

Digital Health Questionnaire: My PreOp Assessment

Critical Care Pre-operative Assessment Services

Introduction

Regarding your proposed operation, you will now receive an SMS (text message) from Ultramed (MyPreOp) inviting you to complete a digital health questionnaire.

You will answer questions about you, your health, and your surgery. The questionnaire is designed to:

- Check if you are ready for surgery
- Tell us if we need to see you before your surgery

If you have not received a text message within 3 days of being consented for surgery, please call 01902 695850 to inform us (please note this is not an indication that your date for surgery has been agreed; your surgical team will provide you with an indication of waiting times).

We encourage patients to complete their questionnaire within three days of receipt to avoid delays in their planned care. If you cannot fill it in yourself, you can ask someone you trust to help, like a relative or friend. Alternatively, please call 01902 695850 to inform us and we will arrange for you to attend clinic to complete the questionnaire with a member of our team. The questionnaire will take about 30 minutes to an hour to complete. It might take longer, depending on your medical history. And you do not need to do it all at once: MyPreOp saves where you are, so you can come back later. But remember, the sooner you complete your assessment, the sooner we can plan what happens next.

Why do I need to complete a digital health questionnaire?

Health Screening is the first of three stages of a comprehensive peri-optimisation service.

Your Health Screening information allows the Anaesthetic team to book you into the most appropriate pre-op assessment pathway to fully prepare you for surgery.

This might include optimisation of pre-existing conditions, all of which reduces the risks associated with surgery and anaesthesia and your surgery being delayed due to being clinically unfit.

We also aim to identify low risk patients who are having minor or intermediate surgery who can proceed directly to surgery without returning for further appointments pre-operatively.

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

Using MyPreOp

Your text message will include a 12-character code, which you will use to sign into MyPreOp with the link provided. If you have any technical questions, please contact Ultramed (contact details are detailed on page 3).

What happens after I submit my completed digital health questionnaire?

After you submit your questionnaire, someone from our PreOp clinical team will call you to talk about what is going to happen next. They will arrange any tests or appointments you might need before your surgery. It is important that you bring a copy of your consent form with you to this appointment.

What can I expect during my Pre op clinic appointment?

You will be seen by a Health Care Assistant who will record your height and weight, BMI and blood pressure; blood and urine samples might also be taken as well as a routine ECG to check your cardiac health where appropriate.

If you have been booked a face-to-face appointment, you will then see either a nurse or consultant for your full assessment. If you have been booked a telephone appointment, please make sure you are available to receive a phone call at the time indicated. Calls are likely to appear as No Caller ID.

You might also be invited to attend our Health Education programme. Our **Health Education Team** offer support to improve your health relating to pre-existing conditions or support to improve your general health and fitness before your surgery. This service will not delay your surgery but will help to reduce the risk of being cancelled due to your general health and help to improve your recovery following your surgery.

Your data and privacy

Ultramed takes great care to make sure your healthcare information is kept secure with encryption. You can find out more information relating to this on their website: www.ultramed.co/privacy-notice

Contact Us

PreOp Assessment Team on:

01902 695850

For Technical Assistance, you can contact Ultramed as follows:

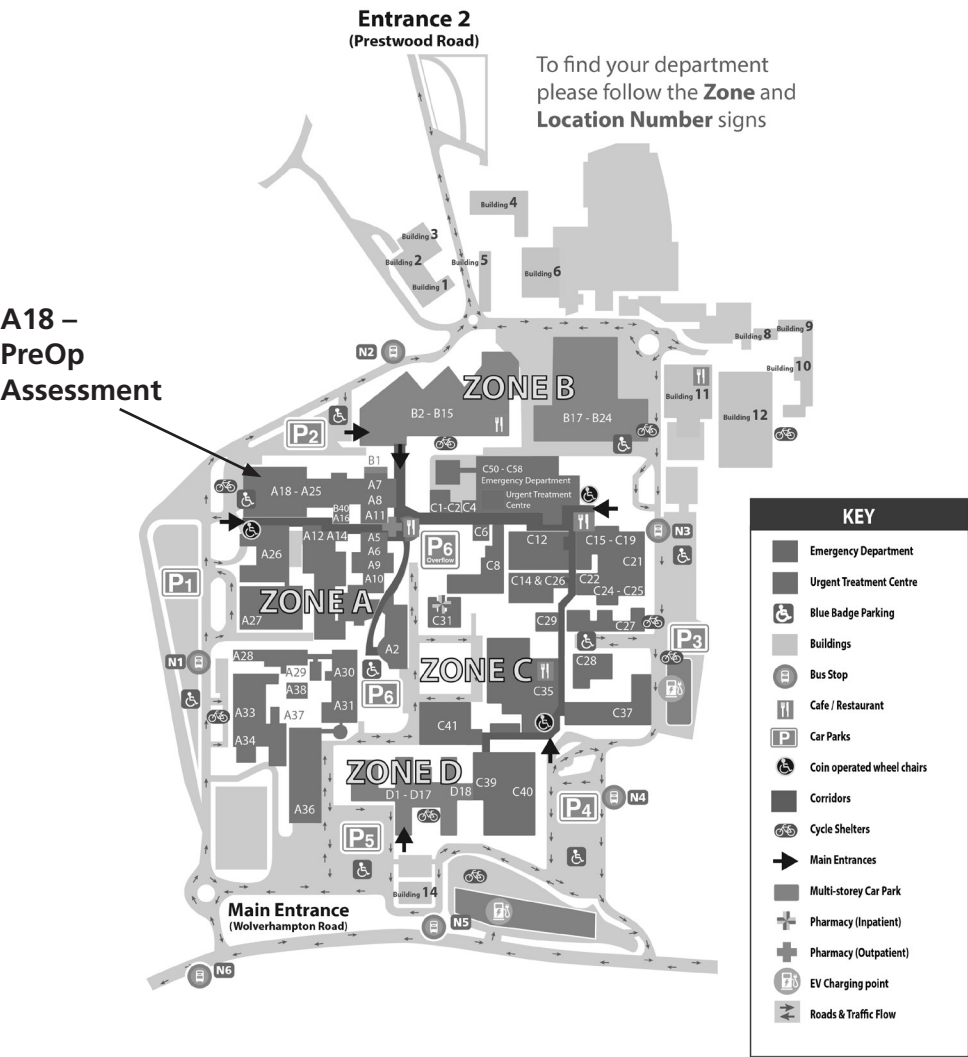
Website: <https://support.ultramed.co/>

Email: help@ultramed.co.uk

Call: 020 3322 4545 (calls cost your standard rate) The Ultramed support team is available Monday to Friday from 9am to 5pm.

How to find us

Preop Assessment is located within A18. The entrance is outside, indicated on the map overleaf.



Accessible parking

There is disabled parking available directly outside the main entrance for Pre-Op Assessment, in Location A18.

For all other parking the P1 Car Park is the closest public car park to location A18.

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਆਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。