

nMABs email and SMS content – General

<NHS number>

Date of Birth <dd/mm/yyyy>

Dear <Given Name> <Surname>,

You have tested positive for coronavirus (COVID-19) and should now be self-isolating. The NHS Test and Trace service will tell you what you need to do to stay safe at home.

The NHS is using new treatments for COVID-19 outside of hospital.

Based on information in your medical records, we have identified that you **may** be suitable for one of them. The treatment can help reduce the risk of you becoming seriously unwell from COVID-19.

This treatment needs to be given quickly to be effective.

We have asked the NHS in your area to phone you within 24 hours. They will give you further information about the treatments and make an assessment to see if the medicine might be right for you.

You may also receive a text about this treatment from GOV.UK, which will be sent to the phone number you provided when booking your coronavirus test.

If you do not hear from the NHS within 24 hours, you should:

- Ring your doctor's (GP) practice if it is during the day OR
- Call NHS 111 if it is on an evening or a weekend.

Your GP practice or NHS 111 will be able to refer you for an urgent appointment to see if the treatment is definitely right for you.

More information about these medicines, and who can get them, is available at www.nhs.uk/CoronavirusTreatments

Spotting a scam

These treatments for COVID-19 are free of charge on the NHS.

The NHS will never ask for:

- your bank account or card details
- your pin or banking password
- copies of personal documents to prove your identity such as your passport, driving licence, bills or pay slips

If you think you have been a victim of fraud or identify theft, report it to Action Fraud on 0300 123 2040.

How the NHS is using your personal information

If you want to know how the NHS is using your data to provide this service, you can read about it here www.digital.nhs.uk/coronavirus/treatments/transparency-notice

This email has been sent to you as you have recently tested positive for COVID-19 and you meet the clinical criteria for this treatment. Test and Trace will provide you with advice and guidance about self-isolating.

SMS wording

You have tested positive for coronavirus (COVID-19) and must now self-isolate. The NHS have new treatments which can help treat COVID-19. Based on information in your medical records, you may be suitable for one. This treatment needs to be given quickly to be effective. The NHS will call you directly to discuss if this medicine is right for you. If you do not hear from the NHS within 24 hours, contact your GP surgery or call 111. Further information on these treatments is available at www.nhs.uk/CoronavirusTreatments. You should have received a separate message from Test and Trace about staying at home and available support. If you have not yet received this message, then it will be sent soon.

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Max character limit: 850