

ICC CHF COPD VIRTUAL PROGRAM

"Connecting Patients to Care, Wherever they are, Whenever they need it"

ONCE ENROLLED, THIS SERVICE IS AVAILABLE

24 HOURS A DAY, 7 DAYS A WEEK

905-522-2324 OR 1-877-611-0669

Overview of Program

When you are enrolled in the ICC CHF COPD Virtual Program, you will be contacted by the Community Coordinator within 24 hrs. This individual will connect with you by phone and complete a brief assessment. You will be followed by a Community Coordinator for the length of the program. Your ICC CHF COPD Virtual Program team will support you for up to 60 days depending on your situation.

- ❖ Access to your integrated team 24/7 through the 1-800 number
- ❖ Virtual Care (wellness check ins)
- ❖ Individualized Education program for you and caregiver with the goal of self-management
- ❖ System navigation / connection to social supports if needed through our Community Connector
- ❖ Access to specialists

The Coordinator will also:

- ❖ Connect with you regularly
- ❖ Connect with your Family Doctor as needed.
- ❖ Identify any changes that may require you to be connected with other services needed for support at home or for further education beyond the virtual program.
- ❖ Support Direct connectivity with the SJHC community connector for resources needed during your virtual journey and beyond.

Your care team will use technology to communicate between team members by video conference, electronic medical record, tablets, computers and/or mobile devices such as an iPhone. Your Primary Care Physician will receive confirmation of your enrollment and will be contacted if there are any changes in your health.

What Are My Rights?

As an ICC CHF COPD Virtual program patient, you, your family and your caregiver(s) have right to:

- ❖ Receive care in a courteous and respectful manner and be free from mental, physical and financial abuse
- ❖ Receive care in a manner that respects your privacy and independence
- ❖ Receive professional care regardless of your ethnic, spiritual, language, lifestyle and cultural preferences
- ❖ Actively participate in care planning/assessments and determine your services requirements including any revision of your care plan
- ❖ Receive a clear explanation of the services you will receive and who will provide them
- ❖ Give or refuse consent to treatment of any service
- ❖ Express concerns about your service and decisions affecting your care without fear of retribution
- ❖ Be informed in writing how to initiate a concern regarding a service provider
- ❖ Confidentiality

What Are My Responsibilities?

As an ICC CHF COPD Virtual program patient, you, your family and your caregiver(s) have the responsibilities to:

- ❖ Treat your ICC CHF COPD Virtual program team members with courtesy and respect, free from discrimination or harassment
- ❖ Help develop and participate in your education and care plan
- ❖ Answering questions about my program experience to support program development and improvement

Protecting Your Privacy

Your privacy is important to us. All health information collected for the ICC CHF COPD Virtual program will be stored in an electronic medical record. Access to your ICC CHF COPD Virtual program electronic medical record will be restricted to only those individuals responsible for providing your care throughout your participation in the ICC CHF COPD Virtual program.

From time to time, members of your care team may need to communicate quickly with each other regarding your condition or your care needs. Your care team will take steps to make sure that your identifying health information is not exposed when they are using less secure methods of communication such as email or secure messaging.

Your personal health information will only be used for the purpose of providing you care and managing the successful delivery of the ICC CHF COPD Virtual program. We will obtain your consent prior to using or disclosing your personal health information for any other purpose, such as research.

Health Records

You may request a copy of your personal health information. If you have any questions or concerns regarding the handling of your personal health information at any time, speak to your Community Clinical Coordinator, a member of the team involved in your care, or contact 905-522-2324 or 1-877-611-0669