Health Navigator New Zealand

Aotearoa e te toa!   
A series of resources for people with COVID in the community

# Transcript: Digital tools - using technology to recover from COVID-19 at home

## [Introduction: What are digital tools?]

| **Audio** | **Visual** |
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| [Guitar music] | Aotearoa e te toa!  Digital tools - using technology to recover from COVID-19 at home |
| [Guitar music]  [Narrator] Most people with COVID-19, especially if you’re fully vaccinated, will be fine to recover at home. | A young man (son) wearing a mask sits in his lounge, looking at his mobile phone. |
| [Guitar music]  [Narrator] You’ll be given the digital tools you need to look after yourself and others at this time.    [Woman] What are digital tools exactly? | Woman #1 (mum) makes tea in the kitchen. |
| [Guitar music]  [Narrator] They’re things you can use on your phone, computer or laptop that make tasks easier to complete. They let you share and find information about COVID-19. | Woman #2 sits in her bedroom, using her laptop computer. |

## [Using the online contact tracing form]

| **Audio** | **Visual** |
| --- | --- |
| [Guitar music]  [phone dings]  [Narrator] Let’s assume your son’s test is positive. | The son sits in the lounge, using his mobile phone. A message appears on his phone:  Kia ora Rāwiri, your COVID-19 test result was POSITIVE.  Mum is standing in the lounge, a good distance from her son. She is wearing a mask. |
| [Guitar music]  [Narrator] That means he needs to use an online contact tracing form.    He’ll need to answer how he is currently feeling – any symptoms. Then there will be questions about where he’s been. You’ll also put in details of the people you are living with.  A handy option is, if he’s been using the New Zealand Covid Tracer app, he can get a code to securely share his scanning data from his phone. | A red background is shown, and a hand holding a mobile phone appears. The phone displays a COVID-19 contact tracing form.  In a flashback, the son is shown eating with a friend, at the food court of a shopping centre.  The red background is shown again, with a hand holding a mobile phone showing how to securely share his COVID Tracer app scanning data. |
| [Guitar music]  [Mum] It’s *way* faster to enter the info on your phone yourself than doing it on a call with a contact tracer.  [Son] OK.  [Narrator] The online form also asks some health questions to see if you may need extra health support. And if you need some other help, like getting kai, it’ll link you to somewhere to get welfare support. | The son sits in the lounge, his mum stands a good distance away from him. They are both wearing masks. Then she walks away.  The son nods and goes back to filling in the contact tracing form using his mobile phone. A thought bubble appears next to him, showing that the son is thinking about pizza. |

## [About the health hub]

| **Audio** | **Visual** |
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| [Guitar music]  [Mum] Okay – so tell me what this health hub is all about?  [Narrator] The health hub is a website that has information for people with COVID-19, those who are close contacts, and those who are household contacts.    It includes advice for managing common symptoms, when to seek medical help, resources and support groups that can help you, plus there are also links to info about rapid antigen testing. | Mum is in the garden.  A red background is shown, and a hand holding a mobile phone appears. The phone displays the health hub. |

## [If you don’t use the internet]

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| [Guitar music]  [Mum] Sounds good, but what if I don’t use the internet?  [Narrator] That’s covered, too. There’s always the phone, with numbers to call if you feel you’re getting worse. Or if you need help filling out the form, you can call 0800 555 728.  [Mum] Awesome - that’s all very reassuring. | Mum is in the garden.  A blue background appears, with a red phone to the right and text to the left:  If you’re getting worse call the COVID Healthline on 0800 358 5453  Then new text appears to the right of the phone:  Call 0800 555 728 if you need help or don’t want to use the online tools  Then mum is in the garden, smiling. |

## [Key points]

| **Audio** | **Visual** |
| --- | --- |
| [Guitar music]  [Narrator] You can do this! Keep your phone close and answer any calls in case a healthcare team needs to get in touch with you. | A notecard or notepad is shown with the heading “Key points”.  Key points are listed below:   1. Most people with COVID-19, especially if you’re fully vaccinated, will be fine to recover at home. 2. You’ll be given the digital tools you need to look after yourself and others at this time:    * You will receive a text with your results    * This will include links to:      + online contact tracing form      + website health hub 3. Keep your phone on you at all times. 4. If you need more help or advice, go to [covid19.health.nz/advice](https://covid19.health.nz/advice) |
| [Guitar music] | Credits are shown:   * Health Navigator New Zealand * Ministry of Health/Manatū Hauora   A website URL is shown:  [covid19.health.nz/advice/positive](https://covid19.health.nz/advice/i-have-covid-19) |
| [Guitar music] | Text appears, which says:  Animation by:  A group of paper airplanes swirls around, and then a logo appears:  Benchmedia Infotainment & Content Solutions |