

Telehealth Monitoring (Florence)

Information for service users

What is the NHS Telehealth Monitoring Service?

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



Florence is not an emergency service. If you feel unwell, contact your GP, NHS 24 or the 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.

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 and those that are “free to text”.

Please be assured 64711 is a free number. The texts are already paid for. You can check this out independently on the Phone-paid Services Authority website:

<https://psauthority.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.

Important information

Privacy

You can put a pass code on your mobile phone if you do not want anyone to see what you are texting and to protect your phone if it is lost or stolen.

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

If you are going abroad or into hospital- text 'Away' to Florence and 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 by companies out with the EU and there could be additional costs. Florence can work from any area in the UK with a mobile signal.

Lost or Stolen Phone

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

Changing your number

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

Receiving text messages from Florence

Florence will only deliver text messages to your mobile phone while it is switched on and has a 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 can be found on the NHS Inform website.

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

Useful contacts

NHS Lothian Data Protection officer: Lothian.DPO@nhs.scot

NHS inform www.nhsinform.scot Tel: 0800 22 44 88

NHS 24 www.nhs24.scot Free-phone: 111