VIRTUAL HEALTH CARE

ONTARIO TELEMEDICINE NETWORK- OTN

Remote Patient Monitoring

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OTN

Indigenous Virtual Health Care Services

Virtual care connects Indigenous patients across the province with culturally sensitive primary care, specialized care, and emergency services.

Remote Patient Monitoring for COVID 19 Patients

Remote care management programs for patients with chronic disease have been successfully deployed across Ontario to remotely monitor and support the care of patients with chronic disease within their home environment.

Remote Monitoring for COVID-19 Patients

Many patients with probable or confirmed COVID-19 are self-isolating at home, in the community or in cohort settings with limited supports to monitor their health status and address emerging issues.

Remote care management programs and platforms can be leveraged to monitor COVID-19 patients-

- assess symptoms,

- identify changes in health status and

- connect the patient with their health care team.

Ontario Health (OTN) has an existing provincial remote monitoring platform and care pathways that can be leveraged to monitor the care needs of COVID-19 patients remotely.

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Remote Monitoring for COVID-19 Patients.

- There are two styles of monitoring offeed to enable symptomatic patients with probable or confirmed COVID-19 :
    - Bring-Your-Own-Device (BYOD)- the remote monitoring platform via an app to continue self-isolation at home
    - Care Management- no device needed, support team calls patient and enters data based on the call
- The information collected from the patient is sent to the 'Virtual Ward Clinic Team'.
- Monitoring check-ins are scheduled one a day, 7 days a week. Patients receive an email or text notification on their device when check-ins are due.

Remote Monitoring for COVID-19 Patients.

- Patients simply check into the app to submit their responses to assessment questions, submit biometrics manually (e.g. temperature), connect via a video visit with their health care team (IF needed), and receive just-in-time health messages.

- Responses are automatically sent to a Care Team platform where dashboards display health scores and alerts generated by patients' response data in a hierarchical order. This allows for easy multi-modal trending to provide meaningful decision supports for alerts and caseload management.

- Access to a one-stop database to review, monitor, and assess patient health survey responses allows for the dedicated 'virtual ward clinical team' to identify urgent and emergent issues that require follow-up by video visit via the app or by phone.

- This program has the potential to reduce demands on hospital beds and associated resources, while still providing important and timely care to patients symptomatic with COVID-19 at home, in community or cohort settings.

Remote Monitoring for COVID-19 Patients

Next Steps-

If you are interested in participating in the Remote Monitoring program to support patient care in your Community you will need to secure a **Regional Support Team** as the Virtual Ward Clinical Team-

- Regional Hospital

- Regional LHIN

The **Regional Support Team** will need to be able to participate in –

- Program development- referral pathways, customizations etc.

- Program implementation- supporting your Community contact

- Program Support- continuous support during the need.

Remote Monitoring for COVID-19 Patients

Next Steps-

If you are interested in participating in the Remote Monitoring program to support patient care in your Community you will need to secure a **Community Main Remote Monitoring** contact to be responsible for the program within the Community.

- Have a firm understanding of the Community- access to devices, internet capabilities etc.

- Work with the Regional Partner on program development- protocols for referrals.

- Work within the Community to implement the program.

- Work with the Regional Partner on acute case management strategies.

- Program support- be available for all patient care.

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Remote Monitoring for COVID-19 Patients

Next Steps-

- The BYOD mobile application cost is $25 per patient per month.

- Agreements on the Regional Support Team level need to be completed with OTN.

- Training and Support for program roll out.

- CAN have program available when all of the above is completed within 5 business days- rapid response to need.

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Questions?

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Thank you.   Meegwetch

For more information -

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