

## COVID Community Virtual Care Team (CCVCT) Patient Information

You have been referred to the COVID Community Virtual Care Team (CCVCT). This virtual team (health care providers are available by phone and video only) cares for people who have tested positive for COVID-19 and do not need to be admitted to hospital.

We provide 24/7 access to advice from a doctor or nurse practitioner (NP) in case you get more sick at home.

### How do I self-monitor at home?

Monitor your symptoms closely (at least twice a day, or more often if you feel that your symptoms are getting worse).

You will need to monitor the following vital signs:

- resting respiratory rate
- resting pulse rate
- oxygen saturation

Keep a written record of the measurements.

**Note: Please follow the instructions on the next page to decide when to call the team for health advice.**

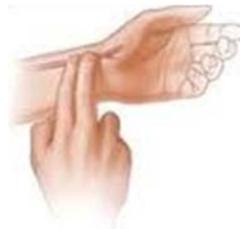
### How do I measure my vital signs?

#### Resting respiratory rate (breathing rate):

1. Sit comfortably with your feet resting on the floor. Stay in this position for at least 5 minutes before starting to count your respiratory rate.
2. To measure: notice the natural rise (inhalation) and fall (exhalation) of your chest as you breathe. One complete breath includes one chest rise (inhalation) and one chest fall (exhalation).
3. Set a timer for one minute. Count the number of full breaths (1 chest rise followed by 1 chest fall = 1 breath) you take in one minute.

#### Resting pulse rate (heart rate):

1. Sit comfortably with your feet resting on the floor. Stay in this position for at least 5 minutes before starting to count your pulse rate.
2. To measure: place your pointer and middle fingers along your wrist below your thumb (on the radial artery, also called taking your radial pulse – see image) **OR** to the left or right side of your neck (on the carotid artery, also called taking your carotid pulse – see image).
3. Once you feel your pulse, set a timer for one minute. Count the number of beats in one minute.



Radial Pulse



Carotid Pulse

### **Oxygen saturation (using a pulse oximeter):**

1. Sit comfortably with your feet resting on the floor. Stay in this position for at least 5 minutes before starting to measure your oxygen saturation.
2. Place your pointer, middle, **OR** ring finger in the device with your fingernail facing up.
3. Press the “On” button to turn on the device. The device will measure your oxygen saturation level. The reading will display on the screen after several seconds.
4. The first number is the oxygen saturation (“SpO<sub>2</sub>%”) and the second number is your pulse rate (“PR bpm”).

**Note:** If you are getting a good reading, you will see the line below the numbers go up and down with each heartbeat.

To make sure you get a good reading:

- Do not use nail polish or gel nails on the finger placed in the device.
- Do not use the device in direct, bright light.
- Do not move while using the device.

### **When should I call the CCVCT?**

Check your resting respiratory rate and oxygen saturation **at least** twice a day, or more often if you feel that your symptoms are getting worse.

Call the 1-833 number on your pulse oximeter if you have any of the following:

- shortness of breath that is quickly getting worse
- having trouble/struggling to breathe
- new chest pain
- new confusion
- respiratory rate over 30 breaths a minute after resting for at least 5 minutes
- oxygen saturation less than 90% on room air on 2 measurements at least 5 minutes apart

### **How do I access the COVID-19 Virtual Care Support Line?**

If you have any of the above symptoms, call the 1-833 number on your pulse oximeter to talk with the on-call doctor or NP. If you reach voicemail, it means the team is busy treating other people. Please leave a voicemail and someone will get back to you as soon as possible. If we do not call back within 15 minutes, try calling again. **If you are having trouble breathing, or if your oxygen saturation is less than 80%, call 911 right away.**

If the doctor or NP feels that it would help to see you in person based on your phone conversation, they may ask you to join them for a secure video visit on Telehealth Zoom. This confidential, web-based service can be used on a computer, smart phone, or tablet.

For more info about Telehealth Zoom, visit: <https://www.cdha.nshealth.ca/telehealth-zoom/orientation-package>.

Please review the “Patient Information Guide” for Telehealth Zoom on the website so you will be ready if you need to phone the team for health advice.

### **When will I be discharged from the team?**

You will no longer need the team’s help after you recover from COVID-19:

- 14 days after the start of your symptoms **OR**
- At least 10 days after the start of your symptoms and you do not have a fever and you feel that your symptoms are getting better

**When you have recovered, please mail your pulse oximeter back in the envelope that was given to you.**