



Resident and family information leaflet

The doctor or nurses caring for you may have talked about your health problems and how they affect you day to day. We want to help you to have the best quality of life possible. We can do this by using your local services and our telemedicine service (Immedicare) to support you to remain in your care home when you are unwell, rather than going in to hospital.

We're here:

24/7 offering

Compassionate care

Always available via video

Referring on when required

Ensuring you're supported



Feeling unwell
or had a fall?



NHS nurses
are here
to support you

We're here **24/7** for any issue or concern



What is Immedicare?

This is a service for patients who live in Nursing and Residential Care Homes. It is a round-the-clock video support line for you and your carer to use when you are feeling unwell, anxious or worried, or have a question about your health.

During normal working hours you can also continue to use your normal point of contact for advice, for example your district nurse or GP.

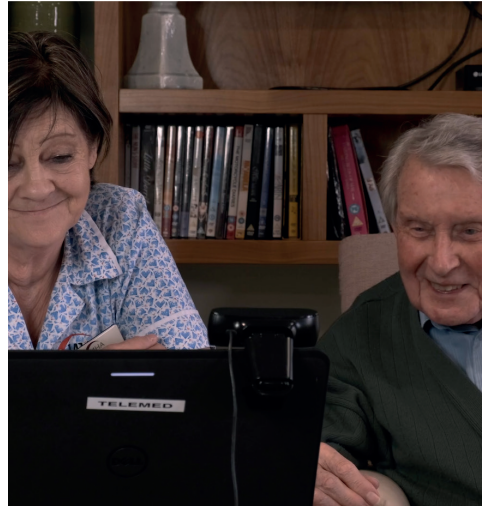
How can the Immedicare team help me?

We can give advice, support you, and contact other services on your behalf. By providing extra advice and support in your own care home you may be able to avoid going into hospital. However, if needed, admission to hospital can be arranged.

With your permission, the team will be able to access your health record on the computer so they are able to see your current situation and medication. They will enter the details of your call into your health record so that your usual care providers can see this information.

The Immedicare team works closely with all other people involved in your care, and endeavour to co-ordinate other services, such as District Nursing and out of hours GPs, to support you in your home. If you do not wish for your record to be shared with other health professionals involved with your care you should inform the nurse at the start of the call.

Please ask us if you would like more information on how we use your information or go to <https://immedicare.co.uk/privacy-notice/>



Who will answer my call?

A qualified and experienced health care professional will answer your call. They are available 24 hours a day, 7 days a week. If the video line is busy you will hear a recorded message that will ask you to hold or book a time for one of the team to call you back.

How will I benefit?

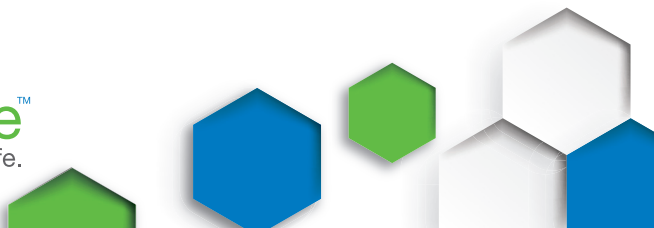
The services you use will be better coordinated with the health professionals involved in your care. Our aim is for you to get the kind of care you want in the place that you prefer. It is important to us that you are fully involved in the care you receive and planning for your future health needs and wishes.

What happens if my condition changes?

Your preferences can change when your needs change. If this happens, it is important that you tell those caring for you so that your health record can be updated.



immedicare[™]
Care. Health. Life.



Your experience is important to us.

We are interested to hear your thoughts about Telemedicine, even if you haven't used it. You can submit feedback by completing the form below or speak to a member of the team on: 01535 292764.

1. Which of the following describes you best?

Patient Carer Family

2. If you have called Immedicare, did you find it helpful?

Yes No I haven't used it

3. Please tell us about your experience of Immedicare and / or any suggestions for improvement in the box below:

Please return this form by post to
Immedicare, Digital Care Hub, Airedale General Hospital, Steeton,
Keighley BD20 6TD OR email digital.carehub@nhs.net

Thank you for your feedback. If you would like to be contacted about this, please provide your contact details below:

Name: _____

Address: _____

Contact telephone: _____

