

## COVID-19 Care at Home

Thank you for taking part in our COVID-19 Care at Home service. This service is for people who have recovered to the point where they can safely continue to recover at home.

You will continue to self-isolate at home to keep everyone around you safe. A Public Health Nurse will call you to tell you when you can stop self-isolating.

This service allows us to:

- Monitor your health remotely by phone or via an online program called **myMobile**.
- Support your recovery as you care for yourself at home.
- Keep track of your recovery.
- Connect with you each day and answer any questions you have.

Our COVID-19 Care at Home service is free.

### Who monitors my health at home?

A clinician, who is a Respiratory Therapist, monitors your health each day. The clinician also contacts your doctor and other health professionals involved in your care to update them on your recovery.

This is not an emergency service.  
If you need urgent help, call 9-1-1.

### How is my health monitored?

There are two ways we can monitor your health: online with **myMobile** or by phone.

#### 1. Online with myMobile:

You will need a computer, smart phone or tablet to use the online **myMobile program**.



With **myMobile**, each day you log in and answer a set of questions about your health. A clinician then follows up with a phone call to ask about your health and answer your questions and/or concerns.

#### 2. By phone:

If you are not using **myMobile**, a clinician calls you each day and asks you the same set of questions about your health as on **myMobile**. The clinician then asks you about your health and answers your questions and/or concerns.

### How long will I be remotely monitored?

We monitor your health for as long as you are using oxygen and feeling unwell. This could be longer than your self-isolation period.

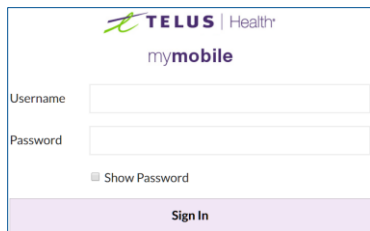
We make sure you no longer need oxygen and are recovering before ending the COVID-19 Care at Home service.

## How do I use myMobile?

myMobile is a TELUS Health web program that you log into through your web browser or internet.

To gain access, the clinician emails you a link to myMobile and provides further instructions as well as who to contact if you have any technical issues while using myMobile.

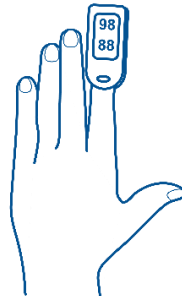
Each day, sometime before 12:00 p.m., you sign in to myMobile and answer a set of questions about your health.



The clinician reviews your response each day and then calls you to ask for more information and/or to give you further instructions.

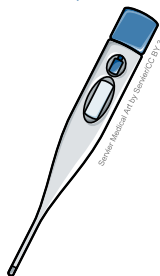
## Do I need any special equipment?

We give you a small device called a **pulse oximeter**. You slide it onto a fingertip to check the amount of oxygen in your blood. We give you instructions on how to use this device.



You also need a **thermometer**.

If you do not have a thermometer, please ask someone to bring you one. We will give you instructions on how to take your temperature.



## Questions? Contact us:

### Community Respiratory Services

To speak to a Respiratory Therapist:

- Phone: **604-514-6106**
- Hours: 8:00 a.m. to 4:00 p.m. Monday to Friday

### Fraser Health Virtual Care

To speak to a Registered Nurse through our Fraser Health Virtual Care line:

- Phone: **1-800-314-0999**
- Hours: 10:00 a.m. to 10:00 p.m. 7 days a week
- Live chat: [fraserhealth.ca/virtualcare](https://fraserhealth.ca/virtualcare)

### HealthLinkBC after hours

To speak to a Registered Nurse:

- Phone: **8-1-1**
- Hours: Open 24 hours, 7 days a week.
- Available in 130 languages.

If this is a medical emergency, call 9-1-1.

## When should I see a doctor?

Arrange to see your family doctor or nurse practitioner within a week of being at home.

If you do not have a family doctor or nurse practitioner, make an appointment at an Urgent Primary Care Centre:

- Abbotsford 604-870-3325  
Monday to Sunday 8:00 a.m. to 4:30 p.m.  
2692 Clearbrook Road, Abbotsford
- Ridge Meadows 604-476-4650  
Monday to Sunday 9:00 a.m. to 8:00 p.m.  
121-11900 Haney Place, Maple Ridge
- Surrey-Newton 604-572-2625  
Monday to Friday 9:00 a.m. to 4:00 p.m.  
6830 King George Boulevard, Surrey
- Surrey-Whalley 604-572-2610  
Monday to Sunday 10:00 a.m. to 9:00 p.m.  
Unit G2 9639 137A Street, Surrey