How to use this paper

This paper is written in an easy to read way. We use pictures to explain some ideas.

Some words are written in blue. We explain what these words mean.

This is about a new program called COVID@home.

When we say we, we mean the COVID team at the Department of Health.

You can ask someone to help you read this paper. Maybe a friend, family member, support person or advocate.

You can also get more information online.
Go to www.coronavirus.tas.gov.au/covidathome
What is COVID@home

There is a new program called COVID@home.

It is a way of looking after you in your own home instead of hospital if:

• you get COVID and
• are not too sick

While you are doing COVID@home you must stay home. You must not go out anywhere.

Most people who get COVID-19 only get mild to moderate symptoms.

Mild and moderate means not too bad.

Symptoms are signs that you are not well.

One symptom can be a bad cough.

So, if you have mild to moderate symptoms, you can get safe and supported health care in your own home:

• 7 days a week
• 24 hours a day

from the COVID@home care team.
Depending how sick you are, you may get a special phone so we can carefully monitor you. Monitor is checking if you are getting better or sicker.

The checks are done online by you. We will tell you more about this on page 6.

If you need to do the checks, you get a kit with:

- a special smart phone
- a thermometer to check your temperature
- a monitor to measure your oxygen levels
- help to learn how to use these things

It will be sent to your home. A courier will deliver it.

We will ask you to:

- take your temperature using the thermometer, and
- measure your oxygen levels using the monitor

A nurse will tell you what time to complete your checks. You do the checks at the same time each day.

Even if you aren’t given a phone, you can ring the COVID@home care team at any time on 1800 973 363.
Who can do COVID@home?

If you get a test that says you have COVID, the health care team contact you.

We send you a text message with a survey to do.

A survey is when you answer questions.

It is to find out:

• if you are at risk of getting very sick
• if it is safe for you to isolate at home.

Isolate is staying at home and not going out.

We work out very carefully if it is safe for you to be treated at home.

COVID@home is not right for everyone.

Some people may need more support and care.

Those people may need to go to hospital or a Community Case Management Facility.

A Community Case Management Facility is a place similar to a hospital but is not a hospital.

COVID@home is in all areas of Tasmania.

But you need to have phone reception.

Running the phone from us does not cost you anything.

If you do not have good phone reception, we will talk to you about the best place to be while you get better.
Who are the COVID@home care team?

The COVID@home care team look after you online. They are from the Department of Health. They are Doctors, Nurses and Allied Health Professionals.

Allied Health Professionals are not doctors or nurses. They are specially trained people who can help you get better and look after yourself. An example of an Allied Health Professional is a mental health worker or social worker.

Sometimes when we are sick or must stay at home, we get sad. The COVID@home care team can also help with your feelings. This is when a mental health worker or social worker might help you.

If you say it is okay, the COVID@home care team can work with your GP and others who care for you.

We want you to have the right support.
How COVID@home works

There are three levels of COVID@home.

We call them pathways.

They are:

- low
- moderate
- high

The COVID@home care team decide which pathway you need to be in.

Low means:

- **You** use your own phone
- **You** call the COVID@home care team if you are worried about your symptoms

Phone them on **1800 973 363**
Moderate or High means:

**You** do the checks with the monitors and smart phone we send you

The COVID@home care team call you to set up a time for you to do your checks

- you do your checks at the same time each day.

The COVID@home care team look at your checks. We keep a close eye on you even though it is online. We will know if you are getting better or sicker by your checks.

It is very important to answer the smartphone if it rings. It will be the COVID@home care team.
Some people may still need to go to hospital or Community Case Management Facility.

Everyone will have support through the COVID@home phone line on 1800 973 363.

If it is an emergency ring 000 straight away.
What if your symptoms get worse?

You can ring the COVID@home phone number anytime day or night.

If you get worse the COVID@home care team can give you extra support.

They may decide you need to go to hospital or a Community Case Management Facility.

You should call 000 straight away if:

- you have trouble breathing
- get really unwell

You must tell the ambulance that you have COVID-19.
When you finish COVID@home

While you are doing COVID@home you must stay at home.

Staying at home is call isolation.

If you go out when you have COVID you can pass it on to other people.

Once you are better you will get a text message to say you have finished isolating.

The Department of Health will give you a special letter saying it is okay for you to go out.

We will send a courier to collect the smart phone and monitors.
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