William Osler Health System

Telehomecare Program

Description & Services

Description
Telehomecare is designed for patients with COPD or Heart Failure. It helps them stay in their own homes and become an active partner in making healthy lifestyle choices. It helps patients avoid unnecessary trips to the hospital and it helps catch problems before they turn into emergencies.

Patient will receive a easy to use tablet that plugs into their home telephone line or the Internet. Each weekday the patient checks their vital signs and answers a few simple questions. Those results are sent to the Telehomecare nurse through the small tablet. Nurses remotely monitor, coach and help patients in setting achievable goals so they can enjoy the best possible health. Patient is enrollment in the program for six month. Patients continue to have appointments with their community physicians or specialists as needed.

This program is of no cost (Free) to the patient and there family.

William Osler Health System (Osler) is currently the host organization providing Telehomecare services to patients in the Central West LHIN area. The Ontario Telemedicine Network (OTN) is providing the technology

Referral Form

Hours
Telehomecare Office Hours: Mon-Fri 8:30am - 4:30pm

Areas Served
Bolton ; Brampton ; Caledon ; Dufferin County ; Etobicoke North ; Malton ; Woodbridge

Boundaries
Central West LHIN

Eligibility
Ages: 18 year(s) and up

Patients with an established diagnosis of a congestive heart failure (CHF) or chronic obstructive pulmonary disease (COPD)

Repeated emergency department visits and/or hospital admissions

Capable of using in-home monitoring equipment

Application
Health care providers can enrol patients in the program by faxing a completed referral form to 416-401-8016 or contacting the program by phone: 1-855-683-7112

Fees
None

Languages
English ; French ; In-home monitoring equipment is available in both English and French. Telehomecare nurses speck - English, Urdu, Gujarati and Punjabi

Contact Information

Address & Map
2100 Bovaird Drive E
Brampton, ON L6R 3J7

Intersection
Boivaird Dr E and Bramalea Rd

Accessibility
Fully Accessible

Office Phone
1-855-683-7112

Fax
416-401-8016
| **E-Mail** | telehomecare@williamoslerhs.ca |
| **Website** | [www.williamoslerhs.ca/patients-and-families/programs-services/cardiac-care](http://www.williamoslerhs.ca/patients-and-families/programs-services/cardiac-care) |
| **Primary Contact** | Charmaine Burke, Telehomecare Engagement & Implementation Lead Central West LHIN; Phone: 416-747-3400 ext 39316; Email: charmaine.burke@williamoslerhs.ca |

**Other Details**

| **Print Material** | Provide program information in different languages: French, Punjabi, Urdu, Portuguese, Italian, Spanish |
| **Established** | 2013 |
| **Funding** | Provincial - MHLTC - funding managed by CW LHIN |
| **Service Level** | (50) Non Profit |

**Subjects**

| **Subjects** | Chronic care ; Home care ; In-home nursing care |

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**Child Development Resource Connection Peel**

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- **Phone**: 905-890-9432
- **Fax**: 905-890-8089
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