

REMOTE PATIENT MONITORING (RPM) ESCALATIONS

Clinical Escalations RPM

High/Low Blood Pressure	Alert when a patient's blood pressure exceeds or falls below the predetermined threshold. Provider takes appropriate action
Irregular Heart Rate	Notify the physician if the patient's heart rate shows irregular patterns or abnormalities. Provider takes appropriate action
Blood Glucose Levels	Alert the doctor if the patient's blood glucose levels are consistently outside the target range. Provider takes appropriate action
Respiratory Rate	Notify the physician of significant changes in the patient's respiratory rate. Provider takes appropriate action
Weight Fluctuations	Send an alert if the patient's weight deviates significantly from the baseline. Provider takes appropriate action
Oxygen Saturation	Alert the doctor if the patient's oxygen saturation levels are consistently low. Provider takes appropriate action
Activity Levels	We currently work with patients on this, but we could Notify the physician if there is a sudden decrease in the patient's physical activity. Provider takes appropriate action
Fall Detection	Immediate notification in case the patient experiences a fall or sudden impact. Provider takes appropriate action
Subjective Reporting by Patient	Notify physician if there is new or increased pain with movement, new difficulty with breathing, new feelings of malaise, etc. Provider takes appropriate action
Non-compliance taking daily readings	We currently work with patients on this, but we could Notify the physician if there is a non-compliance in the patient's daily vitals readings. Provider takes appropriate action

Technical Escalations RPM

Device management	We order, ship, track, confirm, and train on devices. We manage all issues from shipping issues, to malfunctioning devices, to broken and replacement devices, etc. We coordinate between Smart Meter and the Patient. We could do all, some, or allow Provider to take appropriate action.
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CHRONIC CARE MANAGEMENT (CCM) ESCALATIONS

Clinical Escalations CCM

Symptom Deterioration	Notify the physician when there is a significant worsening of the patient's chronic condition symptoms. Provider takes appropriate action
Appointment Non-Attendance	We currently work with patients on this, but we could Alert the doctor if the patient misses scheduled appointments or check-ins. Provider takes appropriate action
Dietary Non-Compliance	We currently work with patients on this, but we could Notify the physician if the patient consistently deviates from the recommended dietary guidelines. Provider takes appropriate action
Respiratory Rate	We currently work with patients on this, but we could Send an alert if the patient is not adhering to the prescribed exercise routine. Provider takes appropriate action
Exercise Non-Compliance	We currently work with patients on this, but we could Send an alert if the patient is not adhering to the prescribed exercise routine. Provider takes appropriate action
Depression/Anxiety Indicators	Notify the physician if there are signs of increased depression or anxiety based on patient-reported data. Provider takes appropriate action
Home Environment Issues	We currently work with patients on this, but we could Alert the doctor if the patient's home environment poses potential risks to their health and well-being. Provider takes appropriate action

Pharmaceutical Escalations CCM

Medication Non-Adherence	We currently work with patients on this, but we could Alert the doctor if the patient consistently misses prescribed medications. Provider takes appropriate action
Ran out of meds	We currently work with patients on this, contact their pharmacy or doctor to get refills ordered and (delivered if necessary) but we could Send an alert if the patient is out of medications. Provider takes appropriate action
Meds aren't controlling symptoms	Alert the doctor if the patient's symptoms are not being controlled by prescribed medications. Provider takes appropriate action