

Community Remote Patient Monitoring Program supports Burlington-area patients safely in their homes

“The Burlington OHT CRPM program gives patients comprehensive, consistent care by a multiskilled team, all from the comfort and safety of their homes. Having had the support of a similar program, I have seen the benefits. Remote monitoring protects this vulnerable population by reducing face-to-face interactions between patients and healthcare professionals, which is so important in reducing the risk of exposure to COVID-19. Overall, the program provides peace of mind to patients, their family members, and their primary care physicians.”

—**Dr. Adam Grzeslo**, Primary Care Physician, Burlington Family Health Team

COMPREHENSIVE REMOTE CARE

The Burlington Ontario Health Team Community Remote Patient Monitoring (CRPM) Program supports patients with chronic disease and/or COVID-19 in their homes.

Physicians may refer:

- Patients with COPD and/or CHF (who may or may not have other comorbidities)
- COVID-19-positive patients with no to minimal symptoms who can be monitored at home and do not require hospitalization

The program is for patients who live at home in Burlington and in surrounding communities.

HOW CRPM HELPS

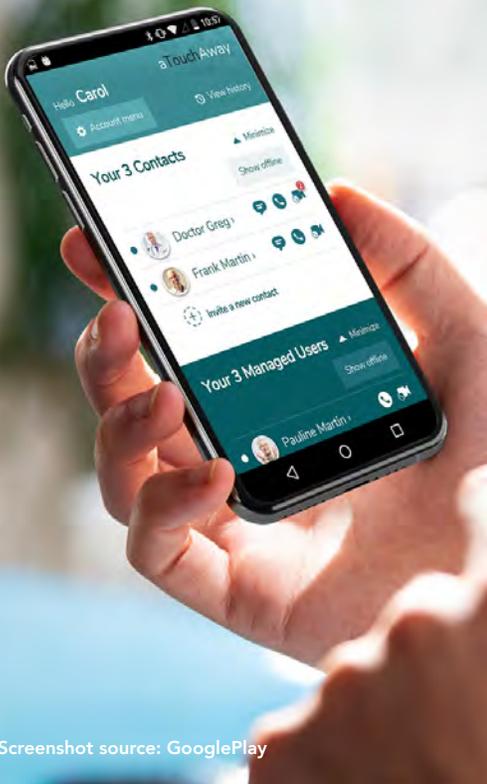
- Ensures the right work is in the right hands at the right time and place
- Offers an easy referral process and valuable support for physicians
- Provides customization to the patient’s needs
- Ensures peace of mind for patients, their family members, and their primary physician

- Reduces unnecessary calls to 911 and ED visits
- Leads to better health outcomes

EASY-TO-USE APP

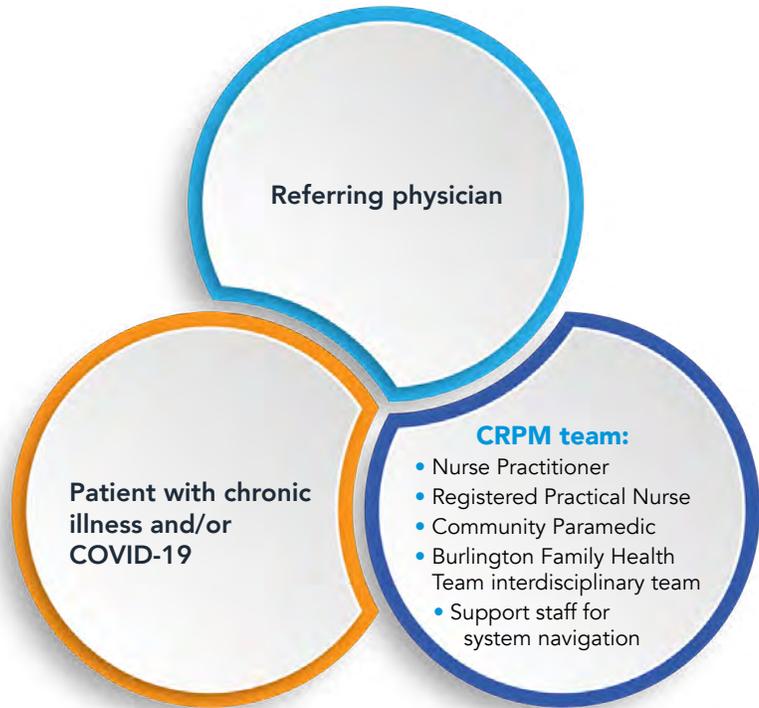
Patients receive access to Aetonix aTouchAway. This proven system:

- Meets OTN requirements for privacy and security
- Delivers alerts and reports to the CRPM team



Screenshot source: GooglePlay

THE CRPM CARE TEAM



REFERRALS FROM PHYSICIANS

Making a referral is easy:

- Visit the Burlington Family Health Team website to access and print the referral form: www.burlingtonfht.com/remote-monitor/
- Fax your completed form to **855 928 5284**
- If you have questions about referrals, please phone the intake line **289 208 9619**

A custom referral form will soon be available in the TELUS Health PS and OSCAR EMRs, as well as in Ocean eReferral.

To read comprehensive FAQs, visit the Burlington Family Health Team website: www.burlingtonfht.com/remote-monitor/

SYSTEMATIC REMOTE MONITORING

Using the app, CRPM patients can:

- Connect to their care team and family members via messaging and virtual visits
- Respond to reminders and complete questionnaires
- Learn more about their condition

COVID-19-positive patients use their own smartphone or tablet. Patients being monitored because of their chronic conditions are given a free tablet and biometric measuring equipment while registered in the program so they can:

- Measure and send current vital signs, biometrics, and symptoms to the care team
- Build self-management skills and confidence

If intervention and escalation protocols are triggered, the CRPM care team may initiate a phone call, video assessment, or home visit, or advise the patient to call 911 or go to the emergency department.

When necessary, the NP provides recommendations to the physician and/or connects directly with the physician on the spot. Physicians are notified of major changes in the patient's status, such as a significant change in vitals or a visit to the ED.

Physicians also participate after a recommendation for imaging or lab work, referral to a specialist, etc.