

# Advantages

- Regular health monitoring in the comfort of your home by a team of professionals in the healthcare network.
- Better management and understanding of your illness.
- Potential for reducing complications, or even avoiding visits to Emergency.
- Technology tested with other patients and proven to be effective.
- Collection and transmission of information based on your needs.
- Safe and secure communication at all times.
- Completely free service offered by the CISSS de la Montérégie-Ouest.

## To contact us

**Monday to Friday, 8:00 AM – 4:00 PM**  
(excluding public holidays)

Your telehomecare professional:

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Your point of care  
and contact information:

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### Our mission

To maintain, improve, and restore the health and well-being of the Québec population by making accessible an array of integrated and quality health and social services, while contributing to the social and economic development of Québec.

### Our vision

Accessible and efficient health care and services that adapt to the needs of Québécois.

### Our goals

The CISSS de la Montérégie-Ouest achieves its goals through its innovative approaches and stands apart through:

- its exemplary offer of care and integrated services based on interdisciplinarity, accessibility, and adaptability to the needs of its population;
- its willingness to question and improve its professional, clinical, and administrative practices;
- its appreciation of its personnel and the implementation of human resource management practices;
- its strong relationships with its partners.

### Our values

Our actions are guided by five equal and interconnected values:

- Compassion;
- Collaboration;
- Commitment;
- Confidence;
- Consistency.

## TELEHOMECARE PATIENTS' GUIDE

What you need to know



[www.santemo.quebec](http://www.santemo.quebec)

Centre intégré  
de santé  
et de services sociaux  
de la Montérégie-Ouest

Québec 

## Description of telehomecare



Telehomecare monitoring is an approach to clinical care and services that uses information technology to ensure ongoing supervision. The equipment lent to you (or appropriate devices of your own) allows you to send information to your health professional every day from your home. Your health professional checks the information transmitted daily.

It's **simple, fast, safe, confidential** and most important, **beneficial for your health.**

### Installation and operation

We will lend you an easy-to-use tablet computer with a touch screen to transmit your data. You may also use your own tablet or computer (web link).

Your health professional will explain how the technology works and will provide technical support throughout the monitoring program.

## Monitoring program

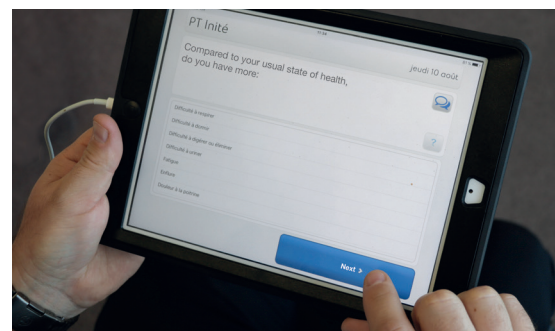
You will answer a series of questions on a daily basis about your state of health (e.g. blood sugar, weight, aggravated symptoms, etc.) to permit us to assess and supervise your condition. In addition, you will have access to a medical library to enable you to learn about your illness and appropriate self-management strategies.

Examples of questions included in the monitoring program set up by the health professional with your collaboration:

1. Compared to your usual state of health, do you have more:
  - Fatigue
  - Pain
  - Swelling
  - Difficulty breathing
  - Difficulty sleeping

2. Please indicate the intensity of your pain over the last 24 hours (on a scale from 0 to 10)
3. What colour is your sputum?

You may check one or more responses on the touch screen or write a comment. Following this information, additional questions may be asked and alerts can be sent to your health professional. Sometimes you may just be sent an information sheet to increase your knowledge.



## Telemonitoring and intervention

Remote monitoring of your responses and data by a health professional, called telemonitoring, is conducted regularly from Monday to Friday, except on public holidays. Without being an emergency service, telemonitoring ensures close supervision and enables rapid intervention.

Outside business hours, you can contact Info-santé at 811, but if your state of health requires urgent intervention, do not hesitate to call 911.

## What does the health professional do with your data?

The telehomecare professional monitors and analyzes your answers to determine the appropriate response to your condition. He/she collaborates with other health professionals (such as your doctor, pharmacist, etc.) and will contact you by telephone or message to modify your monitoring program if necessary.

The confidentiality of information in your file is guaranteed.

