Traditional Remote Monitoring

Rapid Response and Virtual Ward

Patient information factsheet

Temperature Probe (Thermometer)

Oxygen Saturation Probe (Pulse Oximeter)

Blood pressure monitor

What is remote monitoring?

- Remote monitoring allows healthcare professionals to track your vital signs from the comfort of your home. This service helps you understand your health better, make informed decisions about your care, and receive timely support when you need it.
- Our goal is to bring care closer to home while ensuring your safety and wellbeing.

How to use your monitoring equipment

Blood Pressure Monitor:

- Wrap the cuff around your upper arm, ensuring it is one finger-width above your elbow.
- Sit in a relaxed position with your arm supported at heart level.
- Press start and remain still while the cuff inflates.
- Take three readings, waiting at least one minute between each, and record the lowest.

Oxygen saturation probe (pulse oximeter):

- Place the probe on a clean, dry finger (avoid nail polish or false nails).
- Ensure your hand is warm and resting on a flat surface.
- Keep the probe on for 30 to 45 seconds, until the reading stabilises.
- If the reading goes up and down, try a different finger.

Temperature Probe:

- Insert probe into either ear until it **beeps** to get a reading.

Troubleshooting common equipment issues

Blood pressure monitor: Ensure the cuff is secure but not too tight. Rest for five minutes before taking another reading.

Oxygen probe: If readings seem incorrect, warm your hands, remove nail polish, and try again with a different finger.

Heart rate readings: If your heart rate is irregular, take a deep breath and relax before testing again.

Temperature probe: If error when recording, try replacing ear cover on the probe to reset the machine.

Understanding your readings

Measurements	Normal Range	When to seek help
Blood Pressure	**90 - 140 / 60 - 90 mmHg**	**Less than 90 or more than 160mmHg**
Oxygen	**94 - 100%**	**Less than 94% or sudden drop**
Heart rate	**60 – 90bpm**	**Less than 50 or more than 120bpm**
Temperature	**36.1- 38.0 degrees**	**Less than 36.0 or more than 38.0 degrees**

Your target readings are ……..

When to contact us

Urgent symptoms – seek immediate medical help (Call 999)

- **Severe chest pain** (heart pain, pressure, or tightness in the chest)
- **Severe difficulty breathing** (unable to speak in full sentences, sudden shortness of breath)
- **Confusion or unresponsiveness**
- **Fainting or loss of consciousness**.

Contact the Remote Monitoring Team if:

- Your blood pressure is **persistently above 160/100 mmHg or below 90/60 mmHg**.
- Your oxygen saturation is **consistently below 94% (or below your target)**.
- Your heart rate is **consistently above 120 bpm or below 50 bpm**.
- You experience **worsening symptoms** related to your condition.

By using both the blood pressure monitor and oxygen saturation probe, we can **track your health remotely and intervene early if needed**. If you have any concerns, call our team for guidance**.**

Remote Monitoring Team contact details

Call us on **020 7288 3670** (press **Option 1** for all patients).

Contact our Trust

If you have a compliment, complaint or concern, please contact our Patient Advice and Liaison Service (PALS) on **020 7288 5551** or **whh-tr.PALS@nhs.net**.

If you need a large print, audio or translated copy of this leaflet, please email **whh-tr.patient-information@nhs.net**. We will try our best to meet your needs.

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