



## MEMORANDUM

**DATE:** March 12, 2013  
**TO:** Primary Care Providers  
**FROM:** Louise Paquette, CEO, NE LHIN and Edward M. Brown, MD, CEO, OTN  
**SUBJECT:** Telehomecare for Heart Failure and COPD Patients

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Dear Colleagues,

A new program is now available to support the care plans for your Heart Failure and COPD patients. The Telehomecare Program links patients with chronic conditions to trained registered nurses who provide remote monitoring and regular health coaching sessions.

Your patients will feel better, gain confidence and learn to take control of their health while staying at home. The Telehomecare Program will keep primary care providers informed of the progress of patients but it does not replace existing care services.

The Program is co-funded by the Ministry of Health and Long-Term Care and Canada Health Infoway and led by the North East Local Health Integration Network (LHIN). Telehomecare nursing services are provided by the North East CCAC. OTN is providing the technology, clinical nurse training and support services for the Program. The clinical guidelines have been developed by an advisory panel of leading clinicians in Ontario.

We recognize that you have a busy schedule and appreciate you taking the time to learn about this new Program. Please share this information with your colleagues, so that they may refer COPD and Heart Failure patients that would benefit from this service.

### Next Steps:

- Attached is a Fact Sheet that outlines the Program benefits and includes a link to the referral form. The program is ready to accept referrals now from primary care providers or specialists.
- The Telehomecare team at that North East CCAC is excited to work with you to easily identify and refer ideal patients that would benefit from this service. If you are interested in becoming an early adopter for this Program, please contact Patsy Forget at [Patsy.Forget@ne.ccac-ont.ca](mailto:Patsy.Forget@ne.ccac-ont.ca) or 1-888-533-2222 ext. 4671 to learn more on how you can be supported in doing so.
- Need to know more about the impact Telehomecare might have on your patients? Evidence based studies on Telehomecare can be found here: <http://telehomecare.otn.ca/evidence-for-telehomecare>

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Thank you for your support of this important patient service and please contact either one of us with any questions you might have.

Sincerely,

A handwritten signature in blue ink that reads "Louise Paquette". The signature is fluid and cursive, with the first name being more prominent.

Louise Paquette  
Chief Executive Officer  
North East Local Health Integration Network

A handwritten signature in blue ink that reads "E.M. Brown". The signature is cursive and includes a long, sweeping underline.

Edward M. Brown, MD  
Chief Executive Officer  
Ontario Telemedicine Network