



WA COVID Care at Home

Frequently asked questions

WA COVID Care at Home delivers home monitoring care for COVID-positive people who require it due to having risk factors which put them at greater risk of requiring hospitalisation.

About WA COVID Care at Home

What is WA COVID Care at Home?

Most people with COVID-19 can care for themselves at home with some support from their GP.

WA COVID Care at Home delivers home monitoring care for COVID-positive children and adults in Western Australia who may have risk factors that put them at a greater risk of becoming seriously unwell.

You need to [register](#) to be considered for WA COVID Care at Home. Registered patients will be assessed based on risk factors, such as age, medical history and social factors. You will also be asked questions about your symptoms and vaccination status.

WA COVID Care at Home is available to anyone in a residential setting in WA who has access to a telephone. It is therefore accessible to those in rural and remote locations, as well as metropolitan locations.

WA COVID Care at Home is a free service.

When will WA COVID Care at Home commence?

The program started on 31 January 2022.

How do I know if I need support from WA COVID Care at Home?

WA COVID Care at Home will identify patients to be included based on risk factors provided on registering for WA COVID Care at Home.

Risk factors include age, severity of symptoms, medical history and social factors. If you are eligible for COVID Care at Home, based on these risk factors, you will be asked for your consent to participate in this program.

People with more serious health issues may be admitted to hospital for ongoing monitoring and care, and people assessed as low risk, and not eligible, will continue to self-care without health supervision.

What sort of care can I expect as a patient in WA COVID Care at Home?

COVID Care at Home patients will receive daily video calls from a health practitioner to check their vital health signs and welfare.

The calls can also be done by a standard phone if video calls are not available.

COVID Care at Home patients will be provided with an easy-to-use device, a Pulse Oximeter, to measure the oxygen levels in their blood and their heart rate.

This device is placed on the fingertip and is non-invasive.

You will receive full instructions on how to set up a video call and how to use the Pulse Oximeter.

What will I need to do as a WA COVID Care at Home patient?

You must [isolate](#) as directed by WA Health.

You will be provided with an easy-to-use device, a Pulse Oximeter, to measure the oxygen levels in your blood and your heart rate.

You will receive full instructions on how to set up a video call and how to use the Pulse Oximeter.



Will WA COVID Care at Home visit patients in their home?

WA COVID Care at Home is a telehealth service. The WA COVID Care at Home (Care) team will monitor and help a patient manage their symptoms. The Care team may ask the patient to measure their pulse, oxygen levels and/or temperature. If required, the equipment to do this will be provided free of charge.

The WA COVID Care at Home team includes doctors, nurses and support staff who will check in regularly, provide advice on symptoms, and if needed, arrange a transfer to hospital.

Is WA COVID Care at Home a Western Australian-based service?

WA COVID Care at Home is available to eligible people who are confirmed COVID-19 positive and are in WA with access to a telephone.

The Department of Health has engaged experienced providers Calvary and Medibank, who have combined their clinical and telehealth experience to deliver services to COVID-19 positive patients in Victoria, New South Wales, Queensland and now Western Australia.

When a patient calls WA COVID Care at Home, what is the time frame for a response?

When you first register, WA COVID Care at Home will contact you within one day.

WA COVID Care at Home patients will receive calls from the health care team to check their vital health signs and welfare.

Patients will be provided with a phone number to call if their condition worsens.

Who answers patient's/carer's calls to WA COVID Care at Home? Are they health professionals? How are they trained?

The WA COVID Care at Home team includes doctors, nurses and support staff who will check in with patients regularly, check vital health signs and welfare and provide advice on symptoms.

WA COVID Care at Home patients

Is WA COVID Care at Home available to regional and rural people with COVID-19 who are in WA Country Health Service (WACHS) areas?

WA COVID Care at Home is available to anyone in a residential setting in WA who has access to a telephone. It is therefore accessible to those in remote and urban locations.

You must have access to a telephone, tablet or computer and an appropriate level of data.

Other members of my household are also enrolled with WA COVID Care at Home. Can we isolate together?

Yes, though your care plans maybe different as they are tailored to each person's individual health needs.

When can I be discharged from the WA COVID Care at Home program?

Enrolment in the program is entirely voluntary for you. You can leave at any time, though this is not recommended as the program is intended to make you safer.

You must continue to [isolate](#) as directed by WA Health.

I am immunosuppressed and live at home with a school-aged child, under 16 years. If my child gets COVID-19, there is no space at our home for them to isolate from me, and I will need to cater for them. Would we be eligible for the WA COVID Care at Home considering my child is a dependent, and I'm immunosuppressed?

WA COVID Care at Home delivers home monitoring care for COVID-19 positive people who may have risk factors that put them at a greater risk of becoming hospitalised. It is only available for people who test positive to COVID-19.

Risk factors such as age, medical history and social factors are strong considerations.

If you [register](#) and are eligible, you will be asked to consent to enrol in the program.

It is important to have a plan for the care of your child in case you get COVID-19 and become unable to care for them.

WA COVID Care at Home can refer you to a specialist support team if your needs are complex.

If you are unable to complete the form to register by yourself and do not have someone to help, you can call 13COVID (13 26843).

I am immunosuppressed. Will I be able to access WA COVID Care at Home?

You must be a confirmed COVID-19 positive case, and [register](#) to be considered for WA COVID Care at Home.

Patients will be considered based on risk factors such as age, medical history and social factors.

If you are eligible, you will be asked to consent to enrol in the program.

You cannot access the program if you do not have COVID-19.

I am the sole carer of a child with disability who requires 24/7 care. What should I do if both of us are confirmed COVID-19 positive and I'm unable to care for my child?

It is important to have a plan in case you or anyone else in your household gets COVID-19. If this happens, you will need to isolate at home.

Most people who get COVID-19 and are up to date with their vaccination will have only mild symptoms, lasting a few days. However, planning for you and your family's needs will help you to feel in control and less anxious, especially if you need to isolate while infectious or need hospitalisation.

Your COVID-19 care plan should include contact details of the person that has agreed to care for your child, should you become unable to.

WA COVID Care at Home delivers home monitoring care for COVID-positive people who require it due to having risk factors, including disability, that put them at greater risk of requiring hospitalisation. They can also refer you for social support and assistance, if required.

If you are a confirmed COVID-19 case, you can [register](#) online to be considered for WA COVID Care at Home. If you don't have access to the website, you can call 13 COVID (13 26843).

What consideration is given for children who are NDIS participants and therefore, more at risk?

WA COVID Care at Home delivers home monitoring care for COVID-19 positive people who may have high risk factors that put them at a greater risk of becoming hospitalised.

Extra support is provided for people with the most need.

If you are unable to complete the form to register by yourself and do not have someone to help, you can call 13COVID (13 26843).

Patients with diverse needs and disability

How will WA COVID Care at Home communicate with people who are deaf or hard of hearing?

The WA COVID Care at Home team has access to the National Relay Service, including SMS, for those who are hearing impaired or have speech difficulties.

What support is available through WA COVID Care at Home for people with diverse needs, such as multicultural, or having a disability or mental health condition?

The WA COVID Care at Home team is experienced at dealing with people from diverse backgrounds and with varying needs.

If you are unable to complete the registration form by yourself and do not have someone to help, you can call 13COVID (13 26843).

Free help in your language is provided through an interpreter service for people over the age of 16 years. For help in your language, call 13 14 50.

WA COVID Care at Home can also refer you to a specialist support team if your needs are complex.

Mental health support information and links are available on the [HealthyWA](#) website.

If you are feeling anxious, it may help to talk to your support person or friends and family.

If you have sought professional help for a mental health condition, consider scheduling a telehealth consultation.

What considerations are in place to ensure Aboriginal and Torres Strait Islander people will be supported by WA COVID Care at Home in a culturally safe way?

A representative from the Aboriginal Community Controlled Health Sector was on the project group that developed the WA COVID Care at Home program. It was a requirement for the provider to provide a culturally sensitive program and have access to either Aboriginal clinical staff or an Aboriginal Health worker.

WA COVID Care at Home delivers home monitoring care for COVID-19 positive people who may have high risk factors that put them at a greater risk of becoming hospitalised.

Risk factors such as age, medical history and social factors are strong considerations.

Hospitalisation

If I'm a COVID-19 positive case and require hospitalisation, should I go to my closest hospital emergency department, or travel to the hospital that manages my special medical needs?

All Western Australians are encouraged to develop a COVID care plan to prepare for COVID-19.

As part of this plan, you should discuss with your doctor the hospital you should attend, should you need to. Your doctor is best placed to assess your needs.

If you are part of the WA COVID Care at Home program, your admission will be coordinated to the most appropriate hospital for your care needs.

If a WA COVID Care at Home patient is also being seen by another healthcare agency, and hospital admission is required, who will facilitate this?

The team that identifies you need transfer to hospital should coordinate your admission. If this is the WA COVID Care at Home team, they will liaise with WA Health to ensure your admission to the most appropriate facility for the care you require.

If you become seriously unwell, you should call 000.

Liaison with GPs and other health providers

How do GPs get information about their patients from WA COVID Care at Home?

GPs will receive a discharge summary from WA COVID Care at Home when you are discharged from the service, provided the patient provides their GP details and consents to the GP being made aware.

How will WA COVID Care at Home liaise with other healthcare agencies regarding the care of a COVID-19 positive person at home? What would this look like in both the public and private systems?

WA COVID Care at Home provides care for patients. Should a patient subsequently require hospitalisation, WA COVID Care at Home will arrange for the hospital transfer. This will include a transfer of medical records from WA COVID Care at Home to the hospital.

Is there an app that can be downloaded to send medical diagnostics to a hospital, if required?

WA Health does not use an app to send medical diagnostics to a hospital, as part of WA COVID Care at Home, nor is My Health Record used.

Helpful links

More information about [WA COVID Care at Home](#).

Last updated 12 April 2022

**This document can be made available in alternative formats
on request for a person with disability.**

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