

## *“Florence” the Simple Tele-health Service.*

Quite simply, “Florence” or “Flo” as we like to call her, is a very easy to use service *designed by professionals inside the NHS* to provide support and advice for you to manage your own condition.

Flo combines the expertise of your healthcare team and the convenience of your own mobile phone to give you prompts and advice to act on and if you need a little more assistance Flo helps you to monitor your vital signs such as blood pressure, pulse, oxygen levels and many others.

Flo makes use of the familiar and convenient mobile phone text service “SMS” to communicate with you directly.

### **It’s your choice!**

If you are invited to join Flo by one of your healthcare team, Flo will send a short note to your mobile phone introducing herself and asking you to confirm you want to join.

If you’ve decided to join and you consent to share your information across your healthcare teams, you simply reply to Flo’s note with YES. Flo won’t do anything else until you reply, you are in control.

If at some point, you decide not to use Flo you can simply send STOP to her and that will be that, everything will stop. It is entirely your choice.

### **Monitoring**

Flo can automatically record your vital signs and give you advice for you to act on.

Flo is very flexible about how and when you send your readings in and Flo can be set up to expect your readings at a time to suit you. You can send them in before or after the scheduled time, it is up to you. However, just to be helpful Flo may send you a prompt or two to remind you your readings are due.

Its quick and easy to send a reading in, you just send a text with the reading. Flo will check them against a guide set up by your healthcare team and will reply, telling you that everything is normal or she will inform you your readings are a little high or low and give some advice to follow.

The advice might remind you to do something you have already agreed with your clinician or could ask you to call your healthcare team for further help or advice.

### **Information Sharing**

Information you send in to Flo can be shared across your healthcare team, unless you have not agreed to this. When you ring in, if your healthcare team has signed up with Flo, they will be able to see the texts you and Flo have sent to each other and Flo also shows them charts and graphs just the same way as they would see it on any professional medical system.

### **What do patients say?**

“The service has altered my life. I feel supported...Its great”

“I was astonished at how Flo changed my medication habits”

“Flo found I had a heart problem and my GP saw me quickly and now checks on my progress”

“I now feel that I am not on my own”

### **Does it cost me anything?**

No. When you are in the U.K, at home, on holiday or just visiting friends Flo is completely free to use even if you have a PAY AS YOU GO SIM with no credit. Flo can also be used from anywhere else in the world, but you will be charged your normal network rate for the messages. Also, if you choose to use Flo to record your vital signs, the equipment will be provided free of charge.

### **Who runs the service?**

Flo is provided for you by your local NHS healthcare team.

**IMPORTANT:**  
Florence is NOT an emergency service. If you feel unwell, contact your medical team in the usual way.

