



# aTouchAway Application General

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### Q: What is aTouchAway?

A: aTouchAway (by Aetonix) is an easy-to-use mobile application (app) that connects patients with their contacts, including certain family members or other care supports, and members of their healthcare team. The app makes it simple to communicate and securely share health information. It enables two-way communication between patients and healthcare professionals.

### Q: What functions are available with aTouchAway?

A: The aTouchAway application offers the following features:

- Allows audio/video calls between you and your contacts, including 3-way conference calls (calls with up to 3 people at the same time)
- Integrates with the vital sign devices you have been provided, allowing that information to be monitored by your healthcare team
- Allows you to see which of your contacts are currently online or offline
- Allows you to add, delete, or update your contacts
- Allows you to delegate someone else to manage your aTouchAway account
  - Configure your vital sign and alert devices, if applicable
  - Add, delete, or update contacts if applicable
  - Set up regular reminders

To learn more about how to use these features, you can view or download the [aTouchAway App Complete Guide](http://supportaetonix.com) (supportaetonix.com).

# Community Remote Patient Monitoring Program

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## **Q: Who is eligible to participate in the Remote Patient Monitoring Program?**

A: The Burlington Ontario Health Team is pleased to offer aTouchAway to community members who are living with chronic conditions (COPD/CHF) at home.

## **Q: How will the Remote Patient Monitoring Program support my ability to manage my condition?**

A: The application allows us to schedule regular check-ins with you and set reminders to help support you at home. It also allows us to monitor your vital signs remotely to prevent and avoid unnecessary trips to the hospital. Your loved ones can also use the application on their phone or computers so you can easily call them (video or audio calls).

During the Program you will receive surveys. We would appreciate you taking a few minutes to complete the surveys so we can continue improving the program.

## **Q: When will I schedule my video check-in calls with the healthcare team?**

A: As part of the home visit to set-up the application, the healthcare professional will schedule the video check-in calls with you. You can receive a reminder about the scheduled call in the application.

## **Q: Can I contact the healthcare team if I have more questions about the Program?**

A: If you have more questions about the Program, you can use the video call function to contact the healthcare team (08:00 to 16:00 Monday to Friday and 08:00 to noon on weekends)

Please note that this program is not a replacement for urgent or emergent medical care. If you feel your health is at risk, please call 911 and go to the closest hospital Emergency Department.

# aTouchAway Application – Set Up for Mobile Devices

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**Q: How do I download the application to a personal device (tablet, laptop, smart phone)?**

A: Click [here](#) to download now! On the page, you will find four options:

1. The first option is for iOS devices (Apple iPhone and iPad) and downloads the aTouchAway Free Application from the Apple App Store.
2. The second option is for mobile phones and tablets using Android operating systems and will download the aTouchAway Free Application from Google Play (Android).
3. The third option is for Apple desktop or laptop computers using the MacOS (operating system). After downloading the executable file (.exe) for MacOS, launching the .exe file will automatically install the Free Application on the device.
4. The fourth option is for all devices using the Windows operating system. After downloading the executable (.exe) file, running the file will install the aTouchAway Free Application on the device.

**Q: I can't remember my password, what should I do?**

A: Simply click Forgot your password? on the sign-in page and follow the instructions.

You can refer to the Forgotten Password section of the complete guide for more details: [aTouchAway App Complete Guide](#) (supportaetonix.com).

**Q: Which devices are supported by the aTouchAway application?**

A: Most Apple iPads and Android tablets are supported by the aTouchAway application. You may find that the Application is easier to use on devices with larger screen sizes. Some current examples include: Samsung Tab E, Samsung Tab S2, Samsung Tab S2, and all varieties of iPads.

## aTouchAway Application – Troubleshooting

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**Q: Who should I contact if I have any technical questions or concerns?**

A: Please contact the aTouch Away Technical Support team (08:30 to 17:00 Monday to Friday):

1-855-561-4591

[info@aetonixsystems.com](mailto:info@aetonixsystems.com)

[www.aetonix.com](http://www.aetonix.com)

**Q: When I try to make a video call with one of my contacts, the connection is established but the image remains a black screen and I cannot hear the audio. How can I fix this?**

A: This issue occurs when the internet connection of one or both participants is weak. A weak connection may occur when using your device in an isolated area of a building such as the basement, or using your device outside of the building that is providing you with your wireless internet connection (WiFi). Try relocating yourself to an area where your device might be able to pick up a stronger WiFi signal such as open areas within the building or a spot closer to where the WiFi signal is originating, if you can locate it.

**Q: During my video call, I can see my contact but I cannot hear them. What can I do?**

A: Once the connection is established, various communication tools are available to you. Check that you have selected the right output for sound: either the speaker built into your device or external headphones. Click the output button to change the output if necessary.

**Q: I have borrowed a device to participate in the program. What do I do when I have completed the Community Remote Patient Monitoring Program?**

A: Please call the central intake team at 289-208-9619 to arrange for return the borrowed equipment.