

An overview of your

# Referral to our e-CARE Programme & your First Virtual Consultation

**Welcome to the Nuffield Health e-CARE programme.** This leaflet will tell you a little more about this programme and what to expect during your initial virtual consultation with one of our Covid-19 Physiotherapists.

## What is eCARE?

e-CARE is Nuffield Health's virtual **COVID-19 Activity, Rehabilitation & Emotional Support** programme providing you with a tailored and personal rehabilitation programme to support with your recovery from COVID-19.

## The Programme

The e-CARE programme has been designed by our clinical experts to support your recovery from COVID-19. Although there is no magic cure for short, medium or long-term effects of COVID-19, there are physical and emotional activities you can undertake to promote recovery. Unlike rehabilitation programmes for other conditions, COVID-19 rehabilitation is not all about exercise. In fact exercise is only a minor component to rehab. Here's what you can expect from e-CARE.



Weekly 1:1 video calls with your Chartered Physiotherapist



"On Demand" basic Rehab Exercises available online



Online Hub of information, webinars and support materials



Downloadable eJournal to keep track of your rehabilitation



Complimentary membership to a local Nuffield Health fitness & Wellbeing Centre

## Next steps after your referral to e-CARE

Now you have been referred, we need you to:



Read this document



Download our App



Complete questionnaire



Complete consultation

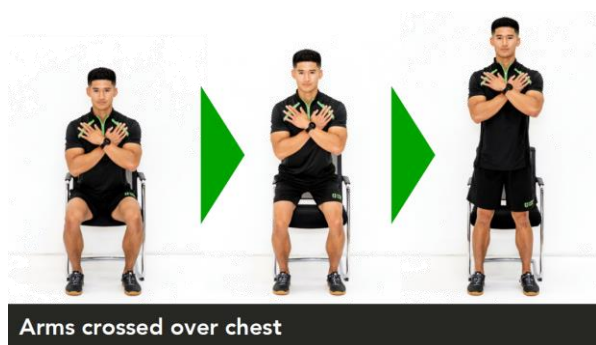
To help understand your rehabilitation needs, we need to understand a little more about you and your “Covid-Journey”. We will collect this information via the online Pre-Assessment Questionnaire, a Sit to Stand Test and an initial Virtual Consultation. The questionnaire and Virtual Consultation are completed via the Nuffield Health My Therapy App. Click [here](#) to download the App if you haven’t yet.

## Before for your virtual consultation

As part of the triage process, we need to gain an understanding of your baseline health and wellbeing. This is done through the My Therapy App by answering a couple of questions and by completing a sit to stand test.

### The Sit to Stand Test

This is used to assess your physical capacity. Please read the following instructions to complete this test:



- Find a sturdy chair such as a dining chair and place the back of it against a wall to prevent it slipping. Make sure you have a watch or clock with a second hand so you can time 30-seconds. If you live with someone, you may wish to have them support you to complete the test.
- Sitting on the chair you are going to stand up to a fully standing position and sit back down to a fully seated position and repeat.
- Either cross your arms over your chest or use your hands on the arms of the chair to help you stand. See examples illustrated above.
- When you are ready, starting in a seated position, complete as many fully sitting to fully standing repetitions as you can in 30 seconds.

### Patient Questionnaire

We require you to complete a questionnaire before your Virtual Triage call. This questionnaire takes around 5-10 minutes and is completed within the Nuffield Health My Therapy App. The questionnaire is formally known as Patient Reported Outcome Measures (PROMS). When you login into the App, you will be asked to complete the questionnaire. The answers to your questionnaire helps our Physiotherapist plan their assessment with you.

If accepted onto the e-CARE programme, we will ask you to complete these outcomes again on two separate occasions – at mid-way and at the end of the programme.

## **Your Virtual Consultation**

The time and date is displayed in your booking confirmation e-mail. At your booked appointment time you will receive a virtual call from your physiotherapists through the **Nuffield Health My Therapy App**. Your initial consultation will be up to 45 minutes in duration. Your Physiotherapist will ask you a number of questions as part of your assessment. The Physiotherapist will discuss with you your presenting problems, potential benefits and risks of programme, then any alternatives and jointly decide a treatment plan.

## **After the virtual consultation**

The Physiotherapist will be able to advise whether you are suitable for the e-CARE programme after your Virtual Consultation. If you are, you will be sent a link to getting started. If you are not suitable for the programme, your Physiotherapist will advise you of alternative recommendations.

## **Informed consent for treatment**

Physiotherapists will not begin any form of assessment unless you have given your consent. It is essential that before saying 'yes' to any part of your assessment and/or treatment, that you feel fully informed about what you are agreeing to. It is your Physiotherapists responsibility to make sure you understand all your treatment options but it is also your responsibility to let your Physiotherapist know if you have any reservations or unanswered questions about the proposed treatment.

## **How is information shared regarding your treatment and how do we protect your data?**

Nuffield Health understands that your information is entrusted to us and we are committed to protecting and respecting your privacy. To this end Nuffield Health complies with data protection legislation and with clinical confidentiality guidelines. If you would like further detail regarding this then please refer to <https://www.nuffieldhealth.com/privacy>.

If clinically required, we may share information with your GP or another healthcare professional if onward referral is required. When this programme is being paid for by another party (for example an insurer) we are asked to share information with them with regards to your care with Nuffield Health. This includes information which may relate to complaints or adverse events.

## **Other key information to be aware of**

### **What happens if I have to cancel or change my appointment?**

If you need to change or cancel you appointment then please call 0345 045 4845.

### **Should I wish to make feedback to Nuffield Health, how do I do this?**

If you have any concerns regarding this service, please refer to this webpage for more information: <https://www.nuffieldhealth.com/contact-us/complaints-procedure>