

## Care@home is designed to provide safe and supportive care at home for people with COVID-19, influenza, and other respiratory illnesses.

### Introduction

Since being established in December 2021, COVID@home (renamed to COVID@homeplus in 2022) has provided care for more than 45 000 Tasmanians who have tested positive to COVID-19, influenza (flu) or a flu-like illness.

COVID@homeplus has now become “Care@home” as the service now provides care regularly to Tasmanians with a range of respiratory illnesses.

**Care@home is not an emergency or urgent care service.** Care@home 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 through Care@home

Most people who are up to date with their COVID-19 and annual flu vaccinations will experience mild to moderate symptoms and be able to recover in their own home.

People who test positive to COVID-19, flu or another flu-like illness people may choose to be supported by Care@home while they recover.

If you choose to enrol, you will have access to remote healthcare in the home. Depending on your individual circumstances, you may also be given a kit containing devices specifically designed for the Care@home environment. These devices enable the Care@home team to monitor your symptoms and recovery.

The Care@home team is available for advice and support for anyone who has a respiratory illness or is caring for someone with a respiratory illness.

If you are enrolled in Care@home and no longer wish to participate, please contact the team.

### How to enrol

If you test positive to COVID-19, flu, respiratory syncytial virus (RSV), or other flu-like illness on a PCR test or rapid antigen test (RAT):

- complete an online Care@home enrolment form
- you must complete this form to enrol in Care@home.

If you cannot complete a form online call the team on **1800 973 363**.

Scan the QR code below to complete an enrolment form or visit [health.tas.gov.au/care-at-home](https://health.tas.gov.au/care-at-home).



If you enrol, the Care@home team will assess your situation and needs to determine the level of care you require. Your level of care will be influenced by factors such as:

- your age
- your vaccination status
- severity of symptoms
- if you have a suppressed immune system
- if you are pregnant
- if you identify as Aboriginal/Torres Strait Islander.



### Access to translator

Call 1800 973 363 to access a translator and interpreter service in your preferred language.

## Levels of care in Care@home

### Low

You can access support from the Care@home team by calling **1800 973 363**. You will receive an SMS from Care@home during your enrolment to check up on you.

### Moderate – high

You will receive support from the Care@home team and a Care@home virtual healthcare monitoring kit with devices to support daily clinical assessment. Depending on your pathway, the virtual Care@home care team may also provide video call assessments if required.

Regardless of your pathway Care@home, the team is available for support and advice via **1800 973 363**.

## Your Care@home team

While you are enrolled in Care@home you will be supported by staff from the Department of Health including nurses, doctors, allied health professionals and our admin team.

Our admin team are the first people you will speak with. They will confirm your details and enrol you in the Care@home system.

If you require clinical advice, the admin team will organise for a nurse or doctor to contact you as soon as possible. With your consent, your existing healthcare provider, such as a general practitioner (GP), will be consulted to make sure we provide you with the most suitable support and for discharge information/support when you leave Care@home.

## Virtual healthcare monitoring kit

If you are given a Care@home virtual healthcare monitoring kit, the Care@home team will let you know how your kit 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 Care@home clinical team, who will contact you if required and make sure you have the care you need.

When you leave the program, the Care@home team will contact you to arrange the return of the virtual healthcare monitoring kit.

If someone is having difficulty breathing or is seriously unwell and it is an emergency, Triple Zero (000) immediately. You should tell ambulance staff if you test positive to COVID-19.

## 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 Care@home team on **1800 973 363** for advice.

If you are very unwell, you may be transferred to hospital.

Visit [health.tas.gov.au/care-at-home](https://health.tas.gov.au/care-at-home) for visual symptom monitoring fact sheets.

## When to call an ambulance

You should always call an ambulance if you:

- are experiencing severe symptoms, like shortness of breath or difficulty breathing
- think it's an emergency
- 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 Care@home 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.