

Acute Virtual Monitoring Program

Health Professional Factsheet



Version 3.0 | 13 March 2025

Supporting more Tasmanians to receive care and recover safely from illness in the comfort and privacy of their home.

Who we support

We provide appropriate, accessible and safe care for people in the community with a short-term illness such as an acute respiratory illness (including Covid, Influenza, Croup, RSV), Cellulitis, Gastroenteritis, UTI, and exacerbation of chronic conditions such as COPD or Asthma, Heart Failure or Diabetes.

The service provided 24-hours support to eligible patients for 7 – 10 day period.

Who we are

Care@home is a statewide interdisciplinary service that remotely supports patients to better self-manage their illnesses and chronic conditions in their own home, using virtual care technologies.

What we do

A member of the **Care@home** team will contact the patient to do an Initial Virtual Care Assessment.

This assessment will include evaluation of any risk factors and determine the individual's suitability for the program and community-based care.

A personalised care plan will be developed to address each individual specific needs and outlined the level of care provided.

Clinical care is delivered using a variety of modalities, include video calls and remote monitoring kits.

Medical care is available from THS-employed general practitioners from 9:00am to 9:00pm, seven days a week.

In addition to experienced nursing staff, the service offers access to pharmacy and allied health support to optimise care for enrolled patients.

Communication with the patient's usual GP is maintained upon enrolment and discharge from the AVMP.

Remote Patient Monitoring Kit

Eligible patients will receive a Remote Patient Monitoring kit to support their daily clinical assessments and interaction with the health care team.

The kit includes a monitor to check your oxygen levels and heart rate, a thermometer to check your temperature, and a smartphone device for recording these observations and to enable video calls with the **Care@home** team.



Patients are prompted by their Remote Monitoring Device on a daily to input their observations, which are monitored by Healthcare Professionals 24/7.

The program is well supported by effective escalation pathways and procedures to optimise the safety of patients enrolled in the program.

Referring to Care@home

Care@home offers two referral pathways, Patient Self-Referral and Health Care Professional Referral:

- online Enrolment Form (Self Enrolment Only)
- calling the Care@home team on **1800 973 363**
- eReferral
 - referred to site: South – **Community and Primary Care**
 - referred to speciality – **Care@home**

Contact Care@home



1800 973 363
select option 2

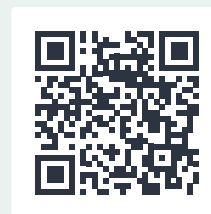


24/7 service

More information



More information at:
[www.health.tas.gov.au/
care-at-home](http://www.health.tas.gov.au/care-at-home)



Care@home is not an emergency service. For all serious and life-threatening conditions call 000 or go to your nearest Emergency Department.

Care@home