

OXIMETER USE AND RETURN

HOW TO USE AND RETURN YOUR OXIMETER



Intensive Home Monitoring

Welcome to the Intensive Home Monitoring (IHM) program. This program uses innovative virtual care technologies to help support people experiencing mild to moderate COVID-19 symptoms. Each day, you will complete a brief questionnaire designed to help the monitoring nurse assess your symptoms, as well as reporting your temperature and oxygen saturation. The monitoring nurses track your responses 8:00 AM to 8:00 PM, seven days a week.

This guide has been prepared to help you get familiar with the oximeter, including instructions for using and returning the device.

Emergency Care

Please note that Intensive Home Monitoring is not an emergency service. If you are experiencing an urgent health concern, or if your oxygen saturation drops below 93%, please call 9-1-1 or go to your nearest Emergency Department.

Using the Oximeter

Once prompted in your monitoring interview, measure your oxygen saturation by:

1. Warm up your hand and fingers by rubbing them together
2. Pick up the oximeter and pinch the end of the device to open the hinges
3. Place the open oximeter on your finger and wait for the measurements to display on the screen



IMPORTANT: Please do not sterilize, autoclave or immerse the oximeter in liquid of any kind. Also do not pour or spray any liquids onto the oximeter. Do not allow others to use the oximeter or children to play with it.

Returning the Oximeter

The instructions for returning your oximeter will vary slightly depending on where your device came from. Your oximeter will have either been provided by Island Health or by TELUS, and it's important that it is returned to the correct organization so that the device can be cleaned for future use.

To find out which oximeter you have, either refer to the packaging that the device came in or look for a sticker on the oximeter. Find sample images on *Page 3* of this document.

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Returning an Oximeter to Island Health

When you received your Island Health oximeter, it likely came in an orange envelope lined with bubble wrap. Inside of that envelope, there should be a printed set of instructions and a second envelope with a stamp already on the front. If you do not have a second envelope, please email hbm@viha.ca and an envelope can be mailed to you.

To return the oximeter to Island Health:

1. Gather the cleaning and return supplies, as well as the oximeter. The CaviWipes and plastic bag will be in the return envelope.
2. Clean your hands thoroughly for at least 20 seconds with soap and warm water.
3. Use the first CaviWipe wipe to thoroughly clean off all of the oximeter's surfaces, including the interior where your finger would have come into contact with when measuring.
4. Repeat with the second CaviWipe, thoroughly cleaning the entire oximeter. Let the oximeter dry for at least 3 minutes. The wipe kills bacteria and viruses after three minutes of being on the surface.
5. Place the oximeter in the plastic bag and ensure that it is completely sealed.
6. Place the sealed plastic bag, containing the oximeter, into the bubble-wrap cushioned envelope (addressed to Virtual Care with prepaid postage).
7. Mail the sealed envelope back to Island Health, washing your hands before and after you put the envelope in the mail. You can put the envelope into any Canada Post box or Post Office.

Returning an Oximeter to TELUS

When you received your TELUS oximeter, it likely came in an orange envelope lined with bubble wrap. Inside of that envelope, there should be a printed set of instructions, a second envelope, and a Purolator waybill. If you are missing any of the supplies, or if you would like TELUS to support you in scheduling a Purolator pick-up time, please call the Service Desk at 1-855-850-8899.

To return the oximeter to TELUS:

1. Place the oximeter into the new padded envelope and then seal the envelope closed.
2. Add your contact information to the top of the Purolator Waybill and sign your name on the bottom. A sample completed waybill can be found on *Page 3* of this document.
3. Attach the waybill to the envelope.
4. Call Purolator at 1-888-7447-123 to arrange for pick-up. The postage has already been paid so that you will not be charged for shipping.

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