

## Remote Patient Monitoring Programs Improve Care and Comfort—and Lower Healthcare Costs

When a world-renowned medical device manufacturer and solution provider needed assistance implementing remote patient monitoring programs for several of its hospital clients, the company turned to Carenet Health as a trusted external partner.

At the time of discharge from inpatient hospital care, patients in the programs are issued remote monitoring kits that include Wi-Fi-enabled devices provided by the hospital and manufacturer. The kits allow patients to be observed at home instead of from a hospital room. This can mean fewer days in the hospital, lower costs for all stakeholders and a more comfortable place to fully recover.

The surveying programs—ranging from a focus on heart failure to kidney transplants—leverage messaging and alert systems that let the Carenet Health team know when patients are in stable or unstable condition without the need for in-person evaluation.

**The driving goals?** Enhance care delivery, reduce avoidable readmissions and improve patient outcomes for conditions that need continued surveillance.

### **Why it works: Data, technology and one-on-one human connection**

A dedicated team of Carenet registered nurses (RNs) and patient service coordinators (PSCs)—using established protocols and evidence-based clinical guidelines—provide around-the-clock patient support.

The team continually reviews secure patient data coming in from the monitoring devices and patient self-reporting on an advanced software platform. Patient data is automatically flagged by the system when measurements are missed or out of trend, or patient symptoms change. Cases that need immediate attention, based on three levels of severity, are escalated to the appropriate clinician. RNs can handle a majority of the cases that need attention.

The Carenet team also provides other program services, including device set-up assistance, video welcome calls with patients new to a monitoring program, patient surveying, poor compliance outreach, chronic care management education and virtual wellness check-ins.

Current remote patient monitoring programs include:

- Diabetes in Pregnancy
- Kidney Transplant Patients (Diabetic Patient)
- Chronic Care Management  
(with and without Chronic Heart Failure)
- Heart Failure (Heart Failure with Preserved Ejection Fraction, Medication Optimization, Weight Management)
- Hypertension
- Stroke

Other programs in development include Hypertension Disorders of Pregnancy and Maternal Health and Wellness.

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The Carenet team is integral to building the virtual relationship between the patient and the program—ensuring that the patient feels listened to, comforted and supported, and receives thoughtful clinical care and guidance.

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## ABOUT US

Caret Health is the nation's premier healthcare clinical and consumer engagement partner—providing 24/7 telehealth, engagement, clinical support and advocacy solutions on behalf of 250+ health plans, providers, health systems and Fortune 500 companies. More than 65 million healthcare consumers have access to our teams of engagement specialists, care coordinators, RNs and other licensed healthcare professionals each year.

## HOW CAN WE HELP YOUR ORGANIZATION?

Email us today at [marketing@carenethealthcare.com](mailto:marketing@carenethealthcare.com), call 800.809.7000 or learn more at [carenethealth.com](http://carenethealth.com).

## WHEN CRISIS DEMANDS ACTION: A SPECIAL COVID-19 REMOTE MONITORING PROGRAM

When one major New York hospital quickly needed more inpatient beds during a surge in the COVID-19 pandemic, remote patient monitoring became top of mind.

Caret's clinical team was asked to help implement a tech-enabled, 14-day remote monitoring pilot program. The initiative was designed to help the hospital discharge still-symptomatic COVID-19 patients sooner and safely, reducing their lengths of stay and preventing readmissions during recovery.

If a patient's data (temperature, blood pressure and oxygen saturation) exceeded parameters, a Carenet RN evaluated the information and contacted the patient. Subsequent actions included recommending continued self-monitoring, speaking with a physician, returning to the ED or calling 9-1-1.

The pilot of 90 patients was successful, and the hospital continues to use the program today.