

ConnectedCare

How to Explain the ConnectedCare System

1. Show the ConnectedCare for Families video
2. Explain that their family member/loved one is at risk and that ConnectedCare can provide a higher level of care with this program and system
3. Ask the family and patient if they have any questions
4. Schedule an appointment with the family to place the ConnectedCare system

Why ConnectedCare?

- Recently discharged patients will be safer if they have a safety net in place
- Emergency buttons aren't reliable enough- Research shows that in 80% of emergencies they don't get pushed
- ConnectedCare helps:
 - Detect problems and/or accidents
 - Helps us know that your care plan is working
 - Gives us 24/7 information so that we can do things right

Patients who would benefit greatly from a system:

- 70+, Living alone
- At risk for falls, confusion/dementia, isolation, medication errors or risky routines
- Engaged family member, caregiver or friend

Chronic conditions that are a good fit:

- | | |
|---|----------------------------------|
| • Cognitive decline | • Frailty, depression, isolation |
| • Diabetes | • Heart disease |
| • Degenerative diseases (Parkinsons, ALS) | • COPD |

ConnectedCare Script

Our service represents the latest in cutting edge research into how we can best support our silence through the recovery/aging process. **ConnectedCare** is an in-home safety system that we use to support you as part of our service. In order to make sure you stay safe, we provide a caregiving tool called **ConnectedCare** to make sure you are getting enough sleep, eating and taking your medicine as prescribed, and most importantly, to make sure you have not fallen or had an accident. With **ConnectedCare**, we can make sure we have the right care plan in place.

ConnectedCare will automatically reach out to a loved one or caregiver if you need help. If you needed help, who would you call?

If patient gives a name: Okay we will set up the system so that xxxxxx is alerted if you need help.

If a patient doesn't have someone: Since you don't want to provide an emergency contact, we are going to provide you with an emergency button as part of the Connected Care system.

That way, if you ever have an accident or need emergency help, you can get it quickly and easily.

What Not to Say to Caregivers:

- "You'll need to look at data in real time to figure out if your mom is safe."
 - (Too overwhelming a burden on the caregiver)
- "We're going to monitor your parents."