



Your healthcare team has referred you to the Southlake Community Ontario Health Team (OHT) COVID@home Telehomecare program. This program helps you to monitor your health while you recover at home.

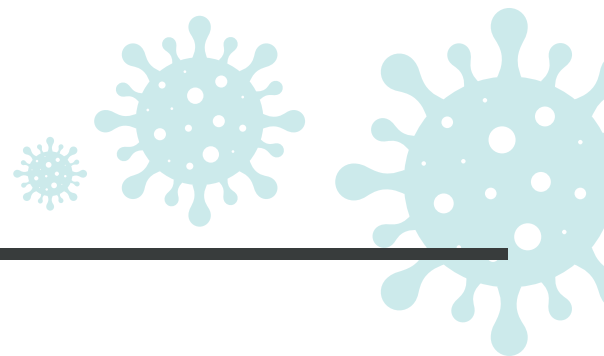
Daily remote monitoring of your health at home helps you to:

- Identify your symptoms and how you are feeling
- Look at changes in your symptoms
- Know if your symptoms are changing
- Monitor your recovery
- Connect with a clinician to answer your questions and concerns

HOW DOES IT WORK?

This program will help you and your healthcare providers monitor your symptoms using a smart phone or smart device (i.e., tablet). To do this you will need internet access. We recommend using a Wi-Fi connection rather than a mobile data plan. If you do not have a smart device or internet we will have a clinician call you instead.

This is a free program and there will be no cost to you.



The team will explain the program, answer your questions and take you through the steps to begin using the app on your smart device. You will use the app to answer questions about your health and how you are feeling each morning and afternoon. The team will look at your answers and call you as needed between 8am-8pm to follow up. If you do not have a smart phone or device, the team will call you twice daily to ask questions about your health and wellbeing.

WHAT ABOUT MY PRIVACY?

We do our best to make sure that your information when taking part in this program is private and secure, however no virtual tools are ever completely secure. While this program has performed a comprehensive privacy and security assessment and has implemented processes, policies and procedures to ensure that your health information is secure, it should be noted that there is always a risk that your health information may be intercepted or disclosed to third parties. .

WHAT IF MY CONDITION WORSENS?

If your symptoms worsen and if you are not feeling well, the clinician will call your Primary Care Provider or an on-call doctor. This provider may then follow up with you by phone.

It is important to remember that the COVID@home Program is not an emergency response program. Your symptoms will only be monitored from 8am to 8pm, while you are in the program. For a medical emergency you must call 911 for emergency assistance.

