## Remote Patient Monitoring

## Patient Frequently Asked Questions

### How does remote patient monitoring work?

The software supporting the program is Lifeguard. This easy to use app allows you to regularly report on your health conditions, which are sent in real time to your health service.

All patients using Lifeguard will have monitoring templates applied based on their health conditions. The monitoring templates includes clinical thresholds. If you record data outside of the thresholds, your health service will be alerted via the Lifeguard platform. Action can be taken, including being contacted by a Care Coordinator from your local health service to request a face-to-face, video or over the phone appointment with your General Practice, health service or bush nursing centre. They may also direct you to urgent care services.

### What are the benefits of being involved in remote patient monitoring?

The aim of remote patient monitoring is to improve the health and wellbeing of people living with complex health conditions such as chronic disease or COVID-19.

The benefits of being involved in the program include:

* Improved engagement in your health and wellbeing;
* Improved confidence in the safety net provided by your care team;
* Minimise any unplanned hospitalisation related to your health condition;
* Reduce the likelihood of you needing urgent care

### Are there any risks to participating?

The Lifegarud App is not for medical emergencies. You must call 000 if you have a medical emergency

The purpose of the App is to:

* Support your health care, it does not replace any medical guidance you receive from your Health Team.
* Help you to record your symptoms, vital signs and medications. If you do not enter data into the App, your health team will not have your current information. Your health team may contact you to discuss any concerns or issues that you may have in using the app.
* Give you responsibility to follow up with your doctors regarding your symptoms. Your symptoms that you record in the App will not automatically be made a part of your healthcare record or file.
* Give you responsibility to monitor your medications. Your health team will not check your medications or monitor whether you take your medications and they will not be able to view the data you enter regarding medicines.

### Is there a cost to be involved?

The Program, including the App, will be provided to you at no cost. You will be responsible to pay for any data charges that may be charged by your mobile phone provider from using the App.

### What happens if I do not have a smartphone?

If you do not have a smartphone or tablet or are not confident in using one, you can still be involved in the program. LifeguardMOBILE® allows a carer or family member to enter information on your behalf. The carer is required to have a smart device with the LifeguardMOBILE® app downloaded.

Your carer or family members will receive notifications on their smart device as a reminder to enter information on your behalf. At a minimum, you will need a landline telephone to speak with your carer on a regular basis.

### Do I need to participate in the program?

No, your participation is voluntary. It is up to you whether you would like to participate in the program.

You can withdraw from participating at any time. There will be no consequences to you if you decide to stop participating in the Program and using the App. If you decide not to participate or not to continue in the Program, you need to contact your heath team.

### How will my information be used?

The information entered into the App will **only** be used by your health team to improve and provide healthcare.

Your **de-identified** information may be used:

* To evaluate the Program to help understand the effectiveness of the program
* During presentations about the program findings
* At external presentations about the effectiveness of the Program but in all cases, you will not be identified in any way

Any identifying details such as your name, address and date of birth will not be used.

### Who has access to my information?

Only authorised staff involved from your health team will have access to your information.

Information entered into the App will be reviewed by your health team during business hours and acted on accordingly. Staff within your health team, may require technical support from Gippsland PHN or the product vendor.

If you have nominated a carer to enter data into the App, your symptoms and medication information will be accessible to them. You can invite friends and family to be a part of your circle of care through the App, to support you. When inviting people into your circle of care, you can choose the information members of your circle of care have access too.

### How will my information be stored?

The information you enter on the App will be stored securely in Australia. Your health team may decide to use your symptom data from the App in their clinical notes about your care.

Anonymous participant data (such as symptoms, dates and times of interactions, demographics, test results etc.) will be stored at your health service in accordance with policies and procedures.

### The LifeguardMOBILE® app is not responding, what do I do?

Firstly, check your internet connection, ensuring you have a Wi-Fi or mobile data connection that is active and working. If the LifeguardMOBILE® app installed on your device is freezing, will not open or will not respond, restart your device.

If the app is still not responding, check that you have the most updated versions installed.

### Who do I contact if I’m still having issues or if I have any questions?

Your health service will be your first point of contact if you have any questions.

If they are unable to answer any questions you may have, they will contact the Gippsland PHN project team and get back to you.