

NYP COVID+ Discharge Remote Monitoring Program

Program Overview

NYP’s Remote Patient Monitoring (RPM) program is a technology-based solution to monitor patients outside of the traditional hospital setting. Patient receives a video tablet to captures vitals and symptoms, while taking comfort in knowing a care team of nurses is continuously monitoring their care. Philips is our vendor for RPM and are responsible for certain aspects of it. They manage the logistic vendor responsible for shipping the kits to patients, and the clinical call center that actively monitors patients and escalates to NYP clinicians per our clinical protocols from 8:00am-8:00pm, Sunday=Saturday.

The Philips RPM kit includes:

- Samsung 2-way video tablet
- Weight scale
- Pulse oximeter
- Blood pressure/pulse unit meter
- *More info on Philips eCareCompanion software can be found at:*
<https://www.usa.philips.com/healthcare/product/HC453564553051/ecarecompanion-patient-app-your-patients-gateway-to-care>

Use Case Summary

NYP has developed a RPM program designed for confirmed COVID-19 patients being discharged to home. The program takes the patient’s oxygen saturation, blood pressure, pulse, and temperature in addition to patient-reported COVID-19 related symptoms. It also educates the patient on proper hygiene procedures to follow.

Length of Program

14 days

Patient Recruitment

All patients that have been diagnosed positive for COVID-19 will be offered this program. Areas of interest include emergency departments, In-patient units, and fever clinics.

Measurements and Vital Sign Parameters

The following measurements are scheduled 2x daily (9:00 am and 4:00 pm):

- SpO₂
- Pulse (manual from SpO₂ device)
- Temperature (manual entry)

Type	Intervention Rule	Flag
SpO ₂	< 94% or increased supplemental O ₂	High
Temperature	> 101.5°	High
Pulse	110-120	Medium
Pulse	> 120	High

Note: High flags indicate the clinical call will reach out to patient, and escalate to our clinical resources at NYP.

Medium indicates the clinical call center reaching out to patient, and only escalating to our clinical resources if deemed appropriate.

Surveys:

- [COVID+ Discharge Survey](#)

Survey and Measurement Calendar

The following measurements and surveys are scheduled **2x daily (9:00 am and 4:00 pm)**:

Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM
Day 8	Day 9	Day 10	Day 11	Day 12	Day 13	Day 14
Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM	Blood Pressure 9:00 AM COVID+ Discharge survey 9:00 AM SpO2 9:00 AM Temperature 9:00 AM Blood Pressure 4:00 PM COVID+ Discharge survey 4:00 PM SpO2 4:00 PM Temperature 4:00 PM

COVID+ Discharge survey

Survey Status: Published
Origin: Custom
Search terms: COVID+ Discharge
Recommended use: COVID+ Discharge
Compatibility: Telestation
Low vision: false

Survey Scoring

Scoring type: Risk

Greeting

Hello %FIRSTNAME%. Now that you have been diagnosed with COVID-19 and are being discharged home, NewYork-Presbyterian wants to monitor your health to keep you and your family safe. Please answer the following questions.

Q1

Have you experienced a new or worsening cough?

- | | |
|-----------|-------------|
| A1
Yes | Medium Risk |
| A2
No | No Risk |

Q2

Have you experienced any new or worsening feelings of shortness of breath while at rest or when performing normal everyday activities?

- | | |
|-----------|-------------|
| A1
Yes | Medium Risk |
| A2
No | No Risk |

Q3

If you are receiving home oxygen, have you needed to increase the amount of oxygen you are receiving?

- | | |
|------------------------------------|-----------|
| A1
Yes | High Risk |
| A2
No | No Risk |
| A3
I do not receive home oxygen | No Risk |

Q4

Have you taken Tylenol (acetaminophen) or other medication that lowers fever (e.g., Motrin, ibuprofen) in the past 6 hours?

- | | |
|-----------|-------------|
| A1
Yes | Medium Risk |
| A2
No | No Risk |

Farewell

%FIRSTNAME%, thank you for completing this survey. If we determine that your responses require further attention, one of our clinical staff members will be in touch with you. If you want to discuss these responses immediately, please call your doctor's office.