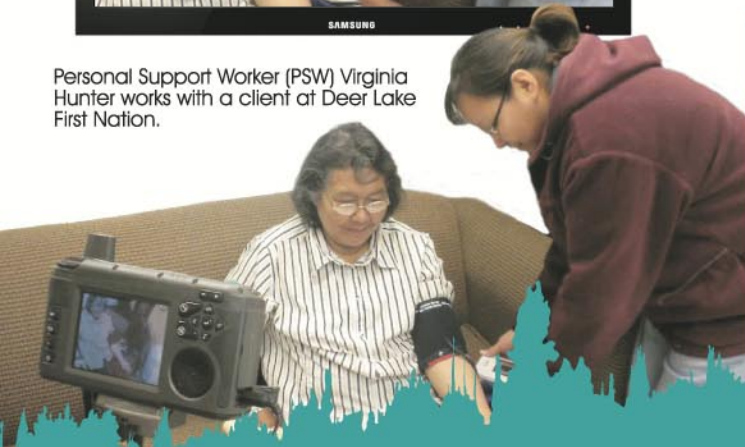




KO eHealth staff members Donna Roberts, Clinical Services Coordinator (at left) and Carmen McFritidge, Privacy and Quality Assurance Coordinator conduct a Telemedicine training session with Peggy Sugarhead, CTC Fort Hope First Nation.



Personal Support Worker (PSW) Virginia Hunter works with a client at Deer Lake First Nation.



*"Over the years we have seen how telemedicine has improved access to health care services within our communities. These Services combined with community based health services are helping us to improve our overall health"*

KO Chair



# KO eHEALTH TELEMEDICINE In Home Services



*An innovative way to provide a range of health services to house-bound patients in isolated First Nations communities.*

*KO Telemedicine...transforming the way you receive health care.*

## KO eHealth - Telemedicine

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*A program proudly delivered by the Northern Chiefs Council*



In Home Services (sometimes called Tele-HomeCare and Tele-Re-Hab) brings health follow-up and monitoring services into the patient's home to support their needs through many forms of illness and stages of life (i.e., wound care, post stroke, cancer care, occupational or physio-therapy, dialysis support, mental health, palliative care). Not only are patients seen in the comfort and convenience of their own home, but front-line community workers have real-time support when caring for the patients.

The patient's local Nurse Supervisor (or KO Home and Community Care Nurse) can watch and instruct when needed, assuring the best possible extended care for the patient. Primary care-givers (usually a family or extended family member) who struggle to manage their loved one's needs (the patient's) and their own family lives, don't have to take their family member to the Nursing Station or out of the community for follow-up appointments.

**When appropriate and beneficial, the service provider can virtually come to the patient's home without leaving their office. This is real health care support when and where it's needed most.**

In Home Services is often called a patient self-management program – one that engages patients as partners in their care plan, right in their home. With some patients, Homecare Nurses (through the KO Home and Community Care Program) monitor each patient's health status remotely, offering education and health coaching. The patient's primary care provider is kept informed with ongoing updates.

Primary Care teams are essential to In Home Services. Primary Care teams help to inform the care delivery model and address the realities of chronic disease or injury recovery management including:

- Lack of follow-up in between office visits
- Limited time and resources to manage patient needs
- Repeated emergency room visits and hospital admissions
- Lack of coordination and continuity of care
- Medication adherence

**Patients continue to have appointments with their existing health care providers as required. Tele-Homecare and other In Home Services are not a replacement for existing services.**

In most situations, a portable remote 'In Home' camera is used to capture and transmit video images of the patient. In Home Cameras transmit video images one-way – generally from the patient's home to either medical support staff at the local clinic, or to medical or allied health professionals in as many as five distributed sites – but provide for two-way audio so that all participating sites can carry on related discussions essential to the consult.

**The use of In Home Cameras has proved to be an excellent way to support health care providers that are creative and willing to support patients being able to stay in their own home.**

**In Home Cameras provide physicians and allied health professionals with better eyesight than if they were face-to-face with the patient!!**

One example of creative and very successful use of the In Home Camera is with a stroke patient. Once the patient returns home, follow-up services and effective rehabilitation can be collaboratively planned and assessed when the captured images are shared by the CTC with a number of allied health professionals. In some cases the providers could include a Speech Pathologist, a Social Worker, Registered Massage Therapist, Occupational Therapist and a Physiotherapist.

Providers at sites connected to an active In Home Camera can simultaneously discuss by audio the captured images and determine a plan of action on the spot. Better care and increased levels of service normally result when In Home Cameras are utilized in such a collaborative manner – a manner generally not seen or possible through means other than telemedicine.

**Local community Home and Community Care Program staff, together with immediate and extended family members of the patient's, are a critical part of successful delivery of this service.**



To learn more about KO eHealth - Telemedicine visit [www.telemedicine.knet.ca](http://www.telemedicine.knet.ca)

*KO Telemedicine...transforming the way you receive health care.*

For more information please contact the KO Telemedicine Clinical Coordinator in Balmertown at 1-807-735-1381 ext 1331