

Health Call INR Monitoring Service

Patient Training

CDDFT - Health Call INR Monitoring Service

Training - Day One

- Familiarisation of the CoaguChek XS machine and cleaning

Meter Set up	CoaguChek XS Test strips	Operation of Softclix Device
Batteries	Storage conditions	Device components
Display check	Handling test strips	Removal of protective cap
Date format	Calibration code chip	Insertion of lancet
Date setting	Changing code chip	Priming device
Time format	Onboard Quality control	Depth of setting
Time setting	Sample dosing area	Firing lancet
Set Test measurement value	Disposal of strips	Ejecting lancet
Bleep tone		Disposal of lancet
Therapeutic range setting		

- Performing a Finger Prick Test

Performing a Test	Obtaining a Finger Prick sample	Recording results
Switch meter on	Hand washing	Anticoagulation record
Checking screen	Sites for taking a sample	Memory
Insertion of Test strip	Time limits	Retrieving saved results
Confirm Code lot number	Disposal of strips	INR Recording pad
Strip warming		
Common error codes		

- The Automated Health Call and Demonstration

Phone Call 1: Entering your INR Result	Phone Call 2: Receiving Dosing Instructions
Answering the phone and Confirm identity	Answering the phone and Confirm identity
Entering your INR result	Receiving and confirming dosing instructions
Entering todays warfarin dose	Your next INR reading date
Entering additional information	

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Phone Call One - Collecting you test result

Answer automated telephone call at time agreed with you:

- The call will ask you to confirm your identity and press a key on phone pad to connect.
- Confirm it is OK to speak (have your test result ready prior to call and a note of your warfarin dose due to be taken that day)
- Listen carefully to the call and respond to questions asked by entering the numbers on the phone key pad in response.
- The call will ask you to use the star key on the phone pad as the decimal point and the hash key will be used to complete the entry on the key pad, these must be entered or response will not be registered.
- If you are not able to take the call at the time agreed, you will be called again at half hourly intervals a total of 3 times.

Phone Call Two - Receiving Dosing Instructions

Answer automated telephone call at time agreed with you:

- The call will ask you to confirm your identity and press a key on phone pad to connect.
- The call will provide you with your warfarin dosing instructions and details about the date of your next test.
- Your warfarin dosing could be done in one of four ways:
 - Same dose every day
 - Alternate days dosing
 - Weekdays/weekend dosing
 - 7 Day dosing

You will be required to listen to the warfarin dosages and then key what you have heard into the telephone key pad, so that we are assured you have heard correctly and this is designed to be a safety check.

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Phone Call One - Collecting you test result

Notes

The system is designed to be clinically safe and ensure information is communicated effectively, that is why you are required to confirm the information you have heard.

Clinical Alerts:

Clinical alerts are relayed to Warfarin clinic staff, if you respond yes to one of the following questions:

- Your test result is NOT between 0*8 and 8*0
- You have changed ANY medication
- You have had any BLEEDING symptoms
- You have MISSED any doses of Warfarin

Clinical alerts ensure that the Clinic staff are aware of any changes and will follow this up with you, the phone call will also ask you to speak with the Warfarin Clinic if this occurs.

Non-Responder Alerts:

If you do not respond to your Automated telephone calls, Clinic staff will follow this up and contact you.

The Warfarin Clinic staff are available Monday to Friday 09:00-17:00 hours, for advice and support to patients and carers. Contact number is Tel: 01388 455280

Please inform Clinic staff if you need to change anything with your Health Call INR monitoring eg. phone numbers or personal details.

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CoaguChek XS Agreement

Patient Training Record

Patient Name: _____

Trainer Name: _____

The training session is being carried out to ensure the correct use of the CoaguChek XS monitoring device. Please check off boxes to confirm the following information has been given, and sign to confirm this:

Criteria	✓
Meter Set Up	
Batteries	
Display check	
Date Format	
Date Setting	
Time Format	
Time Setting	
Set Test Measurement	
Beep Tone	
Therapeutic Range	
CoaguChek XS Test Strips	
Storage conditions	
Handling test strip	
Calibration Code Chip	
Changing Code Chip	
Onboard Quality Control	
Sample dosing area	

Criteria	✓
Performing a Test	
Switch meter on	
Checking screen	
Insertion of test strip	
Confirm code lot number	
Strip warming	
Operation of Softclix Device	
Device components	
Removal of protective	
Insertion of lancet	
Priming device	
Depth setting	
Firing lancet	
Ejecting lancet	

Criteria	✓
Obtaining a Finger Prick Sample	
Hand washing	
Sites for taking a sample	
Time limits	
Sampling problems	
Recording Results	
Anticoagulation Record	
Memory	
Retrieving saved results	
Maintenance & Troubleshooting	
Cleaning meter	
Common error codes	
Technical support	
CoaguChek Patient	
Care Line:	
0808 100 7666	

I confirm that I have received the information on the above criteria from the above named trainer. I confirm that I should still read the user manual accompanying my CoaguChek XS device in conjunction with this training. If I require any further technical information I will ring the technical support helpline, or refer back to my Anticoagulation Nurse at the Nottingham University Hospitals NHS Trust.

Date: _____

Patient Sign: _____

Trainer Sign: _____