

Fact sheet

COVID@homeplus

COVID@homeplus has been designed to provide safe and supportive care for people who have COVID-19 and vulnerable people who have other serious respiratory illnesses.

Introduction

Since being established in December 2021, COVID@home has provided care for more than 16,000 Tasmanians who have tested positive to COVID-19.

COVID@home has now become “COVID@homeplus” to provide care for people with COVID-19, and vulnerable people with other respiratory illnesses such as Influenza (flu) or flu-like illness and who meet other specific referral criteria.

COVID@homeplus is not an emergency or urgent care service. COVID@homeplus assesses, monitors, and supports eligible people to safely recover from illness at home. People who are very ill with COVID-19, flu or other flu-like illness should seek urgent care from their GP, healthcare provider, hospital emergency department or by phoning Triple Zero (000).

Care for people with COVID-19

Most fully vaccinated people who have COVID-19 will experience mild to moderate symptoms and be able to recover in their own home. COVID-positive people can choose to be supported by COVID@homeplus. If you choose to enrol, you will have access to safe and supportive remote healthcare in your home. Depending on your individual circumstances, you may also be provided with a kit containing devices specifically designed for the COVID@homeplus environment. These devices enable the team to monitor your symptoms and recovery.

The COVID@homeplus team is available for advice and support for anyone who has COVID-19 or is caring for someone with COVID-19.

Eligibility and enrolment

If you are COVID-19 positive you will receive an SMS within 24 hours after registering your positive RAT result or receiving notification of a positive PCR result. This SMS will contain a survey asking if you would like to enrol in COVID@homeplus. You must complete this survey. If you would like to be enrolled, the COVID@homeplus team will assess your situation and needs to determine the level of care you require.

Anyone with COVID-19 can opt-in or out of COVID@homeplus at any time during their isolation period. Call the COVID@homeplus team on 1800 973 363.

Low: you can access support from the COVID@homeplus team by calling 1800 937 363. You will receive an SMS from COVID@homeplus about the support services available to you.

Moderate – high: you will receive support from the COVID@homeplus team and a COVID@homeplus virtual healthcare monitoring kit to support daily clinical assessment. Depending on your pathway, the virtual COVID@homeplus care team may also provide video call assessments if required.

Regardless of your pathway the COVID@homeplus team is available for support and advice via 1800 973 363.

Isolation

If you have COVID-19 you must isolate at home or in private accommodation for at least 7 days. If you're living with others, isolate away from them. Visit www.coronavirus.tas.gov.au/isolation for more information.

Care for people with flu or flu-like illness

People who are at high-risk of severe complications from flu, other flu-like illness, or who meet other specific referral criteria, may be eligible for care through COVID@homeplus via referral by their general practitioner (GP) or healthcare provider.

If you have flu or another flu-like illness, seeing your GP or other health professional in the first instance is important to make sure you receive the correct diagnosis and the best care while you recover.

Eligibility and enrolment for people with flu or flu-like illness

If you have flu or another flu-like illness, you may be eligible for enrolment in COVID@homeplus.

Visit your GP or healthcare provider in the first instance. They will assess your needs. High-risk people include older Tasmanians, Aboriginal people, pregnant women, and those with certain chronic health conditions including children under 5.

Care within the home

People with flu or flu-like illness who are enrolled in COVID@homeplus will receive support from the COVID@homeplus team. Depending on the individual's circumstances, they may also receive a virtual healthcare monitoring kit with devices to support daily clinical assessment. The virtual COVID@homeplus care team may also provide video call assessments if required.

People with flu or flu-like illness will be enrolled in COVID@homeplus for seven to a maximum of ten days before being discharged to resume usual GP care.

Your COVID@homeplus team

While you are enrolled in COVID@homeplus you will be supported by a team of staff from the Department of Health including nurses, doctors, and allied health professionals. If you have COVID-19, with your consent, your existing healthcare provider, such as GP, will be consulted to make sure we provide you with the most suitable support and for discharge information/support when you leave COVID@homeplus.

If you have been referred to COVID@homeplus with flu or flu-like illness, we will still seek your consent to consult with your GP about your care and to provide them with discharge information/support.

Virtual healthcare monitoring kit

If you are provided a COVID@homeplus virtual healthcare monitoring kit. The COVID@homeplus team will let you know how it will be provided to you.

The kit includes a monitor to check your oxygen levels and heart rate, a thermometer to check your temperature, and a smartphone device with MyCareManager application for the team to monitor your results virtually. You will submit checks at least daily using the smartphone.



The information will feed directly back to the COVID@homeplus clinical team who will contact you if required and make sure you have the care you need.

When you recover, the COVID@homeplus team will contact you to arrange return of the kit.

Monitoring your symptoms

Even if you're feeling well or only slightly unwell, it's important to watch your symptoms and understand when you might need to get more help. If you feel that your symptoms are getting worse, phone the COVID@homeplus team on 1800 0973 363 for advice. If you are very unwell, you may be transferred to hospital.

Visit www.coronavirus.tas.gov.au/covidathomeplus for visual symptom monitoring fact sheets.

If someone is having difficulty breathing or is seriously unwell and it is an emergency, Triple Zero (000) immediately. You must alert ambulance staff to a COVID-19 diagnosis.

When to call an ambulance

You should always call an ambulance if:

- you are experiencing severe symptoms, like shortness of breath or difficulty breathing
- you think it's an emergency
- you think your life, or someone else's life is in danger.

Call Triple Zero (000) for an ambulance. You must tell the operator if you have COVID-19.

Social and welfare supports

You can contact the COVID@homeplus team to access support for any other health or social needs. GPs and other community partners like your local pharmacy are available to provide extra support.

Frequently Asked Questions

What are my options if I choose not to participate in COVID@homeplus?

COVID@homeplus is optional. If you have COVID-19 and choose not to participate, you will be managed by your usual care providers and GP. You will still be required to isolate at home, even if you chose not to enrol. If you have COVID-19 you can opt in to COVID@homeplus anytime during your isolation period by phoning COVID@homeplus on 1800 973 363.

What support is available for people who have different communication needs or care arrangements?

The COVID@homeplus team will work with each person to ensure they are well supported while they recover. If you have existing care arrangements, with your consent the COVID@homeplus team will work with healthcare providers, disability support providers and carers to ensure you are safe and supported.

Is there support available to use the COVID@homeplus virtual healthcare monitoring kits?

Yes. You will be given an instruction sheet and can call the COVID@homeplus team for help to undertake daily monitoring.