

Remote Care Monitoring Program

The Remote Care Monitoring (RCM) program is a partnership between Toronto Grace Health Centre (TGHC) and GRT Health. This program uses a broad range of technology to support clients in remaining safe at home, while collaborating with other service providers, such as Ontario Health atHome, primary care, community responders, and hospitals.

Goals

- Support clients to live safely and independently at home
- Provide support to families/caregivers
- Reduce hospitalizations and/or delay admission to long-term care

RCM Devices

There is **no cost** to the client to participate in the RCM program.



Pendant (Odyssey Go)



**Medication Dispensing Device
(Karie/Spencer)**

SOS/Falls/GPS Locating Pendant (OdysseyGo)

- Provides escalation for falls and SOS (non-falls-related emergency) alerts
- Canada-wide coverage (dependent on cellular signal)
- GPS locating and geofence (virtual perimeter) features for clients with a wandering history

Medication Dispensing Device (Karie/Spencer)

- Provides a secure means to manage medications by dispensing appropriate medications at the prescribed time
- Device will alert clients to take medications at the prescribed time using a flashing light and chime
- If a client does not dispense the medication within a set period of time, the TGHC team will notify clients and/or assigned caregivers, so the issue can be quickly addressed
- Please note that although the RCM Team can determine whether someone dispensed the medications, we do not know if the client ingested them

Eligibility Criteria

Referrals must be submitted using our online referral form by a healthcare professional or individual who is working with the client in a formal capacity (e.g. Ontario Health atHome, community responders, etc.).

The RCM team will assess a client for their eligibility based on the following criteria:

- 60+ years of age
- Valid OHIP coverage
- Requires support to maintain safety and independence in the home (e.g., fall risk, wandering history, forgetfulness with medications, etc.
- Have an escalation point while in the community (e.g., caseworker, OHaH care coordinator, family member, friend, etc.), whereby the RCM team can communicate non-urgent concerns.
- Stable housing/living environment
- Due to cellular and magnetic features, **individuals with cardiac implantation devices (e.g. pacemakers) are ineligible for the SOS/Falls/GPS Locating Pendant (OdysseyGo).** Other devices offered by the program do not have an impact and can still be considered.

Contact Information

For additional information, feel free to visit our website or reach out to our team.

RCM Website: <https://www.torontograce.org/programs-services/remote-care-monitoring/>

Email: rcmteam@torontograce.org

Phone Number (non-emergency): (647)-660-8233