

Virtual Ward - remote health monitoring

As part of being given the Doccla remote monitoring equipment, we have listed some important information below about how this will be used:

- Your clinical observations will be remotely monitored a minimum of once daily by a member of the Virtual Ward team.
- Participation is voluntary and you are free to withdraw from using the equipment at any time.
- Doccla (the remote health monitoring equipment provider) will hold your name, address and telephone number until you are discharged from the remote health monitoring service. Your responses will be stored on the secure Doccla portal.
- The equipment supplied belongs to Doccla. Patients are asked to make sure that the equipment is kept in good working condition and that all components issued must be returned when you are discharged from the Virtual Ward remote health monitoring service.
- The operating hours of the Virtual Ward Service are 8am to 8pm, seven days a week. Readings and responses will be reviewed a minimum of once daily between these times. This will have been confirmed to you by the Virtual Ward staff member who explained the service.
- It is important that the equipment is used on a daily basis. If you do not use the device, the Virtual Ward team will contact you to find out why the device is not in use and any support we may be able to give to help you use it.
- The remote health monitoring service is not a replacement for normal emergency care and in the event that your health deteriorates, contact the emergency services (999).
- If a patient using the equipment is feeling generally unwell then they should contact the Virtual Ward Team by calling 01226 644575 (open from 8am to 8pm, seven days a week) or at all other times the Urgent Community Response Service on 07795 263148.