

Telehomecare - COPD and Heart Failure Remote Monitoring Program

Physician Information

Program Highlights

- Six-month virtual program at no cost to patient
- For the duration of the program and at no cost to the patient, we provide them with integrated wireless biometric devices, and a tablet with unlimited data
- For the patient's ease of use, the tablet has text-to-speech capability, and supports multiple languages
- To support the patient's ability to self-manage their condition at home, the self-directed program includes educational videos that are specific to their condition. The videos engage them in progressive behavior modification
- Program was developed based on evidence-based guidelines that are reviewed annually
- Using the tablet each morning, the patient:
 - Collects and records their vital signs, weight, and oximeter reading
 - Answers and records a series of questions about their symptoms
- The patient can contact our clinician by telephone, video call, text and email seven days a week, between 0800 and 2000.

Primary Care Provider

Completes referral form, and provides:

- Parameters for BP, weight, oximeter and medications. If none are provided, our clinicians follow the default parameters outlined on the form
- Medication guidelines in relation to biometrics, if required
- Patient history and current medication list, if available
- Indicate whether they want to receive patient's progress reports on the program.

Clinician

- Customizes care path for each patient, based on their chronic condition(s)
- Monitors patient's data in the app, and responds to system-generated alerts
- Completes training modules to enhance health-coaching for patients with chronic conditions
- Assesses patient's health index score daily, and responds appropriately
- Follows pathways, and depending on severity of symptom(s), escalates as needed
- Provides reports on patient's progress and health index scores
- Completes a weekly check-in call with patient, including health coaching and review of their progress.

Clinician's View of Monitoring Dashboard

