

Health Call INR self-testing service

Patient information leaflet

The INR self-testing service enables you to be involved in your own monitoring. This information leaflet details all you need to know about the service.

What is the INR self-testing service?

The INR self-testing service enables you and the warfarin clinic to monitor your blood tests outside of the clinic, giving you much more freedom.

What are the benefits of the INR self-testing monitoring service?

You will not have to travel to the clinic as the service enables you to test your INR from home. Your results will still be assessed by the clinic staff. You will still have access via phone 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 is involved in the service?

You will receive training from a nurse who will show you how to test your own blood using a device called a CoaguChek XS. The CoaguChek XS is as accurate as a laboratory test and is a smaller home version of the one used in the clinic.

You will be asked how you want to provide your blood test results and receive your warfarin dosage. You can either provide your results using an automated telephone call, or if you have access to the internet you can provide your results online. When home monitoring starts you will either receive a telephone call or an email depending on how you decide to provide your results.

If you choose the automated phone calls, you will be asked to record your blood test result for that day and input this into the telephone keypad. You will also be asked a few questions about your medication and general health.

If you choose to submit your readings online, you will receive an email with a link to your web based portal. The portal will ask you to record your blood test result for that day, and 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 send you this information via another automated telephone call or email.

What happens to the information I provide?

Your readings and responses will be recorded on a secure web portal so that only approved warfarin clinic staff can see the information you provide. The information is transferred instantly and the warfarin nurse will be able to access this in the clinic. The information you provide will be used to decide on your next warfarin dosage.

What if my blood test reading is out of range?

The reading on the monitoring device should be between 0.8 and 8.0. If the reading is not between 0.8 and 8.0 please contact your warfarin clinic immediately. You will be provided with the appropriate number by your warfarin nurse.



Option 1: Providing your results using the automated phone call

When will the telephone call take place?

You will need to be available for two telephone calls. The first one will collect your blood results and will ask you to respond to a few questions around your health. The second will inform you of your warfarin dosage. A convenient time and date will be arranged with you for the telephone call. You can decide what time you want to receive the second phone call.

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 you can contact the warfarin clinic. You will be provided with the appropriate number by your warfarin nurse.

What if I have a problem with my device? Further support in using the Roche CoaguChek XS device can be accessed by contacting the Roche CoaguChek careline on 0808 1007 666 or alternatively you can go to www.coaguchek.com/uk.

Option 2: Providing your results online using the web based portal

When will I receive the notification email?

You will receive two emails on the day of your blood test. You will receive the first email in the morning and it will link you to a web based portal. You will be able to provide your blood results and answer a few questions around your health.

You will receive the second email later in the day and it will provide you with a link informing you of your warfarin dosage.

How will I know that the email is genuine?

The email will come from the address support@inhealthcare.co.uk and will come on the date agreed with your clinician. If you are in any doubt that the email is not genuine then please contact your warfarin clinic.

What will happen if I do not submit my reading in time?

An alert will be sent to the warfarin clinic who will then contact you.

