

## **TELE-HEALTH SUPPORT CALLS FROM COMMUNITY HEALTH WORKERS**

Hi My Name is

I am calling you to ask you to give me 10 minutes of your time to speak to you about keeping safe during the Covid 19 crisis.

Are you able to speak to me at this time?

If the person answers no ask them for a time and day which would be more convenient.

**If yes proceed.**

I want to talk with you first about how to protect yourself and stay well. It's important to do 3 key things:

1. Wash your hands often and properly
2. Catch your cough and sneezes and wash hands afterwards
3. Practice social distancing – keep 2 metres (6 feet) away from other people, don't visit or have people visit you and don't be in places with lots of other people

I have some questions to ask you, hopefully by answering the questions it will give you the information you need and answer any questions you may have.

**Protecting Yourself and Others**

1. Do you wash your hands as often as possible? For 2 minutes each time?
2. Do you use your elbow or a tissue when you sneeze or cough?
3. Are you putting the tissues in the bin when finished?
4. Are you washing your hands when you are finished sneezing or coughing/
5. Are you practicing Social Distancing, this means when you talk to someone you are at least 2 metre or 6 feet away from them?
6. Have you stopped unnecessary visiting to others?
7. Have you stopped people from visiting you?
8. Do you have your mobile phone number, your PPSN number, address and Eircode to hand if you need them?

## **Symptoms and Notification**

If you or any of your family has a fever, cough or cold symptoms you must ring the GP, do not attend the surgery or A&E.

If your GP tells you they will send someone to swab you or send you for swabbing, you must follow the guidelines and advice you will be given until you test results come back.

These include:

- Keep yourself away from others, self isolate
- Do not go outside of the family home
- Use separate towels and clean the bathroom when you are finished using it
- Do not share your cup, mug, cutlery with others
- Wash hands as often as possible
- Arrange with someone to get your shopping or collect your welfare payment
- Have credit in your phone and keep it charged.

**This will be asked of you to protect you, your family and your wider community and to prevent the virus from spreading.**

When in Isolation contact people through phoning, social media and video calling, & face time

Try your best to relax.

**If your test is positive this isolation must continue for 14 days.**

Thank you for your time, I hope this was of help to you and answered your questions. If there is something that is not answered I am willing to take it away and give it to the appropriate people and come back to you with an answer.

**Please keep well and contact us if we can provide any support.**