



Connecting you at home! Telehealth, a Good Samaritan Society Service.

Good Samaritan Society telehealth provides the supportive services you need to remain as independent as possible and to stay in your own home.

Very simply, telehealth means delivering healthcare from a distance. You can see, hear and talk to our nursing staff via telecommunications devices. At the same time, they can also see, hear and talk to you. It's as easy as calling a friend!

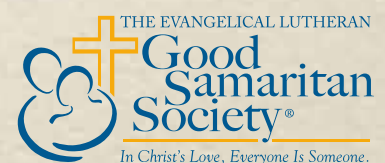
Good Samaritan Society telehealth uses devices placed in your home to record your vital signs, remind you to take medication and answer simple questions about your condition. The ability to visit with you in between regular home visits allows the Good Samaritan Society to maintain close contact with you and support you in educational processes related to your condition. You can be connected with a nurse in seconds—without leaving your home.

Why is telehealth a good choice for you and your family?

- Reduces caregiver stress and minimizes the need for caregivers and relatives to travel to or give you a ride to a medical facility.
- Promotes independence and can help you to remain in your own home.
- Empowers you to achieve your goals.
- Helps to maintain social connectedness. The emotional value of hearing someone ask about your well-being on a daily basis is immeasurable.
- Increases quality of life, reduces the need for hospitalization and helps relieve anxiety.
- Increases your knowledge of your condition by encouraging self-management.
- Improves medication compliance, reducing the risk of complications.

If you would like more information about the availability of Good Samaritan Society telehealth services, please visit www.good-sam.com or contact the Good Samaritan Society community nearest you.

A service delivered by



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Good Samaritan Society provides telehealth services by using several types of telehealth equipment.

Audio/Video Monitors

Audio/video monitors allow Good Samaritan Society staff members to conduct skilled nursing visits over telephone lines. A nurse initiates a call to the client's home, which enables a real-time audio/video connection. After the connection is made, vital sign data can be obtained and assessed by a clinician. The vital sign data collected with audio/video monitors includes blood pressure, pulse, weight, oxygen level and blood sugar level. Staff members can also listen to heart and lung sounds through the monitors.

Audio/video monitors are used when clients are fragile or have had frequent hospitalizations. The Good Samaritan Society uses these monitors for clients with chronic obstructive pulmonary disease, congestive heart failure and more. Use of audio/video monitors is an invaluable element within a comprehensive medical program for clients with chronic health conditions. As clients learn what exacerbates chronic diseases, they can begin to take control of the diseases. Having the real-time audio/video connection allows clients peace of mind knowing that a medical professional is monitoring them each day. Staff members know that we are receiving up-to-the-minute information about our clients. This connection can mean the difference between a visit to the clinic or the emergency room.



Monitoring Units

Monitoring units allow clients to take their vital sign readings and answer disease-specific questions. The units individualize client education and healthcare support based on clients' answers to the questions that are prompted by the monitors. This ensures that telehealth care meets a client's specific needs. This interaction encourages healthy disease management behaviors by empowering clients to become an active part of their own care. After each session is completed, the data is transmitted to the provider station in the home care office. Staff members conduct a clinical review of the data and respond appropriately. Use of monitoring units allows home care staff members to monitor clients more frequently and identify problems sooner.

These units are used for clients who have a more stable health status but still require monitoring of vital signs. The Good Samaritan Society has used these units with clients who have had changes in medications related to blood pressure, diabetes and fluid retention. Physicians are given access to the data, which allows them to quickly assess how medications are affecting clients.

By collecting individualized patient information, telehealth provides clinicians with a continually updated electronic client record. Since this information is available to each member of a client's care team, more coordinated, proactive and targeted care can be provided. Telehealth also allows a clinician to oversee the health of many more clients than would be possible with traditional home visits.

Videophones

Videophones allow home care staff members to have the real-time audio/video connections with clients. This allows staff members to observe clients' general well-being, physical and nutritional status and their socialization and grooming habits on a daily basis. Staff members can also make sure that clients take their medications. Skilled nursing visits can also be made utilizing videophones. Nurses can walk clients or family members through procedures such as medication administration, wound care or colostomy care. Videophones can be used alone or in combination with monitoring units.

Videophones can be used for skilled and non-skilled visits. The Good Samaritan Society has used videophones to help clients with tasks such as intravenous medication administration and unscheduled colostomy bag changes. When a client's diagnosis, acuity level or condition changes, it can create situations when a real-time interactive video visit is needed.