

Telehealth solutions

patient information guide



 myclinic@home

Tunstall

What is the telehealth service?

The telehealth service offers a way of delivering tailored care for patients with long-term conditions in their own homes, helping improve quality of life and prevent avoidable hospital admissions. This is achieved through the combination of a telehealth hub, peripherals and an internet connection to your care provider.

What is the telehealth service?

- **Easy and simple to use** - voice prompts and text on the monitor guide you through each simple step.
- **Reduces unnecessary hospital stays** - can help to pick up changes in health symptoms early so that preventative action can be taken.
- **Easy installation** - your care provider will arrange the setup of all the equipment for you so that you can easily use it every day.
- **Understanding** - improves understanding of your condition, improving your quality of life.

What are the features of the monitor?

Telehealth is an innovative and effective method of delivering tailored care at home and as a result an increasing number of health and social care organisations are adopting this approach as a mainstream service, to improve the standard of care and quality of life for individuals.

Key features of the telehealth hub

- **Large colour display** - large touchscreen displaying clear text and onscreen buttons
- **Clear loudspeaker** - audio announcements guide the patient through a tailored health interview
- **Video conferencing capabilities** - multiple input options and video conferencing capabilities with camera and inbuilt microphone
- **Multiple inputs** - finger touch and on-screen keyboard input options
- **Flexible communication** - via cable, wireless or mobile network



How does the service work?

The service involves a telehealth hub being placed in the home that will record your vital signs, such as blood pressure, heart rate, weight or blood sugar levels depending on your needs. The system sends the results to your care provider who can observe your health status from their desk.

Turn on the telehealth hub to begin your interview. Friendly voice prompts and text on the hub will then guide you through each simple step. After the hub collects your information, it sends it to your care provider. The entire process takes only a few minutes, and all of your information is confidential. You might receive a telephone call from your care provider asking you to retest your vital signs or advise you on what to do next.

How can the telehealth service help you?

The service makes a real difference to people's lives, not only for those using the service to maintain their independence, but also their families and loved ones. When the telehealth system is part of your overall care plan, the system may help you live a more active lifestyle and reduce any unnecessary hospital stays.

Frequently asked questions?

- **Does the telehealth hub use much electricity?**
No, the monitor uses about 0.30c* per day.
* Price is supplied as a guide only. Based on QLD standard electricity rate June 2013.
- **Will the telehealth hub stop me from using my home alarm unit, normal phone or broadband service?**
No, the hub does not connect to any of your personal home devices or services. All other devices will continue to operate as normal.

How does the technology help?

Your care provider will be able to monitor your long-term condition more regularly and be able to pick up on any changes, making treatment faster and more responsive. This enables greater independence and confidence for you.

A range of medical devices can be linked to the telehealth hub to provide additional levels of health monitoring.



Digital weighing scales (weighs up to 200kg)

Measures an individuals weight.



Blood glucometer

Used to measure an individuals blood sugar level.



Thermometer

Used to measure an individuals temperature.



Pulse oximeter

Used to measure an individuals blood oxygen level and pulse.



Blood pressure monitor

Used to measure an individuals blood pressure.

Note: Other devices may also be provided based on your care plan.

About Tunstall

Tunstall is the world's leading provider of telecare and telehealth solutions, with over 3.6m users globally. Tunstall's solutions support older people and those with long-term needs to live independently, by effectively managing their health and well-being.



www.tunstallhealthcare.com.au

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TH-UG-AU-012-010