



## Health Call INR Monitoring Service

Patient information leaflet

The Health Call INR monitoring service enables you to be involved in your own INR monitoring.

### What is Health Call INR monitoring?

The Health Call INR monitoring service enables you and the Warfarin Clinic to monitor your blood tests outside of the Hospital Clinic.

### What is involved?

You will receive training from a qualified nurse to show you how to test your own blood using a device called a CoaguChek and how to use the telephone service. The CoaguChek is as accurate as a laboratory test and it is a smaller patient version of the one used in the Clinic.

When home monitoring starts, you will receive a telephone call at home to ask your blood test result for that day and you will input this into the telephone key pad. You will also be asked a few questions about your medication and general health. Once completed, these results will be sent to the Warfarin Clinic nurse who will check them and decide what dosage of warfarin you will need. The nurse will relay this information back to you by another automated telephone call.

### When will the telephone call take place?

You will need to be available for two telephone calls, the first to collect your blood results and respond to a few questions, the second to inform you of your warfarin dosage.

A convenient time and date will be arranged with you for the telephone call, it will usually be a Tuesday or Thursday depending on what monitoring you need. You can decide what time you want to receive the second phone call.

### How will I know that it is the Health Call INR service calling?

If you have caller ID on your telephone the number that will be displayed is **0300 123 0738**.



## Frequently asked questions

### **What is the benefit of the Health Call INR monitoring service?**

You will not have to travel to the Hospital Clinic, but can be monitored at home or closer to home. Your results will still be seen and you will be assessed by the clinic staff. You will still have access via telephone if you have any queries or require advice. You can take your device with you when you go on holiday as long as we have a mobile telephone number on which to contact you.

### **What happens to the information I provide?**

The readings and responses to the questionnaire will be recorded on a secure web portal so that only approved Warfarin Clinic staff can see the information you have provided. The information is transferred instantly and the Warfarin Clinic nurse will be able to access this in the hospital. The information you provide will be used to decide on your next warfarin dose.

### **What will happen if I forget to test my blood?**

If you forget to test your blood don't worry, you will be called back half an hour later.

### **What will happen if I miss the telephone call?**

If you miss the telephone call, you will be called back up to 3 times at half hourly intervals. An alert will be sent to the Warfarin Clinic if they are unable to make contact with you.

### **What happens if I am worried about anything?**

If you have any worries or concerns contact the Warfarin Clinic on **01388 455280**.

Further support in using the CoaguChek machine can be accessed by contacting the CoaguChek Careline (Roche) on **0808 100 7666** or alternatively go to [www.coaguchek.com/uk](http://www.coaguchek.com/uk).





with you  all the way

**County Durham and Darlington  
NHS Foundation Trust (CDDFT)**

Darlington Memorial Hospital,  
Hollyhurst Road,  
Darlington,  
County Durham  
DL3 6HX