

Remote Care Management Program: Information Sheet

Overview:

The program is a partnership between Halton Healthcare, Connected Care Halton Ontario Health Team, Home and Community Care Support Services and Halton Community Paramedicine. Aetonix provides the remote care management technology: www.aetonix.com. Patients on this program have their vital signs reviewed by a nurse remotely. Patients can connect easily with a member of the management team if they have questions and there is a thoughtful escalation process in place should concerns arise both during and after regular program hours. This service is intended to help support self-management in the home, promote a shorter hospital length of stay and ideally reduce emergency room visits and/or readmissions.

Enrolment information:

- Patients may be enrolled in this program if:
 - They would benefit from remote care management at home;
 - They have met the inclusion criteria; and
 - They have Acute COVID-19 infection, Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), Asthma, Pneumonia or Interstitial Lung Disease (ILD) or Other Respiratory Diagnoses

Patient/client eligibility:

- Does not reside in a Long Term Care home
- Has a Primary Care Provider in Oakville, Milton or Halton Hills
 - Or Lives in Home and Community Care Support Services (HCCSS) Catchment and referred by HCCSS
 - Or referred by Halton Healthcare
- Is at least 18 years old
- Consents to program enrollment
- The primary care provider notified regarding this referral

Standard parameters (unless otherwise indicated):

<input type="checkbox"/> Default	Systolic BP	Diastolic BP	Oxygen Saturation	Pulse	Weight (lbs.) <i>CHF only</i>
High	150	100	100	100	+2 lbs./ DAY
Low	90	60	92 (88 COPD)	50	-5 lbs./ DAY

Process:

- The referral is made to Home and Community Care Support Services as part of this program.
- Patients will be contacted to plan a home visit within 24-48 hours after receipt of the referral to set up the remote management equipment and teach the patient how to use it.
- Patients will be provided access to a help line for concerns outside of the regular monitoring hours.

Monitoring symptoms:

- Patients enter their vital signs into the Aetonix equipment each day. The results are reviewed Monday to Friday, 9:00 am – 5:00 pm except statutory holidays.
- After the vital signs are entered, a flag will go to our Remote Care Management team to indicate if:
 - Vital signs are within the patients goals:
 - No further action needed.
 - Vital signs were not taken and/or there are some concerns with the vital signs:
 - The Remote Care Management team will contact the patient to follow-up.

Contact information:

- For clinical concerns Monday – Friday, 9:00 am – 5:00 pm (except statutory holidays):
 - Contact the Remote Care Management team at 289-952-2457
- For technical support - Monday to Friday, 8:30 am – 5:00 pm EST:
 - Call Toll Free: 1 (855) 561 4591 OR
 - Send an email to Aetonix Support at support.team@aetonix.com

**Please note that this program is not a replacement for urgent or emergent medical care.
Patients are instructed to call 911 if they need emergency assistance**