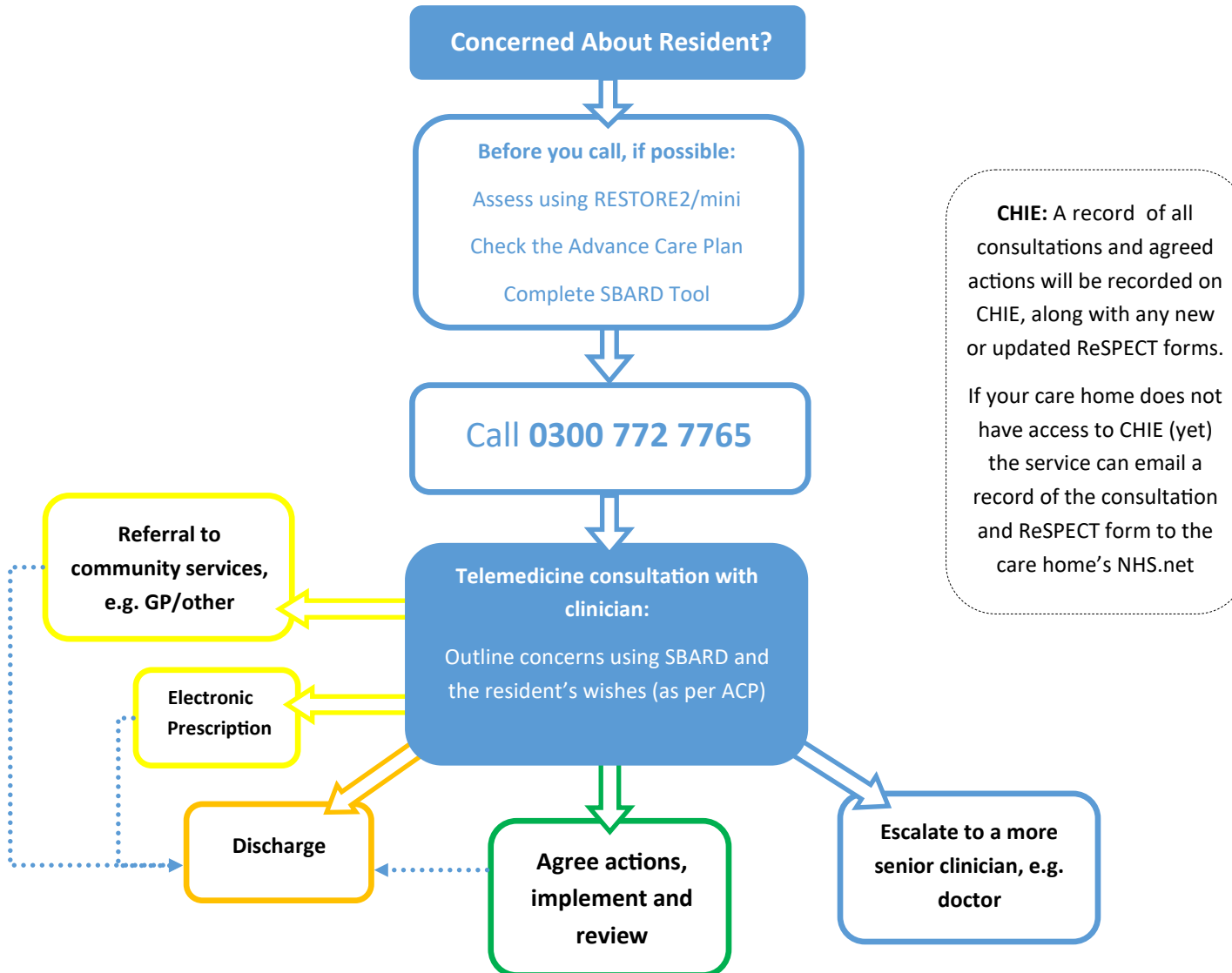


Telemedicine Care Home Service



Information for care home staff

The Telemedicine Service Pathway



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| The service is for residents who experience an unexpected and sudden health event, e.g: |
| Elevated RESTORE2 score |
| General deterioration: Off food/drink, unable/unwilling to mobilise, not passing urine or opening bowels |
| Any type of fall, trauma (inc. head and neck) or broken bone: Even for those on blood thinners |
| Suspected infection (including urine infection) |
| Abdominal pain and general pain |
| Advice and symptom control |
| Breathlessness |
| New onset of confusion/delirium |
| Sudden and unstable diabetes management |
| Swallowing deterioration |
| Chest pain |
| Suspected stroke |

The service is NOT for routine and predictable health needs, e.g:

- Repeat prescriptions
- Chasing test results
- Stable RESTORE2

