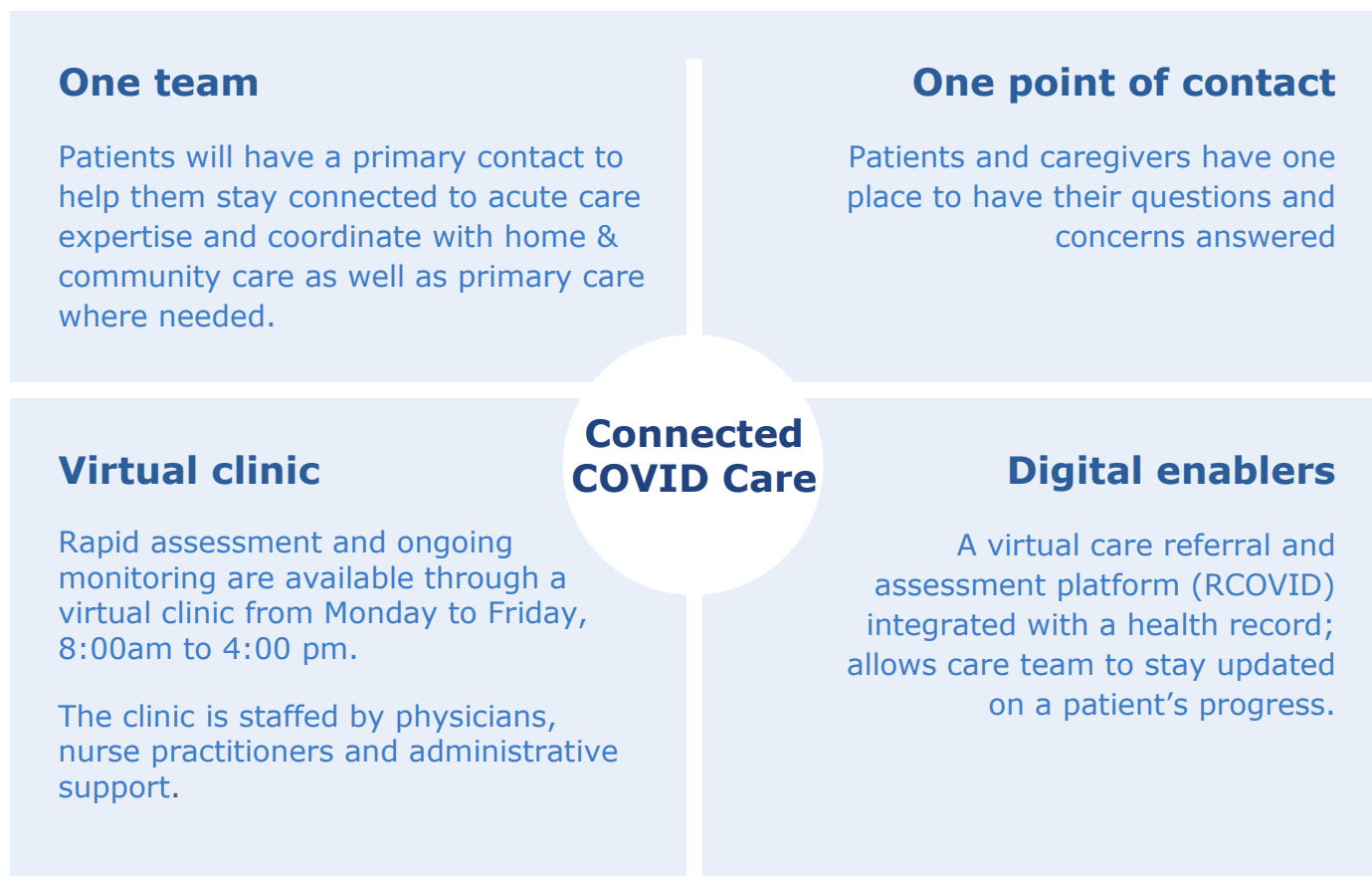


Connected COVID Care focuses on delivering an integrated care experience for patients and their caregivers. The majority of patients with COVID-19 can be cared for at home. This program allows acute care to continue to monitor patients at home while drawing on the expertise and capacity of home & community care supports and primary care where needed.

The four key elements of the program are:



Benefits of Connected COVID Care

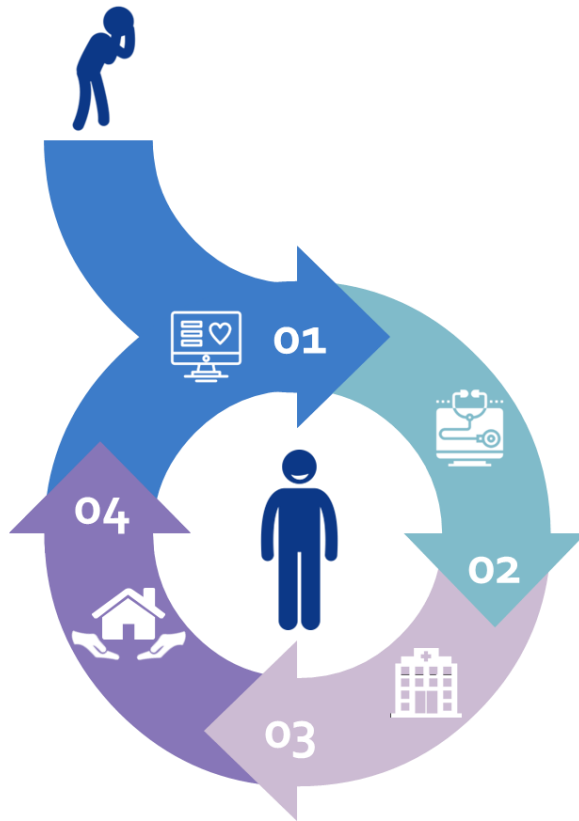
Patients and caregivers

- Care is provided in the comfort and safety of the patient's home
- One coordinated team, with a primary point of contact
- One contact point for questions and support

Care providers

- A simple referral process to a virtual COVID-19 care team
- Connection to the virtual care team for ongoing patient consultation
- Ongoing access to patient's COVID-19 care via EPR

The Patient Care Experience



01 Identify & Engage

- Patient identified at Emergency Department, TWH COVID Assessment Center, UHN clinic/unit once medically stable from GIM/other clinics, or from Primary Care

02 Assess

- Patient tested and care path determined - admitted to hospital or instructed to self-isolate and monitor symptoms from home
- Patient referred to virtual clinic (if sent home)

03 Treat

- Patient receives an initial assessment within 24-48 hours

04 Ongoing Monitoring & Care

- Patient re-assessed and monitored until recovery
- Patient receives counseling, education and care is coordinated with other facilities, including home & community supports as needed
- If patient is worsening, virtual clinic will determine if home care can support or if patient needs to return to hospital

Key Steps for the Integrated Care Team

01	02	03	04	05
Patient Identifies Concern & Engages with Care Team	Patient is Assessed	Patient is Treated (Inpatient and/or Outpatient Care Path)	Patient Receives Ongoing Monitoring & Care	Post COVID Condition Care
Patient identified at Emergency Department, UHN clinic/unit, or TWH COVID Assessment Center or Primary Care	Patient tested and care path determined	Patient enrolled into appropriate care path	Patient receives support and care until recovery	Patients with ongoing symptoms (Post 4 wks-18mths) receives additional support and care

