

Announcement: The VEP in conjunction with participating hospital Home Ventilation Care Teams launches a new program to help clients stay connected during COVID-19



The **Long-term In-Home Ventilator Engagement (L.I.V.E.)** program is designed to help clients manage their ventilation needs at home. It provides one-touch secure video calling and care-plan information sharing, allowing for “face to face” communication with families, healthcare professionals and caregivers through a virtual care app called aTouchAway™. The app can be used on a tablet, desktop, laptop or cellular device.

Using aTouchAway™ by Aetonix Systems™ provides innovative healthcare all from the comfort and security from your own home.



aTouchAway™ is an innovative software platform built to manage the care of complex patients at home by connecting you to the members of your “Circle of Care”. The program has been tailored with input from your doctor to meet the needs of children and adults using long-term ventilation at home either invasively or non-invasively.

Stay Connected to Your Family and Healthcare Team

See and connect to members of your healthcare team using the aTouchAway™ app. Video conferencing, allows for face-to-face contact and may be used for “virtual” clinic visits. Reach out and communicate to all members of your healthcare team at once.



Troubleshooting of your respiratory devices allows your healthcare team to “see what you see”, helping to identify and troubleshoot problems quickly and efficiently. Remote downloading of your ventilator device data helps your healthcare team assess the effectiveness of your therapy.



Built-in reminders, such as medication times, when to change your ventilator device filters, and equipment cleaning schedules can be programmed into your app to help you with your therapy. Appointment schedules can also be programmed to help remind you of upcoming appointments with your healthcare team.

Care plans can be customized specifically for you. Built-in clinical assessment tools programmed into your app include weekly symptom monitoring and monthly self-assessments, helping you to manage your care more efficiently and effectively.



Education materials relevant to you and your specific health needs can be programmed into the app to support your care and self-learning.

More information can be found on the VEP website @ www.ontvep.ca

Commonly Asked Questions:

Here you will find some commonly asked questions regarding the L.I.V.E. project and accessing the aTouchAway™ application from home:

Are there any costs for the clients to be enrolled in the L.I. V. E. project?

Your Responsibility for Charges, Fees, and Other Costs related to Use of the aTouchAway™ app

There are no fees directly related to accessing the aTouchAway™ app and its associated features. Use of the aTouchAway™ app requires access to high-speed internet or mobile data for full functionality (e.g. messaging, voice or video calls). Messaging and data rates may apply and are billed by and payable to your internet or mobile service provider. If you access and use the aTouchAway™ app on your personal smartphone, tablet or other mobile device, you are responsible for any costs incurred due to data usage in accordance with the terms of service of your mobile service provider. The L.I.V.E. program and Aetonix are not liable for any delays in delivery of messages and/or voice or video calls or any failure to deliver data as delivery is subject to effective transmission from your internet or mobile service provider.

What if I don't have a computer, cellphone, or tablet at home? Am I still eligible to enroll in the program?

Those who don't have a computer device or cellphone at home may still be eligible for the program. The Ventilator Equipment Pool has a limited number of tablet devices available for those who qualify. Please contact the Ventilator Equipment Pool for more information regarding who is be eligible to receive the device. These tablet devices allow for use of the L.I.V.E. application only. All other functionality of the tablet has been locked from the device

If I am eligible and receive a tablet from the Ventilator Equipment Pool for the L.I.V.E. project, is the tablet mine to keep?

No, the tablet is on loan for the duration of the project and remains the property of the Ventilator Equipment Pool. The VEP will provide you with information on when and how to return the tablet upon the completion of the L.I.V.E. Project.

Can I use this service to reach out for emergency care needs?

No, call 911 when you need emergency care.

While the L.I.V.E. program aims to bring you closer to your “Circle of Care” it is not to be used for calls of an emergency nature. For those clients who feel they need immediate care, follow your physician and care teams recommendations on how you would normally receive urgent care. This may include calling 911, or other services you may have in place when care of an urgent or emergency nature is needed.

How long is the L.I.V.E. project in effect:

The project duration is for 6 months, during the Covid-19 crisis.

What are the benefits of the L.I.V.E. project:

By providing you with the resources you need to help effectively manage your respiratory condition from the security and comfort of your home, the project allows for the tailoring of information and resources specific to your needs. All through one easy to use app. Some benefits of the program include:

- Creating a “Circle of Care” to allow you to connect to your respiratory doctor, caregivers, healthcare team, respiratory therapists, and even your family.
- Built in reminders: these can be customized to your needs, reminding you, for example, of important upcoming appointments, or equipment maintenance schedules.
- Educational materials can be customized to provide you with access to a full range of medical information available at your fingertips, customized specifically for you to help you manage your illness.
- The aTouchAway™ app allows for remote data download of your ventilator. This report is available to your entire care team. It provides them with necessary data to manage your ventilation in a timely manner.

How do I find out more information about the L.I.V.E. project?

The Ventilator Equipment Pool is here to answer any questions you may have regarding this project. Contact us for further information:

By phone: 613-548-6156 or toll free in Ontario: 1-800-633-8977

We can also be reached by email at: vep@kingstonhsc.ca