

PATIENT SUCCESS STORY

eviCore Telehealth and Remote Patient Monitoring Program

Meet Rose.

Patient Age: 83 Years Old

Type of Care: Home Health

Reason for Care: Hypertension,
asthma, diverticulitis and non-sustained
ventricular tachycardia

Rose, an 83-year-old woman, was recently admitted to the hospital following a fall, requiring surgery on her broken leg and hip.

Prior to the fall, Rose had been receiving treatment for several conditions including hypertension, asthma, diverticulitis, and an irregular heartbeat. Despite these diagnoses, Rose remained staunchly independent, living with and helping to care for her husband. But after her fall, Rose feared she would no longer be able to maintain her independence.

Following surgery, Rose was given the option to begin her recovery in a skilled nursing facility or to return home and receive support through home health services and the enhanced Telehealth and Remote Patient Monitoring program.

Rose Returns Home

Enrolling in the Telehealth and Remote Patient Monitoring program allowed Rose to return home with her husband without giving up the 24/7 support she would receive in the hospital or a skilled nursing facility.

Through the Telehealth and Remote Patient Monitoring program, Rose received medication reminders throughout the day that helped ensure she would take the proper medication. She also received alerts to record her vital signs, including her blood pressure, given her history of hypertension. Rose particularly enjoyed the educational videos and condition-specific quizzes that she could watch and complete each day to help her learn about her condition.

While Rose was recovering at home and regaining her strength, the eviCore Transitions of Care Team was able to remotely monitor her health status, vital signs, symptoms, and more. Vera enjoys the user-friendly telehealth platform and the freedom she keeps through the telehealth program.

24/7 Monitoring Keeps Rose at Home

After returning home, Rose followed the instructions of her physician and home health nurses and used the tablet and monitoring devices to track her daily health.

One morning, after walking to retrieve the newspaper, Rose was short of breath and felt weakness and tingling in her leg.

She took her morning medications and vital signs and recorded them on the Telehealth program. Rose then completed a symptom survey, stating that she was out of breath.



At eviCore, the Transitions of Care Team received a risk alert that Rose's vital signs were abnormal and placed her at risk for a hospitalization or an emergency room visit. A member of the Transitions of Care Team quickly reviewed Rose's daily vitals, medications, and symptom survey to report Rose's status to her physician and care team at the home health services agency treating her.

Learning from Telehealth

As an eviCore member, Rose was given the opportunity to continue receiving 24/7 care through the Telehealth and Remote Patient Monitoring program for several months following her surgery.

With the enhanced support and guidance provided by Rose's physician and her home health agency, Rose recovered from surgery in the comfort of home.

Rose continues to live with her husband and enjoy the life they led prior to her fall.

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My husband and I have always helped care for each other, so when my doctors recommended a longer stay at a skilled nursing facility, I was nervous for myself and my husband. Being able to go home early, knowing I had that additional support [of telehealth] made things so much easier for us both.

- Rose

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