

# Telehomecare – Patient Information

Telehomecare is a six-month program designed to support patients with self-management of congestive heart failure and chronic obstructive pulmonary disease through remote monitoring, coaching, and education provided by specially trained nurses.

The program is designed to help patients achieve the best possible quality of life while learning to manage their condition, through remote monitoring and regular health coaching.

The Telehomecare program is available to you at no cost and includes the following:

- Loaned equipment —tablet, blood pressure cuff and oximeter;
- Ongoing remote monitoring of your symptoms and condition;
- Access to real-time coaching and support;
- Check-in calls;
- Communication with your primary care practitioner about your progress; and
- Assistance and guidance.

## How does the program work?

You need to be referred by a health professional or you can self-refer if you have a confirmed diagnosis of mild to moderate congestive heart failure or chronic obstructive pulmonary disease.

After your referral has been received, one of our team members will call to discuss the program, answer any questions and obtain your consent to participate.

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

You take your vital signs one time a day and answer questions directly in the tablet about how you are feeling. Your responses are sent to the Telehomecare team who will review them Monday to Friday between 8:30 am and 4:30 pm. We will follow up with you to ask more questions about your health needs. Through education, you will learn ways to manage your symptoms.

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

We may ask you to follow up with your primary care provider and / or direct you to the nearest emergency department depending on the severity of your symptoms. Please remember that this is not an emergency response program. For medical emergencies, call 911.

## What about my privacy?

Your privacy is important to us. We follow strict policy and procedures to protect your information. However, please be aware that no virtual tools are completely secure.

## Where do I get more information?

Please call us any day between 8:30 am and 4:30 pm at **1 800-811-5146**.

