

# Remote Care Management Program: Patient Information Sheet

## **Program Overview:**

Our Remote Care Management (RCM) program is a secure monitoring program offered to patients at no cost with valid OHIP. The technology is provided in partnership with TELUS Health. The program is designed to help people living with a variety of conditions to achieve the best possible quality of life while receiving appropriate levels of care in their home.

## **What to expect:**

- You will receive a telephone call from an RCM team member. The team member will provide you with detailed information about the program and ensure all your questions are answered.
- When you have given consent to be enrolled in the program, the RCM team will notify TELUS of your enrollment. There are different pathways in our program and depending on your diagnosis you can expect the following will take place:
  - Chronic Obstructive Pulmonary Disease/Congestive Heart Failure – TELUS will contact you via telephone to coordinate equipment delivery and set up
  - Acute Viral Respiratory Illness – you will receive an email or text to set up the TELUS **myMobile** App
- You will receive messages and reminders to complete Health Check surveys to monitor important symptoms. The RCM team will review your vital signs (if applicable) and survey responses remotely and will follow up with you on identified concerns as appropriate
- We will let your Primary Care Provider (PCP) know you are participating in the program and will provide updates for any upcoming appointments. We may ask for information and input from your PCP to better support you.

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

- For clinical questions or concerns **Monday-Friday, 9am-5pm** (excluding holidays)
  - Contact the **Remote Care Management team: 289-218-6018**
- For technical support with your remote monitoring technology Monday-Friday, 8am-8pm, Saturday-Sunday 9am-5pm (excluding holidays)
  - Call Toll Free **1-866-237-9601**
  - *When calling TELUS/Ontario Health – please note that it is important to share only your name, RCM site name (Halton Healthcare) and your telephone number. We recommend that no other personal information be shared.*

## **Privacy:**

The RCM team takes your privacy seriously. The RCM equipment enables secure and confidential communication between you and your healthcare team.

**\*Please note that this program is not a replacement for urgent or emergent medical care. Patients are instructed to call 911 or proceed to the nearest Emergency Department if requiring emergency assistance**