

Home monitoring

Take measurements at home with Luscii

In consultation with your care provider, you have decided to take part in the home monitoring programme (also known as telemonitoring or remote monitoring). This leaflet provides more information on this programme.

What is home monitoring?

Home monitoring enables us to keep an eye on your health remotely in just a few simple steps:

- You take measurements at home, for example your blood pressure, heart rate, weight, oxygen level and glucose level (only if applicable to you)
- You fill in questionnaires (only if applicable to you)
- You enter your details in the app
- Your care provider can access these details via the dashboard, so they can keep an eye on your health.

If your readings are not within the normal range, your care provider will contact you to ask how you are doing. That way, we can keep an eye on you, without you needing to come to the hospital quite as often.

How does home monitoring work?

If you consent to home monitoring, MMC will create a free account for you with Luscii.

When doing so, we will share the following personal data with Luscii:

- Your Citizen Service Number (BSN);
- Your full name;
- Personal details such as your sex and date of birth;
- Your email address.

As soon as your account has been created, you will receive an invitation email, and you can start using the app. This email may end up in your junk folder.

You will need the following:

- Your own smartphone or tablet.
- Check whether your email address is correct in your MijnMMC patient portal. Your invitation will be sent to this email address.
- The Home Monitoring app by Luscii. You can download this to your own device using the link in the invitation email (via the App Store or Google Play).

The information in this leaflet is of a general nature and is meant to give you an idea of the care and information you can expect. Other advice or procedures may apply depending on your situation. This leaflet serves only as an addition to the specific information from your specialist or practitioner.

Components of the Luscii app

An overview of the various components of the Luscii app can be found below.



Home

- The 'Home' page provides an overview of your scheduled tasks, such as questionnaires about your health and your measurements. You will also receive an email whenever a new task has been scheduled for you.
- If you have an Android device, you can click on the person icon in the top right-hand corner to access your settings. The option to log out is available at the bottom. If you prefer not to log out after every session, we expressly recommend that you secure your device properly using a fingerprint or PIN, for example.
- If you have an Apple device, you can access your settings by clicking the cog icon in the bottom right-hand corner. The option to log out is available at the bottom. If you prefer not to log out after every session, we expressly recommend that you secure your device properly using a fingerprint or PIN, for example.



Self-care

- The 'Contact' page enables you to contact your care provider if you need to in light of your symptoms, or if you have any questions. You will receive a response to your message within three working days.
- The 'Availability' page shows you who you can contact at which times and on which days.
- 'Lessons' provides more information, tips and personal advice regarding certain elements of your treatment, or on how to deal with your symptoms. You can view these lessons in the app in text, video or image format.
- The 'Information' page provides specific information about your condition, including what to do if your symptoms get worse.



Measurements

- The 'Measurements' page shows the figures for your previous measurements on a series of graphs.
- You can also add interim measurements to the 'Measurements' page yourself whenever you feel this may be needed. If they have reason to do so in light of your measurements, your care provider will contact you within one to two working days.



Messages

- The 'Messages' page shows any instructions you've received from Luscii or your care provider.
- You cannot respond to these messages directly. If you wish to respond to a message, you can do so via the 'Contact your care provider' option or by calling the Monitoring Centre directly on: +31 40 888 8500.

Frequently asked questions

In case of an emergency

The Home Monitoring app by Luscii is not a tool for use in acute or critical situations. If you need help straightaway, call 112 in any emergencies.

How long do I need to use the Home Monitoring app by Luscii?

The Home Monitoring app by Luscii helps both you and your care provider during your treatment. You can make unlimited use of the Home Monitoring app for as long as it forms part of your treatment.

Excess

Your basic health insurance policy will cover the costs of home monitoring. This means you will need to pay an excess. If you have not yet used all of your excess for this year, part of the cost will be charged against your excess. The exact cost differs between treatments and depends on your health insurance policy.

Phone or tablet system requirements

Android phone or tablet

You will need Android 8 or later to be able to install the Home Monitoring app by Luscii. You will not be able to find this app in the app store if you are using an older version.

iPhone or iPad

You will need iOS 14 or later to be able to install the Home Monitoring app by Luscii. You will not be able to find this app in the app store if you are using an older version.

Questions about the app and faults

The Luscii helpdesk can help you with any problems you experience with the Home Monitoring app. Encountered a fault, did not receive an email or have any other problem? Simply contact the helpdesk on +31 85 1305851 or visit www.luscii.com/hulp.

If you wish to stop participating in the home monitoring programme

If you no longer wish to use home monitoring, send us a message via 'Contact' in the Self-care component. You will receive a response to your message within one to two working days. Your care provider will ask you some questions about why you wish to stop, and your regular treatment will be resumed.

Not satisfied?

If you are not satisfied with home monitoring, please discuss this with your care provider.

To conclude

The information in the Home Monitoring app by Luscii has been compiled with the greatest possible care. This does not guarantee that all questions about your health will be answered, or that all risks to your health will be detected in good time. Please contact your doctor or (specialist) nurse if you have any questions you cannot find the answer to in the Home Monitoring app by Luscii, if you have any concerns, or if you are looking for personal advice.