

Telehomecare - COPD and Heart Failure Remote Monitoring Program

Patient Information

This Program empowers you to better manage your health condition from the comfort of your own home. This is done through ongoing support from specially trained nurses and your primary care provider, and self-directed learning. This six-month program is available to you at no cost, and includes the following:

- Use of an easy-to-use tablet that is connected to the internet so you can send us daily information about your symptoms.
- Ongoing remote monitoring of your symptoms and condition by specially trained nurses
- Access to real-time coaching and support
- Weekly check-in calls
- Communication with your primary care practitioner about your progress, and
- Assistance and guidance, if your condition worsens.

How does the Program work?

You need to be referred by a health professional. Then, one of our team members will call to tell you more about it, answer any questions you may have, and get your consent to participate.

Once enrolled, you will receive a tablet and equipment to use. A nurse will contact you to get you started.

Once daily, you take your vital signs and answer questions directly into the tablet about how you are feeling. Your responses are sent to the Telehomecare team who will review them between 8 am and 8 pm. Depending on how you respond, or if we don't hear from you, we follow up with you by phone, text, and/or video chat to ask more questions about your health.

Through various learning modules and videos on your own time and at your own pace, you will also learn ways to manage your symptoms.

What if I don't have a tablet or a Wi-Fi connection?

You can still participate. The Program includes your use of one of our tablets that has unlimited data, and is connected to the internet.

What if I don't feel well or my condition worsens?

We may ask you to follow up with your primary care provider - and we can help you with this if you need it. Depending on the severity of your symptoms, we may direct you to your nearest emergency department. Please remember that this is *not an emergency response program*. For medical emergencies, call 911 or get other emergency assistance.

What about my privacy?

Protecting your privacy is vitally important to us. We do all that we can to ensure your information remains private and secure. Before the Program's launch, it went through a comprehensive privacy and security assessment. To ensure the security of your health information, we follow strict policies and procedures. However, there is always a risk that third parties could intercept your information, because no virtual tools are completely secure.

Where do I get more information?

Please call us any day between 8 am and 8 pm at 613.310.2222 or toll-free in Canada at 1.800.538.0520.