



TECHNOLOGY ENABLED CARE



WHO ARE WE?

We are the NHS Highland Technology Enabled Care (TEC) team.

We promote and offer TEC services, which is the use of technology to provide health and care services to people in their own homes, or near to home, helping people to live independently and safely.

Our key services include Telecare (a personal alarm system), Near Me (a video consultation platform) and Connect Me powered by InHealthcare (a remote health monitoring service, using text messages, automated phone calls or apps, to help patients manage their own health condition).

We help people to:

- stay safe and independent at home
- have choice about how they interact with their healthcare provider
- have reassurance and peace of mind that help will be there when needed
- self-manage their own health and wellbeing
- maintain or increase their independence whilst reducing risk of harm
- have their carers more involved in their care
- reduce their need to travel for health care appointments



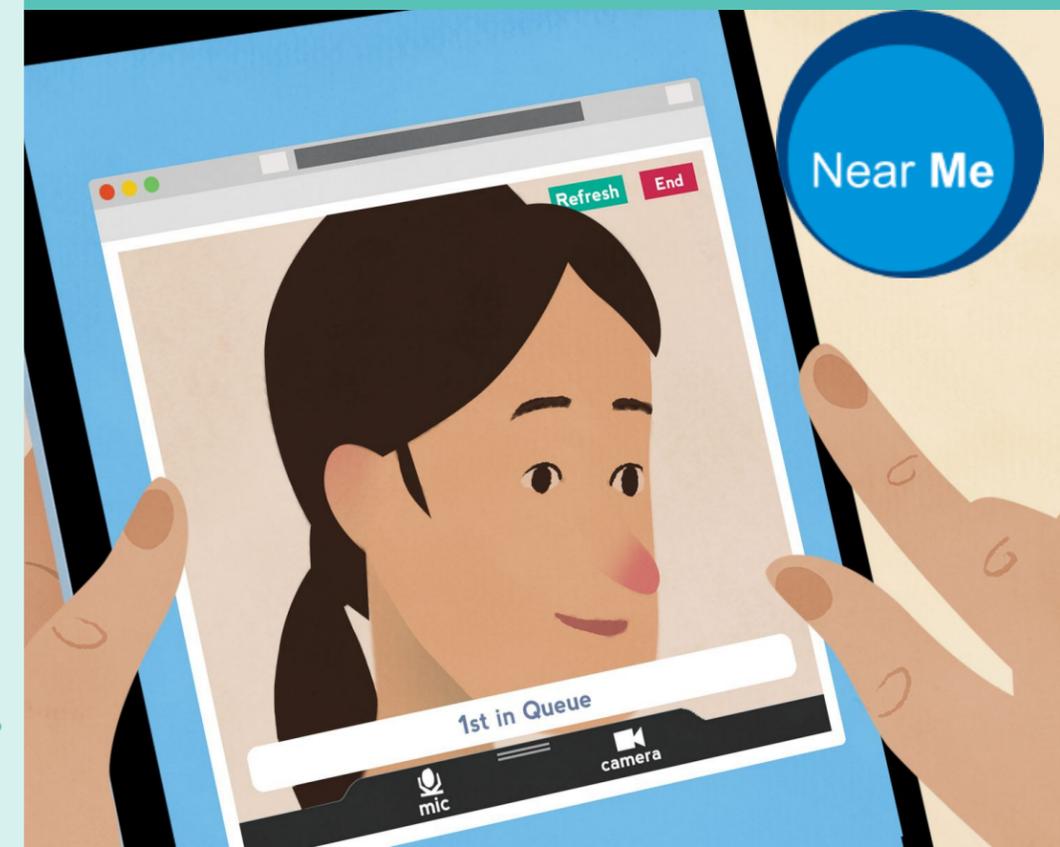
NEAR ME

Near Me is a confidential video consulting service. It enables people to attend appointments from a convenient location, such as their own home.

Around 20,000 healthcare consultations are being held each week via Near Me. The service is now being rolled out across a wide range of public services.

All patients need is a device for making video calls, such as a smartphone, and an internet connection.

Healthcare providers will most likely offer patients a Near Me appointment, but if they don't, patients can ask about one.



TELECARE

Telecare is an emergency alarm and remote monitoring system that provides support 24 hours a day, 365 days a year. The system ensures that a minor event does not turn into a crisis by making sure that when something happens an alarm is raised and an appropriate response is provided promptly.

The service is for anyone who may be vulnerable due to health or circumstance and who may struggle to raise an alarm in an emergency.

There's a range of telecare sensors including a red help button that can be pressed to raise an alarm, and passive sensors to detect epilepsy, falls, floods and when someone has left their property.



Telecare client activates their telecare system



Alarm call is received at the monitoring centre



The monitoring centre asks the client's family, neighbour or friend to check that they are okay

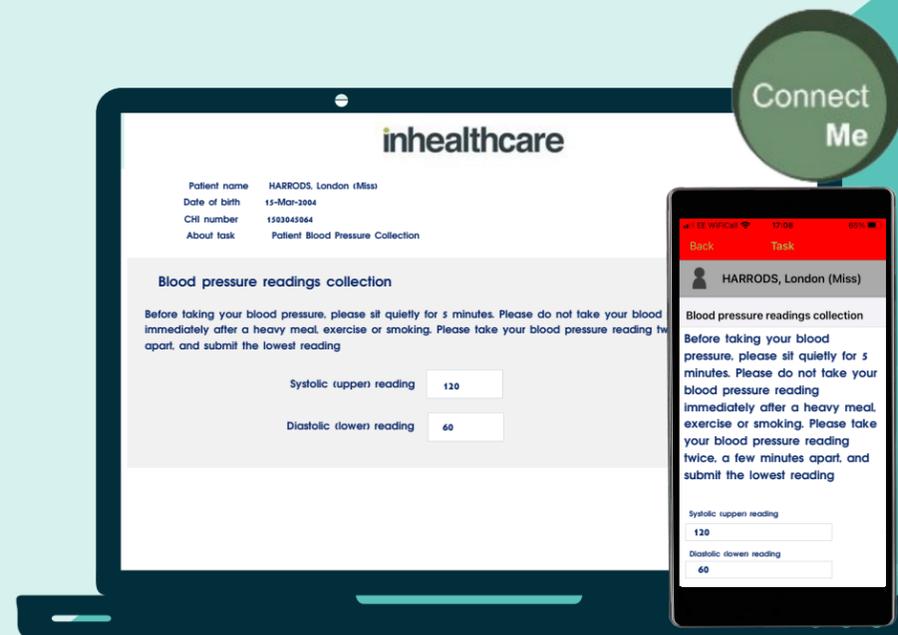
CONNECT ME

Connect Me (powered by InHealthcare) is a remote monitoring service, which enables patients to share information about their health condition with healthcare professionals.

Patients have a choice of communication channels- using an app, website, texts or landline. Patients who use the app can track their own readings (e.g. BP) over time on a graph.

Connect Me pathways are being used to help patients self-manage their Asthma, Covid, COPD, and Heart Failure.

In primary care Connect Me is used for Blood Pressure monitoring and we have plans for a series of annual review pathways for patients with chronic conditions.



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Connect Me

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Visit

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for more information

Contact us to request leaflets, posters and/or for us to talk at your organisation or community group.

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