

iCare — Medical/Surgical Care

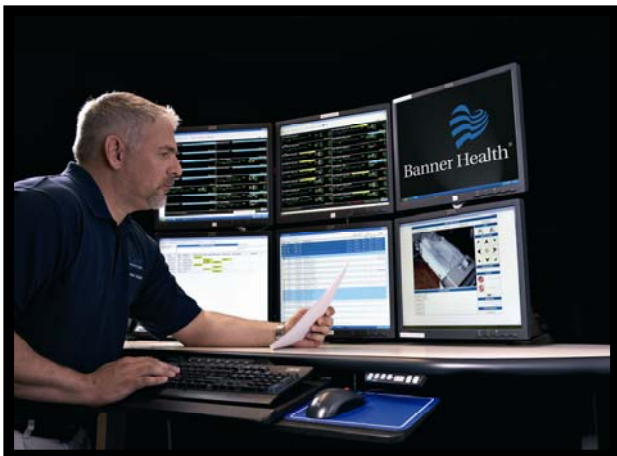
What is *iCare* — Medical/Surgical Care?

iCare Medical/Surgical Care (*iCare*) is an innovative tool that provides you with an extra level of care and a quicker response to your needs. Two teams of caregivers work together to coordinate your care. Your bedside team includes the nurses, hospitalists and nurse aides who provide your hands on care. The *iCare* team monitors your condition from a remote location called the *iCare* Center.

What You Can Expect from *iCare*

Your daily care and treatment will be provided by your nurses and other caregivers at your bedside. You may be connected to monitoring equipment such as a heart monitor and blood pressure cuff to allow us to watch your vital signs.

The *iCare* Center staff include expert nurses, nurse practitioners, case managers and health unit secretaries. They work in a remote center where they can monitor your vital signs and test results and assist



iCare Center staff work in a remote center similar to this, monitoring patient conditions and talking with patients and their caregivers about patient care needs.

your nurse 24 hours a day. They look for early changes in your condition that might mean changes to your care. Should this occur, the *iCare* staff will work closely with your physician and bedside nurse to determine what you may need.

The *iCare* Center staff will also review your care plan every day to be sure you are receiving the care your doctor ordered. They may provide you with health education or help you prepare for discharge.

How Does *iCare* Work?

In your room, a white camera is located on the wall near the ceiling and a small monitor is just underneath it. These are the tools for the two way, audiovisual communication system the *iCare* Center staff will use to communicate directly with you and your nurses.

When the *iCare* staff would like to see you, you will hear a doorbell and the camera will turn around to face you. At the same time, the monitor will turn on and you will see one of our staff. You can now communicate directly with the *iCare* staff. You will be able to see and hear them and they will be able to see and hear you.

Your privacy is important to us. You will always know when the camera is on, and your conversations will not be recorded. There is also a privacy setting on the camera. Please ask your nurse for more information about this feature.

We want to provide you with excellent patient care in a safe and caring environment. With *iCare*, you can feel confident our expert clinical staff is monitoring your health to ensure your care and recovery are progressing appropriately.