

Barnet Enhanced Virtual Care Service

Information for patients - proactive care



What does Doccla do?

We work with the NHS to provide proactive care that helps patients improve their health at home and avoid unnecessary hospital or clinic visits. Our approach focuses on early intervention, ongoing support, monitoring and coaching to ensure people receive the right care at the right time.

Patients who use our home monitoring service are given a Doccla box. The box contains monitoring devices and sometimes a mobile phone or tablet. Patients use the kit to tell their care team how they feel. Sometimes, they need to use the kit to check their body measurements, called 'vital signs.' Clinicians (like doctors, nurses and physios) use this information to monitor their patients' health.

We also have a patient helpline and we can support patients and those in their care circle, including carers and next of kins.

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

Why have I been offered the service?

You have been offered the service because your NHS care team believes it will support you to better manage your condition and improve your overall health. If you do not want to use the service you can opt out at any time and even after you start using the service, you can change your mind at any time. Just talk to your Doccla care team.

How does Doccla's service work?



Your Doccla care team will have talked to you about the service. They'll tell you what measurements to take and how often you need to take them.



You will answer one or more regular health questionnaire(s) in the app on the phone or tablet. You might also need to check your vital signs and enter the results in the app. If you forget to do this, you might get a call or a message to remind you.



The information you enter will be sent to your care team. They will be able to see your health information and vital signs on their computer system. You can also message your care team using the Doccla app.



Your care team will check your measurements regularly. They'll get in touch with you if they're concerned about your answers to the questionnaire(s) or vital signs.



You'll have regular health coaching calls as part of the service. These sessions, led by certified health coaches, are designed to support you in managing your condition day to day.



Together with your care team, you'll co-create a personalised care plan. This plan will be reviewed and updated regularly to help you stay on track and work toward your health goals.



Your care team will let you know when you are going to be discharged from the service. Once you are discharged, you will be required to return your kit. You can find out more on how to do this on Page 6 of this booklet.

How do I download the Doccla app?

Our app helps your clinicians look after you, right from your home. To use our service you will need to download the Doccla app onto your mobile device or tablet. Sometimes, your box will include a mobile device or tablet, in which case please skip ahead to the section 'How to use the mobile phone or tablet' on page 12.

Please note, you may be asked to download other apps by your clinicians to enhance your experience. You can find instructions on how to do this in our FAQs section on the Doccla website at <https://www.doccla.com/proactive>.

Scan the QR code below to download the Doccla app or follow the simple steps on the next page. (Tip: it may help to cover the other QR code you aren't using!)

If you have an Android device, please scan the QR code on the left. If you have an Apple device eg. iPhone or iPad, please scan the QR code on the right.



Android

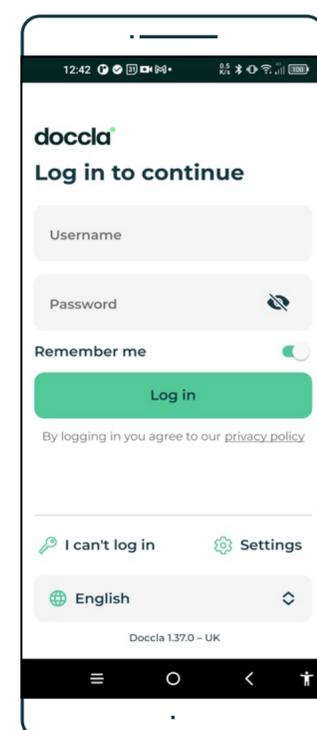


Apple, iOS

How do I log into the Doccla app?

You will be asked to enter a username and password that was sent to you via SMS from Doccla . To log in, follow these steps:

1. Tap your finger on the white box that says username.
2. A keyboard will appear on the screen. Type your username.
3. Tap your finger on the white box that says password. Then type your password.
4. Press the green 'Log in' button.



After you log in for the first time, you will be asked to create a new password of your choice. You only need to do this once.

There is an option to save your log in details, so you don't need to enter them every time. This is the 'remember me' function and it is automatically turned on. If you want to switch it off, touch the screen and slide the green dot from right to left.

Be aware

Leaving 'remember me' on allows anyone with access to the phone to view the information in the app. This might include messages, vital signs and photos. Switching it off does not affect what the clinical team can see.

How do I fill in the questionnaire and send vital signs to the care team?

When you're ready to fill in the questionnaire, follow these steps:

1. Tap the 'Start visit' option on the main menu (pictured right). The name of the health questionnaire will appear on the screen. You may have more than one.
2. Tap the name of the questionnaire you want to complete. This will take you to a series of questions.
3. Answer each question in turn and press 'Next' to move on to the next question (pictured right).
4. Use the monitoring kit to take the measurements that the questions ask for.
5. At the end of the questionnaire, tap the green 'Send answers' button to send your answers to the care team.

