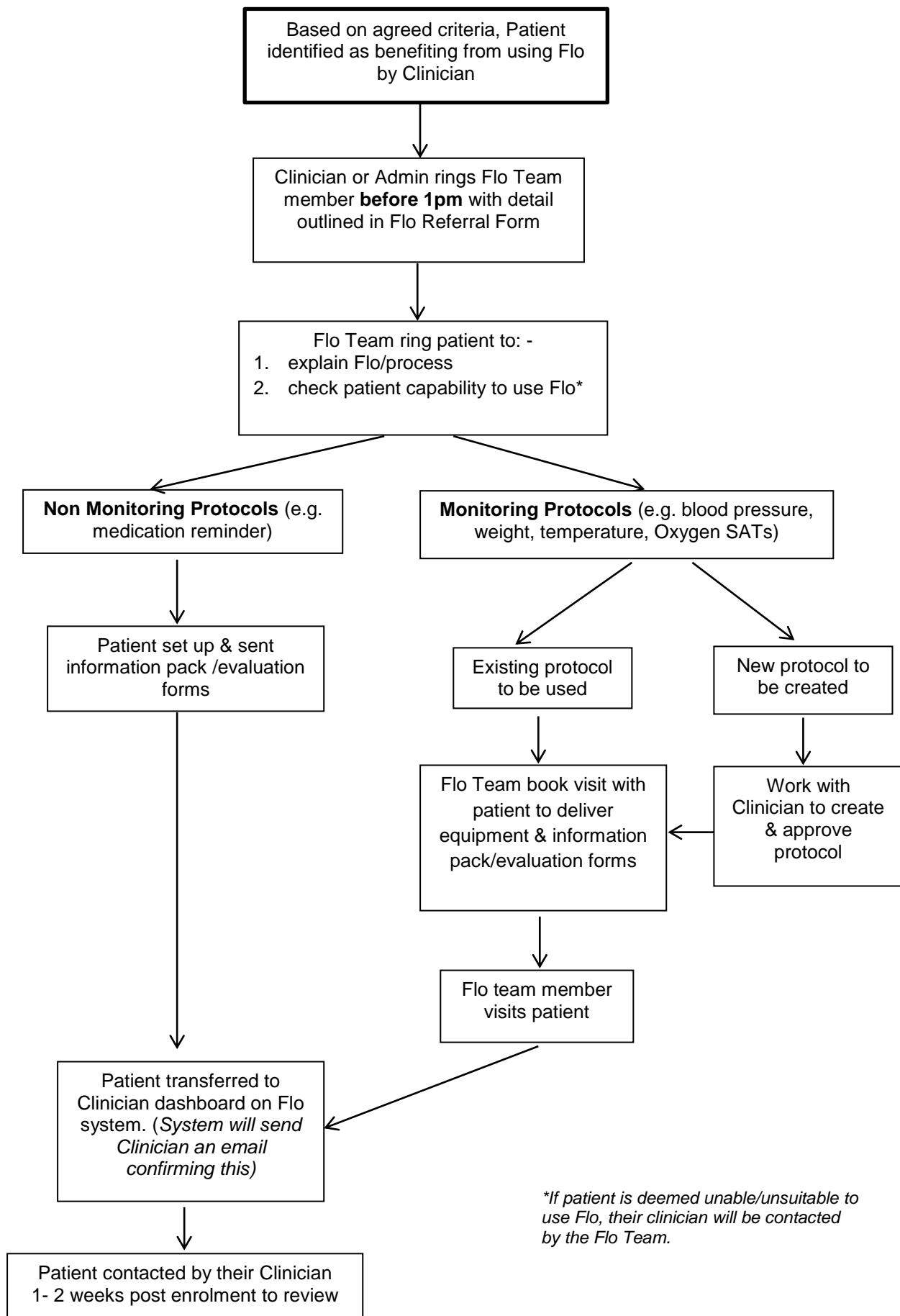


Flo Enhanced Service Model



**If patient is deemed unable/unsuitable to use Flo, their clinician will be contacted by the Flo Team.*

Why wouldn't you use Flo with your patients?

Florence Simple telehealth or Flo as we like to call her is a simple telehealth system created by the NHS to support patients and is free to use. Your local Assistive Technology team are here to support you with getting patients onto Flo and we can train up your practice/service staff to enrol patients themselves.

Referrals into the enhanced service can be accepted from any health and social care professional for patients that meet the criteria listed below (however if you are unsure call us to discuss).

Simple Telehealth Referral Criteria

Those diagnosed with a Long Term Condition (i.e. CHD, Stroke/TIA, Diabetes, COPD, Heart Failure, Asthma, Hypertension, Depression, Weight management) who are:

- Over 18 years(For children, parent consent maybe required or Fraser Gillick)
- Need more information about their condition in order to become self-managing
- Need regular telephonic support to comply with advice/treatment
- Need help with motivation and confidence
- Have had a recent exacerbation requiring hospital admission
- Require support after a discharge package
- Require vital signs monitoring
- Require medication/injection prompts
- Have a carer or relative who needs support

Referral Process

Please complete the enhanced service referral form so you have the required information then

JUST CALL US ON: 07545 423 027 or 07794 089 025(Mon-Weds only)

A member of the team will contact you, acknowledge the referral via email and confirm date of set up and transfer.

Exclusion criteria

All referrals will be considered on a patient by patient basis and the service can create bespoke protocols as required to suit individual need.