

Case study

A man in a light blue button-down shirt is sitting at a table. He is looking down at a pulse oximeter device attached to his left index finger. The device is white and black with a small screen displaying '98 - 72'. He is also wearing a black watch on his left wrist. The background is a blurred indoor setting. The image is framed by a purple gradient overlay.

Oximetry@Home

Sirona care and health

inhealthcare

The challenge

- One of the early breakthroughs in the treatment of COVID-19 was the identification of silent hypoxia – the presence of low blood oxygen levels in a person who might not otherwise seem unwell. This is a symptom that needs to be closely monitored and given urgent medical attention if required.
- Sirona was calling people who were being monitored at home three times a day to collect their vital sign readings. As the number of people with COVID-19 increased, this became untenable.

The solution

The Oximetry@Home service enables people with COVID-19 to be looked after safely at home.

- The individual uses a pulse oximeter to monitor their oxygen saturation levels. These readings, alongside other vital sign readings, including oxygen levels, pulse rate and temperature, are reported to their healthcare team via a choice of communication channels including email, SMS text message or automated telephone call.
- Staff view readings on a web-based dashboard and can see who might need intervention, supervision or support. They can also see if someone has not submitted their readings.
- An individual's readings integrate with the GP record including SystemOne and EMIS Web.

- Sirona is providing this optional 'virtual ward' service for people in high-risk groups across Bristol, North Somerset and South Gloucestershire.
- Inhealthcare supplies regular data reports for clinicians, illustrating the number of patients on the service and their progress through the pathway.



This has been a great team effort and Inhealthcare has been excellent to work with, helping us to quickly design and deliver a highly effective service that meets local needs during a time of significant pressure on the NHS.

Jen Tomkinson:
Head of specialist services at Sirona





Results

3,500+ people

have been supported by the service since it was launched.*

*At 1/1/22.

10,000+ calls

saved since service was launched.*



This new service with Inhealthcare has allowed us to support a large number of Covid patients at home. We believe that being able to monitor people remotely can make a big difference to health outcomes.

It would be impossible to provide home-based care to such large numbers of patients without Inhealthcare's digital and data capabilities. Before we had this technology, we were having to make three phone calls a day to every individual being cared for at home.

The new service provides peace of mind for people because they know they are being looked after and it saves valuable time for our clinical staff so they can focus on vulnerable patients who need the most care.

Mike Findlay:
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