

Frequently Asked Questions

Frequently asked questions for nurses and service leads using ChatHealth.

How will ChatHealth be advertised?

Each organisation can choose how they advertise ChatHealth. Traditionally most organisations have produced small pocket-sized cards and stickers to give out to service users and also large posters placed in schools, health centres and community settings. Digital communications, such as social media and website adverts, can also be used to raise awareness. You can be as creative as you like and we will offer you support on this and refer you to our guidance to ensure it is done safely.

Who will be responsible for managing the messages coming into ChatHealth?

ChatHealth can be managed in a number of ways – the most efficient way to manage ChatHealth is using a triage model. This is where one nurse manages all of the messages from all of the service users each day. This means that the nurse can manage the messages and only escalate when needed. Through ChatHealth you have the ability to manage a number of messages and also a personal caseload.

What is the response period?

The service users are made aware via automatic bounce back messages that they can expect a response from a professional within 24 hours Monday to Friday. Organisations may choose a different minimum response period and amend automatic responses accordingly.

What happens if I receive a message indicating risk of harm?

This is not a regular occurrence but in order to protect the professionals well as the service users, protocols and practices have been put into place. You will be equipped with a localised standard operating procedure (SOP) to guide you through this.

Do we have standard responses?

Each message is individual and so we do not provide standard responses. It is important to be personable and individualised, think about what you would say to someone face to face and let your natural tone come across.

Do you tell the service users your name?

It is important that the service user knows who they are talking to as they are sharing personal and sometimes sensitive information. Remember, you would tell them your name if you were talking face to face

What if I struggle finding the right words to respond to a message?

Please remember that it is normal that you will need to build your confidence up with using ChatHealth. This is something that the more you practice the more your confidence will grow. It is quite normal to initially write one message a number of times to make sure that you get it right but

you will get better at this and become quicker as you use the system more and get used to this means of communication with service users. Remember to think about what you would say to the service users if you were seeing them face to face.

Do I have to be at my computer all day to answer messages?

No - ChatHealth will send you alerts when a new message comes into the service. Most nurses manage their day so they can access ChatHealth at regular intervals throughout the day but they do not have to be sat at their computer all day.

Is ChatHealth intended to replace face to face care?

No – ChatHealth will never replace face to face care. ChatHealth is a tool in the professional's toolkit to enable service users to access professionals in different ways.