

What is Telehospice?

Telehospice involves the use of electronic communication, through devices such as iPads, Computers and Smart Phones, which enables hospice doctors, nurses, social workers, chaplains and grief care specialists to meet the needs of their patients and families remotely.

Telehospice does not replace traditional hospice home care visits. Instead, it supports and enhances care, ensuring that the patient's needs are addressed in the most caring, timely and efficient manner possible.

What are the Benefits?

Ease of communication— the ability to show your nurse what is happening in real time, rather than trying to explain a situation later.

Better symptom management— reduced wait time and ease of communication means symptoms are able to be managed more effectively and efficiently, for increased patient comfort.

Decreased anxiety— families have peace of mind knowing that a hospice nurse is just a click away. Ease of communication with the chaplain and social worker can provide needed comfort.

Less risk of exposure— limits exposure to others for immunocompromised patients.



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Central Wyoming Hospice & Transitions

TELEHOSPICE PATIENT & FAMILY INFORMATION

Our Caring Promise—
To be here when you need us



For more information call
(307)577-4832

How Telehospice Works . . .

Every hospice patient is evaluated for the benefits of Telehospice. Complex medical conditions, such as the need for wound care or foley catheter management, require in-person delivery of care. However, these conditions do not exclude a patient and their family from using Telehospice services. Families can address concerns and questions that arise between in-home visits and use Telehospice to receive emotional and spiritual support.

Telehospice patients receive loaner vitals equipment, if needed, to assist their nurse in identifying changes in condition. Training in the use of the equipment will be provided to patients and families.

It is important to conduct your Telehospice sessions in a well lit, private area of your home, free from distractions.



Ensure that the audio on your device is high enough for you to hear clearly. Speak slowly and let hospice staff know immediately if you are having trouble understanding or seeing them.

What are your Rights?

If you indicate at any point that you want to stop using the technology, the Telehospice service will cease immediately and an alternative appointment will be set up by your provider.

Possible Risks of Telehospice

As with any medical procedure, there are potential risks associated with the use of Telehospice. These risks include, but may not be limited to:

- ◆ In rare cases, information transmitted may not be sufficient (i.e. poor resolution of images) to allow for accurate decision making by the appropriate discipline
- ◆ In rare cases, delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment
- ◆ In very rare instances, security protocols could fail, causing a breach of privacy of personal medical information
- ◆ In very rare cases, a lack of access to complete medical records may result in adverse drug interactions or allergic reactions or other judgement errors

Medical Information and Records

All existing laws regarding your access to medical information and copies of your medical records will apply to Telehospice consultation. Please note that not all telecommunications are recorded or stored.



How to use Zoom ?

Central Wyoming Hospice uses Zoom Medical as a safe, HIPAA compliant platform for our Telehospice consultations.

If you are using a loaner iPad supplied by hospice, Zoom is preloaded. If you are using your own Smart Phone or Computer, you can download Zoom for free.

You can request a new meeting with your provider or you can join a scheduled meeting within the application.

You will receive training on how to use Zoom when you sign up for Telehospice and we are here to answer your questions, if you experience technical difficulties.

