

Welcome to iMOKO

This manual will answer all of the questions that you have about the iMoko programme.

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Introduction

iManawa Ora, Korokoro Ora 1
Through healthy throats, children will have healthy hearts

Kia ora and welcome to iMOKO. Thank you for helping us to deliver health services to treat unmet need. Here is some background korero to the kaupapa of iMOKO.

Directors of Navilluso Medical Ltd Dr. Lance O'Sullivan and Tracy O'Sullivan, originally developed iMOKO as a rheumatic fever prevention programme in Kaitaia, Northland. MOKO stands for *Manawa Ora, Korokoro Ora*: through healthy throats, children will have healthy hearts. As rheumatic fever adversely affects Māori and Pacific island peoples, the program was set up as a throat swabbing program in the Northland community. Detection of Group A streptococcus in a throat swab indicates the need for antibiotics to kill this bacteria, which left untreated can cause rheumatic fever. The program has since evolved and we now treat skin conditions including cellulitis, impetigo, scabies and eczema. We also treat headlice.

Our virtual health team is based in Auckland and includes a clinician and a registered nurse. As a Kaitūao/digital health aide you will upload cases to an ipad, which are received by the virtual health team, who then provide a treatment plan.

The "i" in iMOKO stands for innovation; we use technology to deliver health services to treat unmet need.

A big part of the programme is about educating whanau about their health, and to empower them (whakamana) to seek medical treatment early to prevent worsening of medical conditions.

iMOKO works closely with other community providers e.g. nurses, kindergartens, schools, to provide convenient assessments for children. We often refer to other services (e.g. social workers, district or public nursing) to ensure that children and whanau are supported on their way to better health.

iMOKO relies on kaitūao/digital health aides to make this service a success. We welcome all ideas that you have to improve our processes. We hope that you will enjoy your role as a Kaitūao/digital health aide and that you will enjoy helping to enable more accessible healthcare within your community.

iMOKO Team

The team can be reached on emails below, or freephone **0508 44 66 56**

Digital Health Support: support@imoko.com

Kaitūao/Digital Health Aide Responsibilities

Thank you for taking up this role, we appreciate the time that you will provide to ensure that whanau are given the best care that iMoko can deliver to the community.

Sensitive Information/Non-disclosure:

- During the course of your participation, it is expected that you will receive, handle or come into contact with sensitive knowledge and information relating to patients, whanau or the company (Navilluso Medical Ltd). Sensitive information is regularly entrusted to us for consideration, investigation and problem resolution. This information must be kept strictly confidential, and it is critical that we manage these relationships in such a way that recognizes and prioritizes the importance of trust. Any disclosure will be with the authorization of the iMOKO Telehealth team.
- All patient information, including patient's access to iMOKO, is to be treated as confidential. No patient information may be disclosed without the explicit informed consent of the patient and authorization by the iMOKO clinician.
- Never disclose your assigned iMOKO username and user password for iMOKO app to anyone else.
- Never allow anyone who has not received iMOKO training to use iMOKO app or ipad. Only authorized iMOKO staff are allowed to train up further digital health aides.
- Discussing/revealing/copying/removing or placing iMOKO information on any media forum such as the internet/newspaper/radio or into any other privately or publicly-available forum without consent is prohibited.

Equipment:

- Full training and support will be provided by the iMOKO team
- Attend training with the iMOKO programme to ensure that your knowledge of the programme and assessment skills allow you to safely assess iMOKO enrolled patients.
- Ensure the resources and equipment of the iMOKO programme are used only for intended use.
- The resources and equipment are to be kept locked away at all times when not in use.
- The ipad should be fully charged, so that it can be used at any time.
- Advise the iMOKO team when equipment supplies and resources are getting low to enable re-supply.
- All communications will happen in a timely fashion to allow time for planning.

- All iMOKO patients are to be treated in a respectful, empathetic manner. Some patients do like to explain themselves comprehensively, and as an iMOKO digital health aide, it is important to listen to their korero in a curious and non-judgmental way to ensure that we can get to the bottom of their issue/mamae.

Communication

- Adhere to the iMOKO code of conduct
- Communicate clearly and reliably with iMOKO team or other kaitūao/digital health aides through email or text formats.
- Please liaise with the iMOKO team to raise concerns, complaints and share compliments. All korero will be treated with confidence and will be acted on in a timely manner. If you are dissatisfied with any members of the iMOKO team, please contact the iMOKO CEO.
- Any kaituao/aide contacted or approached by a reporter or any media personnel asking about iMOKO or related research regarding iMOKO should direct the reporter to iMOKO CEO.
- If issues arise which you require assistance with, please contact the iMOKO team. Your concerns and complaints will be treated with confidence by the team.

Code of Conduct

Be Collaborative (He Kotahitanga)

All iMOKO staff and kaiūtao/aide are working towards a shared goal of delivering healthcare to serve unmet needs of our whanau. Every

kaitūao/aide is making a valuable contribution to iMOKO. In times of frustration, it is important that we are always putting patient's needs at the centre of our decision-making. Disagreement, debate and constructive criticism is often how progress is made and are a necessary part of working in a team. Conflicts should be handled in a mature and constructive way by discussing the issues in the first instance. If a conflict cannot be resolved, please see assistance from iMOKO team and/or CEO.

Be Respectful (He Manaakitanga)

As a team member, please be considerate of how your actions affect other kaitūao/health providers and members of the community. Treat people with respect. Derogatory korero including reference to appearance, ethnicity, gender, religion, sexual orientation or other personal characteristics, will not be tolerated. We have a zero tolerance policy towards hate speech, bullying or intimidatory behavior.

Be Honest

When you are unsure, ask for help. Nobody knows everything and nobody is expected to be perfect. Asking questions avoids many problems later on, and so questions are encouraged. iMOKO staff will be responsive and helpful when asked. If you are unable to answer questions directed at you from whanau, it is ok to say, "I don't know the answer right now, but I will consult with iMOKO staff and/or other kaitūao/aide to help find an answer for you.

Step Down Considerately

People on every project come and go, and iMOKO recognizes that kaitūao have responsibilities outside of iMOKO. If you are planning to depart from iMOKO, please do so in a way that minimizes disruption to the Programme. This means you should tell the iMOKO team/your Kaitūao leader when you anticipate to finish, so that new kaitūao/digital health aides can be trained appropriately.

Dismissal of a Volunteer

Kaitūao/Aides who do not adhere to the rules and procedures of iMOKO or who fail to satisfactorily perform their volunteer roles are subject to dismissal. No Kaitūao/Aide will be terminated until the Kaitūao/aide has had an opportunity to discuss the reasons for possible dismissal with iMOKO staff. Possible grounds for dismissal may include, but are not limited to: gross misconduct or incompetence, theft of property or misuse of resources, abuse or mistreatment of tamariki, staff or other volunteers, failure to abide by policies and procedures, and failure to satisfactorily perform assigned duties.

Health & Safety

- Due to regulations of working with children, the Vulnerable Children Act 2014, all volunteers are required to be vetted through NZ Police.

- Child safety should be maintained at all times. Always work along-side another kaitūao/aide and in an open space where you can be seen by school staff.

Skin in buttock/genital area

- We advise that you **do not** look at skin in the buttock/genital area. **DO NOT TAKE photos of these areas.**
- Children often take their clothes off before kaitūao/aides will have a chance to stop them. Be aware of the child's actions.
- For skin infections in the buttock/genitalia area please record appropriate notes so that the child can still get the necessary treatment. It is appropriate to call the child's parent to provide history as necessary.
- Use of hand sanitizer between each interaction is advised. Wear gloves when changing dressings.
- Use the MRSA handbook for dressing practices when dealing with children that have been diagnosed with MRSA.

Agreement:

I understand the above points relating to **Sensitive information/Non-disclosure, Equipment, Communication**. I confirm that I will adhere to the **Code of Conduct, and Health & Safety** policies as outlined. I confirm that I will undertake the kaitūao/digital health aide role as described.

Signed:

Kaitūao/Digital Health Aide.....

Full name (please print).....

iMOKO Kaiarahi/Trainer.....

Full name (please print).....

Date:...../...../.....

Equipment

All equipment remains the property of Navillus Medical Limited.

An iMOKO kit will have Ipad, electronic scales, thermometer and pulse oximeter, plus medical supplies.

Thermometer - How to use an ear thermometer or forehead thermometer





Hold thermometer on child's forehead while pressing button. The thermometer will beep when finished.

The electronic or infrared ear thermometer is fast and accurate if it is used correctly. It can be used in older children but is not recommended for use in young babies. The forehead scanner is more appropriate for young babies.

1. To reset the thermometer each time you use it – push the thermometer down into the ear probe covers to use a fresh one each time. This will automatically turn it on and reset it.
2. Push the button at the back before you insert gently into child's ear.
3. Tell them it won't hurt and they will just hear a little beep. Advise them that you may have to put your hand on their head.
4. When placing the measuring end in the ear, be gentle. You do not have to push it far into the ear canal, just hold it at the entrance.
5. Ask the child to please stand still while taking temperature
6. The thermometer will beep when the temperature is measured.
7. Let them see, or tell them their temperature. Reassure them that their temperature is good. Do not alarm them if it is high.
8. Record temperature into the relevant section of the iMOKO app
9. Flick off the ear cover after each use with the button directly under the probe part.

Scales



BE AWARE – tamariki love to jump up and down on scales and weigh themselves at any opportunity. Please ensure tamariki know the kaupapa for scales. Hop on once – then get off.

Weighing of children is mandatory to assist us with calculating medicine dosages. Please ensure correct measurement and double-check in case you have missed a unit (e.g. 9kg rather than 19kg for a two-year old child).

When taking measurements of several children in the room – start with the boys. There is no need to make a big deal of weights. When the boys have left the room, then weigh the girls to avoid any shyness or embarrassment. Position the scales close to you so that tamariki are unable to read others weights. If the tamariki wish to share their weights that is at their discretion – not ours!

Policy and care of iMOKO Ipad, equipment and medical supplies

All equipment and medical supplies are the responsibility of the Kaitūao. It must be locked away when ever not in use. Use by children is discouraged. The school/centre should have their own first aid equipment.

Please ensure your ipad is charged at all times to prevent this going flat and therefore being unavailable for assessments.

Health Education & Empowerment (Whakamana)

Health messages are an integral part of your interaction with tamariki. Every skin assessment should be followed-up with the applicable health message.

Hand hygiene

Sanitizing – the importance of hand washing and hand sanitizing is to prevent the spread of germs. A million germs can live on the tips of the fingers. Imagine how they can all be spread without hand washing/sanitizing. Washing hands – use warm soapy water. Wash hands for 20 seconds, and ensure thorough drying of hands as well. When sanitizing hands – place sanitizer on palm of hand. Rub hands together, then place palms on top of hands to sanitize there. Place fingers together to do between the webbings of the fingers – this is one of the most missed parts when it comes to sanitizing and washing hands.

Keep finger nails short and clean. Skin infections can start with scratching an insect bite or sore because of the germs that can live under fingernails.

The below notes are korero you can share with whanau.

Nails carry bugs and spread infection, so it's important to teach your child how to care for them. Teaching your child the following tips (from dermatologists) can help your child develop healthy nail-care habits.

1. Keep nails trimmed. Short nails stay cleaner and break less often. Dermatologists recommend that an adult trim a child's nails until the child is about 9 or 10 years old. At about that age, children can trim their own nails if they feel comfortable doing so.
2. Trim nails after taking a bath or shower. Nails are softer then, so trimming is easier.
3. Use a nail clipper or nail scissors to trim nails. Cut fingernails almost straight across. Round a little at the corners to keep nails strong.
4. Smooth rough edges with a nail file or emery board. Always pull the file across the nail in the same direction. Filing back and forth can weaken nails.
5. Leave the cuticles alone. Cuticles protect the nail root, so it's best to not cut or push back the cuticles.

Sores

- o **Clean** the skin condition with water. Wear gloves when dealing with all skin conditions.

- **Cover** the wound with a plaster or other medical coverings depending on the severity of the skin condition.
- **Check** the wound every day and apply a clean plaster until there is no visible ooze. **Change** the plaster if it becomes wet. If the wound does not improve within 2-3 days **OR** there are signs of infection. (eg increased pain, visible pus, increased swelling, a fever or the child appears unwell) see your GP immediately.

Take your medicine

Medicine needs to be taken for the amount of specified days on the bottle. If you want your skin condition to get better and heal, medicine and dressings will ensure a faster recovery. However if you notice that the medicine is not improving the skin condition this needs to be referred back to the iMOKO clinician as a different antibiotic may be needed.

Cover your cough

Coughing into your elbow ensures the spread of air-borne germs are minimized. Coughs can also be coughed down into your shirt/tee/jersey. If you cough on your hand, wash or sanitize your hands afterwards. Prevent the spread of Strep A.

Blow your nose

Do not sniff as this causes blocked ears. Running noses are not hygienic and harbor germs. Encourage children to blow into a tissue. Use the slogan – 'blow it and bin it'

What the iMOKO team does not treat (yet)

Bruising
Sprains
Aches
Broken bones
Inner ear problems
Vision
Asthma

However we are making progress to enable treatment of some of our conditions.

Medical Abbreviations

abx – antibiotics

rx – script

f/u – follow up

wt – weight

temp – temperature

NHI – National Health Index (also commonly referred to as hospital number). Every child is given one of these at birth. Helps with the correct identification of patient.

Daily routine



Password – will be set by iMOKO, when you first log in you will be asked to reset your password to one you will remember. However if you ever forget it, let iMOKO know and we will reset it.

Never share your username/password/pin with anyone.

Follow up from iMOKO team: In most cases, the team will follow up with patients directly through the number provided at enrolment.

Information to GP: Your GP will receive a summary of your treatment plan electronically.

Taking photos

Take clear photos with high resolution to ensure that the team can do a good assessment on a skin infection

- **Lighting:** Take the photo in good lighting and ensure that shadows are not affecting the image. Turn lights on in room or move child to a window to get good lighting. If you have a smartphone with a torch feature this could be helpful.
- **Steady the ipad and the subject:** Hold the ipad steady – use a base to steady the shot as necessary. Ask the patient to keep still to enable a clear image.
- **Focus:** Focus the image by tapping in the area of the sore.
- **Adjust the exposure:** There is a yellow box icon with a little Sun next to it. When this is on screen you can adjust the exposure (brightness) of the image by moving your finger up and down the screen. This is particularly important with darker skin, where redness may be harder to see.
- **Take a close and distant shot:** An initial picture allows us to see the detail. A distant shot allows us to see where the lesion is on the body.
- **Use different angles** to enable viewing of size difference of the lesion
- **Take a photo of the other limb for comparison:** When a patient has a swollen limb, take a photo of the unaffected limb for comparison
- **Label the photos** e.g. left leg, right leg using the text tool on the ipad

DO NOT TAKE photos of skin over genitals or buttock area



Clinical Tasks

iManawa Ora, Korokoro Ora 14
Through healthy throats, children will have healthy hearts

Correct procedures of clinical tasks ensure that we can gather sufficient information

When do you swab the wound?

Swab the wound if directed by the iMOKO app, or as requested by the clinician. If the child is already on medication that does not appear to be making a difference to their infection – this is a clear indication that a skin swab should be taken.

Signs of infection are: broken skin; swelling; redness; heat; liquid discharge (pus) or if the child has a fever,

What do I need?

Cotton tipped swab in transport tube

Gloves

Lab form

Plastic lab bag



1 Amies swab for bacterial culture

How do you swab the wound?

Wash your hands

Double check tamariki name and explain what you will do

Gloves – don't forget to put them on

Open the swab packet and make sure not to touch the tip on anything but the wound

Move the swab in a Z shape over the entire wound bed

Rotate the swab while moving it across the wound

***Put** the swab in the transport tube immediately

Label the tube immediately after swabbing:
name/DOB/NHI/DATE and **site of swab** (e.g. left arm)



Clean and dress the wound if needed.

Put the swab tube into a plastic bag with the lab form.

Double check that the swab has been labelled.

Insert the lab form into the **plastic bag in one compartment**

The swab must be delivered to the lab within 24 hours of the swabbing

Basic Wound Care Instructions

Please follow the guidelines below when performing basic wound care:

- 1) **Wash** hands for 20 seconds with warm water and antibacterial soap, rubbing all surfaces of fingers and hands. Rinse well. Alternatively sanitize thoroughly with supplied sanitizer. Apply gloves.

Gather wound supplies and small garbage or plastic bag.

Remove old dressings if applicable. Discard into brown rubbish bag. Double bag the old dressing if infection is suspected.

Wash hands again as indicated above. Apply new gloves – this prevents cross contamination with the wound.

Cleanse wound with saline water and cleaning swab. If saline water is unavailable – soap and warm water is fine. Rinse well.

- 2) **Check** wound for signs and symptoms of infection:
 - o Redness around the wound
 - o Warm skin around the wound
 - o Increased clear, bloody or pus drainage (purulence)
 - o Increased pain when performing wound care
 - o Foul or strong odor from the wound
- 3) **Apply** wound dressing with appropriate cover dressing and adhere with tape or other means to secure dressing.

Remove gloves and dispose of in rubbish bag.

Place another garbage or plastic bag over bag containing soiled dressing.

Dispose in lined trash receptacle.

Wash hands as indicated above.