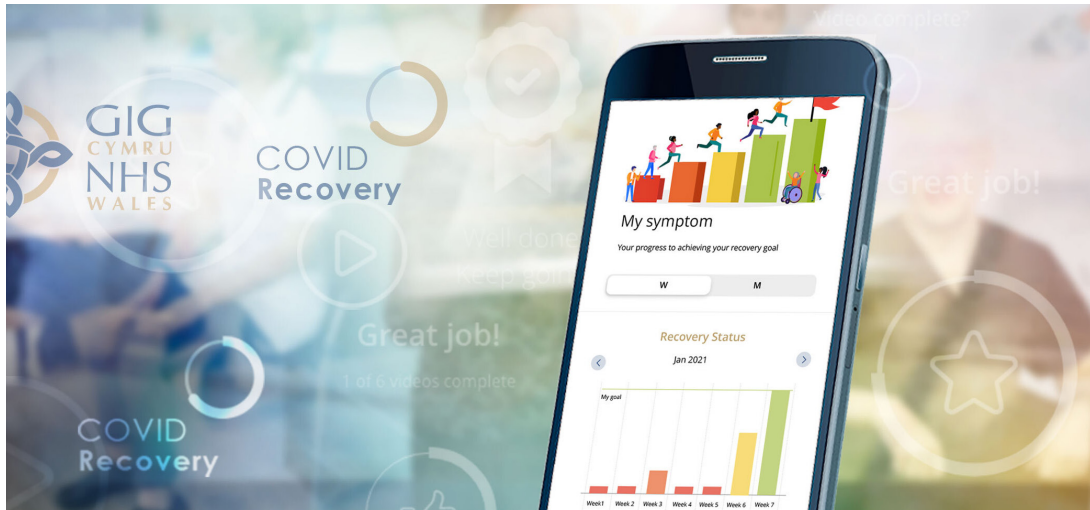


## Consultation Guidance

During the COVID pandemic, we understand that you may be having virtual or phone consultations with your patients. In this guide we will give you some tips for recommending the COVID Recovery apps to the patients you feel will benefit from it.



**There are 3 key steps to telling your patients about the apps:**

### **STEP 1:**

*Explain why the app is important, and why they will find it useful.*

- Have they been struggling with the long-term effects of COVID-19?
- Do they have symptoms such as:
  - Cough, fatigue, weight gain or loss, brain fog, sleep problems, anxiety, low mood
  - breathlessness, reduced fitness, joint pain & muscle aches or voice and swallowing problems?
- Would they like to have access to videos from NHS Wales experts to support them in their recovery?
- Do they have recovery goals in mind?
- The COVID Recovery app uses the patient's own recovery goals for each symptom to help them on their journey to recovery. They will be encouraged to set SMART goals, learn and understand more about their symptoms and how to recover.
- The app is regularly updated with videos from experts within NHS Wales, so they will learn more over time.
- Patients can monitor their symptoms on a daily basis, keep track of their activities and store all the information related to their recovery in one place.
- The aim is for the patient to no longer need the app, and to have reached their recovery goals.

### **Step 2:**

*Explain how they can download the app, and where to find it*

- Free on Google Play and Apple Stores, simply type in covidrecovery
- Available in both English & Welsh
- Visit <https://healthhub.wales/> for more information and links to the app store listing
- Users will need to create an account to use the app, and this requires signing up using an email. If they don't get a confirmation email it may have gone to junk/spam, so make sure they check this!
- They will also need to input some medical information such as their height, weight and COVID symptoms. This is so that the app can give them the best advice and they can keep track of their progress.

**Step 3:**

*Tell them how you will discuss how they are getting on with the apps during their next consultation.*

- The app is there to support users in their long term recovery. So they must keep using it! They will begin to notice progress with continued use.
- Recovery from COVID-19 isn't easy, and it will have setbacks, but the end goal is the same.
- The COVID Recovery app uses the patient's own recovery goals for each symptom to help them on their journey to recovery. They will be encouraged to set SMART goals, learn and understand more about their symptoms and how to recover.
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