

Remote Care Management Program

Welcome to the Remote Care Management Program:


- The program is a partnership between Halton Healthcare, Connected Care Halton Ontario Health Team, Home and Community Care Support Services and Halton Community Paramedicine.
- Your hospital healthcare team has referred you to this program because:
 - They believe you would benefit from home monitoring;
 - You have met the inclusion criteria; and
 - You have COVID-19, Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD) or another identified condition.
- You may be monitored on the program for **up to 3 months**.


What to expect:

- A nurse or paramedic will contact you to plan a home visit within 48 hours of referral (or of your discharge if you are in hospital) to set up the Remote Care Management equipment and teach you how to use it.
- The Remote Care Management team will review your vital signs remotely **Monday to Friday 9:00 am to 5:00 pm, except on statutory holidays**. You do not need to input values on weekends or statutory holidays. ***If you input values on weekends/holidays, there will be no follow-up until the next business day.***
- If needed, the Remote Care Management team will determine if you require a home visit, a doctor's appointment or emergency department visit.
- We will let your family doctor know you are participating in the program and will provide updates on your progress. We may ask for information and input from your family doctor to better support you.
- You will have access to a help line if you have concerns about your health outside of the regular monitoring hours.

Monitoring your symptoms:

After you enter your vital signs, a flag will go to the Remote Care Management team:

 Green = Vital signs are within your goals: No further action needed.

 Red Flag = Vital signs are outside your goals or were not taken: The Remote Care Management team will contact you to follow-up.

*NOTE: Follow-up is only available Monday to Friday, 9am – 5pm (except statutory holidays). If you are concerned about your health outside of these times, call Home and Community Care Support Services at 905-855-9090 **or for an emergency, call 911.**

Contact Information: If this is an emergency, please call 911

- If you have concerns or questions Monday – Friday, 9:00 am – 5:00 pm (except statutory holidays):
Call the Remote Care Management team: 289-952-2457
- If you are experiencing technical issues with your remote monitoring equipment Monday – Friday,
8:00am – 5:00pm: Aetonix Technical Support: 1-855-561-4591
- If you have concerns or questions about your health after hours, on weekends or statutory holidays:
Call 905-855-9090

Mississauga
HaltonHome and Community Care Support Services Mississauga Halton
24/7 Home & Community Care Line
T: 905.855.9090**Privacy:**

- The Remote Care Management team takes your privacy seriously. The Remote Care Management equipment enables secure and confidential communication between you and your healthcare team.