

# FAQs – ChatHealth for Sexual Health Services

Here's the most common questions we're asked by Sexual Health teams who are considering setting up a messaging service.

## 1 How does ChatHealth help sexual health teams to work more efficiently?

ChatHealth enables sexual health services to offer a remote way to access their services. Your team can effectively triage incoming contacts via messaging and take appropriate action in a safe and clinically governed way. It reduces the need for in-person visits by people who simply need quick advice, signposting elsewhere or to online testing. Thus, freeing up appointment time for complex cases who need to be seen urgently, after making initial contact via messaging prior to their appointment.

## 2 How does ChatHealth work?

Firstly, a service user sends a text message from their mobile phone. This message is delivered to the secure ChatHealth cloud-based platform managed by Leicestershire Partnership NHS Trust. Your healthcare staff will log on the secure ChatHealth staff portal via a web browser. From here, staff users can access incoming messages, then respond and engage in conversation with service users. ChatHealth messages from health professionals are delivered as text messages to the service user's phone.

## 3 How do teams manage ChatHealth conversations depending on their capacity?

You can choose how to manage your ChatHealth service. Many teams manage their messaging service on a rota basis with one person allocated to cover each day. This allows teams to work efficiently and plan ahead. Other services utilise their team's skill mix, allocating one staff member to triage conversations and escalate to other staff as appropriate. We have a wealth of experience in setting up NHS messaging services and can support you to find the best way forward.

## 4 What is the response period?

During your implementation, you can decide on the most appropriate opening hours and response times to suit your service. Service users are made aware of when to expect a response from a health professional via an automated bounce-back reply. You can also include your response times in your promotional materials. In addition, the automated reply can include any appropriate signposting such as emergency contact details if required.

## 5 Can service users share images via ChatHealth messaging?

No, ChatHealth SMS messaging numbers do not allow MMS messages (including picture messages) to be received, as ChatHealth was not designed to be a diagnosis tool for health professionals.

## 6 How is the escalation of risk handled?

As part of your implementation, you will be guided by our clinical lead to develop risk of significant harm pathways.

## 7 How is information and data gathered during the conversation?

A ChatHealth messaging conversation will often start anonymously, which may have helped the person feel more comfortable in coming forward. Further information could be requested by the healthcare professional if required. For example, one sexual health service asks for the person's postcode and age so they don't need to give any personal details, and this means the health professional can provide the relevant advice and signposting for their sexual health concern. Then as the conversation progresses and a rapport is built, the person may naturally share their personal details.

## 8 How is data from ChatHealth transferred into a local clinical system?

ChatHealth has been designed to enable staff to download a full transcript or alternatively copy and paste the messaging conversation. This can be saved on a shared drive or attached to a patient record if their identity is known.

## 9 Can ChatHealth be used to initiate a conversation with service users?

If the service user's mobile phone number is known and they have given permission to be contacted by text, your staff can use ChatHealth to initiate a conversation. This may be useful when it has not been possible to reach a person by phone, so a text can be sent instead.

## 10 What is the Digital Health Transformation Service and how will the team support us?

We are a clinically led project team who are part of an integrated NHS Trust, operating under the highest standards of safety and security. Our team will support your team through our highly structured and well-refined implementation process to adopt ChatHealth. This will help you to quickly and easily set up a safe, secure and successful messaging service, whilst you stay focused on providing high quality care.

For more information, visit [chathealth.nhs.uk](https://chathealth.nhs.uk) or read our latest Impacts Report [impacts.dhtsnhs.uk](https://impacts.dhtsnhs.uk)