

Important information

Privacy

Text messages are not encrypted. You can find out more information about current guidelines on safe use of mobile phone online at <https://www.nccsc.gov.uk> or similar site. Examples of advice include ensuring you have a pass code on your mobile phone and switching off notifications on locked screen.

What happens if I go on holiday or if I am admitted to hospital?

Florence can work from any area in the UK with a mobile signal. However, if you are going abroad or into hospital text 'Away' to Florence. When you return you can text in your readings as normal or text in 'Home' to restart the system. If you don't text "Away" when outside the UK, your data may be processed in countries where privacy protection levels are less rigorous than the UK and there could be additional costs.

Changing your number

Let your health professional know if you change your mobile number to ensure your Telehealth texting continues as planned.

Lost or Stolen Phone

Contact your health professional if your phone is lost or stolen. They will stop Florence texts to that phone.

Receiving text messages from Florence

Florence will only deliver text messages to your mobile phone while it is switched on and has network connection. Your health professional will have determined how long Florence should attempt to deliver a message to you.

More information

General information about how the NHS handles your health information and your health rights can be found on the NHS Inform website.

For more information how your Flo data is used please read the Florence Privacy Notice (available from your health professional).

Useful contacts

NHS Grampian www.nhsgrampian.org

NHS Inform www.nhsinform.scot

Tel: 0800 22 44 88

NHS 24 www.nhs24.scot

Freephone: 111

This publication is also available in other formats and languages on request. Please call Equality and Diversity on 01224 551116 or 01224 552245 or email: gram.communications@nhs.scot

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Telehealth Monitoring

Patient Information Leaflet

Florence



Simple
TECHNICAL
FLORENCE

TEC
Technology Enabled Care

NHS
Grampian

What is the NHS Telehealth Monitoring Service?

Florence Telehealth is a communication system that uses text messages to help you and your health professional monitor and/or manage your health and wellbeing more closely.

The monitoring system is called "Florence", sometimes referred to as "Flo" for short.

Telehealth can be used for many reasons such as:

- monitoring the effects of starting or stopping a treatment programme
- reminding or encouraging you to do something to take care of yourself
- identifying flare-ups of your condition so that you get the right treatment sooner
- identifying reasons why your condition might not be well controlled
- offering advice and support during a treatment plan.

Florence is not an emergency service.

If you need urgent medical assistance contact your GP, NHS24 or Emergency Services

Registering to use 'Florence'

Your health professional will explain how the system works and discuss the potential benefits for you. We will only register you to use the Florence monitoring system with your agreement.

Any information collected about you will be held securely in line with the current Data Protection regulations.

Please bear in mind that Florence is a system and not a person. It is programmed to send and accept specific information, so do not text anything other than what is expected as explained by your health professional.

Once you have been added to Florence, you will receive a text which invites you to join. If you want to go ahead then text back 'Yes'. Florence will then send you information or requests for readings on a daily, weekly, or monthly basis as required.

If you decide you do not want to register you should not reply, but please let your health professional know that you have changed your mind.

If you opt to use Florence with multiple NHS Grampian healthcare services, those services that you consent to using Florence with can see all the information stored on Florence about you.

How does it work?

Florence communicates by text messages to and from your mobile phone. It will work with any mobile phone or network able to send and receive text messages. All texts to and from Florence are free to you (even if your mobile phone says that you will be charged). Florence runs on a free to text short code, 64711.

Some network providers may send a warning that texts will be charged at premium rates. It is a generic message that comes up for all short codes and doesn't differentiate between those that charge or and those that are "free to text". **Please be assured 64711 is a FREE number. The texts are already paid for!**

There is a web site to check this out independently:
www.phonepayplus.org.uk

Will I still see my health professional?

Yes. Telehealth will not replace all appointments. You will still see your health professional when required.

What happens if I decide I no longer want to use 'Florence'?

Text 'Stop' to the Florence system and contact your health professional to let them know. Your usual treatment or support will continue as normal.