Telephone Scripts

Daily monitoring call

This SOP contains guidance on what to say when calling out on the telephone

1.	Phoning patient	Contact patient with number from referral • Good morning/afternoon, • Hello, my name is XXXXXX I'm calling from the Covid Oximetry at home service to record your latest readings. Today is your xx (e.g. 3rd, 7th) day on the service. • Can I please take your full name and DOB to ensure I am speaking to the right patient?
2.	Asking patients for readings	• How are you feeling today – better, same or worse? • Can I take your oximeter readings since we last spoke to you? (pulse & oxygen levels). Note, Take all readings, since previous call Enter on system **Reminder note:** • If the patient triggers into the amber zone, ask them if they re-took their reading after 1 hour. If yes, or they retake it over the phone and it is still amber, please advise them to call their GP/111 • If they have moved into the 'red zone' they should call 999. If they have not, encourage them to do so immediately. • If the patient is so unwell that they cannot use the phone, for example, you may offer to call 999 on their behalf, letting the operator know their location and that they are on the Oximetry at Home service.
3.	Do you know what to do if your readings drop below?	Can I check that you know what to do if your condition is worsening or if your blood oxygen levels drop? (if no, refer them to check their patient leaflet) Remember, if at any point you do have to call your GP, 111 or 999, you should tell the operator you are under the COVID Oximetry at Home service. Green reading — No action needed Amber reading — Please can you take another reading whilst I'm on the call, if reading is 93 or 94 (or amber) tell patient to do another reading after the call and monitor their levels, if still remains 93 or 94 after an hour, please call 111 or your GP. You do not need to call us back. If your levels drop to 92 or below in this time, please contact 999 or go to A&E immediately.

		Red reading	Take another reading whilst on the phone if still 92 or below, please call 999 or go to A&E immediately. If the reading is 93 or 94 continue to monitor for an hour and if stays the same, please call 111 or your GP.

If you continue to record these blood oxygen levels after 1 hour contact your GP or NHS 111 as soon as possible

| 100 | 99 | 98 | 97 | 96 | 95 | 94 | 93 | 92 | 91 | 90 or less |

Normal blood oxygen for most people

If you continue to record blood oxygen levels of 92% or less call 999 immediately or attend your nearest A&E within an hour

4.	Safety Netting	**MAKE YOUR WAY TO ACCIDENT AND EMERGENCY IMMEDIATELY, OR IF YOU ARE UNABLE TO DO SO, RING 999 if:** • Your oxygen level is 92% or below • Your heart rate is 130 or above • You are unable to complete short sentences at rest due to breathlessness • You develop chest pain • Your breathing suddenly worsens • 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 • you have stopped peeing or are peeing much less than usual Otherwise If you are concerned in any other way about your please contact the number on your diary sheet for 24/7 clinical advice
5.	Equipment	• Have you got any concerns with your equipment (if so you can call our team on XXXXXX and we will organise for a different oximeter to be delivered to you)
6.	Questions?	• Ask patient if they have any questions?
7.	Next reading	• I will be calling you on XXXX to take your next readings
8.	End call	• Thank you for your time, goodbye