

eWound Clinic

Tissue Viability Service

Information for patients

The Tissue Viability Service in your area uses telemedicine to assess, diagnose and recommend treatments for wounds like yours, using an NHS camera to take a photograph.

This nurse-led service provides advice on care and treatment for patients with complex wounds, wound healing challenges and pressure ulcer prevention. In most cases, we won't need to travel to your home to visit you to do this.

Who is eligible for this service?

This service is for you if you live in Edinburgh and the Lothians and you need advice from a specialist Tissue Viability Nurse (TVN) because either:

- You have a wound
- You are at risk of developing a wound.

When is the service available?

The eWound Clinic operates three days a week: 8am – 4pm (excluding Public Holidays).

How to access the eWound Clinic

- Your District Nurse (DN) team will have an NHS digital camera to take photographs of your wound
- You will be asked to sign a consent form giving permission to photograph your wound at the highest level of consent that you are comfortable with. You will remain anonymous on the images with no identifiable features
- The nurse will take photographs of your wound at home or in the health centre treatment room
- The photographs will then be sent by secure email to the eWound Clinic along with a referral form containing the history of your wound and details of your medical history.

What happens once you have been referred?

Once the referral form, photographs and consent form are received by the eWound Clinic, an experienced TVN will review your wound to identify the best way to proceed with treatment.

The TVN reviewing your wound will consider the urgency and will decide on one of the responses detailed below:

1. **Urgent intervention** – will aim to provide treatment recommendations to your DN team within 3 working days (e.g. infected or worsening wounds)
2. **Less urgent intervention** - will aim to provide treatment recommendations to your DN team within 7 working days (e.g. long term wound with little progress in healing)
3. **A home/health centre video call** – will contact the DN team to arrange for a TVN to see your wound and speak to you and your nurse by video call (NHS NearMe/Attend Anywhere)
4. **A home/health centre visit** - will contact the DN team to arrange for one of the TVN team to visit (e.g. unable to see full extent or depth of wound from photographs)
5. **Referral to another specialist** - depending on the speciality this may be direct referral or the TVN will ask the DN team or your GP to refer you appropriately (e.g. Diabetic ulcers, dermatology issues).

Further information

Please contact your DN team if anything is unclear or you require further information

Community Nurse's name:

Telephone Number: