

# Surgical Transitions Remote Monitoring Program

## *Patient Information Sheet*

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The **Surgical Transitions Remote Patient Monitoring (RPM)** is a collaborative initiative that provides patients with technology to use at home, which enables a healthcare provider to monitor vital signs and symptoms remotely.



This program is intended for adults who have recently undergone a surgery at one of the collaborative partner hospital sites.

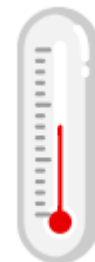


If you are a patient at Hamilton Health Sciences, a care team will determine whether remote monitoring is right for you. There is **no cost** to enroll in this program.



If you agree to enroll in Surgical Transitions RPM program:

- Prior to leaving the hospital, you will be provided with the devices to take home for the duration of the program
- You will be required to **complete daily questionnaires** and **assessments** using the tools provided
- You will be required to return the devices within three days of discharge from the program using the pre-paid shipping services that will be provided



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## Frequently Asked Questions

### Program Information:

- **How long will I be enrolled in this program?**
  - *The typical program duration is 14 days, which may be extended if recommended by the clinician.*
- **Who do I contact if I am experiencing health concerns or medical emergency?**
  - *If you have any health concerns during your participation in the program, please call **(905) 577-1409** if your concern is between the hours of 8AM to 8PM. If your concerns are **after hours, please call 905-521-5030 and ask for the on-call Virtual Nursing Station, to reach an on-call nurse.** However, this program is not an emergency response program. If you are experiencing a medical emergency, **please call 911.***

### Technology:

- **What technology will I be provided with?**
  - *You will be receiving CloudDX technology which includes a tablet and various bio-medical devices and for taking wound pictures (i.e. thermometer, oximeter, blood pressure cuff and weighing scale).*
- **What do I do if I have technical issues?**
  - *For technical issues related to your CloudDX device, please contact Cloud DX's support line: (888) 543-0944.*
  - *You can reach the Virtual Care Nurses supporting this program at the Virtual Nursing Station at (905) 577-1409 between the hours of 8AM to 8PM.*

### Privacy:

- **What privacy and security safeguards are in place to protect my personal health information?**
  - *HHS has engaged Cloud DX to assist with the delivery of this service and has taken steps to ensure that your health information will be securely managed in accordance with applicable privacy laws and Hamilton Health Sciences' security and privacy policies.*
- **What do I do if I have questions about privacy?**
  - *If you are a patient of HHS, please contact [privacy@hhsc.ca](mailto:privacy@hhsc.ca) or [905-521-2100 ext 75122](tel:905-521-2100) for more information on how your data is secured and accessed through this program.*