

# Welcome to Telehealth

## Supporting you during the ADHD drug supply challenges



**Mersey Care**  
NHS Foundation Trust

Health Technology Team (Telehealth)  
Mersey Care NHS Foundation Trust, V7 Building,  
Kings Business Park, Prescot, L34 1PJ  
**Tel: 0151 285 4651**

**You have requested further information relating to Telehealth support during the ADHD drug supply challenges.**

Telehealth is a free service delivered by Mersey Care NHS Foundation Trust, that uses an app on your smart phone or tablet to interact with nurses who can provide advice and support.

**Telehealth has sent you a text message providing you with everything you need to sign up to the service, which includes:**

- ✓ Link to download the DocoboAPP
- ✓ Your unique Agreement Number and server code (to log you into DocoboAPP™)
- ✓ A link to this information
- ✓ Contact number for the Telehealth Service

### Getting started with Telehealth monitoring

If you decide to proceed with Telehealth service you will be consenting to our nurses accessing your medical notes and allowing them to share information about your care with your GP and ADHD team if required.

**You will be prompted to ask questions on a weekly basis via DocoboAPP™ on your smart phone or tablet relating to:**

- ✓ Medication type, dosage, amount left etc
- ✓ General wellbeing and ability to carry out day to day activities

Instructions on downloading and using DocoboAPP™ can be found further on in this guide. You will be responsible for any network charges for downloading/using the app and sending information to the Telehealth hub.

As soon as you download DocoboAPP™ and register your details you will be prompted to answer your weekly questions either the same day or next working day. If you register on a weekend your questions won't be asked until Monday.

Please try to answer your questions by 11.00am on the day they are due. This gives our hub staff time to contact you and/or action any issues or concerns to your ADHD clinical team if required.

Telehealth will be available to you between the hours of 9.00am to 5.00pm Monday to Friday.

If you are unsure what to do, have any questions or require any further advice, please contact the Telehealth Team on 0151 285 4651.

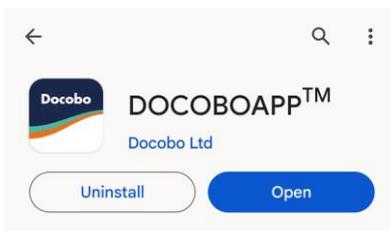
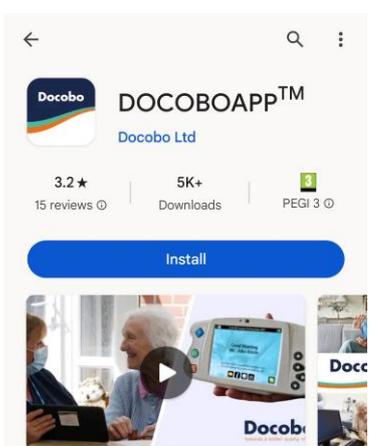
Calls will be charged at your standard mobile or landline rate.

Telehealth is not an emergency service, if you start to feel unwell outside these hours please contact your GP, 111 or 999.

## Setting up Telehealth on your smartphone

### Step 1) Downloading DocoboAPP™

Please follow these steps to download DocoboAPP™ onto your Android or Apple/iOS smartphone or tablet.



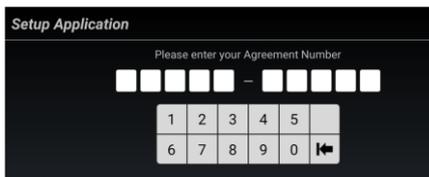
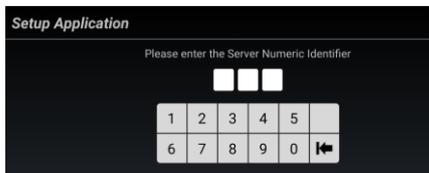
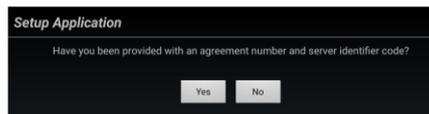
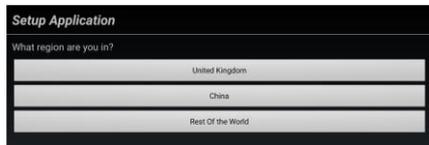
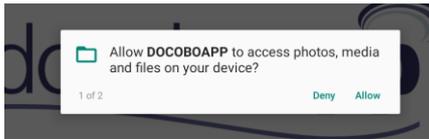
1) Search the store (Google Play or the App Store) for DocoboAPP™.

2) Select Install (Android) or Get (Apple/iOS) to download DocoboAPP™.

3) Once downloaded and installed, open DocoboAPP™ by tapping open or tapping on the app icon on your home screen.



## Step 2) Patient Registration



**DOCOBO PRIVACY STATEMENT V8**

Testing updating the DOCOBO PRIVACY STATEMENT to version 8 Your privacy is very important to Docobo and we understand how important it is to you. This page describes the Docobo Privacy Policy and how it applies to all information gathered by Docobo when you are on a Docobo website or use any services provided by DOCOBO using mobile communication technology. Once you choose to provide us with any information by which you can be identified, this page describes how your information will be used in accordance with this Privacy Policy. This privacy statement only covers: 1. Docobo websites 2. Docobo Apps It does not cover all sites that can be accessed from DOCOBO websites and applications, so you should always be aware when you are moving to another site and read the privacy statement on that site. Please review this Privacy Policy carefully. Your use of this website, mobile site or mobile application constitutes your agreement to this Privacy Policy. If you cannot agree with all

1) Android users will need to allow permissions and confirm region (UK).

Apple/iOS users will be taken directly to patient registration.

2) You then need to enter a Server Code/ID and a 10-digit Agreement Number into DocoboAPP™.

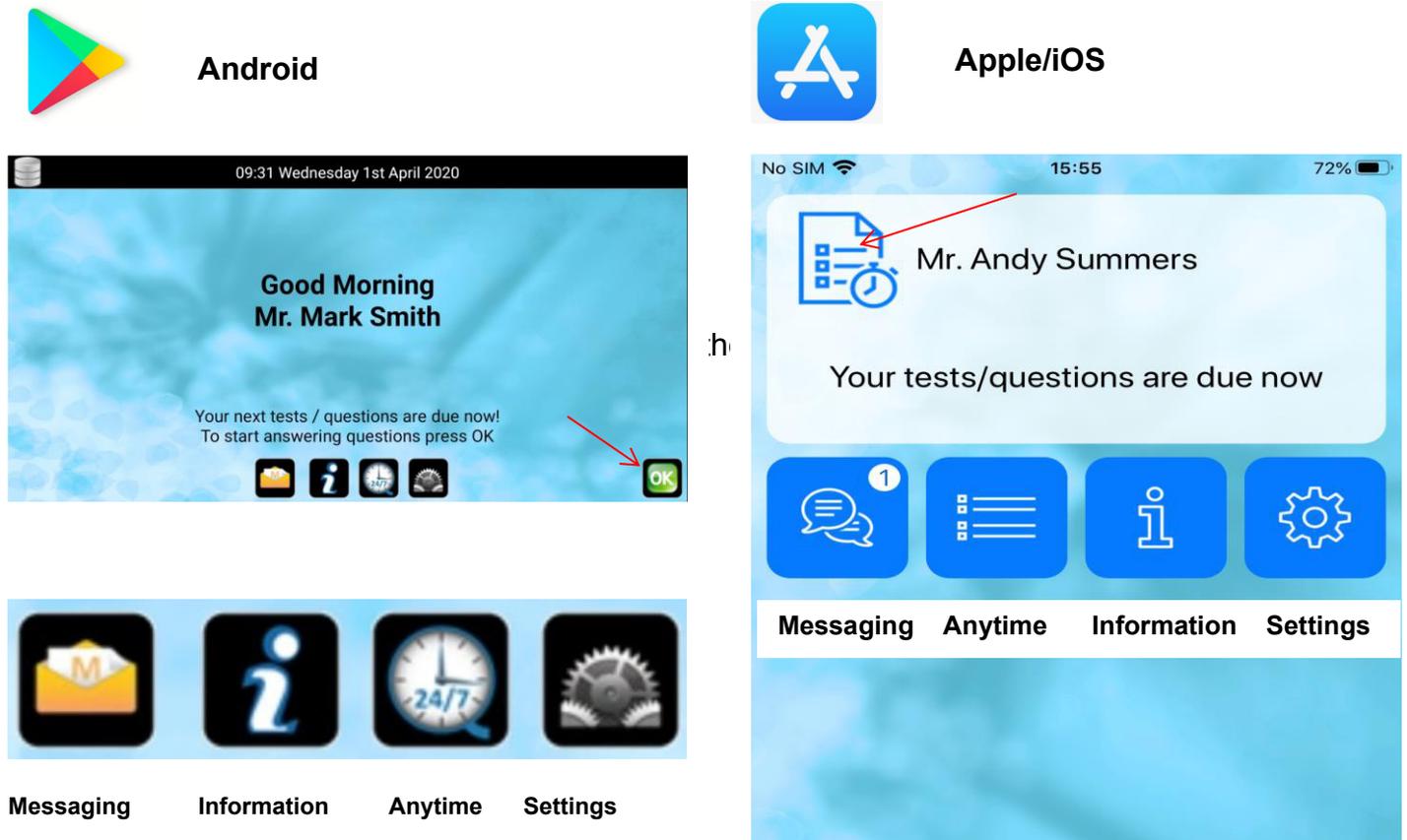
(Your Server Code/ID and Agreement Number will have been provided to you in your text message from Telehealth).

3) Confirm both Docobo Privacy Statement and the User Licence Agreement to proceed.



### Step 3) App Navigation

Once you have entered your Server Code/ID and Agreement Number, your device will register this to DocoboAPP™ and present the application home screen. Below are both the Android and Apple/iOS home screens:

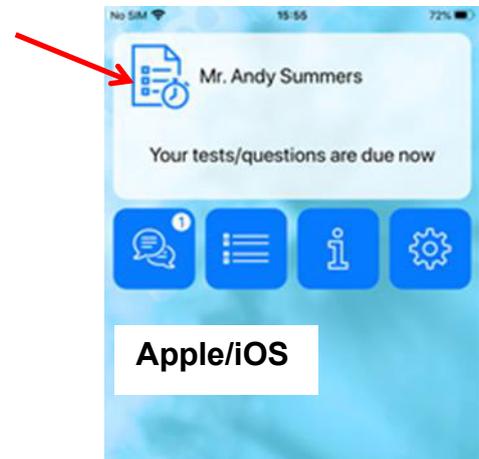


There are useful contact details and advice within the Self-Help section under the Information icons (see above). You will be required to enter readings and answer questions weekly, please keep your smartphone or tablet charged up, you will be prompted when questions are due.

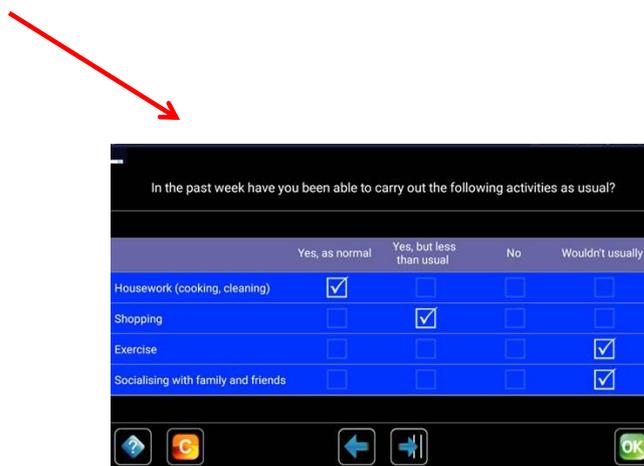
DocoboAPP™ may need to be updated from time to time. Please ensure that your device can receive the normal routine updates from either Google Play or the App Store as is required for a functioning smartphone or tablet.

## Answering your weekly questions using Docobo App

To start answering your scheduled questions, press the on-screen OK button (Android) or click on the Questions icon (Apple/iOS). This will take you through to your questions and readings for the day.



You will be prompted to answer a set of weekly questions, please click on the answers that apply to you and press ok to move onto the next question:



To request this information in an alternative format or language please call Tel: **0151 285 4651**. Our PALS and Complaints Team provides support, information and advice to service users, carers and their families to assist in resolving issues or concerns relating to the services of the Trust. We would also really like to hear about your positive experiences with our services. Tel: **0151 471 2377** or Freephone **0800 328 2941**. Email: [palsandcomplaints@merseycare.nhs.uk](mailto:palsandcomplaints@merseycare.nhs.uk).

To learn more about the Mersey Care NHS Foundation Trust's privacy notice please follow the link below:

[www.merseycare.nhs.uk/about-us/privacy-notice](http://www.merseycare.nhs.uk/about-us/privacy-notice)