

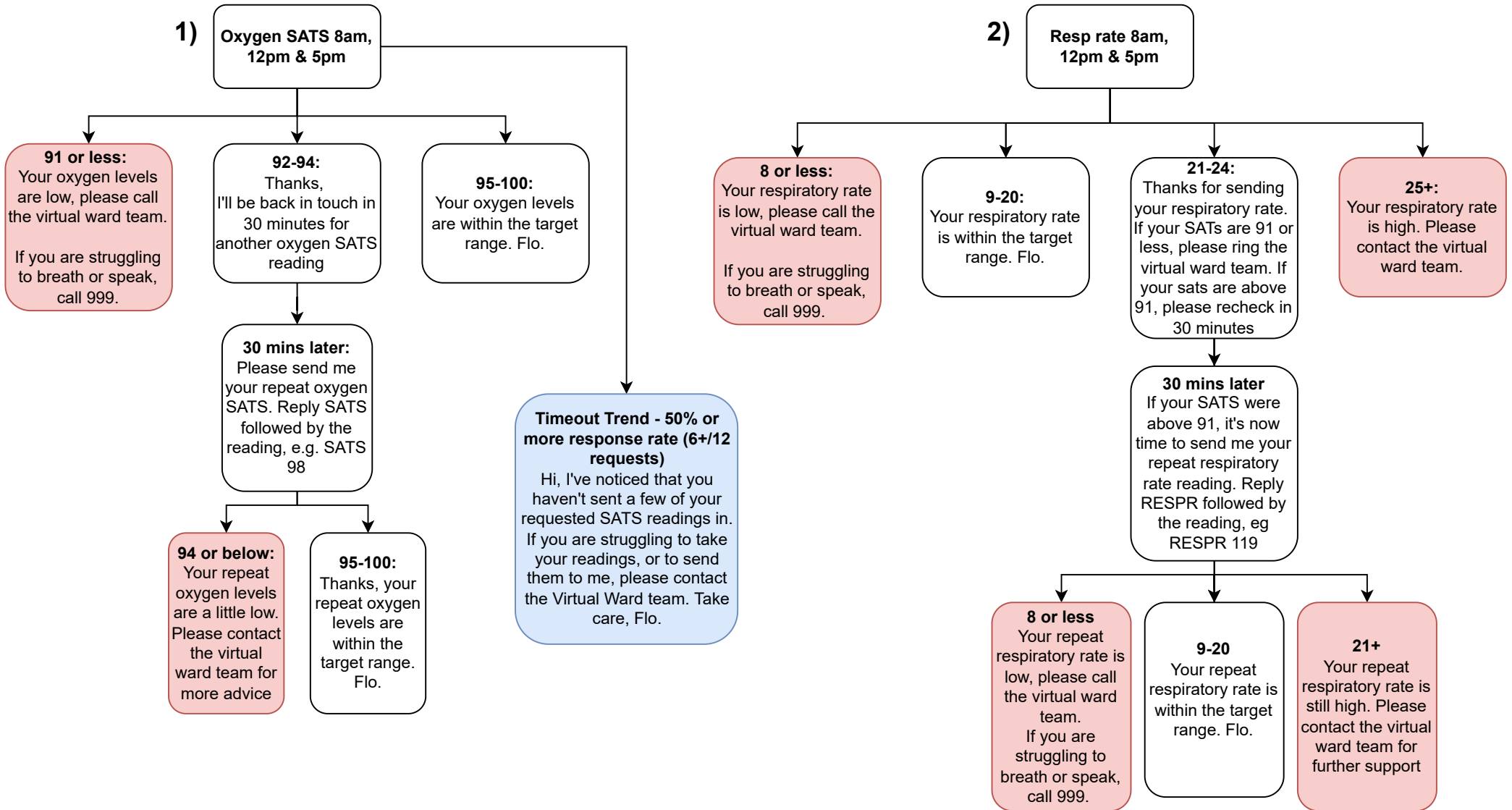
Vitals Monitoring Questions - non-COPD

KEY

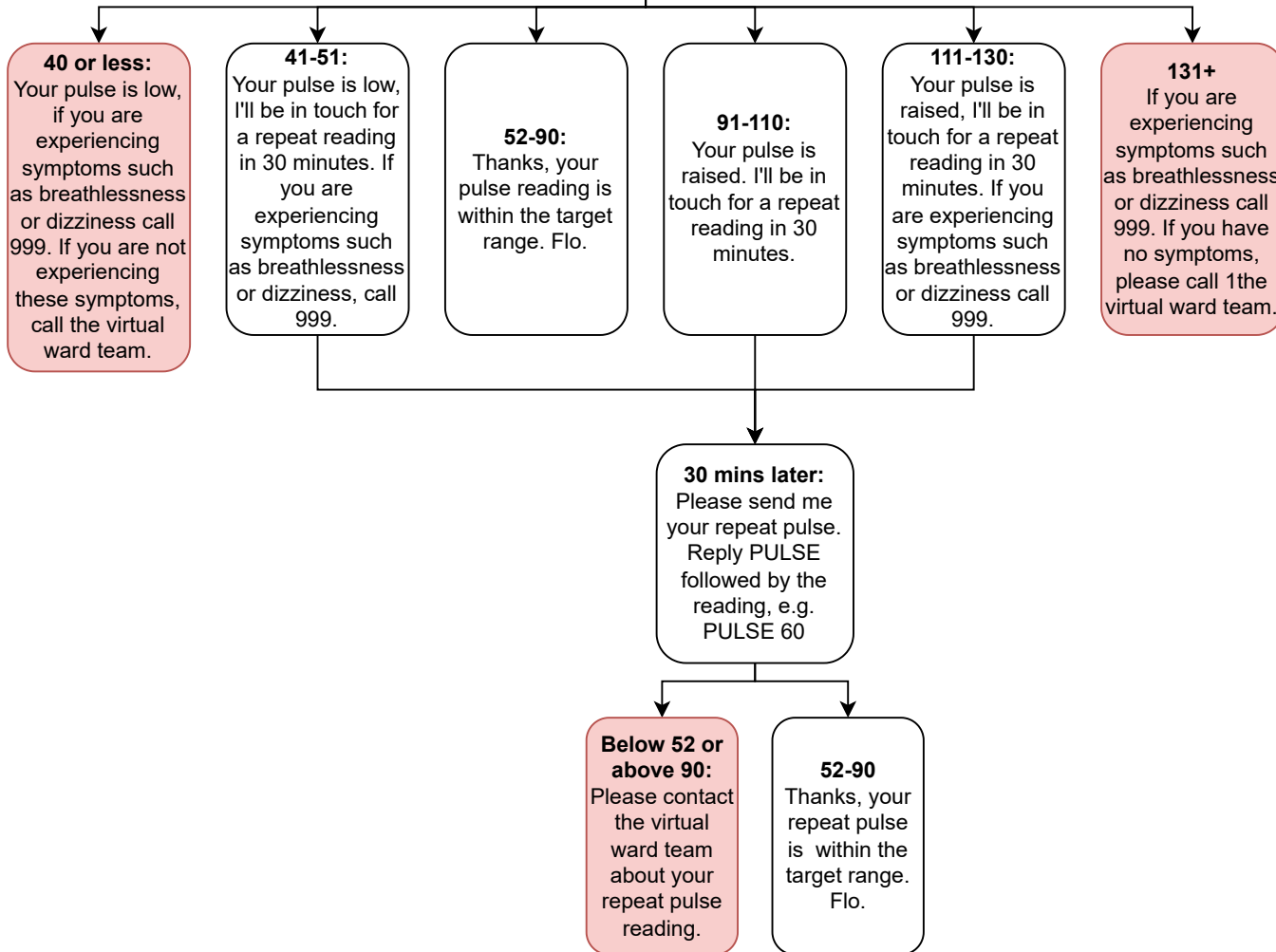
- = priority notifications
- = trend notifications

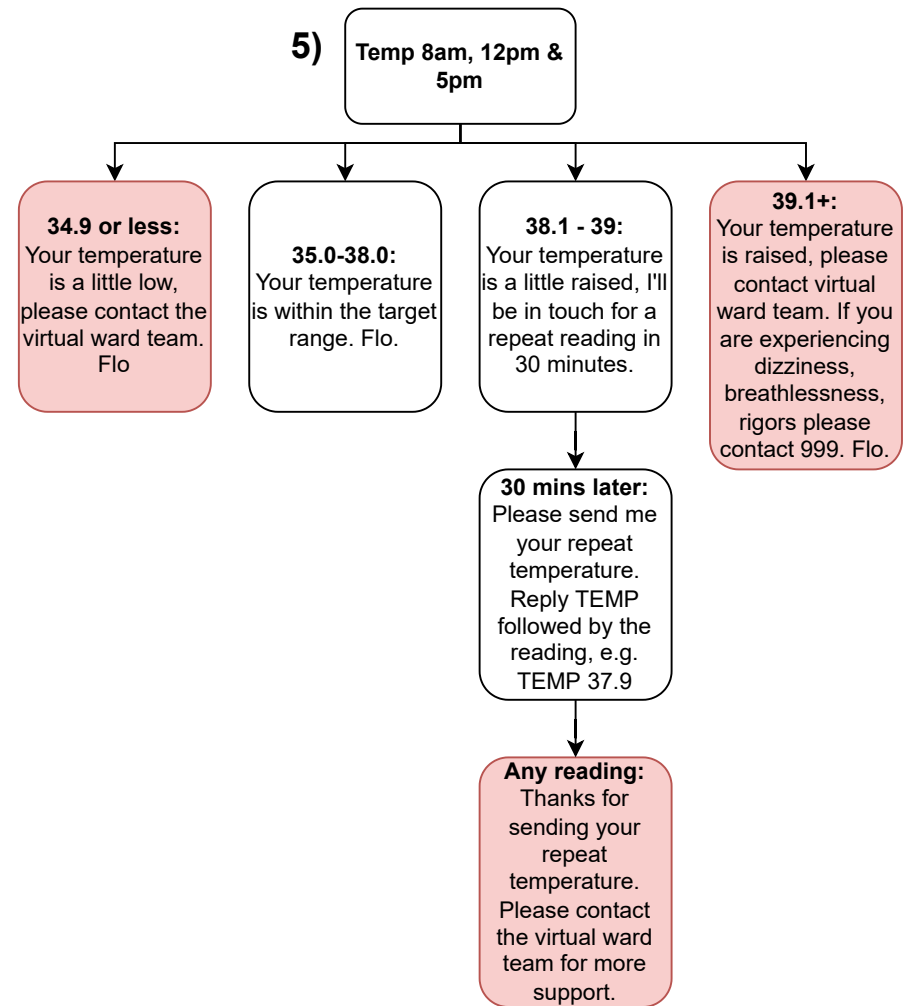
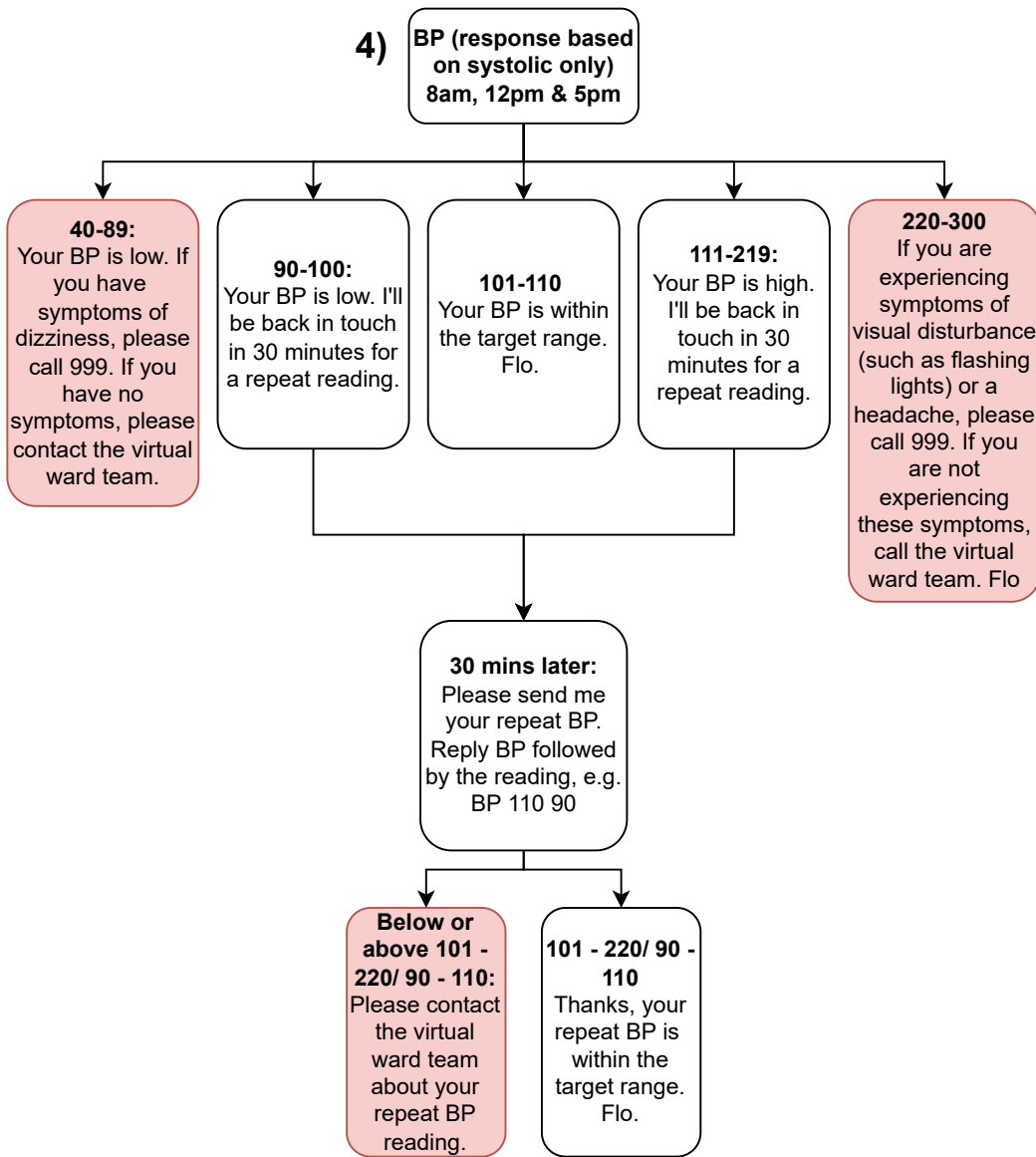
Welcome message, day 0
 Hi, Flo here. Starting tomorrow, I'll be supporting you as part of the virtual wards. I will ask you for your oxygen saturation, respiratory rate, blood pressure, pulse and temperature three times a day. Please follow my instructions and reply when prompted.
 Take care, Flo.

Day 1- 14 8am, 12pm & 5pm
 Hi, it's Flo. It's time to send me your readings. You need to send me your resting oxygen saturation (OXY), respiratory rate (RESPR), blood pressure (BP), pulse (PULSE) and temperature (TEMP). Please reply with each keyword, followed by your reading, e.g:
 SATS 98 RESPR 20 BP 110 95 PULSE 60 TEMP 37.8



3) Pulse 8am, 12pm & 5pm (at rest)





Evaluation questions

Evaluation reminder, day 15 @ 2pm

Hi Flo here. I'd like to know your thoughts on my service, so shortly I'll send you a few questions about your experience using Flo for the virtual ward.

Standard NPS question:

First, please let me know how likely are you to recommend Flo to your friends and Family. Reply FAMILY followed by a score between 0 (very unlikely) -10 (very likely). E.g FAMILY 10

Support:

Thanks. If you were to be in a similar situation again, would you prefer to be treated in hospital, or to be supported at home by Flo and the Virtual Ward team? Reply HOSPITAL if you'd prefer to stay in hospital, or FLOWW for the virtual ward.

Confidence:

Did you feel confident to manage your recovery at home with Flo & the support of the virtual ward team? Reply YES if you did, or NO if you did not.

Sleep:

And finally, how would you rate your quality of sleep whilst being supported by Flo and the VW team? Reply GOOD, OKAY or POOR

Thank you:

Thank you for answering my questions today, it helps us to improve the service moving forwards. Take care, Flo.

Symptoms Monitoring Questions

NOTE: These will be 2 separate add-on protocols that can be assigned as appropriate to patients

