



How do I start my monitoring program?

- Within 5 days of being referred and discharged from a care facility or within 5 days from being referred by a community care provider, call 1-844-HHM-SASK (**1-844-446-7275**) and leave a voicemail with your name and phone number saying you are ready to begin the COPD program. The HHM Team will call you back.
- If the HHM Team does not hear from you within 5 days, they will call you to make sure you are ready to begin monitoring.
- Together with the HHM Team you will decide on a monitoring program to complete your interviews.
- Once the HHM Team has spoken with you, you will receive 2 emails: (1) a Welcome Email from HHMSASK with program information, and (2) a Telus email to activate the monitoring program along with instruction on how to set up a Telus account.
- COPD Home Health Monitoring is a 90 day program.

When do I complete my interview?

- Monitoring interviews are completed between 6 a.m. to 2 p.m. using an SpO₂ monitor to check your oxygen level and pulse rate.
- You enter this data into your Telus account using your own electronic device.
- If you happen to miss an interview, the HHM Team contacts you by email or telephone to follow-up.

What do I do when I am feeling unwell?

- If you have new or changing symptoms, report these in your interview and a HHM Team member telephones you to follow-up.
- If required, the HHM Team may connect with a Community Primary Care Team or Emergency Services to provide follow-up care.
- The COPD HHM program is not an emergency service. If you are feeling unwell and believe you may require care, seek medical attention—call your primary care provider, go to the nearest emergency department, or call 911.

What happens after I complete my interview?

- The HHM Team reviews your interview data. You are contacted based on increased cough or sputum production, SpO₂ level, or if you miss your interview (see page 2).

Who do I talk to about my COPD?

- Alongside the HHM Team monitoring your interview data, the Community Primary Care Team supports you with COPD management and education.
- You can also speak to your primary care provider (doctor or nurse practitioner), respiratory therapist, or respirologist for support.

Who do I talk to about my monitoring program?

- For any questions about the monitoring program, contact the HHM Team by calling 1-844-HHM-SASK (**1-844-446-7275**).

Who do I talk to for Telus technical support?

- Review your myMobile User Guide. If questions remain, contact the Telus HHM Support Line by calling **1-855-252-2512**.

What happens when I am done my program?

- After the 90 days, you will be able to recognize if your COPD is stable or if you are developing signs and symptoms that may indicate your COPD is flaring up.
- You will receive a document that has useful tools to help transition from the monitoring program to COPD self-management.
- The Community Primary Care Team and your primary care provider continue to support you for long-term COPD management.





RED ALERT - Breathing is worse than usual for over 48 hours - Phlegm color has changed for over 48 hours - Phlegm volume has increase for over 48 hours - SpO₂ less than or equal to 85% - Pulse less than or equal to 45 or greater than 120 bpm	- A COPD Home Health Monitoring (HHM) Clinician will call to review your symptoms. - If you are unable to answer our call, a Community Care Team member, your Emergency Contact or Emergency Services will be contacted and asked for their assistance to help contact you. bpm = beats per minute
ORANGE ALERT - Breathing is worse than usual within the last 24 hours - Phlegm color has changed - Phlegm volume has increase - SpO₂ 86 to 90% - Pulse 100 to 120 bpm	- A COPD HHM Clinician will call to review your symptoms. - If you are unable to answer our call, a Community Care Team member, your Emergency Contact or Emergency Services will be contacted and asked for their assistance to help contact you.
BLUE ALERT 1 Data has not been submitted by submission cut-off time	A COPD HHM Clinician will email you and send a message through the Telus platform to notify you of the missed data entry.
BLUE ALERT 2 Data has not been submitted by submission cut-off time for 2 consecutive days in a row	- A COPD HHM Clinician will call to review the reason for missed submissions. - If you are unable to answer our call, we will leave a message, email you and send a message through the Telus platform to notify you of the missed data entry. Your Emergency Contact will be contacted and asked for their assistance to contact you.
BLUE ALERT 3 Data has not been submitted by submission cut-off time for 3 consecutive days in a row	- A COPD HHM Clinician will call to review the reason for missed submissions. - If you are unable to answer our call, we will leave a message, email you and send a message through the Telus platform to notify you of the missed data entry. Your Emergency Contact will be contacted and asked for their assistance to contact you. - If your Emergency Contact does not answer, the Community Care Team is contacted and asked for their assistance to contact you.
BLUE ALERT 4 Data has not been submitted for 4 consecutive days in a row	Your participation in the COPD Home Health Monitoring Program will be ended. You will receive an email informing you of options for COPD self-care. You are welcome to ask for a referral back into the program from your Community Primary Care Team if the program may work better for you at a later time.

if your symptoms and SpO₂ level are within normal limits, the HHM Team will not be calling you to review

