

# Remote Monitoring Guide

For People with Heart Failure



MicroSoft 365

**Monitoring Team Contact:**

**1-800-314-0999 ext. 2**

**My TELUS login:** \_\_\_\_\_

**My password:** \_\_\_\_\_

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## Welcome

Welcome to your Fraser Health remote monitoring program. You might hear us also call it the remote patient monitoring program.

You can use this handbook in one of 2 ways:

- Use the table of contents to guide you to a specific section
- Read the handbook from start to finish.

If you are reading an electronic copy, you can click on [blue underlined text](#) to open more resources in your web browser, such as videos, websites, and brochures.



If you are reading a paper copy and you have a smart phone or tablet, you can scan the QR code to open those added resources.



In this handbook, we will walk you through each of these:

- 1. What remote monitoring is**
- 2. Your monitoring devices and how to use them**
- 3. Who to contact for help**
- 4. Remote monitoring for heart failure**
- 5. Managing your health (self-management)**

## Remote Patient Monitoring

### What is remote monitoring?

Remote monitoring is where we use technology to support you with your health condition while you are at home. It allows your care provider to monitor you and your health from a distance.

We give you devices that can send us information over the internet.

You get a monitoring plan with tasks you complete regularly.

The tasks you do is called your “monitoring interview”. You complete your monitoring interviews using the devices we send you.

Examples of tasks for the monitoring interview:

- Taking your blood pressure and heart rate
- Answering questions about your health and how you are feeling
- Learning about your health condition and ways to care for your health

Your monitoring team talks with you about how often you need to do your monitoring interview. Some people do these tasks one time each day while others do the tasks more often each day. It depends on your health and health condition.

Once you complete your tasks, your monitoring team reviews the results and contacts you if there are any concerns.


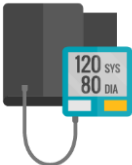



## What monitoring devices do I use?

You might have already received your devices or you will be getting them soon.

We ask that you keep all the devices in a safe place that is easy for you to get to each day.

Depending on your health condition, you might have one or more of these devices.

Some of our programs lend devices to the people they serve. Check with your care team.

Monitoring Devices	Description
	<b>Tablet computer</b> connects wirelessly to some of your other devices.  You use the tablet to answer health questions and complete learning activities.
	<b>Blood pressure monitor</b> and <b>blood pressure cuff</b> to measure your blood pressure.
	<b>Weigh scale</b> to measure your weight.
	<b>Pulse oximeter</b> to measure the amount of oxygen in your blood, called your blood oxygen level.
	<b>Thermometer</b> to measure your temperature.

**How do I use my monitoring devices?**

There are instructions for using the devices on the tablet computer. If you have questions at any time about setting up the devices or using them, contact your monitoring clinician.

**Who is the monitoring clinician?**

Your monitoring clinician is one of the registered nurses on the monitoring team. The clinician can change day to day but they all work together to support you at home.

These are some of the activities the clinician does:

- Reviews your readings and your answers to the questions
- Looks for changes from previous results
- Contacts you regularly to review your results with you
- Answers your questions
- Contacts your family doctor or nurse practitioner with concerns
- Sends reports to your doctor or nurse practitioner during and at the end of the service

## How do I do the monitoring interview?

It is best to do your monitoring interview at the same time of day.

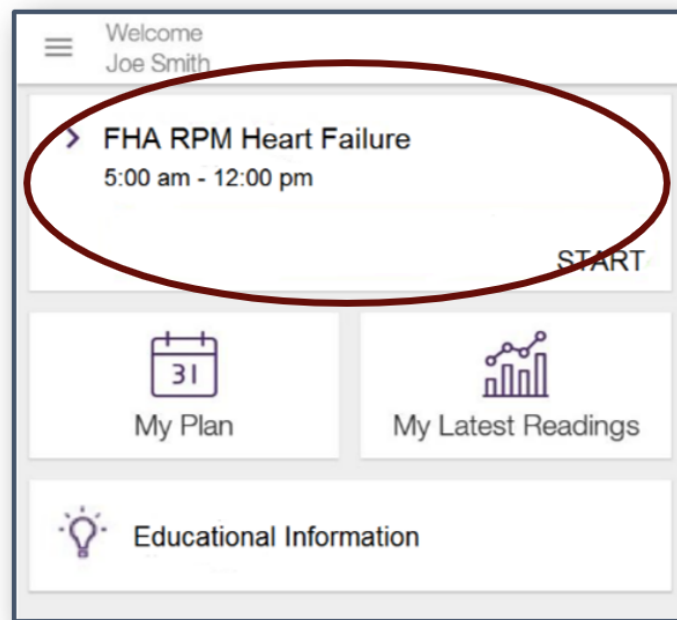
Please try to complete it within the time frame given to you by your monitoring clinician.

When you log into MyMobile on the tablet, your monitoring interview will be at the top of the screen.

From there, locate your scheduled interview and choose **START**.

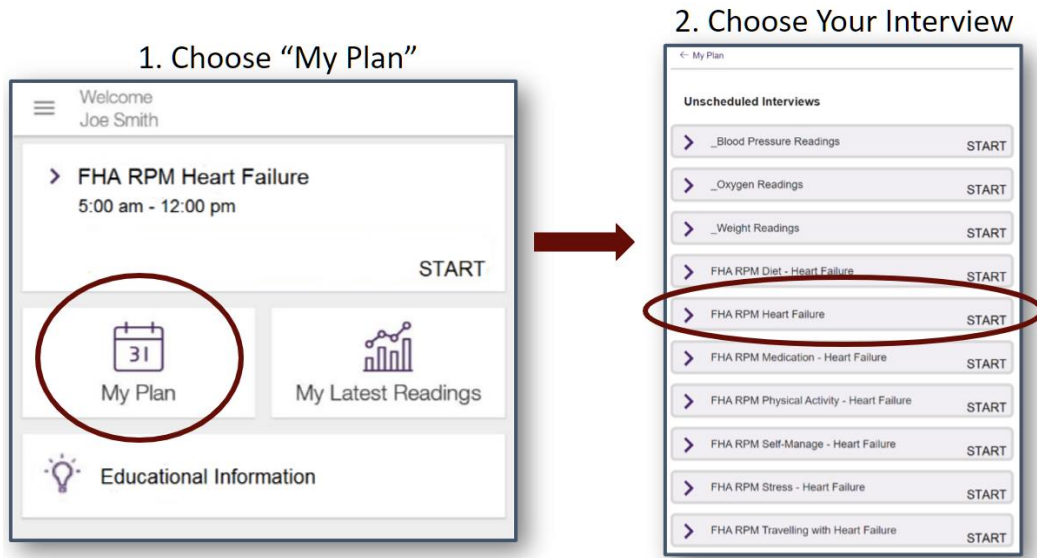
Follow the prompts.

### Scheduled Interview



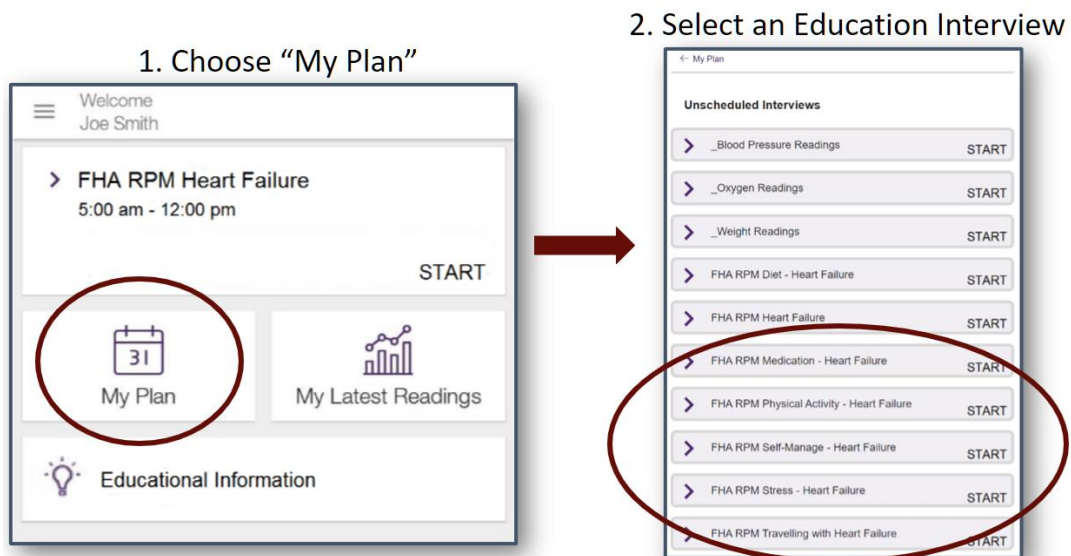
## What if I miss my scheduled interview?

If you miss your interview time, you can still log into My Mobile and complete the interview.



## How do I complete my learning activities?

Log into MyMobile, Choose **My Plan** and locate the learning activity under the list of **Unscheduled Interviews**. We call these **Education Interviews**.



## Who do I contact?

### Asking questions or needing help with devices

Please contact your monitoring clinician: **1-800-314-0999 ext. 2**

Clinicians are available Monday to Friday from 10:00 a.m. to 6:00 p.m., except on statutory holidays.

### What to do on weekends and holidays

If your monitoring clinician has asked you to do your monitoring interview every day, continue to do your interviews over the weekend.

The clinician will review your results on the next business day.

### What to do when not feeling well

If you are not feeling well and it is outside of the monitoring clinician hours, these are your options:

- Call **Fraser Health Virtual Care** to speak to a registered nurse.  
1-800-314-0999 or live chat with the nurse online at [fraserhealth.ca/virtualcare](https://fraserhealth.ca/virtualcare)  
Available from 10:00 a.m. to 10:00 p.m., 7 days a week.
- Call your family doctor or nurse practitioner.
- Call **HealthLinkBC** 8-1-1 (7-1-1 TTY)  
Speak to a registered nurse after hours, 7 days a week.  
Speak to a pharmacist 5:00 p.m. to 9:00 a.m., 7 days a week.  
Speak to a dietitian 9:00 a.m. to 5:00 p.m., Monday to Friday.

If you have chest pains, difficulty breathing, or severe bleeding at any time, it could be a **life-threatening emergency**:

- **Call 9-1-1** or your local emergency number right away.

## Heart Failure Remote Patient Monitoring

### Heart Failure Zones

It is up to you to make changes in your lifestyle and eating habits to manage your heart failure. While there is a team of healthcare providers working with you to manage your heart failure, you are the one in charge.

When you take charge of your health and learn to manage your heart failure, it helps you to achieve each of these:

- Improve the quality of your life.
- Feel confident that you can manage your heart failure.
- Know when to ask for help.
- Prevent or limit heart failure complications.

Understanding the heart failure zones will help you with managing your heart failure.

Use the “[Heart Failure Zones](#)” sheet (next page) to answer this question:



**“Which heart failure zone am I in today?”**



The success of remote patient monitoring relies on people checking their Heart Failure Zone **every day**.



# Heart Failure Zones

## Check Weight Daily

- ♥ Weigh yourself in the morning before breakfast. Write it down. Compare your weight today to your weight yesterday.
- ♥ Keep the total amount of fluids you drink to only 6 to 8 glasses each day. (6-8 glasses equals 1500-2000 mL or 48-64 oz)
- ♥ Take your medicine exactly how your doctor said.
- ♥ Check for swelling in your feet, ankles, legs, and stomach.
- ♥ Eat foods that are low in salt or salt-free.
- ♥ Balance activity and rest periods.



## Which Heart Failure Zone Are You Today? Green, Yellow, or Red

### Safe Zone

**ALL CLEAR** – This zone is your goal!

Your symptoms are under control.

You have:

- No shortness of breath.
- No chest discomfort, pressure, or pain.
- No swelling or increase in swelling of your feet, ankles, legs, or stomach.
- No weight gain of more than 4 lbs (2 kg) over 2 days in a row or 5 lbs (2.5 kg) in 1 week.



### Caution Zone

**CAUTION** – This zone is a warning

Call your Health Care provider (eg. Doctor, nurse) if you have any of the following:

- ▲ You gain more than 4 lbs (2 kg) over 2 days in a row or 5 lbs (2.5 kg) in 1 week.
- ▲ You have vomiting and/or diarrhea that lasts more than two days.
- ▲ You feel more short of breath than usual.
- ▲ You have increased swelling in your feet, ankles, legs, or stomach.
- ▲ You have a dry hacking cough.
- ▲ You feel more tired and don't have the energy to do daily activities.
- ▲ You feel lightheaded or dizzy, and this is new for you.
- ▲ You feel uneasy, like something does not feel right.
- ▲ You find it harder for you to breathe when you are lying down.
- ▲ You find it easier to sleep by adding pillows or sitting up in a chair.



Health Care Provider \_\_\_\_\_ Office Phone Number \_\_\_\_\_

### Danger Zone

**EMERGENCY** – This zone means act fast

Go to emergency room or call 911 if you have any of the following:

- You are struggling to breathe.
- Your shortness of breath does not go away while sitting still.
- You have a fast heartbeat that does not slow down when you rest.
- You have chest pain that does not go away with rest or with medicine.
- You are having trouble thinking clearly or are feeling confused.
- You have fainted.



**When you are in the Yellow Zone outside monitoring clinician hours**

When your Yellow Zone symptoms are new or worse outside the monitoring clinician's working hours, including weekends and statutory holidays, these are your options:



- Call **Fraser Health Virtual Care** to speak to a registered nurse.  
1-800-314-0999 or live chat with the nurse online at [fraserhealth.ca/virtualcare](https://fraserhealth.ca/virtualcare)  
Available from 10:00 a.m. to 10:00 p.m., 7 days a week.
- Call your family doctor or nurse practitioner.
- Call **HealthLinkBC** 8-1-1 (7-1-1 TTY)  
Speak to a registered nurse after hours, 7 days a week.  
Speak to a pharmacist 5:00 p.m. to 9:00 a.m., 7 days a week.  
Speak to a dietitian 9:00 a.m. to 5:00 p.m., Monday to Friday.

**When you are in the Red Zone anytime**

- **Call 9-1-1** or your local emergency number right away.



## Heart Failure Reminders

### Sick Day Plan

When you are sick, you can get dehydrated from throwing up, having diarrhea, having a fever, or any of these combined.

If you become dehydrated, your body can get stressed. Certain medications can give you side effects and cause problems.

Watch for these **signs of dehydration**:

- unusually weak or tired
- thirsty
- dry mouth
- trouble focusing or feeling confused
- going pee (urinating) less often and pee is darker than normal

Use the [Sick Day Plan](#) from your Heart Function Clinic if you think you might be dehydrated.

Some medications should be **paused** when you are sick to help prevent side effects.

These medications can then be **started again** once you have recovered from being sick.



### WHAT TO DO WITH Heart Failure Medications IF I'M SICK

---

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

- When you are sick, it is easy to become dehydrated from throwing up, diarrhea, and/or a fever.
- If you become dehydrated, your body may be stressed. This can make certain medications cause problems.
- This means that **some** medications should be **PAUSED** when you are sick to prevent side effects.
- These medications can then be **STARTED AGAIN** once you have recovered from being sick.

**SIGNS OF DEHYDRATION**  
unusually weak or tired  
confused or  
trouble focusing  
thirsty, dry mouth  
cool, clammy skin  
less peeing  
new or worsening dizziness  
or light-headedness when  
standing or sitting up

#### MY PLAN

If I have been throwing up, having diarrhea, or a fever and I am worried that I am dehydrated because I cannot keep "anything down" for more than 24 hours, I will **PAUSE** (temporarily stop) the following medicine(s):

Type of Medication	My Medication
diuretic (water pill: e.g. furosemide <b>LASIX</b> , metolazone <b>ZAROXOLYN</b> )	<input type="checkbox"/>
ACE inhibitor (e.g. ramipril <b>ALTACE</b> )	
angiotensin receptor blocker (e.g. valsartan <b>DIOVAN</b> )	<input type="checkbox"/>
sacubitril-valsartan ( <b>ENTRESTO</b> )	
spironolactone ( <b>ALDACTONE</b> ) or eplerenone ( <b>INSpra</b> )	<input type="checkbox"/>
SGLT2 inhibitor (e.g. dapagliflozin <b>FORXIGA</b> , empagliflozin <b>JARDIANCE</b> )	<input type="checkbox"/>
Go to the emergency department if you have abdominal pain, severe vomiting, or severe drowsiness.	
others (such as metformin <b>GLUCOPHAGE</b> , glyburide <b>DIABETA</b> , glimepiride <b>DIAMICRON</b> )	<input type="checkbox"/>

For medications not included in this list, continue taking them as prescribed or consult your cardiologist, family physician, pharmacist, or heart function clinic.

**I will **START** these medications again at my usual dose when I am feeling well and my body has recovered from the illness.**

**WHEN YOU ARE SICK, IT IS OKAY TO PAUSE THESE MEDICATIONS FOR A FEW DAYS.**

**REMEMBER TO:**

**HYDRATE**  
try to keep total fluids to around 2 litres per day, limiting caffeinated beverages and replacing fluid loss from throwing up or diarrhea

**WATCH SODIUM INTAKE**  
canned soup & packaged foods are convenient but can cause your body to hold onto extra fluid

**KEEP TRACK**  
continue weighing yourself daily and if you have a machine at home, check your blood pressure and heart rate twice a day, especially if you feel lightheaded

**CONSULT**  
your provider if you have questions, if your weight goes **↑ or ↓** by more than 1.5 kg (3 1/2 lbs) over 2 days, if your blood pressure is unusually low for you, or if you need to **PAUSE** your medications for more than 2 days

**For cough and cold products, do not take any products that contain:**

- anti-inflammatory drugs such as naproxen **ADVIL**, COMBOSOLIC, MOTRIN or naproxen **ALEVE**
- acetylsalicylic acid **ASPIRIN** for pain or fever; daily low-dose for cardiovascular protection is okay if prescribed
- decongestant tablets or sprays containing pseudoephedrine or phenylephrine

**Instead, you can use:**

- acetaminophen **TYLENOL** for pain or fever
- saline (salt water) nose spray **SALINE-X** or rinse for congestion

Don't have a Sick Day Plan?  
Ask your Heart Function Clinic for one.

## Fluid and heart failure

When you have heart failure, fluid can build up in your body. It can cause swelling in your feet, legs, or belly. This extra fluid makes your heart work harder.

Fluid can also build up in your lungs making it hard to breathe.

You can reduce the amount of fluid build up by these actions:

- Keep the total amount you drink each day to only 6 to 8 glasses of fluid.  
(6 to 8 glasses equals 1500 to 2000 millilitres or 48 to 64 ounces)
- Eat foods that are low in salt or salt-free.
- Keep your salt intake to 2000 milligrams (mg) or less each day.



You can find more information in your [Living with Heart Failure Booklet](#).



## **Self-management**

### **What is self-management?**

Self-management is when we use skills and tools to help us manage the work of living with a chronic health condition.

When you are able to self-manage, it helps you to do each of these:

- To keep doing your everyday activities
- To deal with any feelings or emotions that come up as you cope with your health condition

Managing your health means that you are in control. You decide about your health. You make sure that what you have decided is what is done. Your monitoring team is here to support you.

You can use your monitoring team to get information and help guide your decisions.

To be successful, your monitoring team is here to help you learn how to do each of these:

- Discover what the problem is
- Decide what you want to do about it
- Decide how you want to make a change
- Use new skills to manage it

The monitoring team can support you and help you practice your new skills until you are able to do them on your own.

Managing your health and health condition is a learned skill. Your monitoring team is there to help you. It starts with checking in with yourself each day, asking yourself how you feel, and checking your blood pressure and pulse.

Your monitoring team can also support you to do any of these:

- Make positive changes in your life.
- Set a goal and make a plan to reach that goal.
- Find and use community resources.
- Connect to your other care providers.
- Talk about your self-management plan with those who matter most to you.

## How do I set goals?

Change is easier when set ourselves goals. And change can be harder if we make too many changes at once. It helps to start with one or 2 goals.

Here are the steps for setting and achieving a goal.



Let's look at each of these in detail.

### 1. Choose a goal

Your goal should be something that is important to you. It is best to set a goal that you can reach within a short time such as a week or month.

Your goal should be action-based. Focus on the action you are going to take instead of focusing the outcome of actions.

Example of an action: Complete the monitoring interview each day.

Example of an outcome: Lower my blood pressure.

To help you succeed, your goal should be S.M.A.R.T.

- **S**pecific
- **M**easurable
- **A**ttainable
- **R**ealistic
- **T**ime-based



To help make your goal S.M.A.R.T., ask yourself these questions.

	Questions	Example
<b>Specific</b>	What am I going to do? How am I going to do it? Where am I going to do it? When am I going to do it? Who will help me do it?	<i>I will complete my monitoring interviews after breakfast and by 10:00 a.m., using my phone to set reminders and asking my wife to check in with me that I did it.</i>
<b>Measurable</b>	How will I measure my progress? How much will I do? How often will I do it?	<i>I will do my monitoring interview each day at least 5 days a week.</i>
<b>Attainable</b>	Is my goal something I can achieve? Do I have everything I need, including support from others, to progress? Is there anything that could hold me back?	<i>I will do my interviews in the morning because I am up each day by 8:30 a.m. I have practiced using the devices. I want to give myself time so I don't feel rushed using the devices.</i>
<b>Realistic</b>	How likely is it that I will be able to reach this goal? Why is this goal important? How will this goal help my health and health condition?	<i>The interviews will help me learn more about my health and my body. Setting reminders and asking my wife to check in with me will help me do this each day.</i>
<b>Time-based</b>	When will I start? When will I reach my goal? When will I check in with myself on my progress?	<i>I will start doing the monitoring interviews tomorrow morning. For the next 4 weeks, I will check my progress on Sunday afternoons.</i>

## 2. Make an action plan

Your action plan describes the specific actions that will help you reach your goal.

Think about people who could support you in reaching your goal and how they could help you.

Go to page 18 to write out your action plan.

### 3. Rate your confidence

On a scale of zero (0) to 10, how confident are you that you will be able to follow your plan?

**0** means you are not confident at all that you can complete the plan

**10** means you are very confident you can complete the plan



While your action plan should challenge you, you should feel confident that you can complete it. Review your action plan. Rate how confident you are that you can complete the plan.

If you rate your level less than 7, consider adjusting the details of the plan so that you are more likely to be successful. Think about what barriers are reducing how confident you are.

### 4. Plan for barriers

As part of your action plan, prepare for things that might get in the way of you achieving your goal. Make a plan for how you will deal with them. This should increase how confident you are in completing your plan.



### 5. Track your progress

Review and update your action plan each week. What part of the plan is working well? What needs to be adjusted?

To remind yourself of your goal, put your action plan in a place where you will see it often.

There are lots of ways to keep track such as writing in on your calendar, using an app, or writing a journal. Use a way that has worked for you in the past.



**6. Follow up**

How will you check in on your goal? Was there anything stopping you from being successful? What solutions do you have for the next time?

Slip-ups do happen. Think about what you have learned about yourself. What can you do differently to meet your goals?

**7. Plan your rewards**

Think about how you might reward yourself for reaching a goal. Choose a reward that is important to you. Write it down. Be as detailed as possible.

*Example: Every week, when I have done my monitoring interviews for 5 or more days that week, I will reward myself by downloading a new song to my playlist.*

## My Action Plan

### My goal

This week my goal is to: \_\_\_\_\_

This is how much I will do it: \_\_\_\_\_

This I when I will do it: \_\_\_\_\_

This is how confident I am that I can do this:

0

1

2

3

4

5

6

7

8

9

10

Not confident at all

Very confident

Some of my barriers might be: \_\_\_\_\_

How I plan to deal with these barriers: \_\_\_\_\_

People who can support me: \_\_\_\_\_

How they can help me: \_\_\_\_\_

My plan for getting their help and support: \_\_\_\_\_

### My follow-up

I will check my progress this way: \_\_\_\_\_

I will check my progress on these days:

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

My reward for reaching my goal is: \_\_\_\_\_

### The result

I reached my goal. ☐ Yes completely ☐ Yes partly ☐ No

This worked to help me reach my goal: \_\_\_\_\_

I could do this differently next week: \_\_\_\_\_

## My Action Plan

### My goal

This week my goal is to: \_\_\_\_\_

This is how much I will do it: \_\_\_\_\_

This I when I will do it: \_\_\_\_\_

This is how confident I am that I can do this:

0

1

2

3

4

5

6

7

8

9

10

Not confident at all

Very confident

Some of my barriers might be: \_\_\_\_\_

How I plan to deal with these barriers: \_\_\_\_\_

People who can support me: \_\_\_\_\_

How they can help me: \_\_\_\_\_

My plan for getting their help and support: \_\_\_\_\_

### My follow-up

I will check my progress this way: \_\_\_\_\_

I will check my progress on these days:

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

My reward for reaching my goal is: \_\_\_\_\_

### The result

I reached my goal. ☐ Yes completely ☐ Yes partly ☐ No

This worked to help me reach my goal: \_\_\_\_\_

I could do this differently next week: \_\_\_\_\_

## Added Fraser Health resources

### Remote Patient Monitoring website

[fraserhealth.ca/rpm](https://fraserhealth.ca/rpm)



### Remote Patient Monitoring: How it works

[Video](#)



[Handout](#)



### Remote Patient Monitoring: How it might benefit you

[Video](#)



## Feedback

We want to hear from you. What worked well for you in this program?  
What could be improved?

If you would like to share your comments, please email us at  
[virtualhealth@fraserhealth.ca](mailto:virtualhealth@fraserhealth.ca).

