 0808 178 6228.

# About your personal information

Personal information is any information that can identify who you are. Doccla takes the protection of personal information very seriously.

## **Who will my personal information be shared with?**

Personal information about your health will be shared with those directly involved in your care. This may include hospital staff, community teams, care homes, emergency services, GPs and Doccla support staff. Doccla may also share your personal information with the courier that delivers and collects the Doccla box.

## **What personal information will be shared?**

Personal information that may be shared includes your name, address, date of birth, gender, medical history, ethnicity and next of kin details. It also includes your vital signs and your responses to the questionnaire in the patient app.

## **Why will my personal information be shared?**

Doccla will only share your personal information if it is about your care or keeping you safe.

Doccla will always ask your permission before sharing any personal information that is not about to your care or safety.

## **Where does Doccla store my personal information?**

Doccla stores personal information in two secure computer systems. One is called Zendesk, which is used by the Doccla support team to call patients. The other is called the Virtual Ward Platform, which is used by your NHS care team to look at the information that you send them through the app. Both systems are protected by passwords so only authorised people have access.

## **Who is looking at the information that I send through the app?**

Your NHS care team are regularly checking the information that you send through the app. They will call you if they are concerned about your answers to the questionnaire or the vital signs measurements you enter.

Doccla's support team are also checking the information to make sure you complete your questionnaire at the right time. If you forget to send information through the app, they may contact you to remind you.

If you do not want your personal information used and shared in the ways described above or if you have any questions, please don't hesitate to contact the helpline on 0808 175 0832.

# Blood pressure monitor

## What does it measure?

The blood pressure monitor can measure your blood pressure and your heart rate.

## What does it look like?

It is made up of a plastic box, rubber tube and fabric cuff, which is fastened with Velcro (pictured right).



## How do I use it?

When you are asked to take your blood pressure, follow these steps:

1. Make sure you have been resting for five minutes before taking your blood pressure. Place your feet flat on the floor and rest your arm on a tabletop or pillow.
2. Roll up your sleeve on your left arm unless you have been told by a clinician to use your right arm. Make sure that your whole upper arm is bare.
3. Slide your bare arm through the cuff until the bottom of the cuff (where the tube comes out) is just above your elbow. Move the cuff so that the tube is positioned close to the inside of your arm, just above the bend.
4. Adjust the cuff so that it's evenly tight around your arm and

then fasten using the Velcro. The cuff should be just tight enough to slip two fingertips under the top edge of the cuff.

5. Check that the tube from the cuff is plugged into the left-hand side of the monitor.
6. Press the start button twice. The cuff will then inflate, making the cuff feel tight around your arm. This will gradually deflate, and it will start to feel looser. Try to relax and be still during the process.
7. Your measurement will appear on the blood pressure machine screen.
  - The top reading on the machine is called your Systolic (SYS).
  - The middle reading is called your Diastolic (DIA).
  - The bottom reading is your Pulse (PUL) also known as your heart rate.
8. If you have a Bluetooth enabled monitor, the readings should appear automatically in the patient app. If the readings do not appear on the app automatically, please enter them manually by typing the numbers.
9. Press the 'next' option in the app to continue with the questionnaire.

You can find more information about how to use your blood pressure monitor by selecting the 'Information' option in the main menu of the Doccla app.

# Ear thermometer

## What does it measure?

The ear thermometer measures your temperature from your ear.

## What does it look like?

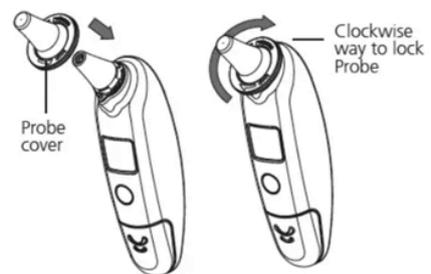
The Rossmax thermometer has a display on the top and an ear sensor, and a probe cover.



## How do I use it?

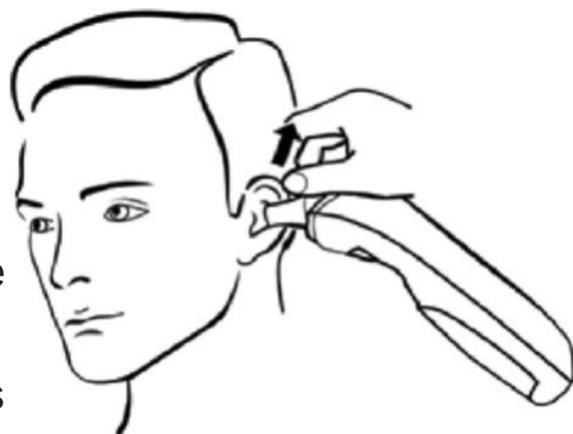
When you are asked to take your temperature, follow these steps:

1. Make sure your ear canal is clear before taking your temperature.
2. Put a clean probe cover on the thermometer. To do this, place the cover on the probe and turn the solid plastic ring at the bottom of the cover clockwise. When the cover is in the right position it will lock in place (see right).
3. Press the “On/Off/Memory” button once. The thermometer will beep twice and is ready to use when the ear icon flashes



on the display screen.

4. Put the thermometer in your ear and make sure the probe is pointing at your eardrum. To do this, gently pull the top of your ear up and back, as you insert the probe. This will help to straighten the channel in your ear, which has a slight curve.



5. When the probe fits snugly in your ear, press the red 'Start' button on the top of the thermometer. It is easiest to press the button with your index finger.
6. The thermometer will make a long beep when it has finished reading your temperature. It should only take a few seconds.
7. Remove the thermometer from your ear and look at the display screen to see your temperature.
8. Enter your measurement into the mobile app. Then press the 'next' option in the app to continue with the questionnaire.

### **Top Tips**

1. Change the probe cover between each use to make sure the reading is accurate. To remove the probe cover, turn the cover anti-clockwise and release it.
2. Make sure that your measurement is given in degrees Celsius by checking the C icon on the display screen.

# Massimo Pulse Oximeter

## What does it measure?

The Massimo Pulse Oximeter (pictured right) can measure your:

- pulse (also known as heart rate);
- how fast you're breathing (known as respiratory rate);
- oxygen levels (known as your oxygen saturations).



## What does it look like?

It is a probe that you put on your finger (pictured right).

### Warning

Do not use the Massimo pulse oximeter on broken skin.

Do not use the pulse oximeter for a prolonged period of time.

If you show any signs of having an allergic reaction (like a rash or redness) stop using the pulse oximeter and seek help from a medical professional.

## How do I use it?

When you are asked to take your pulse, respiratory rate or oxygen levels, follow these steps:

1. Remove any nail polish or false nails and warm your hand if it

# Weighing scale (if required)

## **What does it measure?**

The weighing scale measures your weight.

## **What does it look like?**

It looks like a white square plate with a display screen on the top.

## **How do I use it?**

When you are asked to enter your weight, follow these steps:

1. Place the scale on a flat surface. The scale turns on automatically when you lay it down.
2. Step on the scale
3. Stand still on the scale for a few seconds. The scale will beep and a message on the display will tell you to step off when it has recorded your weight.
4. Enter your measurement into the mobile app.
5. Continue with the questionnaire or return to the main menu.

### **Top tips**

The scale will give you your weight in kilograms. Check that your measurement has a 'kg' unit at the end. Contact the Doccla helpline if the scale records your weight in another measurement.

# Peak flow meter (if required)

## What does it measure?

The peak flow meter measures how hard and fast you can blow air out of your lungs. It records how quickly you can blow air out (called peak flow score), giving you a PEF measurement. It also records how much air you can blow out in one second (called forced expiratory volume), giving you a FEV1 measurement. You may be asked to enter one or both measurements.

## What does it look like?

The peak flow meter is an oval device with buttons, a display screen and a mouthpiece to blow into.



## How do I use it?

When you are asked to enter your peak flow and/or FEV1, follow these steps:

1. Take a seat.
2. Make sure the mouthpiece (plastic tube) is on the flow head (see picture right).
3. Turn the monitor on by pressing the small round button in the top right corner. The monitor will beep twice when it is on.



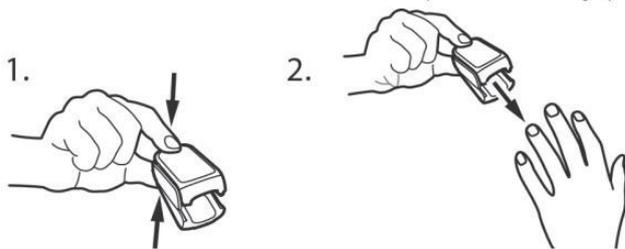
4. Hold the monitor in front of the mouth.
5. Wait for the 'blow out' icon to appear on the display. 
6. Hold your head high and breathe in as deeply as you can.
7. Bite the mouthpiece lightly and make a seal with your lips around the mouthpiece.
8. Take a deep breath in and blow out as HARD and as FAST as you can for a second or more. Be careful not to block the mouthpiece with your tongue or teeth.
9. You will hear two beeps when the machine has recorded your measurements. The PEF result for this blow will appear on the display, followed by the FEV1 result after a few seconds.
10. Wait for the 'blow out' icon to appear again on the display and repeat this twice more.
11. After repeating the test three times, press the middle button and the display will give you the best reading out of the three.
12. Continue with the questionnaire or return to the main menu.

### Top tips

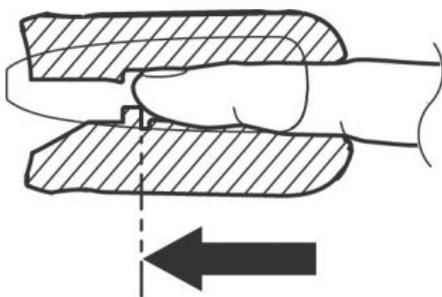
If an exclamation mark (!) appears, you need to blow again.  
If you feel dizzy or tired, wait until it passes before blowing again.

is cold.

2. Place the pulse oximeter on your finger. To open the pulse oximeter, squeeze the back part of the device (as pictured below). It works best on your middle or index finger.



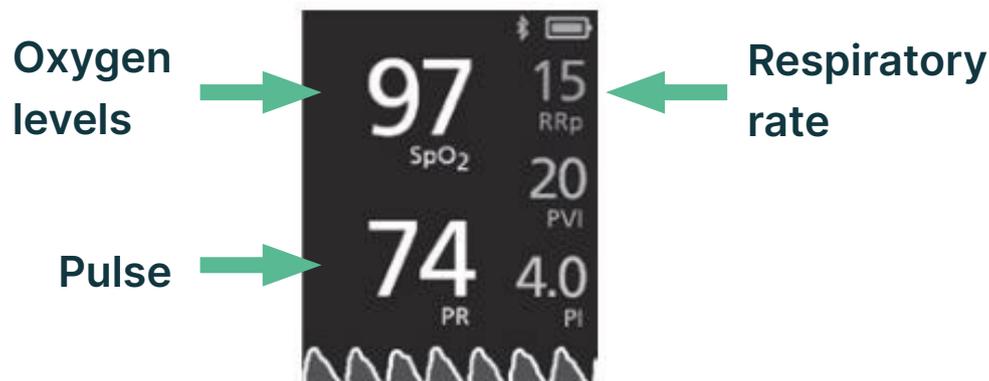
3. Make sure your finger is in the right place. The tip of your finger should touch the finger stop (pictured below) and the red light inside the pulse oximeter should be above your fingernail.



4. Once your finger is in the right place, gently close the pulse oximeter by releasing the pressure on the back of the device.
5. Rest your hand on a flat surface to support your wrist and sit still while the measurement is being taken.
6. The numbers might change at first, so keep the pulse oximeter on for at least a minute.
7. Your measurements should automatically appear on the

display screen on the pulse oximeter:

- Your pulse has 'PR' after the measurement.
- Your respiratory rate has 'RRp' after the measurement.
- Your oxygen levels have 'SpO2' after the measurement.



**Important: when the pulse oximeter has finished measuring your respiratory rate, the number will appear in a brighter colour on the screen.**

8. Some pulse oximeters will be connected to the patient app, others will not. If your device is connected, your measurements will automatically appear in the patient app. If your measurements do not appear on the app automatically, please enter them manually by typing the numbers.
9. Press the 'next' option in the app to continue with the questionnaire.

## Top tips

1. While the pulse oximeter is on your finger, do not squeeze it or press the top of the display on any surface. There is an internal spring that provides the right pressure and adding pressure may cause your measurement to be inaccurate.
2. You can rotate the screen so that you don't need to twist your wrist to see your measurements. To do this, tap the square button (pictured below) on the touch pad.



Tap it as many times as you need to get the display in the correct position.

3. The pulse oximeter will switch itself off after a while. If it switches itself off before you have finished taking your reading, take it off and put it back on again.



# What to do in an emergency

**This is not an emergency service. If your condition quickly changes or if you experience any of the following symptoms, you must call 999 now:**

- You are unable to complete short sentences at rest due to breathlessness;
- You've had a fall and cannot get up;
- Your breathing suddenly worsens within an hour;
- You've had a large loss of blood;
- You have a sudden feeling of severe crushing chest pain or headache;
- You are coughing up blood;
- You have blue lips or a blue face;
- You feel cold and sweaty with pale or blotchy skin;
- You have a rash that does not fade when you roll a glass over it;
- You collapse or faint;
- You become agitated, confused or very drowsy; or
- You have stopped passing urine or passing much less than usual.

