

Dietetic Malnutrition Pathway

# Health *Call*

## Information for Patients

Health Call is a free service from the NHS Lothian Dietetic Service. It is an automated telephone call service that is offered for up to a year if you are recommended to start Oral Nutritional Supplementation (ONS) treatment. The information you provide will be viewed regularly by a Dietitian. It is not designed to provide an emergency response.

Health Call is very simple to use. If you consent, your Dietitian will register you with Health Call. You will then receive telephone calls from the service. These calls help your Dietitian monitor your progress while taking supplements. It does not provide advice. All the information gathered will be stored and treated confidentially by NHS Lothian.

After your first clinic appointment or telephone consultation, you should weigh yourself on your own scales as soon as possible. This is to make sure they are accurate. If there is more than a 3.5kg (7lb) difference between this weight and your clinic weight, please contact the Dietitian.

Authorised by Patient Information Team: April 2020  
LOT1402

## How to Use Health Call

You should enter your information using the number pad on your telephone. These are the questions you will be asked during the automated weekly telephone call.

### Question 1: “Have you weighed yourself this week?”

If yes, you will be asked to enter your weight in kilograms. A weight conversation chart to convert stones to kilograms is included in this booklet. Health Call will then guide you on how to enter your weight.

**“Please enter your weight in kilograms using the star key as the decimal point. When finished, press the # key. For example, for 72.6kg, you would press: 72\*6#”**

### Question 2: “Now I will ask you about how much you are eating

**Please...**

- **Press 1, if your eating is normal for you**
- **Press 2 if your eating is less than normal**
- **Press 3 if your eating is more than normal**
- **Press 4 if you would like to hear these options again”**

Question 3: “You have been recommended to take [amount per day] of [name of ONS] everyday. How much of these are you managing to take?

**Please...**

- **Press 1, if you are taking all**
- **Press 2, if you are taking about three quarters (75%)**
- **Press 3, if you are taking about half or less (50%)**
- **Press 4, if you would like to hear these options again”**

## Dietetic Service Contact Details

### City of Edinburgh

Dietetic Department  
Liberton Hospital  
113 Lasswade Road  
Edinburgh  
EH16 6UB  
Tel: 0131 536 7848

### East Lothian

Dietetic Department  
East Lothian Community Hospital  
Alderston Road  
Haddington  
EH41 3PF  
Tel: 01620 642701

### West Lothian

Dietetic Department  
Strathbrock Partnership Centre  
189a West Main Street  
Broxburn  
EH52 5LH  
Tel: 01506 523366

### Midlothian

Dietetic Department  
Midlothian Community Hospital  
70 Eskbank Road  
Bonnyrigg, Dalkeith  
EH22 3ND  
Tel: 0131 454 1017

Produced by NHS Lothian Dietetics

## Weight Conversion Chart

st	kg
4st 10lb	29.9
4st 11lb	30.4
4st 12lb	30.8
4st 13lb	31.3
5st 0lb	31.8
5st 1lb	32.2
5st 2lb	32.7
5st 3lb	33.1
5st 4lb	33.6
5st 5lb	34.0
5st 6lb	34.5
5st 7lb	34.9
5st 8lb	35.4
5st 9lb	35.8
5st 10lb	36.3
5st 11lb	36.7
5st 12lb	37.2
5st 13lb	37.6
6st 0lb	38.1
6st 1lb	38.6
6st 2lb	39.0
6st 3lb	39.5
6st 4lb	39.9
6st 5lb	40.4
6st 6lb	40.8
6st 7lb	41.3
6st 8lb	41.7
6st 9lb	42.2
6st 10lb	42.6
6st 11lb	43.1

st	kg
6st 12lb	43.5
6st 13lb	44.0
7st 0lb	44.5
7st 1lb	44.9
7st 2lb	45.4
7st 3lb	45.8
7st 4lb	46.3
7st 5lb	46.7
7st 6lb	47.2
7st 7lb	47.6
7st 8lb	48.1
7st 9lb	48.5
7st 10lb	49.0
7st 11lb	49.4
7st 12lb	49.9
7st 13lb	50.3
8st 0lb	50.8
8st 1lb	51.3
8st 2lb	51.7
8st 3lb	52.2
8st 4lb	52.6
8st 5lb	53.1
8st 6lb	53.5
8st 7lb	54.0
8st 8lb	54.4
8st 9lb	54.9
8st 10lb	55.3
8st 11lb	55.8
8st 12lb	56.2
8st 13lb	56.7

st	kg
9st 0lb	57.2
9st 1lb	57.6
9st 2lb	58.1
9st 3lb	58.5
9st 4lb	59.0
9st 5lb	59.4
9st 6lb	59.9
9st 7lb	60.3
9st 8lb	60.8
9st 9lb	61.2
9st 10lb	61.7
9st 11lb	62.1
9st 12lb	62.6
9st 13lb	63.0
10st 0lb	63.5
10st 1lb	64.0
10st 2lb	64.4
10st 3lb	64.9
10st 4lb	65.3
10st 5lb	65.8
10st 6lb	66.2
10st 7lb	66.7
10st 8lb	67.1
10st 9lb	67.6
10st 10lb	68.0
10st 11lb	68.5
10st 12lb	68.9
10st 13lb	69.4
11st 0lb	69.9
11st 1lb	70.3

- You can select a convenient day and time for you to receive your weekly automated call. The call will come from the following number: **0131 536 2234**. It does not accept incoming calls.
- It is important that you weigh yourself on the day of the telephone call.
- Please keep a record of your weight – there is a table on the next page of this booklet for this purpose.
- Try to weigh yourself at the same time of day wearing similar clothing.
- Make sure the scales are on a hard surface (not carpet) and in the same place each time you stand on them.
- If you answer your phone call from Health Call but have forgotten to weigh yourself, do not worry. You will be asked to weigh yourself and will receive another telephone call within 30 minutes.
- Do not worry if you miss the telephone call, Health Call will try to contact you again twice within the next hour.
- If you need to make a permanent change to the day and time of your scheduled call, contact your Dietitian who will be able to arrange this for you.
- Your Dietitian will be notified if you do not answer the call.
- If you do not want to continue with Health Call, please contact your Dietitian (see back page for details).

The Health Call Undernutrition Service was developed jointly between Focus on Undernutrition, part of the Nutrition and Dietetic service at County Durham and Darlington NHS Foundation Trust, and Inhealthcare

## Personal Details (Required by Health Call)

Your Details	
Full Name	
CHI Number	
Height	
Clinic weight at first appointment	

Nutritional Supplement	Recommended Daily Amount

Details of your Health Call service	
Displayed Caller ID Number	
Day of Call	
Time of Call	
Registered Number	

## Weight Monitoring

Call	Weight (kg)	Call	Weight (kg)
Call 1		Call 14	
Call 2		Call 15	
Call 3		Call 16	
Call 4		Call 17	
Call 5		Call 18	
Call 6		Call 19	
Call 7		Call 20	
Call 8		Call 21	
Call 9		Call 22	
Call 10		Call 23	
Call 11		Call 24	
Call 12		Call 25	
Call 13		Call 26	

And up to week 52 as required  
Please continue on a separate piece of paper