COVID-19 REMOTE MONITORING SERVICE
Managing your symptoms at home

NHS SCOTLAND

My CHI No:

A simple and secure way to use the COVID-19 Remote Monitoring Service. This is **NOT** a 24/7 emergency service. This **FREE** service can be used via a mobile app, website, text message or automated phone call. You will be asked to submit answers about symptoms and readings **TWICE DAILY**.

STEP 1

MOBILE APP OR WEBSITE
You will receive an email explaining how to register for the service. A second email will explain how to download the mobile app **or** use the weblink in the email, taking you to the secure website.

TEXT MESSAGE
You will receive a series of text messages with information about how to use the service.

AUTOMATED CALL
You will receive an automated phone call asking you to use your telephone keypad to use the service.

STEP 2

You will be contacted by email, text or automated call to enter your answers to symptoms and readings **TWICE A DAY**.

STEP 3

WHAT HAPPENS NEXT?
Submitting your answers and readings allows you to monitor your own symptoms and receive advice and alerts should your condition worsen.

- **WHAT HAPPENS IF MY CONDITION IMPROVES?**
  The service will end automatically after 14 days.

- **WHAT HAPPENS IF MY CONDITION WORSENS?**
  The service will be alerted by changes in your symptoms and advise you to seek assistance from NHS Inform 111 or 999.

- **WHAT IF I WANT TO STOP THE SERVICE?**
  You are advised to continue monitoring even if you feel better before 14 days. If you do wish to stop the service, the mobile app, website, text message and automated call service explain how to do this, or you can use the link from your original registration email.

- **WHAT HAPPENS WITH MY HEALTH INFORMATION?**
  Find out how NHS Scotland handles personal health information at **NHS Inform**.

Digital Health & Care Scotland

Remote Health Pathways

TEC Technology Enabled Care

For further information about COVID-19 in Scotland go to NHS Inform or contact NHS 111