

Last Orders Flo Simple Telehealth Message Protocols

1. Self-Paced Alcohol Withdrawal Protocol

This protocol will last for 2 weeks. Agree what time Flo should start texting with each patient so that you can individualise the protocol and add or amend timings if necessary

FEEL Question - Daily at 12:00 (timings can be amended individually)

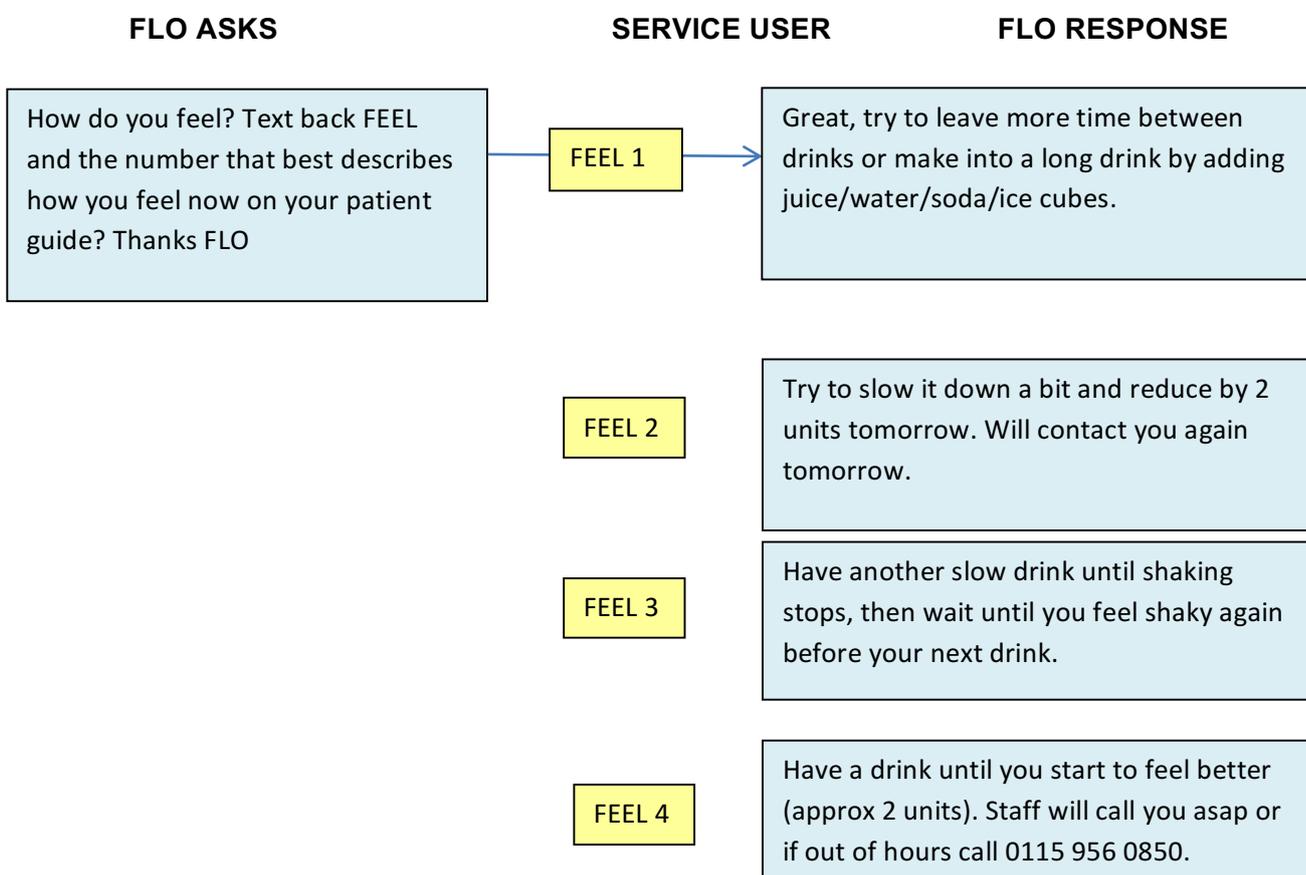
Key:

FEEL 1 – Manageable

FEEL 2 – Drunk

FEEL 3 – Shaky

FEEL 4 – Unbearable

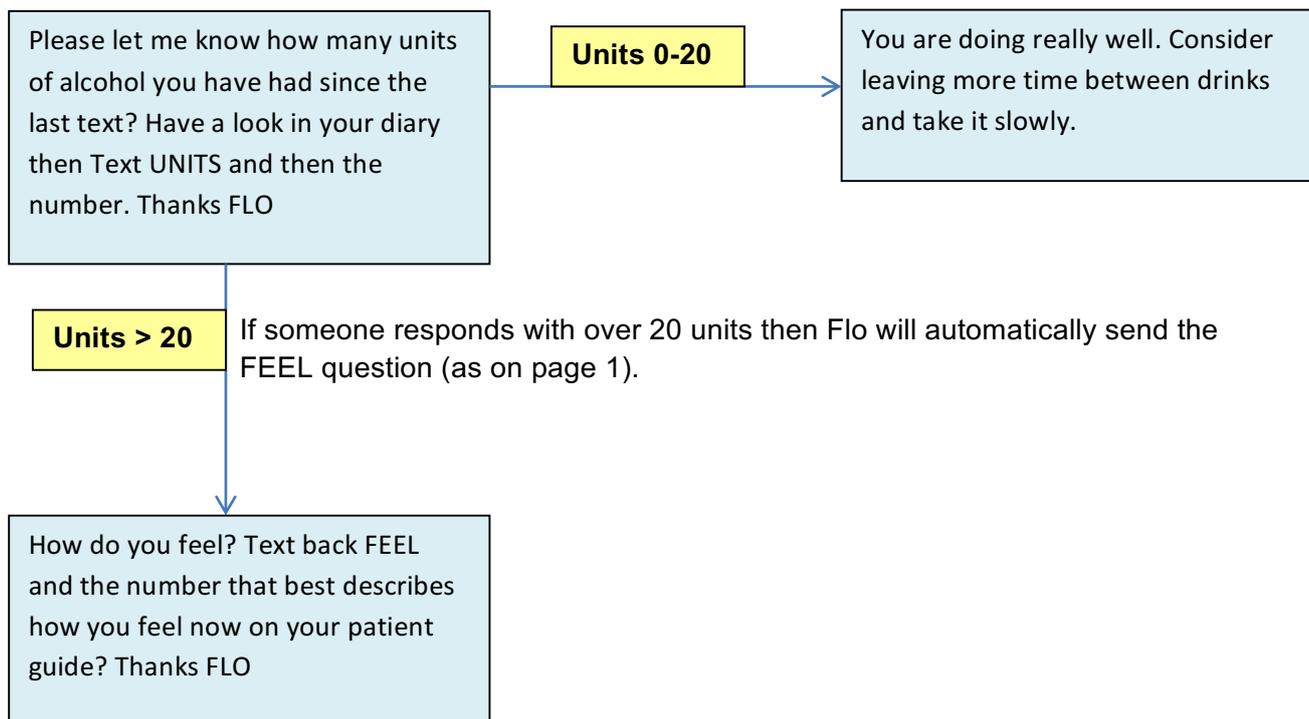


In addition to their information sheet, service users can text the word **LIST** to receive a message with the list of numbers and what they correspond to.

Units of Alcohol (Al)

Text FEEL followed by the number. Feel 1 = Manageable, Feel 2 = Drunk, Feel 3 = Shaky, Feel 4 = Unbearable E.g. If you feel things are manageable text Feel 1

Daily at 15:00 (timings can be changed individually)



2. Drinks Diary

Flo asks for units of alcohol daily.

3. Motivational Messages

There are four protocols for different motivational messages which individuals can choose to receive. Each protocol sends a support message once a week:

- Support Full Recovery
- Pre-abstinence Recovery
- Health & Wellbeing
- Thought for the day

4. Group Reminders

These protocols will send the service user a reminder the day before they are due to attend a group session. There are Flo reminder protocols for the following groups:

Structured Abstinence Group
Making Changes Abstinence Group
Making Changes Controlled Drinking Group 1
Making Changes Controlled Drinking Group 2
Mindfulness Group 1
Mindfulness Group 2
Recovery Weekly Group
NLP Confidence Booster Workshop
NLP Goal Setting Workshop
NLP Panic Attack Workshop
NLP Sleep Workshop
NLP Relationships

When adding the protocol to an individual's Flo record, it is important to remember to change the start date to the Saturday prior to the day of their first session so that they receive the reminders at the appropriate time.

5. Service Details

To receive service details which will list the address, phone number and opening times the service user can text either the word: Recovery, Treatment or Triage to receive the appropriate service details.