

Information for Practice Staff

My Symptom Check-in Pilot

Your practice is participating in the My Symptom Check-in Pilot.

The person responsible for administering the program in your practice will be contacting patients with chronic conditions to participate in the pilot.

This pilot will provide your practice with a symptom check-in system for patients that aims to **improve chronic condition management by providing nursing staff with real-time updates on patients' symptoms and providing patients with educational material to manage their symptoms.**

The program is free and will be deployed via your software system and the GoShare patient education platform. It involves the patient receiving a series of SMS messages; an invitation to participate and 6-weekly messages requesting an update on their symptoms. Patients who don't provide their symptom update using the online tool will receive a phone call to prompt them to provide their symptom update over the phone with a digital assistant.

How are patients identified?

The project lead for your practice will be guided through the steps to create the patient list by a Healthily support staff member over the phone; this list will then be reviewed by your doctors. The invitation message will be sent to eligible patients living with chronic conditions.

The project lead will create a new patient list on a monthly basis for the next 3 months.

More information

Please see a summary of the messages patients will receive on the next page.

If you have any further questions about this program, please discuss with the coordinating staff member at your Practice.

If you have any queries about GoShare activities, please do not hesitate to contact Healthily on 03 9534 7222 or support@healthily.com.au

What do patients receive?

1. Message 1: **Invitation to participate** in the program reads as follows:

Hi [patient name],
[practice name] invites you to join our free My Symptom Check-In Program designed to support patients living with long-term conditions.
Regular check-ins with a practice nurse will help us better plan your care.
For more info tap [link] or call [practice phone].

If you receive a phone call from patients regarding this message, please advise that:

- The link in the SMS is safe to open and contains information about the benefits of participating in the program.
- The link for more information will start with <https://gosh.re>
- Patients who accept the invitation to participate in the program should be booked in with the authorised nurse with the assigned My Symptoms Check-in appointment type.

2. Message 2: **6-weekly My symptom check-in SMS** reads as follows:

Hi [patient name],
[practice name] would like to check in on how you are feeling today.
Please complete your My Symptom Check-In by tapping here [link] or calling +61488821483.
Alternatively, we'll call you in 3 hours.
It only takes a minute to complete and helps us plan your care.

If you receive a phone call from patients regarding this message, please advise that:

- The link in the SMS is safe to open and contains the assessment to digitally record their symptom update.
- The link to access the assessment will start with <https://gosh.re>
- The phone number in the message is to call the digital assistant and provide their symptom update through a phone call.

3. **Digital Assistant call:**

If the patient does not complete the symptom update using the link in the SMS, they will receive a phone call 3 hours later from a 'Digital Assistant' called Aida. The call will start with Aida introducing itself and confirming it is speaking to the right person by referencing the patient's first name. The patient will then be prompted to provide a rating from 0-10 for each symptom. A follow-up SMS message with more information will be sent if the patient provides ratings above the symptom thresholds.