

## Telecare and Telemedicine services



# e-Health Center: Integrated services, focused on the patient.



## ✓ **Telecare:**

1. Emergency Response Service & Telecontrol;
2. Domotic devices / solutions Environmental Telemonitoring (optional):  
fall sensors, water sensor, LPG sensor, smoke sensor, temperature sensor, CO sensor, ecc.

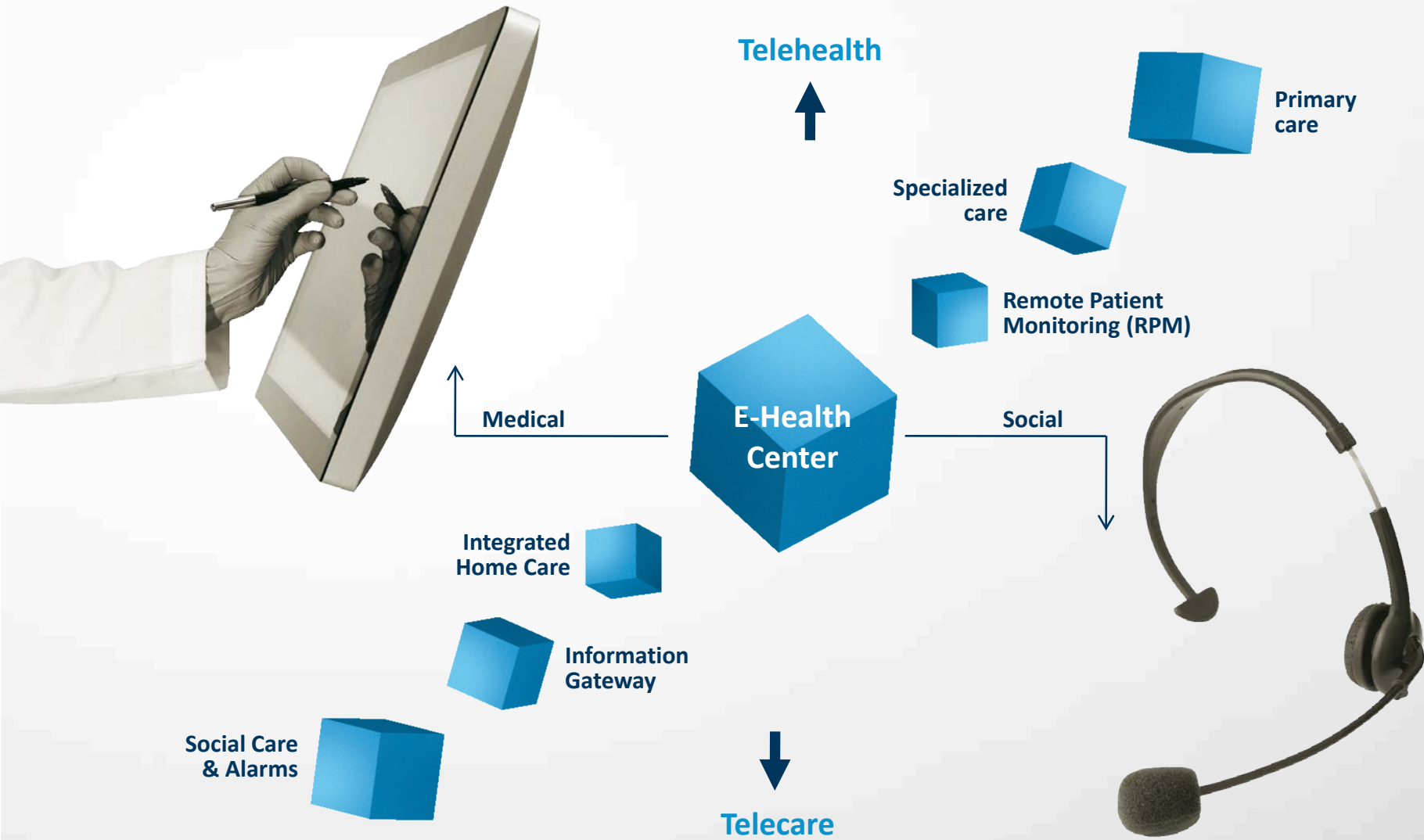
## ✓ **Support to the Territorial Services:**

1. Access to GP's, Home Care Nursing Services, Out of hours service, Specialistic second opinion service;
2. Access to specialistic care: Front/Back Office & Call Center booking service;
3. Informative Services, Social Secretariat & Technical Help Desk

## ✓ **Telehealth & Disease Management:** service for homecare Telemonitoring, Pharmacies & Nursing Home

1. Clinical parameters Telemonitoring & “Life Style Monitoring”;
2. Telecardiology

# e-Health Center: Integrated services, focused on the patient.



## Social and Health Care integration:

The target is to provide home care supported by environmental and medical monitoring, integrating patient data available from different social and health ICT systems. The patient will receive a continuous support that includes emergency management and remote support.

## Beyond the single pathology approach:

The target is to provide personalized care processes supported by easily configurable ICT solutions, easy to use medical monitors selected through Health Technology Assessment processes. Particular attention will be devoted to the definition of cost and savings models and measurement of outcomes.

## Integration with acute care facilities:

Home care patients will be important users of acute care facilities: integration of different ICT systems to provide more complete patient histories, availability of home monitoring results to medical staff, coordination of admission and discharge processes.



## Telecare: Emergency response and monitoring service

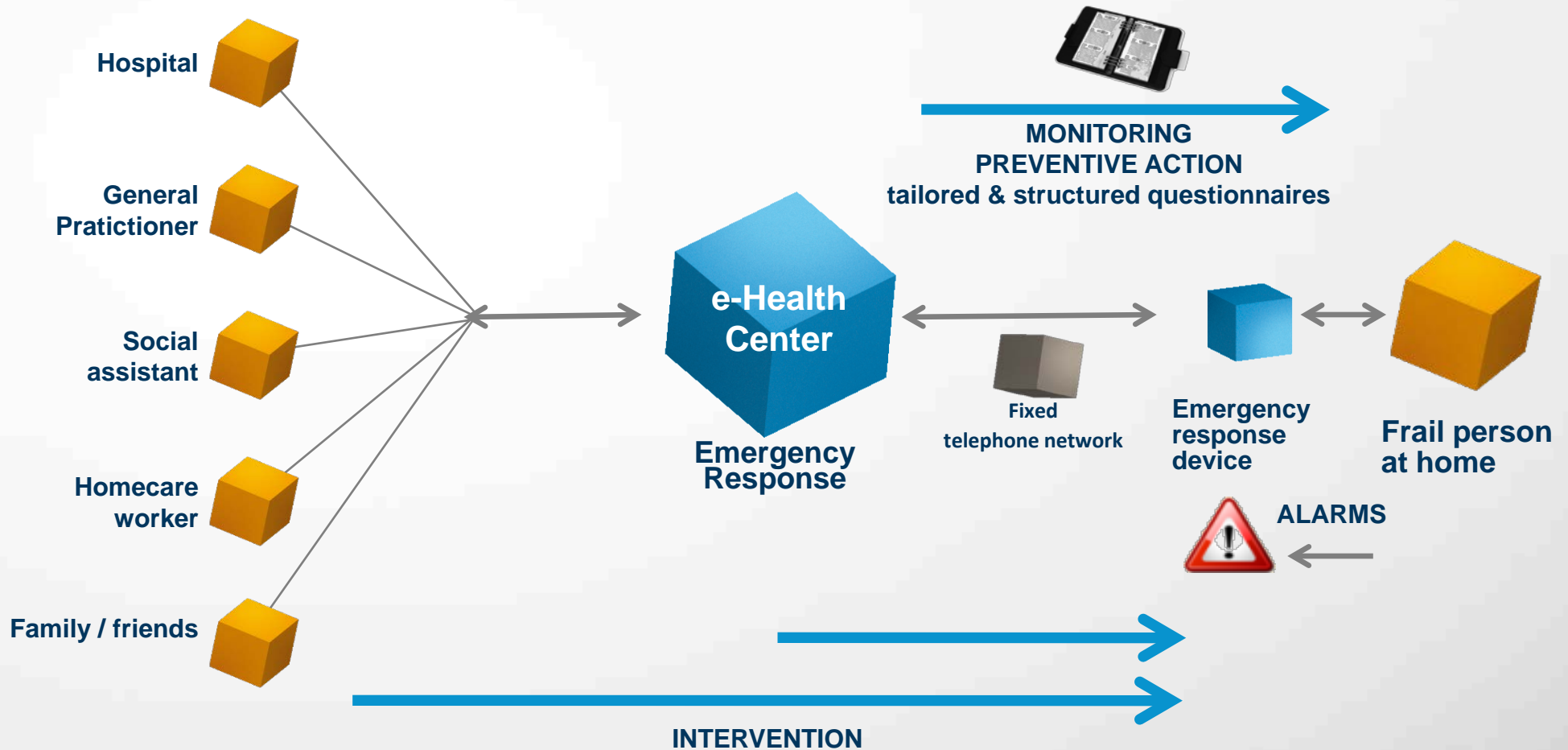
**Emergency response** service has the main objective of **detecting in real time, 24 hours on 24, the emergency situations** that occur in the homes of the users, in order to allow remote management through the **timely activation of the most appropriate forms relief and/or assistance.**



With the **monitoring service** we support the users through **scheduled telephone contacts** to:

- Monitor their conditions and needs through tailored & structured questionnaires
- educate the user to use the devices,
- test the functionality of the device.

# Telecare. Emergency response and Telemonitoring service.





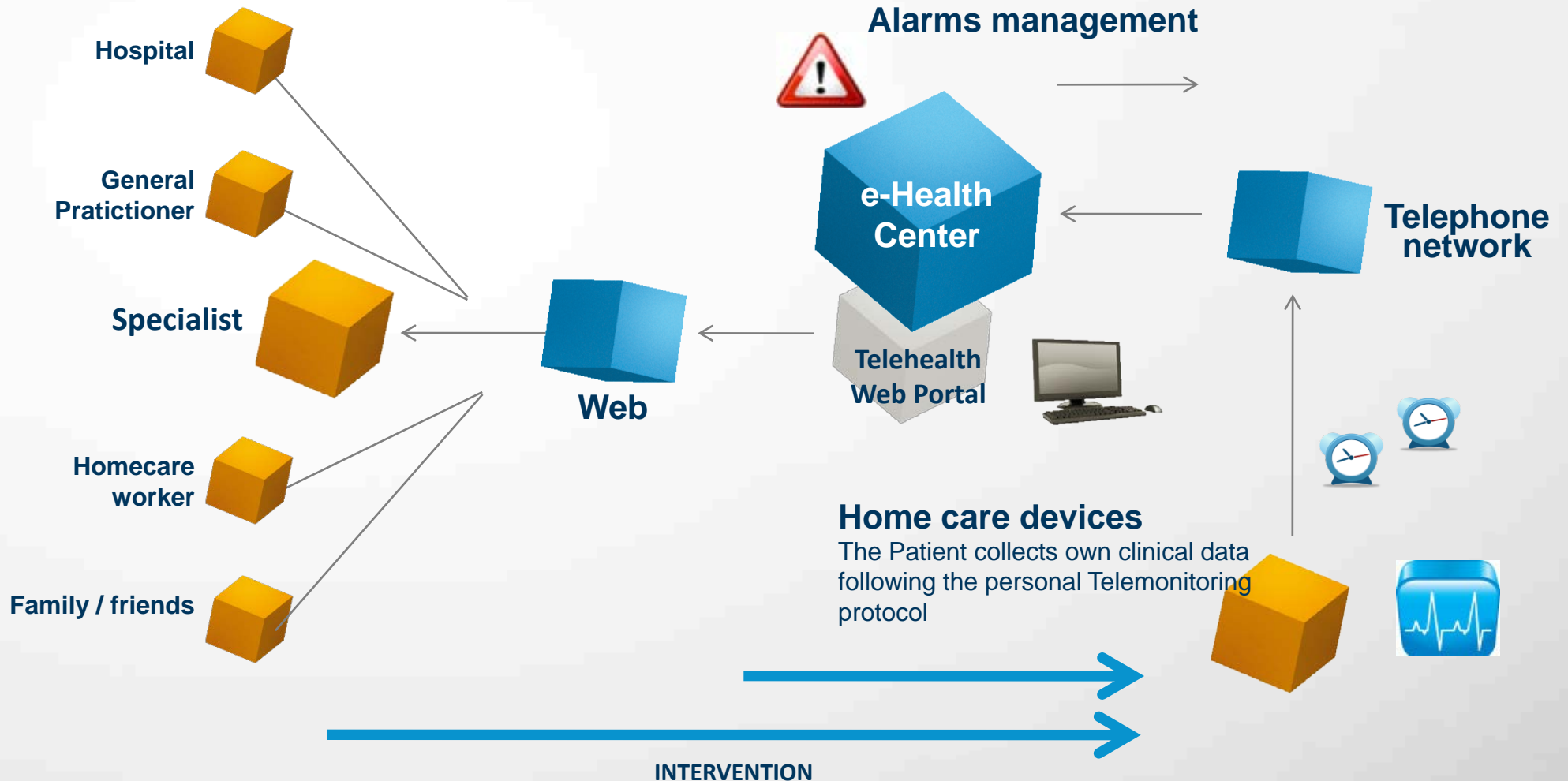
# e-Health Center Services. The Telehealth service



The Patients are actively monitored through the Telecare service and also through the **TeleHealth** service. They collect clinical data using home care devices following a personal schedule. The Specialist defines the agenda and the thresholds values personalized on the Patient.

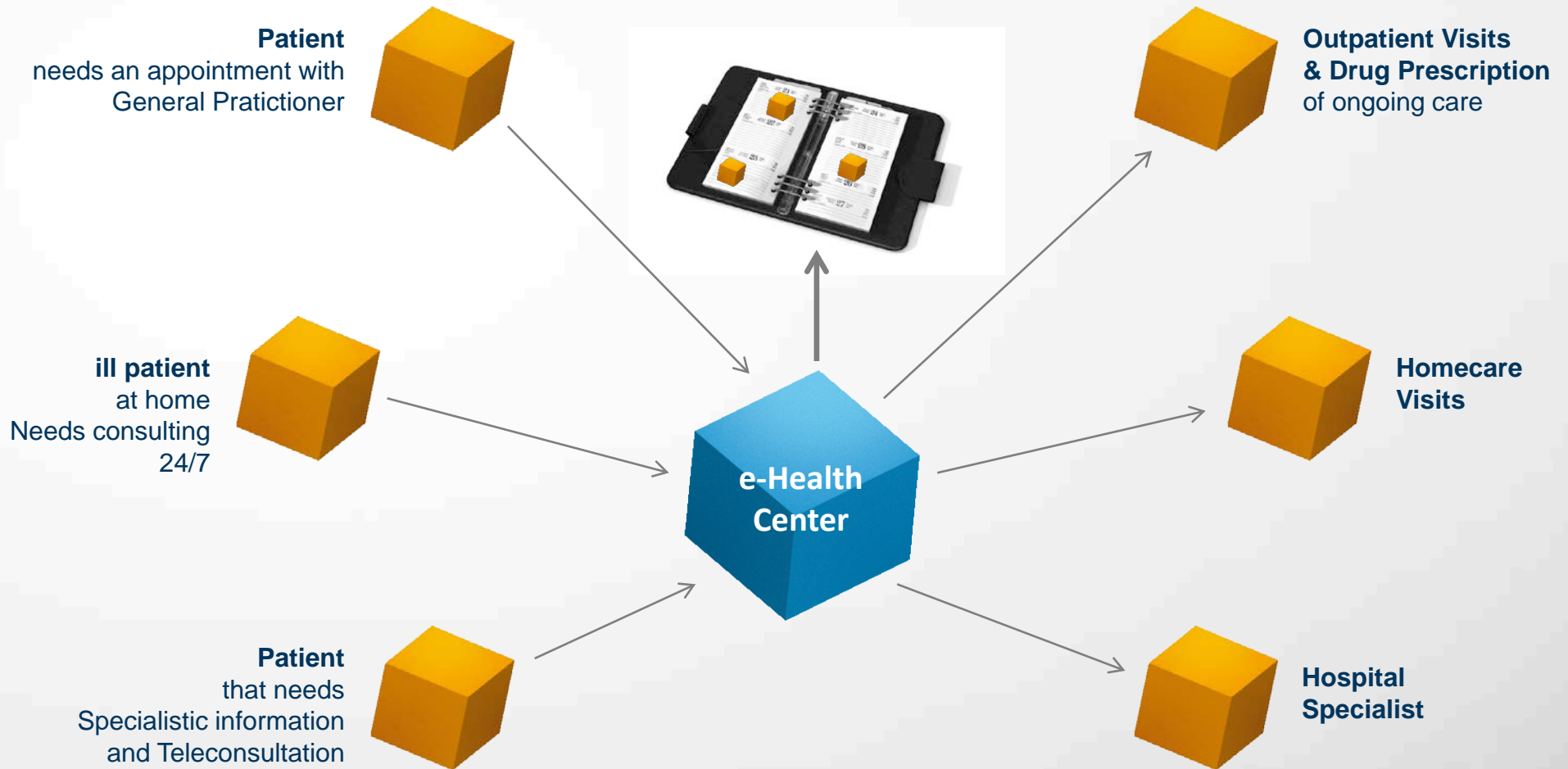


# Telehealth. Remote Patient Monitoring.

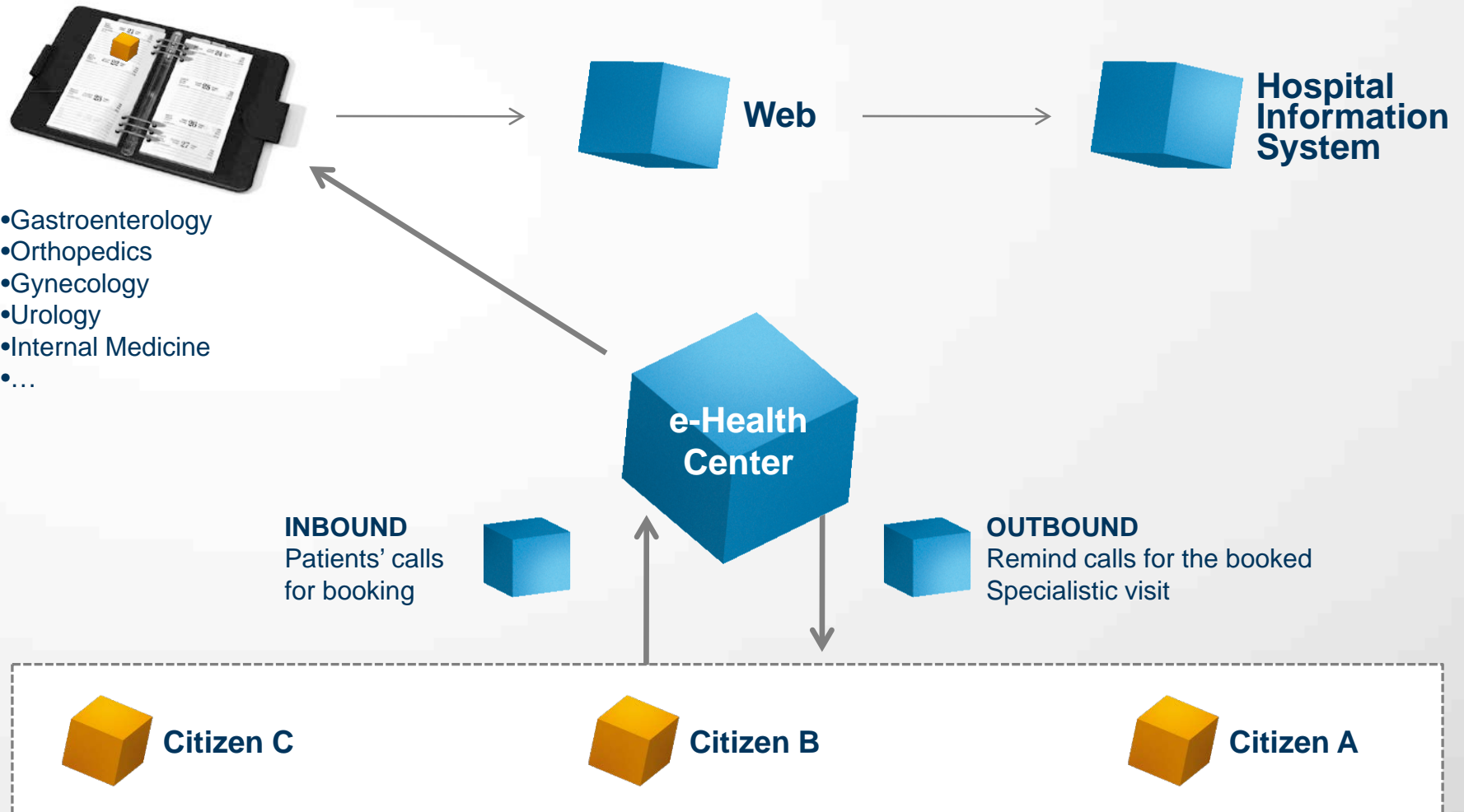




# e-Health Center Services. Primary Care.



# e-Health Center Services. Access to specialized care.



## INTEGRATED HOME CARE

### HEALTHCARE

- Support services to Primary Care.
- Support to Continuity of Care
- Support services to specialist care.
- Recording vital parameters (ECG, blood pressure, blood sugar, pulse, etc).
- Management of home sampling.
- Technology for elderly people's falls detection
- Technology for Alzheimer homecare management
- Maintenance of technology
- .....

### HEALTH & SOCIAL CARE

- Integrated home care support services
- Services to manage prostheses and aiding devices.
- Lifestyle monitoring services.
- Support services to nursing homes.
- Maintenance of technology.
- ...

### SOCIAL CARE

- Info points on available local social and health services.
- Teleassistance and management of social emergencies.
- Telecontrol and tele-companionship.
- Management of home visits (hot meals/drugs).
- ....

**Homecare (made possible by Telehealth and Telecare) is “in primis” a matter of (re)organisation**

**Technology is an important tool to leverage such (re)engineering process**

**E-Health Service Center is a facilitator, a fundamental asset for such new integrated processes**