

A Guide To Your Managed Telehealth Service



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Introduction to Managed Telehealth

Baywater Healthcare is one of the UK's largest providers of Managed Telehealth Services, allowing patients and Healthcare Professionals to manage their long term health conditions at home.

The Baywater Managed Telehealth Service means that we will collect information about you relating to your health, lifestyle and quality of life, all from the comfort of your own home. This information helps your Healthcare Professional to monitor your wellbeing. We also provide health education to help you manage your condition.

We know that if you can manage your health better, you're less likely to go into hospital. Our Telehealth service enables you to do this. It not only allows you to spend more time at home, it gives you greater independence and peace of mind knowing that your health is being monitored.

(open 24 hours, 7 days a week for urgent calls only)



What is Telehealth?

Managed Telehealth is a method of monitoring your health remotely using a tablet device, that connects to the monitoring team at no cost to you.



How does it work?

Along with the main device, you will receive a range of smaller devices. Dependent on your condition and what is being monitored, these devices will take readings such as blood pressure, oxygen levels, weight, temperature and blood glucose.

The main device will ask you questions about your health and wellbeing. Most patients will use their system once a day.

Readings are automatically sent to your Healthcare Professional, or our team who are trained to monitor them. If an abnormal reading is identified, your Healthcare Professional will be alerted, and they may contact you to follow up further.



Introduction to Your Equipment

Baywater Telehealth will provide you with a range of equipment to monitor your health, lifestyle and quality of life all in the comfort of your own home.


Our Telehealth Technician will install your equipment and show you how to use it. Your readings are then monitored whenever input and our team can support you with any difficulties you may have with taking your readings.

Your Healthcare Professional or team who are trained to monitor them will view your readings and make decisions about how to improve or maintain your health levels.

You can also keep a track of your own readings so you know what is a good and what is a bad reading.

The equipment is simple to operate and all information is sent in code so that only your Healthcare Professional can see it.

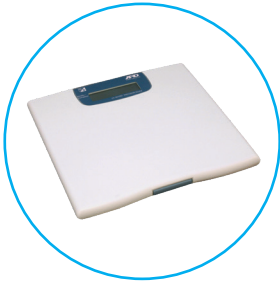
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A close-up photograph of two elderly people's hands clasped together. The person on the left is wearing a light green, textured knit sweater. The person on the right is wearing a silver metal link watch. The background is a soft-focus outdoor setting with green foliage. A large blue circle is overlaid on the image, containing a quote.

“It’s hugely reassuring to know that someone is keeping an eye on how I’m feeling. To be able to monitor my own health from home is very helpful and I have a much better idea of my condition. I really think this could help lots of people in a similar situation to me”

Overview of Telehealth Equipment

Baywater has a range of Telehealth equipment to help monitor your health and wellbeing:



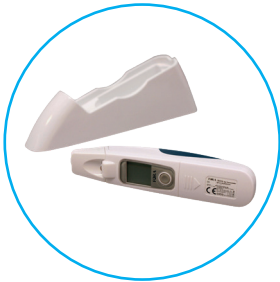
Scales



BP + Pulse Monitor



Oxygen Monitor



Ear Thermometer



Blood Glucose Monitor



Tablet

Your Healthcare Professional will decide the equipment required.

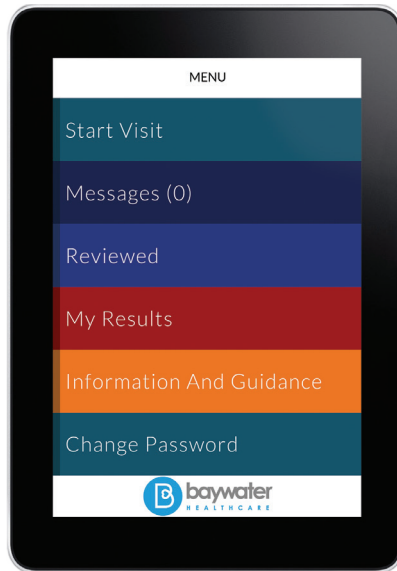
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User Guide

How to login on the tablet

- 1.** Turn the tablet on, the power button should be held down for 5-8 seconds.
- 2.** Allow the tablet to finish starting up and for the application to load.
- 2.** Once the username and password box appear tap on the username box and a keypad will appear. Take care to input this correctly. Repeat the process for your password.
- 3.** Once you have input your username and password press the large red 'login' box.



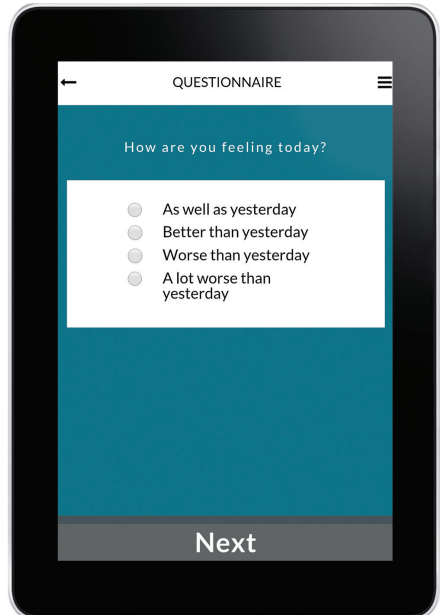
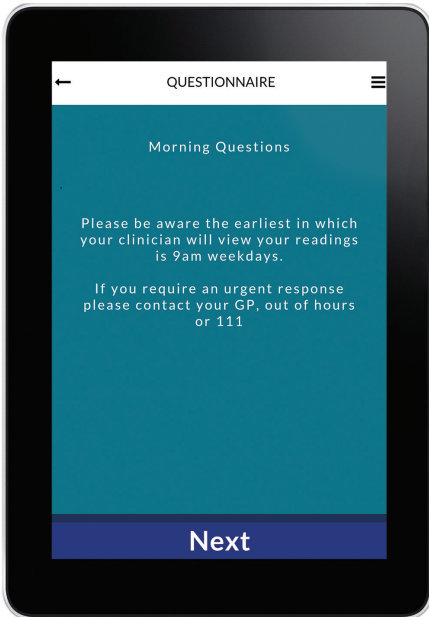
The main menu

- 1. Start visit:** this is where you will be answering questions about your health and taking readings when prompted
- 2. Messages:** any messages from your Healthcare Professional will be stored here, you can also send them a message
- 3. Reviewed:** once your readings have been checked you will be able to see the date and time they were reviewed here
- 4. My results:** your readings will be stored here
- 5. Information and guidance:** this is where you will find useful information such as: device guides, user manuals and how to videos
- 6. Change password:** you can change your login password here

(open 24 hours, 7 days a week for urgent calls only)

Answering your questions

1. Select 'Start Visit' this will take you into the first default screen giving advice.
2. Read the advice then 'Next' and then answer the multiple choice questions on how you feel.



Taking Reading and measurements

Readings: you will need to tap on the box displayed and a keypad will appear, input the readings displayed on the device.

Blood Pressure: slip the cuff up past your elbow making sure the dot on the cuff is positioned at the bottom and on the centre of your arm. Press start. When the device shows three stable numbers input these onto the tablet

Oxygen: place the oximeter onto your finger and wait 20-30 seconds, then copy the large number into the tablet

Thermometer: press the button on the back of the device once and wait for a beep, then place it into your ear and wait for two beeps. If you can not hear the beeps, just count to 10 after each button press.

Weight: depending on the model of scales either stand directly on the scale and wait for the dotted line and a beep “step off” or kick the blue foot button and stand waiting for the dotted line.

Complete: the final question will ask “would you like to send measurements” press yes to send your readings to your Healthcare Professional.

Turning off: hold the power button and then press the ‘turn off’ box when it appears on the screen.



Questions & Answers

How do I contact Baywater Telehealth?

Call our Helpdesk on 0800 0284855. If you have a problem or question we will try to solve it over the phone, if we cannot do this we will visit your home.

[Dial 999 if you need emergency assistance.](#)

How often will you visit me?

Once your equipment has been installed we only need to come out to see you if your equipment is faulty or we need to do a service. A Telehealth Technician will come out once a year to service your equipment and ensure that it is all working correctly.

What do I need to do?

You will need to answer the questions and submit readings. Your Telehealth Technicians will show you how to do this and you can always call our helpline for advice. You will also need to ensure that your equipment is clean and charged up.

How do I identify a Telehealth Technician?

All of our Telehealth Technicians carry an identity card. You must ask to see this before you let them into your home. Our Telehealth Technicians will try to ring you before they come so that you know to expect them. All of our Telehealth Technicians have been security screened to ensure that they are suitable for the job.



Do not let anyone into your home if you are unsure about their identity. Instead call us on 0800 0284855 to verify their visit.

What do you do with my readings?

Your readings will be reviewed as required. We may contact you if there is a query e.g. missed readings, or if your readings are outside of your normal limits.

Who should be using my device?

You are the only person who should be using the device and it is your responsibility to look after it.

Who owns my device?

The device remains the property of Baywater Healthcare.

Telehealth is not an emergency response device and if you feel unwell you should contact your Healthcare Professional in the normal way.

Benefits of Managed Telehealth Service



Telehealth Technicians who have experience of working with patients in their homes



24/7 advice line offering remote monitoring support around the clock



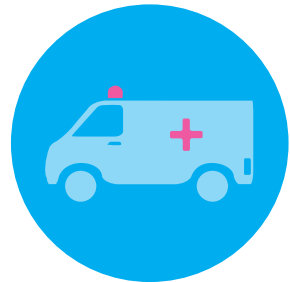
Deeper understanding of your condition



Using this knowledge to give you more independence and the ability to self-care



Peace of mind and reduced anxiety levels



Fewer and shorter hospital stays

Troubleshooting

Ear Thermometer in Fahrenheit

Wait for thermometer to turn off and press and hold button until degrees C flashes.



Blood pressure monitor reading ERR on display

The cuff is not seated on your arm properly. Refit the cuff and try again.



Blood pressure monitor reading fluctuates

Your arm isn't at rest. Rest your arm and relax before taking a reading.

Tablet won't switch on after being charged

Unplug charger, then press and hold power button for **over 30 seconds** and release. Then press power button for 2 seconds and tablet will switch on.



Oxygen monitor reading comes up and disappears quickly

Please replace AAA battery.





If you have a complaint, compliment or would like to know more about how we look after your data please write to:

Baywater Healthcare

Wulvern House

Electra Way

Crewe

Cheshire

CW1 6GW

Call: 0800 0284855

Fax: 0800 214709

 healthuk@baywater.co.uk

 @BaywaterHealth

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