



## Hospital and Clinical Staff



### **The Surgical Transitions Remote Patient Monitoring program SeamlessMD is available for surgical patients in Northwestern Ontario**

SeamlessMD is digital platform that guides surgical patients through their health care journey with education, and reminders to support recovery and to help keep patients on track. It is available for patients in Northwestern Ontario involved in Bariatric, Breast, Colorectal, Gynecology, Orthopaedic (Hip, Knee, and Shoulder), Spine, and Urology surgeries from all four surgery sites (Thunder Bay Regional Health Sciences Centre, Lake of the Woods District Hospital, Dryden Regional Health Centre, and Riverside Health Care).

### **SeamlessMD will guide the patient through stages of their procedure**

#### **Before Surgery**

- Messages to help them manage their procedure preparation
- To-do lists to help them prepare for their procedure

- Access to a self-care library with information on different topics

#### **In Hospital**

- Messages about what to expect each day
- Access to a self-care library

#### **After Discharge**

- Messages about what to expect with their recovery
- To-do lists to help them heal well at home
- Daily health checks to make sure they are recovering well at home, and to give them feedback on their recovery
- Access to a nurse practitioner for support as needed

#### **SeamlessMD:**

- Increases patient satisfaction
- Reduces unnecessary phone call volumes
- Reduces readmissions and ED visits
- Increases patient protocol compliance

Reach out to our team at **807-684-7894** with any questions or concerns or visit our website for more information at

For technical support, please email: [support@seamless.md](mailto:support@seamless.md)

# Frequently Asked Questions:

## **Q: What is SeamlessMD?**

**A:** SeamlessMD, is a free, interactive, digital education tool that provides a real-time, step-by-step guide to the patient's for their surgery journey. The program is easily accessible through a mobile app on a smartphone, tablet, and/or online through a website on a computer. The SeamlessMD education tool has been customized by Thunder Bay Regional Health Sciences Centre (TBRHSC) to provide surgical patients with the information needed to prepare for and to recover from surgery at TBRHSC.

## **Q: How will the app send notifications and reminders to patients?**

**A:** Messages and reminders are sent through text, email and/or in-app push notifications.

## **Q: Where does the information on the app come from?**

**A:** All content was created and approved by a working group at TBRHSC consisting of surgeons and clinicians representing the department.

## **Q: How will patients be enrolled into this program?**

**A:** A TBRHSC staff member will enroll patients directly into SeamlessMD. The patient will be sent an email from SeamlessMD with the link to activate/enter their account.

## **Q: What data is being collected from the patient? How long is the program?**

**A:** Different surveys are sent to patients, and could include:

- A set-up survey to collect patient demographics, comorbidities and risk factors
- Post-operative symptom screen ("daily health check"), sent to patients daily for 30 days after discharge to collect general recovery data (i.e. pain, mobility, signs of infection)

## **Q: How do patients access the program?**

**A:** SeamlessMD is accessible as both a web based application through an internet browser and as a downloadable "app" for smartphones and tablets. When the patient activates their account for the first time, the patient will be provided with a tour of the program. The patient needs one account for all platforms and is free to go back and forth between different platforms. Data is automatically synced across all platforms the patient chooses to use.

## **Q: Do older patients (65+) use the program? How?**

**A:** We find older patients in particular prefer the web-based program over the app. If the patient is not confident in using SeamlessMD themselves, they can ask a caregiver to help them (we encourage caregiver participation even

when the patient is capable of using SeamlessMD independently).

Participants in the program can email support@seamless.md for help.

## **Q: How will this app integrate into the existing post-operative pathway? Will other routine post-operative care remain the same?**

**A:** This app is a supplement to our current routine post-operative care. It provides an "all-in-one experience" for patients to see their physiotherapy exercises, submit daily health checks, and access educational material that is consistent with our current post-operative care and education practices

## **Q: What post-operative conditions/symptoms prompt the patient to visit the emergency department?**

**A:** The following prompt the patient to visit the ED:

- Suicidal ideation (intention to hurt self or others)
- Anaphylaxis (dyspnea, SOB)
- PE/DVT (dyspnea, SOB, chest pain, symptoms of DVT)
- MI (chest pain, SOB)
- Advanced dehydration (postural dizziness/fainting, diarrhea, vomiting)
- Hypoglycemia that cannot be managed at home (risk for diabetic ketoacidosis/coma)

## Key Points for the Emergency Department

- Patients receive automated feedback based on their responses. As patients are being monitored post procedure, they may be directed to go to the Emergency Department (ED) for assessment (i.e. new onset chest pain, signs of DVT/PE, signs of CSF leak etc.)
- Our Remote Patient Monitoring Clerk and nurse practitioners (NPs) monitor for alerts and contact patients as needed
- During office hours, patients who receive an alert to go to ED will be promptly assessed via telephone by the NP
- If the patient requires emergency assessment and care, they will be advised to go to ED and the NP will call the ED charge nurse with report
- Office hours are Monday to Friday, 8am - 4pm (excluding holidays); outside of these hours there is no NP doing assessments and ED visits will be at the judgment of the patient
- All patients who are advised to go to ED are given explanation why they have been advised to do so
- When SeamlessMD pathway patients present to the ED, please be aware of this service and consider this information in the triage process